

Alameda County Responsibility to Community Health (ARCH) Frequently Asked Questions

1. Who does the program assist?

The program assists individuals who are:

- Age 18 years or older
- Alameda County resident for at least 6 months
- Test positive for COVID-19 as of 8/24/2020
- Referred by one of the designated Community Health clinics or Alameda County Department of Public Health
- Live in one of the high-risk neighborhoods and zip code areas:
West Oakland: 94607
San Antonio: 94606
Fruitvale: 94601
East Oakland: 94621 and 94603
Unincorporated Ashland/Cherryland: 94578, 94541, and 94580
South Hayward: 94544

2. Is there a phone line or website to apply for the stipend?

The ARCH application and referral process for COVID-19 positive adults who meet all program eligibility requirements is managed through our designated health clinic partners and the Alameda County Public Health Department's Case Investigation/Contact Tracing Provider Unit. There is no online application or referral number for the general public.

3. How can people apply?

Again, there is no “public” application process for the ARCH program. If an individual visits one of the designated health clinics or is tested by the Public Health Department’s Case Investigation/Contact Tracing Provider Unit and they test positive for COVID-19, as of August 24, 2020, they will be screened for the ARCH based on eligibility criteria to determine if they qualify for the program. If it is determined that an individual meets all ARCH program requirements, an application is completed on behalf of that individual and referred to the Social Services Agency for ARCH stipend distribution.

4. When does the program start?

Participating Health Clinics and the Alameda County Public Health Department’s Case Investigation/Contact Tracing Provider Unit began making referrals to the ARCH program on August 24, 2020.

5. Are there designated Health Clinics for testing to receive a referral to the ARCH?

Vulnerable residents who test positive for COVID-19 and meet all ARCH program eligibility requirements will be referred to the program by the Alameda County Public Health Department, Case Investigation/Contact Tracing Provider Unit and the following participating health clinic partners:

- [La Clinica Health Center](#)
- [Tiburcio Vazquez Health Clinic](#)
- [Roots Community Health Center](#)
- [West Oakland Health Center](#)

6. Can I qualify if I am receiving Unemployment?

No. Current recipients of Unemployment Insurance Benefits (UIB) are not eligible for the stipend.

7. Do I qualify if I have employer paid sick leave?

No. If you qualify for and are receiving employer paid sick leave of any kind you are not eligible for the ARCH program.

8. Will immigration status impact program eligibility?

No. Program eligibility is not based on immigration status.

9. Am I eligible for the program if I have been laid-off or furloughed, but have not tested positive for COVID-19?

No. Eligibility for the ARCH program is based on a positive COVID-19 test in addition to the eligibility criteria above.

10. Is the stipend retroactive?

No. Stipends are not retroactive. The effective date of program eligibility is August 24, 2020.

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11. How long can I receive the stipend?

Stipends are available to eligible COVID-19 positive individuals, who meet all eligibility criteria, on a one-time basis.

12. How will I receive the stipend?

Stipends will be issued in the form of a Visa pre-paid card.

13. Can I get the stipend in another form (check, wire transfer)?

At this time stipends will only be issued in the form of Visa pre-paid card.

14. If I am still sick after 2 weeks, can I get a second stipend payment?

No. The stipend program is for a two-week period only. Extensions will not be considered.

15. I am waiting for my test result. They told me that I should not go to work until I get my test result. Am I eligible for the stipend?

No. Eligibility for the stipend is effective once the individual has received a positive COVID-19 test result.

16. Is the stipend taxable income?

No. Stipends are not taxable income.

17. Will my information be shared with any other government agency?

No. All information provided to determine ARCH program eligibility is confidential and will not be shared with any outside entities other than the identified participating County agencies and Health Clinics at this time.

18. Do I have to be employed to receive the stipend?

No. Employment is not a program eligibility requirement; however, all eligible adult household members must test positive for COVID-19 and meet all program eligibility criteria.

19. I am homeless and have tested positive for COVID-19. How can I receive a stipend?

Eligible homeless ARCH applicants are required to self-isolate for a minimum of 10 days, in a Project Roomkey hotel, either Comfort Inn or Quality Inn, before they are eligible to receive a stipend.

20. If I am homeless and self-isolate in a hotel other than Comfort Inn or Quality Inn, will I be eligible for the stipend?

No. At this time self-isolation is limited to Comfort Inn or Quality Inn.

21. Will the Case Investigation/Contact Tracing (CI/CT) Unit provider complete applications for each adult in household?

Yes. CRT/Resource Navigators will complete an ARCH application on each COVID-19 positive adult (as confirmed by lab test) living in the house to determine program eligibility.

22. If more than one family lives in a house, are they limited to one stipend?

No. If multiple adults living in one house test positive for COVID-19, each COVID positive adult will need to submit an application for the ARCH program. ARCH program eligibility is determined on an individual case by case basis.

23. Is marriage a factor for eligibility?

No.

24. I live with other COVID-19 positive adults. Should they be included on my ARCH application?

No. This would be a violation of the Health Insurance Portability and Accountability Act (HIPAA).