

Resource Guide for Immigrants

Programs and Services Offered by



and Community Partners

SSA OFFICE LOCATIONS

Hours of Operation

Monday through Friday
8:30 am - 5:00 pm

North County Self-Sufficiency Center

2000 San Pablo Ave.
Oakland, CA 94612

Eastmont Self-Sufficiency Center

6955 Foothill Blvd., Suite 100
Oakland, CA 94605

Enterprise Self-Sufficiency Center

8477 Enterprise Way
Oakland, CA 94621

Eden Area Multi-Service Center

24100 Amador St.
Hayward, CA 94544

Fremont Office

39155 Liberty St., Suite C330
Fremont, CA 94536

Livermore Office

2481 Constitution Drive
Livermore, CA 94551

Website:

www.alamedasocialservices.org

Customer Service Call Center:

(510) 263-2420 or (888) 999-4772

211 Alameda County

Dial 2-1-1 for free and confidential information and referrals to housing, health, and social services.
Available 24 hours daily, 7 days a week.

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IMPORTANT!

- Rules for public benefits have not changed.
- Information given to SSA is confidential and is used to determine benefit eligibility only.
- Individuals and families may continue to apply for benefits and services as needed.
- Do not pay anyone to help you with the completion of applications for SSA programs and services. We are here to help you apply!

FOOD ASSISTANCE

CalFresh (formerly known as Food Stamps) - Nutritional Assistance

CalFresh provides monthly nutrition assistance to low-income individuals and families to purchase healthy food. CalFresh benefits are accessed using an EBT (Electronic Benefits Transfer) card.

Eligibility: U.S. citizens and lawful permanent residents

HOW TO APPLY:

- **In person** at any SSA office location
- **By Phone:** 1-888-999-4772 or 510-263-2420
- **Online:** mybenefitscalwin.org

Electronic Benefits Transfer (EBT) Helpline
(if experiencing issues with your card):
1-877-328-9677

For more info:

Website: www.alamedasocialservices.org/public/services/food_assistance/index.cfm

California Food Assistance Program (CFAP) - Nutritional Assistance

State-funded assistance for qualified non-citizens, who do not qualify for federal benefits, to purchase nutritious food.

Eligibility: Most Immigrants – Legal Permanent Residents

HOW TO APPLY:

- **In person** at any SSA office location
- **By Phone:** 1-888-999-4772 or 510-263-2420
- **Online:** mybenefitscalwin.org

For more info:

Website: <https://california-foodstamps.org/calfresh-for-non-citizens.html>

MEDICAL ASSISTANCE

Medi-Cal – Health Care Access

Free or low-cost health coverage for children, families, seniors, and persons with disabilities with limited income and resources.

Eligibility: U.S. citizens and lawful permanent residents

HOW TO APPLY:

- **In person** at any SSA office location
- **By mail:** Call 510-777-2300 or 1-800-698-1118 (toll free) to request a Medi-Cal Mail-In Application and Instructions booklet.
- **Online:** mybenefitscalwin.org or through Covered California at CoveredCa.com

For more info:

Website: www.alamedasocialservices.org/public/services/medical_and_health/families_with_children.cfm

CASH ASSISTANCE

Refugee Cash Assistance (RCA)

Provides cash and medical assistance (Refugee Medical Assistance program) for non-citizen refugees without children who are not otherwise eligible for any other cash aid. Eligible individuals may receive RCA, Medi-Cal, and CalFresh during the first eight months in the United States. RCA clients must register for and participate in training and employment services before assistance can be approved.

Eligibility: Non-citizen refugees who are ineligible for CalWORKs. Eligibility is dependent on individual circumstances.

HOW TO APPLY:

- Individuals who wish to apply for RCA must submit a CalWORKs application **in person** at an SSA office location or **online** at mybenefitscalwin.org

For more info:

Website: www.alamedasocialservices.org/public/services/financial_assistance/refugee_cash_assistance.cfm

– CASH ASSISTANCE continued –

Cash Assistance Program for Immigrants (CAPI)

CAPI provides benefits for legal non-citizens in financial need who are ineligible for federal Supplemental Security Income (SSI) due to their immigrant status. Eligibility is dependent on individual circumstances.

Eligibility:

Blind or disabled immigrants of any age OR seniors aged 65 and older who

- Are ineligible for Supplemental Security Income/State Supplementary Payment (SSI/SSP) due to their immigration status AND
- Have limited to no income, combined assets at less than \$2,000 if single, and no more than \$3,000 if married.

HOW TO APPLY:

- **In person** at any SSA office location

For more info:

Recorded info: Call 1-800-648-0954 or 510-268-2332

Website: www.alamedasocialservices.org/public/services/financial_assistance/cash_assistance_program_for_immigrants.cfm

CalWORKs (California Work Opportunities and Responsibilities to Kids)

Provides time-limited cash aid, employment support services, and/or homeless services based on individual and family income, to eligible families that have a child(ren) in the home.

CalWORKs recipients, unless exempt, are required to participate in Welfare-to-Work (WtW) activities or be employed for 20 hours per week for single-parent families with a child under age 6; 30 hours per week for single-parent families with no child under age 6, and 35 hours per week for two-parent families.

– CASH ASSISTANCE continued –

Eligibility:

California residents who are

- U.S. citizens;
- Non-citizens with lawful permanent residency;
- Qualified non-citizens; or
- Victims of human trafficking, domestic violence, and other serious crimes.

HOW TO APPLY:

- **In person** at any SSA office location
- **Online:** mybenefitscalwin.org

For more info:

Website: www.alamedasocialservices.org/public/services/financial_assistance/calWorks_eligibility.cfm

General Assistance

County-funded loan program provides cash assistance to single adults, married couples without dependent children, and emancipated minors. GA applicants and recipients may also be eligible for additional employment, food, and medical assistance.

Eligibility:

- U.S. citizens
- Legal permanent residents
- Sponsored non-citizens
- Other non-citizens are potentially eligible based on individual circumstances.

HOW TO APPLY:

- **In person** at any SSA office location

For more info:

Website: www.alamedasocialservices.org/public/services/financial_assistance/general_assistance.cfm

EMERGENCY RENTAL ASSISTANCE

Season of Sharing

Season of Sharing provides one-time crisis-based assistance for permanent housing and critical family needs to Alameda County residents. The program aims to help eligible households regain stability after experiencing an unforeseen emergency situation beyond their control.

Eligibility:

To be considered, applicants must be current residents of Alameda County for at least 6 continuous months or longer and meet one of the following criteria:

- Seniors age 55 and older;
- Disabled individuals;
- Low to moderate income families with dependent children age 18 and under;
- Emancipated foster youth, ages 18-24;
- Veterans;
- Victims of domestic violence or violent crimes within the past 6 months; or
- Pregnant women in their second trimester.

Legal permanent residency is not required.

HOW TO APPLY:

To initiate an inquiry, **call the automated pre-screening line at 510-272-3700 (English and Spanish)**. If you meet basic criteria for consideration, Intake Staff will contact you for additional screening. Assistance is not guaranteed.

For more info:

Website: https://alamedasocialservices.org/public/services/community/season_of_sharing.cfm

EMPLOYMENT & JOB SERVICES

Welfare-to-Work (WTW)

Services offered by SSA to current CalWORKs recipients include job training and placement, social adjustment, case management, Vocational English as a Second Language (VESL), and supportive services such as child care, transportation, and training expenses.

Eligibility:

Must apply for or currently receive CalWORKs in order to participate in WTW.

HOW TO APPLY:

- **Contact your assigned Employment Counselor** to inquire about WTW.
- To apply for CalWORKs, **visit an SSA office or go online:** www.mybenefitscalwin.org

CalFresh Employment & Training Program

Services offered by SSA to eligible participants to help them find employment include:

- Assessment Testing and Interview
- Job Club workshop on preparing resumes and job applications; interviewing skills; tips on searching for work and retaining a job.
- Job search assistance and leads
- Vocational training and GED preparation
- Workfare opportunities at non-profit organizations for participants to gain work experience.

Participants may also receive supportive services and assistance with transportation; work or training expenses; tuition, test fees, books, and school supplies.

Eligibility:

You must be able to work and must be receiving or applying for General Assistance/ CalFresh or Transitional CalFresh. If you are receiving non-assistance CalFresh benefits and are an able-bodied adult without dependents, then you can also participate in the program. This is not a mandatory program.

HOW TO APPLY:

- **Current CalFresh or General Assistance recipients may inquire at an SSA office or call 510-263-2420.**
- To apply for CalFresh, see page 2.
- To apply for General Assistance, see page 3.

– EMPLOYMENT & JOB SERVICES continued –

Individualized Career Services: Limited English Proficiency (LEP) Program

Refugee Cash Assistance (RCA) recipients are required to participate in training and employment activities.

The Social Services Agency's community partners provide Employment Services and Vocational English as a Second Language (ES/VESL) training specifically to limited and non-English proficient (LEP) participants. The goal is to achieve employment and self-sufficiency.

Who may be eligible:

- Refugees
- Asylees
- CalWORKs clients
- CalFresh clients
- General Assistance clients

HOW TO INQUIRE:

- Individuals who wish to apply for RCA must submit a CalWORKs application **in person** at an SSA office location or **online** at mybenefitscalwin.org

Cal-Learn

Cal-Learn serves pregnant and parenting teens receiving cash assistance through the CalWORKs program. It is designed to support parenting teens to obtain their high school diploma or GED and take the first step toward reaching their future goals.

Services include: case management, child care and transportation support to attend school, educational resources, and financial incentives for good school progress and graduation.

Eligibility:

- Pregnant or parenting teen under age 19 receiving CalWORKs benefits AND without a high school diploma or GED OR
- CalWORKs recipient with a pregnant or parenting teen on the case fitting the description above.

HOW TO APPLY:

Must apply for or currently receive CalWORKs in order to participate in Cal-Learn.

To apply for CalWORKs:

- Visit in person at any of SSA office.
- Go online: www.mybenefitscalwin.org

To inquire about Cal-Learn

- Contact your assigned Employment Counselor.

For more info:

Website: www.alamedasocialservices.org/public/services/employment_and_training/cal_teen.cfm

Youth Career Readiness Program: Summer and After School Youth Employment and Education Program (SASYEP)

Participating youth can earn \$10 per hour at a 20-hour a week summer job, for a maximum of 150 hours of work experience. In addition, participants can earn financial bonuses for attending to their educational needs. Services are provided by the Alameda County Workforce Development Board.

HOW TO INQUIRE:

Contact a youth services provider: <https://www.acwdb.org/youth.page>

Employment Development Department

The State of California's Employment Development Department (EDD) offers a variety of job-related services, including:

- Job search and resume workshops
- Job fairs, referrals, and training
- Unemployment Insurance, State Disability, and Paid Family Leave benefits for qualified workers

For more info:

Website: edd.ca.gov

ADULT & AGING SERVICES

Adult Protective Services (APS)

APS responds to reports from individuals, concerned citizens, social services and health providers, and law enforcement representatives about adults with developmental disabilities, physically and mentally disabled adults, and the elderly, who may be physically or financially abused or exploited.

Eligibility:

Regardless of income, anyone suspected of being abused or neglected who is:

- Ages 18 to 64 with mental or physical disability OR
- Age 65 or older.

TO REPORT ABUSE:

- **Call** 1-866-225-5277 or 1-866-CALL-APS

Area Agency on Aging

Prevents isolation, premature institutionalization, abuse, and negative health outcomes for seniors (age 60 or over).

Services include: Adult Day Care, Case Management, Community Services, Disease Prevention, Elder Abuse Prevention, Family Caregiver Support, Health Promotion, Health Insurance, Counseling and Advocacy Services (HICAP), Information & Assistance, Legal Services, Nutrition Programs, Ombudsman Program, Senior Employment, Senior Injury Prevention

HOW TO INQUIRE:

- **Call Senior Information and Assistance** at 1-800-510-2020 or 510-577-3530.

In-Home Supportive Services

The IHSS program provides assistance to eligible aged, blind, and disabled individuals so that they can remain safely in their own homes. IHSS provides services according to the client's ability to perform daily activities, and can include feeding, bathing, dressing, housekeeping, laundry, shopping, meal preparation and clean up, respiration,

bowel and bladder care, moving in and out of bed, accompaniment to medical appointments, paramedical services, and protective supervision.

Eligibility:

Unable to live at home safely without help AND is:

- Receiving Medi-Cal;
- Blind;
- Disabled; OR
- Age 65 or older

HOW TO APPLY:

- **Call** 510-577-1900
- **In person** at IHSS Lobby between Monday-Friday, 8:30 am - 5:00 pm at Eastmont Town Center
6955 Foothill Boulevard
1st floor - Suite 143
Oakland, CA 94605

CHILDREN AND FAMILY SERVICES

Abuse & Neglect Investigation

Emergency Response/Child Abuse Hotline for County Child Protective Services:

24 Hour Hotline: 510-259-1800

The hotline responds to law enforcement, hospitals, mandated reporters, and the general public who call to report child abuse or to get information. The hotline also provides consultation on potential referrals and provides information about community services.

During business hours (7:30 am - 5:30 pm weekdays), hotline referrals and reports regarding children alleged to be endangered by abuse, neglect, or exploitation, are received by the Emergency Response screening unit.

After hours (7:00 pm - 7:00 am) and on weekends/holidays, calls are received at Eden Information and Referral (Eden I&R) and referred to after-hours workers.

– CHILDREN & FAMILY SERVICES continued –

Family Reunification & Maintenance

Family Reunification (FR) aims to reunite the child with his/her parent in a safe, stable, supportive home. All FR cases involve children who have been removed from parental care and custody. Services to help reunify the family are provided for various periods of time, established by state and federal law.

Family Maintenance (FM) works with families whose children have been made dependents of the court due to abuse or neglect, but who remain in the home as ongoing safety assessment permits while services are being provided. The goal is to maintain and strengthen the family unit whenever possible.

Informal Family Maintenance is a non-court intervention for families who are willing to participate in voluntary services and a program of informal case management.

For more info:

https://alamedasocialservices.org/public/services/children_and_family/index.cfm

Guardianship Services

Relatives and non-relatives can become Legal Guardians of a foster child. The Social Services Agency's Legal Guardianship unit works with guardians residing in Alameda County who are non-relatives receiving a foster care subsidy. Child Welfare Workers stay in contact with the guardian and the youth meeting with them a minimum of two times a year (every 6 months), providing case management services with an emphasis on referrals and intervention.

For more info:

https://alamedasocialservices.org/public/services/children_and_family/faq.cfm

Foster Care Services

Placement Services provide responsive and comprehensive services to children in need of out-of-home placement. Placement in the home of an available and willing relative is the first choice for an out-of-home placement for every child.

Foster Care Eligibility determines the initial and continuing eligibility of children in out-of-home care for Medi-Cal and financial assistance programs such as Aid to Families with Dependent Children – Foster Care (AFDC-FC). AFDC-FC payments are made to caregivers for the care and support of foster children who are placed in their home.

Foster Care Information Line:

510-268-2500

Current caregivers and providers may call with eligibility-related questions regarding a foster child.

Adoptions

Alameda County Social Services Agency is licensed as a Public Adoption Agency by the California Department of Social Services. The Adoptions Program provides services related to the adoption of court-dependent children in the child welfare system, a process referred to as agency adoption.

The Adoption Program also provides independent and stepparent adoption services for non-dependent children.

For more info:

Adoptions, General Information:
510-268-2422

Adoption, Foster Parent, Foster License Information: 510-259-3575

Independent Adoption: 510-268-2428

Stepparent Adoption: 510-268-4276

- CHILDREN & FAMILY SERVICES continued -

Kinship Support Services (KSSP)

Community-based family support services for relative caregivers and the children in their homes include:

Family Support Services of the Bay Area

Phone: 510-834-2443

401 Grand Ave #500, Oakland, CA 94610

Lincoln Child Center

Phone: 510-583-8026

1149 A Street, Hayward, CA 9454

NO COST TAX PREPARATION SERVICES

Volunteer Income Tax Assistance (VITA) Program

No cost tax preparation services are available to Social Service Agency clients and low-income individuals and households throughout Alameda County. Our IRS-certified volunteer tax preparers help ensure that low-income taxpayers receive every credit and deduction that they have earned.

The VITA program operates annually from late January until mid-April.

HOW TO APPLY:

Appointments are required at SSA tax preparation sites. Go online to schedule:
<https://alamedasocialservices.org/eitc.cfm>

For more info:

- **Call** 510-271-9141
- **Email** vita.eitc@acgov.org
- **Website:** www.alamedasocialservices.org/public/services/community/eitc/free_tax_services.cfm

COMMUNITY RESOURCES



Afghan Coalition

510-745-1680

www.afghancoalition.org



Alameda County Immigration Legal and Education Partnership

510-241-4011



Asian Pacific Islander Legal Outreach

510-251-2846

www.apilegaloutreach.org



Bay Area Legal Aid

800-551-5554

<https://baylegal.org>



Catholic Charities of the East Bay

510-768-3100

www.cceb.org



Centro Legal de la Raza

510-437-1554

<https://centrolegal.org>



East Bay Community Law Center

510-548-4040

<https://ebclc.org>



International Institute of the East Bay

510-451-2846

<https://iibayarea.org>