



## Securing Your Housing While Ensuring the Health of You, Your Family, and Your Community Is Our Greatest Priority.



Dear Community,

The San Francisco Housing Authority remains steadfast in our commitment to you as we all rise to the challenge of this public health crisis. Effective March 31, 2020, the City and County of San Francisco extended the “Shelter in Place Order” through at least May 3, 2020. The San Francisco Housing Authority wants our residents, friends, families, and community partners to know that we continue providing services to meet your needs during this uncertain time. Our property offices and administrative offices are open by appointment only. You can also contact customer care at (415) 715-5200 or via e-mail at [customercare@sfha.org](mailto:customercare@sfha.org). Resources and information are available at [www.sfha.org](http://www.sfha.org).

The U.S. Centers for Disease Control and Prevention (CDC) has identified certain categories of individuals who are at higher risk for the disease:

- Older adults (65 years or older)
- Individuals with underlying medical conditions, including:
  - Chronic lung disease
  - Moderate to severe asthma
  - Serious heart conditions
  - Compromised immune systems (due to, for example, cancer treatment, smoking, bone marrow or organ transplants, poorly controlled HIV or AIDS, or prolonged use of corticosteroids and other immunity-weakening medications)
  - Severe obesity (body mass index (BMI) of 40 or higher)

- Diabetes
- Chronic kidney disease (undergoing dialysis)
- Liver disease

In the meantime, please continue to follow the CDC's guidance to keep your family and friends safe:

- Stay home
- Practice social distancing by remaining at least six feet away from one another
- Wash your hands regularly with soap and water for at least 20 seconds
- Cover your mouth when you cough
- Clean your surfaces regularly

For more information on vulnerable populations or guidance on staying safe, visit [www.cdc.com](http://www.cdc.com).

The following is a list of resources that remain available to you both from the San Francisco Housing Authority and other City partners:

**(1) San Francisco Housing Authority**

- a. **Interim Recertifications** are still being processed. If you have lost your job or income due to the Coronavirus (COVID-19) or any other reason, please complete and submit an interim recertification so that your change in income is quickly reflected in your rent statement.
- b. **Recertifications** are being mailed to residents' homes and can be returned:
  - i. In person to the mailbox in front of the property office or the main office at 1815 Egbert Avenue
  - ii. By mail, addressed to 1815 Egbert Avenue, San Francisco, CA 94609
  - iii. By e-mail:
    1. For Housing Choice Voucher, e-mail [customercare@sfha.org](mailto:customercare@sfha.org)
    2. For Public Housing, e-mail:
      - [Sunnydale@sfha.org](mailto:Sunnydale@sfha.org) for Sunnydale
      - [Potrero@sfha.org](mailto:Potrero@sfha.org) for Potrero
      - [AMP985@sfha.org](mailto:AMP985@sfha.org) for 363 Noe, Randolph & Head, Great Highway, Noriega, or San Jules
- c. **Emergency work orders** are still being addressed.
- d. If you have questions or need assistance, please call:
  - i. Housing Choice Voucher – 415-715-5200
  - ii. Sunnydale – 415-825-5103
  - iii. Potrero Annex and Terrace – 415-828-8213
  - iv. For all other public housing residents seeking assistance – 415-715-3133

- e. Communications from the San Francisco Housing Authority can be found at [www.sfha.org](http://www.sfha.org).

**(2) San Francisco Human Services Agency**

Essential services have shifted to phone and online support:

- a. **EBT card replacement:** Call (415) 558-4700
- b. **Free Diaper Distribution:** [sfdiaperbank.org](http://sfdiaperbank.org)
- c. **CalFresh**
- *Online:* Apply for benefits, recertification and SAR 7 reporting at [MyBenefitsCalWIN.org](http://MyBenefitsCalWIN.org) or [GetCalFresh.org](http://GetCalFresh.org). For application assistance, visit [2enrollmesf.org](http://2enrollmesf.org) to schedule an appointment with our partner, 211 San Diego.
  - *By phone:* Complete applications, recertification, and conduct interviews at (415) 558-4700
- d. **CalWORKs**
- *Online:* Apply for benefits at [MyBenefitsCalWIN.org](http://MyBenefitsCalWIN.org)
  - *By phone:* For information, call (415) 557-5100
  - *Housing assistance:* Still available by calling (415) 557-5100 or by visiting 170 Otis if the CalWORKs recipient does not have a phone
- e. **Child and Adult Protection**
- *Report child abuse:* Call (800) 856-5553
  - *Report adult abuse:* Call (800) 814-0009
- f. **County Adult Assistance Programs (CAAP)**
- *Online:* Apply at [MyBenefitsCalWIN.org](http://MyBenefitsCalWIN.org)
  - *By Phone:* Apply for benefits and information at (415) 558-2227; for shelter reservations, call (415) 558-1074
- g. **Disability and Aging Services**
- Call (415) 355-6700 or TTY (415) 355-6756 for all information and referrals for services, including:
- Congregate meals and home meal delivery
  - Community Living Fund
  - Community day centers and activities
- h. **Employment Services and JobsNOW! (for job seekers and employers)**
- Employment services are suspended. For questions regarding career assistance services and job recruitment, leave a message at (877) 562-1669.
- i. **In-Home Supportive Services (IHSS)**
- *Care Providers:* For help with timesheet and payments, employment verification, overtime and travel time, and violations, call (415) 557-6200. Care provider orientations are now included in the online enrollment process.
  - *Care Recipients:* For help with recipient responsibilities, call your IHSS social worker.
  - *Applications and information:* E-mail applications to [ihss@sfgov.org](mailto:ihss@sfgov.org) or call (415) 355-6700.

- *eTimesheet trainings*: All scheduled in-person sessions have been canceled.
- j. Medi-Cal**
- *Online*: Apply for benefits and recertification at [MyBenefitsCalWIN.org](http://MyBenefitsCalWIN.org) or [GetCalFresh.org](http://GetCalFresh.org).
  - *By phone*: Complete applications, recertification, and conduct interviews at (415) 558-4700.
- k. Veterans Service Office/ and other information**
- For applications and information, call (415) 934-4200.

For all other services information and updates, call (415) 557-5000.

- l.** The IRS has created a mechanism for non-tax filers to receive Economic Impact Payments. Also attached is their flyer in English and Spanish. Here's the link to the tool:

<https://www.irs.gov/coronavirus/non-filers-enter-payment-info-here>

**Veterans beneficiaries and Supplemental Security Income (SSI) recipients:** The IRS continues to explore ways to see if Economic Impact Payments can be made automatically to SSI recipients and those who receive veterans disability compensation, pension or survivor benefits from the Department of Veterans Affairs and who did not file a tax return for the 2018 or 2019 tax years. People in these groups can either use *Non-Filers: Enter Payment Info* option now or wait as the IRS continues to review automatic payment options to simplify delivery for these groups

### **(3) San Francisco Unified School District**

- a.** The San Francisco Unified School District has announced that it will remain closed indefinitely.
- b.** For **Student Nutrition Services**, call (415) 749-3604 or e-mail [SchoolLunch@sfusd.edu](mailto:SchoolLunch@sfusd.edu).
- c. Free meal "Grab and Go" sites** (no advance planning needed)  
To minimize the need for families having to leave their home, five days of food will be provided at the following sites and times:
1. **A.P. Giannini MS** (3151 Ortega) – Mon & Wed, 11 am-noon
  2. **Bret Harte ES** (1035 Gilman) – Mon & Wed, 11 am-noon
  3. **Brown MS** (2055 Silver) – Mon & Wed, 11 am-noon
  4. **Carver ES** (1360 Oakdale) – Mon & Wed, 11 am-noon
  5. **Carmichael K-8** (375 7th Street) – Mon & Wed, 11 am-noon
    - Pop-up Pantry – Thu, 9 am-1 pm
  6. **Chavez ES** (825 Shotwell) – Mon & Wed, 11 am-noon
    - Pop-up Pantry – Tue, 9 am-1 pm
  7. **Denman MS** (241 Oneida) – Mon & Wed, 11 am-noon
    - Pop-up Pantry – Wed, 9 am-1 pm

8. **Jordan HS** (325 La Grande) – Mon & Wed, 11 am-noon
9. **Lau ES** (950 Clay) – Mon & Wed, 11 am-noon
10. **Lick MS** (1220 Noe) – Mon & Wed, 11 am-noon
11. **Lincoln HS** (2162 24<sup>th</sup> Avenue) – Mon & Wed, 11 am-noon
  - Pop-up Pantry – Fri, 9 am-1 pm
12. **Mission HS** (3750 18<sup>th</sup> Street) – Mon & Wed, 11 am-noon
  - Pop-up Pantry – Thu, 9 am-1 pm
13. **Roosevelt MS** (460 Arguello) – Mon & Wed, 11 am-noon
14. **Rosa Parks ES** (1501 O'Farrell) – Mon & Wed, 11 am-noon
  - Pop-up Pantry – Wed, 9 am-1 pm
15. **SF International HS** (655 De Haro) – Mon & Wed, 11 am-noon
16. **Washington HS** (600 32<sup>nd</sup> Avenue) – Mon & Wed, 11 am-noon
17. **Ship Shape Community Center** (850 Avenue I, Treasure Island) – Tue & Fri, 10:30-11:30 am

d. **Do you need a device (tablet/Chromebook/wi-fi hotspot) for your student's schoolwork?** If so, visit [www.sfusd.edu/device](http://www.sfusd.edu/device). For more information, including childcare options and Frequently Asked Questions, visit [www.sfusd.edu](http://www.sfusd.edu).

e. As a part of My Brother and Sister's Keeper (MBSK) San Francisco, the San Francisco Human Rights Commission, in partnership with HOPE SF, the San Francisco Housing Authority, the San Francisco Public Library, Collective Impact, and other community partners welcomes you to participate in distance learning opportunities with "Everybody Reads" [www.everybodyreadsSF.org](http://www.everybodyreadsSF.org). This initiative is focused on equity and economic inclusion and is intended to help San Francisco's youth by providing them with learning experiences through *Google Classroom*, books, supplies, and online resources. The online resources cover a variety of topics, ranging from videos of kid-friendly explanations of the updates from the Department of Public Health to how to write an acrostic poem.

### **Other Services**

If you feel you could benefit from talking to a nurse or counselor, we encourage you to complete a referral form and e-mail it to [CWP.referrals@sfdph.org](mailto:CWP.referrals@sfdph.org). The Community Wellness Program can provide these services to you by phone. You don't need to sign in the resident signature section. Instead, just write "consent given verbally" or "consent given over the phone."

With positivity, goodwill, and respect, please take care and feel free to contact us if you have questions or concerns.

Sincerely,

Joaquin Torres, President, San Francisco Housing Authority Commission

Tonia Lediju, San Francisco Housing Authority Transition Lead/Acting Executive Director, Office of the Mayor