

# L.A., OC, San Bernardino and Riverside Student Resources (as of 5/29/20)

Please check specific resources as offerings may change without notice

## Employment Issues

- Please visit [https://www.edd.ca.gov/about\\_edd/coronavirus-2019.htm](https://www.edd.ca.gov/about_edd/coronavirus-2019.htm) for BENEFITS FOR WORKERS IMPACTED BY COVID-19 and also check out the EDD's Frequently Asked Questions: [https://edd.ca.gov/about\\_edd/coronavirus-2019/faqs.htm](https://edd.ca.gov/about_edd/coronavirus-2019/faqs.htm)
- For a run-down of labor laws in California, please visit: <https://www.latimes.com/business/story/2020-03-12/coronavirus-labor-law-know-your-rights-california-worker>

## Unemployment Benefits

- [Learn how to file an Unemployment Insurance Claim HERE.](#)

## Utilities

- Some Utility Providers have committed to not disconnect your power because of trouble making payments due to hardships caused by COVID-19. Some are temporarily suspending service disconnections for nonpayment and waiving late fees by request. If you are having trouble paying your bill, contact your utility provider to set up an arrangement.
  - [San Diego Gas and Electric \(SDG&E\) Coronavirus Response](#)
  - [Southern California Edison Coronavirus Response](#)
  - [Anaheim Public Utilities](#)
  - [Southern California Gas Company](#)
  - [Utility Discounts and Community Based Bill Assistance Programs](#)
- [LADWP Power and Water Service During Coronavirus/COVID-19 Pandemic](#)  
Public Works will not shut off or stop services for customers who are delinquent or behind in service or permit payments until this order is lifted. This includes water, sewer and trash pick-up services. For any inquires, Public Works' 24 hour/7 day dispatch number is 800-675-435

## Mental Health

- Los Angeles County Department of Mental Health  
Access Center 24/7 Helpline  
(800) 854-7771  
(562) 651-2549 TDD/TTY  
<https://dmh.lacounty.gov>
- OC Mental Health  
(714) 935-6061  
<https://www.ochealthinfo.com/bhs>
- San Bernardino County Behavioral Health  
<http://wp.sbcounty.gov/dbh/>
- Riverside County Dept. of Mental Health  
[https://riverside.networkofcare.org/aging/services/agency.aspx?pid=RIVERSIDECOUNTYDEPTOFMENTALHEALTHCRISISOUTPATIENT\\_38\\_1\\_0](https://riverside.networkofcare.org/aging/services/agency.aspx?pid=RIVERSIDECOUNTYDEPTOFMENTALHEALTHCRISISOUTPATIENT_38_1_0)
- [Crisis Text Line](#)  
Text CRISIS to 741741 for free, confidential crisis counseling.  
Frontline Workers: Text FRONTLINE to 741741 for support.
- **OC Links** Call 1(855) OC-LINKS (855-625-4657) Monday through Friday from 8:00 am to 5:00 pm to talk or chat with a trained, clinical navigator.
- **The NAMI Warmline** is also available to provide non-crisis support for anyone struggling with mental health concerns from 9 a.m. to 3 a.m. Monday through Friday and 10:00 am to 3:00 am. Saturday through Sunday at 1(877) 910-WARM **or online**.
- **SAMHSA Disaster Distress Helpline** provides over the phone crisis counseling for people who are experiencing emotional distress related to any disaster. Call 800-985-5990 24/7.
- **Suicide Prevention Lifeline** offers confidential assistance to anyone in suicidal crisis or emotional distress. Also offers a chat service. Call 800-273-8255 24/7.

## Domestic Violence

- If you are concerned about being quarantined in an unsafe home situation or need help, all DV shelter resources are generally available on: [domesticshelters.org](http://domesticshelters.org). The National Domestic Violence Hotline is also available 24/7 at 1-800-799-7233 (SAFE) or 1-800-787-3223 (TTY)

## Family and Child Care Resources

- The majority of **family services** have transitioned to call ahead or no contact methods. Please call in advance to find out how the services have changed due to COVID-19.
- **Orange County COVID-19 Child Care Assistance** Early Childhood OC is working with agencies across Orange County, California to compile a searchable database of currently open child care centers and family child care homes serving children aged birth - 12 years old. This database will be updated every Friday.
- **Pathways LA** is a nonprofit child care agency offering subsidized child care for low-income families. They are one of ten partnered agencies under the Child Care Alliance of Los Angeles County. Parents eligible to receive services are able to choose a child care provider of their choice, which Pathways LA would then be responsible to process payment for. Affected parents are encouraged to seek child care assistance rather than allowing children to remain home alone and unsupervised.
- **Child Care Assistance Corporate Headquarters (Los Angeles)**  
1300 West Fourth Street  
Los Angeles, CA 90017  
(213) 476-1506
- **Child Care Assistance (Orange County)**  
333 South Anita Drive, Suite 350  
Orange, CA 92868  
(714) 602-3954  
Resource & Referral Hotlines: (714) 543-2273 / (949) 364-6605
- **County of Riverside Dept. of Public Social Services**  
<http://dpss.co.riverside.ca.us/self-sufficiency/covid19selfservices>
- **Quality Start San Bernardino County**

<https://www.qualitystartsbc.org/for-sb-county-kids-were-all-in-this-together/>

- **WIC Services**

WIC clinics under **South Los Angeles Health Projects, PHFE, Watts Health Foundation, Pasadena, Long Beach, Antelope Valley, and Northeast Valley Health Corporation** will remain open. WIC offices will remotely be issuing participants food benefits onto their WIC cards to avoid families from going out.

## **Housing**

- The **Los Angeles Tenants Union** is providing support around evictions. Find your local union at: <https://latenantsunion.org/en/locals/>
- The **Fair Housing Council of Orange County** provides counseling concerning housing rights, obligations and laws, and answers questions about the rights and obligations of landlords or tenants. Our counselors are trained professionals that are ready, willing and able to help resolve any landlord/tenant problem.  
<https://www.fairhousingoc.org/landlordtenant/>
- St. Francis Center provides meal services, clothing closets, showers/bathroom services, and rental and utility assistance programs (over the phone) for homeless and low-income individuals in Los Angeles
- **Rental Payment Assistance** During this difficult time, you may find yourself behind on rent. There are limited resources provided by community-based organizations for partial assistance with rent. Most of those available taps out by the first couple of days of a new month. If you need assistance, reach out to these service providers on the 1st of the month to check if there are funds available.
- **Emergency Eviction Moratorium** As of 3/31/2020 the following cities have an Emergency Eviction Moratorium, temporarily banning evictions to those affected by COVID-19: Anaheim and Costa Mesa. Tenants must take steps to notify the landlord before the day that rent is due in order to gain the protections of the ordinance. Specifically, tenants must notify their landlords that they have a covered reason for delayed payments, provide the landlord with verifiable documentation to support the assertion of a covered reason for delayed payment, and pay the portion of the rent that they can pay. Check your city's website for the most up to date information.
  - [Here is a template that tenants can provide to your landlords](#) about their non-payment of rent due to being impacted by COVID-19. It is recommended that you also include supporting documentation when submitting your notice. Please keep in

mind that every landlord's management company may have their own process to follow as well.

- **Inland Counties Legal Services, Inc. (ICLSI)**  
Offers legal services to low-income persons residing in Riverside and San Bernardino Counties.  
Appointments/Intake Line: (888) 245-4257  
Senior Line: (800) 977-4257  
[Website](#)
  
- **Inland Fair Housing and Mediation Board (IFHMB)**  
IFHMB does not provide legal services, but information, understanding of rights, and informal mediation between the landlord and tenant.  
General Line: (909) 984-2254  
To report housing discrimination: (909) 984-2245 ext. 175  
Email: [info@ifhmb.com](mailto:info@ifhmb.com) or [fairhousing@ifmb.com](mailto:fairhousing@ifmb.com)  
[Website](#)
  
- **Housing Authority of San Bernardino County (HASBC)**  
Provides resources for individuals living in HASBC housing in San Bernardino County.  
San Bernardino Office: (909) 890-9533  
Upland Office: (909) 982-2649  
Victorville Office: (760) 243-1043  
[Website](#)
  
- **Housing Rights Center**  
Offers resources for tenants and landlords for LA County.  
Phone: (800) 477-5977  
Email: [info@housingrightscenter.org](mailto:info@housingrightscenter.org)  
[Website](#)
  
- **Neighborhood Legal Services of Los Angeles County  
Pomona Self-Help Legal Access Center**  
Provides resources for LA County residents who may be served an eviction notice despite hardship due to COVID-19.  
General Help Line: 1 (800) 433-6251 (Mon-Fri, 9 AM to 5 PM)  
Pomona Self-Help Legal Access Center Line: (818) 485-0572  
Email: [PSHpublic@nsls.org](mailto:PSHpublic@nsls.org)  
[Website](#)

## **Internet/Phone Resources**

These telephone resources are available through June 30, 2020 (unless otherwise extended)

- **[AT&T](#)**  
AT&T offering schools (K-12, colleges and universities) 60 days unlimited data for laptops, tablets and hotspots; also offers free access to Caribu Video Calling App
- **[Charter Spectrum](#)**  
[Free 60-day Broadband Internet & WiFi Offer through June 30](#)  
[Free access to Spectrum broadband internet and wifi for 60 days for \*new\* customers - K-12 and/or college student households, and educators \(K-12 teachers and College/University professors\)](#)
- **[Cox Communications](#)**  
[Partnership with PCs for People for families to purchase discounted refurbished computers](#)
- **[Starry Internet](#)**  
Free service for their subscribers in public and affordable housing through the end of June 2020
- **[T-Mobile](#)**
  - Removing smartphone data caps for customers
  - Providing 20 GB additional hotspot coverage
  - Increasing data for schools in the EmpowerED program, making it free to call severely impacted countries.
- **[Verizon](#)**  
[Relief for students and healthcare workers](#)
- **[Lifeline Phone and Broadband D](#)**  
Newly unemployed applicants have increased flexibility in documenting income-based eligibility for Lifeline

## **Disaster Relief Assistance for Immigrants**

- The Disaster Relief Assistance for Immigrants (DRAI) project is a one-time state-funded disaster relief assistance for undocumented adult immigrants impacted by COVID-19. An undocumented adult who qualifies can receive \$500 in direct assistance, with a maximum of \$1000 in assistance per household. The following Orange County non-profit organizations are assisting with the applications:
- **Disaster Relief Assistance for Immigrants (Asian Americans Advancing Justice-OC)**
- **Disaster Relief Assistance for Immigrants (CHIRLA)**
- Funding is limited, and disaster relief application services and assistance are not guaranteed.

## **Public Benefits**

- While the Social Service Agency's physical locations have closed, they are still processing applications for public Benefits. Medi-Cal, CalFresh, CalWORKS and General Relief applications can be done online. SSA's Service Center has extended its hours of operation to:

Weekdays (Monday – Friday) from 6:30 a.m. to 8 p.m.

Saturdays from 7 a.m. to 4:30 p.m.

(800) 281-9799

- **Medi-Cal**  
Medi-Cal is a health care program, locally offered through CalOptima, which pays for a variety of medical services for children and adults with limited income and resources.
- **CalWORKS**  
The California Work Opportunity and Responsibility to Kids (CalWORKS) program provides cash benefits for the care of children in need when one or both parents are absent, disabled, deceased or unemployed. If you are eligible for CalWORKS, you automatically qualify for Medi-Cal and you might qualify for CalFresh (formerly known as Food Stamps) as well.
- **General Relief**  
General Relief (GR) is a County-funded program that provides temporary cash aid to eligible indigent adult lawful residents who are ineligible for Federal or State programs. Individuals wishing to apply for General Relief benefits now have [another option to enroll online](#). They may also continue to apply or check on existing case information by

calling Agency's Service Center at (800) 281-9799 or by faxing an application to (714) 825-3155.

- **Riverside County**
  - Apply/Check your Eligibility for **CalWORKS -Cash Assistance, CalFresh - Food and Nutrition, or Medi-Cal Health Care** programs.
  - **County Of Riverside Department of Public Services** (877) 410-8827
  - **United Way of the Desert**
  - **Lift To Rise**
  - Jewish Family Services (760) 238-0685

## **Food Help**

- **Cal-Fresh** (Formerly known as Food Stamps)

The CalFresh Program is a federal nutrition program that helps eligible, low-income, people purchase the food they need for good health. For most households, CalFresh benefits are only part of their food budget. CalFresh benefits are not cash. Households that are eligible will receive a **plastic electronic benefit card** (EBT) that can be used at most grocery stores when buying food items.

To apply, visit **CalFresh** online or call 2-1-1.

- People getting CalFresh food benefits can **use their EBT card to buy groceries** online at Amazon and Walmart statewide. See **frequently asked questions about using EBT online**.
- **Food Pantries**  
**All Food Help**
- **Riverside County**
  - FIND Food Bank (760) 775-3663
  - Galilee Center (760) 396-9100
  - Food Now Inc (760) 288-7878
  - Blythe Emergency Food Pantry (760) 922-8836 *\*Mon-Fri 10am - 11:45am*
- **San Bernardino Food Pantries** <https://www.capsbc.org/food-pantries><https://www.capsbc.org/food-bank>



## Health Coverage

- **Walgreen's Prescription Delivery**
- **CVS Prescription Delivery**
- **Insurance Coverage**

If you are uninsured and eligible to enroll in health care coverage you can enroll in Covered California now through the end of June.

  - **Shop for a Plan through the Covered CA Marketplace**
  - **Get Help from a Community Organization to Enroll**
- **Riverside University Health System – Public Health**  
**(951) 358-5000**
- **San Bernardino County Public Health**  
<http://wp.sbcounty.gov/dph/>

## Housing and Homeless

- **If You Are Experiencing Homelessness**

If you have symptoms and have a healthcare provider, contact your healthcare provider. If you are experiencing a medical emergency, call 911. For CalOptima members, you may contact the CalOptima 24/7 Nurse Advice Line at 844-447-8441 or CalOptima Member Services at 888-587-8088. If you do not have health insurance or a healthcare provider, please call 2-1-1 to get routed to a County Public Health Nurse.

If you have symptoms for COVID-19 and are currently unsheltered (meaning staying on the streets, car, other places not meant for human habitation), please contact your healthcare provider and notify your current street outreach worker or case management as they may be able to assist you in securing temporary isolation until you recover.
- **Project Room Key: Click Here for more information**

A state initiative designed to prevent and mitigate the spread of COVID-19 by providing non-congregate shelter in hotels and motels for sick and medically vulnerable persons, who are experiencing homelessness. The County of Orange has developed a COVID-19 Response for homelessness that aligns with new State and Federal guidance and funding requirements. This includes establishing non-congregate settings for vulnerable homeless populations and quarantine/isolation settings for those who are symptomatic and/or positive.

Please note: Project Room Key is **NOT** a motel voucher program.

If you are not exhibiting COVID-19 symptoms and you are looking for shelter and/or housing resources, connect with a homeless service provider to explore all [Available Sheltering Options](#).

### **Financial Resources**

- [Bills and Financial Support](#)
- [Economic and Business Recovery Call Center](#)

### **Legal Resources**

- [OC Superior Court Location Closures](#)
- Most legal services are being provided completely over the phone and available by making an appointment. Call the agency ahead of time to secure an appointment.
- All Orange County Superior Courts will be closed to the public. [Online services](#) will remain available. For updates, please check the [Court website](#).

### **Health Care Resources**

- For Medical-related questions on COVID-19, call the **Orange County Health Care Agency Referral Line: 1-800-564-8448**
- [All Health Care Services](#)