Child Support

- Department of Child Support Services: Enforces financial responsibilities of parents for their children.
  o San Mateo County: (686) 365-8221
  o Santa Clara County: (887) 687-7500

- Family Law Facilitator: At the courthouse, provides legal information, forms, and help with procedures related to child support and family law issues.
  o San Mateo County: (650) 363-4590
  o Santa Clara County: (882) 2900

Disability and Special Education

- H.E.A.L. (At LPCH): School re-entry program helping medically fragile children access necessary education services.
  (650) 725-2381

- Parents Helping Parents: Resources, support groups for parents of children with special needs.
  (408) 727-5775

- Parents for Independence of the Disabled: (408) 595-0783

- Parca: Advocates for families of children with developmental disabilities; activity and support groups.
  (408) 377-5702

- Children’s Health Council: Educational, assessment and treatment services, training to children with developmental challenges.
  (650) 688-3625

- Regional Centers: Links individuals with developmental disabilities to services. Connections to Early Start services for children ages 0-3 with or at risk for developmental delays.
  o Golden Gate (San Mateo County): (574) 923-242
  o San Andreas (Santa Clara County): (800) 846-8805

- Supplemental Security Income (SSI): Welfare for people who are aged, blind, or disabled and low-income.
  (800) 772-1213

Domestic Violence and Sexual Assault

- Community Overcoming Relationship Abuse (CORA): County: Confidential services to victims of domestic/dating violence; help with restraining orders. 24-hour hotline: (800) 300-1980

- Next Door Solutions to Domestic Violence (Santa Clara County): Domestic violence full-service agency and shelter. 24-hour hotline: (408) 279-2962

- Support Network for Battered Women (Santa Clara County): Counselling, education and services for victims of domestic violence and their children. 24-hour hotline: (800) 572-2782

- Rape Trauma Services: 24-hour hotline: (800) 692-7273

- National Domestic Violence Hotline: (800) 799-SAFE

- National Sexual Assault Hotline: (800) 577-5411

- Youth and Family Enrichment Services, Healthy Homes Project: (See Disability and Special Education)

Food Assistance (See also Core Service Agencies and Emergency Services)

- VFC: Supplement program for women, infants, and children, food vouchers, nutrition education, referrals.
  o San Mateo County: (573) 2168
  o Santa Clara County: (872) 5101

- WIC: Supplemental nutrition program for women, infants, and children. For more information, contact your local WIC office.
  o San Mateo County: (872) 5101

- Last Updated 3/22/07
**Family PACT**: Free family planning services for women and teens who do not qualify for Medi-Cal or Healthy Families.

- (866) 326-7228

**Planned Parenthood**: Counseling and health care for contraceptive services.
- San Mateo County: (800) 967-7526
- Santa Clara County: (408) 287-7526

**Emergency Contraception**: 24-hour referral line.
- (800) NOT-2-LATE

**Family Planning Clinics**: Free or low-cost clinics. Call the Prenatal to Three Initiative to find a clinic: (888) 840-0889
- San Mateo County: (650) 368-0100
- Santa Clara County: (408) 686-0100

**San Mateo County Clinics and Hospitals**: (888) 334-1000

- San Mateo County: (650) 577-1310
- Santa Clara County: (408) 374-8511

**Legal Services**: Screens for Medi-Cal, Healthy Families, Healthy Kids and WELL Program eligibility and helps families enroll in the right program. Call CHI to find local places to apply for all health insurance programs at once.
- San Mateo County: (650) 573-3595
- Santa Clara County: (888) 244-5222

**Med-Cal**: California’s Medicaid program that provides health care coverage for income families and elderly or disabled individuals.
- San Mateo County: Redwood City: (650) 599-3811, East Palo Alto: (650) 368-0200
- Santa Clara County: (408) 271-5600

**WELL Program/DHC Program**: Low cost medical services for San Mateo County adults without health insurance at County clinics and hospitals.
- San Mateo County: (650) 573-2431

**Ability to Pay Program**: Low cost medical services for Santa Clara County adults without health insurance at County clinics.
- San Mateo County: Redwood City: (650) 599-3811, East Palo Alto: (650) 368-0200
- Santa Clara County: (408) 271-5600

**County Housing Authority offices**: Rental subsidies, low income housing provision (Section 8, Public Housing)
- San Mateo County: (650) 802-3300
- Santa Clara County: (408) 271-5600

**Mid-Peninsula Housing Coalition**: Provides affordable housing in San Mateo and Santa Clara. (650) 356-2900

**HIP Housing (San Mateo County)**: Home sharing, self-sufficiency services, home equity conversion programs, general affordable housing.
- San Mateo County: (650) 348-6660

**Claro-Mateo Alliance**: Shelter and services for homeless families and individuals.
- San Mateo County: (650) 363-4175

**Shelter Network**: Housing and support services for homeless families. (650) 685-5880

**Emergency Housing (Santa Clara County)**: Shelter, housing opportunities and supportive services for homeless families. (408) 294-2100

**Charitable Churches**: Emergency, transitional and permanent housing and support for families.
- San Mateo County: (415) 972-1200
- Santa Clara County: (408) 468-0100

**Community Action Programs (San Mateo County)**: Home weatherization services, supplemental payment of energy heating costs, lead hazard control program, emergency food. (650) 595-1342

**Inspection Services**: See Housing Box.

**Immigrant and Refugee Assistance**

- **Community Legal Services (San Mateo County)**: Legal help with immigration issues.
  - San Mateo County: (650) 326-6440
- **Coastside Opportunity Center (San Mateo County)**: Legal help with immigration.
  - San Mateo County: (650) 266-9077
- **Katherine and George Alexander Community Law Center**: Legal help with immigration.
  - (408) 288-7030
- **International Institute of San Francisco (San Francisco)**: Specializes in naturalization, immigrant legal services, and civic education.
  - (650) 780-7530
- **Immigrant Assistance Line**: (415) 543-6767
- (San Francisco, CA), (800) 543-6769, (English, Spanish)

**Immigrant Hotline of the Services, Immigrants Rights, and Education Network (SIREN) of Santa Clara County**: Citizenship application assistance, immigration education.
- San Jose: (408) 453-3003 / (408) 453-3013 (Hotline)

**Asian Law Alliance (San Clara County)**: Immigration consultations and legal representation.
- (408) 287-9710

**Mental Health and Counseling**

- **Santa Clara County Community Health ACCESS TEAM**: Information, referral and assessment for mental health services.
  - (800) 686-0101
- **Santa Clara County Mental Health Call Center**: Information, referrals, crisis intervention.
  - (800) 704-0900
- **Project FOCSY (San Mateo County)**: Individual, group and family counseling; parenting classes.
  - (650) 349-7969
- **Family and Children Services**: Counseling, education, and prevention services.
  - (650) 326-6576
- **Youth and Family Enrichment Services (San Mateo County)**: Family, individual and group counseling for teens and adults.
  - (408) 294-2100
- **SAYAT (Support and Advocacy for Young Adults in Transition) (San Mateo County)**: Case management through Mental Health Care for youth ages 18-23 with emotional, mental, developmental or learning disabilities, and/or substance abuse issues.
  - (650) 368-3345

**Parenting, Adoption, and Custody**

- **Youth and Family Enrichment Services, Family Law Services (San Mateo County)**: Assistance with filing for divorce, restraining orders, child custody, visitation rights, child and spousal support.
  - (650) 366-6401
- **24-hour Parent Support Line**: (570) 503-0578
- **Family Law Facilitator (San Mateo County)**: Support section
- **Project FOCSY (San Mateo County)**: Teaches safe, effective parenting skills.
  - (650) 349-7969
- **Family and Children Services**: Counseling, family support, and case management.
  - (650) 326-6576
- **Kinship Support Services (San Mateo County)**: Counseling, tutoring, and other services for children being raised by relatives.
  - (650) 582-3205

**Sexual and Reproductive Health**

- **Access for Infants and Mothers**: Low-cost health care coverage for pregnant women and newborns who don’t have health insurance. Must apply before 30th week of pregnancy.
  - (800) 433-2611

**Substance Abuse**

- **Alcoholics Anonymous (San Mateo County)**: 24-hour hotline.
  - (650) 326-6576
- **Alcohol and Drug Hotline (24-Hour)**: (650) 573-3950
- **Project 90**: Alcohol/drug recovery services.
  - (650) 759-7881
- **National Drug and Alcohol Treatment Referral Routing Service**: (800) 662-4357
- **California Smoke’s Helpline**: (800) 662-8887

**Teen Resources**

- **Nineline of the Covenant House**: 24-hour crisis intervention line for youth.
  - (800) 999-999
- **California Youth Crisis Hotline**: (888) 711-8336
- **San Jose Youth Crisis Hotline**: (408) 453-3013 (Hotline)

**Utility and Fuel Assistance**

- **Low Income Home Energy Assistance Program (LIEAP)**: Information, referrals, utility assistance.
  - San Mateo County: Call the Community Action Agency to apply: (650) 595-1342
  - San Jose: (415) 971-2560, ext. 160
- **California Alternate Rates for Energy (CARE)**: 20% discount for PG&E customers who meet income guidelines.
  - (866) PGE-CARE (866-743-2273)
- **PG&E Medical Baseline Program**: Discounts for customers with certain medical conditions.
  - (800) 743-5000
- **SBC/ATT Universal Lifeline Service**: 50% discount on local phone service for low-income customers.
  - (800) 310-2355

**Welfare (CalWORKs)**

- Cash assistance for families. Families receiving CalWORKs can get transportation vouchers and child care assistance.
  - San Mateo County: Redwood City: (650) 367-0190, East Palo Alto: (650) 363-4218
  - Santa Clara County: San Jose: (408) 271-5500, Mountain View: (650) 988-6100

**The Peninsula Family Advocacy Program**

**Advocacy Code Card**

- **Ask questions about your patients’ home environment and family life.**
- **Document patients’ needs for services or your concerns about their home lives in their charts to create a written record.**
- **Help de-stigmatize the use of government benefits such as Food Stamps by encouraging patients to use them.**
- **Encourage patients to reapply or appeal if they were denied services.**
- **Help families think about maximizing income by using alternative sources of income support (Food Stamps, fuel subsidies, etc.).**
- **Write referrals to resources on the back of your business card.**

**Sample Screening Questions**

1. Do you ever have trouble paying rent or utility bills?
2. Do you feel safe in your home? Do you have any concerns about your family's safety or stability?
3. Is there anything about your home that you are worried might worsen your child's health?
4. Does your family have enough healthy food to eat today?
5. Do you need help getting benefits or services for your family?
6. Do you have questions about being an immigrant and using immigration benefits?
7. Is anyone in your family without health insurance?
8. Do you have any concerns about your child's education or school performance?
9. Who takes care of your children during the day? Do you want help with child care?

**Tips for Immigrant Families**

1. Receipt of Food Stamps, health insurance, public housing and other NON-CASH benefits should not affect an immigrant’s ability to get a “Green Card.”
2. Receiving CalWORKs or welfare (CalWORKs) may render that immigrant a “Public Charge” and interfere with his/her ability to become a LPR.
3. Encourage families with documented children to access Food Stamps, WIC, health insurance, and public housing.
4. It is not advisable to apply for a change of immigration status based on a child’s illness.

**Original design by the Medical Legal Partnership for Children**