

**VA**



**U.S. Department of Veterans Affairs**

VA San Diego Healthcare System

# **COVID-19 Resource Guide**

## **VA SAN DIEGO HEALTHCARE SYSTEM**

**Veterans Healthcare Administration:** 858.552.8585 / [www.sandiego.va.gov](http://www.sandiego.va.gov)

**Veterans Benefits Administration:** 800.827.1000 / [www.benefits.va.gov/sandiego](http://www.benefits.va.gov/sandiego)

**eBenefits:** Manage VA healthcare and benefits online [www.ebenefits.va.gov](http://www.ebenefits.va.gov)

**VA 24/7 Nurse Hotline:** 877.252.4866 – Call if you are experiencing symptoms of COVID-19

**VA Pharmacy Refill Line:** 858.552.4390 / [www.va.gov/health-care/refill-track-prescriptions](http://www.va.gov/health-care/refill-track-prescriptions)

## **COVID-19 INFORMATION**

**Centers for Disease Control and Prevention (CDC):** [www.cdc.gov](http://www.cdc.gov)

**CDC / White House / Federal Emergency Management Agency:** [www.coronavirus.gov](http://www.coronavirus.gov)

**2-1-1 San Diego:** [www.211sandiego.org](http://www.211sandiego.org)

**County of San Diego:** [www.sandiegocounty.gov/coronavirus](http://www.sandiegocounty.gov/coronavirus)

## **MENTAL HEALTH / CRISIS ASSISTANCE**

**\*\*\*Call 9-1-1 for Psychiatric Emergencies\*\*\***

**Veterans Crisis Hotline:** 800.273.8255 (Press 1) / [www.veteranscrisisline.net](http://www.veteranscrisisline.net)

24/7 support for Veterans and their friends and family members

**VA Psychiatric Emergency Clinic (PEC):** (0800-1600) 858.642.3391

**Courage to Call – Veterans Hotline:** 877.698.7838 / [www.courage2call.org](http://www.courage2call.org)

24/7 links to community resources

**Access and Crisis Line:** 888.724.7240 / [up2sd.org/hotline](http://up2sd.org/hotline)

24/7 crisis and mental health referrals

**Aging and Independence Services & Adult Protective Services:** 800.510.2020

**Children Welfare Services & Child Abuse Hotline:** 800.344.6000

**Domestic Violence Hotline:** 800.799.7233 / [www.thehotline.org](http://www.thehotline.org)

**Crisis Text Line:** Text HOME to 741-741 / [www.crisistextline.org](http://www.crisistextline.org)

**Disaster Distress Helpline:** 800.985.5990 / text TalkWithUs to 66-746

<https://www.samhsa.gov/find-help/disaster-distress-helpline>

**National Alliance on Mental Illness (San Diego):** text NAMI to 741-741 (crisis support 24/7)  
[www.namisaniego.org](http://www.namisaniego.org)

**San Diego County Chaplain Corp:**

[www.readysandiego.org/content/oesready/en-us/faith-based/chaplain-corp](http://www.readysandiego.org/content/oesready/en-us/faith-based/chaplain-corp)

Certified chaplains who serve in coordination with the County's Office of Emergency Services

**Managing Stress and Anxiety During a Pandemic:**

[www.cdc.gov/coronavirus/2019-ncov/prepare/managing-stress-anxiety](http://www.cdc.gov/coronavirus/2019-ncov/prepare/managing-stress-anxiety)

## **BENEFITS**

**MyBenefits CalWIN:** 866.262.9881 / [www.mybenefitscalwin.org](http://www.mybenefitscalwin.org)

- **Covered California** Connects Californians with health insurance or Medi-Cal (California's Medicaid health care program that pays for a variety of medical services for individuals with limited income and resources).
- **CalFresh:** California's food stamp program, federally known as Supplemental Nutrition Assistance Program (SNAP). Helps low-income individuals and families purchase food.
- **General Relief:** Provides cash or in-kind services to those who are not eligible for assistance under any other categorical aid program.
- **California Work Opportunity and Responsibility to Kids (CalWORKs):** Cash aid program for low income families to meet basic needs. Also provides education, employment, and training programs to help families get jobs and move towards self-sufficiency.

**Employment Development Department, State of California:** 800.300.5616 / [edd.ca.gov](http://edd.ca.gov)

- **Sick or Quarantined / Disability Insurance (DI):** Employees unable work due to having or being exposed to COVID-19 (certified by a medical professional) can file a DI claim for short-term benefit payments.
- **Caregiving / Paid Family Leave (PFL):** Employees unable to work because they are caring for an ill or quarantined family member with COVID-19 (certified by a medical professional) can file for PFL which provides up to six weeks of benefit payments.
- **School Closures / Unemployment Insurance (UI):** Parents with no other childcare options and are unable to continue working normal hours remotely can file an UI claim for partial wage replacement benefit payments.
- **Reduced Work Hours / Unemployment Insurance (UI):** Employees with reduced hours or closed operations due to COVID-19 can file an UI claim.
- **Self-Employed/Independent Contractors:** [edd.ca.gov/disability/Self-Employed](http://edd.ca.gov/disability/Self-Employed)

**Federal Family and Medical Leave Act (FMLA):** [www.dol.gov/agencies/whd/fmla](http://www.dol.gov/agencies/whd/fmla)

FMLA entitles eligible employees of covered employers to take unpaid, job-protected leave for specified family and medical reasons with continuation of group health insurance coverage.

**Social Security Administration (SSA):** 800.772.1213 / [www.ssa.gov](http://www.ssa.gov)

- **Supplemental Security Income (SSI):** Federal income supplement program designed to help aged, blind, and/or disabled people, who have little or no income. Provides financial aid to meet basic needs for food, clothing, and shelter.
- **Social Security Disability Income (SSDI):** Monthly benefit to disabled individuals who are unable to work because of a medical condition that is expected to last at least 12 months or result in death. Workers must have enough accumulated SSA work credits.
- **“Social Security”:** Federal retirement benefit paid based on the worker’s historical earnings and SSA retirement credits.
- **Survivors Benefits:** Upon an individual’s death, family members may be eligible for benefits based on the deceased’s historical earnings if worked long enough under Social Security. Survivors Benefits cannot be applied for online and must be done by phone.
- **Medicare:** Federal system of health insurance for people 65+ and younger individuals with qualifying disabilities.

**Veterans Benefits Administration:** 800.827.1000 / [benefits.va.gov/benefits](http://benefits.va.gov/benefits)

- **Service Connected Compensation:** Monthly, tax-free payment to Veterans who got sick, injured, or had conditions worsened while serving in the military.
- **Non-Service Connected Pension:** Benefit paid to wartime-era, VA Healthcare-eligible, Veterans with limited income who are no longer able to work.

**IRS COVID-19 Tax Relief and Economic Impact Payments:** [www.irs.gov/coronavirus](http://www.irs.gov/coronavirus)

Information about the distribution of economic impact payments and tax filing guidelines.

## **EMPLOYMENT / FINANCIAL ASSISTANCE**

**Jewish Family Services Hand Up Loan:** 858.637.3210

[www.jfssd.org/our-services/loans-scholarships/interest-free-loan](http://www.jfssd.org/our-services/loans-scholarships/interest-free-loan)

Provides interest-free loans for business development, education/job training, car purchase/repair, and other goals focused on helping individuals and families become self-supporting.

**One Fair Wage:** [ofwemergencyfund.org](http://ofwemergencyfund.org)

Relief fund for food service workers who have lost work. This fund applies to restaurant workers, delivery drivers, bartenders and anyone that receives tips.

**San Diego COVID-19 Resource Fund:** [www.sandiegoforeverychild.org/covid19](http://www.sandiegoforeverychild.org/covid19)

Provides micro-grants for low-income families continuing to work in essential service fields to help cover the cost of child care and basic needs.



**San Diego Workforce Partnership:** [workforce.org/covid-19](https://workforce.org/covid-19)

Offers guidance to workers during the COVID-19 outbreak. Provides information and updates related to job seeker services.

**Small Business Administration:** [www.sba.gov/funding-programs/disaster-assistance](https://www.sba.gov/funding-programs/disaster-assistance)

Provides low-interest, disaster-relief loans to help businesses and homeowners recover from declared disasters.

**United Way San Diego Worker Assistance Initiative:** [uwsd.org/covid19](https://uwsd.org/covid19)

Provides flexible resources to individuals impacted by layoffs and reduced working hours.

**Veteran Career Search Resource Center:** 800.226.0841 / [www.recruitmilitary.com](https://www.recruitmilitary.com)

## **CHILDCARE**

**Kindercare:** 800.633.1488 / [www.kindercare.com/lp/essential-care-centers](https://www.kindercare.com/lp/essential-care-centers)

Childcare is being offered at essential KinderCare centers to families in essential service roles.

**YMCA Essential Worker Childcare Referral Line:** 619.952.0242 / [ymcasd.org/childcarereferrals](https://ymcasd.org/childcarereferrals)

Essential services workers (health care providers, first responders, law enforcement, and military professionals) can call to find licensed childcare.

**YMCA Childcare Referral Line (General Population):** 800.481.2151

## **FOOD**

**San Diego Food Bank:** 866.350.3663 / [www.sandiegofoodbank.org](https://www.sandiegofoodbank.org)

200 distribution sites throughout San Diego County. Distribution programs: Emergency Food Assistance Program, Neighborhood Food Distribution Food Program, Senior Food Program, Diaper Bank Program.

**Feeding San Diego:** [www.feedingsandiego.org](https://www.feedingsandiego.org)

Works with hundreds of distribution partners to provide food and resources to the community.

**Special Delivery San Diego:** 619.297.7373 / [www.specialdeliverysandiego.com](https://www.specialdeliverysandiego.com)

Provides daily home delivery prepared meals to home-bound persons living with AIDS, cancer and other critical illnesses as well as offers monthly food pantry and a diabetic education program.

**Jewish Family Service:** 858.637.3210 / [www.jfssd.org/our-services/food-meals](https://www.jfssd.org/our-services/food-meals)

- Foodmobile: Delivers nutritious, home-style meals to adults 60+ and to younger individuals with disabilities that prevent them from leaving their home.
- Hand Up Food Pantry and Corner Market: community-based food distribution sites

**Meals on Wheels of San Diego County:** 619.260.6110 / [www.meals-on-wheels.org](https://www.meals-on-wheels.org)

Available to anyone 60+ or younger people with health considerations.

## TRANSPORTATION

**Facilitating Access to Coordinated Transportation (FACT):** 888.924.3228 / [www.factsd.org](http://www.factsd.org)

Free rides for essential needs like medical appointments or rides to the grocery store for seniors, the disabled or veterans.

**Metropolitan Transit System (MTS) Access:** 844.299.6326

[www.sdmts.com/mts/mts\\_access.asp](http://www.sdmts.com/mts/mts_access.asp)

An origin to destination, shared ride, advanced reservation, public transit service that operates in accordance with the Americans with Disabilities Act (ADA).

**Lift (North County Transit District):** 760.726.1111 / [www.gonctd.com/services/lift-paratransit](http://www.gonctd.com/services/lift-paratransit)

NCTD provides Lift paratransit service to eligible individuals with disabilities who cannot board, ride, or navigate accessible, fixed-route, bus or train service because of their disabilities.

**City of La Mesa: Rides4Neighbors:** 619.667.1321 / [www.cityoflamesa.com/R4N](http://www.cityoflamesa.com/R4N)

Offering rides for seniors (60+) and those with disabilities who are no longer able to drive. Rides are for essential medical appointments and grocery store trips only. Serving zip codes: 91941, 91942, 91945, 91977, 91978, 92019, 92020, 92021, 92040 and 92071.

**City of Vista: Vista Out & About Senior Transportation:** 760.643.5288

[www.cityofvista.com/residents/senior-services](http://www.cityofvista.com/residents/senior-services)

Transportation for medical and grocery purposes.

**Elderhelp: Seniors A Go-Go:** 619.284.9281 / [www.elderhelpofsandiego.org](http://www.elderhelpofsandiego.org)

Volunteer driver program that provides transportation so seniors stay mobile and connected to their communities.

**Fallbrook: Foundation for Senior Care:** 760.723.7570

[foundationforseniorcare.org/our-services/senior-transportation-care-van](http://foundationforseniorcare.org/our-services/senior-transportation-care-van)

Provides door-to-door transportation to seniors including trips to medical appointments, the grocery store, and the pharmacy.

**ITN Greater San Diego:** 858.751.4619 / [www.itnsandiego.org](http://www.itnsandiego.org)

Transportation for 60+ and/or individuals with visual impairment. Can be used for any purpose. Not wheelchair accessible. Can provide “arm-in-arm, door-through-door” escort.

**Jewish Family Services On-The-Go Transportation Solutions for Older Adults:**

858.637.7320 / [www.ifssd.org/site/PageServer?pagename=programs\\_older\\_on\\_the\\_go](http://www.ifssd.org/site/PageServer?pagename=programs_older_on_the_go)

Transportation services for individuals 60+ with inadequate or unavailable transportation. All riders must be mentally alert.



**Veterans Transportation Service (VTS):** 858.552.7572

[www.sandiego.va.gov/services/Veterans\\_Transportation.asp](http://www.sandiego.va.gov/services/Veterans_Transportation.asp)

VTS provides free round-trip, ambulatory and wheelchair accessible, transportation to and from the VA medical center (VAMC), Mission Valley, and Sorrento Valley Clinics.

Appointments for transportation must be scheduled 2-10 days in advance of the medical appointment.

**Special Mode Transportation:** 858.552.7575

Provides wheelchair and gurney van transportation to Veterans meeting administrative and clinical eligibility requirements. Call one to seven days in advance of appointment.

## **SENIORS**

**Stay Home San Diego:** 619.800.3252 / [www.stayhomesd.com](http://www.stayhomesd.com)

San Diego grocery and toiletry delivery assistance program for seniors 65+.

**Elderhelp of San Diego:** 619.284.9281 / [www.elderhelpofsandiego.org](http://www.elderhelpofsandiego.org)

Helping to ensure the safety and well-being of seniors sheltering in place by providing friendly “visits” by volunteers via phone chats, delivering fresh groceries, and providing medically necessary transportation.

## **HOUSING**

**VA National call Center for Homeless Veterans:** 877.4AID.VET (877.424.3838)

### **VA Grant and Per Diem (GPD) Transitional Housing Programs**

Eligibility for VA Healthcare is not required. All characters of discharge accepted, except Dishonorable. Must have at least one day of active duty service, outside of training.

- **Interfaith Community Services Oceanside Apartments:** 760.529.9979  
42-bed, Service Intensive Transitional Housing (SITH) program for male and female Veterans. Maximum length of stay is two years. Sobriety is required at admission and throughout program stay.
- **Interfaith Community Services Bridge Bed Program:** 760.529.9979  
18-bed Bridge Housing program in Oceanside for male and female Veterans with a permanent housing plan. Length of stay is approximately 90-days. Housing-first model.
- **Veterans Village of San Diego Veterans On Point:** 619.393.2039  
Transitional housing programs for male and female Veterans located in central San Diego. Housing-first model. Annual income limit is \$44,940.
  - 24-bed Bridge Housing program requires a permanent housing plan. Length of stay is approximately 90-days.
  - 30-bed Service Intensive Transitional Housing (SITH) program. Maximum length of stay is two years.

- **Volunteers of America Hawley House:** 619.561.9808  
20-bed Bridge Housing program in El Cajon for male Veterans with a permanent housing plan. Average length of stay is 90-days, annual income limit is \$20,450, and sober living is required after admission.

**Supportive Services for Veteran Families (SSVF):** Placing eligible Veterans into motels. Must be well, vulnerable, homeless, and with income less than 50% of the Area Median Income  
[www.sandiegocounty.gov/content/sdc/sdhcd/rental-assistance/income-limits-ami](http://www.sandiegocounty.gov/content/sdc/sdhcd/rental-assistance/income-limits-ami)

SSVF Providers: **PATH:** 619.810.8600 / **Veterans Community Services:** 858.300.9974

**Veterans Village of San Diego Temporary Bridge Shelter:** 619.329.6947

2801 ½ Sports Arena Blvd, San Diego, CA 92110

**Dreams for Change Safe Parking Program:** 619.497.0236 / [www.dreamsforchange.org](http://www.dreamsforchange.org)

Provides supportive services and a safe place to park for families and individuals who are living in their vehicles.

**Jewish Family Services Safe Parking Program:** 858.637.3373

[www.jfssd.org/our-services/adults-families/safe-parking-program](http://www.jfssd.org/our-services/adults-families/safe-parking-program)

Four secure lots for individuals or families living in their cars in San Diego including a lot that can accommodate RV's.

**San Diego Housing Commission COVID-19 Hardship Policies:**

<https://www.sdhc.org/wp-content/uploads/2020/03/SDHCHardshipPolicyFINAL.pdf>

**San Diego Housing Federation COVID-19 Resources for Affordable Housing**

[www.housingsandiego.org/covid19](http://www.housingsandiego.org/covid19)

**County-Sponsored Motel Rooms:**

All new motel rooms are currently only available for people who have tested positive for COVID-19, or require isolation. Those motel rooms are only referred-to by healthcare and homeless service providers. If you have symptoms and have a healthcare provider, contact your healthcare provider for referral. If you do not have health insurance or a healthcare provider, please call 2-1-1 to get routed to a County Public Health Nurse.

If you are NOT exhibiting COVID-19 symptoms and you are looking for housing resources, connect with one of these homeless service provider to explore available sheltering options:

**Courage to Call:** 877.698.7838

**Crisis House:** 619.444.1194

**Dreams for Change Safe Parking:** 619.497.0236

**Family Health Center Housing Navigation Center:** 619.906.5320

**Father Joe's Villages Day Center:** 619.230.7390



**Father Joe's Villages JKC Campus:** 619.233.8500

**Jewish Family Services:** 858.637.3373

**Salvation Army:** 619.699.2214

**San Diego LGBTQ Center:** 619.692.2077

**San Diego Youth Services (TAY):** 619.232.8126

**San Diego Youth Services:** 619.448.9700

**South Bay Community Services:** 619.420.3620

**VA San Diego Healthcare System:** 619.497.8989

**Veterans Village of San Diego:** 619.292.2039

**YMCA:** 619.908.9373

## **MEDICAL CONDITION-SPECIFIC RESOURCE**

**Alzheimer's Association:** 800.272.3900 (24/7 Helpline)

[www.alz.org/help-support/caregiving/coronavirus-\(covid-19\)-tips-for-dementia-care](http://www.alz.org/help-support/caregiving/coronavirus-(covid-19)-tips-for-dementia-care)

**American Diabetes Association:** [www.diabetes.org/coronavirus-covid-19](http://www.diabetes.org/coronavirus-covid-19)

**American Cancer Society:** 800.227.2345 (24/7 helpline) / [www.cancer.org](http://www.cancer.org)

**American Lung Association:** [www.lung.org/lung-health-diseases/lung-disease-lookup/covid-19](http://www.lung.org/lung-health-diseases/lung-disease-lookup/covid-19)

**Linguabee** (for the deaf community) [www.linguabee.com/covid19#resources](http://www.linguabee.com/covid19#resources)

Provides remote video interpreters for community members in need of an interpreter at a testing COVID-19 testing site.

**HOPWA Emergency Housing Program:** 619.295.8802 x117 / [www.townspeople.org](http://www.townspeople.org)

Provides emergency hotel vouchers to people who are experiencing homelessness and living with HIV/AIDS.

**National Kidney Foundation:** [www.kidney.org/covid-19](http://www.kidney.org/covid-19)

**National Cancer Institute:** [www.cancer.gov/contact/emergency-preparedness/coronavirus](http://www.cancer.gov/contact/emergency-preparedness/coronavirus)

**Muscular Dystrophy Association:** [www.mda.org/covid19](http://www.mda.org/covid19)

**UC San Diego Alzheimer's Research Center** [adrc.ucsd.edu/COVID-19](http://adrc.ucsd.edu/COVID-19)

## **SUBSTANCE ABUSE**

**VA Alcohol and Drug Treatment Program (ADTP):** 858.642.3391

Provides inpatient, outpatient, and medication-assisted treatment for Substance Use Disorders to Veterans who are eligible for VA Healthcare.

**Veterans Village of San Diego:** 619.497.0142 / [vvsd.net](http://vvsd.net)

Substance abuse and co-occurring mental health residential treatment facility for male and female Veterans. Accepts VA Grant and Per Diem funding and Drug/MediCal.

**Heartland House:** 619.287.5460 / [heartlandhouse.org](http://heartlandhouse.org)

Residential treatment program serving men recovering from substance use disorder and related co-occurring conditions. Accepts VA funding and Drug/MediCal.

**Narcotics Anonymous (virtual meetings):** [www.sandiegona.org](http://www.sandiegona.org)

**Alcoholics Anonymous (virtual meetings):** [www.aasandiego.org](http://www.aasandiego.org)

## **LEGAL**

**Consumer Center for Health Education & Advocacy:** 877.734.3258

[www.laszd.org/about/what-cchea](http://www.laszd.org/about/what-cchea)

Assistance with health care access and benefits issues, and mental health and Title IX patients' rights advocacy.

**San Diego Family Justice Center:** 866.933.4673

[www.sandiego.gov/sandiegofamilyjusticecenter](http://www.sandiego.gov/sandiegofamilyjusticecenter)

A team of therapists, nurses, attorneys, prosecutors, advocates, immigration attorneys, police, and other social service providers offering free services to empower individuals to break free of abusers, end the pattern of violence, and become thriving members of society.

**Elder Law and Advocacy:** 858-565-8772 / [seniorlaw-sd.org](http://seniorlaw-sd.org)

Offers free assistance with legal, Medicare, caregiver, long-term care and many other issues.

**Legal Aid Society of San Diego:** 877.534.2524 / [www.laszd.org](http://www.laszd.org)

Free counseling, advice, and representation in court to low-income individuals in such areas as government health benefits, family law, consumer law, landlord-tenant issues, Section 8 and public, and immigration.

**Military Assistance Project:** 267.449.6067 / [www.militaryassistanceproject.org](http://www.militaryassistanceproject.org)

Assists with connecting Veterans and Service Members with legal and financial professionals to aid with bankruptcy.

**National Center for Disaster Fraud (NCDF):** 866.720.5721 / [www.justice.gov/disaster-fraud](http://www.justice.gov/disaster-fraud)

Contact the NCDF hotline to report any fraud related to COVID-19.

## **PETS**

**“AniMeals”:** 858.756.4114 x341 / [animalcenter.org/programs-services/animeals](http://animalcenter.org/programs-services/animeals)

Providing pet food to San Diegans affected by COVID-19, elderly, community members with a disability and laid-off workers.

**San Diego Humane Society:** 619.299.7012 / [www.sdhumane.org](http://www.sdhumane.org)

Providing free pet food and supplies, daily, at three San Diego locations (San Diego, Escondido, and Oceanside).

## **COMPUTERS / INTERNET**

**AT&T:** 855.660.8920 / [www.att.com](http://www.att.com)

Offers low-cost home internet packages for qualifying individuals and households.

**Comcast:** 888.266.2278 / [www.internetessentials.com/covid19](http://www.internetessentials.com/covid19)

Providing free and low-cost home internet package for qualifying individuals and households.

**Computers 2 Kids:** 858.200.9787 / [www.c2sdk.org](http://www.c2sdk.org)

Offering low-cost computers/scholarships for school-age kids who do not have computers

**Cox:** 800.234.3993 / [www.cox.com](http://www.cox.com)

Providing free/low-cost internet and discounted refurbished computer equipment.

**Spectrum:** 844.488.8398 / [www.spectrum.com](http://www.spectrum.com)

Providing free internet services to students in homes without internet access.