



Potrero Hill Family Support Center Urban Services YMCA

Mission Statement

To strengthen families in the community and empower youth, parents, and caregivers by helping them help themselves.

Programs & Services:

- Drop In Business Center – fax, copy, phone, computers, resources lists
 - Weekly Food Pantry
 - Emergency Food Pantry
 - Parenting Classes
 - HOPE SF Workforce Development Service Connections
- Parent/Peer Support Groups including:
- Women’s Support Group (Spanish-speaking)
 - Men’s Support Group
 - Parent Support Group
 - Grandparent’s Support Group
 - Parent/Child Interactive Groups
 - Parent Education Workshops- money management, safety, health & nutrition, clean slate, credit repair, school readiness services
 - Individual & Family Counseling; Crisis Intervention
 - Family Advocacy (basic needs: housing, childcare, medical, legal assistance, education, employment)
 - Case Management
 - Parent Leadership
 - Differential Response Services- case management for front end CPS families
 - Enhanced Visitation for foster care children and families
 - Basic Information & Referral and Outreach Services
 - Celebrating Families Community Events
 - Dinner and a Movie Nights
 - Family Game Nights
 - Neighborhood Collaborations/Community Safety
 - Drop-In Child Development Activities

Success Story: The client is a 45 year old mother of three: 16 year old girl, 10 year old boy, and 20 year old boy. The mother was referred to the PHFSC through Community Response as the 10 year old boy was missing a lot of school. The mother was financially responsible for the entire family because the father recently had a leg amputated due to diabetes and the mother, unemployed had taken a medical leave from work for one month. Both parents were undocumented, monolingual Spanish speakers. The 10 year old son suffered from severe medical problems that affected his digestive system and caused incontinence. In addition, the daughter's grades were very poor though she expressed a desire to get her grades up and finish high school.

The PHFSC Family Advocate made a referral to Big Brothers and Big Sisters and to the Truancy Assessment Resource Center for mentoring and educational case management for the 16 year old daughter while the DR Liaison coordinated with the social worker and mother to schedule future appointments after school hours whenever possible. The Family Advocate made a referral for Catholic Charities rental assistance program. The client was approved and was awarded back rent and one month's rent to cover for the one month that she would be out on medical leave. The PHFSC was also able to use Community Response funds in order to alleviate some of the financial strain during the month of medical leave for the mother. The PHFSC paid for the PG&E bill and trash bill. The Family Advocate and client created a financial plan in order to avoid having future financial strain by eliminating cell phone for 10 year old son and switching daughter to a more affordable plan. The client reported that she had a great burden lifted and could focus on her and her family's health for the time being. Mother reported being eager to get back to work and indicated that the daughter had been enrolled into summer school to recover credits. The 10 year old son's health has been improving with the help of a proper diet. The Family Advocate gave client San Francisco food pantry locations, times, and protocols so that she could be able to get proper nutrition for her family.

- **Karina Ortiz, Differential Response Liaison**

Contact: Alma Madison

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