



City and County of San Francisco  
London N. Breed  
Mayor

MATERNAL, CHILD & ADOLESCENT HEALTH SECTION



Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

## YOUTH SERVICES & REFERRALS DURING THE COVID-19 CRISIS

Sections include sources for: 1) sexual health services; 2) mental/behavioral health support, including commercial sex trafficking; 3) housing support & food resources. It also includes scripts for confidentiality, safety, and mental health screening (Section 4).

### SECTION 1: Sexual Health Services / Open Youth Clinics

- **New Generation Health Center | Phone:** 415-502-8336 | **Address:** 2500 18<sup>th</sup> Street, San Francisco, CA 94110 (pregnancy test kit, birth control and medication pick-ups only; youth must call in advance) | **Hours:** M-Th 1-5 pm; Fri 9 am-5 pm | **Services:** New Gen is currently offering essential sexual health services by phone. While the Homeless Prenatal Building is closed, youth can arrange to pick up some birth control supplies, UPT kits, and some other medical prescriptions. To initiate services youth must call the phone number. If youth call and do not get in touch with someone directly, they must leave a voicemail with their telephone number so that a staff member can call them back. **Phone visits are available for the following:** Family PACT enrollment and recertification, birth control consultations, counseling, and problem solving; birth control prescription refills or starts (oral contraceptives, patch, ring); emergency contraception; infection symptom consultation and prescriptions as medically appropriate (BV, yeast, UTI); STI consultation and treatment for patient with symptoms and/or known exposure (oral medications only, when appropriate); PrEP maintenance; pregnancy options counseling AFTER patient takes a home test (kits available for pick-up at clinic if need); triage for other medical concerns such as abdominal pain, headaches, rashes (treated by phone if possible). **After a phone consult, patients requiring in-patient services are referred out for:** STI treatment (Gonorrhea or Syphilis); prenatal or abortion care; Depo shots or IUD/implant placement (if they can't be deferred); STI evaluation with symptoms only; Transgender hormone therapy; primary care/respiratory symptoms that can't be managed by phone. **Deferred Services:** routine physical exams, including pap smears; routine vaccinations.
- **Mission Neighborhood Health Center (MNHC) Teen Clinic | Phone:** 415-552-3870 extension 2339; After Hours: 415-552-3870 | **Address:** 240 Shotwell Street, San Francisco, CA 94110 (2 blocks from the 16th Street BART station) | **Hours:** Mondays and Thursdays 1:30 – 5pm | **Appointments & Drop In Services:** Both are available during normal hours; during the COVID-19 Crisis, staff will be providing phone visits whenever possible. To get an appointment, youth should call the phone number above; if no one is available, they can leave a confidential voicemail and must leave their phone number in order for staff to call them back. If youth need to be seen immediately (for instance for a pregnancy test, emergency contraception, or to pick up birth control supplies), the MNHC Women's Clinic will accommodate them during regular business hours (Monday and Friday, 8:00AM-6:00PM; Tuesday and Thursday, 8:00AM-9:00PM; Wednesday 8AM-12PM and 2PM-9PM). **Services during COVID-19 Crisis:** family planning/counseling; pregnancy tests; STI checks and treatment; emergency contraception; HIV tests and counseling; mental health services: general counseling and referrals
- **6M Pediatric Clinic @ ZSFG (Ages 12-18 & Existing Patients ≤ 21) | Phone:** Teen **Advice Line** (triaged to provider as necessary): 628-206-8376; **Provider-only referral line:** 628-206-8838 | **Address:** Building 5, 6<sup>th</sup> Floor, 1001 Potrero Avenue (corner of 22nd Street), San

Family Planning Program, 30 Van Ness Avenue, Suite 260B, San Francisco, CA 94102

San Francisco, CA 94110 | **Hours:** Mon & Wed to Fri, 8:00AM-8:00PM; Tue, 9:00AM -5:00PM; Sat & Sun, 9:00AM-5:00PM | **Services during COVID-19 Crisis:** Existing patients: Birth control counseling and prescriptions, emergency contraception, pregnancy tests and options counseling including abortion referrals, mental health support, STD testing and treatment for patients with symptoms and/or known contact. New patients (must be medically stable): Can be seen for urgent issues, including confidential services such as emergency contraception, because 6M functions as the 'child/adolescent' emergency dept. Birth Control Supplies: Except for emergency contraception, must be picked up at the ZSFG Out-Patient pharmacy. **Screening during COVID-19:** All patients are screened by a staff person at the "patient entrance" to Building 5; includes having one's temperature taken; must wear a mask and indicate that they have an appointment at 6M (they do not need to give the reason).

- **6G Women's Options Center @ ZSFG | Confidential appointment line:** 628-206-8476, caller must leave a first name AND a phone number where they can be reached confidentially in order to receive a call-back; **Referral line for providers:** 628-206-8168, ask for Alissa and tell the person who answers that you need to make an appointment for a youth. | **Address:** Building 5, 6<sup>th</sup> Floor, 1001 Potrero Avenue (corner of 22nd Street), San Francisco, CA 94110 | **Hours:** Mon-Fri, 8:00AM-5:00PM | **Services during COVID-19 Crisis:** Options counseling and first and second trimester abortion care.
- **LYRIC (Lavender Youth Recreation and Information Center) - PrEP Navigation Services** | LYRIC is closed but is providing PrEP Navigation services for LGBTQ youth via phone. While LYRIC cannot prescribe PrEP, they can help with obtaining prescriptions and receiving PrEP medications, including mail delivery. | **Contact Information:** Direct LGBTQ youth who need PrEP Navigation Services to email [gustavo@lyric.org](mailto:gustavo@lyric.org).
- **Planned Parenthood** | **Phone:** 415-821-1282 | **Address:** 1650 Valencia St, San Francisco, CA 94110 | **Online Appointments:** <https://www.plannedparenthood.org/health-center/california/san-francisco/94110/san-francisco-health-center-3997-90200> | **Hours:** Monday, 11:30AM-8:00PM; Tues & Thu, 8:30AM– 8:00PM; Wed & Thu, 8:30AM-5:00PM; Sat, 8:30AM- 4:30PM | **Services during COVID-19 Crisis:** Birth control counseling and prescriptions, emergency contraception, pregnancy tests and options counseling, medical and surgical abortion, colposcopy (existing patients), STD testing and treatment for patients with symptoms and/or known contact. | **Phone appointments:** only available for existing patients; new patients must be seen in person.

**Community Health Programs or Youth (CHPY) Clinics:** Most CHPY staff have been "activated" and reassigned as part of the Health Department's COVID-19 response. School-based clinics (Willie Brown, Balboa, Burton), Cole Street Youth Clinic, 3<sup>rd</sup> Street Youth Clinic, and the Michael Baxter / Larkin Street Youth Clinic are closed. Dimensions Clinic for LGBTQ patients has limited hours and services. Youth who normally receive care at these sites should call New Generations for services (see guidelines above).

## SECTION 2: Behavioral / Mental Health Support Services

Agencies providing confidential mental health support services via phone (in alphabetical order):

- **3<sup>rd</sup> Street Youth Center:** While the clinic is closed, licensed staff continue to provide mental health support by phone to youth, age ≤ 24. Providers who want to refer a youth should use the center's online referral form at the bottom of this web page: <https://3rdstyouth.org/counseling/>. Youth can self-refer by calling 415-728-4314.
- **California Peer Run Warmline (Mental Health Association of San Francisco):** For any Californian seeking non-emergency emotional support <https://www.mentalhealthsf.org/peer-run-warmline/>

- **Huckleberry Youth Programs 24/7 Teen Crisis Number:** 415-621-2929; behavioral health staff continue to provide ongoing assessment, crisis intervention, individual, and family therapy to youth and young adults. Youth who are not currently patients should call this phone number.
- **LYRIC (Lavender Youth Recreation and Information Center)** | LYRIC is able to provide advocacy and emotional support services to LGBTQQI youth over the phone. If not already a LYRIC client, youth will be provided with an abridged orientation to LYRIC programs. | **Contact Information:** Direct LGBTQQI youth who are interested to contact Bishop@lyric.org.
- **San Francisco Suicide Prevention Hotline (24/7):** 415-781-0500
- **Safe & Sound Parental Stress Support Line (24/7):** 415-441-KIDS (5437)
- **TAY Linkage:** Connects TAY young people to behavioral health care and also provides short-term services and stabilization. **Provider referrals:** call 415-642-4525 or complete the referral form at: <https://drive.google.com/file/d/1uRvB3M2vcbvDveqBHxt2JpxGzICxLjDG/view?usp=sharing>
- **Trafficked Youth Support - Huckleberry Advocacy & Response Team (HART):** For ongoing provider referrals / support, call the HART program directly at 415-264-7620. To initiate a new active case response, call the Human Services Agency FCS Hotline at (800) 856-5553 and inform the person who answers that you want to make a CSEC report.

### SECTION 3: HOUSING / FOOD / BENEFITS ADVOCACY & SUPPORT

- **3<sup>rd</sup> Street Youth Center:** While the clinic is closed, staff are available to provide in-person housing support to youth, age ≤ 24. Providers who want to refer a young person should use the center's online referral form at the bottom of this web page: <https://3rdstyouth.org/counseling/>. Youth can self-refer by calling 415-728-4314.
- **Glide Church Providing Boxed Breakfast and Dinners:** Breakfast service is at 8:00AM; Dinner service is at 4:00PM. **Address:** 330 Ellis St, San Francisco, CA 94102
- **Huckleberry Youth Programs Crisis Shelter:** offers continuous 24-hour crisis intervention and resolution services and emergency shelter to high-need youth between the ages of 12 and 17. For both provider and youth self-referrals: 415-621-2929.
- **LYRIC (Lavender Youth Recreation and Information Center)** | LYRIC is closed but is providing advocacy services for LGBTQQI youth over the phone. Services include help obtaining food and housing, applying for unemployment and navigating benefit systems such as unemployment and medical benefits. If not already a LYRIC client, youth will be provided with an abridged orientation to LYRIC programs. | **Contact Information:** Direct LGBTQQI youth who need benefits-related advocacy services to email bishop@lyric.org.
- **San Francisco Unified School District's Free Meal Program:** Providing free meals for ALL children and youth ages 18 and younger. Meal distribution sites are open Mondays and Wednesdays between 11am and 12pm. No registration, identification, or proof of school enrollment is required. Distribution site list: <https://www.sfusd.edu/services/health-wellness/nutrition-school-meals>
- **St. Anthony's Providing Boxed Lunches:** St. Anthony's is providing boxed lunches between 11:30AM-1:00PM outside of its facility on the corner of Golden Gate Avenue and Jones Street.

### SECTION 4: GUIDANCE AND SCRIPTS

Youth Confidentiality and safety screening may be even more important during the COVID-19 crisis, while families are ordered to shelter in place, youth may have difficulty having confidential conversations, and the risk of IPV is increased. The following scripts and guidelines may be of help.

- **CHPY Guidance for Telehealth Visits**  
<https://drive.google.com/file/d/1vAlMNNXCw7h8Rvzr3YlXlJonXmZtjEkY/view?usp=sharing>
- **Telehealth Guidance for Family Planning Visits During COVID-19 (Bixby Center)**  
<https://beyondthepill.ucsf.edu/contraceptive-care-during-covid-19#telehealth-contraception>
- **Behavioral Health Telehealth: Crisis and Risk Management Guide (A.L. Dupont Children's Hospital)**  
<https://drive.google.com/file/d/1WEKyH26ggV8FVCg5k6cyIbFZMKWbc1NE/view?usp=sharing>

- **Preventing and Addressing Interpersonal Violence (IPV) During COVID19 Pandemic (LEAP)**  
[https://drive.google.com/file/d/1\\_Eo7AzotsIfLVO-CtO71c4pHRSKLiawI/view?usp=sharing](https://drive.google.com/file/d/1_Eo7AzotsIfLVO-CtO71c4pHRSKLiawI/view?usp=sharing)
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