

Financial Resources

Rent Assistance

Low Income Discounts Utilities (Water, Gas, Garbage) Low Income Telephones

Rent Assistance

CALIFORNIA 2-1-1

2-1-1 is a free and confidential service that helps people across North America find the local resources they need. Residents can call 24 hours a day, 7 days a week.

GLIDE

Rent Assistance

<http://www.glide.org/beyondcrisis>

Provides access to financial help for individuals and families with back rent, rental and security deposits, and other critical needs.

415-674-6012 Call to confirm opening before visiting office during COVID

415-400-2641

Emergency options for eviction, back rent and deposits. Second Friday of each month.

9:00-11:00 am. Limited applications available.

Lutheran Care for the Aging SENIORS 65+

https://sfhomeless.wikia.org/wiki/Lutheran_Care_For_The_Aging

1031 Franklin St.

San Francisco

415-441-7777 – Call to confirm opening before visiting office during COVID

- Housing-related financial assistance ranging from rent subsidies to one-time grants. Covers people 65 years old and older. Can give between \$50 and \$125 per month (check goes directly to landlord) for period of 6 months (sometimes longer). One-time grants cover move-in costs for deposits for Section 8 and subsidized housing.
- For all financial assistance, a social worker or agency representative must apply on behalf of the individual; individuals cannot apply directly.

Rent Assistance (continued)

Season of Sharing - SF Chronicle

<https://seasonofsharing.org/>

<https://seasonofsharing.org/for-those-in-need/>

The Chronicle Season of Sharing Fund provides temporary assistance to help people living in Alameda, Contra Costa, Marin, Napa, San Francisco, San Mateo, Santa Clara, Solano, and Sonoma counties.

FOR THOSE IN NEED

Assistance from the Chronicle Season of Sharing Fund is available to:

- Low-to-moderate income families with dependent children
- Seniors who are age 55 and older
- Disabled individuals
- Veterans
- Pregnant women in their 2nd or 3rd trimester
- Victims of domestic violence
- Transitioning emancipated foster youth between 18 and 24

The Chronicle Season of Sharing Fund does not distribute funds directly to applicants, and we will never ask applicants for their bank or credit card numbers.

- Housing Assistance and Critical Family Needs assistance is provided in the form of grants that are paid directly to the supplier of services, such as a landlord. Applicants do not receive direct grants.
- If you or someone you know needs temporary assistance and might qualify for a grant, please contact the coordinating agency in the county in which you reside: <https://seasonofsharing.org/for-those-in-need/>

Self-Help for the Elderly Social Services Department Housing Subsidy Program

415-677-7596 – Call to confirm opening before visiting office during COVID

601 Jackson Street Basement Level

www.selfhelpelderly.org

Email: jianhuih@selfhelpelderly.org

- Income no more than \$34,500 per year for one person
- Lacking stable housing or at risk of homelessness
- Not currently receiving any other housing subsidies

Needed to apply:

- Proof of income and assets (bank statements, SSA/SSI letters, income tax statements)
- Lease agreement with landlord
- A Form W-9 completed by landlord
- California ID or Driver's License

Utility Subsidies (Water, Gas, Garbage)

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Community Services & Development (CSD) Department of the California Health and Human Services Agency

866-675-6623

<https://www.csd.ca.gov/>

<https://www.csd.ca.gov/find-assistance>

Low-Income Home Energy Assistance Program (LIHEAP), Weatherization Assistance Program, and Reduced Rate Programs - The California State Department of Community Services & Development also administers these various energy and utility bill saving programs. The programs will provide direct help with paying utility and heating bills, help lower your energy

Community Services & Development (CSD) California Health and Human Services Agency

866-675-6623

<https://www.csd.ca.gov/>

<https://www.csd.ca.gov/Pages/LIHEAPProgram.aspx>

Income Eligibility

<https://www.csd.ca.gov/Pages/LIHEAP-Income-Eligibility.aspx>

- **Low-Income Home Energy Assistance Program (LIHEAP), Weatherization Assistance Program, and Reduced Rate Programs** - The California State Department of Community Services & Development also administers these various energy and utility bill saving programs. The programs will provide direct help with paying utility and heating bills, help lower your energy bills, and other aid.

Recology Sunset Scavenger

Recology Golden Gate

Recology San Francisco

<https://www.recology.com/recology-san-francisco/rates/>

Low Income Rates

In San Francisco, low-income households may be eligible for a 25% discount. Participation in the Pacific Gas and Electric (PG&E) CARE program qualifies you for Recology's low-income rate program.

Simply mail, fax or forward by **email: CustomerService@RecologySF.com** a copy of your most current PG&E bill showing participation in the CARE program. The name and address on your PG&E account must match the name and address on your Recology account. You may be asked to verify annually.

Your service provider's name is listed on the top third of your bill.

Utility Subsidies (Water, Gas, Garbage) continued

PG&E CARE Program

Discounts on Gas and Electricity

CARE: California Alternative Rates for Energy Program. It gives qualified households deep discounts on their energy bills.

[Http://www.pge.com/en/myhome/saveenergymoney/financialassistance/care/index.page](http://www.pge.com/en/myhome/saveenergymoney/financialassistance/care/index.page)

https://m.pge.com/?_ga=2.6554162.168944715.1599859823-1338012488.1599859823#carefera/enroll

[If you have recently lost your job, even if you are receiving unemployment benefits, you may qualify for a reduced energy rate through our CARE or FERA programs.Opens in new Window.](#)

CARE and FERA are PG&E discount programs that help eligible customers pay their energy bills. Over 1.4 million customers are receiving a bill discount through these two programs. Simply complete the online CARE/FERA enrollment form and we'll let you know if you're eligible.

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.

It only takes a few minutes to fill out the online application. No proof of income is necessary and your answers will remain confidential.

You can also have applications mailed to you by calling the CARE program at 1-866-743-2273 or emailing CAREandFERA@pge.com

English PDF

<http://www.pge.com/includes/docs/pdfs/shared/customerservice/brochuresforms/careferaappsubmtreng.pdf>

Spanish PDF

<http://www.pge.com/includes/docs/pdfs/myhome/customerservice/brochuresforms/spanish/careferaappsbumtrspan.pdf>

Chinese PDF

<http://www.pge.com/includes/docs/pdfs/myhome/customerservice/brochuresforms/chinese/careferaappsbumtrchin.pdf>

Vietnamese PDF

<http://www.pge.com/includes/docs/pdfs/myhome/customerservice/brochuresforms/vietnamese/careferaaappsubmtrviet.pdf>

Sign and mail it to:

Pacific Gas and Electric Company

CARE Program

P. O. Box 7979

San Francisco, CA 94120-7979

Or fax to: (415) 973-6419

Utility Subsidies (Water, Gas, Garbage) continued

San Francisco Water Power Sewer Bill Relief Program

Lower your bill <https://www.cleanpowersf.org/loweryourbill>
<https://sfwater.org/index.aspx?page=1330>

Emergency Residential Assistance - Temporary Program
<https://sfwater.org/index.aspx?page=1326>

Customer Services

525 Golden Gate Avenue (at Polk St.)
San Francisco, CA 94102

(415) 551-3000; FAX (415) 551-3050 Call to confirm opening before visiting office during COVID

CleanPowerSF Call Center

Customer Service/Billing: (415) 554-0773

Hours: Monday – Friday, 7 a.m. to 7 p.m.

Automated Call Center Service Available 24/7.

I have lost income due to the COVID-19 Pandemic:

- If you have lost income due to the COVID-19 pandemic, you may qualify for the Emergency Customer Assistance Program (ECAP), which provides temporary discounts ranging from 15%- 35% on your water, sewer, or Hetchy Power Bill.

Check eligibility info and to apply now at sfwater.org/residentialCOVID

<https://sfwater.org/index.aspx?page=1326>

I am a very low-income customer who needs long term support:

- You may qualify for the Community Assistance Program (CAP), which provides long term discounts on our bill ranging from 15%- 35% on your water, sewer, or Hetchy Power Bill. These discounts won't stop at the end of the crisis period.
- For eligibility information and to apply for a discount on your water and sewer bill go to sfwater.org/waterCAP.
- For eligibility information and to apply for a discount on your Hetchy Power bill go to sfwater.org/powerCAP.

I don't pay a Hetch Hetchy Power Bill. I Pay a PG&E/ CleanPowerSF Bill:

- ***New* Secure a \$50 bill credit on your October electricity bill when you enroll in a discount program by September 30. Learn more at cleanpowersf.org/credit.**

You may be eligible to save up to 35% a month through the California Alternate Rates for Energy (CARE) or the Family Electric Rate Assistance (FERA) program. Find out more ways to save at <https://www.cleanpowersf.org/loweryourbill>

Low Income Telephones

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AT&T Low-income phone service

<http://www.att.com/gen/general?pid=22888>

What is Lifeline?

- Lifeline is a federal program that lowers the monthly cost of phone and Internet for qualifying customers. Eligible customers will get at least a \$7.25 discount on their phone bill* or a discount of \$9.25 on their Internet bill. Qualifying customers who live on federally recognized tribal lands may get up to an additional \$25 discount.
- You can get one Lifeline discount (phone or Internet, but not both) per household, not per person, and a household can get a Lifeline discount from only one provider.
- AT&T also offers low-cost home Internet service to qualifying households that participate in the Supplemental Nutrition Assistance Program (SNAP) or receive Supplemental Security Income (SSI) benefits in California.
- Effective 12/1/19, the federal government is reducing the Lifeline discount on stand-alone voice service from \$9.25 to \$7.25 per month.

Do I qualify?

You may qualify for a Lifeline discount based on:

1. Your income - You may be eligible for a Lifeline discount if your income is 135% or less than the federal poverty guidelines.

- OR -

2. Participation by you or someone else in your household in one of the following federal assistance programs:

- Supplemental Nutrition Assistance Program (SNAP), formerly known as Food Stamps
- Medicaid
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance (FPHA)
- Veterans Pension and Survivors Benefit
- Tribal Programs (and live on federally-recognized Tribal lands)

AT&T provides a Lifeline discount on home phone or Internet in certain areas of the following states. Call for availability at your specific location. Any additional information for your state is available by clicking on a link below.

For more information on where Lifeline discounts are available on your AT&T wireless service, click [here](#). Customers qualifying for a Lifeline discount on their AT&T Internet must be a current AT&T Internet customer at an eligible location and must subscribe to a plan that meets the Lifeline program's minimum service standards.

Qualifying customers will need to recertify every year to maintain their Lifeline discount. You'll need to do this within 60 days of notification, or you'll lose your Lifeline discount.

How do I apply?

California : Please call 800.288.2020 (Weekdays, 6am to 6pm, Pacific Time) to start the application process.

Low Income Telephones (continued)

California LifeLine Program "Obama Phones"

1-888-641-8722

<http://www.obamaphone.com/what-is-the-obama-phone>

The Obama Phone program was designed to put cell phones in the hands of needy Americans who cannot afford to buy them. Today the program continues to grow because, while cell phones and monthly plans have certainly come down in price, their cost is still out of reach for many Americans.

Initial reasoning behind the Obama Phone program was that the cell phones would pay for themselves many times over by helping needy Americans (1) get in touch with prospective employers and become less dependent on government aid programs, (2) stay in contact with medical professionals, reducing government medical costs, (3) remain closely connected with children and parents, and (4) have the ability to make emergency phone calls.

Getting an Obama Phone in four easy steps

Step 1: Are you eligible? Eligibility rules in states are similar but not identical and differ on a state-by-state basis. But most people will qualify by participating under one of the major programs accepted by all states: SANP (Food Stamps), Medicaid, SSI, National School Lunch Program's Free School Lunch, Low-Income Home Energy Assistance Program (LIHEAP), Temporary Assistance to Needy Families (TANF), or some Tribal programs. In addition, you can qualify if your income is 135% below the Federal Poverty Guidelines in your state (some states go to 150%).

To learn about qualifying for an Obamaphone.

<https://calphoneinfo.cpuc.ca.gov/>

Step 2: Each of these companies offers the free phones in different states, so it is important to find out which ones serve your area. Each state generally has several Lifeline phones to choose from.

For a list of the largest providers and the states they cover.

<https://www.obamaphone.com/obamaphone-providers>

Step 3: As soon as you determine that you are eligible for the phone, visit the websites of each of the companies distributing them in your state. Most of the companies offer very similar programs, but some of them offer better deals than the others. For example, some companies may offer additional minutes or the ability to text at significantly reduced prices. And some may offer more minutes for a low cost.

Step 4: Once you've found the company and deal that's best for you, just complete the online application provided by that company.

One additional note: Although most needy Americans sign up online, many others sign up with mobile vendors at street fairs, or outside government assistance offices. If you're not internet savvy, keep your eyes open for this option.

Step 5: Watch your mailbox

You'll receive your mobile phone in the mail and be able to use 250 minutes of airtime (or more, depending on the company you choose) each month.

Low Income Telephones (continued)

California LifeLine Program Your Call Wireless

<https://yourcallwireless.com/lifeline/>
<https://yourcallwireless.com/eligibility/>

The California Lifeline Program (California Lifeline) is a state program that provides discounted home phone and cell phone services to eligible households. The Lifeline discounts help consumers lower the cost of their phone bills. Only one discount per household is allowed (except for teletypewriter users and for Deaf and Disabled Telecommunications Program participants). Each household must choose to get the discount either on a home phone or on a cell phone, but not on both.

Your Call Wireless believes that modern communication and access to mobile services is a service all Americans deserve and it's our mission to improve the lives of those who dream of a better life, and who are willing to work for it.

The Your Call Wireless Lifeline Program offers eligible customers:

- FREE smart phone
- FREE minutes of free nationwide voice service
- Unlimited FREE text messages each month
- FREE data
- NO bills
- NO long-term contracts
- NO activation fees

You can qualify for California Lifeline if you or another person in your household is enrolled in any one of the following public assistance programs:

- CalFresh, Food Stamps or Supplemental Nutrition Assistance Program (SNAP)
- Federal Public Housing Assistance (Section 8)
- Federal Veterans and Survivors Pension Benefit Program
- Low Income Home Energy Assistance Program (LIHEAP)
- Medicaid/Medi-Cal
- National School Lunch Program (NSLP)
- Supplemental Security Income (SSI)
- Women, Infants and Children Program (WIC)
- Temporary Assistance for Needy Families (TANF)
- California Work Opportunity and Responsibility to Kids (CalWORKS)
- Welfare-to-Work (WTW)
- Greater Avenues for Independence (GAIN)

Low Income Telephones (continued)

California Phones

We offer free specialized phones that make it easier to hear, dial, and call.

[Http://www.californiaphones.org/](http://www.californiaphones.org/)

1-800-806-1191

About California Phones

Every day, specialized California Phones from the California Telephone Access Program (CTAP) enable over half a million Californians to stay connected.

There's a California Phone for every need. For example, there are amplified phones that make it easier to hear conversations. Big button phones that are easier to dial. Phones with lights that flash for incoming calls. Convenient portable phones – and more. **We also offer phones that are specially designed for individuals with more significant disabilities.**

California Phones are available to persons who live in California, have telephone service* and your doctor approves your need. In addition to your doctor, any of the following may certify your need and sign the application form for you:

- Licensed Optometrist
- Licensed Audiologist
- Department of Rehabilitation Counselor
- Superintendent/Audiologist from the California School for the Deaf Fremont/Riverside
- Licensed Hearing Aid Dispenser
- Licensed Physician Assistant
- Licensed Speech-Language Pathologist

*Equipment connects to your existing telephone service. Your current telephone service charges still apply, however, the Free Specialized Telephone does not increase your service costs.

Application (electronic or printable) is found on web site.

[Http://www.californiaphones.org/](http://www.californiaphones.org/)