

## **Need help or have a question?**

**Address:**

1111 San Felipe Rd 206

Hollister, CA 95023

**Phone:** (831) 636-4180

**Office hours:** Mon-Fri 8:00AM - 5:00PM

**What to bring if you can:** \_\_\_\_\_

## **The Little Book of House Rules**

*A friendly guide to how public assistance works*

## One last thing

You don't need to get everything right on the first try.  
This is a process, not a personality test.  
If you're here, you're already doing the right thing.

This system can feel confusing.  
You're not doing anything wrong if it does.  
This little book isn't about rules to trip you up.  
It's about how the process works, so there are fewer surprises.  
Think of it as a map, not a test.

## Welcome

Rule 10

## We are on the same side of the table

Our role is to:

- Help you understand the process
- Apply the rules correctly
- Support you through each step

Your role is to:

- Share what's going on
  - Let us know when things change
  - Ask when something doesn't make sense
- That's how this works best.

Rule 1

## Asking for help is allowed

You don't need to know the right words.

You don't need to know which form does what.

That's our job.

Your job is to tell us what's going on.

## The process happens in stages

Most cases move through a few common steps:

- Getting started
- Sharing information
- Waiting while we review
- Receiving benefits
- Checking in again later
- You don't have to memorize this.
- It just helps to know that waiting is part of the process, not a mistake.

## You are allowed to check in

It's okay to ask:

"Did you receive this?"

"What's the status?"

"What happens next?"

Silence doesn't help either.

Checking in doesn't slow things down.

## Confusion is not failure

If you feel lost, overwhelmed, or unsure,  
that's not on you.

This system was built over many years,  
by many people, for many situations.

Needing things explained again is  
normal.

## Paperwork is about clarity, not suspicion

When we ask for documents, it's usually  
because:

The rules require proof, or  
Something changed and we need to  
understand it

It's not a judgment.

It's how the system keeps things fair.

If something is hard to get, tell us.

## real life

The system moves slower than  
expected  
Life changes, and that's  
If something urgent is happening:  
We know emergencies don't wait.  
The system sometimes does.  
Say so  
Ask about faster options  
Let us know what you're worried about  
We can't always speed things up, but we  
can explain what's possible.

You won't break anything by asking.  
whether it matters.  
What helps most is letting us know when  
something changes, even if you're unsure  
That's normal.  
Households change.  
Jobs change.  
People move.

Rule 6

## You don't need to understand every rule

You don't need to know:

Every eligibility detail

Every exception

Every form name

You do need to:

Share accurate information

Ask questions when something doesn't make sense

Understanding grows as you go.

Rule 5

## Deadlines exist, but help still does too

Some steps have time limits.

Missing one can cause delays or pauses.

If that happens:

Reach out anyway

Ask what your options are

Don't assume it's over

Many problems are easier to fix sooner, but they're often still fixable later.

