



Legal Advocates for Children & Youth (LACY)

Resource List

Information to Help Youth in Santa Clara County
During the COVID-19 Pandemic

Stay Informed	1
Get Information on COVID-19	1
Sign up for Emergency Alerts	1
Lost your Job?	1
Unemployment Insurance	1
Disability Insurance	1
Restaurant and Gig Workers	2
Not Sure What to Apply For?	2
COVID-19 Financial Assistance	2
Federal COVID-19 Assistance (Stimulus Payments)	2
What is it?	2
Who is eligible?	3
How will the IRS know where to send my payment?	3
What if the IRS does not have my direct deposit information?	3
I have not yet filed my tax return for 2018 or 2019. Can I still receive an economic impact payment?	3
Where can I get more information?	3
Sacred Heart Community Service	3
West Valley Community Services	4
Benefits (cash aid, food stamps, etc.)	4
Apply for Benefits	4
Update your Benefits	4
WIC	5
Medi-Cal	5

Food Assistance	5
Groceries	5
Second Harvest of Silicon Valley	5
African American Community Service Agency	5
West Valley Community Services	5
Prepared Meals / Soup Kitchens	6
Meals for Students	6
CalFresh (food stamps)	6
Rent & Eviction Assistance	6
If You Can't Pay Rent	6
If You Can't Pay Utility Bills	7
Shelters and Help Finding Housing	7
BWC Rapid Rehousing	7
Emergency Assistance Network (EAN) of Santa Clara County	7
Community Services Agency of Mountain View & Los Altos	8
LifeMoves Georgia Travis House	8
LifeMoves Opportunity Center	8
Sacred Heart Community Service	8
St. Joseph's Family Center	9
Sunnyvale Community Services	9
Salvation Army San Jose	9
West Valley Community Services	9
HomeFirst	9
Heritage Home – Pregnant Women's Program	10
YWCA Emergency Shelter	10
Drop-In Centers	10
The HUB	10
Bill Wilson Drop-In Center	10
The LGBTQ Youth Space	11
Mental Health Services	11
Crisis Hotlines	11
BWC Young Adult Support Hotline	11

CA Youth Crisis Line	11
Santa Clara County Suicide & Crisis Hotline	12
Alum Rock Counseling Center Crisis Hotline	12
UPLIFT Family Services Crisis Hotline	12
The National Alliance on Mental Illness Hotline	12
National Suicide Prevention Lifeline	12
Mental Health Urgent Care	12
Therapy, Medication and/or Case Management	13
Mental Health Services in Santa Clara County (all ages)	13
BWC Youth Mental Health Services (up to age 21)	13
Substance Abuse Services	13
Gateway / SUTS	13
Virtual AA and NA Meetings	13
Medical Care	14
SKY Clinic at VHC Downtown	14
College Students	14
Scholarships and Other Support	14
Student Loans	14
Technology to Help You Stay Connected	15
Free Cell Phones through iFoster	15
If You Can't Pay Your Cell Phone Bill	15
AT&T Wireless	15
Sprint	15
T-Mobile and Metro by T-Mobile	16
Verizon	16
Comcast	16
Pregnant & Parenting Youth	16
Teen Parent Support Program (TPSP)	16
Help Your Child Learn	17
Parents Helping Parents (PHP)	17
FIRST 5 Santa Clara County	17
Domestic Violence Resources	18

Restraining Orders	18
Self-Help Center at Courthouse	18
LACY	18
Next Door Solutions to Domestic Violence	18
YWCA Silicon Valley	19
Community Solutions	19
Asian Americans for Community Involvement	19
Self-Care and Support Resources	20
Virtual Support Groups	20
Santa Clara Superior Court Case Information	20
Taxes	20
Who Should File Taxes?	21
Tax Filing Help	21
Supported DIY (Do-It-Yourself) Filing	21
Free File through the IRS	21
Transportation	22
Valley Transportation Authority	22

Stay Informed

Get Information on COVID-19

- Call 2-1-1 or Text “coronavirus” to 211211
 - Operators are trained professionals with experience fielding questions and providing fact-based answers from the public health department
 - Available 24 hours a day, 7 days a week
 - Phone interpretation services in 150 languages
 - Text messaging services in English and Spanish
- Visit the Public Health Department’s [dedicated coronavirus webpage](#)

Sign up for Emergency Alerts

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

Available languages: English, Spanish, Vietnamese

Lost your Job?

Unemployment Insurance

If you are totally or partially unemployed through no fault of your own, and are physically able and available to work, you can [apply for Unemployment Insurance \(UI\)](#). Here are [FAQs](#) to help you determine if you qualify.

As part of the federal CARES Act, the federal government has approved funding for additional UI benefits to workers impacted by COVID-19, including the self-employed: additional \$600 on top of the current weekly benefit amount, a new 13-week extension of benefits paid for by the federal government when someone exhausts their regular UI claim, and a brand new Pandemic Unemployment Assistance program which will help the self-employed.

Disability Insurance

If you’re unable to work due to having or being exposed to COVID-19 (certified by a medical professional), you can [file a Disability Insurance \(DI\) claim](#). DI provides short-term benefit payments to eligible workers who have a full or partial loss of wages due to a non-work-related

illness, injury, or pregnancy. Benefit amounts are approximately 60-70 percent of wages (depending on income) and range from \$50-\$1,300 a week.

You can also file a Disability Insurance claim if:

- Your child's school is closed and you have to miss work to be there for them.
- Your employer has reduced your hours or shut down operations due to COVID-19.

More information on whether you qualify for Disability Insurance is available [here](#).

Restaurant and Gig Workers

The One Fair Wage Campaign has started a relief fund for restaurant and gig workers affected by the crisis. You can apply to receive cash assistance [here](#).

Not Sure What to Apply For?

Have you lost your job or had your hours cut because of COVID-19 and are not sure which benefits to apply for? An advice line has been set up to help Santa Clara County residents in this situation. It's called **Santa Clara County CAN: COVID-19 Assistance Navigation**.

They can help people:

- Navigate safety net services, such as helping people understand what assistance they are eligible for and walking them through the application process.
- Connect with legal aid attorneys who can answer questions about work related issues, such as questions related to employment and income.

Call the new hotline at **(408) 809-2124**.

Support is available in English, Spanish, Vietnamese, Tagalog, and Mandarin, with more languages to come.

COVID-19 Financial Assistance

Federal COVID-19 Assistance (Stimulus Payments)

What is it?

Eligible taxpayers will receive an economic impact payment (stimulus payment) of up to \$1,200 for individuals or \$2,400 for married couples and up to \$500 for each qualifying child.

Who is eligible?

Tax filers with adjusted gross income up to \$75,000 for individuals and up to \$150,000 for married couples filing joint returns will receive the full payment. Social Security recipients (e.g. SSI) who are otherwise not required to file a tax return are also eligible and will not be required to file a return. However, to make sure that you get your payment you should fill out the Non-Filers Form. See [below](#).

How will the IRS know where to send my payment?

For people who have already filed their 2019 tax returns, the IRS will use this information to calculate the payment amount. For those who have not yet filed their return for 2019, the IRS will use information from their 2018 tax filing to calculate the payment. The economic impact payment will be deposited directly into the same banking account reflected on the return filed.

What if the IRS does not have my direct deposit information?

If you didn't file a 2018 or 2019 federal income tax return because you had no income or your gross income was under \$12,200, the IRS has created a Non-Filers Form for you to fill out so that you can register to receive an economic impact payment. Go to the [IRS website](#) and click on the blue box that says "Non-Filers: Enter Payment Info Here."

I have not yet filed my tax return for 2018 or 2019. Can I still receive an economic impact payment?

Yes. The IRS urges anyone with a tax filing obligation who has not yet filed a tax return for 2018 or 2019 to file as soon as they can to receive an economic impact payment. Taxpayers should include direct deposit banking information on the return.

Where can I get more information?

For more information from the IRS on economic impact payments, see [here](#).

Sacred Heart Community Service

What they provide: Financial assistance and food. As of *this* time, they have met their funding capacity, you can add yourself to the Interest List for financial assistance in the future: [InterestCovid19Eng](#). There is no guarantee that funding will be available, however when/if additional funding becomes available, eligible households on the Interest List will be contacted.

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

- You must be a resident of Santa Clara County.
- Your household income must be less than 80% of the average median income (AMI).
- You must have a documented loss of income related to COVID-19 impacts due to health, employment, or school/child care closures.

Click [here](#) for more information and to apply.

West Valley Community Services

- West Valley Community Services (WVCS) serves residents living in the following zip codes: 95014, 95030, 95032, 95033, 95044, 95070, 95129, 95130, and homeless.
- If you live in one of the above zip codes or are homeless, WVCS is offering emergency funds and food pantry services.
- For more information, call 408-366-6092 or see their [website](#).

Benefits (cash aid, food stamps, etc.)

Apply for Benefits

[Apply for benefits online](#) including cash aid (CalWorks), food stamps (CalFresh), General Assistance (GA), Medi-Cal, and Homeless Assistance. It is currently not possible to apply in person. The Santa Clara County Social Services Agency has closed all service lobby areas, effective March 16.

To apply by phone, call (877) 962-3633. However, it is probably easiest at this time to apply online using the link above.

Update your Benefits

To schedule or reschedule an appointment, report changes, contact a county worker, or submit a report or document:

- Visit MyBenefitsCalWIN.org
- Call 1-877-962-3633 or your county worker's direct line
- FOR EBT INQUIRIES Call: 1-877-328-9677
- Very limited access to lobbies will be made available on a case-by-case basis, by appointment only. Please call 1-877-962-3633 or contact your county worker's direct line to make an appointment.

WIC

- You qualify for WIC if you are pregnant, just had a baby or have children under the age of five, and you meet the income limits.
- [Contact your local WIC office](#) by phone or online to apply and see what services they are providing.

Medi-Cal

- If you are a former foster youth who was in foster care on your 18th birthday you qualify for Medi-Cal up to age 26, regardless of your income.
- If you are not a former foster youth, you may still qualify for Medi-Cal if your income is below a certain amount.
- Apply for Medi-Cal the same way you apply for other benefits, by applying online at [MyBenefitsCalWIN.org](https://www.mybenefitscalwin.org)

Food Assistance

Groceries

Second Harvest of Silicon Valley

- Call the Food Connection hotline at 1-800-984-3663
- Text “GETFOOD” to 408-455-5181
- Email them at getfood@shfb.org
- Website: <https://www.shfb.org/>

African American Community Service Agency

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

West Valley Community Services

West Valley Community Services grocery pick is open to all clients living in the west valley communities of Cupertino, Los Gatos, Monte Sereno, Saratoga, and West San Jose. Call 408-255-8033 or go to their [website](#) to get more information. You will be asked to complete an

intake form and submit eligibility documents. To ensure safety and fairness in food distributions in light of the pandemic, each person will receive one pre-bagged bag of groceries.

Prepared Meals / Soup Kitchens

[Here](#) is a list of agencies in north, central, and south Santa Clara County that provide meals throughout the week at different times of the day. The agencies include Loaves & Fishes, Martha's Kitchen, Salvation Army, and numerous churches. Their phone numbers are listed and it is recommended that you call ahead to confirm the meal hours and locations.

Meals for Students

An updated list of sites providing meals (breakfast and lunch) to students can be found [here](#). Note the following:

- The list is organized by school district.
- Meals are to be picked up and eaten elsewhere.
- Some sites require the child(ren) to be present, some do not.
- Some sites will provide several days' worth of meals.
- Some sites require ID, some do not.

CalFresh (food stamps)

CalFresh is California's food stamps (SNAP) program. Apply to get up to \$194 a month per household member on an EBT card. Apply [here](#). See the [Benefits](#) section of this page for information on applying to cash aid and other benefits.

Rent & Eviction Assistance

If You Can't Pay Rent

- A California law in place until May 31, 2020 prohibits landlords from evicting tenants for nonpayment of rent and prohibits enforcement of evictions by law enforcement or courts. Tenants must declare in writing, no more than seven days after the rent comes due, that the tenant cannot pay all or part of their rent due to COVID-19.
- For information on where to get one-time help in paying rent, see [here](#).

If You Can't Pay Utility Bills

- Energy, water, sewer, and communications companies have stopped disconnecting customers for non-payment as a result of the COVID-19 pandemic, retroactive to March 4. This includes PG&E and San Jose Water. Find out more information [here](#).
- For information on where to get one-time help in paying utilities, see [here](#).

Shelters and Help Finding Housing

The following agencies are available to help Santa Clara County residents who are experiencing financial hardship and struggling to pay expenses such as rent, utilities and food. They provide a variety of services to prevent homelessness and act as a safety net for residents facing housing insecurity and hunger. Assistance from agencies is based on zip code.

BWC Rapid Rehousing

Bill Wilson Center's Rapid Re-housing program helps individuals and families experiencing homelessness to be quickly re-housed and stabilized using the Housing First approach.

- Assistance is offered without preconditions — like employment, income, absence of criminal record, or sobriety.
- Resources and services provided are tailored to the unique needs of the household.
- Contact Rapid Rehousing at (408) 278-2552.
- For more information, see their [webpage](#).

Emergency Assistance Network (EAN) of Santa Clara County

The Emergency Assistance Network (EAN) of Santa Clara County provides services to prevent homelessness, utility disconnections, and hunger.

- Assistance is based on your zip code. See the second page of [this flyer](#) for a map showing which agency can help you based on your zip code.
- Agencies provide one-time rent payment assistance, rental deposits, and utility assistance.
- Other services may include: Food Distributions, Case Management, Job Training, Employment Assistance, Low Income Utility Programs, After School Care, Backpacks and School Supplies, Housing Search Assistance, and Temporary Shelter Services.
- **The agencies listed below are part of the Emergency Assistance Network (EAN) in Santa Clara County:**

Community Services Agency of Mountain View & Los Altos

- What they provide: Homeless services, financial assistance, and information to locate and secure affordable housing.
- Additional services: help with public transportation, assistance with benefits, and health services.
- Food is also available through their Food & Nutrition Center.
- Service Areas by Zip Code: 94022, 94024, 94035, 94040, 94041, 94043.
- Call to access: (650) 986-0836.
- More information is available [here](#).

LifeMoves | Georgia Travis House

- What they provide: Interim shelter and services for homeless families and single adult women. Georgia Travis House shelters 12 families and 15 single women every night.
- They can also assist with rental, utility and security deposits.
- Service Areas by Zip Code: 95035, 95131, 95133, 95134 (Palo Alto, Milpitas and North San Jose area).
- Call to access: (408) 271-0685.
- For more information visit: <https://www.lifemoves.org/get-help>

LifeMoves | Opportunity Center

- What they provide: Drop-in services for single adults including food, clothing, laundry/shower facilities, and case management.
- Service Areas by Zip Code: 95301, 95303, 95304, 95305, 95306 (Palo Alto and Stanford).
- Call to access: (650) 853-8672.
- More information is available [here](#).

Sacred Heart Community Service

- What they provide: Food pantry and rental/deposit assistance.
- Service Areas by Zip Code: 95508, 95110, 95111, 95112, 95113, 95116, 95117, 95118, 95120, 95123, 95124, 95125, 95126, 95128, 95136 (Campbell and San Jose).
- Call to access: (408) 278-2160.
- More information is available [here](#).

St. Joseph's Family Center

- What they provide: Food distribution and rental assistance to low-income individuals or families on a one-time basis only to help with a rent.
- Services Areas by Zip Code: 95020, 95046 (Gilroy and San Martin).
- Call to access: (408) 842-6662.
- More information is available [here](#).

Sunnyvale Community Services

- What they provide: Food aid and financial support, including help with rent, rental deposits, utility bills, medically-related bills, and pass-through direct assistance.
- Services Areas by Zip Code: 94085, 94086, 94087, 94088, 94089, 95002.
- Call to access: (408) 738-4321
- More information is available [here](#).

Salvation Army San Jose

- What they provide: Rent and deposit assistance, VTA monthly clipper card, grocery assistance, clothing vouchers.
- Services Areas by Zip Code: 95013, 95037, 95112 (N. of Santa Clara St.), 95119, 95121, 95122, 95127, 95132, 95135, 95137, 95138, 95139, 95141, and 95148.
- Call to access: (408) 282-1165
- More information is available [here](#).

West Valley Community Services

- What they provide: Food pantry, one-time financial assistance to prevent evictions and utility cutoffs, address transportation needs, provide clothing vouchers, and support other basic needs.
- Services Areas by Zip Code: 95014, 95030, 95032, 95033, 95044, 95070, 95129, 95130.
- Call to access: (408) 255-8033
- More information is available [here](#).

HomeFirst

HomeFirst provides assistance to people who are homeless or at risk of homelessness. They have seven locations in Santa Clara County where they provide support services, shelter, and housing opportunities.

- Services include help finding emergency shelter, showers, laundry, meals, medical services, case management, employment training, and more.
- Contact the Outreach Helpline at (408) 510-7600 or email outreach@homefirstscc.org

Heritage Home – Pregnant Women’s Program

- What they provide: shelter for pregnant women who are homeless or experiencing addiction and/or other hardships.
- How to access: Call (408) 294-1238 or email sjheritagehome@cityteam.org.

YWCA Emergency Shelter

YWCA Silicon Valley operates a confidential emergency shelter for people fleeing from domestic violence. See the [Domestic Violence section](#) of this page.

Drop-In Centers

The HUB

The HUB is a youth-led and youth-organized community center, dedicated to supporting current and former foster youth, ages 15-24.

- The HUB is open during the Shelter in Place orders, with limited services including food, snacks, showers and laundry.
- All in-person drop in services, workshops, and events are cancelled until further notice.
- Phone: (408) 792-1750
- Facebook: www.facebook.com/TheHUBSanJose
- Location: 591 N. King Road, Suite 1, San Jose, CA 95133
- Hours: Monday-Friday, 9 a.m. - 5 p.m.

Bill Wilson Drop-In Center

Bill Wilson’s Drop-In Center is a safe place where young people and young parent families can begin to form bonds with caring adults and access essential resources for their overall well-being. The primary goal of the program is to get homeless youth into safe and permanent housing.

- The Drop-In Center is open for services during the Shelter in Place orders.
- Young people ages 13-25 can come for a meal, laundry, shower, personal care items, clothing, counseling, financial assistance, and more.
- Location: 693 S 2nd St, San Jose, CA 95112

- Hours:
 - Monday - Friday: 9 a.m. - 5 p.m.
 - Weekday evening groups: 6 - 9 p.m.
 - Saturday: 9 a.m. - 9 p.m.
 - Sunday: 9 a.m. - 5 p.m.
- Phone: (408) 243-0222

The LGBTQ Youth Space

For lesbian, gay, bisexual, transgender, queer, questioning and ally youth and young adults ages 13-25, living in Santa Clara County.

- The LGBTQ Youth Space is hosting lots of Video Chat Groups during the shelter in place orders. Check out their [calendar](#).
- Their drop-in center at 452 South First St., San Jose 95113 is currently closed due to the shelter in place orders.

Mental Health Services

Crisis Hotlines

BWC Young Adult Support Hotline

- In-person response is available as long as the environment is safe for both the young person and the mobile outreach clinician. Such locations include the youth's home, emergency departments, college dorm rooms, other treatment facilities or the Bill Wilson Drop-In Center on South 2nd Street.
- Eligibility: youth ages 16-24 living in Santa Clara County, with either Medi-Cal or no health insurance Youth in crisis can connect immediately to mental health specialists.
- Available 24 hours a day, 7 days a week.
- Call **(408) 850-6140**.

CA Youth Crisis Line

- Speak to professionally trained staff and volunteer counselors.
- Available 24 hours a day, 7 days a week.
- Call **1 (800) 843-5200** or text 1(800) 843-5200
- Translation services are available for multiple languages.

Santa Clara County Suicide & Crisis Hotline

- 24 hour crisis and suicide hotline.
- Call **(855) 278-4204** or text RENEW to 741741 – English
- Call (308) 324-1942 – Spanish
- Language assistance available: English, Spanish, Vietnamese, Chinese.

Alum Rock Counseling Center Crisis Hotline

- 24/7 Hotline: **(408) 294-0579**.

UPLIFT Family Services Crisis Hotline

- 24/7 Hotline: **(877) 412-7474**.

The National Alliance on Mental Illness Hotline

The National Alliance on Mental Illness (NAMI) operates a mental health hotline at **(800) 950-6264** (or text 741741).

National Suicide Prevention Lifeline

The National Suicide Prevention Lifeline provides 24/7, free and confidential support for people in distress. Call **(800) 273-8255**.

Mental Health Urgent Care

Mental Health Urgent Care (MHUC) is a walk-in outpatient clinic for Santa Clara County residents who are experiencing a behavioral health crisis and need help. MHUC provides screening, assessment, crisis intervention, referral and short-term treatment for adolescents and adults.

Mental Health Urgent Care (MHUC) services are temporarily relocated to the Central Wellness and Benefits Center Building at 2221 Enborg Lane, San Jose CA 95128.

Hours: Monday - Sunday, 8 a.m. - 10 p.m. including holidays

After Hours: 10 p.m. - 8 a.m. use EPS entrance for psychiatric emergency services.

Languages Spoken: English, Farsi, Korean, Mandarin, Spanish, Vietnamese. Other languages can be made available as needed through VMC language line.

Therapy, Medication and/or Case Management

Mental Health Services in Santa Clara County (all ages)

- To access mental health services in Santa Clara County, call the Mental Health Call Center: 1 (800) 704-0900
- Open 24 hours a day, 7 days a week
- Entry point for those seeking services from Santa Clara County Behavioral Health.

BWC Youth Mental Health Services (up to age 21)

The Bill Wilson Center (BWC) provides mental health services to youth up to age 21 living in Santa Clara County who have Medi-Cal. Services include:

- Meet one-on-one with a counselor or therapist to receive support and guidance.
- Get psychiatric care and medication if needed.
- To get started, call (408) 243-0222 and ask for an Intake Counselor.
- Don't have Medi-Cal? See the [Medi-Cal](#) section of our Benefits page for information on how to apply.

Substance Abuse Services

Gateway / SUTS

Substance Use Treatment Services (SUTS) provides alcohol and drug treatment services to adults in Santa Clara County.

- Available to all residents regardless of gender, race, ethnicity, or sexual orientation.
- Services available in five languages: English, Spanish, Mandarin, Vietnamese and Tagalog.
- To access services, call the Gateway Call Center: 1(800) 488-9919.
- After you call Gateway, a telephone representative will ask you a few questions about your situation. These questions are used to refer you to an appropriate agency for treatment.

Virtual AA and NA Meetings

Connect on your computer or phone to other people struggling with addiction by attending a [virtual Alcoholics Anonymous or Narcotics Anonymous meeting](#). Dozens of meeting groups

have gone online since the shelter in place orders went into effect. You can find meetings being held every day of the week at almost every hour of the day.

Medical Care

SKY Clinic at VHC Downtown

SKY will provide wellness and athletic physicals, sick visits, comprehensive contraceptive care, and access to psychiatry, dental, and other services. SKY is closely linked to the HUB. A DFCS social worker at the SKY Clinic will provide information regarding housing, employment, continuing education and drug cessation. What it is: SKY Clinic is the new Santa Clara County Clinic for Youth and Young Adults, ages 14-25.

- Who can access: Youth currently or previously in foster care, youth currently or previously involved with the juvenile justice system, youth who are homeless or at risk for homelessness, CSEC (sexually trafficked) youth, and other youth with complex needs who are making the transition to independent adulthood.
- To make an appointment: Call (408) 977-4504. No referral is required. If you are uninsured, or unsure about insurance status, they will help.
- They are located at the VHC-Downtown, 777 East Santa Clara Street, San Jose. Call before going to find out days/hours of operation.

College Students

Public colleges in California have agreed that NMDs and former foster youth may continue to stay in dorms, though they may be asked to move to a different room to comply with state and local protocols for social isolation. Any barriers to staying in a UC, CSU, or community college dorm should be elevated to the Provost's office and the Foster Care Ombudsperson's Office (877-846-1602; fosteryouthhelp@dss.ca.gov).

Scholarships and Other Support

Foster youth and former foster youth who are in college or who would like to go to college can get assistance from Pivotal. Pivotal offers college scholarships, youth leadership opportunities, job and career assistance, tutoring, and more. See their [website](#) for more information.

Student Loans

To provide relief to student loan borrowers during the COVID-19 national emergency, federal student loan borrowers are automatically being placed in an administrative forbearance, which

allows you to temporarily stop making your monthly loan payment. This suspension of payments will last until Sept. 30, 2020, but you can still make payments if you choose. See [here](#) for more information.

Technology to Help you Stay Connected

Free Cell Phones through iFoster

NMDs are eligible for smartphones (with hotspot capability) through iFoster's joint pilot program with the Public Utilities Commission. For information, call or email the Foster Care Ombudsperson's Office: (877) 846-1602 or fosteryouthhelp@dss.ca.gov.

If You Can't Pay Your Cell Phone Bill

Many wireless companies are waiving fees during the COVID-19 pandemic. Find your service provider below.

AT&T Wireless

AT&T has pledged that, at least through the end of May 2020, they will:

- Not terminate the service of any postpaid wireless, home phone or broadband residential or small business customer because of their inability to pay their bill due to disruptions caused by the coronavirus pandemic.
- Waive any late payment fees that any postpaid wireless, home phone or broadband residential or small business, U-verse TV or DIRECTV customer may incur because of economic hardship related to the coronavirus pandemic.
- (NEW) Waive domestic postpaid wireless plan overage charges for data, voice or text for residential or small business wireless customers incurred because of economic hardship related to the coronavirus pandemic.
- Keep public Wi-Fi hotspots open for anyone who needs them.
- See [here](#) for more information. To submit a request to AT&T to have your charges waived due to financial hardship from the coronavirus, fill out the form [here](#).

Sprint

- Sprint is providing Unlimited data for 60 days to customers with metered data plans (effective 3/18).
- Giving 20 GB of free mobile hotspot to customers with hotspot-capable devices (effective 3/18).

- Waiving per-minute toll charges for international long-distance calls from the U.S. to CDC- defined Level 3 countries (effective 3/17)
- See [here](#) for more information.

T-Mobile and Metro by T-Mobile

- All T-Mobile customers as of March 13, 2020 who have plans with data will have unlimited smartphone data for the next 60 days (excluding roaming).
- T-Mobile customers on plans with smartphone mobile hotspot can add 20GB of smartphone mobile hotspot (10GB per bill cycle for the next 60 days) via myT-Mobile.com or the myT-Mobile app by adding the COVID-19 Response High Speed Smartphone Mobile HotSpot feature for each voice line. (T-Mobile Connect excluded)
- See [here](#) for more information.

Verizon

Verizon will waive late fees and overage charges for 60 days from March 16 to May 13 for customers and small businesses who are unable to pay as a result of economic hardship due to the COVID-19 pandemic, and will not terminate service to those customers.

- See [here](#) for more information.

Comcast

Comcast announced it would offer two months of free internet services to low-income households in its service areas.

- To sign up, visit their [website](#) or call 1-855-846-8376 (for English) or 1-855-765-6995 (for Spanish). The website also includes the option to video chat with customer service agents in American Sign Language.
- For more information on Comcast's COVID-19 response plan, click [here](#).

Pregnant & Parenting Youth

Teen Parent Support Program (TPSP)

Teen Parent Support Program (TPSP) provides free support to pregnant and parenting youth (mothers and fathers) under the age of 21 in Santa Clara County. Get assigned to a case manager who will work with you one-on-one to help with things like health services, food and nutrition, parenting support, applying to college and financial aid, counseling/support groups, emergency supplies (clothing, diapers, formula, etc.), finding a job, and more.

- Case managers are keeping in touch with their clients during the shelter in place orders through phone calls, encrypted video conferencing, and no-contact supply drop-offs.
- They also have a program called Cal-Learn for pregnant and parenting teens who receive cash aid (CalWORKS). Cal-Learn provides supportive services and cash incentives to assist teens in completing their education.
- To learn more and apply, see their [website](#).

Help Your Child Learn

Parents of children in Santa Clara County have access to numerous resources through the Office of Education. These resources include at-home learning and talking to your child about COVID-19

- Talking to your child about COVID-19
- At-Home Learning
- WarmLine - (408) 453-6651 - to answer questions and provide support, activities, and resources for families who have children with special needs, including to children with IEPs.
- Access these resources [here](#).

Parents Helping Parents (PHP)

Provides education, information, and resources to parents/caregivers of children with special needs. Call (408) 727-5775 or visit www.php.com.

FIRST 5 Santa Clara County

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

- Call FIRST 5 at (408) 260-3700 or visit their [website](#).
- Support is available in English, Spanish, and Vietnamese.

Domestic Violence Resources

Restraining Orders

Self-Help Center at Courthouse

The Self-Help Center and Restraining Order Help Center at the Family Justice Center Courthouse (201 N. First Street, San Jose, CA 95113) are open for people seeking assistance in getting a domestic violence restraining order or Gun Violence Restraining Order.

- Their office is open for assistance with filing requests for restraining orders from 8:30 a.m. to 3 p.m. Monday through Friday (closed for lunch from 12:30 - 1:30 p.m.).
- Persons with the following requested filings are permitted access to the Self-Help Center/Restraining Order Help Center, the Clerk's Office and/or the Drop Box:
 - Pleadings related to the prevention of domestic violence or gun violence.
 - Pleadings requesting temporary emergency orders in which the orders requested involve custody and visitation issues or child safety issues.
 - Pleadings related to the prevention of civil violence, such as civil harassment, elder or dependent abuse, workplace violence, school violence, or juvenile dependency restraining orders.
- Emergency Protective Orders requested through law enforcement continue to be issued by Superior Court judicial officers 24 hours a day.
- See the [Court's website](#) for more information.

LACY

[Legal Advocates for Children & Youth](#) (LACY) is a program of the Law Foundation of Silicon Valley. LACY's team of attorneys and social workers are working remotely and can assist in obtaining a restraining order.

Contact LACY's Intake Line: (408) 280-2416.

Next Door Solutions to Domestic Violence

[Next Door Solutions to Domestic Violence](#) (NDS) is the largest provider of domestic violence services in Santa Clara County and provides crisis counseling, information and referrals.

- Their community office at Gish Road is temporarily closed due to the shelter in place orders, but their emergency shelter and 24-hour crisis line remain open.
- 24/7 Hotline: (408) 279-2962
- Language assistance available: English, Spanish

- San Jose office hours are Monday - Friday, 11 a.m. - 2 p.m. for *current clients who are picking up mail only*. 234 E. Gish Road, Suite 200 San Jose, CA 95112

YWCA Silicon Valley

[YWCA Silicon Valley](#) provides a broad range of services to survivors of domestic violence, sexual assault, and human trafficking. A dedicated response unit provides confidential crisis counseling and support, including immediate access to resources, emergency assistance, and referrals.

- 24/7 Hotline: (800) 572-2782
- Language assistance available: English, Spanish, Vietnamese.
- YWCA Silicon Valley also operates a Confidential Emergency Shelter for individuals and families with children fleeing or attempting to escape domestic violence. For information contact the Hotline above.

Community Solutions

[Community Solutions](#) provides services and response for survivors of intimate partner abuse/domestic violence, sexual assault and/or human trafficking in Santa Clara County.

- 24/7 Hotline: 1(877) 363-7238
- Available languages: English, Spanish.
- They are open during the shelter in place orders. They request that people call their hotline to request services.
- Their Gilroy, Morgan Hill and Hollister offices remain open during business hours for individuals to access services *if phone contact is not possible or is not safe to initiate*.

Gilroy office:

9015 Murray Avenue, #100
Gilroy, CA 95020

Morgan Hill office:

16264 Church Street, #103
Morgan Hill, CA 95037

Hollister office:

341 Tres Pinos Road #202B
Hollister, CA 95023

Asian Americans for Community Involvement

[Asian Americans for Community Involvement](#) provides free and confidential services for survivors of domestic violence and human trafficking in Santa Clara County.

- They are still open for essential services during the shelter in place orders.

- To access services, call (408) 975-2739
- Language assistance available: English, Spanish, Vietnamese

Self-Care and Support Resources

Virtual Support Groups

The YWCA is offering virtual self-care and awareness support groups. The purpose is to provide a safe space to discuss what people are experiencing right now. Topics include: coronavirus information, coping skills, self-care methods, and much more! Youth and adult groups are available, in English and Spanish. See their [flyer](#) for more information.

Santa Clara Superior Court Case Information

- To find information on a criminal case, visit: [Criminal Case Records - The Superior Court of California, County of Santa Clara](#).
- For information on all other cases, visit [Case Information Online - Superior Court of California, County of Santa Clara](#)
- If you have business with the Court, consider the following options to minimize the need to visit the courthouse:
 - Pay your ticket online: [E-Payments - Traffic Tickets - Superior Court of California, County of Santa Clara](#)
 - Pay your traffic ticket by phone: 408-878-0098
 - Request a deferral of jury duty [Jury Duty - Respond Summons - Superior Court of California, County of Santa Clara](#) or call 408-882-2700 (press 8 then 0)
 - Search cases and calendars: [Superior Court of California, County of Santa Clara: Public Portal](#)
 - E-Filing for Civil, Family, Probate, and Small Claims cases: [Electronic Filing - Superior Court of California, County of Santa Clara](#)
 - Complete Forms at Home: [Complete Forms at Home - The Superior Court of California, County of Santa Clara](#)
 - Self-Help assistance by email: [Ask a Question - Self-Help Web Form - The Superior Court of California, County of Santa Clara](#)
 - Call the Self-Help Center: 408-882-2926 (voicemail)

Taxes

Who Should File Taxes?

If you made more than \$12,000, you are required to file taxes. If you made between \$1 and \$12,000, you don't have to file taxes, but you probably should because you might be eligible to get money back through the Earned Income Tax Credit (EITC).

The law changed recently – it used to be that you had to be 25 or older to get cash back from the EITC, unless you had children. Now if you're 18 or older you qualify to get the California EITC whether you have kids or not. This means you will get hundreds or even thousands of dollars cash back, depending on whether you have kids.

You qualify for the EITC if:

- You earned between \$1 and \$30,000 in 2019.
- You are at least 18 years old.
- You have a Social Security Number.
- You lived in California for at least ½ of 2019.

The EITC is in addition to the economic impact payment that the government is sending out to people because of the coronavirus. If you file your taxes, you will automatically get the economic impact payment. See [above](#) for more information.

Tax Filing Help

The deadline to file federal income taxes has been extended to July 15, 2020. There are several ways to get free help filling out your tax return:

Supported DIY (Do-It-Yourself) Filing

Due to COVID-19 health restrictions, in-person tax preparation has been cancelled until further notice. As an alternative, United Way Bay Area is offering a free online Do-It-Yourself (DIY) Tax Preparation program with assistance from VITA certified preparers.

[Sign-up for an appointment](#) to get help filling out your tax return online.

Free File through the IRS

If you are comfortable filling out your tax return online without assistance, there are several ways to do so for free. The IRS website lists the different programs that are available, such as TurboTax and H&R Block. Find a program [here](#).

Transportation

Valley Transportation Authority

Light Rail service is now running 6 a.m. - 6 p.m. Monday to Friday.

VTA is running reduced bus service, with some routes suspended or coming less often. Most service ends at 9 p.m.

Fares are not being collected at this time.

Find your route [here](#). For more information on VTA updates during the COVID-19 pandemic, click [here](#).