

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.

2013 FPL Guidelines (monthly income)

# in HH	100%	133%	200%	250%
1	\$958	\$1,274	\$1,916	\$2,395
2	\$1,293	\$1,720	\$2,586	\$3,233
3	\$1,628	\$2,165	\$3,256	\$4,070
4	\$1,963	\$2,611	\$3,926	\$4,908
5	\$2,298	\$3,056	\$4,596	\$5,745
6	\$2,633	\$3,502	\$5,266	\$6,583
7	\$2,968	\$3,947	\$5,936	\$7,420

Health Insurance/Coverage Eligibility

(*See Health Insurance Resources on back panel)

Health Insurance for Children

- Medi-Cal:** Must be California resident
Must have satisfactory immigration status
- up to 250% of FPL for ages birth to 19 years
- Healthy Kids:** Must reside in a County with a HK program
Eligible regardless of immigration status
Covers children birth to 19 years old
- up to 400% of FPL in San Mateo
- up to 300% of FPL in Santa Clara
- CHDP:** Eligible regardless of immigration status
- up to 200% of FPL for children birth to 21
Immediately enrolls child in Medi-Cal for 2 mo's
- CCS:** Must be a California resident
Eligible regardless of immigration status
State program for children with certain diseases or health problems ages birth to 21

Health Insurance for Adults

- Medi-Cal:** Must have *linkage** to program
- Regardless of immigration status, eligible for emergency/pregnancy coverage
- up to 200% of FPL for pregnant women
- AIM:** Must be pregnant California resident
Must have satisfactory immigration status
- between 200% and 300% FPL

Adult residents of San Mateo County

- ACE/DHC:** Eligibility regardless of immigration status
ACE covers up to 200%, DHC up to 400% FPL
- MCE:** Covers adults with qualified immigration status
Available 0-133% FPL

Adult residents of Santa Clara County

- Ability to Pay:** Eligibility regardless of immigration status
Covers up to 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 Assistance)**

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) 535-3555, Sunnyvale: (408) 730-7444

→ 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 or (650) 373-1080
- North Peninsula Neighborhood Services 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-FOOD (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, and SMMC OB Clinics: (650) 645-1704
- 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.

Cash Assistance

- CalWORKs:** Temporary cash assistance and employment services to families with children.
 - San Mateo County: (650) 802-6470
 - Santa Clara County: San Jose: (408) 817-6000, Mountain View: 1-(800) 962-3633

- Supplemental Security Income (SSI):** See Disability

Child Abuse and Trauma

- StarVista:** (San Mateo County): Counseling and advice for families with children under 5 years who have witnessed family violence. (650) 579-0361 or (650) 591-9623
- Peninsula Family Service:** 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/(650) 595-7922
 - 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) 578-3440
 - Santa Clara County: 1-(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) 260-3700
- 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: 1-(866)-901-3212
 - Santa Clara County: 1-(866)-901-3212
- Family Law Facilitator:** At the courthouse, provides legal information, forms, and help with procedures related to child support, custody, spousal support, and family law issues.
 - San Mateo County: (650) 363-4590
 - Santa Clara County: (408) 882-2900

Disability and Special Education

- Abilities United:** Provides training, education, and support for persons with developmental and physical challenges. (650) 494-0550
- Community Gatepath:** Provides disability related services from early intervention for infants to community access and job training for adults and seniors. (650) 259-8508 (Adults) or (650) 259-8544 (Children)
- Children's Health Council:** Educational, assessment and treatment services for children. (650) 688-3625
- Developmental and Behavioral Unit, Lucile Packard Children's Hospital:** Completes developmental assessments for children. (650)725-8995
- H.E.A.L. (for Kids @ 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:** (650) 645-1780
- Parca:** Advocates for families of children with developmental disabilities; activity and support groups, after-school recreation, respite care. (650) 312-0730
- Regional Centers:** Provides services to individuals with developmental disabilities and 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) 374-9960
- Supplemental Security Income (SSI):** Cash assistance for low-income aged, blind, or disabled persons. 1-(800) 772-1213

Domestic Violence and Sexual Assault

- Community Overcoming Relationship Abuse (CORA)** (San Mateo County): Confidential services to victims of domestic/dating violence; 24-hour hotline: 1-(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/

(408) 501-7550

- **Support Network for Battered Women** (Santa Clara County): Services for victims of domestic violence and their children. 24-hour hotline: (800) 572-2782
- **Restraining Order Clinic** (San Mateo County): Help with Temporary Restraining Orders: (650) 358-0745
- **Family Court Restraining Order Self Help Center** (Santa Clara County): Help with Temporary Restraining Orders: (408) 534-5600 Ext 7
- **Rape Trauma Services**: 24-hr hotline: (650) 692-7273
- **StarVista, Healthy Homes Project**: (See *Child Abuse*) (650) 579-0361 Ext. 12

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
- **Food Stamps**: Benefits to help low-income households buy food.
 - San Mateo County: East Palo Alto:(650) 363-4218, Daly City: (650) 301-8400, Belmont: (650) 802-5018, South SF: (650) 877-5608
 - Santa Clara County: Mountain View: (650) 988-6100, San Jose: (408) 817-6000
- **Second Harvest Food Bank**: connects callers with food resources in their local area (800) 984-3663

Health Insurance/Coverage (See Health Insurance Box)

- **Community Health Advocate Hotlines**: Screen for Medi-Cal, Healthy Families, Healthy Kids, and County Indigent Care 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) 616-2002
 - Santa Clara County: (888) 244-5222
- **Medi-Cal**: California's Medicaid program that provides health insurance 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) 817-6000
- **Indigent Care**: Low cost medical services for adults without health insurance at County clinics and hospitals
 - Santa Clara County: Ability to Pay Determination Program: (408) 885-7470
 - San Mateo County: ACE, DHC or MCE:(650)616-2002

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 Management**: 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 ex. 211

- **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. Leave a message with information: (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, East Palo Alto and Menlo Park: (650) 363-4030
- **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
- **StarVista Counseling Center** (San Mateo County): Individual, family and group counseling for children, teens and adults. \$120 fee – sliding scale. (650) 591-9623
- **Mental Health Association** (San Mateo County): Homeless shelter for mentally ill and substance abuse. (650) 368-3345

Parenting and Custody Issues

- **StarVista**: Provides counseling prevention, early intervention, education, residential programs, crisis intervention, and suicide prevention. (San Mateo County)
 - 24-hour Information and Hotline: (650) 579-0350
- **Family Law Facilitator** (see *Child Support*)
- **Family and Children Services**: Parenting classes only. (650) 326-6576
- **Kinship Support Services** (San Mateo County):

Counseling, tutoring, and other support services for children being raised by relatives. (800) 496-3019

Sexual and Reproductive Health

- **Access for Infants and Mothers (AIM)**: Low-cost health coverage for pregnant women who don't have health insurance. Must apply before 30th week of pregnancy. 1-(800) 433-2611
- **Family PACT**: Free family planning services for low-income women, men, and teens. 1-(800)-942-1054
- **Planned Parenthood**: Counseling and health care for contraceptive needs.
 - San Mateo County: (650) 948-0807
 - Santa Clara County: (408) 795-3600
- **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 Other Drugs Helpline (AOD)** (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

- **The National Runaway Safeline (NRS)**: 1-(800)-RUNAWAY
- **California Youth Crisis Hotline**: (800) 843-5200
- **Suicide Prevention Center**: (650) 579-0350
- **National Gay, Lesbian, Bisexual, Transgender Youth Hotline**: 1-(800) 347-TEEN
- **Gay, Lesbian, Bisexual, Transgender National Hotline**: 1-(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. Call the Community Action Agency to apply: (800) 499-1348
- **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

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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, childcare vouchers, etc.).
- Write referrals to resources on the back of your business card.

I-HELLP

1. **INCOME** – Jobs, childcare, trouble paying rent or utility bills, uninsured family members, public benefits, transportation?
2. **HOUSING** – Living arrangements, rent or own, housing stability, lead exposure, smokers, or other environmental concerns?
3. **EDUCATION** – Headstart, preschool or other early childhood enrichment, concerns about school performance or behavior, school violence?
4. **LEGAL STATUS** – Questions about immigration status?
5. **LITERACY** – Do you read to your child daily? Are you happy with how you read?
6. **PERSONAL SAFETY** – Do you feel safe in your home/neighborhood? How do you and your partner work out arguments? How does your partner treat you and the children? Do you feel safe in your relationship? Have you or anyone who lives with you ever been threatened or hurt by a family member or partner?

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 LPR.
3. Encourage families to access Food Stamps, WIC, health insurance, and public housing.
4. Encourage families to get legal advice **before** filing any immigration paperwork. **See Immigrant Refugee Assistance**

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