

**2017**  
**A-LIST**  
**Resource Guide**

Compiled and published by

**A//ICE**  
Kumares & Kumares

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Please research each resource provider thoroughly and make an independent decision before choosing to go to a resource provider listed.

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# ABOUT THE A-LIST

EDUCATION is the first step toward empowerment.

Survivors of intimate partner violence stay in their abusive relationships often out of fear of their perpetrators and not knowing where to go for help.

In fact information and service agencies operate in and beyond the San Francisco Bay Area expressly to prevent and offer intervention options for families experiencing abuse.

Our ALLICE Resource Provider Committee chaired by Malou Aclan, RN, mothered this project at inception in 2013 with then-co-chair public health nurse Jeannette Trajano. They researched, interviewed and listed pertinent area agencies that have agreed to be included in this resource guide. These organizations may have a 24-hour hotline, the gateway to information. Most have free services or sliding-scale fees for services such as counseling, legal help, education or training on domestic violence or collaborate with other community agencies to assist in addressing the victims' needs.

We are listing the agencies according to their capacity to serve Filipino American clients. We call this our A-List.

We, ALLICE Kumares and Kumpares, dedicate this A-List to those suffering in silence and send the message that they are not alone. Together we are allies in preventing abuse in our relationships, families and communities.

We are especially presenting this 2017 edition to our pioneer Kumares we lost last year: our beloved Erlinda Tiongco Galeon, who passed away on June 13, and our esteemed honorary chair Alice Pena Bulos, after whom we named the organization, who breathed her last on October 21. With this resource provider guide, we honor their legacy to serve.

## ABOUT THE A-LIST

Intimate partner violence is a pattern of behavior where one partner asserts power and control over the other through coercion, fear and intimidation, often including the threat or use of violence. These attacks may be emotional, psychological, economic, sexual as well as the obvious and visible—physical.

Intimate partner violence can affect anyone, regardless of age, income, race, ethnicity or nationality, education, sexual orientation, gender identity, religion or immigration status. It is a community issue and not a private matter.

If you suspect someone you know is experiencing intimate partner violence or an abusive relationship, please share our A-List.

# FORMS OF DOMESTIC / INTIMATE PARTNER ABUSE

- Physical
- Emotional / Psychological
- Financial / Economic
- Sexual
- Spiritual / Religious
- Stalking / Cyberstalking
- Neglect
- Self-Neglect
- Abandonment
- Isolation



# CYCLE OF ABUSE

Intimate partner violence, historically called domestic violence, refers to an escalating pattern of abuse that occurs between spouses, ex-spouses, boyfriends and girlfriends, same-sex partners, lovers, parents and grown-up children in the household. The abuser and the victim may have a current or past relationship: dating, cohabitating, married, divorced or separated.

Intimate partner violence is not “marital conflict,” nor “mutual abuse,” “a lover’s quarrel,” nor a “private matter.” It is a combination of power and control, insults, jealousy, threats, and physical violence. Intimate partner violence is a criminal act against the state. In the U.S., it is one of the most underestimated and under-reported crimes.

The first step in intimate partner violence is to charm the victim. This often entails the abuser making the victim feel like she’s dominant in the relationship. The abuser adores her because she’s everything he ever wanted. He’s so lucky to have her, and this makes her feel confident that she holds the power in the relationship.

The second step is to isolate the victim. This is often done so seamlessly that she doesn’t realize what’s happening. At this point, they’re in love, and his expression to have her all to himself feels like a gesture of that love. He often demands all of her time or attention so that eventually her friends fall out of her life and she loses touch with her family.

Once the victim is isolated enough, the cycle of abuse begins.

1. Tension begins to build. The abuser may threaten violence to see how his victim responds. He starts to call her names and verbally abuses her. The victim often tries to please the abuser by trying to avoid situations that end in verbal abuse, but it doesn’t stop the next phase of the cycle from happening.

## CYCLE OF ABUSE

2. Eventually the tension peaks and an episode of physical abuse occurs. More often than not, the abuser blames the victim for the outburst, making it sound like it was something she did that triggered him. However, his abuse is out of her control. As the tension builds, something is going to set him off into an abusive episode.
3. The last phase in the cycle is the “honeymoon phase.” After an episode of abuse, the abuser tries to minimize the episode, and often apologizes and attempts to convince his victim that it will never happen again. He is loving and kind during this phase, and appears to be making a conscious effort to not abuse his victim again. Maybe he is making an effort, but it’s not long before the cycle starts over.

When one is falling into a cycle of intimate partner abuse, it can be very hard to see, and once one does see, it can be even harder to get out of. Seventy percent (70%) of murders in intimate partner violence situations happen when the victim attempts to leave the abuser, because at that point the abuser has nothing left to lose.

Often people wonder why someone trapped in this cycle don’t just leave. People who have experienced abuse know that it can be very dangerous to leave an abuser. It’s a scary situation, but it is not hopeless.

If you or someone you love is getting wrapped up in this cycle of intimate partner violence, call the Domestic Violence Hotline: 1-800-799-SAFE (7233) for further advice and assistance on your situation, or the Resource Providers in this directory as appropriate.

*Source: Adapted from Freedom K9 Project.com*

# CREATING A PERSONALIZED SAFETY PLAN

## **If you are in an abusive relationship, think about:**

1. Having important phone numbers nearby for you and your children. Numbers to have are the police, hotlines, friends and the local shelter.
2. Friends or neighbors you could tell about the abuse. Ask them to call the police if they hear angry or violent noises. If you have children, teach them how to dial 911. Make up a code word that you can use when you need help.
3. How to get out of your home safely. Practice ways to get out.
4. Safer places in your home where there are exits and no weapons. If you feel abuse is about to occur, avoid hiding in the bathroom with hard surfaces and only one exit, and in the kitchen where there are knives. Try to get your abuser to safer areas in your home where there are more exits and no weapons.
5. Any weapons in the house. Think about ways that you could get them out of the house.
6. Even if you do not plan to leave, think of where you could go. Think of how you might leave. Try doing things that get you out of the house—taking out the trash, walking the pet or going to the store. Put together a bag of things you use everyday (see the checklist below). Hide it where it is easy for you to get.
7. Going over your safety plan often.

## **If you consider leaving your abuser, think about:**

1. Four (4) places you could go if you leave your home.
2. People who might help you when you leave. Think about people who will keep a bag for you. Think about people who might lend you money. Make plans for your pets.

## CREATING A PERSONALIZED SAFETY PLAN

3. Keeping change for phone calls or getting a cell phone.
4. Opening a bank account or getting a credit card in your name.
5. How you might leave. Try doing things that get you out of the house such as taking out the trash, walking the family pet, or going to the store. Practice how you would leave.
6. How you could take your children with you safely. There are times when taking your children with you may put all of your lives in danger. You need to protect yourself to be able to protect your children.
7. Putting together a bag of things you use everyday. Hide it where it is easy for you to get.

Items to take, if possible:

- Children (if it is safe)
- Money
- Keys to car, house, work
- Extra clothes
- Medicine
- Important papers for you and your children
- Birth certificates
- Social security cards
- School and medical records
- Bankbooks, credit cards
- Driver's license
- Car registration
- Welfare identification
- Passports, green cards, work permits
- Lease/rental agreement
- Mortgage payment book, unpaid bills
- Insurance papers
- Personal protection orders (PPO), divorce papers, custody orders
- Address book
- Pictures, jewelry, things that mean a lot to you
- Items for your children (toys, blankets, etc.)

8. Think about reviewing your safety plan often.

## CREATING A PERSONALIZED SAFETY PLAN

### **If you have left your abuser, think about:**

1. Your safety—you still need to.
2. Getting a new cell phone.
3. Getting a personal protection order (PPO) from the court. Keep a copy with you all the time. Give a copy to the police, people who take care of your children, their schools and your boss.
4. Changing the locks. Consider putting in stronger doors, smoke and carbon monoxide detectors, a security system and outside lights.
5. Telling friends and neighbors that your abuser no longer lives with you. Ask them to call the police if they see your abuser near your home or children.
6. Telling people who take care of your children the names of people who are allowed to pick them up. If you have a personal protection order (PPO) protecting your children, give their teachers and babysitters a copy of it.
7. Telling someone at work about what has happened. Ask that person to screen your calls. If you have a personal protection order (PPO) that includes where you work, consider giving your boss a copy of it and a picture of the abuser. Think about and practice a safety plan for your workplace. This should include going to and from work.
8. Not using the same stores or businesses that you did when you were with your abuser.
9. Someone that you can call if you feel down. Call that person if you are thinking about going to a support group or workshop.
10. Safe way to speak with your abuser if you must.
11. Going over your safety plan often.

*Source: <http://domesticviolence.org/personalized-safety-plan/>*

# RESOURCE PROVIDERS

## A SAFE PLACE

Hotline: 510-536-7233

Website: [www.asafeplacedvs.org](http://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 is a human services organization active in Alameda and the East Bay whose programs improve the emotional, psychological, and physical health of children, youth and families.

## Programs include:

- Early Head Start
- Head Start
- School-Based Health Centers
- Homeless Youth Services
- Counseling
- Drug and Alcohol Treatment
- Clinical Training

Head Start is a 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. 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

Hotline: 650-375-0449

Website: [www.angercure.org](http://www.angercure.org)

Service Fee: All fees are based on a sliding scale. Payment option is available. Credit cards accepted.

Tagalog Speaking staff: No

## Services:

- Counseling Programs
- Anger Management
- Parenting
- Domestic Violence Prevention
- Flexible Schedules - Evenings, Mornings and Saturday Groups available
- Bilingual Classes - Groups offered in Spanish and English

# ASIAN AMERICAN RECOVERY SERVICES

Hotline: 800-686-0101 San Mateo County Psychiatric  
Emergency Services 24-hr access  
800-704-0900 Youth Case Management Services  
800-273 TALK Crisis Intervention & Suicide  
or Prevention Center  
800-SUICIDE

Website: [www.healthright360.org/agency/asian-american-recovery-services](http://www.healthright360.org/agency/asian-american-recovery-services)

Service Fee: Must have Medi-Cal for treatment and mental health services  
Free access to workshops: Pacific Islander Parent, HIV/HEPc Prevention

Tagalog Speaking Staff: Yes

## Mission:

AARS is dedicated to reducing the impact and incidence of substance abuse in the Bay Area with programs that serve youth, adults, and families in San Mateo, San Francisco, and Santa Clara counties.

## Services:

- Outpatient substance use and mental health treatment
- Behavioral medicine
- Case management
- Community outreach and education
- Referral to primary care services
- Ancillary support services

# ASIAN PACIFIC ISLANDER LEGAL OUTREACH

Hotline: 415-567-6255

Website: [www.apilegaloutreach.org](http://www.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: [www.sfaws.org](http://www.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: 1-800-551-5554

Website: [www.baylegal.org](http://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:

Bay Area Legal Aid'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](http://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: 1-866-292-9688

Website: [www.bfwc.org](http://www.bfwc.org)

Service Fee: Free

Tagalog Speaking Staff: No, 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: [www.cccyo.org](http://www.cccyo.org)

Service Fee: Sliding scale

Tagalog Speaking Staff: No, uses interpreters as necessary

## 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](http://www.maws.org)

Service Fee: Free

Tagalog Speaking Staff: Has a Filipino volunteer who 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 exists, 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](http://www.cffc.biz)

Service Fee: Free

Tagalog Speaking Staff: No

## 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: 1-800-300-1080

Website: [www.corasupport.org](http://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:

- Free and confidential services to victims and survivors of domestic/ dating violence and abuse, including child and teen witnesses in San Mateo County
- 24-hour Hotline
- Support groups
- Legal services
- Emergency and transitional housing
- English and Spanish

# COMMUNITY UNITED AGAINST VIOLENCE (CUAV)

Hotline: 415-777-5500

Website: [www.CUAV.org](http://www.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 RESOURCE CENTER (San Leandro)

Hotline: 510-347-4620

Website: [www.davisstreet.org](http://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 Medi-Cal.

Tagalog Speaking Staff: Yes, has 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.

## FAIR OAKS ADULT ACTIVITY CENTER (Redwood City)

Hotline: 650-780-7525

Website: [www.peninsulafamilyservice.org](http://www.peninsulafamilyservice.org)

Service Fee: Free

Tagalog Speaking Staff: None

### Mission:

To provide a fun, vibrant wellness center for older adults.

### Services:

Fair Oaks Activity Center in Redwood City is a program of Peninsula Family Service that offers counseling and support groups, bi-weekly brown bag distribution, health education, monthly onsite blood pressure screening and blood glucose screening, and health screenings. Case manager addresses participants' health, housing and legal needs, and refers them to community resources.

# GLIDE WOMEN'S CENTER

Hotline: 415-674-6023

Website: [www.glide.org/women](http://www.glide.org/women)

Service Fee: Free

Tagalog Speaking Staff: Yes

## 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: [www.hpsm.org](http://www.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.

# HEALTHY AGING RESPONSE TEAM

Hotline: 650-991-5558

Website: [www.dcpartnership.org/programs/healthy-aging-response-team/](http://www.dcpartnership.org/programs/healthy-aging-response-team/)

Service Fee: Free

Tagalog Speaking Staff: Yes

## Services:

The Healthy Aging Response Team (HART) is a group of peer volunteers connecting seniors (50 years and over) and disabled persons to services in the community. HART's information and referral phone line is open weekdays from 8:00 a.m. – 5:00 p.m. Drop-in consultations at the Doelger Senior Center in Daly City are always welcome. Inquiries are kept confidential. Assistance is provided in English, Mandarin, Spanish, and Tagalog when applying for services and connection to appropriate agencies.

If you are a senior or disabled person residing in San Mateo County, call the HART Line for help with:

- Transportation
- Shelter
- Food
- In home support services
- Health and Wellness
- Recreation activities, and much more

## HIP HOUSING (Human Investment Project, Inc.)

Hotline: 650-348-6660

Website: [www.hiphousing.org](http://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 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 Program of San Mateo

Hotline: 650-627-9350

Website: [www.hicap.org](http://www.hicap.org)

Service Fee: Free

Tagalog Speaking Staff: Yes

## Mission:

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

## Services:

HICAP provides free and objective information and counseling about Medicare. Volunteer counselors can help you understand your specific rights and health care options. HICAP 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.

# HICAP - Health Insurance Counseling and Advocacy Program of San Francisco

Hotline: 415-677-7520

Website: [www.hicap.org](http://www.hicap.org)

Service Fee: Free

Tagalog Speaking Staff: Yes

## Mission:

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

## Services:

If you are a San Francisco resident who is receiving Medicare or about to receive Medicare, HICAP can help you maximize your health benefits. We offer consumer counseling on Medicare, Medicare supplement policies, Health Maintenance Organizations (HMOs) and long-term care insurance.

HICAP counselors are trained to assist you with filing Medicare and private insurance claims and/or preparing Medicare appeals, if your claim has been denied. If you are considering purchasing long-term care insurance or Medicare supplement insurance, HICAP counselors can help you compare policies and explain what services each policy provides.

# INSTITUTE ON AGING

Hotline: 415-750-4111 San Francisco and Marin County  
650-424-1411 San Mateo and Santa Clara County

Website: [www.ioaging.org](http://www.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.sanmateomedicalcenter.org](http://www.sanmateomedicalcenter.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.

# LAVENDER YOUTH RECREATION AND INFORMATION CENTER (LYRIC)

Hotline: 415-703-6150

Website: [www.lyric.org](http://www.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

Website: [www.legalaidsmc.org](http://www.legalaidsmc.org)

Service Fee: Free

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 helps 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

Website: [www.laesf.org](http://www.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, and Medi-Cal recipients experiencing problems with their benefits
- Elders who are the victims of physical or financial abuse
- Elders and younger individuals with disabilities who are experiencing consumer or debt collection problems
- Elders and younger individuals with disabilities who need simple wills

## MARY ELIZABETH INN

Hotline: 415-673-6768

Website: [www.meinn.org](http://www.meinn.org)

Service Fee: Free

Tagalog Speaking Staff: Yes

### Mission:

The Mary Elizabeth Inn is a non-profit organization with a 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

Hotline: 510-730-0184

Website: [www.mencreatingpeace.org](http://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:

Services for men who are suffering from the consequences of violent behavior, and/or struggling with anger/stress issues; court mandated batterers' treatment and anger management.

# MY SISTER'S HOUSE

Hotline: 916-428-3271

Website: [www.my-sisters-house.org](http://www.my-sisters-house.org)

Service Fee: Free

Tagalog Speaking Staff: Yes

## Mission:

To serve Asian Pacific Islanders and other underserved women and children impacted by domestic violence, assault, and human trafficking by providing a culturally appropriate and responsive safe haven, job training and community services.

## Services:

- 24-Hour help-line has multilingual staff and volunteers to assist callers with identifying the signs of domestic violence, human trafficking, crisis intervention, safety planning, and information and resource referrals.
- Safe Haven Shelter serves the population in the Central Valley region. Clients can stay up to 90 days with case management support.
- Women To Work Program provides services and support groups to help women take the steps toward stability and the next steps to become self-sufficient.
- Community Outreach and Education: Provides training, including a Certified Domestic Violence Advocate program and presentations to social service providers in and from around the state about working with Asian Pacific Islander survivors of domestic violence and/or human trafficking.

# NATIONAL DOMESTIC VIOLENCE HOTLINE

Hotline: 1-800-799-7233

Website: [www.thehotline.org](http://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: 1-408-279-2962

Website: [www.nextdoor.org](http://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
- Legal Advocacy

# OAK CREEK COUNSELING CENTER (Pleasant Hill, Berkeley, San Francisco)

Hotline: 1-888-637-7404

Website: [www.oakcreekcenter.org](http://www.oakcreekcenter.org)

Service Fee: Therapist works 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 SERVICES OF SAN MATEO COUNTY INC.

Hotline: 650-780-5707

Website: [www.ossmc.org](http://www.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 Medi-Cal in the event that residents of nursing homes have spent down their assets
- Investigate Medi-Cal fraud and retrieve share of costs for the Medi-Cal system
- Community Education on elder care and elder abuse

# PENINSULA CONFLICT RESOLUTION CENTER

Hotline: 650-513-0330

Website: [www.pcrcweb.org](http://www.pcrcweb.org)

Service Fee: Free

Tagalog Speaking Staff: No

## Services:

Peninsula Conflict Resolution Center provides training, facilitation, and 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 SERVICE

Hotline: 650-403-4300

Website: [www.peninsulafamilyservice.org](http://www.peninsulafamilyservice.org)

Service Fee: Free

Tagalog Speaking Staff: Yes

### Mission:

Peninsula Family Service strengthens the community by providing children, families, and older adults the support and tools to realize their full potential and lead healthy stable lives. We envision a community where opportunity, financial stability and wellness are secured for all.

### Services:

Our Senior Peer Counseling program works to ensure no one faces the challenges of aging alone. Specially-trained volunteer counselors, more than 100 in total, provide weekly visits to older adults to help manage transitions and life changes such as health concerns, mobility issues, caregiver needs, and grief. Special care is taken to connect participants with someone who shares similar life-experiences and perspectives, with programs offered in languages such as English, Mandarin, Spanish, and Tagalog, and to participants who identify as LGBTQ.

## RAPE TRAUMA SERVICES (San Mateo)

Hotline: 650-692-7273

Website: [www.rapetraumaservices.org](http://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 groups: Women's group, Parents, Teens, Children, Male Survivors

## SAN FRANCISCO POLICE DEPARTMENT (SFPD Child Abuse Investigation Unit)

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

Website: [www.smchealth.org](http://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, and/or physical abuse, where the victim is an dependent adult (ages 18–64 in need of someone to care for them in the community) and elderly 65 years and older. We are a governmental agency.

## SECOND CHANCE (Hayward)

Hotline: 510-792-4357

Website: [www.secondchanceinc.com](http://www.secondchanceinc.com)

Service Fee: Generally free; court ordered services are charged with a sliding scale fee

Tagalog Speaking Staff: No, uses interpreters as necessary

### Services:

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

# STARVISTA

Hotline: 650-591-9623

Website: [www.star-vista.org](http://www.star-vista.org)

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:

StarVista 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. StarVista'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: 1-800-842-8467

Website: [www.1800victims.org](http://www.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, victim services providers and other victim advocates.
- Callers receive information on such matters as victims' compensation, victims' rights in the Justice System, restitution, civil suits, rights to speak at sentencing and parole board hearings as well as information on specific rights of victims of domestic violence, elder abuse, child abuse, and abuse against disabled.

## VICTIM WITNESS SERVICES (Via District Attorney's Offices)

Hotline: 650-599-7330 Redwood City  
650-877-6797 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 the 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. (W.O.M.A.N., INC)

Hotline: 415-864-4722  
1-877-384-3578

Website: [www.womaninc.org](http://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

# YOUNG ASIAN WOMEN AGAINST VIOLENCE (YAWAV)

Hotline: 415-775-2636

Other Hotlines: National Domestic Violence Hotline  
800-799-7299

National Dating Violence Hotline  
866-331-9474

Website: [www.cycsf.org](http://www.cycsf.org)

Service Fee: Free

Tagalog Speaking Staff: No

## 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

# 70 STRONG

Hotline: 650-780-7547

Website: [www.70strong.org](http://www.70strong.org)

Service Fee: Free

Tagalog Speaking Staff: No

## Mission:

70 Strong is an initiative of the Sequoia Healthcare District (comprised of cities in central and southern San Mateo County) whose mission is to improve the health of its residents.

## Services:

Launched in 2016, the 70 Strong initiative is the District's newest investment in the well-being, peace of mind and quality of life of its residents.

70 Strong makes it easy for older adults and seniors to connect with activities and services they're looking for, including fitness and social activities, education and volunteer opportunities, hospitals and community health clinics, transportation and housing options, and enrichment and support groups.

The District has partnered with Peninsula Family Service to bring 70 Strong—at no cost—to everyone in the district.

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# THE ALLICE 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 remains a steadfast leader on the team as first members moved on to focus on personal and professional matters. In their place, people of diverse backgrounds have joined to fulfill the vision of a healthier and safer community built from healthier and safer

## THE ALLICE STORY

relationships through education events, all staged through shared resources 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 Erlinda 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

## THE ALLICE STORY

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 Law Offices of Lien Uy 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.

In 2011 public health nurse Jeannette Trajano and Union Bank Westlake manager Jose Antonio swore in. 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

## THE ALLICE STORY

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, whose life defined community service. 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 non-profits sharing their philosophy that the community is its responsibility.

The year 2013 marked ALLICE’s first decade of service. At a formal reception attended by 300 invitees at Colma Community Center, the Kumares & Kumpares thanked 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 Vencio, Maria Josephson, 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, Vince Agbayani, Rene, Roel and Rommell Medina of Lucky Chances, Daisy Li of Moonstar Restaurant, Oscar Quiambao of Forex Cargo, Francis Espiritu and Margarita Argente of Philippine News, Thelma Cruz and Marilyn King of Philippines Today, Jun Ilagan of FilAm Star, Willy Carandang and Bambi Fernando of Tastebuds, Nerissa Fernandez of ABS-CBNI, Mona Lisa Yuchengco and Gemma Nemenzo of Positively Filipino, Filipina Women’s Network, Philippine Association of University Women, Pilipino Bayanihan Resource Center, Filipino Mental Health Initiative, Kaiser Permanente Filipino Association, Victim Center, FilAm Law Enforcement Officers Organization, Union Bank, Health Plan of San Mateo, San Mateo County Behavioral Health and Recovery Services, the Philippine Consulate General, very first principal sponsor Seton Medical Center which continues to support ALLICE under new ownership as part of Verity Health System, Thomasians USA, and principal sponsor of the 10th anniversary gala Lucky Group of Companies.

## THE ALLICE STORY

TRANSITIONS are a part of life.

The team forged new partnerships with community-based organizations and nonprofit service providers HICAP Health Insurance Counseling & Advocacy Program, Center for Independence of the Disabled, Always Best Care-Peninsula, parishes in the Archdiocese of San Francisco and Kaiser Permanente Medical Center in South San Francisco.

Some Kumares and Kumpares had to say goodbye to walk other paths. Meanwhile the team attracted new members ready to contribute their gifts to the movement.

Seasoned corporate executive assistant Allen Capalla, president of Daly City's Our Lady of Mercy Catholic Church Legion of Mary in Daly City, stepped in after helping her parish twice stage ALLICE's spring elder care and elder abuse prevention event.

Similarly Rev. Leonard Oakes, Pastor of Holy Child & St. Martin Episcopal Church in Daly City, opted to model advocacy by taking his oath as Kumpare after hosting two presentations, broadening ALLICE's faith-based outreach.

Founding member Teresa Guingona Ferrer returned to rally behind a cause she has always espoused.

In a landmark gesture of solidarity, Cecile Gregorio Ascalon swore in as a Kumare following a handful years supporting her husband, Deputy Consul General in San Francisco Jaime Ramon Ascalon, honorary Kumpare who heightened the diplomatic office's partnership with ALLICE further reinforced by the arrival of Consul General Henry S. Bensurto Jr. and his wife Mariza.

This year 2017, ALLICE welcomed Ofelia Albrecht, Filipino American outreach coordinator of Peninsula Family Service, a San Mateo nonprofit

## THE ALLICE STORY

that has been among the regular resource providers participating at ALLICE resource fairs.

The team also opened its arms to Nan Santiago, a licensed marriage and family therapist at Kaiser Permanente, a consistent ALLICE partner.

Their arrival brought a silver lining in the months that plunged the team in mourning with the passing of longtime Kumares: In June, Erlinda Galeon lost her valiant fight with cancer days after headlining the year's spring presentation. In October, honorary chair Alice Bulos' heart stopped after years of physical challenges through which she issued counsel to the team.

For them and the community they served to their last days, ALLICE lovingly dedicates this directory.

*UPDATED in September 2017 from original story published in October 2013.*

## NOTES

## NOTES