This toolkit is designed to provide community-based partners with reference and outreach materials related to the Isolation & Quarantine Program.

Published 2/17/2021
Introduction

Recognizing the devastating impact that COVID-19 has had on our community, the County of Santa Clara, in partnership with several local cities, are bringing critical resources to those in need. We believe it is our responsibility to provide resources to assist our residents isolate and quarantine safely to reduce and eliminate the spread of COVID-19. The Santa Clara County Isolation and Quarantine Support Program provides one-time motel placements, grocery/supply delivery, and/or financial/rental assistance to individuals who have tested positive for COVID-19 or have been exposed through close contact with a person confirmed to be COVID-19 positive.

Community Engagement- Role of Partners

Community partners play a critical role in disseminating accurate information to residents. Trusted community-based organizations, medical clinics, schools, and other County departments who work directly with county residents are invited to learn more about the I&Q Program and share this valuable resource with their clients.

This toolkit provides I&Q Program outreach materials for reference and distribution to community members impacted by COVID-19, including:

- Reference Materials
  - One-page description of the program
  - Summary of participating cities
  - FAQs and Factsheet
  - Eligibility Checklist (long)

- Outreach Materials
  - Eligibility Checklist (short)
  - Program Flyer (English)
  - Program Flyer (Spanish)
  - Program Flyer (Vietnamese)

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

- Cliente
What is the Isolation & Quarantine Program and who can receive help?
The Isolation and Quarantine Support Program helps individuals who have tested positive for COVID-19 or have been exposed through close contact with a person confirmed to be COVID-19 positive. Qualifying individuals may receive one-time financial/rental assistance, groceries and other supplies, and hotel placements.

WHO CAN RECEIVE HELP?

You may be eligible to receive help if you meet the following requirements:

- Tested positive for COVID-19 or were exposed through close contact to a confirmed COVID-19 case;
- A total family income at or below 80% AMI; (Ex. family of 4 with an annual income of $112,150 or lower)
- Can show a loss of income related to COVID-19 result or exposure; and
- Currently reside in a Santa Clara County participating city (See chart below).

WHICH CITIES ARE PARTICIPATING IN THE IQ PROGRAM?

<table>
<thead>
<tr>
<th>Cities participating in hotel placement, financial/rental assistance/groceries and cleaning/hygiene supplies</th>
<th>Cities ONLY participating in Hotel Placement</th>
<th>Cities NOT participating at all</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unincorporated Santa Clara County&lt;br&gt;Los Altos&lt;br&gt;Los Altos Hills&lt;br&gt;Milpitas&lt;br&gt;Morgan Hill&lt;br&gt;San Jose&lt;br&gt;Saratoga</td>
<td>Mountain View&lt;br&gt;Gilroy&lt;br&gt;Santa Clara&lt;br&gt;Sunnyvale</td>
<td>Campbell&lt;br&gt;Cupertino&lt;br&gt;Los Gatos&lt;br&gt;Monte Sereno&lt;br&gt;Palo Alto</td>
</tr>
</tbody>
</table>

WHO TO CALL AND WHAT TO EXPECT:

- Call the IQ Support Hotline at 408-808-7770 and leave a voicemail in the language you are most comfortable speaking.
- Hotline is available 7 days/week, 8 am – 6:00 pm.
- Your call will be returned within 24 hours.
These services are available to individuals who have tested positive for COVID or have been exposed through close contact with a person confirmed to be COVID-19 positive and need to isolate and quarantine.

<table>
<thead>
<tr>
<th>What is provided: (one-time services)</th>
<th>Who qualifies for financial assistance (payments of $2000 or $2500) or rental/utility bill assistance (up to $5,000):</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Motel with supportive services for those who cannot safely isolate or quarantine at home or who do not have a home.</td>
<td>• Residents of unincorporated Santa Clara County and of the following cities: Los Altos, Los Altos Hills, Milpitas, Morgan Hill, San Jose, or Saratoga.</td>
</tr>
<tr>
<td>• Groceries, cleaning/hygiene supplies to support persons who can isolate and quarantine at home. One delivery per residence.</td>
<td>• Residents of Gilroy, Mountain View, Santa Clara, and Sunnyvale are eligible for hotel quarantining support only.</td>
</tr>
<tr>
<td>• Financial assistance of $2000 or $2500, to supplement lost or diminished household income, due to isolation or quarantine; or</td>
<td>• All hotel locations are in mid-County.</td>
</tr>
<tr>
<td>• One month of rent and utility bills paid to landlords and utility providers, not to exceed $5,000.</td>
<td>• Individuals must qualify based on income of 80% AMI (Area Median Income) or less. (Example for example, a family of 5 with an annual income of $112,150 or lower)</td>
</tr>
</tbody>
</table>

Who qualifies for hotel isolation/quarantining:

• Residents of unincorporated Santa Clara County and of the following cities: Los Altos, Los Altos Hills, Milpitas, Morgan Hill, San Jose, or Saratoga.

Who qualifies for groceries, and cleaning/hygiene supplies:

• Residents who are currently isolating or quarantining due to exposure to Covid or due to a positive Covid test AND:

Who to call and what to expect:

• Call 408-808-7770 to make a referral or customers can self-refer.
• Hotline is available 7 days/week, 8 am – 6:00 pm.
• Customers may leave a voicemail in the language that they are most comfortable speaking if the call is not answered.

• Leave a good call-back number. Repeat your name and phone number two times. You do not need to disclose your health status.
• If you need a safe place to isolate/quarantine or need food/hygiene supplies, speak slowly and clearly as you leave that information in the voicemail.
• Customers are called three times for the program to obtain necessary documents. If all documents are obtained and registration is complete processing can be same or next day.
## 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>
</tr>
</thead>
<tbody>
<tr>
<td>Unincorporated Santa Clara County</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>(Verify through GIS- <a href="https://ges.sccgov.org/discovergis/sccmap">https://ges.sccgov.org/discovergis/sccmap</a>)</td>
<td></td>
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<tr>
<td>Los Altos</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
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<tr>
<td>Los Altos Hills</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
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<tr>
<td>Milpitas</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
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<tr>
<td>Morgan Hill</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
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<tr>
<td>San Jose</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
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<tr>
<td>Saratoga</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
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<tr>
<td>Mountain View</td>
<td>✓</td>
<td></td>
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<td>Campbell</td>
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<tr>
<td>Cupertino</td>
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<tr>
<td>Gilroy</td>
<td>✓</td>
<td></td>
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<td></td>
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<tr>
<td>Los Gatos</td>
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<tr>
<td>Monte Sereno</td>
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<tr>
<td>Palo Alto</td>
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</tr>
<tr>
<td>Santa Clara</td>
<td>✓</td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Sunnyvale</td>
<td>✓</td>
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</tr>
</tbody>
</table>

**Cities with alternative support programs.**

<table>
<thead>
<tr>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Campbell</td>
</tr>
<tr>
<td>Phone: (408)866-2100</td>
</tr>
<tr>
<td>Email:</td>
</tr>
<tr>
<td>Cupertino</td>
</tr>
<tr>
<td>Phone: (408)366-6092</td>
</tr>
<tr>
<td>Email: <a href="mailto:Recert@wvcommunityservices.org">Recert@wvcommunityservices.org</a></td>
</tr>
<tr>
<td>Gilroy</td>
</tr>
<tr>
<td>Phone: (408)846-0274</td>
</tr>
<tr>
<td>Email: <a href="mailto:Maria.DeLeon@ci.gilroy.ca.us">Maria.DeLeon@ci.gilroy.ca.us</a></td>
</tr>
<tr>
<td>Los Gatos</td>
</tr>
<tr>
<td>Phone: (408)399-5740</td>
</tr>
<tr>
<td>Email: <a href="mailto:Htarling@LosGatosCA.gov">Htarling@LosGatosCA.gov</a></td>
</tr>
<tr>
<td>Monte Sereno</td>
</tr>
<tr>
<td>Phone: (408)354-7635</td>
</tr>
<tr>
<td>Email:</td>
</tr>
<tr>
<td>Mountain View</td>
</tr>
<tr>
<td>Community Services Agency, <a href="http://www.csacares.org">www.csacares.org</a></td>
</tr>
<tr>
<td>Email: <a href="mailto:ecibrianpelayo@csacares.org">ecibrianpelayo@csacares.org</a></td>
</tr>
<tr>
<td>Palo Alto</td>
</tr>
<tr>
<td>Phone: (650)463-4953</td>
</tr>
<tr>
<td>LifeMoves: (408) 271-0685 extension 642</td>
</tr>
<tr>
<td>Santa Clara</td>
</tr>
<tr>
<td>Phone: (408)615-2490</td>
</tr>
<tr>
<td>Email: <a href="mailto:rentrelief@santaclaraca.gov">rentrelief@santaclaraca.gov</a></td>
</tr>
<tr>
<td>Sunnyvale</td>
</tr>
<tr>
<td>Phone: (408)738-4321 X 216</td>
</tr>
<tr>
<td>Email: <a href="mailto:mbernard@svcommunityservices.org">mbernard@svcommunityservices.org</a></td>
</tr>
</tbody>
</table>

Updated: 3/18/2021
**Does my client qualify for the Isolation & Quarantine Support Program?**

**ELIGIBILITY CHECKLIST**

The Isolation and Quarantine Support Program helps individuals who have tested positive for COVID-19 or have been exposed through close contact with a person confirmed to be COVID-19 positive with one-time motel placements, grocery/supply delivery, and/or financial/rental assistance. Applicants must show proof of address and loss of income because of the positive COVID test or exposure. Additionally, one must be classified as low-income. Check all of the boxes below that apply to you.

**COVID-19 TEST OR EXPOSURE IN THE LAST 90 DAYS**

- [ ] Tested positive for COVID-19 or been exposed through close contact with a person confirmed to be COVID-19 positive in the last 90 days.
- [ ] Exposure or Test Date: ________________

**INCOME LOSS**

- [ ] Before having to isolate and quarantine (IQ) with COVID-19, client was employed full or part-time.
- [ ] Client will not receive any money, paid leave or benefits during my isolation or quarantine period.
- [ ] Client lost income because of my need to isolate or quarantine.

**PROOF OF ADDRESS**

- [ ] Client lives in one of the participating cities listed below. Indicate which one.
- [ ] Client can provide proof of address w/ an ID or bill.

**Support all Services:**
- Unincorporated Santa Clara County
- Los Altos
- Los Altos Hills
- Milpitas
- Morgan Hill
- San Jose
- Saratoga

**Support only Motel Placement:**
- Mountain View
- Gilroy
- Santa Clara
- Sunnyvale

**INCOME ELIGIBILITY**

- [ ] Their combined household income level is **below** 80% the Area Median Income (AMI) for Santa Clara County. See chart below based on number of people in household and maximum, combined income level.

<table>
<thead>
<tr>
<th># of people in Household</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
</tr>
</thead>
<tbody>
<tr>
<td>Max combined income</td>
<td>$78,550</td>
<td>$89,750</td>
<td>$100,950</td>
<td>$112,150</td>
<td>$121,150</td>
<td>$130,100</td>
</tr>
</tbody>
</table>

If all of the boxes are checked, then the client may be eligible for the IQ Support Program.

Call 408-808-7770 to start the application. Services available in multiple languages.
Outreach Materials

What handouts should I share with the community?
ELIGIBILITY CHECKLIST

Has COVID-19 caused you to stay home and lose wages?
If you can check all four boxes, then the Santa Clara County Isolation and Quarantine Support Program may be able to help you and your family.

☐ I tested positive for COVID-19 or was exposed through close contact to a person confirmed to have COVID-19 within the last 90 days.

☐ I currently live in Santa Clara County.

☐ I have proof of my current address on my ID or a bill.

☐ I lost income because I was either isolating or in quarantine.

If you checked all of the boxes, you may be eligible for the Santa Clara County Isolation and Quarantine (IQ) Support Program!

Call **408-808-7770** to start your application.

The IQ Hotline is available 7 days/week, 8 am - 6 pm in multiple languages.

The IQ Support Program is made possible through partnerships with several local cities. One-time services include:

- motel placements,
- grocery/supply delivery,
- and/or financial or rental assistance.
If you test positive for COVID-19 or have been exposed to COVID-19, we can help you and your family stay safe.

We can help with:

- **Emergency rental and/or financial assistance***
  *Must have household income of less than 80% Area Median Income (for example, a family of 4 with an annual income of $112,150 or lower) and be a resident of: Unincorporated Santa Clara County, Los Altos, Los Altos Hills, Milpitas, Morgan Hill, San Jose, or Saratoga.

- **Grocery delivery and other resources**

- **A hotel/motel room*** with clean linens and laundry service
  for those who are homeless anywhere in Santa Clara County or for housed persons living in Gilroy, Los Altos, Los Altos Hills, Milpitas, Morgan Hill, Mountain View, San Jose, Santa Clara, Saratoga, Sunnyvale, and unincorporated Santa San Clara County. *Hotel locations are in mid-County.

*Hotel locations are in mid-County.

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**Call to Access Services**

To start the process, please leave a voice message. Specify your immediate needs, name and phone number. Leave a message in your preferred language. All calls are returned. Community needs are high, call back may take time.

The Santa Clara County COVID-19 Support Team Call Center will see if isolation and quarantine services are right for you. Interpretation services are available:

(408) 808-7770

Hours: 8:00 AM to 6:00 PM daily

www.scchelps.org
Si ha salido positivo en la prueba o ha estado expuesto al COVID-19, podemos ayudarle a usted y a su familia a mantenerse sanos.

Podemos ayudarles con:

- **Asistencia financiera y/o de alquiler de emergencia.**
  *Deberán tener ingresos por familia menores del 80% de la medida media de su zona (por ejemplo, una familia de 4 que tenga un ingreso anual menor de $112,150) y ser residente del área no incorporada del Condado de Santa Clara, Los Altos, Los Altos Hills, Milpitas, Morgan Hill, San José o Saratoga.

- **Entrega de alimentos y otros recursos.**

- **Habitación de hotel/motel con ropa de cama limpia y servicio de lavandería**
  o para aquellos que no cuenten con una vivienda u hogar en el Condado de Santa Clara o para los que vivan en Gilroy, Los Altos, Los Altos Hills, Milpitas, Morgan Hill, Mountain View, San José, Santa Clara, Saratoga, Sunnyvale y el área no incorporada del Condado de Santa Clara.

  *Los hoteles se encuentran localizados en el centro del condado.

Llame para tener acceso a los servicios.

Para empezar el proceso, llame y deje un mensaje de voz en el idioma de su preferencia. Especifique su necesidad inmediata y deje su nombre y número de teléfono. Todas las llamadas serán tomadas en cuenta, aunque la necesidad en la comunidad es grande y puede tomar algún tiempo en regresarle la llamada.

El Equipo de Asistencia para COVID-19 del Condado de Santa Clara determinará si los servicios de aislamiento y cuarentena son los adecuados para usted. También contamos con servicios de intérprete:

**(408) 808-7770**

Horario diario: de 8:00 a 6:00 p.m.

**Chúng tôi có thể giúp:**

- Khẩn cấp giúp trả tiền thuê nhà và/hoặc giúp đỡ tài chính.*
  *Thu nhập gia đình phải dưới mức 80% Thu Nhập Trung Bình Của Khu Vực (ví dụ, thu nhập hàng năm cho gia đình 4 người là $112,150 hoặc thấp hơn) và phải là cư dân của: Khu Vực chưa được nhập vào Hạt Santa Clara, Los Altos, Los Altos Hills, Milpitas, Morgan Hill, San Jose, hoặc Saratoga.

- Giao đến nhà thực phẩm và các món hàng tạp hóa và các nguồn giúp đỡ khác.

- Phòng khách sạn có giường chiếu sạch sẽ với dịch vụ giặt quần áo cho người vô gia cư sinh sống khắp nơi trong Quận Hạt Santa Clara hoặc cho người có nhà ở đang sinh sống tại Gilroy, Los Altos, Los Altos Hills, Milpitas, Morgan Hill, Mountain View, San Jose, Santa Clara, Saratoga, Sunnyvale, và Khu Vực chưa được nhập vào Hạt Santa Clara.*
  *Vị trí các khách sạn là ở giữa Quận.

**Hãy gọi để được giúp đỡ:**

Để bắt đầu, xin để lại tin nhắn. Nói rõ những nhu cầu quý vị cần liên, tên họ và số điện thoại. Để lại tin nhắn với ngôn ngữ của quý vị. Chúng tôi sẽ gọi điện thoại lại cho tất cả các tin nhắn của quý vị. Vì nhu cầu của cộng đồng cao, nên việc gọi lại cho quý vị có thể bị chậm trễ.

Nhóm Hỗ Trợ COVID-19 của Hạt Santa Clara sẽ liễu xem các dịch vụ giúp cổ lập và cách ly có phù hợp với quý vị hay không. Có dịch vụ thông dịch:

(408) 808-7770

Từ 8:00 giờ sáng đến 6:00 giờ chiều mỗi ngày

www.scchelps.org
聖塔克拉拉縣
新冠肺炎(COVID-19)支援團隊

如果您的新冠肺炎檢測呈陽性或已經暴露於新冠病毒，我們可以幫助您和您的家人保持安全

我們可以幫助您獲得:

✔ 緊急租金和/或財務援助*
  *家庭收入必須低於區域收入中位數的80%（例如，一個四口之家的年收入為$112,150或更低），並且是下列地方的居民：聖塔克拉拉縣未合併建制區域、Los Altos、Los Altos Hills、Milpitas、Morgan Hill、聖荷西或Saratoga

✔ 帶有乾淨床單和洗衣服務的酒店/汽車旅館*
  為在聖塔克拉拉縣任何地方的無家可歸者或居住在Gilroy、Los Altos、Los Altos Hills、Milpitas、Morgan Hill、Mountain View、聖荷西、聖塔克拉拉、Saratoga、Sunnyvale及聖塔克拉拉縣未合併建制區域的人士提供服務。

✔ 雜貨送貨上門和其他資源

請致電以獲取服務

要開始申請流程，請留言。說明您的即時需求、姓名和電話號碼。用您首選的語言留言。所有來電均會回電。社區需求量大，回電可能需要一些時間。

請致電聖塔克拉拉縣新冠肺炎支援團隊客服中心，以瞭解隔離和檢疫服務是否適合您。提供口譯服務：

(408) 808-7770

辦公時間：每天上午8點-下午6點

www.scchelps.org

**Makakatulong kami sa:**

- **Tulong sa pang-emergency na pag-upa at/o pinansyal***
  *Dapat ang kita ng sambahayan ay mas mababa kaysa sa 80% Area Median Income (halimbawa, pamilyang may 4 na miyembro na may taunang kita na $112,150 o mas mababa) at residente ng: Unincorporated Santa Clara County, Los Altos, Los Altos Hills, Milpitas, Morgan Hill, San Jose, o Saratoga.

- **Pagdeliver ng grocery at iba pang mga mapagkukunan**

- **Isang silid sa hotel/motel*** na may malinis na mga linen at serbisyon paglalaba
  para sa mga walang tirahan saanman sa Santa Clara County o para sa mga taong nakatira sa Gilroy, Los Altos, Los Altos Hills, Milpitas, Morgan Hill, Mountain View, San Jose, Santa Clara, Saratoga, Sunnyvale, at unincorporated Santa Clara County.
  *Ang mga lokasyon ng hotel ay nasa kalagitanan ng County.

Para makakuha ng mga serbisyo sa pagbubukod at pagkwarantina, titingnan ng Santa Clara County COVID-19 Support Team Call Center kung tama para sa inyo ang mga serbisyo ng tagapagsalin.

**Tumawag para Makakuha ng mga Serbisyo**

Upang magsimula ang proseso, mangyaring mag-iwan ng isang mensahe na boses. Tukuyin ang mga agarang pangangailangan, pangalan at numero ng telepono. Mag-iwan ng mensahe sa inyong mas gustong wika. Tawagin ang lahat ng mga pangangailangan ng komunidad, medyo matatagalan ang pagtawag.

Titingnan ng Santa Clara County COVID-19 Support Team Call Center kung tama para sa inyo ang mga serbisyo sa pagbubukod at pagkwarantina. May magagamit na mga serbisyo ng tagapagsalin.

**Tuloy sa pang-emergency na pag-upa at/o pinansyal***

**Isang silid sa hotel/motel***

**Tumawag para Makakuha ng mga Serbisyo**

**Mga oras: 8:00 AM hanggang sa 6:00 PM araw-araw**

**www.scchelps.org**

(408) 808-7770