**ST. VINCENT DE PAUL ST. AGNES CONFERENCE**

**HOME VISIT RESOURCE GUIDE**

**DATE: 05/02/2023**

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**ST. VINCENT DE PAUL ST. AGNES CONFERENCE**

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**St. Vincent de Paul St. Agnes Conference Home Visit Resource Guide**

* **The Mission Statement of St. Vincent de Paul – St. Agnes Conference**: A network of friends, inspired by Gospel values, growing in holiness and building a more just world through personal relationships with, and service to, people in need.
* **The Home Visit: Ground Rules, Prayers, Reasons for Home Visit:**  As stated on the St Vincent de Paul District Website: “Home Visits are one of the main acts of charity that a conference should perform.  Two Vincentians go to the home of the neighbor in need and listen to them.  Hopefully, the neighbor can figure out how to solve their problem with the help of the Vincentians.  The Vincentians are there to see the face of Christ in the poor and to aid them in their effort to resolve their problem”. There are many documents contained on the District Council website that will help Vincentians with their home visits. Access this information by entering: **https://www.svdp-cc.org/home-visits/**
* **St. Agnes St. Vincent de Paul Intake Form: Team Notification** Please refer to the Appendix for a copy of the form. **Appendix 1A-1F**
* **Access to StVdeP Seattle Data Base to Add New Neighbor and Update Existing Information**: Contact Denise DalColletto for access and training.
* Please refer to the Appendix for a Copy of the **StVdP Budget** **Worksheet** provided by Donna Walton. It is a very good tool that can be used when assisting a Neighbor in Need in preparing applications for Housing or Utility Assistance as well as determining the sustainability of the neighbor in need going forward. **Appendix 1G**

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* **Utility Assistance Program – PG&E**

**PG&E** offers numerous programs with differing criterion. A few of the most widely used programs are mentioned below. Access the St Vincent de Paul District Website at <https://www.svdp-cc.org> **Members>PG&E** for program descriptions and application requirements for all available programs.

>**CARE**: **California Alternate Rates for Energy Program (CARE).** A monthly discount of 20% or more on gas and electricity. Participants qualify through income guidelines or if enrolled in certain public assistance programs.

>**FERA**: **Family Electric Rate Assistance Program (FERA).** A monthly discount of 18% on electricity only. Must be a household with three or more people. Participants qualify through income guidelines.

>**AMP: Arrearage Management Program (Pre-Req: PG&E CARE or FERA)** APPLICANTDOES NOT NEED TO BE DOCUMENTED A payment plan option to help qualifying residential customers reduce unpaid balances on their bills. With each on-time payment of their current charges, AMP will forgive 1/12 of the eligible debt the applicant owes at time of enrollment. After 12 on-time payments of monthly current charges, the applicant’s eligible debt will be forgiven up to $8,000. Call PG&E at 1-800-743-5000 or apply online at pge.com.

To be eligible, the neighbor in need must: a. be enrolled in one of PG&E’s financial assistance programs, CARE or FERA; b. owe at least $500 or more on their gas & electric bill, or owe at least $250 or more on their gas bill (applies to gas-only customers); c. be more than 90 days past due; d. be a PG&E customer for at least 6 months; and e. have paid at least one on-time payment.

**\*\*\*NOTE:** PG&E has a special telephone number in place for their customers being assisted by St. Vincent de Paul. The Vincentian working with the neighbor-in-need sets up a conference call with the neighbor-in-need and a PG&E representative to determine if the neighbor-in-need qualifies for the AMP or other assistance programs offered by PG&E. The neighbor-in-need needs to give his/her permission to have the Vincentian participate in the discussion. The PG&E phone number is (800) 773-4345 Special Code: 00087. **\*\*\***

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* **Utility Assistance Program – Other (Gas and Electric)**

>**LIHEAP: Low Income Eligibility Requirements & Application Instructions**

APPLICANT MUST BE DOCUMENTED TO RECEIVE HELP. LIHEAP is a federally funded assistance program overseen by the California Department of Community Services and Development (CSD) and administered by 48 Action Agencies throughout California. LIHEAP offers two types of assistance: financial aid to help a customer offset the cost of heating or cooling their home and financial aid to families who spend a high percentage of their income on energy and have an elderly or disabled family member or families with children under three years of age. Applicants may apply by calling LIHEAP at (925) 681-6380. The LIHEAP office is located at 1470 Civic Court in Concord.

>**REACH Program**: APPLICANT DOES NOT NEED TO BE DOCUMENTED.

An energy-assistance program sponsored by PG&E and administered through the Salvation Army. With an uncontrollable or unforeseen hardship (doesn’t have to be covid-related), the applicant may receive credit up to $300 on the unpaid portion of the bill. If more than $300 is owed, the customer must be able to bring the remaining balance to zero. REACH assistance is available once within an 18-month period, but exceptions can be made for seniors, the physically challenged and the terminally ill. To apply, call (925) 676-6180 to make an appointment to visit the Salvation Army facility on Clayton Road or apply on-line, by going to dollarenergy.org and click on ‘my application’, submit copy of PG&E bill and provide your income for the last 30 days.

* **Utility Assistance Program - CCWD**

>**LIHWAP: Low Income Housing Water Assistance Program**

<https://www.csd.ca.gov/lihwap> and <https://www.csd.ca.gov/waterbill>

LIHWAP provides a one-time payment to low-income households that are eligible for assistance. The size of a benefit varies depending on the past due balance of the household’s residential water and wastewater bills. In addition, program participation is limited to households receiving services from water and wastewater providers enrolled in LIHWAP. **Contra County Water District (CCWD) is participating in the LIHWAP program.** Households that qualify for LIHWAP could reduce their water or wastewater charges, or both, if their bills include both services, by up to $2,000.

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Households can apply for LIHWAP assistance through a local LIHWAP service provider. Eligibility for LIHWAP services vary depending on income, water system participation, place of residence, and other factors. Households whose utility payments are included in their rent may also be eligible for LIHWAP. Contact your local LIHWAP service provider to learn more about how to apply by visiting https://csd.ca.gov/waterbill.

* **Utility Assistance Program – Telephone**

 **Telephone:** Jack Walton (Council’s Assistant Treasurer) has a debit card which he uses to pay outstanding telephone bills. The Home Visitor should obtain a copy of the neighbor-in-need’s most current bill and give it to Jack for payment. The bill must be in the neighbor-in-need’s name.

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* **Housing Assistance Programs**

>**HOPE Conference**: **Tier 1 Requests** for needs like utility bills, car repairs, medical bills **Tier 2 Requests** for needs like late rent, deposits, eviction prevention, three-day notices.

**Action Note**: Request copies of completed Tier 1 and Tier 2 applications from Donna Walton (redacted for confidential information).

For complete instructions and blank forms, access <https://www.svdp-cc.org> **Members>Assistance Applications>HOPE CONFERENCE**

Be sure to confirm the availability of funds before starting the application process.

Note: The Hope Conference meets every other week to review the cases submitted by Wednesday of the previous week.

**Tier 1 & 2 Required Documents** □ Completed Application □ Release of Information – signed by client and witness □ Photo ID (Current legal identification of all adults living in the household). □ Proof of Crisis - Verifiable proof of emergency situation: (loss of income, police reports, medical or other bills, etc.), proof of reason to move, including 30, 60, or 90-day notice. □ Proof of Income - for all household members: (most recent paycheck stubs, SSI award letter, unemployment letter, disability award letter, child support award letter, etc.) □ Copy of bills needing payment, (Gas & Electric, Water, Garbage, etc.) (Need 3 months of bills)

**Tier 2 Required Documents** □ Past Due Rent Notice - Proof of past due rent or mortgage from landlord/mortgage company with the amount due, eviction notice (with a reason for termination of lease), 3-day notice, or foreclosure notice (if applicable). □ Signed Lease Agreement - Signed lease/rental agreement (stating security deposit, future/current rent, household members) or letter of intent to rent from a future landlord. □ Section 8 Rentals - □ Section 8 Housing Choice Voucher □ Section 8 signed Assisted Lease Agreement □ Inspection Report indicating property has passed (if applicable) □ W-9 Form from Landlord – for delinquent rent greater than $600, only if the landlord is not an LLC □ Tenant/Landlord Information Review

>**SOS (Season of Sharing)**: Season of Sharing is a private fund setup to help those families and individuals who are faced with a crisis and cannot pay their rent or deposit. The eligibility and documentation requirements are strict.

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For complete instructions and application form, access <https://www.svdp-cc.org> **Members>Assistance Applications>SOS Application Packet.** Be sure to confirm the availability of funds before starting the application process. The Season of Sharing process may take 2-4 weeks to complete.

>**SHELTER, INC.**:

For complete instructions and blank form, access <https://www.svdp-cc.org> **Members>Assistance Applications>Shelter Inc.** Links to informative Power Point Presentations are also shown. Be sure to confirm the availability of funds before starting the application process. Shelter Inc. processes all requests through their website. Turnaround time can be 3-5 weeks. **Appendix 2A-2G**

>**VETERAN’S ACCESSION HOUSE (VAH)**

VAH principal goals “are to break the cycle of homelessness (for homeless veterans) by combining housing with supportive services, increase or stabilize income, encourage personal growth, support education, and link achievements to employment”. VAH offices are located at 1820 Galindo Street, Suite 210, Concord. Website: <https://www.vahouse.org>. **Appendix 3A**

**>Action Note**: Confirm additional programs still in place: Supportive Services for Veteran Families SSVF, Mountain View Emergency Family Shelter, Homeless Veteran Reintegration Program

>**Action Note John W**.: **Other Temporary/Seasonal Housing Options**: Trinity House, Winter Nights Program, Walnut Creek Armory, Oasis Shelter

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* **Food Resources Programs**

**\*\*\*\*Review website** [https://www.](https://www.BenefitsCAL.Org)**[B](https://www.BenefitsCAL.Org)**[enefitsCAL.Org](https://www.BenefitsCAL.Org) **One stop shop to apply for CalFRESH, CalWorks, CMSP (County Medical Services Program), GA/GR (General Assistance/General Relief) \*\*\*\***

**BenefitsCAL.Org** A number of benefits can be applied for and recertified (renewed) online through **BenefitsCAL**. These include: CalWORKs, CalFRESH (food stamps), Medi-Cal, and County Health Services.

>**CalFRESH**: CalFresh is a food assistance program which helps neighbors-in-need buy food for their household. A neighbor-in-need can apply for CalFresh by accessing <http://www.benefitscal.org>.

>**GET FOOD CONCORD:** Document prepared by the Food Bank of Contra Costa and Solano Counties which lists Community Produce Programs, Drive-Thru Food Distribution Programs, Partner Food Pantries, Senior Food Programs. Website <https://www.foodbankCCS.org/find-food> Enter Zip Code. Food banks within 5 miles of entered zip code and days that the pantries are in operation will be displayed. **Appendix 4A-4B**

>**Loaves and Fishes:** Provides free, hot, nutritious meals 7 days per week from 11 AM – 12:45 PM at their dining hall located at 510 Garcia Ave. in Pittsburg.

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* **Education/Training/Employment Programs**

>**CalWORKS (California Work Opportunity and Responsibility to Kids)**: CalWORKS is a cash aid program for low-income families designed to meet their basic needs. It also provides education, employment, and training programs to help families get jobs and move towards self-sufficiency. To be eligible for CalWORKS, there must be a child in the home (plus other criterion). A neighbor-in-need can apply for CalWORKS by accessing <http://www.benefitscal.org>.

* **St. Vincent de Paul Workforce Development Program**

The Workforce Development Program at St. Vincent de Paul provides training and work experience for those who are new to or have been out of the workforce. The goal of this program is to help participants with barriers to employment find long-term, satisfactory work at a decent wage upon the conclusion of the 24-week SVdP WFD Program. **Website: https://www.svdp-cc.org/workforce-development-program/**

To be eligible, candidates must meet the following criteria:

* Have **access to reliable transportation**
* Live in a **stable environment** with access **to adequate hygiene facilities**
* Have adequate, **reliable childcare (if needed)**
* **High school diploma**, GED or higher (SVdP may waive this requirement if the candidate demonstrates proficiency or is in the process of completing this requirement)
* Completed or will attend a **basic computer course** or can demonstrate **equivalent experience**
* Attend **mandatory pre-selection workshops**

Selected participants may interview for the 24-week on-the-job training component consisting of **paid, part-time on-the-job training** at St. Vincent de Paul. Participants are matched with mentors and take weekly classes to continue developing skills necessary for finding and keeping employment. A new class of participants is selected every six months.

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* **Legal Services Programs**

>**The Pope Francis Legal Clinic (Order of Malta)** is a legal clinic staffed by volunteer attorneys who “offer free legal consultation on all cases involving those burdened by legal problems, regardless of religious or financial background”. The clinic is open on Tuesdays and Thursdays from 10 AM – 2 PM. The office is located in Oakland. Appointments can be made by calling (510) 893-4711. Please refer to the Appendix for the writeup on the Clinic that appeared in the Catholic Voice. **Appendix 5A-5C**

>**Bay Area Legal Aid**: 1-800-551-5554

**>Contra Costa Family Justice Center**: Domestic Abuse Treatment Center located at 2151 Salvio Street Concord (Todos Santos Plaza) Phone Number: (925) 521-6366 Donna Walton has referred Neighbors in Need who are victims of crime or abuse.

* **Health Services Programs**

>**RotoCare Bay Area, Inc.** provides quality **medical care** to uninsured adults with acute or chronic medical conditions at no cost to the patient. The RotoCare Pittsburg Free Medical Clinic is located at the St. Vincent de Paul facility at 2210 Gladstone Drive, Pittsburg. RotoCare hours are Wednesday 4 PM – 7 PM and Saturday 9 AM – Noon (2nd and 4th Saturday only).

**>The Dentist on Wheels** **Pittsburg Free Dental Clinic** is a **free dental clinic** which addresses the problem of dental pain and suffering experienced by residents of Contra Costa County who have no dental insurance. The dental clinic is located at the St. Vincent de Paul facility at 2210 Gladstone Drive, Pittsburg. Its hours of operation are Monday – Friday (9 AM – 5 PM).

**>John Muir Mobile Medical Clinic:** 2023 Schedule has not been posted.

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**>Mental Illness**: Contact Putnam Clubhouse to get additional information a about their programs. **Action Note**: Ask if StVdeP might list their program as a resource. Requirements for patient participation? Contact: tamara@putnamclubhouse.org StVdeP Client: Charles Daldon

>Other Behavioral Health Division Resources:

 **Action Note: Confirm if valid phone numbers**

-Mental Health Access: 1-888-678-7277

-Suicide Crisis Hotline: 1-800-833-2900

* **St. Vincent de Paul Thrift Shop Voucher Process**

Attached are the policy, writing guidelines, pricing guidelines and sample completed vouchers. Contact our Conference President or Treasurer for assistance in issuing vouchers.

These procedures can also be found in the Members section of the St. Vincent de Paul District Website at

 <https://www.svdp-cc.org/Members/assistance>-applications/

A few items to note (as mentioned on the website):

* Clothing vouchers for basic clothes (a top, bottom, coat/jacket and shoes) are **NO CHARGE** to the conference. If you complete a voucher with a dollar amount, then the conference will be charged 50% of that amount as we assume that you want the neighbor in need to get more than the standard of up to 2 changes of clothes, a pair of shoes and a coat per person. If you need specific clothes - e.g., interview clothes, work clothes etc. then please put an amount of the voucher so that we can provide specialty items.
* Please remember to note the number of adults and the number of children in the family being helped with the voucher.
* If writing vouchers for the same family for furniture/mattresses/household items and for clothing, please complete two separate vouchers, one for the no charge items and one for the other (chargeable) items.

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Refer to the Appendix for copies of:

1. SVdP Thrift Store Procedures Appendix **6A**
2. SVdP Thrift Store Voucher Samples (one for clothes, one for furniture) **Appendix 7A**
3. SVdP Thrift Store Pricing Guidelines **Appendix 8A**

Contact Jack Walton or Bob Salinas for assistance in filling out Voucher requests.

* **Transportation Services within Contra Costa County**

>**Mobility Matters**: Services for Veterans and Senior Citizens Phone Number: (925) 284-2215

>**Monument Corridor**: Monument Neighborhood Shelter (Free Service)

>**County Connection Bus Transportation**: (925) 676-7500

>**City of Concord Resource**: <https://www.cityofConcord.org/754/Transit-Services>

>**Way to Go, Contra Costa!** Brochure provided by Donna W.

>**Action Item**: Determine how a neighbor in need, without access to a car, can travel from Concord to St. Vincent de Paul Facility located at 2210 Gladstone Drive, Pittsburg and Loaves and Fishes Dining Hall located at 510 Garcia Ave. in Pittsburg. Contact StVdeP Family Resource Center in Pittsburg at (925) 635-3202.

* **Auto Assistance Ownership Program**

>**Program with Mike’s Autobody:** If a neighbor-in-need discusses the need for an automobile (medical, work, etc.), St. Vincent de Paul has a process in place with Mike’s Auto Body to provide used/restored automobiles to neighbors who meet the defined requirements of Mike’s Auto Body

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Benevolence Program. For more information, access <https://www.svdp-cc.org/Members/assistance-applications/> **Appendix 9A-9B**

* **Bike Assistance Program**

>**Bicycle Non-Profit**: There is a bicycle non-profit run by volunteers in Concord, located at the back of the Olympic High parking lot. Its hours of operation are: **Thursdays between 11 AM -3 PM.** Theyaccept donations, do repairs (tune ups, checkups, etc.) and sell refurbished bikes. If a neighbor-inn-need could use a refurbished bike, access website <https://bikeconcord.wordpress.com> for additional information and current hours of operation.

**Miscellaneous Questions/Information Resources:**

**-Problems with State agencies** (e.g. EDD, etc.), contact Steve Glazer, California State Senator District 7, 1021 O Street Suite 7520, Sacramento, CA 95814 Phone Number: (916) 651-4007

-**Problems with Federal agencies** (e.g. IRS, Immigration, etc.), contact Congressman Mark DeSaulnier District 10, 503 Cannon House Office Building, Washington, DC 20515 Phone Number: (202) 225-2095

-**Twinning Process**: Once the request for twinning is approved by our Conference Members, our Conference President contacts other Conference Presidents within our District for assistance.

-**How are twinning funds disbursed and recorded?** **Per Donna Walton**: Documented in Conference Minutes and recorded in Seattle Database as “In Kind”.

-**Motivational Interviewing Material: ACTION ITEM**: Contact Mary W. or Mary Ann L. for website

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-**Gift Cards (food, gas, Clipper)**: Record in Seattle Data Base only when you give them out. The Assistant Treasurer can purchase them with the Debit Card for use by Home Visitors or Home Visitors can purchase and get reimbursed by the Assistant Treasurer.

-**How to access Dropbox to view Home Visit Workshop** held at St. Mary’s Walnut Creek on 09/20/2022? **ACTION ITEM**: Contact Denise DalColletto.

-**Brochure: Central County Mini Guide to Aging and Adult Services** ([www.ehsd.org](http://www.ehsd.org)): Include a copy in Home Visit Binders **Appendix 10A-10B**

-**California Mortgage Relief Program**: California received $1 Billion in mortgage relief funds from the American Rescue Plan Act's Homeowner Assistance Fund. Homeowners who have fallen behind on their mortgage payments due to pandemic-related financial hardship can use these funds to get caught up. A qualifying applicant will receive funds and does not have to pay them back.

-**Funeral Assistance**

-**SLE Payment Assistance**: Remember to get a copy of the SLE Agreement. Check must be made out to the name shown on the agreement.

-**Good RX**: Discounted prescriptions

-**Shower Program**: Confirm date and time Saturday 10 AM – 1 PM 1415 Simpson Court Pittsburg Transportation to this location????

-Bob Liles December Newsletter

-Consider a tour of the Family Resource Center at StVdeP Site in Pittsburg

-Call for current days/hours: RotoCare Bay Area (925) 439-2090, Dentist on Wheels (925) 439-5060

-Call to see if we can use their services: Putnam House (925) 691-4276

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