LISTOS CALIFORNIA'S SOCIAL BRIDGING PROJECT

When COVID-19 disrupted the state of California’s peer-to-peer emergency preparedness campaign for vulnerable communities, Listos California, anchored at the Governor’s Office of Emergency Services, took action. (Listos means “ready” in Spanish.)

To meet the moment, we created the Social Bridging Project, a pioneering public health and safety campaign to counter social distancing through direct phone calls to people at risk. We harnessed the California voter file, and vibrant technology platforms usually reserved for voter engagement, to contact Californians in their homes.

When Governor Gavin Newsom asked all Californians to check in with older adults sheltering in place to save lives, the Social Bridging Project answered the call.

In addition to our disaster readiness outreach, the Social Bridging Project is calling thousands of Californians over age 60—in private homes, assisted living facilities and nursing homes—for wellness checks. Our callers, known as Bridgers, break through the pandemic’s isolation with friendly conversations and offer resources to help older adults cope with related social, emotional and financial stressors.

A County Resource Guide is paired with each California county we call, to match the needs of older Californians with the right referrals. These guides offer statewide and national resources, as well as customized local and regional referrals.

Listos California is happy to share its County Resource Guides as a model, and to help bridge the gap for others to find resources during the pandemic. Please note that this guide is accurate as of the date on its cover. Be sure to check the status of any resource for the latest updates.

For more information, go to LISTOSCALIFORNIA.ORG.

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Assistant Deputy Director in the Governor’s Office of Emergency Services (Cal OES)
MAIN PHONE NUMBERS & WEBSITES

STATE OF CALIFORNIA

California Coronavirus (COVID-19) Response
COVID19.CA.GOV

Phone Number
COVID-19 Information line
(833) 544-2374

Phone Line Open
Monday-Friday, 8:00am-8:00pm
Saturday-Sunday, 8:00am-5:00pm

CALIFORNIA DEPARTMENT OF AGING

Website
COVID-19 Resources + Aging Information Services
AGING.CA.GOV

COVID-19 Resources
ENGAGECA.ORG

Phone Number
Aging and Adult Information Line for Aging and Disability Services
(800) 510-2020

Phone Line Open
Monday-Friday, 8:00am-5:00pm

2-1-1 SANTA CLARA COUNTY

Website
211BAYAREA.ORG/SANTACLAARA

Phone Number
2-1-1

Phone Line Open
24/7

CALIFORNIA ADULT PROTECTIVE SERVICES

Phone Number
(833) 401-0832
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SECTION 1 FOOD

A. FOOD RESOURCES FOR ALL

**CALFRESH**

*About*
The CalFresh Program, formerly known as Food Stamps, can add to your food budget to put nutritious food on the table.

*Eligibility*
California citizens and some immigrants

*Website*
GETCALFRESH.ORG

*Phone Number*
(877) 847-3663

*Phone Line Open*
Monday-Friday, 8:00am-5:00pm

**LOAVES AND FISHES FAMILY KITCHEN**

*About*
The Loaves and Fishes Kitchen provides you with hot meals, bag lunches and prepared and pre-packaged meals, along with grocery bags filled with milk, eggs, produce and more at two San Jose locations.

*Eligibility*
All Santa Clara and San Jose County residents

*Website*
LOAVESFISHES.ORG

*Phone Number*
(408) 922-9085

*Phone Line Open*
Monday-Friday, 9:00pm-4:00pm
**ECUMENICAL HUNGER PROGRAM**

**About**
The Ecumenical Hunger Program provides you with grocery boxes with canned food, produce, milk, eggs and meat. They serve you food with a drive-up or walk-up service on Mondays, Thursdays and Fridays from 10:00am-12:00pm, 2:30-4:30pm and on Wednesdays from 10:00am-12:00pm, 2:20-6:00pm.

**Eligibility**
All Santa Clara and San Jose County residents

**Address**
2411 Pulgas Avenue
Palo Alto, CA 94303

**Website**
[EHPCARES.ORG](http://EHPCARES.ORG)

**Phone Number**
(650) 323-7781

**Phone Line Open**
Monday-Friday, 9:00am-5:00pm

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**MARTHA’S KITCHEN**

**About**
You can get complete, hot to-go dinners and breakfasts at Martha’s Kitchen.

**Eligibility**
All Santa Clara County residents

**Address**
311 Willow Street
San Jose, CA 95110

**Website**
[MARTHAS-KITCHEN.ORG](http://MARTHAS-KITCHEN.ORG)

**Phone Number**
(408) 293-6111

**Phone Line Open**
Monday-Friday, 6:00am-4:00pm
ST. JOSEPH’S FAMILY CENTER

About
You can get drive-through grocery services from the food pantry at St. Joseph's Family Center in Gilroy.

Eligibility
All residents

Address
11 First Street
Gilroy, CA 95020

Website
STJOSEPHSGILROY.ORG

Phone Number
(408) 842-6662

Phone Line Open
Monday-Friday, 8:30am-4:00pm

B. FOOD RESOURCES FOR FAMILIES AND CHILDREN

CAL WORKS FOOD AID AND MORE FOR CHILDREN

About
If your family has children in the home and little or no cash, and you need food, housing, utilities, clothing or medical care, you may be able to get immediate short-term help. You could get money each month to pay for necessary expenses from CalWORKS, a public assistance program.

Eligibility
Assistance is based on income and other eligibility requirements listed on the website

Website
CDSS.CA.GOV/CALWORKS

Phone Number
(408) 758-3600
**SANTA CLARA COUNTY OFFICE OF EDUCATION**

**About**
If you have children at home, you can pick up free meals for them, and your whole family, at various school locations throughout Santa Clara County.

**Eligibility**
All Santa Clara County families

**Website**
TINYURL.COM/SANTACLARASCHOOLS

**Phone Number**
(408) 453-6500

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**C. FOOD RESOURCES FOR OLDER ADULTS, PEOPLE WITH DISABILITIES AND CAREGIVERS**

**SANTA CLARA SOCIAL SERVICES**

**About**
The Senior Nutrition Program provides nutrition sites at various community centers you can find on this map. It can also sign you up for weekly meals delivery through the Meals on Wheels Program.

**Eligibility**
All Santa Clara County seniors, 60 years or older

**Website**
TINYURL.COM/SCNUTRIT

**Map:** TINYURL.COM/SENIORLOCATIONS

**Phone Numbers**
Senior Nutrition Program: (408) 975-4860
Meals on Wheels Enrollment: (408) 350-3246

**Phone Lines Open**
Monday-Friday, 8:00am-5:00pm
SECOND HARVEST FOOD BANK

About
Living in Santa Clara County can be expensive, but you don’t have to choose between paying bills or eating healthy food. Second Harvest offers a number of free food resources—many don’t even require an I.D. to apply.

Eligibility
Anyone in need regardless of your citizenship or immigration status, ethnicity or sexual orientation.

Website
TINYURL.COM/SHGETFOOD

Phone Number
Food Connection hotline: (800) 984-3663
Text “GETFOOD” to (408) 455-5181

Phone Lines Open
Monday-Friday, 8:00am-5:00pm

Email
GETFOOD@SHFB.ORG

GREAT PLATES DELIVERED PROGRAM

About
The county is looking to match eligible seniors and restaurants for this meal delivery program. If you meet the program’s eligibility requirements, you may be able to sign up to have up to three nutritious meals per day delivered to you from participating local restaurants at no charge.

Eligibility
San Jose residents, age 60 or older who meet certain conditions

Website
TINYURL.COM/GREATPLATES

Phone Number
(408) 350-3230

Open
Monday-Friday, 8:00am-5:00pm
SECTION 2 HEALTH

A. HEALTH RESOURCES FOR OLDER ADULTS, PEOPLE WITH DISABILITIES AND CAREGIVERS

GET TESTED FOR CORONAVIRUS

About
If you think you have COVID-19, call your healthcare provider before going to a doctor’s office or clinic. You may also find testing locations near you at this website by entering your zip code in the map feature.

Eligibility
Check with your local government’s chief public health officer. For free, drive-through testing eligibility, take the Project Baseline screening at this website.

Website
TINYURL.COM/FINDTEST

Phone Number
(888) 634-1123

Phone Line Open
Monday-Friday, 8:00am-5:00pm

COMMUNITY BASED ADULT SERVICES (CBAS)

About
You can receive service plans based on your needs. Some of these include nursing services, therapies, transportation and nutritional counseling.

Eligibility
California residents, 18 and older, who are currently eligible for Medi-Cal and have certain medical conditions

Website
TINYURL.COM/CALIFCBAS

Phone Number
(408) 755-7600

Phone Line Open
Monday-Friday, 8:00am-5:00pm
**MULTIPURPOSE SENIOR SERVICES PROGRAM (MSSP)**

**About**
You and your family can get free, confidential one-on-one counseling, advice and legal assistance for your Medicare or long-term care insurance-related issues.

**Eligibility**
California residents, 65 years of age and older, who are eligible, or soon to be eligible, for Medi-Cal

**Website**
[www.tinyurl.com/calmssp](http://www.tinyurl.com/calmssp)

**Phone Number**
(408) 350-3200

**Phone Line Open**
Monday-Friday, 8:00am-5:00pm

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**HEALTH INSURANCE COUNSELING AND ADVOCACY PROGRAM (HICAP)**

**About**
You and your family can get free, confidential counseling, advice and legal assistance for issues related to your Medicare or long-term care. Call this 800 number to leave your phone number, city, county and zip code and you will get a call back to refer you to your county’s Medicare counseling agency.

**Eligibility**
All Californians who are eligible, or soon to be eligible, for Medicare

**Website**
[www.tinyurl.com/cahicap](http://www.tinyurl.com/cahicap)

**Phone Number**
(800) 434-0222

**Phone Line Open**
24/7
ALZHEIMER’S ASSOCIATION HELPLINE

About
Clinicians offer free, confidential support for people living with Alzheimer’s Disease and their caregivers and family members. They can refer you to local programs and services.

Eligibility
All adults

Website
TINYURL.COM/ALZHELPLINE

Phone Number
(800) 272-3900
TTY: (866) 403-3073 for people who are deaf, hard of hearing or those with speech disabilities

Phone Line Open
24/7

LONG-TERM CARE OMBUDSMAN CRISIS LINE

About
If you are experiencing issues or abuse in your long-term care facility—like violations of your rights, poor quality of care or problems with your benefits—the Ombudsman can help.

Eligibility
California residents of any age in long-term care facilities

Website
TINYURL.COM/LTCHELP

Phone Number
(800) 231-4024

Phone Line Open
24/7
**SANTA CLARA FAMILY HEALTH PLAN**

**About**
The Santa Clara Family Health Plan provides you with counseling on Medicare and long-term care insurance health plans with additional services, such as a 24/7 nurse advice line and a case management care team.

**Eligibility**
Santa Clara County residents with both Medicare (Part A and Part B) and Medi-Cal

**Address**
6201 San Ignacio Avenue
San Jose, CA 95119

**Website**
[SCFHP.COM](http://SCFHP.COM)

**Phone Number**
(408) 376-2000
TTY: (800) 735-2929 for people who are deaf, hard of hearing or those with speech disabilities

**Phone Line Open**
Monday-Friday, 8:00am-5:00pm

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**IN-HOME AND COMMUNITY-BASED HEALTH SERVICES**

**About**
The In-Home Supportive Services (IHSS) program allows you to live safely in your own home by providing you with housecleaning, meal preparation, laundry, grocery shopping, personal care services (such as bowel and bladder care, bathing, grooming and paramedical services), accompaniment to medical appointments and protective supervision for the mentally impaired.

**Eligibility**
All Santa Clara County residents who currently receive Supplemental Security Income (SSI) or meet all Medi-Cal income requirements

**Website**
[TINYURL.COM/SCIHSS](http://TINYURL.COM/SCIHSS)

**Phone Number**
(408) 792-1600
Press # to leave a voicemail with your contact information

**Phone Line Open**
24/7
**SILICON VALLEY INDEPENDENT LIVING CENTER**

**About**
Silicon Valley Independent Living Center (SVILC) is a nonprofit, non-residential organization that provides free services to all persons with disabilities of all ages who seek services to help further their independence in Santa Clara County.

**Eligibility**
All Santa Clara County residents with a significant disability or impairment that prevents independence at home; you may complete the intake process by email or phone.

**Website**
[SVILC.ORG](http://SVILC.ORG)

**Phone Number**
(408) 894-9041

**Phone Line Open**
Tuesdays, Thursdays, 10:30am-12:00pm (Gilroy)
Wednesdays, Fridays, 11:00am-12:00pm (San Jose)

**Email**
INFO@SVILC.ORG

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**B. HEALTH RESOURCES FOR PEOPLE WHO ARE UNINSURED**

**HEALTHCARE THROUGH MEDI-CAL**

**About**
Uninsured people may now be eligible for health insurance through Medi-Cal. You can apply and enroll online or by phone.

**Eligibility**
California residents based on income and family size

**Website**
[TINYURL.COM/GETMEDICAL](http://TINYURL.COM/GETMEDICAL)

**Phone Number**
(877) 752-4737

**Phone Line Open**
Monday-Friday, 9:00am-5:30pm
HEALTHCARE THROUGH COVERED CALIFORNIA

About
You can shop for health plans, compare care options and access financial assistance if you qualify. You can apply and enroll online or by phone.

Eligibility
California residents who meet income requirements, including immigrants who are lawfully present

Website
COVEREDCA.COM

Phone Number
(800) 300-1506
TTY: (888) 889-4500 for people who are deaf, hard of hearing or those with speech disabilities

Phone Lines Open
Monday-Friday, 8:00am-6:00pm

HEALTH TRUST

About
By appointment only, Health Trust can provide you with health insurance enrollment and support, in addition to housing services, medically-tailored meals and health insurance counseling.

Eligibility
All Santa Clara residents

Website
HEALTHTRUST.ORG

Phone Number
(408) 513-8700

Phone Line Open
Monday-Friday, 8:30am-5:00pm
**INDIA COMMUNITY CENTER**

**About**
The India Community Center is a medical clinic in Milpitas offering free healthcare to uninsured and medically under-served patients. They can also deliver free packaged vegetarian lunches to you on Mondays, Wednesdays and Fridays. Because their doctors are volunteers, office hours are limited and subject to change. Email is best.

**Eligibility**
All Santa Clara adult residents

**Address**
525 Los Coches Street
Milpitas, CA 95035

**Website**
[INDIACC.ORG](http://www.INDIACC.ORG)

**Phone Number**
(408) 934-1130 ext. 270

**Phone Line Open**
Wednesday, 6:30pm-8:30pm
Sunday, 9:30am-12:00pm

**Email**
[MEDICALCLINIC@INDIACC.ORG](mailto:MEDICALCLINIC@INDIACC.ORG)

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**ROTACARE BAYAREA**

**About**
RotaCare provides free health care for the uninsured and underserved. Their San Jose Clinic provides non-emergency care only. The clinic cannot make appointments by phone. If you go to the Washington School Health Clinic on Wednesday at 7:00am, you may get a voucher for that evening’s clinic at 5:00pm.

**Eligibility**
All Santa Clara County adults

**Address**
Washington Elementary School
100 Oak Street
San Jose, CA 95110
(Clinic located inside the school)

**Website**
[ROTACAREBAYAREA.ORG/SANJOSE](http://www.ROTACAREBAYAREA.ORG/SANJOSE)
C. HEALTH RESOURCES FOR LGBTQ+ COMMUNITY

COUNTY OF SANTA CLARA OFFICE OF LGBTQ AFFAIRS

About
Visit the website for LGBTQ affairs if you, or someone you know, is in need of support and resources. The website will connect you to a diverse range of programs and opportunities to thrive.

Eligibility
All Santa Clara County residents

Website
TINYURL.COM/SCLGBTQ

Phone Number
(408) 678-2900

Phone Line Open
Monday-Friday, 8:00am-5:00pm

Email
LGBTQ@CEO.SCCGOV.ORG
SECTION 3 MENTAL HEALTH

A. MENTAL HEALTH RESOURCES FOR ALL

EACH MIND MATTERS / SANAMENTE

About
Each Mind Matters provides free, confidential counseling if you need information, referrals for treatment or are in a crisis. You can also find resources in English and Spanish for substance abuse, emotional health and other services.

Eligibility
All California residents

Websites
EACHMINDMATTERS.ORG  English
SANAMENTE.ORG  Spanish

Phone Numbers
(800) 662-HELP (4357)  English
(888) 628-9454  Spanish

Phone Lines Open
24/7

MENTAL HEALTH AMERICA

About
Take an online test to see if you are suffering from common illnesses, such as anxiety or depression. Get connected with mental health counselors and therapists near you. You can also find tips on maintaining good mental and emotional health.

Eligibility
All California residents

Website
MHANATIONAL.ORG
**CALHOPE COVID-19 WARMLINE**

**About**
Call to talk about your stresses and worries related to COVID-19. You will find emotional support, coping strategies and resources to help you during these uncertain times.

**Eligibility**
All California residents

**Website**
CALHOPE.DHCS.CA.GOV

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

**Phone Line Open**
Monday-Friday, 7:00am-11:00pm

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**DISASTER DISTRESS HELPLINE**

**About**
The Substance Abuse and Mental Health Services Administration provides crisis counseling and support in English and Spanish if you are experiencing emotional distress related to COVID-19, or other disasters.

**Eligibility**
All United States residents

**Website**
TINYURL.COM/CADISASTERHELP

**Phone Number**
(800) 985-5990
TTY: (800) 846-8517 for people who are deaf, hard of hearing or those with speech disabilities

**Phone Lines Open**
24/7
COVID-19 STRESS MANAGEMENT GUIDE

About
If you are feeling anxious, worried or stressed during the COVID-19 pandemic, this simple guide provides tips, strategies and resources to help support your mental and physical health. Visit the website to access the guide in many languages.

Eligibility
All California residents

Website
TINYURL.COM/CASTRESSMANAGE

COMMUNITY SOLUTIONS AND MENTAL HEALTH CRISIS LINE

About
At the locations in Gilroy, Morgan Hill, San Jose and Hollister, you can find individual and group counseling, crisis intervention, medication support and referrals. They can also counsel callers experiencing domestic violence.

Eligibility
All Santa Clara residents

Website
COMMUNITYSOLUTIONS.ORG

Phone Number
(408) 842-7138 Main Number
(408) 683-4118 Crisis Hotline

Phone Lines Open
Monday-Friday, 9:00am-5:00pm
Hotline, 24/7
COUNTY OF SANTA CLARA BEHAVIORAL HEALTH SERVICES

About
The Behavioral Health Call Center is the entry point for access to all Santa Clara County behavioral health services. They provide general counseling and support for all individuals and families who are in crisis or have mental illnesses.

Eligibility
All Santa Clara County residents

Website
TINYURL.COM/SANTACLAARBHS

Phone Number
(800) 704-0900
TTY: (800) 855-7100 for people who are deaf, hard of hearing or those with speech disabilities

Phone Lines Open
24/7

NATIONAL ALLIANCE ON MENTAL ILLNESS SANTA CLARA COUNTY

About
You can join support groups by phone, or video conference tools like Zoom, without leaving home. You can find also mental health information, education, resources, support and advocacy.

Eligibility
All Santa Clara residents

Website
NAMISANTACLAARA.ORG

Phone Number
(408) 453-0400 ext. 1

Phone Line Open
Monday-Friday, 10:00am-6:00pm
B. MENTAL HEALTH RESOURCES FOR OLDER ADULTS, PEOPLE WITH DISABILITIES AND CAREGIVERS

FRIENDSHIP LINE CALIFORNIA

About
You can call this confidential line if you are in crisis or if you just need someone to talk to. You can also call to request that volunteers call you on a regular basis.

Eligibility
All adults, 60 and older

Website
TINYURL.COM/TALKFRIENDCA

Phone Number
(888) 670-1360

Phone Line Open
24/7

DEAF AND HARD OF HEARING SUICIDE PREVENTION HOTLINE

About
People who are deaf, hard of hearing or have hearing loss can connect with counselors through a 24/7 TTY hotline, or a video relay service, for mental health support. The website also enables online chats.

Eligibility
Anyone who is deaf, hard of hearing or has hearing loss

Website
TINYURL.COM/DEAFLIFELINE

Phone Number
(800) 273-8255 for video relay service
TTY: (800) 799-4889 for people who are deaf, hard of hearing or those with speech disabilities
(800) 273-8255 for voice/caption phone

Phone Lines Open
24/7
COVID-19 STRESS MANAGEMENT GUIDE FOR CAREGIVERS AND KIDS

About
If you are caring for a loved one or child during the COVID-19 pandemic, this simple guide provides tips, strategies and resources to help you support their mental and physical health. Visit the website to access the guide in many languages.

Eligibility
All California residents

Website
TINYURL.COM/CASTRESSKIDS

INTERNET ACTIVITIES TO FILL YOUR DAY

About
You can find free activities to stay engaged online, such as virtual tours of museums, theaters, theme parks, cultural landmarks or national parks. You can take a virtual roller coaster ride, audit an online Ivy League class, see a Broadway show or take a cooking class from a famous chef. You can play word games with friends, virtually visit a zoo or aquarium or even tour a NASA facility. You can enjoy art, music, yoga and other classes for free.

Eligibility
Anyone with internet access

Website
TINYURL.COM/ACTIVEBRAINS

HEARTS AND MINDS ACTIVITY CENTER

About
The Hearts and Minds Activity Center serves people with all stages of dementia through counseling, caregiver and other virtual support groups. Visit the website to see a virtual tour of the facility.

Eligibility
All Santa Clara caregivers and those diagnosed with dementia

Website
HEARTSANDMINDSACTIVITYCENTER.ORG

Phone Number
(408) 279-7515

Phone Line Open
Monday-Friday, 7:30am-6:00pm

Email
GRACE@HEARTS-MINDS.ORG
**FAMILY CAREGIVER ALLIANCE**

**About**
Caregivers can get help with care planning, assessment, education and referrals. They also offer you support groups.

**Eligibility**
All Santa Clara County caregivers

**Website**
[CARERGIVER.ORG](http://CAREGIVER.ORG)

**Phone Number**
(415) 434-3388

**Phone Line Open**
Monday-Friday, 9:00am-5:00pm

**Email**
INFO@CAREGIVER.ORG

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**CATHOLIC CHARITIES OF SANTA CLARA COUNTY**

**About**
Caregivers can find counseling, training and education. You can participate in virtual caregiver support groups with guest speakers. Caregivers will also find help with food resources, shared housing support and other family resources.

**Eligibility**
All Santa Clara County caregivers

**Website**
[CATHOLICCHARITIESSCC.ORG](http://CATHOLICCHARITIESSCC.ORG)

**Phone Number**
(408) 468-0100

**Phone Line Open**
Monday-Friday, 10:00am-3:00pm
SECTION 4 HOUSING

FORECLOSURE MORATORIUM

About
If you need more time to pay your mortgage, more than 200 banks have agreed to a 180-day grace period. Find out if your financial institution can give you more time to pay.

Eligibility
California mortgage holders with participating institutions

Website
TINYURL.COM/MORTGAGECOVID

EVICTION MORATORIUM

About
The Governor has declared a moratorium on evictions due to COVID-19 through September 30, 2020. Local governments may offer other tenant protections, so check your county and city websites. If you need more time to pay rent, or are being threatened with eviction, you can find information on your rights, and tenant legal advisors, at this website.

Eligibility
All California residents

Website
TINYURL.COM/CASTOPEVICT

UTILITY ASSISTANCE

About
Some utility assistance programs offer you cash assistance to offset the costs of heating and cooling your home. Some plans can also help you manage your energy bills.

Eligibility
California residents can call for eligibility

Website
TINYURL.COM/UTILITYAID

Phone Number
Call the number provided on your utility bill or look it up on this website
**SACRED HEART COMMUNITY SERVICE**

**About**
You can find help with rent, energy costs and other financial assistance. They also provide a three-day supplemental supply of groceries, twice a month.

**Eligibility**
All Santa Clara County residents

**Website**
[SAAREDHEARTCS.ORG](#)

**Phone Number**
Rent assistance: (408) 278-2166  
Financial assistance: (408) 780-9134

**Phone Line Open**
Monday-Friday, 8:00am-4:00pm

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**WEST VALLEY COMMUNITY SERVICES**

**About**
If you are in financial distress due to COVID-19, you may be eligible for one-time financial assistance for housing, utilities, health or transportation.

**Eligibility**
Santa Clara County residents of Cupertino, Holy City, Los Gatos, Monte Sereno, Monte Vista, Permanente, Redwood Estates, San Jose and Saratoga

**Website**
[WVCOMMUNITYSERVICES.ORG](#)

**Phone Number**
(408) 366-6092

**Phone Line Open**
Monday-Friday, 8:00am-5:00pm
**SUNNYVALE COMMUNITY SERVICES**

**About**
You can get case management and housing search assistance, in addition to one-time financial aid and assistance with rent, utilities and medical expenses.

**Eligibility**
Santa Clara County residents in Alviso and Sunnyvale

**Website**
TINYURL.COM/SCFINANCIALHELP

**Phone Number**
(408) 738-4321

**Phone Line Open**
Monday-Friday, 9:00am-4:00pm

**Email**
INFO@SVCOMMUNITYSERVICES.ORG

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**COMMUNITY SERVICES AGENCY**

**About**
The Community Services Agency provides you with emergency financial assistance for rent and utilities. All appointments are scheduled over the phone.

**Eligibility**
Santa Clara County residents in Los Altos, Los Altos Hills and Mountain View

**Website**
CSACARES.ORG

**Phone Number**
(650) 968-0836

**Phone Line Open**
Monday-Friday, 9:00am-12:00pm and 1:30-4:00pm

**Email**
RENTHELP@CSACARES.ORG
CATHOLIC CHARITIES OF SANTA CLARA COUNTY

About
If you are seeking a new place to live with affordable rent, the House Sharing program—operated by the Catholic Charities of Santa Clara County—is a free matching service to help you find people in your area offering a spare room to rent. This service screens all applicants through background checks, preference checklists and personality profiles.

Eligibility
All Santa Clara residents, who must show proof of monthly income, ability to pay at least $750 per month in rent, be able to pass a criminal background check and provide three professional references

Website
TINYURL.COM/SCHOUSESHARING

Phone Number
(408) 325-5134

Phone Lines Open
Monday-Friday, 10:00am-3:00pm
SECTION 5 SAFETY (ABUSE AND NEGLECT)

ADULT PROTECTIVE SERVICES

About
You can get information here about physical, emotional and financial abuse. If you are concerned that any older adult may be a victim of abuse, neglect or exploitation, you can make an anonymous report. You can also make a report about any dependent adult who is disabled.

Eligibility
California adults over age 65
California dependent adults with disabilities age 18–64

Website
TINYURL.COM/APSCALIFORNIA

Phone Number
(833) 401-0832

Phone Line Open
24/7

AARP FRAUD WATCH HELPLINE

About
This free service can help you report a fraud or scam, get alerts about scams in your area and learn how to spot a scam.

Eligibility
AARP members and nonmembers

Website
AARP.ORG/MONEY/SCAMS-FRAUD

Phone Number
(877) 908-3360

Phone Line Open
Monday-Friday, 10:00am-8:00pm
**YWCA SILICON VALLEY**

*About*
The YWCA in Silicon Valley provides 24/7 hotline and in-person crisis counseling for domestic violence and crisis intervention, in addition to housing support and legal services.

*Eligibility*
All Santa Clara County residents

*Website*
[YWCA-SV.ORG](http://YWCA-SV.ORG)

*Phone Number*
(800) 572-2782

*Phone Line Open*
24/7

**FINANCIAL ABUSE SPECIALIST TEAM (FAST)**

*About*
If you think someone is abusing you financially, you can get free help and protection from a team of professionals.

*Eligibility*
All Santa Clara County residents, 60 years and older

*Website*
[TINYURL.COM/SCFAST](http://TINYURL.COM/SCFAST)

*Phone Number*
(800) 414-2002

*Phone Line Open*
24/7
THE SUPERIOR COURT OF CALIFORNIA – COUNTY OF SANTA CLARA

About
You can learn about the warning signs of elder abuse and dependent adult abuse. If you think you are being abused, you can file a restraining order with the court to stop the abuse. You can also find legal forms and legal assistance through this website.

Eligibility
All Santa Clara County seniors age 60 or older

Website
TINYURL.COM/SCRESTRAININGORDER

Phone Number
(408) 295-5991

Phone Line Open
Monday-Friday, 9:00am-5:00pm
FREQUENTLY ASKED QUESTIONS

WORKER ISSUES

How can I get unemployment benefits?
Support is available for people who have lost their jobs or had their hours reduced by COVID-19. You can get information on benefits and more at COVID19.CA.GOV. Look under Get Help > Workers. This state website includes a guide to applying for unemployment benefits, and information for independent contractors and the self-employed.

How can I be safe if I have to go back to work?
The state of California has issued guidance for worker safety in a variety of workplaces. You can find that guidance for your workplace at this website: TINYURL.COM/SAFEJOBS

BUSINESS ISSUES

How can I find help for my small business?
A wide variety of state and federal programs are available to small businesses and employers. You can find information on tax relief, loans and other resources at COVID19.CA.GOV. Look under Get Help > Businesses and Employers. You can also find guidance on how to maintain a safe workplace during the pandemic.

MEAL DELIVERY PROGRAM

How can I learn more about the free meal delivery service for older adults that the governor announced?
In April, Governor Gavin Newsom announced the launch of a first-in-the-nation “Great Plates Delivered” program, a meal delivery service for California’s older adults. Its dual purposes are to bring meals to older adults who are not currently receiving food assistance and to provide economic stimulus for the local restaurant industry. It is not a state program. It is run by local counties who choose to participate. To find out if there is a program near you, and if you are eligible, go to: TINYURL.COM/GREATPLATES.