



ALLICE
Kumares & Kumpares

Alliance for Community Empowerment

2014

San Francisco / Bay Area Resource Guide

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About ALLICE



OUR STORY

ALLICE is the acronym for Alliance for Community Empowerment, a nonprofit all-volunteer organization dedicated to promoting healthier relationships, homes and communities through education.

The organization was born in the winter of 2003 when Cherie Querol Moreno took a sabbatical from her journalism career to join CORA, a private nonprofit agency in San Mateo County serving domestic violence survivors and their loved ones. As community outreach coordinator, she attended a rally on the steps of San Francisco City Hall seeking justice for Claire Joyce Tempongko, a single mother killed by her ex-boyfriend in front of her two children despite her efforts to protect herself and her family through legal means. While many attended the morning rally, only a handful Filipino Americans were present. To the journalist in Cherie, the absence of Filipinos spoke to the urgency of raising awareness about domestic violence – that it can happen to anyone, and in fact it has taken the life of a Filipina. To her inner activist, the experience fueled Cherie’s desire to organize to spread the word about resources to help heal abusive relationships.

Cherie reached out to four people who share her ideals: Marketing executive Bettina Santos Yap, journalist Nerissa Fernandez, community activist Teresa Guingona Ferrer, and Berkeley PD public safety dispatcher Yumi Querubin laid the foundation for a team that would go out in the community to talk about domestic violence and where to get help. Lawyer Amancio “Jojo” Liangco was the first male to come on board.

Bettina became founding president and is the last remaining of the founding members, who have moved on to focus on personal and professional matters. In their place, women and men of diverse backgrounds have joined to fulfill the vision of a healthier and safer community built from healthier and safer relationships through education events, all staged through donation and open free to the public. They called themselves Kumares and Kumpares, the Tagalog counterpart of “confidante” or “ally,” which they set out to be to families everywhere who needed help.

Community leader Alice Bulos and florist Lina Susbilla were members of the San Mateo County Commission on Status of Women when they joined the group in 2004. Paralegal and church advocate Nellie Hizon stepped in to give perspective from the faith community. Gerontologist Linda Galeon, county parenting educator Kristine Averilla, Jefferson Union High School District trustee and

lawyer Rachel Puno, San Francisco Library Commissioner Helen Marte, psychologist Dr. Jei Africa and marriage and family therapist Jennifer Jimenez Wong followed in their steps.

Legislative aides Christine Padilla and Mark Nagales served briefly on the team. Nurse practitioner Lorraine Canaya dedicated several years. Event planner Sarah Jane Ilumin and Alameda county worker Edna Murray joined and stayed the course.

As if by fate, the Consul General in San Francisco in the middle 2000s was a woman and Cherie's former schoolmate. Hon. Rowena Mendoza Sanchez embraced the Kumares and offered to host the group's 2005 debut presentation at the Philippine Consulate.

No Filipino American had ever publicly disclosed personally experiencing domestic violence until the first "DV: Not in Our Community," where survivor speaker Giovannie Espiritu shattered the myth that domestic violence does not happen in the Filipino community. Hearing her personal experience emboldened others to share their stories, freeing themselves from shame or self-blame.

Consul General Sanchez herself nominated the organization for the 2006 Philippine Presidential Award for Overseas Filipino Organizations and

Individuals for their outstanding service in empowering women, which solidified the Kumares & Kumpares' role as community educators.

Weng, as the diplomat liked to be called, endorsed the organization with the Archdiocese of San Francisco, whose then-Vicar for Filipinos, Monsignor Floro Arcamo, was tasked by new Archbishop George Niederauer to partner with a group to stage a presentation on healthy family relationships. The connection blossomed into the first "Pamilya Natin," a faith-focused seminar enlightening the public on the Church's stand on domestic abuse: that it is a sin and often a crime, and that the Church must provide resources to help families in trouble.

San Francisco Police Dept. Lt. Randy Caturay and Uy Law Group partner Robert Uy attended that first seminar and decided to be part of the solution to a social problem, as did Kaiser Permanente RN Malou Aclan and nurse practitioner Elsa Agasid.

Colma Mayor Joanne del Rosario accepted her former classmate Cherie's invitation to participate, finding safety in the organization's familial warmth to disclose her own experience with domestic violence in a previous relationship. St. Isabella Pastor Mark Reburiano, accountant Susan Roxas and marriage and family therapist Paulita Lasola Malay soon joined the organization.

Two years ago, public health nurse Jeannette Trajano and Union Bank Westlake manager Jose Antonio swore in. Last year, UC Berkeley law student Karina Layugan did the same. Lawyer Maria Segarra came on board in 2013.

Every October, Domestic Violence Awareness Month, the group stages its fall seminar with officials endorsing the movement, survivors giving testimony, and community providers giving responses. Every spring, the “K/K” stage education events in faith communities to promote enlightenment and healing. Each event is mounted purely on donation, for love of the community, in the name of the family.

In the summer of 2009, the Kumares & Kumpares went independent and chose to name themselves after their honorary chair, Alice Bulos. They renamed their October event “Free from Violence,” and their spring presentation “Our Family, Our Future.”

Their resource-provider allies have grown to over 20 community-based nonprofits sharing their philosophy that the community is its responsibility.

This year, 2013, marks ALLICE’s first decade of service. The Kumares & Kumpares are grateful to their honorary members and allies who have boosted their campaign with their participation:

Clara Tempongko, Janine Bersabe and the Tempongko family, Giovannie Espiritu, Nenette Flores, Maria J., Perla de Jesus, Marlene Caballero, Vangie Buell, Lloyd LaCuesta, Frances Dinglasan, Renee M. Salud, Jim Comstock, Tina Ahn, Don Veridiano, Guy Guerrero and FilAm Chamber of Commerce SMC, Rene, Roel and Rommell Medina of Lucky Chances, Daisy Li of Moonstar Restaurant, Oscar Quiambao of Forex Cargo, Francis Espiritu and Margarita Argente, Philippine News, Thelma Cruz and Marilyn King of Philippines Today, Jun Ilagan of FilAm Star, Willy Canrandag and Bambi Fernando of Tastebuds, Nerissa Fernandez of ABS-CBNI, Filipina Women’s Network, Philippine Association of University Women, Pilipino Bayanihan Resource Center, Filipino Mental Health Initiative, Union Bank, San Mateo County Behavioral Health and Recovery Services, the Philippine Consulate General, very first principal sponsor Seton Medical Center, Thomasians USA, and principal sponsor of the 10th anniversary gala Lucky Group of Companies.

A SAFE PLACE

Hotline: 510.536.7233

Website: www.asafeplacedvs.org

Service Fee : Free

Tagalog Speaking Staff: No

Mission: To end domestic violence by providing battered women and their children with a safe shelter and resources, to break the cycle of violence through outreach and education.

Services:

24 Hour Crisis Referral and Information Hotline;
Emergency Shelter Program; Advocacy and
Counseling Program; Household Established
Assistance; Emergency Food and Clothing

ALAMEDA FAMILY SERVICES

Hotline: 510.629,6300

Service Fee: Free

Tagalog Speaking Staff: Yes

Services:

The Alameda Health Services Head Start Program is a comprehensive child development program that has been successfully serving low-income children and their families for over forty years. It is a child-focused program with an overall goal of increasing school readiness and socialization for young children three to five years old.

School-based Health Centers – the School-based Health Centers offer free and confidential medical care, mental health counseling, health education and youth leadership opportunities.

ANGER MANAGEMENT AND DOMESTIC
ABUSE THERAPY CENTER

Hot line: 650.375.0449

Website: www.angercure.org

Service Fee: All fees are based on a sliding scale.

Payment option is available. Credit cards accepted

Tagalog Speaking staff: None

Services: Counseling Programs, Anger
Management, Parenting, Domestic Violence

FLEXIBLE SCHEDULES: Evenings, Mornings
and Saturday Groups available.

BILINGUAL CLASSES: Groups offered in
Spanish and English.

ASIAN INSTITUTE ON DOMESTIC VIOLENCE

Hotline: [415.568.3315](tel:415.568.3315)

Website: www.apiidv.org

Service Fee: Free

Tagalog Speaking Staff: No

Mission: To build gender equality and prevent
domestic violence in the Asian and Pacific Islander
communities. Its vision of gender democracy drives
its goals to strengthen culturally-relevant advocacy,
promote prevention and community engagement
and influence public policy and system change.

Services:

The API Institute on Domestic Violence is a
national resource center on gender-based violence
against Asians, Native Hawaiians and Pacific
Islanders. It analyzes critical issues, provide
technical assistance and training, conduct research,
and inform public policy.

ASIAN PACIFIC ISLANDER LEGAL
OUTREACH

Hotline: 415.567.6255

Website: inf@apilegaloutreach.org

Service Fee: Free

Tagalog Speaking Staff: Yes

Mission: To promote culturally and linguistically appropriate services for the most marginalized segments of the API community. Our work is currently focused in the areas of domestic violence, violence against women, immigration and immigrant rights, senior law and elder abuse, human trafficking, public benefits and social justice issues.

Services:

Provide legal, social and educational services in more than a dozen languages and dialects including Cantonese, Chin-Chow, Hindi, Ilocano, Japanese, Korean, Lao, Mandarin, Spanish, Tagalog, Taiwanese, Urdu, and Vietnamese.

ASIAN WOMEN'S SHELTER

Hotline: 415.751.7110

Website: info@sfaws.org

Service Fee: Free

Tagalog Speaking Staff: Yes

Services:

Direct services include nationally recognized shelter program, language advocacy program, crisis line, case management and programs in support of underserved communities such as queer Asian survivors and trafficked survivors.

BAY AREA LEGAL AID

Hotline: 800.551.5554

Website: www.baylegal.org

Service Fee: Free

Tagalog Speaking Staff: Yes, but may not be available at all times

Mission: To provide meaningful access to the civil justice system through quality legal assistance regardless of a client's location, language or disability.

Services:

BayLegal's Domestic Violence Prevention practice work includes helping survivors with:
Temporary Restraining Orders (TROs)
Divorce, legal separation or annulments
Child or spousal support
Custody and visitation orders
Battered spouse waivers
Violence Against Women Act (VAWA) enforcement
Training and community education.

BERKELEY THERAPY INSTITUTE

Hotline: 510.841.8484

Website: www.bti.org

Service Fee: Free

Tagalog Speaking Staff: No, uses interpreters as necessary

Services:

Provides psychotherapy for individuals of all ages as well as for couples, families and groups.

BUILDING FUTURES WITH WOMEN AND CHILDREN

Hotline: [866.292.9688](tel:866.292.9688)

Website: www.bfwc.org

Service Fee: Free

Tagalog Speaking Staff: No, but uses interpreters as necessary.

Mission: To help women and children in crisis become safely and supportively housed, free from homelessness and family violence.

Services:

24 Hour Crisis Hot line; 20 bed safe house emergency shelter with case management, children's programming and essential support services to secure safe and permanent housing solutions; domestic violence outreach, education programs and support groups.

CATHOLIC CHARITIES

Hotline: 415.972.1200

Website: moreinfo@cccyo.org

Service Fee: Free

Tagalog Speaking Staff:

Mission: Founded in 1907 and rooted in our faith traditions of charity and justice, Catholic Charities supports families, aging and disabled adults, and youth through social services and opportunities for healthy growth and development.

Services:

Assisted Housing and Health Program
Employment Assistance Program
Homeless Prevention Program
Refugee and Immigration Services (RIS)
Rental Assistance Program

CENTER FOR DOMESTIC PEACE

Hotline: 415.924.6616 / 415.924.1070 (men's number)

Website: www.maws.org

Service Fee: Free

Tagalog Speaking Staff: CDP has one Filipino volunteer that speaks Tagalog, but does not have an on-site translator.

Mission: Center for Domestic Peace mobilizes individuals and communities to transform our world so domestic violence no longer exist, creating greater safety, justice and equality.

Services:

24 Hour Hotline; Safety planning; Emergency shelter; Transitional housing; Support groups; DV response team; Training classes for men and women to learn how to stop their violence.

CENTER FOR FAMILY COUNSELING
(OAKLAND)

Hotline: 510.562.3731

Website: www.cffc.biz

Service Fee: Free

Tagalog Speaking Staff: No, uses interpreters as necessary.

Services:

Juvenile Probation and Camps Funding Program (JPCF)

This program provides no cost counseling services families of youth at-risk of becoming involved with the juvenile justice system. Services include mental health assessment, 12 counseling sessions and case management services (where indicated).

Case Management

Clinical Case management services are offered to families living in East Oakland. These services include working with individuals and families in the resolution of problems and directing clients to appropriate community and agency resources for problem resolution.

Early and Periodic Screening Diagnostic and Treatment Program (EPSDT)

This provides outpatient mental health services for youth on probation or chronically truant and their families. Services include: individual and group counseling for youth; family therapy; family crisis intervention and case management. This service is provided to clients who have full scope Medi-Cal and reside in Alameda County. Clients can be self-referred or referred by their probation office.

COMMUNITY OVERCOMING RELATIONSHIP ABUSE (CORA)

Hotline: [800.300.1080](tel:800.300.1080)

Website: www.corasupport.org

Service Free: Free

Tagalog Speaking Staff: No

Mission: To provide safety, support and healing for individuals who experience abuse in an intimate relationship, and educates the community to break the cycle of domestic violence.

Services:

CORA provides free and confidential services to victims and survivors of domestic/dating violence and abuse, including child and teen witnesses in San Mateo County. CORA's services includes a 24-hour hotline, support groups, legal services, emergency and transitional housing and more in English and Spanish.

COMMUNITY UNITED AGAINST VIOLENCE (CUAV)

Hotline: 415.777.5500

Website: info@cuav.org

Service Fee: Free

Tagalog Speaking Staff: No

Mission: Founded in 1979, CUAV works to build power of LGBTQ (lesbian, gay, bisexual, transgender, queer) communities to transform violence and oppression. CUAV supports the healing and leadership of those impacted by abuse and mobilizes the broader community to replace cycles of trauma with cycles of safety and liberation.

Services: We support the wellness of predominantly low- and no-income LGBTQ people surviving violence or abuse.

Support Groups: LGBTQ people dealing with violence or abuse can build their skills to heal from trauma and create healthy relationships.

Advocacy-Based Peer Counseling: LGBTQ people dealing with violence or abuse can access short-term counseling to receive emotional support, safety planning, referrals, and limited case follow-up.

COOPERATIVE RESTRAINING ORDER
CLINIC (CROC)

Hotline: 415.255.0165

Service Fee: Free

Tagalog Speaking Staff: Uses Interpreter

Mission: To help domestic violence survivors in San Francisco get restraining orders against their abusers.

Services:

At CROC, clients meet one-on-one with an interviewer who then prepares the paperwork necessary to file for a restraining order. Interpreters are available at the clinics. Child care is also available. Clinic appointments are scheduled on Saturdays or on Thursday evenings. After the initial interview, CROC files the client's restraining order request at the Family Court and obtains a Temporary Restraining Order that lasts until a hearing on a Wednesday morning. The Temporary Restraining Order must be personally served on the abuser, and CROC can assist with this service. CROC attorneys accompany clients to their restraining order hearings and arrange for interpreters if necessary. At the hearing, the Court can make a Restraining Order that lasts for up to five (5) years.

DAVIS STREET FAMILY RESOURCES
CENTER (San Leandro)

Hotline: 510.347.4620

Website: www.davisstreet.org

Service Fee: Food and clothing services are free.

The rest of the services may or not be free depending on the income level of individuals.

Counseling can be free if the individual has Medical.

Tagalog Speaking Staff: Yes, they have a Tagalog speaking counselor.

Mission: The Mission of the Davis Street Family Resource Center is to help people with low income of the Eden area and its surrounding communities improve their quality of life through short and long term assistance.

Services:

Davis Street provides support services for families including counseling, support groups, nutrition and wellness workshops, case management, parenting classes and job skill training and placement, childcare food and clothing. Individual can also receive employment training, including individual support in resume writing, job searching and computer basics. Davis Street also has workshops and classes about budgeting, domestic violence prevention, financial literacy trainings, time management, and work ethics/practices.

FILIPINO COMMUNITY CANCER
COLLABORATIVE (FCCC)
Hotline: 415.568.3304
Website: www.filipinocollaborative.org
Service Fee: Free
Tagalog Speaking Staff: Yes.

Mission: To empower the community through responsive cancer-related education and outreach programs.

Services:
FCCC fosters partnerships among organizations, health professionals, researchers and community members to address cancer-related issues on a broad level, which includes healthy lifestyles choices that also impact other chronic diseases.

GLIDE WOMEN'S CENTER

Hotline: 415.674.6023
Website: info@glide.org
Service Fee: Free
Tagalog Speaking Staff:

Mission: To provide a safe and supportive community that empowers survivors of domestic and intimate partner violence including survivors of stalking to heal and thrive.

Services:

The Women's Center is a domestic violence program with a unique approach to transforming lives providing holistic healing, addressing emotions, mind, body, spirit and relationships. Program services are designed to help women who face intimate partner violence and associated concerns such as co-dependence, substance abuse, mental health issues and homelessness. The Women's Center aims to move survivors of violence from crisis to confidence, from hopelessness to long term change.

HEALTH PLAN of San Mateo
Hotline: 650.616.0050
Website: info@hpsm.org
Service Fee: Free
Tagalog Speaking Staff: Yes

Mission: To improve the health of our members through high quality care including preventive care. HPSM is a local non-profit health care plan that offers health coverage and provider network to San Mateo County's underserved population.

Services:
The medical services rendered to our members, mainly those eligible for Medi-Cal, are not directly provided by our staff but by our contracted providers. Mental health services for our Medi-Cal members are rendered by BHRS (Behavioral Health & Recovery Services) and we are in coordination with them.

HIP HOUSING

Hotline: 650.3486660
Website: www.hiphousing.org
Service Fee: Free
Tagalog Speaking Staff: Yes, but may not be available at all times

Mission: To invest in human potential by improving the housing and lives of people in our community (San Mateo County).

Services:
The Home Sharing Program places persons seeking a place to live in the house of those willing to share their living space. The Self-Sufficient Program (SSP) provides housing assistance and support services to low-income families with clearly defined career and educational goals and motivation to become financially self-reliant within 12-24 months. Persons in unhealthy relationship or domestic violence situations are recommended to contact service provider like CORA (Community Overcoming Relationship Abuse) to develop a safety plan to access services.

HICAP – Health Insurance Counseling and Advocacy

Hotline: 650.627.9350

Website: www.cahealthadvocates.org

Service Fee: Free

Tagalog Speaking Staff: Yes, but may not be available at all times

Mission: To provide quality Medicare and related care coverage information, education and policy advocacy.

Services:

HIPCAP provides free and objective information and counseling about Medicare. Volunteer counselors can help you understand your specific rights and health care options. HIPCAP also offers free educational presentations to groups of Medicare beneficiaries, their families and/or providers on a variety of Medicare and other health insurance related topics.

INSTITUTE ON AGING

Hotline: San Francisco and Marin County:
415.750.4111

San Mateo and Santa Clara County:
650.424.1411

Website: info@ioaging.org

Service Fee: Sliding Scale; Medi-cal; Medicare

Tagalog Speaking Staff: Uses Language Line

Mission: To enhance the quality of life for adults as they age by enabling them to maintain their health, well-being, independence and participation in the community.

Services: The Institute on Aging has centers where participants have access to medical care, social activities, exercise and meals. They also provide medical and special care as needed, home care, memory assessment, psychological services, and can help manage an individual's medical care, and finances. The institute has a Multipurpose Senior Services Program (MSSP), a care management program designed specifically for frail, low income (65 and older) who are in need of more support at home. They also operate 24 hour toll free hot line for older and disabled adults who are either in crisis or just in need of a friend.

KELLER CENTER for FAMILY VIOLENCE
INTERVENTION, San Mateo

Hotline: 650.573.2623

Website: www.smchf.org

Service Fee: Free

Tagalog Speaking Staff: No

Services:

The Keller Center is here to help the victims of child abuse, elder abuse, sexual assault and domestic violence. It provides medical, emotional, social, and legal care and support. It works closely with law enforcement and other County agencies and organizations including Community Overcoming Relationship Abuse (CORA), Rape Trauma Services, Child Protective Services, and Adult Protective Services.

LAVENDAR YOUTH RECREATION AND
INFORMATION CENTER (LYRIC)

Hotline: 415.703.6150

Website: lyricinfo@lyric.org

Service Fee: Free

Tagalog Speaking Staff: No

Mission: To build community and inspire positive social change through education enhancement, career trainings, health promotions, and leadership development within the lesbian, gay, bisexual, transgender, queer and questioning (LGBTQQ) youth, their families, and allies of all races, classes, gender and abilities.

Services

Community Building Program

Youth Advocacy Program

Youth Workforce Development Program

School-based Initiative

LEGAL AID SOCIETY OF SAN MATEO

Hotline: [650.558.0915](tel:650.558.0915)

Website: www.legalaidamc.org

Service Fee: Fee Service

Tagalog Speaking Staff: No

Mission: To help disadvantage people improve their lives through equal access to justice. .

Services:

The Legal Aid Society of San Mateo assist domestic violence survivors resolve their legal issues, including restraining orders, custody and child support issues. They help residents age 60 and older who are victims of psychological and physical abuse. Low-income San Mateo residents facing eviction can get assistance in their eviction court action. The Legal Aid Society also helps children with disabilities and their families with their special education needs and access to public benefits.

LEGAL ASSISTANCE TO THE ELDERLY (SF RESIDENTS ONLY)

Hotline: [415.538.3333](tel:415.538.3333)

Website: info@laesf.org

Service Fee: Free

Tagalog Speaking Staff: Uses Interpreter

Mission: To ensure Elders and younger individuals with disabilities residing in San Francisco the ability to exercise their legal rights and full access to all benefits and services to which they are entitled.

Services:

Provides advice, referrals and/or representation at no cost to eligible individuals who are experiencing the following:

- Tenants who are facing eviction, illegal rent increases or having problems getting their landlord to make needed repairs
- Social Security and SSI recipients who are experiencing problems with their benefits
- Medicare, Medicaid, & Medi-Cal recipients experiencing problems with their benefits
- Elders who are the victims of physical or financial abuse
- Elders & younger individuals with disabilities who are experiencing consumer or debt collection problems
- Elders & younger individuals with disabilities who need simple wills

MARY ELIZABETH INN

Hotline: 415.673.6768

Website: info@meinn.org

Service Fee: Free

Tagalog Speaking Staff: Yes

Mission: The Mary Elizabeth Inn is a non-profit organization with 99 year history of providing safe housing and crucial services to women in our community who are in need. It is our mission to end the cycle of poverty and homelessness for women in the Bay Area by providing low income housing and support services.

Services: Mary Elizabeth Inn provides case management and free healthy meals to homeless women each day. The Inn also operates a Supportive Housing Program which has 157 units of safe, permanent housing with comprehensive supportive services for women in San Francisco.

MEN CREATING PEACE (San Francisco)

Hotline: 510.730.0184

Website: www.mencreatingpeace.org

Service Fee: Free

Tagalog Speaking Staff: No, uses interpreters as necessary

Mission: To cultivate the transformation in society from a culture of domination and violence to one of collaboration and equality.

Services:

Classes for violent men, men struggling with Anger/Stress Issues; Court Mandated Batterers Treatment.

NATIONAL DOMESTIC VIOLENCE HOTLINE

Hotline: [800.799.7233](tel:800.799.7233)

Website: www.thehotline.org

Service: Free

Tagalog Speaking Staff: No, uses interpreters as necessary

Mission: The National Domestic Violence Hotline creates access by providing a 24-hour support through advocacy, safety planning, resources and hope to everyone affected by domestic violence.

Services:

The Hotline serves as the only domestic violence hotline in the nation with access to more than 4,000 shelters and domestic violence programs across the United States, Puerto Rico, Guam and the U.S. Virgin Islands.

NEXT DOOR SOLUTIONS (SANTA CLARA)

Hotline: [408.279.2962](tel:408.279.2962)

Website: www.nextdoor.org

Service Fee: Free

Tagalog Speaking Staff: No, uses interpreters as necessary

Mission: Next Door seeks “to end domestic violence in the moment and for all time.” Next Door promotes safety for battered women and their children through emergency shelter; multiple points of entry for victims; individuals, systems and institutional advocacy; crisis intervention; education for victims and the community; and the changing of community norms through prevention activities.

Services:

24 Hour hotline; Walk-in Crisis Counseling; Social Service and System Advocacy; 24 Hour Emergency Shelter; Long term Transitional Housing; Support Groups.

OAK CREEK COUNSELING CENTER
(BERKELEY)

Hotline: 888.637.7404

Website: www.oakcreekcenter.org

Service Fee: Therapist work on a sliding scale and will work with the client to set a fee that meets their financial needs

Tagalog Speaking Staff: No, uses interpreters as necessary

Mission: To provide effective and affordable community counseling services and advanced training for therapy providers and interns. We are committed to excellence in the administration of the Center, the services we provide, and our trainings.

Services:

Oak Creek Counseling Center provides psychotherapy and counseling to individuals, couples, families, kids and groups. Therapists work from a variety of orientations and specializations. During the referral and intake process, patients will have a chance to talk about your needs and express your preferences for therapy.

OMBUDSMAN OF SAN MATEO

Hotline: 650.780.5707

Website: ossmc@ossmc.org

Service Fee: Free

Tagalog Speaking Staff: No, uses interpreters as necessary

Mission: To actively promote standards of excellence in advocacy and enhancement of the quality of life for residents of long-term care facilities in the county.

Services:

- Receive, investigate and bring resolution to complaints made by or on behalf of the residents;
- Investigate allegations of elder and dependent adult abuse in facilities
- Work to resolve systemic problems that are common to a group of residents or are common throughout the long-term care system
- Provide witnessing services for execution of Advance Directives for Health Care in Skilled Nursing Facilities;
- Provide access to MediCal in the event that residents of nursing homes have spent down their assets;
- Investigate MediCal fraud and retrieve share of costs for the MediCal system;
- Community Education on elder care and elder abuse issues

PENINSULA CONFLICT RESOLUTION
CENTER

Hotline: 650.513.0330

Website: www.prcweb.org

Service Fee: Free

Tagalog Speaking Staff: No

Services:

Peninsula Conflict Resolution Center provides training, facilitation, parent engagement and conflict resolution to address problems of youth violence. Their approach to violence prevention is based in the values and core competencies associated with conflict resolution, collaboration, facilitation and community engagement. They do not provide crisis intervention or case management.

PENINSULA FAMILY SERVICES AGENCY

Hotline: [650.403.4300](tel:650.403.4300)

Website: www.peninsulafamilyservice.org

Service Fee: Free

Tagalog Speaking Staff: Yes, but may not be available at all times

Mission: Peninsula Family Service serves more than 20,000 children, individuals and families a year. PFS provides services in the areas of child development, financial empowerment and elderly concerns. The service sites are located throughout the Bay Area.

Services:

Peninsula Family Service offers peer counseling to seniors. Through this counseling program, senior can get on-on-one confidential support and guidance by a trained volunteer of similar age, experience, values, wisdom, and culture.

RAPE TRAUMA SERVICES, San Mateo

Hotline: 650.692.7273

Website: www.rapetraumaservices.org

Service Fee: Free

Tagalog Speaking Staff: Yes, but may not be available at all times

Mission: Strives to eliminate all forms of violence, with a special focus on sexual assault and abuse.

Services:

Our services are for all survivors of sexual assault or abuse, whether it happened yesterday or many years ago, and their loved ones. Rape is an act of violence and cruelty which knows no cultural, ethnic, racial, age, or gender boundaries. We strive to have our staff and volunteers represent all people. Our training focuses on the uniqueness of experience of individuals from varying cultures, ethnicity, sexual orientation, abilities and genders. All services, whether crisis prevention, counseling, or prevention emphasize the link between the well-being of individuals and community and need to heal from hurts experienced in the past.

Current support group: Women's group, Parents, Teens, Children, Male Survivors.

SAN FRANCISCO POLICE DEPARTMENT (SFPD): Child Abuse Investigation Unit (San Francisco)

Hotline: 415.558.2650

Service Fee: Free

Tagalog Speaking Staff: No, uses interpreters as necessary

Services:

The Child Abuse Investigation Unit investigates cases involving suspected child molestation, physical abuse, child exploitation, child endangerment, and severe child neglect. The child abuse section works closely with Department of Human Services (DHS), The District Attorney's Office and the medical staff at San Francisco General Hospital. This is a team concept with joint interviews of child abuse victims. The office is open Monday thru Friday, 8 AM to 5 PM.

SAN MATEO AGING AND ADULT SERVICES

Hotline: [650.573.2701](tel:650.573.2701)

Website: www.smchealth.org

Service Fee: Free

Tagalog Speaking Staff: Yes, but may not be available at all times

Mission: The Aging and Adult Services Division provides a continuum of programs designed to prevent institutionalization of the elderly and younger adults with disabilities.

Services:

We conduct investigations of allegations of neglect, financial, physical, where the victim is an dependent adult (18-64 in need of someone to care for them in the community) and elderly 65 years and older. We are governmental agency.

SECOND CHANCE (Hayward)

Hotline: 510.792.4357

Website: www.secondchanceinc.org

Service Fee: Generally free. Court ordered services are charge with a fee.

Tagalog Speaking Staff: No, uses interpreters as necessary

Services:

Second Chance offers recovery support services including anger management group program as well as programs court ordered services.

STARVISTA

Hotline: [650.591.9623](tel:650.591.9623)

Service Fee: Free

Tagalog Speaking Staff: No

Mission: To strengthen communities by empowering children, youth, adults and families to overcome challenges through education, counseling and residential services.

Services:

Star Vista provides counseling, prevention, early intervention, education, and residential program. They have crisis intervention and suicide prevention services including 24-hour suicide crisis hotline, an alcohol and drug helpline, and parent support hotline. The Children's Place offers prevention services for Children of parents who are addicted to drugs or alcohol. Star Vista's Healthy Homes is a home-visiting program that provides child-parent psychotherapy and support services to pregnant mothers and families with children up to age six that have been affected by domestic violence. Your House South provides 24/7 services for runaway and homeless youth and those with families in crisis.

VICTIM WITNESS CENTER

Hotline: [\(800.842.8467\)](tel:800.842.8467)

Website: 1800victims.org

Service Fee: Free

Tagalog Speaking Staff: Yes, but may not be available at all times

Services:

24 hour Hotline, center staff provides resources and referral information to victims and their families, i.e., victim services providers and other victim advocates. Callers receive information on such matters as victims' compensation, victims' rights in the Justice system.

VICTIM WITNESS SERVICES (via District Attorney's Offices)

Hotline: 650.599.7330 Redwood City / 650.877.5797 South San Francisco

Service Fee: Free

Tagalog Speaking Staff: No

Mission: The District Attorney is firmly committed to the aggressive prosecution of domestic violence. As part of the ongoing effort to enhance its prosecutorial efforts in this area, the District Attorney has established a Domestic Violence Unit.

Services:

Provide counseling and support for victims of domestic violence. Assist prosecuting attorneys with contacting domestic violence victims. Interview clients and evaluate the problem presented. Assist in development of community resources for domestic violence victims.

WOMEN ORGANIZED TO MAKE ABUSE NONEXISTENT, INC. (WOMAN, INC) SF

Hotline: 415.864.4722 / 877.384.3578

Website: www.womaninc.org

Service Fee: Free

Tagalog Speaking Staff: No

Mission: In recognizing that domestic violence is connected to other forms of oppression, WOMAN INC's mission is to confront all violence against women, including the following forms of personal and institutional violence: domestic violence, sexism, racism, homophobia, classism, ageism, and able-bodyism.

Services:

24 Hour Hotline; Support groups; Therapy programs; Community Education.

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YOUNG ASIAN WOMEN AGAINST VIOLENCE
(YAWAV)

Hotline: 415.775.2636
Website: cyc@cycsf.org
Service Fee: Free
Tagalog Speaking Staff: none

Mission: The YAWAV Program is a peer-based prevention project designed to educate the larger Asian Pacific Islander (API) community about violence.

Services:
Current YAWAV topics: Sexual Harassment, Sexual Assault, Self-esteem, Body Image, Domestic Violence, Dating Violence, Healthy and Unhealthy Relationships.

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