

# UPDATE EHSD Services in the COVID-19 Emergency

**EHSD is committed to supporting Contra Costa during the COVID-19 health crisis. While access to EHSD public lobbies is restricted, we continue delivering essential services to you and your family.**

## **Means-Tested Benefits Programs for Eligible Individuals and Families:**

**CalFresh** provides supplementary assistance for food budgets. Certain households with extenuating circumstances may be eligible for an expedited benefits determination.

**Medi-Cal** provides a core set of health benefits, including doctor visits and hospital care.

**CalWORKs** includes financial aid, employment services, homeless assistance, child care, and other supportive services to families with children under 19, to help them succeed in the workforce and become self-sufficient.

**To apply for these programs:** Visit [MyBenefitsCalWIN.org](https://www.MyBenefitsCalWIN.org) to apply for and renew benefits. For more information, visit our website [www.ehsd.org](https://www.ehsd.org) or call **(925) 957-5647** or **(925) 957-5648 (Spanish)** for assistance.

## **Benefit Programs for Adults**

**General Assistance** provides temporary relief and support to indigent adults who are not supported by their own means or other public funds or assistance programs. **For more information**, call one of our General Assistance units:

- East County: 4545 Delta Fair Boulevard  
Antioch, CA 94509 **(925) 608-5990**
- Central County 400 Ellinwood Way  
Pleasant Hill, CA 94523 **(925) 521-5001**
- West County 1305 Macdonald Avenue  
Richmond, CA 94801 **(510) 942-3670**

## **Services for the Aging, Elderly, and Disabled**

**In-Home Supportive Services (IHSS)** helps pay for services to eligible aged, blind and disabled individuals who are unable to remain safely in their own homes without assistance. Disabled children are also potentially eligible for IHSS.

**To apply**, call **(925) 229-8434**

**The Information and Assistance (I&A) Helpline** allows seniors, adults with disabilities, and caregivers to speak with knowledgeable social workers to get information, referrals to other services, and assistance with solving problems.

**To access**, residents may call toll free **(800) 510-2020**. Callers using cell phones or calling outside Contra Costa may call **(925) 229-8434**. Residents who are hearing impaired may call **(925) 602-4198**.

Our **Adult Protective Services (APS)** program receives and screens calls related to abuse and neglect of an elder individual or a dependent adult. Abuse may include physical abuse, neglect, financial abuse, abandonment, isolation, or abduction. **To report suspected or actual elder abuse** call APS toll free **(877) 839-4347** or **(925) 602-4179** if calling from outside the County

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## Preventive and Protective Services for Children

The **Contra Costa Youth Continuum of Services** provides free and voluntary services to youth ages of 14-21 who have run away, been thrown out, or are feeling unsafe in their home. **To access**, call **(800) 610-9400** or send an e-mail to [homelessprogram@hsd.cccounty.us](mailto:homelessprogram@hsd.cccounty.us)

**Child Abuse Reporting** is available 24 hours a day, 7 days a week to receive and assess calls related to physical abuse, sexual abuse, emotional abuse, exploitation and neglect of a child residing in Contra Costa. **To report suspected or actual child abuse, call our Hotline**, at **(877) 881-1116**

Our **Children and Family Services Bureau** is continuing its services, which include working with Juvenile Court for urgent activities, monitoring foster children in placement and, under court jurisdiction, providing resources to help families to maintain or reunify with their children, assessing relatives for emergency foster placements, and providing services that maintain the safety and well-being of foster children. Residents **may continue to contact their social worker** for these needs.

## Other Services Available

Our **Social Services Rapid Response Team (SSRRT)** is launching on Monday, March 23, 2020. SSRRT will provide social service support and coordination of resources to meet immediate needs of individuals and families impacted by COVID-19. This team will work collaboratively with existing efforts and community agencies. **For more information**, e-mail [4OurFamilies@ehsd.cccounty.us](mailto:4OurFamilies@ehsd.cccounty.us).

Our **Workforce Development Board (WDB)** is providing services to jobseekers and businesses via email and phone, and is posting additional resources on [www.wdbccc.com](http://www.wdbccc.com) as available. E-mail [wdb@ehsd.cccounty.us](mailto:wdb@ehsd.cccounty.us).

The **KEYS Auto Loan Program** provides low-interest loans to qualified CalWORKs participants who may **reach out to their Eligibility Worker** to request a referral

**Season of Sharing** provides one-time, non-recurring financial assistance to individuals and families who have emergency needs not met through other resources. Season of Sharing provides help to residents who have unplanned, verifiable crises, are low-to-moderate income, have not been the recipient of Season of Sharing within the past five years, AND fall into one of the following categories: senior over 55, custody of minor children, disabled, veteran, foster youth, victims of domestic violence. **To apply:**

- Families who are receiving CalWORKs may reach out to their EHSD Eligibility Worker to apply for Season of Sharing assistance
- All other Season of Sharing applicants must call the hotline at **(925) 521-5065** for pre-screening of eligibility and application assistance
- Eligible residents may be referred to other agencies or assisted by hotline personnel

The **Low-Income Home Energy Assistance Program (LIHEAP)** provides financial assistance for energy bills for people whose income is below 100% of Federal Poverty guidelines. **To apply**, call **(925) 681-6380**

## Partner Agency Resources

The **Contra Costa Crisis Center (211)** is a centralized place to find out about available resources for Contra Costa residents.

**The Food Bank** maintains a list of available school meal sites on its website at [www.foodbankccs.org/get-help/foodbycity.html](http://www.foodbankccs.org/get-help/foodbycity.html)

EHSD is also working with community agencies and partners on **Immigration and Public Charge** concerns. **For more information**, please access our Immigration and Public Charge page at [www.ehsd.org/charge](http://www.ehsd.org/charge)

EHSD is expanding its community presence in the coming weeks. As we implement efforts, we will distribute information.