



Our Children Our Families Council FAQs for Families

This question and answer guide is for children, youth, and families with questions and concerns as a result of the recent election. This guide provides contact information to organizations who can answer questions related to your concerns such as loss of health insurance, reporting a hate crime, immigration status, and suicide prevention.

Q: Can my family access health care services if we are undocumented?

A: In San Francisco, Yes. San Francisco remains committed to health care for all residents. Healthy San Francisco and Healthy Kids offer the full range of health services to San Francisco families at various income levels, including undocumented residents. These programs remain in place. Undocumented immigrants who meet all eligibility requirements may also receive emergency and pregnancy-related medical services and, when needed, state-funded long-term care. And, no one, regardless of their immigration status, will be turned away from emergency rooms at San Francisco hospitals. For more information on **health care programs**, contact:

Healthy San Francisco: (415) 615-4555, www.healthysanfrancisco.org ; **Healthy Kids:** (415) 777-9992, <http://www.sfhp.org/visitors/healthy-kids>.; **Medi-Cal** , (415) 558-4700, <https://www.mybenefitscalwin.org/> or visit 1440 Harrison Street and 1235 Mission Street in San Francisco.

Q: My family participates in public assistance programs, including Medi-Cal, CalFresh and CalWorks. Can we still access these programs, even if someone in my family is undocumented?

A: It is important to remember that undocumented immigrants never qualified for CalFresh, CalWORKs or **full** healthcare coverage provided by Medi-Cal. CalFresh and CalWORKS are public assistance programs that provide cash aid and nutrition assistance to families who qualify.

If members of your family are currently eligible to participate in Medi-Cal, CalFresh, CalWORKs or other public benefit programs, they are **still** eligible. There have been no changes to California's public assistance eligibility requirements. The Human Services Agency will continue to process your applications, renewals and provide benefits to you just as it has in the past. This includes all eligibility guidelines and access to benefits for legal permanent residents and clients with qualifying immigration status. For more information on **Medi-Cal:**<http://www.sfhsa.org/102.htm>.



For information on **food assistance programs**, call **CalFresh**: (415) 558-4700, <http://www.sfhsa.org/143.htm>. For information on **financial assistance**, contact: **CalWORKs**: (415) 557-5100, <http://www.sfhsa.org/172.htm> (languages: English, Spanish, Vietnamese, Mandarin, Tagalog, Russian).

Q: I, or someone I know, is depressed and/or may be suicidal. Is there a crisis line I can call?

A: The San Francisco Suicide Prevention Crisis Line has a 24-hour Crisis Line that provides immediate crisis intervention and emotional support: 415-781-0500. Over 200 languages spoken.

Q: I am a member of the LGBTQQ community and am worried how this post-election will affect me, who can I call?

A: Call the San Francisco LGBT Center, 415-865-5555. Languages spoken: English
For youth, call: LYRIC Center for LGBTQQ Youth, 415-703-6150,. Languages: English, Spanish, Cantonese, and Tagalog. For the transgender community call, Transgender Law Center, helpline 415-865-0176 or visit Languages: English and Spanish. Websites: <http://.lyric.org>, <http://transgenderlawcenter.org>

Q: I am or have family members who are undocumented and I would like to know what my rights are as <http://transgenderlawcenter.org>/an immigrant, who can I call?

A: San Francisco Immigrant Legal & Education Network, 415-282-6209 x*115 or 129. Languages: English and Spanish. African Advocacy Network, 415-282-6209 x*113 or 128. Languages: English, French, Arabic, Creole, Yoruba, Amharic, Portuguese. Websites: <http://sfilen.org/>, <http://aansf.org/>

Q: I would like to report a hate crime, who can I call?

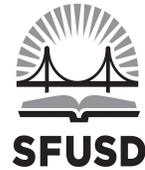
A: San Francisco District Attorney's Office, Hate Crime Hotline: 415-551-9595. Languages: English, Spanish, Cantonese, Mandarin, Russian and Tagalog. To report a crime in progress or life threatening emergencies, please call 911 (within San Francisco).

Q: I am an undocumented immigrant and paid an individual or organization to help me become a citizen, how do I know they are trustworthy? Who should I contact if I believe I am a victim of fraud? Who should I contact if I am worried about being deported?

A: San Francisco District Attorney's Office, Fraud Hotline: 415-553-9535. Languages: English, Spanish, Cantonese, Mandarin, Tagalog, Russian.



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Q: I am a member of the Muslim community and am concerned about how these post-election results will affect me, who can I call?

A: Council on American-Islamic Relations, San Francisco Bay Area Office, 408-986-9874. Languages: English, Farces, Urdu, Arabic. Arab Resource & Organizing Center (AROC) 522 Valencia St, San Francisco, CA 94110. 415-861-7444. Website: ca.cair.com/sfba.

Q: I am an Asian or Pacific Islander immigrant, I have questions about my rights, who can I call?

A: Asian Americans Advancing Justice-Asian Law Caucus: 415-896-1701 Languages: English, Cantonese, Mandarin, Vietnamese. Samoan Community Development Center: 415-841-1086, Languages: English and Samoan. Asian Pacific Islander Legal Outreach (APILO) 1121 Mission Street, San Francisco, CA 94103, Telephone: 415.567.6255. Websites: www.advancingjustice-alc.org, <http://www.samoacenters.org/>, <http://www.apilegaloutreach.org/>

Q: My family includes undocumented immigrants. Where can I go to get legal assistance and up-to-date information about benefits and services available to us?

A: Free consultations and low-cost immigration services available for SF residents through SFILEN and the City's Deferred Action Service Providers. Website: <http://sfgov.org/oceia/resources-unaccompanied-children>