

COVID-19 Community Resources

Due to the shelter in place order, many nonprofits are offering limited services or providing alternative options to in-person services. Refer to listings below for safety net services and other resources. The resources are organized by type of service.

COVID-19 screening and testing	
Resource	Information
Project Baseline	Use this online screening tool to screen and test for COVID-19: https://www.projectbaseline.com/study/covid-19/ . Based on the responses and testing appointment availability, you can find which testing site to go to in California. This tool is at no cost.
Santa Clara County COVID-19 testing locations	The Santa Clara County Public Health Department offers a tool to find local COVID-19 testing locations. Most locations require an appointment. Visit: https://www.sccgov.org/sites/covid19/Pages/covid19-testing.aspx
Homelessness	
Resource	Information
Homeless Prevention System (Sacred Heart Community Services)	For members who are at risk of losing their housing or missing an upcoming rent payment, give them the Homelessness Prevention System's contact information to request temporary assistance: <ul style="list-style-type: none"> • Call: 1-408-926-8885 • Email: housinginfo@sacredheartcs.org
Support for homeless or people with unstable housing	If a member has tested positive for COVID-19 or is under investigation for COVID-19, needs to be quarantined and is unsheltered, email housing@eoc.sccgov.org .
Loss of income	
Resource	Information
Financial assistance for low-income residents (Sacred Heart Community Services)	For members who have experienced a loss of income due to impact of COVID-19 on health, employment, or school and child care closures: <ul style="list-style-type: none"> • Visit Sacred Heart's website: https://sacredheartcs.org/covid19/ • Call: 1-408-780-9134 • In-person appointments can also be arranged by calling the hotline. <p>Members can add their name to the interest list so they can be contacted when and if additional funding becomes available. Please note: given the enormous demand for assistance, please know that it could take up to 20 days to hear back from the agency.</p>

	<p>Households will need to submit basic documentation to verify eligibility, including: ID, income verification, and documentation of the COVID-19 related loss of income.</p>
<p>COVID-19 Financial Assistance Program</p>	<p>Additional funding focusing on people most-in-need of assistance due to COVID-19 is now available through Sacred Heart Community Service and Destination: Home. Eligible households can receive \$1,000 for every individual who meets the eligibility criteria (max. \$2,000/household).</p> <p>To qualify for assistance, households must meet all five of the eligibility criteria:</p> <ul style="list-style-type: none"> • Live in Santa Clara County. • Have a household income less than 30% of the area’s median income prior to the COVID-19 crisis. • Able to demonstrate a loss of income related to the COVID-19 crisis. • Are ineligible for unemployment benefits or recent federal stimulus payments. • Did not already receive assistance from Sacred Heart Community Services and Destination: Home COVID-19 relief fund. <p>For more information or to add your name to the interest list, visit: https://sacredheartcs.org/covid19/ or call 1-408-780-9134.</p>
<p>Silicon Valley Independent Living Center (SVILC)</p>	<p>SVILC provides financial assistance to lower income older adults and persons with disabilities who have lost income or have been financially affected by COVID-19. SVILC will not require proof of citizenship or a Social Security Number when applying.</p> <p>Countywide Grassroots Financial Aid: \$1,000 check</p> <p>Eligibility:</p> <ul style="list-style-type: none"> • Santa Clara County resident • Extremely low income individuals or households, 30% or below area median income (AMI) • At least one household member over age 65 or has a disability • Documented evidence of financial hardship due to COVID-19 • Have not received financial assistance from Sacred Heart Community Services relief Fund • Not eligible for Unemployment Insurance OR not eligible for federal stimulus payment • Payment made to applicant

	<p>Milpitas Rent Relief: Up to \$4,000 for back rent owed</p> <p>Eligibility:</p> <ul style="list-style-type: none"> • Milpitas resident • Low income, 80% or below AMI • Older adult, person with disability, veteran, victim of domestic violence, or family with children in Milpitas Unified School District • Loss or reduction of income that affects ability to pay rent for one or two months — must show ability to pay rent the following month • Documented evidence of financial hardship and ability to pay rent beyond back-rent due • Payment made to landlord or property manager <p>SVILC CARES Act Fund: Up to \$3,000 toward back rent owed or amount of unpaid utility bill</p> <p>Eligibility:</p> <ul style="list-style-type: none"> • Santa Clara County resident • Very low or Extremely low income, 50% or below AMI • Older adult age 60+ or individual with disability or household with one member who is over age 60 or has a disability • Documented evidence of financial hardship due to COVID-19 • Not eligible for other funding programs • Payment made to landlord or utility company <p>For more information or for an Intake and Eligibility screening, call 1-408-894-9041 or email Housing911@svilc.org.</p>
<p>Rebuilding Together Silicon Valley</p>	<p>For those impacted by COVID-19, Rebuilding Together Silicon Valley is providing emergency repairs to restore hot water or heat, on a case-by-case basis. The repairs will be made by vetted contractors.</p> <ul style="list-style-type: none"> • Call 1-408-578-9519 for more information.
<p>Employment Development Department (EDD)</p>	<p>For people who have lost their jobs or have had their hours reduced due to COVID-19, unemployment benefits are available through the Employment Development Department (EDD). The Governor’s Executive Order waives the week-long waiting period, so people could collect benefits the first week they are out of work. Self-employed people are also eligible for benefits.</p> <ul style="list-style-type: none"> • Visit EDD’s online system at: https://www.edd.ca.gov/Unemployment/UI_Online.htm. <ul style="list-style-type: none"> ○ Currently, EDD is recommending using the online system as phone lines are overwhelmed. • Call: 1-800-300-5616

The Emergency Assistance Network (EAN)

This network provides a variety of services to prevent homelessness and act as a safety net for residents facing eviction, utility disconnection, and hunger. The services can be found based on residents living within certain ZIP codes. During shelter in place, EAN services may only be available by telephone and for grocery pickup:

- Food assistance
- Rent
- Utility assistance
- Medical and transportation aid
- Direct financial aid for special issues, like funeral expenses

Households will need to submit basic documentation to verify eligibility, including:

- Valid ID for all adults
- Birth certificate for children 18 and under
- Income verification (for all adults and other supplemental income for 1 month)
- Official mail or bill addressed to current home address
- Lease or mortgage agreement as proof of residency
- Proof of emergency (i.e. loss of employment, medical emergency)

Resource	Information
Community Services Agency of Mountain View & Los Altos	<ul style="list-style-type: none"> • Phone: 1-650-968-0836 • Address: 204 Sterlin Rd. Mountain View, CA 94043 • Serves these ZIP codes: 94022 Los Altos, 94024 Los Altos, 94040 Mountain View, 94041 Mountain View, 94043 Mountain View
LifeMoves Commercial St. Inn	<ul style="list-style-type: none"> • Phone: 1-408-271-1630 • Address: 260 Commercial Street San Jose, CA 95112 • Serves these ZIP codes: 95035 Milpitas, 95131 San Jose, 95133 San Jose, 95134 San Jose
LifeMoves Opportunity Center	<ul style="list-style-type: none"> • Phone: 1-650-853-8672 • Address: 33 Encina Avenue Palo Alto, CA 94301 • Serves these ZIP codes: 94301 Palo Alto, 94303 Palo Alto, 94304 Palo Alto, 94305 Stanford, 94306 Palo Alto
Sunnyvale Community Services	<ul style="list-style-type: none"> • Phone: 1-408-738-4321 • Address: 725 Kifer Rd. Sunnyvale, CA 94086 • Serves these ZIP codes: 94085 Sunnyvale, 94086 Sunnyvale, 94087 Sunnyvale, 94089 Sunnyvale, 95002 Alviso
Sacred Heart Community Services	<ul style="list-style-type: none"> • Phone: 1-408-278-2160 • Address: 1381 S. First St. San Jose, CA 95110 • Serves these ZIP codes: 95008 Campbell, 95110 San Jose, 95111 San Jose, 95112 San Jose (S. of Santa Clara St.),

	95113 San Jose, 95116 San Jose, 95117 San Jose, 95118 San Jose, 95120 San Jose, 95123 San Jose, 95124 San Jose, 95125 San Jose, 95126 San Jose, 95128 San Jose, 95136 San Jose
Salvation Army San Jose	<ul style="list-style-type: none"> • Phone: 1-408-282-1165 • Address: 359 North 4th Street San Jose, CA 95109 • Serves these ZIP codes: 95037 Morgan Hill, 95112 San Jose (N. of Santa Clara St.), 95119 San Jose, 95121 San Jose, 95122 San Jose, 95127 San Jose, 95132 San Jose, 95135 San Jose, 95138 San Jose, 95139 San Jose, 95148 San Jose
Salvation Army Santa Clara	<ul style="list-style-type: none"> • Phone: 1-408-247-4588 • Address: 3090 Homestead Road Santa Clara, CA 95051 • Serves these ZIP codes: 95050 Santa Clara, 95051 Santa Clara, 95054 Santa Clara
St. Joseph's Family Center	<ul style="list-style-type: none"> • Phone: 1-408-842-6662 • Address: 7950 A-Church St. Gilroy, CA 95020 • Serves these ZIP codes: 95020 Gilroy, 95046 San Martin
West Valley Community Services	<ul style="list-style-type: none"> • Phone: 1-408-255-8033 • Address: 10104 Vista Drive Cupertino, CA 95014 • Serves these ZIP codes: 95014 Cupertino, 95030 Los Gatos, 95032 Los Gatos, 95033 Los Gatos, 95070 Saratoga, 95129 San Jose, 95130 San Jose
Emergency funds assistance	
<p>Santa Clara County Society of Saint Vincent de Paul There are a number of churches and parishes in the county that offer emergency funds for paying bills or housing costs, such as rent. Others only offer basic needs, like free clothes, bus passes for work, and more. For more information on food, clothing, or financial aid, call the main referral line for the Santa Clara County area at 1-866-896-3587.</p>	
Locations serving: North Santa Clara County	<ul style="list-style-type: none"> • Our Lady of Peace in Santa Clara serves ZIP codes of 95054, 95117, and 95002. • Resurrection in Sunnyvale serves ZIP code of 94087. • St. Athanasius in Mountain View serves ZIP codes of 94039, 94043, and 94040. • St. Cyprian in Sunnyvale serves ZIP code 94086. • St. Joseph in Mountain View serves ZIP code 94041. • St. Lawrence in Santa Clara serves ZIP codes 95051 and 95050. • St. Martin in Sunnyvale serves ZIP codes 94086, 94087, and 94089.

	<ul style="list-style-type: none"> • St. Simon in Los Altos serves ZIP codes 94024 and 94040. • St. Thomas Aquinas in Palo Alto serves ZIP codes 94301 and 94306. • Holy Korean Martyrs in Sunnyvale serves ZIP code 94089.
Locations serving: Central Santa Clara County	<ul style="list-style-type: none"> • Queen of Apostles in San Jose serves ZIP codes 95117 and 95129. • Sacred Heart in Saratoga serves ZIP code 95070. • St. Clare in Santa Clara serves ZIP code 95050. • St. Frances Cabrini in San Jose serves ZIP code 95124. • St. Leo in San Jose serves ZIP codes 95126 and 95128. • St. Lucy in Campbell serves ZIP code 95008. • St. Martin of Tours in San Jose serves ZIP codes 95128 and 95126. • St. Mary in Los Gatos serves ZIP codes 95030 and 95032.
Locations serving: Santa Clara South/East County	<ul style="list-style-type: none"> • Christ the King in San Jose serves ZIP codes 95111 and 95138. • Holy Family in San Jose serves ZIP code 95136. • St. Catherine in Morgan Hill serves ZIP code 95037. • St. Elizabeth in Milpitas serves ZIP code 95035. • St. John Vianney in San Jose serves ZIP codes 95127 and 95148. • St. Victor in San Jose serves ZIP codes 95132 and 95131.
Food - pickup	
Resource	Information
Silicon Valley Strong	Online tool to find food access locations by ZIP code. Visit: https://siliconvalleystrong.org/
School meal pick-up	For students who need to find a school meal pick-up location near you. Call the pickup site to confirm times and availability: https://bit.ly/3azB5vt
Second Harvest of Silicon Valley	For low-income households in need of groceries, call Second Harvest of Silicon Valley at 1-800-984-3663 or text GETFOOD to 1-408-455-5181 to request assistance. <ul style="list-style-type: none"> • Hours of operation: Monday-Friday, 8 a.m. to 5 p.m.
Silicon Valley Independent Living Center (SVILC)	To pick up bagged food pantry items, make an appointment with SVILC. <ul style="list-style-type: none"> • Contact SVILC: <ul style="list-style-type: none"> ○ Call: 1-408-894-9041 ○ Email: info@svilc.org ○ Visit SVILC's website: https://www.svilc.org/ • UPDATE: Beginning on June 8, 2020: Hours of operation to pick up bagged food pantry items:

	<ul style="list-style-type: none"> ○ San Jose: Monday, Wednesday, and Friday from 11 a.m. to 12 p.m. ○ Gilroy: Tuesday and Thursday from 11 a.m. to 12 p.m. ● SVILC asks that those picking up to please wear a face mask and call or email ahead of time to maintain safe social distancing
<p>Catholic Charities of Santa Clara County</p>	<p>Catholic Charities of Santa Clara County is offering weekly drive-thru food distributions at local church locations. Registration is not required prior and will be done on site.</p> <ul style="list-style-type: none"> ● Churches include: <ul style="list-style-type: none"> ○ Our Lady of Peace Address: 2800 Mission College Blvd, Santa Clara, CA 95054 Hours of operation: Every Monday (beginning 04/13/20) Time TBD ○ Our Lady of Refuge Address: 2165 Lucretia Ave, San Jose, CA 95122 Hours of operation: Every Tuesday (beginning 03/31/20) 5 p.m. to 7p.m. ○ Most Holy Trinity Address: 2040 Nassau Dr, San Jose, CA 95122 Hours of operation: Every Tuesday (beginning 04/14/20) Time TBD ○ St. Martin of Tours Address: 200 O’Connor Dr, San Jose, CA 95128 Hours of operation: Every Wednesday (beginning 04/01/20) Time TBD ○ St. John Vianney Address: 4600 Hyland Ave, San Jose, CA 95127 Hours of operation: Every Thursday (beginning 04/02/20) 1 p.m. to 4 p.m. ○ St. Lucy’s Campbell Address: 2350 S Winchester Blvd, Campbell, CA 95008 Every Friday (beginning 04/10/20) 10 a.m. to 12 p.m. ○ Santa Teresa Parish Address: 794 Calero Ave, San Jose, CA 95123 Hours of operation: Every Saturday (beginning 04/4/20) 12 p.m. to 2 p.m. ● More information can be found at: https://www.catholiccharitiesscc.org/new-events/food-distribution-weekly-drive-thru-at-church-locations
<p>Loaves and Fishes</p>	<p>Loaves and Fishes are offering “to-go” meals at no cost to Santa Clara county residents.</p> <ul style="list-style-type: none"> ● Sites include:

	<ul style="list-style-type: none"> ○ Goodwill Industries Address: 1080 N 7th St, San Jose, CA 95112 Hours of operation: Monday-Friday 3:30 p.m. to 4:30 p.m. ○ SJ Vietnamese Seventh Day Adventist Church 1066 S 2nd St, San Jose, CA 95112 Address: 1080 N 7th St, San Jose, CA 95112 Hours of operation: Monday-Friday 4:30 p.m. to 5 p.m. <ul style="list-style-type: none"> ● More information can be found at www.loavesfishes.org or by calling 1-408-922-9085.
--	--

Designated priority shopping locations for high-risk community members (seniors, disabled, pregnant or immune compromised)

99 Ranch Market	<ul style="list-style-type: none"> ● Special hours: Monday-Friday from 8 a.m. to 9 a.m.
Albertsons	<ul style="list-style-type: none"> ● Special hours: Tuesdays and Thursdays from 7 a.m. to 9 a.m.
Lunardi's Markets	<ul style="list-style-type: none"> ● Special hours: Tuesdays and Thursdays from 7 a.m. to 8 a.m.
New Seasons Market	<ul style="list-style-type: none"> ● Special hours: Monday-Friday from 8 a.m. to 9 a.m.
Nob Hill Foods (Raley's)	<ul style="list-style-type: none"> ● Essential Bags, prepackaged essential grocery bags, are available for purchase for high-risk community members either curbside or in-store. ● Prescriptions may be scheduled for curbside pickups at their Pharmacy locations.
Safeway	<ul style="list-style-type: none"> ● Special hours: Tuesdays and Thursdays from 7 a.m. to 9 a.m.
Target	<ul style="list-style-type: none"> ● Special hours: Wednesday from 8 a.m. to 9 a.m.
Trader Joe's	<ul style="list-style-type: none"> ● Special hours: Monday-Sunday from 8 a.m. to 9 a.m.
Smart & Final	<ul style="list-style-type: none"> ● Special hours: Monday-Sunday from 7:30 a.m. to 8 a.m.
Walgreens	<ul style="list-style-type: none"> ● Special hours: *Only available to seniors* Tuesdays from 8 a.m. to 9 a.m.
Walmart	<ul style="list-style-type: none"> ● Special hours: *Only available to seniors* Tuesdays from 6 a.m. to 7 a.m.
Whole Foods	<ul style="list-style-type: none"> ● Special hours: *Only available to seniors* Monday-Sunday from 8 a.m. to 9 a.m.

Food - delivery

Great Plates Delivered – intake form through Sourcewise

Great Plates Delivered is the California emergency feeding program announced by Governor Newsom. The purpose of this California emergency feeding program is to ensure that older

Californians who meet the eligibility requirements are connected to local restaurants to ensure they are getting prepared meals delivered to their homes while they are under the stay-at-home order.

Eligibility requirements:

- Individuals who are 65 or older, or 60-64 and at high-risk as defined by the Centers for Disease Control and Prevention (CDC), including:
 - Individuals who are COVID-19 positive (as documented by a state/local public health official or medical health professional)
 - Individuals who have been exposed to COVID-19 (as documented by a state/local public health official or medical health professional), or Individuals with an underlying condition.
- Individuals must live alone or with one other program-eligible adult.
- Participants must not be currently receiving assistance from other state or federal nutrition assistance programs individuals is annual income is must be between the following ranges-\$24,981-\$74,940 (single household) or \$33,821-101,460 (two-person household).
- Individuals must affirm an inability to prepare or obtain meals.

Sourcewise is currently checking eligibility and taking online intake forms through their website at <http://www.mysourcewise.com>. Individuals can anticipate a response anywhere from 24 to 72 hours.

For more information, call: **1-408-350-3230**.

- Select option 1 for eligibility.
- Select option 2 for existing participants.

For older adults aged 60+ seeking prepared meals, find a take-out location near you. This is part of Santa Clara County's Senior Nutrition Program (<https://www.sccgov.org/sites/ssa/daas/snp/Pages/snp.aspx>). Be sure to call the take-out location to confirm times and availability: <https://bit.ly/2KwLYav>

For Santa Clara County residents, older adults, and persons with disabilities or health conditions who need additional food support, contact The Health Trust.

- Call: **1-408-961-9870** (toll-free: **1-800-505-3367**)
- Visit: <https://healthtrust.org/provider/food/>
- Email: MOW@healthtrust.org

UPDATE: The Health Trust's Meals on Wheels program is currently at capacity for emergency meal assistance during COVID-19. Members can self-refer using the Google waitlist for emergency meal assistance at: <https://bit.ly/2X6eLpG>. There is no end date for this waitlist. However, there is no guarantee that clients will be put on services at this time.

You may also contact Santa Clara County's Senior Nutrition Program to get screened and/or to enroll.

- Call the Senior Nutrition Program: **1-408-755-7680**
- Call a Sourcewise Nutrition Coordinator to enroll: **1-408-350-3246**

Six Food Hug offers online grocery shopping with delivery to the cities of Santa Clara, Sunnyvale and Cupertino. Members of the community that are unable to shop for groceries can use their website to order products like eggs, dairy, produce, pastas, grains, baking essentials, toilet paper, and more. Online orders are ready in under 48 hours, Monday-Friday. No-contact deliveries are free if members are referred by Nextdoor, otherwise there is an \$8 fee. Items not listed on the website may still be specially requested on the Six Foot Hug’s homepage.

- Visit <https://www.sixfoothug.com>

South Bay Pantry by Sikh and various community based organizations and volunteers

South Bay Pantry provides groceries for pick-up or delivery at no cost to individuals who are low-income, disabled, elderly, or otherwise unable to get groceries for themselves.

- To apply, fill out the Pantry form at www.tinyurl.com/sfp-santaclara or call Bhatia or Gurvinder Singh at **1-408-459-9945**.

Food take-out, curbside pick-up, or delivery

Find a list of restaurants in San Jose that are open for take-out, curbside pick-up, or delivery:

<https://www.diningatadistance.com/san-jose>

Delivery of groceries, prescriptions, and take-out, and virtual check-ins

Sign up to be matched to a local volunteer who can help pick up essentials for you and check in with you virtually:

- Visit: <https://www.schelpinghands.com/>
- Email: santaclaracountyhelpinghands@gmail.com

Pet Food

Resource	Information
Santa Clara County’s Senior Nutrition Program & Department of Animal Services	<p>Santa Clara County’s Senior Nutrition Program and the Department of Animal Services are partnering to offer free, home-delivered pet food and related essential pet needs, such as kitty litter, to program participants, and Meals on Wheels participants.</p> <ul style="list-style-type: none"> • If you participate in either program, are over 60, and need pet food or pet supplies, call: 1-408- 686-3900. • The line is staffed Monday through Friday from 8 a.m. to 6 p.m. and weekends from 8 a.m. to 5 p.m.
Humane Society Silicon Valley	<p>Humane Society Silicon Valley’s Pet Pantry Program provides pet food to Santa Clara County families who cannot afford to feed their pets.</p> <ul style="list-style-type: none"> • If you would like to be a part of the Pet Pantry Program, fill out an online application located at: https://www.hssv.org/pet-pantry/ • For more information about Pet Pantry Program, email: petpantry@hssv.org or call: 1-408-262-2133 ext. 110

Transportation	
Resource	Information
Valley Transportation Authority (VTA) Paratransit	Free rides for those with disabilities who cannot use the bus/light rail. 1-408-321-2300 TRANSPORTATION SERVICES; Language Assistance Available: English, Spanish, Vietnamese Serving: Countywide
Utilities	
California Alternate Rates for Energy (CARE)	<ul style="list-style-type: none"> • Low-income households or those who have been recently laid off due to COVID-19 are eligible to enroll in the California Alternate Rates for Energy (CARE) program. • Customers may also be eligible for CARE if they are enrolled in public assistance programs such as Medi-Cal. • If qualified, customers can receive a 30 to 35 percent discount on their electric bill and a 20 percent discount on their natural gas bill. • For more information or to request an application, visit PG&E's website at https://www.pge.com/en_US/residential/save-energy-money/help-paying-your-bill/longer-term-assistance/care/care.page or call 1-866-743-2273.
PG&E Medical Baseline Allowance	<p>The Medical Baseline Program, also known as Medical Baseline Allowance, is an assistance program providing lower rates on monthly energy bills for customers who have special energy needs due to qualifying medical conditions.</p> <p>Customers who are eligible for Medical Baseline receive an additional allotment of electricity and/or gas per month to support qualifying medical devices at a lower rate. During COVID-19, Medical Baseline application can be self-certified.</p> <p>For more information or application assistance: Call: PG&E at 1-800-743-500 or SVILC at 1-408-894-9041 Visit: https://bit.ly/PGE_MB</p>
Resources for caregivers	
<p>Visit Family Caregiver Alliance's website for coronavirus (COVID-19) resources for family caregivers: https://www.caregiver.org/coronavirus-covid-19-resources-and-articles-family-caregivers. Or call toll-free at 1-800-445-8106 for help with caregiving. Example articles:</p>	

- Taking care of YOU: self-care for family caregivers: <https://www.caregiver.org/Taking-care-you-self-care-family-caregivers>
- Relaxation for caregivers, a series of relaxation exercises to reduce stress: <https://www.caregiver.org/relaxation-caregivers-series-english>

Talking to kids about COVID-19

The following resources offer guidance on providing children with factual, age-appropriate information about COVID-19:

- Child Mind: Talking to Kids About the Coronavirus: <https://childmind.org/article/talking-to-kids-about-the-coronavirus/>
- Just for Kids, A Comic Exploring the new Coronavirus from National Public Radio: <https://n.pr/2VywJAo>
- Answering Your Child’s Questions During the Coronavirus, Ages 0-3 <https://bit.ly/2S1n1EA>
<https://bit.ly/2XYqp74>

COVID-19 informational resources

AARP will host a live Coronavirus Information Tele-Town Hall every Thursday at 10:00 am PDT. Join AARP each week for the latest information on the coronavirus by calling toll-free: **1-855-274-9507**. Different topics will be covered each week.

Listen to Previous Tele-Town Halls:

- March 19 – Staying Safe: Protect Your Health, Wealth and Loved Ones: <https://bit.ly/3aBIrOU>
- March 10 – Symptoms of COVID-19, How to Protect Yourself, and What It Means for Older Adults and Caregivers: <https://bit.ly/2yDHGb8>

In-home supportive services (IHSS)

Resource	Information
Urgent Care Registry	<p>The Urgent Care Registry (UCR) is the safety net for qualified IHSS consumers whose independent provider (IP) is unable to provide needed care because of a personal emergency or illness, and if the consumer has no family member or other resource to call on. An IHSS consumer generally qualifies for UCR assistance if he/she has been authorized more than 50 hours per month by IHSS. Please keep in mind that the “50 hours” is used as a guideline and the UCR staff will evaluate each request based on needs and circumstances.</p> <p>UCR will not provide general domestic services or any transportation. IP vacations are not covered by UCR. UCR will help with the following types of tasks:</p> <ul style="list-style-type: none"> • Bathing • Personal hygiene • Meal preparation

	<ul style="list-style-type: none"> • Laundry <p>Call UCR at 1-408-590-0834, seven days a week, 8 a.m. to 8 p.m. Leave your name and phone number and someone will return your call.</p>
<p>Santa Clara County Public Authority</p>	<p>If an IHSS consumer prefers their friend or family member to be the caregiver, refer the consumer to Public Authority to complete registration:</p> <ul style="list-style-type: none"> • Call: 1-408-350-3252. Leave your name and phone number and someone will return your call. <p>Visit: www.ihss.pascc.org</p>

Alzheimer's Association

For people living with dementia, increased confusion is often the first symptom of any illness. If a person living with dementia shows rapidly increased confusion, here are some recommendations:

- Contact their health care provider for advice
- Provide extra and written reminders to help them remember important daily hygienic practices
- Place signs in the bathroom to remind them to wash their hands with soap for 20 seconds. You can also demonstrate thorough hand-washing.
 - If they're not able to hand-wash easily or get to the sink, use an alcohol-based hand sanitizer with at least 60% alcohol.
- Ask the pharmacist or doctor about mail-ordering prescriptions
- Make alternative plans in case adult day care, respite, and other services or centers are modified or cancelled in response to COVID-19
- Make alternative plans for care management if the primary caregiver should become sick

Call the Association's 24/7 helpline at **1-800-272-3900** for help and more information or visit <https://alz.org/>.

Mental health support

Resource	Information
<p>Santa Clara County Behavioral Health Services</p>	<ul style="list-style-type: none"> • Counselors are available for phone interventions and emotional support to help individuals experiencing crisis, emotional or situational distress, a need for ongoing support or more information or referrals, or mental illness. Call the Suicide and Crisis Hotline 24/7 at 1-855-278-4204 or text RENEW to 741741 • For mental health services and referrals to available community services, call 24/7 at 1-800-704-0900 (TTY: 711) • Substance Use Services, call 1-800-488-9919 • Visit: https://www.sccgov.org/sites/bhd/Pages/home.aspx

NAMI Warmline/Help Desk	<ul style="list-style-type: none"> • Call: 1-408-453-0400 (option 1) • Hours of operation: Monday-Friday, 10 a.m. to 6 p.m. • Visit: https://namisantaclara.org/classes/warmline/
NAMI non-emergency emotional support	<ul style="list-style-type: none"> • 7 cups is an online website and a mobile app providing free support to people experiencing emotional distress by connecting them with non-professional listeners trained in active listening. They also offer online professional therapists. Visit: https://www.7cups.com/ • Text NAMI to 741741 to get free 24/7 emotional and crisis support from the NAMI National Help Desk for people dealing with a mental health issue. Text 741741 anywhere in the U.S. to talk to a trained NAMI national support person. • If you are family or friend of someone with a mental health issue who needs support after hours, call NAMI's After Hours Family Support line at 1-408-453-0400 (option 4) and leave a message. A NAMI family member will return the call as soon as possible. <ul style="list-style-type: none"> ○ Hours of operation: Monday-Friday, 6 p.m. to 9 p.m.; Saturday-Sunday, 12 p.m. to 6 p.m. • For more emotional support resources, call NAMI Helpline at 1-800-950-6264. <ul style="list-style-type: none"> ○ Hours of operation: Monday-Friday, 7 a.m. to 3 p.m.
National Domestic Violence Hotline 24/7	<ul style="list-style-type: none"> • Call: 1-800-799-7233 (TTY: 1-800-787-3224) • Text LOVEIS to 22522 • Chat online at https://www.thehotline.org/help/
Substance Abuse and Mental Health Services Administration's National Helpline 24/7	<ul style="list-style-type: none"> • Call: 1-800-662-4357 (TTY: 1-800-487-4889) • Visit: https://www.samhsa.gov/find-help/national-helpline
Substance Abuse and Mental Health Services Administration's Disaster Distress Helpline 24/7	<ul style="list-style-type: none"> • Call: 1-800-985-5990 (TTY: 1-800-846-8517) • Text TalkWithUs to 66746 • Visit: https://www.samhsa.gov/find-help/disaster-distress-helpline
Substance Use Services Call Center (formerly Gateway Call Center)	<ul style="list-style-type: none"> • Callers will be referred to Detoxification and Residential Treatment services and to available community out-patient program. • Call 1-800-488-9919 <ul style="list-style-type: none"> ○ Hours of operation: Monday-Friday, 8 a.m. to 5 p.m. ○ After-hours calls will be forwarded and handled through the Residential Provider.
Uplift Family Services' Mobile Crisis Team	<ul style="list-style-type: none"> • Provides 24-hour intervention to children and teens in the community who are in acute psychological crisis

	<ul style="list-style-type: none"> • Call: 1-408-379-9085 (toll-free 1-877-412-7474)
Mental Health Urgent Care	<ul style="list-style-type: none"> • Walk-in outpatient clinic for Santa Clara County residents who are experiencing behavioral health crisis and need help • Address: 871 Enborg Court, Unit 100, San Jose, CA • Hours of operation: Daily, 8 a.m. to 10 p.m.
Mobile Crisis Response Teams (MCRTs)	<ul style="list-style-type: none"> • Screens and assesses crisis situations over the phone, and delivers crisis intervention services at locations throughout Santa Clara County • Call: 1-800-704-0900 (option 2) • Hours of operation: Monday-Friday, 8 a.m. to 8 p.m.
Institute on Aging Friendship Line	<ul style="list-style-type: none"> • Friendship Line is an accredited crisis line for people aged 60 years and older, and adults living with disabilities. • Provides on-going outreach calls to lonely older adults • Call: 1-800-971-0016 • Hours of operation: 24-hour toll free line
Saratoga Area Senior Coordinating Council (SASCC)	<ul style="list-style-type: none"> • SASCC connects older adults to the support they need during the COVID-19 outbreak. • They provide a support line for people ages 65+, their families, and caregivers with a friendly voice to talk about how they're doing, and an opportunity to request support such as grocery and supply delivery, social services, respite, legal help, financial assistance, and anything else they need. • Call: 1-408-621-7526 • Hours of operation: Monday-Friday from 8 a.m. to 4 p.m.
Grief support resources in Santa Clara County	
Resource	Information
Centre for Living with Dying	<ul style="list-style-type: none"> • The Centre for Living with Dying provides individual and small group emotional support to adults and children facing life-threatening illness or the trauma of having a loved one die. Fees are on a sliding scale. • Call: 1-408-243-0222
BWC Centre for Living with Dying	<ul style="list-style-type: none"> • Provides workshops, individual and group counseling for persons and their families facing terminal illness, death, grief, loss and changes. Fees vary according to service. No one is turned away due to lack of funds. • Call: 1-408-243-0222. Language assistance available in English, Greek and Spanish. • Address: 1671 The Alameda, Ste 201, San Jose, CA 95126

Hospice of the Valley	<ul style="list-style-type: none"> • The Hospice of the Valley Center for Grief and Loss offers a grief counseling program run by licensed therapists. Fees are on a sliding scale. • Call: 1-408-559-5600 • Email: info@hospicevalley.org
KARA	<ul style="list-style-type: none"> • Located in the North Bay/Palo Alto, KARA provide supports for adults, children and organizations anticipating or grieving a death. KARA's group and one-to-one peer support services are donation-based and KARA's therapy services are provided for a reasonable fee. • Call: 1-650-321-5272 • Fax: 1-650-473-1828 • Mail online form to: 457 Kingsley Ave, Palo Alto, CA 94301
Pathways Hospice	<ul style="list-style-type: none"> • Pathways opens its array of bereavement services to anyone in the community in need of this support, whether they had hospice care or not. Although bereavement support is free, Pathways encourages donations. • Call: 1-888-755-7855 • Email: bereavement@pathwayshealth.org
GriefShare	<ul style="list-style-type: none"> • GriefShare offers Christian Support for those who are grieving the loss of their loved ones. Support groups meet weekly and include three elements, video seminars from experts, group discussions and personal study for reflections. • Call: 1-800-395-5755 • Email: info@griefshare.org • Website: https://www.griefshare.org/countries/us/states/ca/cities/san_jose
The Compassionate Friends of Santa Clara County	<ul style="list-style-type: none"> • Families and friends that has suffered the death of a child, can obtain support from The Compassionate Friends. • Call: 1-408-249-9570 • Email: judy@lombardodrilling.com • Website: http://www.compassionatefriends.org
Discovery Counseling Center	<ul style="list-style-type: none"> • Call: 1-408-778-5120 • Address: 16275 Monterey Road Suite C, Morgan Hill, CA 95037
Helping After Neonatal Death (HAND)	<ul style="list-style-type: none"> • HAND support group meetings for Santa Clara County take place the first and third Thursdays of each month starting at 7:30 p.m., at Columbia Mission Oaks Hospital: 15891 Los Gatos-Almaden Road, Los Gatos, California 95032-3742.

	<ul style="list-style-type: none"> • Call: 1-888-908-HAND (4263) to leave a confidential voice mail. A HAND volunteer, who is also a bereaved parent, will try to call back within 24-72 hours.
Online grief support resources	
Resource	Information
Helpguide.org – Coping with Grief and Loss	<ul style="list-style-type: none"> • A comprehensive article on understanding the grief process. It describes grief and its common symptoms, myths and facts, tips on coping with grief and when to seek help. • Visit: http://www.helpguide.org/articles/grief-loss/coping-with-grief-and-loss.htm
The Grief Toolbox	<ul style="list-style-type: none"> • A comprehensive resource for people experiencing grief. Articles, other resources, and an online art gallery help support individuals in the grieving process. The Grief Toolbox also provides a support group locator. • Visit: http://thegrieftoolbox.com/
University of Texas Counseling and Mental Health Center – Life after Loss: Dealing with Grief	<ul style="list-style-type: none"> • Guide to coping with grief and loss, including normal grief reactions to expect. • Visit: http://cmhc.utexas.edu/griefloss.html
American Cancer Society – Major Depression and Complicated Grief	<ul style="list-style-type: none"> • Lists the warning signs and symptoms that suggest grief has progressed to major depression or complicated grief. • Visit: https://www.cancer.org/treatment/end-of-life-care/grief-and-loss/depression-and-complicated-grief.html
Recover From Grief	<ul style="list-style-type: none"> • Provides valuable information about the grieving process as well as coping strategies. Site visitors can view a comprehensive “grief guidebook” and participate in a seven-part grief work e-course. • Recover From Grief also provides a space to create memorials for loved ones or tell personal stories, and offers a “grief relief” audio program. • Visit: http://www.recover-from-grief.com
The Compassionate Friends (TCF)	<ul style="list-style-type: none"> • A nationwide nonprofit organization, designed to support and give resources to families who are coping with the death of a child. • In addition to its wealth of information about healing grief, TCF holds national and regional conferences, facilitates online and in-person support groups for grieving families, and broadcasts a weekly web-radio series. • Visit: http://www.compassionatefriends.org/

National Alliance for Grieving Children	<ul style="list-style-type: none"> • A nationwide platform that connects professionals, consumers, and volunteers whose mission is to support children and teens through the grieving process. • NAGC offers online education, a searchable support group database, and hosts an annual symposium about child grief. • Visit: http://childrengrieve.org/
Bereaved Parents of the USA	<ul style="list-style-type: none"> • Group that connects grieving parents with other bereaved parents, grandparents, and siblings for one-on-one support. • The site offers a newsletter, articles and poems, and many resources and links for grieving families to guide them through the grieving process. • It also hosts an annual gathering where bereaved parents can share their stories with others and participate in grief workshops. • Visit: http://www.bereavedparentsusa.org/
AARP: A Guide for the Newly Widowed	<ul style="list-style-type: none"> • Contains a comprehensive series of articles on grief and loss offering practical, as well as psychological advice. • Visit: http://www.aarp.org/relationships/grief-loss/info-2005/newly_widowed.html
American Foundation for Suicide Prevention	<ul style="list-style-type: none"> • National group that funds research, offers educational programs, advocates for public policy, and supports those affected by suicide. • Visit: https://www.afsp.org/
Grieving Alone and Together: Responding to the loss of your loved one during the COVID-19 pandemic – Electronic Booklet	<ul style="list-style-type: none"> • The booklet addresses the challenges of grieving the death of a loved one during the COVID-19 pandemic. It also addresses the importance of talking to children about death and the difficulties of being separated from a loved one at the time of their death. • To read the electronic booklet, visit: https://adobe.ly/36Bx6Ox.

Resources for postpartum support

Resource	Information
Postpartum Support International	<p>Postpartum Support International (PSI) is an organization that promotes awareness, prevention and treatment of mental health issues related to childbearing in every country, worldwide.</p> <ul style="list-style-type: none"> • PSI provides a non-emergency helpline, 7 days a week, to provide support, information, and referrals to postpartum mental health providers. • PSI's website offers online support group meetings and the ability to chat with an expert. • Call: 1-800-944-4773

	<ul style="list-style-type: none"> • Text: 1-503-894-9453 (English) or 1-971-420-0294 (Spanish) Leave a confidential message at any time and a volunteer will return your call or text as soon as possible. • Visit: https://www.postpartum.net
--	--

<p>The American College of Obstetricians and Gynecologists</p>	<p>The American College of Obstetricians and Gynecologists have put together FAQs, for Pregnant and breast-feeding women during this COVID-19 pandemic.</p> <ul style="list-style-type: none"> • Visit: https://www.acog.org/patient-resources/faqs/pregnancy/coronavirus-pregnancy-and-breastfeeding#Resources
--	--

Women, infants, and children (WIC) COVID-19 information

<p>Due to COVID-19, local WIC offices are closed for walk-ins. However, WIC is still offering services by phone and online.</p> <ul style="list-style-type: none"> • If your local WIC office is closed, WIC benefits can be added to your card remotely. WIC staff may call or text you to confirm information about your account. • If you do NOT have a California WIC card, you can request to have your card mailed. • If you lost your job due to COVID-19, WIC is currently accepting applications for families, which can also include fathers, grandparents, and foster parents caring for eligible children. • To apply for WIC benefits, visit: https://m.wic.ca.gov/Eligibility/EligibilityAssessment.aspx • The County of Santa Clara Public Health Department WIC Program only takes new applications via phone at this time. <ul style="list-style-type: none"> ○ Call: 1-408 792 5101 ○ Hours of operation: one line is available Monday-Friday from 8 a.m. to 4:30 p.m. • California Department of Public Health WIC Division State Headquarters <ul style="list-style-type: none"> ○ Call: 1-800-852-5770 ○ Email: WIC@cdph.ca.gov

What if WIC foods are out of stock at my grocery store?

<ul style="list-style-type: none"> • Visit: https://m.wic.ca.gov/Grocers/GrocerSearch.aspx to find other WIC authorized grocers. • Download the free California WIC app at the Google Play Store or Apple App Store. <ul style="list-style-type: none"> ○ Newly-authorized WIC foods are added daily. You may use the WIC app to scan barcodes at the store to see if the items are WIC authorized. <p>To obtain therapeutic formula, call your local WIC office or email formula@cdph.ca.gov and send a copy of your Pediatric Referral form.</p>
--

Tips for finding WIC authorized formula

<ul style="list-style-type: none"> • Call before you shop to ask if the store has the formula you need.
--

- Call your local WIC office to ask for help locating a store with a supply.
- Call your doctor's office and ask if they have any samples from the formula company.
- Call **211** to get the names of food banks in your area.

Ask friends and family if they can order a small supply of formula online and have it sent directly to you. Although you cannot use WIC benefits online, a small amount could help until you find the formula in the store.

Affordable Internet access for students and teachers

- Dropbox is offering free Dropbox and HelloSign subscriptions for a three-month period to nonprofits and NGOs that are focused on fighting COVID-19 and to K-12 teachers who are facilitating distance learning. At the end of the three-month period, the user can determine to cancel or convert to a different type of account, which may lead to a cost. Register: <https://go.dropbox.com/en-us/covid19-donation-program>
- Xfinity Internet Essentials is a program for families and other low-income households who currently do not subscribe to Internet at home. You may qualify if you are eligible for public assistance programs such as the National School Lunch Program, Housing Assistance, Medicaid, SNAP, SSI, and others. For more information or to apply, visit: www.internetessentials.com.
 - Call Xfinity customer service for help applying for Internet Essentials: **1-855-846-8376**.
 - Hours of operation: 7 days a week, 5 a.m. to 9 p.m.

Resource for healthy children development

FIRST 5 Santa Clara County

First 5 Santa Clara County provides information and resources that support the healthy development of children and families, including updates and tips on how to cope with COVID-19 and other challenges.

- For more information call **1-408-260-3700**. Language assistance is available in English, Spanish, and Vietnamese.
- Below is a list of First 5 and partner Family Resource Centers that can provide food, diapers, baby wipes, activity kits, and connection to community resources.

Resource	Information
Rebekah Children's Services: Adelante and Morgan Hill FRC	<ul style="list-style-type: none"> • Visit: www.rcskids.org/services/frc • Call: 1-408-846-2460. Language assistance available: English and Spanish • Serves ZIP codes: 95020, 95037, and 95038

<p>Catholic Charities FRCs: Cureton, Dahl , Educare, Evergreen, Hubbard, Josephine Guerrero, Luther Burbank, San Miguel, Seven Trees, Sherman Oaks</p>	<ul style="list-style-type: none"> • Visit: www.educaresv.org/family-resource-center • Call: 1-800-337-9136. Language assistance available: English, Spanish, and Vietnamese • Serves ZIP codes: 95110, 95111, 95112, 95116, 95118, 95117, 95121, 95122, 95127, 95128, 95148, 95133, 95136, 95008, 95035, and 94085
<p>ConXion to Community: Generations FRC</p>	<ul style="list-style-type: none"> • Visit: www.facebook.com/ConXi%C3%B3n-To-Community-144677078925927/ • Call 1-408-213-0961. Language assistance available: English and Spanish • Serves ZIP codes: 95111, 95112, 95116, 95121, and 95122
<p>Roots Community Health Center, South Bay: Roots FRC</p>	<ul style="list-style-type: none"> • Visit: www.rootsclinic.org/family-1st-navigation • Call 1-408-490-4710. Language assistance available: English • Serves: Countywide
<p>International Children Assistance Network: ICAN FRC</p>	<ul style="list-style-type: none"> • Visit: www.ican2.org • Call: 1-408-509-1958. Language assistance available: English and Vietnamese • Serves ZIP codes: 95111, 95112, 95116, 95121, and 95122
<p>African American Community Service Agency FRC</p>	<ul style="list-style-type: none"> • Visit: www.sjaacsa.com • Call: 1-408-292-3167. Language assistance available: English • Serves ZIP codes: 95110, 95112, 95113, 95125, and 95126
<p>SOMOS Mayfair: Cesar Chavez & Painter FRC</p>	<ul style="list-style-type: none"> • Visit: www.SOMOSmayfair.org • Call: 1-408-251-8875. Language assistance available: English and Spanish • Serves ZIP codes: 95112, 95116, 95121, 95122, 95127, and 95133
<p>Gardner Health Services: Gardner FRC</p>	<ul style="list-style-type: none"> • Visit: www.gardnerhealthservices.org • Call: 1-408-893-1340. Language assistance available: English and Spanish • Serves ZIP codes: 95110, 95112, 95113, 95125, and 95126
<p>Remote educational resources for children of all ages</p>	
<p>Resource</p>	<p>Information</p>
<p>Codeacademy</p>	<ul style="list-style-type: none"> • Offers free access to basic lessons in computer programming and related STEM topics, with the option to pay for more advanced courses.

Coursera	<ul style="list-style-type: none"> Allows learners to build skills with courses from top universities like Yale, Michigan, Stanford, and leading companies like Google and IBM. Many courses are available for free.
Khan Academy	<ul style="list-style-type: none"> Provides free classes in a variety of subjects for students of all ages. They also provide weekday live streams for students, parents & teachers navigating closures.
PBS Kids	<ul style="list-style-type: none"> Online learning option for K-12 students who love interactive content, including sing-along videos, TV series, games, virtual lessons and more. PBS Kids Video app can be downloaded for live-TV streaming.
Prodigy Math	<ul style="list-style-type: none"> A free online math program that uses a fun video game-style interface to engage learners. Users create their characters and conquer challenges while doing math along the way, tied to their skill level and aligned with core competencies.
MysteryScience	<ul style="list-style-type: none"> Offers popular science lessons to kids for free to encourage remote learning. Content ranges from kindergarten to fifth grade with activities designed to use simple supplies a parent will likely already have at home.
National Geographic Kids	<ul style="list-style-type: none"> Helps students of all ages enjoy science experiments, animal watch cameras, and activities to keep them engaged during down time.
Scholastic Learn at Home	<ul style="list-style-type: none"> Offers day to day courses for children in Pre-K to Grades 6 or higher. Each section features a week's worth of content with 15 additional days coming soon. Each day's content includes a video, a book and an activity. All content on the website is free with website registration and the content can be accessed on any device.

Protective and legal services

Adult Protective Services (APS)

During the Coronavirus/COVID-19 Pandemic, APS is following State guidelines and are prioritizing responses for the safety of everyone. For those at highest risk and in imminent danger, APS may coordinate with law enforcement or first responders as needed.

APS' 24/7 hotline remains operational to accept reports of suspected or known abuse and neglect to elders and dependent adults.

- Call: **1-408-975-4900** or **1-800-414-2002**

Santa Clara County (SCC) COVID-19 Eviction Moratorium

Santa Clara County's COVID-19 Eviction Moratorium protects tenants and small businesses, who have lost income related to COVID-19, from eviction through May 31, 2020 with a possible

extension. While the moratorium prevents landlords from evicting tenants, it does not waive any rent payments, or allow the tenants to refuse rent. If tenants cannot pay rent, they should immediately provide documentation to their landlord to show that their income has been affected.

- If landlord still provides notice or threatens to evict tenant, call Law Foundation at **1-408-280-2424**.
- Hours of operation: Monday-Friday, 9 a.m. to 5 p.m.

UPDATE:

The no-cause eviction moratorium has been extended in Santa Clara County until August 31, 2020, but the State has yet to approve the extension past May 31, 2020. If you cannot pay all or part of your rent due to COVID-19, you have 120 days to pay any back rent due. As soon as you can pay your past due rent, it is strongly recommended that you do so to avoid a large rent bill due at the end of the 120 days.

Beware of Coronavirus Scams

California Health Advocates warns consumers to be vigilant as scams related to coronavirus testing have begun to circulate. Never give out your Medicare number over the phone or to door-to-door solicitors offering tests.

Visit www.cahealthadvocates.org, download the informational flyer in nine languages, or call **1-855-613-7080** for more information.

211 resource database

Contact 211 for more current information on available resources like local health, food, housing, and transportation service programs:

- Call: **211**
- Email: 211BayArea@icfs.org
- Visit 211's website: www.211bayarea.org



Discrimination is Against the Law

Santa Clara Family Health Plan (SCFHP) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. SCFHP does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

SCFHP:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact Customer Service at 1-877-723-4795, Monday through Friday, 8 a.m. to 8 p.m. TTY/TDD users call 1-800-735-2929 or 711.

If you believe that SCFHP has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

Attn: Grievance and Appeals Department
Santa Clara Family Health Plan
6201 San Ignacio Ave
San Jose, CA 95119
Phone: 1-877-723-4795
TTY/TDD: 1-800-735-2929 or 711
Fax: 1-408-874-1962
Email: CalMediConnectGrievances@scfhp.com

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, a Customer Service representative is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue SW
Room 509F, HHH Building
Washington, DC 20201
Phone: 1-800-368-1019
TDD: 1-800-537-7697

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Language Assistance Services

English: ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call Customer Service at 1-877-723-4795, Monday through Friday, 8 a.m. to 8 p.m. TTY/TDD users should call 1-800-735-2929 or 711. The call is free.

Español (Spanish): ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame a Servicio al Cliente al 1-877-723-4795, de lunes a viernes, de 8 a.m. a 8 p.m. Los usuarios de TTY/TDD deben llamar al 1-800-735-2929 o al 711. La llamada es gratuita.

Tiếng Việt (Vietnamese): CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Hãy gọi Dịch Vụ Khách Hàng theo số 1-877-723-4795, từ thứ Hai đến thứ Sáu, 8 giờ sáng đến 8 giờ tối. Những người sử dụng TTY/TDD gọi đến số 1-800-735-2929 hoặc 711. Cuộc gọi được miễn phí.

中文 (Chinese): 注意：如果您说中文，将为您提供免费的语言服务。请致电 1-877-723-4795 联系客户服务部，工作时间是周一至周五早上 8:00 至晚上 8:00。TTY/TDD 用户请致电 1-800-735-2929 或 711。这是免费电话。

Tagalog – Filipino (Tagalog): PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa Serbisyo para sa Customer sa 1-877-723-4795, Lunes hanggang Biyernes, mula 8 a.m. hanggang 8 p.m. Dapat tumawag ang mga TTY/TDD user sa 1-800-735-2929 o 711. Libre ang tawag.

한국어 (Korean): 주의:한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 월요일부터 금요일까지 오전 8시부터 오후 8시 사이에 1-877-723-4795 번으로 고객 서비스 부서에 전화해 주십시오. TTY/TDD 사용자는 1-800-735-2929 번 또는 711 번으로 전화해 주시면 됩니다.통화료는 무료입니다.

Հայերեն (Armenian): Ուշադրութեամբ խոսելու էք հայերեն, ապա լեզվական օգնության ծառայությունները Ձեզ կտրամադրվեն անվճար: Զանգահարեք Հաճախորդների սպասարկման կենտրոն 1-877-723-4795 հեռախոսահամարով՝ երկուշաբթիից ուրբաթ՝ 8 a.m.-ից 8 p.m.-ը: TTY/TDD օգտվողները պետք է զանգահարեն 1-800-735-2929 կամ 711: Զանգն անվճար է:

Русский (Russian): ВНИМАНИЕ: Если Вы говорите по-русски, Вы можете бесплатно воспользоваться услугами переводчика. Звоните в службу поддержки клиентов по номеру 1-877-723-4795 с понедельника по пятницу с 8:00 до 20:00. Лица, пользующиеся телетайпом / телекоммуникационными устройствами для глухих (TTY/TDD), могут связаться по номерам 1-800-735-2929 или 711. Звонки бесплатные.

فارسی (Persian, Farsi):

توجه: اگر به زبان فارسی صحبت می کنید، سرویس های دستیار زبان به صورت رایگان در دسترس است. از طریق شماره 1-877-723-4795 روزهای دوشنبه تا جمعه از ساعت 8 صبح تا 8 عصر با سرویس مشتری تماس بگیرید. کاربران TTY/TDD می توانند از طریق شماره 1-800-735-2929 یا 711 تماس بگیرند. این تماس رایگان است.

日本語 (Japanese): 注意事項: 日本語を話される場合、無料の言語サービスをご利用いただけます。月曜日から金曜日、午前 8 時～午後 8 時に対応のカスタマーサービス(1-877-723-4795)までご連絡ください。TTY/TDD ご利用の方は、1-800-735-2929 または 711 に電話してください。通話料金は無料です。

Hmoob (Hmong): LUS CEEV:Yog koj hais lus Hmoob, peb muaj kev pab txhais lus pub dawb rau koj. Hu Rau Lub Chaw Pab Cuam Neeg Qhua rau ntwam 1-877-723-4795, hnuv Monday txog Friday, 8 teev sawv ntxov txog 8 teev tsaus ntu. Tus xov tooj rau cov neeg TTY/TDD hu rau 1-800-735-2929 lossis 711. Yog tus xov tooj hu dawb.

ਪੰਜਾਬੀ (Punjabi): ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। ਗਾਹਕ ਸੇਵਾ ਨੂੰ ਸੋਮਵਾਰ ਤੋਂ ਸ਼ੁੱਕਰਵਾਰ, ਸਵੇਰੇ 8 ਤੋਂ ਰਾਤ 8 ਵਜੇ ਤੱਕ ਤੇ, 1-877-723-4795 'ਤੇ ਕਾਲ ਕਰੋ। TTY/TDD ਵਰਤਣ ਵਾਲਿਆਂ ਨੂੰ 1-800-735-2929 ਜਾਂ 711 'ਤੇ ਕਾਲ ਕਰਨੀ ਚਾਹੀਦੀ ਹੈ। ਇਹ ਕਾਲ ਮੁਫਤ ਹੁੰਦੀ ਹੈ।

العربية (Arabic):

ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية متاحة لك مجانًا. اتصل بخدمة العملاء على الرقم 1-877-723-4795، من الإثنين إلى الجمعة، 8 ص إلى 8 م. مستخدم الهاتف النسي/جهاز الاتصال لضعاف السمع يمكنهم الاتصال على الرقم 1-800-735-2929 أو 711. اتصل مجانًا.

हिंदी (Hindi): ध्यान दें: अगर आप हिंदी बोलते हैं, तो आपके लिए भाषा सहायता सेवाएँ निःशुल्क उपलब्ध हैं। आप सोमवार से शुक्रवार, सुबह 8 बजे से रात के 8 बजे तक ग्राहक सेवा को 1-877-723-4795 पर कॉल कर सकते हैं। TTY/TDD उपयोगकर्ताओं को 1-800-735-2929 या 711 पर कॉल करना चाहिए। कॉल निःशुल्क है।

ภาษาไทย (Thai): เรียบ: หากท่านพูดภาษาไทย เรามีบริการความช่วยเหลือทางคำานภาษาโดยไม่มีค่าใช้จ่าย โทรติดต่อฝ่ายบริการลูกค้าที่ 1-877-723-4795 ได้ตั้งแต่วันจันทร์ถึงวันศุกร์ เวลา 08.00 น. ถึง 20.00 น. ผู้ใช้ TTY/TDD สามารถโทรติดต่อได้ที่ 1-800-735-2929 หรือ 711 โดยไม่มีค่าใช้จ่าย

ខ្មែរ (Mon-Khmer, Cambodian): ប្រមយកចិត្តទុកដាក់៖ ប្រសិនបើលោកអ្នកនិយាយភាសាខ្មែរ សេវាជំនួយផ្នែកភាសាមានផ្តល់ជូនលោកអ្នកដោយឥតគិតថ្លៃ។ សេវាផ្នែកទំនាក់ទំនងអតិថិជនតាមលេខ 1 877 723 4795 អាចរកបាន ពីថ្ងៃច័ន្ទ ដល់សុក្រ ម៉ោង 8 ព្រឹក ដល់ 8ល្ងាច។ អ្នកប្រើ TTY/TDD គួរតែទូរស័ព្ទមកលេខ 1 800 735 2929 ឬ 711 ។ ការហៅទូរស័ព្ទគឺឥតគិតថ្លៃ។

ພາສາລາວ (Lao): ເຊີນຊາບ: ຖ້າທ່ານເວົ້າພາສາລາວ, ມີບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາບໍ່ເສຍຄ່າໃຫ້ແກ່ທ່ານ. ໃຫ້ໂທຫາ ຝ່າຍບໍລິການລູກຄ້າທີ່ເບີ 1-877-723-4795, ເຊິ່ງເປີດໃຫ້ບໍລິການ 7 ວັນຕໍ່ອາທິດ, ຕັ້ງແຕ່ 8 ໂມງເຊົ້າຫາ 8 ໂມງ ແລງ. ຜູ້ທີ່ໃຊ້ TTY/TDD ແມ່ນໃຫ້ໂທຫາເບີ 1-800-735-2929 ຫຼື 711. ການໂທແມ່ນໂທພຣີ.