San Francisco Transgender Resource Guide
Second Edition

Transgender Resource and Neighborhood Space

http://www.caps.ucsf.edu/TRANS/
(415) 476-0149

University of California, San Francisco
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Welcome to the TRANS Resource Guide
Here you will find more services, more places for protection, and more places to be yourself. In this guide we will provide you with information you can use no matter where you are in terms of identity, transition, or economic status.

Whether you are new to San Francisco, or just coming to grips with being transgendered, it can be scary at first. This resource guide will help you find shelter, food, medical care, therapy, legal, and other services here in San Francisco and the Bay Area.

Service providers of all kinds who need to advise transgender clients can also use this guide.
Finding a Place to Stay
Finding a place to stay…
A significant portion of the transgender community in San Francisco is homeless. For us, finding a safe and accepting place for shelter can be a very high priority. The following locations are all transgender-friendly. However, they have specific rules regarding minimal standards of transition before people are allowed to stay in the section appropriate to their self-identity. For example, simply stated, the rules for city run shelters in San Francisco are:

1. You have to be consistent with your gender identification in the shelter system in order to get a bed. That is, you cannot choose which gender you will claim based on which shelters have beds. Further, you have a right to be housed in accordance with your expressed gender identity.
2. When you are outside the shelter, you can present as whichever gender is most comfortable. For example, if you are a male-to-female, but you feel safer presenting as a male that is acceptable. And if you are a female-to-male you have a right to have safety concerns addressed while staying in the shelter.

3. If there is no reasonable way to avoid being seen by others while taking a shower, the shelter may set specific times for pre-operative transgender clients to shower. However, these times must be equitably divided.

4. On the other hand, if the showers have stalls with curtains or doors that allow the clients to shower in
privacy the shelter may not set specific hours for pre-operative transgender clients to take a shower.

5. If you do not have a legal ID which is consistent with your gender identity and expression and the shelter feels it needs further confirmation of your gender identity, you must be accommodated and given five working days to obtain a letter of referral from an agency which provides transgender-specific services. Such a letter can be obtained from UCSF TRANS.

6. Shelters need to make reasonable accommodations for privacy for medical needs such as injections and dilation.
The complete and official version of the City Shelter Systems rules can be found in Appendix A.

Since the implementation of the Care Not Cash program, if you are seeking shelter in facilities run by the City you are required to go through one of the five Drop-In Centers. There you are registered in the CHANGES (Coordinated Homeless Assessment of Needs through Guidance and Effective Services) system. You are digitally fingerprinted and photographed, and then referred to a shelter for a seven-night bed.

Once you have a bed in a shelter, you will be expected to comply with a set of rules. Most of them are common sense stuff, like no drugs or alcohol, no weapons, no fighting, etc. Some of the rules may seem a bit more restrictive, such as having to be in the shelter by a
certain curfew. If you violate what is considered a major rule, such as attacking another client or staff member, you can be denied access to the shelter permanently. Lesser violations usually result in at least one warning, with a 30-day suspension after one or two more violations of the same rule. In either case, an appeals process is available. However, in the case of serious violations, you are denied access until the appeal is heard. For lesser violations, you are allowed to remain in the shelter system until the appeal has been heard.

**Drop-In Centers:**

The following are the places where a shelter bed can be reserved:
Bayview Hope Resource Center
2111 Jennings
San Francisco, CA 94124
(415) 671-1100
Open 24 hours
Showers, lockers, laundry, snacks, case management, peer counseling. Provides breakfast and dinner daily.

- Hope House provides permanent transitional housing.

Tenderloin Health
187 Golden Gate Ave.
San Francisco, CA 94102
(415) 923-6987
Open 7am to 8:30 pm seven days a week
Provides Case management, individual, substance abuse, and transgender counseling, street-based outreach, information and referral service, support groups for male-to-female transgender persons, bilingual (English/Spanish).
McMillan Drop-in Center
39 Fell Street
San Francisco, CA 94102
Phone: (415) 241-1180
Open 24-hours weekdays; Weekends
closed between 9:30am & 12pm
6-8 hour beds for intoxicated individuals,
drop-in with laundry, case management,
counseling, coffee/light snacks,
restrooms, showers, referrals, TV.

Mission Neighborhood Resource Center
165 Capp Street
San Francisco, CA 94110
(415) 869-7977
Open 7 am to 7 pm Monday thru Friday
Provides case management, showers,
lockers, laundry, snacks, peer
counseling, support groups, crisis
counseling, restrooms, medical clinic,
psychiatric services, bilingual
(English/Spanish).
Emergency Shelters

The following are some of the City’s emergency shelters that are transgender-friendly. Some require reservations through the resource centers; others have their own policies.

A Woman’s Place
1049 Howard Street
San Francisco, CA 94103
(415) 487-2140

- For women over 18.
- Requires reservation through one of the resource centers.
- 5 beds available daily for women with mental health needs.
- 15 beds for other women in need.
- 11 HIV+ Transitional Housing Care Beds for women.
- 9 SHP Transitional Housing Beds for women.
• Stay up to 18 months in Transitional Housing Program.
• Breakfast, lunch, and dinner and counseling for guests.
• Drop-in center is open 24 hours except during cleaning between 10-11:30 am.
• Money management program.
• Senior Program (55+) has 20 beds.
• Substance Abuse Program has 10 beds for 30-120 day stays.

Ark House
1025 Howard Street
San Francisco, CA 94103
(415) 861-5382
http://www.arkofrefuge.org/yhomeless.html
A transitional housing program for LGBT youth.
• Has 15 beds.
Asian Women's Shelter
3543 18th Street, Box 19
San Francisco, CA  94110
(415) 751-7110 (Office)
(415) 751-0880 (Crisis)
http://www.sfaws.org
A shelter program for abused Asian women and their children.

- Provides safety, food, shelter, advocacy, and other resources to assist women in rebuilding violence-free lives. Services are culturally appropriate and are language accessible.
- Has an on-call pool of multi-lingual advocates to respond to the wide range of Asian languages spoken in the Bay Area.
The Episcopal Sanctuary
201 8th Street
San Francisco, CA 94103
(415) 863-3893
- Provides case management and employment and housing specialists
- Offers 2 meals and showers.
- Narcotics Anonymous and Alcoholics Anonymous meetings.
- Requires reservation through one of the resource centers

La Casa de las Madres
1850 Mission Street, Suite B
San Francisco, CA. 94103
1-877-503-1850 Adults (Toll Free)
(415) 503-1850 Adults (Local Access)
1-877-923-0700 Teens (Toll Free)
(415) 503-0501 Teens (Local Access)
http://www.lacasa.org/
Offers emergency residential shelter to battered women and their children while
providing counseling, family-based services and referrals.

- Emergency Crisis Shelter has the capacity to shelter and support 35 women and children per night.
- 24-hour Crisis Phone Lines.
- Drop-In Counseling Center.
- Teen Intervention & Prevention Program.
- Community Education & Outreach Program.
- All services are offered free-of-charge in English and Spanish.

Larkin Street Youth Services
1138 Sutter Street
San Francisco, CA 94109
(415) 673-0911
(800) 669-6196 (For youth who need information about services.)

http://www.larkinstreetyouth.org/
Larkin Street Youth Services provides services around the clock, 365 days a
All services emphasize a personalized, supportive approach that ensures that each client is able to access the appropriate programs and services.

- **Point of Entry Services** include outreach, a drop-in center (1138 Sutter Street), and the Haight Street Referral Service.
- **Support Services** includes case management, medical care, mental health services, and substance abuse services. There is also a community art program.
- **Housing Services** include emergency shelters and longer-term transitional housing that provides at-risk youth with both stability and security, which allows them to utilize employment and educational programs that will help get them off the streets for good.
• **HIV Specialty Services** provides comprehensive care to address the specific needs of homeless and runaway youth who are living with HIV and includes the After Care Program, assisted care, and an HIV Specialty Clinic.

• **Educational & Employment Services** provides young people with the opportunities, resources, and guidance they need to succeed. From schooling to immediate work to long-term career training, Larkin Street works with each youth to ensure that they are developing the skills and accessing the resources that will keep them off the streets for good.
Marian Residence for Women
1171 Mission Street
San Francisco, CA 94103
(415) 241-2688

- For single woman aged 18 or over.
- Privately operated by St. Anthony Foundation
- Residents must be able to take care of their own physical needs.
- Sign up for beds between 6 pm and 6:45 pm
- Your best chance of getting a bed is on the 1st and the 15th of each month.
- Available beds are given out by lottery each evening at 7 pm
- Referrals also accepted from other agencies if beds are available.
- Since this shelter is not a part of the City System, residents are
not subject to Care Not Cash provisions.

**Next Door**
1001 Polk Street
San Francisco, CA 94109
(415) 292-2180
- TG-friendly shelter
- Case management
- Skills Center - computers for use
- 9 am - 4 pm, drop-in center - lounge, showers, towels and soap.

**Long Term Housing**

**Tenderloin Housing Clinic**
126 Hyde Street
San Francisco, CA 94102
(415) 771-2427
- Operates Master Lease Program.
- Provides affordable housing in Single Room Occupancy hotels.
• Requires referral from specific agencies.
Finding Something to Eat
Finding Something to Eat
Another priority for those who do not have permanent shelter is finding something to eat. Fortunately, a number of resources are available. Included are places to find a free meal, the Food Stamp Program, and food pantries that are available to all.

Free Meals
Food Not Bombs
UN Plaza Fountain
San Francisco, CA 94102
• Serves soup and bread, often salad.
• Bring your own bowl.
• Vegetarian
• Meals are served from 6 pm to 7 pm
Unfortunately, meals are sometimes late or canceled.
Glide Memorial Church
330 Ellis Street
San Francisco, CA 94102
http://www.glide.org/
• Offers three daily meals: breakfast from 8 am to 9 am, Lunch from 11:30 am to 1:30 pm, and dinner from 4 pm to 5:30 pm Monday through Friday. Breakfast and lunch are also served on weekends, and a bag dinner is given.

Martin de Porres House of Hospitality
225 Potrero Avenue
San Francisco, CA 94103
• Serves an excellent hot meal to anyone who is hungry.
• Menu consists of soup, salad and bread at lunch and oatmeal and herb tea at breakfast.
• Describes itself as a “free restaurant.”
• Guests enjoy a garden, sun deck, and large dining room.
• Some of the soups are vegetarian while others are not.
• Breakfast is from 6:30 am to 7:30 am Monday, Tuesday, Thursday, and Friday, Lunch is from 12 noon to 2 pm Tuesday through Saturday, and Brunch is 9 am to 10:30 am on Sunday.

St. Anthony’s Dining Room
45 Jones St.
San Francisco, CA 94102
• Serves lunch 11:30 from noon to 1:30 pm
• Seniors, disabled persons, and people with children are admitted at 10:30 am
• A monthly menu is available.
• The food here is usually quite good. Probably the best place in the City to get a free meal.
Food Stamps

Food Stamps Program
1235 Mission Street
San Francisco, CA 94103
(415) 558-4186
http://www.sfgov.org/site/dhs_page.asp?id=12883

The Food Stamps Program was developed by the Federal government to stamp out hunger in the United States. It helps children and low-income households improve their health by providing access to a nutritious diet. Eligibility for Food Stamps is established by household income. Most people enrolled in any CAAP program are automatically eligible. The Federal government funds food stamps for children and elderly immigrants and those immigrants who are disabled,
refugees, veterans, or immigrants who have worked 40 quarters.

**Food Pantries**

This is a list of food pantries available regardless of where you live in San Francisco.

**Arriba Juntas**
1850 Mission Street  
San Francisco, CA 94103  
(415) 487-3240.
- Thursday 11:30 am
- Must live in 94103 or 94110 Zip Codes
- ID required, must sign a form.

**Bethel AME Church**
916 Laguna Street  
San Francisco, CA 94115  
(415) 921-4935.
- Numbers given out Friday 8am, food distributed noon-2pm.
• No ID required.
• Bring your own box or bag.

Project Open Hand
730 Polk Street
San Francisco, CA 94109
(800) 551–6325.
• Must call for an intake Monday-Friday 9am-4pm.
• Provides food for people with symptomatic or disabling HIV or AIDS.
• Letter of diagnosis & proof of SF residency required.

Rainbow 7th Day Adventist
1400 Palou Avenue
San Francisco, CA 94124
(415) 641-0339.
• Tickets handed out Monday 1-3pm for priority on groceries given out 3:30-4:30pm.
Salvation Army Asian American
Yerba Buena Corps
360 4th Street
San Francisco, CA 94107
(415) 777-2677.
- Get a ticket 9-9:30am on the last Wed of the month to pick up food on one of the Fridays of the following month at 9:15am.
- ID required.

St. Paul Tabernacle Baptist Church
1789 Oakdale Avenue
San Francisco, CA 94124
(415) 642-4965.
- Friday noon-2pm.
- ID required only for USDA food given out every fourth Friday of the month.
Sunrise Community Pantry at Christ Lutheran Church
1090 Quintara Street
San Francisco, CA 94116
(415) 664-0915.
Sign in Saturday 7:30am
- Food distributed 9-9:15am according to a lottery system.
- Canned & dry foods & produce.
- Only one person per household is allowed to shop.
- ID required.

United Council of Human Services
1065 Oakdale Avenue
San Francisco, CA 94124
(415) 643–1700.
Monday-Friday 9am-5pm.
- You can sign up for a monthly bag or box of canned food.
- Produce distributed on Wed 1:30pm.
• Call to find out what kind of ID to bring.
• Free clothing (no ID needed.)

Visitacion Valley Family Resource Center
161 Leland Avenue
San Francisco, CA 94134
• Must register once: Tuesday and Wednesday at 10:30a.m-11:30 pm to get on the list to get food distributed Monday 3-4pm.
• 50 people will be served.
• ID and bags required.
Finding Financial Assistance
Financial Assistance
Living in San Francisco is not cheap. Having a little money can be a big help. But for many transgender individuals this can be difficult, especially in the early stages of transition. Fortunately, the City provides financial assistance for those who truly need it.

City and County Benefits

Department of Human Resources
1235 Mission Street
San Francisco, CA 94103
(415) 558-1156

At this office, you can apply for one of four cash assistance programs that are known collectively as the County Adult Assistance Programs (CAAP):
- **General Assistance (GA)**
  GA is the safety net program for adults in need. A cash grant is provided. In exchange, able-bodied recipients are expected to perform Workfare, which is community service in exchange for a grant. If participating in Workfare, recipients also receive a Muni Fast Pass or tokens. A small Supplemental Rent Payment may also be provided.

- **Personal Assisted Employment Services (PAES)**
  PAES provides a cash stipend to employable adults along with the education, training and supportive services necessary to gain lasting employment. Participants who meet the income and financial
eligibility requirements develop and follow an Employment Plan leading to work and self-sufficiency. PAES supportive services may include psychological and vocational assessment, substance abuse and mental health counseling, expenses for work-related clothing, tools and supplies, a housing subsidy and transportation assistance to and from work activities as determined by the case manager. PAES employment services are limited to 27 months, with a possible six-month extension if this is likely to lead to employment.

- **Supplemental Security Income Pending (SSIP)**
  SSIP is for individuals with a disability that either has lasted...
or is likely to last 12 or more consecutive months and who are in the process of applying for SSI. Assistance with an application to SSI is provided. Cash aid, a housing subsidy, and Muni tokens to medical appointments are provided. When the individual is approved for SSI, the benefits received from SSIP must be repaid out of the first check.

- **Cash Assistance Linked to Medi-Cal (CALM)**
  CALM is financial assistance for individuals receiving Medi-Cal benefits because they are either aged or disabled, but who do not currently qualify for Supplemental Security Income (SSI) or the Cash Assistance Programs for Immigrants (CAPI). These individuals may
choose to participate in PAES to receive the services provided by that employment program. Medi-Cal benefits and cash assistance are provided through a single process.

**State of California Benefits**

**California State Disability Insurance**
745 Franklin Street, Suite 300
San Francisco, CA 94102
1-800-480-3287

California State Disability Insurance (SDI) is a partial wage-replacement insurance plan for California workers. The SDI program is State-mandated, and funded through employee payroll deductions. SDI provides affordable, short-term benefits to eligible workers who suffer a loss of wages when they are unable to work due to a non-work
related illness or injury, or a medically disabling condition from pregnancy or childbirth. SDI coverage is mandatory for most California workers.

- SDI is non-exclusionary. An eligible worker's coverage cannot be canceled or denied because of health risk factors, pre-existing medical conditions, or hazardous employment.
- SDI may pay up to 52 weeks of benefits with a waiting period of only seven days.

**Unemployment Insurance**
1-800-300-5616 (English)
1-800-326-8937 (Español)
1-800-547-3506 (Cantonese Chinese)
1-866-303-0706 (Mandarin Chinese)
1-800-547-2058 (Vietnamese)
http://www.edd.ca.gov/fieclaim.htm

Unemployment Insurance is a nationwide program created to provide partial wage replacement to
unemployed workers while they conduct an active search for new work. Unemployment Insurance is a federal-state program, based on federal law, but executed through state law. Employers finance the UI program by tax contributions. In California, the EDD administers the UI program according to guidelines established by the UI Code and the California Code of Regulations, Title 22.

- An individual who files for unemployment insurance benefits must meet specific eligibility requirements before benefits can be paid. Individuals must:
- Have received enough wages during the base period to establish a claim.
- Be totally or partially unemployed.
- Be unemployed through no fault of his/her own.
- Be physically able to work.
• Be available for work, which means to be ready and willing to immediately accept work.
• Be actively looking for work.
• Meet eligibility requirements each week benefits are claimed.
• Be approved for training before training benefits can be paid.

• The following steps are required to file an unemployment claim:
  1. Employers give a copy of the booklet, For Your Benefit - California’s Programs for the Unemployed, DE 2320 to employees who are unemployed. The UI Code, Section 1089 requires employers to provide the booklet.
2. The individual files a claim for UI benefits using one of the following methods:
   - Access eApply4UI: The eApply4UI application is available on the Main menu of the EDD Web site. Answers to questions are entered on-line. After the application is completed the individual submits it on-line to the Department.
   - Complete a UI Application, DE 1101I: This form is available in the Forms and Publications section.
of the EDD Web site. The DE 1101I is printed, completed by hand and either faxed or mailed to the Department.

- Contact EDD by telephone. Individuals will speak to a Department representative who will ask a series of questions and record the responses.

**Note:** The above options may also be used to reactivate an existing claim or file for extended benefits.
3. The Department representative files the claim and the following documents are mailed:

**To Claimants**
- A Guide to Benefits and Employment Services, DE 1275A
- Notice of Unemployment Insurance Award, DE 429Z
- Notice of Unemployment Insurance Claim Filed, DE 1101CLMT
- CalJOBSSM brochure, DE 2456

**To Employers**
Notice of Unemployment Insurance Claim Filed, DE 1101CZ

4. The EDD decides if a claimant is eligible to collect benefits. To make
this decision, UI conducts telephone interviews with claimants, employers or their representatives and reviews statements submitted in writing.

5. After UI makes a decision, they mail a Notice of Determination or Notice of Determination/Ruling, DE 1080CT to claimants who do not qualify for benefits. They also mail a DE 1080CT to employers who respond in writing and within time limits about a quit, discharge, or other issues that may prevent payment of benefits.

6. Employers or claimants who disagree with their written decision have the right to appeal the decision.
7. Claimants complete and submit a form for each week they wish to claim benefits. The forms are usually for two weeks at a time and claimants must certify that they have met eligibility requirements for each week benefits are claimed.

8. After the Department pays the claimant the first week of benefits, they mail a Notice of Wages Used for Unemployment Insurance Claim, DE 1545 to the claimant’s base period employer(s). Base period employers may be charged for all or part of a claimant’s benefits.

9. To ensure accuracy, base period employer(s) review the information reported
on the DE 1545. The form shows the claimant’s identity, wage and employment information. The base period employer(s) use the DE 1545 to notify the Department about separation information and to correct errors on wages reported to EDD. The time limits for reporting separation information is 15 days from the date the form was mailed. Wage corrections must be reported within 20 calendar days from the date the DE 1545 was mailed.

10. A Department representative reviews a base period employer’s response to the DE 1545
and decides if the employer’s account will be charged for the claimant’s benefits. The EDD mails a Notice of Ruling, DE 1080CT to the employer who submitted separation information within the time limits. A favorable or unfavorable decision that is sent to a base period employer(s) does not usually change a claimant’s entitlement to benefits.

11. A base period employer who disagrees with EDD’s written decision may file an appeal.
Federal Benefits

Social Security Administration
1098 Valencia Street
San Francisco, CA 94110
Or
939 Market Street
San Francisco, CA 94103
Or
560 Kearny Street
San Francisco, CA 94108
Or
1405 Fillmore Street
San Francisco, CA 94115
Or
Suite 300
1569 Sloat Blvd
San Francisco, CA 94132
(800) 772-1213
http://ssa.gov/

The Social Security Administration provides three forms of benefits that are paid for by the Social Security taxes

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withheld from worker’s paychecks. These benefits are retirement, disability, and survivor’s benefits.

- **SSDI**-Social Security Disability Income provides income to persons of any age if they have worked long enough and have a severe physical or mental impairment that prevents them from working for a year or more or if they have a medical condition that is expected to result in their death. They should file as soon as they become disabled as it can take several months to process a disability claim.

- **SSI**-Supplementary Security Income makes monthly payments to people who have low incomes and few resources. To get SSI, they also must be 65 or older, blind or disabled. Children as well
as adults may qualify for SSI disability payments. The amount of SSI payments a person can receive depends on their income, resources and where you live. The federal government pays a basic benefit and some states add money to that amount. The local Social Security office can provide information on the SSI payment amount in your state. Generally, people who get SSI also can get Medicaid, food stamps and other assistance. You do not need to have worked to get SSI payments. SSI payments are financed through general tax revenues, not through Social Security taxes.

- **SSA-** Social Security Retirement pays retirement benefits at full retirement age (with reduced benefits available as early as age 62) if the recipient has worked
long enough. If they were born before 1938, their full retirement age was 65. The full retirement age gradually rises until it reaches 67 for people born in 1960 or later. If they delay retirement beyond full retirement age, they will get special credit for each month they do not take benefits until age 70. If they choose to delay their retirement past age 65, they should still file for Medicare within three months of their 65th birthday.

- When someone dies, certain members of their family may be eligible for survivor’s benefits. These include widows, widowers (and divorced widows and widowers), children and dependent parents.
- You can apply for benefits at a Social Security Administration
office, by going online at www.ssa.gov, or by calling 1-800-772-1213.

Private Sources of Assistance

AIDS Emergency Fund
965 Mission Street
Suite 630
San Francisco, CA 94103
(415) 558-6999
http://aidsemergencyfund.org/
AIDS Emergency Fund provides critical financial assistance to people living with disabling HIV/AIDS.

- To qualify you must have a diagnosis of disabling HIV/AIDS or breast cancer. You must be a resident of San Francisco County. Your total monthly income must be $1,165 or less.
- To apply you must come to their office in person, during business
hours. If you are incapable of coming in, a social worker or someone with your legal/financial power of attorney can conduct business for you. They require:

- A current letter of diagnosis from a local medical doctor. It must be an original and state that you have disabling HIV/AIDS or Breast Cancer
- Current verification of monthly income
- A rental agreement (if they are to pay rent) or a bill to be paid.
Finding Medical Care
Medical Care
Finding transgender medical care in San Francisco is less daunting than in other urban areas. There are a large number of options available for transgender persons. For those with little or no income, services are on a sliding scale, and are often completely free. There is no reason for anyone to go without excellent health care.

Hospitals

San Francisco General Hospital
1001 Potrero Avenue
San Francisco, CA 94110
(415) 206-8000
http://www.dph.sf.ca.us/chn/SFGH/default.asp
San Francisco General Hospital is a licensed general acute care hospital within the Community Health Network, which is owned

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and operated by the City and County of San Francisco, Department of Public Health. SFGH provides a full complement of inpatient, outpatient, emergency, skilled nursing, diagnostic, mental health, and rehabilitation services for adults and children. It is the largest acute inpatient and rehabilitation hospital for psychiatric patients in the City. Additionally, it is the only acute hospital in San Francisco that provides twenty-four hour psychiatric emergency services and operates the only Level I Trauma Center for 1.5 million residents of San Francisco and northern San Mateo County.

- Level I Trauma Center
- Psychiatric Emergency Services (PES)
Health Clinics

Castro - Mission Health Center
3850 17th Street
San Francisco, CA 94114
(415) 487-7500
http://www.dph.sf.ca.us/chn/HihtCtrs/castro-mission.htm

Castro-Mission Health Center provides primary medical care for transgender clients. It includes the following clinics that are listed separately:

- Transgender Life Care (TLC) providing mental health services for transgender and gender variant clients
- Dimensions Clinic serving LGBT youth.
Dimensions Clinic
Castro Mission Health Center
3850 17th Street
San Francisco, CA 94114
(415) 487-7500
http://www.dph.sf.ca.us/chn/Hi1thCtrs/castro-mission.htm
For LGBTQI youth under 25, this takes place on Thursdays only, 6 – 8 pm for:
- Primary health care, check ups, and immunizations
- Mental health assessments and referrals
- Confidential HIV testing
- STD testing and treatment
- Pelvic exams
- Transgender sensitive services
- Peer health education Periodic health workshops
- Case management
- To leave a message for a Dimensions staff (415) 487-7589
• To make an appointment call (415) 487-7500 on Thursdays between 5 – 8PM

City Clinic
356 7th Street
San Francisco, CA 94103
(415) 487-5500
• Provides STD testing, diagnosis, and treatment.
• Drop-in hours: Mon./Wed./Fri., 8 am-4 pm; Tues., 1 pm-6 pm; Thurs. 1 pm-4 pm
• $10.00 per visit. Medi-Cal accepted; no one is turned away due to inability to pay.

Tom Waddell Clinic (Department of Public Health)
50 Ivy St.
San Francisco, CA 94117
(415) 554-2950
Serves residents of the Downtown/Civic Center, Tenderloin, and South of Market districts with the following clinics:

- **Drop-In/Same-Day Clinic**
  8 am-8 pm, Mon.- Fri.; 9 am-4:30 pm Sat., Sun., and Holidays. Provides urgent care walk-in to apply, no appointment is needed.

- **Drop-In Nurse Clinic**
  8am-8pm, Mon.- Fri. 9am - 4:30 pm, Sat., Sunday, and Holidays. Provides hypertension and TB screening. Walk-in to apply, no appointment is necessary.

- **General Medical Clinic**
  8:30 am-Noon, Thurs., 8:30 am-5 pm, Fri. General medical services for all clients, as well as medical services for HIV-positive clients. An appointment is necessary.

- **HIV Clinic**
1 pm-5 pm, Mon.-Thurs.; 8 am-Noon, Fri. Early intervention and treatment for HIV. Enrollment site for ADAP (AIDS Drug Assistance Program). No testing provided. An appointment is necessary.

- **Latino Clinic**
  8:30 am-Noon Mondays. Primary care for Spanish-speaking clients. An appointment is necessary.

- **Transgender Clinic**
  4:30 pm-8 pm Tuesdays. Primary care for transgender adults. An appointment is necessary. Sign up and intake for new patients is on Tuesdays from 2pm-4 pm.

- **Chemical Dependency Clinic**
  1 pm-5 pm on Wednesdays. Provides primary care for individuals with chemical
dependency problems. An appointment is necessary.

- **Mental Health Clinic**
  1 pm-5 pm on Tuesdays. An appointment is necessary.

- **Social Services Clinic**
  8 am-5 pm, Mon.-Fri. Assistance with benefits programs, food, housing, and short-term and long-term counseling. An appointment is necessary.

- Nutrition Services are provided upon referral from clinic services.
Lyon-Martin Health Services
1748 Market St.
San Francisco, CA 94102
(415) 565-7667
http://www.lyon-martin.org/
• Provides hormone treatments, physicals, and treatment of chronic or acute conditions.
• HIV services (must speak with a case manager for intake).
• Medi-Cal welcome, sliding scale, no one turned away due to inability to pay.
• Appointment required.

Mission Neighborhood Health Center
240 Shotwell St.
San Francisco, CA 94110
(415) 552-3870
• Provides comprehensive health services.
• Multilingual
- Houses Clinic Esperanza, which offers HIV/AIDS services and care; (415) 552-3212.
- Call for additional information.

**St. James Infirmary**  
1372 Mission Street  
San Francisco, CA  94103  
(415) 554-8494  

This clinic targets *all* commercial sex workers.

- Free confidential medical care, immunizations, testing, including Hepatitis A, B & C and HIV. Drop-in hours: Wed. and Thurs. 6 – 9 pm
- Legal assistance, social support, peer counseling, and substance use counseling.
- Referrals for childcare, shelter, and housing.
• Food Bank
• Free condoms, lube and clothing,

**Latino/Latina Specific Services**

**Clinica Esperanza MNHC**
240 Shotwell St.
San Francisco, CA 94110
(415) 431-3212
- The HIV Clinic at Mission Neighborhood Health Center.
- Provides comprehensive bilingual HIV services.
- Sliding scale fees.

**Instituto Familiar de la Raza**
2919 Mission St.
San Francisco, CA 94110
(415) 229-0500
- Provides mental health services, case management, and AIDS prevention/education for Spanish-speaking transgender persons.
HIV/AIDS Specific Programs

AIDS Health Foundation Clinic
1025 Howard St.
San Francisco, CA 94103
(415) 552-2814
http://www.aidshealth.org/
Open Monday, Wednesday and Friday
8:30 am to 5:30 pm (lunch is from 12 noon to 1 pm).

AIDS Health Project
1930 Market St.
San Francisco, CA 94102
(415) 476-3902
http://www.ucsf-ahp.org/
AHP provides direct mental health services to people with HIV, seronegative people, caregivers, friends, family members, and partners of people with HIV.
• Professional psychotherapy for people with HIV.
• Free anonymous and confidential HIV Antibody Counseling and Testing.
• More than 50 support groups a week for people with HIV disease and people affected by HIV.
• HIV-related substance abuse services, including counseling and support groups.
• Workshops on both returning to work and attaining disability benefits.
• Social programs for HIV-positive and HIV-negative people.
• Mental health crisis intervention.
• Training and education for mental health and substance abuse providers.
• Educational materials for care providers.
AIDS Health Project/San Francisco General Hospital (Ward 86)
http://www.ucsf.edu/ghpsych/html/progdesc.htm - AHP
995 Potrero Avenue
Building 80/Ward 86
San Francisco, CA 94110
(415) 206-2400
AIDS Health Project provides HIV prevention education and mental health services for persons with or at risk of contracting HIV/AIDS.

- Support groups
- Individual psychiatric counseling and evaluation
- Case management services
- Anonymous testing,
- Provides consultation, training and education to other health care providers at SFGH and to community agencies throughout San Francisco
Publishes newsletters and books that support AIDS professionals in the work of treating people with HIV disease

Asian and Pacific Islander Wellness Center
730 Polk St., 4th Floor
San Francisco, CA 94109
(415) 292-3400
http://www.apiwellness.org/
Asian & Pacific Islander Wellness Center (A&PI Wellness Center) educates, supports, empowers, and advocates for Asian and Pacific Islander (A&PI) communities, particularly A&PIs living with or at-risk for HIV/AIDS.

- Provides treatment case management, mental health counseling, on-site primary medical and psychiatric care, client and treatment advocacy, and individual and group support.
• Metamorphosis is a program for A&PI transgendered people, who identify as male-to-female (MTF), female-to-male (FTM), transsexuals, transvestites, drag queens or kings, female or male impersonators, and others who have the tendency to cross the gender line.

• Club Euphoria is a transgender social/support group that is intended as a safe and nurturing space for making new friends, companionship, and uninhibited discussion. It is held on the second and fourth Wednesdays of the month, 5 - 8 pm.

• Free, Confidential or Anonymous Oral Rapid HIV Testing every Wednesday 4-7 PM by appointment. They also offer oral HIV Testing on Wednesdays on a drop-in basis from 4-7:30 PM.
Central City Hospitality House (CCHH) (Tenderloin Self-Help Center)
290 Turk St.
San Francisco, CA 94102
(415) 749-2100
http://www.hospitalityhouse.org/

- Point of entry to the Adult Services Program
- Provides services geared towards the immediate needs of homeless individuals in the Tenderloin.
- Provides food vouchers, clothing vouchers, telephones, and bathroom facilities.
- Sponsors informal support groups and combined Alcoholics Anonymous and Narcotics
Anonymous meetings every Wed. from 5 to 7pm.
• Transgender support group every Monday from 5 to 7 pm; transgender social group every Friday from 5 to 7pm.
• Latino Day, support group for people in recovery: Thurs. 4 to 6:45pm.
• Women's Day (open to the first 25), support group for women, Fri. 7:30 AM to 3 PM
• Transsexual Latin Day, support group for Latino/-a transsexual, Wed. 3 PM
• Make picture ID's: Mon., 12-1 PM; Tues. 5-6 PM; Wed. 12-1 PM, Thurs. 12-1 PM

Glide-Goodlett HIV/AIDS Project (GMUMC)
330 Ellis St.
San Francisco, CA94102

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(415) 674-6160
http://www.glide.com/

- Provides culturally sensitive case management, prevention education and materials, counseling, support groups, and outreach services.
- Crisis intervention and counseling
- Assistance with food
- Housing referrals
- HIV-prevention literature, free safe sex supplies – condoms, the female condom, dental dams, water-based lubricants, and needle hygiene kits.
- Art therapy and drop-in support groups

HIV Research Section - SF Dep't of Public Health
415-554-9068
http://www.sfaisresearch.org/
• Conducts ongoing research studies to fight the AIDS epidemic
• Studies open for HIV negative people - HIV vaccines and Project T

**Native American AIDS Project**
470 Carolina Street
San Francisco, CA 94107
(415) 431-6227
The only organization providing culturally specific HIV prevention and CARE services to Native Americans in California. All services draw upon Native Cultural, spiritual, behavioral, and medical traditions to communicate HIV prevention messages.

- Transgender Group Wednesday
  1pm-2:30
- Case management
- Peer Advocacy
Shanti
730 Polk St.
San Francisco, CA 94109
(415) 674-4700
http://www.shanti.org/

- Provides short-term practical and emotional support services to individuals with HIV/AIDS through:
  - Recreational, social, and cultural activities through the Activities Programs.
  - Care coordination, emotional and practical support from volunteers, wellness workshops, counseling, and referrals.

- Primarily serves residents of the Tenderloin, South of Market,
Mission, Bayview-Hunter’s Point, Hayes Valley, Western Addition, Fillmore, and Lower Haight Districts.

- A Latino program is available for the monolingual.
- Breast Cancer Services
- Care navigation and referrals.

**Tenderloin Health**
183-191 Golden Gate Ave.
San Francisco, CA 94102
(415) 431-7476
http://tenderloinhealth.org/

- Case management
- Individual, substance abuse, and transgender counseling.
- Street-based outreach.
- Information and referral services.
- Support groups for male-to-female transgender persons, Mondays 1-2:30.
Other Medical Resources

Robert Anooshian, MD
2238 Geary Blvd., 2nd Floor East
San Francisco CA 94115
(415) 833-2000
http://www.permanente.net/homepage/doctor/robertanooshian/

- Male-to-female SRS
- Is willing to work with MediCal.

Nina Birnbaum, MD
Albany Family Practice
500 San Pablo Ave
Albany Ca 94706
(510) 524-1580

Larry Boly, MD
Associate Clinical Professor
San Francisco General Hospital
Building 80, Ward 83, Room 314
995 Potrero Avenue

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Michael Brownstein, MD
101 Mariposa Street
Suite 101
San Francisco, CA 91047
(877) 255-2081
http://www.brownsteinmd.com/
- FTM top surgery using various techniques
- Breast augmentation
- Tracheal Shave
- Liposuction

Eugene Kaplan, MD
John Muir
120 La Casa Via, Suite 209
Walnut Creek, CA 94598 USA
(925) 979-9969
- Male-to-female SRS
- Hysterectomies for female-to-males.
• Is willing to work with MediCal.

Lori Kohler, MD  
Family Health Center/SFGH  
995 Potrero Avenue  
San Francisco, CA 94110  
(415) 206-8673

• Family Practitioner with experience in the treatment of transgender persons.

Charles Moser, PhD, MD  
45 Castro Street, #125  
San Francisco, CA 94114  
(415) 621-4369.

• Charles Moser, Ph.D., M.D. is board certified in Internal Medicine and maintains a private practice in San Francisco. He specializes in Sexual Medicine, a new medical specialty consisting of the medical aspects of sexual concerns and the sexual aspects
of medical concerns. He is an expert on the treatment of all sexual minorities and is the author of Healthcare Without Shame, which addresses how sexual minorities can obtain non-judgmental medical care.

Douglas K. Ousterhout, MD
45 Castro Street
Suite 150
San Francisco, CA 94114
(415) 626-2888
- Plastic surgeon who specializes in facial feminization
- Tummy tuck
- Breast augmentation
Finding Mental Health Services
Bay Area Gender Associates
3637 Grand Avenue, Suite C, Oakland, California 94610

Lin Frazier, Ph.D. (415) 922-9240
Anne Vitale, Ph.D. (415) 456-4452
Rebecca Auge (510) 841-2428
Luanne Rodgers, MFT (415) 641-8890
Kim Hraca (510) 601 1859
William Henkin, Ph.D. (415) 923-1150
Koen Baum (415) 646-0565
Dan Karasic (415) 206-3809

- San Francisco Bay Area therapists in private practice who meet regularly to discuss cases, issues, and current developments in the treatment of transgendered clients.
- They follow the HBGDA Standards of Care.
Center for Special Problems
(Department of Public Health)
1700 Jackson St.
San Francisco, CA 94109
(415) 292-1500
http://www.dph.sf.ca.us/

- Outpatient mental health services including:
  - Individual psychotherapy
  - Medication services
  - Case management
  - Groups
- Gender related issues intertwined with mental illness
- Domestic violence services-victims and perpetrators
- Dual and tri diagnosis (HIV, substance abuse, and mental illness)
- Trauma resolution
- Sex offender treatment
- Services in Spanish and Cantonese available
Lavender Youth Recreation and Information Center (LYRIC)
127 Collingwood St.
San Francisco, CA 94114
(415) 703-6150
http://www.lyric.org/

- Support groups and peer youth talk line [1-800-246-PRIDE or (415) 431-8812] for gay, lesbian, bisexual, transgender, and questioning youth age 23 and younger.
- Recreational activities including social nights, workshops, overnight trips, free condoms, and safer-sex information
- Queer Youth Training Collaborative, a training program offered to youth (16-24 years of age) to enhance their job search skills. Eric Schnabel, Program Coordinator, (415) 865-5613.
• Youth Recreation Program, after school drop-in program for queer youth including transgender youth. Tai Mimes, Program Coordinator.

New Leaf Services
103 Hayes St. (at Market St.)
San Francisco, CA 94102
(415) 626-7000
(Spanish) (415) 626-7000, ext. 516
http://www.newleafservices.org/

• Primarily serves gay, lesbian, bisexual, and transgender clients.
• Offers mental health counseling and referrals for groups, individuals, and couples.
• Provides outpatient substance abuse counseling for individuals with substance abuse problems, emphasizing concurrent mental health and HIV issues.
South of Market Mental Health Clinic
760 Harrison St.
San Francisco, CA 94107
(415) 597-7740
• Requires assessment and intake.
• Sliding scale based on income and ability to pay.
• Medi-Cal accepted
• Intake at this location or: Chinatown North Beach Clinical Services (415) 352-2000, Mission Mental Health Center (415) 554-9985

Transgender Life Care (TLC)
3850 17th St.
San Francisco, CA 94114
http://www.dph.sf.ca.us/chn/HlthCtrs/castro-mission.htm
• Call Luanna Rodgers at (415) 487-7527 or Michael Lipp at (415) 487-7535 to make an appointment.
• Provides psychiatric evaluations and – if indicated – therapy and letters of recommendation.
• Physicians can prescribe medication and/or hormone replacement therapy.
• Nutritionist available.
• General primary care clinic through Castro-Mission.
• Transgender specialist case management on site.

Westside Crisis Clinic
888 Turk St. (at Gough St.)
San Francisco, CA 94102
(415) 353-5050
• Drop-in clinic for emergency medication
• Open Monday through Saturday 9-6
Finding Substance Abuse Services
Substance Abuse Programs

Baker Places
310 Townsend St.
San Francisco, CA 94107
(415) 864-4655
http://www.bakerplaces.org/
A non-profit corporation providing an array of community-based services to the residents of San Francisco with mental health, substance abuse and/or HIV/AIDS related issues.
- Residential detox program
- Supported community living services

Friendship House
56 Julian Avenue
San Francisco, CA 94103
(415) 865-0964
http://www.friendshiphousesf.org
A residential treatment program with an 80-bed facility for adult men and women.

- Individual and group counseling,
- Alcohol and drug education,
- 12-step programs
- American Indian traditions are integrated into treatment.
- Six month transitional and life skills development program.
- Criminal Justice Program
- Job Readiness Support Program

**Iris Center Women’s Counseling and Recovery Services**
[http://www.iriscenter.org](http://www.iriscenter.org)

333 Valencia, Suite 222
San Francisco, CA 94103
(415) 864-2364

- Recovery program for women (including trans-women).
- Includes recovery groups and individual therapy.
Intake is on Fridays; starting at 1 pm. Fees are on a sliding scale. No one turned away due to inability to pay.

**Latino Commission**
301 E Grand Ave
South San Francisco, CA 94080
(650) 244-1444
[http://www.thelatinocommission.com](http://www.thelatinocommission.com)
Provides Latino-centered services to the Latino community such as drug/alcohol abuse treatment, employment readiness, and vocational training.

- Outpatient, Partial hospitalization/day treatment
- Education and training on health, employment, recovery and life management.
- Culturally nutritious foods
- Recreational and physical fitness information.
McMillan Drop-In Center
39 Van Ness Avenue
San Francisco, CA 94102
(415) 241-1180
- 24-hour drop-in center for homeless individuals with substance abuse issues.
- Offers a variety of services, including peer and group counseling, case management, support groups, a lounge, showers, and referrals for treatment and temporary housing.

Ozanam Center
1175 Howard St.
San Francisco, CA 94103
(415) 864-3057
- Residential substance abuse services and detoxification services
• $10 donation requested, no one turned away for lack of funds

STOP (Stimulant Treatment Outpatient Program)
3180 18th St, Suite 202
San Francisco, CA 94110
(415) 502-5777
www.ucsf.edu/stopprogram/

• Harm-reduction program providing free intensive outpatient treatment for adults whose use of cocaine or methamphetamine has become problematic. Must be a San Francisco resident or on Medi-Cal.

• Services offered include: daily groups and weekly individual counseling addressing drug use and related medical and psychiatric conditions; also, dual diagnosis, gay/bi men’s, straight men’s, and women’s groups;
urine testing if requested; HIV education and risk reduction; as-needed physical examination and referral to ongoing medical care; psychiatric/psychological evaluation and referral; psychiatric medication management; other referrals and case management as needed.

- Client or provider may call to determine whether STOP can meet client’s needs. Drop-in screenings are Monday through Friday between 3:00 and 4:00 pm (at other times there may be a wait until staff are available). If STOP can provide the needed care, client will be placed on the waiting list (if there is one at the time). STOP counselor will contact client for orientation and intake when space is available.
The Treatment Access Program (TAP) is the access and placement unit of the placement division of Community Programs in the San Francisco Health Department. It is the primary access point for substance abuse services. TAP can refer clients to:

- Medically assisted detox
- Social Model detox
- Residential treatment
- Out-patient treatment
- Dual diagnosis treatment

Transgender Recovery Program
Walden House
815 Buena Vista Ave. West
San Francisco, CA 94117
The Transgender Recovery Project at Walden House provides a comprehensive set of services for those seeking recovery from drug and/or alcohol abuse. Walden House services include substance abuse treatment, educational and vocational counseling, and housing assistance. TRP provides support groups and individual counseling/psychotherapy.

- Provides support services for transgender people including mental health counseling sessions and substance abuse treatment.
- A number of residential treatment programs - SF residency required.
- Will assist with getting SSI or GA to cover costs.
Westside Methadone Treatment Program
1301 Pierce St.
San Francisco, CA 94115
(415) 563-8200
http://www.westsidementalhealth.citysearch.com/15.html

- Offers a 21-day drug de-tox program, with maintenance and counseling services. Walk-in intake is Tuesday through Thursday, 7 AM to 10 AM. Photo ID and income verification required. Sliding scale, from $100.00 to $225.00. Call for additional details.
Finding Information and Support

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Information and Support Resources
The following are some sources where you can obtain more information on various issues of importance to transgender persons, or locate support groups.

The Ark of Refuge
Transcending Program
1025 Howard St.
San Francisco, CA 94103
(415) 861-1060 Ext. 1600
http://www.arkofrefuge.org/transgen.html
The mission of Transcending is to provide the very best comprehensive education and caring support to transgender individuals. This is accomplished through offering a variety of programs and resources focused on the factors affecting their lives.
  • Treatment and Peer Advocacy
• Individual Counseling and Referral Services
• Mentorship Program
• HIV Education & Prevention
• HIV Testing, Counseling, and Linkages
• On site Medical Services & Pharmacy
• Recovery and Social Support Groups
• Food and Clothing Vouchers
• Residential Substance Abuse Treatment

Castro Country Club
4058 18th St.
San Francisco, CA 94114
(415) 552-6102
Located at 18th Street near Castro, the Castro Country club is the oldest continuously operating coffee house in the neighborhood. Since 1983, it has been a place where people meet, hang
out, and socialize in an alternative atmosphere to the bar scene.

**Female-to-Male International (FTMI)**  
160 14th St.  
San Francisco, CA 94103  
- Offers newsletter and female-to-male resources guide  
- Holds support and informational meetings

**The LGBT Community Center**  
1800 Market St.  
San Francisco, CA 94102  
(415) 865-5555 (Information & referral)  
- Offers meeting areas for trans activities  
- Holds transgender community meetings (childcare available)
San Francisco Gender Information (SFGI)
3637 Grand Ave, Suite C
Oakland, CA 94610
- Maintains database of transgender resources for the San Francisco Bay area.
- Maintains list of speakers for public speaking on gender issues. Database printout including bibliography for $3.00. Send a self addressed stamp and envelope for further info.

San Francisco Sex Information Hotline
PO Box 190063
San Francisco, CA 94118
(415) 989-7374, or (877) 472-7374
http://www.sfsi.org/
- Answers basic questions on human sexuality.
• Provides nonjudgmental sex information and referrals, and information about alternative lifestyles (no counseling provided)

San Francisco Transgender Empowerment, Advocacy and Mentorship (SF TEAM)
3180 18th Street, Suite 301
San Francisco, CA 94110
(415) 476-2145
http://www.sfteam.org/

SF TEAM’s Mission Statement: To commemorate our heritage, to empower and nurture transgender and gender-variant individuals; and to increase visibility to promote positive social change.

TransBay
1234 Polk St.
San Francisco, CA 94109
http://www.transbay.org/
Provides an online listing for social gatherings for transgender persons in the San Francisco Bay area

Transgender Resource and Neighborhood Space (TRANS)
1145 Bush St., 2nd Floor
San Francisco, CA
(415) 514-0758
http://www.caps.ucsf.edu/TRANS/

- Offers workshops around issues of interest to transgender persons.
- Workshops have participant incentives of up to $60 per person
- Showers for members of the transgender community.
- Linkage to substance abuse treatment programs
- Referrals to service providers serving the transgender community
• The publisher of this guide.

Transgender San Francisco (TGSF)
P.O. Box 426486
San Francisco CA 94142
(415) 564-3246 hotline
(415) 564-4903 BBS
http://www.tgsf.org/

• TGSF is a delightful group of TVs, TSs, SOs, and friends.
• It is intended as a social and educational group
• TGSF has an open membership policy with over 400 members and provides a full program of educational and social activities and referrals.
Online Resources

FTM International

http://ftmi.org/

Gay & Lesbian Alliance Against Defamation

http://www.glaad.org/

Gender Education and Advocacy

http://www.gender.org
Gender Education Center

http://www.debradavis.org/

GenderTalk Radio

http://www.gendertalk.com/

Ingersoll Gender Center

http://www.ingersollcenter.org/

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International Foundation for Gender Education

http://www.ifge.org/

Intersex Society of North America

http://www.isna.org/
National Gay & Lesbian Task Force

http://www.ngltf.org/

National Stonewall Democrats

http://www.stonewalldemocrats.org/

National Center for Transgender Equality

http://nctequality.org/

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National Transgender Advocacy Coalition

http://ntac.org/

Parents, Families and Friends of Lesbians and Gays (PFLAG)

http://www.pflag.org/
PFLAG Transgender Network

http://pflag.org/TNET.tnet.0.html

Remembering Our Dead

http://gender.org/remember/

The Renaissance Transgender Association, Inc.

http://www.ren.org/
Transgender Fund
http://www.tgfund.org/

TransgenderLaw.org
Transgender Law and Policy Institute
http://www.transgenderlaw.org/

Transsexual Road Map
http://www.tsroadmap.com
Trans*topia

http://www.youthresource.com/

Tri-Ess

http://www.tri-ess.org/
Legal Information
Whether it is advice on how to change your name and gender on your driver's license, or something more serious, like help with a discrimination claim, we all can find ourselves needing a bit of advice on the law. Here are some resources that are specifically of value to transgender persons.

AIDS Legal Referral Panel
1663 Mission Street, Suite 500
San Francisco, CA 94103
(415) 701-1200
http://www.alrp.org/
The AIDS Legal Referral Panel (ALRP) is the only institution in the San Francisco Bay Area whose entire mission is dedicated to providing free and low-cost legal assistance and education on virtually any civil matter to persons living with HIV/AIDS.
The Immigrant HIV Assistance Project (IHAP)
465 California St., Suite 1100
San Francisco, CA  94104
(415) 782-8995
http://www.bapd.org/gimsct-1.html
Free legal services to low-income immigrants living in San Francisco who are HIV+ or have AIDS. Assists with immigration benefits like:

- Legal Permanent Residence (green card)
- HIV Waiver
- Political Asylum
- Withholding of deportation
- Call Monday through Thursday 1:30pm to 4 pm

La Raza Information Center, Inc.
474 Valencia St., Ste 100
San Francisco, CA 94103
(415) 863-0764
(415) 863-0767 (Referral Line)

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• Provides information, advocacy, and assistance filling out forms to members of the Spanish-speaking community and free immigration legal clinic.
• Trans-welcoming.

San Francisco Human Rights Commission (Lesbian, Gay, Bisexual, Transgender and AIDS HIV Unit)
25 Van Ness Ave., #800
San Francisco, CA 94102
(415) 252-2500
http://www.ci.sf.ca.us/sfhumanrights/
• Provides free and confidential investigation and mediation of complaints of HIV-based discrimination in SF in areas of employment, housing, and public accommodation.
• Investigates complaints of discrimination based on sexual orientation and gender identity.
• Provides technical assistance, referrals and other assistance.
• Certification program for Minority Women Local Business Enterprise.

San Francisco Mental Health Clients’ Rights Advocates
1095 Market Street
#618
San Francisco, CA 94103
(415) 552-8100
(800) 729-7727
San Francisco Mental Health Clients’ Rights Advocates is designated by the local mental health director to provide state mandated mental health patients’ rights advocacy services to San Francisco clients and family members.
• Investigation and resolution of client complaints.
• Information for clients, family members, and service providers
regarding the patients’ rights and mental health law.
- Training and education regarding patients’ rights mental health law.
- Monitoring of mental health facilities to insure compliance with patients’ rights law.
- Culturally competent services.
- Referrals to other advocacy services or attorneys as needed.

Transgender Law Center
870 Market Street
Room 823
San Francisco, CA 94102
(415) 865-0176 (phone)
(415) 777-5565 (fax)
http://www.transgenderlawcenter.org/
- Offers free legal clinics to provide guidance on transgender rights
- Presents Transgender Law 101 and Transgender Health Care Law 101 workshops to the
transgender community and community organizations

- Conducts surveys to assess the legal needs of transgender people
- Offers referrals to attorneys
- Provides pamphlets (available in English and Spanish) with legal information on employment and housing discrimination, discrimination in public accommodations, name and gender change in official documents, immigration issues, asylum cases, police conduct and prison/jail conditions, health care, marriage and custody rights, and youth issues.
Finding Employment
Finding Employment
Finding a job is a very difficult process for some in the transgender community. Here are some agencies that can help with the process.

City College of San Francisco
50 Phelan Ave.
San Francisco, CA 94112
415-239-3000
www.ccsf.edu
Ms. Bob Davis, chair TG Working Group: 415-452-5242
Joani Marinoff, coordinator Transgender VOICES, Transgender RIGHTS: 415-452-5202
Sarah Thompson, counselor: 415-415-239-3320
CCSF provides instruction at more than 100 sites throughout the City, including the GLBT Community Center, to over 110,000 students annually.
• Courses in Transgender Health, Transphobia and other GLBT studies.

• Queer Alliance is a club for gender variant and queer students.

• Transgender VOICES Transgender RIGHTS project, an extension of the HIV/STD Education Office, works in service to, and in collaboration with transgender communities on campus and beyond.

• The CCSF Transgender Working Group of the Diversity Committee advocates for transgender inclusion and greater sensitivity to transgender people in all areas of the institution.
CVE
1425 Folsom Street
San Francisco, CA 94103
(415) 544-0424
www.cve.org
  • Job training services for mental health clients in San Francisco. Call for information and to sign up for the next open orientation.

Glide Memorial Church
330 Ellis St.
San Francisco, CA 94102
(415) 674-6000
http://www.glide.org/
  • Provides general job training and a computer skills course. Call to schedule an appointment.

Northern California Cares
323 Geary Street
Suite 818
San Francisco, CA 94102
(415) 399-1889

- Employment preparation
- Job placement services.
- Follow-up services for 90 days after obtaining employment.
- Assistance for post-incarcerated people.
- Information on training and educational programs.
- Resume preparation.
- Interview training.

Positive Resource Center
785 Market St., 10th Floor
San Francisco, CA 94103
(415) 777-0333
http://www.positiveresource.org/

- Benefits counseling and employment services for people with HIV
- Professional benefits analysis, advocacy, and counseling about accessing public and private.
financial and health care benefits such as Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI), long-term disability, health insurance, life insurance, and Medi-Cal.

- Representation before administrative law judges for reconsideration of disability denials
- Employment and vocational rehabilitation planning, counseling and coordination, job development and placement, support groups, and computer access for clients re-entering the workplace.
- Regular workshops/clinics designed to equip people with HIV/AIDS to consider and develop employment goals and plans as well as understand their
legal rights and responsibilities concerning benefits, employment, housing, and credit.
Finding Help If You Are Incarcerated
Finding Help If You Are Incarcerated

This section contains information to assist you in the event you are arrested and jailed.

Frequently Asked Questions

This information is about the San Francisco County Jail (850 Bryant). Appendix D also includes the Model Protocols on The Treatment of Transgender Persons by San Francisco County Jail.

Do I have any resources within my cell?
Yes. In addition to this resource guide, POZ and HIV Plus magazines are distributed to your tank every month.
I don’t think I have an attorney, what can I do?
You should contact Transgender, Gender Variant and Intersex Justice (TGI Justice) at (510) 832-HELP(4357) and schedule an appointment with their staff attorney, Alex Lee, Esq. They accept collect calls. If you need more information on him contact Jail Health Services and ask that Isela or someone at Forensic AIDS Project (FAP) see you.

If you were arrested for a drug related offense and you feel that drug use issues are causing problems that you wish to address, Alex has a program called Alternative Sentencing & Advocacy. Recognizing that transgender, gender variant, and intersex people often experience physical, sexual and emotional abuse while imprisoned, this program seeks to divert them from the system early. TGI Justice can assist you with petitioning
your judge to provide you with health, social and economic services, rather than sentencing you to jail or prison. This can help address the conditions that lead to arrest in the first place.

**Are there recovery programs that are trans-friendly?**
Yes, TRANS (the publisher of this resource guide) works to create safe places for transgender individuals. Walden House Transgender Recovery Program, Baker Places, Latino Commission, New Leaf Outpatient and Tenderloin Health are places that have sensitivity to the needs of transgender people.

**What can Discharge Planning do for me, and how do I get in touch with them?**

The can provide you with the following services:
• A list of places that you can go get clothing
• Proof of residency
• A letter with your incarceration dates (you’ll need this for GA or SSI)
• Information on social services, housing, school, and medical clinics in the community
• A copy of all the medications you were taking while incarcerated
• A list of SFGH follow up appointments that were scheduled for you while you were incarcerated
• Proof of your TB test

The best way to get in touch with Discharge Planning staff is to submit an MCR (medical care request).

What are the groups offered to me while I’m in jail?

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There are a number of groups offered. They usually run one hour long and during the day. TRANS in association with Forensic AIDS Project offers a group every 1st and 3rd Wednesday from 4:30pm to 5:30pm. At this group you can have basic questions answered about your health, your substance use issues, and making pre-release plans. This group has played an important role in improving the quality of care for transgender individuals at the SF County Jails.

**How do I get medical treatment?**
You should fill out a Medical Request Form.

**Can I get my hormones while I’m in jail?**
If you were on hormones before, it is important to tell Medical/Jail Health Services. They will need to know who prescribed them for you. They will
contact the clinic or your doctor and continue your hormone treatment.

What if I need HIV meds?
If you are HIV positive, then let the Medical Staff know your status and the current HIV medications you are taking. If you would like to receive an HIV test then ask to see Isela at FAP.

If you are incarcerated, these agencies can assist you.

Centerforce
2955 Kerner Blvd., 2nd Floor
San Rafael, CA 94901
Tel: (415) 456-9980 ext. 116
Centerforce provides services for prisoners, ex-prisoners, and family members of prisoners through direct services, its annual conference and, through consultation and training for government agencies, community-
based organizations and correctional facilities across the country and internationally. Their four Service Areas provide direct services for clients: Children and Families Services, Transitional Services, Prisoner Service, and Informational Services.

**Forensic AIDS Project (FAP)**
798 Brannan St., 2nd Floor
San Francisco, CA 94103
(415) 863-8237

Monday-Friday, 8:00am – 5:00pm

FAP provides HIV prevention and treatment services to adults incarcerated in San Francisco County Jails (San Francisco and San Bruno facilities). Inmates requesting voluntary HIV testing receive confidential Orasure or Rapid HIV testing, counseling, referrals, and linkages to community resources. Injection drug users are offered Hepatitis C testing, Hepatitis A and Hepatitis B vaccinations, as well as
medical follow up for those with a Hepatitis C+ status. FAP staff refers inmates requesting STD testing, psychiatric services, and other medical services to Jail Medical Services. Inmates who are confirmed HIV+ receive primary care and case management from the FAP CARE unit.

**Northern California Service League**
28 Boardman Place
San Francisco, CA 9410
(415) 863-2323
Fax (415) 863-1882
NCSL@NorCalServiceLeague.org
http://www.norcalserviceleague.org/
NCSL is a non-profit agency. They have worked inside and outside of San Francisco Jails and California State Prisons and criminal justice for 57 years. Their mission is to reduce crime by helping offenders and ex-offenders
become responsible and productive citizens.

- Extensive in-jail and post-release education
- Intervention
- Life Skills training
- Job development and job placement
- Annual Job Fair for the Ex-offender
- Rehabilitation transitional housing for women and children
- Children's services
- Substance abuse counseling
- Social services
- Internship and volunteer opportunities
Transgender, Gender Variant & Intersex Justice Project (TGI Justice)
Alex Lee, Attorney at Law
1322 Webster Street, Suite 210
Oakland, CA 94612
(510) 677-5500
Fax: (510) 839-7615
www.tgijp.org

Offers legal advice and referrals to transgender, gender variant and intersex people in California prisons and jails. Also offers alternative sentencing legal assistance for transgender, gender variant and intersex people facing criminal prosecution in the San Francisco Bay Area. TGIJP also provides technical and administrative support for community organizing targeting human rights abuses against transgender, gender variant and intersex people in prisons and jails, and the discrimination in jobs, housing, health care, and education that leads to imprisonment.

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You may also wish to contact:

**San Francisco Human Rights Commission** (page 121)

**Transgender Law Center** (page 122)

When planning for your release, here is a list of agencies that can help with your re-entry:

**Positive Resource Center**  
(Employment assistance if HIV+, page 128)

**Saint James’ Infirmary** (Health Care/Hormones, page 65)

**STOP** (Methamphetamine treatment, page 95)

**Tenderloin Health** (Case management, page 79)
Walden House Transgender Recovery Project (Drug treatment, page 98)
Finding Help in a Crisis Situation
Emergency Services
This is a list of agencies that one can turn to for a number of crisis services for situations such as domestic violence, rape, or suicide.

Community United Against Violence
170A Capp Street
San Francisco, CA 94110
(415) 777-5500 (office)
(415) 333-HELP (4357) (24-hour Crisis Line)
http://www.cuav.org/
- Domestic violence counseling and advocacy
- Assistance with the criminal justice system
- 24-hour crisis and referral line for victims of anti-gay, -lesbian, -bisexual, or -transgender violence and victims of domestic violence
• Provides public speakers with the opportunity to address issues of violence against sexual minorities

**Linea Nocturna:**
(415) 989-5212 or (800) 303-SIDA

• Linea Nocturna provides crisis support for Spanish speaking callers from the hours of 8 PM to 12 AM. These dedicated peer counselors can address a wide range of issues, ranging from domestic abuse to AIDS to suicide prevention.

**S.F. District Attorney's Family Violence Project**
850 Bryant St., Room 320 (Hall of Justice)
San Francisco, CA 94103
Crisis line: (415) 552-7550
Information: (415) 553-9044
• Free, confidential advocacy to victims of domestic violence who have cases in the criminal justice system.
• Advocates for – sexual assault, homicide, victim-witness program
• Assist in filling out applications for wage loss, medical payments & counseling/therapy need based on accident.
• Hours: Mon.-Thurs. 9 AM-4 PM; Fri., 9 AM-1PM

S.F. Rape Treatment Center
(415) 821-3222
• Call 24-hours a day; for victims or survivors of sexual assault in need of medical, psychological, or advocacy services.
• English/Spanish/Cantonese
San Francisco Suicide Prevention
(415) 984-1900
http://www.sfsuicide.org/
• Crisis Line: (415) 781-0500
• Drug Information Line: (415) 362-3400
• Relapse Line: (415) 834-1144
• AIDS/HIV Nightline: (415) 434-AIDS or 1-800-273-AIDS

Survivors of Suicide Support Group
(415) 984-1900
http://www.sfsuicide.org/
• Survivors Group is a support group for family or friends who lost someone to suicide. This two-hour group will meet in San Francisco, one evening per week, for ten sessions. Please call for information and intake.
Appendix A: The Transgender Policy for City Funded Shelters in San Francisco

1. Clients may not go back and forth in gender identification for the sole purpose of obtaining shelter space. If a client is observed using both female and male services, they be interviewed by a case manager. Clients shall be advised that they must remain constant in their gender identity within the shelter system, and that they may temporarily lose access to services if they are found to be moving back and forth in gender presentation for the sole purpose of obtaining shelter services based upon which services may be available on any given shift. (This does not affect a client’s right to transition from their birth gender to another,
i.e. male-to-female, or female-to-male.
Clients must be sheltered according to their expressed gender identity, regardless of surgical or hormonal status or conformity to gender stereotypes. Transgender women must not be singled-out or treated differently than other women.

2. Sometimes, for reasons of safety, transgender clients may be observed outside the shelters in a different gender than that which they present in the shelter. There may be many reasons why this may occur, such as feeling safer on the streets if they are seen as a man as opposed to being perceived as a transsexual woman, i.e. MTF (male-to-female). Some homeless women also present as male on the
streets for reasons of safety. As long as a client is presenting a constant gender identity within the shelter system, what gender they may present outside the shelter is irrelevant to their status as the gender presented in the shelter system. Clients who are transgender male-to-female, and present as female 24 hour a day, 7 days a week shall be accommodated in a female shelter or the female section of a shelter. The client may dress as male for work purposes and still be accommodated in the female section.
Clients who are transgender female-to-male (FTM) and present as male 24 hours a day, 7 days a week shall be accommodated in a male shelter or in the male section of a shelter. It should be noted that
some female-to-male clients may express fear or concern for their safety in an all male environment. Reasonable accommodations must be made to address the client’s expressed safety concern, e.g. provision of a private room or area, increased security watches during the night, or being housed nearest to on-duty staff.

3. Shelters may consider specific shower hours for pre-operative transgender clients only if nudity is completely unavoidable in the shower area, i.e. open rows of showerheads. However, the shower schedule must fairly alternate access time between pre-operative clients and women who do not fit into this category.
4. If there is a curtain/door in a shower stall, and clients can dress and shower in privacy, the shelter cannot have specific hours for pre-operative transgender clients.

5. If the client does not have a legal ID which is consistent with their gender identity and expression as stated to shelter staff, and a shelter needs further confirmation of the client’s gender identity, the shelter must accommodate the stated gender and give the client five working days to get a letter of referral from agencies which have transgender specific programs. Examples of agencies include but are not limited to:

   - Tom Waddell Health Clinic
   - Tenderloin Health
• API Wellness Center
• UCSF CAPS TRANS Program
• Community United Against Violence (CUAV)
• FTM International (FTMI)
• Transgender San Francisco (TGSF)
• Center for Special Problems
• Transgender Law Center
• New Leaf
• Lavender Youth Recreation and Information Center (LYRIC)
• San Francisco Human Rights Commission
Appendix B: Compliance Guidelines to Prohibit Gender Identity Discrimination

Compliance Guidelines to Prohibit Gender Identity Discrimination

Compliance Rules and Regulations Regarding Gender Identity Discrimination
San Francisco Administrative Code
Chapter 12A, 12B, 12C
San Francisco Police Code Article 33

City and County of San Francisco
Human Rights Commission
25 Van Ness Ave., Suite 800
San Francisco, CA 94102-6033
Introduction and History of Gender Identity Protection in San Francisco

In 1995 San Francisco included "gender identity" as a protected class to its nondiscrimination ordinances in response to a 1994 public hearing held by the Human Rights Commission. At that hearing, Supervisors and other City officials learned that there are transgender people in every race, class and culture, and of every age, ability, gender, and sexual orientation. The Supervisors and other City officials also learned that transgender people are subjected to severe discrimination in employment, housing and public accommodations and that no local, state or federal law provided
protection and no recourse existed when discriminatory actions occurred.

Therefore, the San Francisco Administrative Codes and Police Codes were amended to prohibit discrimination based on gender identity. Since the law was changed, the Human Rights Commission has continued to receive complaints from people who are not hired, not promoted, are fired, denied housing, denied services, and denied access to facilities, and are discriminated against because of their gender identity. These guidelines are intended to assist City Departments, agencies, businesses, and organizations in complying with the law.

In this introduction, we would like
to emphasize that a person’s gender identity is that person’s sense of self regarding characteristics labeled as masculine, feminine, both or neither. An individual determines their own gender identity and the sole proof of a person’s gender identity is that person’s statement or expression of their self identification.

While any given individual’s gender identity or expression may make other people uncomfortable, refusing to treat transgender or gender-variant people in the same manner as other people is a violation of San Francisco laws. The Human Rights Commission is charged with investigating complaints of discrimination based on gender identity. It has been the experience of the Human Rights
Commission that most situations in which people experience discomfort or have a fear of confrontation can be addressed so that all individuals are treated with dignity and the law is not violated.

In addition to these Regulations, the staff of the Human Rights Commission is available to provide training and education, and to help create flexible implementation plans for agencies, business establishments and organizations seeking to comply with the law. For more information, visit the Human Rights Commission website at www.sfgov.org or call (415) 252–2500.

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1. Purpose

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1. PURPOSE:
It is the law and policy of the City and County of San Francisco to eliminate discrimination based on gender identity in San Francisco and in City & County of San Francisco contracting. These guidelines supercede prior gender identity guidelines approved December 10, 1998 and are effective as of December 10, 2003. The Human Rights Commission developed these guidelines for several purposes:
• To implement the provisions of San Francisco Administrative Code Chapters 12A, 12B, 12C and San
Francisco Police Code Article 33 regarding discrimination based on gender identity;
• To provide guidance to employers, businesses, organizations, City departments, and entities contracting with the City and County of San Francisco seeking to comply with the law.
• To educate the public about gender identity law and policy so as to prevent and address discrimination.

2. DEFINITION OF GENDER IDENTITY
Chapters 12A, 12B, and 12C of the San Francisco Administrative Code and Article 33 of the San Francisco Police Code define "Gender Identity" as "a person's various individual attributes as they are understood to be masculine and/or feminine." * Gender Identity
therefore includes discrimination based upon an individual's self-asserted gender identity and/or gender expression whether or not different from that traditionally associated with the person's actual or perceived sex as assigned at birth.
[*12A.3(a); 12B.1(c); 12C.2; 33]

3. REGULATIONS
It is unlawful to discriminate against a person in employment, housing, or public accommodations, on the basis of that person's actual or perceived gender identity, or to discriminate against a person who associates with persons in this protected category, or to retaliate against any person objecting to, or supporting enforcement of legal protections against gender identity discrimination in employment,
4. **EXAMPLES OF UNLAWFUL GENDER IDENTITY DISCRIMINATION**

A. **EMPLOYMENT:** Includes but is not limited to failure to hire, failure to promote, disparate treatment, unlawful termination, verbal and/or physical harassment, deliberate misuse of appropriate forms of address and pronouns, failure to make a reasonable accommodation when requested by the employee, and/or denial of access to a bathroom that is appropriate to the employee’s gender identity.

B. **HOUSING:** Includes but is not limited to refusal to show, rent, or sell real property that is available for lease or sale, addition of
different or additional terms or conditions in a lease, and refusal to provide services or make repairs or improvements for any tenant or lessee, deliberate misuse of appropriate forms of address and pronouns by the landlord or property manager, tolerating harassment by co-tenants, landlords, or property managers.

C. PUBLIC ACCOMMODATIONS: Includes but is not limited to refusal to provide goods or services, disparate treatment, verbal and/or physical harassment, intentional and deliberate misuse of appropriate forms of address and/or pronouns, and/or denial of access to the bathroom/restroom that is consistent with and appropriate to the customer’s or client’s gender identity.
6. GUIDELINES

A. BATHROOMS/RESTROOMS:
Individuals have the right to use the bathroom/restroom that is consistent with and appropriate to their gender identity. The Commission wants to ensure that people of all genders have safe bathroom access. Therefore, the Commission strongly urges that all single-use bathrooms be designated gender neutral (unisex) and that all places of public accommodation and employment provide a gender neutral bathroom option.

B. VERIFICATION OF GENDER:
Requiring proof of an individual's gender is prohibited, except in situations where all persons are asked to verify their gender.
C. EMPLOYMENT: When requested by the employee, an employer must make reasonable accommodations for an employee’s health care needs, including but not limited to health care provider or counseling appointments, time off to recover from surgery or from a transition-related complication.

D. DRESS CODES: Employees have the right to comply with the gender-specific dress code that is appropriate to their gender identity when employers implement employee dress codes that are gender-specific.

E. ONGOING TRAINING AND POLICY COMMUNICATION: To ensure that employers understand their obligations to maintain a discrimination-free workplace, the
Commission recommends that employers require all management, employees, and volunteers to receive training regarding gender identity issues. All agencies, businesses, organizations, City contractors, and City departments are required to clearly and explicitly communicate San Francisco’s laws regarding gender identity and other protected categories to all management, employees, and volunteers. In addition, all businesses within the City and County of San Francisco are required to conspicuously post the San Francisco Human Rights Commission employment non-discrimination poster in a place accessible to all employees.

F. SEX-SPECIFIC FACILITIES WITH UNAVOIDABLE NUDITY:
All people have an equal and binding right to the access and safe use of those facilities that are segregated by sex. In sex-specific facilities, where nudity in the presence of other people is unavoidable, agencies, businesses, organizations, City contractors, and City departments shall make reasonable accommodations to allow an individual access and use of the facility that is consistent with that individual’s gender identity which is publicly and exclusively asserted. Access and use of a sex-specific facility may not be denied to any individual with an identification that designates the gender they are asserting. If an individual does not voluntarily show identification designating their gender identity, reasonable accommodations shall be made to integrate the individual.
into the facility that corresponds with the gender identity that the individual publicly and exclusively asserts or intends to assert over a period of time. The Human Rights Commission recommends that alternative forms of gender identification be accepted, such as a letter from a City department, community-based organization, healthcare provider, or counselor.
Appendix C: Legalizing Your Gender Identity

Changing Legal Documents in California

What makes your name “legal”? 

Your legal name is the identity by which you are officially known. Your birth name is a legal name because it is on your birth certificate and is used on all of your legal documents. If you want to change that name, you have two options, a “common law” name change and a “court ordered” name change.

Common Law Name Change Some people who change their name never get formal recognition of the change. They simply adopt a new name and use it over time. If this name is used consistently for business and personal affairs, it can become your legal name through what
is called a “common law” name change. This is a free method of changing your name. However, it does not create the kind of solid paper trail that a court ordered name change will.

**Court Ordered Name Change** A court ordered name change is one where a judge approves your request to change your name. You begin the process by picking up the proper forms, filling them out, and submitting them at the county court house. Once you pay a fee (or submit a fee waiver) you will be given a court date within six to eight weeks. During that time, you are required to take out a small ad in the classified section of a local paper stating that you will be changing your name. Most everyone who changes their name, regardless of their reason for doing so, has to do this. In a few limited cases, a judge can waive this requirement. Judges will sometimes do this for people
who need to protect their identity (often true of survivors of domestic violence) or who are unable to pay for the classified ad (can range from $50 to $120 in SF).

On your court date, you will appear before a judge with proof that you have taken out the ad. The judge may ask you a question or two about the name change. If all of your paperwork is in order and no one objects to your name change request, the judge will approve your request to change your name. This name is now your legal name.
What makes your gender legal?
No one knows for sure. California allows you to change the gender on your California birth certificate. Legal experts believe that this change will legally change your gender. However, as far as we know, this theory has not been tested in court. The reason you might want to try to "legalize" your gender is that some laws (marriage and child custody, mostly) might require you to be a certain gender in order to utilize them.

The process for getting your California birth certificate changed is similar to the one used to get a name change. The primary difference is that you'll need a letter from your health care provider declaring that you have undergone "surgical treatment for the purpose of altering [your] sexual characteristics to those of the opposite sex." [California Health and Safety Code 103425.]
What “surgical treatment” means is unclear. In most cases, a letter from your physician or surgeon documenting that you have undergone the “recommended treatment” for altering your anatomy and appearance is sufficient. This is true regardless of what kind of surgery you have had. However, a judge is allowed to ask you specific questions about your treatment and can deny your request if your treatment does not include genital surgery. From our experience, however, denial on this ground is rare. It is more probable that the judge will grant your request and ask the state to issue you a new birth certificate.

(Remember that this is only true if you have a California birth certificate. If you have a birth certificate from another state, you will need to ask the court to exercise a power called “equitable jurisdiction.” If you have questions about
If you were granted a court ordered name change in the past, but did not apply for a gender change at that time, you might be able to do so now with a supplemental petition. To do this, you should send a letter and the appropriate documentation from your doctor to the judge who granted your name change. Ask the judge to accept these documents as a “supplemental petition” to your original name change request. While no law says that the judge must grant your gender change under these circumstances, it is possible that your supplemental petition will be granted. If it is, you won't need to go back to court for the gender change and you'll save both court costs and a court appearance.
Notice to people less than 18 years of age
If you are under 18, and are not an emancipated minor, you will need to take some extra steps to do either of the above. Because of your age, a parent or legal guardian will need to apply for your name or gender change. When you pick up the forms at the courthouse be sure to pick up the additional paperwork necessary for applicants under 18.

Changing Legal Documents and Records
Birth Certificate
Once you have completed the above court procedures for changing your birth certificate, you must file an “Affidavit to Amend Record” with the California Department of Vital Records (VR).

To do this you will need to fill out form VS 24. The form can be obtained from
your county Recorder’s office, your local health department, or by calling VR at (916) 557-6073. Currently the fee for getting your birth certificate changed is $20. This includes one certified copy of the new certificate. Additional certified copies can be ordered for $13 each.

Driver’s License and California ID
The California Department of Motor Vehicles (DMV) has created a form (DL 328) for requesting a change to your name and/or gender. You can pick up a copy of the form at any DMV location – usually at the information desk.

You do not need a court order to change your name. However, you will need a licensed California physician to document the fact that you are transgender by signing the DL 328 form. Once you have completed the form, take it back to the DMV and pay the fee.
You will receive a temporary license with your new information.

Your permanent license or ID will not be issued until the DMV runs a check against your Social Security records. Therefore, in order to get your permanent license or ID, you'll need to also update your Social Security records (see below). If you have any on-going problems with this procedure, call the main DMV office in Sacramento (916-657-4484). An analyst can assist you in dealing with local officers who may be confused or uncooperative.

**Special note:** if you are under 18 years of age, you will need a signature from a parent or guardian to request a name and/or gender change on your license or ID. Use form DL 44 for this signature.
Social Security
To change your name with the Social Security Administration, you will need proof of your old identity and proof of your new identity (usually your temporary drivers license or state ID). Take these materials to a social security office, fill out an SS-5 form (available online at www.ssa.gov), and request that they change your name.

While Social Security officially requires that you have already "completed," gender reassignment surgery in order to get your gender marker changed, this policy is not universally enforced.

Passport
The procedure for having your name changed on your passport is similar to having it changed on your social security card. However, it is most easily done with a court order.
Changing your gender marker, however, can be difficult. The US Passport Agency has a written policy requiring you to have had, or be scheduled to have, gender reassignment surgery to change your gender on your passport.

If you have do not plan to have full genital surgery in the near future (or ever), you have a couple of options. One option is to use a passport that lists your birth-identified gender. You may get questioned about this while crossing boarders. Some travelers have found that a letter from their doctor identifying them as transsexual usually satisfies any such inquiries.

Another option is to apply for the gender marker change with a physician’s letter that states that you have “undergone all recommended medical treatment.” While your application may be denied, many have been granted. If you have
questions about how to describe your specific medical history, call TLC.

Selective Service
If you are female-to-male and applying for federal benefits (including educational loans), you will likely need to show proof that you were never required to register with the Selective Service. You can get this proof by submitting a “Request for Status Information Letter.” (You can download the request form off the web at http://www.sss.gov/FSmen.htm.) When submitting the form, you’ll need to also send a copy of your original birth certificate (with female designation).
Appendix D: Model Protocols on The Treatment of Transgender Persons By San Francisco County Jail

Following are model protocols for the treatment of transgender people by San Francisco County jail personnel. These protocols will help jail staff prevent discrimination against transgender inmates by articulating rules that are both respectful of transgender inmates' needs and administrable. The protocols will also bring San Francisco County Jail into compliance with local anti-discrimination laws. These protocols are to be used by jail staff as a supplement to the existing jail protocols in order to protect the rights of transgender inmates.
1. Name Usage, Forms of Address, Searches: the jail will process a transgender arrestee according to normal booking procedures, with the following exceptions.

a. Booking Name: When booking a transgender arrestee, the San Francisco Sheriff’s Department will use the Field Arrest Card from the arresting agency. If the Sheriff’s Department is the arresting agency, it will include the arrestee’s adopted name (i.e., non-birth name that the inmate uses in self-reference) in the booking, either as the primary name or as the “also known as” (“a.k.a.”). The transgender inmate will be booked under the name appearing on the inmate’s official identification (e.g., driver’s license), as well as under an “a.k.a.” name if applicable. If no
I.D. is available, then the Sheriff’s Department will use the adopted name for booking purposes, either as the primary or the “a.k.a.” name. The arrestee's birth name will be used only if it is the arrestee’s legal name or if there is a specific law enforcement reason for doing so, such as a prior arrest record. However, if the Sheriff’s Department is not the arresting agency and the arresting agency failed to include the arrestee’s adopted name on the Field Arrest Card, the Sheriff’s Department will add the adopted name to the Field Arrest Card and to the record as an a.k.a.

b. Forms of Address: Jail staff will always address transgender inmates by the inmate’s adopted name. This is true even if the inmate has not gotten legal recognition of the adopted name. In addressing or discussing an inmate who is transgender, staff will use pronouns
appropriate for that person’s gender identity. (e.g., “she, her, hers” for inmate who is male-to-female; “he, him, his” for an inmate who is female-to-male). If the staff is uncertain which pronouns are appropriate, then staff will respectfully ask the inmate for clarification.

c. Strip Searches: With respect to persons arrested for infraction or misdemeanor offenses that do not involve weapons, controlled substances, or violence, strip searches will only be conducted if “a peace officer has determined there is reasonable suspicion based on specific and articulable facts to believe such person is concealing a weapon or contraband, and a strip search will result in the discovery of the weapon or contraband.” All searches of the transgender inmate’s person will be done by two officers of the gender requested by the transgender inmate. If the inmate does 186
not specify a preference, then the search will be done by officers of the same gender as the transgender inmate's gender presentation (e.g., a female-to-male (FTM) inmate expressing no preference should be searched by a male officer). If gender presentation or identity is not clear to the inmate, the inmate will be searched by one female and one male officer.
II. Housing: According to California law, a jail must implement a classification plan that includes segregating inmates on the basis of sex. The regulation requiring the classification plan does not define “sex”. At the time of the creation of these protocols, if jail staff determined that an inmate had “male” genitalia, that inmate was assigned to the men’s housing. If the jail staff determined that the inmate did not have “male” genitalia, then the inmate was assigned to the women’s housing.

a. Assigning Transgender Inmates to Housing: All transgender inmates in San Francisco County jails will be assigned housing based on their gender identity, not their genitalia. Housing status will be determined first by referring to the inmate’s official identification (e.g., driver’s license), and the inmate will be
housed according to the gender marker if the official identification is consistent with the inmate’s gender presentation. If there is no updated or consistent I.D., then jail staff will ask the inmate whether she or he is female or male, and house accordingly. If the transgender inmate identifies as male and has had genital surgery, he will be housed in the male unit. For those transgender men who have not had genital surgery, the county will house them in a vulnerable male unit. If the transgender inmate identifies as female, she will be housed in the female section. For those transgender women who have not had genital surgery, the county is allowed to house them in a vulnerable female unit. If the inmate expresses uncertainty about her or his gender, then that inmate will be evaluated by a social worker or psychologist to determine appropriate housing.
When assigning the inmate to housing during the intake process, the jail will NOT use a strip search simply to determine genitalia. The County jail is not allowed to house any transgender inmate in a unit based solely on the inmate’s birth-identified gender. Likewise, it is against good practice to force a transgender inmate into solitary housing.

b. **Housing and Vulnerability:** An individualized assessment for appropriate housing will be made for each inmate, and reviewed periodically thereafter. Intake staff should assess the transgender inmate for potential vulnerability in the general prison population.

As part of the housing assessment for vulnerability, jail staff will ask the inmate his or her own opinion of his or her vulnerability in the general jail.
population. To solicit this information, the assessing staff member may ask questions such as:

1. Have you been attacked before?
2. Have you been in jail before? If so, how were you treated by other inmates?
3. Do people call you names, intimidate, or harass you?
4. Do you think other people might harm you because of the way you look?
5. Among whom would you prefer to be housed (males, females, vulnerable unit)?

c. Inmates not suited to placement with a vulnerable population: As with all other inmates, a transgender inmate will be assessed for factors that indicate the inmate would be an unusual security risk. If so, he or she should not be placed with other vulnerable inmates. However, this assessment must be
made based on objective criteria, such as:

(1) Inmate has been charged or convicted of a violent crime

(2) A record of disruption or non-cooperation

(3) A history of escape attempts

(4) A history of victimizing others

(5) Marked or severe symptoms of mental illness that may require special housing

d. Protective Custody: A transgender inmate will be housed in Protective Custody or Administrative Confinement ONLY when there is reason to believe the inmate presents a heightened risk to himself or herself or to others, and only
for that limited period of time during which the heightened risk exists. Grounds for Protective Custody may also exist if a transgender inmate has been, or fears they will be, vulnerable to victimization in any other housing setting, including shared vulnerable inmate housing. To guard against arbitrary confinement, all inmates in Protective Custody have a right to:

- a written statement explaining the reason for the confinement;
- a brief plan for returning the inmate to less restrictive housing;
- approximate time period for returning the inmate to shared housing units.
e. Access to Services: Inmates in the unit for vulnerable prisoners will have access to all of the same services as inmates in the general population (e.g., education, jail jobs, drug treatment). The unit for vulnerable prisoners will not be so isolated from other facilities or prisoners that it effectively becomes a form of administrative confinement, nor will it be administered in a way that puts its inmates on unnecessary display.

f. Clothing and Cosmetics: Transgender inmates will be permitted to wear, and provided with, the same clothing and cosmetics as any other inmates of their gender (a male-to-female inmate is permitted to wear female clothing).

g. Genital Sex and Gender: These model protocols favor housing based on gender identity rather than genitalia in order to treat transsexual persons appropriately with respect to their
gender and to enhance safety. For example:

An MTF pre-operative or non-operative transsexual with male genitalia who is on hormones is more safely housed with females than even with vulnerable males.

An FTM pre-operative or non-operative transsexual with female genitalia is more safely housed with vulnerable males than with the general population of women. Housing FTMs who have not had genital surgery with vulnerable males rather than with the women also ensures the safety of the women since FTMs may be physically stronger than most women.

III. Medical Treatment
a. The jail medical staff will be trained on the evaluation and counseling
process used to determine whether hormones are appropriate therapy, so that the jail medical staff may either:

- continue the transgender inmate on his or her evaluation process; or
- begin hormone therapy for an inmate who was has been identified as a candidate for hormone therapy, but did not begin therapy prior to incarceration; or,
- determine that a previously undiagnosed inmate is a good candidate for hormone therapy and prescribe that therapy.

b. Transgender inmates shall have access to all other necessary medical and mental health care, including psychotherapy if needed.
c. Jail medical staff will be trained on the interactions between hormones and HIV, other STD's, and other common ailments.
IV. Alternative Dispute Resolution
There are existing means of redress available to all inmates; however, agencies outside the San Francisco County Sheriff’s Department continue to receive complaints about the treatment of transgender inmates. These complaints suggest that the available methods of redress are ineffective. We recommend that the San Francisco Human Rights Commission, as designated by the San Francisco Sheriff’s Department, be given the ability to mediate disputes between transgender prisoners and jail personnel, such disputes limited to issues covered by these protocols.
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