

Family Assistance



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CalWORKs



California Work Opportunity and Responsibility to Kids (CalWORKs) is the name of California's Temporary Aid to Needy Families (TANF) program (formerly AFDC).

CalWORKs:

- * Assures that welfare is a temporary support in times of crisis, rather than a way of life
- * Encourages and rewards personal responsibility and accountability by recipients
- * Fosters a "Work First" attitude by enforcing strict work requirements
- * Gives counties the flexibility they need to meet recipients' needs

Services What services are provided?

- * Cash benefits
- * Referrals to Medi-Cal and Food Stamps

Additional Services

In addition, the following services are available to working and non-working participants seeking employment:

- * Child care
- * Transportation
- * Vocational education & training
- * Adult basic education
- * Substance abuse treatment
- * Mental health services
- * Domestic violence prevention services

Time Limits What are the time limits for benefits?

Time limits start when the county and recipient sign their new welfare-to-work plan for meeting specified goals.

- * New applicants receive cash assistance for 18 months with a county option to extend aid for an additional 6 months
- * Current recipients receive aid for 24 months
- * If the recipient is not employed when the time limit is reached, recipient enters community service, provided the county certifies that "no job was available"
- * Children of adults who reach the lifetime limit fall under the "Safety Net" and will continue to be aided by vouchers or cash, at county option

Work Requirements What are the work requirements for the program?

- * Adults must accept any legal job unless otherwise exempted
- * Recipients will participate in an initial 4-week period of job search
- * Following job search, adults in families receiving assistance will be required to work or be in work activities upon completion of an assessment
- * Recipients needing child care to participate in welfare-to-work activities will receive subsidized childcare

Enrollment How do you enroll?
 Contact the county Social Services Agency, Department of Welfare to Work/CalWORKs or local Public Assistance benefit centers.

Contact Information	<p>(888) 393-5327</p> <p>(510) 596-0448</p> <p>(510) 628-7698</p> <p>(510) 628-7698</p> <p>(888) 999-4772</p> <p>(510) 596-0110</p> <p>(510) 383-5300</p> <p>(510) 670-6000</p> <p>(510) 795-2428</p> <p>(925) 455-0747</p>	<p>Department of Social Services Central Help Line</p> <p>Social Services/Department of Welfare to Work: CalWORKs General Information</p> <p>Assistance – Public Assistance Benefit Center</p> <p>Appointments All Offices – Public Assistance Center</p> <p>Appointments All Offices – Public Assistance Center</p> <p>Self Sufficiency Centers CalWORKs/Food Stamps:</p> <p>4501 Broadway, Oakland</p> <p>Eastmont Town Center, 6955 Foothill, Oakland</p> <p>24041 Amador, Hayward</p> <p>39155 Liberty, Fremont</p> <p>3311 Pacific, Livermore</p>
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Food Assistance Programs

Alameda County Community Food Bank

Provides same-day, emergency food assistance, Monday through Friday.

Contact Information (800) 870-3663 Alameda County Community Food Bank

Child Nutrition Program

This is a part of the national school breakfast and lunch programs.

- * Special diets can be requested by the primary care provider
- * Schools are required to serve special diet (food, texture) to “children whose handicap restricts their diet” [7CFR 15b 26 (d)] at no additional cost to families

Contact Information Call your... Child’s Local School Principal

Food Stamp Program (FSP)

The Food Stamp Program is the only Federal benefit program that generally is available to all who need it and meet the requisite eligibility standards. In California, the CA Department of Social Services (CDSS) runs the federal Food Stamp Program under the guidance and standards established by Congress and the U.S. Department of Agriculture (USDA).

Contact Information	(510) 596-0110 (510) 383-5300 (510) 670-6000 (510) 795-2428 (925) 455-0747	Self Sufficiency Centers CalWORKs/Food Stamps: 4501 Broadway, Oakland Eastmont Town Center, 6955 Foothill, Oakland 24041 Amador, Hayward 39155 Liberty, Fremont 3311 Pacific, Livermore
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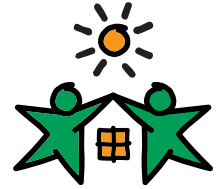
Women, Infants, and Children (WIC)

Special Supplemental Nutrition Program

[see WIC nutrition services information in Health Services section of binder]

Contact Information	(888) WIC-WORKS (888) 942-9675 (510) 595-6400 (510) 981-5360 Web site	WIC, toll free WIC Alameda County WIC Berkeley http://www.fns.usda.gov/wic
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Housing

Housing information is available at EDEN I&R (Information & Referral), a nonprofit agency based in Hayward that serves all of Alameda County. EDEN I&R maintains a computerized database of over 43,000 units of housing in Alameda County and provides free information on housing-related services for property managers or for persons seeking housing.

Services EDEN I&R's Housing Services began in the form of its CHAIN (Community Housing And Information Network) Phone Line, which provided housing and service information in 1989 in response to the Loma Prieta earthquake. It was originally set up to help those displaced by the earthquake to locate affordable rentals. Twelve years later, The CHAIN Phone Line continues to connect property managers with eligible persons seeking housing. Information is provided free by phone to individuals and families seeking housing, and landlords pay nothing to list their properties.

Contact (510) 727-9565
Information Web site

EDEN I&R Information on Housing in Alameda County
http://www.edenir.org/housing_frameset.html

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In-Home Supportive Services (IHSS)



In-Home Supportive Services (IHSS) program is designed to allow low-income people who are aged or have a disability to remain safely in their own homes. The IHSS program is administered by the county Social Services Agency, Department of Adult and Aging Services.

Services What services are provided?

- * Domestic and related services
- * Personal care services
- * Essential transportation
- * Protective supervision
- * Paramedical services
- * Limited yard hazard clean-up

Eligibility Who is eligible?

- * Recipients must be United States citizens or qualified aliens, and California residents
- * Recipients must live at a home of their choosing (those living in hospitals, long-term care facilities and licensed community care facilities are not eligible)
- * People over 65, people who are blind or disabled who meet specific criteria related to Supplemental Security Income/State Supplemental Program (SSI/SSP) eligibility (including children)
- * Current recipients of SSI/SSP
- * People who meet all the eligibility criteria for SSI/SSP except that income is above SSI/SSP levels (in this case some income may be required to pay share of cost for IHSS benefits)
- * People who meet all the eligibility criteria for SSI/SSP, including income, but do not receive SSI/SSP
- * Medi-Cal recipients who meet SSI/SSP disability criteria
- * Personal property may not exceed \$2000 for an individual or \$3000 for a couple

Additional Services What other services are offered?

- * IHSS recipients are automatically eligible for Medi-Cal for their medical/health care.

Providers How are IHSS organized and delivered?

- * If you are approved by IHSS, you must hire someone (your individual provider) to perform the authorized services. You are considered your provider's employer.
- * You and your provider must complete and submit timesheets to verify services delivered for the month.
- * A parent may be the provider for a child with a severe disability if the parent is prevented from working full-time because of the child's needs and there is no appropriate caregiver available. The money a parent receives to be the IHSS provider may not affect the child's SSI but it may affect the family's welfare payments.

- Application Process** How does a person receive IHSS services?
- * To apply for IHSS, complete an application and submit it to the county Social Services Agency, Department of Adult and Aging Services, IHSS office.
 - * A county social worker will interview the applicant at home to determine eligibility and need for IHSS.
 - * If approved, applicants will be notified of the services and the number of hours per month which have been authorized.
 - * For Regional Center clients, the service coordinator can assist with the application process.

Individuals may apply for IHSS over the telephone. Staff will take application information and forward the information for follow-up, which will include a home call and services assessment.

Contact Information	(510) 577-1800 (510) 577-1803 FAX Web site	IHSS Telephone Applications http://www.dss.cahwnet.gov/cdssweb/ihsselectib_174.htm
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Supplemental Security Income (SSI) Benefits

Supplemental Security Income (SSI) Benefits is a program run by the Social Security Administration (SSA) that provides monthly income to persons (adults and children) who meet the eligibility criteria.

Eligibility Who is eligible?
 The following criteria are for children who may qualify for SSI.
 (Other criteria exist for adults, including the elderly.)

Children Who May Qualify for SSI (under age 18, or students 18 up to age 22)		
Requirement	Definition	Exceptions/Exclusions
Blind*	<ul style="list-style-type: none"> Corrected vision of 20/200 or less in better eye Field of vision less than 20 degrees 	Person whose visual impairment is not severe enough to be considered blind may qualify under the non-blind disability rules
Disabled*	Physical or mental impairment that results in “marked and severe functional limitations” and must be expected to last at least 12 months or result in death	
Limited income	Below \$500 a month for a child	Not all income counts. Contact the Social Security Administration for details.
Limited resources (things a person owns)	\$2,000 for a child	Not all resources count. Contact the Social Security Administration for details.
Citizenship/Residence	<ul style="list-style-type: none"> Resides in one of the 50 states, Wash. D.C. or the N. Mariana Islands, and U.S. citizen or national; or Certain American Indians; or Lawful permanent resident with 40 work credits; or Certain non-citizens with a military service connection; or Certain refugees or asylum-seeking non-citizens during the first seven years; or Certain non-citizens in the U.S. or receiving SSI on August 22, 1996 	Certain children of U.S. armed forces personnel stationed abroad

* Only one of these criteria must be met, however multiple disabilities may result in increased SSI benefits income.

Additional What other services are offered?

Services **Medical Assistance**

If a recipient receives SSI payments they usually qualify for Fee-for-Service Medi-Cal automatically. A separate Medi-Cal application is not necessary.

Services not What services are not available to SSI recipients in California?

available **Food Stamps**

in California SSI recipients in California **are not eligible for food stamps** because the state includes extra money in the amount it adds to the federal SSI payment instead of issuing food stamps.

Contact (800) 772-1213
Information **Web site**

Social Security Administration
<http://www.ssa.gov>



Transportation

Transportation is a problem for many families; it can impact their ability to get their children to school, medical appointments and around the community for daily activities and recreation. **There are a number of programs providing transportation services to families with children who have special health care needs.** Most cities operate their own specialized transportation programs and there are some programs that are countywide. All programs have different geographic and eligibility requirements.

Regional Center of the East Bay (RCEB) and California Children Services (CCS) can assist their clients in obtaining appropriate transportation services.

Programs and Services School Transportation

Children with special needs who are receiving special education services may be eligible for free transportation. Depending on medical need and other individual criteria, this can include transportation to:

- * Any school the child attends (whether it is in the child’s neighborhood or not)
- * Transportation for off-campus therapies
- * Transportation to after-school programs

In some cases, parents who can drive their children can receive mileage reimbursement if their child would otherwise qualify for transportation services. In order for a child to receive transportation services, these services must be written into his/her Individualized Education Program (IEP).

Contact Information

Call your...	Child’s Local School District’s Dept. of Special Education
Call your...	Special Education Local Planning Area (SELPA) Office:
(510) 337-2352	SELPA - Alameda/Albany/Berkeley/Emeryville/Piedmont
(510) 879-8223	SELPA - Oakland
(510) 537-3000	SELPA - Castro Valley/Hayward/San Leandro/San Lorenzo
(510) 659-2569	SELPA - New Haven/Newark/Fremont:
(925) 426-9144	SELPA - Dublin/Livermore/Sunol Glen/Mountain House Elementary/Pleasanton

Medical Care Transportation

Some hospitals or related organizations offer transportation for medical appointments. All of the programs have different geographic and eligibility requirements and may require up to a week’s notice, so it is important for families to have this information in advance. Some medical facilities also offer taxi vouchers and/or reduced parking fees. Transportation services are also provided by certain agencies such as the American Cancer Society. Transportation is provided for medical appointments related to that agency’s mission and is usually by van or volunteers. California Children Services (CCS) may meet some transportation needs for CCS-eligible children.

Contact Information

Call your...	Medical Facility/Hospital
Call your...	Medical/Health Agencies
(510) 208-5970	California Children Services (CCS)
CCS Web site	http://www.dhs.ca.gov/pcfh/cms/HTML/CCS.htm

Transportation Programs and Services (continued)

Public Transportation

Many areas in Alameda County are served by public transportation and also provide specialized transportation services. Many people with disabilities can qualify for reduced fares on public transportation even if they don't qualify for specialized transportation services. Depending on their disability, children with special health care needs may qualify for a reduced fare pass; however, their other family members will travel at full fare. Most buses are equipped with wheelchair lifts and can also accommodate other equipment or service animals.

Fixed Route Transportation

The most inexpensive and flexible option is fixed route transportation. Bay Area Rapid Transit (BART), the public bus systems in Alameda County (AC Transit, Tri Valley's WHEELS Dial-a-Ride, and Union City Transit) are 100% equipped with lifts for wheelchair users and others who need assistance boarding the bus.

ADA Paratransit

Paratransit is transportation for seniors and persons with disabilities who are unable to use BART or any of the bus systems. ADA (Americans with Disabilities Act) paratransit is designed to complement BART and the bus systems and may not provide the service desired by all seniors and persons with disabilities. All ADA paratransit is prescheduled at least one day in advance and the fare is limited to double the applicable bus fare. Some city-based paratransit programs require users to apply for ADA paratransit. In Alameda County, ADA paratransit is provided by:

- * East Bay Paratransit, in those portions of the county served by AC Transit and BART
- * Livermore-Amador Valley Transit Authority (WHEELS Dial-a-Ride), in the Tri-Valley
- * Union City Transit, in Union City.

City-Based Paratransit

Many Alameda County cities provide their own paratransit programs, in addition to the ADA program that operates in each jurisdiction. City-based programs are funded mostly by the local transportation sales tax known as measure B.

Contact Information (510) 891-4706
 (800) 448-9790 TTY
 (510) 465-2278
 (510) 839-2220 TTY
 (510) 287-5000
 (800) 555-8085
 (510) 287-5065 TTY
 (925) 931-5376
 (925) 455-7510
 (510) 476-1500
 (510) 471-1411

AC Transit
AC Transit
BART
BART
Alameda County Paratransit
Alameda County Paratransit, toll free
Alameda County Paratransit
Pleasanton Paratransit
Tri-Valley WHEELS Dial-a-Ride
Union City Paratransit
Union City Transit

(510) 208-5970
 (510) 383-1200

California Children Services, clients only
Regional Center of the East Bay (RCEB), clients only

East Bay Paratransit Frequently Asked Questions

East Bay Paratransit Useful Information	
What is East Bay Paratransit?	East Bay Paratransit (EBP) is transportation for people who are unable to use AC Transit buses or BART trains because of a disability or a disabling health condition. It is sponsored by AC Transit and BART to meet the requirements of the Americans with Disabilities Act (ADA). Rides from your starting location to your destination are provided in a sedan or lift-equipped van. It is not necessary for the rider to wait at a bus stop or to go to a BART station.
Where is service available?	Service is available in the same area where AC Transit operates—from Richmond/Pinole in the North, to Fremont in the South, and to Castro Valley in the East. Service is available to and from points in San Francisco. Riders can also arrange to transfer to paratransit services in other parts of the Bay Area.
At what times is service available?	Service is available during the hours when AC Transit buses or BART trains are running in each particular area. EBP’s reservations staff can tell you if service is available when and where you want it.
How is service provided?	A central office takes ride requests and schedules the trips. Contracted paratransit operators carry passengers in vehicles marked with the EBP logo. You will share the vehicle with other paratransit riders.
How can I receive the service?	All riders must be certified as eligible to use the program. People who are unable to use buses or BART due to a disability or disabling health condition are eligible to use EBP service. A few examples of such disabilities would be: memory problems which prevent a person from remembering which bus line to take; the inability to control a wheelchair well enough to board a bus or BART train; or a severe mobility problem which prevents a person from walking to the nearest bus stop. To receive an application to apply for eligibility, or for more information, call EBP’s Certification Department at the number at the end of this information. Certification must be renewed every three years.
Once I am certified, how can I make a trip?	You must make a reservation to schedule your ride. EBP takes reservations up to seven days in advance. The reservation center is open for calls between 7:00 am to 7:00 p.m., seven days a week. If you wait until the day before your trip to make a reservation, you must call before 5:00 p.m. If you want to go to the same place at the same time on a regularly scheduled basis, such as daily, weekly, or several days per week, you can also arrange subscription (repeat) reservations.
What information do I need for making a reservation?	To make a reservation, you will be asked for this information for both the pick-up and drop-off locations: <ul style="list-style-type: none"> • Street address, City, Zip Code • Phone numbers • Desired pick-up time • Appointment time
What do I do on the day of my trip?	When you reserve a ride, you will be given a 20-minute “window” in which to expect your ride. The paratransit vehicle will come to your pick-up address. You must be ready to board the vehicle at the beginning of your 20 minute window. If the driver cannot locate you within 5 minutes of arriving, he or she may leave without you, in order to pick up other riders. If your ride is late, you may call customer services at EBP to find out the estimated time of arrival.

East Bay Paratransit Frequently Asked Questions (continued)

East Bay Paratransit Useful Information (continued)	
What assistance can the driver give?	The driver can provide some limited assistance, such as knocking or ringing to let you know of their arrival, or offering a steadying arm to escort you to the vehicle. Drivers must stay within sight of their vehicle, so they may not escort you past the ground floor lobby of any building, or seek you out in an inside office, apartment, or waiting room. Drivers are never permitted to enter residences. The driver will assist you with small packages, for example, up to two standard-sized grocery bags. The driver cannot move a person in a wheelchair up or down steps.
What if my plans change and I need to cancel my ride?	You may cancel your ride without penalty up to two hours before your pick-up time. If you do not cancel your ride or cancel in less than two hours, you may be considered a “no show.” If you no show three times in three months, your service may be suspended for 30 days.
How much do I pay for my trip?	The fare depends on the length of the trip you are taking. The reservationist and the driver will both let you know the amount of the fare: Distance Fare (as of 5/05) 0–8 miles: \$3. 8–12 miles: \$4. 12–20 miles: \$5. 20+ miles: \$6. Fares can be paid either in exact change or with EBP tickets. EBP ride tickets are available by mail from EBP, at the AC Transit and BART ticket offices, and at some stores. There is no fare for personal care attendants, but a companion traveling with you pays the same fare as you do. Transfer trips to other paratransit services and trips to points in San Francisco may have additional charges.
What if I have a problem with my ride?	Customer service staff are available on the telephone during all hours that East Bay Paratransit operates. They can help you with things like an estimated arrival time for a ride which is running late. If you want to register a commendation or a complaint, you can leave a telephone message with the details, and you will receive a written response later.
What other information is available?	Materials, such as the application form, the Riders’ Guide and newsletters are available in alternative accessible formats. These include large print, Braille, audio tape and computer diskette.
Are there other paratransit services?	Yes. All the transit agencies in the Bay Area (MUNI, CCCTA, WestCAT, Union City Transit, etc.) offer paratransit services for people with disabilities in their areas. In addition, some cities, counties, or social service agencies offer separate paratransit services. Status as a senior, without specific disabilities, may qualify a person for paratransit services from some cities or agencies.

Contact Information
 (510) 287-5000
 (510) 287-5000 press 6
 (510) 287-5040 press 4
 (510) 287-5035 press 5
 (510) 287-5035 press 5
 (510) 287-5035 press 5

(800) 555-8085
 (510) 287-5065 TTY
 Web site

East Bay Paratransit General Information
Certification Phone
Reservations
Cancellations
Late Ride Inquiries
Comments or Complaints

All of the above services/inquiries, toll free
Device for those who are hearing impaired
<http://www.actransit.org/riderinfo/paratransit.wu>