

CalWORKS Resource Guide



November 2010

We make a Difference Through People,
Service, Performance!

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**Santa Clara
County Social Services
Agency**

Mission Statement:

The Social Services Agency is a culturally sensitive and socially responsible public agency providing high quality, professional, financial, and protective services for residents of Santa Clara County.

www.sccgov.org

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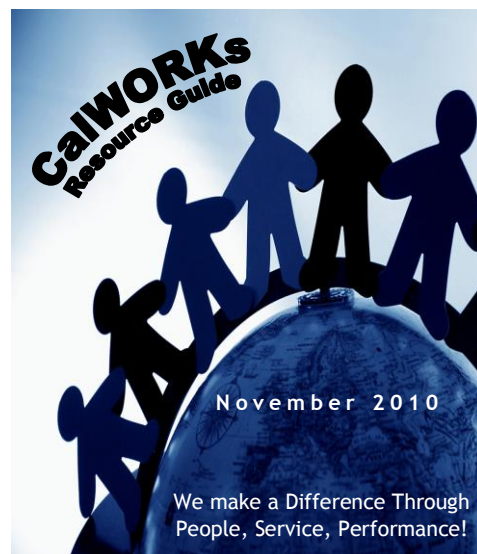
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The CalWORKs Resource Guide is updated annually. To add, update, corrections and/or request for copies, please contact:

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Phone: (408) 491-6624

E-Mail: cecilia.nunez-massara@ssa.sccgov.org

EMERGENCY ASSISTANCE NETWORK (EAN)

PROGRAM INFORMATION:

Everyone experiences emergencies from time to time. For some Silicon Valley residents, however, each day is a struggle for financial stability and independence. When an emergency hits, they need somewhere to turn for help: The Emergency Assistance Network (EAN) was set up to assist families during these struggles times.

ELIGIBILITY

Families can refer to the service provider according to the zip code in which they live.

CONTACT INFORMATION

Phone: 2-1-1

Website: WWW.211.org

PARTICIPATING POLICE DEPARTMENTS

Gilroy ----- (408) 846-0323
 Morgan Hill --- (408) 779-2101
 Milpitas ----- (408) 586-2400
 Mt. View ----- (650) 903-6350
 San Jose ----- (408) 277-5450
 Santa Clara --- (408) 615-4700



EMERGENCY RESOURCES

Assistance for Santa Clara County Families

The Emergency Assistance Network (EAN) provides a variety of services to prevent homelessness and works as a safety net for residents facing eviction, utility disconnection, and hunger. The EAN offers assistance to help families and individuals recover from emergency situations, often providing case management and financial education in conjunction with:

- Food Assistance
- Rent and mortgage aid
- Utility Assistance
- Medical and transportation aid

Contact the Emergency Assistance Network Agency providing services to families living in your zip code.

<p>Community Services Agency of Mt. View & Los Altos 204 Stierlin Road Mountain View, CA 94043 (650) 968-0836</p> <p>94022 94024 94035 94040 94041 94043</p>	<p>The Salvation Army 359 North 4th Street San Jose, CA 95109 (408) 282-1165</p> <p>95013 95037 95119 95120 95121 95122 95123 95127 95132 95135 95137 95138 95139 95141 95148 95192 95193</p>
<p>St. Joseph's Family Center 7950-A Church Street Gilroy, CA 95020 (408) 842-6662</p> <p>95020 95046</p>	<p>Sunnyvale Community Services 725 Kifer Road Sunnyvale, CA 94086 (408) 738-4321</p> <p>94085 94086 94087 94089</p>
<p>Sacred Heart Community Services 1381 S. First Street San Jose, CA 95110 (408) 278-2160</p> <p>95008 95110 95111 95113 95117 95118 95124 95125 95126 95128 95136</p>	<p>InnVision Georgia Travis Center 297 Commercial Street San Jose, CA 95112 (408) 453-2124</p> <p>95002 95050 95051 95035 95053 95054 95112 95116 95131 95133 95134</p>
<p>InnVision Opportunity Services Center 33 Encina Avenue Palo Alto, CA 94301 (650) 853-8672</p> <p>94301 94303 94304 94305 94306</p>	<p>West Valley Community Services 10104 Vista Drive Cupertino, CA 95014 (408) 255-8033</p> <p>95014 95030 95032 95033 95044 95070 95129 95130</p>

SUPPORT RESOURCES

The following organizations are available to assist you and your family



Benefits CalWIN
www.BenefitsCalWIN.org

**Apply Online for
Food Stamps &
Medi-Cal**

**24-Hr Automated
InfoLine**

**Santa Clara Social
Services Agency
1-877-96 BENEFITS
or 1-877-962-3633**

COMMUNITY TECHNOLOGY ALLIANCE
Networking Solutions for the Community

Community Technology Alliance's mission is to end and prevent homelessness by linking and networking communities through technology.

CONTACT
(408) 437-8800
Fax: (408) 437-9169
info@ctagroup.org

WEBSITE
www.ctagroup.org

Access the website to:

- Find out if you are potentially eligible for Food Stamps or Medical
- Apply for benefits
- Complete quarterly status reports
- Complete recertifications

What happens after you submit your online application?

- **Food Stamps:**
You will receive an appointment letter for a face-to-face interview with your worker.
- **Medical:**
Your worker will review your application and contact you by phone or mail if additional information is needed.

Languages:

- English, Spanish & Chinese (*other languages available soon*)

24-Hour Automated System to Obtain Information on:

SSA Office Locations/Hours	CalWORKs, Food Stamps
Programs Offered	Medi-Cal & General Assistance
How to Apply	Case Status, Benefit Amount,
How to Report Abuse	Share-of-Cost, Renewal Date,
EBT/Medi-Cal Cards	etc.

HelpSCC.org.

Distance learning website of some 300 podcasts and other online learning materials. You can access the distance learning site at CalWORKs.

Community Voicemail

Provides a unique VoiceMail number, so that clients can establish and maintain contact with potential landlords and employers, service providers, family & friends.

The Shelter Bed Hotline (1-800-7SHELTER)

Provides up-to-date information about emergency shelter beds throughout the nine Bay Area counties via a 24 hour toll-free number. Callers can access information by county, language, and type of shelter needed.

HelpSCC (www.HelpSCC.org)

This is a free web-based directory of health and human service providers in Santa Clara County. Users can find information on over 1100 agencies, including location, telephone number and services.

HousingSCC (www.HousingSCC.org)

This is a free web-based directory of over 10,000 subsidized housing units in Santa Clara County. Users can search by location, rent, open and closed waiting lists, accessibility for the disabled, and services offered.

SUPPORT RESOURCES

The following organizations are available to assist you and your family



PHONE NUMBER

2-1-1
TTY: 866-390-6845
Outside of Santa Clara
County: (866) 896-3587

WEBSITE

www.211.org

HOURS

24 hours / 7 days

LANGUAGES

English, Spanish, Vietnamese
and 140 other languages

For Everyday Needs and in Times of Crisis, Help Starts Here: Dial 2-1-1

2-1-1 is a free and confidential, 3-digit phone number and service that provides access to critical community programs and services, including food and shelter, counseling, drug and alcohol intervention, job training, child and elder care, health care, youth programs, and so much more.

It also provides links to volunteers, provide resources, or assist during a crisis in Santa Clara County. Specially trained, multilingual call-center specialists offer a friendly voice while providing accurate, up-to-date information, and appropriate, culturally sensitive referrals.

Disaster Assistance and Other Benefits

2-1-1 offers a long list of community benefits including critical link during a disaster such as an earthquake or flood. It gives disaster officials a way to provide up-to-date information about the crisis and serves as a resource for emergency needs, such as rescue services, power information, medical care, fuel, shelter, food, and debris removal. After a disaster, 2-1-1 can provide important recovery information, such as how to apply for financial assistance.

Information and Referral for Santa Clara County

This is an on-line website that includes a directory of health and human services available in Santa Clara County and Santa Cruz County. It is updated regularly and easy to use.

Food resources available including food banks, outlets, communal food storage facilities, and organization & agencies providing meals and emergency food.

Housing resources available including emergency shelters, subsidized rental housing, home loans/insurance, housing search and information, moving assistance, utilities connection/repair. To determine your eligibility for government assisted housing, you may select the housing category which links to the www.housingscc.org website.

Health resources.

Children and Youth resources available to assist children and youth.

Seniors assistance and resources.

Employment resources that assist the underemployed and unemployed.

HELPSCC

Emergency and Urgent Hotlines

WEBSITE

www.helpscc.org



Have computer and internet
access? Try www.Helpscc.org
for information and resources

SUPPORT RESOURCES

The following organizations are available to assist you and your family



BAY AREA SELF-SUFFICIENCY CALCULATOR

This website identifies potential eligibility for fourteen different public benefits.

WEBSITES

www.insightccd.org
or
www.makeendsmeet.org

- Identifies which of the 14 different benefits and tax credits you may be eligible for.
- Describes how each benefit works, where to apply and what documents to bring.
- Allows you to see a “before and after” budget that takes benefit amounts into account.

DIRECTIONS:

Complete the following questions; then logon to the Self-Sufficiency Calculator to find out which programs (such as Cash Aid, Food Stamps, Medical etc.) you may be eligible for.

SELF-SUFFICIENCY CALCULATOR QUESTIONS

I. **QUICK LIST** of information and documents you will need at the time you call to complete the Self-Sufficiency Calculator:

- You and/or your child (ren) have legal resident status? Yes ___ No ___
- (If the answer is **no**, please stop here and call **JOBKEEPER** for more information.)
- Family Size: number of adults and children & ages of all family members
- Tax filing status if married
- All monthly income sources for the household (type of income and amount)
- Public benefits currently received and amounts
- Household expenses (by category – see below for detail)

II. COMPLETE THE FOLLOWING QUESTIONS:

FAMILY

- Age of head of household: 18-24 ___ 25-59 ___ 60+ ___
- Number of additional adults in each age range (sharing a kitchen) 18-24 ___ 25-59 ___ 60+ ___
- Number of children in each age range: Under 2 Yrs. ___ 3-5 Yrs. ___ 6-12 Yrs. ___ 13-17 Yrs. ___
- Are you pregnant? Yes ___ No ___
- Are you married? Yes ___ No ___
- If YES: Are you and spouse filing taxes jointly? Jointly ___ Separately ___
- Have you lived apart from spouse for 6+ months? Yes ___ No ___
- Is your home the main residence of your child? Yes ___ No ___

NCOME

- What is the first wage earner's pre-tax income? \$ ___ per hour/week/month/year
- If hourly wage, how many hours worked per week? ___
- Do you receive other income or child support payments? Yes ___ No ___
- If YES: Second wage: \$ ___ per hour at ___ hours/week
- Child support received: \$ ___ per month
- Unemployment: \$ ___ per month
- Disability-based income: \$ ___ per month
- Other income: \$ ___ per month (such as alimony, small business)
- Is there an additional wage earner in your family? Yes ___ No ___
- If YES: Wage: \$ ___ per hour at ___ hours/week
- Unearned income: \$ ___ per month
- Do you or a household member receive SSI? Yes ___ No ___
- If YES: You Spouse ___ number of children
- AND: Living in the household of another? Yes ___ No ___
- Do you and your children have health insurance? Yes ___ No ___
- If YES: Received from an employer? Yes ___ No ___
- OR, other _____
- Do you have assets over \$2000 or do you own a car? Yes ___ No ___
- Which benefits do you currently receive? (Check all that apply)
 - Advanced EITC Food Stamps \$ _____ per month CalWORKs \$ _____ per month
 - Subsidized Childcare Medi-Cal Healthy Families WIC School Meals Head Start
 - HEAP Lifeline

EXPENSES

What are your monthly costs?

Housing \$ _____ per month
Utilities \$ _____ per month
Food \$ _____ per month
Transportation \$ _____ per month
Child Care \$ _____ per month
Health Care \$ _____ per month
Does your rent include heating/cooling costs? Yes ___ No ___

Miscellaneous:

Child Support \$ _____ per month
Clothing/Shoes \$ _____ per month
Debt repayments \$ _____ per month
Laundry/dry cleaning \$ _____ per month
Personal hygiene items \$ _____ per month
Telephone(s) \$ _____ per month
Tuition \$ _____ per month
Other \$ _____ per month
Total Miscellaneous \$ _____ per month

SUPPORT RESOURCES

The following organizations are available to assist you and your family



JOBLINK

Contact

1381 South First Street
San Jose, CA 95110
(408) 278-2172

Hours

M, T, W 9:00 – 4:00 PM
TH 9:00 – 2:00 PM
Friday by Appointment

Looking for a Job? JOBLINK can help you!

Free Services

Informative Workshops	Resume Preparation	Job Coaching
Personalized Voicemail	Email Set Up	Job Referrals
Mock Interviewing	Interview Preparation	
Clothing for Interviews/Work	Use of Internet (Job Search)	
On-Site Recruiting/Workshops	Use of Phones, Copiers, Fax and Computers	

Mandatory Job Search Workshops

English on Wednesday: 9:00 AM – NOON Spanish on Thursday: 9:00 AM – NOON

Computer Classes

Every Thursday from 2:00 – 4:00 PM



Contact Cares *Confidential Hotlines*

HELP LINES

- All help lines are confidential
- 24-hour availability
- 7 days a week

WEBSITE

www.contactcares.org

CRISIS LINE

A crisis hotline for anyone experiencing depression, anxiety, grief, loneliness, parental stress, or general hard times. Callers receive supportive listening, crisis intervention, information and referral.

JOBKEEPER HOTLINE

A free hotline providing supportive listening, information and referrals, crisis intervention, and problem solving for employment retention. Callers may also find out eligibility for benefit programs in Santa Clara County.

ANTI-HATE HOTLINE

A service, partnered with the Human Relations Commission, for listening, reporting and follow-up of incidences of discrimination and hate crimes.

24-7 LINE FOR YOUTH

A free hotline for youth ages 7-24, providing supportive listening, crisis intervention, and information and referrals. Youth may call the line ANYTIME FOR ANY REASON.

CENTRE CARES HOTLINE

A hotline for people infected or affected by HIV/AIDS. Anyone whose life has been touched by HIV/AIDS can call the line for supportive listening, crisis intervention, and information and referrals.

NATIVE TANF

NEW LOCATION

Bay Area Regional Office
2480 N. First St., Suite 140
San Jose, CA 95131

NEW PHONE:

(408) 433-1000

HOURS

M-F, 10:00 AM– 6:00 PM

WEBSITE

www.washoetribe.us/content/view/full/40/45

The goal of the Native TANF Program, (NTP), is to provide cash assistance and supportive services to eligible needy Indian families with children in need of temporary aid and services. The NTP may provide parent(s), or caretaker relatives who are participants, with job preparation, employment opportunities, and supportive services to increase self-sufficiency.

Needy Native American families living in Santa Clara County that are members/descendants of a federally recognized Tribe, or descendants of a California Indian Judgment Rolls may be eligible to participate in this program.

LANGUAGES

English, Spanish and others as needed.

SUPPORT RESOURCES

The following organizations are available to assist you and your family

CalWORKs Tattoo Removal Program

CONTACT INFORMATION

Current CalWORKs clients contact your Employment Services case manager, and former CalWORKs clients call (408) 793-1203.

The program provides a cost-free opportunity to have visible tattoos located on the hands, arms, face, neck and/or legs voluntarily removed for employment-related purposes.

Eligibility:

- Current CWES Clients
- Cal Learn Teen Parents
- Post-Aid Participants who were on CalWORKs within 12 months of the referral
- CWES Participants exempt due to Domestic Abuse
- Children (ages 16 and up) in the Assistance Unit of a CWES or Post-Aid Client

EXPUNGEMENT PROGRAM

LOCATION

County of Santa Clara
Office of the Public Defender
701 Miller Avenue
San Jose, CA 9510
(408) 299-7700

CONTACTS

Mamie Lopez
(408) 299-7025
John Gutierrez
(408) 299-7028

Get your record cleared; obtain free legal services to clear non-violent misdemeanor(s) and/or felony committed in Santa Clara County.

Eligibility:

Current CalWORKs participants, former CalWORKs clients who have received aid within the past 12 months.

Hours of Operation:

Monday – Friday, 8:00 AM to 5:00 PM

Language Capacities:

English, Spanish, Vietnamese

To overcome any language barriers, the Public Defender's Office has access to and agreements with interpreters who speak virtually any language.

Jump Start Auto Repair Program

CONTACT INFORMATION

Current CalWORKs clients contact your Employment Services case manager, and former CalWORKs clients call (408) 793-1203.

Santa Clara County Social Services provides vehicle repair assistance to clients who are participating in Welfare to Work (WTW) work activity in order to achieve self-sufficiency. This is a non-recurring, short-term benefit program that assists qualified participants with the cost of maintenance and/or repair of their personal vehicle.

Program Information:

- The repair MUST be necessary for the vehicle to remain operable.
- Applicants must be currently employed and personally own the vehicle which serves as the primary means of traveling to work.

SUPPORT RESOURCES

The following organizations are available to assist you and your family



Career Closet

CONTACTS

43 East Gish Road, Suite 100
San Jose, CA 95112
Phone: (408) 451-1200
Fax: (408) 451-9367
Info@careerclomet.org

WEBSITE

www.careerclomet.org

Advises CalWORKs female participants who are actively participating in CalWORKs Employment Services (CWES) on how to dress professionally for job interviews, as well as provide proper outfits and accessories free of charge.

Referrals:

Participation in Career Closet is done via referrals.
Please call (408) 451-1200 to find out more information.

Eligibility:

Current CalWORKs participants and low-income women referred by their Employment Counselor.

Hours of Operation:

Monday – Friday, 10:00 AM – 5:00 PM

First Impression for Men

CONTACT & LOCATION

Lori Ramos Ehrlich
1600 Las Plumas Avenue
San Jose, California 95133
Phone: (408) 251-3165
Fax: (408) 448-3216

Men completing job training or actively seeking employment that do not have access to other resources which would provide interview and work clothing are eligible.

First Impression has been developed to assist job-seekers build a positive self-image and motivate them in obtaining and retaining employment by providing interview clothing and accessories normally unavailable to them.

Clients of the “First Impression for Men” will have access to: mirrors, fitting room, interview and work clothing, iron and ironing board, literature on how to dress during an interview and technical assistance for those who need it.



Community Action Agency

CONTACT INFORMATION

930 Britton Ave.
San Carlos, CA 64070
(650) 595-1342

WEBSITE

www.caasm.org

Community Action Agency offers NON-EMERGENCY energy bill payment program to assist low-income families in Santa Clara County.

This program is available once per calendar year.

Qualifications:

Call **1-866-205-2388**, leave a message with your mailing address to request an application.

- Mail verification of household income (W-2, tax return, paycheck stub)
- Energy bill must match the address of the applicant
- Meet household size and income.

Weatherization Assistance Program Community Action

This program enables low-income families to permanently reduce their energy bill by making homes more energy efficient. For applications call 1-866-205-2388 and leave a message.

CONTACTS & LOCATION:

673 E. Brokaw Road, San Jose, CA 95112 (408) 920-3953

SUPPORT RESOURCES

The following organizations are available to assist you and your family

Children Dental Center

1153 S. King Road
San Jose, CA 95122
(Tropicana Shopping Center)
(408) 240-0250
www.healthtrust.com
www.childrensdentalgroup.com

MERIWEST Credit Union

Greg Meyer
Community Relations Manager
(408) 365-6228
gmeyer@meriwest.com
Real world budgeting classes for teens.
Reserve your seat today!

Teen Health Van

One-Stop Homelessness Prevention Center
InnVision Georgia Travis Center
297 Commercial Street
San Jose, CA 95112
(408) 453-3124
Noon – 6:00 PM
Uninsured and homeless youth
ages 10-25 years old.

Weatherization & Heap Programs

Community Action
Santa Clara County
(408) 408-920-3953
San Mateo County
(650) 595-1342
Free programs for income eligible residents in
Santa Clara and San Mateo Counties.
Call to sign up for these programs
FREE FREE FREE FREE

The Family

Self-Sufficiency Program

Housing Authority of the
County of Santa Clara
505 West Julian Street
San Jose, CA 95110
(408) 993-4200

Current Section 8

Tenants may qualify for a free savings
account. Call to find out more! This program is
voluntary and does not affect your eligibility for
continued assistance under the Housing
Choice Voucher Program

Local, State and National Resources for Immigrants

Immigrantinfo.org
Administered by
Franci Collins & Cristal Verde
www.cristalverde.com
administrator@immigrantinfo.org

Resources

For students, teachers, immigrants,
advocates and policy-makers.

Interactive Database

Listing of hundreds of ESL classes at
more than 100 sites in Santa Clara County.

Resources for Immigrants

Links to local, state and national resources
for immigrants and their advocates.

Events Page

Current Santa Clara County events.
Information on relevant topics.

SUPPORT RESOURCES

The following organizations are available to assist you and your family

California Alternative Rates For Energy (CARE)

CONTACT INFORMATION

1-866-PGE-CARE
743-2273

Provides a 20% discount on monthly energy gas and electric rates to income-qualified households, certain nonprofit organizations and facilities housing agricultural employees. Recipients are also exempt from the recent 9% electric rate increase.

Eligibility:

Household income must be verified.

To learn more about CARE and to download an application, please call or visit the CARE website at www.pge.com/care.

PHOENIX DATA CENTER

ADDRESS

P.O. Box 1713
Los Gatos, CA 95031

WEBSITE

www.phoenixdatacenter.org

CONNECTING THOSE IN NEED WITH THOSE WHO HELP

Provides links to free and low-income services offered throughout Santa Clara County and neighboring communities.

Services include:

- Details on how to qualify for assistance.
- Information regarding assistance with meals, groceries, shelter, healthcare, legal, transportation and senior assistance.
- Provides translation in Spanish and Chinese.

WORKING PARTNERSHIPS, USA Union Community Resources

LOCATION

2102 Almaden Rd., Suite 107
San Jose, CA 95125
(408) 269-7872

This program provides one-time emergency assistance for rent, medical bills, and similar urgent needs to Silicon Valley Union workers and families.

Eligibility:

Santa Clara County Union Members

Language Capabilities:

English and Spanish

Areas Served:

Santa Clara County 9:00 AM – 6:00 PM

EAST SAN JOSE COMMUNITY LAW CENTER

LOCATION

1030 The Alameda
San Jose, CA 95126
(408) 288-7030

East San Jose Community Law Center offers **Legal Clinics** that advise low-income individuals with specific questions/concerns on a one-on-one basis in immigration, workers' compensation, small business, workers' rights, consumer and debtors' rights. Call to schedule a clinic appointment.

Eligibility:

Low-income families

SUPPORT RESOURCES

The following organizations are available to assist you and your family

LOW-COST BANKING AVAILABLE FOR LOW-INCOME INDIVIDUALS & FAMILIES

Local banks and credit unions offer low-cost saving and checking services geared toward promoting low-income families to save and participate in the wealth building process. These saving/checking accounts require below-market balances and low or NO fees so low-income families can enjoy common banking features – pay bills, use ATM, and make transfers.

TO LEARN MORE ON FINANCIAL LITERACY:

www.americasaves.org
(America Saves Campaign)
www.mymoney.gov
(The Financial Literacy & Education Commission, a partnership of 20 federal agencies)
www.treas.gov/offices/domestic-finance/financial-institution/fin-education/resources (U.S. Treasury Department)
www.federalreserveeducation.org/
(The Federal Reserve System)
www.nfec.info
(Native Financial Education Coalition – for Native Americans)
1-800-829-1040 (Volunteer Income Tax Assistance Program)
www.nfcc.org
(National Foundation for Credit Counseling, Inc)

Silicon Valley/South Bay SAVES www.svsbsaves.org

Financial Literacy Education, Help individual and families build wealth through free services, Community partnership – nonprofit, financial institutions, government, and employer!

Low Fees Features & Account Balances				
Participating Institutions	Income Eligibility	Opening Balance	Required Balance After 12 Months	Free Checking?
Saving Accounts				
Alliance Credit Union	None	\$10	\$25	
Bank of America	None	\$25	\$300	
Commonwealth Central Credit Union	None	\$10	\$100	
San Jose Credit Union	None	\$5	\$50	
Valley Credit Union	None	\$25	\$50	✓
Washington Mutual	None	\$1	\$300	✓
Wells Fargo	None	\$25	\$300	

Enrollment can be done through the following agencies:

Work2Future One Stop 1290 Parkmoor Ave. San Jose, CA 95126 (408) 794-1100	Gilroy One Stop 7800 Arroyo Circle Ste. A Gilroy, CA 95020 (408) 846-1480
--	--

Work2Future customers will be given an introductory card to these institutions.

Meriwest Credit Union www.Meriwest.com

Toll free (877)637-4937 or (877)Meriwest

Financial Literacy Education, Partnering Agencies: Catholic Housing, MACSA Grant, Scholarship, Volunteer Opportunities, Customer need not belong to any employee credit unions.

Low Fees Features & Account Balances				
Participating Institutions	Guidelines	Opening Balance	One-time Membership	\$0 fee Non-Interest Bearing Checking
Downtown SJ Financial Center 1 N. First Street, SJ 5615 Chesbro Ave, SJ 117 N. Milpitas Blvd., SJ 298 San Antonio Rd, MV 556 Edquiba Rd. MF 3140 Hansen Way Bldg 4C, Palo Alto	You do not need to belong to an employee association or meet income guidelines	\$20	\$5	\$20 opening balance

Enrollment can be done through the following agencies:

MERIWEST-Gregory Meyer, Community Relations Mngr. (877)637-4937 X6328

Note: Members can access branches offices: Peninsula and East Bay

SUPPORT RESOURCES

The following organizations are available to assist you and your family



Individual Development Account (IDA) Program

The Individual Development Account Program is a matched savings account program that helps low-income and low-wealth families build assets.

CONTACT

Angelita Hernandez
(408) 516-4699
angelita@opportunityfund.org

IDA Program For Refugees and Asyles

LOCATION

Catholic Charities of Santa Clara County
2625 Zanker Road
San Jose, CA 95134

CONTACT

Alma Salihovic
IDA Program Supervisor
(408) 325-5154
asalihovic@ccsj.org

For every **\$1** you save, you can earn up to **\$2** in matched funds. You can save up to **\$2,000** of your own funds and earn up to **\$4,000** in matched funds.

Use matched funds for:

- Post Secondary Education: community college, university or vocational/technical schools
- Starting or Expanding an existing business

Program Requirements (once accepted)

1. Complete 12 hours of financial education classes
2. Save at least \$20 every month (up to \$167 a month)
3. Spend funds within 2 years of opening your account

Eligibility Criteria

- Have a valid Social Security Number or ITIN (Tax Identification Number)
- Have an earned source of income (part or full time job)
- Be under certain income limits or qualify for the Earned Income Tax Credit

Income Limits per number of persons in the household:

1- \$21,660 2- \$29,140 3- \$36,620 4- \$44,100 5- \$51,580 6- \$59,060

How to Apply

- Attend an orientation, and submit an application with valid proof of income and picture ID
- Schedule a one-on-one with LCD to review your application

Languages:

Spanish and English

The Individual Development Account Program is a matched savings account program designed to help refugees and asylees achieve long-term financial goal.

Eligibility requirements:

- Must be a Refugee or Asylee who is not yet a citizen.
- Resident of Santa Clara County.
- Must be employed (part-time ok).

Income must not exceed the limit per persons in the household:

1- \$21,660 2- \$29,140 3- \$36,620 4- \$44,100 5- \$51,580 6- \$59,060

Here's how it works:

- Sign up for an orientation.
- Attend a free series of money management classes to prepare you to reach your goal.
- Open a savings account.
- Deposit at least \$29 a month every month for a minimum of one year and maximum of 2 years.
- Use your savings and match money toward your asset.

What can you use the money for?

→ Home purchase → Small business → Education

SUPPORT RESOURCES

The following organizations are available to assist you and your family

The Earned Income Tax (EITC)

(Sometimes called the Earned Income Credit)

WEBSITE

www.irs.gov

Key word search: EITC



To qualify you must meet the following rules:

- Must have a valid Social Security Number.
- You must have earned income from employment or self-employment.
- Your filing status cannot be married, filing separately.
- You must be a U.S. citizen or resident alien all year, or a nonresident alien married to a U.S. citizen or resident alien filing a joint return.
- You cannot be the qualifying child of another person.
- If you do not have a qualifying child, you must:
 - be age 25 but under 65 at the end of the year,
 - live in the United States for more than half the year, and
 - not qualify as a dependent of another person.
- Cannot file Form 2555 or 2555-EZ (related to foreign earned income)
- For 2008, your investment income must be \$2,900 or less.

Age Test:

- Under age 19 at the end of the year.
- A full time student under age of 24 at the end of the year.
- Any age and permanently and totally disabled at any time of the year.

Resident Test:

- Child must live with you in the U.S. for more than half of the year (6 months or more).

Relationship Test:

- Son, daughter, stepchild, grandchild, or adopted child.
- Brother, sister, stepbrother, stepsister, niece, nephew whom you care as your own.
- Eligible foster child (child placed with you by an authorized agency) whom you care as your own.

Tax EZ Program

FREE TAX PREPARATION SERVICES AND INFORMATION

For families whose income is \$49,000/year or less

All sites will offer services in Spanish and Vietnamese, but you are encouraged to bring your own interpreter.

Location	Days and Times	Phone #
Catholic Charities 2625 Zanker Road San Jose, CA 95134	TH 5:00 – 8:00pm Jan. 22 – April 9, 2009 Sat: 9:00 am – Noon Jan 31 & Feb 7, 14, 21, 28 2009 By Appointment – please call	(408) 325-5241 (Eng/Sp) (408) 325-5106 (Eng/Viet)
Vietnamese Martyrs Chapels (Next to Andrew Hill H.S.) 685 Singleton Ave San Jose, CA 95111	MON 2:00 – 6:00 pm Jan. 26 – April 6, 2009 Closed on Feb. 16, 2009	No appointment necessary
Eastside Neighborhood Center 2150 Alum Rock Ave San Jose, CA 95116	TUE 4:30 – 8:00pm Jan. 27 – April 7, 2009	No appointment necessary
Serra Cottage (Next to St. Francis Center) 7980 Church St Gilroy, CA 95020	WED 1:30 – 6:00pm Jan. 28 – April 8, 2009 Closed on Feb 25, 2009	No appointment necessary

TAXPAYERS NEED TO BRING:

- Photo ID
- All W-2 s and 1099s (if any)
- Bank Account and Routing # if you would like Direct Deposit
- Social Security Card or Individual Taxpayer Identification Number for all family members
- Copy of 2007 tax return (if available)

HEALTH SERVICES

Do you need health insurance or medical prescriptions? Here's good news!

CHILDREN'S HEALTH INITIATIVE HEALTH INSURANCE FOR CHILDREN IN SANTA CLARA COUNTY

CONTACT INFORMATION

EASY "1-2-3" APPLICATION PROCESS:

1. Make a phone call.
1-888-244-5222
2. Talk to someone who speaks your language who will:
 - Determine which plan your child qualifies for.
 - Refer you to a certified application assistor in your neighborhood.
3. A Certified Application Assistor will personally help you determine the right plan and complete an application.

Free Prescription Savings Card

CONTACT
1-800-444-4106

Applying for the **Together Rx Access Cards** is free. There are no enrollment, monthly or hidden fees.

Three different programs (Medi-Cal, Healthy Families and Healthy Kids) exist in Santa Clara County that can provide free or low-cost medical benefits for you and/or your children. All three programs include:

- ◆ Full medical, including prescriptions
 - ◆ Doctor's visits
 - ◆ Prevention Services (well-baby visits)
 - ◆ Health Education
 - ◆ Dental Care
 - ◆ Vision Services
 - ◆ Alcohol and Substance Abuse Care
 - ◆ Mental Health
- ❖ **Medi-Cal**
- ◆ No monthly premiums or co-payments
- ❖ **Healthy Families**
- ◆ Low-cost health, dental and vision for children (birth to 19 years)
 - ◆ Low premiums ranging from \$4 per child to a maximum of \$45 per family
 - ◆ Families may pay three months in advance and receive the fourth month free
- ❖ **Healthy Kids**
- ◆ Created to fill the insurance gaps for kids in Santa Clara County
 - ◆ Low premiums ranging from \$4 per child to a maximum of \$36 per family
 - ◆ Families may pay three months in advance and receive the fourth month free, or pay for nine months in advance and receive the next three months free
 - ◆ Children up to their 19th birthday may qualify regardless of their immigration status
 - ◆ Will **NOT** hurt your chances to get a green card

YOU ARE ELIGIBLE IF YOU MEET ALL THESE REQUIREMENTS

- ◆ Not Eligible for Medicare
- ◆ Legal US resident
- ◆ No prescription drug coverage (public or private)
- ◆ Household income equals to or less than:
 - \$45,000 single person
 - \$60,000 family of two
 - \$75,000 family of three
 - \$90,000 family of four
 - \$105,000 family of five
 - Families of six or more call for information

Instant savings at the pharmacy counter:

- ◆ Most cardholders can save between 25%-40% on brand-name medicines.
- ◆ No hassle – use the card over and over again.

Hundreds of medicines:

- ◆ Over 300 brand-name medicines and products.
- ◆ Savings on a wide range of generic drugs as well.

For many conditions:

- ◆ Infections
- ◆ High blood pressure
- ◆ Allergies
- ◆ High Cholesterol
- ◆ Asthma
- ◆ Diabetes
- ◆ and much more

HEALTH SERVICES

Dedicated to helping families achieve self-sufficiency through empowerment!

CALWORKS COMMUNITY HEALTH ALLIANCE

ELIGIBILITY

- CalWORKs adults who are participating in employment services (voluntary or mandated), and their children.
- CalWORKs adults who are sanctioned but who are in the process of clearing the sanction, and their children.
- CalWORKs adults who are under a Domestic Abuse exemption.
- Employed Post-Aid CalWORKs up to 12 months.
- CalWORKs adults whose child has been removed from home and a reunification plan is in place.
- CalWORKs adults under a County specific extended Exemption for a Learning Disability and/or pending SSI determination.



SERVICES INCLUDE

- Behavioral health screening.
- Substance abuse and mental health services.
- Assessment, individual, family and group counseling.
- Intensive mental health.
- Residential treatment services – Substance abuse services for women with children.
- Transitional Housing Services (Services for women with children who need a safe and sober place to live while attending treatment).
- Psycho-educational and support groups; advocacy and linkage; parenting classes; and integrated services for health issues including Eastern medicine models.
- Psychiatric evaluation and ongoing medication monitoring.

<p>Gardner Family Care Corporation 160 E. Virginia Street, Suite 280 San Jose, CA 95112 X2144 (408) 287-6200 Hours of Operation: M – F 9:00 AM – 7:00 PM Language Capabilities: English, Spanish, & Vietnamese</p>	<p>Mental Health Service Team 614 Tully Road San Jose, CA 95111 (408) 494-1593 Hours of Operation: M – F 9:00 AM – 7:00 PM Language Capabilities: English, Spanish, Cambodian & Vietnamese</p>
<p>Catholic Charities 2625 Zanker Road, Suite 101 San Jose, CA 95134 (408) 325-5230 Hours of Operation: M – F 9:00 AM – 7:00 PM Language Capabilities: English, Spanish & Bosnian</p>	<p>Asian Americans for Community Involvement (AACI) 2400 Moorpark Ave., Suite 300 San Jose, CA 95128 (408) 975-2730 X141 Hours of Operation: M – F 9:00 AM – 7:00 PM Language Capabilities: English, Spanish, Vietnamese & Mandarin</p>
<p>Asian American Recovery Services (AARS) - The Place 1340 Tully Road, Suite 304 San Jose, CA 95122 (408) 271-3900 Fax: (408) 271-3909 Hours of Operation: M – F 9:00 AM – 6:00 PM T, W & TH 9:00 AM – 8:00 PM Language Capabilities: Spanish & Japanese</p>	<p>ARH's House on the Hill Residential Services Call Gateway at 1 (800) 488-9919</p> <hr/> <p>Transitional Housing Call AACI at (408) 975-2730 X141</p>

HEALTH SERVICES

Dedicated to helping families achieve self-sufficiency through empowerment!

MENTAL HEALTH CALL CENTER

1-800-704-0900
or
Gateway at
1-888-488-9919

The Mental Health Call Center staff is available 24 hours a day, 7 days a week

MENTAL HEALTH SERVICES LOCATION

If you are in need of mental health counseling or assistance, you can contact the County's Mental Health Call Center at any time. They will talk with you to clarify what your needs are and can direct you to the appropriate counseling services.

Fair Oaks Mental Health 660 South Fair Oaks Sunnyvale CA 94086	South County Mental Health 1215 First Street Gilroy CA 95020
Narvaez Mental Health 614 Tully Road San Jose, CA 95111	Downtown Mental Health 1075 East Santa Clara Street San Jose, CA 95116
East Valley Mental Health 1991 McKee Road San Jose, CA 95116	Children's Shelter 4525 Union Avenue San Jose, CA 95124
Central Mental Health 2221 Enborg Lane San Jose, CA 95128	North County Mental Health 231 Grant Avenue Palo Alto, CA 95133
Juvenile Hall Mental Health 840 Guadalupe Parkway San Jose, CA 95110	Las Plumas Mental Health 1650-K Las Plumas Avenue San Jose, Ca 95133
Bascom Mental Health 650 South Bascom Avenue San Jose, CA 95128	



Goodwill Wellness Center

Mental Health Clinic
(408) 869-9160

The program provides:

- Free Therapy Sessions
- Free Addiction Counseling

By Referral Only, to Individuals Without Insurance

Available:

Monday through Friday, 9:00 AM to 4:00 PM

MENTAL HEALTH SERVICES AT YMCA

(408) 295-4011 Ext. 259

CONTACT
anunes@ymca.sv.org



Counseling Services are provided to individuals, couples, families and groups, including Prenatal Support Program for new and expectant parents on an affordable sliding fee scale.

HEALTH SERVICES

Dedicated to helping families achieve self-sufficiency through empowerment!

Cal-Learn Program

Cal-Learn is a mandatory program for CalWORKs participants who receive cash assistance and are ***under 19 years of age, are pregnant or parenting, and have not yet completed their high school education.***

The Cal-Learn Program requires participants to enroll in high school or an equivalent program, necessary to earn a high school diploma or its equivalent. The focus of Cal-Learn is to provide teens with the support they need to complete their high school education.

Participants who turn 19 years of age while in the Cal-Learn Program may volunteer to remain in the program until they receive their high school diploma or equivalent, or turn age 20.

The Cal-Learn Program includes: Payments for child care, transportation and school expenses, intensive case management to assist teen parents to obtain education, health and social services, cash bonuses, and additional services such as Women, Infant and Children (WIC), Food Stamps, Medi-Cal and Family Planning Services.



Adolescent Family Life Program/Cal-Learn and Planned Parenthood Mar Monte Education Department

Planned Parenthood Mar Monte (PPMM) administers the Cal-Learn Program as well as the Adolescent Family Life Program (AFLP) in Santa Clara County. PPMM outreaches over 200,000 families annually in counties throughout mid-California and Northern Nevada and provides medical services, education programs, and advocacy initiatives.

PPMM also offers exciting education programs featuring classroom presentations, radio shows, peer education, family communication classes, an information hotline, and support groups to help parenting or high-risk teens plan positive futures.

Julie Smith, Program Director
Laurice Rubalcaba, Regional Program Manager
635 N. First Street, Ste. A
San Jose, CA 95112
Telephone: 408-808-1800
Fax: 408-998-0542

General health services are provided at the following clinics:

<p>Gilroy Health Center 7933 Wren Avenue, #D Gilroy, CA 95020 Telephone: 408-847-1739</p>	<p>Mountain View Health Center 225 San Antonio Road Mountain View, CA 94040 Telephone: 650-948-0807</p>
<p>San Jose Alameda Health Center 1691 The Alameda San Jose, CA 95126 Telephone: 408-287-7526</p>	<p>San Jose Blossom Hill Health Center 5440 Thornwood Drive, #G San Jose, CA 95123 Telephone: 408-281-9777</p>
<p>San Jose Eastside Health Center 3131 Alum Rock Aveune San Jose, CA 95127 Telephone: 408-729-7600</p>	<p>Sunnyvale Health Center 604 E. Evelyn Avenue Sunnyvale, CA 94086 Telephone: 408-739-5151</p>
<p>Mar Monte Community Clinic 2470 Alvin Avenue, #80 San Jose, CA 95121 Telephone: 408-274-7100</p>	<p>Facts of Life Line 1-800-711-9848</p>

CALWORKS SOCIAL WORKER & DOMESTIC VIOLENCE INFO.

CALWORKS SOCIAL WORK UNIT

REFERRALS

Contact your CalWORKs Employment Services case manager to be referred

ELIGIBILITY

All active, post-aid and pending CalWORKs clients are eligible to receive assistance from the CalWORKs Social Work Unit.

IS SOMEONE YOU LOVE, HURTING YOU? (DOMESTIC ABUSE SERVICES)

READY TO REACH OUT?
Contact your Employment Services Case Manager or the CalWORKs Social Work Unit at **(408) 278-6604**



TO PARTICIPATE OR GET MORE INFORMATION, PLEASE CALL:

(408) 501-7550 Office
(408) 279-2962 24-Hour
Hotline

HOTLINE

Operating 365 days a year, the hotline provides immediate crisis assistance in both English and Spanish.

The mission of the CalWORKs Social Work Unit is to help CalWORKs Employment Services participants address any personal barriers that may be interfering with the participant's ability to become self-sufficient. Services are voluntary, free and confidential.

Once the referral is received, the social worker makes an assessment of the client's needs and may provide some of the following services:

- Make referrals to domestic abuse resources and community based organizations
- Coordinate various services, both within and outside the CalWORKs program
- Provide crisis intervention
- Make referrals to behavioral health services
- Screen for child welfare concerns
- Assist families with school attendance issues
- Assist clients with family conflicts

If someone you love is either physically or emotionally hurting you, CalWORKs has services to help you. We can provide you with services to help keep you and your children safe, help you to escape the abuse and become self-sufficient.

Services are free, voluntary and confidential

Social Work Unit has social workers and a Domestic Abuse Liaison to provide crisis intervention and the development of a safety plan which may include emergency housing, counseling services, and restraining orders.

SERVICES:

Emergency Shelter: The 24-hour, 7 days/week, year-round shelter provides short-term, emergency protection, counseling and numerous on-site services for women and children.

Counseling: Next Door provides crisis counseling and support groups designed to rebuild the lives damaged by abusive relationships.

Advocacy: Next Door provides a wide array services to victims in crisis including: walk in or pre-arranged appointments, safety planning, legal options, and crisis counseling. There is also a special program for women over 50 called MAVEN (Mature Alternatives to Violent Environments Now).

Youth and Children's Services: Next Door provides weekly year-round programming to help children exposed to domestic violence develop life skills, self-esteem and learning skills.

Teen Services: Our support groups for teenage youth exposed to domestic violence and/or at risk of developing abusive relationships help to break the cycle of violence.

HomeSafe Transitional Housing: The two HomeSafe facilities, located in Santa Clara and in East San Jose, provide housing services for up to 36 months so that women and their children can begin new lives.

FOOD ASSISTANCE

These programs are available to assist you



**FOOD CONNECTION
HOTLINE
1-800-984-3663**

**Call the Food Connection
Hotline for Information
on These Programs**

LOCATION

Second Harvest Food Bank
of Santa Clara and
San Mateo Counties
750 Curtner Avenue
San Jose, CA 95125-2118
*(Food is not generally distributed
from this location)*

REGULAR HOURS OF OPERATION

Business Office:
M-F 8:00 a.m. to 5:00 p.m.
Warehouse:
M-F 7:00 a.m. to 3:00 p.m.

WEBSITE

www.shfb.org

Eligibility:

Low-income families

Language Capabilities:

English, Spanish, Vietnamese &
other languages by arrangement

Public Transit:

Light Rail – Exit Curtner Station
VTA Bus – Use #26 Bus

Individuals and Families:

Call **1-800-984-3663**

The call is FREE!

The food is FREE!

Second Harvest Food Bank Food Assistance Programs:

Partners in Need (PIN)

PIN provides food assistance to low-income volunteers who work at the Second Harvest Food Bank distributing centers in San Jose or San Carlos. To learn more about PIN, please call **1-800-984-FOOD (3663)**.

Food Assistance Program

This program provides a variety of grocery items to hundreds of non-profit agencies in Santa Clara and San Mateo county neighborhoods. These hot meal programs, emergency food pantries and shelters serve a culturally diverse clientele of individuals, families with children and seniors.

Operation Brown Bag

This self-help program offers low-income seniors a weekly bag of groceries. Seniors must be 60 years or older or 55 years and disabled.

Family Harvest

This program provides monthly groceries to low-income families with minor dependent children.

Mobile Pantry

This program assists families and individuals living in geographically isolated, "walking" communities that do not have access to grocery stores or community services. Members receive protein-rich foods, such as eggs, milk, and meat as well as fresh produce on a monthly basis.

Produce Mobile

This program delivers fresh fruits and vegetables to individuals each month at local neighborhood centers to improve health and nutrition in low-income communities. For more information on Produce Mobile locations, please call **1-800-984-FOOD (3663)**.

Food Stamp Application Assistance

Food Stamp Outreach Specialists will assist those who wish to apply for Food Stamps. Help will be given with completing Food Stamps applications and the initial appointment process with Social Services Agency.

The call is FREE! The food is FREE!

TRANSPORTATION RESOURCES

Free to CalWORKs Clients for work/training related purpose!

GUARANTEE RIDE PROGRAM II

CONTACT

To enroll, contact
OUTREACH at
(408) 436-2865

CONTACT

Current CalWORKs
participants must contact their
CalWORKs Employment
Services Case Manager

Experiencing car problems or having difficulty getting to work and back? Eligible participants may receive a minimum of 120 rides to/from work and job interviews. Rides may include multiple stops at child care locations, pre-schools, and other school sites. Rides for urgent or unpredictable situations must be work-or training-related.

Eligibility:

This program is for current CalWORKs and former CalWORKs clients who have received aid within the last 12 months (Post-Aid). CalWORKs participants and a limited number of low-income families with depend children up to 13 years old. Low-income families must have a family income that is no greater than 200% of the Federal Poverty Level (FPL).

Language Capabilities:

English, Spanish, and Vietnamese

BIKE TO WORK/SCHOOL PROGRAM

CONTACT

Current CalWORKs
participants must contact their
CalWORKs Employment
Services Case Manager.



This program provides CalWORKs participants and their employed teenage children with bicycles to travel to employment and school. Recipients receive a new bicycle, safety helmet, bike lock and lightset.

Eligibility:

This program is limited to qualified individuals who do not own a vehicle. Eligible participants are required to sign an agreement to follow all safe riding rules and practices and to wear a safety helmet while riding their bicycle.

MILEAGE AND BUS PASS COST REIMBURSEMENT PROGRAM

CONTACT

Current CalWORKs
participants must contact their
CalWORKs Employment
Services Case Manager.

Eligible CalWORKs clients and their children may receive bus passes, parking fee or mileage reimbursement to facilitate their participation in employment and/or training.

Eligibility:

Clients must be participating, in good standing, in a CalWORKs activity.

No longer on aid:

CalWORKs post-aid participants must call (408) 793-1203 for assistance.

TRANSPORTATION RESOURCES

Free to CalWORKs Clients for work/training-related purpose!



TRANSPORTATION INFORMATION FOR SANTA CLARA COUNTY

AT A GLANCE SINGLE FARE RATES:

Single Ride (regular & limited stop buses, light rail)
Adult: \$2.00
Youth (5-17 years): \$1.75
Senior/Disabled/Medicare: \$1.00

Express Single Ride
Adult: \$4.00
Youth (5-17 years): \$1.75
Senior/Disabled/Medicare: \$1.00

Day Pass
Adult: \$6.00
Youth (5-17 years): \$5.00
Senior/Disabled/Medicare: \$2.50

8-Hour Light Rail Pass
Adult: \$4.00
Youth (5-17 years): \$3.20
Senior/Disabled/Medicare: \$2.00

Community Bus Single Ride
Adult: \$1.25
Youth (5-17 years): 75¢
Senior/Disabled/Medicare: 50¢



Monthly Flash Passes, Monthly Stickers and Day Pass Tokens:

Day Pass Tokens

Adult Day Pass Tokens: 5 for \$27.00

Youth Day Pass Tokens: 5 for \$22.50

Tokens may not be used for fare upgrades or substituted for cash

Monthly Flash Pass and Sticker

Adult Flash Pass - \$70.00

Express Flash Pass - \$140.00

Youth Flash Pass (ages 5 through 17) - \$45.00

Senior/Disabled/Medicare Monthly Sticker - \$25.00

Annual Pass Subscriptions:

Annual pass subscriptions can be purchased any time of the year.

Adult: \$770.00

Express: \$1,540.00

Youth: \$495.00

Senior/Disabled/Medicare: \$275.00

Senior (65+)/Disabled/Medicare Reduced Fares

****When boarding VTA Buses, Place exact fare in the fare box (drivers do not carry change)****

All Youth and Senior/Disabled/Medicare fares are valid on VTA Express Bus service without an upgrade payment.

Children under 5 ride free with adult or parent.

To qualify for the Senior/Disabled fare, you must present one of the following:

A Medicare Card, Regional Transit Connection (RTC) Discount Card, DMV Disabled License Plate registration, DMV Disabled Parking Placard printout, a valid card from another transit provider or proof of age (65 and older).

All Youth and Senior/Disabled/Medicare are valid on VTA Express Bus service without an upgrade payment. Children under 5 ride free with adult or parent

Fares and schedules are subject to change.

Buy VTA Passes Online:

<http://santaclaravta.americommerce.com/store.htm>

TRANSPORTATION RESOURCES

Free to CalWORKs Clients for work/training related purpose!

ADDITIONAL TRANSPORTATION INFORMATION AT A GLANCE

INFORMATION:

Call VTA's Customer Service Department at (408) 321-2300, TDD (408) 321-2330, or from the 650 area code and South Santa Clara County only (800) 894-9908.

The Call Center is open Monday through Friday from 6:00 a.m. to 7:00 p.m. and Saturday from 7:30 a.m. to 4:00 p.m. Representatives can advise you on the best routes to get to your destination.

The Source for Bay Area Transportation
www.511.org
Current Traffic Info.
Dial 611



RESOURCE	PHONE NUMER	WEB PAGE
Valley Transportation Authority (VTA) VTA Customer Service 650 & South Santa Clara County Toll Areas Hearing Impaired (TDD only) Bike Locker Rentals	408-321-2300 800-894-9908 408-321-2330 408-321-7520	www.vta.org www.transitinfo.org www.caltrain.com
General Assistance RIDES for Bay Area Commuters Bikes on buses, light rail, VTA Bikes on Caltrain Bike parking and lockers at transit stations, VTA	1-800-755-POOL 1-408-321-2300 1-800-660-4287 1-408-321-7520	www.rides.org www.vta.org www.transitinfo.org www.vta.org
Maps Countywide, VTA Cupertino Los Altos Milpitas Mountain View Palo Alto Santa Clara Sunnyvale	1-408-321-2300 1-408-252-7054 1-650-948-1455 1-408-262-2613 1-650-968-8378 1-650-324-3121 1-408-244-8244 1-408-736-4971	www.vta.org
Subsidy/Transit Ticket Programs ECO PASS, VTA Commuter Check, RIDES VTA On-Site Ticket Sales, VTA	1-408-321-2300 1-800-755-POOL 1-408-321-2300	www.vta.org www.rides.org www.vta.org
Paratransit Services Outreach & Escort General Information Outreach & Escort Reservations San Andreas Regional Center Catholic Charities Independent Aging Program	1-408-436-2865 1-408-436-4860 1-408-374-9960 1-408-282-8608	www.outreach1.org
HOV Lanes Bus and Rail Map, VTA	1-408-321-2300	www.vta.org
Park & Ride Lots RIDES for Bay Area Commuters Bus and Rail Map, VTA, Caltrain	1-800-755-POOL 1-408-321-2300	www.rides.org www.vta.org
Transportation Services for Children Kids Kab in Cupertino Protocol Transportation(formerly Peninsula Daycare Transportation) A&E West Coast Transportation Student Transportation of America West Valley Charter Lines	1-408-342-0100 1-650-493-2666 1-408-998-8275 1-408-998-8275 1-408-371-1230	
Taxi Services	Please check the Yellow Pages/Internet	

SUPPORT SERVICES

These services can help you and your family



**CALIFORNIA'S
LOW COST
AUTO INSURANCE**

CALIFORNIA AUTOMOBILE INSURANCE PROGRAM (CLCA)

**FOR MORE
INFORMATION ON THE
CLCA PROGRAM, CALL**

**1-866-602-AUTO-1
OR
1-866-602-8861**

Website:
www.insurance.ca.gov
Key Word: CA Auto
Insurance Program

CLCA coverage limits are less than the mandatory basic-limits policies, but California state law provides that a CLCA policy satisfies financial responsibility laws.

What is the California Low Cost Automobile Insurance Program (CLCA)?

The primary goal of the California Low Cost Automobile Insurance Program (CLCA) is to provide an affordable auto insurance option to low-income good drivers.

California Law requires that all drivers be insured. However, too many low-income drivers remain uninsured because the costs of standard insurance premiums are beyond their financial reach. The California Low Cost Automobile Insurance Program provides affordable liability only auto insurance that meets the state's financial responsibility laws

CLCA is available in Santa Clara County.

What is the maximum limits this CLCA liability policy will cover?

CLCA policies are limited to no more than two policies per person.

Basic Liability Policy

Bodily Injury liability per person - \$10,000
Bodily Injury liability per accident - \$20,000
Property Damage liability per accident - \$3,000

Who is available for the California Low Cost Automobile Insurance Program?

- Low-income drivers in Santa Clara County Eligible household income may not exceed 250% of the federal poverty level.

For example:

1 persons	\$27,075	2 persons	\$36,425
3 persons	\$45,775	4 persons	\$55,125
5 persons	\$64,475	6 persons	\$73,825
7 persons	\$83,175	8 persons	\$92,525

- Applicant must be at least 19 years of age or older and a continuously licensed driver for the past three years.
- Applicant must qualify as a good driver:
- The value of the car to be insured must not exceed \$20,000.
- College student-applicants may not be claimed as dependent on another person's federal and/or State income tax return.

A policyholder may not purchase or maintain an automobile liability policy other than the CLCA policy for any vehicle in the household.

CHILD CARE RESOURCES

ALL CURRENT AND FORMER CALWORKS FAMILIES
ARE ELIGIBLE FOR FREE CHILD CARE SERVICES!

CHILD CARE SERVICES

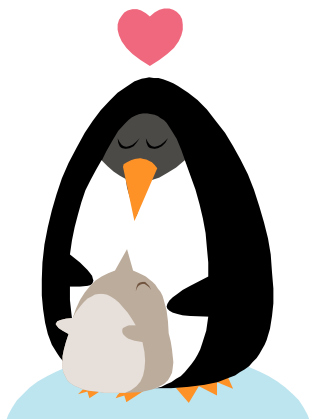
If you have a child in your household under the age of 13, CalWORKs has child care services for you!

IF YOU ARE CURRENTLY ON AID:

- **How do you receive childcare?**
It's easy; just contact your CWES worker to sign up for this benefit.
- **Don't know the number?**
Call **793-1200** to learn the phone number of your CWES worker.

IF YOU ARE NO LONGER RECEIVING AID:

As a former CalWORKs participant, off aid and currently working, you are also eligible to receive free or low-cost child-care services. Please call: (408) 793-1204 for information in English or (408) 793-1209 for information in Spanish and Vietnamese.



DO YOU NEED ASSISTANCE LOCATING A BABYSITTER/DAY CARE PROGRAM?

CalWORKs has contracted with Community Child Care Council of Santa Clara County (4Cs) to provide referrals and help in this area. You can meet with a 4Cs counselor on a drop-in or appointment basis. Assistance may also be available over the phone!

4C Council (South) 379 Tomkins Court Gilroy, CA 95020 (408) 846-3935	Hours of Operation: W-TH 8:30 AM-4:45 PM
	Bus Route: 68
4C Council (Central) 1879 Senter Road San Jose, CA 95112 (408) 278-6545 (408) 793-1216 (408) 793-1260	Hours of Operation: M-TH 8:30 AM-4:45 PM F 8:30 AM-12:00 PM
	Bus Route: 73
4C Council (North) 100 Moffett Blvd. Mountain View, CA 94043 (650) 988-6191	Hours of Operation: W-TH 8:30 AM-5:00 PM
	Bus Route: 40
4C Council 2515 North First Street San Jose, CA 95131 (408) 487-0747	Hours of Operation: M-TH 8:30 AM-5:00 PM F 8:30 - 11:45 AM
	Bus Route: 66 then Light Rail Guadalupe Line 101 (North First)
For more information on 4C's	Website: www.4c.org

LANGUAGE CAPABILITIES:

English, Spanish, Vietnamese and other languages are available through translation services.

CHILD CARE RESOURCES

ADDITIONAL CHILD CARE RESOURCES

COMMUNITY CHILD CARE COUNCIL OF SANTA CLARA COUNTY (4C's)

CONTACT

2515 North First Street
San Jose, CA 95131
(408) 487-0747

4C's promotes the availability and accessibility of quality early care and education for all children in Santa Clara County through services to child care providers, parents, children and the community at large.

Eligibility:

This agency may provide former CalWORKs clients who have received cash aid within the last 24 months with free or low cost child care services. Non-CalWORKs clients can access services through the Centralized Eligibility List (CEL) at (877) 235-0095.

Website:

www.4c.org

CHOICES FOR CHILDREN (CFC)

CONTACT

111 No. Market St., Suite 500
San Jose, CA 95113
(408) 297-3295

Choices for Children offers programs that support, educate and enhance family and provider services. The programs put families at the center of a community of support services.

Eligibility:

This agency may provide former CalWORKs clients who have received cash aid within the last 24 months with free or low cost child care services. Non-CalWORKs clients can access services through the Centralized Eligibility List (CEL) at (877) 235-0095.

Website:

www.choices4children.org

PROFESSIONAL ASSOCIATION FOR CHILDHOOD EDUCATION ALTERNATIVE PAYMENT PROGRAM (PACEAPP)

CONTACT

1671 The Alameda, Suite 306
San Jose, CA 95126
(408) 278-1214

PACEAPP is committed to improving the quality of life for families and children by assisting them with their child care needs and community resources.

Eligibility:

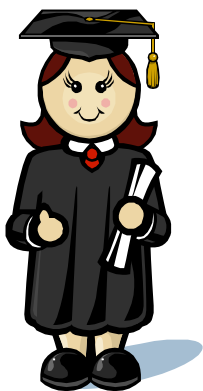
This agency may provide former CalWORKs clients who have received cash aid within the last 24 months with free or low cost child care services. Non-CalWORKs clients can access services through the Centralized Eligibility List (CEL) at (877) 235-0095.

Website:

www.paceapp.org

EMPLOYMENT CENTERS

JOB FAIRS
INTERSHIPS
RESUMES
COMPUTERS
IMPROVE SKILLS
INTERVIEWING
WORKSHOPS
VIDEOS
CAREER COUNSELING
JOB POSTINGS
TRAINING PROGRAMS
EMPLOYMENT SERVICES
JOB PLACEMENT
AND MORE!!



EMPLOYMENT CONNECTION CENTERS

www.ecstaffing.com

Hours of Operation:
 Monday – Friday
 8:00 a.m. to 5:00 p.m.

1879 Senter Road
San José, CA 95112
(408) 793-1200

Languages:
 English & Spanish

420 So. Pastoria Ave.
Sunnyvale, CA 94086
(408) 491-6730

Languages:
 English, Spanish &
 Vietnamese

379 Tomkins Court,
Gilroy, CA 95020
(408) 846-3937

Languages:
 English & Spanish

These centers provide job development and job search assistance including resume and interview preparation, placement and career counseling services for current and former CalWORKs families

work²future
 opportunity • jobs • success

www.work2future.biz

Hours of Operation:
 Monday – Friday
 8:30 a.m. to 5:30 p.m.

One-Stop
Campbell Center
2450 S. Bascom Ave.
Campbell, CA 95008
(408) 369-3606

One-Stop
San Jose Center
1290 Parkmoor Ave.
San Jose, CA 95126
(408) 794-1100

Partner Affiliate Center
Center for Training
and Careers (CTC)
1600 Las Plumas Ave.
San Jose, CA 95133
(408) 251-3165

Once-Stop
Gilroy Center
7800 Arroyo Circle,
Suite A
Gilroy, CA 95020
(408) 846-1480

Free job search;
 help with resume,
 computerized job
 matching, placement
 Information and job
 training programs.

Know your skills,
 Develop your Skills
 and Get the Best Job
 Possible with your
 Skills!



<http://connect.one-stop.org/>

Hours of Operation:
 Monday – Friday
 8:00 a.m. to 5:00 p.m.

Connect!
Job Seeker Center
420 S. Pastoria Ave.
Sunnyvale, CA 94086
(408) 774-2365

Evergreen
Valley College
Transfer/Career Center
3095 Yerba Buena Rd.,
San Jose, CA 95135
(408) 274-7900,
Ext. 6620

Gavilan College
Career Center
5055 Santa Teresa
Bldv. Student Center
Bldg., Rm. 102
Gilroy, CA 95020
(408) 848-4818

Career Advisor
 Appointments
 Job Search Workshops
 Resume Critique
 Access to Job Postings
 Technology for Job
 Search
 Extensive Career
 Library
 Recruitment Events
 ProMatch

EMPLOYMENT INFORMATION

JOB FAIRS
INTERSHIPS
RESUMES
COMPUTERS
IMPROVE SKILLS
INTERVIEWING
WORKSHOPS
VIDEOS
CAREER COUNSELING
JOB POSTINGS
TRAINING PROGRAMS
EMPLOYMENT SERVICES
JOB PLACEMENT
AND MORE!!



Institute for Career Development
Goodwill Industries
1080 N. Seventh St.
San Jose, CA 95112
(408) 998-5774

Free to eligible candidates, Job training school (postsecondary) with full counseling, job placement services, assessment, and job search preparation for people with disabilities and other special needs.

Mission College Career Transfer Center
3000 Mission College, Rm. E1-202
Santa Clara, CA 95054
(408) 855-5115

Includes Job Placement Center, job postings, job fairs, internships, career counseling, interest testing, workshops on resumes, interviewing, job search, career library, videos, EUREKA. Free to students and alumni.

NOVA Career Connection Center
North Valley Private Industry Council
505 W. Olive Ave., Ste. 550
Sunnyvale, CA 94086
(408) 730-7232

Free career counseling, skills assessment, job search workshops, classroom and on-the-job training, learning lab, career resource center, referrals. Open to all Silicon Valley workers. Variety of programs.

NOVA Youth Employment Office
North Valley Private Industry Council
505 W. Olive Ave. Ste. 550
Sunnyvale, CA 94086
(408) 730-7640

Free employment services to Santa Clara Valley youth aged 14-24 including [Youth@Work](#), an on-line jobs database; workshops; a summer employment; and training program, and an education for employment program tailored to youths without high school diplomas.

Project HIRED
1270 Franklin Mall
Santa Clara, CA 95050
Voice/TDD:
(408) 557-0880

Nonprofit organization helps people with disabilities find jobs. Resource and training center. Provides counseling, including outreach, job placement, education of employers, and advocacy. Free if eligible.

San Jose State University Career Center
One Washington Square, Bldg. F
San Jose, CA 95192
(408) 924-6031

Career Resources Lab with library, videotapes, Internet access, job search information, counseling, workshops, job postings, job fairs, internships, alumni network. Open to students, alumni from all CSU campuses. General public may purchase membership.

Sunnyvale Employment Services
Employment Development Department (EDD)
420 S. Pastoria
Sunnyvale, CA 94086
(408) 774-2365

Free job search, resume assistance, computerized job matching and placement. Information on unemployment insurance, job training programs. Professional, technical, and managerial jobseekers are served by [ProMatch](#).

West Valley College Career Programs Center
14000 Fruitvale Ave., AAS 35
Saratoga, CA 95070
(408) 741-2098

Includes free Job Placement Center, job postings, job fairs, internships, career counseling, interest testing, workshops on resumes, interviewing, job search, career library, videos, EUREKA. Students and alumni. CalWORKS programs. Open to public.

YWCA
375 S. Third Street
San Jose, CA
(408) 295-4011
Ext. 324

Free job search, resume assistance, career counseling and skills, interviewing.

EDUCATION / TRAINING

FREE OR LOW-COST CLASSES, GET A CERTIFICATE,
AND/OR LEARN A NEW SKILL

EDUCATION AND TRAINING INFORMATION

There are a number of short-term training programs that will prepare you to compete for positions that pay competitive living wages. In addition, they provide education to prepare you for high-skill, high-wage jobs in Silicon Valley's highest growth occupations.

There are four categories listed in the CalWORKs Educational and Training Matrix directory that offer educational courses: **Colleges, Adult Ed, Community-Based Organizations (CBOs) and "Other"**



Need additional information on ESL classes? Log on to www.imigrantinfo.org for an interactive listing of almost 1000 ESL classes at 123 sites in Santa Clara County

Community Colleges

Seven college sites offer free evening and weekend classes that you can choose to attend at your own pace.

DeAnza College	www.deanza.edu
Occupational Training Institute (OTI)	www.oti.fhda.edu
Evergreen Valley College	www.evc.edu
Foothill College	www.foothill.edu
Occupational Training Institute (OTI)	www.oti.fhda.edu
Gavilan College	www.gavilan.cc.ca.us
Mission College	www.missioncollege.edu
San Jose City College	www.sjcc.edu
West Valley College	www.westvalley.edu

Adult Education

Classes are held throughout the county at fourteen sites. These programs are primarily focused on adult literacy classes, ESL, GED, and high school diplomas. Classes are held throughout the day and evening.

Independence Adult Center	http://aenet.esuhdsd.org
Overfelt Adult Center	http://aenet.esuhdsd.org
Fremont/Cupertino/Sunnyvale	www.ace.fuhdsd.org
Metropolitan Education District: Metro Center, Del Mar/Blackford Centers, CCOC, Erikson Center	www.metroed.net/
Morgan Hill	www.mhu.k12.ca.us
Milpitas	www.musd.org
Mountain View / Los Altos	www.mvla.net/Home.aspx
Santa Clara Adult Education	www.scae.org

Community Based Organizations (CBOs)

These are nonprofit organizations that provide short-term (4-6 months) vocational training classes. Most classes are held during the day.

Catholic Charities of Santa Clara County	www.ccsj.org
Center for Employment & Training (CET)	www.cet2000.org
Choices for Children	www.choices4children.org
Center for Training & Careers (CTC)	www.ctcsj.org
ICD/Goodwill of Silicon Valley	www.goodwillsv.org

Other

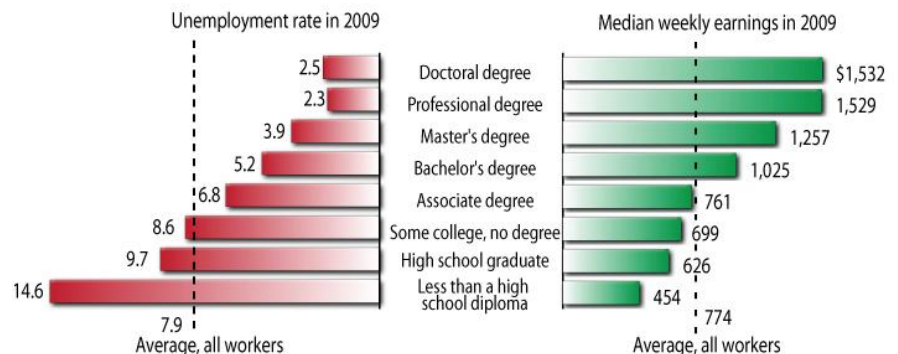
These are agencies that have educational programs which can be approved as Self-Initiated Programs (SIPs).

NOVA Workforce Board	www.novapic.org
Silicon Valley WIB (One Stop Centers)	www.siliconvalleywib.org
Computer Academy of San Jose	sanjosecomputeracademy.com

The chart below shows that taking any class or completing basic training may result in a better job and better pay.

Education pays

Earnings and unemployment for weekly, full-time workers age 25 and over, by educational attainment.



Source: Bureau of Labor Statistics, Current Population Survey



SANTA CLARA COUNTY
SOCIAL SERVICES AGENCY