



ALAMEDA HEALTH
CONSORTIUM



COMMUNITY HEALTH
CENTER NETWORK

CHCN SOCIAL NEEDS RESOURCE GUIDE

UPDATED October 7,
2020

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This is a live document. CHCN staff will be updating resources as frequently as possible.

HEALTH CARE COVERAGE

| Organization | Website | Customer Care/ Member Service Phone Number |
|-----------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------|
| Community Health Center Network | https://chcnetwork.org/ | (510)297-0242 |
| Alameda Alliance for Health | https://alamedaalliance.org/ | Member Services: (510) 747-4567 Toll Free:1(877)932-2738 People with hearing and speaking and impairments (CRS/TTY): 711/ 1(800)735-2929 |
| Anthem Blue Cross - Alameda County | https://www11.anthem.com/ca/alameda/ | |
| Alameda County Social Services | https://www.alamedasocialservices.org/public/index.cfm | Apply for Medi-Cal, CalFresh, CAPI, IHSS, General Assistance and CalWorks (currently by phone or internet only) |

FOOD INSECURITY

| Resource | Website |
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| List of Alameda County food | https://www.needhelppayingbills.com/html/alameda_county_food_banks.html |

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| banks | Phone: 510-635-3663 |
| Emergency Meals & Groceries around Berkeley | https://bancroft.berkeley-public.org/documents/uploads/emergency_meals.pdf |

| Resource | Description |
|--------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| La Santa Torta Food Truck | Free Hot Meals (12-2PM) 333 Broadway, Oakland, CA. 94607 |
| Expensify.org | Matching \$50 towards SNAP grocery purchases. Limited to one reimbursement per family. |
| Berkeley Food Network | On-Site Pantry currently open during COVID-19 containment period. Hours of Operation: Monday-Thursday (10am-2pm) Monday and Wednesday (5pm-7pm) First and third Saturdays (10am-12pm) *** Hours May change. *** For more information: (510)616-5383 |
| Discounted meals from MIXIT | MIXT, a healthy dining option, is offering sliding scale discount codes for pick-up orders. Codes: wegotyou25 for 25% off, wegotyou50 for 50% off, wegotyou100 for a free meal. Use codes at mixt.com or on MIXT app for pick up orders. |
| Best times to grocery shop for vulnerable populations. | Safeway, Wholefoods, Target and several other markets and retail stores are setting aside hours just for “at-risk” shoppers, including senior citizens, pregnant people and other people with vulnerable immune systems. Safeway invites “at-risk” shoppers from 7-9 a.m. Tuesday and Thursday; Whole Foods invites customers 60 and older to stores one hour before opening to the public; Target reserves the first hour on Wednesdays to “vulnerable guests;” Dollar General reserves the first hour of every business day to senior shoppers. |
| UberEats Free Delivery | As of 3/16/2020, Uber is waiving delivery fees for over 100K restaurants. |
| Free Lunches in Bay Area | Overview of free lunch distribution centers in the Bay Area. |

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| Berkeley Students (CAL) | <p>The Basic Needs Center is currently open through Wednesday (M-W 12PM-5PM), due to an MLK Student Union leadership request. We will keep days/tiems and location up to date. Visit the website for more information. It is now located at 103 Sproul Hall.</p> |
| HelpBerkeley.org | <p>For Berkeley residents –2 restaurant meals for \$10.00 delivered to their home. You must register online and request food delivery during registration to receive meals. Can be delivered daily!</p> |
| 50% OFF groceries for EBT users | <p>Mandela Grocery Cooperative; 1430 7th St, Oakland, CA 94607 (across West Oakland Bart) Call (510)452-1133 with any questions.</p> |
| Culinary Angels | <p>Providing nutrient-rich meals to people going through a serious health challenge. In response to the COVID-19 mandates, Culinary Angels has suspended their regular meals and is delivering organic produce bags to their recipients in partnership with Sunflower Hill and Fertile Groundworks Gardens.</p> |
| Monument Crisis Center | <p>Monument Crisis Center will hold emergency food distribution open to all in need during the following dates and times:</p> <p>Monday August 17th 9am-12pm; Tuesday August 18th 9am-12pm; Wednesday August 19th 9am-12pm; Monday August 24th 9am-12pm; Tuesday August 25th 9am-12pm; Wednesday August 26th 9am-12pm Monday August 31st 9am-12pm</p> <p><i>*Weekend distribution added: Saturday August 22nd 9am-11am*</i></p> <p>Location and Phone:</p> <p>1990 Market Street Concord, CA 94520</p> <p>Tel: (925) 825-7751</p> <p>Fax: (925) 825-8732</p> |
| Alameda County Deputy Sheriffs' Activities League | <p>Population Served: DSAL is offering food delivery of fresh produce, food bank shelf stable food, and prepared meals to addresses within 15 miles of the Food Hub (2700 Fairmont Blvd San Leandro).</p> <p>Food Provided: Fresh produce, shelf stable food, and prepared meals.</p> <p>How to Access: For more information, and to sign up for food deliveries click here. (scroll to bottom of webpage)</p> |

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| <p><u>Oakland Trybe</u></p> | <p>Population Served: Oakland Trybe is offering opportunities for food pick-up and delivery for food insecure individuals and families in the San Antonio, Eastlake, Fruitvale and East Oakland neighborhoods of Oakland, including zip codes 94606, 94601, 94605 and 94621.</p> <p>How to Access: For more information, and to request food click here.</p> |
| <p><u>Life ElderCare</u></p> | <p>Population Served: Adults aged 60+ without others to help them at home. Must reside in Fremont, Newark, or Union City.</p> <p>Food Provided: A bag of groceries containing fresh fruits and vegetables every 1 week.</p> <p>How to Access: Call 510-894-0370, email info@LifeElderCare.org, or sign up online.</p> |
| <p><u>Alameda County Great Plates</u></p> | <p>Population Served: This food delivery program is designed to provide meals to Alameda County adults age 65 and older and adults age 60-64 who are at high-risk, as defined by the CDC and who are unable to access meals while staying at home and are ineligible for other nutrition programs.</p> <p>How to Access: For more information, refer to the their website by clicking here, OR Call: 925-803-7943</p> |

Farmers Market Open (accepts SNAP):

| Location | Hours of Operation |
|--------------------------------------------|-------------------------------------------------|
| SF Ferry Plaza | Tues & Thursday (10am-2pm) Saturday (8am-2pm) |
| Heart of the city at UN Civic Center Plaza | Wed, Fri, Sun (7am-4:30/5PM) |
| South Berkeley (Adeline & 63rd) | Tuesdays: (2pm-6:30pm) |
| North Berkeley (Shattuck & Vine) | Thursdays (3pm-7pm) |
| Downtown Berkeley (MLK & Center) | Saturdays (10am-3pm) |

Montclair Village

Sundays (9am-1pm)

Food Resources for the Elderly (65+)

| Resource | Description |
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| The East Oakland Collective | Offering supplies and food for seniors, unhoused folks, people with compromised immune systems. Please contact EOC for availability of supplies and food at (510)990-0775 or info@eastoaklandcollective.com |
| Project Open Hand | Continuing to serve medically tailored meals to economically disadvantaged patients. https://www.openhand.org/ |
| Meals on Wheels | Will still be serving meals and continuing operation. San Francisco: https://www.mowsf.org/coronavirus Alameda County: https://www.feedingseniors.org/get-meals-1 |

FINANCIAL INSTABILITY

| Resources | Description |
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| Unemployment via Legal Aid at Work | According to Legal Aid at Work, people can collect unemployment for having hours reduced as a result of the crisis. File for unemployment: https://www.edd.ca.gov/Unemployment/ . Information from EDD on Coronavirus: https://www.edd.ca.gov/about_edd/coronavirus-2019.htm |
| Disability Insurance (SDI) | Find out more information regarding disability or paid family leave benefits. |
| Eviction Moratoriums | People in San Francisco and other places might be able to delay their rent payments. |
| A list of relief funds for undocumented workers in California | To assist undocumented workers who have lost their jobs or income as a result of the Coronavirus outbreak, Legal Aid at Work has compiled a list of known relief funds for undocumented workers. |
| A Guide to COVID-19 Replacement Income and Job-Protected Leave Programs for California Workers | This guide provides an overview of the replacement income and job-protected leave programs available to California's workers, and can help orient workers to the programs that may be right for them. |
| CORE (Children of Restaurant Employees) | Due to the large demand and scope of COVID-19, CORE wants to honor their mission by providing support to food & beverage service employees with children, who have been medically diagnosed with COVID-19 or have someone living within their home who have been diagnosed. |
| United Way Bay Area Rental Relief Fund | The United Way Bay Area Rental Relief Fund, created by Wells Fargo, launched on July 14 and is providing rental assistance to families through UWBA's existing network of SparkPoint Centers and community partners. |

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| enTouch Wireless | <p>Qualified customers will receive a free smart phone plus Unlimited Talk / Text units and 1/2 GIG of Data for Internet every month.</p> <p>You can apply for the California LifeLine Program through enTouch Wireless in the following ways:</p> <ol style="list-style-type: none"> 1. Apply online at https://www.apply4lifeline.entouchwireless.com/hhv/main?planId=1290&planId=1290 2. Apply over the phone by calling 866-488-8719. <ol style="list-style-type: none"> a) An automated message will ask you for a phone number, but if you are not already receiving services from enTouch Wireless your number will not be recognized. b) Enter any number and wait for the automated response, enter any number again and the automated response will ask you to press 0 to speak with customer service. c) Press 2 to speak with a customer service rep (Wait time is around 10 mins) <p><i>The estimated time from application to receiving your free phone is 2 weeks.</i></p> |
| SafeLink Wireless | <p>With the SafeLink Wireless Service, features included with the plan for free are:</p> <ul style="list-style-type: none"> • Free Android Touch Screen Cell Phone*, Unlimited Free Voice Minutes, Unlimited Free Texts Messages each month, 2 GB of data, Caller Id, Call Waiting, Voicemail, 3-way calling, Free 411 calling, Free 911 Access, Free calls to Customer Care <p>You can apply for the California LifeLine Program through SafeLink Wireless in the following ways:</p> <ol style="list-style-type: none"> 1. Apply online at https://www.safelinkwireless.com/Enrollment/Safelink/en/Web/www/default/index.html#!/newHome 2. Apply over the phone by calling 1(800) 723-3546 <ol style="list-style-type: none"> a) In order to speak with a customer service representative, dial 5 for technical support after choosing your language and state. Once on the phone with a technical support representative, ask to speak to someone about applying and you will be transferred to someone that can help. (Wait time around 5 mins) <p><i>It takes an estimated 7-10 business days to receive services after application is approved.</i></p> |

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| <p>Assurance Wireless</p> | <p>New customers can receive the California FREEdom® Plan with Data:</p> <p>FREE Android™ Smartphone*, FREE Unlimited Talking & Texting, FREE 3GB Data Each Month (High-speed data), FREE Voicemail, Call Waiting & Caller ID, FREE 911 Access, Nationwide Sprint® Network coverage, Keep Your Current Home or Cell Phone Number</p> <p>You can apply for the California LifeLine Program through Assurance Wireless in the following ways:</p> <ol style="list-style-type: none"> 1. Apply online at: https://www.assurancewireless.com/ 2. Request a paper application over the phone by calling 1-888-321-5880 <ol style="list-style-type: none"> a) The initial automated message asks for your phone number, press # to bypass. b) Press 4 at the main phone menu c) Press 3 for technical support d) Press 1 to speak to a live agent to request paper application (Wait time 1 min) <p><i>It takes an estimated 7-10 business days to receive services after application is approved.</i></p> |
| <p>Phone Providers' 19 Responses COVID</p> | <p>List of common cell phone plans and their offers in response to COVID 19.</p> <p>List of offers: https://www.miottawa.org/Health/OCHD/pdf/COVID-19-Resources_Cell_Phone_Providers.pdf</p> |

CHILDREN AND SCHOOL BASED SERVICES

| Resource | Description |
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| Internet Essentials | Many schools are offering curriculum and other online resources. Internet Essentials is offering 2 free months of internet service. |
| OUSD food pickup sites | Free meals during COVID-19 closures. The Nutrition Services Department will continue to operate 12 pick-up locations throughout the city where "Grab and Go" breakfast and lunch meals will be available for all OUSD students or families and any Oakland child under 18. |
| East Oakland DREAMer emergency fund | Up to \$250, applicants must be migrant youth 15-30 years old or migrant guardian of youth aged 0-20. https://tinyurl.com/COVIDMigrantYouthRelief |
| Dream Youth Clinic 583 5th St, Oakland, CA 94607 | Clinic open during shelter in place. Services are for youth ages 12-24 and include medical evaluations, HIV/STD testing, birth control, and immunizations. Call 510-839-0929 ext.3 to make an appointment. Walk-ins welcome. Hours: Mon and Wed 1-5pm, Thurs 2-6pm |
| Lil Libros | Free printable worksheets for children sent directly to your email. Available in English and Spanish. |
| PBS Educational Daytime Programming | Starting Monday, March 16, students in Pre-K through 12th grade will have the opportunity to access free, educational PBS daytime programming designated for each grade level weekdays. |
| Math lessons from MIND Research Institute | MIND Research Institute is offering no cost access to a free math instructional program for students in grades K-8 |
| Scholastic Online | Scholastic offers free, online learning experiences for kids of all ages |
| Parent Support via Family Paths | Family Paths Parent Stress Hotline 1-800-829-3777 |

INTIMATE PARTNER ABUSE/ DOMESTIC VIOLENCE

| Resources | Description |
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| Alameda County Family Justice Center | Limited Telephonic appointments and emergency support: (510)267-8800 Family Violence Law Center 24hr Crisis Line: 1-800-947-8301 |
| Futures Without Violence | Resources and Information for Survivors, communities and DV/SA programs |
| WOMAN, Inc. | WOMAN, Inc. is a community-based, multi-service agency that serves survivors of domestic violence. It can be reached 24 hours per day at (877) 384-3578. |
| Safety Planning for DV Survivors During Quarantine | A safety planning guide for survivors of DV during the COVID-19 pandemic. |
| Tips for helping a friend experiencing domestic abuse | This guide, developed by the National Network to End Domestic Violence (NNEDV), offers tips on how you can help a friend dealing with domestic abuse while also maintaining your safety during a public health crisis. |

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| Safe Alternatives to Violence Environments (SAVE) | Provides shelter, support, and educational opportunities for individuals and families so they may end the cycle of abuse, heal, and have the freedom to reach their potential. |
| | Call the 24-hotline at 510-794-6055 |

CRISIS SUPPORT SERVICES

| Resources | Description |
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| 24 hour crisis Line | 1-800-273-8255 |
| Friendship Line (Seniors) | 1-800-971-0016 |
| ACCESS (Alameda County Behavioral Health) | Crisis Support and Facilities Quick Links |
| Crisis Connect (mobile crisis service line for providers to call) | 1-800-491-9099 |
| Trans Lifeline | Trans Lifeline provides direct emotional and financial support to trans people in crisis. It can be reached at (877) 565-8860. |
| Deaf Hotline | The Deaf Hotline has advocates available to provide 24-hour crisis intervention, education, information, and referral for deaf, deafblind, and deafdisabled survivors of domestic violence and sexual assault through video phone at (855) 812-1001, (800) 787-3224 (TTY), chat, and email at nationaldeafhotline@adwas.org |
| COVID Grief Network | Prioritizing young adults. COVID Grief Network is providing short-term (between 2-6 weeks) one-on-one grief support with a volunteer grief worker. After these sessions, your volunteer grief worker can refer you to local service agencies for long term support, if needed. As a member of the COVID Grief Network, you will also have continued access to emerging group spaces with other young adults in grief. Fill out the interest form on this website to be connected with services. |

Legal Services - Housing

| Resources | Description |
|----------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Centro Legal de la Raza | Immigrants' Rights, Tenants' Rights, Workers' Rights, Litigation, Youth Law Academy |
| City of Oakland Housing Advocacy resource list | Contact Local Housing Advocacy Organizations |
| Keep Oakland Housed | Comitted to preventing Oakland residents from losing their housing by providing legal representation, emergency financial assistance, and supportive services. |

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| Breakdown of Local Housing Resources | A list of housing resources in Alameda County. |
| Tenant Protections During the COVID-19 Pandemic | The Federal Government, California's Governor and Judicial Council (sets policy for state courts) have passed some protections for tenants. This one-pager highlights some of these protections. |

Pet Care

| Resources | Description |
|-----------------------------------------|--------------------------------------------------------------------------------------|
| East Bay SPCA | All adoption and animal services suspended through April 7th. |
| Oakland Animal Services | Services by appointment only. Call (510)535-5602 between 11am and 4pm 7 days a week. |

Mutual Aid Resources to give or ask for help

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| Oakland At Risk | At Risk? Sign up to get assistance. A healthy young adult with low-risk factors? Sign up to be matched with an elder or immunocompromised member of our community who could use your help over the next several weeks. (510)306-4973 (Phone lines active) |
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| April Showers | <p>Open on the first, third and fifth Sunday of every month at CREEKSIDE COMMUNITY CHURCH, SAN LEANDRO (951 MacArthur Blvd., San Leandro 94577 -- between Dutton Ave. and Dowling Blvd.</p> <p>Some of the services offered:</p> <ul style="list-style-type: none"> • A welcoming, safe place • Caring volunteers • Showers and new underwear and socks • Hot lunch, coffee and pastries • Men's and women's clothing • Bag lunch and bottled water • Haircuts • Referrals and information for health care, social services, housing, jobs and transportation |
| Regional Center Resources During Pandemic | <p>This webpage outlines resources provided by the regional center during the COVID 19 pandemic.</p> |
| California Disaster Relief Assistance for Immigrants (DRAI) | <p>The State of California will provide one-time disaster relief assistance to adult undocumented immigrants impacted by the COVID-19 pandemic.</p> <p>This is only for adults who are ineligible for other forms of federal unemployment or pandemic related assistance, such as the CARES act or unemployment benefits.</p> <p>Please be patient and continue to call 1-415-324-1011 to apply for the Disaster Relief Assistance for Immigrants (DRAI) program. Call volume is extremely high, and yet, with persistence, callers are getting through. It is the only way to apply for this help.</p> |
| League of Volunteers | <p>League of Volunteers is an organization providing emergency food, clothing, and more to the tri-city area. Call (510) 793-5683 to be connected to services.</p> |
| Berkeley Mutual Aid | <p>Berkeley Mutual Aid matches lower-risk volunteers with the most pressing needs. This includes pairing lower-risk neighbors with higher-risk neighbors who need essential supplies (e.g., food, toiletries, and prescriptions), help navigating social services, or connecting to overcome social isolation.</p> |

Miscellaneous

| Resources | Description |
|-------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Safer Drug Use During the COVID-19 Outbreak | This document may be helpful to people who use drugs during the COVID 19 pandemic including tips on how to reduce risk of exposure while using, and harm reduction practices tailored to the quarantine environment |
| #PashFam Free Community Resource Bank | A collection of free online courses and entertainment options for keeping busy and productive while at home. |
| Virtual Sangha Links | A list of weekly meditation and yoga groups hosted via Zoom. Some groups are specifically for marginalized groups (LGBTQ+, people with disabilities, PoC, etc). |
| Pelaton App 90-day Free Trial | Free trial of Pelaton fitness app with archive of online fitness courses for all levels of expertise and access to equipment. |
| Kanopy | Stream thousands of films for free, thanks to the generous support of your public library. Berkeley and Oakland Public Libraries are participating. Will need Library card to access films. |
| Hoopla | Hoopla is a media service offered by your local public library that allows you to borrow movies, music, audiobooks, ebooks, comics and TV shows to enjoy on your computer, tablet, or phone – and even your TV! |