

# Survival Guide

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## ***Local Resources for Homeless / At Risk Families and Individuals in the Midpeninsula & South Bay Area***

***Compiled by InnVision Peninsula Programs at the Opportunity Center in Palo Alto.***

### **City abbreviations:**

EPA = East Palo Alto    LA = Los Altos    LAH = Los Altos Hills    MP = Menlo Park    MV = Mountain View  
PA = Palo Alto    RWC = Redwood City    SJ = San Jose    SM = San Mateo    SVL = Sunnyvale

***NOTE: Telephone numbers without an area code listed are 650 numbers.***

### **General**

**Bill Wilson Center:** Primarily for runaway and homeless youth; some family programs. Case management, shelter, housing, counseling, advocacy, etc. Open 24 hours. 3490 The Alameda, Santa Clara, CA, (408) 243-0222

**Ecumenical Hunger Program:** Case management, referrals, furniture, groceries, clothing & basic household needs. 2411 Pulgas Ave, EPA. 10-12, 3-4 M, W, Th, F. Food: 3-4 only. Bus 280. 323-7781

**Fair Oaks Community Center:** For RWC residents only. Referrals, emergency food, rental assistance, PG&E assistance, clothing vouchers, etc. 2600 Middlefield Rd, RWC. 8-4, M-F. Bus 296. 780-7500

**InnVision Cecil White Center:** Meals, showers, computer access, clothing, & case management. 6am-7pm, M-F. Sat. & Sun, dinner only, 6-7pm. 358 N. Montgomery St., SJ. Bus: 22, 68. 408-271-5160

**InnVision Elsa Segovia Center:** For women, children & families. Case management, preschool, laundry, medical care, etc. 11am-5pm, M-F. 795 Willow Road, Bldg. 323-D, MP. 853-7066 x200

**InnVision Georgia Travis Center:** For women & children. Showers, laundry, phone, clothing, toiletries, computer access, & classes. 297 Commercial Street, SJ. 8:30-4:30, M-F. 408-453-3124

**InnVision Opportunity Services Center (formerly Urban Ministry Drop-In Center) **\*\*new location\*\***:** Case management, referrals, bus passes, assistance in obtaining ID/DLs, emergency assistance, mail, phones, light breakfast, clothes, toiletries, computer access, showers, coin laundry, medical care, etc. 8-4, M-F. 33 Encina Ave., PA. Off El Camino Real between Town & Country and Palo Alto Medical Foundation. Bus: 22,35,88, 280,281,297,390,397, *DB, Marguerite/crosstown shuttle.* (*italics* = closest stop) 853-8672 x204

**InnVision Opportunity Services Center - Family Services **\*\*new\*\***:** For families and children. Case management, referrals, bus passes, assistance in obtaining ID/DL's, emergency assistance, groceries, mail, phones, clothes, toiletries, computer access, showers, coin laundry, medical care, etc. 10-6:30, M-F. 33 Encina Ave., PA. Off El Camino Real between Town & Country and Palo Alto Medical Foundation. Bus: 22,35,88,280,281,297, 390,397, *KX,DB, Marguerite /crosstown shuttle.* (*italics* = closest stop) 853-8672

**Mountain View Community Services Agency (CSA):** For residents of MV, LA, & LAH only. Case management, emergency assistance, groceries, referrals. 204 Stierlin Road, MV. M-F, 9-12,1:30-4. Bus 48, 51. 968-0836

**Sunnyvale Community Services Agency (CSA):** For residents of SVL only. Case management, emergency assistance, food, referrals, etc. 810 W. McKinley, SVL. M-F, 9-11:30am, 1-4:30pm. Bus 53, 54. 408-738-4321

[www.HelpSCC.org](http://www.HelpSCC.org) : Online directory of health & human services in Santa Clara County.

## Groceries

**Ecumenical Hunger Program:** 1836 Bay Road, EPA. Call M-F, 10-12 to make an appt. to pick up food from 3-4pm. Bus 280. 323-7781

**Family Harvest:** Opportunity Services Center, PA. 2nd Wednesday of the month., 5-7pm. Groceries for families in Palo Alto. Registration required. 853-8672 x204

**InnVision Urban Ministry Food Closet:** For homeless individuals & residents of PA, EPA & MP only. All Saints Episcopal Church, 425 Hamilton Ave. at Waverley, PA. 10-3:30 M-F. Also open LAST Saturday of every month from 11-2. *Picture ID required.* Bus 35, DB. 325-FOOD (325-3663)

**Mountain View Community Services Agency (CSA):** For residents of MV, LA, & LAH only. Food & Nutrition Center. 204 Stierlin Rd., MV. 10-12, 2-4, M-F. Call 9-4 for appt. Bus 48, 51. 968-0836 ext. 111

**South Palo Alto Food Closet:** For PA families only. Covenant Presbyterian Church, 670 E. Meadow at Middlefield. 10-2 M, W, F. Voucher must be obtained from Opportunity Center. Bus 35, 88. 494-9310

**St. Anthony's (of Padua):** 3500 Middlefield Rd., RWC. M-Sat., 11am-1pm. Bus 296. 365-9664

## Meals

### **Sunday**

**Bread of Life:** 1852 Bay Road, EPA. 2:30-3:30pm. Bus 280, 281, 296. 326-9796

**Breakfast With Friends:** Mountain View 7<sup>th</sup> Day Adventist Church. 1425 Springer Road. 8:30-10am. Bus 22 to El Monte. 967-2189

**InnVision "Breaking Bread":** Dinner at Holy Trinity Church, 330 Ravenswood, MP. 2:30-3:30 pm. Bus 22, 296.

### **Monday**

**InnVision "Breaking Bread":** Dinner at First United Methodist Church, 625 Hamilton Ave, PA. 5-6 pm. Bus 35.

**St. Anthony's (of Padua):** 3500 Middlefield Rd., RWC. 11am-1pm. Bus 296. 365-9664

**St. Francis of Assisi Church:** 1400 Bay Road near Glen Way, EPA. 5:30-6:30pm. Bus 280, 296.

**St. Thomas Episcopal:** 231 S. Sunset Ave, SVL. Serve 11:30-12:30. Open at 11. Serves holidays. Bus 22 to S. Pastoria. Walk to W. McKinley. At Washington Park turn left to Sunset. 408-736-4108

### **Tuesday**

**Bread of Life:** 1852 Bay Road, EPA. 4:30-5:30pm. Bus 280, 281, 296. 326-9797

**InnVision "Breaking Bread":** Dinner at Grace Lutheran Church, Loma Verde at Waverley, PA. 5-6pm. Bus 35.

**St. Anthony's (of Padua):** 3500 Middlefield Rd., RWC. 11am-1pm. Bus 296. 365-9664

### **Wednesday**

**Bread of Life:** 1852 Bay Road, EPA. 4:30-5:30pm. Bus 280, 281, 296. 326-9797

**InnVision "Breaking Bread":** Dinner at First Presbyterian Church, 1140 Cowper at Lincoln, PA. 5-6 pm. Bus 35.

**St. Anthony's (of Padua):** 3500 Middlefield Rd., RWC. 11am-1pm. Bus 296. 365-9664

**St. Thomas Episcopal:** 231 S. Sunset Ave, SVL. Serve 11:30-12:30. Open at 11. Serves holidays. Bus 22 to S. Pastoria. Walk to W. McKinley. At Washington Park turn left to Sunset. 408-736-4108

### **Thursday**

**Bread of Life:** 1852 Bay Road, EPA. 4:30-5:30pm. Bus 280, 281, 296. 326-9797

**InnVision "Breaking Bread":** Lunch at All Saints Episcopal Church, 555 Hamilton at Waverley, PA. 11:30-12:30. Buses 35, DB.

**St. Anthony's (of Padua):** 3500 Middlefield Rd., RWC. 11am-1pm. Bus 296. 365-9664

## Friday

**InnVision "Breaking Bread":** Lunch at All Saints Episcopal Church, 555 Hamilton at Waverley, PA. 11:30-12:30. Buses 35, DB.

**St. Anthony's (of Padua):** 3500 Middlefield Rd., RWC. 11am-1pm. Bus 296. 365-9664

**St. Thomas Episcopal:** 231 S. Sunset Ave, SVL. Serve 11:30-12:30. Open at 11. Serves holidays. Bus 22 to S. Pastoria. Walk to W. McKinley. At Washington Park turn left to Sunset. 408-736-4108

## Saturday

**Bread of Life:** 1852 Bay Road, EPA. 1-2pm. Bus 280, 281, 296. 326-9797

**InnVision "Breaking Bread":** Lunch at Covenant Presbyterian Church, 670 E. Meadow at Middlefield, PA. 11:30-12:30. Bus 35, 88.

**St. Anthony's (of Padua):** 3500 Middlefield Rd., RWC. 11am-1pm. Bus 296. 365-9664

## Local Showers

**Cubberley Community Center Gym:** 4000 Middlefield Rd. near San Antonio, PA. Bring your own towel & soap. 8-10am, M-Th only. Bus 35. 329-2418

**InnVision Elsa Segovia Center:** For women, children & families. Case management, preschool, laundry, medical care, etc. 11am-5pm. 795 Willow Road, Bldg. 323-D, MP. 853-7066 x200

**InnVision Opportunity Services Center (formerly Urban Ministry Drop-In Center) **\*\*new location\*\***:** 8-4, M-F. 33 Encina Ave., PA. Off El Camino Real between Town & Country and Palo Alto Medical Foundation. Bus: 22,35,88, 280,281,297,390,397, *DB, Marguerite/crosstown shuttle.* (*italics = closest stop*) 853-8672

**InnVision Opportunity Services Center - Family Services **\*\*new\*\***:** For families and children. 10-6, M-F. 33 Encina Ave., PA. Off El Camino Real between Town & Country and Palo Alto Medical Foundation. Bus: 22,35,88,280,281,297, 390,397, *KX,DB, Marguerite /crosstown shuttle.* (*italics = closest stop*) 853-8672 x204

## Medical/Health

*\* Indicates free TB test available for homeless individuals*

**\*Arbor Free Clinic:** 795 Willow Rd, Bldg. 334, MP. Sundays only, 11am-2pm. TB tests free. Bus 296, DB. 493-5000 ext. 22844

**\*Belle Haven Community Health Clinic:** 100 Terminal Ave, MP. 8:30-11:45, 12:45-5, M-F. TB tests free for homeless (letter from shelter required). TB tests given M, Tu, W, F at 2:30 pm. Bus 281. 321-0980

**\*Fair Oaks Family Health Center:** 2710 Middlefield Rd, RWC. 8:30-5, m-F, by appt only; 5-8pm Th. TB tests M & F, 2:30-4:30 & T & W, 9:30-11:30. TB tests free for homeless (letter from shelter required). Bus 296. 364-6010

**Mayview Community Health Center (Palo Alto):** 270 Grant Ave, PA. TB test costs \$15. Bus 22, 88. 327-8817

**Mayview Community Health Center (Mountain View):** 100 N. Moffett Blvd, Suite 101, MV. M, W, Th, F: 8:30-5, T: 12-8:30. TB tests given Mon. only at 1pm & cost \$15. Take El Camino Hospital Bus. 965-3323

**\*Opportunity Health Center:** medical, family, mental healthcare services, disability analyst. By appt only. 9-4, M-F. TB tests free; given M-Th. 33 Encina Ave., PA. Off El Camino Real between Town & Country and Palo Alto Medical Foundation. Bus: 22,35,88, 280,281,297,390,397, *DB, Marguerite/crosstown shuttle.* (*italics = closest stop*) 853-0321

**\*RotaCare Free Clinic:** 2400 Grant Road, MV. M & W, 4:30-8:30 by appt. only; same day appts available. (Same day appts. Available.) Immunizations: Tu, 9-11 & F, 9-12. TB tests: M 5-7, Tues. 9-11. TB tests free. Bus 35, 52. 988-8200

**VA Palo Alto:** For veterans only. 795 Willow Rd, MP. 493-5000. Bus 296, DB. Also at 3801 Miranda Ave, PA. 493-5000

**\*Willow Clinic:** 795 Willow Rd, Bldg. 334, MP. M-F, 8:30-12 & 1-5. TB tests free. Call to make an appointment. Bus 296, DB. 599-3890

## Mental Health

**Bill Wilson Center:** Primarily for runaway and homeless youth; some family programs. Case management, shelter, housing, counseling, advocacy, etc. Open 24 hours, 7 days a week. 3490 The Alameda, Santa Clara, CA, (408) 243-0222

**Opportunity Health Center:** medical, family, mental healthcare services, disability analyst. By appt only. 9-4, M-F. 33 Encina Ave., PA. Off El Camino Real between Town & Country and Palo Alto Medical Foundation. Bus: 22,35,88, 280,281,297,390,397,*DB, Marguerite/crosstown shuttle*. (*italics = closest stop*) 853-0321

**Santa Clara County Mental Health:** Assessment, consultation & referral through centralized system. Call 1-800-704-0900

**San Mateo County Mental Health:** Assessment, consultation & referral through centralized system. Call 1-800-686-0101

## Drug & Alcohol Information, Referral & Treatment

**Daytop Village:** 2560 Pulgas Ave, EPA. For screening call Director of Intake at 325-9544. Bus 280

**Free At Last:** 1796 Bay Road, EPA. Bus 280. 462-6999

**Palm Avenue Detox:** 2251 Palm Ave, SM. 513-6500

**Project 90:** 720 S. B St, #3, SM. For men only. 579-7881

**San Mateo County Dept. of Drug & Alcohol Services:** 573-3950

**Santa Clara County Dept. of Drug & Alcohol Services:** Gateway: alcohol & drug screening, information & referrals. Call 1-800-488-9919

## Clothing

**Bread of Life:** 1852 Bay Road, EPA. M-F, 10:30-5:30, Sat. 11-2. Bus 280, 281, 296. 326-9796

**Ecumenical Hunger Program:** 1836 Bay Road, EPA. M, W, Th, 10-12. Bus 280. 323-7781

**InnVision Elsa Segovia Center:** For women, children & families. 11am-5pm. 795 Willow Road, Bldg. 323-D, MP. 853-7066 x200

**InnVision Clothes Closet *\*\*new location\*\**:** May visit up to once each month for set of casual clothing. Men: W, 11:30am-2:30pm, Women: W, 11am-2pm. Emergency Clothes: M-F 8-4 (ask at front desk). In Opportunity Center, 33 Encina Ave., PA. Off El Camino Real between Town & Country and Palo Alto Medical Foundation. Bus: 22,35,88, 280,281,297,390,397,*DB,Marguerite/ crosstown shuttle*. (*italics = closest stop*) 853-8672

**St. Anthony's (of Padua):** 3500 Middlefield Rd., RWC. Women & children: Wed, 10:30-1pm. Single adults: Thurs, 10:30-1pm. Bus 296. 365-9664

## Emergency Assistance

**Dept. of Social Services(welfare/ E.D.D.):** 1110 La Avenida, MV. 8-4, M-F. Bus 40. 314-1300

**Ecumenical Hunger Program:** 1836 Bay Road, E.P.A. 10-12, M, W, Th. Bus 280. 323-7781

**Fair Oaks Community Center:** For RWC residents only. 2600 Middlefield Rd, RWC. 8-4, M-F. Bus 296. 780-7500

**InnVision Opportunity Services Center:** Emergency rental & utility assistance for residents of PA only. Must call for info or to set up an appointment. 8-4, M-F. Bus 22, DB, Marguerite Shuttle. 853-8672 x204

**Mountain View Community Services Agency:** For residents of MV, LA, & LAH only. 204 Stierlin, MV. 9-12, 1:30-4pm. Bus 51. 968-0836

**Sunnyvale Community Services Agency (CSA):** For residents of SVL only. 810 W. McKinley, SVL. M-F, 9-11:30, 1-4:30. Bus 53, 54. 408-738-4321

## Employment Services

**Downtown Streets Team:** transitional program to employ, train, and place homeless individuals in permanent positions. Participants work during training in exchange for food and shelter. 462-1795.

**Goodwill of Silicon Valley:** vocational, occupational, and educational services for those with disabilities and other barriers to employment. 1080 North Seventh Street, SJ. (408) 998-5787 x 223

## Shelters

**Shelter Hotline: 1-800-7-SHELTER**

[www.housingscc.org](http://www.housingscc.org) An online reference for locating housing in Santa Clara County. Click on Shelters for a list of shelters

## Single People

**City Team Rescue Mission:** Men only. 1174 Old Bayshore Highway near Oakland Rd, SJ. Line up at 4:30. Meal, shower, bed, attendance at religious service required. First come first served. 408-288-2153

**InnVision Clara-Mateo Alliance:** Shelter/transitional housing. 795 Willow Rd, Bldg. 323-D, MP. Walk in or call. Bus 296, DB. 853-7066 x217

**Cupertino Community Services Agency:** For men working or actively looking for work. ID required. 10185 N. Stelling, Cupertino. Bus 23, 25. 408-255-8033

**Emergency Housing Consortium (EHC):** Intake done at Bocardo Reception Center (open 24 hrs). 2011 Little Orchard St., SJ. 408-294-2100 ext. 423.

**Homeless Veterans Emergency Housing Facility (HVEHF):** Veterans only. 795 Willow Rd, Menlo Park. Bldg. 323 B. Bus 296, DB. 493-5000 ext. 22044

**Homeless Veterans Rehabilitation Program (HVRP):** Veterans only. Menlo Park VA. 493-5000 ext 22751 or 800-848-7254

**InnVision Commercial Street Inn:** Emergency & transitional housing. Women and children only. Intake done through Georgia Travis Center. 66 Rosemary, SJ. Take light rail to corner of 1<sup>st</sup> & Gish, walk one block back. 408-453-3124

**InnVision Hotel de Zink:** Emergency shelter program for men & women. Intake at Opportunity Services Center, 33 Encina Ave., PA. Off El Camino Real between Town & Country and Palo Alto Medical Foundation. Bus: 22,35,88, 280,281,297,390,397, *DB, Marguerite/ crosstown shuttle.* (*italics* = closest stop) 853-8672 x207

**InnVision Julian St. Inn:** SJ. By referral only. For clients with mental health diagnosis. 408-271-0820

**InnVision Montgomery Street Inn:** Men only. Emergency & transitional housing. Call or drop-in mornings to be put on bed list. 385 N. Montgomery St, SJ. Bus 22, 68. 408-271-5160

**Maple Street:** Emergency & transitional shelters. By voucher only. Obtain voucher at Fair Oaks Community Center, 2600 Middlefield Rd, RWC. Bus 296. 364-1150

**Safe Harbor:** 295 North Access Rd., South San Francisco. Must get voucher 1<sup>st</sup> night from St. Vincent de Paul or Samaritan House (SM). 347-3648

**Salvation Army Hospitality House:** Men only. 405 N. 4<sup>th</sup> St., SJ. Line up at 1:30. Shower & meal mandatory. Bus 66. 408-282-1175

**Second Chance:** Men, women & children. 6519 Central Ave, Newark. Call 8:30-9:30 for intake. 510-792-4357

**Shelter Network:** SM County. By referral only. Referrals available from Opportunity Services Center.

**Spring Street Shelter:** Redwood City. By referral only. For mentally disadvantaged adults. 365-5772

**Sunnyvale Armory:** Open Thanksgiving thru spring. 620 E. Maude, SVL. Doors open at 6pm. Bus 26, 55. 408-739-6980

**Telecare:** Referrals only through San Mateo County Mental Health. Menlo Park.

## Families with Children

**Bill Wilson Center:** Primarily for runaway and homeless youth; some family programs. Open 24 hours. 3490 The Alameda, Santa Clara, CA, (408) 243-0222

**InnVision Clara-Mateo Alliance:** 795 Willow Rd, Bldg. 323-D, Menlo Park. Bus 296, DB. 853-7066 x200

**Emergency Housing Consortium (EHC):** Intake done at Bocardo Reception Center, 2011 Little Orchard, SJ. Open 24 hrs. Bus 55, 328. 408-294-2100 ext. 402

**Family Supportive Housing (formerly San Jose Family Shelter):** 1600 Las Plumas Ave, SJ. 24 hr. facility. Shelter & comprehensive day services for residents. Parents over 18 & children under 18. Clean & sober facility. Call at 10am M-F. Bus 77. 408-926-8885

**InnVision Commercial Street Inn:** Women & women with children. Intake done through Georgia Travis Center. 66 Rosemary, SJ. Take light rail to corner of 1<sup>st</sup> & Gish & walk one block back. 408-453-3124.

**Interfaith Hospitality Network:** Rotating church shelter for families with children. By referral only. Referrals available through the Opportunity Center or Fair Oaks Community Center. SM. 652-1100

**Second Chance:** Men, women & children. 6519 Central Ave, Newark. Call 8:30-9:30am for intake. Bus DB. 510-792-4357

**Shelter Network:** Throughout San Mateo County. By referral only. Referrals available through Opportunity Services Center.

## Domestic Violence

**AACI Domestic Violence Shelter:** 2400 Moorpark Ave, Ste 300, SJ. Bus 68. 408-975-2739

**Bill Wilson Center/Project SAFE PLACE:** For any youth under 18 who needs a safe place to go. *Any youth can get on a VTA Bus or Light Rail and tell the driver they need a SAFE PLACE and a supervisor will come and transport them to the Bill Wilson Center.* Open 24 hours. 3490 The Alameda, Santa Clara, CA, Toll free:1-888-247-7717

**CORA:** SM. Screening done through 24-hour hotline: 312-8515 or 800-300-1080

**Next Door Solutions to Domestic Violence:** 234 E. Gish Rd., SJ. Office: 408-501-7550. Screening & acceptance through 24hr hotline: 408-279-2962

**San Mateo Women's Shelter:** SM. Office: 652-0800. Call 24-hr hotline for intake: 312-8515

**Support Network for Battered Women:** 1257 Tasman Drive, Suite C, SV 9-5, M-F. Bus 22. 408-541-6100