



A  
19-034  
02/13/19

## Mental Health Resource Guide

The purpose of this bulletin is to provide Department members with a resource guide that lists useful information regarding mental health related services and organizations available in the City and County of San Francisco.

As calls for service involving people with mental health issues increase, it is important that all members are able to provide information and options to those impacted by, and those living with mental illness. There is a large network of mental health focused programs and organizations in San Francisco dedicated to assisting persons living with mental illness. These programs also help the families, supporting caregivers, and other concerned persons cope with issues surrounding mental illness.

Attached is the Mental Health Resource Guide SFPD 595, listing mental health related resources available and contact information along with a short description of services provided. Members can use this handout as reference to answer questions related to mental health services provided in San Francisco and provide follow up information to subjects, family members, caregivers, and other concerned persons.

Members shall become familiar with the resources available within their districts. Members with questions are encouraged to contact their Station CIT Liaison Sergeant or Officer or to contact the FOB CIT Unit directly.

Members may also contact FOB CIT unit via DOC for emergency after-hours consultation.

  
WILLIAM SCOTT  
Chief of Police

*Per DB 17-080, both sworn and non-sworn members are required to electronically acknowledge receipt and review of this Department Bulletin in HRMS.*

References: DGO 5.21



San Francisco Police Department  
Crisis Intervention Unit

Emergency: Dial 911  
Non-Emergency: 415-553-0123

**MENTAL HEALTH RESOURCES**  
(February 2019)

**SFPD Crisis Intervention Team/Psych Liaison Unit:**  
Metro Division Stations (415) 837-7135 or Golden Gate Stations (415) 837-7524

**San Francisco Department of Public Health Mental Health Support**

DPH Crisis Response Team	
Contact	Procedure
(415) 970-3800 Hours: 24 hours a day/7 days a week	SFPD can contact Crisis Response Team for clinical support, grief/trauma counseling, and crisis care for individuals, family, or community members affected by violence.
DPH Mobile Crisis	
Contact	Procedure
(415) 970-4000 Hours: Monday-Friday 8:30am – 11:00pm Saturday/Holidays 12:00pm to 8:00pm	SFPD can contact Mobile Crisis for response to behavioral health crisis, field assessments, interventions, and 30-day crisis case management follow up for adults within the City and County of San Francisco. <i>Mobile Crisis can link subjects to long-term care/services which can reduce calls for service.</i>
DPH Comprehensive Child Crisis Team	
Contact	Procedure
(415) 970-3800 Hours: 24 hours a day/7 days a week	SFPD contact Child Crisis for 24 hour/7day a week crisis intervention, 30 day crisis case management and medication support services for youth under age 18 located within the City and Country of San Francisco. <i>CCC links subjects/families to long-term care/services which can reduce calls for service.</i>
Zuckerberg San Francisco General Hospital Psychiatric Emergency Services	
Contact	Procedure
(415) 206-8125 Hours: 24 hours a day/7 days a week	SFPD can contact PES for emergency psychiatric evaluations, counseling of individuals/families, crisis intervention, medication, referrals to community clinics, or hospitalization.

**Other Mental Health Resources**

Dore Urgent Care Center	
Contact	Procedure
2 Dore St, San Francisco, CA 94110 (415) 553-3100 Hours: 24 hours a day/7 days a week	An alternative to PES for adult clients in psychiatric crisis but do not require hospitalization. Officers may offer DUCC to subjects; DUCC is voluntary only; officers must transport the subject (DUCC can't take drop ins). <i>SFPD must call prior to taking a subject to DUCC to ensure there is space.</i>

**FOR INTERNAL USE ONLY**

**Westside Community Crisis**

Contact	Procedure
<p>245 11<sup>th</sup> Street, San Francisco, CA 94103                      (415) 355-0311  <b>Hours: Monday through Friday 8:00am to 5:30pm</b>  <b>Saturday 9:00am to 4:00pm</b></p>	<p>Westside Crisis is a voluntary, drop-in service open to any adult in need of emergency psychiatric care. Westside Crisis provides culturally competent crisis and urgent care services to San Francisco adults (18 years or older). SFPD officers may refer subjects to Westside.</p>

**Citywide Case Management Program**

Contact	Procedure
<p>982 Mission St, San Francisco, CA 94103                      (415) 597-8000  <b>Hours: Monday through Friday 9:00am to 5:00pm</b></p>	<p>Citywide provides case management to high-risk mentally ill adults. SFPD officers may notify Citywide if they encounter a Citywide client in order to link the client back to their case manager and services. <i>This can help reduce calls for service.</i></p>

**OTHER MENTAL HEALTH RESOURCES**

**Behavioral Health Access (888) 246-3333 or (415) 255-3737** – links eligible subjects to mental health services; phone line is 24/7 for registration

**Suicide Prevention Hotlines: Crisis (415) 781-0500; Drug Line (415) 362-3400; HIV Nightline (415) 434-2437** – 24/7 hotlines provide support, intervention, and education

**Hospitality House Self-Help Center: 6<sup>th</sup> St (415) 369-3040 and Tenderloin (415) 749-2133** – drop in centers at 169 6<sup>th</sup> St or 146 Leavenworth St

**Mission Mental Health 2712 Mission St, (415) 401-2700** – new client drop in Mon to Fri 1:00pm to 3:00pm

**OMI Family Center 1701 Ocean Ave (415) 452-2200** – drop in Mon to Fri 12:00pm to 5:00pm

**South of Market Mental Health 760 Harrison St (415) 836-1700** - Drop in Mon-Tue-Thu 8:00am to 10:30 and Mon to Fri 1:00pm to 3:00pm

**RELATED RESOURCES**

**Health Streets Operation Center (HSOC – Homeless resources)**

Contact	Procedure
<p>(415) 558-2723  <b>Hours: 24 hours a day/7 days a week</b></p>	<p>SFPD can call regarding homeless encampments, homeless resources, and other issues related to homelessness. HSOC provides unified and coordinated city services and responses to unsheltered persons experiencing homelessness.</p>

**San Francisco Sobering Center (Substance abuse resources)**

Contact	Procedure
<p>1171 Mission St, San Francisco, CA 94103                      (415) 734-4200  <b>Hours: 24 hours a day/7 days a week</b></p>	<p>The Sobering Center is a 24/7 pre-hospital diversion unit for intoxicated adults. SFPD can bring subjects to the Sobering Center in order to link them to specialized care for those with active addiction and connection to social services and Citywide case management. <i>This can reduce calls for service.</i></p>