

**CITY OF SAN DIMAS
RESIDENTIAL AND FAMILY RESOURCE GUIDE**

UPDATED: October 01, 2021

CITY RESOURCES

Program	Usage	Description	Benefits	More Information	How to File
San Dimas Homeless Prevention & Diversion Grant Program	Emergency assistance for income-eligible households experiencing financial hardship as a result of COVID-19	Provides emergency assistance grants to income-eligible households economically impacted during the COVID-19 pandemic through job loss, furlough or reduction in hours or pay. This assistance is designed to help individuals and families at risk of homelessness. Applicants will be required to provide documentation of their hardship and meet the program criteria.	Emergency grants may be used to assist with rent payments, utility payments or groceries.	Contact: Ann Garcia agarcia@sandimasca.gov or (909) 394-6282 https://sandimasca.gov/san-dimas-homeless-prevention-diversion-grant-program/	Application https://sandimasca.gov/wp-content/uploads/2021/01/012121_FINAL_Homeless-Prevention-Client-Application.pdf
“My San Dimas” Customer Service Portal	Portal to report concerns and request eligible services from the City	The City has created topics that can provide ease of access. Select a topic and fill out the form with the required information. Please note you will be asked to create an account to allow you (the requestor) to track, and communicate with staff regarding your request.	Residents can now request eligible services and report concerns through the “My San Dimas” mobile app or through a desktop computer.	https://sandimasca.gov/download-my-san-dimas/	Desktop Portal https://sandimasca.gov/my-san-dimas/

GOLDEN STATE WATER COMPANY

Utility Program	Usage	Description	Benefits	More Information	How to File
Golden State Water Company Customer Assistance Program	To save money on your monthly water bill for low income customers	Monthly credit applied to water bill for qualifying low-income customers.	Reduced cost on monthly water bill	https://www.gswater.com/post/customer-assistance-program	Apply online here: https://www.gswater.com/sites/main/files/file-attachments/carw_2020-2021_english_application.pdf?1591286737

SOUTHERN CALIFORNIA EDISON

Utility Program	Usage	Description	Benefits	More Information	How to File
<p>Edison CARE (California Alternate rates for energy)</p>	<p>Electricity cost savings program to decrease your electricity bill</p>	<p>You can qualify for CARE if you or someone in your home participates in at least one of these public assistance programs:</p> <ul style="list-style-type: none"> -Bureau of Indian Affairs General Assistance -CalFresh/SNAP (Food Stamps) -CalWorks (TANF)/Tribal TANF -Head Start Income Eligible (Tribal Only) -LIHEAP -Medi-Cal/Medicaid -Medi-Cal for Families (Healthy Families A&B) -National School Lunch Program (NSLP) -Supplemental Security Income (SSI) -WIC 	<p>Reduces electricity bill by about 30%</p>	<p>For more information: https://www.sce.com/residential/assistance/care-fera</p> <p>Call: 1-800-798-5723</p>	<p>Apply online here: https://www.sce.com/apps/iqp</p> <p>Apply by Mail: https://www.sce.com/sites/default/files/inline-files/14-783%20Rev%20619_SubMetered%20Tenants_0.pdf</p>
	<p>Sub-metered Tenants</p>	<p>Are you an income-qualified tenant in an apartment building, mobile-home park, residential RV park, or marina who is billed through your landlord?</p>	<p>Reduces electricity bill by about 30%</p>	<p>For more information: https://www.sce.com/residential/assistance/care-fera</p>	<p>Apply online here: https://www.sce.com/apps/iqp</p> <p>Apply by Mail: https://www.sce.com/sites/default/files/inline-files/14-783%20Rev%20619_SubMetered%20Tenants_0.pdf</p>
<p>Edison FERA (Family Electric Rate Assistance)</p>	<p>To decrease your electricity bill</p>	<p>Electricity cost savings program</p>	<p>Reduces electricity bill by about 18% on monthly electric bills for qualified households of 3 or more.</p>	<p>For more information: https://www.sce.com/residential/assistance/care-fera</p>	<p>Apply online here: https://www.sce.com/apps/iqp</p> <p>Apply by Mail: https://www.sce.com/sites/default/files/inline-files/14-782%20Rev%20619_Standard%20Print_0.pdf</p>

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Utility Program	Usage	Description	Benefits	More Information	How to File
Edison Energy Assistance Fund	To decrease your electricity bill (one time only)	One-time electricity cost savings assistance program - Program eligibility is based on household income.	Provides one-time assistance of up to \$100.00	For more information: https://www.sce.com/residential/assistance/energy-assistance-fund	View supporting organizations: https://www.sce.com/site/default/files/inline-files/2020%20EAF%20%20GAF%20Agency%20Roster_WCAG.xlsx
Edison Medical Baseline Program	To support those who routinely use medical equipment powered by electricity	Provides additional 16.5 kilowatt hours of electricity per day - To be eligible, you or someone who lives with you full-time must require the use of a medical device.	Lowers overall cost of electricity for individuals who depend on medical equipment on a daily basis.	For more information: https://www.sce.com/residential/assistance/medical-baseline	Apply online here: https://www.sce.com/site/default/files/inline-files/Med%20Baseline%20App%20REV%201-19%20English.pdf

SOUTHERN CALIFORNIA GAS COMPANY

Utility Program	Usage	Description	Benefits	More Information	How to File
Southern California Gas Company CARE (California Alternate Rates for Energy)	To decrease your gas bill	Natural gas cost savings program You can qualify for CARE if you or someone in your home participates in at least one of these public assistance programs or if you meet the income limits. - CalFresh/SNAP (Food Stamps) - CalWorks (TANF)/Tribal TANF - Head Start Income Eligible (Tribal Only) - LIHEAP - Medi-Cal/Medicaid - Medi-Cal for Families (Healthy Families A&B) - Supplemental Security Income (SSI) - WIC	Reduce your gas bill by 20% each month	For more information: https://www.socalgas.com/save-money-and-energy/assistance-programs/california-alternate-rates-for-energy	View the Application: https://pubsvc.socalgas.com/commonsvc/faces/care-flow/lookupAccount?_adf.ctrl-state=161pxl3cag_28&_afLoop=1309654508050107 <u>1</u>

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Utility Program	Usage	Description	Benefits	More Information	How to File
Southern California Gas Company Energy Savings Assistance Program	To conserve energy and reduce your gas bill	Cost savings and improvements such as insulation, water heater replacement, low-flow showerheads, etc.	Installation of Home improvements that save energy and money.	For more Information: https://www.socalgas.com/save-money-and-energy/assistance-programs/energy-savings-assistance-program	Apply online here: https://www.socalgas.com/save-money-and-energy/assistance-programs/energy-savings-assistance-program/interest-form
Southern California Gas Company Medical Baseline Allowance	To save money on your monthly natural gas bill	Provides additional natural gas at the lowest baseline rate for individuals with a serious health condition - Has life-threatening illness or compromised immune system. - Requires special temperature accommodations - Is seriously disabled	Reduces cost by providing allowance of additional natural gas on a monthly basis.	For more information: https://www.socalgas.com/save-money-and-energy/assistance-programs/medical-baseline-allowance	Apply online here: https://www.socalgas.com/sites/default/files/1443742426764/MBL_Information_Application.pdf
Southern California Gas Company Gas Assistance Fund	To reduce your natural gas bill (one time)	One-time natural gas cost savings assistance. - Gas bill must be in name of applicant requesting assistance. - Applicant must meet income guidelines - Bill address must be applicant's primary address	Provides one-time assistance of up to \$200.00 (doubled from original \$100.00 limit).	For more information: https://www.socalgas.com/save-money-and-energy/assistance-programs/gas-assistance-fund	View Supporting Organizations https://www.socalgas.com/sites/default/files/2019-11/2019%20GAF-SHARE%20Agencies%20List.pdf

SPECTRUM

Utility Program	Usage	Description	Benefits	More Information	How to File
Spectrum Spectrum Internet Assist	To save money on internet service for low-income households	One or more members of your household must be a recipient of one of the following assistance programs: - National School Lunch Program (NSLP) - Community Eligibility Provision (CEP) of the NSLP - Supplemental Security Income (for applicants age 65+ only)	Internet service, no data cap, free modem, no contract, optional in-home WiFi for an additional cost	For More Information: https://www.spectrum.com/browse/content/spectrum-internet-assist.html	Apply online here: https://www.spectrum.com/content/dam/spectrum/residential/en/pdfs/spectrum-internet-assist/Nov2019_SIA_Eligibility_Form_FINAL_REV.pdf

LOS ANGELES COUNTY RESOURCES

Program	Usage	Description	Benefits	More Information	How to File
Stay Housed LA Tenant Assistance Program	Provides free legal assistance and support for tenants facing eviction during the COVID-19 pandemic	Partnership between the County of Los Angeles, legal aid groups and community-based organizations to provide emergency support to tenants in need.	Provides virtual “Know Your Rights” workshops and connects at-risk tenants with legal representation when facing potential eviction.	https://dcba.lacounty.gov/newsroom/stay-housed-la-county-tenant-assistance-program-launched-free-legal-services-to-tenants-facing-eviction/	https://www.stayhousedla.org/
Department of Public Social Services YourBenefitsNow!	Los Angeles County Residents to apply for and to view their benefits online.	Currently, YourBenefitsNow! Supports: -CalWORKs -CalFresh -General Relief and -MediCal applications.	Submit all the required documentation with the application and they will waive the application interview.	See if you’re eligible for benefits: http://lacountyhelps.org/	Apply online here: https://www.yourbenefits.lacounty.gov/ybn/Register.html Customer Service: (866) 613-3777
Department of Public Social Services In-Home Social Services	Los Angeles County Residents – an alternative to out-of-home care, such as nursing homes or board and care facilities	Can help pay for services if you’re a low-income elderly, blind or disabled individual, including children, so that you can remain safely in your own home.	Can help pay for services if you’re low income	For more information: http://dpss.lacounty.gov/wps/portal/dpss/main/elderly-and-disabled	To apply for IHSS services call the IHSS application line: 1-888-944-4477
Los Angeles County Consumer & Business Affairs Get Ahead LA	Guide that provides financial resources to help LA County residents reach their financial goals	Assists with a variety of financial resources including: debt and wealth management, housing stability advice, safe financial products, and more.	Provides financial guidance in a variety of areas for LA County residents	https://getaheadla.org/	1 (800) 593-8222
Los Angeles County Office of Education Job Seeker Resources	Provides resources for LA County residents seeking employment	Assists individuals by offering trainings, job leads, vocational assessments, and legal assistance for issues that may be prohibiting career growth.	Services help to grow the economy by assisting residents with employment resources.	For more Information: https://lacoegain.org/	Phone (562) 922-8600

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<p>Los Angeles County Homeowner Webinars</p>	<p>Informative videos pertaining to a variety of topics related to homeownership.</p>	<p>Collection of videos designed to inform homeowners on topics such as foreclosure avoidance, property tax scams, first time home buyer scams, and more.</p>	<p>Provides homeowners with free information designed to help them make informed decisions pertaining to their homes.</p>	<p>Upcoming webinars: https://dca.lacounty.gov/foreclosure-prevention/</p> <p>All webinars: https://www.youtube.com/playlist?list=PL60vggklfYilcwD1b7d61d11MDhG3rdlv</p>	
<p>Neighborhood Housing Services of LA County Foreclosure Prevention and Mortgage Relief Program</p>	<p>Provides foreclosure counseling and mortgage relief to LA County property owners.</p>	<p>If the property owner has experienced financial distress between March 1, 2020 and December 31, 2021 as a result of COVID-19.</p> <p>Eligibility Criteria:</p> <ul style="list-style-type: none"> - Residents of LA County - Residents of the City of Los Angeles are ineligible - Property must be owner occupied - Up to 80% Area Median Income for 1-unit property owners - Up to 150% Area Median Income for 2-4 units property owners - Foreclosure Prevention Workshop registration and attendance required. 	<p>Approved applicants can receive up to \$20,000 to help offset mortgage delinquencies.</p>	<p>https://nhslacounty.org/mortgagereliefprogram/#:~:text=The%20Foreclosure%20Prevention%20%26%20Mortgage%20Relief%20Program%20has,and%20mortgage%20relief%20to%20L.A.%20County%20property%20owners</p>	

STATE RESOURCES

Program	Usage	Description	Benefits	More Information	How to File
<p>State of California COVID-19 Rent Relief</p>	<p>Provides assistance for unpaid/future rent and unpaid/future utility payments from 04/01/20 through 03/31/21.</p>	<p>Eligible renters can receive financial assistance for 100% of unpaid rent between 04/01/20 – 03/31/21. Eligible renters may also receive assistance with future rent, unpaid/future utility payments.</p> <p>*Program requires individuals meet income eligibility requirements. The State will calculate this when you apply.</p>	<p>Provides financial relief to households who have fallen behind on rent. Also provides relief for future rent and unpaid/future utility payments.</p>	<p>https://housing.ca.gov/covid_rr/program_overview.html</p> <p>Learn your Rights https://ucilaw.neotalegic.com/a/Cal-Covid-Info-App-for-Tenants-and-Landlords</p>	<p>Renter Application: https://housing.ca.gov/tenant/eligibilityquiz.html</p> <p>Landlord Application: https://housing.ca.gov/landlord/eligibilityquiz.html</p> <p>Need help with your Application? Call (833) 687-0967</p>

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State of California Digital COVID-19 Vaccination Record	Provides digital record of your COVID-19 vaccination record	Includes a QR code that when scanned by a SMART Health Card reader will display to the reader your name, date of birth, vaccine dates and vaccine type. The QR code also confirms the vaccine record as an official record of the state of California.	Allows individuals to have their vaccination information digitally, opposed to carrying around a physical vaccination card.	https://myvaccinerecord.cdph.ca.gov/	1-833-422-4255
State of California COVID -19 Tenant Protection Information	Provides updated information on COVID-19 tenant protections starting October 1, 2021	Beginning October 1, 2021, your landlord must apply for rental assistance before they can try to evict you through the courts for failing to pay your rent. It is very important that you apply for rental assistance within 15 business days of receiving a “pay or quit” notice, or within 15 business days of receiving a notice from the CA COVID-19 Rent Relief program that your landlord has started an application on your behalf.	Allows tenants to educate themselves on their rights in order to protect themselves against unlawful practices/eviction.	https://housing.ca.gov/tenant/protection_guidelines.html	
State of California Housing is Key COVID-19 Eviction Protections Tool	Provides tenants and landlords with updated information regarding California’s eviction protections	Survey that helps to identify each individual’s unique circumstances then generates a tailored report to provide information/advice specific to them.	Provides tenants with eviction protection information and landlords with information on how to work with tenants	https://ucilaw.neotalegic.com/a/Cal-Covid-Info-App-for-Tenants-and-Landlords	

ADDITIONAL RESOURCES

Program	Usage	Description	Benefits	More Information	How to File
U.S. Department of Housing and Urban Development Homeowner Resources	Resources for homeowners who have fallen behind on their mortgage	Detailed information on mortgage forbearance, foreclosure and eviction moratorium, and more	Provides timely resources for individuals experiencing financial hardships related to housing.	https://www.hud.gov/coronavirus/resources_for_homeowners#resources	
RetireGuide Retirement Information (COVID-19 impacts)	Provides information related to retirement and the implications COVID is having on a variety of topics.	Outlines COVID-19 impacts on the following areas: <ul style="list-style-type: none"> - Retirement Plans - Investing - Social Security - Senior Care - Medicare 	Allows individuals to educate themselves and make informed decisions that best benefit their personal circumstances.	www.retireguide.com/guides/covid-19-retirement/	