



2021 FREE & Low-Cost

CAMPUS & COMMUNITY RESOURCES GUIDE

Introduction to this guide

Dear College of Alameda Community,

First allow me to congratulate you on your success as a College of Alameda scholar! You are here and we are going to make sure that you succeed in reaching your academic goals.

We know that for some, being a scholar comes with many sacrifices and struggles. At College of Alameda we also understand that life happens and sometime circumstances change quickly. We understand the increase levels of stress that being a scholar while serving in many different roles in our personal lives entail.

Please use this guide to help you find information on free and low-cost services in an effort to ease your load. Whether you are a student, an administrator, faculty member, classified professional, or member of the community, it is our hope that this guide will help you and help you help others.

If you need additional support services please call the 211 Directory. This is a confidential service that connects people with free resources, such as food, clothing, shelter, counseling or medical care, in your local area. Dial "211" from any phone and let the operator know your location and area of need.

I look forward to partnering with you, providing you with resources, and empowering you to achieve your goals.

In Unity,

Natalie Rodriguez

Director of Student Activities & Campus Life

nrodriguez@peralta.edu

Important Notice



At the time of publication, the resources listed in this guide were confirmed to be free or low-cost for persons with low income. Please call to confirm costs (if any) prior to using any of the services listed in this guide.

The Office of Student Activities and Campus Life at College of Alameda does not endorse any of the community services listed in this resource guide. The information is collected for the convenience of College of Alameda students.

The Vision of College of Alameda is that we are a diverse, supportive, empowering learning community for seekers of knowledge. We are committed to providing a creative, ethical and inclusive environment in which students develop their abilities as thinkers, workers and citizens of the world.

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CAMPUS RESOURCES

SUPPORT PROGRAMS & SERVICES

Admissions & Records

Here to provide you one on one service with Residency issues, enrollment problems, adding or dropping classes, student verification, assist you with ordering official or unofficial Transcripts, and helping you submit your documents for your certificate or Degree.

Website: <https://alameda.peralta.edu/student-service/admissions-and-records/>

General Office Phone Number: 510.748.2228

Email: coadmissions@peralta.edu

Career and Employment Center

Our Mission: To transform lives by providing Access and Opportunity for our Students and Community.

Website: <https://alameda.peralta.edu/student-service/alameda-one-stop-career-center/>

General Office Phone Number: 510.748.2208

Email: Coa-ncitiescc@peralta.edu

Career Education (Formerly CTE)

Prepare students to be competitive candidates for today's workforce. The Associate Degree and Certificate programs offered include: Apparel Design and Merchandising, ATLAS, Auto Body and Paint, Automotive Technology, Aviation Maintenance Technology, Business/Accounting, Computer Information Systems, Dental Assisting, Private: Certified Nursing Assistant (CNA), and Diesel Mechanics.

Website: <https://alameda.peralta.edu/academics/career-technical-education-programs/>

General Office Phone Number: 510.748.2316

Email: CTE@peralta.edu

EOPS/Care/Calworks

A program designed to provide academic support and above-and-beyond services to help students reach their academic goal. Students enrolled in the EOPS program demonstrate that they have educational, economic, social, cultural, or language problems that interfere with their educational careers.

Website: <http://alameda.peralta.edu/eops-care/>

General Office Phone Number: 510.748.2258

Email: coaeops@peralta.edu

Financial Aid

Financial aid is made available to assist students when family resources aren't sufficient to meet college costs. Financial aid is offered to enhance and increase student success in obtaining an education and meeting your educational goals. Financial aid funds come from Federal and State Government.

Website: <http://alameda.peralta.edu/student-service/financial-aid/>

General Office Phone Number: 510.748.2391

Email: coafinancialaid@peralta.edu

Learning Resource Center

Free Tutoring for College of Alameda Students.

Website: <https://alameda.peralta.edu/student-service/learning-resource-center/>

Email: lrc.frontdeskcoa@gmail.com

CAMPUS RESOURCES – Support Programs & Services

Mathematics, Engineering, Science Achievement (MESA)

A peer and professional support community whose aim is to increase access and opportunities of success in STEM(Science, Technology, Engineering, Math)-related fields for first-generation, low-income, and under-represented college students. MESA provides resources for students to develop essential academic and leadership skills to achieve success in school, career, life, and STEM-related disciplines.

Website: <https://alameda.peralta.edu/student-service/math-engineering-science-achievement-mesa/>

Email: coamesa@peralta.edu

NextUp

The NextUp Program, formerly CAFYES, is designed to promote the success of current and former foster youth enrolled at the College of Alameda. The program assists qualified students in balancing their educational needs with financial assistance and additional support services.

Website: <https://alameda.peralta.edu/student-service/nextup/>

Student Accessibility Services (Formerly DSPS)

Provides services designed to meet the unique educational needs of enrolled CoA students with documented disabilities. Our professional staff works with each student to provide accommodations that ensure equal access to all academic programs, and to promote students' independence so they may realize their academic potential and reach their goals.

Website: <https://alameda.peralta.edu/student-service/dsps/>

General Office Phone Number: 510.748.2328

Email: SAS.Alameda@peralta.edu

Veteran's Resource Center (VRC)

Committed to providing quality education to veterans, active duty members, reservists, and their family members (dependents). While providing educational courses to reach your goal, we also offer resources and referral information to succeed in a college setting.

Website: <https://alameda.peralta.edu/student-service/veterans-services/>

General Office Phone Number: 510.748.5284

Email: LaShawn Brumfield, Veteran Certified Official/Staff Assistant,
lbrumbfield@peralta.edu

Welcome Center

Monday – Friday, 8 AM – 4:30 PM

If you need help becoming a College of Alameda student, visit the Welcome Center! You can use the Welcome Center to apply to college, register for classes, and apply for financial aid. If you need assistance, our Student Ambassadors are here to help.

Website: <https://alameda.peralta.edu/student-service/welcome-center/>

General Office Phone Number: 510.439.1134 (Call or text)

HEALTH, WELLNESS & LEGAL SERVICES

Roots Clinic

During the pandemic, services can be accessed at the Roots Community Health Center.

Roots Community Health Center

7272 MacArthur Blvd., Oakland, CA. 94605

Free medical and nursing services for Peralta Students. Appointments available by phone, virtually, or in person! Call for more information and make sure to provide your student ID.

General Office Phone Number: 510.533.1248

Free Mental Health Counseling

Mental health counselors are available Monday – Thursday

9 AM to 5 PM and Fridays 2 PM to 5 PM

Health Services is offering free remote mental health counseling and limited in-person appointments. Get support with adjusting to college, relationship or family difficulties, coping with crisis, problems at school or work, social isolation, difficulties sleeping, anxiety, depression, covid-19 concerns, stress management, trauma concerns, grief.

Website: <https://alameda.peralta.edu/student-service/health-services/mental-health-services/>

Mental Health Appointment Request Form [Click Here](#)

General Office Phone Number: 510.748.2320

Email: Lisa Sawadogo, Health Services Coordinator, lisasawadogo@peralta.edu

Campus Showers

Due to the Pandemic, Showers are closed.

Currently enrolled students can use the college shower facilities twice a week during all academic terms (except when school is not in session). Dates and times may differ by semester and are posted at the beginning of each term.

Immigration Legal Services

In partnership with College of Alameda, East Bay Community Law Center (EBCLC) is offering FREE immigration legal services to College of Alameda students. Schedule an appointment with an immigration attorney or legal advocate to discuss your immigration status and options.

Website: www.ebclc.org

Schedule an appointment online: <https://ebclcmigrationlegalclinic.as.me/alameda>

Email: AlamedaLegal@EBCLC.org

LEARNING COMMUNITIES

Adelante Con Comunidad, Excelencia, Sabiduría y Oportunidad (ACCESO)

ACCESO Serves and supports Latinx students to plan for and attain a certificate, degree, or transfer within three years. While our mission is to expand opportunities and improve the educational attainment of Latinx students, the ACCESO Program is open to all students at College of Alameda.

Website: <https://alameda.peralta.edu/office-of-instruction/liberal-studies-and-language-arts-lsla/acceso-overview/>

Email: Mayra Arevalo-Agyapong, marevalo@peralta.edu

Puente

The Puente Project is a national award-winning program that has improved the college-going rate of tens of thousands of California's educationally underrepresented students since 1981

Website: <https://alameda.peralta.edu/office-of-instruction/liberal-studies-and-language-arts-lsla/puente/>

Email: Mayra Arevalo-Agyapong, marevalo@peralta.edu

UMOJA

The UMOJA Community at the College of Alameda is more than a program, it is an opportunity. We aim to help increase retention, graduation and transfer rates among African/African American and other scholars. College is more than assignments and grades. We aim to help make higher education a personal experience.

Website: <https://alameda.peralta.edu/umoja-coa/>

General Office Phone Number: 510.748.5274

Email: CoaUmoja@peralta.edu

ONLINE RESOURCES

Cashier

Due to the pandemic, the cashier office is closed until further notice.

No cash or in-person payments are currently being accepted. Pay fees online by credit/debit card (Visa or MasterCard) in the Student Campus Solutions system.

Website: <https://web.peralta.edu/admissions/fees/>

Student Campus Solutions: <sa.peralta.edu>

Library Services

Although the Library is currently physically closed curbside pick-up/returns are available (by appointment only) in addition to the following online services:

- Chat online with a librarian
- Access free ebooks and articles 24/7
- Access online data bases
- Access online library courses.

Website: <https://alameda.peralta.edu/library/>

New Students Steps to Success

If you're new to college – whether you're a recent high school graduate, you've completed your GED, or you graduated from high school a while ago, start here. You'll need to complete a simple series of steps to apply for admission and enroll in classes. Also, don't forget to apply for financial aid to help pay for college! Find step-by-step guides and tutorials here.

Website: <https://alameda.peralta.edu/admissions/new-students/>

One-on-One Application Assistance

Tuesdays, Wednesdays, and Thursdays from 11 AM – 2 PM

Virtual application workshop.

Website: <https://zoom.us/j/92423053804#success>

Virtual Financial Aid Workshop

Every Wednesday from 11:30 AM to 1 PM

Get assistance completing your FAFSA or Dream Act Application, and/or completing your financial aid file. Get answers to your financial aid eligibility questions.

Website: <https://cccconfer.zoom.us/j/97032620707>

FREE RESOURCES FOR COA STUDENTS



alameda.peralta.edu

Free Internet Hot Spot

Do you need internet access? Hot Spots are pocket-sized mobile routers that allow you to set up internet access wherever you go.

Request your free hot spot at:

<http://tinyurl.com/coahotspot>

Free Chromebook Rental

Do you need a Chromebook for class?

Check out a Chromebook at CoA's library:

<http://tinyurl.com/coachromebooks>

Free Produce Market

Get fresh fruit and vegetables twice a month! Every 2nd and 4th Tuesday from 12:30-2:00 pm in front of the A-Building
This event is open to the public.

Grocery Gift Cards

Are you in a tight spot and need help with groceries? Are you enrolled in at least 3 units at CoA? Contact Natalie Rodriguez, Director of Student Life & Activities
nrodriguez@peralta.edu

Emergency Grant Aid

Do you have a financial emergency that might prevent you from staying in school? Talk to a CoA counselor to see if you can apply for an Emergency Grant. To apply you must have declared your major at CoA, be enrolled in 6 units at COA and have at least a 2.0 GPA. Make a counseling appointment at **(510) 748-2209**



COMMUNITY RESOURCES

COVID-19 RESOURCES

COVID-19 GUIDANCE FOR IMMIGRANT CALIFORNIANS

A guide that provides tips about services, including public benefits, that are available to immigrant Californians, including some that available regardless of immigration status.

Website:

https://files.covid19.ca.gov/pdf/wp/listos_covid_19_immigrant_guidance_en_daf.pdf

MEDICAL ASSISTANCE

Medi-Nurse

Uninsured? Have Medi-Cal, but no regular doctor? Medi-Nurse can help. Medi-Nurse is a free, 24/7 nurse advice line. You can speak directly with a health professional about your symptoms, get advice for further treatment in your area, or ask how to apply for health insurance.

Phone Number: 877.409.9052

TESTING & VACCINES OAKLAND

Acts Full Gospel Church

1034 66th Avenue, Oakland, CA 94621

Tuesday and Saturday: 9 AM – 4 PM

Drive Thru or Walk up accepted No appointment necessary

Pre-register at <https://home.color.com/covid/sign-up/start?partner=actsfull>

Phone number: 510.567.1300

Asian Health Services Community Testing

Madison Square Park

810 Jackson Street, Oakland CA 94607

Tuesday: 10:00 AM - 5:00 PM, Thursday & Friday: 8:00 AM - 4:00 PM

Appointment only

Register at <https://home.color.com/covid/sign-up/start?partner=cdph080>

Phone number: (510) 735-3222

Language assistance available at 211

Asian Health Services Community

Testing Clinton Park

655 International Blvd., Oakland, CA 94606

Mondays: 12:00 PM - 2:00 PM

No appointment necessary - walk ups accepted

CORE and Allen Temple Baptist Church

8501 International Blvd., Oakland, CA 94621

Tuesdays, Wednesdays and Thursdays: 11:00 AM – 5:00 PM

Register at <https://ac.fulgentgenetics.com/appointment/screen/landing>

CAMPUS RESOURCES – Covid-19 Resources

Community Christian Church for Christ

1527 34th St., Oakland, 94608

Monday: 9:00 AM – 4:00 PM

Wednesday: 12:00 PM – 7:00 PM

Register at <https://home.color.com/covid/sign-up/start?partner=thecommunity>

Faith Center Community Church

1527 34th Street., Oakland, CA 94608

Monday: 9 AM – 4 PM

Wednesday: 12 PM – 7 PM

Walk up only

No appointment necessary

Pre-register at <https://home.color.com/covid/sign-up/start?partner=thecommunity>

Friendship Christian Center

1904 Adeline St., Oakland 94607

Tuesday, Thursday, Saturday: 9:00 AM – 4:00 PM

Friday: 12:00 PM – 7:00 PM

Drive Thru or Walk up accepted

No appointment necessary

Register at <https://home.color.com/covid/sign-up/start?partner=friendship>

Phone Number: 510.835.8539

La Clínica de La Raza

The parking lot at 35th Ave & E 12th St, Oakland

Monday–Friday: 8:30 AM–12:00 PM; 1:00 PM–5:00 PM

The call center is closed for lunch from 12:00 PM– 12:30 PM

By Appointment Only; Ages 2 months and older

Walk-ups are accepted if we have capacity

Register at

https://www.primarybio.com/r/laclinica?registration_type=general_public

Phone Number: 510.535.3370

LifeLong Medical Care Cal-Pep

2811 Adeline St., Oakland

Mondays: 9:30 AM – 3 PM

By appointment only

Register at <https://www.lifelongmedical.org/community-testing.html>

Lifelong Medical Care Foothill Square

10700 MacArthur Blvd, Oakland

Wednesdays: 9:30 AM – 3 PM

By appointment only

Register at <https://www.lifelongmedical.org/community-testing.html>

Lifelong Medical Care Eastmont Mall

7200 Bancroft Ave, Oakland

Tuesdays and Thursdays: 9:30 AM – 3 PM

By appointment only

Register at <https://www.lifelongmedical.org/community-testing.html>

CAMPUS RESOURCES – Covid-19 Resources

Native American Health Center Parking Lot

3050 International Blvd., Oakland, CA 94601

Monday, Friday: 10:00 AM - 5:00 PM

Tuesday, Thursday: 9:00 AM - 5:00 PM

Wednesday: Closed

Saturday: 10:00 AM - 4:00 PM

Walk-ups are accepted until capacity has been met

Identification is required for all adults 18 years and older

Legal parent or guardian must accompany children between the ages of 1-12years old

Test results take 48-72 hours to return

Register at <https://home.color.com/covid/sign-up/start?partner=cdph102>

Language assistance available at 211

Roots Community Health Center

9925 International Blvd., Oakland, CA 94603

Mondays & Wednesdays: 9:30 AM – 4:00 PM

Fridays: 9:30 AM – 1:00 PM

Registration is preferred but not required!

Register at <https://rootsclinic.org/covid-19-testing/>

Email: admin@rootsclinic.org

West Oakland Health Center

700 Adeline St., Oakland, CA 94607

Monday and Friday: 8:00 AM - 4:30 PM

Closed 12:00 PM- 1:00 PM

Walk-ups are accepted until capacity has been met

Identification is required for all adults 18 years and older

Legal parent or guardian must accompany children between the ages of 0-12 years

Test results take 48-72 hours to return

Weather Permitting

Register at <https://home.color.com/covid/sign-up/start?partner=cdph152>

BERKELEY

Martin Luther King Jr. Youth Center

1730 Oregon St, Berkeley, CA 94703

Monday – Friday: 8:00 AM – 8:00 PM

Register at <https://lhi.care/covidtesting>

Phone Number: 888.634.1123

SAN LEANDRO

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San Leandro Marina Community Center

15301 Wicks Blvd., San Leandro, CA 94579

Tuesday - Saturday, 7:00 AM - 7:00 PM

Register at <https://lhi.care/covidtesting>

Phone Number: 888.634.1123 (English & Spanish)

VACCINE AVAILABILITY

Please check <https://covid-19.acgov.org/vaccines.page?#register>

FOOD & BASIC NEEDS RESOURCES

Homies Empowerment FREEdom Store

7631 MacArthur Blvd., Oakland, CA.

Every Tuesday from 10:00 AM – 4:00 PM

Free food and basic needs

Website: <https://www.homiesempowerment.com/freedom-store.html>

Alameda County Food Bank

Monday - Friday, 9:00 AM - 4:00 PM

Category: Grocery, Hot meal

Website: FoodNow.net

Phone Numbers: 1.800.870.FOOD (3663) and 1.510.635.3663

81st Ave. Branch Library

1021 81 st. Ave, Oakland, CA 94621

Monday, Wednesday & Friday 12:00 PM- 2:00 PM

Category: First-come, first-served, curbside food pick-up

Phone Number: 510.615.5812

Cesar Chavez Branch Library

3301 E. 12th St. Ste. 271, Oakland, CA 94601

Tuesday & Thursday, 12:00 PM

Category: First-come first served Food pick-up

Phone Number: 510.535.5620

Fruitvale Transit Village

3301 East 12th St., Oakland, CA 94601

Prepared Meals Every Wednesday at 11 AM

Grocery Boxes Every Friday at 3 PM

Website: <https://unitycouncil.org/program/food-distribution/>

Contact: Nalleli Albarran

Phone Number: 510.535.6123

Email: nallelia@unitycouncil.org

RENT, UTILITIES & HOUSING

East Bay Housing Organizations

Assists Alameda & Contra Costa residents with rental and legal assistance

Website: <http://ebho.org/resources/covid-19-get-support/>

Phone Number: 510.663.3830

CARES Act Funding

Renter applicants may contact:

Bay Area Community Services (BACS)

Website: www.bayareacs.org

Phone Number: 510.899.9289

Text: 510.759.4877

Catholic Charities East Bay

Website: www.cceb.org

Phone Number: 510.768.3100

Centro Legal de la Raza

Website: www.centrolegal.org

Phone Number: 510.422.5669

Homeowner applicants may contact:

Housing and Economic Rights Advocates

Website: www.heraca.org

Phone Number: 510.271.8443 x300

The Unity Council

1900 Fruitvale Avenue, Suite 2A

Oakland, CA 94601

The Mission of The Unity Council is to promote social equity and improve quality of life by building vibrant communities where everyone can work, learn, and thrive.

Complete an intake form to connect with multiple services here:

<https://unitycouncil.org/universal-intake-form/>

Phone Number: 510.535.6900

Covenant House Oakland

200 Harrison Street Oakland, CA 94607

Phone Number: 510.379.1010

Causa Justa Just Cause

1419 34th Ave. #203 Oakland, CA 94601

Phone Number: 510.763.5877

Centro Legal de La Raza

3022 International Blvd, 4th Floor, Oakland, CA 94601

Housing and workers' rights support during the COVID-19 crisis.

Website: <https://www.centrolegal.org/covid-19/>

Phone Number: 510.437.1554

Email: info@centrolegal.org

CAMPUS RESOURCES – Rent, Utilities & Housing

East Bay Community Law Center Housing Services

2921 Adeline St., Berkeley, CA

Monday - Friday: 9:00 AM - 5:00 PM

EBCLC's Housing Program focuses on defending eviction lawsuits brought against low-income tenants.

Website: <https://ebclc.org/need-services/housing-services/>

Phone: 510.548.4040



Emergency Rent & Housing Assistance from the Oakland LGBTQ Center

3207 Lakeshore Ave (Entrance on Rand Ave.), Oakland, CA 94610

Monday - Friday: 12:00 PM - 8:00 PM

This fund will allow the Center to provide emergency rental assistance, to low-income individuals and families, living in Oakland and Alameda County

Website: <https://www.oaklandlgbtqcenter.org/housing-homeless-resources>

Phone: (510) 882-2286

Email: info@oaklandlgbtqcenter.org

Eviction Defense Center Oakland

350 Frank Ogawa Plaza, Suite 703, Oakland, CA 94612

The Eviction Defense Center ("EDC") provides free and low-cost legal services to tenants facing eviction in Alameda County and the City of Richmond. All services are offered on a sliding scale basis.

Website: <https://www.evictiondefensecenteroakland.org/>

Phone: (510) 452-4541



Our Trans Home SF

A coalition working to address homelessness and housing instability impacting Transgender and Gender Non-Conforming (TGNC) people in the San Francisco Bay Area and providing COVID-19 support.

Website: <http://ourtranshomesf.org/>

Keep Oakland Housed

For emergency financial assistance: Bay Area Community Services (SACS)

Apply online: housing.bayareacs.org

Phone Number: 510.899.9289 (text or call)

Email: KeepOaklandHoused@bayareacs.org

Catholic Charities East Bay (CCEB)

Website: <https://www.keepoaklandhoused.org/howtogethelp>

Phone Number: 510.768.3100

Asian Pacific Environmental Network (APEN)

426 17th Street, Suite 500, Oakland, CA. 94612

APEN is building community-owned renewable energy resources to power our neighborhoods, protecting affordable housing so that our historic cultural communities can stay together, creating a local economy of cooperatives owned and governed by community members, and taking back control of our democracy.

Website: <http://apen4ej.org/>

Phone Number: 510.834.8920

Email: info@apen4ej.org

CAMPUS RESOURCES – Rent, Utilities & Housing

Vietnamese Community Center of the East Bay

Monday-Friday: 9:00 AM – 3:00 PM

655 International Blvd., Oakland, CA. 94606

VACCEB provides a variety of support services including access to nutritional meals, senior programs, housing assistance, immigration legal and education services, English as a Second Language (ESL) classes, and employment development.

Website: <https://www.vacceb.net/>

Phone Number: 510.891.9999

Email: info@vacceb.org

Alameda County Housing Secure

3400 E 12th St.

Oakland, CA 94601

Monday – Friday, 9 AM – 5 PM

Alameda County Housing Secure began in 2018 and provides free legal services and emergency financial assistance to low-income tenants and homeowners. These services enable county residents who are vulnerable to displacement to stabilize their housing.

Website: <https://www.ac-housingsecure.org/>

Email: achs-erap@centrolegal.org

Legal Services for tenants experiencing a wide range of issues with their landlord.

Phone Number: 510.437.1554

Email: tenantsrights@centrolegal.org

COVID-19 RENT RELIEF



ALAMEDA COUNTY
HOUSING SECURE

- Are you behind on rent or utilities because of COVID-19?
- Are you a landlord who has experienced a loss in income because of unpaid rent?

You may be eligible for financial assistance through the Alameda County Housing Secure Emergency Rental Assistance Program.

ACHS ERAP will help renters pay past due rent or future rent + help renters get caught up on utility bills.

How do I apply?



call 211

Visit:

ac-housingsecure.org

Who can apply?

- Tenants in Alameda County, excluding Oakland and Fremont
- Renters with household incomes not more than 80% AMI
- Renter qualifies for unemployment benefits or experienced a reduction in household income, incurred significant costs, or experienced other financial hardship due to COVID-19
- Renter demonstrates a risk of experiencing homelessness or housing instability



Fremont and Oakland residents visit:

www.fremont.gov/KeepFremontHoused

www.oaklandca.gov/resources/housing-resources-erap-emergency-rental-assistance



CA COVID-19 RENT RELIEF

Rent Past Due?

Renters and landlords have enough things to worry about. Past due rent shouldn't be one of them.

If you're an income eligible renter who has experienced a financial hardship due to COVID-19 and have past due rent, or you're a landlord who has experienced a loss in income because of unpaid rent, you may be eligible to get financial assistance now through the CA COVID-19 Rent Relief program.



Who Can Apply?

Landlords who have income-eligible renters experiencing a financial hardship due to COVID-19 with past due rent.

Renters who have experienced a financial hardship due to COVID-19, have past due rent or utilities, and have a household income that is not more than 80% of the area median income.

How Much Rent Relief Will I Get?

Landlords can get reimbursed for 80% of past due rent accrued between **April 1, 2020**, and **March 31, 2021**, if they agree to waive the remaining 20% of unpaid rent.

Eligible renters whose landlords choose not to participate may still apply on their own and receive 25% of unpaid rent accrued between **April 1, 2020**, and **March 31, 2021** through a direct payment to their landlord. If a landlord refuses direct payment, the 25% can be paid to the renter to pay missed rent to their landlord by June 30, 2021. Paying 25% of past due rent by June 30, 2021 can help keep renters in their homes under the extended eviction protections provided in SB91.

Eligible renters can also receive help paying future rent, equal to 25% of their monthly amount to help them stay in their homes, and 100% of up to 12 months of unpaid or future utility bills.

How do I Apply?

To check eligibility requirements, apply or find a Local Partner Network organization who can assist you further, visit HousingIsKey.com or call 833-430-2122, toll free.

HousingIsKey.com

Priority will be given to households at the greatest risk of eviction.



CA COVID-19 RENT RELIEF

Need help paying your utilities? The CA COVID-19 Rent Relief program may be able to help.

Utility payment assistance is available from the State of California for income eligible renters who have been impacted by COVID-19 and need help paying past due or future utility bills.

How does it work?

Unpaid utilities dating back to April 1, 2020 will be compensated at 100% of cost, limited to a total of 12 months, and paid directly to the utility provider. Eligible renters may also receive assistance with future payments.

Who can apply?

Income eligible renters who have experienced a loss of income due to COVID-19 and need help with unpaid or future utility payments.

Assistance from the CA COVID-19 Rent Relief program does not count as earned income and will not affect eligibility for any other state benefit assistance programs.

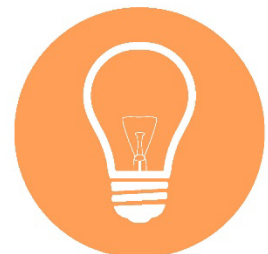
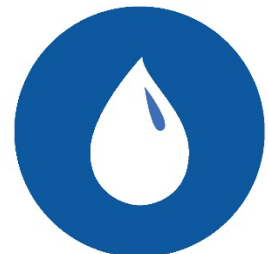
All applicant information is kept private and will not be shared.

Income eligible applicants may qualify regardless of immigration status and will not be required to show proof of citizenship.

How do I apply?

To check eligibility and apply, visit HousingIsKey.com or call 833-430-2122.

For in-language assistance, to get help with eligibility requirements or filling out an application, schedule an appointment with a local organization near you by calling 833-687-0967.



The CA COVID-19 Rent Relief program is an official State of California sponsored program.



All Californians deserve a place to call home. It's our priority to keep you in yours.

State law protects renters who are unable to pay their rent due to the COVID-19 pandemic. The [COVID-19 Tenant Relief Act](#) provides statewide eviction protections for non-payment of rent until September 30, 2021.

New Protections and Guidelines for Tenants

If you cannot pay your full rent because of COVID-19 related financial distress, there are protections available to you until at least **September 30, 2021**.



If you are unable to pay all or some of your rent between **September 1, 2020** and **September 30, 2021**:

All of the same rights and obligations below apply. However, in addition, by September 30, 2021 you must pay at least 25% of the rent due during the period of September 1, 2020 through September 30, 2021 to avoid an unlawful detainer (eviction) action being filed against you on or after October 1, 2021. You may do this by paying 25% each month, or by paying a lump sum equaling 25% of your rent during this time period by September 30, 2021, or by some other means, as long as you have paid at least 25% of the rent due for the period by September 30, 2021.

If you were unable to pay all or some of your rent between **March 1, 2020** and **August 31, 2020**:

- You cannot be evicted IF you return a declaration of COVID-19 related financial distress to your landlord, signed under penalty of perjury, within 15 business days of receiving a notice to pay or quit (vacate) that was given to you on or after September 1, 2020.
- When your landlord gives you a notice to “pay or quit” (vacate), they must also provide a separate notification which explains your rights and obligations under the new law. (A notice to ‘pay or quit’ is a notice from your landlord that gives you a certain amount of time to pay the outstanding rent you owe or vacate your home.)
- When your landlord gives you a notice to pay or quit (vacate), they must provide a declaration of COVID-19 related financial distress in the language of your rental agreement. It is very important that you provide the signed declaration to your landlord within 15 business days or an eviction proceeding may be filed against you in court.
- If your household income is more than 130% of the [median household income in your county](#) and over \$100,000, your landlord may demand proof of your COVID-19 related hardship be provided to support your declaration. Any form of verifiable documentation that shows the COVID-19-related financial distress – such as a tax return, pay stubs, a statement from your employer, among other items – can be used to satisfy this requirement. If you are a high-

(continued)

income household and your landlord requests proof of financial distress, you must provide it to be protected from eviction.

- Also, the new COVID-19 Tenant Relief Act prohibits your landlord from charging you late fees or interest on your unpaid rent if you've given them a declaration of COVID-19 related financial distress.

Other things you need to know

- These protections apply to all residential tenants, including mobile home tenants, regardless of immigration status.
- Until September 30, 2021, landlords must give at least 15 days' notice, not including weekends or judicial holidays, to pay rent or be evicted.
- If you are unable to provide a COVID-19 related financial hardship declaration within 15 business days, you may still submit the declaration to the court for similar protections if you have a "good reason" for not being able to provide the declaration to your landlord within 15 business days. Under the law, you have a "good reason" if your failure to return the declaration within the 15 business days as required by law was the result of mistake, inadvertence, surprise, or excusable neglect, as those terms have been interpreted under the [California Code of Civil Procedure Section 473 \(b\)](#).
- Until September 30, 2021, the law limits public disclosure of eviction cases involving nonpayment of rent between March 1, 2020 and September 30, 2021.
- The law provides protections for tenants if landlords claim to evict them for "just cause" when in fact they are evicting a tenant for nonpayment of rent that was due between March 1, 2020 and September 30, 2021.
- Tenants can still be evicted for other reasons, such as for health and safety violations.

- The law adds a new penalty of between \$1,000 and \$2,500 against landlords who do such things as locking a tenant out, throwing personal property out onto the curb, and shutting off utilities to evict a tenant, rather than going through the required court process. These penalties are in effect until October 1, 2021.
- Tenants who believe they have been unlawfully evicted or who need legal advice should consult with an attorney. Tenants who need low- or no-cost legal help can visit www.lawhelpca.org and/or <https://landlordtenant.dre.ca.gov/resources/tenant.html> for additional resources.

IMPORTANT: You will still owe back rent

If you have followed all the procedures above, any rent owed remains rent due.

You should keep careful track of what you have paid and any amount you still owe to protect your rights and avoid future disputes.

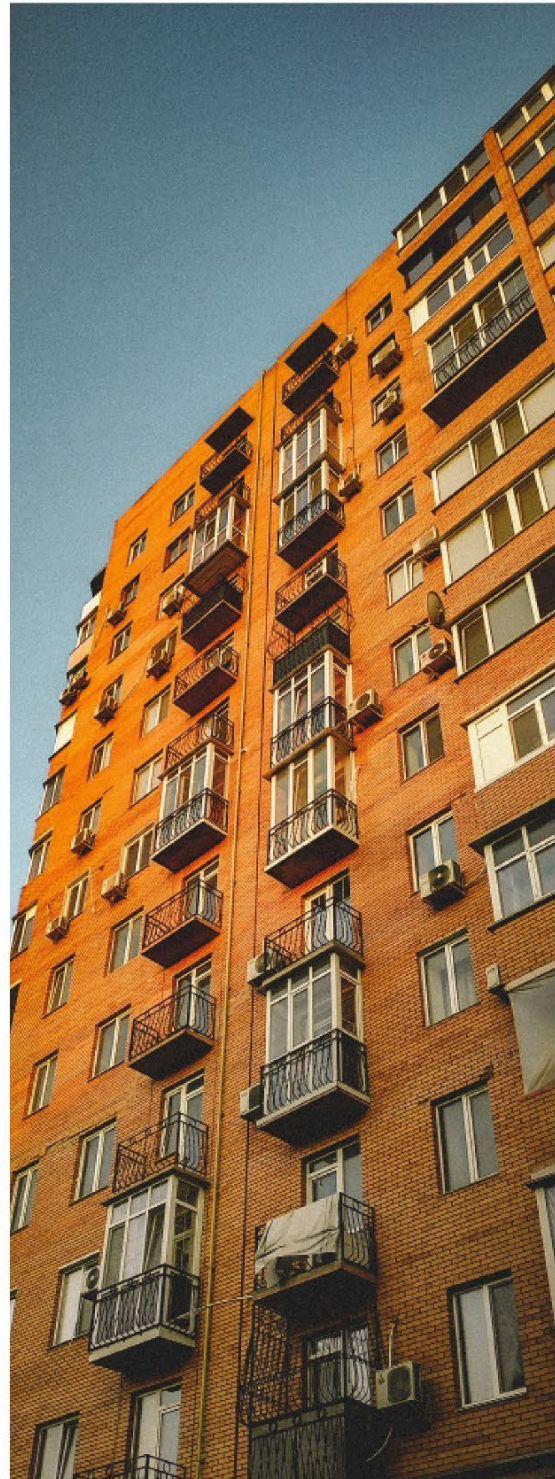
MORE INFORMATION

What counts as Financial Distress?

Financial distress means that you have reduced income or increased expenses due to COVID-19 that make you unable to meet your monthly rent or other obligations under your lease. It includes:

1. Loss of income caused by the COVID-19 pandemic.
2. Increased out-of-pocket expenses directly related to performing essential work during the COVID-19 pandemic.
3. Increased expenses directly related to health impacts of the COVID-19 pandemic.
4. Childcare responsibilities or responsibilities to care for an elderly, disabled, or sick family member directly related to the COVID-19 pandemic that limit your ability to earn income.
5. Increased costs for childcare or attending to an elderly, disabled, or sick family member directly related to the COVID-19 pandemic.
6. Other circumstances related to the COVID-19 pandemic that have reduced your income or increased your expenses.

Even if you are receiving public assistance — such as unemployment insurance, pandemic unemployment assistance, state disability insurance (SDI), or paid family leave — you can still make a declaration of COVID-19 financial distress if this assistance does not fully make up for your loss of income and/or increased expenses.



TECHNOLOGY NEEDS

Tech Exchange

Families can text Tech Exchange at 510.866.2260 for support with their technology needs. Families can also go to Tech Exchange's for a list of resources, including options for low-cost internet and computers.

Website: <https://www.techexchange.org/resources>

Low-Cost Internet

Comcast Internet Essentials

60 days free service - \$9.95/month after 60 days

Website: <https://www.internetessentials.com/>

Phone Number: 855.846.8376

Access from AT&T - Discount Internet Access

60 days free service - \$10/month after 60 days

Website: <https://m.att.com/shopmobile/internet/access/>

Phone Number: 855.220.5211

HEALTH, WELLNESS & MENTAL HEALTH

Asian Health Services

101 8th Street, Suite 100, Oakland, CA 94607

Asian Health Services provides more than primary care services, including mental health, case management, nutrition, and dental care to more than 50,000 patients in English and over 14 Asian languages: Cantonese, Vietnamese, Mandarin, Khmer, Korean, Tagalog, Mien, Lao, Mongolian, Karen, Karenni, Arabic, ASL, and Burmese.

Website: <https://asianhealthservices.org/>

Phone Number: 510.735.3111

Medi-Nurse

Uninsured? Have Medi-Cal, but no regular doctor? Medi-Nurse can help. Medi-Nurse is a free, 24/7 nurse advice line. You can speak directly with a health professional about your symptoms, get advice for further treatment in your area, or ask how to apply for health insurance.

Phone Number: 877.409.9052

Intertribal Friendship House

523 International Blvd., Oakland, CA 94606

The mission of IFH is to promote the ability of Native people to thrive in an urban environment through ceremony, traditions and cultural connection, to provide a safe environment to strengthen cultural identity, promote health, inter-generational healing and support the development of extended family.

Fill out an intake form at <https://www.ifhurbanrez.org/contact-us>

Substance Abuse and Mental Health Services Administration

Free, confidential, 24/7, treatment referral and information service for individuals and families facing mental and/or substance use disorders.

Website: <https://www.samhsa.gov/find-help/national-helpline>

Phone Number: 800.662.HELP (4357)

Open Path Provide

Affordable, in-office and online psychotherapy sessions between \$30-\$60

Website: <https://openpathcollective.org/city/oakland/>

Email: INFO@OPENPATHCOLLECTIVE.ORG

National Alliance on Mental Illness (NAMI)

Monday-Friday 10:00 AM- 6:00 PM

24 Hours free crisis counseling

Website: <https://nami.org/home>

ET Call Helpline 800.950.6364

Text "NAMI" to 741741

Psychological Services Center

1440 Broadway, Suite 610, Oakland, CA 94612

Monday-Thursday 9:00 AM- 8:30 PM

Friday 9:00 AM- 4:00 PM

Phone Number: 866.825.5426

CAMPUS RESOURCES – Health, Wellness & Mental Health

Sausal Creek Outpatient Stabilization

2620 26th Ave, Oakland, CA 94601

Tuesday 7:00 AM- 3:30 PM

Wednesday & Friday 11:30 AM - 8:00 PM

Thursday & Saturday 9:00 AM- 5:30 PM

***Must be referred by Alameda County ACCESS**

***Must have Medi-Cal or HealthPAC**

Website: <https://www.telecarecorp.com/sausal>

Phone Number: 510.437.2363

CalHope Emotional Support Hotline: 1.833.317.HOPE

Asian Mental Health Collective

Website: Asianmhc.org

Crisis Support Services of Alameda County

24-Hour Crisis Line

Website: <https://www.crisissupport.org/programs/crisis-line/>

Phone Number: 800.309.2131

National Suicide Prevention Lifeline: 800.273.8255

MISSEY – Motivating, Inspiring, Supporting & Serving Sexually Exploited Youth

Website: <https://www.ifhurbanrez.org/contact-us>

Phone Number: 510.251.2070

National Human Trafficking Hotline: 1.888.373.7888

Email: info@missey.org



LGBTQ+ Community Hotlines

LGBTQ+ Youth Crisis Hotline: 1.866.488.7386

Suicide Prevention Hotline: 1.800.273.825

LGBTQ+ Elder Hotline: 1.888.234.7243

Community United Against Violence

427 South Van Ness, San Francisco, CA 94103

Organization focused on combating hate-crimes and violence by providing support for abuse survivors, training sessions for developing resources for LGBTQ+ community and CoA

Phone Number: 415.777.5500

Banteay Srei

310 8th St., Suite #102, Oakland, CA. 94607

Banteay Srei is a youth development, asset building organization that is non-judgmental of young SEA women who are at risk of or engaged in the underground sex trade.

Banteay Srei seeks to provide the resources that support their healthy development through self-empowerment and self-determination.

Website: <http://www.bateaysrei.org>

Phone Numbers: 510.318.4438 & 510.318.0909

Email: info@bateaysrei.org

New Breath Foundation

CAMPUS RESOURCES – Health, Wellness & Mental Health

1999 Harrison Street, Suite 1800, Oakland, CA 94612

The New Breath Foundation offers hope, healing, and new beginnings for Asian American & Pacific Islander (AAPI) new immigrants and refugees, people impacted by incarceration and deportation, and survivors of violence.

Website: <https://new-breath.org/>

Phone Number: 415.298.1833

The Spot Oakland Chinatown Youth Center

299 13th St., Oakland, CA 94612

AHS Youth Program focuses on preventing violence, improving health, and creating young leaders. Located at The Spot Youth Center with the motto, “Ready for the Future,” its services include health education, cultural awareness, job training and college readiness.

Website: asianhealthservices.org/community-programs/

Phone Number: 510.986.1024

Sunshine Behavioral Health – Mental Health Issues Facing the Asian American Community

Website: <https://www.sunshinebehavioralhealth.com/resources/mental-health-issues-facing-the-asian-american-community/>

Anti-Asian Violence Resources

Website: <https://anti-asianviolenceresources.carrd.co/>

Hollaback!

Bystander intervention training to stop anti-Asian/American and xenophobic harassment

Website: <https://www.ihollaback.org/bystanderintervention/>

Oakland LGBTQ Resource Center

3207 Lakeshore Ave., Oakland, CA 94610

Monday, Wednesday and Friday: 12:00 PM- 5:00 PM

The Oakland LGBTQ Community Center’s model of service delivery is “Wellness First” and includes social, educational, and holistic related programs, services and activities.

Phone Number: 510.882.2286

Oakland/East Bay Chapter of Parents, Families and Friends of Lesbians and Gays(PFLAG)

Oakland, CA 94601

Vision: PFLAG envisions a world where diversity is celebrated and all people are respected, valued, and affirmed inclusive of their sexual orientation, gender identity, and gender expression.

Phone Number: 510.562.7692

Family Bridges

168 11th Street, Oakland, CA 94607

Family Bridges’ mission is to empower low-income, limited-English proficient immigrant families to lead self-sufficient, independent lives. Programs include the Hong Fook Community-Based Adult Services Centers, Hong Lok Senior Centers, the Friendly Visitors program, the Social Services program, the Lake Merritt Child Care Center, and Community Health Home program.

Website: <https://www.familybridges.org/>

Phone Numbers: 510.839.2022 & 510.239.3884

Lao Family Community Development

2325 E. 12th Street, Suite 226, Oakland, CA 94601

Lao Family Community Development, Inc. (LFCD) assists diverse refugee, immigrant, limited English, and low-income U.S. born community members in achieving long-term financial and social self-sufficiency.

Website: <https://lfcd.org>

Phone Number: 510.533.8850

Friends of Lincoln Square Park

250 10th Street, Oakland, CA 94607

Friends of Lincoln Square Park hosts affordable recreational and enrichment activities for all ages, fun and friendship in after-school and summer camps, senior programs and family events, as well as cultural programming and special events for the entire community.

Website: <https://www.friendsoflincolnsquarepark.org>

Phone Number: 510.238.7738

Noor Islamic and Cultural Community Center

Noor Islamic & Cultural Community Center is a non-profit organization which strives to serve the religious, educational, and social needs of the growing Muslim community of Contra Costa County surrounding communities regardless of their origin, race or color.

Website: <https://www.noorislamicandculturalcommunitycenter.com/>



Free Showers

in or near West Oakland

MONDAY

- Mandela Community Cabins, 34th Street and Mandela Parkway, 9:30am – 2:30pm

TUESDAY

- 27th St. and Northgate Ave. (one block east of Telegraph), 9:30am – 2:30pm
- 589 Oak St. (two blocks south of Lake Merrit BART), 9 am – 1 pm (showers & laundry)
- LavaMaeX, 4501 Shattuck Ave., 8 am – 1 pm
- St. Vincent de Paul, 2272 San Pablo Ave., 9 am – 2 pm (must complete intake first)

WEDNESDAY

- 7th St. and Kirkham St. (near West Oakland BART), 4 pm – 8 pm (showers & laundry)
- St. Vincent de Paul, 2272 San Pablo Ave., 9 am – 2 pm (must complete intake first)

THURSDAY

- Mandela Community Cabins, 34th Street and Mandela Parkway, 9:30am – 2:30pm
- Peralta Park (South Lake Merrit), 10th Street and East Drive, 9 am - 1pm
- Dignity on Wheels, 24th Street and Wood Street, 4 pm - 8 pm (showers & laundry)
- CityTeam, 722 Washington St., 2 pm – 6 pm
- St. Vincent de Paul, 2272 San Pablo Ave., 9 am – 2 pm (must complete intake first)

FRIDAY

- 27th St. and Northgate Ave. (one block east of Telegraph), 9:30am – 2:30pm
- 589 Oak St. (two blocks south of Lake Merrit BART), 9 am – 1 pm (showers & laundry)
- St. Vincent de Paul, 2272 San Pablo Ave., 9 am – 2 pm (must complete intake first)

SATURDAY

- St. Vincent de Paul, 2272 San Pablo Ave., 9 am – 2 pm (must complete intake first)

SUBSTANCE ABUSE

Teen Challenge

International (Men)

90th Ave, Oakland, CA 94603

Monday-Friday: 8:30 AM – 5:30 PM

Christian Institution that aims to help young men (18 and older) overcome addiction and homelessness. Programs are usually live-in for 12-18 months and there is a \$500 processing fee but applicants can avoid this by joining the work study program.

Phone Number: 510.562.1141

SAMHSA National Helpline

Free confidential referral and information hotline (available in Spanish and English) for individuals and families facing mental and/or substance abuse disorders; Available 24/7.

Phone Number: 1-800-662-4357

Alameda County Medical Center

1411 E. 31st street, 1st Floor, Oakland, CA 94602

Organization that has different support groups to support pregnant and parenting women. Groups include but aren't limited to: relapse prevention, drug & alcohol education, anger management etc.

If students don't have Medi-Cal, services are free.

Phone Numbers: 510.437.5192 or 510.437.5137

Latino Commission on Alcohol & Drug Abuse of Alameda County

315 International Blvd, Oakland, CA 94601

Organization that does counseling (individual, group & family), recovery treatments, parenting classes etc. for pregnant or parenting women and their children.

Fees based on sliding scale but students won't be rejected if they are unable to pay

Phone Number: 510.536.4764

Options Recovery Services

610 16th Street, Oakland, CA 94612

Organization that works to help people recover from substance abuse through means of groups, relaxation training, relapse prevention, counseling etc.

Phone Number: 510.836.9900

West Oakland Health Council

700 Adeline Street, Oakland, CA 94607

Non-profit health center that provides services in mental health and substance abuse for residents of West, North and EastOakland, Emeryville and Southwest Berkeley

Phone Number: 510.835.9610

LEGAL SERVICES

Family Violence Law Center

470 27th St, Oakland, CA 94612

Monday – Friday: 9:00 AM – 5:00 PM

Organization that aims to provide legal services for free to anyone needing help due to domestic violence. Services include crisis counseling, safety planning, helping clients get restraining orders etc. All cases must have occurred in Alameda County

Phone Number: 510.208.0220

Advancing Justice- Asian Law

55 Columbus Ave. San Francisco, CA 94111

Monday - Friday: 9:00 AM- 5:00 PM

Organization for Asian and pacific Islander communities that helps in a number of different areas from housing rights to criminal justice reforms and immigrant rights; They also offer programs like Aspire that provides a safe space for undocumented folks to meet and discuss issues and learn about their rights and have people on their side advocating for them.

Phone Number: 415.896.1701

El Centro Legal de La Raza

3400 E. 12th Street, Oakland, CA 94610

Monday - Thursday: 9:00 AM - 5:00 PM

Friday: 9:00 AM - 12:00 PM & 2:00 PM - 4:00 PM

Phone Number: 510.437.1554

Alameda County Bar Association

1000 Broadway # 290, Oakland, CA 94607

Monday- Friday: 8:30 AM - 5:00 PM

Organization that offers free legal advice to low-income communities in areas such as Immigration, Bankruptcy, Family law and Landlord/ Tenant laws; Also assist in giving clients referrals for pro bono lawyers

Phone Number: 510.302.2222

East Bay Community Law Center

2921 Adeline Street, Berkeley, CA 94703

Monday- Friday: 9:00 AM - 5:00 PM

Organization that works with low income clientele to ensure they get representation in court cases as well as free legal advice if they need it. Areas of specialty include: Health and Welfare, Housing and Immigration.

Phone Number: 510.548.4040

Homeless Action Center

1432 Franklin St, Oakland, CA 94612

Monday, Wednesday & Thursday: 9:00 AM- 12:00 PM and 1:00 PM- 5:00 PM

Tuesday: 1:00 PM - 5:00 PM

Organization that offers free legal representation for people that are homeless or at risk of becoming homeless, to ensure they have access to social safety net programs such as Supplemental Security Income, Social Security Disability Insurance, and Cal-Fresh etc.

CAMPUS RESOURCES – Legal Services

Phone Number: 510.836.3260

API Legal Outreach

310 8th St. #308, Oakland, CA. 94607

The mission of API Legal Outreach is to provide culturally competent and linguistically appropriate legal representation, social services, and advocacy for the most marginalized segments of the community including low-income women, seniors, recent immigrants, and youth.

Website: <https://www.apilegaloutreach.org/>

Phone Number: 510.251.2846

Oasis Legal Services

1330 Broadway Suite 428, Oakland, CA 94612

Monday- Friday: 9:00 AM - 5:00 PM

Organization that provides legal services for lower income LGBTQ+ immigrants; services include screening for immigration relief, affirmative asylum, residency, citizenship and family petitions.

Phone Number: 510.666.6687



COLLEGE OF
ALAMEDA

555 Ralph Appezato Memorial Parkway,
Alameda, CA. 94501
www.alameda.peralta.edu

September 2021