COVID-19
Community Resources for Members

About this Information Sheet
In California, several community resources are available to families and workers during the COVID-19 shutdown. Below are a list of resources offering medical, utility, employment, and food assistance for you and your family.

Food Resources
Where to find free meals for kids during school closures:
• Visit your local school district website for information on centers offering ‘Grab & Go Meals.’
• Some local libraries will be offering food distribution centers. Visit your local library website for information about food bank locations and schedules.

Where to find food for my family:
• Local food pantry services are available throughout the state, including in-person distribution centers, home delivery services, and specialized meal programs for senior citizens. Call 2-1-1 for more information about your nearest food pantry center or service.

Medical Resources
On March 13, USCIS announced that testing, prevention, or treatment for COVID-19 would NOT be used against immigrants in a public charge test. This means that immigrant families should seek the care they need during this difficult time. Here are some tips:
• Call 2-1-1 or visit the 211.org website for a list of medical facilities near you.
• It is safe and smart to see the doctor if you need care. Your doctor is required to honor your right to privacy.
• You can still see a doctor without medical insurance. This includes care you receive in the emergency room and at community and migrant health centers, free clinics, and public hospitals. If you don’t have a doctor, call a local community health center for assistance. You can find a health center here: https://findahealthcenter.hrsa.gov.

Quick Links and Resources

Call 2-1-1
2-1-1 connects millions of Americans to essential services and is available in various languages. Call 2-1-1 or find your local 2-1-1 website at 211.org for a comprehensive list of community resources in your area, including food, medical, legal, mental health resources and more.

The SEIU-USWW Hotline
If you are dealing with a work-related issue, contact the USWW union at (877) 536-8799 from 9:00 AM to 5:00 PM, Monday through Friday. If you call at other times, please leave a message.

The BSP Hotline
For questions on BSP programs, tips for personal and family safety, and/or connections to local services, please call the BSP hotline at (408) 430-3314 from 9:00 AM to 5:00 PM, Monday through Friday. If you call at other times, please leave a message.

For more information, visit SEIU-USWW at www.seiu-usww.org/covid-19-update or BSP at www.buildingskills.org/covid19-resources. For live updates on COVID-19, follow the BSP and SEIU-USWW Facebook accounts, @Building_Skills, @UnitedServiceWorkersWest.
• Hospitals and health care spaces are safe to visit. Federal guidelines prohibit immigration agents from conducting arrests or other enforcement actions at health care facilities, such as hospitals, doctors’ offices, health clinics, and urgent care facilities.

Unemployment Resources

The state of California is offering support for those who are unable to work due to the impact of COVID-19. **IMPORTANT NOTE: Unemployment Insurance benefit payments are NOT available to undocumented workers.** Immigrant workers must have legal authorization to work to access the benefits below. If you or a loved one cannot return to work because of a personal illness, or caring for an ill family member, or if you are experiencing reduced hours due to workplace closures, the following benefits may be of support.

• Visit the Labor and Workforce Development Agency at www.labor.ca.gov/coronavirus2019/. Scroll down to the “Support services for workers” box. The following benefits are available:
  • Paid Sick Leave
  • Unemployment Insurance
  • Information on Disability Insurance
  • Paid Family Leave
  • Support services for those who are sick or quarantined, caregiving, or reduced work hours.

• Visit the State of CA, Employment Development Department at www.edd.ca.gov/about_edd/coronavirus-2019/faqs.htm for a list of frequently asked questions regarding the benefits above.

• To speak with an EDD representative in various languages, visit www.edd.ca.gov/unemployment/telephone_numbers.htm

Accessing Online Resources

Accessing the internet is not always a luxury when living in home isolation. Some internet providers offer low-cost internet services to NEW subscribers who qualify. Individuals will need to apply online.

• COMCAST Internet Essentials brings affordable high-speed internet home. Apply at www.internetessentials.com/.

• AT&T is offering low-cost home internet service to qualifying households. Get details and apply at www.att.com/shop/internet/access/#!/.

• Frontier Communications is offering a ‘Lifeline’ program to help qualified low-income individuals pay for telephone or internet services. Visit frontier.com/resources/discountprograms/lifelineprogram/california for eligibility requirements and to apply.

COVID-19 and the Census

Due to COVID-19, the U.S. Census Bureau has delayed its early round of in-person outreach, including door-knocking by census workers until April 23. Here are some tips for completing the census during COVID-19. Remember, it's important that you and your family are counted to ensure your community is claiming its fair share of federal money.

• The safest way to do the Census is online, at home. Without leaving your home, you can take about 10 minutes to complete the questionnaire on behalf of your household — either online at my2020census.gov or over the phone.

• If you prefer paper, all households that haven’t responded by early April are expected to receive a physical questionnaire in the mail. Some households in areas with low internet subscription rates, and communities with higher shares of residents over age 65, are set to receive paper forms by March 20.

• For more information, please visit my.2020census.gov.