**RESOURCES (as of 03-20-20)**

**Food Pantry Modifications:**

**Church of the Good Shepard**

Effective this weekend, processes will be put into place to reduce the amount of people gathered in one place and time [*Neighbors are customarily assigned a number for pantry service. The modification is that those numbers are used to create a schedule that allows someone to come to the pantry during a specific window of time (e.g., 11-11:15)]*. There will also be changes in food handling prep, and procedures to expedite the services we provide, allow for ample distance between people, and to reduce the amount of contact with common surfaces.  **It is critical (now and always) to stay home if you feel ill.** More details will be provided at the pantry.

**Christ the King**

Clients will remain outside and will be asked to show their ID at the front door window. Vouchers and other items will be picked up by the client at the back door. Our signs will ask anyone who is sick to go home and call us. They also ask that our waiting clients stay 6 feet away from others. (see picture)

We have rearranged our Intake Room so that the front door remains closed at all times and has the Intake Table (adjustable height) just inside of the door (see picture). The back door is labeled and we will have a box just outside the door so that our clients will know where to pick up their vouchers, shower cards, McDonald cards, groceries, bread and other items (see picture). If we are giving out items such as lemons, they should be stored in that box (see picture). All of our intake and distribution procedures remain unchanged.

****This arrangement will require the intake person to ask more questions and relay those answers to those working in Distribution. We will be moving our bread shelves into the Intake Room, so that our clients can make their selection. We learned that it's best to have the client stay at the front door until their voucher, grocery bag, and bread has been placed in the box outside the back door. Then we ask them to go to the back door to get their items. If you don't do this, you will have a person standing right at the back door when you open it. This defeats our goal of avoiding close personal contact.





**St. John Vianney Remote Telephone Visits with Office Staff Scheduling - Existing Neighbors:**

* Office Visits will be replaced with **phone call visits** made by Vincentians to neighbors who call in for help.
* As long as the office staff is available to help, they will schedule neighbors for **phone appointments at the same time as our normal office visits**. They will tell neighbors when they are scheduled and that they should expect a call from a blocked number sometime during the full one-hour office visit time frame.
* **Vincentians would call the neighbors from their own blocked number from their home**, instead of coming into the office to make the calls.
* One of the Vincentians scheduled for the evening will check in with office staff (email preferred) to find out who is scheduled for their shift. They will coordinate with their fellow Vincentian on-call for the evening to determine who calls whom.
* Using the data base, they will check to see if the person has been seen before. If so, they will be able to determine whether there have been issues with ID's, Driver's Licenses or home addresses and be prepared to handle. **No new IDs will be required or copied for returning neighbors.**
* For gas vouchers, the Vincentian will need to ask for the Driver’s License information and verify the name, address and expiration date as it appears on their license over the phone.
* They will use an Office Visit Assistance Request form (see attached) to take down the neighbor’s information, verifying their phone number, address and other information, and entering it into the data base. They will then notify Doris, Maurine or Kathy to send the aid out in the mail.
* **Food cards and gas vouchers (no store vouchers as stores are closed) will be mailed to the neighbor's home** address using St. John Vianney envelopes. Doris, Maurine and Kathy and would have the food cards, voucher books and envelopes.
* If the neighbor is homeless and receives their mail at Trinity Center, we will send the food cards/gas vouchers to their Trinity Center address. This may encourage more people to sign up with them. **In no case would we mail the assistance to an address not currently on file.**
* For items of greater need, such as rent or insurance, the conversation would be more involved and a **'home visit phone call'** could be arranged. We would ask them send us copies of the bills and lease agreements to [svdp.stjohnvianney@gmail.com](mailto:svdp.stjohnvianney@gmail.com) and Doris, Maurine and Kathy would pull up the copies and verify their authenticity and completeness. We would decide on what assistance to give, based on our usual Leadership Team review and help as appropriate.
* We will not assist with PG&E bills, phone & internet, since providers have announced that they will not disconnect anyone's service during this crisis. (See resources matrix.)
* For rent requests, we could deal directly with the landlord to send check.

**Remote Telephone Visits Without Office Staff Scheduling**

* There is a possibility at some point that the office would be closed and the staff would not be able to help us
* If so, we could **utilize the existing phone system** by activating our extension, which is #110. We would record a voice mail asking them to leave us a message and letting them know they will get a call back from a blocked number. We are looking into whether the voice mail recording can be changed during the week to let people know that we are no longer accepting calls if our schedule is full for the week.
* **Doris, Maurine and Kathy will check the phone system** twice a day for messages and **assign** them to our usual evening schedules. We would then notify the Vincentians working that night who they will be seeing.
* The Vincentians assisting that evening would then call the neighbor and follow the above process.
* If we receive more requests than our usual schedule would allow, Doris, Maurine or Kathy could call back and let them know that we are out of appointments and they will have to call back the following Monday.

**Blocking a Phone Number:**

* To block your phone number, dial **\*67** prior to dialing the rest of the neighbor’s phone number. If the neighbors phone number has a different area code than 925, you would dial **\*67, then 1, then the area code and finally their 7-digit number**.

**Season of Sharing Update**

In the wake of the growing concern over COVID-19 (known conversationally as *coronavirus*), Chronicle Season of Sharing Fund wants to support the implementation of preventative measures while minimizing misinformation. As this is an emerging situation, Chronicle Season of Sharing Fund will continue to monitor the information released by the California Department of Public Health and the San Francisco Department of Public Health.

COVID-19 and Chronicle Season of Sharing Fund Assistance

Due to the need to limit social engagement to slow down and reduce the spread of COVID-19, some of our county partners have informed us of a spike in applications for assistance.

Between now and May 31, 2020, we are modifying our application requirements for those affected by COVID-19 as follows:

1. Rent/mortgage does not have to be delinquent -- eligible applicants who have been affected directly or indirectly by COVID-19 can apply for Season of Sharing Fund assistance with rent/mortgage for the months going forward.
2. Requirement for sustainability going forward is waived for those who lost their source of income due to COVID-19 - eligible applicants who lost their job, lost work or lost their source of income can be eligible for Season of Sharing Fund assistance.

**Please note that the demographics we serve have not changed.**

We would also like to encourage you, if possible, to facilitate the processing of applications using digital copies of any required documentation, to reduce the need for any more in-person engagement than necessary. As always, we encourage you to also make use of any and all available sources of funding, including but not limited to any assistance that may come from federal or state sources, or from private philanthropy.

While these are not official guidelines from the Chronicle Season of Sharing Fund, I would like to share some scenarios that you may find helpful from Alameda County, as they came up with their COVID-19 response.

|  |  |
| --- | --- |
| Scenario | Suggested Documentation |
| Applicant is unable to go to work, because the child’s school/daycare is closed and alternate daycare arrangements are not available | * Official notification from school or daycare of closure (including duration); AND * Proof of child’s enrollment at that school/center (report card, tuition bill, etc.); AND * Verification from employer regarding duration of unpaid leave |
| Applicant must self-quarantine and is not permitted to work | * Letter from employer verifying duration of unpaid absence of work AND * Medical verification of diagnosis (if obtainable) |
| Applicant’s place of employment is closed temporarily or permanently | * Verification from employer regarding closure OR * If employer is no longer reachable, proof of EDD unemployment benefit filing |
| Applicant’s work hours or assignments are reduced | * Copies of most recent month’s paystubs and newly submitted timesheets to reflect reduced hours AND / OR * Letter of verification from employer |

On a final note, based on the request to submit cases electronically only:

1. IDs and paperwork will not be accepted if it is not readable.
2. Our ability to be able to verify is critical.



**Expensify.org**

**How to get reimbursed for your groceries:**

To ensure that you’re reimbursed, please follow the instructions below while complying with the campaign activity guidelines provided above.

1. Purchase groceries using your SNAP (EBT) card and save the receipt!
2. [Download](https://community.expensify.com/discussion/4699/how-to-download-the-mobile-app/p1?new=1) Expensify on iOS or Android
3. Join the [Expensify.org/Hunger](https://join.my.expensify.com/?team=48131EC655F57F89&thanks=volunteer%40expensify.org) policy by clicking [here](https://join.my.expensify.com/?team=48131EC655F57F89&thanks=volunteer%40expensify.org).
4. Make sure your Expensify account details are complete, including having your first and last name listed on your account
5. [Use SmartScan](https://community.expensify.com/discussion/5541/deep-dive-what-is-smartscan-and-how-it-works/p1?new=1) in the app to take a picture of the receipt — this will confirm that it was paid for with a SNAP (EBT) card
6. Make sure that your SmartScanned expense contains the following details:
   * Merchant name = “*Merchant name*”
   * Total = Change to $50 if the EBT purchase amount is greater than $50
   * Category = Volunteer Reimbursement
   * Class = Expensify.org/hunger
   * Description = “Purchase with SNAP card”
   * Receipt image = Image of the receipt with a clearly legible total of SNAP benefits used.
   * Heads up: We will only be accepting receipts for goods purchased from March 1st onwards.
7. [Submit your expense](https://community.expensify.com/discussion/4561/how-to-submit-a-report) to volunteer@expensify.org
8. Set up a [bank account](https://community.expensify.com/discussion/5864/how-to-add-a-personal-bank-account-to-receive-reimbursement) in Expensify to receive the reimbursed funds
9. We will try to reimburse you as soon as we can, up to $50 per family, as soon as the next day.

Have further questions on how to submit your report and get reimbursed? Check out our [community post](https://community.expensify.com/discussion/6527/expensify-org-temporarily-pivots-to-support-snap-beneficiaries-during-the-covid-19-pandemic/p1?new=1) for more information. Please note that the reimbursement is limited to $50 per family. Reimbursements may be delayed or denied in the event you skip any of the steps above. Due to increasing demand, wait times to be approved and reimbursed may be much longer than expected.  Additionally, by submitting an expense report on the Expensify.org/hunger policy, you are agreeing to the[Expensify.org Terms of Reimbursement](https://expensify.org/volunteerterms).

**Resources Available During Coronavirus Outbreak - As of 3/15/20**

***Confidential Reference Document for SVdP Use Only – Do Not Give Copy to Neighbors***

|  |  |  |
| --- | --- | --- |
| **Category/Name** | **Assistance Provided** | **SJV St. Vincent de Paul Position** |
| **Food** | CalFresh (formerly Food Stamps)  * CalFresh issues food benefits on a plastic card, called the Golden State Advantage Card. Use it just like a bank card at most food stores. The amount of the food benefit you get is based on the size of your household, your income, and your housing expenses.   **Food Assistance Program – Food Bank**   * This Food Bank program provides one member of low-income households a box of food every month.   **Community Produce Program – Food Bank**   * Gives one member of each household one or two bags of fresh fruits and vegetables twice a month. Bring your own bags with handles. | * **SVdP offers food cards for those who need help with food.** * Neighbors can learn more or apply for CalFresh by completing an [online application](https://www.mybenefitscalwin.org/), see website: <https://www.foodbankccs.org/get-help/calfresh.html>. If you want some help filling out the application, call the Food Bank 855-309-FOOD (3663) * To find out more, please call the Food Bank 855-309-FOOD (3663) or visit the website: <https://www.foodbankccs.org/> * Call the Food Bank at 855-309-FOOD (3663) for locations and times. |
| **Gasoline** | **SJV St. Vincent de Paul** | * **SVdP offers gas vouchers for gas at Ygnacio Valley Shell. Valid Driver’s license must be provided.** |
| **Clothing** | **SJV St. Vincent de Paul** | * **SvdP Stores are Closed so no clothing vouchers for now.** |
| **Rent Assistance** | **SJV St. Vincent de Paul**  **Other Organizations that may help include:**   * **Catholic Charities** [(925)](https://www.google.com/search?sxsrf=ALeKk02YcGdFom-shsoUbj0nTk66XZ5Wpg%3A1584282190399&ei=TjpuXrb-F-HB7gKEhY_oCw&q=Catholic+Charities+of+the+East+Bay&oq=Catholic+Charities+of+the+East+Bay&gs_l=psy-ab.3..0l3j0i22i30l7.2761.8494..9929...0.1..0.262.2889.30j3j1......0....1..gws-wiz.......0i71j35i39j0i273j0i131i67j0i67j0i131i10i67j0i131j0i20i263.lQ0Yr341RAU&ved=0ahUKEwi23bqJ15zoAhXhoFsKHYTCA70Q4dUDCAs&uact=5) 825-3099 * **Shelter Inc.** [(925) 335-0698](https://www.google.com/search?sxsrf=ALeKk03w16hWZOjGR9z4kzwzQCgyneZYyg%3A1584286372009&ei=pEpuXsAkz8jQ8Q_r8qCYCw&q=shelter+inc+contra+costa&oq=Shelter+Inc+&gs_l=psy-ab.1.0.0i20i263j0l3j0i20i263j0l5.50322.57080..59790...6.1..0.105.1409.16j2......0....1..gws-wiz.......0i71j35i39j0i67j0i131i67j0i131j0i273j0i10j35i305i39.l2vICJOZTMY) * **Seasons of Sharing (we can assist)** | * **May help with up to $500 in rent assistance. Lease agreement, ID, proof of income and approval by Leadership Team required.** * **SVdP can coordinate applications for Seasons of Sharing** |
| **Garbage** - Republic Services | Republic Services recognizes the coronavirus (COVID-19) situation is evolving rapidly, and they are continuously evaluating the situation to ensure they can continue to provide service and support to customers. They apologize for any temporary service delays that may occur. | * **SVdP may provide assistance, but neighbor should check Republic’s website for updates on special assistance being offered at:** <https://www.republicservices.com/coronavirus> |
| **Water** - Contra Costa Water | * Water treatment facilities are running 24/7 as usual to provide you reliable, high-quality water. * No information on special assistance during Coronavirus outbreak | * **May provide assistance, but neighbor should first check their website for updates on special assistance being offered at** <https://ccwater.com/CivicAlerts.aspx?AID=706> |
| **Water** - East Bay MUD | * EBMUD tap water is safe from Coronavirus. The spread of Coronavirus (COVID-19) has not affected EBMUD's drinking water supply. All EBMUD tap water remains safe. EBMUD water treatment plants are designed to eliminate pathogens including viruses and bacteria. * CUSTOMERS WATER SERVICE WILL REMAIN UNINTERRUPTED DURING THIS EMERGENCY. EBMUD wants to be sure that all customers in our service area have access to clean, safe water. | * **No need to provide assistance** * If neighbor’s water has been shut off due to non-payment, please call EBMUD Customer Service during business hours (8 a.m. to 4:30 p.m. Monday through Friday) at 1-866-403-2683 to make arrangements to restore service. |
| **PG&E** | * Effective immediately, PG&E will not disconnect electricity and gas for people who are unable to pay their utility bills. * The suspension will apply to both residential and commercial customers and will remain in effect until further notice. * Additionally, PG&E will offer flexible pay plans to customers who indicate either an impact or hardship as a result of COVID-19. | * **No need to provide assistance** * Neighbors should contact PG&E at 1 (800) 743-5000 or visit their website: pge.com |
| **Telephone & Internet:**  Verizon, AT&T, Comcast, Sprint, T-Mobile, | * Not terminating service for residential or small business customers, * Waiving any late fees incurred due to the economic effects of the virus, * Opening access to public Wi-Fi hotspots to any American who needs them. * Some, like Comcast are offering free broadband to low-income households | * **No need to provide assistance.** * Neighbors should contact provider and visit their company’s website for further updates. |
| Wave Broadband | * Unknown at this time | * **No need to provide assistance** * Neighbors should contact provider and visit their website for updates on special assistance being offered at: <https://residential.wavebroadband.com/> |
| **Other Resources** | 211 – for information on services during crisisMonument Crisis Center – for food and other servicesCatholic Charities – for rent and other servicesIf neighbor is receiving cash assistance, i.e., Cal Works (formerly Welfare), neighbors should be advised to contact their case worker to obtain assistance. They will receive aid much sooner with the case worker than with us. | * Call 211 * 1990 Market St, Concord, Call [(925) 825-7751](https://www.google.com/search?sxsrf=ALeKk01ETyQ-8aKVrwDfLYOHQ9yTni_pkA%3A1584286475619&ei=C0tuXrKqJaTD0PEPhc2xqAo&q=Monument+Crisis+Center&oq=Monument+Crisis+Center&gs_l=psy-ab.3..0j0i20i263j0l8.448068.451702..452429...0.1..0.201.1856.21j0j1......0....1..gws-wiz.......0i71j35i39j0i273j0i131j0i67j0i131i67.9siLhj3WJPE&ved=0ahUKEwjy2-eE55zoAhWkITQIHYVmDKUQ4dUDCAs&uact=5)  |  |  | | --- | --- | | * 2120 Diamond Boulevard Suite 220, Concord, Call [(925) 681-0628](https://www.google.com/search?sxsrf=ALeKk02-X3KBIG0VwL8RHTPISp2UC3yKjA%3A1584286928981&ei=0ExuXurBO4Pp-gSpy5WoDg&q=catholic+charities+pittsburg+ca&oq=Catholic+Charities+pittsbu&gs_l=psy-ab.1.0.0l9j0i20i263.4014.15241..16663...3.1..0.147.2256.26j3......0....1..gws-wiz.......0i71j35i39j0i67j0i273j0i131j0i10j0i131i67.FZ8Hu-0mQPU) |  | |
| **Homeless** | Trinity Center- food, showers, laundry, mail and referral to other resources | * 1924 Trinity Avenue, Walnut Creek, Call (925) 949-8712 |

* ***Due to frequently changing restrictions and services offered, neighbors will need to check for updates on services available***