

Families are usually eligible for certain benefits based on the Federal Poverty Level (FPL), depending on the amount of gross income families receive before taxes and deductions.

2009 FPL Guidelines

# in HH	100%	133%	200%	250%
1	\$10,830	\$14,403	\$21,660	\$27,075
2	\$14,570	\$19,378	\$29,140	\$36,425
3	\$18,310	\$24,352	\$36,620	\$45,775
4	\$22,050	\$29,326	\$44,100	\$55,125
5	\$25,790	\$34,300	\$51,580	\$64,475
6	\$29,530	\$39,274	\$59,060	\$73,825
7	\$33,270	\$44,249	\$66,540	\$83,175

For each additional family member add \$3,740 for 100% FPL.

Health Insurance/Coverage Eligibility

(See Health Insurance Resources on back panel)

Medi-Cal:	Must be California Resident/US Citizen or LPR ¹ 200% FPL birth to 1 year and pregnant women 133% FPL 1-6 years 100% FPL 6-9 years
Healthy Families:	Must be California Resident/US Citizen or LPR Covers all children 0-19 years to 250% FPL
Healthy Kids:	Must be Santa Clara or San Mateo resident Eligibility regardless of immigration status Covers children 0-19 years old Available up to 400% of FPL in San Mateo Available up to 300% of FPL in Santa Clara
CHDP:	Eligibility regardless of immigration status Available up to 200% of FPL for children 0-21 Enrolls child in Medi-Cal for 2 months
ACE/DHC:	For adults in San Mateo County Eligibility regardless of immigration status ACE covers up to 200%, DHC up to 400% FPL
Ability to Pay:	Covers adults in Santa Clara County Eligibility regardless of immigration status Covers up to 300% FPL
AIM:	Must be pregnant California US Citizen/LPR Available between 200% and 300% FPL

Food Stamp Eligibility

- Families may be eligible for Food Stamps if: they have at least one citizen or LPR family member and their household income is at or below 200% of the FPL.
- Even if parents are undocumented, their documented children can receive Food Stamps.**
- To apply, call the California Food Stamps Hotline: 877-847-FOOD or go to a local agency (see Food Section)**

Housing Information

If a family is living in poor housing conditions that might be affecting their children's health, suggest that the family take immediate action.

A patient family should:

- NOTIFY** their landlord in writing about the problems and ask the landlord to make all necessary repairs. CC the letter to the county or local building inspectors. Keep a copy.
- DOCUMENT** the problem to prove that he/she asked his/her landlord to make the necessary repairs. (e.g., photos)
- If the family's landlord does not respond to a written request for repairs within a "reasonable period," family should **FILE a COMPLAINT with the County Department of Environmental Health** and have their home inspected.

San Mateo County Environmental Health Services Division

Home Inspection Complaint Line: (650) 599-1112

East Palo Alto Code Enforcement: (650) 853-5942

Santa Clara County Building Inspections

San Jose: (408) 277-4528, Sunnyvale: (408) 730-7610

→ You can help by writing a letter. Call FAP for information.

Resources

“Core Service Agencies” and Emergency Services:

Provide emergency support to families, including immediate food, transportation, shelter referrals, clothing and housing assistance.

San Mateo County:

- Coastside Hope** (Montara, Moss Beach, El Granada, Half Moon Bay, La Honda, Pescadero): (650) 726-9071
- Fair Oaks Community Center** (Redwood City, North Fair Oaks, Atherton, Woodside, Portola Valley): (650) 780-7500
- Daly City Community Services Center** (Daly City, Colma, and Broadmoor): (650) 991-8007
- Ecumenical Hunger Program** (Palo Alto, Menlo Park, East Palo Alto): (650) 323-7781
- El Concilio of San Mateo County** (East Palo Alto, Menlo Park): (650) 330-7432
- North Peninsula Neighborhood Service Center** (South San Francisco, San Bruno, Brisbane): (650) 583-3373
- Tides/Pacifica Resource Center** (Pacifica): (650) 738-7470
- Samaritan House** (Millbrae, Burlingame, Hillsborough, San Mateo, Foster City, Belmont, San Carlos): (650) 347-3648
- Salvation Army:** (650) 368-4643
- Catholic Charities:** (415) 972-1200

Santa Clara County:

- Community Services Agency** (Mountain View, Los Altos, Los Altos Hills): (650) 968-0836
- West Valley Community Services** (Cupertino, Saratoga, Los Gatos, West San Jose): (408) 255-8033
- Sacred Heart Community Service** (San Jose, Campbell): (408) 278-2160
- Salvation Army:** (408) 282-1165 / (408) 247-4588

- St. Joseph's Family Center** (Gilroy, San Martin): (408) 842-6662
- Sunnyvale Community Services** (Sunnyvale): (408) 738-4321
- Urban Ministry/InnVision Opportunity Service Center** (Palo Alto, Menlo Park): Drop-in Center: (650) 853-8672; Food Pantry: (650) 325-3663

Advocacy and Legal Services

- The Peninsula Family Advocacy Program (FAP) of the Legal Aid Society of San Mateo County:** Provides a wide range of legal services on site at LPCH, Ravenswood, SMMC and some of its clinics. (650) 375-0185 ext. 3304
- San Mateo County Private Defender:** Representation of indigent criminal defendants. (650) 298-4030
- Santa Clara County Public Defender:** Representation of indigent criminal defendants. (408) 299-7700
- www.lawhelpcalifornia.org:** California legal aid referrals.

Child Abuse and Trauma

- Youth and Family Enrichment Services, Healthy Homes Project:** (San Mateo County): Counseling and advice for families with children under 5 years who have witnessed family violence. (650) 579-0361
- Family Service Agency of San Mateo County:** Counseling for children and families, child abuse treatment program. (650) 403-4300
- Family and Children Services:** Counseling, education, prevention programs. (650) 326-6576
- Child Protective Services:** Report suspected child abuse.
 - San Mateo County: (800) 632-4615
 - Santa Clara County: (650) 493-1186 / (408) 299-2071

Child Care, Early Intervention, and After School Programs

- Child Care Coordinating Council (4C's):** Free referral service to child care providers, offers child care subsidies.
 - San Mateo County: (650) 655-6770
 - Santa Clara County: (408) 487-0747
- Prenatal to Three Initiative:** (San Mateo County): Information, support and care for families with children ages 0-3 including home visits and parent groups. (650) 573-2502
- Early Head Start:** Developmental services for infants and toddlers (under 3); social services for their families.
 - San Mateo County: (650) 871-5613
 - Santa Clara County: (800) 820-8182
- Head Start:** Free child development and educational programs (ages 3-5).
 - San Mateo County: (650) 871-5613
 - Santa Clara County: (800) 820-8182
- Family Resource Centers:** Prevention, early intervention social services at school sites.
 - San Mateo County: (650) 802-5018 / (650) 363-4218
 - Santa Clara County: (408) 846-4400 / (408) 686-8711
- Regional Centers** (See Disability and Special Education)
- YMCA of Santa Clara Valley:** (408) 298-3888
- Peninsula Family YMCA:** (650) 286-9622
- Mid-Peninsula Boys & Girls Club:** (650) 347-9891
- Boys & Girls Club of Silicon Valley:** (408) 957-9685

Child Support

- Department of Child Support Services:** Enforces financial responsibilities of parents for their children.
 - San Mateo County: (866) 366-8221
 - Santa Clara County: (888) 687-7500
- Family Law Facilitator:** At the courthouse, provides legal information, forms, and help with procedures related to child support, spousal support, and family law issues.
 - San Mateo County: (650) 363-4590
 - Santa Clara County: (408) 882-2900

Disability and Special Education

- H.E.A.L.** (At LPCH): School re-entry program helping medically fragile children access necessary education services. (650) 725-2381
- Parents Helping Parents:** Resources, support groups for parents of children with special needs. (408) 727-5775
- Center for Independence of the Disabled:** 645-1780
- Parca:** Advocates for families of children with developmental disabilities; activity and support groups, after-school recreation, respite care. (650) 312-0730
- Children's Health Council:** Educational, assessment and treatment services, training to children with developmental challenges. (650) 688-3625
- Regional Centers:** Links individuals with developmental disabilities to services. Connections to Early Start services for children ages 0-3 with or at risk for developmental delays.
 - Golden Gate (San Mateo County): (650) 574-9232
 - San Andreas (Santa Clara County): (408) 846-8805
- Supplemental Security Income (SSI):** Welfare for aged, blind, or disabled and low-income. (800) 772-1213

Domestic Violence and Sexual Assault

- Community Overcoming Relationship Abuse (CORA)** (San Mateo County): Confidential services to victims of domestic/dating violence; help with restraining orders. 24-hour hotline: (800) 300-1080; Legal Information Line: 650-259-1855
- Next Door Solutions to Domestic Violence** (Santa Clara County): Domestic violence full-service agency and shelter. 24-hour hotline: (408) 279-2962
- Support Network for Battered Women** (Santa Clara County): Services for victims of domestic violence and their children. 24-hour hotline: (800) 572-2782
- Rape Trauma Services:** 24-hr hotline: (650) 692-7273
- National Domestic Violence Hotline:** (800) 799-SAFE
- National Sexual Assault Hotline:** (800) 656-HOPE
- Youth and Family Enrichment Services, Healthy Homes Project:** (See Child Abuse) (650) 579-0361

Food Assistance (See also Core Service Agencies and Emergency Services)

- WIC:** Supplemental nutrition program for women, infants, and children, food vouchers, nutrition education, referrals.
 - San Mateo County: (650) 573-2168
 - Santa Clara County: (408) 792-5101

¹ LPR= Legal Permanent Resident (has a Green Card)

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- **Food Stamps:** Electronic benefits to help low-income households buy food items.
 - San Mateo County: East Palo Alto: (650) 363-4218, Daly City: (650) 301-8720, Belmont: (650) 802-8720, South SF: (650) 877-5608
 - Santa Clara County: Mountain View: (650) 988-6100, San Jose: (408) 271-5500
- **Food Connection:** connects callers with food resources in their local area (800) 984-3663
- **National Hunger Hotline:** Referrals to emergency food programs, government assistance. 866-3-HUNGRY

Health Insurance/Coverage (See Health Insurance Box)

- **Community Health Advocate Hotline:** Screens for Medi-Cal, Healthy Families, Healthy Kids and ACE Program eligibility and helps families enroll in the right program. Call to find local places to apply for all health insurance/coverage programs at once.
 - San Mateo County: (650) 573-3595
 - Santa Clara County: (888) 244-5222
- **Medi-Cal:** California's Medicaid program that provides health care coverage for low-income families and elderly or disabled individuals.
 - San Mateo County: (650) 802-6470, East Palo Alto and Menlo Park: (650) 363-4175
 - Santa Clara County: (408) 271-5600
- **Ability to Pay Determination Program:** Low cost medical services for Santa Clara County adults without health insurance at County clinics and hospitals. (408) 885-7470

Housing (see Housing Box above)

- **County Housing Authority offices:** Rental subsidies, low income housing provision (Section 8, Public Housing)
 - San Mateo County: (650) 802-3300
 - Santa Clara County: (408) 275-8770
- **Mid-Peninsula Housing Coalition:** Provides affordable housing in San Mateo and Santa Clara. (650) 356-2900
- **HIP Housing** (San Mateo County): Home sharing, self-sufficiency services, home equity conversion programs, general affordable housing. (650) 348-6660
- **Shelter Network:** Housing and support services for homeless families. (650) 685-5880
- **Emergency Housing Consortium** (Santa Clara County): Shelter, housing opportunities and supportive services for homeless families. (408) 294-2100
- **Catholic Charities:** Transitional and permanent housing and supportive services.
 - San Mateo County: (415) 972-1200
 - Santa Clara County: (408) 468-0100
- **Community Action Agency** (San Mateo County): Home weatherization services, supplemental payment of energy heating costs, appliance replacements, emergency food. (650) 595-1342
- **Inspection Services:** See Housing Box.

Immigrant and Refugee Assistance

- **Community Legal Services in East Palo Alto:** Legal help

- with immigration issues. (650) 326-6440
- **Coastside Hope** (San Mateo County): Legal help with immigration. (650) 726-9071
- **Katherine and George Alexander Community Law Center:** Legal help with immigration. (408) 288-7030
- **International Institute of Bay Area** (San Mateo County): Naturalization, immigrant legal services, and community education and outreach. (650) 780-7530
- **Immigrant Assistance Line:** (415) 543-6767 (Spanish/English), (415) 543-6769 (Cantonese)
- **Immigrant Hotline** of the **Services, Immigrant Rights, and Education Network** (SIREN) of Santa Clara County: Citizenship application assistance; immigration education. San Jose: (408) 453-3003 / (408) 453-3013 (Hotline)
- **Asian Law Alliance** (Santa Clara County): Immigration consultations and legal representation. (408) 287-9710

Mental Health and Counseling

- **San Mateo County Mental Health ACCESS Team:** Information, referral and assessment for mental health services. (800) 686-0101
- **Santa Clara County Mental Health Call Center:** Information, referrals, crisis intervention. (800) 704-0900
- **Youth Service Bureau** (San Mateo County): Individual, group and family counseling. (650) 349-7969
- **Family and Children Services:** Counseling, education, and violence prevention programs. (650) 326-6576
- **Youth and Family Enrichment Services** (San Mateo County): Individual, family and group counseling for children, teens and adults. (650) 591-9623
- **SAYAT (Support and Advocacy for Young Adults in Transition)** (San Mateo County): Case management through Mental Health Association for young adults ages 18-23 with emotional, mental, developmental or learning disabilities, and/or substance abuse issues. (650) 368-3345

Parenting, Adoption, and Custody

- **Youth and Family Enrichment Services, Family Law Services:** (San Mateo County) Assistance with filing for divorce, restraining orders, child custody, visitation rights, and child and spousal support. (650) 366-8401
 - 24-hour Parent Support Line: (650) 579-0358
- **Family Law Facilitator** (see Child Support section)
- **Family and Children Services:** Counseling, family support, and case management. (650) 326-6576
- **Kinship Support Services** (San Mateo County): Counseling, tutoring, and other services for children being raised by relatives. (415) 682-3205

Sexual and Reproductive Health

- **Access for Infants and Mothers (AIM) and Early and Periodic Screening Diagnosis and Treatment Program (EPSDT):** Low-cost health coverage for pregnant women and newborns who don't have health insurance. Must apply before 30th week of pregnancy. (800) 433-2611
- **Family PACT:** Free family planning services for women and teens who do not qualify for Medi-Cal or Healthy Families. (866) 326-7228
- **Planned Parenthood:** Counseling and health care for

contraceptive needs.

- San Mateo County: (800) 967-7526
- Santa Clara County: (408) 287-7526
- **Family Health Services Resource Line:** Free or low-cost clinics. Call the Prenatal to Three Initiative to find a clinic or a home visit: (888) 840-0889
- **California Youth Crisis Hotline:** (800) 843-5200
- **National STD/AIDS Hotline:** (800) CDC-INFO

Substance Abuse

- **Alcoholics Anonymous** 24-hour hotline
 - San Mateo County: (650) 577-1310
 - Santa Clara County: (408) 374-8511
- **Alcohol and Drug Helpline** (24 Hour): (650) 573-3950
- **Project 90:** Residential alcohol/drug recovery services. (650) 579-7881
- **National Drug and Alcohol Treatment Referral Routing Service:** (800) 662-4357
- **California Smokers' Helpline:** (800) 662-8887

Teen Resources

- **Nineline of the Covenant House:** 24-hour crisis intervention line for youth. (800) 999-9999
- **California Youth Crisis Hotline:** (800) 843-5200
- **Youth and Family Enrichment Services, Crisis Intervention & Suicide Prevention Center:** (650) 579-0350
- **National Gay, Lesbian, Bisexual, Transgender Youth Hotline:** (800) 347-TEEN
- **Gay, Lesbian, Bisexual, Transgender National Hotline:** (888) THE-GLNH
- **Your House South:** Emergency and temporary housing for youth whose families are in crisis. (650) 367-9687
- **Sequoia Teen Wellness Center** (San Mateo County): Medical care, family planning, health education, and case management for youth. (650) 366-2927

Utility and Fuel Assistance

- **Low Income Home Energy Assistance Program (LIHEAP):** Weatherization services, utility assistance.
 - San Mateo County: Call the Community Action Agency to apply: (650) 595-1342
 - Santa Clara County: (408) 920-3953
- **California Alternate Rates for Energy (CARE):** 20% discount for PG&E customers who meet income guidelines. (866) PGE-CARE (866-743-2273)
- **PG&E Medical Baseline program:** Discounts for customers with certain medical conditions. (800) 743-5000
- **SBC/ATT Universal Lifeline Service:** 50% discount on local phone service for low-income customers. (866) 999-6181

Welfare (CalWORKs)

- Cash assistance for families. Families receiving CalWORKs can get transportation vouchers, child care assistance, unemployment insurance and résumé and job preparation.
- San Mateo County: Redwood City: (650) 367-0190, San Carlos: (650) 596-0135, Menlo Park: (650) 330-6429, Daly City: (650) 301-8440
 - Santa Clara County: San Jose: (408) 271-5500, Mountain View: (650) 988-6100



The Peninsula Family Advocacy Program Advocacy Code Card

General Advocacy Tips to Help Patients

- Ask questions about your patients' home environment and family life.
- Document patients' needs for services or your concerns about their home lives in their charts to create a written record.
- Help de-stigmatize the use of government benefits such as Food Stamps by encouraging patients to use them.
- Encourage patient families to reapply or appeal if they were denied services or benefits they need.
- Help families think about maximizing income by using alternative sources of income support (Food Stamps, fuel subsidies, childcare vouchers, etc.).
- Write referrals to resources on the back of your business card.

Sample Screening Questions

1. Do you ever have trouble paying rent or utility bills?
2. Do you feel safe in your home? Do you have any concerns about your family's safety or stability?
3. Is there anything about your home that you are worried might worsen your child's health?
4. Does your family have enough healthy food to eat today?
5. Do you need help getting benefits or services for your family?
6. Do you have questions about being an immigrant and using public benefits or community resources?
7. Is anyone in your family without health insurance?
8. Do you have any concerns about your child's education or school performance?
9. Who takes care of your children during the day? Do you want help with childcare?

Tips for Immigrant Families

1. Receipt of Food Stamps, health insurance, public housing, WIC and other NON-CASH benefits **should not** affect an immigrant's ability to get a "Green Card."
2. Receipt of CASH benefits - SSI and welfare (CalWORKs) **may** render that immigrant a "Public Charge" and interfere with his/her ability to become an LPR¹.
3. Encourage families to access Food Stamps, WIC, health insurance, and public housing.
4. It is **not advisable** to apply for a change of immigration status based on a child's illness.

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