

Resource List for Basic Needs

How to use this list

This list is a collection of resources that are available to you and community members in times of hardship. Use the “Contents” to click on a specific topic, i.e. Food. It is not comprehensive – this is just to get you started. We have verified some listings but not all of them. If you find something that needs updating, please email sustainability@cupertino.org.

What should I do first?

1. “One-stop-shop agencies” is a great place to start. Look up your zip code and call the agency that serves you to find out what services they can offer you. While you are waiting for a service to return your call or process your application, start signing up for another service and get on as many waiting lists as you can.
2. Call the Santa Clara County COVID Assistance Network hotline: 408-809-2124. Leave a message with your question or need and get a response within 24 hours.
3. You can also call 2-1-1 for assistance finding services.
4. Visit www.siliconvalleystrong.org for critical updates and local resources to help you get through the COVID-19 crisis.

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One-stop-shop agencies

General services offered:

- One Time Rent and Mortgage Payment Assistance
- Move In Costs for Rental Deposits
- One Time Utility Assistance
- Information and Referrals, e.g MediCal, CalFresh (Food Stamps), Food Pantries
- Other Services may include: Food Distributions, Case Management, Job Training, Employment Assistance, LowIncome Utility Programs, After School Care, Backpacks and School Supplies, Veterans Assistance, Housing Search Assistance, Temporary Shelter Services

Some services are income based, call for the agency for eligibility info.

Agency List:

Agency	Contact Info	Services	Service Area / Zip codes	
Community Services Agency	204 Sterlin Rd. Mountain View 94043 (650) 968-0836 csacares.org	1. Emergency Financial Assistance 2. Food & Nutrition Center 3. Mobile Food Outreach 4. Senior Case Management 5. Senior Lunch & Nutrition Program 6. Case Management 7. Homeless Services 8. Challenge Diabetes Program 9. Onsite Services from Outside Providers	Northern Santa Clara County - Mountain View, Los Altos, and Los Altos Hills.	94022 94024 94035 94040 94041 94043
Sacred Heart Community Service	1381 South First St. San Jose 95110 (408) 278-2160 sacredheartcs.org	1. Food & Clothing Assistance 2. Family & Children - Education & Domestic Violence Intervention 3. Housing - Rental, Deposit, Utility, & Weatherization Assistance 4. Employment, Financial Coaching, & Benefits Access 5. Community Organizing & Policy Advocacy	Downtown San Jose and Campbell 95008 95110 95111 95112 95113 95116 95117	95118 95120 95123 95124 95125 95126 95128 95136
St. Joseph's Family Center	7950 Church St. Suite A Gilroy 95020 (408) 842-6662	1. Food Assistance 2. Rental & Utility Assistance 3. Housing & Supportive Services 4. Employment Services 5. Cold Weather Shelter Programs: Ochoa Winter Shelter for families, Case Management, Gilroy Armory 6. Other Services: Uplift Bus Pass, Transit Assistance Program (TAP, Gilroy Street Team, Lord's Table	Gilroy and San Martin	95020 95046

Agency	Contact Info	Services	Service Area / Zip codes	
Sunnyvale Community Services	725 Kifer Rd. Sunnyvale 94086 (408) 738-4321 svcommunityservices.org	1. Food & Nutrition Assistance 2. Financial Support 3. Rental & Utility Assistance 4. Housing Support Services 5. Other Services: Backpack Program, Holiday Center, Supportive Services for Veteran Families, Case Management Services	Sunnyvale and Alviso	94085 94086 94087 94089 95002
LifeMoves	181 Constitution Drive, Menlo Park 94025 (650) 685-5880 lifemoves.org Georgia Travis House 260 Commercial Street, San Jose 95112 (408) 271-1630	1. Case Management 2. Financial Literacy and Savings 3. Childrens' Services 4. Mental Health support 5. Life Skills Education 6. Direct Client Assistance 7. Shelter Services	Milpitas, Santa Clara, and San Jose.	95035 95131 95133 95134
LifeMoves Opportunity Services Center	33 Encina Avenue, Palo Alto, CA 94301 (650) 853-8672	1. Emergency Rental & Utility Assistance 2. Day Drop-In Center 3. Case Management 4. Clothing Assistance 5. Day Service Amenities	Palo Alto and Stanford	94301 94303 94304 94305 94306
West Valley Community Services	10104 Vista Drive, Cupertino 95014 (408) 255-8033 wvcommunityservices.org	1. Food Assistance 2. Rental & Utility Assistance 3. Financial Support & Assistance 4. Housing Support Services 5. Case Management 6. Homeless Supportive Services 7. Other Services: Financial Coaching, Thanksgiving Food Baskets, Birthday Cakes (in partnership with Cakes4Kids), Back to School Clothing Program & Backpacks, Holiday Gift Program, Summer Camp Vouchers, Senior Transportation, Tax Preparation	Cupertino, Los Gatos, Monte Sereno, Saratoga, West San Jose and the surrounding mountain regions. Redwood Estates	95014 95030 95032 95033 95044 95070 95129 95130
The Salvation Army Silicon Valley	359 North 4th Street, San Jose 95112 (408) 282-8784 salvationarmysiliconvalley.org	1. Food Assistance 2. Rental & Utility Assistance 3. Homelessness Prevention 4. Other Services: Clothing Vouchers, Mattress Vouchers, Homeless Resources, T.A.P. Bus Passes, Calfresh/ID Services, Emmanuel's House (men's shelter) & Transitional Housing, Community Meal - Lunch & Dinner, Senior Nutrition Program, Licensed After-School Program	Santa Clara County (zip code restrictions apply for most programs)	95119 95121 95122 95127 95132 95135 95137 95138 95139 95141 95148

Advice and Counseling

All of the resources below are free and confidential. If there are eligibility restrictions, they are noted, otherwise the service is open to anyone.

Advice on making a budget, dealing with creditors, and other financial issues:

SparkPoint San Jose

Make an appointment: call 408-918-5199 and leave message with name and phone number or email sparkpoint@sjeccd.edu

Website: <https://econmobility.org/spark-point-san-jose/>

Service area: Santa Clara County residents

Advice on career and job issues:

NOVA Job Center

Website: <https://novaworks.org/>

Contact: e-mail at info@novaworks.org or by phone at 408-730-7232

Business hours: Monday–Friday, 8 a.m.–5 p.m.

Have you lost your job?

- The State has joined Bitwise Industries and the Kapor Center to launch OnwardCA.org, a new platform connecting displaced California workers with more than 70,000 job opportunities in critical industries.
- Work2Future hosts a local job board where resumes can be submitted directly to hiring managers: <https://www.work2future.org/#EmploymentOps>.
- To build on professional skills, Santa Clara County residents can access Metrix for free: http://work2future.metrixlearning.com/sd/index_sanjose.cfm
- Candor provides an updated, user-generated list of companies that are still hiring (mostly focused on the tech industry and large corporations): <https://candor.co/hiring-freezes/>

Advice on landlord / tenant issues, eviction notices, mortgage default or foreclosure, discrimination:

Law Foundation of Silicon Valley

Attorneys and community workers specialized in housing issues. Housing based, evictions, discrimination, and landlord / tenant issues, notices. Foreclosure / default issues.

Eligibility: Generally, they serve low- to moderate-income people but they are flexible.

Phone: 408-280-2424

Service area: Santa Clara County residents

Project Sentinel

Non-profit, HUD-Approved Housing Counseling Agency. Homeownership counseling, mortgage delinquency counseling, free, neutral and confidential dispute resolution and mediation services for landlords, tenants, homeowners and neighbors, etc. Phone: 408.720.9888 or 888.324.7468

Food

CalFresh

CalFresh is California's food stamps (SNAP) program. Apply to get up to \$194 a month per household member on an EBT card. Takes about 10 minutes to apply.

<https://www.getcalfresh.org/en/apply>

Santa Clara County: [877-962-3633](tel:877-962-3633)

Interview rescheduling: [408-758-3847](tel:408-758-3847)

Eligibility: Multiple eligibility requirements.

Food banks:

You can get free food from your local food bank. Many are distributing fresh fruits and vegetables along with other items. To maintain social distancing, many food banks are doing drive-thru distributions.

- [Alameda County Community Food Bank](#) - Call 510-635-3663 or visit FoodNow.net to find food today
- [Food Bank of Contra Costa and Solano](#) - Call 1-855-309-3663
- [San Francisco-Marín Food Bank](#) - Call 415-282-1900 or visit their [Food Locator](#)
- Find a food bank in another CA county at <http://www.cafoodbanks.org/find-food-bank> - Enter your zip code and find a location to pick up food near you.

WIC (food for families with children under age 5 and pregnant mothers):

WIC is an income-based program for infants, children under 5, and pregnant/breastfeeding/postpartum women. Provides money for specific foods on a debit card. Due to the pandemic they are doing phone applications.

- To find the phone number for the office nearest you:
<https://m.wic.ca.gov/Clinics/ClinicSearch.aspx>
- Call our Participant Support Line: (800) 852-5770
- For more information, please visit our [COVID-19 Information for WIC Families](#) webpage: <https://www.cdph.ca.gov/Programs/CFH/DWICSN/Pages/WICCovid19Info.aspx>

Sacred Heart Community Service Food Pantry:

Food Pantry—distributing pre-packaged food bags to members during our normal business hours Mon - Thu from 9am-4pm and Fri from 9am-noon. 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. 1381 South First Street, San Jose, CA 95110

Meals on Wheels: food delivery for seniors & people with disabilities

Provides meal service to homebound seniors 60 years of age and older who are unable to provide meals for themselves or have difficulty obtaining food because of illness, frailty, or disability. <https://www.sccgov.org/sites/ssa/daas/snp/Pages/hdm.aspx>

Contact: Sourcewise Nutrition Coordinator at (408) 350-3246.

Rent and Mortgage

Silicon Valley Strong: Multiple resources / info on rent & mortgage relief:

<https://siliconvalleystrong.org/get-help/financial-resources/rent-and-mortgage-relief/>

Sacred Heart Community Service

Family Assistance/Homelessness Prevention System—prioritizing people who are facing eviction or have received a three-day notice for in-person appointments. All others are encouraged to call 408-278-266 for more information.

Tenant Protection Act of 2019: AB 1482

Signed into law Oct 2019, takes effect January 1, 2020, and sunsets on January 1, 2030. AB 1482 includes annual rent increase caps of 5 percent plus inflation or 10 percent, whichever is lower; protections for just cause and no-fault evictions; relocation assistance; and revised tenant noticing requirements. Most multifamily rental properties that are at least 15 years old are subject to this law. More info:

https://leginfo.legislature.ca.gov/faces/billTextClient.xhtml?bill_id=201920200AB1482

Eviction Moratorium:

Santa Clara County Countywide Moratorium on Residential and Commercial "COVID-19 Evictions:" On March 24, 2020, Santa Clara County issued an urgency ordinance temporarily banning evictions for non-payment of rent by residential and commercial real estate property tenants directly impacted by the COVID-19 pandemic. Info for landlords and tenants:

<https://www.sccgov.org/sites/osh/EvictionMoratorium/Pages/home.aspx>

Project Sentinel

Non-profit, HUD-Approved Housing Counseling Agency. Provides homeownership counseling, mortgage delinquency counseling, other housing related services such as free, neutral and confidential dispute resolution and mediation services for landlords, tenants, homeowners and neighbors. During COVID-19, Project Sentinel will provide remote mediation and conciliation services for landlords and tenants in need of addressing rent issues and resolving disputes. Phone: 408.720.9888 or 888.324.7468

Law Foundation of Silicon Valley

Attorneys and community workers specialized in housing issues. Housing based, evictions, discrimination, and landlord / tenant issues, notices. Foreclosure / default issues.

Eligibility: Generally, they serve low- to moderate-income people but they are flexible.

Phone: 408-280-2424

Service area: Santa Clara County residents

County of Santa Clara Parcel Tax Exemptions:

School Districts may offer Special Assessment tax exemptions to eligible taxpayers. You may be eligible if you are: 65 years of age or older, receiving Supplemental Security Income for a

disability (regardless of age), receiving Social Security Disabilities Insurance benefits (regardless of age) with a yearly income that does not exceed 250 percent of the 2012 federal poverty guidelines. For more info: <https://www.sccgov.org/sites/dtac/tax/Pages/parcel-tax-exemptions.aspx>

Utilities

Electricity and natural gas bills:

PG&E will suspend disconnections for nonpayment for all residential and small business customers and will remain in effect until further notice, as well as offer flexible payment plans to support customers.

- Visit: https://www.pge.com/en_US/residential/save-energy-money/help-paying-your-bill/longer-term-assistance/care/care.page
- CARE / FERA: These are PG&E programs that offer monthly discounts on your electricity and gas bill. Click the link above for the income guidelines. Simple application portal: https://m.pge.com/?_ga=2.138783537.34280733.1586294166-1726209173.1571783549#login

Water bills:

San Jose Water: Water Rate Assistance Program (WRAP) provides a 15% discount on the total water bill for eligible low-income customers: <https://www.sjwater.com/customer-care/help-information/water-rate-assistance-program>

Cal Water: Low-Income Rate Assistance (LIRA) offers a service-charge discount to qualifying low-income customers: <https://www.calwater.com/community/lira/>

Income limits for WRAP and LIRA (subject to change):

Household Size	1-2	3	4	5	6	7	8
Total Combined Annual Income	\$33,820	\$42,660	\$51,500	\$60,340	\$69,180	\$78,020	\$86,860

(Add \$8,840 for each additional household member)

Health care

Covered California

Health insurance assistance based on your income: <https://apply.coveredca.com/lw-shopandcompare/>

- Get help over the phone (800) 787-6921
- New applicants, fill out this info sheet and get a call back within 20 mins: <https://coveredca.helpdemand.com/lp/a8c3085e-e597-4ac8-ba23-42f245fdfa11/EN/FindHelpEN>

Santa Clara Valley Medical Center: low or no cost health care services

Provides primary medical and specialty care including pediatrics, psychiatry, diabetes, oncology, obstetrics, and gynecology. www.scvmc.org
750 South Bascom Avenue, San Jose, CA 95128
Phone: 408-885-5000
Eligibility and Fees: Open to all. Fees vary, accepts most insurance

Foothill Community Health Center:

Medical, Vision, and Behavioral Health Services open Monday to Friday 8 am to 10 pm and Saturday and Sunday from 8 am to 5 pm. www.sjfcc.org
1066 South White Road, San Jose, CA 95127
Phone: 408-729-9700
Eligibility and Fees: Open to all. Fees vary, sliding scale, accepts Medi-Cal, Medicare, and most insurance.

For more medical clinics, visit: <https://www.211bayarea.org/santaclara/health-care/health-care/medical-clinics/>

Financial Assistance

Sacred Heart Community Service

This is special financial assistance during the COVID-19 crisis.

- Status as of 4/6/20: Funding not currently available, but accepting names on their Interest List: <https://sacredheartcs.org/covid19/>
- \$4,000 per month financial assistance for COVID-19 related issues

Eligibility criteria (must meet all three criteria):

1. Santa Clara County resident
2. Household income must be less than 80% of the average median income (AMI) (see link above for income limits).
3. You must have a documented loss of income related to COVID-19 impacts due to health, employment, or school/child care closures

General Assistance

Provides monthly grants to eligible persons legally residing in the County who have no other means of support.

Eligibility: Multiple criteria, call and talk to the Eligibility Worker to discuss your situation.

Phone: 408-758-3100

24 / 7 Automated information line: 877-962-3633

[Website: www.sccgov.org/sites/ssa/debs/calworks/Pages/adults.aspx](http://www.sccgov.org/sites/ssa/debs/calworks/Pages/adults.aspx)

Help finding services:

2-1-1

2-1-1 is a 3-digit dial code, which means you can reach them by dialing 2-1-1 on your phone.

You'll be connected to a live person who will be able to connect you to resources/programs you might be eligible for (including food, utility assistance, tax preparation, shelter, transportation, etc.). It's a free service, open 24/7.

County of Santa Clara OLSE Advice Line:

Can help you determine eligibility for benefits related to unemployment, Disability Insurance, etc. for COVID-19 impacts and help you apply for them: 866-870-7725. Website:

Sccfairworkplace.org