

# Resource Guide for Immigrants

## Programs and Services Offered by



Alameda County  
**Social Services Agency**

**and Community Partners**

### ACSSA OFFICE LOCATIONS

#### Hours of Operation

Monday through Friday  
8:30 am - 5:00 pm

#### Thomas L. Berkley Square (North Oakland)

2000 San Pablo Ave.  
Oakland, CA 94612

#### Eastmont Town Center Self-Sufficiency Center

6955 Foothill Blvd., Suite 100  
Oakland, CA 94605

#### Enterprise Self-Sufficiency Center

8477 Enterprise Way  
Oakland, CA 94621

#### Gail Steele Multi-Service Center

24100 Amador St.  
Hayward, CA 94544

#### Fremont Office

39155 Liberty St., Suite C330 Fremont, CA  
94536

#### Livermore Self-Sufficiency Center

2499 Constitution Drive  
Livermore, CA 94551

#### Website:

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

#### Customer Service Call Center:

(510) 263-2420 or (888) 999-4772

#### 211 Alameda County

Dial 2-1-1 for free and confidential information and referrals to housing, health, and social services.

Available 24 hours daily, 7 days a week.

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## IMPORTANT!

- Rules for public benefits have not changed.
- Information given to the Alameda County Social Services Agency (ACSSA) is confidential and is used to determine benefit eligibility only.
- Individuals and families may continue to apply for benefits and services as needed.
- Do not pay anyone to help you with the completion of applications for ACSSA programs and services. We are here to help you apply!

## FOOD ASSISTANCE

### CalFresh (formerly known as Food Stamps) - Nutritional Assistance

CalFresh provides monthly nutrition assistance to low-income individuals and families to purchase healthy food. CalFresh benefits are accessed using an EBT (Electronic Benefits Transfer) card.

Eligibility: U.S. citizens and lawful permanent residents.

#### HOW TO APPLY:

- **In person** at any ACSSA office location
- **By Phone:** 1-888-999-4772 or 510-263-2420
- **Online:** <https://benefitscal.com/>

#### Electronic Benefits Transfer (EBT) Helpline

(If experiencing issues with your card):

1-877-328-9677

#### For more info:

##### Website:

<https://www.alamedacountysocialservices.org/our-services/Health-and-Food/CalFresh/index>

### California Food Assistance Program (CFAP) - Nutritional Assistance

State-funded assistance for qualified non-citizens, who do not qualify for federal benefits, to purchase nutritious food.

Eligibility: Most Immigrants – Legal Permanent Residents

The CFAP application is the same application process used for the CalFresh program.

#### HOW TO APPLY:

- **In person** at any ACSSA office location
- **By Phone:** 1-888-999-4772 or 510-263-2420
- **Online:** <https://benefitscal.com/>

#### For more info:

##### Website:

<https://www.alamedacountysocialservices.org/our-services/Health-and-Food/CalFresh/index#eligibility>

## MEDICAL ASSISTANCE

### Medi-Cal – Health Care Access

Free or low-cost health coverage for children, families, seniors, and persons with disabilities with limited income and resources.

Eligibility: California Residents regardless of immigration status. (Effective January 2026, individuals who are not U.S. citizens or lawful permanent residents will only be eligible to enroll into restricted or limited scope Medi-Cal).

#### HOW TO APPLY:

- **In person** at any ACSSA office location
- **By mail:** Call 510-263-2420 or 1-888-999-4772 (toll free) to request a Medi-Cal Mail-In Application and Instructions booklet
- **By Fax:** You can fax your completed Medi-Cal application to (510) 670-5095
- **Online:** <https://benefitscal.com/> or through Covered California at [CoveredCa.com](https://CoveredCa.com)

#### For more info:

##### Website:

<https://www.alamedacountysocialservices.org/our-services/Health-and-Food/Medi-Cal/index>

## CASH ASSISTANCE

### Refugee Cash Assistance (RCA)

Provides up to 4 months of cash assistance for individuals whose eligibility starts after May 5, 2025. Note: Individuals with eligibility start dates before May 5, 2025, could receive up to 12 months of cash assistance.

RCA recipients are also enrolled in an employment and training program to help them find employment and are provided with additional refugee supportive services.

Participants are required to participate in employment services as a condition of RCA eligibility.

Eligibility: Refugees, Asylees, Amerasians from Vietnam, Certified Human Trafficking Victims, Victims of Human Trafficking, Domestic Violence, and Other Serious Crimes, and Afghan and Iraqi Special Immigrant Visa holders are potentially eligible for RCA.

## HOW TO APPLY:

- **In person** at any ACSSA office location
- families with no child under age 6, and 35 hours per
- **By Phone:** 1-888-999-4772 or 510-263-2420
- **Online:** <https://benefitscal.com/>
- **By Mail:** You can mail your application to P.O. Box 12941, Oakland, CA 94604

## For more info:

### Website:

<https://www.alamedacountysocialservices.org/our-services/Immigrants-and-Refugees/RCA>

## Cash Assistance Program for Immigrants (CAPI)

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CAPI provides benefits for legal non- citizens in financial need who are ineligible for federal Supplemental Security Income (SSI) due to their immigrant status. Eligibility is dependent on individual circumstances.

Eligibility: Blind or disabled immigrants of any age OR seniors aged 65 and older who

- Are ineligible for Supplemental Security Income/State Supplementary Payment (SSI/SSP) due to their immigration status; AND
- Have limited to no income, combined assets at less than \$2,000 if single, and no more than \$3,000 if married.

## HOW TO APPLY:

- **In person:** at any ACSSA office location
- **Phone:** 1-888-999-4772 or 510-263-2420
- **Mail:** P.O. Box 12941 Oakland, CA 94604
- **Fax:** 510-670-5095

## For more info:

### Website:

<https://www.alamedacountysocialservices.org/our-services/Immigrants-and-Refugees/CAPI>

## CalWORKs (California Work Opportunities and Responsibilities to Kids)

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Provides time-limited cash aid, employment, support services, and/or homeless services based on individual and family income, to eligible families that have a child(ren) in the home.

CalWORKs recipients, unless exempt, are required to participate in Welfare-to-Work (WTW) activities or be employed for 20 hours per week for single parent families with a child under age 6; 30 hours per week for single-parent families with no child under age 6, and 35 hours per week for two-parent families.

Eligibility: California residents who are

- U.S. citizens;
- Non-citizens with lawful permanent residency;
- Qualified non-citizens; or
- Victims of human trafficking, domestic violence, and other serious crimes.

## HOW TO APPLY:

- **In Person:** at any ACSSA office location
- **Phone:** 1-888-999-4772 or 510-263-2420
- **Mail:** P.O. Box 12941 Oakland, CA 94604
- **Fax:** 510-670-5095
- **Online:** <https://benefitscal.com/>

## For more info:

### Website:

<https://www.alamedacountysocialservices.org/our-services/Work-and-Money/CalWORKs/index>

## CalWORKs Starting Out Strong Program

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CalWORKs Starting Out Strong Program (SOSP) offers parenting support, advocacy and activities to support access to prenatal and postnatal care, various health and parenting education by a nurse or trained professional.

Eligibility:

- A member of a CalWORKs assistance unit, or the parent/ caretaker relative for a child-only case, including sanctioned or timed-out individuals; AND
- Currently pregnant or a parent/caretaker relative to a child less than 36 months of age.

## HOW TO APPLY:

- **In Person:** at any ACSSA office location
- **Phone:** 510-667-3072
- Email: [homevisiting@acgov.org](mailto:homevisiting@acgov.org)

**For more info:**

**Website:**

<https://www.alamedacountysocialservices.org/our-services/Work-and-Money/Other-Support/CalWORKs-starting-out-strong>

**General Assistance**

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County-funded loan program provides cash assistance to single adults, married couples without dependent children, and emancipated minors.

GA applicants and recipients may also be eligible for additional employment, food, and medical assistance.

Eligibility:

- U.S. citizens;
- Legal permanent residents;
- Sponsored non-citizens; or
- Other non-citizens are potentially eligible: legal permanent residence or permanently residing in the U.S. under color of law PRUCOL).

**HOW TO APPLY:**

- **In Person:** at any ACSSA office location
- **Online:** <https://gaapp.alamedacountyca.gov/#/form>
- **By Phone:** 1-888-999-4772 or 510-263-2420
- **Mail:** P.O. Box 12941 Oakland, CA 94604
- **Fax:** 510-670-5095

**For more info:**

**Website:**

<https://www.alamedacountysocialservices.org/our-services/Work-and-Money/General-Assistance/index>

**Emergency Rental Assistance**

**Season of Sharing**

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Season of Sharing (SoS) provides one-time crisis-based assistance for permanent housing and critical needs to Alameda County residents. The program aims to help eligible households regain stability after experiencing an unforeseen emergency situation beyond their control.

Eligibility:

- Applicants must be current Alameda County residents of 6 continuous months or longer.
- All adults in the household must not have received assistance from SoS Fund in the last 5 years.

- The household is at risk of experiencing homelessness or housing instability, or currently homeless.
- The primary applicant is 18 years of age or older.
- The household is experiencing or has experienced an emergency, crisis, or an unexpected event within the past 6 months, for which financial assistance is needed to maintain or improve household stability.

Legal permanent residency is not required.

Documentation will be required to validate each household’s eligibility status and emergency circumstances. Meeting eligibility criteria or completing the application process is not a promise or guarantee of assistance. Due to limited resources, assistance is awarded based on documented crisis and financial hardship. The SoS program may not be able to cover all expenses a household owes.

**HOW TO APPLY:**

To initiate a SoS request, complete the Client Web Form online at:

<https://www.alamedacountysocialservices.org/our-services/Shelter-and-Housing/Other-Support/season-of-sharing>

**CalWORKs Housing Support Program**

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The CalWORKs Housing Support Program provides assistance to CalWORKs families who receive CalWORKs benefits and need help obtaining or keeping permanent housing.

Some of the supportive services offered include rental assistance, housing navigation, case management, security deposits, utility payments, moving costs, interim shelter assistance, legal services, and credit repair.

Eligibility:

- Have an active CalWORKs case AND
- Have no fixed or regular residence OR
- Have an eviction notice, ordered by the court.

**HOW TO APPLY:**

Households must be referred to the program by an Alameda County Social Services Agency Social Worker. Visit the nearest office to request to speak to a Social Worker or ask an eligibility worker or Employment Counselor for a referral to

Speak to a Social Worker.

**For more info:**

**Website:**

<https://www.alamedacountysocialservices.org/our-services/Shelter-and-Housing/CalWORKs-housing-assistance/index#housingsupport>

**Housing Assistance for Ukrainians (HAU)**

The HAU program is a supportive service that provides direct housing and utility assistance and other support services to eligible households:

Including:

- Rental assistance
- Security deposit assistance
- Utility assistance
- Light-Touch case management

Eligibility:

Ukrainian humanitarian parolees (UHP) and those paroled into the U.S. under the Uniting for Ukraine program between February 24, 2022, and September 30, 2024. Eligible populations include Ukrainians and other non-Ukrainian individuals displaced from Ukraine.

Applications are accepted until September 30, 2025.

**HOW TO APPLY:**

Contact the following service providers by phone or email:

- If you live in the north-county cities of Albany, Berkeley, Emeryville, Oakland, Alameda, Piedmont, San Leandro, and San Lorenzo, contact:

Lao Family Community Development  
Phone: (510) 694-0086 or (510) 533-8850  
Email: [zthein@lafd.org](mailto:zthein@lafd.org)

- If you live in the south-county cities of Hayward, Castro Valley, Ashland, Cherryland, Fairview, Dublin, Pleasanton, Livermore, Fremont, Union City, and Newark, contact:

The Alliance for Community Wellness (La Familia)  
Phone: (510) 935-9293  
Email: [mamini@livelafamilia.org](mailto:mamini@livelafamilia.org)

**Refugee Housing Support Program (RHSP)**

Provides up to 12 months of housing assistance within their first 12 months of Office of Refugee Resettlement (ORR) eligibility. RHSP provides the following assistance:

- Rental assistance for up to 12 months
- Security deposit assistance
- Utility assistance for up to 12 months, covering the monthly cost

Eligibility:

- Individuals whose ORR eligibility begins on or after October 1, 2024; and
- Reside in Alameda County; and
- Fall into one of the following ORR-eligible categories:
  - Refugees who have been granted refugee status within their first 12 months of ORR eligibility.
  - Special Immigrant Visa (SIV) Holders from Iraq.
  - Asylees who are granted asylum on or after October 1, 2024.
  - Cuban/Haitian Entrants who have been granted entry to the United States.
  - Amerasians.
  - Victims of Trafficking who are granted U.S. Department of Health & Human Services.

**HOW TO APPLY:**

**By Phone:**

- (510) 452-8222 (International Rescue Committee (IRC) Oakland)
- (925) 927-2000 (Jewish Family & Community Services – East Bay (JFCS-EB))
- (408) 358-3636 (Jewish Family Services – Silicon Valley (JFS-SV))

## EMPLOYMENT & JOB SERVICES

### Welfare-to-Work (WTW)

The Welfare-to-Work program is the employment and training component of the CalWORKs program that provide participants with the tools to become self-reliant through employment. Services offered by ACSSA to current CalWORKs recipients include job training and placement, social adjustment, case management, Adult Basic Education / GED, Vocational Training & Education, Vocational English as a Second Language (VESL), and supportive services such as childcare, transportation, and education & training expenses.

#### Eligibility:

Individuals must apply for or currently receive CalWORKs in order to participate in WTW.

#### HOW TO APPLY:

- To apply for CalWORKs, **visit an ACSSA office** or **online at:** <http://benefitscal.com>
- Current CalWORKs recipients may contact their assigned **Employment Counselor** to inquire about WTW

#### For more info:

##### Website:

<https://www.alamedacountysocialservices.org/our-services/Work-and-Money/Employment-and-Training/Welfare-to-work>

### CalFresh Employment & Training (CF E&T) Program

Services offered to eligible participants to help them find employment include

- Assessment Testing
- Job Club workshop on preparing resumes and job applications; interviewing skills; tips on searching for work and retaining a job
- Job search assistance and leads
- Education, Vocational training and GED preparation

Participants may also receive supportive services and assistance with transportation, work or training expenses, tuition, test fees, books, and school supplies.

#### Eligibility:

- Able to work
- Receiving CalFresh, or Transitional CalFresh and not receiving CalWORKs

This is a voluntary program.

#### HOW TO APPLY:

- **Current CalFresh recipients may inquire at an ACSSA office, or with their Eligibility Services Technician, or call 510-263-2420.**
- To apply for CalFresh, see [page 2](#)
- To apply for General Assistance see [page 4](#)

#### For more info:

##### Website:

<https://www.alamedacountysocialservices.org/our-services/Work-and-Money/Other-Support/Calfresh-employment>

### Cal-Learn

Cal-Learn serves pregnant and parenting teens receiving cash assistance through the CalWORKs program. It is designed to support parenting teens to obtain their high school diploma or GED and take the first step toward reaching their future goals.

Services include case management, childcare and transportation support to attend school, educational resources, and financial incentives for good school progress and graduation.

#### Eligibility:

- Pregnant or parenting teen under age 19 receiving CalWORKs benefits AND without a high school diploma or GED OR
- CalWORKs recipient with a pregnant or parenting teen on the case fitting the description above

Must apply for or currently receive CalWORKs in order to participate in Cal- Learn.

#### HOW TO APPLY:

Must apply for or currently receive CalWORKs in order to participate in Cal- Learn.

#### To apply for CalWORKs:

- **In person** at any SSA office location
- **Online:** <https://benefitscal.com/>
- **By Phone** at (510)272-3663
- **Mail** P.O. Box 12941 Oakland, CA 94604

- **Drop Box** drop boxes located at each SSA office
- **Fax** 510-670-5095

**To inquire about Cal-Learn**

- Contact your assigned Employment Counselor

**For more info:**

**Website:**

<http://www.alamedacountysocialservices.org/our-services/Work-and-Money/Other-Support/CalLearn>

**Employment and Education Program (SASYEP)**

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Participating youth can earn \$10 per hour at a 20-hour a week summer job, for a maximum of 150 hours of work experience. In addition, participants can earn financial bonuses for attending to their educational needs. Services are provided by the Alameda County Workforce Development Board.

**HOW TO INQUIRE:**

Contact a youth services provider:  
<https://www.acwdb.org/youth.page>

**Employment Development Department**

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The State of California's Employment Development Department (EDD) offers a variety of job-related services, including:

- Job search and resume workshops
- Job fairs, referrals, and training
- Unemployment Insurance, State Disability, and Paid Family Leave benefits for qualified workers

**For more info:**

**Website:** [edd.ca.gov](http://edd.ca.gov)

**Individualized Career Services for Limited English Proficiency (LEP) participants**

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The ACSSA's community partners provide Employment Services and Vocational English as a Second Language (ES/VESL) training specifically to limited and non-English proficient (LEP) participants. The goal is to achieve employment and self-sufficiency.

- Individuals who wish to apply for cash and CalFresh assistance or enrollment in LEP must submit application:

- **In person** at any SSA office location
- **Online:** <https://benefitscal.com/>
- **By Phone** at (510)272-3663
- **Mail** P.O. Box 12941 Oakland, CA 94604

**Website:**

<https://www.alamedacountysocialservices.org/our-services/Immigrants-and-Refugees/RCA> or online at <http://https://benefitscal.com/>

**REFUGEE & IMMIGRANT SERVICES**

**Services to Older Refugees (SOR)**

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Provides opportunities for older refugees to learn about the American education, legal, health and mental health systems. Participants also receive services including language and citizenship training and are provided with recreational activities and involvement in various community events.

**Eligibility:**

- Refugees 60 years of age and older; and
- Residents of Alameda County; and
- Being eligible for the Office of Refugee Resettlement (ORR) benefits and services, and Have been in the United States for up to 60 months (referral services, interpreter services, and citizenship and naturalization preparation services for these refugees are available beyond the five-years).

**For more info:**

- **In person:** 1811 11th Avenue, Oakland, CA 94606
- **By Phone:** (510) 830-6863
- **By Email:** [zarni@reftrans.org](mailto:zarni@reftrans.org)
- **Website:** <https://reftrans.org/>

**Afghan Services to Older Refugees (ASOR)**

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Afghan-specific Refugee Support Services (RSS) designed to enhance access to culturally responsive services that promote well-being,

independence, and community integration for older Afghan refugees.

Eligibility: Afghan nationals aged 60 and older who have resettled in Alameda County.

**For more info:**

- **In person:** 1811 11th Avenue, Oakland, CA 94606
- **By Phone:** (510) 830-6863
- **By Email:** [zarni@reftrans.org](mailto:zarni@reftrans.org)
- **Website:** <https://reftrans.org/>

## Refugee Social Integration (SI) Services

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Services are designed for adults experiencing adjustment difficulties of a psychological, intellectual, social, or physical nature. Activities are directed at assisting refugees to understand how to utilize and develop daily living and problem-solving skills.

Eligibility:

- Resident of Alameda County; and
- Refugees, Asylees, Cuban & Haitian Entrants, SIV holders, Victims of Human Trafficking, Domestic Violence, or Other Serious Crimes; and
- 18 to 59 years of age; and
- Not enrolled in other Refugee Support Program – Employment Services/Vocational English as a Second Language, and Social Adjustment (ES/VESL/SA) programs.

**More Information:**

- **In person:** 1811 11th Avenue, Oakland, CA 94606
- **By Phone:** (510) 830-6863
- **By Email:** [zarni@reftrans.org](mailto:zarni@reftrans.org)
- **Website:** <https://reftrans.org/>

## Alameda County Immigration Legal and Education Partnership (ACILEP)

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Provides support for immigrant populations facing imminent risk of detention and deportation during the current immigration crisis through a hotline for on-site verification of U.S. Immigration and Customs Enforcement (ICE) activity, emergency and preventative direct legal services, Know Your Rights education and outreach, and volunteer engagement.

Community members will access ACILEP services through the hotline available Monday through Friday from 6 AM to 6 PM, by email, website referrals at

[www.ACILEP.org](http://www.ACILEP.org), and partner agency referrals.

Eligibility:

Immigrants residing in Alameda County with priority given to low-income individuals and those at highest risk of detention or deportation.

**More Information:**

- **Call the ACILEP Hotline:** (510) 241-4011
- **Website:** <https://www.acilep.org/>

## Alameda County Removal Defense Collaborative

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Provides legal representation, education, and support services to immigrant individuals and supports coordination with the Alameda County Immigration Legal and Education Partnership (ACILEP) network and community organizations to ensure families are supported with wraparound services throughout the legal process.

Eligibility:

Immigrants residing in Alameda County facing detention and deportation in their removal proceedings.

**More Information:**

- **By Email:** [info@ccijustice.org](mailto:info@ccijustice.org)
- **Website:** <https://www.ccijustice.org/>

## ADULT & AGING SERVICES

### Adult Protective Services (APS)

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Adult Protective Services (APS) responds to reports of abuse (physical or financial) or neglect (including self-neglect) of Alameda County residents age 60 years and older and dependent adults between ages 18-59 who are unable to protect their own interests or care for themselves due to a physical or mental disability.

APS services are provided without regard for income and acceptance of service is voluntary.

**TO REPORT ABUSE:**

- **Call:** 1-866-CALL-APS or call 1-866-CALL-APS
- **Online:** <https://reporttoaps.org/>

## Area Agency on Aging

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The AAA partners with local organizations and directly supports older adults and caregivers to advance social engagement, health and well-being. Programs and services aim to prevent isolation, premature institutionalization, abuse, and negative health outcomes for seniors (age 60 or over).

Services include but not limited to: Adult Day Care, Case Management, Community Services, Elder Abuse Prevention education, Family Caregiver Support, Health Promotion, Health Insurance, Counseling and Advocacy Services (HICAP), Information & Assistance, Legal Services, Nutrition Programs, Ombudsman Program, Senior Employment, Senior Injury Prevention.

### More Information:

- **Call** Senior Information and Assistance at 1-800-510-2020 or 510-577-3530
- **Visit:** [seniorinfo.acgov.org](http://seniorinfo.acgov.org)
- **Webpage:** <https://www.alamedacountysocialservices.org/our-services/Seniors-and-Disabled/Area-Agency-on-Aging/Senior-Information-and-Assistance/Senior-Information-and-Assistance#resourceguides>

## In-Home Supportive Services

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The IHSS program provides assistance to low income older adults, individuals who are blind or have disabilities so that they can remain safely in their own homes. IHSS provides services according to the client's ability to perform daily activities. Services may include feeding, bathing, dressing, housekeeping, laundry, shopping, meal preparation and clean up, respiration, bowel and bladder care, accompaniment to and from medical appointments, paramedical services, and protective supervision.

### Eligibility:

In order to potentially qualify for IHSS, the following criteria must be met:

- Be over 65 years of age, disabled and/or blind; and
- Receive full-scope Medi-Cal; and
- Reside within Alameda County; and
- Unable to live at home safely without assistance.

## HOW TO APPLY:

- **Call:** 510-577-1800
- **In person:** Adult & Aging Services Lobby (Monday-Friday, 8:30 am - 5:00 pm)  
6955 Foothill Boulevard 1st floor - Suite 143  
Oakland, CA 94605
- **Mail:** 6955 Foothill Blvd., Suite 300, Oakland CA 94605
- **Fax:** 510-577-1803

## CHILDREN & FAMILY SERVICES

### Abuse & Neglect Investigation

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### Emergency Response/Child Abuse Hotline for County Child Protective Services:

#### 24 Hour Hotline: 510-259-1800

The hotline responds to law enforcement, hospitals, mandated reporters, and the general public who call to report child abuse or to get information. The hotline also provides consultation on potential referrals and provides information about community services.

During business hours (7:30 am - 5:30 pm weekdays), hotline referrals and reports regarding children alleged to be endangered by abuse, neglect, or exploitation, are received by the Emergency Response screening unit.

After hours (7:00 pm - 7:00 am) and on weekends/holidays, calls are received at Eden Information and Referral (Eden I&R) and referred to after-hours workers.

### Child Abuse Prevention Services and Resources

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Prevention efforts build on family strengths. Through prevention activities such as parent education, home visitation, and parent support groups, many families are able to find the support they need to stay together and care for their children in their homes and communities. Prevention efforts help parents develop their parenting skills, understanding and meeting their child's emotional, physical, and developmental needs.

Prevention programs can also help parents identify other needs they may have and offer assistance in getting that additional support.

The Child Abuse Prevention Council is an organization established in 1978 to foster cooperative child protection efforts in Alameda County and to encourage the development and coordination of county-wide children's services. This includes child abuse and neglect identification, reporting, prevention, intervention, treatment and public awareness.

The membership of the Council is composed of individuals, agencies and organizations concerned about the problem of child abuse and neglect. The Council is active in several activities which help prevent child abuse.

To find out more, visit their website at Alameda County Child Abuse Prevention Council (<https://www.alamedacountycapc.com/>)

## Family Reunification & Maintenance

**Family Reunification (FR)** aims to reunite the child with his/her parent in a safe, stable, supportive home. All FR cases involve children who have been removed from parental care and custody. Services to help reunify the family are provided for various periods of time, established by state and federal law.

**Family Maintenance (FM)** works with families whose children have been made dependents of the court due to abuse or neglect, but who remain in the home as ongoing safety assessment permits while services are being provided. The goal is to maintain and strengthen the family unit whenever possible.

**Informal Family Maintenance** is a non- court intervention for families who are willing to participate in voluntary services and a program of informal case management.

For more information on Family Maintenance or Preservation Services, please visit: <https://www.alamedacountysocialservices.org/our-services/Youth/other-support/family-maintenance>

## Guardianship Services

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Relatives and non-relatives can become Legal Guardians of a foster child.

The Social Services Agency's Legal Guardianship unit works with guardians residing in Alameda County who are non- relatives receiving a foster care subsidy.

Child Welfare Workers stay in contact with the guardian and the youth meeting with them a minimum of two times a year (every 6 months), providing case management services with an emphasis on referrals and intervention.

For more info:

<https://www.alamedacountysocialservices.org/our-services/Youth/resource-families/tabs/legal-guardianship-adoption>

## Foster Care Services

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**Placement Services** provide responsive and comprehensive services to children in need of out-of-home placement. Placement in the home of an available and willing relative is the first choice for an out-of-home placement for every child.

**Foster Care Eligibility** determines the initial and continuing eligibility of children in out- of-home care for Medi-Cal and financial assistance programs such as Aid to Families with Dependent Children – Foster Care (AFDC-FC).

**Foster Care Information line:**  
510-268-2500

Current caregivers and providers may call with eligibility-related questions regarding a foster child.

## Adoptions

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Alameda County Social Services Agency is licensed as a Public Adoption Agency by the California Department of Social Services. The Adoptions Program provides services related to the adoption of court- dependent children in the child welfare system, a process referred to as agency adoption.

The Adoption Program also provides independent and stepparent adoption services for non-dependent children.

For more info:

<https://www.alamedacountysocialservices.org/our-services/Youth/resource-families/tabs/legal-guardianship-adoption>

- **Adoptions, General Information:** 510-268-2422
- **Adoption, Foster Parent, Foster License Information:** 510-259-3575
- **Independent Adoption:**  
510-268-2428
- **Stepparent Adoption:**  
510-268-4276

## Kinship Support Services (KSSP)

Community-based family support services for relative caregivers and the children in their homes include:

### Family Support Services of the Bay Area

Phone: 510-834-2443

401 Grand Ave #500 Oakland, CA 94610

### Lincoln Child Center

Phone: 510-583-8026

1149 A Street Hayward, CA 94541

## NO COST TAX PREPARATION SERVICES

## Volunteer Income TAX Assistance (VITA) Program

No cost tax preparation services are available to Social Service Agency clients and low-income individuals and households throughout Alameda County. Our IRS-certified volunteer tax preparers help ensure that low-income taxpayers receive every credit and deduction that they have earned.

The VITA program operates annually from late January until mid-April.

### HOW TO APPLY:

**Appointments are required** at ACSSA tax preparation sites. Go online to schedule:

<https://public.alamedasocialservices.org/EITCScheduler/Account/Login?returnUrl=%2FEITCScheduler>

For more info:

- **Call:** 510-271-9141
- **Email:** [vita.eitc@acgov.org](mailto:vita.eitc@acgov.org)
- **Website :**  
<https://www.alamedacountysocialservices.org/our-services/Work-and-Money/Other-Support/tax-services>

## COMMUNITY RESOURCES

### NEWCOMERS WELCOME

#### Newcomers Welcome

<https://newcomerswelcome.acgov.org>



EAST BAY REFUGEE &  
IMMIGRANT FORUM

#### East Bay Refugee and Immigrant Forum

510-473-2881

<https://www.ebrif.org/>