



**WESTCLIFF**  
UNIVERSITY  
Educate. Inspire. Empower.

# **San Francisco Survivor's Guide: Rights and Options**

Information for Survivors of:

Dating Violence  
Domestic Violence  
Sexual Assault  
and Stalking

Westcliff University (the University) is committed to creating and maintaining an atmosphere free from all forms of harassment, exploitation, and intimidation. Sexual violence of any kind is prohibited by the University.

Additionally, the U.S. Department of Education (ED) enforces Title IX which protects students and employees from sex-based discrimination in education programs or activities that receive Federal financial assistance.

Title IX of the Education Amendments of 1972 (Title IX) states:

*“No person in the United States shall, on the basis of sex, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any education program or activity receiving Federal financial assistance.”*

The University does not discriminate in its employment practices or in its educational programs or activities on the basis of sex. Westcliff University prohibits retaliation against any person opposing discrimination or participating in any discrimination investigation or complaint process internally or externally.

Reports of misconduct, questions regarding Title IX, and concerns about noncompliance should be directed to the University’s Title IX Coordinator. For a complete copy of the Title IX policy or for more information, please contact the Title IX Coordinator or the Assistant Secretary of Education within the Office for Civil Rights (OCR). To reach the Westcliff University (WU) Title IX Coordinator please call 949-825-5999 or email [titleixcoordinator@westcliff.edu](mailto:titleixcoordinator@westcliff.edu). The OCR phone number is 1-800-421-3481 and the email is [OCR@ed.gov](mailto:OCR@ed.gov).

Please see the University’s Title IX policy for additional information including how to make a report and the University’s Grievance Procedure. If you believe that you experience or witness Sexual Harassment, discrimination or retaliation, the University encourages you to notify the Title IX Coordinator as soon as possible.

If you experience dating violence, domestic violence, sexual assault or stalking, on or off campus, the University is available to assist you. It is common for individuals who experience sexual violence to experience shock, disbelief, and be unsure of what to do next.

This guide provides steps and resources to assist you during this difficult time. Information includes:

- How to request help from the University
- Immediate care following sexual violence
- Medical resources specializing in sexual assault
- Resources for confidential counseling
- How to report an incident
- The University’s Title IX Investigation Process
- Supportive measures that can be requested
- Information on how to obtain a Restraining order
- The California Victim Survivor Bill of Rights
- List of additional resources

No one should bear the effects of sexual violence alone. Sexual misconduct, in its many forms, is unacceptable and Westcliff University does not tolerate it.

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# Requesting Help

If you are experiencing an emergency, please call 911. Local police and emergency medical technicians are best equipped to handle current life threatening emergencies.

## Title IX Coordinators

If you have experienced sexual violence and need assistance navigating rights, options and resources available for students and employees at Westcliff University, please reach out to a Title IX coordinator.

Title IX coordinators are responsible for ensuring that all student, faculty and staff claims or instances of harassment and/or discrimination based on gender/sex are appropriately investigated and remedied.

In cases of sexual assault, domestic violence, dating violence or stalking, the Title IX Coordinator will receive your complaint and provide campus accommodations if reasonable and available. They will be able to direct you to free, *confidential* counseling provided off campus by organizations that are not directly affiliated with Westcliff, and provide other resources for you to consult.

These resources are available to you whether or not you choose to file a claim with the Westcliff.

Faculty and staff who receive reports of sexual assault, domestic violence, dating violence and/or stalking are also directed to contact the Title IX Coordinator. The Title IX coordinator will assist faculty and staff with completing the steps to file a report and helping the survivor navigate their rights, options, and resources.

### WU Title IX Coordinator:

Christina Powers, M.A.

Email: [titleixcoordinator@westcliff.edu](mailto:titleixcoordinator@westcliff.edu)

Phone: (949) 825-5999

### WU Title IX Deputy Coordinator:

Josh Schoonover, M.Ed.

Email: [titleixdeputy@westcliff.edu](mailto:titleixdeputy@westcliff.edu)

Phone: (949) 825-5999

# Sexual Violence- Immediate Care

No one plans to experience sexual violence, and it can be difficult to know what to do next. The following steps are recommended for you to access resources to address physical and emotional health concerns, and options available for pursuing criminal charges at the time of the assault or later.

If you have experienced sexual violence:

1. Go to a safe place.
2. Do not shower, bathe, or wash or get rid of any of the clothing you were wearing at the time of the attack. It is important that evidence be preserved for proof of a criminal offense or assistance in obtaining a protection order.
3. Go to a hospital emergency room for medical care.
  - A medical examination will allow health care providers to check for and treat injuries, including those that you may not be aware of.
  - Health care providers will also be able to address concerns related to pregnancy and sexually transmitted diseases.
  - Additionally, medical evaluations provide valuable evidence should you decide to prosecute.
  - Even if you do not want to file charges, receiving medical care is important to treat injuries and address health concerns.
4. Call someone to be with you. Emotional support is really important.
5. Preserve evidence by saving text messages, instant messages, social networking pages, and other communications, and keeping pictures, logs, and documents that would be useful to hearing boards, investigators, or police.
6. Call the Rape Crisis Hotline at 1-800-656-4673 if you need additional support. The hotline is available 24 hours a day to provide support with crisis intervention, empathetic listening, and connect you to designated local service providers.

# Medical Assistance

It is highly recommended that survivors of dating violence, domestic violence, sexual assault or stalking seek medical attention at a local hospital equipped with a Sexual Assault Response Team (SART) as soon as possible after an incident. Help is available whether or not you choose to file a complaint with the University or with law enforcement. The medical team will discuss concerns around pregnancy, HIV/ AIDS, and other sexually transmitted diseases. A member of the team will also be available to discuss your options for preserving evidence. You may choose to opt into or out of any of the services offered.

In San Francisco, Alameda, or Santa Clara County hospitals with Sexual Assault Response Teams (SART) and Sexual Assault Nurse Examiners (SANE) include:

- **Zuckerberg San Francisco General Hospital**
  - 1001 Potrero Ave, San Francisco, CA, 94110
  - +1 628-206-8000
  - SART Questions and Consultation +1 415-437-3000
  - SFWAR hotline +1 415-6477273
- **Wilma Chan Highland Hospital Campus**
  - 1411 E. 31st St, Oakland, CA, 94602, United States
  - +1 510-437-4800
- **Washington Health**
  - 2000 Mowry Avenue, Fremont, CA, 94538, United States
  - +1 510-797-1111
- **Santa Clara Valley Medical Center**
  - 751 S. Bascom Ave, San Jose, CA, 95128, United States
  - +1 408-885-5000
- **St. Louise Regional Hospital**
  - 9400 No Name Uno, Gilroy, CA, 95020
  - +1 408-848-2000
- **O'Connor Hospital**
  - 2105 Forest Ave, San Jose, CA, 95128, United States
  - +1 408-947-2500

These hospitals are known for their specialized services and teams dedicated to supporting victims of sexual assault.



# Off-Campus Confidential Counseling

Westcliff University makes confidential counseling available to survivors of sexual violence. Professional counselors are required to maintain near-complete confidentiality and to notify you of the limits to confidentiality. Information disclosed in counseling sessions is not shared with Westcliff University.

The Title IX coordinator can help you access counseling.

Additional community-based mental health and counseling resources can be found in the resource section of this guide.

## **IMPACT Student Life Assistance Program**

Students at Westcliff University can call 866-780-0855 to receive live, immediate assistance from a licensed professional counselor, and can schedule up to 3 complimentary counseling sessions, per occurrence, with face-to-face and virtual appointment options.

Students can request IMPACT counseling services online from the Westcliff University Student Resource Center page at

[www.westcliff.edu/life-at-westcliff/student-services/student-resource-center/](http://www.westcliff.edu/life-at-westcliff/student-services/student-resource-center/)

Legal consultation is also available through IMPACT by calling 866-780-0855.

# Reporting Options

Survivors of sexual violence have the option of notifying local law enforcement authorities and the Title IX coordinator.

The San Francisco Police Department can be reached at 415-553-0123.

At your request, Westcliff will assist you in notifying law enforcement authorities.

It is up to you whether or not to report a sexual assault or other sexual misconduct. Reporting sexual violence is not the same as prosecuting the person who committed the assault. Victims are strongly encouraged to file a report with the local police. This can be done by phone or by going to a station to make a report in person.

Whether or not you file a report with law enforcement, if you have experienced or witnessed sexual misconduct or any other type of harassment or discriminatory behavior, you are encouraged to make an internal report with the Title IX Coordinator or Title IX Deputy Coordinator as soon as possible.

You may file a grievance by using the contact information provided below or filling out the [Title IX Grievance & Accommodation Form](#) on the Westcliff University Website, Title IX Regulations, Policy and Resources page: <https://www.westcliff.edu/life-at-westcliff/student-services/titleix/>

## **WU Title IX Coordinator Contact Information:**

Phone: 949-825-5999

Email: [titleixcoordinator@westcliff.edu](mailto:titleixcoordinator@westcliff.edu)

A report can be made at any time, including during non-business hours. However, responses to reports made outside of business hours, including weekends and holidays, may be delayed.

# Title IX Complaint & Investigation Process Overview

It can be overwhelming to file a report without knowing what will happen once a report is made. This section provides an overview of what the investigation process looks like once a report of sexual misconduct is made at Westcliff University.

For comprehensive details about this process, please refer to [Westcliff's Title IX Handbook](https://www.westcliff.edu/life-at-westcliff/student-services/titleix/) on the Westcliff University website's Title IX Regulations, Policy, and Resource Page: <https://www.westcliff.edu/life-at-westcliff/student-services/titleix/>

## Confidentiality

Reports about sexual misconduct, harassment, discrimination and similar incidents are often personal in nature, so confidentiality concerns are understandable.

The University will keep confidential your identity and that of witnesses and the person you are complaining about, except as may be permitted by FERPA, as required by law, or as necessary to carry out the process.

The University is committed to protecting your privacy in sexual misconduct reports. However, there are limits to confidentiality.

Officials With Authority (OWAs), such as Deans and Directors, are designated mandatory reporters who will notify the Title IX Coordinator of any complaints received relating to students and directly to Human Resources if relating to other employees. Students are free to ask if a staff member is an OWA before disclosing information.

Other employees including coaches and student service staff may be considered Campus Safety Authorities (CSAs). These employees are required to report any criminal activity reported directly to them to a Clery Crime Statistic Coordinator. If a request for anonymity is made, a CSA may submit a crime report without including the identifying information of the person disclosing the crime. CSAs are not required to report incidents of sexual misconduct to the Title IX coordinator but are encouraged to help students contact the Title IX coordinator if additional support is needed.

The University is required to provide certain ongoing public disclosures of alleged criminal activity in order to maintain campus safety. These disclosures include the Campus Crime Log (Westcliff University's Irvine and Corona Campuses, and Western State College of Law only) and Timely Warnings which are sent if the University determines that criminal activity poses a threat to the campus community. Information in these disclosures is limited to what is necessary to record incidents and increase safety and does not include personally identifying information such as names or descriptions of victims or witnesses.

## Procedure for Reporting

Once contacted, the Title IX coordinator will reach out for more information about the incident and explain different rights and options. If you would like to start an investigation they will walk you through the steps.

There is no time limitation on reporting an incident to the Title IX Coordinator. However, if the person complained about is no longer subject to the University's jurisdiction or significant time has passed, the ability to investigate, respond, and provide remedies may be limited or impossible.

*Please note that any person may report sex discrimination, including sexual harassment, to the Title IX Coordinator. The person reporting does not have to be the victim of conduct that could constitute sex discrimination or sexual harassment.*

## Title IX Procedures at Westcliff University

The following section describes procedures for students and employees of Westcliff University.

### 1. Formal Complaint

- Formal complaints must be filed to the Title IX Coordinator
- To file, you must be the alleged victim unless parent or legal guardian has a legal right to act on behalf
- In a formal complaint, you (or your parent or guardian, if legally authorized to act for you), are called the Complainant and the person responding to your complaint is called the Respondent.

### Optional Informal Resolution (IR) Process

- Discretionary—can be used so long as both parties give voluntary, informed, written consent to attempt informal resolution
- Parties can withdraw

### Interim Actions

- Interim measures are individualized services offered, as appropriate, to either or both the reporting and responding parties involved in an alleged incident of Sexual Misconduct (i.e., counseling, campus escort, class adjustments, etc.)

### *Retaliation is Prohibited*

- *Retaliation against an individual for raising an allegation or for cooperating in an investigation of Sexual Misconduct is prohibited.*
- *If you believe you have been retaliated against, you should promptly notify the Title IX Coordinator.*

## Investigation

- The investigator will conduct interviews and gather evidence
- Both parties will receive equal opportunity to provide information, witness statements, evidence, and other relevant information.

## 2. Live Hearing

- If a formal complaint cannot be resolved through informal resolution, the University will conduct a Live Hearing
- The hearing will provide an opportunity for parties' advisors to examine and cross-examine witnesses, including challenging the credibility of witnesses

## 3. Decisions and Remedial Measures

- Decisions, disciplinary actions and/remedial measures will be made based on an impartial review of the evidence
- Disciplinary action for student-related claims may include additional training, a restriction on contact, warning, suspension, termination, or other measures

## 4. Appeals

- Appeal policy applies to both parties
- The bases for an appeal must include:
  - Procedural irregularity affected the outcome of the matter
  - Newly discovered evidence that could affect the outcome of the matter

For comprehensive details, please refer to the [Westcliff's Title IX Handbook](#) .



# Supportive Measures

Westcliff University must comply with a student's reasonable request for an academic situation change following an alleged sex offense. These are known as supportive measures. The Title IX Coordinator will work with the student to identify Supportive Measures.

Supportive Measures are individualized services reasonably available to ensure equal educational access, protect safety or deter prohibited conduct. Supportive Measures are available, as appropriate, to either or both the Complainant and Respondent and are non-punitive, non-disciplinary, and not unreasonably burdensome to the other party.

Types of Supportive Measures that can be requested include:

- counseling
- extensions of time or other course-related adjustments
- modifications to work or class schedules
- campus escort services
- restrictions on contact between the Parties
- leave of absence
- increased security and monitoring of certain areas on campus and;
- other similar accommodation.

Supportive Measures are individualized and appropriate based on the information gathered by the Title IX Coordinator. Supportive Measures needed by the Complainant and/or Respondent may change over time, and the Title IX Coordinator will communicate with each party to ensure that any Supportive Measures are necessary and effective based on evolving needs.

Supportive Measures are available with or without filing a Formal Complaint. The Title IX Coordinator will consider the Complainant's wishes.

The University will maintain the privacy of the Supportive Measures, provided that privacy does not impair the University's ability to provide those measures.

# How to Obtain a Restraining Order in California

In California, the Domestic Violence Prevention Act (DVPA) governs matters related to domestic violence and provides legal protections for victims. The DVPA enables individuals who have been subjected to domestic violence to obtain restraining orders against their abusers to protect the victim and prevent further harm. Under the DVPA, domestic violence is broadly defined and includes molesting, attacking, striking, stalking, threatening, sexually assaulting, battering, harassing, telephoning, destroying personal property, contacting, either directly or indirectly, by mail or otherwise, coming within a specified distance of, or disturbing the peace of the other party and other forms of abusive behavior inflicted by an intimate partner or family member.

To obtain a restraining order in California, individuals typically follow these steps:

**Choose the Type of Restraining Order:** California offers different types of restraining orders, such as Domestic Violence Restraining Orders, Civil Harassment Restraining Orders, Elder or Dependent Adult Abuse Restraining Orders, and Workplace Violence Restraining Orders. Determine which type of order best fits your situation.

**Obtain the Necessary Forms:** Obtain the required forms for filing a restraining order from your local courthouse, California Courts website, or a domestic violence assistance program. The forms will vary depending on the type of restraining order you are seeking.

**Complete the Forms:** Fill out the forms accurately and completely, providing detailed information about the incidents of abuse or harassment, the relationship between you and the respondent (the person you are seeking protection from), and any supporting evidence or witnesses.

**File the Forms:** File the completed forms with the clerk of the court in the county where you or the respondent reside or where the harassment or abuse occurred. There may be filing fees, but fee waivers may be available for those who qualify.

**Attend the Court Hearing:** Once the forms are filed, the court will schedule a hearing, typically within a few weeks. Attend the hearing and present your case before a judge, providing evidence and testimony to support your request for a restraining order.

**Receive the Order:** If the judge grants the restraining order, the court will issue a temporary or permanent order detailing the restrictions placed on the respondent. The order will then be served on the respondent by law enforcement.

**Follow-Up:** Follow any additional instructions provided by the court, such as attending subsequent hearings or complying with the terms of the restraining order. Keep a copy of the restraining order with you at all times, and inform law enforcement if the respondent violates the terms of the order.

The California Courts website provides comprehensive information on the eligibility requirements and procedures for obtaining a restraining order:

**San Francisco, CA:**

San Francisco Courts (<https://sf.courts.ca.gov/>)

Restraining Order Information: <https://sf.courts.ca.gov/self-help/restraining-orders>

**Oakland, CA:**

Alameda County Courts (<https://www.alameda.courts.ca.gov/>)

Self-Help Center: <https://www.alameda.courts.ca.gov/self-help>

**San Jose, CA:**

Santa Clara County Courts (<https://santaclara.courts.ca.gov/>)

Self-Help Center:

<https://santaclara.courts.ca.gov/self-help/self-help-topics/self-help-restraining-orders/restraining-order-help-center>

Once a restraining order is obtained, it is advisable to notify the Facilities department by emailing [facilities@westcliff.edu](mailto:facilities@westcliff.edu) or the facilities manager by emailing [WinniePham@westcliff.edu](mailto:WinniePham@westcliff.edu).

If you need help navigating the process of obtaining a restraining order you can seek assistance from legal professionals, victim advocates, or domestic violence support services. Refer to the resources section for agency information.

# California Victim Survivor Bill of Rights

The California Victim Survivor Bill of Rights, also known as Marsy's Law, is codified in the California Constitution as Article I, Section 28, commonly referred to as the Victims' Bill of Rights. This constitutional amendment was approved by California voters as Proposition 9 in 2008. It provides comprehensive protections and rights for victims of crime throughout the criminal justice process including:

- **Fair Treatment.** You should be treated fairly and respectfully without being exposed to intimidation, harassment, or abuse from any party during the justice process.
- **Reasonable Protection.** You should be granted reasonable protection from the person who harmed you or anyone who may be acting on their behalf.
- **Consideration for Safety.** The legal system must consider your safety and your family when setting conditions for bail, release, and parole. If it would actively put you in danger, the justice system should not release the defendant before or during their sentence.
- **Maintenance of Privacy.** Your privacy should be respected, and confidential information about your contact information and location, that of your family, and medical records and counseling information should not be disclosed to the defendant or anyone acting on their behalf without your consent.
- **Refusal of Interviews.** You may refuse any interview or request for information made by the defendant or anyone acting on their behalf. You may also place reasonable conditions if you do consent to these interviews.
- **Reasonable Notice.** You should be notified a reasonable amount of time before any public proceedings related to your assault.
- **Prompt Resolution.** Proceedings related to your assault should be handled in a timely fashion without unnecessary delays.
- **Information Provision.** You should be allowed to speak at any proceeding involving your rights as a victim. You may also request to provide information during the pre-sentencing investigation to inform the probation team about how the assault affected your life.
- **Request for Information.** You have the right to request and receive information about the crime, including the pre-sentence report and the defendant's conviction, sentence, incarceration, release, or escape.
- **Receive Restitution and Return of Property.** The defendant should be ordered to provide you with restitution for your losses, such as medical bills or working time lost. In addition, the legal system must return any property taken from you promptly once it is no longer required as evidence.
- **Notice of Rights.** You should be informed of all of these rights after you report suffering an assault.

The California Victim Survivor Bill of Rights is intended to ensure that victims and survivors of crime are treated with dignity, respect, and fairness throughout the criminal justice process. It provides them with important legal protections and empowers them to participate in the proceedings that affect their lives.

# Resources

## Off-Campus Community Medical Resources, Hospitals with SART Services

Below is a list of Hospitals in San Francisco that have Sexual Assault Response Teams (SART):

### Zuckerberg San Francisco General Hospital

**Website:** <https://www.zuckerbergsanfranciscogeneral.org/>

**Address:** 1001 Potrero Ave, San Francisco, CA 94110

**Phone Number:** +1 628-206-8000

## Off-Campus Medical Resources, Other Medical Services

Health centers and other types of medical resources located in San Francisco or Available Remotely Nationwide are listed below:

### Planned Parenthood - San Francisco Health Center

**Website:** <https://www.plannedparenthood.org/health-center>

**Address:** 1522 Bush St, San Francisco, CA 94109

**Phone Number:** 415-821-1282

### SF LGBT Center

**Website:** <http://www.sfcenter.org>

**Address:** 1800 Market St, San Francisco, CA

**Office Phone Number:** 415-865-5555

**Email:** [info@sfcenter.org](mailto:info@sfcenter.org)

### Lyon-Martin Community Health Services

**Website:** <http://lyon-martin.org>

**Address:** 1735 Mission St, San Francisco, CA 94103

**Phone Number:** 415-565-7667

**Email:** [info@lyon-martin.org](mailto:info@lyon-martin.org)

### IMPACT Student Life Assistance Program

**PDF Flier:** [https://www.westcliff.edu/wp-content/uploads/2021/07/SLA\\_Combined.pdf](https://www.westcliff.edu/wp-content/uploads/2021/07/SLA_Combined.pdf)

**Locations Served:** services can be accessed remotely nationwide

**Phone Number:** 888-780-0855

IMPACT Student Life Assistance Program offers life and wellness coaching and medical advocacy. These services are only available to Westcliff University Students.



## Off-Campus Victim Advocacy Services

The list below contains resources to access services related to victims rights, advocacy, protections, and connections to additional services in the Greater San Francisco Bay Area, including within the State of California:

### SF District Attorney Victim Services

**Website:** <https://sfdistrictattorney.org/victim-services/>

**Locations Served:** San Francisco, CA

**Phone Number:** 628-652-4100

**Email:** [victimservices@sfgov.org](mailto:victimservices@sfgov.org)

### San Francisco Women Against Rape

**Website:** <https://sfwar.org/get-support/information-for-survivors/>

**Address:** 3543 18th Street, Suite 7, San Francisco, CA, 94110

**Phone Number:** 415-861-2024

**24-Hour Crisis Hotline:** 415-647-7273

**Email:** [info@sfwar.org](mailto:info@sfwar.org)

### Next Door Solutions

**Website:** <https://www.nextdoorsolutions.org/>

**Address:** 234 E. Gus Road, Suite 200, San Jose, CA, 95112

**24/7 Hotline:** 408-279-2962

**Main Office Phone:** 408-501-7550

**Email:** [info@nextdoor.org](mailto:info@nextdoor.org)

### FVAP - Family Violence Appellate Project

**Website:** <https://fvaplaw.org/>

**Address:** 1999 Harrison St, Suite 1847, Oakland, CA, 94612

**Helpline:** 510-380-6243

**Business Line:** 510-858-7358

**Email:** [Info@fvaplaw.org](mailto:Info@fvaplaw.org)

### CROC - Cooperative Restraining Order Clinic

**Website:** <https://www.roclinic.org/>

**Location:** San Francisco, CA

**Phone Number (Appointments):** 415-969-6711

**Office Phone Number:** 415-864-1790

## California Victims Resource Center

**Website:** <https://1800victims.org/>

**Locations Served:** State of California

**Phone Number:** 1-800-842-8467

**Email:** [1800VICTIMS@pacific.edu](mailto:1800VICTIMS@pacific.edu)

## California Attorney General- Victim's Services

**Website:** <https://oag.ca.gov/victimservices>

**Locations Served:** State of California

**Phone Number:** 877-433-9069

## Riley Center Services for Survivors of Domestic Violence

**Website:** <https://svdp-sf.org/what-we-do/riley-center/>

**Address:** 1175 Howard Street, San Francisco, CA, 94103

**English Contact Number:** 415-757-6595

**Spanish Contact Number:** 415-757-6490

**24-Hour Support Line:** 415-225-0165

## Off-Campus Counseling Services

The resources listed below provide counseling services in San Francisco, or remotely throughout the United States

### Impact Counseling

**Website:** <https://www.westcliff.edu/life-at-westcliff/student-services/student-resource-center/>

**Locations Served:** can access services nationwide, remotely

**Phone Number:** 866-780-0855

These services are only available to Westcliff University Students.

### W.O.M.A.N., Inc.

**Website:** <https://www.womaninc.org/>

**Location:** San Francisco and the larger Bay Area

**24-hour Support Line:** 877-384-3578

### Christian Counseling Centers

**Website:** <https://www.christiancounselingcenters.org/>

**Address:** 801 Portola Dr., Suite 108, San Francisco, CA 94127

**Phone:** 415-674-7504

## Off-Campus Mental Health Resources, National Hotline and Crisis Support

There are many hotlines accessible in the state of California and throughout the United States to support people experiencing a mental health or emotional crisis. Several of these are provided below:

### RAINN (Rape Abuse Incest National Network)

**Website:** <http://rainn.org>

**Locations Served:** can access services nationwide, remotely

**Crisis Phone Number:** 1-800-656-4673

Live chat is also available on the website

### Suicide & Crisis Lifeline

**Website:** <https://988lifeline.org/>

**Locations Served:** can access services nationwide, remotely

**Phone Number:** 988

### Substance Abuse and Mental Health Services Administration (SAMHSA)

**Website:** <https://www.samhsa.gov/>

**Locations Served:** can access services nationwide, remotely

**National Helpline Phone Number:** 1-800-662-4357

**TTY Phone:** 1-800-487-4889

### Crisis Text Line

**Website:** <https://www.crisistextline.org/text-us/>

**Locations Served:** can access services nationwide, remotely

**Phone Number (Text):** 741741

### National Domestic Violence Hotline

**Website:** <https://www.thehotline.org/>

**Locations Served:** can access services nationwide, remotely

**Phone Number:** 1-800-799-7233

**Text Phone Number:** Text "START" to 88788

### The Trevor Project (LGBTQ+)

**Website:** <https://www.thetrevorproject.org/>

**Locations Served:** can access services nationwide, remotely

**Phone Number:** 1-866-488-7386

**Text Phone Number:** Text "START" to 678-678

**Chat:** available on the website: <https://www.thetrevorproject.org/get-help/>

## Veterans Crisis Line

**Website:** <https://www.veteranscrisisline.net/>

**Locations Served:** can access services nationwide, remotely

**Phone Number:** dial 988 then press 1

**Text:** 838255

## Victim Connect

**Website:** <https://victimconnect.org/>

**Locations Served:** can access services nationwide, remotely

**Phone Number:** 1-855-484-2846

## Love is Respect (National Teen Dating Violence Hotline)

**Website:** <https://www.loveisrespect.org/>

**Locations Served:** can access services nationwide, remotely

**Phone Number:** 1-866-331-9474 or 800-787-3224

**Text:** Text 'LOVEIS' to 22522

## LGBT National Helpline

**Website:** <https://lgbthotline.org/>

**Locations Served:** can access services nationwide, remotely

**Phone Number:** 888-843-4564

## National Runaway Safeline

**Website:** <https://www.1800runaway.org/>

**Locations Served:** can access services nationwide, remotely

**Phone Number:** 1-800-786-2929

## CalHOPE

**Website:** <https://www.calhope.org/>

**Locations Served:** State of California

**Phone Number(English):** 833-317-HOPE(4673)

**Phone Number(Spanish):** 833-642-7696

**Email:** [calhope@dhcs.ca.gov](mailto:calhope@dhcs.ca.gov)

These services are available in the State of California

## Off-Campus Mental Health Resources, Drug and Alcohol Abuse Prevention and Support

The resources below are located in the San Francisco Bay Area. They provide support to individuals struggling with Drug or Alcohol abuse:

### Alcoholics Anonymous- San Francisco and Marin Intergroup

**Website:** <http://www.aasfmarin.org>

**Address:** 1821 Sacramento St, San Francisco, CA 94109

**Phone Number:** 415-674-1821

**Email:** [aa@aasfmarin.org](mailto:aa@aasfmarin.org)

### Al-Anon Family Groups - San Francisco

**Websites:** <https://www.al-anonsf.org/meetings>

Mailing Address: PO Box 27156, San Francisco, CA, 94127

**Phone Number:** 415-834-9940

**Email:** [office@al-anonsf.org](mailto:office@al-anonsf.org)

### Narcotics Anonymous - San Francisco

**Website:** <https://sfna.org/>

**Address:** 1290 Fillmore, San Francisco, CA, 94115

**Phone Number:** 415-621-8600

### BAART Programs in San Francisco

**Website:** <https://baartprograms.com/locations/california/san-francisco-market-st>

**Address:** 1111 Market St, 1st Floor, San Francisco, CA, 94103

**Phone Number:** 415-862-2810

### Progress Foundation

**Website:** <https://www.progressfoundation.org/>

**Address:** 368 Fell Street, San Francisco, CA, 94102

**Phone Number:** 415-861-0828

**Email:** [info@progressfoundation.org](mailto:info@progressfoundation.org)

### Progress Foundation - La Amistad Transitional Program (Español)

**Websites:**

<https://www.rehab.com/progress-foundation-la-amistad-transitional-program-san-francisco>

**Address:** 2481 Harrison Street, San Francisco, CA, 94110

**Phone Number:** 415-285-8100



## Lee Woodward Counseling Center for Women (LWCC)

**Website:**

<https://www.healthright360.org/program/lee-woodward-counseling-center-for-women-lwcc/>

**Address:** 1563 Mission Street, San Francisco, CA, 94103

**Intake Number:** 415-776-1001

## New Life Recovery Centers

**Website:** <https://www.newliferecoverycenters.com/>

**Address:** 782 Park Ave #1, San Jose, CA, 95126

**Phone Number:** 408-297-1182

## Avery Lane for Women

**Website:** <https://averylanewomensrehab.com/>

**Address:** 505A San Marin Drive, Suite 300, Novato, CA, 94945

**Admissions Phone Number:** 888-835-4407

**Headquarters Office Phone Number:** 415-895-5360

## SAMHSA - Substance Abuse and Mental Health Services Administration

**Website:** <https://www.samhsa.gov/find-help/helplines/national-helpline>

**Locations served:** can access services nationwide, remotely

**24/7 line:** 800-662-4357

**TTY:** 800-487-4889

## New Bridge Foundation

**Website:** <https://www.newbridgefoundation.org/>

**Address:** 2323 Hearst Avenue, Berkeley, CA, 94709

**Phone Number:** 866-772-8075

## Off-Campus Mental Health Resources, Other Mental Health Resources

The following list of resources provide other types of mental health services such as crisis intervention, community outreach and support, referral programs, and support group facilitation. They are located in San Francisco:

## Mental Health Association of San Francisco

**Website:** <https://www.mentalhealthsf.org/>

**Location:** San Francisco and its surrounding areas

**Phone Number:** 855-600-WARM(9276)

**Email:** [info@mentalhealthsf.org](mailto:info@mentalhealthsf.org)

## National Alliance on Mental Illness (NAMI) San Francisco

**Website:** <https://www.namif.org/resources>

**Location:** San Francisco, CA

**Phone Number:** 415-237-0039

**Email:** [info@namif.org](mailto:info@namif.org)

## Behavioral Health Access Center

**Website:** <https://www.sf.gov/location--behavioral-health-access-center-bhac>

**Location:** 1380 Howard Street (at 10th), 1st Floor, San Francisco, CA, 94103

**24/7 Phone Number:** 888-246-3333

**Email:** [BHACgeneral@sfdph.org](mailto:BHACgeneral@sfdph.org)

## San Francisco Night Ministry

**Website:** <https://sfnightministry.org/care-line/>

**Location:** San Francisco Area

**Office Phone Number:** 415-935-7862

**Care Line:** 844-467-3473

## Off-Campus Legal Assistance

The following resources can be used to access legal services throughout the State of California, or in the Greater San Francisco Bay Area:

### IMPACT Student Life Assistance Program

**Website:** <https://www.westcliff.edu/life-at-westcliff/student-services/student-resource-center/>

**Locations Served:** can access services nationwide, remotely

**Phone Number:** 888-491-8686

IMPACT Student Life Assistance Program is only available to Westcliff University students. Students can receive a complimentary 30-minute consultation with a licensed attorney in their state and discounts on most on-going legal services.

### Bay Area Legal Aid

**Website:** <https://baylegal.org/>

**Locations Served:** Bay Area

**Phone Number:** 800-551-5554

### Justice & Diversity Center of the Bar Association of San Francisco

**Website:** <https://www.sfbar.org/jdc/>

**Address:** 50 Fremont St. Suite 1700, San Francisco, CA, 94105

**Phone:** 415-982-1600

Email: [amore@sfbar.org](mailto:amore@sfbar.org)

## Off-Campus Emergency Services

Emergency lines and information for emergency services located in the Greater San Francisco Bay Area are listed below:

For immediate assistance in an emergency dial 911, if you are experiencing a mental health emergency dial 988 to reach the national suicide prevention and mental health crisis hotline.

### San Francisco Police Department

**Website:** <https://www.sanfranciscopolice.org/>

**Address:** 766 Vallejo St, San Francisco, CA 94133

**Phone Number:** 415-315-2400

### San Francisco Sheriff's Department

**Website:** <https://sfsheriff.com/>

**Service Location:** San Francisco County

**Phone:** 415-554-7225

### Oakland Police Department

**Website:** <https://www.oaklandca.gov/departments/police>

**Address:** 455 7th St, Oakland, CA, 94607

**Office Phone Number:** 510-777-3333

**Email:** [oaklandpolice@oaklandca.gov](mailto:oaklandpolice@oaklandca.gov)

### San Jose Police Department

**Website:** <https://www.sjpd.org/>

**Address:** 201 W Mission St, San Jose, CA, 95110

**Phone Number:** 408-277-8900

### Child Protective Services - San Francisco

**Website:** <https://www.sfhsa.org/services/protection-safety/child-protective-services>

**Location of Services:** San Francisco County

**Phone Number:** 800-856-5553 or 628-652-5791

### CHP - Golden Gate Division

**Website:** <https://www.chp.ca.gov/find-an-office/golden-gate-division>

**Location of Services:** Greater San Francisco Bay Area

**Phone Number:** 707-917-4300

## On-Campus Visa and Immigration Assistance

Westcliff University's Department of International Affairs provides guidance to international students on maintaining F-1 status, USCIS regulations, acclimating to the U.S., work authorizations, options after graduation and more.

Westcliff University: Department of International Affairs

**Website:** <https://www.westcliff.edu/life-at-westcliff/international-students/>

**Address:** 17877 Von Karman Ave. #400, Irvine, CA

**Phone Number:** 888-491-8686 ext 2

**Email:** [intlservices@westcliff.edu](mailto:intlservices@westcliff.edu)

## Off-Campus Visa and Immigration Assistance

The resource below provides immigration law services in San Francisco, CA.

Bay Area Legal Aid

**Website:** <https://baylegal.org/>

**Address:** 1800 Market St, 3rd Floor, San Francisco, CA, 94102

**Legal Advice Line:** 800-551-5554

**San Francisco Office Number:** 415-982-1300

Immigration Institute of the Bay Area

**Website:** <https://iibayarea.org/>

**Address:** 58 2nd St, 3rd Floor, San Francisco, CA, 94105

**Phone Number:** 415-538-8100 Ext. 206

**Email:** [sfinfo@iibayarea.org](mailto:sfinfo@iibayarea.org)

Provides immigration legal services, citizenship workshops, and free citizenship classes in San Francisco County.

Immigration Advocates Network

**Website:** <https://www.immigrationadvocates.org/legaldirectory/>

**Service Location:** Database for Services Located Across the United States

## Off-Campus Student Financial Assistance

Resources available through the State of California to help crime victims apply for financial assistance are listed below:

IMPACT Student Life Assistance Program

**Website:** <https://www.westcliff.edu/life-at-westcliff/student-services/student-resource-center/>

**Locations Served:** can access services nationwide, remotely

**Phone Number:** 888-491-8686

IMPACT Student Life Assistance Program is only available to Westcliff University students.  
Financial counseling services are available.

## California Victims Resource Center

**Website:** <https://1800victims.org/>

**Locations Served:** State of California

**Phone Number:** 1-800-842-8467

**Email:** [1800VICTIMS@pacific.edu](mailto:1800VICTIMS@pacific.edu)

## California Victim Compensation Board (CalVCB)

**Website:** <https://victims.ca.gov/>

**Locations Served:** State of California

**Phone Number:** 800-777-9229

**Email:** [info@victims.ca.gov](mailto:info@victims.ca.gov)

## Other Off-Campus Resources

The resources below provide various support services such as referrals, emergency shelter, housing assistance, and wrap-around services. They are located in the Greater San Francisco Bay Area.

### CA Essential Community Services Number

**Website:** <https://www.211.org/>

**Service Location:** Can be accessed Nationally

**Phone Number:** 211

Provides referral for various services.

### San Francisco DA Victim's Services Division

**Website:** <https://www.sf.gov/get-help-if-you-are-a-victim-or-survivor-in-san-francisco>

**Location:** San Francisco

**Phone Number:** 628-652-4100

**Email:** [victimservices@sfgov.org](mailto:victimservices@sfgov.org)

Provides a list of resources for various services.

### Building Futures

**Website:** <https://bffc.org/>

**Address:** 1840 Fairway Dr, San Leandro, CA, 94577

**Phone Number:** 510-357-0205

**24-hour, toll-free Crisis Line:** 866-A-WAY-OUT(292-9688)



**Email:** [info@bfwc.org](mailto:info@bfwc.org)

Provides emergency shelter, housing assistance and other resources for domestic violence survivors.

## La Casa De Las Madres(Domestic Violence Support)

**Website:** <https://www.lacasa.org/>

**Location:** 1269 Howard St, San Francisco, CA, 94103

**Office Phone Number:** 415-503-0500

**Crisis Hotline 24 Hours a day/ 7 Days a week:** 877-503-1850

**Crisis Line Text:** 415-200-3575

**Email:** [Info@Lacasa.Org](mailto:Info@Lacasa.Org)

Provides emergency shelter and transitional housing and other support services for domestic violence survivors.

## Integrated Service Center (PRC)

**Website:** <https://prcsf.org>

**Address:** 170 9th Street, San Francisco, CA, 94103

**Phone Number:** 415-777-0333

Provides the following services: emergency financial assistance for short-term security; legal representation for access to basic income and healthcare benefits; and residential treatment, supportive housing, and employment training for longer-term social rehabilitation.

## CUAV - Community United Against Violence

**Website:** <https://www.cuav.org/>

**Address:** 427 S Van Ness Ave, San Francisco, CA, 94103

**Phone Number:** 415-777-5500

**Email:** [info@cuav.org](mailto:info@cuav.org)

Provides LGBTQ+ community support and resource referrals.

## Homeless Prenatal Program

**Website:** <https://www.homelessprenatal.org/>

**Address:** 2500 18th Street, San Francisco, CA, 94110

**Main Phone Number:** 415-546-6756

**Client Services:** 415-754-0581

**Email:** [info@homelessprenatal.org](mailto:info@homelessprenatal.org)

Provides housing and support for families with minor-aged children.

## A Safe Place

**Website:** <https://www.asafeplace.org/>

**Mailing Address:** P.O. Box 23006, Oakland, CA, 94623

**Emergency Hotline: 510-536-7233**

Provides emergency transportation, shelter, food and clothing for women and children facing domestic violence.

**Asian Women's Shelter**

**Website:** <https://www.sfaws.org/>

**Address:** 3543 18th Street #19, San Francisco, CA, 94110

**Phone Number:** 415-751-7110

**24 Hour Crisis Line:** 877-751-0880

**Email:** [info@sfaws.org](mailto:info@sfaws.org)

Provides emergency shelter and transitional housing and other support services for domestic violence survivors.

**MAITRI**

**Website:** <https://maitri.org/>

**Service Location:** San Francisco Bay Area

**Office Phone Number:** 408-436-8393

**Hotlines:** 888-8MAITRI(862-4874) and 408-436-8398

**Helpline Hours:** Mon-Fri 9am – 3pm (PST)

At all other times including weekends, please leave a message with a safe number to call and your call will be returned within 24-48 hours

Provides housing and additional supportive services for domestic violence survivors.

# Links to Additional Resources

## **Westcliff University Title IX Resource and Training Links**

Additional information about Westcliff University's Title IX policies and training can be found on the Westcliff University website at:

<https://www.westcliff.edu/life-at-westcliff/student-services/titleix/>

## **Student Resource Center**

Westcliff University's Student Resource Center Webpage

<https://www.westcliff.edu/life-at-westcliff/student-services/student-resource-center/> provides additional resource information including resource booklets and access to the Student Life Assistance Program which is available to all Westcliff University students.