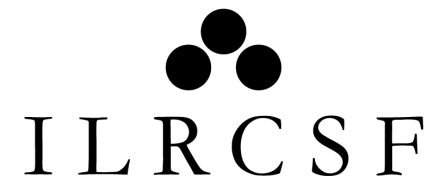


This booklet is available in Spanish, Chinese and other alternative formats.

Contact ILRC SF at 415-543-6222 or info@ilrcsf.org

Revised 2011

SERVICES FOR PEOPLE WITH DISABILITIES



Independent Living Resource Center San Francisco

649 Mission Street, 3rd Floor • San Francisco, CA 94105-4128
(415) 543-6222 • (415) 543-6318 Fax • (415) 543-6698 TTY only
(415) 543-6743 Spanish • (415) 543-6768 Chinese
www.ilrcsf.org

NOTES

The Independent Living Resource Center San Francisco's (ILRCSF) mission is to ensure that people with disabilities are full social and economic partners, both within their families and in a fully accessible community.

ILRCSF core values are:

- ❖ Choice: the right of individuals and families to make informed decisions about their own lives.
- ❖ Persons with disabilities are experts on their own needs.
- ❖ Consumer leadership creates an accessible community.
- ❖ Full access to and inclusion in the community for all people with disabilities means the same range of choices as the general community.
- ❖ Universal usability means that services, housing and consumer products are designed to be used by all members of the community.

Independent Living Resource Center San Francisco’s (ILRCSF) goal is to build bridges between people with disabilities and the community in which they live.

ILRCSF does this with:

- ✓ A Staff and Board of Directors who are 85% people with disabilities,
- ✓ Advocacy to remove barriers to independent living,
- ✓ Services such as:
 - Peer support
 - Self advocacy training
 - Counseling in the areas of housing, employment and SSI/SSDI/CAPI
- ✓ Public education about disability, and
- ✓ Information and referral.

TABLE OF CONTENTS

	Page No.
ASSISTANCE	
California Telephone Access Program (CTAP)	4
RTC Discount Card	5
PG&E CARE Program	6
PG&E Reach Program	7
PG&E Medical Baseline Program	8
Universal Lifeline Telephone Service	9
EMPLOYMENT	
Department of Rehabilitation	12
One Stop Center	13
PUBLIC BENEFITS	
SNAP (Formerly known as “Food Stamps”)	18
IHSS	19
Healthy Kids	20
Medi-Cal	21
250% Working Disability Medi-Cal Program	22
Medicare	23

	Page No.
PUBLIC BENEFITS (continued)	
CAPI	24
SSDI	25
SSI	26
RIGHTS	
ADA	30
Fair Housing	31
Individual Rights	32
Tenants Rights	33
TRANSPORTATION	
Disabled Placard	36
SF Paratransit	37
OTHER INFORMATION	
Social and Recreation Resources	40
ILRCSF Services	41
Assistive Technology	
Health Care Information	
ADA Employment Issues	

ILRCSF Services

Assistive Technology

These devices are used to help an individual perform some tasks of daily living. This includes supportive tools and equipment from adaptive spoons, to wheelchairs and systems for environmental control.

Health Care Information

Your information central about HMO's and people with disabilities is Independent Living Resource Center San Francisco. Learn about HMO's, talking to your doctor, rights, responsibilities, getting accommodations and appealing a decision.

ADA Employment Issues

- What are reasonable accommodations?
- What are your rights and what questions can an employer ask?
- What can you do if you are discriminated against on the job?
- What are your options for health insurance?

For more information please call Independent Living Resource Center at (415) 543-6222 English; (415) 543-6743 Spanish; (415) 543-6768 Chinese

Social and Recreation Resources

Self Help

1095 Market Street, Suite 202

San Francisco, CA 94103

(Peer Support for people with psychiatric disabilities)

(415) 575-1400

English, Spanish

The Janet Pomeroy Center

207 Skyline Blvd.

San Francisco, CA 94132

(Has an accessible swimming pool and other programs for people with disabilities. You must call first)

(415) 665-4100

English, Spanish, Mandarin, Cantonese

SF Public Library Main Branch

100 Larkin Street at Grove

San Francisco, CA 94102

(Deaf and Disabled Services)

(415) 557-4434 (Voice)

(415) 557-4433 (TTY)

English (other languages by referral)

For more information please call Independent Living Resource Center at (415) 543-6222 English; (415) 543-6743 Spanish; (415) 543-6768 Chinese

ASSISTANCE

OTHER INFORMATION

California Telephone Access Program (CTAP)

Qualified consumers who have functional limitations using the telephone can receive special equipment such as an amplified telephone with increased volume, loud ring or a flashing light device to indicate phone is ringing, a TTY machine, speech amplifier, telephone headset, or memory dialing, etc., which will assist them when making or receiving calls.

To be eligible a person must have a functional limitation such as: hearing loss or deafness, low vision or blindness, a speech disability, a mobility impairment, or a cognitive impairment.

To qualify you must live in a residence that has telephone service and you must be certified as having a temporary or permanent impairment that makes using the telephone difficult.

For more information call:

(800) 806-1191 (Voice)

(800) 806-4474 (TTY)

English, Spanish, Mandarin, Cantonese

***To learn more about specialized telephone equipment and services call ILRCSF at
(415) 543-6222 English;
(415) 543-6743 Spanish; (415) 543-6768 Chinese***

San Francisco Paratransit

This is an alternative transportation for persons who are prevented from independently using Muni some or all of the time.

For qualified disabled persons who use mobility aids or specialized equipment or are otherwise unable to use Muni.

The benefit is that, if your application is approved, you will receive door-to-door service for a small fee.

To see if you qualify you must first fill out the application form. Within 21 days after you submit the application form you will be notified of a phone/personal interview to see if you are eligible.

For more information about Paratransit call:

(415) 351-7000

English, Spanish, Mandarin, Cantonese

***For more information please call Independent Living Resource Center at (415) 543-6222 English;
(415) 543-6743 Spanish; (415) 543-6768 Chinese***

Disabled Placard

This is a Special Plate issued by the Department of Motor Vehicles that allows a person to park free in designated parking spaces.

People who have mobility impairments, wheelchair users, people who use canes or crutches, and people who have a doctor's certification of their disability are eligible for this plate.

The benefit of having a Disabled Placard is having parking privileges with no fee, and self-service rates at some service stations, which are only available if you have the Special Plate.

To be eligible you must complete and sign the Application for Disabled Persons Placard or Plates (REG 195) and have your doctor sign the certification.

For more information call the DMV:

(800) 777-0133
English, Spanish

For more information please call Independent

Regional Transit Connection (RTC) Discount Card Program

This discount card is for use with all transportation in the Bay Area (Muni, Bart, AC Transit, etc.). The benefit of being involved is that it allows individuals to receive fare discounts on public transportation.

People who have disabilities, ages 18 and over, are eligible.

To qualify for the discount program you must fill out an application and have a doctor verify that you have a disability.

For more information call MUNI Accessible Service:

(415) 923-6070 (Voice)

(415) 701-4730 (TTY)

English, Spanish

(Mandarin, Cantonese with an interpreter)

***To learn more about the Transit Discount Card call
ILRCSF at (415) 543-6222 English;
(415) 543-6743 Spanish; (415) 543-6768 Chinese***

California Alternate Rates for Energy (CARE)

This is a discount program of Pacific Gas and Electric Company.

Low-income households are eligible.

The benefit of being involved is that you receive 20% off your utility bill monthly.

To qualify your energy bill must be in your name, you must have lived at your address more than half a year, your household must meet the CARE income eligibility guidelines, and you must submit an application.

Income Guidelines valid until May 31, 2011

Number of Persons in Household	Total Combined Annual Income
1 or 2	\$31,300
3	\$36,800
4	\$44,400

For more information call PGE-CARE:

(866) 743-2273

English, Spanish, Mandarin, Cantonese

**To learn more about PG&E CARE call ILRCSF at
(415) 543-6222 English; (415) 543-6743 Spanish;
(415) 543-6768 Chinese**

TRANSPORTATION

Relief of Energy Assistance through Community Help (REACH)

REACH is a program administered through the Salvation Army. This is a one time energy-assistance program, which is sponsored by PG&E.

People who are disabled, seniors, sick, or unemployed who are experiencing hardship and are unable to pay for their energy needs are eligible.

The benefit of being involved is that a recipient can receive assistance once within a 12 month period, but there are exceptions for people with disabilities and seniors.

To qualify you must have an Energy Emergency, an account in your name at your home, a 15-Day or 48-Hour Notice, meet the Low-Income Guidelines, and be able to verify your Income.

Income Guidelines

Household Size	Annual Guidelines
1 or 2	\$30,500
3	\$35,800
4	\$43,200

PG&E Medical

Medical PG&E is a financial assistance program for residential customers that have special energy needs due to certain qualifying medical conditions. (Medical Devices, Respirators, Motorized Wheelchairs, etc.)

Are you a person who has a special heating and/or air conditioning need, which is necessary to sustain or prevent deterioration of a medical condition?

Eligible residential customers may receive a “standard” Medical Baseline amount of electricity and /or gas per month.

Complete an application form and have a licensed Doctor in CA sign to certify the medical condition and mail to PG&E.

For more information call:

(800) 743-5000

TTY (800) 652-4712

English, Spanish

(Mandarin, Cantonese with an interpreter)

To learn more about energy assistance savings call ILRCSF at (415) 543-6222 English; (415) 543-6743 Spanish; (415) 543-6768 Chinese

Tenants Rights

As long as a tenant fulfills his legal duties and requirements of the rental agreement, he has the right to exclusive possession of property he rents or leases for the term of the rental agreement. The landlord may retain in the lease a right to inspect the dwelling at reasonable times and in a reasonable manner.

If something goes wrong in your home which is the landlord’s duty to fix, you should let him know in writing what needs to be repaired and you must give him a reasonable amount of time to get the repair done.

If your landlord does not live up to his duties as set by law and the terms of the rental agreement you have the right to seek relief in court, or move out.

As a tenant you have an obligation to pay your rent on time, keep your home clean and safe, not damage the property, comply with building and housing codes, replace batteries in smoke detector when needed, and to vacate the premises at the end of the term.

For more information on Tenant Rights for people with disabilities call Independent Living Resource Center at (415) 543-6222 English; (415) 543-6743 Spanish; (415) 543-6768 Chinese

Individual Rights

All persons living in California have certain rights regardless of their immigration status. If you have a problem with a state law or a public program, you have a right to make your voice heard. Your elected officials have the responsibility to listen to your concerns and make laws that meet your needs.

You have the right to submit written applications for benefits, to an appeal or fair hearing if you think you have been denied benefits unfairly, or to have your application or hearing done by phone if you have a disability or you are homebound.

If you do not speak English you have the right to a free interpreter. You also have the right to have a clinic, hospital, or welfare office have written materials in your language. You have a right to have materials describing the program explained to you in your own language for free.

To learn more about Rights call Independent Living Resource Center at (415) 543-6222 English; (415) 543-6743 Spanish; (415) 543-6768 Chinese

Universal Lifeline Telephone Service (ULTS)

This program offers affordable, local telephone service to qualifying California households so that low-income and eligible hearing-disabled people can afford basic phone service.

Low-income households are eligible.

The benefit of being involved is that Lifeline offers you reduced rates, a reduced connection fee to begin phone service; there is no deposit necessary, and you receive local phone service for just a few dollars a month.

To receive the discounts provided by Lifeline you must be able to certify that the income for your household is at or below the program income guidelines.

Income Guidelines (6/1/09 through 5/31/12)

Household Members	Total Gross Income
1 or 2	\$24,000
3	\$28,200
4	\$34,000
For each additional member, add \$ 5,800	

To learn more ULTS call Independent Living Resource Center at (415) 543-6222 English; (415) 543-6743 Spanish; (415) 543-6768 Chinese

EMPLOYMENT

RIGHTS

Department of Rehabilitation

This is a State program to help disabled persons with training (school or vocational) or with accommodations needed to go back to work.

Any person with a disability is eligible for services, but if there is not enough funding for everyone - it serves people with the most significant disabilities first.

The benefit of being involved with the Department of Rehabilitation is that if you choose to receive their help, they can help you make a plan that will achieve employment including training and education.

To qualify you must first attend an orientation, then meet with a counselor and make a plan that will help guide you in your search for employment.

For more information call:

(415) 904-7100 (VOICE)

(415) 904-7138 (TTY)

English, Spanish, Mandarin, Cantonese

For more information call Independent Living Resource Center at (415) 543-6222 English; (415) 543-6743 Spanish; (415) 543-6768 Chinese

Fair Housing

Federal and California fair housing laws assure you the right to be treated fairly. The Fair Housing Act makes it illegal to discriminate in any type of housing related transaction.

Examples of prohibited discrimination are:

- Refusal to rent or deal with someone because of a disability
- Special rules, deposits or rental charges
- A false statement (because of disability) that housing is not available
- Refusal of reasonable accommodation in practices, policies or services
- Refusing to let you make a reasonable modification at your expense to your apartment or common areas such as a lobby
- Advertising which limits housing for someone with a disability
- Restricting choice to a neighborhood or a particular floor of a building
- Intimidation or retaliation against someone for filing a complaint

To learn more about Fair Housing call Independent Living Resource Center at (415) 543-6222 English; (415) 543-6743 Spanish; (415) 543-6768 Chinese

Americans with Disabilities Act (ADA): Employment, Services, and Education

The Americans with Disability Act (ADA) was established in 1990. It is a federal civil rights law for people with disabilities, intended to end discrimination against people with disabilities, also intended to facilitate full participation in society as a whole by people with disabilities.

The ADA covers employment, State and Local Government Services, public accommodations or private business, and telecommunications.

Under the ADA a person with a disability is someone who has a physical or mental impairment that limits one or more major life activities, or has a record of such impairment, or is regarded as having such impairment.

To learn more about the ADA call Independent Living Resource Center at (415) 543-6222 English; (415) 543-6743 Spanish; (415) 543-6768 Chinese

One Stop Center

The One Stop Center offers a variety of free job search classes, career development and employment skill classes for all San Francisco job seekers. There is no appointment needed or schedule for people to use the computer lab, if one is available. The One Stop Center is open from 8 am to 5 pm.

Anyone who is looking for employment is eligible for services.

The benefit of going to the One Stop Center is that leads to employment do lead to successful jobs, and by using their computers you can respond to employers ASAP.

To qualify to use the equipment at the One Stop Center you must register first, afterwards you will receive a One Stop Swipe Card.

For more information call Independent Living Resource Center at (415) 543-6222 English; (415) 543-6743 Spanish; (415) 543-6768 Chinese

There are three (3) locations:

Career Link Civic Center
801 Turk Street
San Francisco, CA 94102
(415) 749-7503

English, Spanish, Mandarin, Cantonese

Southeast Career Center
1800 Oakdale Avenue
San Francisco, CA 94124
(415) 970-7762

English only

The One Stop Career Link Center
3120 Mission Street
San Francisco, CA 94110
(415) 401-4800

English, Spanish, Mandarin, Cantonese

***For more information call Independent Living
Resource Center at (415) 543-6222 English;
(415) 543-6743 Spanish; (415) 543-6768 Chinese***

Supplemental Security Income (SSI)

This is a disability benefit for those who are low income.

People who are 65 and over, legally or totally blind, or disabled with a low regular monthly income are eligible.

The benefit of being involved in SSI is that you automatically receive Medi-Cal, you may be eligible for IHSS, and a check for you arrives on the first of every month.

To qualify for SSI you must meet a resource requirement (money in your savings or checking account of no more than \$2000 for a single person or \$3000 for a couple, you can own one home in which you live and one car of any value, etc.), whether you are single or married. Apply at the Social Security Administration office in your neighborhood.

For more information on Social Security call:

(800) 772-1213

English, Spanish (Mandarin & Cantonese with an interpreter)

For nearest location and more information please call Independent Living Resource Center at (415) 543-6222 English; (415) 543-6743 Spanish; (415) 543-6768 Chinese

PUBLIC BENEFITS

Social Security Disability Insurance (SSDI)

SSDI is a benefit for people who are considered blind, or disabled and is insured by workers contributions to the Social Security Trust Fund.

To be eligible you must have worked and paid into Social Security taxes for 20 quarters to be covered under Social Security insurance. Or you may be eligible based on a parents' contributions, if you were disabled before age 22. A disabled worker with a dependent spouse may also be eligible.

The benefit of being on SSDI is that there is no resource limit (money in the bank or property) and after the waiting period of 24 months you will be eligible for Medicare.

The applicant must meet the SSA definition of medically disabled, have a disability which will last for more than 12 months, and must not engage in Substantial Gainful Activity (SGA) at the time of the application \$1,000.00 (2011). To apply for SSDI go to the Social Security Administration office in your neighborhood.

For more information on benefits call Independent Living Resource Center at (415) 543-6222 English; (415) 543-6743 Spanish; (415) 543-6768 Chinese

Cash Assistance Program for Immigrants (CAPI)

The Cash Assistance Program for Immigrants provides cash assistance to immigrants who are aged, blind or disabled, who do **not** qualify for SSI due to immigration status.

CAPI participants may be eligible for Medi-Cal, In-Home Supportive Services (IHSS) and/or SNAP (formerly known as “Food Stamps”) benefits.

To qualify for CAPI you must be either a qualified immigrant or Permanently Residing in the U.S. Under Color of Law (PRUCOL). (Note: Lawful permanent residents, asylees, refugees, persons paroled in the U.S. for at least 1 year, persons who have been granted withholding of deportation or removal, etc.)

For an application call the toll free hotline:

(415) 558-1978
English, Spanish, Mandarin, Cantonese

***For more information please call Independent
Living Resource Center at (415) 543-6222 English;***

SNAP

The Supplemental Nutrition Assistance Program was developed by the federal government to stamp out hunger in the United States. Participants are issued a plastic card called an Electronic Benefit Transfer (EBT) to use to make purchases from stores that accept SNAP benefits. Seniors, disabled and homeless persons can use their EBT card to purchase prepared food from authorized restaurants by participating in the Restaurant Meals Program.

Eligibility for SNAP is established by the household income. Most people who are enrolled in CalWORKs or any CAAP program are automatically eligible. People on SSI are not eligible.

To qualify the amount of household resources in money and property can be up to \$2000 regardless of household size. \$3000 is allowed for a household with at least one person who is disabled or age 60 or older. The monthly household gross income must be the same or below the amount listed in the chart below.

Household Size (Oct.1, 2010- Sept. 30, 2011)	Maximum Gross Monthly Income
1	\$1,174
2	\$1,579
3	\$1,984
4	\$2,389

For more information please call Independent Living Resource Center at (415) 543-6222 English; (415) 543-6743 Spanish; (415) 543-6768 Chinese

Medicare

This is a federally sponsored health insurance program for individuals. Consisting of three areas of care, Hospital (Part A), Medical (Part B), Prescription Drug Coverage (Part D).

Medicare is a program for individuals over 65, SSDI eligible individuals with disabilities or individuals with permanent kidney failure.

After 25 consecutive month of receiving Social Security Disability Insurance (SSDI) one will be able to receive Medicare. It is focused on acute, short-term care.

Part A covers:

- Inpatient care in hospitals
- Critical access hospitals
- Skilled nursing facilities
- Hospice care
- Home health care

Part B covers:

- Most doctor services
- Outpatient care
- Medically necessary services and supplies
- Outpatient mental health care
- Clinical lab services, etc.

For more information please call Independent Living Resource Center at (415) 543-6222 English; (415) 543-6743 Spanish; (415) 543-6768 Chinese

250% Working Disabled Program

This program allows a working disabled person to buy into Medi-Cal health coverage by paying a monthly premium.

To participate in the program an individual must be working, meet Social Security's medical definition of disability, and meet the program's asset and income requirements.

For this program to cover services a person who qualifies will pay a monthly premium payment. Based on countable income, individuals pay monthly premiums on a sliding scale.

An individual must be a legal United States and California resident.

For more information call:

(415) 863-9892
English, Spanish, Mandarin, Cantonese

For more information please call Independent Living Resource Center at (415) 543-6222 English; (415) 543-6743 Spanish; (415) 543-6768 Chinese

In-Home Supportive Services (IHSS)

IHSS are services that are provided to a person who is blind, disabled, or elderly so that they are able to live safely in their own homes. The benefit of having IHSS is that you get to live independently and have someone come to your residence and help do things you cannot do: this may involve personal care, help with errands, laundry, meal preparation or cleaning up, or shopping for groceries. Family members may qualify to be paid providers.

To be eligible one must have low income or be receiving SSI and require assistance in the home as well as have a valid Social Security Number. If income is over SSI you will pay share of cost.

For more information call the Department of Human Services:

(415) 557-5251
English, Spanish, Mandarin, Cantonese

For more information or to appeal a decision you disagree with please call Independent Living Resource Center at (415) 543-6222 English; (415) 543-6743 Spanish; (415) 543-6768 Chinese

Healthy Kids

Healthy Kids is a comprehensive health care insurance program-offering medical, dental, and vision services to children of low to moderate-income families who live in San Francisco.

This program is offered through San Francisco Health Plan. Their goal is to improve the quality of life for the people who live in San Francisco by making sure no child is turned away from receiving quality health care because they cannot afford it or because of immigration status.

This program is offered only to San Francisco residents, your child must be between the age of 0 –18, must not be eligible for full-scope Medi-Cal, or be covered by an employer health insurance, and is an undocumented immigrant, legal immigrant, or U.S. citizen.

For more information call:

(415) 777-9992

English, Spanish, Mandarin, Cantonese

For more information please call Independent Living Resource Center at (415) 543-6222 English; (415) 543-6743 Spanish; (415) 543-6768 Chinese

Medi-Cal

Medi-Cal is California's Medicaid program. It is jointly funded by the state and federal government, and administered by the California Department of Health Service.

For low-income individuals with specific health needs who are aged, blind, disabled. Families receiving CalWORKs, pregnant women and children are also eligible. Medi-Cal is based on a number of factors such as income, assets, family size, age and disability, etc.

You must be a resident of the United States or a non-citizen lawfully residing in California to qualify. This program is based on financial need.

Medi-Cal is available through the County Department of Social Services in your area or automatically if you receive SSI.

For more information call the Department of Human Services:

(415) 863-9892

English, Spanish, Mandarin, Cantonese

For more information please call Independent Living Resource Center at (415) 543-6222 English; (415) 543-6743 Spanish; (415) 543-6768 Chinese