



COVID-19 Resource Guide

Resources for Property Owners

Below is a list of useful resources for Alamedans who are experiencing hardship due to the effects of COVID-19. Due to the current health pandemic, phone numbers and web site information have been provided. Please confirm location and hours of operation with the organizations.

Community Food Resources:

Alameda Food Bank: www.alamedafoodbank.org	The Alameda Food Bank is a non-profit organization that helps Alameda residents in need by providing nourishing food in a compassionate and respectful manner with the support of dedicated volunteers and local partners.
Alameda County Community Food Bank: Helpline at: 1-510-635-3663	As we navigate the COVID-19 pandemic together, <i>anyone</i> in need of food is allowed to access food distributions, groceries, etc. during the shelter in place.

Housing and Family Support Services

Eden Information & Referral - 211 Phone: 2-1-1	Links families and individuals to the full range of community resources available to them; provides comprehensive information on health, housing and human services in Alameda County.
Family Support Center - Alameda Family Services Phone: (510) 459-6134	The Family Support Center empowers and supports individuals and families by connecting them with resources in the community and bringing resources to a central location for the community to access.
Family Violence Law Center Hotline: 1-800-947-8301 Available 24 hours a day	Family Violence Law Center is a non-profit organization that provides free legal and supportive services to domestic violence and sexual assault survivors throughout Alameda County, California. If you or someone you know is being abused, please call the crisis hotline.

Economic Injury Disaster Loan (EIDL)

U.S. Small Business Administration Website: sba.gov/disaster (800) 659-2955 TTY (800) 877-8339	The U.S. Small Business Administration provides low-interest disaster loans to help businesses and homeowners recover from declared disasters. The EIDL program is designed to provide economic relief to businesses that are currently experiencing a temporary loss of revenue due to coronavirus (COVID-19).
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See reverse for more information



Homeowner and Mortgage Resources

HUD Approved Housing Counseling Agencies provide mortgage delinquency and mortgage default resolution counseling services.	
Eden Council for Hope and Opportunity (ECHO)	Phone: 510-581-9380 Web: www.echofairhousing.org
Money Management International	Phone: 866-232-9080 Web: www.moneymanagement.org
Neighborhood Assistance Corporation of America (NACA)	Phone: 510-652-6622 Web: www.naca.com
NID Housing Counseling Agency	Phone: 510-268-9792 Email: reception@nidonline.org Web: www.nidhousing.com
Operation Hope, Inc.	Phone: 510-535-6700 Web: www.operationhope.org
Other Mortgage Resources	
Fannie Mae	Find out if Fannie Mae owns your mortgage and learn about their options for homeowners who are experiencing a hardship: https://www.knowyouroptions.com/covid19assistance
Freddie Mac	Find out if Freddie Mac owns your mortgage and learn about their options for homeowners who are experiencing a hardship: https://myhome.freddiemac.com/own/getting-help-disaster.html

Legal Services:

Alameda County Bar Association Lawyer	Phone: 510-302-2222 Web: www.acbanet.org/need-a-lawyer	Offers lawyer referrals in Alameda County and is regulated and certified by the State Bar of California.
Bay Area Legal Aid	Phone: 1-800-551-5554 Web: www.baylegal.org/get-help	Provides legal assistance to low- and very low-income individuals.
Legal Assistance for Seniors	Phone: 510-832-3040 Hotline: 1-800-222-1753 Web: www.lashicap.org	Provides legal assistance to seniors who are 60 and older.

NON-DISCRIMINATION POLICY: The City of Alameda does not discriminate against any person on the grounds of race, color, religion, national origin, ancestry, sex, gender, gender identity, gender expression, sexual orientation, marital status, familial status, source of income, genetic information, medical condition, physical disability or mental disability, or any other category protected by law.

PROVISIONS FOR PERSONS WITH DISABILITIES: If you are a person with a disability, please direct requests for an accommodation directly to the Programs referenced above.

PROVISIONS FOR NON-ENGLISH SPEAKING RESIDENTS: Please contact the Programs referenced above to request translation.

