Isolation & Quarantine Support Program
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What is the IQ Support Program?

The IQ Program helps individuals who have tested positive for COVID-19 or have been exposed to COVID-19 with one-time:

- financial/rental assistance
- grocery/supply delivery
- hotel placements
Eligibility

*NOTE:
All persons experiencing homelessness are eligible.
All persons residing in unincorporated Santa Clara County are eligible.
Applicants are not asked about immigration status.
### County of Santa Clara
**Isolation and Quarantine Support Program**

<table>
<thead>
<tr>
<th>Cities/Towns Within SCC</th>
<th>Hotel</th>
<th>Rental Assistance</th>
<th>Financial Assistance</th>
<th>Groceries</th>
<th>Cleaning/Hygiene</th>
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Financial Assistance vs. Rental Assistance

FINANCIAL ASSISTANCE

$2,000 for 1 person
2+ people = $2,500

Client can spend on necessities they deem fit.

RENTAL AND UTILITY ASSISTANCE

Up to $5,000 for one month of rent and utilities
Check goes directly to landlord (w-9)

Lengthy process; requires more documentation, ex. Lease agreement

Clients can email or text documents back to IQ Coordinator.
Income is not taxable and does not have to be paid back.
## Required Documents for Financial Assistance

<table>
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<tr>
<th>Identification</th>
<th>Self-Certification</th>
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<tbody>
<tr>
<td>• Showing address within Santa Clara County.</td>
<td>• Stating loss of income</td>
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<tr>
<td>• If no SCC address, then additional verification of address needed (ex. bill)</td>
<td>• Must have date and signature</td>
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<td></td>
<td>• We provide a template.</td>
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</table>
Defining Households

One House

Two+ Families

Manage Bills Separately

Each family requesting assistance must meet all of the eligibility criteria.
How do we get referrals?

Incoming

- Housing Email
  housing@eoc.sccgov.org
- CICT through Cal-Connect (Public Health Dept.)
- Co. Community Health Workers
- Medical Providers
- Community Partners
- Hotline Calls (Self-referral)
  408-808-7770
I. Request for Isolation/Quarantine Support (CICT, Provider, or Self Referral)

II. I/Q Support Program Completes Intake

III. Isolation/Quarantine at Home

III. Refer to Hotel for Isolation/Quarantine

Services Provided (for both Isolation/Quarantine at Home or Hotel)

Services Provided:
- Transportation
- 3 meals per day
- Laundry Service
- Medical & Behavioral Health Check-In's

CAN-19:
- EDD Resources
- Unemployment & Disability Insurance
- Paid Family Leave
- Safety Net Services
- Direct Referral to Legal Advice
- Food Resources

Eligibility Worker:
- CalFresh, CalWorks, Medi-Cal, GA, etc.
- Case Coordination

Financial & Rental Assistance:
- One-time payment of
  - FA: $2000 - $2500, OR
  - RA: One Month of Rent & Utilities

Services Provided:
- Grocery, Cleaning & Hygiene Supplies
- Referrals for Behavioral Health and Elder Care Support Services
Timeline

1. IQ Coordinator responds to client within 24 hours
2. 3 call attempts before closing the case
3. Client receives assistance within 7-10 days
Case Studies:

Does she qualify?
I had COVID-19 in August. Do I still qualify for the program?

Define “Household.”
A person was helped last week and now the rest of the house is calling b/c now they tested positive and want assistance. Do the other members at this address qualify?

Can he still get financial assistance?
Does receiving rental assistance from a CBO disqualify you from receiving IQ financial assistance?
Role of Community Partners

01
Promote IQ Program and Hotline

02
Connect clients to the IQ Support Program

03
Inform and provide feedback on how to improve
SCC COVID-19 Resource Lines

IQ Support Program: 408-808-7770
- Isolation & Quarantine Pilot Program and COVID+ placement for housed individuals unable to isolate at home
- 7 days/week, 8 AM - 6 PM
- Hotel placement for homeless who are COVID+
- Weekends & holidays, 8 AM – 6 PM

JDOC Hotline: 408-278-6420
- M-F, 9 AM – 6 PM
- Shelter placement for homeless
- Hotel placement for homeless individuals who are vulnerable or COVID+
IQ Program Tool Kit

Designed to provide community-based partners with reference and outreach materials related to the Isolation & Quarantine Program.
Other Community Resources

COVID-19 Resource Directory (local)
- [https://www.sccgov.org/sites/covid19/Pages/home.aspx](https://www.sccgov.org/sites/covid19/Pages/home.aspx)

California’s COVID-19 Rent Relief Program
- [http://sccrenthelp.org](http://sccrenthelp.org)
County of Santa Clara
Isolation and Quarantine (IQ) Support Program

housing@eoc.sccgov.org
I&Q Hotline: 408-808-7770

“Mil gracias. No hay forma de pagar por la ayuda que me brindaron. Gracias nuevamente.” - Cliente

“I already received the groceries!! Thank you so much Team for the groceries!! It’s a big help for me and for my family!! Thanks again and God bless you all!! ” - Client

Shana Kurlan
Shana.Kurlan@ceo.sccgov.org
(408) 299-6005

Zelica Rodriguez-Deams
Zelica.Rodriguez@ceo.sccgov.org
Cell (408) 993-4182

Elizabeth Williams
Elizabeth.Williams@cco.sccgov.org
Cell (408) 529-6525

Julie Ramirez
Julie.Ramirez@ceo.sccgov.org
Cell (669) 288-9127

www.scchelps.org
www.sccayuda.org