

Santa Clara County
Office of Cultural Competency



Comprehensive Report

Universal Access Pilot (UAP) Information and Resources to Help Families during COVID-19

We know that our information is evolving and changing but we did want to provide some quick updates and information for our UAP System of Care Partners. This information sheet provides daily resources to support services for children and families.



[Order of the Health Officer of the County of Santa Clara](#) directing individuals to shelter at home *except to provide or receive essential or engage in essential activities* in order to slow the spread of COVID-19 ("Order"). People will be able to leave their homes to buy food, medicines, and all other needed supplies and services, including to seek healthcare if they need it.

Members of the public are asked to carefully review the Frequently Asked Questions (FAQs) about the order available on the County Public Health Department's website, which are currently available in [English](#), [Spanish](#), [Vietnamese](#), and [Chinese](#).

For specific details go to the [County of Santa Clara Public Health Department's website](#), other informational links include:

[Official Public Health Order](#)
[Public Health Department Press Release](#)

County Office of Education

Seven Bay Area county health officers, in collaboration with their six county superintendents of schools have made a unified, regional decision to **extend school closures and student dismissals from regular school attendance through May 1, 2020** to slow the spread of COVID-19 to the maximum extent possible. The safety and wellness of students, school personnel, and the community are the highest priorities of all schools and districts in these six counties.

• Alameda County Office of Education • Contra Costa County Office of Education • Marin County Office of Education • San Francisco Unified School District • San Mateo County Office of Education • Santa Clara County Office of Education

The UAP is A collaborative model with: FIRST 5, County of Santa Clara, Santa Clara County of Education, Alum Rock Unified School District, Franklin McKinley School District, and other partners

[Press Release and More Information](#)



[**Santa Clara County Office of Education Supports County-Wide Childcare Programs for Emergency Service Workers:**](#)

Santa Clara County Office of Education (SCCOE) in partnership with community organizations and agencies throughout Santa Clara County will support Emergency

Childcare Programs for Healthcare Workers and First Responders.

Starting this week organizations like the YMCA in partnership with the Morgan Hill Unified School District, and the El Camino Hospital in Mountain View and Los Gatos, the SCCOE Emergency Preschool Program, and organizations in partnership with First 5 of Santa Clara, Healthier Kids Foundation, Santa Clara Board of Supervisors, the Santa Clara County Council, and the City of San Jose will begin opening preschool and childcare programs to serve children of medical personnel and first responders. These programs are not open to the general public.

All childcare centers for emergency workers in Santa Clara County will follow social distancing, sanitation, and hygiene practices specified by the County of Santa Clara Public Health Department, the State of California and the Federal Centers for Disease Control. Hours of operation, age requirements and cost will vary per program.

Interested applicants can contact their human resources or public affairs departments within their organization for details on how to easily enroll in programs in their area.

UAP-County Program

The UAP Staff are currently working with families and available to provide navigation assistance via phone, email, text, and video. Over the last few days our team has been working creatively with families to assist in obtaining medical care, apply for unemployment and obtain food. UAP staff are working to become aware of as many current Covid-related resources and are eager to assist. During these challenging times, UAP will be available to assist families with children over the age of 8 and other community members to connect with food and wellbeing resources

If you need assistance with families with high needs please contact Rose Litvin, interim UAP Program Manager, at rose.litvin@ceo.sccgov.org to assist in assigning cases to staff. She can help with navigating any challenges with existing referral streams (e.g. Persimmony) due to the number of staff working remotely. Please do not provide confidential information in the email.

We are sharing information that our UAP Consultant has organized into a Covid19-related resource bank. The collection includes resources and information at local, state, and federal levels, and many printable/sharable flyers in multiple languages at your fingertips. Some of

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what is included: Behavioral Health flyers, food access information, daily UAP updates and more. The link will be continually updated as resources as become available or are updated.

County Services Going Online

Most County Services will be available online. [Learn more here.](#)

Alum Rock Unified School District

All schools are closed from Monday March 16 through May 1st Schools will reach out to parents regarding educational materials and other needed support (e.g., short care plans for at-risk students, educational kits for students with special needs). Parents will be able to communicate with teachers via email or site-specific communication tool during school hours for the duration of school closures with questions regarding this educational support. [ARUSD website](#) is updated with information for parents.



FREE LUNCH MEAL REMINDER

Alum Rock Union School District is offering free packed meals to any individual under 18. Please visit any of the following schools, Monday-Friday from 11:00 am to 1:00 pm.

Arbuckle Elementary 1970 Cinderella Lane San Jose, CA 95116	Cesar Chavez Elementary 2000 Kammerer Ave. San Jose, CA 95116
Dorso Elementary 1290 Bal Harbor Way San Jose, CA 95122	Hubbard Media Arts Academy 1680 Foley Ave. San Jose, CA 95122
Linda Vista 100 Kirk Ave. San Jose, CA 95127	Sheppard/Painter 480 Rough and Ready Rd. San Jose, CA 95133

Franklin McKinley School District

All schools are closed from Monday March 16 through May 1st. School district central offices will remain open with essential personnel.

[School Closure Information, Meal Sites and Educational Material Information](#)

Family Self-Referral for Services and Supports: Families can use [this link](#) for referrals for counseling or other support and basic needs services

FMSD is updating their website regularly as we receive new information. Includes information on general updates on COVID-19, home learning resources for students, meal updates, and other resources available to families during this time. Please take a look here updates during school closure:

<https://www.fmsd.org/apps/pages/covid19>

Grab-N-Go Meals

Breakfast and lunch will be provided to all children 18 and younger at schools in the Franklin-McKinley School District during the school closure. Children who attend schools not currently listed may pick up meals at the closest location to them. This list is updated regularly as we adapt to meet the needs of our community.

Meal pick up window: 11:00am-1:00pm

As of March 30, 2020, families will be able to pick up meals daily, Monday-Friday, at the locations below.



FREE MEALS AVAILABLE DURING SCHOOL CLOSURE			
Dahl Elementary 3200 Water Street San Jose, CA 95111	Lairon College Prep. 3975 Mira Loma Way San Jose, CA 95111	Santee Elementary 1313 Audubon Drive San Jose, CA 95121	Stonegate School 2605 Gassman Dr. San Jose, CA 95121
Hellyer Elementary 725 Hellyer Avenue San Jose, CA 95111	McKinley Elementary 651 Macredes Avenue San Jose, CA 95116	Shirakawa School 665 Wool Creek Drive San Jose, CA 95112	Windmill Springs School 2880 Aetna Way San Jose, CA 95121
FMSD will distribute meals Monday-Friday, between 11am and 1pm. This schedule will begin as of Monday, March 30, 2020.			

Monthly Food Distributions are also still taking place during the school closure. Please [click here](#) for a list of Food Distributions in Franklin-McKinley School District.

FIRST 5 Update

In our partnership and together we will continue to provide the necessary support and services to the children and families of Santa Clara County. FIRST 5 is developing plans for FRC's to be able to deliver curb side and online child information and activities to best meet the needs of families at food distribution sites in ARUSD and FMSD and other school based food distribution sites in the County.


FIRST 5 is working with Healthier Kids Foundation to reach out to families to identify emerging needs as a result of Covid19. Through this process, staff from Healthier Kids Foundation may come across families who may benefit from "virtual" navigation support. These families will be referred to UAP staff. In making referrals for UAP "virtual" navigational support, HKF will prioritize families in the Alum Rock and Franklin McKinley school districts.

Childcare- With childcare centers closed. There is some exploratory work happening to look at providing childcare to emergency responders, essential staff and health care workers. More to come on that as well.

The Educare Family Resource Center is open with limited drop-in services. Parents and caregivers are encouraged to call to make an appointment. While on-site parent and early education programs are postponed, [Educare California at Silicon Valley](#) and Family Resource Center staff are working diligently to connect families to housing support, food assistance,

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employment information, internet access, family activity kits, diapers, formula, healthcare, and other resources.

 (408) 573-4804

 Monday-Friday, 9 a.m. - 5 p.m

The Inclusion Collaborative of SCCOE promotes a culture that values all children by strengthening, sustaining, and ensuring inclusive practices. We believe every individual regardless of abilities and disabilities has the right to full access to quality inclusive learning and community environments. Their [SCCOE Warmline Support for Families](#) is open 16 hours a day FREE support, information and referrals for including children of all ages with disabilities and other needs in your community. Call (408) 453-6651 or WarmLineRemoteLearning@sccoe.org

Food Distribution



Second Harvest Food Bank is committed to providing free, nutritious food to anyone in need – even if you've never needed our services before or only need them temporarily. To find out where your nearest grocery distribution is, you can:

- Call our Food Connection hotline at 1-800-984-3663
- Food Connection can refer seniors who need meals to the appropriate provider
- Text **GETFOOD** to 408-455-5181
- Email us at getfood@shfb.org

Second Harvest *SV*/Normally Second Harvest distributes to 64,000 households on a monthly based. Calls to our call center hotline has increased 5 fold. Focusing on increasing production of food boxes. National Guard has been requested to support Second Harvest Food Bank Home delivery process started with Catholic Charities (using their employees as drivers) – Senior homebound above 60. Also delivering to senior home complexes.

[Sacred Heart Community Service](#) is distributing pre-packaged food bags to members during our normal business hours Monday: 9—4, Tuesday 9—4, Wednesday 9—4, Thursday: 9—4, Friday: 9—12. Please note that for safety reasons we will only be only allowing 25 people in the building at a time, so there may be an increase in wait times. In addition, the clothes closet is suspended at this time.

SENIOR SHOPPING HOURS

ZANOTO'S MARKET
8am-9am
1970 Naglee Ave. San Jose, CA 95126

SAFeway
7am-8am-Every Tuesday and Thursday

WHOLE FOODS
One hour before posted opening hours, daily

TARGET
The first hour of operation in all stores

CARDENAS MARKETS
6am-7am

WALMART
First hour of operation every Tuesday

CHAVEZ SUPERMARKETS
7am-8am

RANCH 99
One hour before opening hours, weekdays only

LUCKY SUPERMARKETS
6AM-9AM, Tuesdays and Thursdays


 OFFICE OF THE COUNCILMEMBER
 RAUL P. PEREZ
 SAN JOSE DISTRICT 5

Senior Food Resources

To enroll or learn about how to qualify for the County [Meals on Wheels Program](#) - Service is available to: homebound individuals who are 60 years of age or older; who - due to illness or disability - are unable to purchase food or cook meals for themselves; and who do not have someone who can purchase food or cook meals for them on a consistent basis. For more information about the Sourcewise Meals on Wheels program, please call (408) 350-3200, option 4

No Senior Congregate Dining Sites Are Offering Dine-In Meals To-Go/Take-Out Meals Available. We have now moved toward a take-out model at most locations, while a handful of locations have temporarily closed. Click [here](#) for a map of locations and hours of operation.

[Emergency Assistance Network Directory](#) for food and housing assistance locations throughout the County.



VALLEY PALMS UNIDOS, NEIGHBORHOOD SAFETY UNIT, EAST SIDE UNION HIGH SCHOOL DISTRICT, & SECOND HARVEST OF SILICON VALLEY INVITE YOU:

DAILY GRAB + GO LUNCHES @ VALLEY PALMS APARTMENTS

12pm-1pm at the VP Basketball Courts 2245 LANAI AVENUE SAN JOSE, CA 95122

Monday-Friday starting Monday 3/23/2020

Contact: VALLEYPALMSFRC@GMAIL.COM








Tuesday March 17, 2020 through Friday April 3, 2020
Meals will be served Monday through Friday
All sites are providing meals at no charge. Service times are below:

CADWALLADER 10:30AM-11:30AM	HOLLY OAK 12:30PM-1:30PM	NORWOOD 12:30PM-1:30PM
CAROLYN CLARK 10:30AM-11:30AM	LAURELWOOD 12:30-1:30PM	QUIMBY 12:30PM-1:30PM
CHABOYA 12:30PM-1:30PM	LEYVA 10:30AM-11:30AM	SILVER OAK 12:30PM-1:30PM
CEDAR GROVE 10:30AM-11:30AM	MATSUMOTO 10:30AM-11:30AM	J.F. SMITH 10:30AM-11:30AM
DOVE HILL 10:30AM-11:30AM	MILLBROOK 10:30AM-11:30AM	KATHERINE SMITTH 10:30AM-11:30AM
EVERGREEN 12:30PM-1:30PM	MONTGOMERY 12:30PM-1:30PM	O.B. WHALEY 12:30PM-1:30PM

In effort to minimize close contact and large gatherings, simply walk or drive up to the front of the school for service. A typical lunch will include an entrée, fruit or fruit juice, vegetable, whole grain snack and milk. A vegetarian choice will be available. Entrees will be served cold for families to heat in the convenience of their own home. Children and teens must be present to receive a meal. Please do not attend if anyone in your party is sick or having any respiratory symptoms. For more information, please call Child Nutrition Services at (408) 223-4500.

This institution is an equal opportunity provider.

[East Side Union High School District Food Distribution](#)-Meals to-go starting 3/16 from 12pm-1pm, M-F

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[San Jose Unified School District Food Distribution](#)

[Evergreen Unified School District](#)

[Rocketship](#) -Meals to-go starting 3/16 from 8am-12pm, M-F

[Complete List of School Lunch Program during Closures](#)

Goodwill on 7th St will serve “to go” meals and a hygiene kit from Mon – Fri 3:30pm to 4:30pm.

Housing and Homelessness



Over the past week-and-a-half, Destination: Home has been supporting the joint effort between the County of Santa Clara, City of San Jose, public health experts and our partners to slow transmission of COVID-19, mitigate the impact that novel coronavirus could have on homeless individuals and families, and identify resources for those people that need isolation but have no home. [For more information](#)

Homeless Prevention Funding. Sacred Heart Community Services is directing people to request financial assistance over the phone due to the public health protocols. Households can call (408) 278-2166 or email housinginfo@sacredheartcs.org to schedule a phone appointment. If someone walks into the building they will be directed to schedule a phone appointment, unless it is an emergency. Households can also continue to contact The Health Trust.

Today, the HPS team launched a new COVID-19 Financial Assistance program that provides financial assistance to households that have lost income related to COVID-19. See below and attached for more information. Please note, the online application is currently down over night for maintenance due to the very high volume of applications received today. We will it open it up again tomorrow morning.

The Santa Clara County Homelessness Prevention System has temporary financial assistance available to help low-income residents who have lost income and are unable to pay rent as a result of COVID-related impacts. To qualify for assistance, you must be a resident of Santa Clara County, your household income must be less than 80% of the average median income (AMI) and you must have a documented loss of income related to COVID-19.

Who Is Eligible for Assistance?

To qualify for assistance, you must meet all 3 criteria outlined below:

1. You must be a resident of Santa Clara County
2. Your household income must be less than 80% of the average median income (AMI)

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3. You must have a documented loss of income related to COVID-19 impacts due to health, employment, or school/child care closures
4. Households will need to submit basic documentation to verify eligibility, including: ID, income verification, and documentation of the COVID-19 related loss of income.

What will Eligible Households Receive?

Eligible households will receive direct financial assistance, based on documented loss of income as a result of COVID-19 impacts, up to a maximum of \$4,000 of lost income per month.

Assistance may be requested once per month for the duration of the public health emergency, as long as the household continues to experience an economic impact and funds are available. Basic information and referral to area services will also be available for households.

You can apply for assistance:

- Online: sacredheartcs.org/covid19
- By Phone: 408-780-9134
- In-person: *Limited appointments can also be arranged by calling the phone line or emailing covid19help@sacredheartcs.org*

Please refer all families that are not facing eviction to The Health Trust **Family Support Housing Navigator's** will be rotating at the many FRC's throughout the County to provide Housing Navigation support to families in need. FSS to serve all FRCs through a rotation-based deployment and a central contact. Central contact number for FSS will be 408-320-5049

FRC /FSS	Evergreen	Seven Trees	Hubbard	Cureton	Cesar Chavez	Painter	Educare	Dahl	9th
Sara	1 st Tuesday	2 nd Tuesday	1 st Wednesday	3 rd Wednesday	2 nd Wednesday	4 th Wednesday	1 st and 3 rd Thursday	1 st Friday	2 nd Friday
Janely	3 rd Tuesday	4 th Tuesday	3 rd Wednesday	1 st Wednesday	4 th Wednesday	2 nd Wednesday	2 nd and 4 th Thursday	3 rd Friday	4 th Friday

Evictions: San Jose passed a 30-day moratorium on evictions that will go into effect in the coming weeks. Please note that tenants must show proof that they have had loss of income due to COVID-19 BEFORE their rent is due, so gather documentation as soon as possible

State Funding Announcement for COVID-19: Governor Newsom [signed emergency legislation](#) on Tuesday, March 17 that allocates up to \$1 billion in state funding to respond to the spread of COVID-19. The funding package includes \$150 million for local governments like San Jose for shelter support and emergency housing to address COVID-19 among the homeless population, and to purchase travel trailers and lease rooms in hotels, motels, and other facilities in partnership with counties and cities to provide immediate isolation placements throughout the state for homeless individuals. Other funding priorities include: increasing hospital bed capacity and purchasing medical equipment to combat the coming surge in COVID-19 patients, protecting hospitals, nursing homes, and other facilities most vulnerable to COVID-19 spread, providing

lifesaving services to Californians isolating at home, and providing funding to clean child care facilities that remain open.

Behavioral Health Services

Santa Clara County Resources- Important Behavioral Health Help Lines

For behavioral health needs, call 1-800-704-0900. This is for children, adults and seniors.

For the Suicide Prevention Hotline 855-278-4204

For all behavioral health information, go to: [Behavior Health Department Resources and help](#)

[Support Services \(NAMI Santa Clara County\)](#) The Warmline staff available at 408-453-0400 Monday through Friday, 10:00am to 6:00 pm. (Phone call only)

- Visit www.namisantaclara.org 24 hours a day, seven days a week, for resources and information about mental health

Bill Wilson Center Stress Hotline-Contact Cares offers confidential help lines for individuals of all ages. Trained volunteers provide supportive listening, counseling, crisis intervention, and referrals to callers. All help lines are confidential and available 24 hours a day, 7 days a week.

Help line topics include:

A hotline for youth ages 7-24, providing supportive listening, crisis intervention, information and referrals. Youth may call anytime for any reason.

A contact line for anyone experiencing depression, anxiety, grief, loneliness, parental stress, or general hard times.



For Kaiser Members-Behavioral Health at Kaiser is a self-referral dept. Any Kaiser members can call their local Psychiatry departments and ask to schedule an appt with a therapist. If members don't have the direct line for their local KP Psychiatry dept, they can call the main hospital number and get transferred directly to the clinic. All Psychiatry calls are managed locally, not by regional call centers. This is the most expedient way for our members to access mental health services. In many cases, they will get a telephone assessment either same day or next day, and then get connected to services.

Santa Clara Main Number (408) 366-4400

San Jose Main Number (408) 972-3095

Free for Kaiser members, the myStrength app offers a personalized program with interactive activities, in-the-moment coping tools, inspirational resources, and community support. And it has new features specifically designed to help you cope with fear or anxiety about the coronavirus. Get started at kp.org/selfcare.



Institute on Aging Friendship Line for Homebound Seniors-

Institute on Aging's 24-hour toll-free 800-971-0016 [Friendship Line](#) is the only accredited crisis line in the country for people aged 60 years and older, and adults living with disabilities. We also make on-going outreach calls to lonely older adults. The Friendship Line is both a crisis intervention hotline and a warmline for non-emergency emotional support calls.

Social Services Agency

Emergency Alerts to your phone: [AlertSCC](#) – sign up online for a free and easy way to get emergency alerts (e.g., earthquake, disaster, other community alerts) sent directly to your cell phone, landline, or email.



Santa Clara County residents can now call [2-1-1](#) for information on novel coronavirus and COVID-19 thanks to a new partnership between the County of Santa Clara and 2-1-1. Residents can also receive information on novel coronavirus by simply texting the word "coronavirus" to 211211 and following the prompts provided. Text services are available in English and Spanish. 2-1-1 operators are trained professionals with experience fielding questions and providing fact-based answers. 2-1-1 phone and text services are available 24 hours a day, 7 days a week, in 150 languages through phone interpretation services.

Online Benefit Enrollment to Apply for Benefits for CalFresh, MediCal: SSA Enrollment Offices are closed but services are available online and through the hotline:

<https://www.mybenefitscalwin.org/>

[Cal Fresh Information](#) includes hotline information and application links

Emergency One-time Cash Aid Supports. For 24-Hr Automated InfoLine, call 1-877-962-3633.

Foster Care Support-As the situation surrounding the COVID-19 virus becomes increasingly urgent, efforts are underway to address the needs of foster youth, homeless youth and other vulnerable populations. Check out these resources for youth including Free UHaul Storage, Discounted Flights, Laptops for Learning, Resources for Homeless College without Dorms [COVID-19 Virus Resources - Cell Phones, Laptops, Work Study Payments, Free Storage](#)

Domestic Violence Hotlines

- [Next Door Solutions to Domestic Violence Hotline](#) emergency shelter and 24-hour crisis line remain open call (408) 279-2962.
- [Asian Women's Shelter](#) Hotline 408-975-2739
- [YWCA Domestic Violence](#) and Sexual Assault Hotline 800-572-2782

- [Community Solutions](#) in South County Domestic Violence Hotline 1.877.END.SADV (1.877.363.7238)

[African American Community Service Agency \(AACSA\)](#) is offering emergency food baskets, toiletries, books/educational resources from our Family Resource Center (FRC) through a pick up and go process. Individuals or families can call their emergency line at (650) 239-6744 or e-mail info@sjaacsa.org.

Immigration Updates



IF YOU SEE ICE ON THE STREET
STAY AWAY! CALL US. WE'LL SEND RESPONDERS TO VERIFY IF IT'S ICE.

IF ICE KNOCKS ON YOUR DOOR
DON'T OPEN! CALL US. WE'LL GUIDE YOU THROUGH YOUR RIGHTS.

IF ICE DETAINS A LOVED ONE
CALL US! WE'LL CONNECT YOU TO LEGAL SERVICES AND SUPPORT.

* THIS IS NOT A GENERAL INFORMATION HOTLINE

Immigration-City of San Jose Report: Community Unity and Support of our Immigrant Community:

As we work to protect all members of our community from COVID-19, the [Rapid Response Network](#) in Santa Clara County ([Spanish video](#), [Vietnamese video](#)) continues its operations and stands ready to protect community members targeted by Immigration and Customs Enforcement (ICE). If you see or think you see ICE in your community, call 408-290-1144 immediately and Rapid Response volunteers and immigration attorneys will be ready to assist.

Public Charge:

USCIS has announced that immigrants can seek testing, treatment, and prevention of COVID-19 without fearing immigration consequences due to public charge. The public charge regulations from the Department of Homeland Security & Department of State — which institute a wealth test in our immigration system — went into effect on Monday, February 24, 2020, while the litigation proceeds in the lower courts. Please visit [Protecting Immigrant Families](#) for more information.

Unemployment Benefit Enrollment and Employment Information

Due to current events, State Employment Development Offices are experiencing a large increase in claims filed and are extending our staff resources to keep up with the demand. For faster service, use UI Online to file your claim, certify for benefits, and get payment information. Online Unemployment information. This website also has online YouTube videos on how to apply.

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https://www.edd.ca.gov/unemployment/UI_Online.htm UAP staff can help families navigate filling out this form for Spanish and Vietnamese speakers as well,

Attached is a checklist for information needed for filing an employment claim.

The [Governor's Executive Order](#) has waived the one-week unpaid waiting period, so people can collect for the first week they are out of work. Individuals can apply online for forms and information go [Unemployment and Other Benefits Online](#)

If you are eligible, the EDD processes and issues payments within a few weeks of receiving a claim.

Reasons for Filing a Claim include:

- Caregiving
- School Closures
- Reduced Work Hours

Social Security

All local Social Security offices will be closed to the public for in-person service starting Tuesday, March 17, 2020. Secure and convenient online services remain available at www.socialsecurity.gov.

RELIEF FUNDS FOR UNDOCUMENTED WORKERS IN CALIFORNIA

Resources are available in Spanish on these websites as well.

Restaurant Opportunities Centers United – Restaurant workers in need of financial assistance. / [Restaurant Workers Relief Fund](#)

[One Fair Wage Emergency Fund](#)- Cash assistance to restaurant workers, car service drivers, delivery workers, personal service workers and more who need the money they aren't getting to survive

[USBG National Charity Foundation](#) – Bartender Emergency Assistance Program- Bartenders, or the spouse or child of a bartender who have experienced an emergency hardship.

[Another Round, Another Rally Emergency Assistance](#)- \$500 relief grants. Workers in the hospitality industry, dishwasher, bartender, server, busser, chef, cook, sommelier, manager, host, concierge, cleaning staff, or barback may apply for funds

[National Domestic Workers Alliance Coronavirus Care Fund](#)- The Coronavirus Care Fund will provide emergency assistance for home care workers, nannies and house cleaners.

National Day Laborer Organizing Network – Immigrant Worker Safety Net Fund- No application available yet; for now, workers can contact NDLO by email at info@ndlon.org or by phone at

[Employment Rights Fact Sheet \(Legal Aid at Work\)](#)

[Information About Health Access \(Health Consumer Alliance\)](#)

[Benefits Eligibility for Covid-19 \(Employment Development Department\)](#)

[How Disability Rights California Can Help You \(Disability Rights California\)](#)

City of San Jose

Silicon Valley Strong Launched this is a centralized volunteer tracking system for food sorting and delivery. This critical, regional effort seeks volunteers to ensure food security for our most vulnerable residents among the 1.9M people in this County. Food volunteers are needed. They will focus our delivery efforts primarily on seniors and the medically vulnerable who are urged to self-isolate for their own safety. [Volunteer and Key Information Here](#)

The City of San Jose is issuing twice daily flash reports at 10 a.m. and 5 p.m. [Subscribe on the City's website.](#) *Community Centers and Libraries are closed*

Playground Closures- Effective immediately, all City playgrounds are closed. Parks and trails are open. Anyone using them must keep a distance of at least 6 feet from others, and follow all other County and State guidance and orders.. For more information on the Department of Parks, Recreation and Neighborhood Services closures and cancellations, visit bit.ly/prnscancellations.

San Jose Libraries: All San Jose library locations are closed to the public until further notice. Library cardholders can still access online services by visiting sjpl.org. A new [eLibrary Card](#) has been made available for anyone who wants to become a member and access online resources, such as: eLearning, homework help, eBooks, streaming services and downloads. People can also participate in the Library's new online program, [Spring into Reading](#), which promotes reading and fun activities that can be done at home for a chance to win prizes. To receive updates from the library, follow @SanJoseLibrary on Facebook, Twitter, and Instagram

Senior Nutrition- Community Center Senior Nutrition programs will transition to curbside pick starting Wednesday, March 18

San Jose Fire Department: Fire Department emergency responders and dispatchers remain fully staffed and are ready to answer your call. The department is taking measures to protect essential employees and first responders from the spread of coronavirus (COVID-19). In addition to reinforcing the importance of good personal hygiene, our firefighters are cleaning surfaces, high touch points and shared equipment daily at each fire stations. First responders are also donning personal protective equipment in the form of masks, goggles, gloves and gowns to limit exposures to themselves or members of the public while responding to medical emergencies. While social distancing is difficult for firefighters to practice with one another while on duty as they not only work in close proximity, they live, eat and train together, they will practice social distancing when out in the community. If you come into contact with firefighters, please understand they have been directed to maintain a six-foot distance from others whenever possible.

Department of Transportation Parking Compliance: Parking citations, vehicle abatement, and the processing of parking tickets and fees have been suspended. Parking officers will not be ticketing for parking violations, or towing abandoned or illegally stored vehicles on city streets.

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Vehicles parked in an unsafe manner will be referred to the San José Police Department. Citation payment and adjudication (contesting a ticket) deadlines are also suspended for thirty days, through April 16, 2020. Payments and adjudication requests for previously issued citations can still be completed online, at www.pticket.com/sanjose. Downtown parking garages will continue to operate, with limited staffing, allowing the public access to essential services, such as restaurants with take-out options.

The City of San Jose wants you and your employees to have important information about the COVID-19 pandemic and is sending this email to the emergency contact address that you gave the City when your business registered in the San Jose tax system. If you would like to receive these notices at an additional address you can subscribe to one or more of the following distributions:

- BusinessOwnerSpace.com Notices – Small businesses can keep informed about workshops and other services offered by over 30 small business assistance organization programs through this subscription.
- [SJ Economy Notices](#) – The City of San Jose Office of Economic Development sends out a regular notice about issues of interest to San Jose businesses
- [City of San Jose COVID-19 Flash Reports](#) – Updates and announcements from the City of San Jose about COVID-19 are distributed in the morning and late afternoon to subscribers.

Other Important Links

Water-San Jose Water Suspending Water Shutoffs due to Non-Payment:
During this time, San Jose Water is also suspending water shutoffs for non-payment and offering additional protections to customers who may be impacted by COVID-19. Further information is available at www.sjwater.com.

Free Internet Resources-Several companies including Charter, Spectrum, and Comcast have announced plans to offer free internet service for 60 days to households with students as classes are moving online amid concerns about COVID-19. Beginning March 16, Charter Communications will make its internet and WiFi services available for free for 60 days to households with K-12 and/or college students who don't already have internet through the company. WiFi hotspots will also be open for public. Learn more here.

Charter and Spectrum: 1-844-488-8395

Comcast: 855-846-8376 for English speakers or 855-765-6995 for Spanish speakers

- [Comcast COVID-19 response](#): offers free WiFi for 2 months to low income families plus all Xfinity hot-spots are free to the public during this time
- [Charter Free Internet offer for 2 months](#)
- [AT&T COVID-19 response](#): offers open hot-spots, unlimited data to existing customers, and \$10/month plans to low income families
- [Verizon COVID-19 response](#): no special offers, but following the FCC agreement.

The UAP is A collaborative model with: FIRST 5, County of Santa Clara, Santa Clara County of Education, Alum Rock Unified School District, Franklin McKinley School District, and other partners

- [Sprint COVID-19 response](#): follows FCC agreement, provides unlimited data to existing customers, and, starting Tuesday, 3/17/2020, will allow all handsets to enable hot-spots for 60 days at no extra charge (I expect others will follow).
- [T-Mobile COVID-19 response](#): follows FCC agreement, plus unlimited data to existing customers, and, coming soon, will allow all handsets to enable hot-spots for 60 days at no extra charge

Legal Information

Legal Information

The Workers' Rights Clinic provides low-income and unemployed people with confidential information about their legal rights related to work in California. We provide services in Spanish, Mandarin, and Cantonese, and we can accommodate other languages. [Legal Help Lines for Clients](#)

Pro Bono Project- If anyone is seeking legal help with domestic violence, child custody and visitation...our office, although is closed, we are still is still open by phone and are accepting new clients visit probonoproject.org

[Avoid Coronavirus Financial Scams](#)

Disability Rights and information [Disability Resources, IHHS etc](#)

[March 16: Santa Clara Superior Court Suspends All Non-Essential Functions for Duration of "Shelter in Place" Order.](#)

[Mental Health And COVID-19 – Information And Resources \(Mental Health America\)](#)

[Employment Rights Fact Sheet \(Legal Aid at Work\)](#)

[Information About Health Access \(Health Consumer Alliance\)](#)

[Benefits Eligibility for Covid-19 \(Employment Development Department\)](#)

[How Disability Rights California Can Help You \(Disability Rights California\)](#)

[COVID-19 Information for People Living with AIDS \(Office of AIDS - California Department of Public Health\)](#)

[Coronavirus Resources \(National Health Law Program\)](#)

Office of the County Executive

U.S. Census: Census: People can still complete the census online at my2020census.gov or by phone at 844-330-2020, available in 13 languages. The current deadline to complete the census is August 14. **Remind and urge families to Get Counted**—to ensure more resources come to the County.

On March 18, the U.S. Census Bureau announced it will postpone field operations until April 1 as a precautionary step to protect the health and safety of the public, and Census Bureau employees. Service-based (soup kitchens, shelters, etc.) and Targeted Non-Sheltered Outdoor Locations (encampment counts) have been rescheduled to April 29-30 and May 1. Adjustments have also been made to Group Quarter operations to accommodate recent scheduling changes on college campuses. [Click here](#) for the Census Bureau press release.



Valley Transportation Authority(VTA) will operate bus, light rail and paratransit services for essential travel and will not be collecting fares at this time._will continue to operate bus, light rail and paratransit services for essential travel only [VTA Covid information](#)

LGBTQ+ Youth Resources:

It's important that we continue to work to provide resources to our most vulnerable, including our LGBTQ+ youth. The Office of LGBTQ affairs- Santa Clara County provides resources for families as well, including curriculum and support services during COVID-19.

[LGBTQ Resources](#)

[Gender Spectrum's online groups and programs are Continuing.](#)

[Project Your Space and Well Being on Instagram](#)