

# COVID-19 Alameda County Rapid Response Resources

*From the desk of the AC Care Connect Consumer & Family Fellowship Peer-to-Peer Advisors*

Contact: [CAPPCG@acgov.org](mailto:CAPPCG@acgov.org)

3/22/2020 Edition

Updated Weekly

	ENTITY	CHANGE	ORDERED/ EFFECTIVE	LINK FOR MORE INFORMATION
1	County of Alameda			
2	CalFresh	<ul style="list-style-type: none"> <li>○ Eligibility re-determinations waived for 90 days</li> <li>○ New applicants encouraged to apply online <a href="http://www.BenefitsCalWIN.org">www.BenefitsCalWIN.org</a> or <a href="http://www.GetCalFresh.org">www.GetCalFresh.org</a> or by phone 510-263-2420 or 1-88-999-4772</li> </ul>	3/4/20	<a href="https://www.gov.ca.gov/wp-content/uploads/2020/03/3.17.20-N-29-20-EO.pdf">https://www.gov.ca.gov/wp-content/uploads/2020/03/3.17.20-N-29-20-EO.pdf</a>  <a href="https://www.alamedasocialservices.org/public/docs/COVID_19_Final_3_13_2020.pdf">https://www.alamedasocialservices.org/public/docs/COVID_19_Final_3_13_2020.pdf</a>
3	CalWORKs	<ul style="list-style-type: none"> <li>○ Eligibility re-determinations waived for 90 days</li> <li>○ Through 6/17/2020 any month or partial month benefits received shall not count towards 48-month time limit</li> <li>○ New applicants encouraged to apply online <a href="http://www.BenefitsCalWIN.org">www.BenefitsCalWIN.org</a> or by phone 510-263-2420 or 1-88-999-4772</li> </ul>	3/4/20	<a href="https://www.gov.ca.gov/wp-content/uploads/2020/03/3.17.20-N-29-20-EO.pdf">https://www.gov.ca.gov/wp-content/uploads/2020/03/3.17.20-N-29-20-EO.pdf</a>  <a href="https://www.alamedasocialservices.org/public/docs/COVID_19_Final_3_13_2020.pdf">https://www.alamedasocialservices.org/public/docs/COVID_19_Final_3_13_2020.pdf</a>
4	In-Home-Support-Services	<ul style="list-style-type: none"> <li>○ Eligibility re-determinations waived for 90 days</li> </ul>	3/4/20	<a href="https://www.gov.ca.gov/wp-content/uploads/2020/03/3.17.20-N-29-20-EO.pdf">https://www.gov.ca.gov/wp-content/uploads/2020/03/3.17.20-N-29-20-EO.pdf</a>  <a href="https://www.alamedasocialservices.org/public/services/elders_and_disabled_adults/in_home_Supportive_services.cfm">https://www.alamedasocialservices.org/public/services/elders_and_disabled_adults/in_home_Supportive_services.cfm</a>
5	Medi-Cal	<ul style="list-style-type: none"> <li>○ Eligibility re-determinations waived for 90 days</li> <li>○ New applicants encouraged to apply online <a href="http://www.BenefitsCalWIN.org">www.BenefitsCalWIN.org</a> or</li> </ul>	3/4/20	<a href="https://www.gov.ca.gov/wp-content/uploads/2020/03/3.17.20-N-29-20-EO.pdf">https://www.gov.ca.gov/wp-content/uploads/2020/03/3.17.20-N-29-20-EO.pdf</a>  <a href="https://www.alamedasocialservices.org/public/docs/COVID_19_Final_3_13_2020.pdf">https://www.alamedasocialservices.org/public/docs/COVID_19_Final_3_13_2020.pdf</a>

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		by phone 510-263-2420 or 1-88-999-4772		
6	Santa Rita County Jail	<ul style="list-style-type: none"> <li>○ All in-person visiting suspended including all contact, non-contact visits and use of video visiting kiosks in the lobby through April 7, 2020 due to COVID-19</li> </ul>	3/4/20	<a href="https://www.alamedacountysheriff.org/dc_srj_visiting.php">https://www.alamedacountysheriff.org/dc_srj_visiting.php</a>
7	Superior Court	<ul style="list-style-type: none"> <li>○ The Courts Traffic Offices are closed</li> <li>○ March 17 – April 7, 2020, The Court will not accept any filings nor will any matters or hearings be conducted in the following courts: <ul style="list-style-type: none"> <li>• Civil</li> <li>• Traffic</li> <li>• Small Claims</li> </ul> </li> <li>○ Matters set for hearings between March 17 – April 7, 2020 are currently being reset and notices will be mailed by the court</li> <li>○ Criminal Court &amp; Juvenile Court: <a href="http://www.alameda.courts.ca.gov/Resources/Documents/March%202020.%202020%20-%20Criminal%20Closure%20FAQ.pdf">http://www.alameda.courts.ca.gov/Resources/Documents/March%202020.%202020%20-%20Criminal%20Closure%20FAQ.pdf</a></li> <li>○ The Court will continue to accept request for Temporary Restraining Orders (TROs) by drop box filing only, at either drop box at the public entrance to the Rene C. Davidson Courthouse in Oakland or the Hayward Hall of Justice</li> </ul>	3/17/20	<a href="http://www.alameda.courts.ca.gov/Pages.aspx/COVID-19">http://www.alameda.courts.ca.gov/Pages.aspx/COVID-19</a>

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	Superior Court (Cont.)	<ul style="list-style-type: none"><li>○ March 17 – April 7, 2020, The Court generally will not accept any Family Law filings, nor will Family Law matters generally be heard. Matters will be reset and notices will be mailed by the Court</li><li>○ The Court will continue to accept requests for emergency relief in Family Law matters by drop box filing only, and a drop box has been set up at the public entrance to the Hayward Hall of Justice for that purpose</li><li>○ March 17 – April 7, 2020, the Court generally will not accept any Probate filings, nor will Probate matters generally be heard</li><li>○ The Court will continue to accept request for emergency relief in Probate matters by drop box filing only, and a drop box has been set up at the public entrance to the Rene C. Davidson Courthouse in Oakland</li><li>○ All in-person Self-Help clinics have been suspended</li><li>○ The Family Court Services office is closed</li><li>○ Fax Filing service is suspended</li><li>○ Limited number of staff will be available across the Court to answer telephones and monitor email</li></ul>		
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	Superior Court (Cont.)	<p>accounts – expect long waits and delayed email response</p> <ul style="list-style-type: none"> <li>○ The Court records office is closed</li> <li>○ Some records may be obtained online using the Court’s <u>DOMAINWeb portal</u></li> <li>○ The Appeals and Exhibits unit is closed</li> </ul>		
8	Women, Infant & Children (WIC)	<ul style="list-style-type: none"> <li>○ In-person office visits suspended until April 7<sup>th</sup></li> <li>○ Apply for WIC by phone</li> <li>○ Benefits issued remotely</li> </ul>		<a href="http://www.acphd.org/wic.aspx">http://www.acphd.org/wic.aspx</a>
9	<b>Free “Grab &amp; Go” Meals for Children under 18</b>			
10	Oakland Unified School District (OUSD)	<ul style="list-style-type: none"> <li>○ “Grab and Go” breakfast and lunch meals available for all OUSD students or families and any Oakland child under 18 at designated schools throughout the city of Oakland</li> <li>○ Multiple meals distributed on Monday &amp; Thursday, 8am – Noon</li> <li>○ Children under 18 must be present</li> </ul>	3/16/20	<a href="https://www.ousd.org/Page/19078">https://www.ousd.org/Page/19078</a>  <a href="https://www.ousd.org/cms/lib/CA01001176/Centricity/Domain/5869/COVID_Meals_Sites_Map.pdf">https://www.ousd.org/cms/lib/CA01001176/Centricity/Domain/5869/COVID_Meals_Sites_Map.pdf</a>
11	Alameda Unified School District (AUSD)	<ul style="list-style-type: none"> <li>○ “Grab and Go” breakfast and lunch meals available for all AUSD students or any child under the age of 18 at designated schools throughout the city of Alameda</li> </ul>	3/23/20	<a href="https://www.alameda.k12.ca.us/foodservices">https://www.alameda.k12.ca.us/foodservices</a>

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		<ul style="list-style-type: none"> <li>○ Multiple meals distributed on Tuesdays &amp; Fridays, 10am – 1pm</li> <li>○ Student must be present</li> <li>○ No ID required</li> </ul>		
12	Fremont Unified School District	<ul style="list-style-type: none"> <li>○ “Grab and Go” breakfast and lunches available for pick-up for students and children ages 18 and younger</li> <li>○ Food distribution at Irvington, Kennedy and Washington High School parking lots from 10:00 to 11:00am</li> <li>○ Children must be present</li> </ul>	3/23/20	<a href="https://www.fremont.k12.ca.us/pf4/cms2/news_t_hemed_display?id=1584349073623">https://www.fremont.k12.ca.us/pf4/cms2/news_t_hemed_display?id=1584349073623</a>
13	Hayward Unified School District (HUSD)	<ul style="list-style-type: none"> <li>○ “Grab and Go” breakfast and lunch meals available for all HUSD students or families at designated schools throughout the city of Hayward</li> <li>○ Children must be present</li> </ul>	3/17/20	<a href="https://www.husd.us/fs">https://www.husd.us/fs</a>
14	<b>Utilities</b>			
15	EBMUD	<ul style="list-style-type: none"> <li>○ 60 day moratorium on service disconnection due to billing/payment issues</li> <li>○ Call 1-866-403-2683 to have your water service restored if it was shut off due to non-payment</li> </ul>	3/16/20	<a href="https://www.ebmud.com/water/about-your-water/water-quality/coronavirus/">https://www.ebmud.com/water/about-your-water/water-quality/coronavirus/</a>  <a href="https://www.ebmud.com/customers/billing-questions/financial-assistance/customer-assistance-program/">https://www.ebmud.com/customers/billing-questions/financial-assistance/customer-assistance-program/</a>

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		<ul style="list-style-type: none"> <li>○ Reduction in bill for economic hardship</li> <li>○ Lafayette and San Pablo reservoir recreation areas closed</li> </ul>		
16	PG & E	<ul style="list-style-type: none"> <li>○ Suspending service disconnections for non-payment for residential &amp; commercial clients</li> <li>○ Implementing flexible payment plan options</li> <li>○ Additional support for low-income and medical baseline customers</li> </ul>	3/12/20	<a href="https://www.pge.com/en_US/about-pge/company-information/protective-protocols/covid19-protections.page">https://www.pge.com/en_US/about-pge/company-information/protective-protocols/covid19-protections.page</a>
17	<b>State of California</b>			
18	California Department of Corrections and Rehabilitation (CDCR)	<ul style="list-style-type: none"> <li>○ Visitation suspended including overnight family visits and Division of Juvenile Justice due to COVID-19</li> <li>○ No rehabilitative programs, group events, in-person educational classes</li> </ul>	3/17/20	<a href="https://www.cdcr.ca.gov/covid19/">https://www.cdcr.ca.gov/covid19/</a>
19	CDCR Division of Adult Parole Operations	<ul style="list-style-type: none"> <li>○ Lobby traffic suspended except for initial parole interviews &amp; emergency</li> <li>○ Those on parole should contact their parole agent by phone for guidance on whether to come in</li> <li>○ Office visits for those 65 &amp; older and those with chronic medical conditions are suspended immediately</li> </ul>		<a href="https://www.cdcr.ca.gov/covid19/">https://www.cdcr.ca.gov/covid19/</a>

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20	Department of Motor Vehicles (DMV)	<ul style="list-style-type: none"> <li>○ 60-day discretionary period for law enforcement in their enforcement of driver license and vehicle registration</li> <li>○ No walk-in service. Appointment-only service</li> <li>○ Behind-the-wheel tests cancelled for 30 days</li> <li>○ Extended office hours and Saturday service suspended</li> </ul>	3/16/20	<a href="https://www.dmv.ca.gov/portal/dmv/detail/pubs/n/2020/2020_12">https://www.dmv.ca.gov/portal/dmv/detail/pubs/n/2020/2020_12</a>
21	EDD Paid Family Leave (PFL)	<ul style="list-style-type: none"> <li>○ Claim for caring for an ill or quarantined family member with COVID-19</li> </ul>	Ordered: 3/12/20	<a href="https://edd.ca.gov/about_edd/coronavirus-2019.htm">https://edd.ca.gov/about_edd/coronavirus-2019.htm</a>
22	EDD State Disability Insurance (SDI)	<ul style="list-style-type: none"> <li>○ Claim for illness or quarantine due to COVID-19</li> <li>○ For the period that began on January 24, 2020 7 day unpaid waiting period waived by executive order</li> </ul>	Ordered: 3/12/20 Effective: 1/24/20	<a href="https://edd.ca.gov/about_edd/coronavirus-2019.htm">https://edd.ca.gov/about_edd/coronavirus-2019.htm</a>
23	EDD Unemployment Insurance (UI)	<ul style="list-style-type: none"> <li>○ Claim for unemployment due to COVID-19</li> <li>○ Claim for reduction in hours due to COVID-19</li> <li>○ Claim for caring for children due to school closure if you have no other care options and are unable to work your normal hours remotely</li> <li>○ For the period that began on January 24, 2020, 7 day unpaid waiting period waived by executive order</li> </ul>	Ordered: 3/12/20 Effective: 1/24/20	<a href="https://edd.ca.gov/about_edd/coronavirus-2019.htm">https://edd.ca.gov/about_edd/coronavirus-2019.htm</a>

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24	State Franchise Tax Board	<ul style="list-style-type: none"> <li>○ Deadline to file and pay 2019 state tax extended to July 15, 2020 for individuals and businesses affected by the COVID-19</li> </ul>	3/18/20	<a href="https://www.ftb.ca.gov/about-ftb/newsroom/news-releases/2020-3-state-postpones-tax-deadlines-until-july-15-due-to-the-covid-19-pandemic.html">https://www.ftb.ca.gov/about-ftb/newsroom/news-releases/2020-3-state-postpones-tax-deadlines-until-july-15-due-to-the-covid-19-pandemic.html</a>
25	<b>FEDERAL</b>			
26	Education Department – Federal Student Loans	<ul style="list-style-type: none"> <li>○ Suspension of payments for 60 days effective March 13<sup>th</sup></li> <li>○ Borrowers <b>must</b> contact their loan servicers</li> <li>○ Borrowers already behind more than 1 month will have the 60 day suspension automatically applied</li> <li>○ Interest rates on all federally held student loans set to zero until at least May 12<sup>th</sup></li> </ul>	<p>Ordered: 3/20/20</p> <p>Effective: 3/13/20</p>	<a href="https://www.ed.gov/news/press-releases/delivering-president-trumps-promise-secretary-devos-suspends-federal-student-loan-payments-waives-interest-during-national-emergency">https://www.ed.gov/news/press-releases/delivering-president-trumps-promise-secretary-devos-suspends-federal-student-loan-payments-waives-interest-during-national-emergency</a>
27	Internal Revenue Service	<ul style="list-style-type: none"> <li>○ All Taxpayer Assistance Center closed</li> <li>○ No face-to-face service</li> <li>○ Tax filing deadline extended to July 15, 2020</li> </ul>	3/21/20	<a href="https://www.irs.gov/newsroom/tax-day-now-july-15-treasury-irs-extend-filing-deadline-and-federal-tax-payments-regardless-of-amount-owed">https://www.irs.gov/newsroom/tax-day-now-july-15-treasury-irs-extend-filing-deadline-and-federal-tax-payments-regardless-of-amount-owed</a>
28	Social Security Administration	<ul style="list-style-type: none"> <li>○ In-person services provided at local offices suspended</li> <li>○ Limited, critical services offered via phone, mail and online</li> <li>○ Pre-scheduled appointments will be by phone</li> <li>○ Pre-scheduled hearings will be by phone</li> </ul>	3/17/20	<a href="https://www.ssa.gov/coronavirus/">https://www.ssa.gov/coronavirus/</a>



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	Social Security Administration (Cont.)	<ul style="list-style-type: none"> <li>○ Deadline extensions wherever possible</li> <li>○ Suspended workloads on any new or pending medical continuing disability review</li> <li>○ Where possible suspended processing and collection of overpayments</li> <li>○ Suspending organization or individual representative payee accountings</li> </ul>		
29	<b>AC Transit</b>	<ul style="list-style-type: none"> <li>○ Effective 3/16 temporarily suspend supplemental bus lines (600-series) to canceled schools in Alameda City Unified, Albany Unified, Berkeley Unified, Emery Unified, Fremont Unified, Hayward Unified, Oakland Unified, San Leandro Unified, West Contra Costa Unified, Bentley School, Head Royce School, Oakland Hebrew Day School, Bishop O'Dowd High School, St. Mary's College High School, and Holy Names High School</li> <li>○ Effective 3/23 rear-door boarding on buses with multiple doors</li> <li>○ Effective 3/23 fare payment is not required until further notice</li> </ul>	<p>Ordered: 3/13/20</p> <p>Effective 3/16/20</p> <p>Effective: 3/23/20</p>	<p><a href="http://www.actransit.org/2020/03/13/ac-transit-will-temporarily-suspend-supplemental-service-to-many-east-bay-schools/">http://www.actransit.org/2020/03/13/ac-transit-will-temporarily-suspend-supplemental-service-to-many-east-bay-schools/</a></p> <p><a href="http://www.actransit.org/2020/03/20/ac-transit-service-updates-related-to-the-coronavirus-covid-19/">http://www.actransit.org/2020/03/20/ac-transit-service-updates-related-to-the-coronavirus-covid-19/</a></p>
30	<b>BAY AREA RAPID TRANSIT (BART)</b>	<ul style="list-style-type: none"> <li>○ Temporary reduction in service hours; Monday – Friday: 5am – 9pm Saturday &amp; Sunday: 8am - 9pm</li> </ul>	3/23/20	<a href="https://www.bart.gov/news/articles/2020/news20200319">https://www.bart.gov/news/articles/2020/news20200319</a>

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31	<b>CELLULAR SERVICE</b>			
32	AT&T	<ul style="list-style-type: none"><li>○ Not terminate the service of any wireless, home phone or broadband residential or small business customer because of their inability to pay their bill due to disruptions caused by the coronavirus pandemic</li><li>○ Waive domestic wireless plan overage charges for data, voice or text for residential or small business wireless customers incurred because of economic hardship related to the coronavirus for 60 days</li><li>○ Waive any late payment fees that any wireless, home phone or broadband residential or small business customer may incur because of economic hardship related to the coronavirus pandemic</li><li>○ Maintain public Wi-Fi hotspots open</li></ul>	3/22/20	<a href="https://about.att.com/pages/COVID-19.html">https://about.att.com/pages/COVID-19.html</a>
33	Sprint	<ul style="list-style-type: none"><li>○ Not terminating service if unable to pay bill due to the coronavirus</li><li>○ Waive late fees incurred because of economic circumstances related to the coronavirus</li></ul> <p>Effective March 17:</p> <ul style="list-style-type: none"><li>○ Per-minute calling rates for international long distance calls to countries identified by the Center</li></ul>	3/13/20	<a href="https://newsroom.sprint.com/covid-19-updates-sprint-responds.htm">https://newsroom.sprint.com/covid-19-updates-sprint-responds.htm</a>

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	Sprint (Cont.)	<p>for Disease Control as <u>Level 3</u> are waived through 5/31/20. Customers still responsible for any monthly charges for add-on international long-distance calling plans</p> <p>Effective March 18:</p> <ul style="list-style-type: none"> <li>○ Customers with metered data plans will receive unlimited data per month for 60 days (a minimum of two bill cycles) at no extra cost</li> <li>○ Customers will receive an additional 20GB of <u>mobile hotspot data</u> per month for 60 days (a minimum of two bill cycles) at no extra cost</li> </ul>		
34	T-MOBILE & Metro	<ul style="list-style-type: none"> <li>○ T-Mobile and Metro by T-Mobile customers who have plans with data will have unlimited smartphone data for the next 60 days (excluding roaming)</li> <li>○ Working with our Lifeline partners to provide customers extra free data up to 5GB of data per month over the next two months</li> <li>○ Increasing the data allowance for free to schools and students using our <b>EmpowerED</b> digital learning programs to ensure each participant has access to at least 20GB of data per month for the next 60 days</li> </ul>	3/13/20	<a href="https://www.t-mobile.com/news/t-mobile-update-on-covid-19-response?icid=MGPO_TMO_U_CUSTSUPT_Z2739V_FSHS9707KGF20085">https://www.t-mobile.com/news/t-mobile-update-on-covid-19-response?icid=MGPO_TMO_U_CUSTSUPT_Z2739V_FSHS9707KGF20085</a>

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	T-MOBILE & Metro (Cont.)	<ul style="list-style-type: none"><li>○ Offering free international calling for ALL current T-Mobile and Metro by T-Mobile customers to landline</li><li>○ Coming soon: Provide T-Mobile and Metro by T-Mobile customers on smartphone plans with hotspot data an additional 20GB of mobile hotspot / tethering service for the next 60 days</li></ul>		
35	Verizon	<ul style="list-style-type: none"><li>○ waive late fees for 60 days from March 16, 2020 to May 13, 2020,</li><li>○ Not terminate service to a customer who's been impacted by the events involving the Coronavirus.</li><li>○ Customers are experiencing a hardship should call customer service team to discuss available options</li><li>○ Free international calling to countries identified by the Center for Disease Control as <a href="#">level 3 impacted</a> by the coronavirus effective 3/18 through the end of April. This is available to wireless postpaid consumer and small/medium business customers, and landline home phone customers</li></ul>	3/16/20	<a href="https://www.verizon.com/about/news/our-response-coronavirus">https://www.verizon.com/about/news/our-response-coronavirus</a>

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36	<b>Parking Enforcement</b>			
37	City of Oakland Parking Enforcement	<ul style="list-style-type: none"> <li>○ Parking meters and time limited parking not enforced</li> <li>○ Residential permit parking and street sweeping parking regulations not enforced</li> <li>○ Towing suspended <b>unless</b> vehicle is blocking access, causing immediate hazard or deemed a public safety concern</li> </ul> <p>CONTINUED ENFORCEMENT:</p> <ul style="list-style-type: none"> <li>○ Red curbs, fire hydrants, sidewalk and crosswalk blocking, double parking, bike lane violations, wheelchair ramp obstruction, and unauthorized use of disabled person parking placards and parking changes due to on-going construction</li> </ul>	3/17/20	<a href="https://www.oaklandca.gov/resources/city-of-oakland-service-modifications-suspensions-closures-in-response-to-alameda-county-public-health-order-to-shelter-in-place">https://www.oaklandca.gov/resources/city-of-oakland-service-modifications-suspensions-closures-in-response-to-alameda-county-public-health-order-to-shelter-in-place</a>
38	City of Hayward Parking Enforcement	<ul style="list-style-type: none"> <li>○ All street sweeping operations, street sweeping parking enforcement suspended</li> </ul>	3/17/20	