



# Resources for San Mateo County Residents Impacted by the COVID-19 Response

**COMMUNITY RESOURCES.** There are numerous resources available to assist San Mateo County residents who have been impacted by the COVID-19 response:

- **Second Harvest Food Bank** - For information about grocery and meal programs throughout the County, contact the Food Connection Hotline at: 800-984-3663 or visit <https://www.shfb.org/>.
- **Public Assistance Programs** - For connections to Medi-Cal, CalFresh, CalWORKs, and General Assistance, visit [www.mybenefitscalwin.org](http://www.mybenefitscalwin.org) or email [hsa\\_ess\\_questions@smcgov.org](mailto:hsa_ess_questions@smcgov.org) or call 800-223-8383.
- **General Information** - For information and referral for health and human services or for non-medical questions about COVID-19, contact 211 at: 2-1-1 (or 800-273-6222) or text your zip code to: 898211.
- **Core Service Agencies** - For assistance with basic emergency needs, contact the local Core Service Agency serving your area (see table below). Core Service Agencies provide a wide variety of services including serving as access points for shelter and homeless services; providing referrals and resources for material goods, transportation programs, and food; and for eligible residents, the Core Service Agency may be able to provide emergency financial assistance to maintain their housing or meet other essential needs.

**EMERGENCY FINANCIAL ASSISTANCE APPLICATION PROCESS.** If you are in need of emergency financial assistance to help with housing costs, please **apply as early as possible**.

The application can be completed on paper or online. Supporting documents must be included related to your financial and housing situation. **Please include as many of the required documents as possible when you submit an application.**

Once a completed application and **all** required documents are submitted, the goal of the Core Service Agency is to process the application in about 2 weeks, although the processing timeline may be longer.

**Note:** Emergency financial assistance funds are limited, and applicants must meet the eligibility criteria and complete the application process to be considered.

**WHO CAN I CONTACT FOR MORE INFORMATION?** Call or visit the website for the Core Service Agency that serves your area for more information. For more details on the application process, please see pages 2-3.

Coastside Hope	Daly City Community Service Center	Fair Oaks Community Center	Pacifica Resource Center
99 Avenue Alhambra El Granada, CA 94018 <b>650.726.9071</b> <a href="https://coastsidehope.org/">https://coastsidehope.org/</a>	350 – 90th St., 1st Floor Daly City, CA 94014 <b>650.991.8007</b> <a href="http://www.dcpartnership.org/daly-city-community-service-center/">http://www.dcpartnership.org/daly-city-community-service-center/</a>	2600 Middlefield Road Redwood City, CA 94063 <b>650.780.7500</b> <a href="https://www.redwoodcity.org/about-the-city/covid-19-housing-resources">https://www.redwoodcity.org/about-the-city/covid-19-housing-resources</a>	1809 Palmetto Avenue Pacifica, CA 94044 <b>650.738.7470</b> <a href="https://www.pacresourcecenter.org/">https://www.pacresourcecenter.org/</a>
Area Served: El Granada, Half Moon Bay, Montara, Moss Beach	Area Served: Broadmoor, Colma, Daly City	Area Served: Atherton, North Fair Oaks, Redwood City, Portola Valley, Redwood Shores, Woodside	Area Served: Pacifica
Puente de la Costa Sur	Samaritan House	Samaritan House South	YMCA
620 North Street Pescadero, CA 94060 <b>650.879.1691</b> <a href="https://mypuente.org/">https://mypuente.org/</a>	4031 Pacific Boulevard San Mateo, CA 94403 <b>650.347.3648</b> <a href="https://samaritanhousesanmateo.org/">https://samaritanhousesanmateo.org/</a>	1836B Bay Road East Palo Alto, CA 94303 <b>650.294.4312</b> <a href="https://samaritanhousesanmateo.org/">https://samaritanhousesanmateo.org/</a>	1486 Huntington Avenue, Suite 100 South San Francisco, CA 94080 <b>650.276.4101</b> <a href="https://www.ymcasf.org/community-resource-center-ymca">https://www.ymcasf.org/community-resource-center-ymca</a>
Area Served: La Honda, Loma Mar, Pescadero, San Gregorio	Area Served: Belmont, Burlingame, Foster City, Hillsborough, Millbrae, San Carlos, San Mateo	Area Served: East Palo Alto, Menlo Park	Area Served: Brisbane, San Bruno, South San Francisco

# Detailed Information on Applying for Emergency Financial Assistance Through the Core Service Agencies

## WHAT IS THE APPLICATION PROCESS?

To apply for emergency financial assistance, call or go to the website for the Core Service Agency that serves your area of the County (see table on page 2). They will provide you with an overview of the process to submit an application, what information is needed about your household and current situation, and which additional documents are required. Please note that many of the Core Service Agencies offer an online application option, for faster response. Upon request, a paper application can be sent to your home.

**Please include with your application as many of the required documents as possible.** These documents are a critical part of the application process to verify eligibility. Applications that include the required documents can be reviewed much faster than applications without the documents.

## WHAT DOCUMENTS ARE REQUIRED TO BE SENT WITH MY APPLICATION?

- **Financial resources**
  - If anyone in the household is currently employed, verification of income within the past 30 days (recent paycheck stubs or other employment income verification)
  - If anyone in the household has other, non-employment income, verification of those income sources (such as EDD/unemployment, CalWORKs, child support, Social Security income)
  - Verification of a reduction of hours or loss of income due to COVID-19 (employer lay-off letter, notice of business closure)
  - Copies of current month's or last month's bank statements (1<sup>st</sup> page that lists summary of accounts)
- **Housing information**
  - Copy of your rental agreement, lease, sub-lease, or room rental document
- **Identification**
  - An identification document for each member of the household (Driver's License, passport, permanent resident card, school ID, or other document)
  - If identification documents are not available for children in the household, the Core Service Agencies may be able to waive this requirement for the children
  - Note: these documents are utilized to verify identity; they are not utilized for citizenship or residency information, as there is no eligibility criteria related to citizenship or residency
- **Verification of need**
  - Statement from landlord on how much is owed, eviction notice, notice of delinquent rent, 3 day pay or quit

**If you are not able to provide all of the documents at the time of application submission, you can still submit your initial application, but please continue to gather any outstanding documents,** as the Core Service Agency assisting you will be required to gather these from you prior to moving your application forward in the review process. Core Service Agencies may request additional documentation depending on the circumstances of the applicant and what assistance is being requested. Please contact the Core Service Agency if you have any questions about the required documents.

**WHAT TYPE OF ASSISTANCE CAN I APPLY FOR?** Emergency Financial Assistance can be requested to help pay for emergency needs, based on eligibility criteria and funding availability, including rent, deposit or mortgage assistance, utility arrears or deposits, transportation assistance such as car repair or registration if linked to critical needs, or other essential needs, such as medical expenses, as determined on a case by case basis.

**Funds are limited** and will be distributed based on eligibility and funding availability, through the Emergency Financial Assistance programs at the Core Service Agencies, including a new COVID-19 Emergency Financial Assistance program.

For applicants who are eligible, whether or not they receive assistance and if they do, what amount of assistance they receive, is dependent on factors such as their household’s income, resources, and need, and on the availability of funding, as funding is limited. **Note:** Payments are not given directly to applicants and instead will be made to third parties, such as a landlord, on behalf of approved applicants.

**WHAT ARE THE ELIGIBILITY REQUIREMENTS FOR THE NEW COVID-19 EMERGENCY FINANCIAL ASSISTANCE?** To be eligible to be considered for emergency financial assistance, an individual or household must meet all the following criteria and provide the requested documentation about their household’s financial and housing situation in order to support their application and be considered for funding:

- Be a San Mateo County resident; and
- Demonstrate financial hardship resulting from COVID-19 that makes it unable for your household to pay for basic needs, such as proof of reduction in income; and
- Show proof of household income within the past 30 days at or below the income eligibility threshold (60% of Area Median Income, for example \$73,080 for a household of 1, \$93,960 for a household of 3); and
- Demonstrate financial need such as a letter for past due rent from a landlord, past due utility or medical bills, emergency car repair or vehicle registration which if not addressed would create hardship for the household; and
- Ability to maintain housing/have a plan in place to maintain housing which will be determined on a case by case basis.
- **Note:** All residents who meet the eligibility requirements, regardless of citizenship or documentation status may apply.

**WHO CAN I CONTACT FOR MORE INFORMATION?** Contact the Core Service Agency that serves your area for more information. Contacting by phone is the preferred method at this time, if possible.

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