



March 20, 2020

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](#).

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.

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

FIRST 5

Somos Mayfair Family Resource Center- Information Flyer Attached.

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	9 th
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

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 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

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

Silicon Valley Strong Launched today, 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](#)

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](#)

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.

Unemployment Benefit Enrollment 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 You Tube videos on how to apply. 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.

City of San Jose

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

Other Important Links and Information

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.

Census: 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. Residents 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 July 31

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](#)