

RAMS, Inc. (Richmond Area Multi-Services) is a private, non-profit mental health agency that is committed to advocating for and providing community-based, culturally competent, and consumer-guided comprehensive services, with an emphasis on serving Asian & Pacific Islander Americans. Founded in San Francisco's Richmond District in 1974, RAMS offers comprehensive services that aim to meet the behavioral health, social, vocational, and educational needs of the diverse community of the San Francisco Area with special focus on the Asian & Pacific Islander American and Russian-speaking populations.

RAMS Mission

RAMS is recognized by the local and national social service community as having expertise in providing culturally competent mental health services to the underserved, with expertise in working with the Asian & Pacific Islander (A&PI) and Russian-speaking populations. The agency has received numerous awards for culturally competent service delivery, clinical training, employment of people with disability, and community leadership.

RAMS Highlights

RAMS believes in serving clients in their primary or preferred language(s) of treatment, supporting consumer choice & empowerment, and advocating for the accessibility to services. Annually, the agency serves and outreaches to well over 15,000 adults, children, youth, and families, and provide services in over 30 languages, including Asian dialects – Cambodian, Chinese (Cantonese, Mandarin, Toishanese, Taiwanese), Hindi, Japanese, Korean, Lao, Punjabi, Tagalog, Thai, and Vietnamese – Russian and Spanish. RAMS offers over 30 clinical programs in over 75 sites citywide, to meet the diverse community needs. Services include:

- * Adult & Older Adult and Children, Youth & Family Outpatient Services
- * Behavioral Health & Consultation Services at schools, youth centers, and childcare sites
- * Adult Residential and Integrated Behavioral Health & Medical Support Services
- * Vocational Training and Employment Services
- * Psychology Training and Clinical Practicum
- * Psychological Assessment and Testing
- * Clinical, Cultural, and Organizational Consultation
- * Adult and Youth Workforce Development & Career Pathways and Education
- * Outreach and Community Organizing Activities

RAMS engages in innovative programming and projects including:

- * Hire-Ability Vocational Services, operates the *Café Phoenix*, a reputable client-run café that is an on-the-job vocational assessment site, and *i-Ability*, an information technology training program
- * National Asian-American Psychology Training Center, the country's first internship program for pre-doctoral psychology students in serving the A&PI population. This widely recognized program has been continuously accredited by the American Psychological Association (APA) since 1980.
- * PAES Counseling & Pre-Vocational Services, in collaboration with SF Departments of Human Services and Public Health, a behavioral health services program serving participants of Personal Assisted Employment Services – the county's welfare-to-work program for adults without dependent children (the only program of its kind in the nation) – and County Adult Assistance Programs. The clinical model is an integrated multi-disciplinary services delivery (representing eight different disciplines).
- * Peer Specialist Mental Health Certificate, jointly operated with SF State University, a 12-week program designed to prepare consumers and/or family members with basic skills & knowledge for entry-level employment in the behavioral health services field
- * Problem Gambling Project, a successful collaboration with NICOS Chinese Health Coalition that aims to address the issue of problem gambling in the Asian American community through capacity building, outreach, counseling services, and operating a gambling helpline
- * School-based Wellness Centers, as a core member of the multi-disciplinary team of the SF Wellness Initiative, RAMS provides on-site comprehensive and integrated behavioral health services to students at 15 public high school campuses
- * Summer Bridge, an eight-week summer youth program designed to foster interest in health & human services as career options and preparing for postsecondary education entry

RAMS Innovation



RAMS is committed to building partnerships with other service agencies and organizations through formal agreements and membership in community coalitions as well as maintaining various collaborations including:



- * San Francisco Department of Public Health – Community Behavioral Health Services and Housing & Urban Health sections
- * SF Department of Human Services
- * State Department of Rehabilitation
- * NICOS Chinese Health Coalition
- * Asian Pacific Islander Family Resources Network
- * San Francisco Unified School District
- * Harm Reduction Therapy Center
- * Richmond District Neighborhood Center
- * Westside Community Services
- * Chinatown Child Development Center
- * Chinese Community Health Plan
- * Asian Women's Resource Center
- * Horizons Unlimited
- * Ocean Park Health Center
- * San Francisco State University
- * Samoan Community Development Center
- * Bayview Hunters Point Foundation
- * Association of SF Mental Health Contractors
- * Mental Health Association of San Francisco
- * San Francisco Human Services Network
- * SF Asian & Pacific Islander Health Parity Coalition
- * Asian Alliance Against Domestic Violence
- * SF Veteran's Administration Medical Center – Substance Abuse Programs
- * San Francisco Center for Psychoanalysis
- * Anthem Blue Cross – State Sponsored Business

RAMS staff appropriately reflects the multicultural and multilingual diversity of our communities.

Many staff are immigrants and/or refugees and have expertise and training in specific areas such as cross-cultural counseling, child & adolescent mental health, chemical dependency, vocational rehabilitation, art therapy, refugee trauma, family therapy, and elderly care. The multi-disciplinary team of behavioral health professionals includes psychiatrists, nurses, psychologists, psychiatric social workers, marriage & family therapists, vocational rehabilitation counselors, employment consultants, certified nurse assistants, and mental health workers.



RAMS diverse client population

Language (primary or preferred language for treatment and services): Over 40% speak an Asian & Pacific Islander language (in order of prevalence: Chinese, Vietnamese, Tagalog, Korean, Cambodian, and Japanese). Approximately 6% speak Spanish and 5% speak Russian.

Ethnicity: About 55% of our client population is Asian & Pacific Islander American (of clients indicating ethnicity)

Income: Approximately 90% are below 100% of the federal poverty level (of those indicating income)

Age Groups: About 30% are ages 20-64 years old; 40% are ages 13-19 years old; 26% are ages 0-12 years old.

Insurance coverage: Approximately 98% are receiving public insurance benefits including Medi-Cal, Medicare, San Francisco Healthy Families, or are uninsured (of clients indicating coverage)

RAMS has culturally competent staff to meet the growing needs of our diverse client population

Number of staff: Over 200 employees, 21 interns/trainees, and several volunteers

Languages: Over 50% of the staff and interns/trainees speak an Asian & Pacific Islander language
 About 12% of the staff and interns/trainees speak Spanish
 Over 5% of the staff and interns/trainees speak the Russian language

RAMS participates in evaluation efforts to further enhance the quality of our services

including the following such methods:



- * Annual Program Reviews: Facilitated by SF-DPH, the Adult Outpatient and Child, Youth & Family (CYF) Services has consistently exceeded or met all standards in each evaluation area (Performance, Compliance, Satisfaction); for FY 08-09, the Adult Outpatient, CYF Services, and Residential Programs achieved a 4.0 rating (on a 4-point scale) in all categories. During the last evaluation by State Department of Rehabilitation, the Hire-Ability program was highly commended.
- * 2008/2009 Consumer Satisfaction Surveys: Facilitated by an outside evaluation group, the average general satisfaction scores (on a 5.0 scale) are: Adult Outpatient Services Clinic (4.4); Child, Youth & Family Services (4.2); PAES Counseling & Pre-Vocational Services (4.5); Broderick Street Adult Residential Facility and Hire-Ability Vocational Services, 90% and 96%, respectively, reported overall satisfaction with services.
- * Accreditation Visits: In 2008, Hire-Ability received its three-year accreditation by CARF (Commission on Accreditation of Rehabilitation Facilities) for Employment Services. Also, the National Asian American Psychology Training Center receives regular APA accreditation visits, and has been accredited continuously since 1980.

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