This brochure is intended to support and empower transgender, gender-diverse, and non-binary individuals in navigating various resources in San Mateo County and beyond. This resource was created by the community, for the community. We know how challenging it can be to get the support you need, so in sharing these tips and tricks we hope to give you the tools to thrive. If you need further assistance, please reach out. We are here to support you.

**CRISIS SUPPORT (24/7)**
If you’re in distress or just need someone to talk to, you are not alone. Reach out for support:
- **TRANS LIFELINE**: (877) 565-8860
- **TREVOR PROJECT**: (866) 488-7386
- **STARVISTA CRISIS LINE**: (650) 579-0350
- **INTIMATE PARTNER ABUSE**: (800) 300-1080
- TEXT “HOME” to 741741

For Additional Resources: Dial 2-1-1 at any time (available 24/7 and in 150 languages) for connections to local resources of any kind.

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**Know Your Rights When Accessing Shelter**

You cannot be denied housing or forced into facilities with the wrong gender. You have the right to use the facilities that match your gender. Shelters cannot deny access to gender-appropriate bathrooms, showers, sleeping areas, etc.

Can a shelter ask me about my gender identity? If the shelter segregates housing by gender, staff may ask about your gender. If you are non-binary, staff cannot dictate which binary-gendered facility you should use.

Can the shelter demand medical or legal evidence of my gender? No. The shelter cannot require “proof” of your gender (e.g. court order, doctor’s letter, surgery confirmation etc.).

Can a women’s shelter limit housing to only cisgender women? No! If a shelter accepts women, they must accept transgender women. If a shelter accepts men, they must accept transgender men.

Shelters have a duty to prevent harassment by staff and residents. This includes preventing intentional and consistent misgendering.
For general emergency shelter & rental/financial assistance, contact a CORE SERVICE AGENCY & request to speak with a social worker. Call below or dial 2-1-1 at any time (24/7) for info. Note: You may need to be in the county for 30 or more days to qualify.

SAMARITAN HOUSE
#: (650) 347-3648
4031 Pacific Blvd., San Mateo

FAIR OAKS COMMUNITY CENTER
#: (650) 780-7500
2600 Middlefield Rd., Redwood City

Daly City Community Service Center
#: (650) 991-8007 // 350 - 90th St., Daly City

COASTSIDE HOPE
#: (650) 726-9071
99 Ave. Alhambra, El Granada

For Transgender, Gender Diverse, & Non-Binary, LGBTQ+ specific shelters, you may need to look outside SMC. **Referral needed. Call Pride Center at (650)-591-0133.

**NEW HAVEN INN LGBTQ+ SHELTER (SAN JOSE)
#: (408) 703-3966

**JAZZIE’S PLACE LGBTQ+ SHELTER (SAN FRANCISCO)
#: (415) 355-7401

OUR TRANS HOME SF
#: (415) 554-8494 // www.ourtranshomesf.org

emergency shelter and drop in

health & wellness

FOOD ASSISTANCE
SECOND HARVEST FOOD CONNECTION
#: (800) 984-3663
Get directions to meal sites, grocery help, & more: www.shfb.org/get-food

Calfresh (Food Stamps)
Apply: www.getcalfresh.org
#: (877) 847-3663
Visit www.smcitygov.org/food for more help.

SMC MOBILE HEALTH CLINIC
Drop by, no appt. needed. Eligible for those who are homeless, uninsured, or have Medi-Cal or Medi-Care. Services offered: Urgent care, Primary care, STI Screenings, Needle exchange, & more. (Time & Location subject to change; call to confirm)
#: (650) 573-2786

SHOWERS & LAUNDRY
DIGNITY ON WHEELS (MOBILE SHOWER & LAUNDRY)
#: (650) 330-8000 (call for schedule)
www.wehope.org/mobile

ST. FRANCIS CENTER (FOR RWC/MENLO PARK RESIDENTS)
#: (650) 365-7829
151 Buckingham Ave, Redwood City
Mon-Fri. 10:30am-1:30pm

SAFE TRANSPORTATION
HOMOBILES (THE LGBTQ+ UBER/LYFT)
#: (415) 574-5023 (text to schedule)
www.homobiles.org
No one turned away for lack of funds!

ALCOHOL AND DRUG USE
• For help, call the ACCESS Call Center at (800) 686-0101, option 4. You do NOT need insurance to get help. Options include: Withdrawal management, counseling, residential care, recovery support, & more.
• For HIV/STI testing & new needles: Call (650) 619-9125
• For Naloxone (Narcan) & Fentanyl testing strips: Call (650) 573-2735

FIRST CHANCE SOBERING STATION (DETOX)
#: (650) 689-5597

VOICES OF RECOVERY (PEER SUPPORT)
#: (650) 289-7670
www.vorsmc.org

health & wellness

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