

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

Welcome

Think of it as a map, not a test.

It's about how the process works, so there are fewer surprises.

This little book isn't about rules to tip you up.

You're not doing anything wrong if it does.

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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.

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.

You are allowed to check in

It's okay to ask:

“What’s the status?”
“Did you receive this?”
“What happens next?”

Checking in doesn’t slow things down.

Silence doesn’t help either.

of the process, not a mistake.

It just helps to know that waiting is part

You don’t have to memorize this.

Rule 2

The process happens in stages

Most cases move through a few common

steps:

Sharing information

Waiting while we review

Receiving benefits

Checking in again later

Rule 3

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.

The system moves slower than

real life

Life changes, and that's expected

If something urgent is happening:

The system sometimes does.

We know emergencies don't wait.

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.

