

# COVID-19 Webinar

City of Palm Springs

For those joining from our Deaf and Hard of Hearing Community we have live captions on Palm Springs Community Television (PSCTV), available on Spectrum Channel 17, and our website.

To watch on our website you can go to <https://www.palmspringsca.gov> and click on “Watch Palm Springs TV” button.



# Presenters



Mayor Geoff Kors  
City of Palm Springs



Mayor Pro Tem Christy Holstege  
City of Palm Springs

# Presenters



Leslie Trainor  
Deputy Director Workforce Development  
County of Riverside



Megan Beaman-Jacinto  
Founding Attorney  
Beaman Jacinto Law P.C.

# Presenters



D Nathan Cieszynski  
Program Manager  
Fair Housing Council of  
Riverside County

# Helpful Information

How to ask questions about the webinar

[coronavirusquestions@palmspringsca.gov](mailto:coronavirusquestions@palmspringsca.gov)

(Questions and responses will be emailed to registered participants and posted on the City's website)

***Palm Springs COVID – 19 Hotline***

***(760) 902-1155***

***Sign up for E-Notifications***

<https://www.palmspringsca.gov/residents/e-notification>



# Impacted Workers

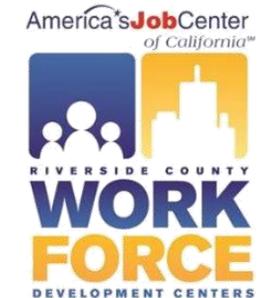
# Leslie Trainor

*Deputy Director*

Riverside County Workforce Development Dept.  
Riverside County Workforce Development Board

[LTrainor@RivCo.Org](mailto:LTrainor@RivCo.Org)

(951) 955-6615





# Roadmap



## Impacted Workers



Riverside County Workforce Development Services



Unemployment Insurance



Disability Insurance & Paid Family Leave



Paid Sick Leave & Family/Medical Leave



One-Time Stimulus Benefit & Other Resources



## Strengthening Employers



# Riverside County Workforce Development Services

Programs and services for impacted workers, primarily funded through the federal Workforce Innovation and Opportunity Act (WIOA).

- Career coaching
- Resume writing
- Mock interviews
- Bootcamp and workshops for work readiness
- Subsidized vocational training-up to \$8,000 per person
- Labor market data and information
- Referrals to other services (EDD, Public Social Services, Veterans Services, housing assistance, community colleges, etc.)

## Contact Us

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

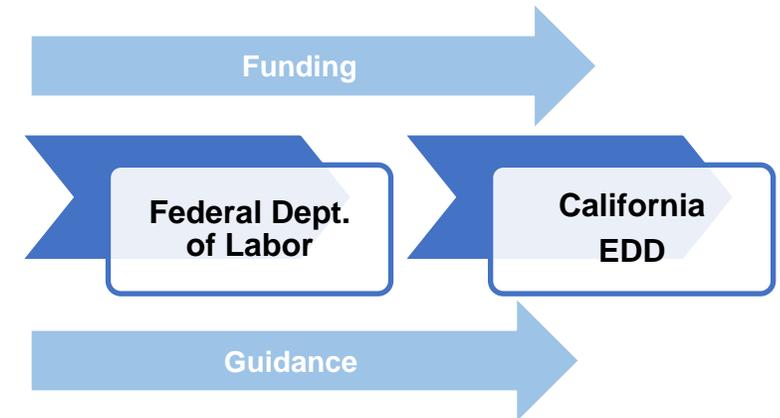
[WorkforceHelp@RivCo.Org](mailto:WorkforceHelp@RivCo.Org)

760.863.2500



# Unemployment Insurance

- Unemployment Insurance (UI) provides cash assistance to unemployed workers.
- The Federal Department of Labor establishes the regulations and provides funding to the California Employment Development Department (EDD).
- EDD administers the program for the State for both (A) **Regular UI** benefits and (B) **Expanded UI** under the [CARES Act](#), also known as “Federal Pandemic Unemployment Compensation”.





# Unemployment Insurance

## ***Who is eligible?***

- (A) When filing for **Regular UI** benefits, you must have earned enough wages during the base period to establish a claim, and be all of the following:
- Totally or partially unemployed (e.g., you lost your job or have had your hours reduced)
  - Unemployed through no fault of your own
  - Authorized to work in the US
  - Physically able to work
  - Available for work
  - Ready and willing to accept work immediately
  - Actively looking for work

If your child's school is closed, and you have to miss work to be there for them, you may be eligible for Unemployment Insurance benefits.

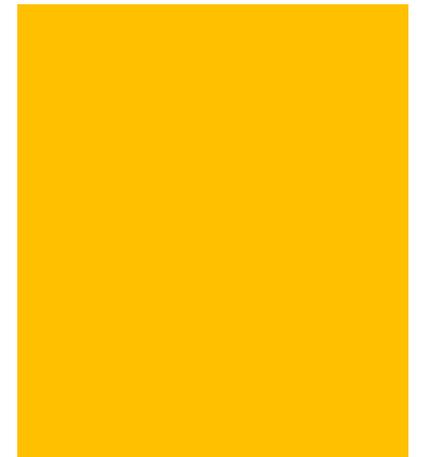
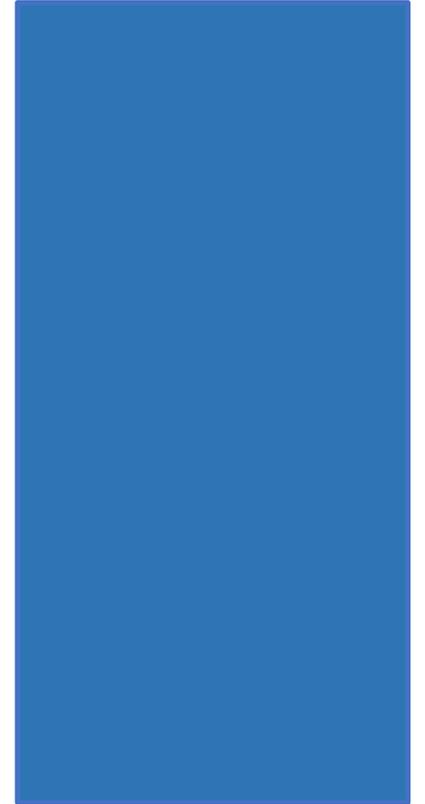
See EDD's website for additional information about [UI eligibility requirements](#) and [eligibility FAQs](#).

- (B) For **Expanded UI** benefits under the [CARES Act](#), the following eligibility requirements apply:
- You are unemployed, partially unemployed, or unable or unavailable to work due to COVID-19
  - You are self-employed, seeking part-time employment or otherwise would not qualify for regular UI
  - Any additional requirements as determined by EDD

# Unemployment Insurance

## *How much would my benefit be?*

- (A) **Regular UI** benefit amounts depend on your current and past income- ranges from \$40 to \$450 per week for up to 26 weeks.
- To get an estimate of what you will receive, use the [UI Benefit Calculator](#).
  - To see how UI benefits are computed [click here](#).
- (B) **Expanded UI** through the [CARES Act](#) provides an additional benefit of up to \$600 per week.



# Unemployment Insurance

## *How do I Apply?*

(A) **Regular UI**: See handout for step by step instructions. (EDD) has provided guidance on the best way to apply (“file a claim”) for UI benefits.

- Best option: Apply at EDD’s [UI Online website](#) with computer or smart phone
- Second option if no computer or internet available: Phone
- Option of last resort: Paper application

(B) **Expanded UI**: EDD has not yet provided instructions. Check EDD’s [UI website](#) often for updates.

California’s unprecedented demand for UI

<b>Unemployment Insurance Claims Processed</b>	
Date	# of Claims
Week ending March 7, 2020	48,385
Week ending March 14, 2020	57,606
Week ending March 21, 2020	186,809
Week ending March 28, 2020	878,727

 **370% increase!**

# Disability Insurance & Paid Family Leave

## Disability Insurance

Program administered by EDD that provides short-term benefit payments. An [overview](#) of this program may be found on EDD's website.

### ***Who is eligible?***

Eligible workers who have a full or partial loss of wages due to a non-work-related illness (e.g., COVID-19). [Click here](#) for more information about eligibility requirements.

### ***How much would my benefit be?***

Depends on your current and past income- ranges from \$50-\$1,300 a week for up to 52 weeks.

### ***How do I Apply?***

1. Best option: [Apply for Disability Insurance online](#) with computer or smart phone
2. Option of last resort: Paper application (see details [here](#))

## Paid Family Leave

### ***Who is eligible?***

Individuals caring for a seriously ill family member are eligible if they were attached to the labor market prior to their family care period, had a loss of wages as a result of the family leave, and have sufficient prior earnings in a 12-month period. For additional eligibility information, [click here](#).

### ***How much would my benefit be?***

Depends on your current and past income- ranges from \$50-\$1,300 a week for up to 6 weeks.

### ***How do I Apply?***

1. Best option: [Apply for Paid Family Leave online](#) with computer or smart phone
2. Option of last resort: Paper application (details [here](#))



# Paid Sick Leave & Family/Medical Leave

The Families First Coronavirus Response Act and impacts federal (A) **paid sick leave** and (B) **family/medical leave**. An [overview](#) of the Act may be found on the Department of Labor's website.

## ***Who is eligible?***

Employees of covered employers and for whom any of the following apply:

- Are subject to a Federal, State, or local quarantine or isolation order related to COVID-19
- Have been advised by a health care provider to self-quarantine related to COVID-19;
- Are experiencing COVID-19 symptoms and seeking a medical diagnosis
- Are caring for an individual subject to an order or self-quarantine as described above
- Are caring for a child whose school or place of care is closed for reasons related to COVID-19

## ***How much would my benefit be?***

See details [here](#).

(A) **Paid sick leave**: Depends on your current rate of pay and the reason for the leave- ranges from 2/3 of your regular rate of pay to the full amount of your regular rate of pay for 2 weeks.

(B) **Paid expanded family and medical leave**: 2/3 of your regular rate of pay for up to an additional 10 weeks.

## ***How do I Apply?***

Through your employer.



# Additional Resources

## Other Resources

[onwardca.org](https://onwardca.org)

On April 2<sup>nd</sup>, Governor Newsom announced roll out of this new platform connecting displaced workers with job opportunities in critical industries.

[Benefits.gov](https://www.benefits.gov)

Search tool for federal benefits

Summary of State benefits for impacted workers:

<https://www.labor.ca.gov/coronavirus2019/#chart>

State Employment Development Department FAQs on Corona Virus: [https://www.edd.ca.gov/about\\_edd/coronavirus-2019/faqs.htm](https://www.edd.ca.gov/about_edd/coronavirus-2019/faqs.htm)

## One-Time Stimulus Benefit

One-time cash assistance is provided as a tax credit under the [CARES Act](#). These benefits are also referred to as “recovery rebates” or “economic impact payments”. Details can be found on the [IRS website](#).

### ***Who qualifies?***

Individuals with a work eligible Social Security number who are not claimed as a dependent on someone else’s tax return and are within given income limits. See the [IRS website](#) for eligibility details.

### ***How much is the benefit?***

Depends on the income you report on your taxes. The maximum amount is \$1,200 per person plus \$500 per child.

### ***How do I receive the benefit?***

If you filed a tax return for 2019 or 2018, the IRS will use information from your tax return to determine your benefit amount and make payment.

For Social Security recipients who did not file a tax return for 2018 or 2019, the IRS will use information from your Form SSA-1099 to make payment.

If you did not file a tax return for 2019 or 2018 and are not a Social Security recipient, you may still be eligible to receive the benefit. Check the IRS tool- [do I need to file a tax return?](#) - to see if filing is required.



# Supporting Employers

## Free services for Riverside County Employers

- Recruitments and job fairs
- Application screening
- On the job training reimburses employers for 50% of a new hire's salary while the employee is training.
- Rapid Response. During large scale layoffs, we connect impacted employees to information on Unemployment Insurance, healthcare, and services provided by Workforce Development.

## Focused support for:

1. Riverside County businesses that manufacture or distribute critically needed COVID-related products/equipment.

Masks, including N95 masks & others

Ventilators

Respirators

Gloves

Gowns

Face shield

Goggles/eye shields

2. Riverside County manufacturers who do not currently produce COVID-related products/equipment, but are willing to repurpose operations in order to do so.

For inquiries, please email Leslie Trainor at [LTrainor@RivCo.org](mailto:LTrainor@RivCo.org)

*Above all, please remember that we are here for you.*



**Leslie Trainor**

Deputy Director

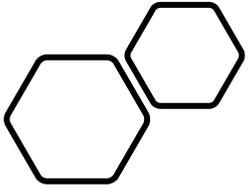
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# Workers' Rights

# General Duty to Provide a Safe Workplace (Labor Code / CalOSHA – OSHA)

- “Every employer shall furnish employment and a place of employment that is safe and healthful for the employees therein.”
- “No employer shall require or permit any employee to go or be in any employment or place of employment which is not safe and healthful.”
- “No person shall do any of the following: ... (d) fail or neglect to do every other thing reasonably necessary to protect the life, safety, and health of employees.”
- CalOSHA regulations apply to any “place of employment” meaning “any place, and the premises appurtenant thereto, where employment is carried on...”

Your Rights  
at All  
Times:

Health and  
Safety at  
Work

# General Duty to Provide a Safe Workplace (Labor Code / CalOSHA – OSHA)

- Cal OSHA has already released a series of new rules specific to COVID-19 covering all kinds of industries and circumstances.
- Found here:  
<https://www.dir.ca.gov/dosh/coronavirus/Health-Care-General-Industry.html>

***Enforced by Cal-OSHA via employee complaints:***

***909-383-4321***

***CAN REMAIN ANONYMOUS***

**Your Rights  
at All  
Times:**

**Health and  
Safety at  
Work**

## Illness or Injury Caused by Workplace Conditions

- The employer, through its worker compensation insurance, is responsible for any illness or injury caused or worsened by workplace conditions.
- This is true regardless of who is at fault.
- Retaliation prohibited
- Benefits may include: medical care, disability payments, rehabilitation payments, and death benefits.
- Types of injuries that would not be covered include: injuries caused by intoxication; purposely self-inflicted injuries; and injuries incurred on personal time.
- See <https://las-elc.org/factsheets/worker-comp-overview.pdf> for more detailed information.

Your Rights  
at All  
Times:

Health and  
Safety at  
Work

# Riverside County Order of April 5, 2020

- Additionally requires that employers:
  - Provide face coverings to employees and require them to be used at all times
  - Ensure six feet of distance between employees
  - Ensure sanitation
  - Risk closure by County

# RETALIATION PROHIBITED

- An employer may not discharge or discriminate against an employee for exercising her rights such as:
  - Making an oral or written complaint to CalOSHA or any government agency (Cal. Lab. Code § 6310(a)(1))
  - Instituting a proceeding or participating in a proceeding (Cal. Lab. Code § 6310(a)(2))
  - Complaining or otherwise raising concerns about workplace health and safety
  - Reporting a work-related illness or injury (Cal. Lab. Code §6310(a)(4))
  - Having a family member who has done any of the above (Cal. Lab. Code § 6310(c))

# Rent & Eviction

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# Palm Springs Moratorium on Evictions

- The tenant notifies the landlord (in writing) within 15 days for residential properties after rent is due. For example:
  - If rent is due on April 1
  - 15 days after April 1 is April 16
  - Within 15 days means before April 16 (okay to provide notice on April 15, but April 16 is too late)
- Commercial tenants have seven (7) days to provide written notification to their landlords.
- “In writing” includes letter, text, or email.
- The Moratorium does not relieve a tenant from the obligation to pay rent, or restrict landlord’s ability to recover rent that is due once the moratorium is lifted.
- Tenants will have up to 180 days after the COVID-19 emergency is over to pay back deferred rent.
- City Moratorium is effective through June 4, 2020.
- A copy of the ordinance may be viewed at this link:  
<https://www.palmspringsca.gov/home/showdocument?id=73036>

# Rent Relief-Recommended Actions

- If COVID-19 has impacted your ability to pay all or part of your rent, you should:
  - Explain your financial situation to your landlord and let them know how much you are able to pay
  - Save all financial documents
  - Pay as much of your rent as you can
- If your landlord is trying to evict you for not paying rent and you took all of the steps above, contact a local legal aid provider.

# Landlord/Tenant Recommendations

- Maintain open dialogues.
- All understandings discussed orally should be captured in a follow up email or other writing.
- If needed, pursue Small Business Administration disaster relief loan funds.
- In anticipation of delays in tenant payments, landlords should reach out and communicate with their lenders.
- Landlords are advised to seek legal counsel before initiating any eviction actions that may run afoul of any protections against evictions.

# Mortgage Delay of Payments

- The State of California is working to provide financial relief to residents struggling to pay their mortgage due to impacts of COVID-19.
  - 90-day grace period to make mortgage payments for those impacted by the coronavirus crisis
  - 90-day relief from fees and charges
  - 60-day moratorium on initiating foreclosure sales and evictions
  - Streamlined process for borrowers to request temporary forbearance of mortgage payments.

# Mortgage Relief from Financial Institutions

- Deferred payments either shifted to the end of an extended term or incorporated into modified payments throughout the current payment schedule.
- No negative impact on credit scores for borrowers using the program.
- Participating lenders have agreed to waive mortgage related and late fees and various other fees during the 90-day period.
- Participating lenders will work with borrowers to provide additional relief after 90-day grace period upon a showing of continued COVID-19 related financial hardship.
- State programs likely to expand in the coming weeks as federal government implements new measures to stabilize housing market and economy.

Participating financial institutions: <https://dbo.ca.gov/covid19-updates-fi/>

# Mortgage Relief-Recommended Actions

- Contact and work directly with your mortgage servicer to learn about and apply for available relief.
- Terms of a forbearance will be agreed to between you and your mortgage service.
- It is still unclear how severe or how long the COVID-19 impacts will be. Financial institutions have committed to necessary relief and will be assessing the ongoing conditions and necessity of continuing relief.
- Mortgage relief is currently only available for residential mortgages.
- **File a Complaint:** If your mortgage servicer is not cooperative, you can file a complaint with the Department of Business Oversight (<https://dbo.ca.gov/file-a-complaint/>) or contact DBO Consumer Services Office at (866) 275-2677 or (916) 327-7585 via email at [ask.DBO@dbo.ca.gov](mailto:ask.DBO@dbo.ca.gov).

More information at: <https://covid19.ca.gov/get-financial-help/#top>.

# Federal Government Mortgage Relief

- Coronavirus Aid, Relief, and Economic Security (CARES) Act passed on March 27, 2020.
- Additional relief for homeowners with government-guaranteed mortgages.
- Homeowners with mortgages backed by Federal Housing Authority, United States Department of Agriculture, Department of Veterans Affairs, Department of Housing and Urban Development, Fannie Mae or Freddie Mac are eligible for loan forbearance for up to one year without fees, penalties or additional interest with restrictions on reporting mortgage delinquencies to credit bureaus and limitations on foreclosures and certain evictions.
- Loan servicers may not initiate foreclosure for not less than 60-days beginning on March 18, 2020.
- Interest will still accrue during forbearance period.

# Helpful Information

How to ask questions about the webinar

[coronavirusquestions@palmspringsca.gov](mailto:coronavirusquestions@palmspringsca.gov)

(Questions and responses will be emailed to registered participants and posted on the City's website)

***Palm Springs COVID – 19 Hotline***

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***Sign up for E-Notifications***

<https://www.palmspringsca.gov/residents/e-notification>



# Fair Housing and Mediation

# Mediation & Legal Resources

- Fair Housing Council of Riverside County  
<https://fairhousing.net/>  
951-682-6581
- Inland County Legal Services  
<https://www.inlandlegal.org/>  
888-245-4257



# COVID-19 Resource Center

## Fair Housing's COVID-19 Resource Center

The Fair Housing Council of Riverside County is here to help families and individuals understand what services are available to during the COVID-19 pandemic. We will continue to update this section as more services become available.

### Mortgage Relief

[More Info](#)

### Tenant Evictions

[More Info](#)

### Public Health Tips

[More Info](#)

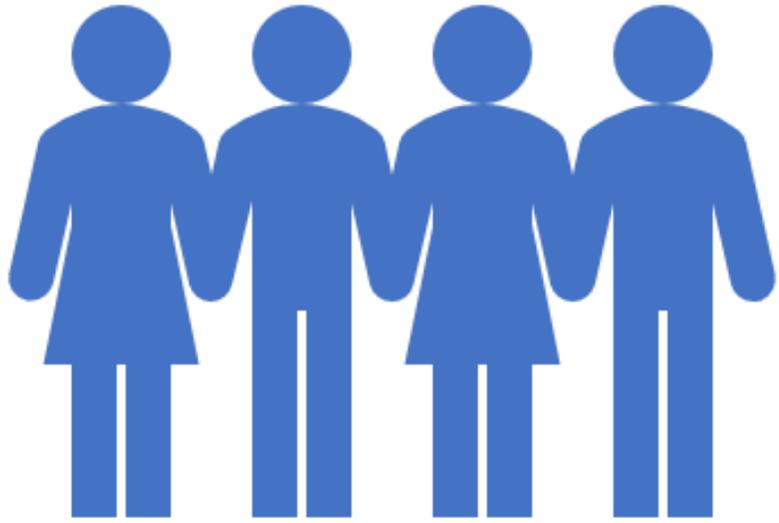
### COVID-19 Hours of Operation

Countywide: 9:00 AM to 3:00 PM (Live)

800-655-1812

Countywide After hours: 4:00 PM to 7:00 PM (Messages and remote Counselors)

Monday through Friday



## Nonprofit Community Resources

*“Charitable nonprofits embody the best of America. They provide a way for people to work together for the common good, transforming shared beliefs and hopes into action. They give shape to our boldest dreams, highest ideals, and noblest causes.*

*America’s 1.3 million charitable nonprofits feed, heal, shelter, educate, inspire, enlighten, and nurture people of every age, gender, race, and socioeconomic status, from coast to coast, border to border, and beyond. They foster civic engagement and leadership, drive economic growth, and strengthen the fabric of our communities. Every single day.”*

- National Council of Nonprofits

# Nonprofit Services

- **American Red Cross** - In the Coachella Valley, the American Red Cross continues to provide disaster relief services. Call 310-562-6327 or visit <https://www.redcross.org/local/california/desert-to-the-sea.html>
- **The LGBT Center of the Desert** - The Center-Food Bank; Behavioral Health Clinic; Online chat groups and programs via video conferencing (Zoom). Call 760-416-7790 or visit <https://www.thecenterps.org/>
- **PFLAG Palm Springs/Desert Communities**-Non-profit org by and for LGBTQI persons, their parents, family members, straight allies providing support. Call 760-202-4430 or visit <http://www.pflagps.org/>
- **Friends of the Palm Springs Animal Shelter** - Low cost vaccine and microchip clinic is open on Thursdays from 4-6pm. Pet Food Bank is still providing assistance. Call 760-416-5718 or visit <https://www.psanimalshelter.org/>
- **United Methodist Church** - On-line worship, meditations, and Bible study via web site and Facebook. Call 760-327-5931 or visit <https://umcps.org/>
- **Jewish Family Service of the Desert** - JFS currently provides telehealth (through Zoom or phone call) mental health counseling (accepting all major insurances and Medi-Cal), case management that includes emergency financial assistance, and phone calls to isolated residents, especially seniors. Call 760-325-4088 or visit <https://jfsdesert.org/>

# Nonprofit Services (continued)

**The LGBT Sanctuary Palm Springs** – A Transitional Housing Placement Program for Non-Minor Dependents (THPP-NMD) specifically designed to meet the needs of the LGBTQ+ community of foster youth transitioning to adulthood. Call 760-766-3500 or visit <https://www.sanctuarypalm Springs.org/>

**Or Hamidbar** - Spiritual counseling and comfort by phone to those who are homebound or simply lonely. Volunteers ready to drive people unable to get around on their own as well as pick up and delivery groceries or other essential supplies. Call 818-455-6569 or visit <https://orhamidbar.org/>

**Trans Community Project** - Resources for those that want to have peer support via Zoom through our system partners. Call 760-537-0444 or email [info@transcommunityproject.org](mailto:info@transcommunityproject.org)

**CalComMen** - Online Meditation. Online Heart Circles. Call 323-314-5420 or visit [www.CalComMen.com](http://www.CalComMen.com)

**The L-Fund** - Financial Resource for Physician prescribed medically necessary RX Co-pays-LIMITATIONS APPLY. Financial resource for Food Insecurity- LIMITATIONS APPLY. Resource for CARE CALLS. Documented proof of loss due to pandemic required for assistance. All L-Fund regular programs are active. Call 760-304-8487 or visit [www.l-fund.org](http://www.l-fund.org)

**Desert AIDS Project** - COVID-19 hotline, a triage clinic for those who've been screened through the hotline and is delivering food and basic needs items to home-bound patients valley wide. Also providing public education & virtual healthcare visits from home. Call 760-285-6877 or visit <https://www.desertaidproject.org/>

# Nonprofit Services (continued)

**Let's Kick ASS (AIDS Survivor Syndrome) Palm Springs** - We organize social functions providing opportunity to develop friendships and community along with education and advocacy to raise awareness of HIV and aging. Call 323-314-3266 or visit <https://www.lkaps.org/>

**Mizell Center** - Meals On Wheels to homebound seniors in the Coachella Valley, as well as Congregate Meals (in a take-out/pick-up format). Mizell is also providing phone check-ins for vulnerable seniors who regularly utilize agency services. Call 760-323-5689 or visit <https://mizell.org/>

**AIDS Assistance Program - Food Samaritans** - Nutritional support in the form of food vouchers redeemable at Stater Brothers Markets to low income men, women and their dependent children who are living with HIV/AIDS and other life threatening illnesses. Call 760-325-8481 or visit <https://www.aidsassistance.org/>

**The Palm Springs Cultural Center: Certified Farmers' Markets** - We operate the Certified Farmers' Market in Palm Springs each Saturday from 8am to 12:30pm, providing safe access to fresh produce. We also provide free fresh produce to Well in the Desert each week. Call 844-732-7628 or visit <https://psculturalcenter.org/pfcc>

**Transgender Health and Wellness Center** - Social Services, linkage to care, food, clothing, pet food, resources for the LGBTQ+ community. Call 760-202-4308 or visit <https://www.trans.health/>

**Lift to Rise** – Advancing housing stability and economic opportunities for all Coachella Valley residents. Call (760) 349-8013 or visit <https://www.lifttorise.org/>

# Government Assistance Programs

- **CalFresh / SNAP** - Provides low-income households with electronic benefits they can use at most grocery stores to ensure they are able to provide a healthy diet for themselves and their family.

Website: <https://www.cdss.ca.gov/calfresh>

Call: 1-877-847-3663

- **Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)**: The Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) provides federal grants to states for supplemental foods, health care referrals, and nutrition education for low-income pregnant, breastfeeding, and non-breastfeeding postpartum women, and to infants and children up to age five who are found to be at nutritional risk.

Website: <https://www.cdph.ca.gov/Programs/CFH/DWICSN/Pages/Program-Landing1.aspx>

Call: (800) 852-5770

- **California Work Opportunities and Responsibility to Kids (CalWORKs)**- Temporary financial assistance for eligible needy families with minor children who have lost or had a reduction in their income. Applying for CalWORKs requires a visit to a local Department of Public Social Services office ([DPSS Office Locations](#)) or complete an application online at [www.C4Yourself.com](http://www.C4Yourself.com). Applicants are required to attend a three-hour workshop and participate in a face-to-face interview with an eligibility technician (ET) who will review completed documents and explain program requirements.

## **Office Location**

65753 Pierson Blvd

Desert Hot Springs, CA 9224

Call: (877) 410-8827

# Government Assistance Programs

- **Cash Assistance**: Cash Programs for low income individuals and families.  
Website: <https://www.cdss.ca.gov/benefits-services/cash-assistance>  
Call: (916) 651-8848
- **General Relief (GR)**: A county funded temporary cash assistance program for unemployed single adults and couples who may not have dependent children and are not receiving other public assistance benefits including, Supplemental Security income (SSI) or unemployment benefits. Recipients not disabled must seek employment, and are required to repay county funds. Financial help is provided such as Public Assistance, General Relief, Cash Assistance, CalFresh at the following DPSS office:  
Website: <http://dpss.co.riverside.ca.us/files/pdf/general-relief-info.pdf>  
Call: (760) 773-6800
- **Low-Income Home Energy Assistance Program (LIHEAP)** - Provides utility payment assistance and weatherization services to low income customers in Riverside County. This is administered by **Community Action Partnership of Riverside County** :  
Website: <http://https://www.capriverside.org/>  
Call: 951-955-4900 / Toll Free: 800-511-1110
- **Medi-Cal** - Low cost health care coverage for California residents with limited income and resources.  
Website: <https://www.coveredca.com/medi-cal/>  
Call: (800) 300-1506

# Homelessness Resources

*HomeConnect Hotline* **800-498-8847**

*Coachella Valley Outreach Hotline* **760-601-5424**

- **Emergency Overnight Shelter is available 7 days a week**
    - *Palm Springs High School, Gymnasium*  
2401 E. Baristo Rd.  
Hours: 7:00p.m. to 7:00a.m.
    - Property restrictions : no loitering, no smoking
  - **Well in the Desert**
    - 441 S Calle Encilia, Palm Springs, CA 92262
    - OPEN EVERY DAY 7:30 AM - 3PM  
Case Management, Phone, Mail, Showers, Clothes & Referral
    - 760-656-8905
    - <https://www.wellinthedesert.org/>
  - **Homeless Access Center - Supportive Services / Resources**
    - 225 S. El Cielo Road  
Monday - Saturday 7:00am to 6:00pm
    - 951-462-9822
    - <https://www.thepathoflife.com/>
- City Webpage of Homeless Resources and Services:  
<https://www.palmspringsca.gov/home/showdocument?id=54689>

# Utilities & Bank Relief

# Delay of Utility Payments

Statewide Executive Order asks the California Public Utilities Commission to monitor measures undertaken by public and private utility providers to implement customer service protections for critical utilities, including electric, gas, water, internet, landline telephone and cell phone service on a weekly basis

# Local Utility Providers

## Desert Water Agency (DWA)

<https://dwa.org/COVID>

Phone: 760-323-4971

- Desert Water Agency's Board of Directors voted unanimously to waive all late fees and hold off on water shutoffs for 60 days (starting March 17).

## SoCalGas (SCG)

<https://www.socalgas.com/coronavirus>

Customer Support (USA & Canada): 1-800-655-4555

Payments, Extensions or Payment Options: 1-800-950-2356

- Service disconnections have been suspended until further notice. This means no customer will have their natural gas turned off due to non-payment.
- We are committed to helping customers experiencing hardships, including from COVID-19.
  - If your household income has recently changed, you may now qualify for 20% off your natural gas bill with CARE. [Apply online today!](#)
  - If you are currently on CARE, you will not be required to recertify.\*
- Customer service representatives continue to be available 24-hours a day, 7 days a week to answer your questions, help you select a payment option, or determine if the service your calling about needs our attention right away. If in need of assistance, we encourage customers to call us at [1-800-427-2200](tel:1-800-427-2200).

## **Southern California Edison (SCE)**

<https://www.sce.com/safety/coronavirus>

Customer Support (USA & Canada): 1-800-655-4555

Payments, Extensions or Payment Options: 1-800-950-2356

- Temporarily suspending disconnections for customers unable to pay their bill. SCE will waive late payment fee by request if this affects a customer's ability to make a timely payment. If you need help, we encourage you to contact our SCE Customer Contact Center to talk about a payment extension or arrangement. For more information, visit [sce.com/billhelp](https://www.sce.com/billhelp)

## **Desert Community Energy**

<https://desertcommunityenergy.org/>

Customer Support: (855) 357-9240

- Southern California Edison (SCE) has implemented consumer protections in response to COVID-19 for customers experiencing economic hardship. These protections, which apply to impacted customers of both SCE and DCE, include no service disconnections for non-payment of electricity bills effective March 13, new flexible payment plans, and waiving late fees. If you need help, impacted customers should call SCE at (800) 655-4555 or visit their website at [sce.com](https://www.sce.com).

## **Lift to Rise / Desert Community Energy - California Alternate Rates for Energy (CARE) and the Family Electric Rate Assistance (FERA) programs**

<https://www.lifttorise.org/utilitysavings>

Contact: 760-469-9284

- Lift to Rise is partnering with [Desert Community Energy](https://www.desertcommunityenergy.org/) to help residents gain access to gas and electric bill savings between 18% and 30%. For help enrolling, please contact DCE and Lift to Rise at 760-469-9284 or [utilitydiscount@lifttorise](mailto:utilitydiscount@lifttorise), or visit <https://www.lifttorise.org/utilitysavings>.

# Communication Companies

<https://www.cpuc.ca.gov/covid19protections/#Telco>

- **Verizon** - Verizon will help customers and small businesses disrupted by impact of coronavirus.  
<https://www.verizon.com/about/news/our-response-coronavirus>  
Call: 1-800-VERIZON
- **T-Mobile** - All current T-Mobile customers on plans that have data are provided with unlimited smartphone data while on the T-Mobile network for the next 60 days.  
<https://www.t-mobile.com/brand/ceo-update-covid-19>  
Call: [1-800-937-8997](tel:1-800-937-8997)
- **AT&T** - From waiving late fees for any residential or small business customer to keeping public Wi-Fi hotspots open for any American who needs them. AT&T is here to help.  
<https://about.att.com/pages/COVID-19.html>  
Call: [800-288-2020](tel:800-288-2020)
- **Spectrum** – Offering special discounts to households affected by this virus.  
<https://www.spectrum.net/support/internet/coronavirus-covid-19-educational-internet-offer>  
Call: 855-243-8892
- Beginning Monday, March 16, Spectrum will offer free access to internet and WiFi for 60-days for new Pre-K to 12, college student and teacher households who don't currently have internet or WiFi service. This discount will be applied as a credit for your first two months of internet services. We'll waive any installation or pre-payment fees to help get you started.

# Low Cost / No Cost Internet Service Options

- For those without internet connectivity, Everyoneon has tools to look for low / no cost internet offers.
  - Students at home
  - National School Lunch Program
  - Community Eligibility Provision
  - CalFresh
  - Supplemental Security Income (SSI)
  - Medi-Cal
  - Bureau of Indian Affairs (BIA)
- **Use the following Everyoneon search tool:**
  - English - <https://www.everyoneon.org/find-offers>
  - Español - <https://www.everyoneon.org/find-offers-esp>

# Low Cost / No Cost Internet Service Options

## Spectrum Internet Assist

- \$17.99 per month
- **Covid-19 Update: Two months of free internet service for households with a K-12 or college student who do not already have a Spectrum internet subscription, installation fees will be waived, and free access to Spectrum public Wi-Fi access points for 60 days. To enroll call 1-844-488-8395. Households with children participating in the National School Lunch Program and people 65 years or older receiving Supplemental Security Income (SSI) should ask to enroll in Spectrum Internet Assist in order receive two months of free service and remain on the low-cost plan (\$17.99-\$23.99/mo) after the two month promotion ends.**
- For more information about the low-cost internet service program, call (844) 525-1574
- Data: No data caps
- Internet modem included. Add in-home WiFi for \$5 a month. Install fees are waived if self-installation is not available in a particular area.

In order to qualify for this offer, at least one person in the applying household must participate in the National School Lunch Program, Community Eligibility Provision, or receive Supplemental Security Income (65 years old or older only).

[Sign Up](#)

## Frontier Fundamental Internet

- \$19.99 per month
- For more information, call (877) 578-8367
- Data: Varies based on location and service availability.
- A monthly charge of \$5.00 for the router is included in the monthly \$19.99 cost.

You may be eligible for this offer if at least one person in the household participates in one of the following programs: CalFresh, Supplemental Security Income (SSI), Medi-Cal, or Bureau of Indian Affairs (BIA). This offer is only available to new Internet customers. Bonus offer: FREE Chromebook while supplies last.

[Sign Up](#)

# Partial List of Banks Offering Relief to Customers Affected by COVID-19

[Bank of America](#): Credit card and home loan payment deferrals

Website: <https://about.bankofamerica.com/promo/assistance/latest-updates-from-bank-of-america-coronavirus>

Request online deferral: <https://secure.bankofamerica.com/login/sign-in/signOnV2Screen.go?reason=CAP&channel=desktop>

Call: 800.432.1000

[Chase](#): Mortgage, car payment, business loan payment assistance program

Website: <https://www.chase.com/digital/resources/coronavirus>

Call: 800-848-9380

[Citibank](#): Fee waivers on monthly service fees; waived penalties for early CD withdrawal

Website: <https://online.citi.com/US/JRS/pands/detail.do?ID=covid19>

Call: 855-839-6253

[Fifth Third Bank](#): Hardship assistance for auto loans, credit cards, and real estate secured loans

Website: <https://www.53.com/content/fifth-third/en/alerts/covid-support.html>

Call: [866-601-6391](tel:866-601-6391)

# Partial List of Banks Offering Relief to Customers Affected by COVID-19

[PNC Bank](#): Hardship assistance for auto loans, credit cards, equity lines of credit, and mortgages

Website: <https://www.pnc.com/en/customer-service/coronavirus-update.html?lnksrc=homepage-alert>

**Credit Card:** 800-558-8472 / **Mortgage:** 800-523-8654 / **Auto / Personal / Home Equity Loan or Line of Credit:** 888-762-2265

[Truist](#): Deferred payments on credit card, personal loan, auto loan, and equity line of credit

Website: <https://www.truist.com/coronavirus-response/banking-solutions>

**Heritage BB&T clients,** [800-226-5228](tel:800-226-5228) / **Heritage SunTrust clients,** [877-820-2103](tel:877-820-2103)

[U.S. Bank](#): Mortgage assistance, reduced fees and rates

Website: <https://www.usbank.com/splash/covid-19.html>

Call: 800-365-7900

[Wells Fargo](#): 3 Month mortgage payment suspension

Website: <https://www.wellsfargo.com/jump/enterprise/coronavirus-response>

Call: 800-869-3557



# Food and Pharmacy

# Food Assistance

- **FIND Food Bank** offers the following food distribution services through hosting agencies for hungry and food-insecure residents of Riverside County. **FOOD DISTRIBUTION SITES ARE STILL OPEN.** The California National Guard has been assisting FIND Food Bank operations since March 23, amid the coronavirus pandemic.
  - **NEW DRIVE-THRU RAPID RESPONSE FOOD PANTRY**  
Residents in the Palm Springs area can receive free food from a drive-thru food pantry starting Thursday, April 2nd at the Convention Center. The drive-thru service will be offered twice monthly.
  - Call 760-775-FOOD (3663) or visit <http://www.findfoodbank.org/> for more information.
- **Free Meals for All Children During School Closures** - PSUSD will be continuing to provide free student meal distribution for all PSUSD students as well as other children 18 and under throughout the shutdown. Meals may be picked up at most school site parking lots and are being distributed at all bus routes. Pick up at child's bus stop or nearest school parking lot distribution site. Call 760-322-4117 or visit <https://www.psusd.us/>
- **Hot Meals** – Contact **Well in the Desert** - Contact 760-656-5905 or 760-285-7297 for locations and times or visit <https://www.wellinthedesert.org/dine-and-dash>
- **WIC Services**- US Department of Agriculture (USDA) Food and Nutrition Service administers the Special Supplemental Nutrition Program for Women, Infants, and Children (WIC). Call 1-800-455-4942 or visit <https://www.rivhero.com/>

# Food Assistance (continued)

<b>Find Mobile Market at Desert Aids Project</b>	1695 N Sunrise Way Palm Springs, CA 92262 760-323-2118	2nd Saturday	9:30am - 10:30am
<b>Find Mobile Market at James O. Jessie Desert Highlands Unity Center</b>	480 W Tramview Rd. Palm Springs, CA 92262	2nd & 4th Thursday	5:30pm - 6:30pm
<b>The Center</b>	610 S. Belardo Road, #500 Palm Springs, CA 92264 760-416-7790	Thursdays	5:30pm - 7:30pm
<b>St. Theresa's Catholic Church</b>	2800 E. Ramon Road Palm Springs, CA 92264 760-323-2669	Mondays	7am - 9am
<b>Desert Chapel</b>	630 S, Sunrise Way Palm Springs, CA 92264 760-327-2772	2nd Saturday	7am - 8am
<b>First Baptist Church</b>	588 Rosa Parks Road Palm Springs, CA 92262 760-325-2650	1st & 2nd Tuesdays	9am - 11am
<b>Aids Assistance Program - Food Samaritans</b>	Nutritional support to people living with HIV/AIDS		Contact 760-325-8481

# Pharmacy Delivery Services

- [Walgreens](#) - Beginning March 13, 2020, Walgreens is **waiving delivery fees** for all eligible prescriptions during this evolving situation. There will be **free delivery on any purchase** on Walgreens.com beginning March 13, 2020 and until further notice, with no minimum purchase required.
- [CVS](#) - Beginning March 9th, 2020, CVS Pharmacy will **waive charges for home delivery** of prescription medications.
- **Free Pharmacy Delivery To Seniors Over 65** – Heaven Heights is offering help with prescription pick up for the next two months to any valley resident over 65. The program is free. They are available 24 hours, 7 days a week and can be reached at 760-469-4999 for help.
- **Palm Springs Errands and More** - Is delivering prescriptions to Palm Springs Residents. Will also deliver prepaid food, pick up/drop off for dry cleaning, post office and other tasks that may pop up. Call 760.534.5498 or Visit <http://palmspringserrands.com/>

# Groceries Offering Delivery Services

- **Albertsons/Savon** – Call 760-778-6576 for information or visit <https://local.albertsons.com/ca/palm-springs/1751-n-sunrise-way--1.html>
- **Aldi** – Call 855-955-2534 for information or visit <https://www.aldi.us/en/shop-now/grocery-delivery/>
- **Jensens Finest Foods (Smoketree Commons)** – Call 760-325-8282 for information or visit <http://jensensfoods.com/home.php>
- **Ralphs (Sunrise & Ramon)** - Call 760-327-4370 for information or visit <https://www.kroger.com/stores/details/703/00611>
- **Ralphs Fresh Fare (Smoke Tree Village)** - Call 760-325-5664 for information or visit <https://www.ralphs.com/stores/details/703/00181>

# Groceries Offering Delivery Services (continued)

- **Smart & Final Extra** – Call 760-322-8639 or visit <https://www.smartandfinal.com/>
- **Stater Bros.** – Call 760-416-2551 or visit <https://www.staterbros.com/>
- **Trader Joes (\*Cathedral City)** – Call 760-202-0090 or visit <https://locations.traderjoes.com/ca/cathedral-city/118/>
- **Vons** – Call 760-324-4502 or visit <https://local.vons.com/ca/palm-springs/4733-e-palm-canyon-dr.html>
- **Walmart Super Center** – Call 760-322-3906 or visit <https://www.walmart.com/store/1832/palm-springs-ca/details>

# Third-Party Grocery Delivery Services

-  **instacart** - Visit <https://www.instacart.com/>
-  **SHIPT** - Visit <https://www.shipt.com/>
-  **POSTMATES** – Visit <https://postmates.com/>
- **Free Grocery Delivery To Seniors Over 65** – Heaven Heights is offering help with grocery shopping for the next two months to any valley resident over 65. The program is free. They are available 24 hours, 7 days a week and can be reached at 760-469-4999 for help.
- **Palm Springs Errands and More** - Is delivering prepaid food to Palm Springs Residents. Will also pick up/drop off for dry cleaning, post office and other tasks that may pop up. Call 760.534.5498 or Visit <http://palmspringserrands.com/>

# Senior Shopping Options

During this challenging time, many Greater Palm Springs grocery stores have set aside specific hours for at-risk customers as well as shoppers ages 65 and over and individuals with underlying health issues (check with store first). Click the link below to view a list business establishments offering special store hours, delivery services or pick-up options.

**[Albertson's - 1751 N Sunrise Way #1](#)**: Senior hour daily 7 - 9 a.m. | Store hours: 9 a.m. - 9 p.m. | Delivery via Instacart | 760-778-6576

**[Jensen's – 2465 E Palm Canyon](#)**: Senior hour Monday and Thursday 7:00 a.m. -8:00 a.m. | Store hours: 7 a.m. – 8 p.m. | 760-325-8282

**[Stater Bros - 1717 E Vista Chino](#)**: Senior hour daily 7:00 - 8 a.m. | Store hours: 8 a.m. - 9 p.m. | 760-416-2551

**[Vons - 4733 E Palm Canyon Dr](#)**: Senior hour daily 7 - 9 a.m. | Store hours: 9 a.m. - 9 p.m. | Online ordering available | 760-324-4502

**[Walmart - 5601 E Ramon Rd](#)**: Senior hour: Tuesdays 6 - 7 a.m. | Store Hours: 7 a.m. - 8:30 p.m. | Curbside pickup available | 760-322-3906

# Helpful Information

How to ask questions about the webinar

[coronavirusquestions@palmspringsca.gov](mailto:coronavirusquestions@palmspringsca.gov)

(Questions and responses will be emailed to registered participants and posted on the City's website)

***Palm Springs COVID – 19 Hotline***

***(760) 902-1155***

***Sign up for E-Notifications***

<https://www.palmspringsca.gov/residents/e-notification>

End