



# **San José Flood Victims Resources**

February 2017

*In Partnership with CADRE Silicon Valley*

Compiled by 211/United Way Bay Area

**AMERICAN RED CROSS SILICON VALLEY***Disaster Relief*

Intake - 24/7 Emergency Line - 1-877-727-6771

Main Contact:

Katherine Laughlin

[kathy.laughlin@redcross.org](mailto:kathy.laughlin@redcross.org) or 408-577-2054

Provides services to assist individuals with their immediate emergency needs, such as temporary shelter, food or clothing, and we provide information and referrals to other agencies for additional assistance as needed.

Must be a victim of disaster within the specified jurisdiction.

Will need to bring: Proof of ID and residence.

Call or walk in for service

Services available in Cantonese, English, Mandarin, Spanish, Tagalog, Vietnamese

Open 24 hours daily

**CALIFORNIA SOUTHERN BAPTIST DISASTER RELIEF***Flood recovery/clean-up*

707-322-2986

Main Contact:

Ron Barney

[ronbarney@sbcglobal.net](mailto:ronbarney@sbcglobal.net)

Provides assistance with removal of flood damaged items, flooring, carpeting, sheetrock, insulation. Mold remediation may be available, call to verify.

Does not haul away materials, but will attempt to load debris in dumpsters or bins that are provided by others if available.

Any single family dwelling, some mobile homes, churches, limited services may be available to renters.

Home owners must be present to sign release forms.

Liability release form completed by home/property owner

Call or email for services requests.

Services available in English, Spanish, Vietnamese

Hours of Operation: Monday through Friday, 8am – 5pm

**AMERICAN RED CROSS SILICON VALLEY***Shelter*

Seven Trees Community Center

3590 Cas Drive, San Jose

Offers a safe shelter, hot meals essential relief supplies, and emotional support to families and individuals impacted by the San Jose floods.

Open to all families and individuals impacted by the San Jose floods.

Walk-in for service

Services available in English

Open 24 hours daily

The shelter cannot accept pets; Take pets to the San Jose Animal Shelter for safekeeping (fees are suspended for the duration of the emergency): 2750 Monterey Road,

[www.sanjoseanimals.com](http://www.sanjoseanimals.com)

**CATHOLIC CHARITIES OF SANTA CLARA COUNTY***Flood Victims Case Management*

1-866-305-0617

Main Contact:

Adelene Gallego Ramos

[aramos@catholiccharitiesscc.org](mailto:aramos@catholiccharitiesscc.org) or 408-325-5123

Offers flood victims help with mid-term to long-term case management support to recover from the flood.

Services offered:

- Assessment of mid-term to long-term needs and resources Information and referral to other resources
- Advice on advocacy to resolve unmet needs
- Counseling and support to address stress, grief, and other mental needs
- Immigration legal council

All services are provided free of cost to anyone regardless of faith, legal status, race or nationality, age, disability, gender or sexual orientation.

Call or walk-in for service

Services available in English, Spanish, Vietnamese

Hours of Operation: Monday through Friday: 8:30am – 5pm

Donations can be made online at: by calling 1-866-305-0617 or visit <http://www.catholiccharitiesscc.org/flood-relief>

## LAW FOUNDATION OF SILICON VALLEY

### *Flood Legal Assistance*

Intake Line - 408-280-2424

Main Contact:

Melissa Morris

[melissam@lawfoundation.org](mailto:melissam@lawfoundation.org) or 408-280-2429

Offers legal assistance to tenants affected by the San Jose floods. Includes advice, and representation regarding rent, move outs, repairs and other issues with landlords.

Eligible to all victims of the San Jose Floods

Call or walk in for service

Services available in English, Spanish, Vietnamese

Hours of Operation: Monday through Friday, 9am – 5pm

## MARTHA'S KITCHEN

### *Donations*

Intake Line - 408-293-6111

Main Contact:

Matthew Brady

[mbradyalfaz@gmail.com](mailto:mbradyalfaz@gmail.com)

Martha's Kitchen accepts frozen turkeys, five-pound canned hams, large cans of green beans and cans of enchilada/green chili sauce. The center also accepts toiletries including soap, lotion and shampoo.

Call, go online, or walk in to donate.

English

Hours of Operation:

Monday, Thursday and Friday: 7am - 2pm; Fri 7am - 2pm;  
Tuesday and Wednesday: 7am - 5:30pm

## SILICON VALLEY INDEPENDENT LIVING CENTER

### *Access and Functional Needs Coordination*

Intake Line - 408-894-9041

Main Contact:

Sheri Burns, OTR

[sherib@svilc.org](mailto:sherib@svilc.org) or 408-894-9041

Offers Access and Functional Needs Coordination to assist seniors, people with disabilities, homeless residents, and non-English speakers be as self-sufficient as possible

Offering Durable Medical Equipment and Assistive Technology.

All Seniors and persons with disabilities are welcome.

Intake completed at time of service.

Call to schedule and appointment or walk-in for service.

Services available in English, Spanish, Tagalog

Hours of Operation: Monday through Friday 9am - 5pm

## Help In Disaster – San Jose

### *Volunteer Opportunities*

<http://helpindisaster.com/sanjose/>

The city has activated this website to provide an opportunity to register to volunteer and will post opportunities as they become available.

As clean-up efforts are underway and needs are emerging, there may be more people who want to volunteer than opportunities currently available.

Please check back with the website on an ongoing basis if we are not able to immediately match you to a volunteer opportunity.

## United Policyholders

### *Insurance Claim Help*

Provides help navigating the insurance claim process.

Main Contact:

Emily Rogan or Dave Wade

Insurance Questions call 800-286-5631

Email [info@uphelp.org](mailto:info@uphelp.org) or visit [www.uphelp.org/sjfflood](http://www.uphelp.org/sjfflood)

Call, email or use our "Ask an Expert" forum

<http://uphelp.org/ask-an-expert>

Services available in English

Resource on our website are available 24/7

## Better Health Pharmacy

### *Prescription Medication Replacement*

Medications exposed to flood water are considered contaminated and should not be used. Santa Clara County Pharmacy will make every attempt to provide a one-time fill of prescriptions to flood victims.

[www.BetterHealthRx.org](http://www.BetterHealthRx.org)

Better Health Pharmacy  
725 E. Santa Clara St. #202 (2<sup>nd</sup> floor)  
San Jose, CA 95112

Hours: Tuesday – Friday: 10:30am to 7pm and  
Saturday: 8:30am to 5pm

If Better Health Pharmacy does not carry the medication, the pharmacy staff will assist in coordinating with other Santa Clara County pharmacies to fill their prescriptions.

If closed, visit VHC Downtown Pharmacy at 777 E. Santa Clara St., San Jose, CA 95113 – 408-977-4500 – 7 days a week, 9am to 10pm

## CalFresh

### *CalFresh Benefit Replacement*

CalFresh recipients that lost food they purchased with their EBT card prior to the flood may be entitled to CalFresh Benefit Replacement if they live in the following zip codes: 95112, 95116, 95122, 95133

Clients may come in to any district office or contact their assigned caseworker to apply for a waiver to get their CalFresh Benefit Replacement.

- A client may receive up to their full February CalFresh Allotment
- Replacement of benefits takes several days to be deposited into the client's EBT Card
- Clients may call 1-877-962-3633

A list of the District Offices:

- AAC & BSC Offices-1867 Senter Road, San Jose, CA
- CBS Office-1870 & 1877 Senter Road, San Jose, CA
- GA Office-1919 Senter Road, San Jose, CA
- MBA Office-650 S. Bascom Avenue, San Jose, CA
- North County Office- 1130 W. Middlefield Road, Mountain View, CA
- South County Office-379 Tomkins Court, Gilroy, CA

## Second Harvest Food Bank

### *Help with Groceries*

The mission of Second Harvest Food Bank is providing food for people in need in our community with a vision to lead our community to eliminate hunger.

For food resources, call the Food Connection Line:

800-984-3663

The Food Connection Line can direct callers to pantries, hot meals, CalFresh applications and summer meal sites in Santa Clara and San Mateo Counties.

The line is open Monday – Friday: 9am to 5pm

## Sacred Heart Community Service

### *Relief Fund Distribution*

Flood victims that meet criteria outlined below may qualify for financial assistance through the San Jose Flood Victims Relief Fund. In order to receive a check, residents must go to Sacred Heart at 1381 S. First St., San José and bring:

- Proof of Residence (Photo ID with address or two pieces of mail including a recent utility bill)
- Proof of income (most recent pay stub or social security check or disability check)

To be eligible:

- Been displaced temporarily or permanently as a result of the flood
- Have lived as primary resident in a property where the City's assessment found either affected, minor, or major damage to the building
- Be vulnerable to housing instability due to the flood, as determined by age, income level, health status, presence of minor children in the household or other special need.

March 16, 20, 21, 22 and 23: 9am – 6pm

408-916-5056