



Housing Authority  
of the  
City of Alameda

**PHONE:** (510) 747-4300  
**FAX:** (510) 522-7848  
**TTY/TRS:** 711

---

701 Atlantic Avenue • Alameda, California 94501-2161

---

# Resources and General Housing Information

Last updated 04/14/2025





## Table of Contents

### General Information (Pages 3-4)

### Translation Services (Page 5)

### Subscribe to Our Newsletter (Page 6)

### Domestic Violence Resources (Pages 7-16)

1. Alameda County Domestic Violence Resource Guide Pages 7-8
2. National Domestic Hotline (English) Page 9
3. National Domestic Hotline (Spanish) Page 10
4. Building Futures Domestic Violence Services Page 11
5. Alameda County Family Justice Center Pages 12-13
6. Ruby's Place Housing Program Pages 14-16

### Alameda County Resource Guide (Pages 17-18)

### Legal Services Resources (Pages 19-20)

### Tenant and Landlord Services (Page 21)

### Housing and Homelessness Resources (Pages 22-40)

1. Alameda County 2-1-1 Housing Services Pages 22-27
2. Village of Love Center Page 28
3. Alameda Warming Shelter Information Page 29
4. Alameda Housing Resource Center Page 30
5. USPS Mail Service for the Homeless Pages 31-32
6. Affordable Housing Developers and Waitlists Pages 33-34
7. List of Housing Authorities Page 35
8. Senior Housing Page 36
9. EBHO Affordable Housing Resources Pages 37-40

### Transportation Resources (Pages 41-45)

### Utility Assistance Programs (Pages 46-59)

1. Spectrum Low-Income Home Energy Assistance Program (English) Pages 46-47
2. Spectrum Low-Income Home Energy Assistance Program (Chinese) Pages 48-49
3. Spectrum Low-Income Home Energy Assistance Program (Spanish) Pages 50-51
4. Spectrum Low-Income Home Energy Assistance Program (Vietnamese) Pages 52-53
5. PG&E Low-Income Home Energy Assistance Program Pages 54-56
6. Internet Assistance Program Pages 57-59







## **Notification of Rights Under Violence Against Women Act 2013 (VAWA)**

Under VAWA, Public Housing Authorities are required to notify applicants and program participants that if they are otherwise eligible, the fact they he or she is or has been a victim of domestic violence, dating violence, stalking or sexual assault (as these terms are defined in VAWA) is not an appropriate basis for denial of admission or program assistance. Information provided relating to this matter will be retained in confidence.

If you are an applicant or participant and have questions regarding these important protections, please contact Sepideh Kiumarsi via email at [skiumarsi@alamedahsg.org](mailto:skiumarsi@alamedahsg.org) or via phone at (510) 747-4364.

### **Reasonable Accommodations for Persons with Disabilities**

One type of disability discrimination prohibited by the Fair Housing Act is the refusal to make reasonable accommodation in rules, policies, practices, or services when such accommodation may be necessary to afford a person with a disability the equal opportunity to use and enjoy a program or dwelling under the program. The types of reasonable accommodations the AHA can provide include changes, exceptions, or adjustments to a rule, policy, practice, or service.

**If you or anyone in your family is a person with disabilities, and you require a specific accommodation in order to fully utilize our programs and services, please contact the housing authority.**

You may contact any staff member to begin this process. For participants in the Housing Choice Voucher Program, reasonable accommodation requests are reviewed by a staff committee and retained in controlled access files. General questions or inquiries can be directed to Reasonable Accommodation Department email at [ra@alamedahsg.org](mailto:ra@alamedahsg.org) or via phone at (510) 747-4338.





Housing Authority  
of the  
City of Alameda

**PHONE:** (510) 747-4300

**FAX:** (510) 522-7848

**TTY/TRS:** 711

---

701 Atlantic Avenue • Alameda, California 94501-2161

---

### **Fair Housing and Equal Opportunity**

Federal laws require PHAs to treat all applicants and participants equally, providing the same quality of service, regardless of family characteristics and background. Federal law prohibits discrimination in housing on the basis of race, color, religion, sex, national origin, age, familial status, and disability. The AHA will comply fully with all federal, state, and local nondiscrimination laws, and with rules and regulations governing fair housing and equal opportunity in housing and employment. Notices or concerns about this issue can be brought to the attention of any staff member. The AHA's designated Section 504 Coordinator is Sean Prevette who can be contacted via email at [504coordinator@alamedahsg.org](mailto:504coordinator@alamedahsg.org) or via phone at (510) 747-4305 TDD/TTY 711.

ECHO Housing is the local non-profit fair housing resource center, which can be reached at 1-800-922-ECHO. Other resources include HUD's Office of Fair Housing and Equal Opportunity (you can contact them via phone at (415) 489-6524) and the California Department of Fair Employment and Housing (you can contact them via email at [contact.center@calcivilrights.ca.gov](mailto:contact.center@calcivilrights.ca.gov) or via phone at 800-884-1684 (voice) or 800-700-2320 (TTY)).

### **Access to Services for Persons with Limited English Proficiency**

Language for Limited English Proficiency Persons (LEP) can be a barrier to accessing important benefits or services. The AHA will take affirmative steps to communicate with people who need services or information in a language other than English. Please let us know if oral interpretation or written translation is necessary for you to understand and exercise your rights, comply with applicable responsibilities, or understand other information provided by our programs.





**ENGLISH:**

If you require free interpretation for meaningful access to the Housing Authority of the City of Alameda, please call (510) 747-4300 and press 0.

**CHINESE (SIMPLIFIED):**

如果您对Alameda市房屋管理局进行重要访问时需要免费口译服务，请拨打电话(510)747-4300并按0号转接键。

**SPANISH:**

Si necesita interpretación gratuita para tener un acceso provechoso a la Autoridad de Vivienda de la ciudad de Alameda, llame al (510) 747-4300 y presione 0.

**TAGALOG (FILIPINO):**

Kung kailangan mo ng libreng interpretasyon para sa makabuluhang access sa Housing Authority ng Lungsod ng Alameda, mangyaring tumawag sa (510) 747-4300 at pindutin ang 0.

**VIETNAMESE:**

Nếu quý vị cần thông dịch miễn phí để tiếp cận Cơ Quan Quản Lý Gia Cư Thành Phố Alameda một cách có ý nghĩa, xin hãy gọi số (510) 747-4300 và ấn 0.

**AMHARIC:**

ወደ አለሙዳ ከተማ (Alameda City) የቤተሰብ ባለስልጣን (Housing Authority) ትርጉም ያለው ሙዳረሻ ነጻ የትርጉም ሰራተኛ ከፈለጉ፣ እባክዎ ወደ (510) 747-4300 ደውለውና 0 ይጫኑ።

**ARABIC:**

إذا كنت تحتاج إلى ترجمة فورية مجانية للوصول للفعال إلى هيئة الإسكان بمدينة ألميدا (Housing Authority of the City of Alameda) فوجى الاتصال على (510) 747-4300 ثم الضغط على 0.

**FARSI (PERSIAN):**

لطفاً در صورتی که برای دسترسی مطلوب به سازمان مسکن (Housing Authority) شهر آلامیدا نیاز به خدمات ترجمه شفاهی رایگان دارید با شماره (510) 747-4300 تماس گرفته و دکمه 0 را فشار دهید.

**KOREAN:**

Alameda 시 주택국(Housing Authority)과 원활한 소통을 위해 무료 통역 서비스를 사용하시려면, (510) 747-4300으로 연락하신 다음 0번을 눌러주십시오.

**TIGRINYA (ETHIOPIA):**

እንተደኣ ናጻ ምትርጓም ገጽገጽ-ነገር ዘለዎ ናይ ምእታው ዕድል ናብቲ Housing Authority of the City of Alameda (ሙዳረሻ ሙዳረሻ ገዛ ናይ ከተማ አለሙዳ) ትደሊ፣ ኾይንኩ፡ ብኹብረትካ ናብዚ ቆጥጥሪ እዚ ደውል (510) 747-4300 ከምኡ ድማ ኣብ 0 ጠውቑ።





Housing Authority  
of the  
City of Alameda

**PHONE:** (510) 747-4300  
**FAX:** (510) 522-7848  
**TTY/TRS:** 711

701 Atlantic Avenue • Alameda, California 94501-2161

---

## SUBSCRIBE TO OUR NEWSLETTER

---

Thank you for your interest in applying for affordable housing. All waitlists for the Housing Authority of the City of Alameda are closed and applications are not being accepted at this time.

To obtain information about when applications may be accepted in the future, we recommend that you sign up for the Housing Authority of the City of Alameda mailing list below:

### Housing Authority of the City of Alameda – Mailing List

<https://www.alamedahsg.org/about-us/news/>

or go to:

[www.alamedahsg.org](http://www.alamedahsg.org)

→ About Us

→ News

- Scroll to **Sign up for the Newsletter**
- Provide your contact information and select the “**General Interest**” box along with any other areas of interest to you.
- Click “**Sign Up**” at the bottom of the screen



# Domestic Violence Resource Guide for Alameda County

## Guía de Recursos de Violencia Domestica para el Condado de Alameda

### 24-HOUR CRISIS LINES

#### Lineas de crisis las 24 hrs. del dia

A Safe Place	510-536-7233
Building Futures with Women and Children	1-866-292-9688
Crisis Support Svcs of the E- Bay	1-800-309-2131
Ruby's Place	888-339-7233
Tri-Valley Haven	1-800-884-8119 925.449.5842
Center for Domestic Peace (Español)	415-924-6616 415-924-3456
WOMAN, Inc. – referrals (SF) (Español)	415-864-4722 877-384-3578
Next Door	408-279-2962
Family Violence Law Center... Mobile Response Team	1-800-947-8301
National Domestic Violence Hotline	1-800-799-7233
Queer Asian Women & Transgender Hotline	877-751-0880
Bay Area Women Against Rape	510-845-7273

### BATTERER'S TREATMENT

#### Tratamiento para agresores/golpeadores

Associated Counseling (SL)	510-357-0550
Davis Street Family Resource Ctr. (SL)	415-472-3275
John Hamel & Associates (B)	510-644-8190
Men Creating Peace (O/SF)	510-730-0184
Peace Creations (CV)	925-833-9505
Second Chance (H) (N)	510-886-8696 510-792-4357
Terra Firma Diversion (H)	510-675-9362
Triumph (O)	510-636-4111
West Oakland Health Council (O)	510-729-8800

### CHILD ABUSE SERVICES

#### Servicios de abuso infantil

Child and Family Services (Alameda Co.)	510-259-1800
(SF)	415-558-2650

### COUNSELING SERVICES

#### Servicios de asesoramiento/Consejeria

ACCESS Mental Health Referrals	1-800-491-9099
Alameda Family Services (A)	510-629-6300
Asian Health Services (O)	510-986-6800
CARE Program (children) (O)	510-428-3407
Center for Non-abusive Relationships (O)	510-208-5006
Community Health for ... Asian Americans (A)	510-835-2777
Earth Circles Counseling Center (O)	510-601-1929
Family Paths (O) (H)	510-893-9230 510-893-9230
La Familia (H)	510-881-5921
Mujeres con Esperanza (O)	510-300-3156
Mujeres Unidas y Activas (O) (SF)	510-261-3398 415-621-8140
Rainbow Psychotherapy Assoc. (B)	510-420-8083
Shimtu Korean Center (SL) Korean	510-547-2360 844-828-2254
The D.O.V.E.S Project (O)	510-428-3135
Triumph (O)	510-636-4111
Berkeley Therapy Institute (B)	510-841-8484

Blue Oak Therapy Center (B)	510-649-9818
Jewish Family & Children Services (SF)	415-449-1200

### COUNSELING *continued*

#### Servicios de asesoramiento, continua

Oak Creek Counseling Center (B)	1-888-637-7404
UC Psychology Clinic (Sept.-May) (B)	510-642-5292
Hume Center (F) (P)	510-745-9151 925-223-8047
Simi Markar, MFT (F)	510-273-9126
Davis Street Family Resource Ctr (SL)	510-347-4620
Family Services Counseling Ctr (SL)	510-483-6715
Pathways Counseling Center/Girls Inc. (SL)	510-357-5515
Tri-Valley Haven	925-449-5845
Cameron House (Chinese) (SF)	415-781-0401
Women's Daytime Drop-In Center (B)	510-548-2884

### CULTURALLY SPECIFIC RESOURCES

#### Recursos culturalmente específicos

Arab Cultural and Community Center (SF)	415-664-2200
Asian Health Services (O)	510-986-6800
Korean Community Center East Bay (O)	510-547-2662
La Clinica de la Raza (O)	510-535-4000
Maitri-Indian (San Jose)	1-888-862-4874
Narika-South Asian (B)	1-800-215-7308
Shalom Bayit-Jewish (O)	866-742-5667
Terra Firma Diversion-Spanish (H)	510-675-9362

### DEAF RESOURCES

#### Recursos para sordos

DCARA	510-343-6670
DeafHope (O)	<a href="mailto:deafhope@deaf-hope.org">deafhope@deaf-hope.org</a>
	Video Phone: 510-735-8553
Deaf Community Counseling Center (DCCS) (SF)	(SL) 415-474-7310
	Video Phone (SL): 510-343-7277
	Video Phone (SF): 415-255-5848

### ELDER ABUSE SERVICES

#### Servicios para personas mayores victimas de abusos

Adult Protective Services (Alameda County) (SF)	510-577-3500 415-557-5230
API Legal Outreach (O) (SF)	510-251-2846 415-567-6255
Area Agency on Aging (Alameda County)	510-577-1900
Institute on Aging (SF)	415-750-4111
Legal Assistance for Seniors (O)	510-832-3040
Victim Witness (O)	510-272-6180

### HEALTHCARE RESOURCES

#### Recursos para el cuidado de la salud

Axis Community Health (P)	925-462-1755
Berkeley Free Clinic (B)	510-548-2570
Davis Street Family Resource Ctr. (SL)	510-347-4620
Healthy Communities (O)	510-444-9655
Highland Hospital (O)	510-437-4800
La Clinica de la Raza (O)	510-535-4000
La Familia (H)	510-881-5921
Native American Health Center (O)	510-535-4400
Public Health Dept. Immunizations (O)	510-267-3230
Tiburcio Vasquez (H/U)	510-471-5907
Tri-City Health Center (Fremont)	510-770-8133



# Domestic Violence Resource Guide for Alameda County

## Guía de Recursos de Violencia Domestica para el Condado de Alameda

Urban Indian Health Board (O) 510-535-4400  
 West Oakland Health Center (O) 510-835-9610

### LAW ENFORCEMENT

#### Aplicacion y ejecucion de la ley

#### For life-threatening emergencies call 911

Alameda Police Department 510-337-8340  
 Albany Police Department 510-525-7300  
 Berkeley Police Department 510-981-5900  
 Dublin Police Department 925-833-6670  
 Emeryville Police Department 510-596-3700  
 Fremont Police Department 510-790-6800  
 Hayward Police Department 510-293-7272  
 Livermore Police Department 925-371-4900  
 Newark Police Department 510-578-4237  
 Oakland Police Department 510-777-3333  
 Pleasanton Police Department 925-931-5100  
 San Leandro Police Department 510-577-2740  
 Union City Police Department 510-471-1365  
 Alameda Co. Sheriff's Department 510-670-5048

### LEGAL SERVICES

#### Servicios legales

Alameda County BAR Association (O) 510-302-2222  
 API Legal Outreach (O) 510-251-2846  
 (SF) 415-567-6255  
 Bay Area Legal Aid (O) 1-800-663-4744  
 Family Violence Law Center (O) 1-510-208-0220  
 Family & Children Law Center (SF) 415-492-9230  
 Self-Help Center (H) 510-272-1393  
 Employment Law Center (SF) 415-864-8848  
 Tri-Valley Haven 925-449-5842

### LGBT RESOURCES

#### Recursos para lesbianas, homosexuales, bi-sexuales y transexuales

CUAV (SF) 415-777-5500  
 Hayward Lighthouse Center (referrals) 510-881-8167  
 Pacific Center (B) 510-548-8283  
 Project Eden (H) 510-413-3487  
 Queer Asian Women Services (SF) (Shelter) 415-751-7110  
 San Francisco LGBT Center 415-865-5555  
 Tri-Valley Haven 800-884-8119

### SEXUAL ASSAULT

#### Ayuda para victimas de asaltos sexuales

Bay Area Women Against Rape (O) 510-430-1298  
 CALCASA (Sacramento) 916-446-2520  
 Contra Costa Rape Crisis 1-800-670-7273  
 Highland Hospital (O) 510-437-4800  
 San Francisco Women Against Rape 415-861-2024  
 Tri-Valley Haven 1-800-884-8119

### SHELTERS

#### Albergues/Refugios

A Safe Place 510-536-7233  
 Asian Women's Shelter 415-751-0806  
 Building Futures with Women and Children 1-866-292-9688  
 Eden I&R 2-1-1  
 510-537-2710  
 Ruby's Place 888-339-7233  
 La Casa de Las Madres 415-503-0500  
 Next Door 415-487-3300  
 Riley Center 415-597-7960  
 SAVE 510-794-6055  
 Second Chance 510-792-4357  
 Shepherd's Gate 925-443-4283  
 Tri-Valley Haven 1-800-884-8119  
 WOMAN, Inc. – referrals (SF) 415-864-4722

### TRANSITIONAL HOUSING

#### Alojamiento de transicion

Alameda Point Collaborative (O) 510-898-7800  
 Bonita House (B) 510-526-4765  
 BOSS 510-841-5572  
 Henry Robinson (O) 510-238-5091

### IMMIGRATION ASSISTANCE

#### Asistencia de inmigracion

Bay Area Legal Aid (O) 510-663-4744  
 Centro legal de la Raza (O) 510-437-1554  
 East Bay Sanctuary (B) 510-540-5296  
 Immigration Center for Women & Children (SF) 415-861-1449  
 International Institute of the Bay Area (O) 415-538-2846

### MISCELLANEOUS

#### Miscelaneo

Alameda County Community Food Bank 510-636-3773  
 Department of Child Support Services (P) 1-866-901-3212  
 District Attorney's Office (O) 510-272-6222  
 Family and Children's Bureau (O) 510-690-2500  
 Victim Witness Assistance Division (O) 510-272-6180  
 Victim Compensation Program (O) 510-272-5044

### SERVICES FOR MALE VICTIMS

#### Servicios para las victimas masculinas

Except for shelter, most of the agencies listed make their services available to male victims of domestic violence. Please call agency for more information.

**For a wide range of domestic violence related services call  
 Alameda County Family Justice Center  
 (510) 267-8800**



**NATIONAL  
DOMESTIC  
VIOLENCE  
HOTLINE**

# Everyone deserves a healthy relationship.

If you're experiencing relationship abuse, you are not alone. The Hotline is available 24/7.

**thehotline.org ■ 1.800.799.SAFE ■ Text "START" to 88788**

This product was supported by grant number 2020-V3-GX-0135, awarded by the Office for Victims of Crime, Office of Justice Programs, U.S. Department of Justice. The opinions, findings, and conclusions or recommendations expressed in this product are those of the contributors and do not necessarily represent the official position or policies of the U.S. Department of Justice.

**HELP IS HERE 24/7/365.**  
thehotline.org ■ 1.800.799.SAFE  
■ text "START" to 88788

**NATIONAL  
DOMESTIC  
VIOLENCE  
HOTLINE**

**HELP IS HERE 24/7/365.**  
thehotline.org ■ 1.800.799.SAFE  
■ text "START" to 88788

**NATIONAL  
DOMESTIC  
VIOLENCE  
HOTLINE**

**HELP IS HERE 24/7/365.**  
thehotline.org ■ 1.800.799.SAFE  
■ text "START" to 88788

**NATIONAL  
DOMESTIC  
VIOLENCE  
HOTLINE**

**HELP IS HERE 24/7/365.**  
thehotline.org ■ 1.800.799.SAFE  
■ text "START" to 88788

**NATIONAL  
DOMESTIC  
VIOLENCE  
HOTLINE**

**HELP IS HERE 24/7/365.**  
thehotline.org ■ 1.800.799.SAFE  
■ text "START" to 88788

**NATIONAL  
DOMESTIC  
VIOLENCE  
HOTLINE**

**HELP IS HERE 24/7/365.**  
thehotline.org ■ 1.800.799.SAFE  
■ text "START" to 88788

**NATIONAL  
DOMESTIC  
VIOLENCE  
HOTLINE**

**HELP IS HERE 24/7/365.**  
thehotline.org ■ 1.800.799.SAFE  
■ text "START" to 88788

**NATIONAL  
DOMESTIC  
VIOLENCE  
HOTLINE**

**HELP IS HERE 24/7/365.**  
thehotline.org ■ 1.800.799.SAFE  
■ text "START" to 88788

**NATIONAL  
DOMESTIC  
VIOLENCE  
HOTLINE**



**NATIONAL  
DOMESTIC  
VIOLENCE  
HOTLINE**

# Todo el mundo merece una relación saludable.

Si está experimentando abuso en su relación, podemos ayudarle. The Hotline está disponible las 24 horas del día y los 7 días de la semana.



**espanol.thehotline.org ■ 1.800.799.SAFE ■**  
**Envíe "START" al 88788**

Este producto recibió el apoyo de la subvención número 2020-V3-GX-0135, otorgada por la Oficina para las Víctimas del Crimen de la Oficina de Programas de Justicia del Departamento de Justicia de los Estados Unidos. Las opiniones, los hallazgos y las conclusiones o recomendaciones expresados en este producto son aquellos de los contribuidores y no representan necesariamente la postura ni las políticas oficiales del Departamento de Justicia de los Estados Unidos.

**Aquí hay ayuda 24/7/365.**  
espanol.thehotline.org ■ 1.800.799.SAFE  
■ envíe "START" to 88788



**Aquí hay ayuda 24/7/365.**  
espanol.thehotline.org ■ 1.800.799.SAFE  
■ envíe "START" to 88788



**Aquí hay ayuda 24/7/365.**  
espanol.thehotline.org ■ 1.800.799.SAFE  
■ envíe "START" to 88788



**Aquí hay ayuda 24/7/365.**  
espanol.thehotline.org ■ 1.800.799.SAFE  
■ envíe "START" to 88788



**Aquí hay ayuda 24/7/365.**  
espanol.thehotline.org ■ 1.800.799.SAFE  
■ envíe "START" to 88788



**Aquí hay ayuda 24/7/365.**  
espanol.thehotline.org ■ 1.800.799.SAFE  
■ envíe "START" to 88788



**Aquí hay ayuda 24/7/365.**  
espanol.thehotline.org ■ 1.800.799.SAFE  
■ envíe "START" to 88788



**Aquí hay ayuda 24/7/365.**  
espanol.thehotline.org ■ 1.800.799.SAFE  
■ envíe "START" to 88788





# BUILDING FUTURES Domestic Violence Services

*Everyone deserves a safe place to call home.*

**24-hour crisis line:  
1-866-A-WAY-OUT**

- » Domestic violence counseling
- » Court accompaniment
- » Support groups
- » 6-hour domestic violence education course
- » Safe at Home program enrollment
- » Advocacy, and more!



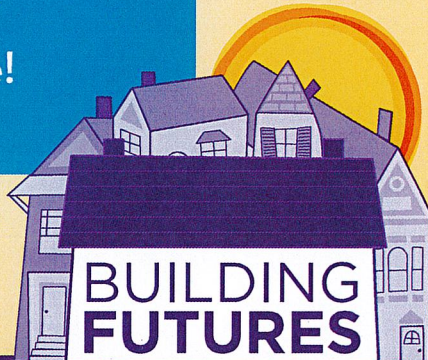
**All services are FREE  
and confidential!**



BUILDING FUTURES



1-866-A-WAY-OUT



*free from homelessness and family violence*

**bfwc.org**

**24-hour crisis line:  
1-866-A-WAY-OUT**

**24-hour crisis line:  
1-866-A-WAY-OUT**

**24-hour crisis line:  
1-866-A-WAY-OUT**

**24-hour crisis line:  
1-866-A-WAY-OUT**

**24-hour crisis line:  
1-866-A-WAY-OUT**

**24-hour crisis line:  
1-866-A-WAY-OUT**

**24-hour crisis line:  
1-866-A-WAY-OUT**

**24-hour crisis line:  
1-866-A-WAY-OUT**

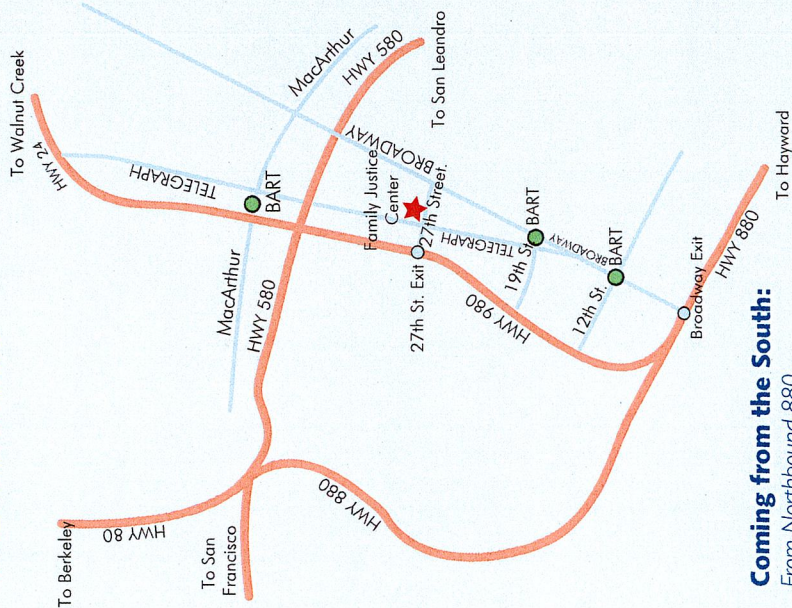
**24-hour crisis line:  
1-866-A-WAY-OUT**



## Directions to the Family Justice Center

### Driving

Coming from the North or East:  
 From Hwy 580 -  
 Take the I-980 exit toward I-880/Downtown Oakland  
 Take the 27th Street exit towards West Grand Avenue  
 Turn LEFT onto 27th Street



### Coming from the South:

From Northbound 880 -  
 Take the Broadway exit to Downtown  
 Bear right onto the ramp to Alameda  
 Bear right at Broadway  
 Bear left at Telegraph Avenue, to approx. 8 miles  
 Turn RIGHT at 27th Street

### BART

12th Street, 19th Street, or MacArthur Stations

### AC Transit

Bus # 1, 1R along Telegraph Avenue  
 Bus # 51, 59 along Broadway  
 All buses stop at the 12th Street BART Station



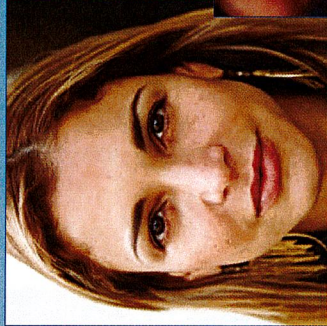
**Alameda County Family Justice Center**  
 470 27th Street  
 Oakland, CA 94612

510-267-8800  
[www.acfjc.org](http://www.acfjc.org)

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

No appointment necessary

For a full list of 24-hour crisis numbers, call the ACFJC  
 (510-267-8800) or visit [www.acfjc.org](http://www.acfjc.org).



"Coming here is  
 like a breath of  
 fresh air."



ACFJC provides a safe, confidential environment for victims of all ages who have experienced physical, sexual, and/or psychological abuse. Consider us your gateway to over 100 resources and 30 on-site partners – counselors, child advocates, support groups, law enforcement, prosecutors, and lawyers – all under one roof.

This brochure made possible by the Taproot Foundation.

# Alameda County Family Justice Center

Millions of Americans are affected by abuse. You're not alone. We can help.



A safe haven for victims of domestic violence, stalking, sexual assault and exploitation, child abuse, child abduction, elder and dependent adult abuse, and human trafficking





We respect your privacy.

We respect your choices.

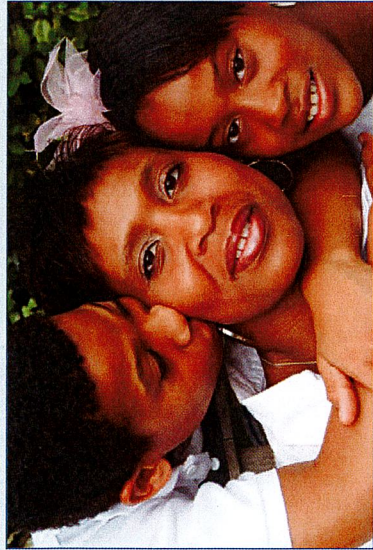
It's time to reclaim your self-respect.

### We Serve All Victims of Abuse

We offer services to victims of any age or gender—children, teens, adults, seniors—who have been threatened with physical, sexual, or emotional violence or other kinds of abusive, controlling behavior by someone in their lives.

**The signs:**

- Physical harm
- Threats of physical harm
- Intimidation
- Deprivation of food, sleep, money
- Forced sexual contact
- Verbal threats and abuse
- Restraining someone from leaving
- Emotional abuse



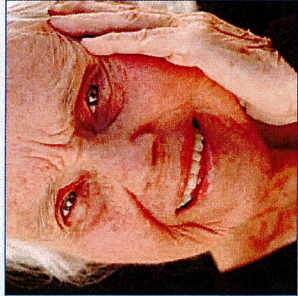
*"I feel so validated when I talk to you, thank you for listening."*

### We Can Help – All Under One Roof

In Alameda County you don't have to travel to multiple locations to get the help you need. At the Alameda County Family Justice Center (ACFJC) you can drop in Monday through Friday, 8:30am to 5:00pm, and meet with one of our Client Navigators who will do an intake and needs assessment. They will talk with you about your options then link you to service providers who can help you. The Navigators will then follow-up with you, if it is safe for them to do so, to make sure you are receiving services and continue working with you to provide case management support.

*If you feel you may be in an abusive situation, we can help you access the following **at no cost**:*

- Computer training
- Counseling for you and/or your family
- Emergency food and clothing
- Emergency shelter and housing
- ESL
- Financial literacy classes
- Immigration assistance
- Job readiness
- Legal assistance
- Personal and professional development workshops
- Prosecution of the offender
- Public health benefits
- Relocation assistance
- Restraining orders
- On-site childcare**



*"I'm so grateful you check on me..."*

### We Offer More than Just Hope

We offer results, too. Since we opened our doors in 2005, we have helped thousands of victims find justice and security in their lives. Together with our onsite and offsite partners, we:

- Provide services to more than 10,000 people a year
- Bring people together to reduce domestic violence homicides
- Connect law enforcement with advocates and attorneys to better serve victims

We also work to build new support systems and community through programs like:

- CAMP HOPE, a week-long sleep-away camp for children exposed to family violence
- P.U.L.S.E. (Pop Up Library Services for Everyone) – The ACFJC is a branch of the Alameda County Library and P.U.L.S.E. is a vending machine containing library books for adults and children in English and Spanish
- STEP-UP (Survivor Training and Empowerment Program – Utilizing your Potential), designed to empower survivors of interpersonal violence by offering computer training, financial literacy, personal and professional development, ESL and other classes and workshops

### Who Is Eligible?

Women, children, men, adolescents, elders, and their family members are eligible for services. Abusers are not welcome. This is a **SAFE** zone.

**We speak multiple languages.** We have videophones available for the deaf or hearing impaired.



*"I look forward to being one of your success stories."*





# RUBY'S PLACE

A PLACE FOR HOPE & HEALING

Ruby's Place Housing Program is tailored to help homeless survivors of domestic violence or human trafficking with rental subsidies, deposits and/or moving expenses.

The goal of the housing program is to ensure a survivor a safe place for their families and an opportunity to reach self-sufficiency.

## **HOUSING SERVICES**

---

### **Subsidy**

Ruby's Place assists in offering housing subsidies for low to highly low-income survivors. The length of support is based on the client's household needs. While it varies from client to client on how long the subsidy will last in the Ruby's Place Housing Program, the duration usually ranges from six months to two years.

### **Navigation**

Ruby's Place offers housing navigation that meets with a survivor, develops housing plans, and addresses the housing barriers the survivor is facing. Our housing team works directly with landlords and property managers to advocate and negotiate for a survivor's equal housing opportunities. Our main goal is to offer assistance in obtaining and maintaining housing.

### **Case management**

We provide peer counseling, safety planning, public benefits assistance/advocacy, housing assistance, connection to legal aid including immigration and restraining order services, employment assistance, educational counseling, and transportation.



## **PROGRAMS**

---

### **Clinical Services**

The South Alameda Trauma Recovery Center serves those in our community impacted by trauma.

### **Outreach**

We help individuals develop a service plan with a case manager that fits their unique cultural and language needs and personal goals. We create and provide training content to increase knowledge and understanding of domestic violence and human trafficking in our communities.

## **SHELTERS**

---

### **Her House**

Her House is a transition-age shelter for young women 18-24 years old who have experienced human trafficking, domestic violence, or violent crime.

### **House of Acceptance**

House of Acceptance is a transitional housing program for transgender women who are victims of human trafficking.

### **Casa de Ruby**

Casa de Ruby was opened in 2017 as the nation's first shelter and transitional housing program specifically for men who are victims of human trafficking.

### **Betty's Village**

Betty's Village is the nation's first shelter for battered women and serves self-identified women and children who have experienced domestic violence or human trafficking.

## House of Hope

### CONTACT

---

Ruby's Place  
20880 Baker Rd  
Castro Valley, CA 94546-5729  
Tel. (510) 581-5626  
e. [info@rubysplace.org](mailto:info@rubysplace.org)  
web. [www.rubysplace.org](http://www.rubysplace.org)

### Hours:

Weekdays: Monday - Friday: 9am-5pm  
Weekends: Closed



**CHILD CARE - Cuidado infantil**  
**4 C's, South County** 582-2182 x3198  
 Banana Child Care Referral 658-0381  
 Child Care Links, referrals, Livermore 925-417-8733  
 Head Start 3-5 years / Early Head Start 0-3 years:  
 Alameda 629-6350, Berkeley 848-9092, Emeryville 601-8674,  
 Hayward (855) 757-5437, Oakland 238-3165

**CHILDREN'S HEALTH SERVICE - Servicios de salud para niños.**  
 Also see HEALTH CARE / CLINICS – Refiérase a las Clínicas de Salud  
**For well-child exams call Family Health Line 888-604-4636**  
 Asthma Start Program 383-5181  
 Diabetes Start Program 383-5185  
 California Poison Control System 800-222-1222

**CHILDREN with SPECIAL NEEDS - Niños con necesidades especiales**  
**Family Resource Navigator 547-7322**  
 Building Blocks Therapeutic 434-7990  
 California Children's Services, CCS, OT PT 208-5970  
 Children's Hospital (UCSF Benioff), Oakland  
 Developmental & Behavioral Pediatrics 428-3351  
 Neonatal Follow-up 428-3006  
 Speech & Language Center 925-979-3470  
 East Bay Agency for Children, Therapeutic Nursery (268-3770)  
 Regional Center of the East Bay 618-6100  
 For behavior and development issues  
 Through the Looking Glass, disabled parent or child 848-1112

**COUNSELING SERVICES - Servicios de consejería**  
**ACCESS, 24-hour line Eng/Span/Chin 800-491-9099**  
**FamilyPaths hotline, Eng/Span 800-829-3777**  
 A Better Way 601-0203  
 Alameda Family Services 629-6300  
 Asian Community Mental Health Services 735-3900  
 Brighter Beginnings Mental Health Services 437-8950  
 City of Berkeley Family, youth & Children Services 981-5280  
 CHAA (Community Health for Asian Americans) 835-2777  
 Early Intervention Services:  
 UCSF Benioff Children's Hospital Oakland 428-3408  
 Crisis Support Services - 24 hour line 800-309-2131  
 Jewish Family & Community Services East Bay 704-7475  
 La Clinica de la Raza, Casa del Sol Mental Health 535-6200  
 Pathways Counseling Center, Girls Inc. 357-5515  
 Portia Bell Hume Center 745-9151  
 Tiburcio Vasquez Health Center Behavioral Health 471-5907 x3774  
 West Coast Children's Clinic Oakland 269-9030

**TEEN PARENTING/PREGNANCY SERVICE – Servicios de apoyo para padres adolescentes**  
 Brighter Beginnings 437-8950  
 Tiburcio Vasquez Family Support  
 Hayward, Union City 471-5907 x3711

**UTILITIES – Utilidades**  
 California Lifeline Telephone Service, English 866-272-0349  
 PG&E CARE Program, discounts on energy bills 866-743-2273  
 PG&E REACH Program, bill help during crisis 800-933-9677

**SAFE SURRENDER - Como entregar a su bebe de forma segura**  
 To find a location, call 2-1-1



Newborns can be safely and legally given up at any hospital or fire station.

Recién nacidos pueden ser entregados de forma segura y legal al personal de cualquier hospital o estación de bomberos.

Prepared by the Community Forum for Perinatal Health, a collaboration of organizations in Alameda County.

Funded by the Alameda County Public Health Department WIC Program and MPCA, and Alameda Alliance for Health, all are equal opportunity providers.



All area codes are 510 unless indicated.

For corrections and additions, call the Family Health Line at 888-604-4636

For copies call 268-4270  
 Printed October 2022

**DENTAL CARE**  
 Highland Hospital Dental Clinic 437-4473  
 Office of Dental Health, Healthy Kids, Healthy Teeth and Resources for Prenatal and Adult dental care 208-5910

**DOMESTIC VIOLENCE and SEXUAL ASSAULT HELP**  
**Ayuda para victimas de violencia domestica y asalto sexual**  
**Alameda County Family Justice Center 267-8800**  
 Also call for DV Resource Guide copies  
**Child Abuse Hotline (CPS) 259-1800**  
**Shelter Referrals 2-1-1**  
**Adult Protective Services 577-3500**  
 A Safe Place, Oakland 536-7233  
 Bay Area Women Against Rape, 24-hour line 845-7273  
 Building Futures with Women and Children, San Leandro 866-292-9688  
 Highland Hospital Sexual Assault Center 534-9290  
 National Domestic Violence Hotline 800-799-7233  
**Ruby's Place, Hayward 888-339-7233**  
 Safe Alternatives to Violent Environments, Fremont 794-6055  
 Tri-Valley Haven, Livermore 925-449-5842 or 1-800-884-8119

**DRUG and ALCOHOL TREATMENT – Tratamiento para el abuso de drogas y alcohol**  
**ACCESS, 24-hour line Eng/Span/Chin 800-491-9099**  
 Alanon and AlaTeen 276-2270  
 Alcoholics Anonymous 839-8900  
 Narcotics Anonymous 444-4673

**EMPLOYMENT SERVICES - Servicios de empleo**  
 California Employment Development Dept. 800-300-5616  
 East Bay Works Career Centers, 7 locations 866-329-6757

**FAMILY SUPPORT - Apoyo familiar**  
**Child Protective Services 259-1800**  
**FamilyPaths, Eng/Span 800-829-3777**  
 4 C's, Parenting Classes: (582-2182)  
 Alameda Family Services, Xanthos 629-6300  
 Bananas Group and Counseling, North County 658-7353  
 Brighter Beginnings (Teens, Fathers) 437-8950  
 Embrace Her select zip codes 618-2080  
 Help Me Grow, birth to 5 years 888-510-1211  
 Native American Health Center, Groups 434-5421  
 Tiburcio Vasquez Health Center, Family Support 471-5907 x3711

**FATHERS SERVICES - Servicios para padres**  
 Bananas Group 658-7353  
 Fatherhood Initiative 667-4343

## Alameda County Resource Guide Guía de Recursos para el Condado de Alameda



For health care referrals, call Family Health Line 888-604-4636, M-F 8:30-5  
 Or go to [WWW.ACPHD.ORG](http://WWW.ACPHD.ORG)  
 For other needs, call 2-1-1, any time.

Para información sobre cuidado de salud, llame a la línea de salud familiar, 888-604-4636, Lunes a Viernes, 8:30-5  
 visite [WWW.ACPHD.ORG](http://WWW.ACPHD.ORG). Para cualquier otra ayuda, llame al 2-1-1, a cualquier hora.

**ALAMEDA COUNTY SOCIAL SERVICES AGENCY**  
**Medi-Cal, Cal Fresh, and CalWORKs (asistencia monetaria)**  
 General Information 888-999-4772  
 East Oakland, 6955 Foothill Blvd, Suite 100 383-5300  
 East Oakland, 8477 Enterprise Way 777-2300  
 Fremont, 39155 Liberty St., Suite C330 795-2428  
 Hayward, 24100 Amador Avenue 670-6000  
 Livermore, 2481 Constitution Drive 925-455-0747  
 North Oakland, 2000 San Pablo Avenue 263-2420

**BIRTH and DEATH CERTIFICATES**  
**Actas de nacimiento y actas de defunción**  
 Alameda County Clerk-Recorder's Office 272-6362  
 City of Berkeley Vital Records 981-5320

**BREASTFEEDING HELP - Ayuda para amamantar**  
**Also see WIC Program Listings under "Food" – Refierase a los Programas de WIC (Food-WIC Programs)**  
 Alameda Alliance for Health (members) 747-4577  
 Alameda County WIC 268-4247  
 Axis Community Health Center WIC 925-462-2365  
 Blue Cross Advice Nurse (Medi-Cal members) 800-231-2999  
 Kaiser (members) Oakland 752-1200,  
 La Leche League Berkeley 545-3840 Oakland 289-5807  
 Native American Health Center WIC 434-5310



**FINANCIAL SERVICES - Servicios financieros**  
 Alameda County Child Support Services 866-901-3212  
 Earn it, Keep It, Save it (Free Tax Preparation Help) 2-1-1  
**For Financial Coaching, Bank accounts, Savings, Credit Building**  
 Family Economic Success, Fremont Resource Center 574-2000  
 Operation Hope Inc., Oakland 535-6700  
 Sparkpoint, Oakland 924-3610

**FOOD HELP - Ayuda con comida**  
 Alameda County Community Food Bank 800-870-3663, 635-3663  
 Emergency food, CalFresh application assistance

**FOOD: WIC PROGRAMS - Los Programas de WIC**  
 Food Assistance Program for Women, Infants and Children  
 Programa de asistencia de comida para mujeres, bebés y niños  
 Alameda County:  
 Eastmont, Telegraph, Hayward: 595-6400 Fremont 795-2457  
 Axis Community Health Center, Pleasanton 925-462-2365  
 City of Berkeley 981-5360  
 East Oakland Health Center 835-9610 x2270  
 La Clínica de La Raza  
 Fruitvale 535-4110 San Antonio 272-1500  
 Native American Health Center  
 Alameda 814-8440 Oakland 434-5300  
 Tiburcio Vasquez - Various Locations 471-5913  
 West Oakland Health Center 835-9610, x2080

**FOSTER CARE - Padres de crianza**  
 Emergency Foster Care (SSA Crisis Line) 833-939-3877  
 Foster & Adoptive Parent Hotline, SSA 259-3575  
 Foster Pal: FamilyPaths 800-829-3777, 893-9230  
 Kinship Support Services, respite and support, referrals  
 Family Support Services North County 834-2443  
 Lincoln Children's Center South & East County 583-8026  
 Legal Assistance for Seniors, guardianship 832-3040

**HEALTH CLINICS - Clinicas de salud**  
*P means provides comprehensive prenatal care*  
*P significa que proporciona cuidado prenatal*  
**For health care referrals, call Family Health Line 888-604-4636**  
 ACCESS (for reproductive referrals) Eng/Spain 800-376-4636

Alta Bates Summit Perinatal Center P 869-8425  
 Ann Chandler Health Clinic, Berkeley 981-5350  
 Asian Health Services, Oakland P 986-6800  
 Axis Community Health Centers P  
 Livermore, Pleasanton 925-462-1755  
 Berkeley Free Clinic 800-625-4642, 548-2570  
 Children's Hospital Outpatient Clinic, Oakland 428-3226  
 Clinica Alta Vista, Oakland (teens) P 535-6300  
 Davis Street Primary Care Clinic, San Leandro 347-4620 x400  
 East Oakland Health Center P 835-9610  
 Eastmont Wellness Center, Oakland P 567-5700  
 Encore Medical Clinic for Homeless 510-428-3783  
 FPA Womens Health, Berkeley 877-883-7264  
 Firehouse Clinic, Hayward (walk-in) 398-7474  
 Fremont Healthy Start 656-4206  
 Fuente Wellness Center, Ashland Youth Center 481-4556  
 Hayward (formerly Winton) Wellness Center P 266-1700  
 Highland Hospital, Oakland Outpatient Clinics P  
 Pediatrics 437-4887 Women's Urgent Care 437-4778  
 La Clinica de la Raza, Oakland P 535-4000  
 La Loma Medical Group, Oakland 261-1677  
 Lifelong Medical Care P  
 Howard Daniel Clinic, Oakland, Berkeley 981-4100  
 Native American Health Center, Oakland P 535-4400  
 Newark Wellness Center P 505-1600  
 Planned Parenthood, various locations 300-3800  
 R & K Lowe Medical Center, Oakland P 318-5800  
 San Antonio Health Center, Oakland P 238-5400  
 Street Level Health Project, Oakland 533-9906  
 Tiburcio Vasquez Health Center P  
 San Leandro, Hayward/Union City 471-5880  
 Tri-City Health Center, Fremont P 770-8040  
 West Oakland Health Center P 835-9610  
 Women's Center at St. Rose Hospital, Hayward 342-0020

**HEALTH INSURANCE - Seguro medico**  
**Health Insurance Technicians (HealthPAC) 800-422-9495**  
 Alameda Alliance for Health 877-932-2738  
 Blue Cross of California 800-407-4627  
 Covered California 800-300-1506  
 Kaiser Permanente Child Health Program 800-993-2437  
 Medi-Cal Access Program (Prenatal) 800-433-2611

**HIV and AIDS - VIH, SIDA**  
**Alameda County HIV/AIDS Resource Guide 877-424-3746**  
 AIDS Project of the East Bay (APEB) 663-7979  
 WORLD, women's services 986-0340

**HOUSING, EMERGENCY SHELTER & REPAIRS**  
 Hogar, vivienda temporal de emergencia y reparaciones

**For Emergency shelter & housing, call Eden I&R 2-1-1**  
 Echo Housing: Hayward 581-9380 Oakland 496-0496  
 Emergency Shelter Program, 24 hour  
 Hayward - Ruby's Place, 888-339-7233,  
 Family Emergency Shelter Coalition, Hayward 581-3223  
 Oakland Housing Assistance Center 238-6182  
**Housing Repairs - Reparaciones a viviendas**  
 Healthy Homes, Oakland 567-8280  
 Rebuilding Together, Oakland 625-0316 x104  
**Advocacy/defensa**  
 Causa Justa:: Just Cause, Oakland 836-2687  
 HOPE NOW Hotline, Foreclosure Help 888-995-4673  
 Tenants Together, Foreclosure Help 888-495-8020

**IMMIGRANT SERVICES - Servicios para inmigrantes**  
 Catholic Charities of the East Bay 768-3100  
 East Bay Sanctuary Covenant 540-5296  
 Filipino Advocates for Justice 465-9876  
 International Institute of Bay Area  
 Fremont 894-3639 Oakland 451-2846  
 International Rescue Committee 452-8222  
 Korean Community Center of the East Bay 844-828-2254  
 Lao Family Community Development 533-8850  
 Spanish Speaking Citizen's Foundation 261-7839  
 U.S. Citizenship & Immigration Services 800-375-5283

**IMMUNIZATIONS - Vacunas**  
 Immunization Referrals for children & adults 267-3230

**LEGAL SERVICES - Servicios legales**  
 Alameda County Bar Association 302-2222 x4  
 Alameda County Child Support Services 866-901-3212  
 Asian Pacific Islander Legal Outreach 251-2846  
 Bay Area Legal Aid 800-551-5554  
 Centro Legal de la Raza 437-1554  
 East Bay Community Law Center, Berkeley 548-4040  
 Equal Rights Advocates 800-839-4372  
 Family Violence Law Center, Oakland 208-0220  
 Homeless Action Center, Berkeley 540-0878  
 Legal Assistance for Seniors 832-3040  
 Transgender Law Center 587-9670

**MULTI-SERVICE CENTERS - Centros de servicios completos**  
 Davis Street Community Center, San Leandro 347-4620  
 Fremont Family Resource Center 574-2000

**PREGNANCY SERVICES - Servicios para el embarazo**  
**For pregnancy referrals, call Family Health Line 888-604-4636**  
 BirthWays, Support & Classes, Berkeley [WWW.BIRTHWAYS.ORG](http://WWW.BIRTHWAYS.ORG)  
 Black Infant Health, classes for African Americans 618-1967  
 Brighter Beginning Teen Family Support 437-8950  
 CAL Works & Family Project, Paid Family Leave 800-880-8047  
 DREAMS, for women who suffered fetal or infant loss 667-4333  
 Healthy Families America, case management 667-3140  
 Mother To Baby California, information on toxins 866-626-6847  
 Nurse Family Partnership, for first time mothers 667-4311  
 Women's Health Promotion, African Americans 618-2080

**SMOKING CESSATION - Ayuda para dejar de fumar**  
**California Smokers' Helpline** English 800-662-8887  
 Chinese 800-838-8917 Korean 800-556-5564  
 Spanish 800-456-6386 Vietnamese 800-778-8440

**TEEN SERVICES - Servicios para adolescentes**  
 Beyond Emancipation, Teens Timing Out 667-7694  
 Boys & Girls Club, Oakland 444-8211 Alameda 522-4900  
 California Youth Crisis Line 800-843-5200  
 Children's Hospital Teen Clinic, Oakland 428-3387  
 East Oakland Youth Development Center 569-8088  
 Independent Living Program 667-7696  
 Native American Health Center, Oakland 434-5421  
 Planned Parenthood Teen Success groups 300-3800 x3602  
 REACH Ashland Youth Center 481-4551  
 School-Based Health Centers, call to find location 268-1260  
 Tri-City Teen Clinic, Fremont 770-8131  
 Youth Employment Partnership 533-3447  
 Youth Uprising, leadership, arts, health and careers 777-9909

**SCHOOL DISTRICT PROGRAMS FOR PARENTING TEENS - Programas de escuelas para padres adolescentes (CalSAFE)**  
 Berkeley High School, Vera Casey Center (510) 644-6854 ext 2  
 Fruitvale Academy, Oakland 536-6086  
 Island High School, Alameda 748-4024 x114  
 Robertson High School, Fremont 657-9155 x49111  
 Tennyson High School, Hayward 723-3190 x63155  
 Village High School, Pleasanton 925-426-4260  
 W. P. Burke Academy, Hayward 785-9326



## Legal Services Resources

<p><b>Bay Area Legal Aid</b></p> <p>Alameda County – Free legal advice for TENANTS available in all languages. Available to low-income individuals only.</p> <p><b>Legal Assistance Line: 1.800-551.5554</b>          Address: 1735 Telegraph Avenue          Oakland, CA 94612</p> <p>Office Hours:          Monday – Friday, 9:00 a.m. to 5:00 p.m.</p> <p><a href="http://www.baylegal.org">www.baylegal.org</a></p>	<p><b>Centro Legal De La Raza</b></p> <p>Free legal services to low-income Alameda tenants funded by the City of Alameda. Weekly drop-in hours are on Tuesdays and Thursdays at 9:00 am.</p> <p><b>Telephone: 510.437.1554</b>          e. <a href="mailto:info@centrolegal.org">info@centrolegal.org</a>  <a href="http://www.centrolegal.org">www.centrolegal.org</a></p> <p>Address: 3022 International Blvd., Suite 410, Oakland, CA 94601          (Accessible by AC Transit buses 51A and 20 and three blocks from the Fruitvale Bart station)</p>
<p><b>East Bay Community Law Center</b></p> <p>General counseling on tenants' rights. Defense and representation or assistance to individuals to represent themselves.</p> <p><b>Telephone. 510.548.4040</b></p> <p>Address: 2921 Adeline Street          Berkeley, CA 94703</p> <p><a href="http://www.ebclc.org">www.ebclc.org</a></p>	<p><b>ECHO Fair Housing</b>          (Eden Council for Hope and Opportunity)</p> <p>Provides information to tenants and landlords on issues such as evictions, rent increases, repairs and habitability, harassment, illegal entry, and other rights and responsibilities regarding the tenant/landlord relationship.</p> <p><b>t. 510.496.0496</b>  <b>855-ASK-ECHO</b>  <b>855-275-3246 llamada gratis</b></p> <p>Oakland Office:          1305 Franklin Street #305          Oakland, CA 94612</p> <p><a href="http://www.echofairhousing.org/">www.echofairhousing.org/</a></p>
<p><b>Eviction Defense Center</b></p> <p>The Eviction Defense Center provides free and low cost legal services to Alameda County tenants who are facing eviction.</p> <p><b>Telephone: 510.452.4541</b></p> <p>Oakland Office: 1305 Franklin Street #305          Oakland, CA 94612</p> <p><a href="http://www.evictiondefensecenteroakland.org/">www.evictiondefensecenteroakland.org/</a></p>	<p><b>Housing and Economic Rights Advocates (HERA)</b></p> <p>Assistance for low and moderate income residents with focus on vulnerable groups.</p> <p><b>Tel: 510.271.2443</b></p> <p>Address: 3950 Broadway, Ste. 200          Oakland, CA 94611</p> <p><a href="http://www.heraca.org">www.heraca.org</a></p>

<p><b>Legal Assistance for Seniors</b></p> <p>Free legal services to low-income Alameda tenants funded by the City of Alameda. Provides legal assistance to seniors 60 and older. Offering in-person services at the Mastick Senior Center on the third Monday of the month from 1 PM-2 PM.</p> <p><b>Phone: (510) 832-3040</b>  <b>Hotline: (800)-222-1753</b></p>	<p><b>FindLegalHelp.org</b>  <b>(American Bar Association)</b></p> <p>A public service by the American Bar Association's Division for Legal Services. Searchable database to find pro bono legal aid programs and resources.</p> <p><a href="http://www.americanbar.org/groups/legal_services/flh-home.html">www.americanbar.org/groups/legal_services/flh-home.html</a></p>
<p><b>Alameda County Bar Association</b>  <b>Legal Access Alameda</b></p> <p>The Alameda County Bar Association offers lawyer referrals in Alameda County and is regulated and certified by the State Bar of California. For a \$35 fee, ACBA will match you with an attorney qualified to help you with your legal issue for up to a 30 minute consultation.</p> <p><b>Intake Line: 510.302.2222, *4</b>  Address: 1000 Broadway, Oakland, CA 94607</p> <p><a href="https://www.vlsc-acba.org/">https://www.vlsc-acba.org/</a></p>	<p><b>Housing and Urban Development (HUD)</b></p> <p>1 Sansome Street, 12<sup>th</sup> Floor  San Francisco, CA 94107</p> <p><b>Tel. 415.489.6400</b></p> <p><a href="http://www.hud.gov/complaints/badlandlord">www.hud.gov/complaints/badlandlord</a></p>





## **Tenant/Landlord Services**

ECHO's Tenant/Landlord Counseling Program provides information to tenants and landlords on rental housing issues such as evictions, rent increases, repairs and habitability, harassment, illegal entry, and other rights and responsibilities regarding the tenant/landlord relationship.

ECHO has trained mediators to assist in resolving housing disputes through conciliation and mediation. We make referrals to legal services for advice and representation on housing-related issues including evictions, rent increases, repairs and habitability, and harassment.

The primary objective of the program is to build awareness of housing laws and prevent homelessness.

### **Contact Information**

#### **Oakland Office**

1305 Franklin Street #305  
Oakland, CA 94612  
510-496-0496  
855-ASK-ECHO toll free  
855-275-3246 llamada gratis

#### **Hayward Office**

22551 Second Street #200  
Hayward, CA 94541  
510-581-9380  
855-ASK-ECHO toll free  
855-275-3246 llamada gratis





## Get Connected.

2-1-1 Connects Alameda County Residents with Health, Housing & Human Services

### What is 2-1-1?

2-1-1 is a free, easy-to-remember phone number that connects callers with health, housing, and human services in their community. 2-1-1 is available 24 hours a day, 7 days a week, and in over 300 languages. All calls are confidential.

### How does it work?



**Call:** You can dial 2-1-1 and speak with a friendly, knowledgeable Specialist.



**Click:** You can visit our website at [211AlamedaCounty.org](http://211AlamedaCounty.org)



**Text:** You can text your zip code to 898211 Monday through Friday from 9 am to 4 pm, and a live Specialist will reply promptly.

### What information is available?

2-1-1 maintains comprehensive databases of information on health, housing, and human service programs throughout Alameda County, which includes but is not limited to:

- Affordable housing
- After-school programs
- Tenants' rights assistance
- Public assistance programs
- Medi-Cal information
- Emergency shelters
- Hot meals and food programs
- Rental and utility assistance
- Services for domestic violence victims

During emergency or disaster situations, 2-1-1 provides critical public information, such as shelter locations, water distribution, sandbags, evacuations, road closures, utility outages, local assistance center locations, public health warnings, how to locate missing loved ones, and more.

### In a housing crisis?

If you are homeless or at risk of becoming homeless in Alameda County, call 2-1-1. Our staff will ask questions to determine eligibility for Alameda County's Coordinated Entry System and provide referrals to Housing Resource Centers when appropriate. 2-1-1 also provides housing problem-solving and referrals to appropriate resources including legal services, eviction prevention, and financial assistance, if available.

**Eden I&R** [www.edenir.org](http://www.edenir.org)

2-1-1 Alameda County is a program of Eden I&R

Can't dial 2-1-1?

Call us toll free at 1-888-886-9660



# NEED HELP? SIMPLY DIAL 2-1-1

2-1-1 gives you FREE information - over the phone - about health, housing and human services throughout Alameda County. 2-1-1 has information to help you find...

- Affordable housing • After-school programs • Tenants' rights assistance
- Public assistance programs • Medi-Cal information • Emergency shelters
- Hot meals and food programs • Rental and utility assistance
- Services for domestic violence victims • And more!

24 hours a day/7 days a week. In Multiple Languages. Note: 2-1-1 is available through all cell phone carriers; airtime charges may apply. If 2-1-1 is temporarily unavailable on your phone, call 1-888-886-9660.

# ¿NECESITA AYUDA? SIMPLEMENTE MARQUE 2-1-1

2-1-1 provee información GRATIS - por teléfono - sobre viviendas, salud y servicios sociales disponibles en el condado de Alameda. 2-1-1 ofrece información acerca de los programas de...

- Viviendas de bajos recursos • Programas después de la escuela • Derechos del inquilino • Asistencia pública • Información sobre Medi-Cal • Refugio de emergencia
- Asistencia para comida • Ayuda con el pago de la renta y utilidades • Servicios de violencia doméstica • ¡Y muchos más!

24 horas al día/7 días a la semana. En muchos otros idiomas. Nota: 2-1-1 pronto estará disponible por todas las compañías celulares. Si 2-1-1 está indisponible en su teléfono llame 1-888-+886-9660.

# 需要幫助嗎? 只要撥 2-1-1

2-1-1 提供給你免費的資訊 - 通過電話 - 健康及, 包括房屋 社區服務遍及全灣區 [亞拉米達縣]. 2-1-1 有資訊提供給你如下資料...

- 可負擔房屋 • 課後輔導 • 租客權益輔助 • 公共輔助計劃
- Medi-Cal 資料 • 緊急庇護站 • 提供食物計劃
- 租金及公共用品輔助 • 協助受虐婦孺 • 還有更多其它服務

每星期 7 天/每天 24 小時, 提供多種語言及 TTY, 注意: 任何手機服務台都能夠撥打 2-1-1; 可能要付電話費 如果你的手機暫時不能夠撥打 2-1-1, 請電: 1-888-886-9660.

# CÓ CẦN GIÚP ĐỠ KHÔNG? CHỈ CẦN BẤM SỐ 2-1-1

2-1-1 chỉ dẫn quý vị MIỄN PHÍ – bằng điện thoại – để tìm kiếm về nhà của, vấn đề sức khỏe và những dịch vụ cộng đồng tại Hạt Alameda. 2-1-1 có tài liệu để giúp quý vị kiếm...

- Nhà cửa mà quý vị có đủ sức để thuê được • Chương trình sau giờ học • Quyền lợi của người thuê nhà • Chương trình xin trợ cấp công cộng • Nơi trú ngụ khẩn cấp • Chương trình cung cấp bữa cơm nóng và thực phẩm • Chương trình giúp đỡ tiền nhà và điện nước
- Chương trình giúp những người đàn bà bị đánh đập • Và những chương trình khác!

24 tiếng mỗi ngày/7 ngày một tuần. Có đủ thứ tiếng. Chú ý: Những khách hàng công ty điện thoại di động có thể bấm được 2-1-1; có thể phải trả lệ phí. Nếu quý vị nào không bấm được 2-1-1, xin bấm 1-888-886-9660.

# KAILANGAN PO BA NINYO NG TULONG? KAILANGAN LANG I-DIAL 2-1-1

2-1-1 ay nagbibigay sa iyo ng LIBRENG impormasyon – sa pamamagitan ng telepono - tungkol sa kalusugan, pabahay at mga serbisyo ng tao sa buong Alameda County. 2-1-1 ay may impormasyon para matulungan kayo na mahanap ang ...

- Bahay na mababang renta • Programa para pagkatapos ng escuela • Tulong para sa karapatan ng nangungupahan • Programa pang tulong sa publiko • Informasyon tungkol sa Medi-Cal • Masisilungan at mabilisang tulong pang sukub • Programa para sa mga libreng pagkain at mainit na pagkain • Tulong para sa upa, ilaw, at tubig • Servicio para sa inaabusong babae • At marami pang iba!

Dalawampu't-apat na oras sa isang araw/ Pitong araw sa isang linggo. Sa Maramihang mga Wika. MANGYARING TANDAAN: 2-1-1 ay magagamit sa pamamagitan ng lahat ng cell phone carrier; ang singil ng airtime ay maaring mag-aplay. Kung 2-1-1 ay pansamantalang hindi magagamit sa iyong telepono, tumawag sa 1-888-886-9660.





# Alameda County Reentry Services

## Checklists

You will find a checklist guide to identify how best to meet transition needs to get and stay on track.

## Reentry Services

Review contracted agencies and work with your DPO to determine eligibility and prioritized services.

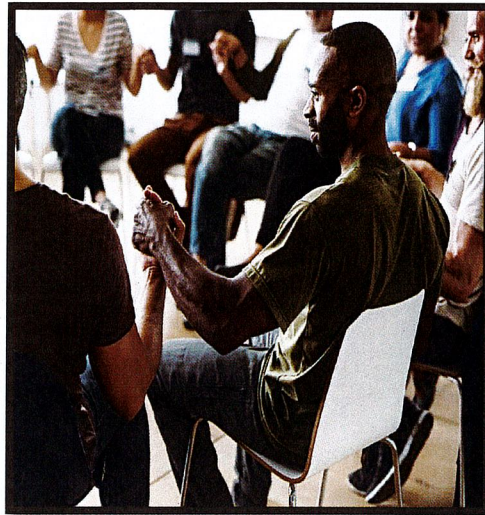
## GET HELP NOW!

Call 2-1-1 or text 898211 to get in touch with agencies that can help.

Visit

[211alamedacounty.org](http://211alamedacounty.org)

to explore online resources and learn about reentry.



## Are you facing parole or probation and unsure where to start?

211 Alameda County provides contacts to select organizations in the community who provide services to individuals under Community Supervision including:

- Education
- Employment
- Mental Health
- Family reunification Support
- Housing
- Legal
- Substance Abuse
- Medical
- Transportation Services

## FAQ Resources

211's Frequently Asked Questions page provides information that can assist you with understanding the reentry process including:

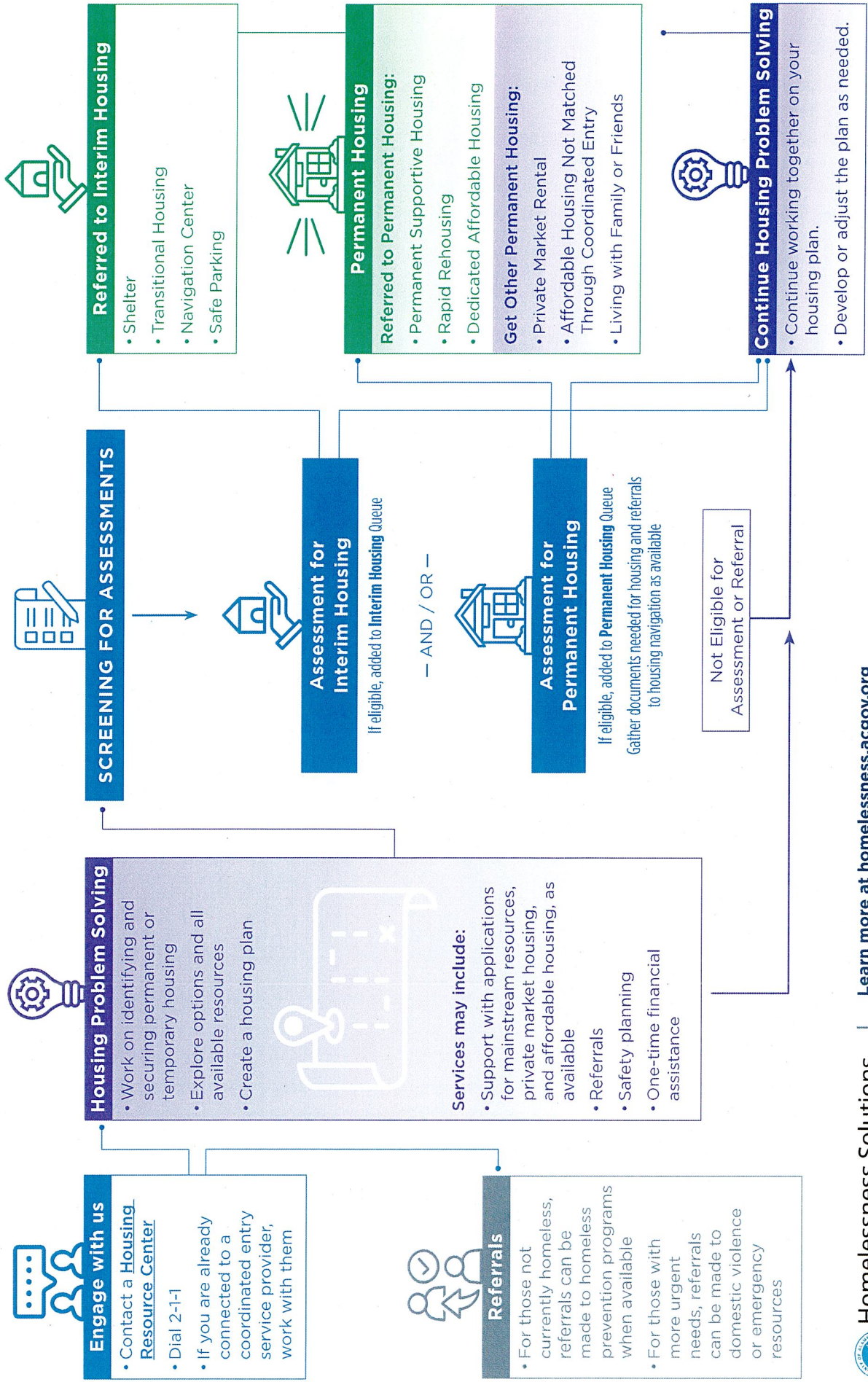
- AB109/Realignment
- Post Release Community Supervision (PRCS)
- Applying for Benefits
- Transfers of parole supervision
- Expungement
- Locations of Probation Offices
- Certificates of Rehabilitation





# FROM HOMELESSNESS TO HOUSING

## Alameda County Coordinated Entry Workflow



**Homelessness Solutions in Alameda County**

Learn more at [homelessness.acgov.org](https://homelessness.acgov.org) if you are looking for housing or services, please call 2-1-1



# If your family is **HOMELESS** or **AT-RISK** of being homeless in Alameda County, Coordinated Entry can help

## **HOMELESS:**

### **If you're:**

- Sleeping outdoors,
- Staying in your car,
- Living somewhere not meant for people to live,
- Leaving an institution (where you were for less than 90 days and you were homeless before),
- Fleeing domestic violence, sexual assault or human trafficking

**Drop-in to a HOUSING RESOURCE CENTER.** See map on reverse of this flyer for the HRC nearest you.

You can also **CALL 211** to get referred to an HRC.

## **AT-RISK** of being homeless:

### **If you're:**

- Couch-surfing,
- Staying with friends,
- Having a roommate dispute,
- Just received an eviction/foreclosure notice

**CALL 211** and get referred to homelessness prevention services.

Prevention services may include housing problem-solving, legal services, eviction prevention, or financial assistance, if available.

### **If you're:**

**In need of childcare** ↓

CALL (510) 658-0381

### **If you're:**

**A Veteran Family** ↓

CALL (855) 862-1804

### **If you're:**

**Fleeing domestic violence, sexual assault or human trafficking** ↓

Call 911 if you are in immediate danger. **Call 211** or the hotline at **800-799-7233** or **800-787-3224** (TTY) for services, shelter, and housing information. For safe, confidential assistance from Coordinated Entry, go to a Housing Resource Center (HRC).

### **If you're:**

**Pregnant or have a family** ↓

There may be shelter and housing options just for you. Go to a Housing Resource Center (HRC) or **CALL 211**.



# If you're currently **HOMELESS** drop-in to a Housing Resource Center (HRC):



## What to expect when you contact a Housing Resource Center (HRC):

- **Staff will problem-solve with you to identify any immediate solutions to your housing crisis and conduct a 30-minute assessment of your needs.** Your information is confidential and used only to connect you with housing or services.
- **Housing and shelter are very limited.** Staff will explain if there is anything available for you, and if not, how to stay in touch. Staff will contact you if something becomes available.
- **Keep your info updated.** Stay in touch and keep your info updated. Let your HRC know if anything changes like your location, contact information, housing, health, or family situation. You can go to your HRC's drop-in hours or leave updates on your HRC's message line.

### HOUSING RESOURCE CENTERS

#### North County Housing Resource Center

Serving Adults & Young Adults  
Operated by BACS  
Messages: 510-495-0131

- 1 BACS  
2809 Telegraph Avenue, Berkeley  
Mon/Wed/Fri, 9am-12pm

#### North County Family Front Door

Serving Families with Children  
Operated by EOCP/Building Futures  
Messages: 510-808-7410

- 2 St. Vincent de Paul  
2272 San Pablo Ave  
Tue, 10AM-12PM
- 3 Henry Robinson  
Multi Service Center  
559 16th St, Oakland  
Mon-Fri, 1-2PM
- 4 East Oakland Community Project  
7515 International Blvd., Oakland  
Thu/Fri, 12PM-3PM

#### Downtown Oakland Housing Resource Center

Serving Adults & Young Adults  
Operated by BACS  
Messages: 510-238-5091

- 3 Henry Robinson  
Multi Service Center  
559 16th St, Oakland  
Mon-Fri, 12-4PM

#### East Oakland Housing Resource Center

Serving Adults & Young Adults  
Operated by EOCP  
Messages: 510-532-3211

- 4 East Oakland Community Project  
7515 International Blvd., Oakland  
Thu/Fri, 12PM-3PM

#### Mid-County West Housing Resource Center

Serving Families, Adults & Young Adults  
Operated by Building Futures  
Messages: 510-357-0205

- 5 Alameda HRC, Building Futures  
2500 Barber Point Rd, Alameda  
Mon, 10AM-12PM and  
Wed, 2PM-4PM
- 6 San Leandro HRC, Building Futures  
1395 Bancroft Ave, San Leandro  
Tue, 12PM-4PM

#### Mid County East Housing Resource Center

Serving Families, Adults & Young Adults  
Operated by Abode Services  
Messages: 510-330-5807

- 7 Abode Services  
1061 A Street, Hayward  
Mon, 1PM-5PM
- 8 BACS Hedco Wellness Center  
590 B Street, Hayward  
Wed, 11AM-1:30PM
- 9 Abode HOPE Mobile Health Clinic  
First Presbyterian Church of Hayward  
2490 Grove Way, Castro Valley  
Thu, 9AM-11AM

#### Tri-Valley Housing Resource Center

Serving Families, Adults & Young Adults  
Operated by Abode Services  
Message Line: 510-371-0447

- 10 BACS Valley Wellness Center  
3900 Valley Ave, Ste B, Pleasanton  
Thurs, 10:30AM-12pm
- 11 Abode HOPE Mobile Health Clinic  
Vineyard Christian  
460 N. Livermore Ave, Livermore  
Mon, 9AM-12PM

- 12 Livermore Multi-Service Center  
3311 Pacific Ave, Livermore  
Wed, 12-4 and Thurs 2-4

#### Tri-City Housing Resource Center

Serving Families, Adults & Young Adults  
Operated by Abode Services  
Messages: 510-330-5822

- 13 Abode HOPE Mobile Health Clinic  
Centerville Presbyterian Church  
4360 Central Ave., Fremont  
Tue/Thu, 3:30PM-6PM
- 14 Fremont Family Resource Center  
39155 Liberty St, Fremont  
Fri, 2:30PM-5PM
- 15 BACS South County  
Wellness Center  
40965 Grimmer Blvd., Fremont  
Fri, 11AM-1:30PM
- 16 Abode HOPE Mobile Health Clinic  
Irvington Presbyterian Church  
4181 Irvington Ave., Fremont  
Wed, 7:30AM-9:30AM



# *The Village of Love*

431 Stardust Place, Alameda, CA

## **Alameda Day Center Monday-Sunday, 9am-8pm**

- Our friendly staff will connect you with a Peer Counselor to help you set goals
  - Receive referrals, access to showers, participate in activities and events
  - Watch TV & Movies, take fun classes, attend support groups
  - **Phone charging Station**, and access to a computer and phone
  - Free Wi-Fi
- BREAKFAST AND LUNCH PROVIDED DAILY •

## **Safe Parking Monday-Sunday, 7pm-7am**

- Cars must arrive by 9pm
  - For Alameda residents, 18 or over, living in your car or van
  - Your vehicle must be in working and running order
  - You will need to complete an application and agreement
  - You will have access to restrooms in the **Day Center**
  - Caring peer counselors will meet with you to help you set goals
  - Free Wi-Fi
- COFFEE AND LIGHT BREAKFAST EVERY MORNING •



## **Need A Warm, Safe Place To Sleep? We're OPEN OVERNIGHT**

**To register or for more information**

**510-995-8936**

**e-mail: [info@thevillageoflove.com](mailto:info@thevillageoflove.com)**

**Alameda Homeless Hotline (510) 522-HOME/(510) 522-4663**



# Alameda Warming Shelter

1700 Santa Clara Avenue

510-832-1382 x123, [warmingcenter@hceb.org](mailto:warmingcenter@hceb.org)

Come through the parking lot on Grand Street, at the corner of Santa Clara



Shelter is open daily.

Overnight guests receive:

- Dinner at 6:00pm
- Breakfast at 6:30am
- Showers
- Toiletries and clothes
- Limited overnight storage for belongings

One approved and screened pet is welcome per guest.  
**Space is limited.**

To learn more, call the Alameda Homeless Hotline at 510-522-HOME (4663) Monday-Friday 9am-5pm. For evenings or weekends, call 2-1-1 to access resources county-wide



**Christ Episcopal Church**

A Christ Church was before Jesus walked.

**Gather**

include community. All are welcome. Come to you too.

**Transform**

share your story. Prayers your passion. Honor your life.

**Engage**

Love is a verb. Lead. Listen. Help. Honor. Address the issues.

[www.christchurchalameda.org](http://www.christchurchalameda.org)



[www.hceb.org](http://www.hceb.org)



## In Need of Housing Resources?

Our Housing Resource Center is a centralized hub designed to assist homeless residents of designated areas with:

**HOUSING  
PROBLEM  
SOLVING**

**RESOURCES  
& REFERRALS**

**FREE  
LAUNDRY  
SERVICE**

**HYGENE SUPPLIES**

**SNACKS**

**SUPPORT/  
ADVOCACY**

**HOUSING APPLICATION  
ASSISTANCE  
& more!**

**LAUNDRY** Every Thursday @ 1216 Lincoln Ave, 11 am – 1pm

Bring one load of laundry & we provide the rest. One load per person only.  
Last load goes into the washer at 1 pm!

**Drop ins:** Every Monday @ 2500 Barbers Point Rd,  
Alameda, 10am – 12pm

Alameda HRC: (510) 201-0203

@ 2500 Barbers Point Rd

[www.bfwc.org](http://www.bfwc.org)

Other Community Resources:

**SHOWERS** Every Sunday @ 1700 Santa Clara Ave, 2- 4 pm

*Christ Episcopal Church, Parish Hall*

**The Village of Love** @ 431 Stardust Place, Mon – Sun 9 am – 8pm

Safe and welcoming day center that provides food, TV, activities, and referrals for resources.

To register for the Safe Parking Program or for more information call the Alameda Homeless Hotline at (510) 522-HOME/ (510) 522-4663 or email [info@thevillageoflove.com](mailto:info@thevillageoflove.com)



Please call our Outreach Team for more information! (510) 201-0203





## Information on Courtesy Post Office Boxes and General Delivery Services

### Is there Mail Service for the Homeless?

USPS Article: <https://faq.usps.com/s/article/Is-there-mail-service-for-the-homeless>

---

A homeless person may submit an application for PO Box™ service to a local Post Office™. The Postmaster may approve the application under any one of the following conditions:

- The **applicant is known to the window clerk or Postmaster.**
- An unknown applicant submits proper ID.
- The **applicant provides a verifiable point of contact** (e.g., place of employment, shelter, charitable institution, or social services office).

Applicants who cannot meet these conditions may be eligible to receive indefinite General Delivery service, if approved by the local Postmaster. Customers should contact their local Post Office for more information.

### What is General Delivery?

USPS Article: <https://faq.usps.com/s/article/What-is-General-Delivery>

---

**General Delivery** is a mail service for those without a permanent address, often used as a temporary mailing address. General Delivery is intended to be used for:

- Post Office™ locations without city carrier delivery service.
- Non-city delivery offices for those who prefer not to use Post Office Box service and for whom use of Post Office box, Caller Service, or delivery by letter carrier, would be an unreasonable inconvenience.
- **A participating Post Office to serve transients (people who travel extensively) and those without a permanent address.**
- Anyone who wants Post Office box service when Post Office boxes are unavailable.

### How do I address a mail piece sent to General Delivery?

---

NAME  
GENERAL DELIVERY  
CITY STATE ZIP

**\*\*Instructions: Please hold this mail up to 30 DAYS for pick up\*\***



## **What are the restrictions on the use of the General Delivery service?**

---

General delivery is normally available at only one facility under the administration of a Post Office with multiple facilities. A postmaster may authorize more than one facility to offer general delivery service in accordance with customer and operational needs. **A customer may use only one such location.**

Postmasters may restrict the use of General Delivery if a customer:

- **Cannot present suitable identification**
- Has mail volume or service level (e.g., mail accumulation) that cannot be reasonably accommodated.
- If you wish to pick your mail up before regular delivery occurs, we suggest that you purchase a Post Office Box for a nominal fee (so that your mail is available for pickup every morning).

## **Additional information regarding General Delivery:**

---

- **No application is required for General Delivery. Persons interested in General Delivery should speak with the postmaster.**
- Limitations on the amount of time you are able to use General Delivery, if any, are determined by the postmaster.
- **Each piece of General Delivery mail is held for no more than 30 days, unless the sender requests a shorter period. General Delivery mail may be held for longer periods if requested by sender or addressee and approved by postmaster.**
- Mail *without a specific address or instructions* from the sender is held for:  
**10 days** if for General Delivery at an office with letter-carrier service.  
**15 days** if for General Delivery at an office without letter-carrier service.

**Please Note:** General Delivery mail is not delivered on Sunday or Holidays.

## **How to Find your Local Post Office for Services**

---

To find the local post office in the area you want a Post Office Box or General Delivery, please visit: <https://tools.usps.com/find-location.htm>





Housing Authority  
of the  
City of Alameda

**PHONE:** (510) 747-4300  
**FAX:** (510) 522-7848  
**TTY/TRS:** 711

---

701 Atlantic Avenue • Alameda, California 94501-2161

---

The following **affordable housing developers** may have open waitlist and may be accepting applications. Each developer maintains their own waitlist.

Call and ask them if they have any **affordable units** in the areas you are interested in living. Ask them when the next units will become available, and ask how you can sign up for their waitlist notifications.

New buildings are leased on a regular basis, so we advise checking these links frequently.

**Satellite Affordable Housing:**

Tel: (510) 647-7700

<https://www.sahahomes.org/apply>

**Alameda County Housing Portal listings:**

<https://housing.acgov.org/listings>

**Resources for Community Development:**

Tel. (510) 841-4410

<https://rcdhousing.org/find-housing/>

**Eden Housing:**

Tel. (510) 582-1460

<https://edenhousing.org/>

Click on "**Find an Apartment**"

**East Bay Asian Local Development Corp (EBALDC)**

Tel. (510) 287-5353

<https://ebaldc.org/properties/> and <https://ebaldc.org/how-to-apply/>

**Mid-Pen Housing:**

Tel. (650) 356-2900

<https://www.midpen-housing.org/find-housing/>

**BRIDGE Housing:**

Tel. (415) 989-1111

<https://bridgehousing.com/our-properties/find-housing/>

**EAH Housing:**

Tel. (415) 258-1800

<https://www.eahhousing.org/find-housing/>





**Mercy Housing:**

Tel. (415) 355-7100

<https://www.mercyhousing.org/find-housing/>

**Human Good:**

Tel. (818) 247-0420

<https://www.humangood.org/housing-options/affordable-housing>

**Housing Consortium of the East Bay (HCEB)**

Tel. (510) 832-1382

<http://hceb.org/our-homes/>

**Visionary Home Builders:**

Tel. (209) 466-6811

<https://visionaryhomebuilders.org/rental-communities/>







## Listing of Area Housing Authorities

Housing Authority - **City of Alameda**

701 Atlantic Avenue  
Alameda, CA 94501  
(510) 747-4300  
[www.alamedahsg.org](http://www.alamedahsg.org)

Housing Authority - **County of Alameda**

22941 Atherton Street  
Hayward, CA 94541-6613  
(510) 538-8876  
[www.haca.net](http://www.haca.net)

City of Oakland, H.A.

1514 Webster Street  
Oakland, CA 94612  
(510) 874-1500  
[www.oakha.org](http://www.oakha.org)

City of Berkeley, H.A.

1936 University Ave., Ste. #150  
Berkeley, CA 94703  
(510) 931 5470  
Information Line: (510) 981-5495  
<https://bha.berkeleyca.gov/>

City of Richmond, H.A.

2324 College Lane  
San Pablo, CA 94806  
(888) 746-8731  
[www.ci.richmond.ca.us](http://www.ci.richmond.ca.us)

Contra Costa County, H.A.

3313 Estudillo Street  
Martinez, CA 94553-4053  
(925) 957-8000  
[www.contracostahousing.org](http://www.contracostahousing.org)

San Francisco, H. A.

1815 Egbert Avenue, Ste. 2  
San Francisco, CA 94124  
(415) 715-3280  
[www.sfja.org](http://www.sfja.org)

Solano County/Vacaville H.A.

40 Eldridge Avenue, Ste.2  
Vacaville, CA 95688  
(707) 449-5675 Fax 707-449-6242

City of Livermore, H.A.

3203 Leahy Way  
Livermore, CA 94550-3668  
(Section 8 Only) 925-447-0288

City of Vallejo, HA

200 Georgia Street  
Vallejo, CA 94590  
(707) 648-4507  
[https://www.cityofvallejo.net/city\\_hall/city\\_government/vallejo\\_housing\\_authority](https://www.cityofvallejo.net/city_hall/city_government/vallejo_housing_authority)

City of Pittsburg, H. A

916 Cumberland Street  
Pittsburg, CA 94565  
(925) 252-4830 FAX (925) 427-2715  
[www.ci.pittsburg.ca.us](http://www.ci.pittsburg.ca.us)

San Joaquin County, H.A.

448 South Center Street  
Stockton, CA 95203  
(209) 460-5000  
[www.hacsj.com](http://www.hacsj.com)

Santa Clara County, H.A.

505 West Julian Street  
San Jose, CA 95110-2338  
(408) 275-8770  
[www.hacsc.org](http://www.hacsc.org)

Sacramento H.A.

631 "I" Street  
Sacramento, CA 95814  
(916) 492-2244 FAX (916)449-1285  
[www.shra.org](http://www.shra.org)





## Senior Information and Assistance - Alameda County

<https://www.alamedacountysocialservices.org/>

For **Senior Housing**, navigate to:

***Home > Services > Older Adults and Disabled > Area Agency on Aging > Senior Information & Assistance > Resource and Guide Information***

Here you will find:

- **Senior Housing Guide**  
Low-income and tax credit subsidized, Independent-living apartment complexes for persons 62 and older (some complexes accept persons 55 & older, or 18 & older - if mobility impaired) in Alameda County. Also published in Spanish, Chinese and Farsi.
  - **Senior Resource Guides**  
There are four guides, each one represents a geographical part of Alameda County (**North**, **Central**, **South**, and **East**). Published in English, Chinese, Farsi, Hindi, Spanish, Korean, Tagalog and Vietnamese.
- 

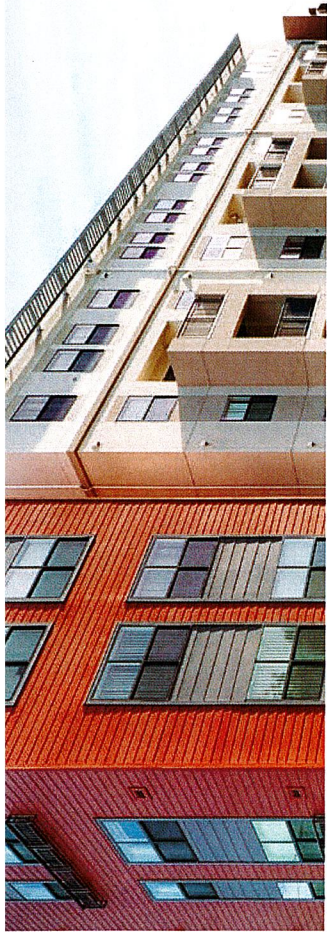
For **Additional Senior Resources**, navigate to:

***Home > Services > Older Adults and Disabled > Area Agency on Aging > Services and Resources for Older Adults***

Here you will find information on:

- Food & Nutrition
- Legal Assistance
- Case Management
- Ombudsman Services





**East Bay Housing Organizations**  
 538 9th Street, Suite 200, Oakland, CA 94607  
 510-663-3830

**EBHO's Mission**

East Bay Housing Organizations (EBHO) is a membership non-profit organization, founded in 1984, dedicated to working with communities in Alameda and Contra Costa counties to preserve, protect and expand affordable housing opportunities through education, advocacy, organizing, and coalition building.

EBHO appreciates its funding partners



EBHO.ORG

**AFFORDABLE HOUSING  
 RESOURCES**



*Together for Housing Justice*



2017-18



Apply to as many affordable housing properties as you can. Be persistent and informed, and advocate for more affordable housing and tenant protections in your community!

# STEPS TO FIND AFFORDABLE HOUSING

## Step 1. Learn about different kinds of affordable housing

### NON-PROFIT HOUSING

Non-profit affordable housing developments offer well-designed and professionally-managed homes and professionally-managed homes with eligibility requirements. Call the organizations in this brochure or visit their websites.

### SECTION 8

This federally-funded program helps close the gap between rent and your income. It's difficult to obtain a Section 8 voucher; contact your public housing authority to get on the waitlist.

### PUBLIC HOUSING

Public housing has certain income and residency restrictions. Contact your local public housing authority.

### AFFORDABLE HOMEOWNERSHIP

When buying a home, contact your city's housing department and homebuyer assistance programs. Struggling with mortgage payments? See the foreclosure counseling resources listed.

It can be difficult to find an affordable home in the East Bay, but knowing your options can help. Call 211 or contact organizations in this brochure for more information.

## TENANTS' RIGHTS AND OTHER HOUSING ASSISTANCE

If you need help with a security deposit, rent payments, emergency housing/shelter, or tenant/landlord issues, contact the "housing, shelter and emergency resources" organizations.

## Step 2. Get your finances and credit ready

### CREDIT CHECK

Obtain your credit report and be prepared to tell prospective landlords about any problems and how you're addressing them. They may accept a poor credit history with good references and proof of employment, a higher security deposit, or a co-signer. For help, contact a credit-counseling agency.

### INCOME AND BUDGETING

Your housing costs should equal no more than one-third of your income. Some agencies can help you create a financial plan so you can afford rent/mortgage as well as a rent deposit, transportation, childcare, health care and other expenses.

## Step 3. Check to see if your income qualifies

Affordable housing is for people with lower incomes. Find out if you qualify by contacting a specific property or non-profit developer. If you have a Section 8 Voucher, ask if the property will accept it.

## Step 4. Identify your housing needs and preferences

Think about location and amenities, but also be flexible and consider several cities and types of housing to increase your chances. Non-profit housing often targets specific populations: Seniors, Special Needs, Family and Transitional or Supportive. Housing providers cannot discriminate based on race, ethnicity, gender, national origin or family status. You may face challenges if you're undocumented or have a criminal record. Housing providers can inform you about your eligibility.

## Step 5. Contact non-profit housing organizations and apply

Contact many organizations and agencies to increase your chances of finding an affordable home.

- Check the websites of non-profit developers often.
- Use the online search tool OneHomeBayArea.org to find affordable housing openings.
- Get on as many waitlists as you can. When a waitlist opens, call the property. Complete and submit applications by the deadline.
- For properties under construction, ask to be added to the interest list.
- Once you've submitted your applications or joined a waitlist, let each property know if you move or change your phone number. Ask about the best way to keep in contact.



# NON-PROFIT DEVELOPERS & SERVICE PROVIDERS

## Non-Profit Housing Developers

Non-profit organizations that develop, own and manage affordable housing in the East Bay.

- Allied Housing**  
(510) 657-7409  
abodeservices.org
- Bay Area Community Land Trust**  
(510) 545-3258 • bayareadtl.org
- Beacon Communities**  
(925) 924-7100 • abhow.com
- BRIDGE Housing**  
(415) 989-1111  
bridgehousing.com
- Christian Church Homes (CCH)**  
(510) 632-6712 • cchnc.org
- Community Housing Development Corp. (CHDC)**  
(510) 412-9290 • chdcnr.org
- EAH Housing**  
(415) 258-1800 • eahhousing.org
- East Bay Asian Local Development Corp. (EBALDC)**  
(510) 287-5353 • ebaldc.org
- Eden Housing**  
(510) 582-1460  
edenhousing.org
- Episcopal Senior Communities**  
(925) 956-7400 • jim-esc.org
- Habitat for Humanity East Bay/Silicon Valley**  
(510) 251-6304 • habitatebsv.org
- Housing Consortium of the East Bay**  
(510) 832-1382 • hceb.org
- Mercy Housing California**  
(415) 355-7100  
mercyhousing.org
- MidPen Housing**  
(650) 356-2900  
midpen-housing.org
- Northern California Land Trust**  
(510) 548-7878 • nclt.org
- Resources for Community Development (RCD)**  
(510) 841-4410  
RCDhousing.org
- Richmond Neighborhood Housing Services Inc.**  
(510) 237-6459  
RichmondNHS.org
- Satellite Affordable Housing Associates (SAHA)**  
(510) 647-0700 • saha homes.org
- Allied Housing**  
(510) 657-7409  
abodeservices.org
- Bay Area Community Land Trust**  
(510) 545-3258 • bayareadtl.org
- Beacon Communities**  
(925) 924-7100 • abhow.com
- BRIDGE Housing**  
(415) 989-1111  
bridgehousing.com
- Christian Church Homes (CCH)**  
(510) 632-6712 • cchnc.org
- Community Housing Development Corp. (CHDC)**  
(510) 412-9290 • chdcnr.org
- EAH Housing**  
(415) 258-1800 • eahhousing.org
- East Bay Asian Local Development Corp. (EBALDC)**  
(510) 287-5353 • ebaldc.org
- Eden Housing**  
(510) 582-1460  
edenhousing.org
- Episcopal Senior Communities**  
(925) 956-7400 • jim-esc.org
- Habitat for Humanity East Bay/Silicon Valley**  
(510) 251-6304 • habitatebsv.org
- Housing Consortium of the East Bay**  
(510) 832-1382 • hceb.org
- Mercy Housing California**  
(415) 355-7100  
mercyhousing.org
- MidPen Housing**  
(650) 356-2900  
midpen-housing.org
- Northern California Land Trust**  
(510) 548-7878 • nclt.org
- Resources for Community Development (RCD)**  
(510) 841-4410  
RCDhousing.org
- Richmond Neighborhood Housing Services Inc.**  
(510) 237-6459  
RichmondNHS.org
- Satellite Affordable Housing Associates (SAHA)**  
(510) 647-0700 • saha homes.org

One Home provides up-to-date affordable housing listings in the Bay Area. Learn more about affordable housing opportunities at [onehomebayarea.org](http://onehomebayarea.org).

## Housing Support Services/Service Providers

Community-based organizations that provide transitional and supportive housing, mental and physical health services, and other support services.

- Abode Services**  
Office: (510) 657-7409  
Sunrise Village Emergency Shelter:  
(510) 252-0910 • abodeservices.org
- Alameda Point Collaborative**  
677 West Ranger Ave.  
Alameda, CA 94501  
(510) 898-7800 • apcollaborative.org
- Anka Behavioral Health, Inc.**  
1850 Gateway Blvd., Ste. 900  
Concord, California 94520  
(925) 825-4700 • ankabhi.org
- Bay Area Community Services (BACS)**  
629 Oakland Ave.  
Oakland, CA 94611  
(510) 613-0330 • bayareacs.org
- Berkeley Food and Housing Project**  
1901 Fairview St.  
Berkeley, CA 94703  
(510) 649-4965  
Shelter reservation phone line:  
(866) 960-2132  
bfhp.org
- Bonita House, Inc.**  
1410 Bonita Ave.  
Berkeley, CA 94709  
Office: (510) 923-1099  
Homeless Outreach and Stabilization Team: (510) 809-1780  
bonitahouse.org
- Building Futures with Women and Children**  
1395 Bancroft Ave.  
San Leandro, CA 94577  
(510) 357-0205  
Crisis Line: (866) 292-9688  
bfwc.org
- Building Opportunities for Self Sufficiency (BOSS)**  
Multi-Agency Service Center  
1930 Center St., Berkeley, CA 94704  
(510) 843-3700  
South County Homeless Project  
(510) 732-5956  
Admin. Office: (510) 649-1930  
self-sufficiency.org
- Contra Costa Interfaith Housing**  
399 Taylor Blvd., Ste. 115  
Pleasant Hill, CA 94523  
(925) 944-2244 • ccinterfaithhousing.org
- Davis Street Family Resource Center**  
3081 Teagarden St.  
San Leandro, CA 94577  
(510) 347-4620 • davisstreet.org
- East Bay Community Recovery Project**  
2577 San Pablo Ave, Oakland, CA 94612  
(510) 446-7100 • ebcrcp.org
- East Oakland Community Project**  
7515 International Blvd.  
Oakland, CA 94621  
(510) 532-3211 • eoocp.net
- First Place for Youth**  
426 17th St., Ste. 100  
Oakland, CA 94612  
(510) 272-0979 • firstplaceforyouth.org
- Housing Consortium of the East Bay**  
410 7th St., Ste. 203, Oakland, CA 94607  
(510) 832-1382 • hceb.org
- Lutheran Social Services**  
(925) 825-1060 • lssnocal.org
- Rubicon Programs**  
101 Broadway St., Richmond, CA 94804  
(510) 412-1725 • rubiconprograms.org
- SHELTER, Inc.**  
1333 Willow Pass Rd., Ste. 206  
Concord, CA 94520  
(925) 338-1038 • shelterinc.org



# AFFORDABLE HOUSING RESOURCES

## Housing, Shelter & Emergency Resources and Referrals

Temporary and emergency housing assistance. For general referrals, services and assistance, call 211.

**Bay Area Community Services (BACS)**  
(510) 613-0330 • bayareacs.org

**Bay Area Rescue Mission**  
(510) 215-4555 • bayarearescue.org

**Catholic Charities of the East Bay**  
(510) 768-3100 • cceb.org

**Center for Independent Living**  
(510) 841-4776 • thecil.org

**Contra Costa Crisis Center/  
Contra Costa 211**  
211 or (800) 833-2900

crisis-center.org • 211database.org

**East Oakland Community Project**  
(510) 532-3211 • eoocp.net

**Eden Information & Referral/  
211 Alameda County**  
211 or

(888) 886-9660 for non-local calls  
edenir.org

### Public Housing Authorities

**Management of affordable housing and administration of Section 8 programs.**

**City of Alameda**  
(510) 747-4300  
alamedahsg.org

**Berkeley**  
(510) 981-5470  
ci.berkeley.ca.us/BHA

**Livermore**  
(925) 447-3600  
livermoreHA.org

**Oakland**  
(510) 874-1500  
oakha.org

**Richmond**  
(510) 621-1300  
ci.richmond.ca.us/rha

**Pittsburg**  
(925) 252-4830  
ci.pittsburg.ca.us/index.aspx?page=150

**Alameda County**  
(510) 538-8876  
haca.net

**Contra Costa County**  
(925) 957-8000  
contracostahousing.org

**Family Emergency Shelter Coalition (FESCO)**  
(510) 581-3223 • fescofamilysHELTER.org

**Greater Richmond Interfaith Program (GRIP)**  
(510) 233-2141 • gripcommunity.org

**Housing CHOICES for Alameda County**  
achousingchoices.org

**A Safe Place Domestic Violence Services**  
(510) 536-7233 • asafplacedvs.org

**SAVE (domestic violence)**  
24-hour Crisis Hotline: (510) 794-6055  
Empowerment Center: (510) 574-2250  
save-dv.org

**The Society of St. Vincent de Paul of Alameda County**  
(510) 638-7600 • svdp-alameda.org

**STAND! For Families Free of Violence**  
Crisis Hotline: (888) 215-5555  
Main Line: (925) 676-2845  
standffov.org

## Legal, Financial and Housing Rights Services

Information and support on eviction, discrimination and other legal and financial issues.

**Bay Area Legal Aid**  
Alameda Co: (510) 663-4744  
Contra Costa: (510) 233-9954  
Legal Advice: (800) 551-5554  
baylegal.org

**Centro de Servicios**  
(510) 489-4100  
centrodeservicios.org

**Centro Legal de la Raza**  
(510) 437-1554  
centrolegal.org

**Community Resources for Independent Living (CRIL)**  
(510) 881-5743  
crilhayward.org

**East Bay Community Law Ctr.**  
(510) 548-4040 • ebclc.org

**Eviction Defense Center**  
(510) 452-4541

**Family Violence Law Center**  
Office: (510) 208-0220  
Hotline: (800) 947-8301  
fvlc.org

**Money Management International**  
(888) 845-5669  
moneymangement.org

**Operation HOPE**  
(510) 535-6700  
operationhope.org/oakland

## Foreclosure and Housing Counseling Resources

Additional counseling and legal and financial guidance related to foreclosure and tenancy.

**Asian, Inc.**  
(415) 928-5910 • asianinc.org

**Causa Justa :: Just Cause**  
(510) 763-5877  
Tenants Rights Clinic:  
(510) 836-2687 • cijc.org

**Community Housing Development Corp. (CHDC)**  
(510) 412-9290 • chdcnr.com

**ECHO Housing Assistance Ctr.**  
(855) ASK-ECHO  
echofairhousing.org

**Housing and Economic Rights Advocates (HERA)**  
(510) 271-8443 ext. 300  
heraca.org

**Lao Family Community Development, Inc.**  
(510) 533-8850 • lfcd.org

**Oakland Housing Assistance Ctr.**  
250 Frank Ogawa Pl., Ste. 5313  
Oakland, CA 94602  
(510) 238-6182  
www2.oaklandnet.com/  
Government/o/hcd/index.htm

**Pacific Community Services**  
(925) 439-1056

**Tenants Together**  
Tenants' Rights Hotline:  
(888) 495-8020  
Office: (415) 495-8100  
tenantsttogether.org

**Tri-Valley Housing Opportunity Center**  
(925) 373-3130 • tvhoc.org

**The Unity Council**  
(510) 535-6900  
unitycouncil.org

### Foreclosure Prevention Hotlines:

**Homeownership Preservation Foundation**  
(888) 995-HOPE (4673) • 995hope.org

**Keep Your Home California**  
(888) 954-KEEP (5337) • keepyourhomecalifornia.org

Dial 211 for information about housing and human services 24/7.



## TRAVEL RESOURCES

### City of Alameda Programs

#### **Alameda Paratransit**

(510) 747-7513

[www.AlamedaParatransit.com](http://www.AlamedaParatransit.com)

1155 Santa Clara Ave  
Alameda, CA 94501

---

#### **Alameda Loop Shuttle**

Tue/Wed/Thu: 8:30 a.m. - 4 p.m.

Free shuttle open to the public, serving key destinations for seniors and people with disabilities in Alameda.

#### **Shuttle Routes:**

**Tuesday** - West Loop (between Alameda Landing, Mastick Senior Center, and downtown Alameda) leaving the Anne B. Diament Senior Plaza at 920 Park Street and the Target Store on the hour and half past the hour

**Wednesday** - East Loop (between Bay Farm Island, downtown Alameda and Mastick Senior Center) leaving the Waters Edge Lodge at 801 Island Drive on the hour and half past the hour

**Thursday** - Central Loop (between downtown Alameda, Mastick Senior Center, Shore Line Drive and Bridgeside Center) leaving the Anne B. Diament Senior Plaza at 920 Park Street on the hour and half past the hour

#### **Driver Can Assist Riders With:**

- Boarding and exiting the shuttle
- Securing walkers and wheelchairs
- Carrying up to five bags of groceries and/or a folding shopping cart

#### **Shuttle Schedules & Holidays:**

Shuttle schedules are available at Mastick Senior Center and at [www.AlamedaLoopShuttle.com](http://www.AlamedaLoopShuttle.com).



### ***Group Trips:***

- Leisure Club Group Trips: Free and available to adults with developmental disabilities who are Alameda Leisure Club Members.
- Monthly Group Trips: Available to Mastick Senior Center members.

### ***Subsidized Taxi Program***

Mon - Fri: 6 a.m. - 9 p.m. Sat - Sun: 9 a.m. - 7 p.m.

- Medical Return Trips: Available to Alameda residents enrolled with East Bay Paratransit.
- Premium Taxi Trips: Available to Alameda residents 70 years or over enrolled with East Bay Paratransit.

### ***Scholarship Program***

- For Alameda Point Collaborative residents and low income Paratransit Program members.

---

## **Public Transit:**



AC Transit

[www.actransit.org](http://www.actransit.org) Telephone: (510) 891-4700

***Free AC Transit Bus Passes:*** The City's Paratransit program provides free AC Transit bus passes to:

- ***Mastick Senior Center*** members (***NEW!***): Alameda residents who are 65 years old or older and meet the low-income requirements - available on a first-come, first served basis.
- ***Alameda Housing Authority*** residents at: Anne B. Diamant, Everett Commons, Lincoln Willow, Rosefield Village, and the Senior Condos 1-6.
- ***Alameda Point Collaborative*** residents: who are seniors or people with disabilities and who meet the low-income requirements.

**Contact:** For more information, please contact Mastick Senior Center at (510) 747-7513 or [vwilliams@alamedaca.gov](mailto:vwilliams@alamedaca.gov).

---

### **Clipper Card**

Clipper® is an electronic transit card that can be used on most transit services in the Bay Area.



## 1. How Does It Work?

The card keeps track of transit passes, discount tickets, and ride books you have purchased, as well as cash value. Your Clipper Card will apply all fares, discounts, and transfer rules that are appropriate for you. Discounts vary by agency.

## 2. How Can You Get One?

Adults can get a standard Clipper Card for a small fee. To order a standard card, visit [www.clippercard.com/ClipperWeb/getTranslinkOrderCard.do](http://www.clippercard.com/ClipperWeb/getTranslinkOrderCard.do).

## 3. Am I Eligible for Discounted Fares?

Special cards are available to people with disabilities, seniors, and youth, which allow cardholders to pay discounted fares on most public transit services. People with disabilities who require a travel attendant can request a discount card for the attendant.

### **Regional Transit Connection (RTC) Clipper Card for People with Disabilities**

#### **Who Is It For?**

People with eligible disabilities

#### **How Can You Get One?**

1. Review the information at [www.511.org/transit/accessibility/discount](http://www.511.org/transit/accessibility/discount)
2. Complete the Eligibility form at [www.511.org/transit/accessibility/eligibility](http://www.511.org/transit/accessibility/eligibility)

### **Senior Clipper Card**

#### **Who Is It For?**

Seniors (age 65+)

#### **How Can You Get One?**

Fill out an application at [www.clippercard.com/ClipperWeb/discounts/senior.do](http://www.clippercard.com/ClipperWeb/discounts/senior.do). Return it by mail, email, or fax. Address and numbers are listed in the application.

### **Youth Clipper Card**

#### **Who Is It For?**

Youth (min. age 5; max. age varies by agency)

#### **How Can You Get One?**



Fill out an application at [www.clippercard.com/ClipperWeb/discounts/youth.do](http://www.clippercard.com/ClipperWeb/discounts/youth.do). Return it by mail, email, or fax. Address and numbers are listed in the application.



### ADA Paratransit

East Bay Paratransit  
1750 Broadway Street, Oakland, CA 94612  
Telephone: (510) 287-5000 or (800) 555-8085  
[www.eastbayparatransit.org](http://www.eastbayparatransit.org)  
Hours Varies by area

East Bay Paratransit is available in the same places where BART and AC Transit operate. Service is also available to and from San Francisco.

You may be eligible for ADA paratransit<sup>1</sup> if your disability prevents you from either: (1) using transit, or (2) getting to or from transit.

#### Eligibility:

- You must live in the East Bay Paratransit service area AND
- Due to a disability or disabling health condition, you must be unable to use AC Transit buses or BART trains.

How to Apply: Call East Bay Paratransit to have an application mailed to you, or download an application at [www.AccessAlameda.org](http://www.AccessAlameda.org).

### Additional Resources

 <p>San Francisco Bay Ferry</p> <p><a href="https://sanfranciscobayferry.com/">https://sanfranciscobayferry.com/</a></p>	 <p><a href="http://www.bart.gov">www.bart.gov</a></p>	 <p><a href="http://www.amtrak.com">www.amtrak.com</a></p>
---	--	---





## Senior Resources

### **LIFE Elder Care**

Do sight, mobility or health issues make it hard to go to the doctor or get groceries? Need guidance, a steady arm or basic help at your destination?

You may qualify for assistance with our "door-through-door transportation services."

Trained, screened drivers help you from your homes, assist as needed with shopping and appointments, and accompany you safely back into your home afterwards.

To get started call 510-894-0370, or email [rides@LifeElderCare.org](mailto:rides@LifeElderCare.org). Visit their website at [www.lifeeldercare.org](http://www.lifeeldercare.org).

---

### **Easy Does It (EDI)**

If your wheelchair, scooter or other mobility device breaks down while you are out and about in the cities of Alameda, Albany, Berkeley, Castro Valley, Emeryville, Hayward, Oakland, San Leandro or San Lorenzo, call Easy Does It at 510-704-2111.

The dispatch will connect you with a technician who will attempt to troubleshoot the problem over the phone. If the issue cannot be resolved, the technician will meet you at your location, attempt minor on-site repairs, and if still needed, get you home safely.

The Fast Accessible Safe Transportation and Emergency Repair (FASTER) service is available from 10 AM to 6 PM, Monday through Friday. For more information, please visit <https://easydoesitservices.org/faster>.

### **Still have questions about the public transit services in your area?**

Call 5-1-1, visit 511.org, or contact your local transit agency directly. The 5-1-1 service provides information on how to connect to public transportation in other counties as well.

---



## Frequently Asked Questions

### What is LIHEAP?

LIHEAP is a federally-funded program that helps households experiencing low income with payment assistance for electricity and/or natural gas costs. LIHEAP can also help with free home weatherization services for eligible households.

### How does LIHEAP help me?

LIHEAP can provide a one-time per calendar year payment assistance benefit, in the form of a direct payment from the State of California, to a benefitted applicant's electricity and/or natural gas utility provider.

### Am I eligible for a LIHEAP benefit?

Eligibility is based on the applicant household's total gross monthly income, which cannot exceed the LIHEAP gross income guidelines. Additionally, Federal law requires that LIHEAP funds go to households with low incomes and high energy costs, prioritizing households with seniors (60+ years of age), persons with disabilities, and/or children ages five and under.

### **SPECIAL NOTICE FOR 2025**

Due to limited funding and a high demand for LIHEAP, a priority plan is in effect to serve those with the most critical need. We encourage you to apply but *cannot guarantee assistance* even if you meet the income eligibility guidelines.

## Additional Resources

<b>ENERGY PROVIDERS IN ALAMEDA COUNTY</b>
<u>Pacific Gas &amp; Electric Company (PG&amp;E)</u> PGE.com ♦ 800-743-5000
Save money with these programs:
<ul style="list-style-type: none"> <li>• CARE/FERA</li> <li>• REACH</li> <li>• Medical Baseline</li> <li>• Green Saver Program</li> <li>• Arrearage Management Plan</li> </ul>
<u>Alameda Municipal Power</u> (City of Alameda residents only) AlamedaMP.com ♦ 510-748-3900
Save money with these programs:
<ul style="list-style-type: none"> <li>• Project EASE</li> <li>• Energy Assistance Program (EAP)</li> </ul>
<u>Ava Community Energy (formerly EBCE)</u> AvaEnergy.org ♦ 833-699-3223

## Spectrum's other programs for Alameda County seniors (60+)

Seniors Meals	In-person meals for active seniors across northern, central, and southern Alameda County.
Meals on Wheels	Home-delivered meals in Dublin, Livermore, Pleasanton, and Sunol.
Fall Prevention	Virtual & in-person classes across the northern and central county for at-risk seniors to reduce/prevent falls.
Connect	Wellness check-ins, reassurance calls, and friendly visits to combat social isolation.



EN Rev. 11.01.24

# How to apply for the Low Income Home Energy

## Assistance Program

# LIHEAP

*A step-by-step guide for Alameda County residents interested in applying for LIHEAP*

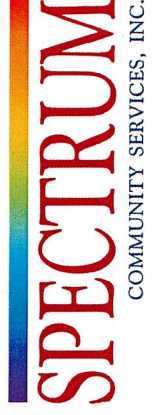
Submit your application...

**Online:** CALIHEAPapply.com

— Or —

**By mail:**

Spectrum Community Services  
LIHEAP  
PO Box 4317  
Hayward, CA 94540-4317



510-881-0300

SpectrumCS.org



### Steps to Apply for LIHEAP:

1. **Completely fill out** the Application Form. Contact Spectrum if you need one.
2. Make **copies** of the Required Documents. Originals will not be returned.
3. Submit the **completed** Application Form and **all** Required Documents by mail, or apply online at CALIHEAPApply.com.
4. Wait for an update by US Mail or email.

### Required Documents

Your complete application **MUST** include the following:

- ★ COMPLETED Application Form
  - Applicant's US Government-Issued Photo ID
  - ◆ Proof of Energy Costs
  - ALL Household Income Documents
- DO NOT SEND ORIGINAL DOCUMENTS.**  
They will not be returned.

### Examples of

#### US GOVERNMENT-ISSUED PHOTO ID

*Expired ID acceptable 1 year past expiration \**

- State or Tribal ID card
- Driver license
- US passport or passport card
- US military ID or military dependent's ID card (front and back)
- Permanent Resident Card
- Certificate of Citizenship/Naturalization.

*\*Seniors 60+ need not meet expiration requirement*

#### PROOF OF ENERGY COSTS

Most **RECENT** energy bill(s) (from the last 30 days). Must have the billing name, service address (no PO boxes), visible account number, and show at least 22 days of service for **only one residence**.

If you have:	Submit COPIES of:
Energy Account(s)	ALL pages of bill(s).
Submetered Utilities	Receipt showing gas/electric costs.
Utilities Included in Rent	Letter from property owner/manager stating total amount of rent that goes towards your monthly energy costs.

### Acceptable Documents

#### INCOME DOCUMENTS

*Must be issued within 30 days of your application. ONLY SEND COPIES.*

If you receive:	Submit COPIES of:
Wages/ Earned Income (18+ only)	Paycheck stubs for <u>one month</u> (weekly = 4 stubs, bi-weekly = 2 stubs), or letter/printout from employer with gross amount and time period.
SSA/SSDI, SSI/SSP, Veteran's Benefits	Check/bank statement (showing direct deposit), or award letter.
Pensions, Annuities, IRAs	Lifetime award letter, or check stub, or current award letter.
CalWORKS**/GA	Notice of Action, or verification letter, or printout summary, or check/bank statement (direct deposit).
Workers Comp., Disability, Unemployment	Check stub, or printout, or award letter.
Child/Spouse/ Individual Support	Court document, or check, or <u>signed &amp; dated</u> statement from payer of support.
Self-Employment	Ledger/journal (one month), or <u>signed &amp; dated</u> 1040 form (most recent) + Schedule 1 + Schedule C.
Other	Written statement for odd jobs with dollar amounts & dates, current receipts for recycled materials.

### 2025 Income Guidelines

Your household **must** not exceed the income guidelines\*\*.

\*\*Exception: Households with at least one person currently receiving CalFresh and/or

Household Size	Maximum Gross (pre-tax) Monthly Amount
1	\$3,170.00
2	\$4,145.41
3	\$5,120.83
4	\$6,096.25
5	\$7,071.58
6	\$8,047.00
7	\$8,229.91
8	\$8,412.75
9	\$8,595.66
10	\$8,778.58

CalWORKS are exempt from the income guidelines. Current (issued within 30 days) proof of CalFresh and/or CalWORKS **must** be provided with the application.

**Due to limited funding and high demand, a priority plan is in effect. Some income-eligible households may be denied.**

**NOTE:** There is a **minimum 8-10 week** processing period before program benefits are applied to utility accounts.

Please DO NOT stop paying your bills.

#### NO INCOME?

Households that do not or cannot provide proof of income **must complete** form CSD 43B Certification of Income & Expense (included with application). *Not required if your household provides documentation for income (including current CalFresh verification).*

Larger print needed? → SpectrumCS.org



## 经常被问到的问题

### 什么是 LIHEAP?

LIHEAP 是一项联邦政府资助的计划，旨在帮助低收入家庭支付电力和/或天然气费用。LIHEAP 还可以帮助符合条件的家庭提供免费的房屋保温节能改造服务。

### LIHEAP 能如何帮助我?

LIHEAP 能够帮助支付您的电费/天然气账单。LIHEAP 以加州政府直接付款的形式向受益申请人的电力和/或天然气提供商提供每年一次性付款援助福利。

### 我有资格获得 LIHEAP 福利吗?

福利资格取决于申请家庭的每月税前总收入，该总收入不能超过 LIHEAP 总收入准则。此外，联邦法律规定 LIHEAP 资金流向低收入和高能源成本的家庭，优先考虑有 60 岁及以上的长者，残疾人，和/或有 5 岁及以下儿童的家庭。

### 2025 年特别通知

由于资金有限，且对 LIHEAP 的需求量很大。因此优先计划现已生效，为那些最有迫切需求的人提供服务。我们鼓励您申请，但即使您符合收入资格准则，我们也不能保证您一定能获得援助。

## 额外的资源信息

阿拉米达县的能源供应商
<u>Pacific Gas &amp; Electric Company (PG&amp;E)</u> PGE.com ♦ 800-743-5000
您可以通过以下计划减少开支:
<ul style="list-style-type: none"> <li>• CARE/FERA</li> <li>• REACH</li> <li>• Medical Baseline</li> <li>• Green Saver Program</li> <li>• Arrearage Management Plan</li> </ul>
<u>Alameda Municipal Power</u> (仅限阿拉米达市居民) AlamedaMP.com ♦ 510-748-3900
您可以通过以下计划减少开支:
<ul style="list-style-type: none"> <li>• Project EASE</li> <li>• Energy Assistance Program (EAP)</li> </ul>
<u>Ava Community Energy (原来的 EBCe)</u> AvaEnergy.org ♦ 833-699-3223

## Spectrum 为阿拉米达县 60 岁以上长者提供的其他项目

长者餐食	为阿拉米达县北部、中部和南部生活的老年人提供现场或外带餐食。
送餐上门	在都柏林(Dublin), 利佛莫尔(Livermore), 普莱森顿(Pleasanton)和苏诺尔(Sunol) 提供送餐上门服务。
预防跌倒	在北部和中部的阿拉米达县为高危老年人提供现场及网上课程, 以减少/预防跌倒。
外界连接	提供健康检查、电话拜访以及亲自拜访, 以消除老年人的社会孤立感。



# 如何申请低收入家庭能源援助计划

# LIHEAP

为有兴趣申请 LIHEAP 计划的  
阿拉米达县居民  
提供进一步的指导

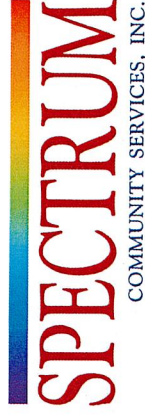
可以通过以下方式提交您的申请...

上网: CALIHEAPApply.com

— 或者 —

邮寄邮件:

Spectrum Community Services  
LIHEAP  
PO Box 4317  
Hayward, CA 94540-4317



510-881-0300

SpectrumCS.org



## 申请LIHEAP的步骤:

1. 完整地填写申请表。  
如果您需要申请表, 可以联系Spectrum。
2. 复印所有需要提交的文件。原件将不予退还。
3. 通过邮寄方式提交完整填写的申请表和所有必需文件。或通过 CALIHEAPApply.com 在线申请。
4. 等待美国邮件或电子邮件的消息。

## 可接受的文件例子

### ● 美国政府颁发的身份证件

过期的身份证件过期一年仍可接受\*

- 州立或部落身份证
- 驾驶证
- 美国护照或护照卡
- 美国军人身份证或军人家属身份证 (正面和背面)
- 永久居民卡 (绿卡)
- 公民证书或入籍证书

*只需要一种文件*

\*60岁以上老年人无需满足有效期要求

### ◆ 能源成本证明文件

过去的30天内最新一期的电力/天然气能源账单。账单上必须显示账单名字和地址 (不接受PO Box地址), 需有清晰的账号号码, 需要显示只有一个住宅单位, 并且接受了至少22天的能源服务。

如果您有:	请提交副本:
一个或多个能源账户	能源账单的所有页数
独立电表	显示天然气/电力费用的收据
租金已包含能源费用	房东出具的信件, 说明从您每月租金中用于支付您每月电力和/或天然气费用的总数额。

## 所需文件

您的完整申请必须包括以下内容:

- ★ 完整填写的申请表
- 申请人的美国政府签发的带照片的身份证件
- ◆ 能源成本证明文件
- 家庭所有收入证明文件

请不要提交文件原件。  
原件将不予退还。

## 收入证明文件

必须在提交申请30天内收到的文件  
仅提供副本。

如果您收到:	提供副本:
工资/收入 (18岁或以上)	一个月的工资单 (每周发工资 = 4份工资单, 每两周发工资 = 2份工资单)。或提供来自雇主的信件/打印件, 显示税前总金额工资和工作时间段。
SSA/SSDI, SSI/SSP, 退伍军人福利	支票 / 银行对账单 (显示直接存款 direct deposit), 或奖励信。
退休金, 年金, IRAS	终身奖励信, 或收入票根 (check stub), 或当前奖励信
CalWORKS** / GA	申请处理通知书, 或证明信, 或相关资金文件打印信件, 或支票/银行对账单 (直接存款)
工人受伤赔偿, 残疾人补助, 失业补助	收入票根, 或记录资金的打印信件, 或奖励信
子女赡养费/配偶赡养费/智力和发育障碍支持	法院文件, 或支票, 或赡养费支付者的签名及注明日期的声明。
自雇人士	一个月的分类账/日记账, 或签名及注明日期的最新1040表格 + 附表 1 + 附表 C。
其他	打散工的书面声明, 内容需包括金额和日期。如资源回收材料, 需提供最新收据。

## 2025年 收入准则

您的家庭总收入不得超过收入准则\*\*

家庭人数	每月最高收入限制 (税前)
1	\$3,170.00
2	\$4,145.41
3	\$5,120.83
4	\$6,096.25
5	\$7,071.58
6	\$8,047.00
7	\$8,229.91
8	\$8,412.75
9	\$8,595.66
10	\$8,778.58

\*\*例外的情况:  
您的家庭目前至少有一人正在接受 CalFresh 和/或 CalWORKS 则不受此准则的约束。

提交申请表时必须同时提供最新的(30天内颁发的) CalFresh 和/或 CalWORKS 证明。

由于资金有限且需求量大, 优先计划现已生效。即使符合收入资格的家庭也可能会被拒绝。

注意: 在能源援助福利正式在您的能源账号生效之前, 最少需要8 - 10 周的处理时间。

请不要停止支付您的账单。

## 没有收入?

没有收入或无法提供收入证明的家庭必须完整填写 CSD 43B 收入和费用证明表格 (与申请表一起提交)。

如果您的家庭能提供收入证明的文件 (包括最新的CalFresh 证明信), 则不需要填写这份表格。

宣传册不够清晰? → SpectrumCS.org



## Preguntas Frecuentes

### Que es LIHEAP?

LIHEAP es un programa financiado con fondos federales que brinda asistencia a hogares de bajos ingresos para pagar su factura de electricidad/gas natural. LIHEAP también puede ayudar con servicios de climatización a hogares elegibles.

### ¿Cómo me ayuda LIHEAP a mí?

LIHEAP puede otorgar un beneficio de pago único, por año calendario, pagado por el Estado de California, al proveedor de sus servicio(s) públicos.

### Soy elegible para un beneficio de LIHEAP?

La elegibilidad se basa en el ingreso mensual bruto del hogar solicitante, sin exceder el límite de ingreso federal de LIHEAP. Además, la ley federal exige que los fondos LIHEAP sean destinados a hogares de altos costos de energía, con prioridad a hogares con mayores (60+ años), personas con discapacidades y/o niños de cinco años o menos.

### AVISO ESPECIAL PARA 2025

Debido a fondos limitados y una gran demanda para beneficios de LIHEAP, está vigente un plan prioritario para atender a hogares con la necesidad más crítica. Le recomendamos presentar su solicitud, pero no podemos garantizar que recibirá un beneficio, aunque cumpla con las pautas/límite de ingreso(s).

## Recursos Adicionales

<p><b>PROVEEDORES DE ENERGÍA - CONDADO DE ALAMEDA</b></p> <p><u>Pacific Gas &amp; Electric Company (PG&amp;E)</u> PGE.com ♦ 800-743-5000</p> <p>Ahorra dinero con los siguientes programas:</p> <ul style="list-style-type: none"> <li>• CARE/FERA</li> <li>• REACH</li> <li>• Medical Baseline</li> <li>• Green Saver Program</li> <li>• Arrearage Management Plan</li> </ul>
<p><u>Alameda Municipal Power</u> (solo para residentes de Alameda) AlamedaMPcom ♦ 510-748-3900</p> <p>Ahorra dinero con los siguientes programas:</p> <ul style="list-style-type: none"> <li>• Project EASE</li> <li>• Energy Assistance Program (EAP)</li> </ul>
<p><u>Ava Community Energy (formerly EBCE)</u> AvaEnergy.org ♦ 833-699-3223</p>

## Otros programas de Spectrum para mayores (60+)

Comidas para Mayores	Comidas en persona para personas activas, 60+, condados norte/sur y central del Condado de Alameda.
Comidas Mobil	Comidas a domicilio a Dublin, Livermore, Pleasanton, y Sunol.
Prevenir caídas	Clases virtuales y en persona en los condados norte y central a fin de educar a mayores en maneras de prevenir caídas
Conecta	Chequeos de bienestar, llamadas y visitas amigables para ayudar a combatir la soledad social.



# Cómo aplicar para el Programa de Asistencia Energética Para Hogares de Bajos Ingresos

# LIHEAP

*Un guía paso-a-paso para Residentes del Condado de Alameda interesados en aplicar para LIHEAP*

Somete tu aplicación...

En línea: [CALIHEAPApply.com](http://CALIHEAPApply.com)

— 0 —

Por correo:

Spectrum Community Services  
LIHEAP

PO Box 4317

Hayward, CA 94540-4317



COMMUNITY SERVICES, INC.

510-881-0300

[SpectrumCS.org](http://SpectrumCS.org)



# Guía de Ingreso 2025

\*\*Su hogar **no puede** exceder la guía de ingreso

\*\*Excepción:  
Hogares con mínimo de una persona actualmente recibiendo CalFresh y/o CALWORKS son exentos de la guía de ingreso.  
**Prueba de este beneficio debe ser incluido con su aplicación.**

Tamaño de Hogar	Máximo Ingreso Mensual (bruto)
1	\$3,170.00
2	\$4,145.41
3	\$5,120.83
4	\$6,096.25
5	\$7,071.58
6	\$8,047.00
7	\$8,229.91
8	\$8,412.75
9	\$8,595.66
10	\$8,778.58

**AVISO ESPECIAL Debido a fondos limitados y alta demanda un plan prioritario está en efecto. Algunos hogares cuales ingresos califican pueden ser negados.**

**NOTE:** Existe un periodo de proceso de mínimo 8-10 semanas antes que el beneficio se refleje en su cuenta de utilidades.

Por favor **NO DEJE** de pagar sus facturas.

## NO INGRESOS?

Hogares que no tienen, o no pueden, proveer prueba de ingreso **deben completar** la forma CSD43B Certificación de Ingreso y Gasto (adjunta) No requerido si su hogar provee documentación de ingreso (**incluyendo verificación de CalFresh actual**).

## Documentos Requeridos

Su aplicación **DEBE** incluir lo siguiente:

- ★ Formulario de Aplicación **COMPLETO**
  - ID oficial, con foto, del aplicante
  - ◆ Prueba de Costos de Energía
  - Documentos de ingreso de **TODO** el hogar
- NO ENVIAR DOCUMENTOS ORIGINALES.**  
No le serán devueltos.

## Documentos Aceptables

■ **DOCUMENTOS DE INGRESOS**  
Debe ser otorgado dentro de 30 días de su aplicación.  
**SOLO ENVIAR COPIAS.**

Si usted recibe:	Someter COPIAS de:
Salario/ Ingreso Ganado (mayores 18+)	Talones de cheque de un mes (semanal = 4 talones, bi-semanal = 2 talones), o carta/historial del empleador con el salario bruto, con el periodo/fechas.
SSA/SSDI, SSI/SSP beneficios de veteranos	Cheque/historial bancario (indicando depósito directo) o carta de beneficio
Pensiones, Anualidades, IRAS	Carta de Beneficio de Vida, talón de cheque, o carta de beneficio actual.
CalWORKS** /GA	Aviso de Acción, carta de verificación, historial, copia de cheque/historial de banco (con depósito directo).
Compensación al Trabajador Incapacidad, Desempleo	Talón de cheque, historial de pagos o carta de beneficio.
Manutención de menores, esposo(a), Individual	Orden de la corte, cheque, o carta firmada y fechada del proveedor de manutención.
Autoempleo	Historial (un mes) reciente, forma 1040 firmado y fechado, con Schedule 1 y C.
Otro	Carta escrita de trabajos variados/ocasionales incluyendo cantidades y fechas, recibos actuales de reciclaje de materiales.

## Pasos para aplicar para LIHEAP:

1. **Completar todo** el formulario de aplicación. Llame a Spectrum para una aplicación.
2. **Haga copias** de los documentos requeridos. Los originales no le serán devueltos.
3. Someter la **aplicación completa** con todos los documentos requeridos por correo, o aplicar en línea por CALIHEAPAPPLY.com.
4. Esperar estatus/respuesta por correo o email.

## Ejemplos de

- **ID oficial con foto**  
ID expirada hasta un año es aceptable\*  
Solo 1 tipo se ocupa
  - ID estatal o de tribu
  - Permiso de conductor
  - Pasaporte o tarjeta de pasaporte de USA
  - ID militar propia o de dependiente militar (frente y dorso)
  - Tarjeta de Residente Permanente Legal (Mica)
  - Certificado de Ciudadanía/Naturalización.
- \*Mayores de 60+ exentos de este requisito

## ◆ PRUEBA DE COSTOS DE ENERGÍA

Factura(s) de energía **más recientes** (últimos 30 días), con nombre de cuenta, domicilio de servicio (no caja postal), número de cuenta, y mínimo 22 días de servicio en un **solo domicilio**.

Si usted tiene:	Someter COPIAS de:
Cuenta(s) Energía	Copia de todas las páginas.
Contador Auxiliar (submeter)	Recibo mostrando costos de gas/electricidad.
Utilidades Incluidas en Renta	Carta del propietario/ agente confirmando el costo total de energía mensual que es incluido en la renta.

¿Ocupa letra grande? → [SpectrumCS.org](http://SpectrumCS.org)



## Các Câu Hỏi Thường Gặp

### LIHEAP là gì?

LIHEAP là một chương trình do liên bang tài trợ giúp các hộ gia đình có thu nhập thấp được hỗ trợ thanh toán chi phí điện và/hoặc khí đốt tự nhiên. LIHEAP cũng có thể trợ giúp các dịch vụ thời tiết gia đình miễn phí cho các hộ gia đình đủ điều kiện.

### LIHEAP giúp tôi như thế nào?

LIHEAP có thể cung cấp phúc lợi hỗ trợ thanh toán một lần mỗi năm, dưới hình thức thanh toán trực tiếp từ tiêu bang California, cho công ty cung cấp điện và/hoặc khí ga của người nộp đơn.

### Tôi có đủ điều kiện nhận hỗ trợ LIHEAP không?

Điều kiện dựa trên tổng thu nhập hàng tháng của hộ gia đình nộp đơn, không thể vượt quá nguyên tắc tổng thu nhập LIHEAP. Ngoài ra, luật liên bang yêu cầu quỹ LIHEAP dành cho các hộ gia đình có thu nhập thấp và chi phí năng lượng cao, ưu tiên các hộ gia đình có người cao tuổi (trên 60 tuổi), người khuyết tật và/hoặc trẻ em từ 5 tuổi trở xuống.

### THÔNG BÁO ĐẶC BIỆT CHO NĂM 2025

Do quỹ chính phủ hạn chế và nhu cầu cao về LIHEAP, kế hoạch ưu tiên phục vụ những người có nhu cầu quan trọng nhất. Chúng tôi khuyến khích bạn đăng ký nhưng không thể đảm bảo hỗ trợ ngay cả khi bạn đáp ứng các nguyên tắc về tính đủ điều kiện về thu nhập.

## Tài Nguyên

### CÁC CƠ SỞ CUNG CẤP NĂNG LƯỢNG Ở QUẬN ALAMEDA

Pacific Gas & Electric Company (PG&E)  
PGE.com ♦ 800-743-5000

Tiết kiệm tiền với các chương trình này:

- CARE/FERA
- REACH
- Medical Baseline
- Green Saver Program
- Arrearage Management Plan

### Alameda Municipal Power

(Dành cho cư dân thành phố Alameda)  
AlamedaMP.com ♦ 510-748-3900

Tiết kiệm tiền với các chương trình này:

- Project EASE
- Energy Assistance Program (EAP)

Ava Community Energy (trước kia là EBCCE)  
AvaEnergy.org ♦ 833-699-3223

### Các chương trình tại Spectrum dành cho người 60+ tuổi ở Quận Alameda

Seniors Meals	Các bữa ăn trực tiếp dành cho người cao niên ở khắp miền bắc, miền trung và miền nam Quận Alameda.
Meals on Wheels	Bữa ăn giao tận nhà tại Dublin, Livermore, Pleasanton, and Sunol.
Fall Prevention	Lớp học trên mạng và trực tiếp ở khắp Quận Bắc và Quận Trung Tâm dành cho người cao niên để giảm/ngăn ngừa té ngã.
Connect	Kiểm tra sức khỏe, gọi điện trấn an và thăm hỏi thân thiện để chống lại sự cô lập xã hội.



VI Rev. 11.01.24

Cách đăng ký cho chương trình  
**Chương Trình Hỗ**

**Trợ Năng Lượng**

# LIHEAP

*Hướng dẫn từng bước dành cho  
cư dân Quận Alameda muốn  
đăng ký LIHEAP*

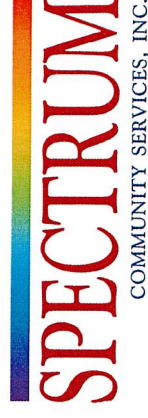
Nộp mẫu đơn của bạn...

Trên mạng: [CALIHEAPapply.com](http://CALIHEAPapply.com)

— hoặc —

**Bằng thư:**

Spectrum Community Services  
LIHEAP  
PO Box 4317  
Hayward, CA 94540-4317



510-881-0300

[SpectrumCS.org](http://SpectrumCS.org)



### Hướng Dẫn Đăng Ký LIHEAP:

1. Hoàn thành mẫu đơn đăng ký.  
Xin liên lạc Spectrum nếu bạn cần mẫu đơn.
2. Sao chụp các tài liệu cần thiết. Bản gốc sẽ không được trả lại.
3. Gửi mẫu đơn đã điền đầy đủ và tất cả các Tài Liệu cần thiết qua bưu điện hoặc đăng ký trên mạng tại CALIHEAPApply.com.
4. Chờ thông báo chấp thuận qua thư hoặc email.

### Tài Liệu Cần Thiết

Mẫu đơn hoàn thành PHẢI bao gồm những điều sau đây:

- ★ Hoàn thành mẫu đơn
  - ID có ảnh do chính phủ Hoa Kỳ cung cấp
  - ◆ Giấy hóa đơn năng lượng
  - TẤT CẢ giấy tờ thu nhập trong gia đình
- XIN ĐỪNG GỬI TÀI LIỆU GỐC**  
Giấy tờ sẽ không được trả lại.

### Các Loại Thí Dụ Tài

- **ID CÓ ẢNH - CHÍNH PHỦ HOA KỲ CUNG CẤP**  
*ID hết hạn được chấp nhận 1 năm sau ngày hết hạn \**
- Thẻ ID Tiểu Bang hoặc Bộ Lạc *Chỉ cần 1 hình thức*
- Bằng lái xe
- Hộ chiếu Hoa Kỳ hoặc thẻ hộ chiếu
- ID quân đội Hoa Kỳ hoặc thẻ ID của người phụ thuộc vào quân đội (mặt trước và sau)
- Thẻ thường trú
- Giấy chứng nhận quốc tịch/nhập tịch.  
*\*Người 60+ tuổi không cần đáp ứng yêu cầu hết hạn*

- ◆ **GIẤY HÓA ĐƠN NĂNG LƯỢNG**  
Hóa đơn năng lượng **GẦN ĐÂY NHẤT** (trong 30 ngày qua). Phải có tên, địa chỉ dịch vụ (không có hộp thư bưu điện), số tài khoản hiện thị và ít nhất 22 ngày sử dụng dịch vụ chỉ cho một nơi cư trú.

<u>Nếu bạn có:</u>	<u>Gửi BÀN SAO của:</u>
Tài Khoản Năng Lượng	Tất cả các trang hóa đơn.
Đồng Hồ Đo Phụ Tiện Ích	Biên lai chi phí ga/điện.
Bao gồm Tiện Ích trong tiền thuê nhà	Thư từ chủ nhà/người quản lý bất động sản nêu rõ tổng số tiền thuế sẽ tính vào chi phí năng lượng hàng tháng của bạn.

Cần in lớn hơn? → [SpectrumCS.org](http://SpectrumCS.org)

### 2025 Hướng Dẫn Thu Nhập

Số người trong hộ gia đình	Tổng thu nhập (trước thuế) hộ gia đình hàng tháng
1	\$3,170.00
2	\$4,145.41
3	\$5,120.83
4	\$6,096.25
5	\$7,071.58
6	\$8,047.00
7	\$8,229.91
8	\$8,412.75
9	\$8,595.66
10	\$8,778.58

Hộ gia đình của bạn **không được** vượt quá hướng dẫn thu nhập\*\*.

\*\*Ngoại Lệ:  
Trong gia đình có ít nhất một người hiện đang nhận CalFresh và/hoặc **CalWORKS** được miễn các hướng dẫn về thu nhập. Bảng chứng hiện tại (được cấp trong vòng 30 ngày) và CalFresh và/hoặc CalWORKS phải được cung cấp cùng với đơn đăng ký.

**Do quỹ chính phủ hạn chế và nhu cầu cao nên kế hoạch ưu tiên đang ứng dụng. Gia đình đủ điều kiện về thu nhập có thể bị từ chối.**

**GHI CHÚ:** Thời gian xử lý tối thiểu là 8-10 tuần trước khi các lợi ích của chương trình được áp dụng cho các tài khoản tiện ích.

Vui lòng **KHÔNG** ngừng tra hóa đơn của bạn.

**KHÔNG CÓ THU NHẬP?**

Các hộ gia đình không thể hoặc không cung cấp bằng chứng thu nhập phải điền mẫu đơn CSD 43B Chứng Nhận Thu nhập & Chi Phí (kèm theo đơn đăng ký). *Không bắt buộc nộp giấy, nếu bạn cung cấp tài liệu về thu nhập (bao gồm xác minh CalFresh hiện tại).*

### Liệu Chấp Nhận

<b>GIẤY TỜ THU NHẬP</b> <i>Phải được cấp trong vòng 30 ngày kể từ ngày nộp đơn. CHỈ GỬI BÀN SAO</i>	<u>Gửi BÀN SAO của:</u>
<ul style="list-style-type: none"> <li>■ Tiền lương (18+ tuổi)</li> </ul>	<ul style="list-style-type: none"> <li>● Giấy lương trong 1 tháng (hàng tuần = 4 paystubs, 2 tuần một lần = 2 paystubs), hoặc thư từ công ty với tổng số tiền và ngày trả lương.</li> </ul>
<ul style="list-style-type: none"> <li>■ SSA/SSDI, SSI/SSP, Veteran's Benefits</li> </ul>	<ul style="list-style-type: none"> <li>● Giấy tờ checking nhà bank hoặc thư phúc lợi.</li> </ul>
<ul style="list-style-type: none"> <li>■ Lương hưu, Annuities, IRAs</li> </ul>	<ul style="list-style-type: none"> <li>● Thư thụ hưởng trọn đời, giấy nhà bank thể hiện tiền gửi trực tiếp.</li> </ul>
<ul style="list-style-type: none"> <li>■ CalWORKS***/GA</li> </ul>	<ul style="list-style-type: none"> <li>● Thư thụ hưởng CalWORKS/GA, hoặc giấy nhà bank thể hiện tiền gửi trực tiếp.</li> </ul>
<ul style="list-style-type: none"> <li>■ Worker Comp., Trợ cấp khuyết tật/thất nghiệp</li> </ul>	<ul style="list-style-type: none"> <li>● Thư thụ hưởng khuyết tật/thất nghiệp hoặc giấy nhà bank thể hiện tiền gửi trực tiếp.</li> </ul>
<ul style="list-style-type: none"> <li>■ Trợ cấp nuôi con/Vợ/Chồng/Cá nhân</li> </ul>	<ul style="list-style-type: none"> <li>● Thư tòa án, hoặc check, hoặc thư của người trả tiền cấp dưỡng kèm chữ ký và ngày tháng.</li> </ul>
<ul style="list-style-type: none"> <li>■ Tự kinh doanh</li> </ul>	<ul style="list-style-type: none"> <li>● Ledger/Journal (1 tháng), hoặc đơn 1040 chữ ký và ngày tháng (mới nhất) + Schedule 1 + Schedule C.</li> </ul>
<ul style="list-style-type: none"> <li>■ Khác</li> </ul>	<ul style="list-style-type: none"> <li>● Thư nêu rõ các công việc lật vật với số tiền và ngày tháng, biên lai hiện tại</li> </ul>





Menu



⚠️ Outages ▾

👤 Sign In

[Financial Assistance](#) > [Low Income Home Energy Assistance Program](#)

# Low Income Home Energy Assistance Program (LIHEAP)

One-time help for low-income households

Visit the California Department of Community Services & Development.

Apply now [↗](#)



# What is LIHEAP?



## Offers different types of help

---

- Help with residential utility bill payment
- Emergency help with residential energy-related crisis such as:
  - Utility shutoff notices
  - Energy-related life-threatening emergencies
- Home weatherization

## By greatest need

---

LIHEAP may also prioritize applicants based on:

- The greatest need and income
- Vulnerable status, including :
  - The elderly
  - The disabled
  - Households with young children

## Is a federally funded program

---

- LIHEAP is a federally funded assistance program.
- It is overseen by the California Department of Community Services and Development (CSD).



- It is administered by 31 Action Agencies throughout California.
- LIHEAP payments may vary by location and funding availability.

## Am I eligible?

Dial [1-866-675-6623](tel:1-866-675-6623) for LIHEAP income guidelines and a list of participating agencies.

You can also find details online. Visit the California Department of Community Services & Development.

[Learn more about LIHEAP](#) 

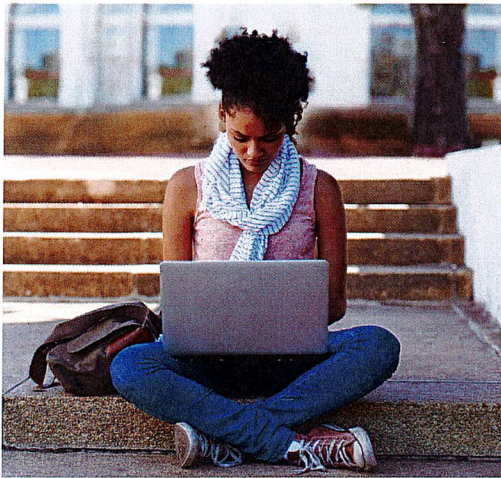
## PG&E Strategic Alliance Project

The Strategic Alliance Project covers issues that affect PG&E low-income customers.

The project works with community-based organizations to help you get the most out of our programs.

Visit an organization's website below for more information.





# AFFORDABLE CONNECTIVITY PROGRAM

## WHAT IS IT?

The Affordable Connectivity Program is an FCC program that helps connect families and households struggling to afford internet service.

### The benefit provides:

- Up to \$30/month discount for internet service;
- Up to \$75/month discount for households on qualifying Tribal lands; and
- A one-time discount of up to \$100 for a laptop, desktop computer, or tablet purchased through a participating provider.

## WHO IS ELIGIBLE?

**A household is eligible for the Affordable Connectivity Program if the household income is at or below 200% of the Federal Poverty Guidelines, or if a member of the household meets at least one of the criteria below:**

- Participates in any of the following assistance programs: SNAP, Medicaid, Federal Public Housing Assistance, Veterans Pension or Survivor Benefits, SSI, WIC, or Lifeline;
- Participates in any of the following Tribal specific programs: Bureau of Indian Affairs General Assistance, Tribal TANF, Food Distribution Program on Indian Reservations, or Tribal Head Start (income based);
- Participates in the Free and Reduced-Price School Lunch Program or the School Breakfast Program, including through the USDA Community Eligibility Provision;
- Received a Federal Pell Grant during the current award year; or
- Meets the eligibility criteria for a participating broadband provider's existing low-income internet program.

## TWO STEPS TO ENROLL

# 1

Go to **AffordableConnectivity.gov** to submit an application or print a mail-in application

# 2

Contact your preferred participating provider to select an eligible plan and have the discount applied to your bill.

Some providers may have an alternative application that they will ask you to complete.

Eligible households must both apply for the program and contact a participating provider to select a service plan.

## LEARN MORE

 Call 877-384-2575, or

 Visit [fcc.gov/acp](https://www.fcc.gov/acp)







# Affordable Connectivity Program

The Affordable Connectivity Program is an FCC program that helps connect families and households struggling to afford **mobile/internet service**. See if You Qualify –Visit: [AffordableConnectivity.gov](https://www.AffordableConnectivity.gov) or Call: 877-384-2575.

## WHAT IS IT?

The benefit provides:

- Up to \$30/month discount for internet service
- Up to \$75/month discount for households on qualifying Tribal lands; and
- A one-time discount of up to \$100 for a laptop, desktop computer, or tablet purchased through a participating provider.

## WHO IS ELIGIBLE?

A household is eligible for the Affordable Connectivity Program if the household income is at or below 200% of the Federal Poverty Guidelines, or if a member of the household meets at least one of the criteria below:

- Participates in any of the following assistance programs: **SNAP, Medicaid, Federal Public Housing Assistance, Veterans Pension or Survivor Benefits, SSI, WIC, or Lifeline**
- Participates in any of the following Tribal specific programs: Bureau of Indian Affairs, General Assistance, Tribal TANF, Food Distribution Program on Indian Reservations, or Tribal Head Start (income based)
- Participates in the Free and Reduced-Price School Lunch Program or the School Breakfast Program, including through the USDA Community Eligibility Provision
- Received a Federal Pell Grant during the current award year; or
- Meets the eligibility criteria for a participating broadband provider's existing low-income internet program.

## Two-Steps to Enroll:

1. Go to [AffordableConnectivity.gov](https://www.AffordableConnectivity.gov) to submit an application or print a mail-in application



2. Contact your preferred participating provider to select an eligible plan and have the discount applied to your bill.

Some providers may have an alternative application that they will ask you to complete.

Eligible households must both apply for the program and contact a participating provider to select a service plan.

## Learn More

Call 877-384-2575 or  
visit [fcc.gov/acp](https://www.fcc.gov/acp)

---

### List of Affordable Connectivity Mobile Phone Providers:

**Assurance Wireless – Tmobile Network**

<https://www.assurancewireless.com/>

1-888 321-5880

**Metro by TMobile:**

<https://www.metrobyt-mobile.com/benefits/affordable-connectivity-program>

Call 888-8METRO8 (888-863-8768)

**AT&T**

<https://www.att.com/help/affordable-connectivity-program/>

1-866-853-0415