



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

FINANCIAL ASSISTANCE APPLICATION PROCESS

WHAT TYPE OF ASSISTANCE CAN I APPLY FOR? Emergency Financial Assistance can be requested to help pay for the following emergency needs, based on eligibility criteria and funding availability:

- Housing assistance such as deposits, rent or mortgage payments
- Utility arrears or deposits
- Transportation assistance such as car repairs vehicle registration or other transportation needs, if the transportation assistance is linked to critical needs
- 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
- Demonstrate a household income within the past 30 days at or below the income eligibility threshold (see table on next page); 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.

Size of Household (# of people)	1	2	3	4	5	6	7	8
Income Limit for COVID Emergency Financial Assistance	\$67,740	\$77,400	\$87,060	\$96,720	\$104,460	\$112,200	\$119,940	\$127,680

WHAT IS THE APPLICATION PROCESS? Call or go to the website for the Core Service Agency that serves your area of the County (see table below) and they will provide you with an overview of the process for you to submit an application and provide information about your household and current situation, for that information to be reviewed, and for you to receive a response about your application.

Coastside Hope	Daly City Community Service Center	Fair Oaks Community Center	Pacifica Resource Center
99 Avenue Alhambra El Granada, CA 94018 650.726.9071 https://coastsidehope.org/	350 – 90th St., 1st Floor Daly City, CA 94014 650.991.8007 http://www.dcpartnership.org/daly-city-community-service-center/	2600 Middlefield Road Redwood City, CA 94063 650.780.7500 https://www.redwoodcity.org/about-the-city/covid-19-housing-resources	1809 Palmetto Avenue Pacifica, CA 94044 650.738.7470 https://www.pacresourcecenter.org/
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 650.879.1691 https://mypuente.org/	4031 Pacific Boulevard San Mateo, CA 94403 650.347.3648 https://samaritanhousesanmateo.org/	1852 Bay Road East Palo Alto, CA 94303 650.294.4312 https://samaritanhousesanmateo.org/	1486 Huntington Avenue, Suite 100 South San Francisco, CA 94080 650.276.4101 https://www.ymcasf.org/community-resource-center-ymca
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

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.