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It is my responsibility to locate suitable and eligible housing before the expiration of my voucher and to notify the Housing Authority if I am having difficulty. I understand the rules of the program and will comply with them as long as I participate in the program

\_\_\_\_\_  
Date  
Family Representative

\_\_\_\_\_  
Date  
Housing Authority Representative

Cc: Tenant File



# Voucher

## Housing Choice Voucher Program

U.S. Department of Housing  
and Urban Development

OMB No. 2577-0169  
(exp. 04/30/2026)

### Office of Public and Indian Housing

**OMB Burden Statement:** The public reporting burden for this information collection is estimated to be up to 0.05 hours, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. This collection of information is required for participation in the housing choice voucher program. Assurances of confidentiality are not provided under this collection. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions to reduce this burden, to the Office of Public and Indian Housing, US. Department of Housing and Urban Development, Washington, DC 20410. HUD may not conduct and sponsor, and a person is not required to respond to, a collection of information unless the collection displays a valid control number.

**Privacy Act Statement.** The Department of Housing and Urban Development (HUD) is authorized to collect the information on this form by 24 CFR § 982.302. The information is used to authorize a family to look for an eligible unit and specifies the size of the unit. The information also sets forth the family's obligations under the Housing Choice Voucher Program. The Personally Identifiable Information (PII) data collected on this form are not stored or retrieved within a system of record.

Please read <b>entire</b> document before completing form Fill in all blanks below. Type or print clearly.		Voucher Number
1. Insert <b>unit size</b> in number of bedrooms. (This is the number of bedrooms for which the Family qualifies, and is used in determining the amount of assistance to be paid on behalf of the Family to the owner.)		1. Unit Size
2. <b>Date Voucher Issued (mm/dd/yyyy)</b> Insert actual date the Voucher is issued to the Family		2. Issue Date (mm/dd/yyyy)
3. <b>Date Voucher Expires (mm/dd/yyyy)</b> must be at least sixty days after date Voucher is issued. (See Section 6 of this form.)		3. Expiration Date (mm/dd/yyyy)
4. <b>Date Extension Expires</b> (if applicable)(mm/dd/yyyy) (See Section 6. of this form)		4. Date Extension Expires (mm/dd/yyyy)
5. Name of Family Representative	6. Signature of Family Representative	Date Signed (mm/dd/yyyy)
7. Name of Public Housing Agency (PHA)		
8. Name and Title of PHA Official	9. Signature of PHA Official	Date Signed (mm/dd/yyyy)

SAMPLE

## 1. Housing Choice Voucher Program

- A. The public housing agency (PHA) has determined that the above named family (item 5) is eligible to participate in the housing choice voucher program. Under this program, the family chooses a decent, safe and sanitary unit to live in. If the owner agrees to lease the unit to the family under the housing choice voucher program, and if the PHA approves the unit, the PHA will enter into a housing assistance payments (HAP) contract with the owner to make monthly payments to the owner to help the family pay the rent.
- B. The PHA determines the amount of the monthly housing assistance payment to be paid to the owner. Generally, the monthly housing assistance payment by the PHA is the difference between the applicable payment standard and 30 percent of monthly adjusted family income. In determine the maximum initial housing assistance payment for the family, the PHA will use the payment standard in effect on the date the tenancy is approved by the PHA. The family may choose to rent a unit for more than the payment standard, but this choice does not change the amount of the PHA's assistance payment. The actual amount of the PHA's assistance payment will be determined using the gross rent for the unit selected by the family.

## 2. Voucher

- A. When issuing this voucher the PHA expects that if the family finds an approval unit, the PHA will have the money available to enter into a HAP contract with the owner. However, the PHA is under no obligation to the family, to any owner, or to any other person, to approve a tenancy. The PHA does not have any liability to any party by the issuance of this voucher.
- B. The voucher does not give the family any right to participate in the PHA's housing choice voucher program. The family becomes participant in the PHA's housing choice voucher program when the HAP contract between the PHA and the owner takes effect.
- C. During the initial or any extended term of this voucher, the PHA may require the family to report progress in leasing a unit at such intervals and times as determined by the PHA.

## 3. PHA Approval or Disapproval of Unit or Lease

- A. When the family finds a suitable unit where the owner is willing to participate in the program, the family must give the PHA the request for tenancy approval (of the form supplied by the PHA), signed by the owner and the family, and a copy of the lease, including the HUD-prescribed tenancy addendum. **Note: Both documents must be given to the PHA no later than the expiration date stated in item 3 or 4 on top of page one of this voucher.**
- B. The family must submit these documents in the manner that is required by the PHA. PHA policy may prohibit the family from submitting more than one request for tenancy approval at a time.
- C. The lease must include, word-for-word, all provisions of the tenancy addendum required by HUD and supplied by the PHA. This is done by adding the HUD tenancy addendum to the lease used by the owner. If there is a difference between any provisions of the HUD tenancy addendum and any provisions of the owner's lease, the provision of the HUD tenancy addendum shall control.
- D. After receiving the request for tenancy approval and a copy of the lease, the PHA will inspect the unit. The PHA may not give approval for the family to lease the unit or execute the HAP contract until the PHA has determined that all the following program requirements are met: the unit is eligible; the unit has been inspected by the PHA and passes the housing quality standards (HQS); the rent is reasonable; and the landlord and tenant have executed the lease including the HUD-prescribed tenancy addendum.
- E. If the PHA approves the unit, the PHA will notify the family and the owner, and will furnish two copies of the HAP contract to the owner.
  1. The owner and the family must execute the lease.
  2. The owner must sign both copies of the HAP contract and must furnish to the PHA a copy of the executed lease and both copies of the executed HAP contract.
  3. The PHA will execute the HAP contract and return an executed copy to the owner.
- F. If the PHA determined that the unit or lease cannot be approved for any reason, the PHA will notify the owner and the family that:
  1. The proposed unit or lease is disapproved for specified reasons, and
  2. If the conditions requiring disapproval are remedied to the satisfaction of the PHA on or before the date specified by the PHA, the unit or lease will be approved.

## 4. Obligations of the Family

- A. When the family's unit is approved and the HAP contract is executed, the family must follow the rules listed below in order to continue participating in the housing choice voucher program.
- B. The family must:
  1. Supply any information that the PHA or HUD determined to be necessary including evidence of citizenship or eligible immigration status, and information for use in a regularly schedule reexamination or interim reexamination of family income and composition.

2. Disclose and verify social security numbers and sign and submit consent forms for obtaining information.
  3. Supply any information requested by the PHA to verify that the family is living in the unit or information related to family absence from the unit.
  4. Promptly notify the PHA in writing when the family is away from the unit for an extended period of time in accordance with PHA policies.
  5. Allow the PHA to inspect the unit at reasonable times and after reasonable notice.
  6. Notify the PHA and the owner in writing before moving out of the unit or terminating the lease.
  7. Use the assisted unit for residence by the family. The unit must be the family's only residence.
  8. Promptly notify the PHA in writing of the birth, adopting, or court-awarded custody of a child.
  9. Request PHA written approval to add any other family member as an occupant of the unit.
  10. Promptly notify the PHA in writing if any family member no longer lives in the unit. Give the PHA a copy of any owner eviction notice.
  11. Pay utility bills and provide and maintain any appliances that the owner is not required to provide under the lease.
- C. Any information the family supplies must be true and complete.
- D. The family (including each family member) must not:
1. Own or have any interest in the unit (other than in a cooperative, or the owner of a manufactured home leasing a manufactured home space).
  2. Commit any serious or repeated violation of the lease.
  3. Commit fraud, bribery or any other corrupt or criminal act in connection with the program.
  4. Engage in drug-related criminal activity or violent criminal activity or other criminal activity that threatens the health, safety or right to peaceful enjoyment of other residents and persons residing in the immediate vicinity of the premises.
  5. Sublease or let the unit or assign the lease or transfer the unit.
  6. Receive housing choice voucher program housing assistance while receiving another housing subsidy, for the same unit or a different unit under any other Federal, State, or local housing assistance program.
  7. Damage the unit or premises (other than damage from ordinary wear and tear) or permit any guest to damage the unit or premises.
  8. Receive housing choice voucher program housing assistance while residing in a unit owned by a parent, child, grandparent, grandchild, sister, or brother of any member of the family, unless the PHA has determined (and has notified the owner and the family of such determination) that approving rental of the unit, notwithstanding such relationship, would provide reasonable accommodation for a family member who is a person with disabilities.
  9. Engage in abuse of alcohol in a way that threatens the health, safety or right to peaceful enjoyment of the other residents and persons residing in the immediate vicinity of the premises.

### **5. Illegal Discrimination**

If the family has reason to believe that, in its search for suitable housing, it has been discriminated against on the basis of age, race, color, religion, sex (including sexual orientation and gender identity), disability, national origin, or familial status, the family may file a housing discrimination complaint with any HUD Field Office in person, by mail, or by telephone. The PHA will give the family information on how to fill out and file a complaint.

### **6. Expiration and Extension of Voucher**

The voucher will expire on the date stated in item 3 on the top of page one of the voucher unless the family requests an extension in writing and the PHA grants a written extension of the voucher in which case the voucher will expire on the date stated in item 4. At its discretion, the PHA may grant a family's request for one or more extensions of the initial term.

If the family needs and requests an extension of the initial voucher term as a reasonable accommodation, in accordance with part 8 of this title, to make the program accessible to a family member who is a person with disabilities, the PHA must extend the voucher term up to the term reasonably required for that purpose.



HOUSING AUTHORITY  
OF THE  
COUNTY OF CONTRA COSTA



**REASONABLE ACCOMMODATION STATEMENT**

**Dear Tenant:**

**If you or anyone in your family is a person with disabilities and you require a specific accommodation in order to fully utilize our program and services, please contact your caseworker immediately.**

**Thank you,**

**Housing Authority of Contra Costa County**



Housing Choice Voucher - Assisted Housing Division  
2870 Howe Road,  
Martinez, CA 94553  
**Phone** (925) 957-7001 **Fax** (925) 957-1280 **TDD** (925)957-1685  
[www.contracostahousing.org](http://www.contracostahousing.org)



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**NOTICE REGARDING ACCESSIBLE UNITS**

**Dear Tenant:**

**If the family includes a person with disabilities, the family may request a list of available accessible units known to HACCC.**

**Thank you,**

**Housing Authority of Contra Costa County**



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# Request for Tenancy Approval

Housing Choice Voucher Program

**U.S Department of Housing and  
Urban Development**  
Office of Public and Indian Housing

OMB Approval No. 2577-0169  
exp. 04/30/2026

When the participant selects a unit, the owner of the unit completes this form to provide the PHA with information about the unit. The information is used to determine if the unit is eligible for rental assistance.

1. Name of Public Housing Agency (PHA)			2. Address of Unit (street address, unit #, city, state, zip code)		
3. Requested Lease Start Date	4. Number of Bedrooms	5. Year Constructed	6. Proposed Rent	7. Security Deposit Amt	8. Date Unit Available for Inspection
9. Structure Type <input type="checkbox"/> Single Family Detached (one family under one roof) <input type="checkbox"/> Semi-Detached (duplex, attached on one side) <input type="checkbox"/> Rowhouse/Townhouse (attached on two sides) <input type="checkbox"/> Low-rise apartment building (4 stories or fewer) <input type="checkbox"/> High-rise apartment building (5+ stories) <input type="checkbox"/> Manufactured Home (mobile home)			10. If this unit is subsidized, indicate type of subsidy: <input type="checkbox"/> Section 202 <input type="checkbox"/> Section 221(d)(3)(BMIR) <input type="checkbox"/> Tax Credit <input type="checkbox"/> HOME <input type="checkbox"/> Section 236 (insured or uninsured) <input type="checkbox"/> Section 515 Rural Development <input type="checkbox"/> Other (Describe Other Subsidy, including any state or local subsidy) _____		

## 11. Utilities and Appliances

The owner shall provide or pay for the utilities/appliances indicated below by an "O". The tenant shall provide or pay for the utilities/appliances indicated below by a "T". Unless otherwise specified below, the owner shall pay for all utilities and provide the refrigerator and range/microwave.

Item	Specify fuel type	Paid by
Heating	<input type="checkbox"/> Natural gas <input type="checkbox"/> Bottled gas <input type="checkbox"/> Electric <input type="checkbox"/> Heat Pump <input type="checkbox"/> Oil <input type="checkbox"/> Other	
Cooking	<input type="checkbox"/> Natural gas <input type="checkbox"/> Bottled gas <input type="checkbox"/> Electric <input type="checkbox"/> Other	
Water Heating	<input type="checkbox"/> Natural gas <input type="checkbox"/> Bottled gas <input type="checkbox"/> Electric <input type="checkbox"/> Oil <input type="checkbox"/> Other	
Other Electric	SAMPLE	
Water		
Sewer		
Trash Collection		
Air Conditioning		
Other (specify)		
Refrigerator		provided by
Range/Microwave		

12. Owner’s Certifications

a. The program regulation requires the PHA to certify that the rent charged to the housing choice voucher tenant is not more than the rent charged for other unassisted comparable units. Owners of projects with more than 4 units must complete the following section for most recently leased comparable unassisted units within the premises.

Address and unit number	Date Rented	Rental Amount
1.		
2.		
3.		

b. The owner (including a principal or other interested party) is not the parent, child, grandparent, grandchild, sister or brother of any member of the family, unless the PHA has determined (and has notified the owner and the family of such determination) that approving leasing of the unit, notwithstanding such relationship, would provide reasonable accommodation for a family member who is a person with disabilities.

c. Check one of the following:

- Lead-based paint disclosure requirements do not apply because this property was built on or after January 1, 1978.
- The unit, common areas servicing the unit, and exterior painted surfaces associated with such unit or common areas have been found to be lead-based paint free by a lead-based paint inspector certified under the Federal certification program or under a federally accredited State certification program.
- A completed statement is attached containing disclosure of known information on lead-based paint and/or lead-based paint hazards in the unit, common areas or exterior painted surfaces, including a statement that the owner has provided the lead hazard information pamphlet to the family.

13. The PHA has not screened the family’s behavior or suitability for tenancy. Such screening is the owner’s responsibility.

14. The owner’s lease must include word-for-word all provisions of the HUD tenancy addendum.

15. The PHA will arrange for inspection of the unit and will notify the owner and family if the unit is not approved.

**OMB Burden Statement:** The public reporting burden for this information collection is estimated to be 0.5 hours, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Collection of information about the unit features, owner name, and tenant name is voluntary. The information sets provides the PHA with information required to approve tenancy. Assurances of confidentiality are not provided under this collection. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions to reduce this burden, to the Office of Public and Indian Housing, US Department of Housing and Urban Development, Washington, DC 20410. HUD may not conduct and sponsor, and a person is not required to respond to, a collection of information unless the collection displays a valid control number.

**Privacy Notice:** The Department of Housing and Urban Development (HUD) is authorized to collect the information required on this form by 24 CFR 982.302. The form provides the PHA with information required to approve tenancy. The Personally Identifiable Information (PII) data collected on this form are not stored or retrieved within a system of record.

I/We, the undersigned, certify under penalty of perjury that the information provided above is true and correct. WARNING: Anyone who knowingly submits a false claim or makes a false statement is subject to criminal and/or civil penalties, including confinement for up to 5 years, fines, and civil and administrative penalties. (18 U.S.C. §§ 287, 1001, 1010, 1012; 31 U.S.C. §3729, 3802).

Print or Type Name of Owner/Owner Representative		Print or Type Name of Household Head	
Owner/Owner Representative Signature		Head of Household Signature	
Business Address		Present Address	
Telephone Number	Date (mm/dd/yyyy)	Telephone Number	Date (mm/dd/yyyy)

SAMPLE

# HOUSING AUTHORITY OF THE COUNTY OF CONTRA COSTA



## CURRENT RTA PROCESS - 2015

1. Both the tenant and the owner are required to fully complete and sign the Request for Tenancy Approval (RTA) in the packet provided.
2. The completed RTA packet which includes the Housing Choice Voucher, Request for Tenancy Approval, Current Family Composition List and tolling letter (if applicable) must be submitted to 2870 Howe Road, Martinez Monday through Friday\* from 8:00 a.m. to 4:30 p.m.  
  
\*Please note that the office is closed every other Friday.
3. When returning the total completed RTA packet it must be date stamped by HA Staff. The person submitting the packet will only receive a copy of page one of the date-stamped RTA and the original voucher back.
4. The RTA will be assigned to a Housing Program Specialist(HPS) on a rotation basis regardless of where the property is located.
5. The Housing Program Specialist (HPS) will contact the owner/property manager within two business days and schedule the inspection of the unit within five days. The tenant is not required to attend and will not be notified of the inspection.
6. Once the unit passes the HQS inspection, the Housing Program Specialist (HPS) will determine whether the contract rent exceeds the 40% rent burden and will also determine if the contract rent is reasonable based on the local market for the unit.
7. The Housing Program Specialist (HPS) will then notify the Owner/property manager to finalize the negotiated rent and if the unit may be approved. The Housing Program Specialist will then contact the owner via email or telephone and this approval may take between 2 - 5 business days after the unit has passed the HQS inspection.
8. Once the owner/property manager has been notified of the approval, they (owner/property manager) may execute a lease agreement with the tenant and allow the tenant to move into the unit if a **Key Return Form** has been submitted to HACCC.



HOUSING AUTHORITY  
OF THE  
COUNTY OF CONTRA COSTA



**The Following Are Items That Will  
Cause A Unit to Fail the HQS Inspection**

1. **Blocked exits (fire & safety hazard).**
2. **Deadbolts installed on doors instead of thumb bolts (fire hazard).**
3. **Windows without permanently attached locks, windows that do not open properly, and barred windows without a safety release.**
4. **Ripped or damaged screens, broken or damaged windows (safety hazard).**
5. **Any appliance in the unit that is not clean and/or does not work properly (stove, refrigerator, air conditioner, etc.).**
6. **Lack of a working refrigerator appropriate for the size of the family.**
7. **Any electrical unit with exposed or spliced wiring.**
8. **Light fixtures without bulbs or covers.**
9. **Cracked or broken outlet or switch-plate covers.**
10. **Lack of hot or cold water/very low water pressure.**
11. **Chipping or peeling paint anywhere on the interior or exterior of the unit.**
12. **Clogged toilets.**
13. **Toilet tank covers that are missing, broken, or the wrong size.**
14. **Broken or cracked toilet seats.**
15. **Mold (discoloration) or mildew.**
16. **Ripped, torn, frayed or unsanitary carpet.**
17. **Rotting floors, walls, cabinets, etc.**
18. **Faucets, shower-heads, etc. that do not work properly.**
19. **Lack of proper ventilation in bathrooms (either a fan or opening window).**
20. **Holes, large cracks, bulges, or loose surface materials on walls or ceilings.**
21. **Smoke detectors not testing on missing.**
22. **Lack of a smoke detector on each floor.**
23. **Floors and units that are unclean or unsanitary.**
24. **Extremely dirty or greasy walls, cabinets, appliances, etc.**
25. **Leaks in pipes, ceilings, etc.**
26. **Water heaters missing discharge lines (must be copper or galvanized steel & located no more than six (6) inches from the ground) or not anchored by safety straps.**
27. **Any evidence of leakage or corrosion.**
28. **Evidence of infestation by rodents, insects, etc.**
29. **Excessive clutter inside or outside the unit.**
30. **Any utility not on in the unit (water, gas, electricity, etc.)**
31. **Loose, bouncy, or broken flooring, stairs or steps inside or outside the unit.**
32. **Lifting flooring (boards, tiles, linoleum, etc.)**
33. **Cracked or broken counter or wall tiles that are sharp or otherwise hazardous**
34. **Cracked or broken glass or mirrors.**
35. **Loose or broken railing inside or outside the unit.**
36. **Broken doors, door jambs, cabinets, window sills, etc.**



**TENANCY ADDENDUM**  
**Section 8 Tenant-Based Assistance**  
**Housing Choice Voucher Program**  
(To be attached to Tenant Lease)

U.S. Department of Housing  
and Urban Development  
Office of Public and Indian Housing

OMB Approval No. 2577-0169  
exp. 04/30/2026

**OMB Burden Statement.** The public reporting burden for this information collection is estimated to be up to 0.5 hours, including the time for reading the contract. No information is collected on this form. The form is required to establish contract terms between the participant family and owner and is required to be an addendum to the lease (24 CFR § 982.308(f)). Assurances of confidentiality are not provided under this collection. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions to reduce this burden, to the Office of Public and Indian Housing, US. Department of Housing and Urban Development, Washington, DC 20410. HUD may not conduct and sponsor, and a person is not required to respond to, a collection of information unless the collection displays a valid control number.

**1. Section 8 Voucher Program**

- a. The owner is leasing the contract unit to the tenant for occupancy by the tenant's family with assistance for a tenancy under the Section 8 housing choice voucher program (voucher program) of the United States Department of Housing and Urban Development (HUD).
- b. The owner has entered into a Housing Assistance Payments Contract (HAP contract) with the PHA under the voucher program. Under the HAP contract, the PHA will make housing assistance payments to the owner to assist the tenant in leasing the unit from the owner.

**2. Lease**

- a. The owner has given the PHA a copy of the lease, including any revisions agreed by the owner and the tenant. The owner certifies that the terms of the lease are in accordance with all provisions of the HAP contract and that the lease includes the tenancy addendum.
- b. The tenant shall have the right to enforce the tenancy addendum against the owner. If there is any conflict between the tenancy addendum and any other provisions of the lease, the language of the tenancy addendum shall control.

**3. Use of Contract Unit**

- a. During the lease term, the family will reside in the contract unit with assistance under the voucher program.
- b. The composition of the household must be approved by the PHA. The family must promptly inform the PHA of the birth, adoption or court-awarded custody of a child. Other persons may not be added to the household without prior written approval of the owner and the PHA.
- c. The contract unit may only be used for residence by the PHA-approved household members. The unit must be the family's only residence. Members of the household may engage in legal profit making activities incidental to primary use of the unit for residence by members of the family.
- d. The tenant may not sublease or let the unit.
- e. The tenant may not assign the lease or transfer the unit.

**4. Rent to Owner**

- a. The initial rent to owner may not exceed the amount approved by the PHA in accordance with HUD requirements.
- b. Changes in the rent to owner shall be determined by the provisions of the lease. However, the owner may not raise the rent during the initial term of the lease.
- c. During the term of the lease (including the initial term of the lease and any extension term), the rent to owner may at no time exceed:
  - (1) The reasonable rent for the unit as most recently determined or redetermined by the PHA in accordance with HUD requirements, or

- (2) Rent charged by the owner for comparable unassisted units in the premises.

**5. Family Payment to Owner**

- a. The family is responsible for paying the owner any portion of the rent to owner that is not covered by the PHA housing assistance payment.
- b. Each month, the PHA will make a housing assistance payment to the owner on behalf of the family in accordance with the HAP contract. The amount of the monthly housing assistance payment will be determined by the PHA in accordance with HUD requirements for a tenancy under the Section 8 voucher program.
- c. The monthly housing assistance payment shall be credited against the monthly rent to owner for the contract unit.
- d. The tenant is not responsible for paying the portion of rent to owner covered by the PHA housing assistance payment under the HAP contract between the owner and the PHA. A PHA failure to pay the housing assistance payment to the owner is not a violation of the lease. The owner may not terminate the tenancy for nonpayment of the PHA housing assistance payment.
- e. The owner may not charge or accept, from the family or from any other source, any payment for rent of the unit in addition to the rent to owner. Rent to owner includes all housing services, maintenance, utilities and appliances to be provided and paid by the owner in accordance with the lease.
- f. The owner must immediately return any excess rent payment to the tenant.

**6. Other Fees and Charges**

- a. Rent to owner does not include cost of any meals or supportive services or furniture which may be provided by the owner.
- b. The owner may not require the tenant or family members to pay charges for any meals or supportive services or furniture which may be provided by the owner. Nonpayment of any such charges is not grounds for termination of tenancy.
- c. The owner may not charge the tenant extra amounts for items customarily included in rent to owner in the locality, or provided at no additional cost to unsubsidized tenants in the premises.

**7. Maintenance, Utilities, and Other Services**

- a. **Maintenance**
  - (1) The owner must maintain the unit and premises in accordance with the HQS.
  - (2) Maintenance and replacement (including redecoration) must be in accordance with the

standard practice for the building concerned as established by the owner.

**b. Utilities and appliances**

- (1) The owner must provide all utilities needed to comply with the HQS.
- (2) The owner is not responsible for a breach of the HQS caused by the tenant's failure to:
  - (a) Pay for any utilities that are to be paid by the tenant.
  - (b) Provide and maintain any appliances that are to be provided by the tenant.

**c. Family damage.** The owner is not responsible for a breach of the HQS because of damages beyond normal wear and tear caused by any member of the household or by a guest.

**d. Housing services.** The owner must provide all housing services as agreed to in the lease.

**8. Termination of Tenancy by Owner**

**a. Requirements.** The owner may only terminate the tenancy in accordance with the lease and HUD requirements.

**b. Grounds.** During the term of the lease (the initial term of the lease or any extension term), the owner may only terminate the tenancy because of:

- (1) Serious or repeated violation of the lease;
- (2) Violation of Federal, State, or local law that imposes obligations on the tenant in connection with the occupancy or use of the unit and the premises;
- (3) Criminal activity or alcohol abuse (as provided in paragraph c); or
- (4) Other good cause (as provided in paragraph d).

**c. Criminal activity or alcohol abuse**

(1) The owner may terminate the tenancy during the term of the lease if any member of the household, a guest or another person under a resident's control commits any of the following types of criminal activity:

- (a) Any criminal activity that threatens the health or safety of, or the right to peaceful enjoyment of the premises by, other residents (including property management staff residing on the premises);
- (b) Any criminal activity that threatens the health or safety of, or the right to peaceful enjoyment of their residences by, persons residing in the immediate vicinity of the premises;
- (c) Any violent criminal activity on or near the premises; or
- (d) Any drug-related criminal activity on or near the premises.

(2) The owner may terminate the tenancy during the term of the lease if any member of the household is:

- (a) Fleeing to avoid prosecution, or custody or confinement after conviction, for a crime, or attempt to commit a crime, that is a felony under the laws of the place

from which the individual flees, or that, in the case of the State of New Jersey, is a high misdemeanor; or

(b) Violating a condition of probation or parole under Federal or State law.

(3) The owner may terminate the tenancy for criminal activity by a household member in accordance with this section if the owner determines that the household member has committed the criminal activity, regardless of whether the household member has been arrested or convicted for such activity.

(4) The owner may terminate the tenancy during the term of the lease if any member of the household has engaged in abuse of alcohol that threatens the health, safety or right to peaceful enjoyment of the premises by other residents.

**d. Other good cause for termination of tenancy**

(1) During the initial lease term, other good cause for termination of tenancy must be something the family did or failed to do.

(2) During the initial lease term or during any extension term, other good cause may include:

- (a) Disturbance of neighbors,
- (b) Destruction of property, or
- (c) Living or housekeeping habits that cause damage to the unit or premises.

(3) After the initial lease term, such good cause may include:

- (a) The tenant's failure to accept the owner's offer of a new lease or revision;
- (b) The owner's desire to use the unit for personal or family use or for a purpose other than use as a residential rental unit; or
- (c) A business or economic reason for termination of the tenancy (such as sale of the property, renovation of the unit, the owner's desire to rent the unit for a higher rent).

(4) The examples of other good cause in this paragraph do not preempt any State or local laws to the contrary.

(5) In the case of an owner who is an immediate successor in interest pursuant to foreclosure during the term of the lease, requiring the tenant to vacate the property prior to sale shall not constitute other good cause, except that the owner may terminate the tenancy effective on the date of transfer of the unit to the owner if the owner:

- (a) Will occupy the unit as a primary residence; and
- (b) Has provided the tenant a notice to vacate at least 90 days before the effective date of such notice. This provision shall not affect any State or local law that provides for longer time periods or addition protections for tenants.

**9. Protections for Victims of Domestic Violence, Dating Violence, Sexual Assault, or Stalking**

- a. **Purpose:** This section incorporates the protections for victims of domestic violence, dating violence, sexual assault, or stalking in accordance with subtitle N of the Violence Against Women Act of 1994, as amended (codified as amended at 42 U.S.C. 14043e et seq.) (VAWA) and implementing regulations at 24 CFR part 5, subpart L.
- b. **Conflict with other Provisions:** In the event of any conflict between this provision and any other provisions included in Part C of the HAP contract, this provision shall prevail.
- c. **Effect on Other Protections:** Nothing in this section shall be construed to supersede any provision of any Federal, State, or local law that provides greater protection than this section for victims of domestic violence, dating violence, sexual assault, or stalking.
- d. **Definition:** As used in this Section, the terms “actual and imminent threat,” “affiliated individual”, “bifurcate”, “dating violence,” “domestic violence,” “sexual assault,” and “stalking” are defined in HUD’s regulations at 24 CFR part 5, subpart L. The terms “Household” and “Other Person Under the Tenant’s Control” are defined at 24 CFR part 5, subpart A.
- e. **VAWA Notice and Certification Form:** The PHA shall provide the tenant with the “Notice of Occupancy Rights under VAWA and the certification form described under 24 CFR 5.2005(a)(1) and (2).
- f. **Protection for victims of Domestic Violence, Dating Violence, Sexual Assault, or Stalking:**
  - (1) The landlord or the PHA will not deny admission to, deny assistance under, terminate from participation in, or evict the Tenant on the basis of or as a direct result of the fact that the Tenant is or has been a victim of domestic violence, dating violence, sexual assault, or stalking, if the Tenant otherwise qualifies for admission, assistance, participation, or occupancy. 24 CFR 5.2005(b)(1).
  - (2) The tenant shall not be denied tenancy or occupancy rights solely on the basis of criminal activity engaged in by a member of the Tenant’s Household or any guest or Other Person Under the Tenant’s Control, if the criminal activity is directly related to domestic violence, dating violence, sexual assault, or stalking, and the Tenant or an Affiliated Individual of the Tenant is the victim or the threatened victim of domestic violence, dating violence, sexual assault, or stalking. 24 CFR 5.2005(b)(2).
  - (3) An incident or incidents of actual or threatened domestic violence, dating violence, sexual assault or stalking will not be construed as serious or repeated violations of the lease by the victim or threatened victim of the incident. Nor shall it not be construed as other “good cause” for termination of the lease, tenancy, or occupancy rights of such a victim or threatened victim. 24 CFR 5.2005(c)(1) and (c)(2).
- g. **Compliance with Court Orders:** Nothing in this Addendum will limit the authority of the landlord, when notified by a court order, to comply with the court order with respect to the rights of access or control of property

(including civil protection orders issued to protect a victim of domestic violence, dating violence, sexual assault, or stalking) or with respect to the distribution or possession of property among members of the Tenant’s Household. 24 CFR 5.2005(d)(1).

- h. **Violations Not Premised on Domestic Violence, Dating Violence, Sexual Assault, or Stalking:** Nothing in this section shall be construed to limit any otherwise available authority of the Landlord to evict or the public housing authority to terminate the assistance of a Tenant for any violation not premised on an act of domestic violence, dating violence, sexual assault, or stalking that is in question against the Tenant or an Affiliated Individual of the Tenant. However, the Landlord or the PHA will not subject the tenant, who is or has been a victim of domestic violence, dating violence, sexual assault, or stalking, to a more demanding standard than other tenants in determining whether to evict or terminate assistance. 24 CFR 5.2005(d)(2).
- i. **Actual and Imminent Threats:**
  - (1) Nothing in this section will be construed to limit the authority of the Landlord to evict the Tenant if the Landlord can demonstrate that an “actual and imminent threat” to other tenants or those employed at or providing service to the property would be present if the Tenant or lawful occupant is not evicted. In this context, words, gestures, actions, or other indicators will be construed as an actual and imminent threat if they meet the following standards for an actual and imminent threat: “Actual and imminent threat” refers to a physical danger that is real, would occur within an immediate time frame, and could result in death or serious bodily harm. In determining whether an individual would pose an actual and imminent threat, the factors to be considered include: the duration of the risk, the nature and severity of the potential harm, the likelihood that the potential harm will occur, and the length of time before the potential harm would occur. 24 CFR 5.2005(d)(3).
  - (2) If an actual and imminent threat is demonstrated, eviction should be used only when there are no other actions that could be taken to reduce or eliminate the threat, including, but not limited to, transferring the victim to a different unit, barring the perpetrator from the property, contacting law enforcement to increase police presence, developing other plans to keep the property safe, or seeking other legal remedies to prevent the perpetrator from acting on a threat. Restrictions predicated on public safety cannot be based on stereotypes, but must be tailored to particularized concerns about individual residents. 24 CFR 5.2005(d)(4).
- j. **Emergency Transfer:** A tenant who is a victim of domestic violence, dating violence, sexual assault, or stalking may request an emergency transfer in accordance with the PHA’s emergency transfer plan. 24 CFR 5.2005(e). The PHA’s emergency transfer plan must be made available upon request, and incorporate strict confidentiality measures to ensure that the PHA does not disclose a tenant’s dwelling unit location to a person who committed or threatened to commit an act of domestic violence, dating violence, sexual assault, or stalking against the tenant;  
For transfers in which the tenant would not be considered a new applicant, the PHA must ensure that a request for an

emergency transfer receives, at a minimum, any applicable additional priority that is already provided to other types of emergency transfer requests. For transfers in which the tenant would be considered a new applicant, the plan must include policies for assisting a tenant with this transfer.

- k. **Bifurcation:** Subject to any lease termination requirements or procedures prescribed by Federal, State, or local law, if any member of the Tenant's Household engages in criminal activity directly relating to domestic violence, dating violence, sexual assault, or stalking, the Landlord may "bifurcate" the Lease, or remove that Household member from the Lease, without regard to whether that Household member is a signatory to the Lease, in order to evict, remove, or terminate the occupancy rights of that Household member without evicting, removing, or otherwise penalizing the victim of the criminal activity who is also a tenant or lawful occupant. Such eviction, removal, termination of occupancy rights, or termination of assistance shall be effected in accordance with the procedures prescribed by Federal, State, and local law for the termination of leases or assistance under the housing choice voucher program. 24 CFR 5.2009(a).

If the Landlord bifurcates the Lease to evict, remove, or terminate assistance to a household member, and that household member is the sole tenant eligible to receive assistance, the landlord shall provide any remaining tenants or residents a period of 30 calendar days from the date of bifurcation of the lease to:

- (1) Establish eligibility for the same covered housing program under which the evicted or terminated tenant was the recipient of assistance at the time of bifurcation of the lease;
- (2) Establish eligibility under another covered housing program; or
- (3) Find alternative housing.

- l. **Family Break-up:** If the family break-up results from an occurrence of domestic violence, dating violence, sexual assault, or stalking, the PHA must ensure that the victim retains assistance. 24 CFR 982.315.

- m. **Move with Continued Assistance:** The public housing agency may not terminate assistance to a family or member of the family that moves out of a unit in violation of the lease, with or without prior notification to the public housing agency if such a move occurred to protect the health or safety of a family member who is or has been a victim of domestic violence, dating violence, sexual assault, or stalking; and who reasonably believed they were imminently threatened by harm from further violence if they remained in the dwelling unit, or if any family member has been the victim of sexual assault that occurred on the premises during the 90-calendar-day period preceding the family's request to move.

- (1) The move is needed to protect the health or safety of the family or family member who is or has been a victim of domestic violence dating violence, sexual assault or stalking; and
- (2) The family or member of the family reasonably believes that he or she was threatened with imminent harm from further violence if he or she remained in the dwelling unit. However, any family member that has been the victim of a sexual assault that occurred on the premises during the 90-calendar day period preceding the family's move or request to move is not required to believe that he or she was threatened with imminent harm from

further violence if he or she remained in the dwelling unit. 24 CFR 982.354.

n. **Confidentiality.**

- (1) The Landlord shall maintain in strict confidence any information the Tenant (or someone acting on behalf of the Tenant) submits to the Landlord concerning incidents of domestic violence, dating violence, sexual assault or stalking, including the fact that the tenant is a victim of domestic violence, dating violence, sexual assault, or stalking.
- (2) The Landlord shall not allow any individual administering assistance on its behalf, or any persons within its employ, to have access to confidential information unless explicitly authorized by the Landlord for reasons that specifically call for these individuals to have access to the information pursuant to applicable Federal, State, or local law.
- (3) The Landlord shall not enter confidential information into any shared database or disclose such information to any other entity or individual, except to the extent that the disclosure is requested or consented to in writing by the individual in a time-limited release; required for use in an eviction proceeding; or is required by applicable law.

**10. Eviction by court action**

The owner may only evict the tenant by a court action.

**11. Owner notice of grounds**

- a. At or before the beginning of a court action to evict the tenant, the owner must give the tenant a notice that specifies the grounds for termination of tenancy. The notice may be included in or combined with any owner eviction notice.
- b. The owner must give the PHA a copy of any owner eviction notice at the same time the owner notifies the tenant.
- c. Eviction notice means a notice to vacate, or a complaint or other initial pleading used to begin an eviction action under State or local law.

**12. Lease: Relation to HAP Contract**

If the HAP contract terminates for any reason, the lease terminates automatically.

**13. PHA Termination of Assistance**

The PHA may terminate program assistance for the family for any grounds authorized in accordance with HUD requirements. If the PHA terminates program assistance for the family, the lease terminates automatically.

**14. Family Move Out**

The tenant must notify the PHA and the owner before the family moves out of the unit.

**15. Security Deposit**

- a. The owner may collect a security deposit from the tenant. (However, the PHA may prohibit the owner from collecting a security deposit in excess of private market practice, or in excess of amounts charged by the owner to unassisted tenants. Any such PHA-required restriction must be specified in the HAP contract.)
- b. When the family moves out of the contract unit, the owner, subject to State and local law, may use the



security deposit, including any interest on the deposit, as reimbursement for any unpaid rent payable by the tenant, any damages to the unit or any other amounts that the tenant owes under the lease.

- c. The owner must give the tenant a list of all items charged against the security deposit, and the amount of each item. After deducting the amount, if any, used to reimburse the owner, the owner must promptly refund the full amount of the unused balance to the tenant.
- d. If the security deposit is not sufficient to cover amounts the tenant owes under the lease, the owner may collect the balance from the tenant.

## 16. Prohibition of Discrimination

In accordance with applicable nondiscrimination and equal opportunity laws, statutes, Executive Orders, and regulations, the owner must not discriminate against any person because of race, color, religion, sex (including sexual orientation and gender identity), national origin, age, familial status or disability in connection with the lease. Eligibility for HUD's programs must be made without regard to actual or perceived sexual orientation, gender identity, or marital status.

## 17. Conflict with Other Provisions of Lease

- a. The terms of the tenancy addendum are prescribed by HUD in accordance with Federal law and regulation, as a condition for Federal assistance to the tenant and tenant's family under the Section 8 voucher program.
- b. In case of any conflict between the provisions of the tenancy addendum as required by HUD, and any other provisions of the lease or any other agreement between the owner and the tenant, the requirements of the HUD-required tenancy addendum shall control.

## 18. Changes in Lease or Rent

- a. The tenant and the owner may not make any change in the tenancy addendum. However, if the tenant and the owner agree to any other changes in the lease, such changes must be in writing, and the owner must immediately give the PHA a copy of such changes. The lease, including any changes, must be in accordance with the requirements of the tenancy addendum.
- b. In the following cases, tenant-based assistance shall not be continued unless the PHA has approved a new tenancy in accordance with program requirements and has executed a new HAP contract with the owner:
  - (1) If there are any changes in lease requirements governing tenant or owner responsibilities for utilities or appliances;
  - (2) If there are any changes in lease provisions governing the term of the lease;
  - (3) If the family moves to a new unit, even if the unit is in the same building or complex.
- c. PHA approval of the tenancy, and execution of a new HAP contract, are not required for agreed changes in the lease other than as specified in paragraph b.
- d. The owner must notify the PHA of any changes in the amount of the rent to owner at least sixty days

before any such changes go into effect, and the amount of the rent to owner following any such agreed change may not exceed the reasonable rent for the unit as most recently determined or redetermined by the PHA in accordance with HUD requirements.

## 19. Notices

Any notice under the lease by the tenant to the owner or by the owner to the tenant must be in writing.

## 20. Definitions

**Contract unit.** The housing unit rented by the tenant with assistance under the program.

**Family.** The persons who may reside in the unit with assistance under the program.

**HAP contract.** The housing assistance payments contract between the PHA and the owner. The PHA pays housing assistance payments to the owner in accordance with the HAP contract.

**Household.** The persons who may reside in the contract unit. The household consists of the family and any PHA-approved live-in aide. (A live-in aide is a person who resides in the unit to provide necessary supportive services for a member of the family who is a person with disabilities.)

**Housing quality standards (HQS).** The HUD minimum quality standards for housing assisted under the Section 8 tenant-based programs.

**HUD.** The U.S. Department of Housing and Urban Development.

**HUD requirements.** HUD requirements for the Section 8 program. HUD requirements are issued by HUD headquarters, as regulations, Federal Register notices or other binding program directives.

**Lease.** The written agreement between the owner and the tenant for the lease of the contract unit to the tenant. The lease includes the tenancy addendum prescribed by HUD.

**PHA.** Public Housing Agency.

**Premises.** The building or complex in which the contract unit is located, including common areas and grounds.

**Program.** The Section 8 housing choice voucher program.

**Rent to owner.** The total monthly rent payable to the owner for the contract unit. The rent to owner is the sum of the portion of rent payable by the tenant plus the PHA housing assistance payment to the owner.

**Section 8.** Section 8 of the United States Housing Act of 1937 (42 United States Code 1437f).

**Tenant.** The family member (or members) who leases the unit from the owner.

**Voucher program.** The Section 8 housing choice voucher program. Under this program, HUD provides funds to a PHA for rent subsidy on behalf of eligible families. The tenancy under the lease will be assisted with rent subsidy for a tenancy under the voucher program.

# **Determination of Payment Standards and Unit Size** **(Subsidy Standards)**

## **The Payment Standard**

- Is established by the Housing Authority.
- The payment standard is based on a percentage of the Fair Market Rent established by the U.S. Department of Housing and Urban Development (HUD).
- Is based on the cost of housing and utilities for your area.
- Depends on the family composition and the bedroom size of the unit. For example, the payment standard is higher for families requiring 3-bedroom units than for families requiring 1-bedroom units.

Families may select smaller units than listed on the Voucher if the unit selected has at least one sleeping or living/sleeping room for each two persons in the household. The smaller payment standard will be used for the unit size. The Housing Authority may grant exceptions to the standards if circumstances presented by the family warrant an exception.

**Attached is the current payment standard schedule !**



# ALL HCV PROGRAM PARTICIPANTS IMPORTANT PROGRAM INFORMATION



EFFECTIVE DATE: October 1, 2023

## SECTION 1: NEW PAYMENT STANDARD

**EAST COUNTY - Antioch, Bay Point, Bethel Island, Brentwood, Byron, Discovery Bay, Knightsen, Oakley**

	0-BR	1-BR	2-BR	3-BR	4-BR	5-BR	6-BR	7-BR
<b>PS</b>	<b>\$1,825</b>	<b>\$2,131</b>	<b>\$2,590</b>	<b>\$3,342</b>	<b>\$3,954</b>	<b>\$4,547</b>	<b>\$5,140</b>	<b>\$5,733</b>
% of FMR	100%	100%	100%	100%	100%	100%	100%	100%

EFFECTIVE DATE: October 1, 2023

**All Other Cities Except Pittsburg:**

	0-BR	1-BR	2-BR	3-BR	4-BR	5-BR	6-BR	7-BR
<b>PS</b>	<b>\$2,007</b>	<b>\$2,344</b>	<b>\$2,849</b>	<b>\$3,676</b>	<b>\$4,349</b>	<b>\$5,001</b>	<b>\$5,654</b>	<b>\$6,306</b>
% of FMR	109.97%	110.00%	110.00%	109.99%	109.99%	109.98%	110.00%	109.99%

FMR	<b>\$1,825</b>	<b>\$2,131</b>	<b>\$2,590</b>	<b>\$3,342</b>	<b>\$3,954</b>	<b>\$4,547</b>	<b>\$5,140</b>	<b>\$5,733</b>
110% of FMR	<b>\$2,007</b>	<b>\$2,344</b>	<b>\$2,849</b>	<b>\$3,676</b>	<b>\$4,349</b>	<b>\$5,001</b>	<b>\$5,654</b>	<b>\$6,306</b>

## SECTION 2: INCOME LIMITS EFFECTIVE 05/15/2023

Family Size (# of persons)	Extremely Low ( 30%) Income	Very Low (50%) Income	Low (80%) Income
01	\$31,050	\$51,800	\$78,550
02	35,500	59,200	89,750
03	39,950	66,600	100,950
04	44,350	73,950	112,150
05	47,900	79,900	121,150
06	51,450	85,800	130,100
07	55,000	91,700	139,100
08	58,550	97,650	148,050

**Disclaimer:** This information is provided as a courtesy of the Housing Authority of the County of Contra Costa to assist you on determining if you are eligible for housing programs within the agency. **Payment Standards represent the maximum subsidy permitted not the maximum rent available. All rents are subject to Rent Reasonableness Determination.** This information is subject to change without notice.

# Utility Allowance Schedule

See Public Report and Instructions on Back

U.S. Department of Housing  
and Urban Development  
Office of Public and Indian  
Housing

OMB Approval No. 2577-0169  
(exp. 04/30/2026)

Locality/PHA <b>Housing Authority of the County of Contra Costa</b>					Unit type <b>Elevator/High-Rise/ Apartment/Walk-Up (Multi-Family)</b>				Date <b>3/1/2024</b>
Utility or Service	Fuel Type	0 BR	1 BR	2 BR	3 BR	4 BR	5 BR	6 BR	7 BR
Heating	Natural Gas	16	19	22	25	29	32	34	37
	Bottle Gas	36	43	48	52	59	64	70	75
	Electric	22	26	34	41	48	55	59	64
	Electric Heat Pump	19	23	27	30	34	37	40	43
	Fuel Oil								
	Other								
Cooking	Natural Gas	4	4	7	8	11	12	14	15
	Bottle Gas	7	7	11	16	20	23	25	27
	Electric	9	11	16	21	26	31	33	36
	Other								
Other Electric		29	35	52	69	90	110	121	131
Air Conditioning		5	6	9	11	14	16	17	19
Water Heating	Natural Gas	8	10	14	19	24	28	30	33
	Bottle Gas	16	18	25	34	43	50	54	59
	Electric	22	26	33	40	47	54	59	63
	Electric - Heat Pump								
	Fuel Oil								
Water		49	50	62	74	86	98	106	114
Sewer		20	20	20	21	21	21	21	21
Trash Collection		41	41	41	41	41	41	41	41
Other - Specify									
Range/Microwave	(Tenant Supplied)	11	11	11	11	11	11	11	11
Refrigerator -	(Tenant Supplied)	12	12	12	12	12	12	12	12
<b>Actual Family Allowance:</b> (May be used by the family to compute allowance while searching for a unit)						<b>Utility/Service/Appliance</b>		<b>Allowance</b>	
						Heating			
Head of Household Name						Cooking			
						Other Electric			
						Air Conditioning			
						Water Heating			
Unit Address						Water			
						Sewer			
						Trash Collection			
						Other			
						Range/Microwave			
						Refrigerator			
Number of Bedrooms						Total			

form HUD-52667 (04/23)

# Utility Allowance Schedule

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U.S. Department of Housing  
and Urban Development  
Office of Public and Indian  
Housing

OMB Approval No. 2577-0169

(exp. 04/30/2026)

Locality/PHA <b>Housing Authority of the County of Contra Costa</b>					Unit type <b>Detached House / Single Family Dwelling</b>				Date <b>3/1/2024</b>
Utility or Service	Fuel Type	0 BR	1 BR	2 BR	3 BR	4 BR	5 BR	6 BR	7 BR
Heating	Natural Gas	25	30	34	39	43	47	51	55
	Bottle Gas	52	61	70	77	84	91	100	107
	Electric	47	56	64	73	83	93	102	110
	Electric Heat Pump	28	33	39	43	48	53	57	61
	Fuel Oil								
	Other								
Cooking	Natural Gas	4	4	7	8	11	12	14	15
	Bottle Gas	7	7	11	16	20	23	25	27
	Electric	9	11	16	21	26	31	33	36
	Other								
Other Electric		46	55	83	113	143	173	188	203
Air Conditioning		4	5	11	17	23	29	32	34
Water Heating	Natural Gas	11	12	18	24	29	35	37	40
	Bottle Gas	20	23	32	43	52	61	66	73
	Electric	27	32	41	50	59	68	75	81
	Electric - Heat Pump								
	Fuel Oil								
Water		49	50	62	74	86	98	106	114
Sewer		20	20	20	21	21	21	21	21
Trash Collection		41	41	41	41	41	41	41	41
Other - Specify									
Range/Microwave	(Tenant Supplied)	11	11	11	11	11	11	11	11
Refrigerator -	(Tenant Supplied)	12	12	12	12	12	12	12	12
<b>Actual Family Allowance:</b> (May be used by the family to compute allowance while searching for a unit)						<b>Utility/Service/Appliance</b>		<b>Allowance</b>	
						Heating			
Head of Household Name						Cooking			
						Other Electric			
						Air Conditioning			
						Water Heating			
Unit Address						Water			
						Sewer			
						Trash Collection			
						Other			
						Range/Microwave			
						Refrigerator			
Number of Bedrooms						Total			

form HUD-52667 (04/23)

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U.S. Department of Housing  
and Urban Development  
Office of Public and Indian  
Housing

OMB Approval No. 2577-0169

(exp. 04/30/2026)

Locality/PHA <b>Housing Authority of the County of Contra Costa</b>					Unit type <b>Row House/ Townhouse &amp; Semi-Detached/Duplex</b>				Date <b>3/1/2024</b>
Utility or Service	Fuel Type	0 BR	1 BR	2 BR	3 BR	4 BR	5 BR	6 BR	7 BR
Heating	Natural Gas	23	27	32	34	39	41	45	50
	Bottle Gas	50	57	64	70	77	82	89	98
	Electric	33	39	48	56	65	75	83	89
	Electric Heat Pump	23	28	33	37	41	45	49	52
	Fuel Oil								
	Other								
Cooking	Natural Gas	4	4	7	8	11	12	14	15
	Bottle Gas	7	7	11	16	20	23	25	27
	Electric	9	11	16	21	26	31	33	36
	Other								
Other Electric		38	46	68	94	119	145	159	172
Air Conditioning		5	6	11	15	20	24	26	28
Water Heating	Natural Gas	11	12	18	24	29	35	37	40
	Bottle Gas	20	23	32	43	52	61	66	73
	Electric	27	32	41	50	59	68	75	81
	Electric - Heat Pump								
	Fuel Oil								
Water		49	50	62	74	86	98	106	114
Sewer		20	20	20	21	21	21	21	21
Trash Collection		41	41	41	41	41	41	41	41
Other - Specify									
Range/Microwave	(Tenant Supplied)	11	11	11	11	11	11	11	11
Refrigerator -	(Tenant Supplied)	12	12	12	12	12	12	12	12
<b>Actual Family Allowance:</b> (May be used by the family to compute allowance while searching for a unit)						<b>Utility/Service/Appliance</b>		<b>Allowance</b>	
						Heating			
Head of Household Name						Cooking			
						Other Electric			
						Air Conditioning			
Unit Address						Water Heating			
						Water			
						Sewer			
						Trash Collection			
						Other			
						Range/Microwave			
Number of Bedrooms						Refrigerator			
						Total			

form HUD-52667 (04/23)

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U.S. Department of Housing  
and Urban Development  
Office of Public and Indian  
Housing

OMB Approval No. 2577-0169

(exp. 04/30/2026)

Locality/PHA <b>Housing Authority of the County of Contra Costa</b>					Unit type <b>Mobile/ Manufactured Home</b>				Date <b>3/1/2024</b>
Utility or Service	Fuel Type	0 BR	1 BR	2 BR	3 BR	4 BR	5 BR	6 BR	7 BR
Heating	Natural Gas	21	25	29	32	36	39	41	44
	Bottle Gas	45	52	59	64	73	77	82	86
	Electric	51	60	62	63	65	66	72	79
	Electric Heat Pump	23	28	33	37	41	45	49	52
	Fuel Oil								
	Other								
Cooking	Natural Gas	4	4	7	8	11	12	14	15
	Bottle Gas	7	7	11	16	20	23	25	27
	Electric	9	11	16	21	26	31	33	36
	Other								
Other Electric		46	55	83	113	143	173	188	203
Air Conditioning		5	6	10	14	19	23	25	27
Water Heating	Natural Gas	11	12	18	24	29	35	37	40
	Bottle Gas	20	23	32	43	52	61	66	73
	Electric	27	32	41	50	59	68	75	81
	Electric - Heat Pump								
	Fuel Oil								
Water		49	50	62	74	86	98	106	114
Sewer		20	20	20	21	21	21	21	21
Trash Collection		41	41	41	41	41	41	41	41
Other - Specify									
Range/Microwave	(Tenant Supplied)	11	11	11	11	11	11	11	11
Refrigerator -	(Tenant Supplied)	12	12	12	12	12	12	12	12
<b>Actual Family Allowance:</b> (May be used by the family to compute allowance while searching for a unit)						<b>Utility/Service/Appliance</b>		<b>Allowance</b>	
						Heating			
Head of Household Name						Cooking			
						Other Electric			
						Air Conditioning			
Unit Address						Water Heating			
						Water			
						Sewer			
						Trash Collection			
						Other			
						Range/Microwave			
Number of Bedrooms						Refrigerator			
						Total			

form HUD-52667 (04/23)

# HOUSING CHOICE VOUCHER WORKSHEET

1. APPLICABLE PAYMENT STANDARD	\$ _____
2. LESS 30% OF MONTHLY ADJUSTED	- \$ _____
3. 40% (WARNING CAP)                      \$ _____	
4. HOUSING VOUCHER SUBSIDY	= \$ _____
5. RENT TO OWNER	\$ _____
6. UTILITY ALLOWANCE	+ \$ _____
7. GROSS RENT	= \$ _____
8. GROSS RENT	\$ _____
9. LESS 30% OF INCOME	- \$ _____
10. HOUSING VOUCHER SUBSIDY	= \$ _____
RENT TO OWNER	\$ _____
HAP (THE LESSOR OF LINE 4 OR 10)	- \$ _____
TENANT RENT	= \$ _____
TENANT RENT PLUS UTILITIES	\$ _____

**CANNOT EXCEED 40% OF INCOME**



# HOUSING CHOICE VOUCHER WORKSHEET

## EXAMPLE A

1. APPLICABLE PAYMENT STANDARD	<u>\$1506</u>
2. LESS 30% OF MONTHLY ADJUSTED	- <u>\$218</u>
3. 40% (WARNING CAP) <u>\$305</u>	
4. HOUSING VOUCHER SUBSIDY	= <u>\$1288</u>
5. RENT TO OWNER	<u>\$1400</u>
6. UTILITY ALLOWANCE	+ <u>\$56</u>
7. GROSS RENT	= <u>\$1456</u>
8. GROSS RENT	<u>\$1456</u>
9. LESS 30% OF INCOME	- <u>\$218</u>
10. HOUSING VOUCHER SUBSIDY	= <u>\$1238</u>
RENT TO OWNER	<u>\$1400</u>
HAP (THE LESSOR OF LINE 4 OR 10)	- <u>\$1238</u>
TENANT RENT	= <u>\$162</u>
TENANT RENT PLUS UTILITIES	<u>\$162 + 56 = 218</u>
<b>CANNOT EXCEED 40% OF INCOME - UNDER \$305 and APPROVED</b>	

# HOUSING CHOICE VOUCHER WORKSHEET

## EXAMPLE B

1. APPLICABLE PAYMENT STANDARD	<u>\$1506</u>
2. LESS 30% OF MONTHLY ADJUSTED	- <u>\$218</u>
3. 40% (WARNING CAP) <u>\$305</u>	
4. HOUSING VOUCHER SUBSIDY	= <u>\$1288</u>
5. RENT TO OWNER	<u>\$1700</u>
6. UTILITY ALLOWANCE	+ <u>\$56</u>
7. GROSS RENT	= <u>\$1756</u>
8. GROSS RENT	<u>\$1756</u>
9. LESS 30% OF INCOME	- <u>\$218</u>
10. HOUSING VOUCHER SUBSIDY	= <u>\$1538</u>
RENT TO OWNER	<u>\$1700</u>
HAP (THE LESSOR OF LINE 4 OR 10)	- <u>\$1288</u>
TENANT RENT	= <u>\$412</u>
TENANT RENT PLUS UTILITIES	<u>\$412 + 56 = 468</u>
<b>CANNOT EXCEED 40% OF INCOME - OVER \$305 and NOT APPROVED</b>	

# Are You a Victim of Housing Discrimination?

Fair Housing is Your Right!

If you have been denied your housing rights...you may have experienced unlawful discrimination.



U.S. Department of Housing and Urban Development

WHERE TO MAIL YOUR FORM OR  
INQUIRE ABOUT YOUR CLAIM

- For Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, and Vermont:**  
**NEW ENGLAND OFFICE**  
Fair Housing Hub  
U.S. Dept. of Housing and Urban Development  
100 South Main Street, 11th Floor  
New Haven, CT 06511  
Telephone (817) 978-5900 or 1-888-560-8913  
Fax (817) 978-5876 or 5851 • TTY (817) 978-5595  
E-mail: [Complaints\\_office\\_06@hud.gov](mailto:Complaints_office_06@hud.gov)
- For Iowa, Kansas, Missouri and Nebraska:**  
**GREAT PLAINS OFFICE**  
Fair Housing Hub  
U.S. Dept. of Housing and Urban Development  
400 State Avenue, Room 200, 4th Floor  
Kansas City, KS 66101-2406  
Telephone (913) 551-6958 or 1-800-743-5323  
Fax (913) 551-6856 • TTY (913) 551-6972  
E-mail: [Complaints\\_office\\_07@hud.gov](mailto:Complaints_office_07@hud.gov)
- For Colorado, Montana, North Dakota, South Dakota, Utah, and Wyoming:**  
**ROCKY MOUNTAIN OFFICE**  
Fair Housing Hub  
U.S. Dept. of Housing and Urban Development  
1670 Broadway  
Denver, CO 80202-4801  
Telephone (303) 672-5437 or 1-800-877-7353  
Fax (303) 672-5026 • TTY (303) 672-5248  
E-mail: [Complaints\\_office\\_08@hud.gov](mailto:Complaints_office_08@hud.gov)
- For Arizona, California, Hawaii, and Nevada:**  
**PACIFIC/HAWAII OFFICE**  
Fair Housing Hub  
U.S. Dept. of Housing and Urban Development  
600 Harrison Street, Third Floor  
San Francisco, CA 94107-1300  
Telephone (415) 489-6524 or 1-800-347-3739  
Fax (415) 489-6538 • TTY (415) 436-6594  
E-mail: [Complaints\\_office\\_09@hud.gov](mailto:Complaints_office_09@hud.gov)
- For Alaska, Idaho, Oregon, and Washington:**  
**NORTHWEST/ALASKA OFFICE**  
Fair Housing Hub  
U.S. Dept. of Housing and Urban Development  
Seattle Federal Office Building  
909 First Avenue, Room 205  
Seattle, WA 98104-1000  
Telephone (206) 220-5700 or 1-800-877-0246  
Fax (206) 220-4477 • TTY (206) 220-5185  
E-mail: [Complaints\\_office\\_10@hud.gov](mailto:Complaints_office_10@hud.gov)
- If after contacting the local office nearest you, you still have questions – you may contact HUD further at:**  
U.S. Dept. of Housing and Urban Development  
Office of Fair Housing and Equal Opportunity  
451 7th Street, S.W., Room 5204  
Washington, DC 20416-2000  
Telephone (202) 706-6035 • TTY (202) 706-6077  
Fax (202) 706-4425 • TTY (202) 706-9272-9275
- For New Jersey and New York:**  
**NEW YORK OFFICE**  
Fair Housing Hub  
U.S. Dept. of Housing and Urban Development  
100 Causeway Street, Room 321  
Boston, MA 02222-1092  
Telephone (617) 994-8320 or 1-800-827-5005  
Fax (617) 565-7313 • TTY (617) 565-5453  
E-mail: [Complaints\\_office\\_01@hud.gov](mailto:Complaints_office_01@hud.gov)
- For Delaware, District of Columbia, Maryland, Pennsylvania, Virginia, and West Virginia:**  
**MID-ATLANTIC OFFICE**  
Fair Housing Hub  
U.S. Dept. of Housing and Urban Development  
The Wanamaker Building  
100 Penn Square East  
Philadelphia, PA 19107  
Telephone (215) 696-4119 • TTY (215) 696-3150  
E-mail: [Complaints\\_office\\_02@hud.gov](mailto:Complaints_office_02@hud.gov)
- For Alabama, the Caribbean, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina, and Tennessee:**  
**SOUTHEAST/CARIBBEAN OFFICE**  
Fair Housing Hub  
U.S. Dept. of Housing and Urban Development  
Five Points Plaza  
40 Marietta, 16th Floor  
Atlanta, GA 30303-2808  
Telephone (404) 331-5140 or 1-800-440-8091  
Fax (404) 331-1021 • TTY (404) 730-2654  
E-mail: [Complaints\\_office\\_04@hud.gov](mailto:Complaints_office_04@hud.gov)
- For Illinois, Indiana, Michigan, Minnesota, Ohio, and Wisconsin:**  
**MIDWEST OFFICE**  
Fair Housing Hub  
U.S. Dept. of Housing and Urban Development  
Ralph H. Metcalfe Federal Building  
77 West Jackson Boulevard, Room 2101  
Chicago, IL 60604-3507  
Telephone (312) 353-7776 or 1-800-765-9372  
Fax (312) 886-2837 • TTY (312) 353-7143  
E-mail: [Complaints\\_office\\_06@hud.gov](mailto:Complaints_office_06@hud.gov)

To file electronically, visit: [www.hud.gov](http://www.hud.gov)

# HOUSING DISCRIMINATION INFORMATION

Departamento de Vivienda y Desarrollo Urbano Oficina de Derecho Equitativo a la Vivienda  
 U.S. Department of Housing and Urban Development Office of Fair Housing and Equal Opportunity

**Instructions:** (Please type or print) Read this form carefully. Try to answer all questions. If you do not know the answer or a question does not apply to you, leave the space blank. You have one year from the date of the alleged discrimination to file a complaint. Your form should be signed and dated.

PLACE  
POSTAGE  
HERE

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Your Name \_\_\_\_\_

Your Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Best time to call \_\_\_\_\_ Your Daytime Phone No \_\_\_\_\_ Evening Phone No \_\_\_\_\_

## Who else can we call if we cannot reach you?

Contact's Name \_\_\_\_\_ Best Time to call \_\_\_\_\_

Daytime Phone No \_\_\_\_\_ Evening Phone No \_\_\_\_\_

Contact's Name \_\_\_\_\_ Best Time to call \_\_\_\_\_

Daytime Phone No \_\_\_\_\_ Evening Phone No \_\_\_\_\_

## What happened to you?

How were you discriminated against?  
 For example: were you refused an opportunity to rent or buy housing? Denied a loan? Told that housing was not available when in fact it was? Treated differently from others seeking housing?  
 State briefly, what happened.

MAIL TO:

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Public Reporting Burden for this collection of information is estimated to average 20 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information.

The Department of Housing and Urban Development is authorized to collect this information by Title VIII of the Civil Rights Act of 1968, as amended by the Fair Housing Amendments Act of 1988, (P.L. 100-430); Title VI of the Civil Rights Act of 1964, (P.L. 88-352); Section 504 of the Rehabilitation Act of 1973, as amended, (P.L. 93-112); Section 109 of Title I- Housing and Community Development Act of 1974, as amended, (P.L. 97-35); Americans with Disabilities Act of 1990, (P.L. 101-336); and by the Age Discrimination Act of 1975, as amended, (42 U.S.C. 6103).

The information will be used to investigate and to process housing discrimination complaints. The information may be disclosed to the United States Department of Justice for its use in the filing of pattern and practice suits of housing discrimination or the prosecution of the person(s) who committed that discrimination where violence is involved; and to State or local fair housing agencies that administer substantially equivalent fair housing laws for complaint processing. Failure to provide some or all of the requested information will result in delay or denial of HUD assistance.

Disclosure of this information is voluntary.



Form HUD-903.1 (1/02)

OMB Approval No. 2529-0011 (exp. 1/31/2011)

# HOUSING DISCRIMINATION INFORMATION

Departamento de Vivienda y Desarrollo Urbano Oficina de Derecho Equitativo a la Vivienda  
U.S. Department of Housing and Urban Development Office of Fair Housing and Equal Opportunity

## 2 Why do you think you are a victim of housing discrimination?

Is it because of your:

- race - color - religion - sex - national origin - familial status (families with children under 18) - disability?

For example: were you denied housing because of your race? Were you denied a mortgage loan because of your religion? Or turned down for an apartment because you have children?

Briefly explain why you think your housing rights were denied and circle the factor(s) listed above that you believe apply.

## 3 Who do you believe discriminated against you?

For example: was it a landlord, owner, bank, real estate agent, broker, company, or organization?

Identify who you believe discriminated against you.

Name \_\_\_\_\_

Address \_\_\_\_\_

## 4 Where did the alleged act of discrimination occur?

For example: Was it at a rental unit? Single family home? Public or Assisted Housing? A Mobile Home?

Did it occur at a bank or other lending institution?

Provide the address.

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_

Zip Code \_\_\_\_\_

## 5 When did the last act of discrimination occur?

Enter the date

\_\_\_\_ / \_\_\_\_ / \_\_\_\_

Is the alleged discrimination continuing or ongoing?

Yes  No

Signature \_\_\_\_\_

Date \_\_\_\_\_

Send this form to HUD or to the fair housing agency nearest you. If you are unable to complete this form, you may call that office directly. See address and telephone listings on back page.



## It is Unlawful to Discriminate in Housing Based on These Factors...

- Race
- Color
- National origin
- Religion
- Sex
- Familial status (families with children under the age of 18, or who are expecting a child)
- Handicap (if you or someone close to you has a disability)

## If You Believe Your Rights Have Been Violated...

- HUD or a State or local fair housing agency is ready to help you file a complaint.
- After your information is received, HUD or a State or local fair housing agency will contact you to discuss the concerns you raise.

Keep this information for your records.

Date you mailed your information to HUD: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Address to which you sent the information:

Office \_\_\_\_\_

Telephone \_\_\_\_\_

Street \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_

Zip Code \_\_\_\_\_

If you have not heard from HUD or a State or local fair housing agency within three weeks from the date you mailed this form, you may call to inquire about the status of your complaint. See address and telephone listings on back page.

## ARE YOU A VICTIM OF HOUSING DISCRIMINATION?

"The American Dream of having a safe and decent place to call 'home' reflects our shared belief that in this nation, opportunity and success are within everyone's reach.

Under our Fair Housing laws, every citizen is assured the opportunity to build a better life in the home or apartment of their choice — regardless of their race, color, religion, sex, national origin, family status or disability."

Alphonso Jackson  
Secretary

## HOW DO YOU RECOGNIZE HOUSING DISCRIMINATION?

### Under the Fair Housing Act, it is Against the Law to:

- Refuse to rent to you or sell you housing
- Tell you housing is unavailable when in fact it is available
- Show you apartments or homes only in certain neighborhoods
- Set different terms, conditions, or privileges for sale or rental of a dwelling
- Provide different housing services or facilities
- Advertise housing to preferred groups of people only
- Refuse to provide you with information regarding mortgage loans, deny you a mortgage loan, or impose different terms or conditions on a mortgage loan
- Deny you property insurance
- Conduct property appraisals in a discriminatory manner
- Refuse to make reasonable accommodations for persons with a disability if the accommodation may be necessary to afford such person a reasonable and equal opportunity to use and enjoy a dwelling.
- Fail to design and construct housing in an accessible manner
- Harass, coerce, intimidate, or interfere with anyone exercising or assisting someone else with his/her fair housing rights

# Fair Housing and Source of Income



# FAQ

## 1 | What is the law regarding source of income protections?

California has a law called the Fair Employment and Housing Act (FEHA)<sup>1</sup> that protects people from housing discrimination based on protected characteristics, including the source of a housing applicant or tenant's income. This includes the use of a federal, state, or local housing subsidy, such as a Housing Choice Voucher (also known as an "HCV" or "Section 8"), that helps participants afford their rent. The law also protects people from source of income discrimination in housing other than rental housing.

## 2 | What types of housing subsidy programs are included under the source of income protections?

The law prohibits discrimination against any applicant or tenant because they are using any type of federal, state, or local housing subsidy to assist with paying rent. This includes, but is not limited to, the Section 8 voucher/HCV program, the HUD-VASH program, Homelessness Prevention and Rapid Re-Housing programs, Housing Opportunities for Persons with AIDS, and security deposit assistance programs. The law also protects the use of subsidy programs created by cities, counties, and public agencies to address growing homelessness.<sup>2</sup>

## 3 | What is a Section 8/Housing Choice Voucher? What is a HUD-VASH voucher?

A Section 8 voucher/HCV is rental assistance funded by the U.S. Department of Housing and Urban Development (HUD). The funds are administered by local public housing authorities to help households with low incomes pay their rent. A tenant with a voucher pays a predetermined portion of rent, and the Section 8 voucher/HCV program pays the remainder of the rent directly to the housing provider.

The HUD-VASH program is a type of Section 8 voucher/HCV that provides assistance to veterans and their families who are experiencing homelessness. The program also includes case management and clinical services provided by the Department of Veterans Affairs.

## 4 | Who must comply with the law regarding source of income protections?

All housing providers must comply with FEHA's source of income protections.

This includes private landlords, property management companies, homeowners associations, corporations, and others who rent residential property in California.<sup>3</sup> Additionally, providers of housing-related services and programs such as mortgage lenders, insurance providers, and appraisers must also comply with the law.<sup>4</sup> However, homeowners who live in their house, condominium, or other single-family unit and rent out only one room within that unit are exempt from the law.<sup>5</sup>

1 Cal Govt. Code § 12900 et seq.

2 2 CCR § 12140(b)(4)

3 2 CCR § 12005(v)

4 2 CCR § 12140.1

5 2 CCR § 12052

## ■ Fair Housing and Source of Income

### 5 | What are some examples of practices that are prohibited?

Examples of actions a housing provider or a provider of housing related services/programs cannot take based only on a person's source of income include but are not limited to:

1. Advertising a preference for tenants with certain sources of income<sup>6</sup>
2. Refusing an application from a prospective tenant, charging a higher deposit or rent, or treating the prospective tenant or tenant differently in any other way because the prospective tenant or tenant uses a Section 8 voucher/HCV or another housing subsidy<sup>7</sup>
3. Refusing to enter into a lease with someone utilizing security deposit assistance<sup>8</sup>
4. Harassing or evicting an existing tenant because they begin utilizing a housing subsidy to pay rent<sup>9</sup>
5. Interrupting or terminating any tenancy because the tenant is using or plans to use a Section 8 voucher/HCV or other housing subsidy<sup>10</sup>
6. Falsely representing that a rental unit is not available for tenancy because the prospective tenant will be using a HUD-VASH voucher<sup>11</sup>
7. Requiring any clause, condition, or restriction in the terms of an agreement solely because the tenant will use a Section 8 voucher/HCV (with the exception of those required by a particular subsidy program)<sup>12</sup>
8. Restricting a tenant's access to facilities or services at the rental property (such as a pool or fitness center) or refusing repairs or improvements to the property associated with the tenancy because of the use of a Section 8 voucher/HCV or another subsidy<sup>13</sup>
9. Refusing to approve a mortgage for a qualified applicant because they will make payments with retirement benefits<sup>14</sup>
10. A city requiring social service providers to purchase a special license to provide hotel rooms to people experiencing homelessness<sup>15</sup>

### 6 | Can housing providers post notices or advertisements that say, "No Section 8" or indicate preferences for, or bans on, other rental assistance?

No. It is unlawful to make, print, publish, advertise, or disseminate in any way a notice, statement, or advertisement that indicates that a tenant will be declined because of their source of income, including a Section 8 voucher/HCV.<sup>16</sup>

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6 2 CCR § 12141(7)  
 7 2 CCR § 12141(a)  
 8 2 CCR § 12141(a)  
 9 2 CCR § 12140.1(e)  
 10 2 CCR § 12141(a)  
 11 2 CCR § 12141(a)  
 12 2 CCR § 12141(a)  
 13 2 CCR § 12141(a)  
 14 2 CCR § 12140.1(d)  
 15 2 CCR § 12140.1(k)  
 16 2 CCR § 12141(7)



## ■ Fair Housing and Source of Income

### 7 | Are housing providers prohibited from screening applicants with rental assistance based on other factors?

No. While housing providers cannot decline a tenant or treat a prospective tenant differently than other applicants, based only on the applicant's receipt of housing assistance, housing providers still have the right to screen all applicants according to their lawful tenant screening criteria.<sup>17</sup> However, as of January 1, 2024, housing providers must give applicants with housing subsidies the chance to present verifiable and lawful evidence that they can cover their portion of the rent. If the housing provider receives such evidence, they should consider this information instead of the applicant's credit history. Such proof could include, but is not limited to, documentation of the receipt of public benefits, bank statements, or pay stubs.<sup>18</sup>

Additionally, all fair housing laws still apply, ensuring that tenant selection is never based on race, color, national origin, religion, sex, familial status, disability, age, ancestry, sexual orientation, gender identity, gender expression, genetic information, marital status, military and veteran status, citizenship status, primary language, or immigration status.<sup>19</sup>

### 8 | Can a housing provider still screen for income eligibility to ensure an applicant will be able to pay their rent?

Yes. However, housing providers must consider all legal and verifiable sources of income for an applicant or resident. Any money that will be paid by a household must be included as part of the applicant's or resident's annual income when determining whether their income meets the requirements for the rent amount or other financial standards. This means that the housing provider must consider the total income of persons residing together or proposing to reside together on the same basis as the total income of married persons residing together or proposing to reside together.<sup>20</sup>

### 9 | Are applicants receiving rental assistance permitted to provide documentation of their ability to pay rent through evidence other than a credit report?

Yes. If a housing provider plans to check the credit history of an applicant with rental assistance, the provider must offer the opportunity, and give the applicant reasonable time, to present alternative, lawful, and verifiable evidence of their ability to cover their portion of the rent. If the applicant submits such evidence, the housing provider must consider this instead of the credit report. The evidence can include documentation of the receipt of public benefits, bank statements, or pay stubs.<sup>21</sup>

### 10 | If a housing provider uses a financial eligibility standard that requires a household to have a certain amount of income to qualify for a unit, how can a tenant with a Section 8 voucher/HCV meet the financial standard?

If a tenant or applicant is using a housing subsidy, such as a Section 8 voucher/HCV, the housing provider is only permitted to consider the tenant's portion of the rent. If a housing

<sup>17</sup> 2 CCR § 12141(b)

<sup>18</sup> Cal. Govt. Code § 12955(o)(B)

<sup>19</sup> 2 CCR § 12141(b)

<sup>20</sup> 2 CCR § 12142

<sup>21</sup> Cal. Govt. Code § 12955(o)(B)

## Fair Housing and Source of Income

provider uses a financial or income standard that is not solely based on the portion of the rent to be paid by the tenant, then the housing provider has committed an unlawful discriminatory housing practice.<sup>22</sup>

For example:

A two-bedroom unit is advertised at a rent of \$2,500 per month. The building has a policy that all households must have an income of at least three times the rent in order to qualify for a unit. A household with a Section 8 voucher/HCV applies for the apartment. The tenant’s portion of the rent is \$500, and the housing authority will pay the additional \$2000. The housing provider is permitted to require that the tenant have an income of at least \$1500 a month (the tenant portion X 3). The housing provider cannot require that the tenant make three times the total rent for the unit (\$7500), as this would include the portion that will be paid by the housing authority. See chart illustrating this:

	Standard	Section 8
<i>Rent Due by Tenant:</i>	\$2,500	\$500
<i>Income Minimum:</i>	\$7,500	\$1,500

### 11 | Does this mean a housing provider cannot set their own rent amounts?

No. The local public housing authority only determines whether or not the rent requested by the housing provider for a household with a Section 8 voucher/HCV is reasonable. Critical market factors that impact rent are considered, such as the location, quality, size, unit type, and age of the contract unit, as well as any amenities. To raise the rent, the housing provider first must comply with any local or state law that limits rent increases for certain residential properties. Housing providers must also provide the tenant and the local public housing authority with a written notice of a proposed rent increase and submit a rent increase application. Rents for existing Section 8 voucher/HCV holding tenants may not exceed the rents charged for units with tenants who do not receive rental assistance.

### 12 | How are tenants with Section 8 vouchers/HCVs screened by the housing authority?

Households that receive a Section 8 voucher/HCV undergo a verification process of their income and background checks for certain factors related to tenant suitability, such as criminal conviction history\* and eviction history. Additionally, many rental assistance programs, including the Section 8 voucher/HCV, require recipients to adhere to specific rules and standards regarding conduct in housing to receive assistance. This provides an additional incentive for tenants to comply with lease provisions. Housing providers are also permitted to do their own background checks if the screening complies with all federal, state, and local laws.

\*FEHA also has specific regulations related to the use of criminal history information in housing decision-making.

<sup>22</sup> Cal. Govt. Code § 12955(o)(A); 2 CCR § 12143

## ■ Fair Housing and Source of Income

### 13 | Do source of income protections apply in non-rental situations?

Yes. All providers of housing-related services and programs are prohibited from engaging in source of income discrimination, including in non-rental circumstances. Examples include, but are not limited to: 1) banks, mortgage companies, and other financial institutions providing financial assistance related to housing accommodations; 2) businesses that provide insurance for housing accommodations; and 3) persons or businesses performing appraisals.<sup>23</sup> For more information on what entities are prohibited from engaging in source of income discrimination, see California Code of Regulations, title 2, section 12140.1.

### 14 | What could happen if a housing provider does not follow the law?

Tenants, applicants, and others who believe they have experienced prohibited source of income discrimination can file a private lawsuit against housing providers who violate the law, or they can file a complaint with CRD. CRD will investigate and attempt to resolve the complaint. If the complaint isn't resolved and CRD determines there has been a legal violation, CRD can file a lawsuit in court seeking remedies that may include recovery of out-of-pocket losses, an injunction prohibiting the unlawful practice, access to housing that the landlord denied, damages for emotional distress, civil penalties or punitive damages, and attorney's fees.

### 15 | Where can I obtain more information?

Please see our website at [www.calcivilrights.ca.gov](http://www.calcivilrights.ca.gov) for more information and resources about source of income discrimination.

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If you think you have been a victim of discrimination, please contact CRD.

### TO FILE A COMPLAINT

#### Civil Rights Department

[calcivilrights.ca.gov/complaintprocess](http://calcivilrights.ca.gov/complaintprocess)

Toll Free: 800.884.1684

TTY: 800.700.2320

California Relay Service (711)

*Have a disability that requires a reasonable accommodation? CRD can assist you with your complaint.*

For translations of this guidance, visit: [www.calcivilrights.ca.gov/posters/housing](http://www.calcivilrights.ca.gov/posters/housing)

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23 2 CCR § 12140.1

## Are You Planning to Buy or Rent a Home Built Before 1978?

Did you know that many homes built before 1978 have **lead-based paint**? Lead from paint, chips, and dust can pose serious health hazards.

### Read this entire brochure to learn:

- How lead gets into the body
- About health effects of lead
- What you can do to protect your family
- Where to go for more information

### Before renting or buying a pre-1978 home or apartment, federal law requires:

- Sellers must disclose known information on lead-based paint or lead-based paint hazards before selling a house.
- Real estate sales contracts must include a specific warning statement about lead-based paint. Buyers have up to 10 days to check for lead.
- Landlords must disclose known information on lead-based paint and lead-based paint hazards before leases take effect. Leases must include a specific warning statement about lead-based paint.

### If undertaking renovations, repairs, or painting (RRP) projects in your pre-1978 home or apartment:

- Read EPA's pamphlet, *The Lead-Safe Certified Guide to Renovate Right*, to learn about the lead-safe work practices that contractors are required to follow when working in your home (see page 12).



# Protect Your Family From Lead in Your Home



## Simple Steps to Protect Your Family from Lead Hazards

### If you think your home has lead-based paint:

- Don't try to remove lead-based paint yourself.
- Always keep painted surfaces in good condition to minimize deterioration.
- Get your home checked for lead hazards. Find a certified inspector or risk assessor at [epa.gov/lead](http://epa.gov/lead).
- Talk to your landlord about fixing surfaces with peeling or chipping paint.
- Regularly clean floors, window sills, and other surfaces.
- Take precautions to avoid exposure to lead dust when remodeling.
- When renovating, repairing, or painting, hire only EPA- or state-approved Lead-Safe certified renovation firms.
- Before buying, renting, or renovating your home, have it checked for lead-based paint.
- Consult your health care provider about testing your children for lead. Your pediatrician can check for lead with a simple blood test.
- Wash children's hands, bottles, pacifiers, and toys often.
- Make sure children avoid fatty (or high fat) foods and eat nutritious meals high in iron and calcium.
- Remove shoes or wipe soil off shoes before entering your house.

## Lead Gets into the Body in Many Ways

### Adults and children can get lead into their bodies if they:

- Breathe in lead dust (especially during activities such as renovations, repairs, or painting that disturb painted surfaces).
- Swallow lead dust that has settled on food, food preparation surfaces, and other places.
- Eat paint chips or soil that contains lead.

### Lead is especially dangerous to children under the age of 6.

- At this age, children's brains and nervous systems are more sensitive to the damaging effects of lead.
- Children's growing bodies absorb more lead.
- Babies and young children often put their hands and other objects in their mouths. These objects can have lead dust on them.



### Women of childbearing age should know that lead is dangerous to a developing fetus.

- Women with a high lead level in their system before or during pregnancy risk exposing the fetus to lead through the placenta during fetal development.

## Health Effects of Lead

**Lead affects the body in many ways.** It is important to know that even exposure to low levels of lead can severely harm children.

### **In children, exposure to lead can cause:**

- Nervous system and kidney damage
- Learning disabilities, attention deficit disorder, and decreased intelligence
- Speech, language, and behavior problems
- Poor muscle coordination
- Decreased muscle and bone growth
- Hearing damage

While low-lead exposure is most common, exposure to high amounts of lead can have devastating effects on children, including seizures, unconsciousness, and, in some cases, death.

Although children are especially susceptible to lead exposure, lead can be dangerous for adults, too.

### **In adults, exposure to lead can cause:**

- Harm to a developing fetus
- Increased chance of high blood pressure during pregnancy
- Fertility problems (in men and women)
- High blood pressure
- Digestive problems
- Nerve disorders
- Memory and concentration problems
- Muscle and joint pain

## Check Your Family for Lead

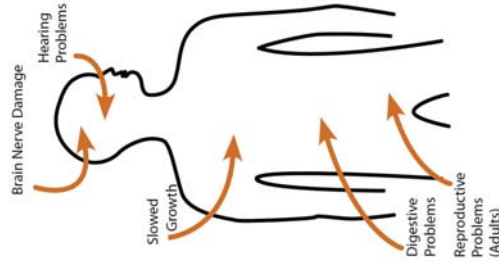
**Get your children and home tested if you think your home has lead.**

Children's blood lead levels tend to increase rapidly from 6 to 12 months of age, and tend to peak at 18 to 24 months of age.

Consult your doctor for advice on testing your children. A simple blood test can detect lead. Blood lead tests are usually recommended for:

- Children at ages 1 and 2
- Children or other family members who have been exposed to high levels of lead
- Children who should be tested under your state or local health screening plan

**Your doctor can explain what the test results mean and if more testing will be needed.**



## Where Lead-Based Paint Is Found

In general, the older your home or childcare facility, the more likely it has lead-based paint.<sup>1</sup>

**Many homes, including private, federally-assisted, federally-owned housing, and childcare facilities built before 1978 have lead-based paint.** In 1978, the federal government banned consumer uses of lead-containing paint.<sup>2</sup>

Learn how to determine if paint is lead-based paint on page 7.

### Lead can be found:

- In homes and childcare facilities in the city, country, or suburbs,
- In private and public single-family homes and apartments,
- On surfaces inside and outside of the house, and
- In soil around a home. (Soil can pick up lead from exterior paint or other sources, such as past use of leaded gas in cars.)

Learn more about where lead is found at [epa.gov/lead](http://epa.gov/lead).

<sup>1</sup> "Lead-based paint" is currently defined by the federal government as paint with lead levels greater than or equal to 1.0 milligram per square centimeter (mg/cm), or more than 0.5% by weight.

<sup>2</sup> "Lead-containing paint" is currently defined by the federal government as lead in new dried paint in excess of 90 parts per million (ppm) by weight.

## Identifying Lead-Based Paint and Lead-Based Paint Hazards

**Deteriorating lead-based paint (peeling, chipping, chalking, cracking, or damaged paint)** is a hazard and needs immediate attention. **Lead-based paint** may also be a hazard when found on surfaces that children can chew or that get a lot of wear and tear, such as:

- On windows and window sills
- Doors and door frames
- Stairs, railings, banisters, and porches

**Lead-based paint is usually not a hazard if it is in good condition** and if it is not on an impact or friction surface like a window.

**Lead dust** can form when lead-based paint is scraped, sanded, or heated. Lead dust also forms when painted surfaces containing lead bump or rub together. Lead paint chips and dust can get on surfaces and objects that people touch. Settled lead dust can reenter the air when the home is vacuumed or swept, or when people walk through it. EPA currently defines the following levels of lead in dust as hazardous:

- 40 micrograms per square foot ( $\mu\text{g}/\text{ft}^2$ ) and higher for floors, including carpeted floors
- 250  $\mu\text{g}/\text{ft}^2$  and higher for interior window sills

**Lead in soil** can be a hazard when children play in bare soil or when people bring soil into the house on their shoes. EPA currently defines the following levels of lead in soil as hazardous:

- 400 parts per million (ppm) and higher in play areas of bare soil
- 1,200 ppm (average) and higher in bare soil in the remainder of the yard

**Remember, lead from paint chips—which you can see—and lead dust—which you may not be able to see—both can be hazards.**

The only way to find out if paint, dust, or soil lead hazards exist is to test for them. The next page describes how to do this.

## Checking Your Home for Lead

You can get your home tested for lead in several different ways:

- A lead-based paint **inspection** tells you if your home has lead-based paint and where it is located. It won't tell you whether your home currently has lead hazards. A trained and certified testing professional, called a lead-based paint inspector, will conduct a paint inspection using methods, such as:
  - Portable x-ray fluorescence (XRF) machine
  - Lab tests of paint samples
- A **risk assessment** tells you if your home currently has any lead hazards from lead in paint, dust, or soil. It also tells you what actions to take to address any hazards. A trained and certified testing professional, called a risk assessor, will:
  - Sample paint that is deteriorated on doors, windows, floors, stairs, and walls
  - Sample dust near painted surfaces and sample bare soil in the yard
  - Get lab tests of paint, dust, and soil samples
- A combination inspection and risk assessment tells you if your home has any lead-based paint and if your home has any lead hazards, and where both are located.

Be sure to read the report provided to you after your inspection or risk assessment is completed, and ask questions about anything you do not understand.



## Checking Your Home for Lead, continued

In preparing for renovation, repair, or painting work in a pre-1978 home, Lead-Safe Certified renovators (see page 12) may:

- Take paint chip samples to determine if lead-based paint is present in the area planned for renovation and send them to an EPA-recognized lead lab for analysis. In housing receiving federal assistance, the person collecting these samples must be a certified lead-based paint inspector or risk assessor
- Use EPA-recognized tests kits to determine if lead-based paint is absent (but not in housing receiving federal assistance)
- Presume that lead-based paint is present and use lead-safe work practices

There are state and federal programs in place to ensure that testing is done safely, reliably, and effectively. Contact your state or local agency for more information, visit [epa.gov/lead](http://epa.gov/lead), or call **1-800-424-LEAD (5323)** for a list of contacts in your area.<sup>3</sup>

<sup>3</sup> Hearing- or speech-challenged individuals may access this number through TTY by calling the Federal Relay Service at 1-800-877-8399.



## What You Can Do Now to Protect Your Family

**If you suspect that your house has lead-based paint hazards, you can take some immediate steps to reduce your family's risk:**

- If you rent, notify your landlord of peeling or chipping paint.
- Keep painted surfaces clean and free of dust. Clean floors, window frames, window sills, and other surfaces weekly. Use a mop or sponge with warm water and a general all-purpose cleaner. (Remember: never mix ammonia and bleach products together because they can form a dangerous gas.)
- Carefully clean up paint chips immediately without creating dust.
- Thoroughly rinse sponges and mop heads often during cleaning of dirty or dusty areas, and again afterward.
- Wash your hands and your children's hands often, especially before they eat and before nap time and bed time.
- Keep play areas clean. Wash bottles, pacifiers, toys, and stuffed animals regularly.
- Keep children from chewing window sills or other painted surfaces, or eating soil.
- When renovating, repairing, or painting, hire only EPA- or state-approved Lead-Safe Certified renovation firms (see page 12).
- Clean or remove shoes before entering your home to avoid tracking in lead from soil.
- Make sure children avoid fatty (or high fat) foods and eat nutritious meals high in iron and calcium. Children with good diets absorb less lead.

## Reducing Lead Hazards

**Disturbing lead-based paint or removing lead improperly can increase the hazard to your family by spreading even more lead dust around the house.**

- In addition to day-to-day cleaning and good nutrition, you can **temporarily** reduce lead-based paint hazards by taking actions, such as repairing damaged painted surfaces and planting grass to cover lead-contaminated soil. These actions are not permanent solutions and will need ongoing attention.
- You can minimize exposure to lead when renovating, repairing, or painting by hiring an EPA- or state-certified renovator who is trained in the use of lead-safe work practices. If you are a do-it-yourselfer, learn how to use lead-safe work practices in your home.
- To remove lead hazards permanently, you should hire a certified lead abatement contractor. Abatement (or permanent hazard elimination) methods include removing, sealing, or enclosing lead-based paint with special materials. Just painting over the hazard with regular paint is not permanent control.

**Always use a certified contractor who is trained to address lead hazards safely.**

- Hire a Lead-Safe Certified firm (see page 12) to perform renovation, repair, or painting (RRP) projects that disturb painted surfaces.
- To correct lead hazards permanently, hire a certified lead abatement professional. This will ensure your contractor knows how to work safely and has the proper equipment to clean up thoroughly.

Certified contractors will employ qualified workers and follow strict safety rules as set by their state or by the federal government.



## Reducing Lead Hazards, continued

If your home has had lead abatement work done or if the housing is receiving federal assistance, once the work is completed, dust cleanup activities must be conducted until clearance testing indicates that lead dust levels are below the following levels:

- 40 micrograms per square foot ( $\mu\text{g}/\text{ft}^2$ ) for floors, including carpeted floors
- 250  $\mu\text{g}/\text{ft}^2$  for interior windows sills
- 400  $\mu\text{g}/\text{ft}^2$  for window troughs

For help in locating certified lead abatement professionals in your area, call your state or local agency (see pages 14 and 15), or visit [epa.gov/lead](http://epa.gov/lead), or call 1-800-424-LEAD.

## Renovating, Remodeling, or Repairing (RRP) a Home with Lead-Based Paint

If you hire a contractor to conduct renovation, repair, or painting (RRP) projects in your pre-1978 home or childcare facility (such as pre-school and kindergarten), your contractor must:

- Be a Lead-Safe Certified firm approved by EPA or an EPA-authorized state program
- Use qualified trained individuals (Lead-Safe Certified renovators) who follow specific lead-safe work practices to prevent lead contamination
- Provide a copy of EPA's lead hazard information document, *The Lead-Safe Certified Guide to Renovate Right*



RRP contractors working in pre-1978 homes and childcare facilities must follow lead-safe work practices that:

- **Contain the work area.** The area must be contained so that dust and debris do not escape from the work area. Warning signs must be put up, and plastic or other impermeable material and tape must be used.
- **Avoid renovation methods that generate large amounts of lead-contaminated dust.** Some methods generate so much lead-contaminated dust that their use is prohibited. They are:
  - Open-flame burning or torching
  - Sanding, grinding, planing, needle gunning, or blasting with power tools and equipment not equipped with a shroud and HEPA vacuum attachment and
  - Using a heat gun at temperatures greater than 1100°F
- **Clean up thoroughly.** The work area should be cleaned up daily. When all the work is done, the area must be cleaned up using special cleaning methods.
- **Dispose of waste properly.** Collect and seal waste in a heavy duty bag or sheeting. When transported, ensure that waste is contained to prevent release of dust and debris.

To learn more about EPA's requirements for RRP projects visit [epa.gov/getleadsafe](http://epa.gov/getleadsafe), or read *The Lead-Safe Certified Guide to Renovate Right*.

## Other Sources of Lead

**While paint, dust, and soil are the most common sources of lead, other lead sources also exist:**

- **Drinking water.** Your home might have plumbing with lead or lead solder. You cannot see, smell, or taste lead, and boiling your water will not get rid of lead. If you think your plumbing might contain lead:
  - Use only cold water for drinking and cooking.
  - Run water for 15 to 30 seconds before drinking it, especially if you have not used your water for a few hours.
- Call your local health department or water supplier to find out about testing your water, or visit [epa.gov/lead](http://epa.gov/lead) for EPA's lead in drinking water information.
- **Lead smelters** or other industries that release lead into the air.
- **Your job.** If you work with lead, you could bring it home on your body or clothes. Shower and change clothes before coming home. Launder your work clothes separately from the rest of your family's clothes.
- **Hobbies** that use lead, such as making pottery or stained glass, or refinishing furniture. Call your local health department for information about hobbies that may use lead.
- Old **toys** and **furniture** may have been painted with lead-containing paint. Older toys and other children's products may have parts that contain lead.<sup>4</sup>
- Food and liquids cooked or stored in **lead crystal** or **lead-glazed pottery** or **porcelain** may contain lead.
- Folk remedies, such as "**greta**" and "**azarcon**," used to treat an upset stomach.

<sup>4</sup> In 1978, the federal government banned toys, other children's products, and furniture with lead-containing paint (16 CFR 1303). In 2008, the federal government banned lead in most children's products. The federal government currently bans lead in excess of 100 ppm by weight in most children's products (76 FR 44463).

## For More Information

### The National Lead Information Center

Learn how to protect children from lead poisoning and get other information about lead hazards on the Web at [epa.gov/lead](http://epa.gov/lead) and [hud.gov/lead](http://hud.gov/lead), or call **1-800-424-LEAD (5323)**.

### EPA's Safe Drinking Water Hotline

For information about lead in drinking water, call **1-800-426-4791**, or visit [epa.gov/lead](http://epa.gov/lead) for information about lead in drinking water.

### Consumer Product Safety Commission (CPSC) Hotline

For information on lead in toys and other consumer products, or to report an unsafe consumer product or a product-related injury, call **1-800-638-2772**, or visit CPSC's website at [cpsc.gov](http://cpsc.gov) or [saferproducts.gov](http://saferproducts.gov).

### State and Local Health and Environmental Agencies

Some states, tribes, and cities have their own rules related to lead-based paint. Check with your local agency to see which laws apply to you. Most agencies can also provide information on finding a lead abatement firm in your area, and on possible sources of financial aid for reducing lead hazards. Receive up-to-date address and phone information for your state or local contacts on the Web at [epa.gov/lead](http://epa.gov/lead), or contact the National Lead Information Center at **1-800-424-LEAD**.

Hearing- or speech-challenged individuals may access any of the phone numbers in this brochure through TTY by calling the toll-free Federal Relay Service at **1-800-877-8339**.

## U. S. Environmental Protection Agency (EPA) Regional Offices

The mission of EPA is to protect human health and the environment. Your Regional EPA Office can provide further information regarding regulations and lead protection programs.

**Region 1** (Connecticut, Massachusetts, Maine, New Hampshire, Rhode Island, Vermont)  
Regional Lead Contact  
U.S. EPA Region 1  
5 Post Office Square, Suite 100, OES 05-4  
Boston, MA 02109-3912  
(888) 372-7341

**Region 2** (New Jersey, New York, Puerto Rico, Virgin Islands)  
Regional Lead Contact  
U.S. EPA Region 2  
2890 Woodbridge Avenue  
Building 205 Mail Stop 225  
Edison, NJ 08837-3679  
(732) 321-6671

**Region 3** (Delaware, Maryland, Pennsylvania, Virginia, DC, West Virginia)  
Regional Lead Contact  
U.S. EPA Region 3  
1650 Arch Street  
Philadelphia, PA 19103  
(215) 814-2088

**Region 4** (Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina, Tennessee)  
Regional Lead Contact  
U.S. EPA Region 4  
AFC Tower, 12th Floor, Air, Pesticides & Toxics  
61 Forsyth Street, SW  
Atlanta, GA 30303  
(404) 562-8998

**Region 5** (Illinois, Indiana, Michigan, Minnesota, Ohio, Wisconsin)  
Regional Lead Contact  
U.S. EPA Region 5 (DT-8J)  
77 West Jackson Boulevard  
Chicago, IL 60604-3666  
(312) 886-7836

**Region 6** (Arkansas, Louisiana, New Mexico, Oklahoma, Texas, and 66 Tribes)  
Regional Lead Contact  
U.S. EPA Region 6  
1445 Ross Avenue, 12th Floor  
Dallas, TX 75202-2733  
(214) 665-2704

**Region 7** (Iowa, Kansas, Missouri, Nebraska)  
Regional Lead Contact  
U.S. EPA Region 7  
11201 Renner Blvd.  
WVWD/TOPE  
Lenexa, KS 66219  
(800) 223-0425

**Region 8** (Colorado, Montana, North Dakota, South Dakota, Utah, Wyoming)  
Regional Lead Contact  
U.S. EPA Region 8  
1595 Wynkoop St.  
Denver, CO 80202  
(303) 312-6966

**Region 9** (Arizona, California, Hawaii, Nevada)  
Regional Lead Contact  
U.S. EPA Region 9 (CMD-4-2)  
75 Hawthorne Street  
San Francisco, CA 94105  
(415) 947-4280

**Region 10** (Alaska, Idaho, Oregon, Washington)  
Regional Lead Contact  
U.S. EPA Region 10  
Solid Waste & Toxics Unit (WCM-128)  
1200 Sixth Avenue, Suite 900  
Seattle, WA 98101  
(206) 553-1200

## Consumer Product Safety Commission (CPSC)

The CPSC protects the public against unreasonable risk of injury from consumer products through education, safety standards activities, and enforcement. Contact CPSC for further information regarding consumer product safety and regulations.

**CPSC**  
4330 East West Highway  
Bethesda, MD 20814-4421  
1-800-638-2772  
[cpsc.gov](http://cpsc.gov) or [saferproducts.gov](http://saferproducts.gov)

## U. S. Department of Housing and Urban Development (HUD)

HUD's mission is to create strong, sustainable, inclusive communities and quality affordable homes for all. Contact HUD's Office of Healthy Homes and Lead Hazard Control for further information regarding the Lead Safe Housing Rule, which protects families in pre-1978 assisted housing, and for the lead hazard control and research grant programs.

**HUD**  
451 Seventh Street, SW, Room 8236  
Washington, DC 20410-3000  
(202) 402-7698  
[hud.gov/offices/lead/](http://hud.gov/offices/lead/)

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U. S. EPA Washington DC 20460  
U. S. CPSC Bethesda MD 20814  
U. S. HUD Washington DC 20410  
EPA-747-K-12-001  
September 2013

## **IMPORTANT!**

### **Lead From Paint, Dust, and Soil in and Around Your Home Can Be Dangerous if Not Managed Properly**

- Children under 6 years old are most at risk for lead poisoning in your home.
- Lead exposure can harm young children and babies even before they are born.
- Homes, schools, and child care facilities built before 1978 are likely to contain lead-based paint.
- Even children who seem healthy may have dangerous levels of lead in their bodies.
- Disturbing surfaces with lead-based paint or removing lead-based paint improperly can increase the danger to your family.
- People can get lead into their bodies by breathing or swallowing lead dust, or by eating soil or paint chips containing lead.
- People have many options for reducing lead hazards. Generally, lead-based paint that is in good condition is not a hazard (see page 10).

<p style="text-align:center"><b>NOTICE TO HOUSING CHOICE VOUCHER APPLICANTS AND TENANTS REGARDING THE VIOLENCE AGAINST WOMEN ACT (VAWA)</b></p>
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A federal law that went into effect in 2006 protects individuals who are victims of domestic violence, dating violence, sexual assault and stalking. The name of the law is the Violence against Women Act, or “VAWA.” This notice explains your rights under VAWA.

**Protections for Victims**

If you are eligible for a Section 8 voucher, the housing authority cannot deny you rental assistance solely because you are a victim of domestic violence, dating violence, sexual assault or stalking.

If you are the victim of domestic violence, dating violence, sexual assault or stalking, you cannot be terminated from the Section 8 program or evicted based on acts or threats of violence committed against you. Also, criminal acts directly related to the domestic violence, dating violence, sexual assault or stalking that are caused by a member of your household or a guest can't be the reason for evicting you or terminating your rental assistance if you were the victim of the abuse.

**Reasons You Can Be Evicted**

You can be evicted and your rental assistance can be terminated if the housing authority or your landlord can show there is an *actual* and *imminent* (immediate) threat to other tenants or employees at the property if you remain in your housing. Also, you can be evicted and your rental assistance can be terminated for serious or repeated lease violations that are not related to the domestic violence, dating violence, sexual assault or stalking committed against you. The housing authority and your landlord cannot hold you to a more demanding set of rules than it applies to tenants who are not victims.

**Removing the Abuser from the Household**

Your landlord may split the lease to evict a tenant who has committed criminal acts of violence against family members or others, while allowing the victim and other household members to stay in the assisted unit. Also, the housing authority can terminate the abuser's Section 8 rental assistance while allowing you to continue to receive assistance. If the landlord or housing authority chooses to remove the abuser, it may not take away the remaining tenants' rights to the unit or otherwise punish the remaining tenants. In removing the abuser from the household, your landlord must follow federal, state, and local eviction procedures.

**Moving to Protect Your Safety**

The housing authority may permit you to move and still keep your rental assistance, even if your current lease has not yet expired. The housing authority may require that you be current on your rent or other obligations in the housing choice voucher program. The housing authority may ask you to provide proof that you are moving because of incidences of abuse.

**Proving That You Are a Victim of Domestic Violence, Dating Violence, Sexual Assault or Stalking**

The housing authority and your landlord can ask you to prove or “certify” that you are a victim of domestic violence, dating violence, sexual assault or stalking. The housing authority or your landlord must give you at least 14 business days (i.e. Saturdays, Sundays, and holidays do not count) to provide this proof. The housing authority and your landlord are free to extend the deadline. There are three ways you can prove that you are a victim:

- Complete the certification form given to you by the housing authority or your landlord. The form will ask for your name, the name of your abuser, the abuser’s relationship to you, the date, time, and location of the incident of violence, and a description of the violence.
- Provide a statement from a victim service provider, attorney, or medical professional who has helped you address incidents of domestic violence, dating violence, sexual assault or stalking. The professional must state that he or she believes that the incidents of abuse are real. Both you and the professional must sign the statement, and both of you must state that you are signing “under penalty of perjury.”
- Provide a police or court record, such as a protective order.

If you fail to provide one of these documents within the required time, the landlord may evict you, and the housing authority may terminate your rental assistance.

### **Confidentiality**

The housing authority and your landlord must keep confidential any information you provide about the violence against you, unless:

- You give written permission to the housing authority or your landlord to release the information.
- Your landlord needs to use the information in an eviction proceeding, such as to evict your abuser.
- A law requires the housing authority or your landlord to release the information.

If release of the information would put your safety at risk, you should inform the housing authority and your landlord.

### **VAWA and Other Laws**

VAWA does not limit the housing authority’s or your landlord’s duty to honor court orders about access to or control of the property. This includes orders issued to protect a victim and orders dividing property among household members in cases where a family breaks up.

VAWA does not replace any federal, state, or local law that provides greater protection for victims of domestic violence, dating violence, sexual assault or stalking.

### **For Additional Information**

If you have any questions regarding VAWA, please contact the Housing Authority of Contra Costa County at (925) 957-7001.

For help and advice on escaping an abusive relationship, call the National Domestic Violence Hotline at 1-800-799-SAFE (7233) or 1-800-787-3224 (TTY).

### **Definitions**

For purposes of determining whether a tenant may be covered by VAWA, the following list of definitions applies:

VAWA defines *domestic violence* to include felony or misdemeanor crimes of violence committed by any of the following:

- A current or former spouse of the victim

- A person with whom the victim shares a child in common
- A person who is cohabitating with or has cohabitated with the victim as a spouse
- A person similarly situated to a spouse of the victim under the domestic or family violence laws of the jurisdiction receiving grant monies
- Any other person against an adult or youth victim who is protected from that person's acts under the domestic or family violence laws of the jurisdiction

VAWA defines the term dating violence as violence committed by a person who is or has been in a social relationship of a romantic or intimate nature with the victim.

- (i) The existence of such a relationship shall be determined based on the reporting party's statement and with consideration of the length of the relationship, the type of relationship, and the frequency of interaction between the persons involved in the relationship.
- (ii) For the purposes of this definition
  - (A) Dating violence includes, but is not limited to, sexual or physical abuse or the threat of such abuse.
  - (B) Dating violence does not include acts covered under the definition of domestic violence.
  - (iii) For the purposes of complying with the requirements of this section and § 668.41, any incident meeting this definition is considered a crime for the purposes of Clery Act reporting.

VAWA defines the term *sexual assault* to include an offense that meets the definition of rape, fondling, incest, or statutory rape as used in the FBI's Uniform Crime Reporting (UCR) program and repeated below:

- *Rape*

The penetration, no matter how slight, of the vagina or anus with any body part or object, or oral penetration by a sex organ of another person, without the consent of the victim.

- *Sex Offenses*

Any sexual act directed against another person, without the consent of the victim, including instances where the victim is incapable of giving consent.

A. *Fondling*—The touching of the private body parts of another person for the purpose of sexual gratification, without the consent of the victim, including instances where the victim is incapable of giving consent because of his/her age or because of his/her temporary or permanent mental incapacity.

B. *Incest*—Sexual intercourse between persons who are related to each other within the degrees wherein marriage is prohibited by law.

C. *Statutory Rape*—Sexual intercourse with a person who is under the statutory age of consent.

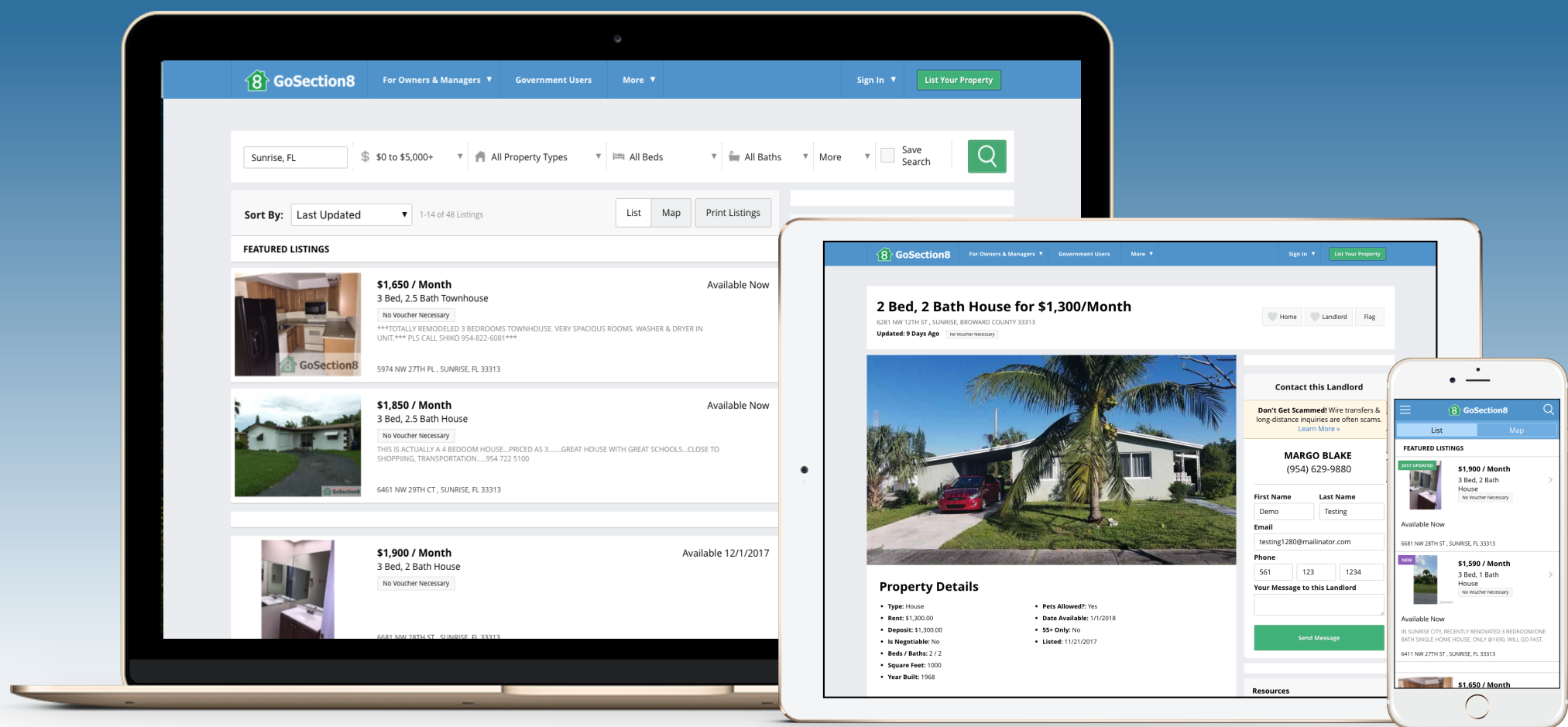
VAWA defines *stalking* as (A)(i) to follow, pursue, or repeatedly commit acts with the intent to kill, injure, harass, or intimidate another person OR (ii) to place under surveillance with the intent to kill, injure, harass, or intimidate another person AND (B) in the course of, or as a result of, such following, pursuit, surveillance, or repeatedly committed acts, to place a person in reasonable fear of the death of, or serious bodily injury to, or to cause substantial emotional harm to (i) that person, (ii) a member of the immediate family of that person, or (iii) the spouse or intimate partner of that person.





# Tenants

## Find a Section 8 Rental



- Access largest inventory of affordable rentals
- Search, Save and get Updates on homes of interest
- Find an open Waitlist in your area to help obtain a voucher
- Questions? Contact a customer service representative for free

**Get Started Today Visit**  
**[www.GoSection8.com](http://www.GoSection8.com)**

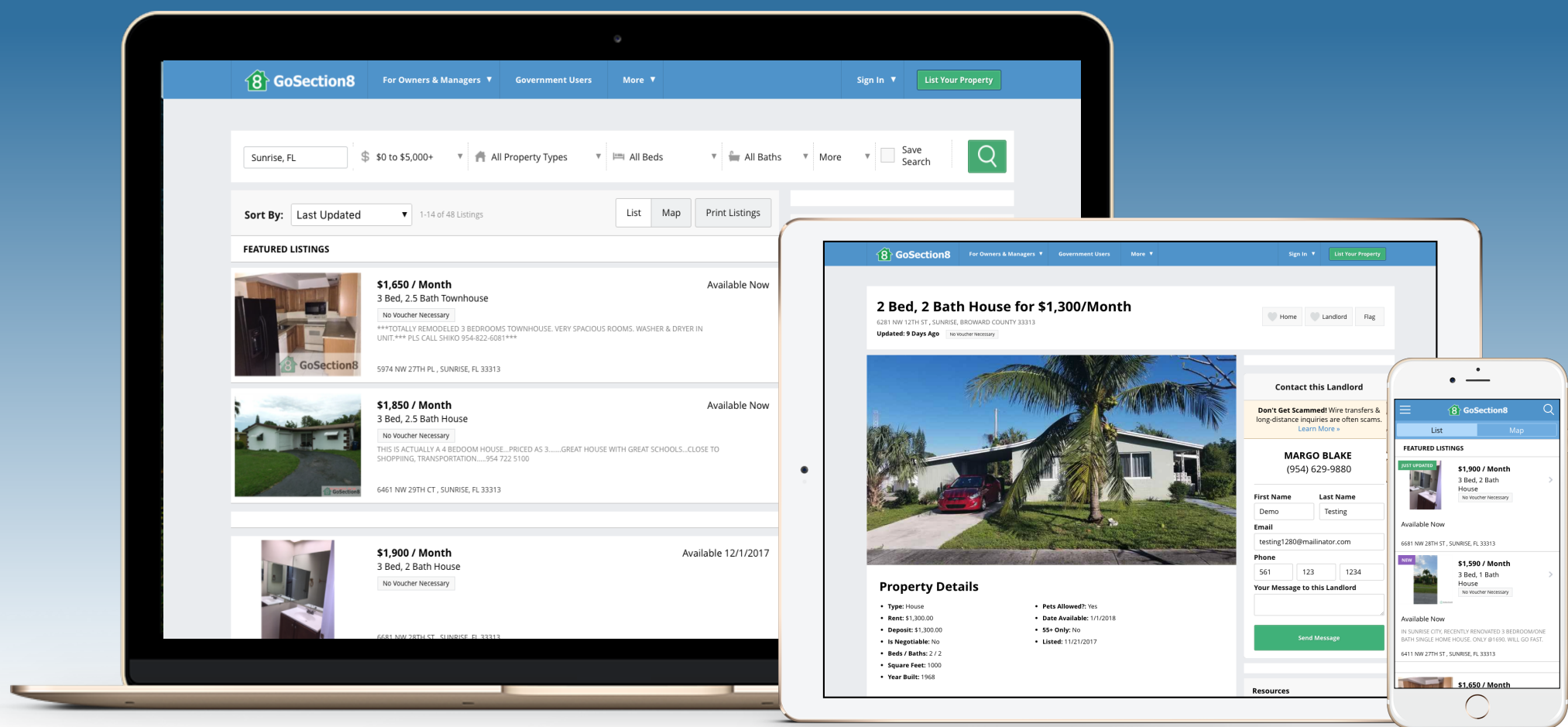


Phone: 1 (866) 466-7328

Email: [tenantsupport@gosection8.com](mailto:tenantsupport@gosection8.com)

# Inquilinos

Encuentre Alquileres de "Seccion 8"



- Tenga acceso al inventario mas grande de viviendas asequibles
- Busque, Guarde y reciba notificaciones de propiedades de interés
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- Tiene preguntas? Contacte a nuestros agentes de servicio gratis

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**[www.GoSection8.com](http://www.GoSection8.com)**

# **HOUSING AUTHORITY OF THE COUNTY OF CONTRA COSTA**

## **HOUSING CHOICE VOUCHER PROGRAM (HCV)**

### **THINGS YOU SHOULD KNOW**



There is certain information you must provide the Housing Authority when applying for or receiving housing assistance. You should also know the penalties that apply if you knowingly omit, or give false information.

### **Don't risk your eligibility for Federally assisted housing by providing false, incomplete, or inaccurate information on your application and recertification form.**

#### **Penalties for committing Fraud:**

If your application or recertification forms contain false or incomplete information, you may be subject to:

- Termination of present assistance and denied future assistance;
- Eviction from your present dwelling unit;
- Repayment of all overpaid assistance you received; and
- Fine up to \$10,000 and/or imprisonment for up to 5 years.

#### **Ask Questions**

It is important that you know what is expected of you as an applicant/participant while receiving housing assistance. Be sure to ask questions about anything you do not understand. Housing Authority Representatives are available to help you get the answers you need.

#### **Completing the application for Assistance or Continue Assistance**

When you give your answers to application questions, you must include the following information:

##### **Income**

- All sources of money received by you or family members or for minors in your household (wages, welfare payments, alimony, Social Security, pensions, annuities, Social Security Supplemental Income, child support, etc.)
- Income from assets (interest from saving and checking accounts, credit unions, or certificate of deposit, dividend from stocks, real estate income, etc.)
- Earnings from second job, part-time employment, or self-employment.
- Anticipated income regarding bonuses, pay raises, overtime, etc.

##### **Assets**

- All bank accounts, bonds, certificate of deposits, stocks, etc. for all adult members of the household.
- Business or assets sold or transferred, such as houses, etc., at or below its full value.

##### **Household Members**

- Names of all persons, adults and minors, related or not, living with you.

##### **Re-Certification**

- You must provide updated information at least once a year. The Housing Authority requires that you report changes in income and family composition as they occur.



Housing Choice Voucher - Assisted Housing Division  
2870 Howe Road, Martinez, CA 94553  
Phone (925) 957-7001 Fax (925) 957-1280 TDD (925)957-1685  
[www.contracostahousing.org](http://www.contracostahousing.org)



**Felonious Criminal History**

- You must inform the Housing Authority of any felonious criminal activity you have engaged in during the past year which resulted in conviction.

**Signing the Application**

Do not sign any form unless you:

- Have carefully read it and agree with the contents;
- Have answered all questions to the best of your ability;
- Are sure you have not withheld information;
- Are sure everything you have reported is accurate to the best of your knowledge;
- Signing forms/documents means that you agree with what is contained and accept responsibility for all information reported; and
- Understand that all information will be verified by the Housing Authority. In addition, the Department of Housing and Urban Development (HUD) may do computer matches of all information you report.

**Beware of Fraud**

- Do not pay any money to file an application for assistance.
- Do not pay any money to move up on the Housing Assistance Register.
- Do not pay anything not covered by your lease.
- Get a receipt for any money you pay.
- Do not have any interest (ownership) of the property.
- Get a written explanation if you are required to pay any money other than rent (such as maintenance charges).
- Do not allow the owner to reside with you or store items in the unit.

**Reporting Abuse**

If you are aware of anyone who has falsified an application, or if anyone tried to persuade you to make false statements, report them to the Housing Authority (fraud allegation form) or call the local HUD office or the HUD hotline at (800) 347-3735. You can also write the HUD HOTLINE, Room 8254, 451 Seventh Street S.W., Washington, DC 20410. The Housing Authority Fraud Allegation Form is also available on the Housing Authority website at [www.contracostahousing.org](http://www.contracostahousing.org), in the HCV office lobby, or upon request.

---

**CERTIFICATION:**

I understand the conditions stated above. My signature indicates my acceptance of the conditions and responsibility for providing accurate information in the process of completing an application for assistance, or continues assistance with assisted housing programs. I am aware that if I knowingly withhold or provide false information, forge signatures or give incomplete information I will be subject to the penalties listed above.

\_\_\_\_\_  
Head of Household Signature

\_\_\_\_\_  
Date





# APPLYING FOR HUD HOUSING ASSISTANCE?

**THINK ABOUT THIS...  
IS FRAUD WORTH IT?**

## Do You Realize...

If you commit fraud to obtain assisted housing from HUD, you could be:

- **Evicted** from your apartment or house.
- **Required to repay** all overpaid rental assistance you received.
- **Fined** up to \$10,000.
- **Imprisoned** for up to five years.
- **Prohibited** from receiving future assistance.
- **Subject** to State and local government penalties.

## Do You Know...

**You are committing fraud if you sign a form knowing that you provided false or misleading information.**

The information you provide on housing assistance application and recertification forms will be checked. The local housing agency, HUD, or the Office of Inspector General will check the income and asset information you provide with other Federal, State, or local governments and with private agencies. Certifying false information is fraud.

## So Be Careful!

When you fill out your application and yearly recertification for assisted housing from HUD make sure your answers to the questions are accurate and honest. You must include:

All sources of income and changes in income you or any members of your household receive, such as wages, welfare payments, social security and veterans' benefits, pensions, retirement, etc.

Any money you receive on behalf of your children, such as child support, AFDC payments, social security for children, etc.

Any increase in income, such as wages from a new job or an expected pay raise or bonus.

All assets, such as bank accounts, savings bonds, certificates of deposit, stocks, real estate, etc., that are owned by you or any member of your household.

All income from assets, such as interest from savings and checking accounts, stock dividends, etc.

Any business or asset (your home) that you sold in the last two years at less than full value.

The names of everyone, adults or children, relatives and non-relatives, who are living with you and make up your household.

**(Important Notice for Hurricane Katrina and Hurricane Rita Evacuees:** HUD's reporting requirements may be temporarily waived or suspended because of your circumstances. Contact the local housing agency before you complete the housing assistance application.)

## Ask Questions

If you don't understand something on the application or recertification forms, always ask questions. It's better to be safe than sorry.

## Watch Out for Housing Assistance Scams!

- Don't pay money to have someone fill out housing assistance application and recertification forms for you.
- Don't pay money to move up on a waiting list.
- Don't pay for anything that is not covered by your lease.
- Get a receipt for any money you pay.
- Get a written explanation if you are required to pay for anything other than rent (maintenance or utility charges).

## Report Fraud

If you know of anyone who provided false information on a HUD housing assistance application or recertification or if anyone tells you to provide false information, report that person to the HUD Office of Inspector General Hotline. You can call the Hotline toll-free Monday through Friday, from 10:00 a.m. to 4:30 p.m., Eastern Time, at 1-800-347-3735. You can fax information to (202) 708-4829 or e-mail it to [Hotline@hudoig.gov](mailto:Hotline@hudoig.gov). You can write the Hotline at:



HUD OIG Hotline, GFI  
451 7<sup>th</sup> Street, SW  
Washington, DC 20410

## **Denial or Termination of Assistance**

- A family's housing assistance may be denied or terminated if:
- The family violates a Family Obligation.
- Any member of the family has ever been evicted from federally assisted housing in the last five years.
- A Housing Authority has ever terminated assistance under the Housing Choice Voucher Program for any member of the family.
- Any member of the family commits fraud, bribery or any other corrupt act in connection with any federal housing program.
- Any member of the family commits drug-related criminal activity or violent criminal activity.
- Any family member is illegally using a controlled substance.
- Any family member's abuse of alcohol interferes with the health, safety or right to peaceful enjoyment of the premises by other residents.
- The family currently owes rent or other amounts to the Housing Authority or to another Housing Authority in connection with Section 8 or any housing assistance program under the 1937 Housing Act.
- A family participating in the FSS program fails to comply, without good cause, with the family's Contract of Participation.
- The family has engaged in or threatened abusive or violent behavior toward Housing Authority personnel.
- The Housing Authority must permanently deny eligibility or terminate the assistance of any person convicted of manufacturing or producing methamphetamine, commonly referred to as "speed" or anyone who is subject to sex-offender registration requirements.

### **Withdrawals**

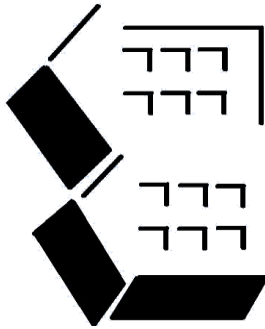
Occasionally, families who have been certified eligible to participate in the Section 8 Voucher program decline initial program participation or choose to withdraw from the program after receiving assistance. Keep in mind that if you withdraw from participating in the program, you will have to reapply if you happen to need assistance again in the future.





U.S. Department of Housing and Urban Development

Office of Public and Indian Housing (PIH)



**RENTAL HOUSING INTEGRITY IMPROVEMENT PROJECT**

## ***What You Should Know About EIV***

### **A Guide for Applicants & Tenants of Public Housing & Section 8 Programs**

#### **What is EIV?**

The Enterprise Income Verification (EIV) system is a web-based computer system that contains employment and income information of individuals who participate in HUD rental assistance programs. All Public Housing Agencies (PHAs) are required to use HUD's EIV system.

#### **What information is in EIV and where does it come from?**

HUD obtains information about you from your local PHA, the Social Security Administration (SSA), and U.S. Department of Health and Human Services (HHS).

HHS provides HUD with wage and employment information as reported by employers; and unemployment compensation information as reported by the State Workforce Agency (SWA).

SSA provides HUD with death, Social Security (SS) and Supplemental Security Income (SSI) information.

#### **What is the EIV information used for?**

Primarily, the information is used by PHAs (and management agents hired by PHAs) for the following purposes to:

1. Confirm your name, date of birth (DOB), and Social Security Number (SSN) with SSA.
2. Verify your reported income sources and amounts.
3. Confirm your participation in only one HUD rental assistance program.
4. Confirm if you owe an outstanding debt to any PHA.
5. Confirm any negative status if you moved out of a subsidized unit (in the past) under the Public Housing or Section 8 program.
6. Follow up with you, other adult household members, or your listed emergency contact regarding deceased household members.

EIV will alert your PHA if you or anyone in your household has used a false SSN, failed to report complete and accurate income information, or is receiving rental assistance at another address. **Remember, you may receive rental assistance at only one home!**

EIV will also alert PHAs if you owe an outstanding debt to any PHA (in any state or U.S. territory) and any negative status when you voluntarily or involuntarily moved out of a subsidized unit under the Public Housing or Section 8 program. This information is used to determine your eligibility for rental assistance at the time of application.

The information in EIV is also used by HUD, HUD's Office of Inspector General (OIG), and auditors to ensure that your family and PHAs comply with HUD rules.

Overall, the purpose of EIV is to identify and prevent fraud within HUD rental assistance programs, so that limited taxpayer's dollars can assist as many eligible families as possible. EIV will help to improve the integrity of HUD rental assistance programs.

#### **Is my consent required in order for information to be obtained about me?**

Yes, your consent is required in order for HUD or the PHA to obtain information about you. By law, you are required to sign one or more consent forms. When you sign a form HUD-9886 (*Federal Privacy Act Notice and Authorization for Release of Information*) or a PHA consent form (which meets HUD standards), you are giving HUD and the PHA your consent for them to obtain information about you for the purpose of determining your eligibility and amount of rental assistance. The information collected about you will be used only to determine your eligibility for the program, unless you consent in writing to authorize additional uses of the information by the PHA.

**Note:** *If you or any of your adult household members refuse to sign a consent form, your request for initial or continued rental assistance may be denied. You may also be terminated from the HUD rental assistance program.*

#### **What are my responsibilities?**

As a tenant (participant) of a HUD rental assistance program, you and each adult household member must disclose complete and accurate information to the PHA, including full name, SSN, and DOB; income information; and certify that your reported household composition (household members), income, and expense information is true to the best of your knowledge.



Remember, you must notify your PHA if a household member dies or moves out. You must also obtain the PHA's approval to allow additional family members or friends to move in your home prior to them moving in.

### **What are the penalties for providing false information?**

Knowingly providing false, inaccurate, or incomplete information is **FRAUD** and a **CRIME**.

If you commit fraud, you and your family may be subject to any of the following penalties:

1. Eviction
2. Termination of assistance
3. Repayment of rent that you should have paid had you reported your income correctly
4. Prohibited from receiving future rental assistance for a period of up to 10 years
5. Prosecution by the local, state, or Federal prosecutor, which may result in you being fined up to \$10,000 and/or serving time in jail.

**Protect yourself by following HUD reporting requirements.** When completing applications and reexaminations, you must include all sources of income you or any member of your household receives.

If you have any questions on whether money received should be counted as income or how your rent is determined, **ask your PHA**. When changes occur in your household income, **contact your PHA immediately** to determine if this will affect your rental assistance.

### **What do I do if the EIV information is incorrect?**

Sometimes the source of EIV information may make an error when submitting or reporting information about you. If you do not agree with the EIV information, let your PHA know.

If necessary, your PHA will contact the source of the information directly to verify disputed income information. Below are the procedures you and the PHA should follow regarding incorrect EIV information.

**Debts owed to PHAs and termination information** reported in EIV originates from the PHA who provided you assistance in the past. If you dispute this information, contact your former PHA directly in writing to dispute this information and provide any documentation that supports your dispute. If the PHA determines that the disputed information is incorrect, the PHA will update or delete the record from EIV.

**Employment and wage information** reported in EIV originates from the employer. If you dispute this information, contact the employer in writing to dispute **and** request correction of the disputed employment and/or wage information. Provide your PHA with a copy of the letter that you sent to the employer. If you are unable to get the employer to correct the information, you should contact the SWA for assistance.

**Unemployment benefit information** reported in EIV originates from the SWA. If you dispute this information, contact the SWA in writing to dispute **and** request correction of the disputed unemployment benefit information. Provide your PHA with a copy of the letter that you sent to the SWA.

**Death, SS and SSI benefit information** reported in EIV originates from the SSA. If you dispute this information, contact the SSA at (800) 772-1213, or visit their website at: [www.socialsecurity.gov](http://www.socialsecurity.gov). You may need to visit your local SSA office to have disputed death information corrected.

**Additional Verification.** The PHA, with your consent, may submit a third party verification form to the provider (or reporter) of your income for completion and submission to the PHA.

You may also provide the PHA with third party documents (i.e. pay stubs, benefit award letters, bank statements, etc.) which you may have in your possession.

**Identity Theft.** Unknown EIV information to you can be a sign of identity theft. Sometimes someone else may use your SSN, either on purpose or by accident. So, if you suspect someone is using your SSN, you should check your Social Security records to ensure your income is calculated correctly (call SSA at (800) 772-1213); file an identity theft complaint with your local police department or the Federal Trade Commission (call FTC at (877) 438-4338, or you may visit their website at: <http://www.ftc.gov>). Provide your PHA with a copy of your identity theft complaint.

### **Where can I obtain more information on EIV and the income verification process?**

Your PHA can provide you with additional information on EIV and the income verification process. You may also read more about EIV and the income verification process on HUD's Public and Indian Housing EIV web pages at: <http://www.hud.gov/offices/bihr/programs/bihrinfo.cfm>.

**The information in this Guide pertains to applicants and participants (tenants) of the following HUD-PIH rental assistance programs:**

1. Public Housing (24 CFR 960); and
2. Section 8 Housing Choice Voucher (HCV), (24 CFR 982); and
3. Section 8 Moderate Rehabilitation (24 CFR 882); and
4. Project-Based Voucher (24 CFR 983)

**My signature below is confirmation that I have received this Guide.**

**Signature**

**Date**

## Hearings

It is important to the Housing Authority that families are provided all rights and protections under the law and HUD regulations. It is suggested that you seek an explanation from a Housing Assistant before you request a hearing; it may be a matter of misunderstanding that can be resolved easily. A family may request a hearing to consider whether the following Housing Authority decisions or determinations pertaining to the family are in accordance with the law, HUD regulations and Housing Authority policies:

- Determination of the family's annual or adjusted income used to compute the Housing Assistance Payment.
- Determination of the appropriate utility allowance from the Housing Authority's utility allowance schedule.
- Determination of the family unit size under the Housing Authority subsidy standards.
- Decision to terminate housing assistance because of the family's action or failure to act, including absence from the assisted unit for longer than the maximum period permitted.

If a family does request a hearing, one will be scheduled promptly and the family will be notified by mail in writing of the date, time and location of the hearing. Families may bring legal counsel, witnesses, and evidence to the hearing.

Upon request, the family may also obtain copies of any documents or evidence upon which the Housing Authority's action or inaction is based, prior to the hearing and at the family's expense. The family will also be required to provide to the Housing Authority, prior to the hearing, copies of any documents or evidence it plans to use at the hearing.

### **A Final Note**

Information and cooperation are two key ingredients to achieving decent, safe, and affordable housing.



# HOUSING AUTHORITY OF THE COUNTY OF CONTRA COSTA



## Good Neighbor Guidance

*This Good Neighbor Guidance was developed to inform you of how to be a good neighbor and ensure the quiet and peaceful enjoyment of all the neighbors in your chosen community. The following guidelines may or not be a part of your lease or may be subject your particular city's codes or ordinances. Repeated or serious violations of your lease or city codes and ordinances may result in termination of tenancy.*

### CONDUCT AND GUESTS

#### Children

Parents should not allow their children to play in the street or any place where there is a risk to their health and safety. Climbing on roofs is never a good idea. Children should wear safety helmets at all times when riding bicycles, scooters and skates.

Children under twelve (12) years of age should not be left alone in your unit. To maximize safety, you should personally supervise the younger children in your household at all times when they are outside of your home, even if it is just in the front or rear yard.

### NOISE, QUIET HOURS AND CURFEW

Quiet hours are from 10:00 p.m. to 7:00 a.m. Loud noises of any kind are discouraged after 10 p.m. During quiet hours you, your household members, and any of your guests should not be making noise that can be heard outside of your unit. Juveniles have a curfew of 10:00 p.m. per county ordinance and therefore should not be outside of your home after 10:00 p.m.

Musical instruments, stereos, radios, tape recorders and television sets should be played at volumes that do not disturb or annoy your neighbors. The use of musical instruments, radios, etc. outside is discouraged except for very low volume or with earphones. Vehicles and vehicles of guests should not play the radio at a volume that will disturb or annoy your neighbors at any time of the day or night.

### PETS

Please keep dogs inside unless properly leashed and under your personal control. Prolonged dog barking or aggressive behavior by your dog when outside can alarm and disturb your neighbors.

### DRUG FREE ENVIRONMENT

You, your household members, and any of your guests or any other person under your control are not to engage in criminal activity, including drug-related criminal activity, in or near your home. Drug-related criminal activity means the illegal manufacture, sale, distribution, use or possession with intent to manufacture, sell, distribute, or use controlled substances. Such conduct is a violation of the program rules and can result in your termination from the program.

#### Obstruction of Justice

You, your household members and any of your guests must refrain from preventing any emergency personnel such as law enforcement, fire department, animal control or ambulance from performing their duties (i.e.: forming crowds, throwing items, etc.). You must cooperate with any lawful order given by a police officer.

# HOUSEKEEPING

## Smoke Detectors

Do not remove the batteries or otherwise disable any smoke detector in your home. Immediately report any problems with the smoke detector to your landlord.

## Vehicles

You should have current registration and proof of insurance for any vehicle. All vehicles should be operational and must be parked inside the garage, in the driveway, or on the street, if permitted. Do not park on the sidewalk or the grass, or anywhere on the front lawn.

Do not drive any vehicle in an unsafe or unlawful manner or in a manner that disturbs or annoys your neighbors. You should not use parking areas or lawns for the repair of vehicles.

## Garbage

Find out the day your garbage is picked up weekly and make sure all accumulated trash for the week is removed. Never allow trash to accumulate.

## Inside Storage and Egress

Do not store items/furnishing near any wall heaters; you must have clearance of four feet in front and two feet on each side of wall heaters. NEVER use your hot water heater closet for storage. Do not place furniture, clothing, boxes, etc. in front of windows or doorways. All windows & doorways must have full clearance to open, close & lock. Appliances should be clean and free of accumulated grease & food.

## Outside Storage & Yard Areas

Do not store household items, flammable chemicals (i.e. gasoline, paint thinner, pesticides, solvents, etc.) or other personal items on your front porch or front lawn, or anywhere outside of your home. Make sure toys are not left in the front yard overnight. All items (bicycles, outdoor toys, bar-b-ques, etc.) should be secured inside your garage at night, if possible. It is never appropriate to use your hot water heater closet for storage.

Check your lease and see if it is your responsibility to water and mow the front and back yard on a regular basis. Make sure the grass stays green by keeping it watered and that it looks well manicured by keeping the grass mowed and trimmed. Take your cue from some of the better-looking homes in your neighborhood.

## Window Coverings

All windows should have window coverings like shades, mini blinds, shutters or curtains. These may or may not come with your home when you first rent it. If not, you'll want to make sure your windows are covered to protect your privacy. But do not cover windows with bed sheets, newspaper, boards, paint, flags, etc. These items look "tacky" from the outside.

## Renter's Insurance

We recommend that you purchase of a renter's insurance policy to protect you against damage or loss to your personal items in the event of fire, theft, or other catastrophe. Your landlord's insurance will only cover the structure in the event of property loss, and NOT its contents.

***BY SIGNING THESE GUIDENLINES, YOU CERTIFY THAT YOU HAVE READ, OR HAVE HAD THE GOOD NEIGHBOR GUIDELINES EXPLAINED OR READ TO YOU, THAT YOU UNDERSTAND ITS ELMENTS AND AGREE TO ABIDE BY THE TERMS OF THE GOOD NEIGHBOR GUIDANCE.***

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

2870 Howe Rd., Martinez, CA 94553 Phone (925) 957-7001 Fax (925) 957-1280 TDD (925) 957-1685  
[www.contracostahousing.org](http://www.contracostahousing.org)

# HOUSING AUTHORITY OF THE COUNTY OF CONTRA COSTA



## FAMILY OBLIGATIONS

### Family Obligations to the Housing Authority

- (A) The family must supply any information that the Housing Authority or U.S. Department of Housing and Urban Development (HUD) determine is necessary in the administration of the program, including submission of required evidence of citizenship or eligible immigration status.
- (B) The family must supply any information requested by the Housing Authority or HUD for use in a regularly scheduled reexamination or interim reexamination of family income and composition in accordance with HUD requirements. A change in family income, composition or other relevant circumstances must be reported immediately to the Housing Authority.
- (C) The family must disclose to the Housing Authority any information they receive from HUD.
- (D) The family must disclose and verify social security numbers and must sign and submit a consent forms for obtaining information.
- (E) Any information supplied by the family must be true and complete.
- (F) The family must not damage the unit or premises (other than damage from ordinary wear and tear) or permit any guest to damage the unit or premises.
- (G) The family is responsible for any Housing Quality Standard caused by the family.
- (H) The family must allow the Housing Authority to inspect the unit at reasonable times and after reasonable notice.
- (I) The family may not commit any serious or repeated violation of the lease.
- (J) The family must notify the Housing Authority and the Landlord in writing before the family moves out of the unit, or terminates the lease on notice to the landlord.
- (K) The family must promptly give notice to the Housing Authority a copy of any Landlord eviction notice.
- (L) The family must use the assisted unit for residence by the family. The unit must be the family's only residence.

- (M) The composition of the assisted family residing in the unit must be approved by the Housing Authority. The family must promptly inform the Housing Authority of the birth, adoption or court awarded custody of a child. The family must request in writing and receive written approval from the Housing Authority to add any other family member as an occupant of the unit.
- (N) The family must promptly notify the Housing Authority if any family member no longer resides in the unit.
- (O) Members of the household may engage in legal profit making activities in the unit, but only if such activities are incidental to primary use of the unit for residence by members of the family.
- (P) The family must not sublease or let the unit.
- (Q) The family must not assign the lease or transfer the unit.
- (R) The family must supply any information or certification requested by the HA to verify that the family is living in the unit, or relating to family absences from the unit, including any Housing Authority requested information or certification on the purpose of family absences. The family must cooperate with the Housing Authority for this purpose. The family must promptly notify the Housing Authority in writing of absence from the unit.
- (S) The family must not own or have any interest in the unit.
- (T) The members of the family must not commit fraud, bribery or any other corrupt or criminal act in connection with the programs.
- (U) The members of the family may not engage in drug-related criminal activity, or violent criminal activity, or other criminal activity that threatens the health safety or right to peaceful enjoyment of other residents and person residing in the immediate vicinity of the premises.
- (V) The members of the family must no use alcohol in a way that threatens the health, safety or right to peaceful enjoyment of other residents and persons residing in the immediate vicinity of the premises.
- (W) An assisted family, or member of the family, may not receive Section 8 tenant-based assistance while receiving another housing subsidy, for the same unit or for a different unit, under any duplicative federal, state or local housing assistance program.
- (X) The family must not owe rent and/or other monies to the Housing Authority or to another Housing Authority in connection with Section 8 or Public Housing Assistance.

_____	_____	_____	_____
Head of Household	Date	Adult 4	Date
_____	_____	_____	_____
Adult 1	Date	Adult 5	Date
_____	_____	_____	_____
Adult 2	Date	Adult 6	Date
_____	_____	_____	_____
Adult 3	Date	Adult 7	Date

HOUSING AUTHORITY  
OF THE  
COUNTY OF CONTRA COSTA



*Thinking of...*

***Moving?*** A series of six arrows: two horizontal double-headed arrows, one vertical arrow pointing up, one vertical arrow pointing down, one horizontal double-headed arrow, and one vertical double-headed arrow.

***Read this first!***

- If you *already* have a notice from your landlord, send a copy to the Housing Authority.
- If you *want* to move *after* the first year of your lease and do not have a notice, give your landlord a WRITTEN intent to vacate notice. Send a copy to the Housing Authority.

Once the Housing Authority has received the notice, a transfer appointment letter will be **mailed** to you if your annual recertification is due. During this appointment you must submit all current income/asset verifications. If you want to have Housing Choice Voucher assistance at a new residence, you **must** come to the transfer appointment prior to moving out. If your annual recertification is not due you will be invited to attend a briefing orientation.

Once the information has been 3rd Party verified, a letter will be mailed to you to inform you of your Housing Choice Voucher Briefing. At the Briefing you will receive the Request for Tenancy Approval form to give to your landlord.

The entire process could take up to **4 weeks** from the time Housing Assistant receives the notice.

If your intent to vacate notice is up and you have not completed the transfer process, ask your landlord for an extension. This form is available with the front desk receptionist.

Be prepared to pay a **higher security deposit!**

Look on the back for more information!

📄 Your assistance will end if you move without transfer papers!

📄 To qualify for a transfer voucher, you **must** be up to date on payments for any outstanding damage claims.

📄 If you receive a notice from your landlord and you think it is illegal or you think you are being discriminated against *and* you want to dispute the notice, get legal help. The Housing Authority has a list of agencies that may be able to help you. Ask for it.

📄 We suggest that you look around before you tell your landlord you will move out. You might decide to stay where you are! If you decide to stay where you are, you **must** submit the request in writing to your caseworker.

📄 If you have questions concerning the Transfer Process contact your caseworker directly.

# GOOD LUCK IN YOUR SEARCH!!



Equal Housing  
Opportunity





HOUSING AUTHORITY  
OF THE  
COUNTY OF CONTRA COSTA



Participating Cities Contra Costa County

Alamo	Discovery Bay	Orinda
Antioch	El Sobrante	Pacheco
Bay Point	El Cerrito	Pinole
Bethel Island	Hercules	Pleasant Hill
Brentwood	Kensington	Port Costa
Byron	Knightsen	Richmond
Concord	Lafayette	Rodeo
Clayton	Martinez	San Pablo
Clyde	Moraga	San Ramon
Crockett	North Richmond	Walnut Creek
Danville	Oakley	

*\*The city of Pittsburg administers their own voucher program. Requests to move to Pittsburg should be initiated via a Portability Request Form*



# How Portability Works

## What is Portability?

**"Portability"** in the Housing Choice Voucher (HCV) program refers to the process through which your family can transfer or "port" your rental subsidy when you move to a location outside the jurisdiction of the public housing agency (PHA) that first gave you the voucher when you were selected for the program (**the initial PHA**).

*The agency that will administer your assistance in the area to which you are moving is called the receiving PHA.*

New families have to live in the jurisdiction of the initial PHA for a year before they can port. But, the initial PHA may allow new families to port during this one-year period.



## What Happens Next?

1. You must notify the initial PHA that you would like to port and to which area you are moving.
2. The initial PHA will determine if you are eligible to move. For example, the PHA will determine whether you have moved out of your unit in accordance with your lease.
3. If eligible to move, the initial PHA will issue you a voucher (if it has not done so already) and send all relevant paperwork to the receiving PHA.
4. If you are currently assisted, you must give your landlord notice of your intent to vacate in accordance with your lease.

## Contacting the Receiving PHA

1. Your case manager will let you know how and when to contact the receiving PHA. Your case manager must give you enough information so that you know how to contact the receiving PHA.
2. If there is more than one PHA that administers the HCV program where you wish to move, you may choose the receiving PHA. The initial PHA will give you the contact information for the PHAs that serve the area. If you prefer, you may request that the initial PHA selects the receiving PHA for you.  
**Generally, the initial PHA is not required to give you any other information about the receiving PHAs, but you may wish to find out more details when contacting them (such as whether the receiving PHA operates a Family Self-Sufficiency or Homeownership program).**

# How Portability Works



## Before Porting, Things You Should Know

**Subsidy Standards:** The receiving PHA may have different subsidy standards. In other words, the initial PHA may have issued you a three-bedroom voucher, but the receiving PHA may, if appropriate for your family, issue you a two-bedroom voucher. Note, however, that the PHA's subsidy standards must comply with fair housing and civil rights laws. This includes processing reasonable accommodation requests that are necessary for qualified individuals with disabilities.

**Payment Standards:** The payment standards of the receiving PHA may be different for each PHA. Payment standards are what determine the amount of the rent that the PHA will pay on your behalf. If a receiving PHA's payment standards are lower than the initial PHA, then the portion of the rent you pay may be more than what you were paying at the initial PHA.

**Re-screening:** The receiving PHA may re-screen you using their own policies, which may be different than the initial PHA's policies and could result in them denying your request to move. When contacting the receiving PHA, you may want to ask whether they re-screen families moving into their area under portability and what are their policies for termination or denial of HCV assistance. This will assist you in determining if the receiving PHA's policies might prevent you from moving to their jurisdiction.

**Time Management:** You should manage the move so that you have enough time to arrive at the receiving PHA before the initial PHA voucher expires; otherwise, you may lose your assistance.

## Once at the Receiving PHA

1. The receiving PHA will issue you a voucher to search for a unit in its jurisdiction. Your voucher must be extended by 30 days from the expiration date on the voucher issued by the initial PHA.
2. When you submit a request for tenancy approval, the time on your voucher will stop until you are notified in writing whether the unit is approved or denied. The request for tenancy approval is the form you will submit to the receiving PHA once you find a unit, so that the receiving PHA can determine whether you may rent that unit under the program.
3. If you decide that you do not want to lease a unit in the area, the receiving PHA will return your voucher to the initial PHA. The initial PHA is not required to, but may, extend the term of your voucher so that you may search for a unit in the initial PHA's jurisdiction or port to another jurisdiction.

*Any additional instructions will be provided by the receiving PHA. PHAs must comply with all nondiscrimination and equal opportunity requirements in the portability process, including, but not limited to, the Fair Housing Act, Section 504 of the Rehabilitation Act, Title VI of the Civil Rights Act, and title II of the Americans with Disabilities Act.*

HOUSING AUTHORITY  
OF THE  
COUNTY OF CONTRA COSTA




**Thinking of...**




**PORTING OUT?** ⇄ ⇆ ⇇ ⇈ ⇉ ⇊


**Read this first!**

- If you **already** have a notice from your landlord, send a copy to the Housing Authority.
- If you **want** to move **after** the first year of your lease and do not have a notice, give your landlord a WRITTEN intent to vacate notice. Send a copy to the Housing Authority.
- If you are still within the initial term of your lease agreement, moves are approved on a case by case basis. You will need to have the landlord sign a mutual agreement to release you from the lease agreement.

 A written request for Portability must be submitted to the Housing Authority. This form can be obtained at the Housing Authority Receptionist Desk.

 The receiving Housing Authority information must be neatly printed on the Request for Portability Form. Include the agency's name, address, phone number and contact person. In order to approve the Portability request, the receiving Payment Standard cannot exceed CCC payment standard.

 **THE HOUSING AUTHORITY HAS 10 to 14 BUSINESS DAYS TO PROCESS YOUR REQUEST.**

 The Housing Choice Voucher that is attached to your packet will be issued the date the packet is mailed to the receiving agency. You only have up to 120 days from this date (Depending On your Voucher) to locate suitable housing. **Extensions will not be granted.** Ensure that you have enough time to port to the receiving agency before your Housing Choice Voucher expires.

 **WHAT TO DO IF I DECIDE TO PORT BACK?**

If you choose to port back to Contra Costa County you will need to request your portability packet to be returned to the Housing Authority of the County of Contra Costa. You must submit a written request that you wish to remain in this jurisdiction. Ensure that you have time to secure housing before your voucher expires.

Once the Housing Authority has received the notice, a transfer appointment letter will be **mailed** to you. You will then follow the Transfer Procedures. For further information contact your caseworker (925) 957-7001.

**If you or anyone in your family is a person with disabilities, and you require a specific accommodation in order to fully utilize our programs and services, please contact our office at the above number.**



**PORTABILITY CONTACT LIST**

Housing Authority	Phone Number	Street Address	City	State	Zip	Contact Person
ALAMEDA COUNTY	510 727 8573	22941 ATHERTON ST	HAYWARD	CA	94541-6633	MARY STURGIS
ALAMEDA, CITY OF	510 747-4322	701 ATLANTIC AVE	ALAMEDA	CA	94501	SHERRY SHEFIK
ANAHEIM	714 765-4320	201 S. ANAHEIM BLVD #202	ANAHEIM	CA	92805	
ASHLEY COUNTY	870 853-2587	P.O. BOX 493	HAMBURG	AR	71546	
BEAUMONT	409 899-5055	3805 E. LUCAS	BEAUMONT	TX	77708	
BENICIA	707 745-2071	28 RIVERHILL DR	BENICIA	CA	94510	SHARON JACKSON
BERKELEY	510 981-5487	1901 FAIRVIEW ST	BERKELEY	CA	94703	
BROOKLINE	617 277-2022	90 LONGWOOD AVE	BROOKLINE	MA	02446	
CUYAHOGA METROPOLITAN	216 348-5000	1441 WEST 25TH ST.	CLEVELAND	OH	44113-3101	
DALLAS	241 951-8300	3939 N. HAMPTON RD	DALLAS	TX	75212	
DENVER/ARAPAHOE HSG	720 932-3000	77 WEST 5TH AVE	DENVER	CO	90205	
EDENTON	252 482-4459	P.O. BOX 549	EDENTON	NC	27932	
ELK COUNTY	814 965-2532	424 WATER ST	JOHNSONBURG	PA	15845	
EVERETT	425 303-1189	P.O. BOX 1547 / 3107 COLBY AVE	EVERETT	WA	98206-1547	CHRISTY VARGA
FAIRFIELD (SOLANO CTY)	707 428-7392	823-B JEFFERSON ST	FAIRFIELD	CA	94533	MELANIE BOULAY
FRESNO	559 443-8416	P.O. BOX 11985	FRESNO	CA	93776-1985	TANISHA WELCH
FULTON COUNTY, GA	404 588-4950	4273 WINDHILL DR.	ATLANTA	GA	30336	JADA JOHNSON
HOMESTEAD	305 242-8866	29355 S. FEDERAL HWY	HOMESTEAD	FL	33030	
INDIANAPOLIS	317 261-7201	1935 N. MERIDIAN ST	INDIANAPOLIS	IN	46202	
LAKE COUNTY	707 995-7120	P.O. BOX 1049	LOWER LAKE	CA	954571049	
LAKEWOOD	303 987-7599	480 SO. ALLISON PKWY	LAKEWOOD	CO	90226	
LAS VEGAS	702 922-6900 Opt. #4	380 N. MARYLAND PKWY	LAS VEGAS	NV	89101	MILLIE LOCKHART
LITTLE ROCK	501 340-4821	100 ARCH ST	LITTLE ROCK	AK	72201	
LIVERMORE	925 447-3600	3203 LEAHY WY	LIVERMORE	CA	94550	
LONG BEACH	562 570-6985 Opt #6	521 EAST 4TH STREET	LONG BEACH	CA	90802-2502	BEVERLY RUCKER

**PORTABILITY CONTACT LIST**

Housing Authority	Phone Number	Street Address	City	State	Zip	Contact Person
LOS ANGELES COUNTY	800 731-4663	12131 TELEGRAPH DR	SANTE FEE SPRINGS	CA	90670	
LOS ANGELES, CITY OF	213 252-5370	2600 WILSHIRE BLVD-2ND FL	LOS ANGELES	CA	90057	ANNIE CURRIE
LOUISIANA (CITY OF SLIDELL)	985 726-9000	P.O. BOX 1392 / 1250 MARTIN LUTHER KING DR	SLIDELL	LA	70459	
LOUISIANA (NEW ORLEANS)	504 670-3333	4100 TOURO STREET	NEW ORLEANS	LA	70122	
MARIN COUNTY	415 491-2533	4020 CIVIC CENTER DR	SAN RAFAEL	CA	94903	JILL SYMKOWICH
MERCED	209 722-3501	402 U STREET	MERCED	CA	95340	
MESQUITE, CITY OF	972 216-6424	P.O. BOX 850137 / 1616 N. GALLOWAY AVE.	MESQUITE	TX	75185-0137	
MINOT	701 852-0485	108 BURDICK EXPRESSWY EAST	MINOT	ND	58701-4434	
MONTEREY	831 775-5000 X6402	123 RICO STREET	SALINAS	CA	93907	LETICIA
NAPA	707 257-9543	1115 SEMINARY ST	NAPA	CA	94559	BELZA LOPEZ
NASHVILLE	615 252-8400	701 S 6TH STREET	NASHVILLE	TN	37206	
OAKLAND	510 874-1523	1805 HARRISON ST	OAKLAND	CA	94612	TASHONI COOPER
ORANGE COUNTY	714 480-2700	1770 N BROADWAY	SANTA ANA	CA	92706	
OREGON	541 923-1018	405 SW 6TH STREET	REDMOND	OR	97756	
PITTSBURG	925 252-4830	916 CUMBERLAND ST	PITTSBURG	CA	94564	LUPE TREVINO
PORT ARTHUR	409 982-6442	P.O. BOX 2295 / 920 DEQUEEN BLVD.	PORT ARTHUR	TX	77643	
REDDING	530 225-4048	760 PARKVIEW AVE	REDDING	CA	96001	
RENO	775 329-3630	1525 E. NINTH ST.	RENO	NV	89512	
RICHMOND	510 621-1305	330 24TH STREET	RICHMOND	CA	94804	TRACEY LEGGETT
SACRAMENTO	916 440-1390	701 12TH STREET	SACRAMENTO	CA	95814-1908	MAI LE
SALT LAKE CITY	801 487-2161	3595 SOUTH MAIN	SALT LAKE CITY	UT	84115	
SAN DIEGO	858 694-8744	3989 RUFFIN RD	SAN DIEGO	CA	92123-1815	
SAN FRANCISCO	415 715-3193	1815 EGBERT AVE	SAN FRANCISCO	CA	94124	MARY ANN MONTESA

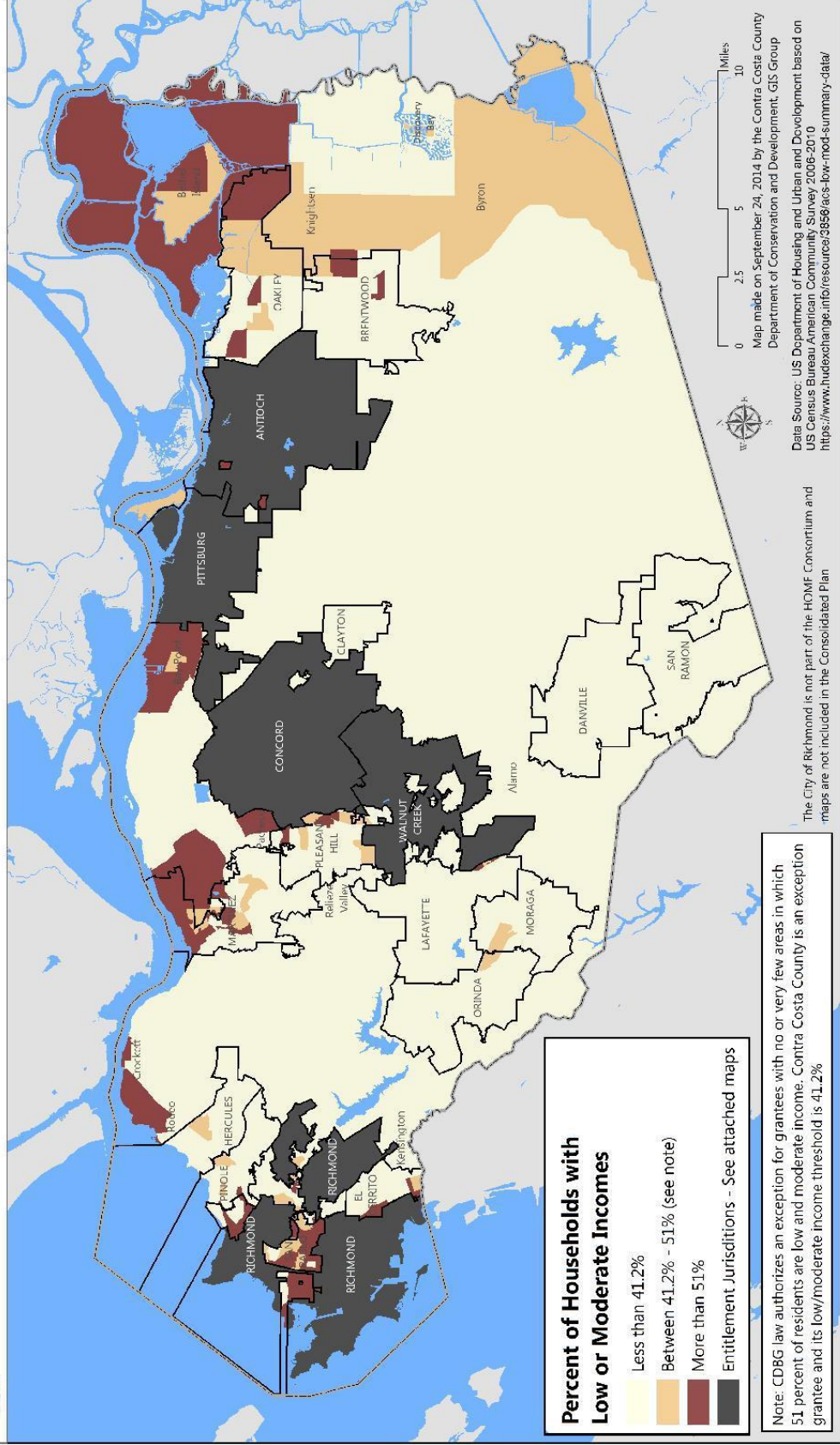
**PORTABILITY CONTACT LIST**

Housing Authority	Phone Number	Street Address	City	State	Zip	Contact Person
SAN JOAQUIN	209 460-5088	448 S. CENTER STREET	STOCKTON	CA	95203	
SAN MATEO COUNTY	650 877-5666	264 HARBOR BLVD, BLDG A	BELMONT	CA	94002	
SANTA BARBARA	805 735-8351	P.O. BOX 397	LOMPOC	CA	93438-0397	
SANTA CLARA	408 275-8770	505 WEST JULIAN ST	SAN JOSE	CA	95110-2300	NGUYEN
SANTA CRUZ	831 464-0170	2160 41ST AVE	CAPITOLA	CA	95010-2060	
SANTA FE COUNTY	505 992-3060	P.O. BOX 4039 / 52 CAMINO DE JACOBO	SANTA FE	NM	87502	
SANTA ROSA	707 565-7500	90 SANTA ROSA AVE	SANTA ROSA	CA	95402-1806	
SONOMA COUNTY	707 565-7500	1440 GUERNEVILLE RD	SANTA ROSA	CA	95403	
SPRINGFIELD	413 785-1251	322 MAIN ST	SPRINGFIELD	MA	01105	
STANISLAUS COUNTY	209 557-2000	P.O.BOX 581918	STANISLAUS	CA	95358-0033	
SUTTER COUNTY	530 671-0220	P.O.BOX 631 / 448 GARDEN HWY	YUBA CITY	CA	95992	
TULSA	918 582-0021	415 E. INDEPENDENCE	TULSA	OK	74148	
VACAVILLE (SOLANO CTY)	707 449-5684	40 ELDRIDGE AVE. STE 1-5	VACAVILLE	CA	95687	MARY
VALLEJO (SOLANO CTY)	707 648-4507	200 GEORGIA ST.	VALLEJO	CA	94590	TANYA
VENTURA COUNTY	805 480-9991	1400 W. HILLCREST DR.	NEWBURY PARK	CA	91320	
YOLO COUNTY	530 662-5428	P.O. BOX 1865	WOODLAND	CA	95776	

**APPENDIX 1.**  
**AREAS OF LOW INCOME AND**  
**VERY LOW INCOME CONCENTRATION**



# Low-Moderate Income Areas by Census Tract - Contra Costa County



**APPENDIX 1.**  
**AREAS MINORITY CONCENTRATION**



# RESOURCE GUIDES



## **211 Contra Costa County**

Website: <http://cccc.bowmansystems.com>

Telephone: 211

211 is the national, toll-free, three-digit phone number to call for information about all kinds of local health and social services. Calls are answered 24 hours per day, 365 days per year by trained information and referral specialists at the Contra Costa Crisis Center.

## **Aunt Bertha**

Website: [www.auntbertha.com](http://www.auntbertha.com)

Our users and clients in all 50 states - in the biggest cities and in the smallest towns - use Aunt Bertha to find and refer to free and reduced cost services for themselves or their clients.



## CALIFORNIA TENANTS

A GUIDE TO RESIDENTIAL TENANTS' AND  
LANDLORDS' RIGHTS AND RESPONSIBILITIES

Revised July 2012

## **Guide to Residential Tenants' and Landlords' Rights**

Website: [www.ContraCostaHousing.org/california-tenants-guide](http://www.ContraCostaHousing.org/california-tenants-guide)

This Guide was written by the department of Consumer Affairs' legal Affairs division and was produced by the department's office of publications, design & editing. the 1998 printing of this booklet was funded by a grant from the California Consumer protection Foundation.

**Abuse**

**CHILDREN**

**Children's Protective Services** .. 1-877-881-1116

**ADULTS**

**Adult Protective Services** ..... 1-877-839-4347

**Human Trafficking Prevention**... 1-800-670-7273

(Community Violence Solutions)

**Ombudsman of CCC**..... 925-685-2070

(For patients in long-term care facilities)

**FAMILIES**

**STAND! For Families Free of Violence**

..... 1-888-215-5555

**AIDS/HIV**

**AIDS Info**..... 1-800-448-0440

**Contra Costa AIDS Line** ..... 925-313-6771

**Alcohol & Drug Abuse**

**Al-Anon**..... 925-932-6770

**Alcohol & Other Drugs ACCESS** 1-800-846-1652

**Alcoholics Anonymous**..... 925-939-4155

**DUI Programs** ..... 925-932-8100

(Alcohol & Drug Abuse Council of Contra Costa, Inc.)

**Narcotics Anonymous** ..... 925-685-4357

**Pueblos del Sol DUI Prgm(Bi-Bett)**... 925-240-7213

**DETOX TREATMENT CENTERS**

**BAART—California Detox Pgm.** .. 925-522-0124

**East County Wollam House**..... 925-427-1384

**Pueblos del Sol (Men)**..... 925-676-2580

**Thunder Road Adolescent Treatment Center**

..... 510-653-5040

**TREATMENT / COUNSELING**

**REACH Project - Antioch** ..... 925-754-3673

**Brentwood** ..... 925-666-8460

**Oakley** ..... 925-679-2504

**Ujima East** ..... 925-427-9100

**SMOKING CESSATION**

**California Smokers Helpline** ... 1-800-662-8887

**Tobacco Helpline** ..... 1-800-844-2439

**Animals**

**Antioch Animal Services**..... 925-779-6989

**Contra Costa Humane Society** .. 925-279-2247

**Pet Food Assistance Program** .. 925-676-7543

**Child Care/Crisis Child Care**

**Coco Kids** ..... 925-778-5437

**Head Start Programs/Child Care Services**

(CCC Community Services Bureau)..... 925-681-6300

**CRISIS CHILD CARE**

**Bay Area Crisis Nursery (Ages 0-5)** .. 925-685-8052

**Dahlstrom House (Ages 6-11)**..... 925-685-3695

**Safe Families (Ages 0-18)**..... 925-566-8060

**Crisis and Suicide Intervention**

**Contra Costa Crisis Center** ..... 2-1-1

Provides 24-hour crisis/warm line support.

**National Suicide Hotlines**..... 1-800-273-8255

**Death & Dying**

**Grief Counseling** ..... 2-1-1

(Contra Costa Crisis Center)

**Hospice of the East Bay**..... 925-887-5678

**Dental Care**

**Berkeley Free Clinic** ..... 1-800-625-4642

**Contra Costa Health Services Dental Clinics**

**Bay Point Children's Dental**..... 925-427-8302

**Pittsburg** ..... 925-431-2501

**Denti-Cal/Medi-Cal Dental Pgm** . 1-800-322-6384

**La Clínica Pittsburg Dental Clinic** 925-431-1251

**Disability Services**

**California Children's Services**..... 925-313-6400

**CA Dept. of Rehabilitation** ..... 925-754-7700

**Contra Costa ARC** ..... 925-370-1818

**Developmental Disabilities Council** . 925-313-6836

**Futures Explored** ..... 925-825-0263

**Hearing Loss Association of America - Diablo**

**Valley & East Bay Chapter** ..... 925-264-1199

**Independent Living Resource**... 925-363-7293

**Regional Center of the East Bay** .. 925-691-2300

**Social Security**..... 1-800-772-1213

**State Council on Developmental Disabilities**

**Bay Area**..... 510-286-0439

**We Care Services for Children** .. 925-671-0777

**Education & Literacy**

**CCC Regional Occupational Program (ROP)**

..... 925-942-3368

**Contra Costa County Library** .... 1-800-984-4636

**Contra Costa County Office of Education**

..... 925-942-3388

**Opportunity Junction** ..... 925-776-1133

**Project Second Chance**..... 925-754-8317

(Contra Costa Library)

**ESL/GED/ADULT EDUCATION**

**Antioch Adult Education**..... 925-779-7490

**Liberty Adult Education**..... 925-634-2565

**Pittsburg Adult Education**..... 925-473-2400

**Emergency Services**

**American Red Cross** ..... 1-800-272-2237

**California Poison Control System** 1-800-222-1222

**CCC Office Emergency Services** .. 925-646-4461

**Emergency Broadcast System**..... KCB5740AM

**Hazardous Materials Incident Response**

..... 925-335-3232

**Health Emergency Hotline**..... 1-800-959-9911

**Employment/Job Training**

**CalJOBS - Internet** ..... [www.caljobs.ca.gov](http://www.caljobs.ca.gov)

**Child Care Job Bank** ..... 925-676-5442

(Coco Kids)

**Experience Unlimited** ..... 925-602-0166

**Opportunity Junction**..... 925-776-1133

**SparkPoint Contra Costa East** ... 925-252-2300

**Unemployment Insurance, CA**... 1-800-300-5616

..... [www.edd.ca.gov/Unemployment](http://www.edd.ca.gov/Unemployment)

**Evictions/Rent Assist./Foreclosures**

**EVICTION NOTICE ASSISTANCE/ LANDLORD**

**TENANT ASSISTANCE**

**Bay Area Legal Aid** ..... 510-250-5270

**ECHO Fair Housing** ..... 1-855-275-3246

(except Concord and Pittsburg)

**Pacific Community Services**..... 925-439-1056

(Antioch, Pittsburg and Bay Point residents only)

**FORECLOSURE ASSISTANCE**

**Foreclosure Assistance – HUD** .... 415-489-6400

**Housing & Economic Rights Advocates**

**(HERA)** ..... 510-271-8443

**National Foreclosure Hotline**..... 1-888-995-4673

**Pacific Community Services** ..... 925-439-1056

**RENTAL ASSISTANCE**

**Concord Family Services Center** .. 925-825-3099

(Catholic Charities of the East Bay)

**Season of Sharing**..... 925-521-5065

**SHELTER, Inc.**..... 925-338-1038

**Financial Assistance**

**CalWORKs (families)** ..... 1-877-505-4630

**General Assistance (Individuals)**.. 1-877-505-4630

**Food**

**CalFresh (Food Stamps)**..... 1-877-505-4630

**EBT Card Services** ..... 1-877-328-9677

**Food Bank of Contra Costa & Solano**

Groceries, pantries, meals ..... 925-676-7543

**Food Pantries/Soup Kitchens**..... 2-1-1

**Loaves & Fishes Dining Rooms** .. 925-293-4792

**WIC Program – Brentwood** ..... 925-513-6880

**WIC Program – Pittsburg** ..... 925-431-2460

**Gay, Lesbian, Bisexual, Transgender**

**LGBT National Help Center**..... 1-888-843-4564

**Rainbow Community Center** .... 925-692-0090

**Health Care**

**Advice Nurse** ..... 1-877-661-6230

**Contra Costa Health Services Health Centers**

Antioch, Bay Point, Brentwood ..... 1-800-495-8885

**Health Care for the Homeless Mobile Van**

(CCHS) Call for locations/hours ..... 925-608-5300

**COMMUNITY CLINICS**

**Brighter Beginnings - Family Health Clinic**

Antioch..... 925-303-4780

**La Clínica Oakley**..... 925-776-8240

**La Clínica Pittsburg** ..... 925-431-1251

**Mobile Health Clinic (John Muir)**..... 925-363-7588

**Planned Parenthood – Antioch, Pittsburg**

..... 1-800-230-7526

**RotaCare Clinic - Pittsburg** ..... 925-439-2009

**HOSPITALS**

**Contra Costa Regional Medical Center**

..... 925-370-5000

**Kaiser Medical Center** ..... 925-813-6500

**Sutter Delta Medical Center** ..... 925-779-7200

**Health Insurance**

**Covered California** ..... 1-800-300-1506

..... [www.coveredca.com](http://www.coveredca.com)

**Child Health & Disability Prevention (CHDP)**

..... 925-313-6150

**HICAP** ..... 1-800-510-2020

(Health Insurance Counseling & Advocacy)

**Kaiser Child Health Plan** ..... 1-800-464-4000

**Medi-Cal/CalFresh Applications** 1-800-709-8348

**Patient Financial Counseling**..... 1-800-771-4270

(Information on County health insurance programs)

**Homeless**

**Bay Area Rescue Mission**

Men's Shelter ..... 510-215-4868

Women & Family Shelter..... 510-215-4860

**Calli House-Richmond (Youth, 18-24)** 1-800-610-9400

**Coordinated Outreach Referral and**

**Engagement (CORE)** ..... 2-1-1

Homeless outreach to encampments and referrals to

Concord and Brookside Shelters.

**GRIP Resource Center CARE Center**  
 ..... 510-233-2141  
**Monument Crisis Center CARE Capable Center**  
 ..... 925-825-7751  
**SHELTER, Inc.** ..... 925-338-1038  
**Shepherd's Gate - Brentwood** ..... 925-308-7507  
**Trinity Center CARE Center** ..... 925-949-8712  
**Winter Nights** ..... 925-435-2074

**Housing**

**Housing Authority Public Housing Wait List**  
 (Except Richmond and Pittsburg) ..... 925-957-8000  
**Housing Authority - Pittsburg** ..... 925-252-4830  
**Housing Workshop/Shared Housing**  
 (Independent Living Resources) ..... 925-363-7293  
**Senior & Adults w/ Disabilities** .. 1-800-510-2020  
**SHELTER, Inc.** ..... 925-338-1038

**Immigrant & Refugee Services**

**Cash Assistance Program for Immigrants**  
 ..... 1-877-505-4630  
**Citizenship Education**  
 Antioch Adult Education ..... 925-779-7490  
 Liberty Adult Education ..... 925-634-2565  
 Pittsburg Adult Education ..... 925-473-2400  
**Immigration & Naturalization Services**  
 (Catholic Charities of the East Bay) .... 925-825-3099  
**Immigration & Citizenship Program**  
 (International Institute of the Bay Area) .. 925-237-8581  
**Refugee & Immigrant Services** .. 925-927-2000  
 (Jewish Family & Community Services of the East Bay)  
**Refugee Health Program** ..... 925-313-6893  
**Stand Together Contra Costa** ..... 925-900-5151  
 Rapid response and immigration legal services in  
 Contra Costa County.  
**U.S. Citizenship and Immigration Services**  
 ..... 1-800-375-5283

**Information & Referral**

**2-1-1 Contra Costa** ..... 2-1-1  
 (Contra Costa Crisis Center)  
**Information & Assistance for Seniors &**  
**Dependent Adults** ..... 1-800-510-2020

**Legal & Mediation Services**

**Bay Area Legal Aid** ..... 510-250-5270  
**Lawyer Referral Service** ..... 925-825-5700  
 (Contra Costa County Bar Association)  
**CCC Dept. of Child Support** ..... 1-866-901-3212  
**CC Senior Legal Services** ..... 925-609-7900  
**Conflict Resolution/Mediation**  
 (Center for Human Development) ..... 925-349-7344  
**Family Law Facilitator** ..... www.cc-courts.ca.gov  
 (Divorce, child custody, support, paternity issues, help)  
**Medical Legal Partnership (FMCH)** .. 800-880-8047  
**Victim Witness Assistance** ..... 925-957-8650

**Low Cost Internet**

**Access from AT&T** ..... 1-855-220-5211  
**Comcast Internet Essentials** ..... 1-855-846-8376

**Mental Health**

**Access Mental Health Appointment Line for**  
**Contra Costa County** ..... 1-888-678-7277  
**Adolescent, Adult and Children's Psychiatric**  
**Programs** ..... 925-674-4265  
 (John Muir Health Behavioral Health Center)  
**Antioch Wellness City** ..... 925-732-7930  
**Bay Area Psychotherapy Institute** .. 925-284-2298

**Community Health for Asian Americans**  
 ..... 925-778-1667  
**Contra Costa Crisis Center** ..... 2-1-1  
**Counseling at Village Community Center** (John  
 Muir Health Behavioral Health Center).... 925-941-7940  
**Family Advocate Mental Health (CCHS)**  
 ..... 925-957-5139  
**First Hope- (CCHS)** ..... 925-681-4450  
**National Alliance for the Mentally Ill (NAMI)**  
 ..... 925-942-0767  
**The Hume Center** ..... 925-432-4118

**Multi-Service Centers**

**SparkPoint Contra Costa East** .. 925-252-2300  
**Village Community Center** ..... 925-626-7892

**Parenting Classes**

**Antioch First 5 Center** ..... 925-301-4052  
**Brentwood First 5 Center** ..... 925-516-3880  
 (Aspiranet)  
**East County First 5 Center (Bay Point)**  
 ..... 925-301-4040  
**C.O.P.E. Family Support Center** ..... 925-689-5811  
**Liberty Adult Education** ..... 925-634-2565  
**Pittsburg Adult Education** ..... 925-473-2400

**Pregnancy**

**Birthright** ..... 925-634-1586  
**Black Infant Health (CCHS)** ..... 925-313-6254  
**Healthy Families America (CCHS)** ..... 925-313-6254  
**Healthy Start (CCHS)** ..... 925-431-2345  
**Independent Adoption Center** ..... 925-827-2229  
**Medical Legal Partnership (FMCH)** .. 800-880-8047  
**Planned Parenthood** ..... 1-800-230-7526  
**Prenatal Care Guidance** ..... 925-313-6254  
 (CC Health/First 5)  
**Safely Surrendered Baby** ..... 1-800-833-2900

**SUBSTANCE ABUSE & PREGNANCY**

**Ujima East** ..... 925-427-9100  
**Wollam House** ..... 925-427-1384

**Rape/Victims of Crime**

**Community Violence Solutions**.. 1-800-670-7273  
**Rape, Abuse & Incest National Network**  
 ..... 1-800-656-4673  
**Victim Witness Assistance Program**  
 ..... 925-957-8650

**Senior Services**

**Adult Day Services Network** ..... 925-682-1000  
**Alzheimer's Association** ..... 1-800-272-3900  
**An Elderly Wish Foundation** ..... 925-978-1883  
**Caring Hands (John Muir)** ..... 925-952-2999  
**CC Café (Hot lunch program)**  
 Antioch ..... 925-757-7325  
 Bay Point ..... 925-458-2662  
 Brentwood ..... 925-634-5040  
 Pittsburg ..... 925-439-2136  
**Covia** ..... 925-956-7396  
**Eldercare Locator** ..... 1-800-677-1116  
**Family Caregiver Alliance** ..... 1-800-445-8106  
**Information & Assistance for Seniors &**  
**Dependent Adults** ..... 1-800-510-2020  
**In-Home Personal Assistance** ..... 925-945-8040  
 (Diablo Valley Foundation for the Aging)  
**Meals-on-Wheels** ..... 925-937-8607  
**Medicare Hotline** ..... 1-800-633-4227  
**Mobility Matters** ..... 925-284-6161

**Senior Food Program (Food Bank) Bay Point,**  
 Antioch, Brentwood, Oakley, Pittsburg .. 925-676-7543  
**Senior Outreach Services** ..... 925-937-8311  
**Senior Peer Counseling** ..... 925-521-5636  
**Social Security** ..... 1-800-772-1213

**Teen Services**

**Alateen** ..... 925-932-6770  
**California Youth Crisis Line** ..... 1-800-843-5200  
**New Leaf Treatment Center** ..... 925-284-5200  
 (Substance abuse treatment)  
**REACH Project, Inc Antioch** ..... 925-754-3673  
**REACH Project, Inc Oakley** ..... 925-679-2504  
**Teen Parenting Classes** ..... 925-634-2565  
 (Liberty Adult Education)  
**Teen Services/SAFE Place** ..... 1-800-718-4357  
 (Northern California Family Center)

**Transportation**

**Bay Area Travel Information** ..... 511  
**BART** ..... 925-676-2278  
**Dial-A-Ride** ..... 925-754-3060  
**Mobility Matters** ..... 925-284-6161  
**Tri-Delta Route Info** ..... 925-754-4040

**Utility Assistance**

**California Alternate Rates for Energy (CARE)**  
**Program** ..... 1-866-743-2273  
**Low-Income Home Energy Assistance**  
**Program (LIHEAP)** ..... 925-681-6380  
**Medical Baseline Program Relief for Energy**  
 ..... 1-800-743-5000  
**Utility Shut-off Assistance** ..... 1-800-743-5000

**Veterans**

**Berkeley Food & Housing Project** .. 855-862-1804  
**Contra Costa County Veterans Services**  
 ..... 925-313-1481  
**Concord Veterans Center** ..... 925-680-4526  
**Martinez VA Outpatient Clinic** ..... 925-372-2000  
**SHELTER, Inc.** ..... 925-338-1038  
**Veterans Suicide Hotline** ..... 1-800-273-8255

**Volunteer Opportunities**

**Caring Hands (John Muir)** ..... 925-952-2999  
**Contra Costa Crisis Center** ..... 925-939-1916  
**Contra Costa Society for the Prevention of**  
**Cruelty to Animals** ..... 925-825-5156  
**Covia** ..... 925-956-7396  
**Food Bank of Contra Costa & Solano**  
 ..... 925-676-7543  
**Meals on Wheels** ..... 925-937-8607  
**Mobility Matters** ..... 925-284-4831  
**Volunteer Opportunities** ..... 2-1-1

Need help and don't know where to go?  
 Call 2-1-1 or visit www.211cc.org

**Abuse**

**CHILDREN**

Children's Protective Services .. 1-877-881-1116

**ADULTS**

Adult Protective Services ..... 1-877-839-4347  
 Human Trafficking Prevention... 1-800-670-7273  
 (Community Violence Solutions)  
 Ombudsman of CCC..... 925-685-2070  
 (For patients in long-term care facilities)

**FAMILIES**

**STAND! For Families Free of Violence**  
 ..... 1-888-215-5555

**AIDS/HIV**

AIDS Info ..... 1-800-448-0440  
 Contra Costa AIDS Line ..... 925-313-6771

**Alcohol & Drug Abuse**

Al-Anon..... 510-528-4379  
 Alcohol & Other Drugs ACCESS 1-800-846-1652  
 Alcoholics Anonymous ..... 925-939-4155  
 DUI Programs ..... 925-932-8100  
 (Alcohol & Drug Abuse Council of Contra Costa, Inc.)  
 Narcotics Anonymous ..... 925-685-4357

**DETOX TREATMENT CENTERS**

BAART - Detoxification Pgm..... 510-232-0874  
 Bay Area Rescue Mission ..... 510-215-4868  
 Thunder Road Adolescent Treatment Center  
 ..... 510-653-5040

**TREATMENT / COUNSELING**

Gateway AOD Services (BACR) ..... 510-235-2887  
 Power Program ..... 510-232-7571  
 Ujima West ..... 510-215-2280

**SMOKING CESSATION**

California Smokers Helpline .... 1-800-662-8887  
 Tobacco Hotline ..... 1-800-844-2439

**Animals**

CCC Animal Services - Pinole ... 925-608-8400  
 Contra Costa Humane Society ... 925-279-2247  
 Pet Food Assistance Program ... 925-676-7543

**Child Care/Crisis Child Care**

Coco Kids ..... 510-758-5439  
 Head Start Programs/Child Care Services  
 (CCC Community Services Bureau) ..... 681-6300

**CRISIS CHILD CARE**

Bay Area Crisis Nursery (Ages 0-5) .. 925-685-8052  
 Dahlstrom House (Ages 6-11) ..... 925-685-3695  
 Safe Families (Ages 0-18)..... 925-566-8050

**Crisis and Suicide Intervention**

Contra Costa Crisis Center ..... 2-1-1  
 Provides 24-hour crisis/warm line support.  
 National Suicide Hotlines..... 1-800-273-8255

**Death & Dying**

Grief Counseling ..... 2-1-1  
 (Contra Costa Crisis Center)  
 Hospice of the East Bay..... 925-887-5678

**Dental Care**

Berkeley Free Clinic..... 1-800-625-4642  
 Contra Costa Health Services Dental Clinics  
 West County Health Center ..... 510-231-9540  
 Denti-Cal/Medi-Cal Dental Pgm. .... 1-800-322-6384

**Life Long Medical**

San Pablo ..... 510-215-9092  
 Pinole ..... 510-981-3255

**Disability Services**

California Children's Services ..... 925-313-6400  
 CA Dept. of Rehabilitation ..... 510-232-7062  
 Contra Costa ARC ..... 925-370-1818  
 Developmental Disabilities Council 925-313-6836  
 Hawkins Center ..... 510-232-6611  
 Hearing Loss Association of America - Diablo  
 Valley & East Bay Chapter ..... 925-264-1199  
 Independent Living Resource..... 925-363-7293  
 Regional Center of the East Bay... 925-691-2300  
 Social Security..... 1-800-772-1213  
 State Council on Developmental Disabilities  
 Bay Area..... 510-286-0439  
 We Care Services for Children . . 925-671-0777

**Education & Literacy**

CCC Regional Occupational Program (ROP)  
 ..... 925-942-3368  
 Richmond Public Library ..... 510-620-6561  
 Contra Costa County Office of Education  
 ..... 925-942-3388  
 Family Literacy Program ..... 510-236-3900  
 (Catholic Charities of the East Bay)  
 Literacy for Every Adult ..... 510-307-8084  
 (Richmond Public Library)  
 Project Second Chance ..... 510-307-9937

**ESL/GED/ADULT EDUCATION**

Lao Family Community Services.. 510-215-1220  
 West Contra Costa Adult Ed. .... 510-215-4666  
 ..... 510-231-1453

**Emergency Services**

American Red Cross ..... 1-800-733-2767  
 California Poison Control Center . 1-800-222-1222  
 CCC Office Emergency Services... 925-646-4461  
 Emergency Broadcast System ... KCBST740AM  
 Hazardous Materials Incident Response  
 ..... 925-335-3232  
 Health Emergency Hotline  
 ..... 1-888-959-9911

**Employment/Job Training**

Asian Family Resource Center ... 510-869-6000  
 CalJOBS - Internet..... [www.caljobs.ca.gov](http://www.caljobs.ca.gov)  
 Child Care Job Bank ..... 925-676-5442  
 (Coco Kids)  
 Lao Family Community Development, Inc.  
 Job placement (One-Stop Affiliate) .... 510-215-1220  
 Rubicon..... 510-412-1725  
 RichmondWORKS ..... 510-307-8014  
 Sparkpoint Contra Costa West ... 510-779-3200  
 The Stride Center – San Pablo..... 510-234-1300  
 Unemployment Insurance, CA... 1-800-300-5616  
 ..... [www.edd.ca.gov/Unemployment](http://www.edd.ca.gov/Unemployment)

**Evictions/Rent Assist./Foreclosures**

**EVICION COURT SUMMONS ASSISTANCE/**  
**LANDLORD/TENANT ASSISTANCE**  
 Bay Area Legal Aid..... 510-250-5270

**FORECLOSURE ASSISTANCE**

Community Housing Dev. Corp. . 510-412-9290  
 Foreclosure Assistance – HUD.. 415-489-6400  
 Housing & Economic Rights Advocates  
 ..... 510-271-8443  
 National Foreclosure Hotline..... 1-888-995-4673

**RENTAL ASSISTANCE**

Season of Sharing..... 925-521-5065  
 SHELTER, Inc..... 925-338-1038

**Financial Assistance**

CalWORKs (Families) ..... 1-877-505-4630  
 General Assistance (Individuals) . 1-877-505-4630

**Food**

CalFresh (Food Stamps)..... 1-877-505-4630  
 EBT Card Services ..... 1-877-328-9677  
 Food Bank of Contra Costa & Solano  
 Groceries, pantries, meals ..... 1-855-309-3663  
 Food Pantries / Soup Kitchens .. 2-1-1  
 GRIP Souper Center ..... 510-233-2141  
 WIC Program ..... 510-231-8600  
 (Parents with children 0-5, pregnant women or  
 breastfeeding)

**Gay, Lesbian, Bisexual, Transgender**

LGBT National Help Center ..... 1-888-843-4564  
 Rainbow Community Center ..... 925-692-0090

**Health Care**

Advice Nurse..... 1-877-661-6230  
 Contra Costa Health Services Health Centers  
 North Richmond, San Pablo ..... 1-800-495-8885  
 Health Care for the Homeless Mobile Van  
 (CCHS) Call for locations/hours ..... 925-608-5300

**COMMUNITY CLINICS**

Brighter Beginnings - Family Health Clinic  
 Richmond ..... 510-213-6681  
 Life Long Medical-Brookside  
 Richmond..... 510-215-5001  
 San Pablo (urgent care) ..... 510-215-9092  
 Pinole ..... 510-981-3255  
 Planned Parenthood - Richmond . 1-800-230-7526  
 RotaCare - Richmond..... 510-213-6678  
 (free urgent care)

**HOSPITALS**

Alta Bates Medical Center..... 510-204-4444  
 Contra Costa Regional Medical Center  
 ..... 925-370-5000  
 Kaiser Medical Center ..... 510-307-1500

**Health Insurance**

Covered California ..... 1-800-300-1506  
 ..... [www.coveredca.com](http://www.coveredca.com)  
 Child Health & Disability Prevention (CHDP)  
 ..... 925-313-6150  
 HICAP ..... 1-800-510-2020  
 (Health Insurance Counseling & Advocacy)  
 Kaiser Child Health Plan ..... 1-800-464-4000  
 Medi-Cal Applications ..... 1-800-709-8348  
 Patient Financial Counseling ..... 1-800-771-4270  
 (Information on county health insurance programs)

**Homeless**

Bay Area Rescue Mission  
 Men's shelter..... 510-215-4868  
 Women & Families ..... 510-215-4860  
 Calli House-Richmond (Youth, 18-24) 1-800-610-9400  
 Coordinated Outreach Referral and  
 Engagement (CORE) ..... 2-1-1  
 Homeless outreach to encampments and referrals to  
 Concord and Brookside Shelters.  
 GRIP Resource Center CARE Center  
 ..... 510-233-2141

**Monument Crisis Center CARE Capable Center** ..... 925-825-7751  
**SHELTER, Inc.** ..... 925-338-1038  
**Shepherd's Gate - Brentwood** ..... 925-308-7507  
**Trinity Center CARE Center** ..... 925-949-8712  
**Winter Nights** ..... 925-435-2074

**Housing**

**CC Housing Authority Public Housing Wait List**(except Richmond/Pittsburg)..... 925-957-8000  
**Housing Authority Richmond** ..... 510-621-1300  
**Neighborhood Housing Service** .. 510-237-6459  
**Senior & Adults w/ Disabilities** .. 1-800-510-2020  
**SHELTER, Inc.** ..... 925-338-1038

**Immigrant & Refugee Services**

**Asian Family Resource Center** .. 510-869-7200  
**Cash Assistance Program for Immigrants** ..... 1-877-505-4630  
**Citizenship Education (WCC Adult Ed.)** ..... 510-215-4666  
**Immigrant Legal Services** ..... 510-451-2846  
 (International Institute of the Bay Area)  
**Immigration & Naturalization Services**  
 (Catholic Charities of the East Bay) ..... 510-234-5110  
**Lao Family Community Development** ..... 510-215-1220  
**Refugee & Immigrant Services** .. 925-927-2000  
 (Jewish Family & Community Services of the East Bay)  
**Refugee Health Program** ..... 925-313-6893  
**Stand Together Contra Costa** ..... 925-900-5151  
 Rapid response and immigration legal services in  
 Contra Costa County.  
**U.S. Citizenship and Immigration Services** ..... 1-800-375-5283

**Information & Referral**

**2-1-1 Contra Costa** ..... 2-1-1  
 (Contra Costa Crisis Center)  
**Information & Assistance for Seniors & Dependent Adults** ..... 1-800-510-2020

**Legal & Mediation Services**

**Bay Area Legal Aid** ..... 510-250-5270  
**Lawyer Referral Service** ..... 925-825-5700  
 (Contra Costa County Bar Association)  
**CCC Dept. of Child Support** ..... 1-866-901-3212  
**CC Senior Legal Services** ..... 510-374-3712  
**Family Law Facilitator** ..... www.cc-courts.ca.gov  
 (Divorce, child custody, support, paternity issues, help)  
**Medical Legal Partnership (FMCH)**..... 800-880-8047  
**Victim Witness Assistance** ..... 925-957-8650

**Low Cost Internet**

**Access from AT&T** ..... 1-855-220-5211  
**Comcast Internet Essentials** ..... 1-855-846-8376

**Mental Health**

**Access Mental Health Appointment Line for Contra Costa County** ..... 1-888-678-7277  
**Bay Area Psychotherapy Institute** .. 925-284-2298  
**Community Health for Asian Americans** ..... 510-233-7555  
**Contra Costa Crisis Center** ..... 2-1-1  
**Early Childhood Mental Health** .. 510-837-6902  
 (Children ages 0-6)  
**Familias Unidas Counseling** ..... 510-412-5930  
**Family Advocate Mental Health (CCHS)** ..... 925-957-5139  
**First Hope- CCHS** ..... 925-681-4450

**National Alliance for the Mentally Ill (NAMI)** ..... 925-942-0767  
**Native American Health Center** .. 510-232-7020  
**Power Program** ..... 510-232-7571  
 (Anka Behavioral Health)  
**San Pablo Wellness City** ..... 510-236-3020  
**Second Nature Behavioral Health** 510-610-4799

**Multi-Service Centers**

**GRIP CARE Center** ..... 510-233-2141  
**SparkPoint Contra Costa West** .. 510-779-3200

**Parenting Classes**

**C.O.P.E. Family Support Center** .. 925-689-5811  
**Primeros Nuestros Niños** ..... 510-233-8595  
 (The Latina Center)  
**Second Nature Behavioral Health** 510-610-4799  
**West Contra Costa Adult Education** ... 510-215-4666  
**West Contra Costa YMCA** ..... 510-412-5647  
**West County First 5 San Pablo** .... 510-232-5650  
**West County First 5 Richmond** ..... 510-233-5890

**Pregnancy**

**Black Infant Health(CCHS)** ..... 925-313-6254  
**Healthy Families America (CCHS)** ..... 925-313-6254  
**Healthy Start (CCHS)** ..... 510-231-9469  
**Independent Adoption Center** ... 1-800-877-6736  
**Medical Legal Partnership (FMCH)**... 800-880-8047  
**Planned Parenthood** ..... 1-800-230-7526  
**Prenatal Care Guidance** ..... 925-313-6254  
 (CC Health/First 5)  
**Safely Surrendered Baby** ..... 1-800-833-2900

**SUBSTANCE ABUSE & PREGNANCY**

**Ujima West** ..... 510-215-2280

**Rape/Victims of Crime**

**Human Trafficking Hotline** ..... 1-800-670-7273  
 (Community Violence Solutions)  
**Lao Family Community Development, Inc.** ..... 510-215-1220  
**Rape, Abuse & Incest National Network** ..... 1-800-656-4673  
**Second Nature Behavioral Health** 510-610-4799  
**Trauma Counseling Services** ..... 510-768-3100  
 (Catholic Charities of the East Bay) Oakland  
**Victim Witness Assistance Program** ..... 925-957-8650  
**West Family Justice Center** ..... 510-974-7200

**Senior Services**

**Adult Day Services Network** ..... 925-682-1000  
**Alzheimer's Association** ..... 1-800-272-3900  
**An Elderly Wish Foundation** ..... 925-978-1883  
**CC Café (Hot lunch program)**  
 Crockett ..... 510-787-1341  
 El Cerrito ..... 510-559-7677  
 Hercules ..... 510-799-8219  
 No. Richmond ..... 510-232-3511  
 Richmond ..... 510-307-8087  
 San Pablo ..... 510-215-3098  
 Rodeo ..... 510-799-2706  
 Covia ..... 925-956-7396  
**Eldercare Locator** ..... 1-800-677-1116  
**Family Caregiver Alliance** ..... 1-800-445-8106  
**Information & Assistance for Seniors & In-Home Personal Assistance** ..... 925-945-8040  
 (Diablo Valley Foundation for the Aging)  
**Dependent Adults** ..... 1-800-510-2020  
**Meals-on-Wheels** ..... 510-412-0166  
**Medicare Hotline** ..... 1-800-633-4227

**Mobility Matters** ..... 925-284-6161  
**Senior Food Program** El Sobrante, Richmond, No. Richmond, Rodeo (Food Bank)..... 1-855-309-3663  
**Senior Outreach Services** ..... 925-937-8311  
**Senior Peer Counseling** ..... 925-521-5636  
**Social Security** ..... 1-800-772-1213

**Teen Services**

**Alateen** ..... 925-510-528-4379  
**California Youth Crisis Line**..... 1-800-843-5200  
**RYSE Youth Center** ..... 510-374-3401  
**Teen Services/SAFE Place** ..... 1-800-718-4357  
 (Northern California Family Center)  
**Thunder Roads Adolescent Treatment Center**  
 (Substance Abuse Treatment) ..... 510-653-5040

**Transportation**

**AC Transit** ..... 510-891-4700  
**Bay Area Travel Information** ..... 511  
**BART** ..... 510-236-2278  
**Dial-a-Ride/WestCAT** ..... 510-724-7993  
**East Bay Paratransit** ..... 1-800-555-8085  
**Easy Ride Service for El Cerrito Residents** ..... 510-559-7677  
**Mobility Matters** ..... 925-284-6161  
**R-Transit** ..... 510-307-8026  
**WestCAT Lynx** ..... 510-724-7993

**Utility Assistance**

**California Alternate Rates for Energy (CARE) Program** ..... 1-866-743-2273  
**Customer Assistance Program (EBMUD)**  
 (Discount on utility bill) ..... 1-866-403-2683  
**Low-Income Home Energy Assistance Program (LIHEAP)**..... 925-681-6380  
**Medical Baseline Program Relief for Energy** ..... 1-800-743-5000  
**Utility Shut-off Assistance** ..... 1-800-743-5000

**Veterans**

**Berkeley Food & Housing Project** 855-862-1804  
**Contra Costa County Veterans Services** ..... 925-313-1481  
**Martinez VA Outpatient Clinic**.... 1-800-382-8387  
**Oakland Veterans Center** ..... 510-763-3904  
**SHELTER, Inc.** ..... 925-338-1038  
**Veterans Suicide Hotline** ..... 1-800-273-8255

**Volunteer Opportunities**

**City of Richmond Volunteer Opportunities** ..... 510-620-6511  
**Contra Costa Crisis Center** ..... 925-939-1916  
**Covia** ..... 925-956-7396  
**Food Bank of Contra Costa & Solano** ..... 925-676-7543  
**Meals on Wheels** ..... 925-937-8607  
**Mobility Matters** ..... 925-284-4831  
**Volunteer Opportunities** ..... 2-1-1

Need help and don't know where to go?  
 Call 211 or visit www.211cc.org





**Abuse**

**CHILDREN**

Children's Protective Services .. 1-877-881-1116

**ADULTS**

Adult Protective Services ..... 1-877-839-4347

Human Trafficking Prevention... 1-800-670-7273  
(Community Violence Solutions)

Ombudsman of CCC ..... 925-685-2070  
(For patients in long-term care facilities)

**FAMILIES**

STAND! For Families Free of Violence  
..... 1-888-215-5555

**AIDS/HIV**

AIDS Info ..... 1-800-448-0440

Contra Costa AIDS/HIV Program.. 925-313-6771

**Alcohol & Drug Abuse**

Al-Anon ..... 925-932-6770

Alcohol & Other Drugs ACCESS 1-800-846-1652

Alcoholics Anonymous..... 925-939-4155

DUI Programs..... 925-932-8100

(Alcohol & Drug Abuse Council of Contra Costa, Inc.)

Narcotics Anonymous..... 925-685-4357

**DETOX TREATMENT CENTERS**

BAART - Detoxification Program.. 925-522-0124

Frederick Ozanam Center ..... 925-676-4840

Pueblos del Sol (Men)..... 925-676-2580

Thunder Road Adolescent Treatment Center  
..... 510-653-5040

**TREATMENT / COUNSELING**

A Chance for Freedom (Bi-Bett) ..... 925-685-7418

Crossroads Program Services .... 925-682-5704

La Casa Ujima Residential..... 925-229-0230

Power Program ..... 925-685-7613

Ujima Central Mothers' Program .. 925-691-5083

**SMOKING CESSATION**

California Smokers Helpline..... 1-800-662-8887

Tobacco Helpline..... 1-800-844-2439

**Animals**

ARF-Animal Rescue Foundation .. 925-256-1273

CCC Animal Services..... 925-608-8400

Contra Costa Humane Society ..... 925-279-2247

Pet Food Assistance Program .. 925-676-7543

**Child Care/Crisis Child Care**

Coco Kids ..... 925-676-5437

Head Start Programs/Child Care Services  
(CCC Community Services Bureau)..... 925-681-6300

**CRISIS CHILD CARE**

Bay Area Crisis Nursery (Ages 0-5) .. 925-685-8052

Dahlstrom House (Ages 6-11) ..... 925-685-3695

Safe Families (Ages 0-18)..... 925-566-8050

**Crisis and Suicide Intervention**

Contra Costa Crisis Center ..... 2-1-1

Provides 24-hour crisis/warm line support.

National Suicide Hotlines..... 1-800-273-8255

**Death & Dying**

Grief Counseling ..... 2-1-1  
(Contra Costa Crisis Center)

Hospice of the East Bay..... 925-887-5678

**Dental Care**

Berkeley Free Clinic ..... 1-800-625-4642

Contra Costa Health Services Dental Clinics

Bay Point Children's Dental..... 925-427-8302

Martinez ..... 925-370-5300

Dental Hygiene Clinic ..... 925-969-2692  
(Diablo Valley College)

Denti-Cal/Medi-Cal Dental Pgm . 1-800-322-6384

La Clínica Monument ..... 925-363-2005

Respite Dental Care Concord..... 925-608-5016

**Disability Services**

Adaptive Learning Center ..... 925-827-3863

Adults with Disabilities Services

(Mt. Diablo Adult Ed.) ..... 925-685-7340

California Children's Services..... 925-313-6400

CA Dept. of Rehabilitation ..... 925-602-3953

Contra Costa ARC ..... 925-370-1818

Developmental Disabilities Council . 925-313-6836

Futures Explored ..... 925-825-0263

Hearing Loss Association of America - Diablo

Valley & East Bay Chapter ..... 925-264-1199

Independent Living Resource ... .. 925-363-7293

Regional Center of the East Bay . 925-691-2300

Social Security..... 1-800-772-1213

State Council on Developmental Disabilities

Bay Area ..... 510-286-0439

We Care Services for Children . . 925-671-0777

**Education & Literacy**

CCC Regional Occupational Program (ROP)

..... 925-942-3368

Contra Costa County Library..... 1-800-984-4636

Contra Costa County Office of Education

..... 925-942-3388

Project Second Chance..... 925-927-3250

(Contra Costa Library)

Stride Center..... 510-234-1300

**ESL/GED/ADULT EDUCATION**

Acalanes Adult Education ..... 925-280-3980

Martinez Adult Education..... 925-228-3276

Mt. Diablo Adult Education ..... 925-685-7340

**Emergency Services**

American Red Cross ..... 1-800-733-2767

California Poison Control System. 1-800-222-1222

CCC Office Emergency Services .. 925-646-4461

Emergency Broadcast System..... KCBST740AM

Hazardous Materials Incident Response

..... 925-335-3232

Health Emergency Hotline ..... 1-888-959-9911

**Employment/Job Training**

CalJOBS-Internet..... [www.caljobs.ca.gov](http://www.caljobs.ca.gov)

Child Care Job Bank ..... 925-676-5442

(Coco Kids)

EASTBAY Works, America's Job Center of CA

Concord ..... 925-671-4500

Experience Unlimited..... 925-602-0166

Monument Impact ..... 925-682-8248

Unemployment Insurance, CA... 1-800-300-5616

Internet ..... [www.edd.ca.gov/Unemployment](http://www.edd.ca.gov/Unemployment)

**Evictions/Rent Assist./Foreclosures**

**EVICTION NOTICE/LANDLORD TENANT ASSISTANCE**

Bay Area Legal Aid ..... 510-250-5270

ECHO Fair Housing ..... 1-855-275-3246  
(except Concord and Pittsburg)

**FORECLOSURE ASSISTANCE**

Foreclosure Assistance – HUD.... 415-489-6400

Housing & Economic Rights Advocates

(HERA) ..... 510-271-8443

National Foreclosure Hotline..... 1-888-995-4673

**RENTAL ASSISTANCE**

Concord Family Service Center  
(Catholic Charities of East Bay) ..... 925-825-3099

Season of Sharing..... 925-521-5065

SHELTER, Inc. .... 925-338-1038

**Financial Assistance**

CalWORKs (Families)..... 1-877-505-4630

General Assistance (Individuals) . 1-877-505-4630

**Food**

CalFresh (Food Stamps) ..... 1-877-505-4630

EBT Card Services ..... 1-877-328-9677

Food Bank of Contra Costa & Solano

(Groceries, pantries, meals) ..... 925-676-7543

Food Pantries/Soup Kitchens ..... 2-1-1

Loaves & Fishes Dining Martinez... 925-293-4792

WIC Program..... 925-646-5370

(Pregnant women, breastfeeding, or with children 0-5)

**Gay, Lesbian, Bisexual, Transgender**

LGBT National Help Center..... 1-888-843-4564

Rainbow Community Center..... 925-692-0090

**Health Care**

Advice Nurse..... 1-877-661-6230

Contra Costa Health Services Health Centers

Concord, Martinez ..... 1-800-495-8885

Health Care for the Homeless Mobile Van

(CCHS) Call for locations/hours ..... 925-608-5300

**COMMUNITY CLINICS**

La Clínica Monument ..... 925-363-2005

Planned Parenthood..... 1-800-230-7526

Concord, San Ramon, Walnut Creek

Homeless Ambulatory Clinics..... 925-608-5300

RotaCare – Concord..... 925-429-6409

**HOSPITALS**

Contra Costa Regional Medical Center

..... 925-370-5000

John Muir Health Walnut Creek..... 925-939-3000

John Muir Health Concord ..... 925-682-8200

Kaiser Medical Ctr Walnut Creek... 925-295-4000

San Ramon Regional Medical Center

..... 925-275-9200

**Health Insurance**

Covered California ..... 1-800-300-1506

Child Health & Disability Prevention (CHDP)

..... 925-313-6150

HICAP ..... 1-800-510-2020

(Health Insurance Counseling & Advocacy)

Kaiser Child Health Plan ..... 1-800-464-4000

Medi-Cal Applications ..... 1-800-709-8348

Patient Financial Counseling..... 1-800-771-4270

(Information on County health coverage programs)

**Homeless**

Bay Area Rescue Mission

Men's shelter..... 510-215-4868

Women & Families ..... 510-215-4860

Calli House-Richmond (Youth, 18-24) 1-800-610-9400

Coordinated Outreach Referral and

Engagement (CORE) ..... 2-1-1

Homeless outreach to encampments and referrals to  
Concord and Brookside Shelters.

**GRIP Family Emergency Shelter**CARE Center ..... 510-233-2141  
**Monument Crisis Center** CARE Capable Center ..... 925-825-7751  
**Multi-Service Center** CARE Center 925-685-7613  
 (Anka Behavioral Health)  
**SHELTER, Inc.** ..... 925-338-1038  
**Shepherd's Gate** Brentwood ..... 925-308-7507  
**Trinity Center** CARE Center ..... 925-949-8712  
**Winter Nights** ..... 925-435-2074

**Housing**

**CC Housing Authority Public Housing Wait List** (Except Richmond and Pittsburg) . 925-957-8000  
**Housing Workshop/Shared Housing** (Independent Living Resources) ..... 925-363-7293  
**Seniors & Adults w/ Disabilities**... 1-800-510-2020  
**SHELTER, Inc.** ..... 925-338-1038

**Immigrant & Refugee Services**

**Cash Assistance Program for Immigrants** ..... 1-877-505-4630  
**Citizenship Education**  
 Acalanes Adult Education ..... 925-280-3980  
 Martinez Adult Education ..... 925-228-3276  
 Mt. Diablo Adult Education ..... 925-685-7340  
**Immigration & Naturalization Services** (Catholic Charities of the East Bay) ..... 925-825-3099  
**Refugee & Immigrant Services** . . . 925-927-2000 (Jewish Family & Community Services of the East Bay)  
**Refugee Health Program** ..... 925-313-6893  
**Stand Together Contra Costa** ..... 925-900-5151  
 Rapid response and immigration legal services in Contra Costa County.  
**U.S. Citizenship and Immigration Services** ..... 1-800-375-5283

**Information & Referral**

**2-1-1 Contra Costa** ..... 2-1-1 (Contra Costa Crisis Center)  
**Information & Assistance for Seniors & Dependent Adults** ..... 1-800-510-2020

**Legal & Mediation Services**

**Bay Area Legal Aid** ..... 510-250-5270  
**Lawyer Referral Service** ..... 925-825-5700 (Contra Costa County Bar Association)  
**CCC Dept. of Child Support** ..... 1-866-901-3212  
**CC Senior Legal Services** ..... 925-609-7900  
**Conflict Resolution/Mediation** (Center for Human Development) ..... 925-349-7344  
**Family Law Facilitator** ..... www.cc-courts.ca.gov (Divorce, child custody, support, paternity issues, help)  
**Medical Legal Partnership (FMCH)**... 800-880-8047  
**Victim Witness Assistance** ..... 925-957-8650

**Low Cost Internet**

**Access from AT&T** ..... 1-855-220-5211  
**Comcast Internet Essentials** ..... 1-855-846-8376

**Mental Health**

**Access Mental Health Appointment Line for Contra Costa County** ..... 1-888-678-7277  
**Bay Area Psychotherapy Institute** ..... 925-284-2298  
**Center for Human Development**... 925-687-8844  
**Adolescent, Adult & Children's Psychiatric Programs** ..... 925-674-4265 (John Muir Health Behavioral Health Center)  
**Contra Costa Crisis Center** ..... 2-1-1  
**Concord Wellness City** ..... 925-363-7290  
**Crockett Counseling Center** ..... 925-370-6544

**Family Advocate Mental Health (CCHS)** ..... 925-957-5139  
**First Hope- (CCHS)** ..... 925-681-4450  
**George & Cynthia Miller Center** ... 925-313-7940  
**George Miller Center** ..... 925-646-5710  
**National Alliance for the Mentally Ill (NAMI)** ..... 925-942-0767  
**Northern CA Family Center** ..... 925-370-1990  
**Power Program (Dual Diagnosis)** ... 925-685-7613 (Anka Behavioral Health)  
**Putnam Clubhouse** ..... 925-691-4276  
**Second Nature Behavioral Health** 510-610-4799  
**The Hume Center** ..... 925-825-1793  
**YWCA Mental Health Program**... 925-372-4213

**Multi-Service Centers**

**Monument Crisis Center** ..... 925-825-7751  
**Multi-Service Center** ..... 925-685-7613 (Anka Behavioral Health)  
**Trinity Center** ..... 925-949-8712

**Parenting Classes**

**C.O.P.E. Family Support Center** . 925-689-5811  
**Crockett Counseling Center** .... 925-370-6544  
**Martinez Adult Education** ..... 925-228-3276  
**Monument First 5 Center** ..... 925-849-8861  
**Mt. Diablo Adult Education** ..... 925-685-7340  
**Second Nature Behavioral Health** 510-610-4799

**Pregnancy**

**Birthright** ..... 925-798-7227  
**Black Infant Health (CCHS)** ..... 925-313-6254  
**Healthy Families America (CCHS)** .... 925-313-6254  
**Healthy Start (CCHS)** ..... 925-370-5495  
**Independent Adoption Center** .... 925-827-2229  
**Medical Legal Partnership (FMCH)**... 800-880-8047  
**Options for Women** ..... 925-827-0100  
**Planned Parenthood** ..... 1-800-230-7526  
**Prenatal Care Guidance** ..... 925-313-6254 (CC Health/First 5)  
**Safely Surrendered Baby** ..... 1-800-833-2900

**SUBSTANCE ABUSE & PREGNANCY**

**La Casa Ujima** ..... 925-229-0230  
**Ujima Central Mothers' Program** . 925-691-5083

**Rape/Victims of Crime**

**Central Family Justice Center** ..... 925-521-6366  
**Community Violence Solutions** . 1-800-670-7273  
**Crockett Counseling Center** ..... 925-370-6544  
**Discovery Counseling Center** ..... 925-837-0505  
**Rape, Abuse & Incest National Network** ..... 1-800-656-4673  
**Second Nature Behavioral Health** 510-610-4799  
**Victim Witness Assistance Program** ..... 925-957-8650

**Senior Services**

**Adult Day Services Network** ..... 925-682-1000  
**Alzheimer's Association** ..... 1-800-272-3900  
**An Elderly Wish Foundation** ..... 925-978-1883  
**Caring Hands (John Muir)** ..... 925-952-2999  
**CC Café (Hot lunch program)**  
 Concord ..... 925-825-1488  
 Martinez ..... 925-646-2598  
 Pleasant Hill ..... 925-771-7641  
 Rossmoor ..... 925-988-7703  
 San Ramon ..... 925-973-3250  
 Walnut Creek ..... 925-280-7310  
**Covia** ..... 925-956-7396  
**Eldercare Locator** ..... 1-800-677-1116  
**Family Caregiver Alliance** ..... 1-800-445-8106

**In Home Personal Assistance**..... 925-945-8040 (Diablo Valley Foundation for the Aging)  
**Information & Assistance for Seniors & Dependent Adults**..... 1-800-510-2020  
**Jewish Family & Community Services of the East Bay** ..... 925-927-2000  
**Meals-on-Wheels** ..... 925-937-8607  
**Medicare Hotline** ..... 1-800-633-4227  
**Mobility Matters** ..... 925-284-6161  
**Senior Food Program - Concord, Martinez, Walnut Creek (Food Bank)** ..... 925-676-7543  
**Senior Outreach Services** ..... 925-937-8311  
**Senior Peer Counseling** ..... 925-521-5636  
**Social Security** ..... 1-800-772-1213

**Teen Services**

**Alateen** ..... 925-932-6770  
**California Youth Crisis Line** ..... 1-800-843-5200  
**New Leaf Treatment Center** ..... 925-284-5200 (Substance Abuse Treatment)  
**Teen Services/SAFE Place** ..... 1-800-718-4357 (Northern California Family Center)

**Transportation**

**Bay Area Travel Information** ..... 511  
**BART** ..... 925-676-2278  
**County Connection/County Link** . 925-676-7500  
**Mobility Matters** ..... 925-284-6161  
**Monument Community Shuttle** .... 925-682-8248

**Utility Assistance**

**California Alternate Rates for Energy (CARE) Program** ..... 1-866-743-2273  
**Low-Income Home Energy Assistance Program (LIHEAP)** ..... 925-681-6380  
**Medical Baseline Program Relief for Energy** ..... 1-800-743-5000  
**Utility Shut-off Assistance** ..... 1-800-743-5000

**Veterans**

**Berkeley Food & Housing Project** 855-862-1804  
**Contra Costa County Veterans Services**  
 ..... 925-313-1481  
**Concord Veterans Center** ..... 925-680-4526  
**Martinez VA Outpatient Clinic** ..... 925-372-2000  
**SHELTER, Inc.** ..... 925-338-1038  
**Veterans Suicide Hotline** ..... 1-800-273-8255

**Volunteer Opportunities**

**Caring Hands (John Muir)** ..... 925-952-2999  
**Contra Costa Crisis Center** ..... 925-939-1916  
**Contra Costa Society for the Prevention of Cruelty to Animals** ..... 925-825-5156  
**Covia** ..... 925-956-7396  
**Food Bank of Contra Costa & Solano** ..... 925-676-7543  
**Meals on Wheels** ..... 925-937-8607  
**Mobility Matters** ..... 925-284-4831  
**Volunteer Opportunities** ..... 2-1-1

Need help and don't know where to go?  
 Call 2-1-1 or visit www.211cc.org

# ONLINE EMPLOYMENT SEARCH AND SUPPORT

## Cal Jobs

Website: [www.caljobs.ca.gov](http://www.caljobs.ca.gov)  
Job Posting search engine (Bay Area Job Bank)

## Bay Area Careers

Website: [www.caljobs.ca.gov](http://www.caljobs.ca.gov)  
Hometowns Jobs Contra Costa County portal

## Berkeley Career Center

Website: <https://career.berkeley.edu/Infolab/JobSites>  
Extensive Data base of job search site databases and industry specific meta-database

## C.C. Community College Career Center

Website: [www.collegecentral.com/contracosta/Student.cfm](http://www.collegecentral.com/contracosta/Student.cfm)  
Bay Area job, training and Internship postings

## Mills College Career Center

Website: google "Mills college recommended search engines"  
Extensive Data base of job search site databases and industry specific meta-database

## Trades Women

Website: [www.tradeswomen.org](http://www.tradeswomen.org)  
Tradeswomen, Inc. is one of California's first organizations for women in the trades.

## Worklooker

Website: <http://www.worklooker.com/>  
Data base of link to all City and Counties job postings page

## Private Job Search Sites

[www.craigslist.com](http://www.craigslist.com), [www.indeed.com](http://www.indeed.com), [www.monster.com](http://www.monster.com)  
*\*Remember never to respond to requests or correspondence from these websites asking you to send/ wire money or asking for your personal/ financial information*

## Gateway To Careers

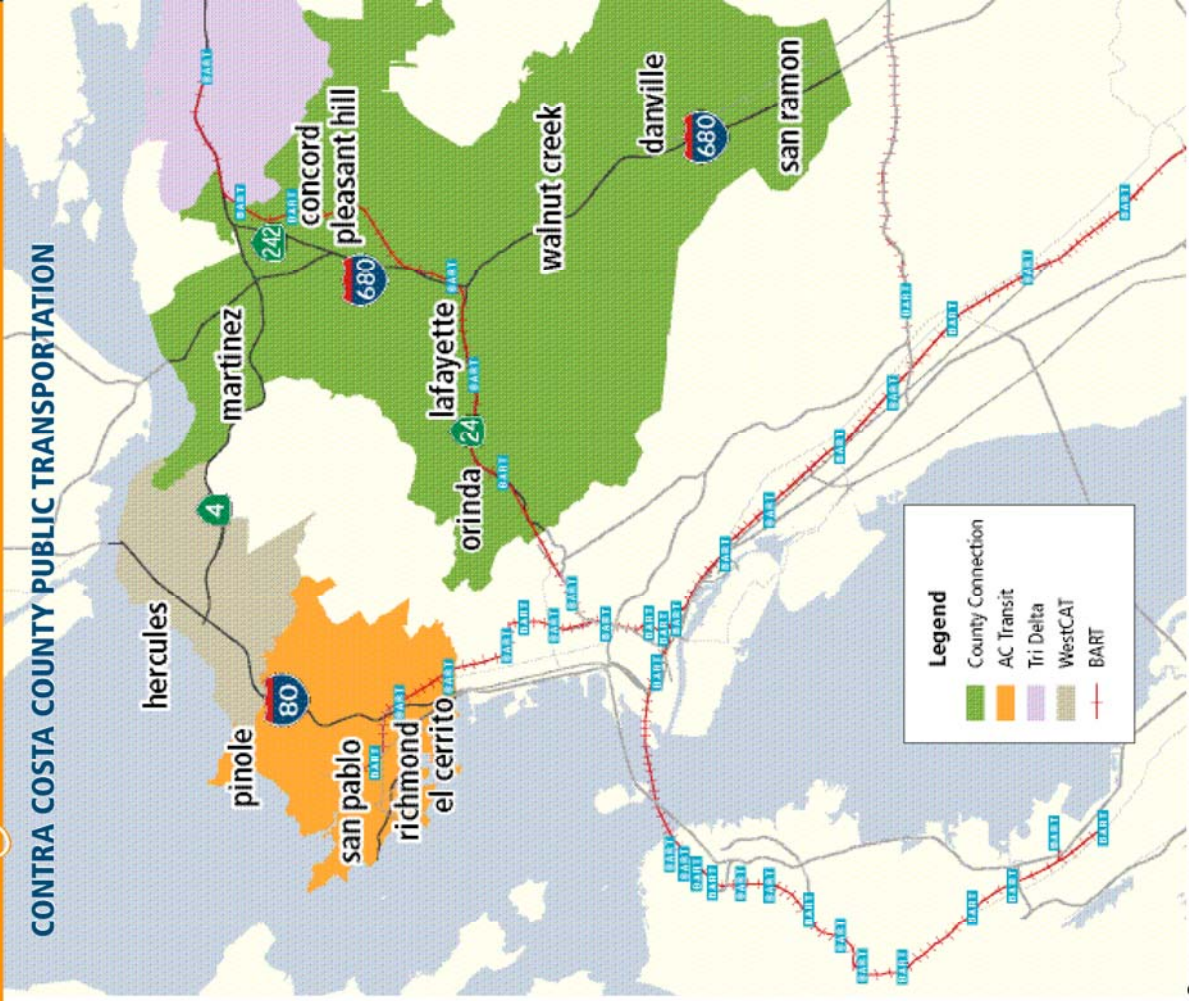
Website: [www.gatewaytocareers.com/jobseekers-guide](http://www.gatewaytocareers.com/jobseekers-guide)  
Job Posting search engine (Bay Area Job Bank)  
Online portal for Employment Assessments, Job Searching,

## Contra Costa County Human Resources

Website: [www.governmentjobs.com/careers/contracosta](http://www.governmentjobs.com/careers/contracosta)  
Job Posting and Recruitment for Contra Costa County

*Ready. Set. Go!*

CONTRA COSTA COUNTY PUBLIC TRANSPORTATION



*“Way to go,  
Contra Costa!”*

A GUIDE TO  
TRANSPORTATION RESOURCES  
IN CONTRA COSTA COUNTY



# Services by Community

## How To Use This Guide

This guide has been designed to quickly give you the information you need to use the transportation choices available to you in Contra Costa County and the Bay Area. You can use this guide in several ways.

### By Community

To search for transportation choices in each city or community within Contra Costa County, go to the "Services By Community" section beginning on [page 4](#).

### By Transit Provider

To identify your local public transit provider, see the map on this page and go to the "Local Public Transit" section beginning on [page 11](#).

### By ADA Paratransit Provider

See the "ADA Paratransit Providers" section beginning on [page 20](#).

### 511 Information

For information on fares, schedules and regional transportation, see the "511 Information" section beginning on [page 23](#). For information on free transit trip planning, see [page 23](#).

### Quick Reference

For telephone or internet information about transportation, see the "Quick List Telephone Info" section on [page 28](#).

This section lists the transportation services available in each community in Contra Costa County. Under each community, you'll see listed: the bus service, the ADA paratransit service and any community-based transportation services available. For service between cities see the map on [page 2](#).

## alamo

**Bus Service:** County Connection, see [page 13](#)

**ADA Paratransit:** Tri Delta Transit's County Connection LINK, see [page 20](#)

## bay point

**Bus Service:** Tri Delta Transit, see [page 14](#)

**ADA Paratransit:** Tri Delta Transit's Dial-A-Ride, see [page 21](#)

## concord

**Bus Service:** County Connection, see [page 13](#)

**ADA Paratransit:** County Connection LINK, see [page 20](#)

### Community-Based Transportation:

Concord Senior Transportation Project Service: Currently developing several senior transportation options. For information: Contact the Concord Senior Center at (925) 671-3320.

## antioch

**Bus Service:** Tri Delta Transit, see [page 14](#)

**ADA Paratransit:** Tri Delta Transit's Dial-A-Ride, see [page 21](#)

### Community-Based Transportation:

Antioch Senior Bus Program Service: Door-to-door paratransit. Service Area: Antioch city limits. Hours of Operation: Monday through Friday from 8:00 a.m. until 4:00 p.m.

### Telephone Information:

(925) 754-1080  
Eligibility: For Antioch residents ages 60 years and older, or for disabled Antioch residents with ADA paratransit eligibility.  
Application: Available at the Antioch Senior Center.

## brentwood

**Bus Service:** Tri Delta Transit, see [page 14](#)

**ADA Paratransit:** Tri Delta Transit's Dial-A-Ride, see [page 21](#)

## clayton

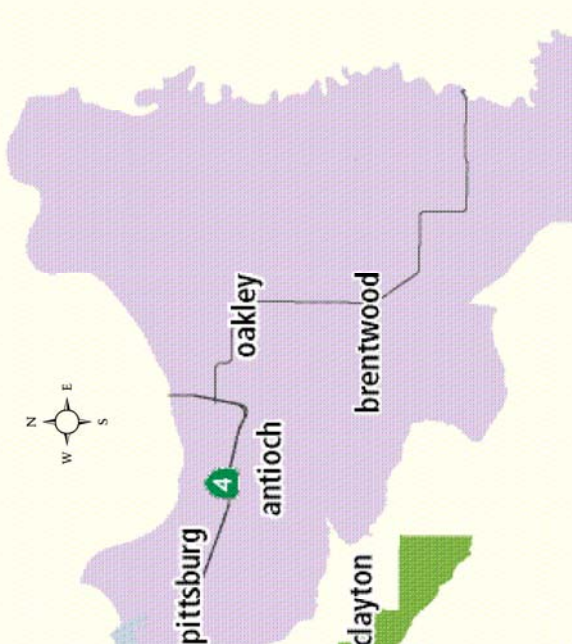
**Bus Service:** County Connection, see [page 13](#)

**ADA Paratransit:** County Connection LINK, see [page 20](#)

## crockett

**Bus Service:** WestCAT, see [page 15](#)

**ADA Paratransit:** WestCAT Dial-A-Ride, see [page 22](#)



## Which Service is Right for You?

Different types of transit services are appropriate for different groups of riders. Many regular transit services meet most people's transportation needs, at least some of the time. Depending where you live, your age, and a disability you may have, you could be eligible for other transportation programs and services.

Which service can I use if I am...	Regular Bus and Rail Service	A Community-Based Transportation Program	An ADA Paratransit Program
A senior citizen?	Yes	Depends on program in your community	Depends on your physical ability
Certified ADA-eligible?	Yes	Yes	Yes
Disabled, but not ADA-certified?	Yes	Depends on program in your community	No
Neither a senior nor have a disability?	Yes	No	No



# Services by Community

## danville

**Bus Service:** County Connection, see page 13  
**ADA Paratransit:** County Connection LINK, see page 20

## el cerrito

**Bus Service:** AC Transit, see page 12  
**ADA Paratransit:** East Bay Paratransit, see page 20  
**Community-Based Transportation:** Shopping Trips

Service: Group shopping trips that leave from the El Cerrito Senior Center after lunch. On the return trip, riders are driven directly to their homes.

**Service Area:** El Cerrito.  
**Hours of Operation:** Monday and Thursday from 12:45 p.m. until 3:00 p.m.

**Other Services:** Group day trips.  
**Telephone Information:** (510) 215-4340

**Eligibility:** For El Cerrito residents who are disabled or older adults.  
**Application:** Call (510) 215-4340

## el sobrante

**Bus Service:** AC Transit, see page 12  
**ADA Paratransit:** East Bay Paratransit, see page 20



## hercules

**Bus Service:** WestCAT, see page 15  
**ADA Paratransit:** WestCAT Dial-A-Ride, see page 22

**Community-Based Transportation:** Senior Center Shopping Trips

Service: Shopping trips from the Hercules Senior Center twice a month. This service is provided by WestCAT in cooperation with the Hercules Senior Center and the Arbois Senior Apartments.

**Service Area:** Hercules and surrounding areas.

**Hours of Operation:** Call for information.

**Telephone Information:** (510) 799-8219

**Eligibility:** Seniors residing in Hercules and surrounding areas.

## lafayette

**Bus Service:** County Connection, see page 13

**ADA Paratransit:** County Connection LINK, see page 20

**Community-Based Transportation:** Lamorinda Senior Transportation Project

Service: Currently developing several senior transportation options.

**For Information:** Contact Lafayette Senior Services at (925) 284-5050

## martinez

**Bus Service:** County Connection, see page 13

**ADA Paratransit:** County Connection LINK, see page 20



## orinda continued...

**Community-Based Transportation:** The Orinda Association's Seniors Around Town

Service: Registered rideshare program featuring door-to-door service by volunteer drivers in their own cars. Note: this service is scheduled to begin operation on July 1, 2005.

**Service Area:** Orinda and neighboring cities.

**Hours of Operation:** By pre-arrangement.

**Telephone Information:** (925) 254-0800

**Website Address:** www.orindaassociation.org

**Eligibility:** Riders must be Orinda residents aged 65 or older.

**Volunteer drivers minimum age 25.**  
**Application:** Call (925) 254-0800

## pinole

**Bus Service:** WestCAT, see page 15  
**ADA Paratransit:** WestCAT Dial-A-Ride, see page 22

**Community-Based Transportation:** Homebound

Service: Door-to-door service to lunch at the Pinole Senior Center for persons who are homebound.

**Service Area:** Pinole and outlying areas.

**Hours of Operation:** Mondays and Thursdays, 11:00 a.m. until 1:00 p.m.

**Other Services:** Day trips.

**Telephone Information:** (510) 724-9802

**Eligibility:** Homebound residents.  
**Application:** Call (510) 724-9802

# Services by Community

## pittsburg

**Bus Service:** Tri Delta Transit, see page 14

**ADA Paratransit:** Tri Delta Transit's Dial-A-Ride, see page 21



## pleasant hill

**Bus Service:** County Connection, see page 13

**ADA Paratransit:** Pleasant Hill Senior Van Service County Connection LINK, see page 20

### Community-Based

#### Transportation:

Pleasant Hill Senior Van Service  
 Service: Door-to-door van service with medical appointment trips to Concord, Martinez and Walnut Creek.

## pleasant hill continued...

### Hours of Operation:

Monday through Friday, 9:00 a.m. until 12:00 p.m., and 1:00 p.m. until 4:00 p.m.

### Telephone Information:

(925) 671-5272  
**Eligibility:** For Pleasant Hill residents ages 55 years and older.  
**Application:** By reservation 24 hours in advance. Call (925) 671-5272

## richmond

**Bus Service:** AC Transit, see page 12

**ADA Paratransit:** East Bay Paratransit, see page 20

### Community-Based

#### Transportation:

Richmond Paratransit Program  
 Services: Door-to-door paratransit; subsidized taxi vouchers.  
**Service Area:** Richmond, North Richmond, El Cerrito, San Pablo, El Sobrante, and parts of Albany, Kensington and Pinole.  
**Hours of Operation:**  
 Paratransit: Weekdays from 8:30 a.m. until 4:00 p.m.;  
 Taxi vouchers can be used anytime.

## richmond continued...

### Additional Services:

Transportation to nutrition sites; group shopping trips; and special purpose group trips.

### Telephone Information:

(510) 307-8026, (510) 307-8027, or (510) 307-8028

### Website Address:

www.ci.richmond.ca.us

**Eligibility:** Seniors aged 65 years or older, or persons with physical disabilities that prevent access to public transportation. Applicants must reside in Richmond, North Richmond, El Sobrante, unincorporated San Pablo, or Kensington.  
**Application:** Call (510) 307-8026



# Services by Community

## san pablo

**Bus Service:** AC Transit, see page 12

**ADA Paratransit:** East Bay Paratransit, see page 20

### Community-Based

**Transportation:** Subsidized Paratransit Tickets

**Service:** Sells subsidized tickets to eligible riders of East Bay Paratransit. Service Area: San Pablo.

**Hours of Operation:** Tickets available weekdays from 8:30 a.m. until 4:00 p.m. at the San Pablo Senior Center, or by mail.

**Other Services:** Group day trips

**Telephone Information:**

(510) 215-3095

**Eligibility:** San Pablo residents who are eligible riders of East Bay Paratransit.

**Application:** East Bay Paratransit for ADA paratransit application.



## san ramon

**Bus Service:** County Connection, see page 13

**ADA Paratransit:** County Connection LINK, see page 20

### Community-Based

**Transportation:** Senior Express Van

**Service:** Door-to-door service to and from the San Ramon Senior Center.

### san ramon continued...

**Service Area:** San Ramon.

**Hours of Operation:** Tuesdays through Fridays, leaves the Senior Center at 8:30 a.m. for morning pick up, and the return trip home leaves the Senior Center at 3:00 p.m.

**Telephone Information:**

(925) 973-3250

**Website Address:**

[www.sanramon.ca.gov](http://www.sanramon.ca.gov)

**Eligibility:** San Ramon residents aged 55 or older.

**Application:** By reservation

24 hours in advance.

\$1.00 each way.



## walnut creek

**Bus Service:** County Connection, see page 13

**ADA Paratransit:** County Connection LINK, see page 20

### Community-Based

**Transportation:** Walnut Creek Seniors' Club

**Mini Bus Service**

**Service:** Door-to-door van service. Service Area: Walnut Creek city limits.

**Hours of Operation:** Weekdays 9:00 a.m. until 12:00 p.m., and 12:30 p.m. until 3:30 p.m.

**Telephone Information:**

(925) 933-1434

**Website Address:**

[www.walnut-creek.org](http://www.walnut-creek.org)

**Eligibility:** For Walnut Creek residents, must be a member.

\$7.00/year.

**Application:** By reservation

24 hours in advance.

**Rossmoor/ Golden Rain Foundation Services:** Fixed-Route Bus Service, Paratransit, and Dial-A-Bus.

**Service Area:** Rossmoor Community and nearby shopping and medical facilities.

**Hours of Operation:** Daily.

**Additional Services:** Travel Training to familiarize residents with using public transportation.

**Telephone Information:**

(925) 988-7676

**Website Address:**

[www.rossmoor.com](http://www.rossmoor.com)

**Eligibility:** For Rossmoor residents and guests.

**Application:** Resident identification





Buses and trains are the most convenient forms of public transportation for many people. Regular bus routes and trains require less planning than ADA paratransit and most other forms of transportation. Buses and trains run on a schedule and stop at specific locations, so you always know when and where you can board. Arrive at the stop a few minutes early.

Regular public bus fares can also be 50 to 75 percent less expensive than paratransit. If you are unfamiliar with using public transit, travel training may be available to teach you how to travel comfortably and safely on a bus or train. Call your local transit service for more information.

Regular bus routes are also accessible. The Americans with Disabilities Act (ADA) requires that transit agencies make their services accessible to people with disabilities. Here are some of the features you will find on public systems in Contra Costa County:

- Buses equipped with wheelchair lifts or low floor ramps to allow easy access for people with disabilities.
- Priority seating for those who need it.
- Drivers trained to secure wheelchairs in designated spaces.
- Drivers trained to allow passengers time to be seated, and to get on and off the vehicle.
- Announcement of bus stops at major intersections, transfer points and, at the request of passengers, specific destinations.
- BART stations with elevators to the platforms where there is level boarding.
- Route and schedule information provided by transit agencies, including the best way to reach your destination. This information is available in accessible formats if needed.

All nine Bay Area counties are connected via public transit. For more information call 511 or go online at [www.511.org](http://www.511.org).



If you have questions about the public bus services in your area, call 511 or contact your local transit agency directly. (Phone numbers are listed on the following pages under each agency)

## AC Transit



East Bay Paratransit service available, see page 20

Serves: Richmond, El Cerrito, San Pablo, Pinole, El Sobrante and Kensington in Western Contra Costa County, most of Alameda County, with transbay service to San Francisco, and south to Santa Clara.  
**Telephone Information:** 511 or (510) 817-1717  
**Website:** [www.actransit.org](http://www.actransit.org)



# Local Public Transit Services

## County Connection

Serves: Clayton, Concord, Danville, Lafayette, Martinez, Moraga, Orinda, Pleasant Hill, San Ramon, Walnut Creek, and unincorporated areas of Central Contra Costa County.

Telephone Information: 511 or (925) 676-7500

Website: [www.cccta.org](http://www.cccta.org)



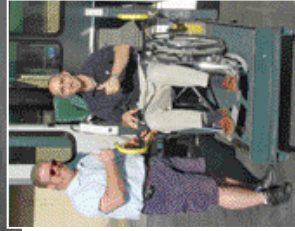
County Connection LINK  
Paratransit service available,  
see page 20

## Tri Delta Transit

Serves: Antioch, Brentwood, Pittsburg and Oakley, and unincorporated areas of Eastern Contra Costa County.

Telephone Information: 511 or (925) 754-6622

Website: [www.trideltatransit.com](http://www.trideltatransit.com)



Tri Delta Dial-A-Ride  
Paratransit service available,  
see page 21

# Local Public Transit Services

## WestCAT

Serves: Western Contra Costa County communities of Pinole and Hercules and the unincorporated communities of Montalvin Manor, Tara Hills, Bayview, Rodeo, Crockett, and Port Costa, with regional service to El Cerrito del Norte BART, the Hilltop area, and to Martinez.  
**Telephone Information:** 511 or (510) 724-7993  
**Website:** [www.westcat.org](http://www.westcat.org)



WestCAT Dial-A-Ride  
 Paratransit service available,  
 see page 22

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## BART

Serves: Rail service from Pittsburg/Bay Point in East County through Concord, Pleasant Hill, Walnut Creek, Lafayette and Orinda in Central County; and from stations in Richmond and El Cerrito in West County. Nearby BART service is also available from Pleasanton/Dublin. BART provides service from Contra Costa County to destinations in Alameda, San Francisco and San Mateo Counties.  
**Telephone Information:** 511 or (925) 676-2278 or (510) 236-2278  
**Website:** [www.bart.gov](http://www.bart.gov)



## Regional Transit Discount Card

The Regional Transit Connection (RTC) Discount Card is a program for reduced fares on fixed-route transit, bus, rail and ferry systems throughout the San Francisco Bay Area for qualified persons with disabilities and senior citizens 65 years of age or older. Applications are accepted at all San Francisco Bay Area transit systems and then forwarded to a central office where applications are reviewed, information is verified and an eligibility determination is made. An RTC Discount ID Card will be mailed to eligible applicants within 21 days.



For more information on the Regional Transit Discount Card Program, contact your local public transit service or go online to [www.511.org](http://www.511.org)

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Enacted in 1990, the Americans with Disabilities Act (ADA) required that paratransit be provided as a "safety net" for people who, due to their disability, are unable to ride regular buses and trains some or all of the time. ADA paratransit is a parallel service to regular public transportation services (buses and trains). This means paratransit services operate in the same area, on the same days and during the same hours as the public transit operates.

Paratransit service may be provided on small buses, vans, taxis, or in private automobiles. It is generally a shared ride service that must be reserved at least one day in advance. The service picks you up at your door or at the curb and takes you to your destination. The vehicle may make several stops on the way to your destination to pick up or drop off other passengers. The pick up time you are assigned may vary by up to one hour from the time you requested. Paratransit drivers do not enter people's homes or their destination locations. Riders who need extra assistance beyond what the driver provides may bring an assistant or "attendant" with them at no additional charge.

Before using paratransit, a person must be certified eligible due to a disability that prevents use of regular buses or trains some or all of the time.

According to the law you may be eligible for ADA paratransit if either of the following applies:

- Your disability prevents you from boarding, riding, or getting off a bus or train, without the help of someone else.
- Your disability prevents you from getting to or from a bus or train stop.

For more information about the ADA paratransit programs in Contra Costa County, call 511 or contact your local transit agency directly. (See pages 20 through 22)



## How Do I Become Eligible for ADA Paratransit Services?

### Applying for Eligibility

The eligibility process may vary slightly by transit agency, so you should call your local transit agency to find out more information. In general, the process includes the following steps:

- Call your local transit agency to request an application form.
- Read and completely fill out the form, which requires authorization to contact your doctor or medical professional.
- Submit the information at the address provided.
- After reviewing your application, agency staff may contact you, ask you to send additional information, contact a health professional to get more information, or invite you for an in-person evaluation of your ability to ride public transportation.
- An evaluation could involve a discussion with a trained professional about why you cannot use public transportation. Or, you might be asked to try out a number of actions that would be needed when using a bus or train. You may bring somebody with you to the evaluation and you may also bring additional documentation, but these are not required.
- Within 21 days after your completed application form has been received or you have completed the in-person evaluation, the transit agency will send you a letter regarding your eligibility status. If you do not receive this letter within 21 days, you will be given temporary eligibility allowing you to use paratransit until the agency makes a final determination.
- If your eligibility application for ADA paratransit service is approved, you will receive a brochure with more information about paratransit, including information about reserving a ride.

## Can I Be Eligible for ADA Paratransit if it is Very Difficult for Me to Use a Bus or Train?

Not necessarily. A person who is able to use buses and trains all of the time to get around, even though it may be difficult or inconvenient, does not qualify for ADA paratransit. To qualify for ADA paratransit, you must be unable to use buses or trains some or all of the time because of a physical, cognitive, visual or psychiatric disability. Difficulty using public transportation, or being diagnosed as having a disability, are not automatic grounds for paratransit eligibility. Similarly, eligibility is not based on your age, your inability to speak English, or inconvenient bus service.

## Types of ADA Eligibility



The transit agency may find you to be fully eligible, conditionally eligible, temporarily eligible, or ineligible to use paratransit.

- **FULLY ELIGIBLE** riders may take paratransit trips at any time the service is available. Depending on where you live, you may also be eligible to take some or all of your trips using your local community-based program.
- **CONDITIONALLY ELIGIBLE** riders may take paratransit for some trips, but may be required to take regular transit for other trips. You may be eligible to take some or all of your trips using your local community-based program, depending on their eligibility requirements.
- **TEMPORARILY ELIGIBLE** riders are given eligibility for the period of time their disability is expected to prevent them from using regular transit. Persons who are temporarily eligible for ADA paratransit may also be eligible for their local community-based program, depending on the eligibility requirements.
- **IF YOU ARE DENIED ELIGIBILITY** this means that the agency has determined that you are able to take regular transit, and you may not use paratransit service. If you disagree with the agency's decision, you may appeal. Instructions on how to appeal are included on the application form. Even if you are found ineligible for ADA paratransit, you may still be eligible to use your own community-based paratransit program, depending on the eligibility requirements.

## ADA Paratransit Providers

### County Connection LINK

**Service:** The LINK is County Connection's paratransit service that operates in the same area of Central Contra Costa County as County Connection's buses.

**Hours:** Available during the same hours as County Connection bus service.

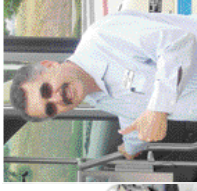
**Eligibility:** The LINK provides ADA transportation for people who are unable to use the County Connection's fixed-route bus service because

of a disability or a disabling health condition.

**Application:** To use the LINK you must complete a Bay Area

ADA certification application. Apply to the County Connection or to another Bay Area transit agency.

(925) 676-7500 • [www.cccta.org](http://www.cccta.org)



### East Bay Paratransit Consortium

**Service:** East Bay Paratransit is sponsored by AC Transit and BART to meet the requirements of the ADA. Service is available in the same area of Western Contra Costa County where BART and AC Transit operate. Service is also available to and from points in Alameda County and San Francisco.

**Hours:** Available during hours when AC Transit buses or BART trains are running in the service area.

**Eligibility:** East Bay Paratransit provides ADA transportation for people who are unable to use AC Transit buses or BART trains because of a disability or a disabling health condition.

**Application:** To use East Bay Paratransit you must complete a Bay Area ADA certification application. Apply to East Bay Paratransit or to another Bay Area transit agency.

(510) 287-5000 or (800) 555-8085 • [www.actransit.org](http://www.actransit.org) or [www.bart.gov](http://www.bart.gov)



# ADA Paratransit

## ADA Paratransit Providers, continued...

### Tri Delta Transit's Dial-A-Ride



**Service:** Dial-A-Ride is Tri Delta Transit's paratransit service that operates in the same area of Eastern Contra Costa County as Tri Delta Transit's buses. There are two categories of service: ADA Eligible and Non-ADA Eligible.

#### ADA Eligible Service

**Service Areas:** Call for specific boundaries and times. The general service area is: Antioch, Bay Point, Brentwood, Oakley and Pittsburg.

**General Service Hours:**  
Monday-Friday 3:00 a.m.–midnight; Saturday 6:00 a.m.–1:00 a.m.; Sunday 7:00 a.m.–1:00 a.m.

**Eligibility:** This service is available to individuals who, because of their disability as defined by the Americans with Disabilities Act, cannot use regular fixed route bus service.

**Application:** To use the ADA service you must complete a Bay Area ADA certification application. Apply to the Tri Delta Transit or to another Bay Area transit agency.

#### Non ADA Service

**Service Areas:** Call for specific boundaries and times. The general service area is all of Eastern Contra Costa County.

**General Service Hours:**  
Monday-Friday 6:30 a.m.–5:30 p.m.; Saturday 10:00 a.m.–5:30 p.m.

**Eligibility:** This service is available to individuals who are 65 years or older if they complete Tri Delta Transit's travel training program.

**Application:** Applications can be requested by calling (925) 754-6622. They can also be obtained at the Tri Delta Transit administrative office: 801 Wilbur Avenue, Antioch.

(925) 754-6622 • [www.trideltatransit.com](http://www.trideltatransit.com)

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### WestCAT Dial-A-Ride



**Service:** Dial-A-Ride is WestCAT's paratransit service that operates in the same area of Western Contra Costa County as WestCAT's buses. Dial-A-Ride service has two components: The Americans with Disabilities Act (ADA) service, for disabled individuals who are certified under ADA, and the Dial-A-Ride service, which WestCAT makes available to seniors aged 65+ in the service area regardless of their ADA status. In addition, in the areas of Rodeo and Crockett where the topography and the configuration of the streets makes it difficult for large buses to operate, the general public is eligible to use Dial-A-Ride service within the WestCAT service area.

#### Hours:

Weekdays 6:00 a.m.–8:00 p.m.; Saturdays 9:00 a.m.–7:00 p.m.

**Eligibility:** For Dial-A-Ride service under ADA, disabled individuals have to be certified under the Americans with Disabilities Act by filling out an application in order to be entered into the regional database. Seniors age 65+ can apply for Dial-A-Ride service by phone (see below).

**Application:** A non-senior or those desiring to use other paratransit systems must complete a Bay Area ADA certification application. Apply to WestCAT or to another Bay Area transit agency. Seniors age 65+ who want to participate in the Dial-A-Ride service may register with the WestCAT Administrative Office. This process can be done over the phone by providing name, date of birth, address and phone number.

(510) 724-7993 • [www.westcat.org](http://www.westcat.org)

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Opportunities to learn more about transportation alternatives in Contra Costa County are available via telephone, other informational materials, the Internet and by participating in citizen advisory committees.

## Telephone and Website Information

### 511 Transportation Information

Call 511 to connect with your transit agency or any other transit agency in the San Francisco Bay Area. 511 gives up-to-the-minute information on driving times, traffic conditions, public transit routes, fares and trip planning, instant carpool and vanpool referrals, bicycling information and more. The 511 service is available 24 hours-a-day, seven days-a-week.

online at  
**[www.511.org](http://www.511.org)**

511 is a convenient resource for trips within Contra Costa County or whenever you need to go somewhere else. For example, to obtain information about paratransit, either use the keypad or say "paratransit" at the main menu voice prompt. At the next voice prompt, say the name of the city where you live for information about the ADA paratransit provider that operates in your area. 511 also provides details on regular public transportation routes and fares. To contact your local community-based program, check the listings under the name of your Community-Based Transportation Program on pages 4 through 10.

### Free Transit Trip Planning

The 511 system also has the 511 Take Transit Trip Planner which can be accessed online at [www.511.org](http://www.511.org). This is an interactive tool that creates step-by-step instructions for getting from place to place on public transportation—including an itinerary with schedules, fares, time estimates and location maps.

### Contra Costa County Information and Assistance Program (I & A)

Information & Assistance provides information, referrals to appropriate resources, and support in problem solving for dependent adults age 18 and older and seniors age 60 and older. I & A also serves anyone concerned about these adults and seniors. I & A maintains an updated database on transportation resources available in Contra Costa County.

In Contra Costa County, call toll-free, (800) 510-2020. From all other locations, call (925) 229-8434. Information & Assistance is a service of the Contra Costa County Aging & Adult Services, a bureau of the Employment & Human Services Department. I & A services are free to callers regardless of income.

## Telephone and Website Information, cont.

### Online Resource Guide

You can view and download an electronic version of the "Way To Go, Contra Costa!" Transportation Resource Guide online at...

**[www.cccounty.us/ehsd](http://www.cccounty.us/ehsd)**



### 511 Contra Costa

511 Contra Costa is a program which promotes the use of alternative commute methods to solo drivers. These efforts reduce traffic congestion and improve air quality by maximizing the use of the existing roadway system. Examples of the commute alternative incentive programs which are implemented by 511 Contra Costa include: Carpool, Vanpool, Transit, Carpool to BART, Bike, Telecommuting, Walking and Guaranteed Ride Home from the work place. For more information about 511 Contra Costa go online to [www.511contracosta.org](http://www.511contracosta.org) or call (888) 833-4499.



511 Contra Costa has produced a 10-minute video titled "Making Public Transit Work for You" which provides information on how to read a transit schedule and plan for a trip on public transit. The video is free of charge and is helpful to individuals or groups who are interested in learning how to utilize the public transit systems in the San Francisco Bay Area. The video is available in English, Spanish, Vietnamese, Laotian, Mien and Punjabi. To request a copy call (510) 215-3035 or go online to [www.511contracosta.org](http://www.511contracosta.org).

# Transportation Resources

## Information in other Formats and Languages

This guide, "Way To Go, Contra Costa!", is available online at [www.cccounty.us/ehsd](http://www.cccounty.us/ehsd). Some transit providers have information in Braille and other formats. To receive information about the transit systems in Contra Costa County on computer disk or in a large type format, call your local public transit service.

The Contra Costa County Aging & Adult Services Bureau is pleased to be able to fund the initial development and publication of "Way to Go, Contra Costa!" in English and Spanish.



## Older Driver Safety Programs

**Service:** Mature driver refresher classes, available countywide.

**For Information:** Contact any senior center or call the Class Locator at (888) 227-7669.

**Website:** [www.aarp.org/driver](http://www.aarp.org/driver)

**Eligibility:** Any person with a driver's license.

The material is designed primarily for older drivers.

## Driver Wellness Classes

**Service:** A course primarily for older drivers on techniques to maintain good driving skills and improve comfort and safety, based on a model developed by the American Society on Aging.

**For Information:** Contact Diablo Valley College's Emeritus College at (925) 685-1230, x2388.

**Website:** [www.dvc.edu/emeritus](http://www.dvc.edu/emeritus)

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## Transportation Services for Homebound Populations

### Caring Hands Volunteer Caregivers Program

**Service:** One-on-One match between volunteer and homebound senior to assist with various tasks enabling the senior to remain in their home as long as safely possible. Services include: friendly visiting and companionship, transportation to doctor appointments, errands and shopping, light household tasks, light meal preparation, respite care, minor home repairs and yard work. All services are generally provided between 1-3 hours each week and are based upon the availability of volunteers.

**Service Area:** Central, South and East Contra Costa County.

**Telephone Information:** (925) 952-2999

**Website:** [www.jmmdhs.com](http://www.jmmdhs.com) (click on "about us")

**Eligibility:** Age over 60 years, and not a resident of assisted living.

**Application:** You must complete an application, have a home assessment by a social worker, and there is a waiting list.

### Senior Helpline Services' Rides for Seniors Program



**Service:** Senior Helpline Service is developing Rides for Seniors, a volunteer driver program, which will complement their existing program that has volunteers making daily reassurance calls to socially isolated seniors. Rides for Seniors, when implemented, will initially be for Reassurance Program clients only.

**Service Area:** Contra Costa County.

**Telephone Information:** Rides for Seniors: (925) 284-6699  
Reassurance Program: (925) 284-6161.

**Website:** [www.seniorhelpline.net](http://www.seniorhelpline.net)

**Eligibility:** Homebound seniors who do not have access to safe, appropriate transportation for medical care and grocery shopping.

**Application:** You must complete an application and have a home assessment.

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# Quick List Telephone Info

For information about public transit or transportation anywhere in the Bay Area dial...511

Or go online...[www.511.org](http://www.511.org)

## Opportunities to Participate

### Transportation Work Group (TWG) of the Contra Costa County Advisory Council on Aging

The Transportation Work Group concerns itself with issues relating to the transportation needs of the County's older adults. The TWG works to affect transit policy and maintains contact with the various transportation service providers, seeking coordination, accessibility, and affordability of transit services. Meetings are open to the public; membership is open to any interested resident of Contra Costa County. The TWG generally meets monthly on the second Thursday of the month at the offices of the Contra Costa County Aging & Adult Services Bureau, on the 3rd floor of the Summit Center, 2530 Arnold Drive, Martinez. Call Aging & Adult Services at (925) 335-8700 for more information.

### Contra Costa County Paratransit Coordinating Council (PCC)

The PCC is a committee responsible for advising the Contra Costa Transportation Authority (CCTA) Board on how Measure C and other funds are distributed to each of the county's paratransit providers; how paratransit services can be coordinated in Contra Costa County; and what can be done to improve services and information about paratransit for consumers. Meetings are open to the public; members are appointed. The PCC generally meets every other month on the fourth Monday at 2:00 PM at the CCTA office, 3478 Buskirk Avenue, Suite 100, Pleasant Hill, CA 94523. Call CCTA at (925) 407-0121 or check online at [www.ccta.net](http://www.ccta.net) for meeting schedules and locations.

### Local Transit Advisory Committees

Transit and paratransit operators seek consumers to participate on advisory committees throughout Contra Costa County. If you are a regular transit user, your participation would be valued. Contact your local transit service provider to find out how you can participate.

### Regional Transportation Planning Committees

The Contra Costa Transportation Authority has four regional transportation committees that advise the Authority on transportation policy, projects and funding. The meetings are open to the public. For more information call CCTA at (925) 407-0121 or check online at [www.ccta.net](http://www.ccta.net) for meeting schedules and locations.

### Contra Costa County Information and Assistance Program (I & A)

In Contra Costa County, call toll-free (800) 510-2020  
From all other locations, call (925) 229-8434

### 511 Contra Costa

(commute alternative information)  
Call toll-free (888) 833-4499  
Or [www.511contracosta.org](http://www.511contracosta.org)

### Public Transit and ADA Paratransit Services

AC Transit (510) 817-1717  
East Bay Paratransit Consortium (in AC Transit's service area) (510) 287-5000 or (800) 555-8085

BART (925) 676-2278 or (510) 236-2278

County Connection (925) 676-7500

Tri Delta Transit (925) 754-6622

WestCAT (510) 724-7993

### Community-Based Transportation Services

(Note: Most Community-Based Transportation Services are for Community Residents Only. For More Information see the section on Community-Based Transportation beginning on page 4.)

Antioch Senior Bus Service (925) 754-1080

Concord Senior Transportation Project (925) 671-3320

El Cerrito Senior Center Shopping Trips (510) 215-4340

Hercules Senior Center Shopping Trips (510) 799-8219

Lamorinda Senior Transportation Project (925) 284-5050

Orinda Seniors Around Town (925) 254-0800

Pinole Senior Center Homebound Service (510) 724-9802

Pleasant Hill Senior Van Service (925) 671-5272

Richmond Paratransit Program (510) 307-8026

San Pablo Paratransit Ticket Program (510) 215-3095

San Ramon Senior Express Van (925) 973-3250

Walnut Creek Seniors' Club Mini Bus Service (925) 933-1434

Rossmoor Transportation (Walnut Creek) (925) 988-7676



[www.cccounty.us/ehsd](http://www.cccounty.us/ehsd)



The "Way To Go, Contra Costa!"  
Transportation  
Resource Guide  
is also available  
online at [www.cccounty.us/ehsd](http://www.cccounty.us/ehsd)

Mobility is the key to independence for everyone. The "Way to Go, Contra Costa!" Transportation Resource Guide was produced by the Senior Mobility Project of the Contra Costa Aging & Adult Services Bureau, with funding from the Contra Costa County Area Agency on Aging. The Senior Mobility Project would like to thank the transportation providers of Contra Costa County, whose guidance and assistance made this guide possible.

[www.cccounty.us/ehsd](http://www.cccounty.us/ehsd)

Contra Costa County  
**Aging & Adult Services**  
A Bureau of the Employment & Human Services Department

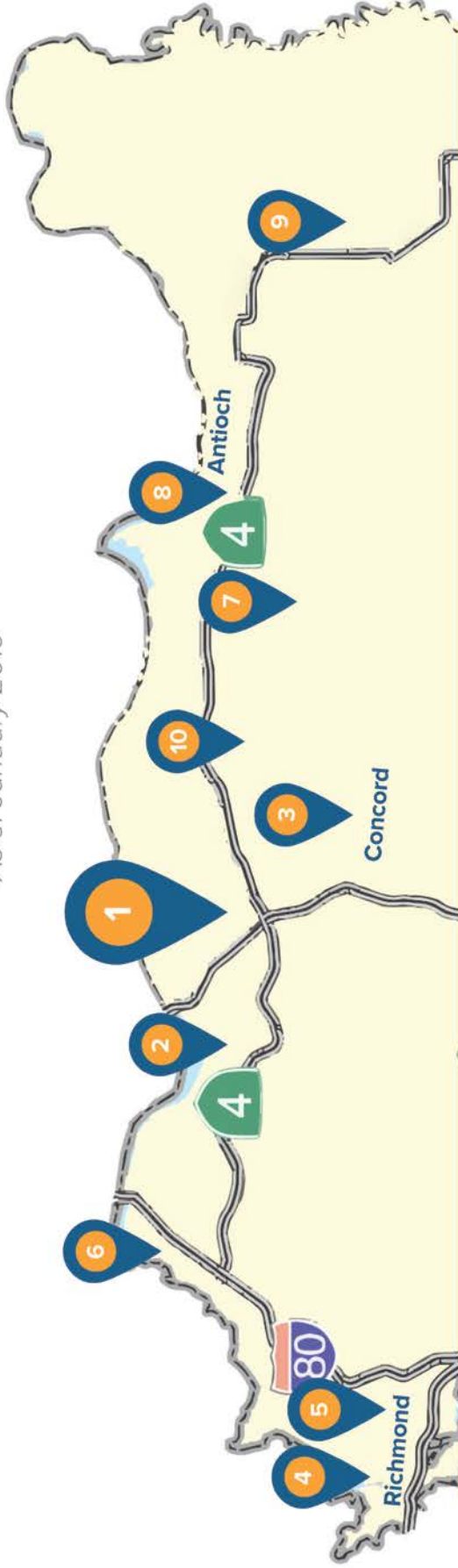
John Cottrell, Director  
40 Douglas Drive, Martinez, CA 94553  
(925) 313-1500 • (925) 313-1575 fax  
website: [www.cccounty.us/ehsd](http://www.cccounty.us/ehsd)

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# Map of Contra Costa Workforce Collaborative Sites

As of January 2019



<p><b>1. Rubicon Concord Comprehensive AJCC</b> 4071 Port Chicago Hwy #250   Concord, CA 94520 (925) 765-7293 M-F, 8:30 am – 5 pm</p>	<p><b>5. San Pablo Economic Development Corp.</b> 13830 San Pablo Avenue, Ste. D   San Pablo, CA 94806 (925) 765-7293 M-F, 8am – 12pm &amp; 1pm – 5pm</p>	<p><b>9. Liberty Adult Center</b> 929 2nd St.   Brentwood, CA 94513 (925) 634-2565 x1039 M-TH, 8 am – 7pm &amp; F, 8 am – 4:30pm</p>
<p><b>2. Martinez Adult Center</b> 600 F St.   Martinez, CA 94553 (925) 335-5890 M-TH, 8 am – 4 pm &amp; 5:30pm – 8pm &amp; F, 8am – 1pm</p>	<p><b>6. New Horizons</b> 199 Parker Ave.   Rodeo, CA 94572 (510) 799-2916 M-F, 9am – 12pm &amp; 1pm – 3:45 p.m.</p>	<p><b>10. Pittsburg Adult Center</b> 1151 Stoneman Ave.   Pittsburg, CA 94565 (925) 473-4460 M &amp; W &amp; F, 10 am – 2 pm</p>
<p><b>3. Mt. Diablo Adult Center</b> 1266 San Carlos Ave.   Concord, CA 94518 (925) 685-7340 x6730 M-F, 8am – 4:30pm</p>	<p><b>7. Opportunity Junction</b> 3102 Delta Fair Blvd.   Antioch, CA 94509 (925) 776-1133 M-TH, 9am – 9pm &amp; F, 9am – 5pm</p>	<p><b>America's JobCenter of California<sup>SM</sup> Access Points</b></p>
<p><b>4. Lao Family Community Development</b> 1865 Rummell Blvd. Ste. B   San Pablo, CA 94806 (510) 215-1220 M-F, 9:00am – 12pm &amp; 1pm – 5pm</p>	<p><b>8. Rubicon Antioch</b> 418 W. 4th St.   Antioch, CA 94509 (925) 399-8490 M-F, 8:30am – 5pm</p>	

# Are you worried that your income from work will increase your rent?

You can get money back with the FSS Program!

## Don't miss your chance to join the Family Self-Sufficiency Team!



### If you have a Housing Choice Voucher, an FSS Coach can help you connect to ...


- ➔ College and Technical Training
- ➔ First-Time Homebuyer Classes
- ➔ Credit & Debt Repair Services
- ➔ GED & HiSET Classes

- ➔ Economic Empowerment Tools
- ➔ Goal Setting & Case Management
- ➔ The FSS Savings Account where the Housing Authority can deposit \$\$\$ when you accomplish goals!



Call or email today!

(925) 957-7036

 [fss@contracostahousing.org](mailto:fss@contracostahousing.org)



# ¿Le preocupa que sus ingresos del trabajo aumenten su alquiler?

¡Puede recuperar su dinero con el programa FSS!

## ¡No pierda la oportunidad de unirse al Equipo de Autosuficiencia Familiar!



### Si tiene un vale de elección de vivienda, un entrenador de FSS puede ayudarlo a conectarse...



- Formación universitaria y técnica
- Clases para compradores de vivienda por primera vez
- Servicios de reparación de crédito y deuda
- Clases de GED y HiSET

¡Llama o envía un correo electrónico hoy!



- Herramientas de empoderamiento económico
- Establecimiento de objetivos y gestión de casos
- ¡La Cuenta de Ahorros FSS donde la Autoridad de Vivienda puede depositar \$\$\$ cuando cumpla sus objetivos!



 (925) 957-7036  
 [fss@contracostahousing.org](mailto:fss@contracostahousing.org)

# Are you a foster youth and only have 3 years with the voucher?

You can get a 2-year extension with the FSS Program!

## Don't miss your chance to join the Family Self-Sufficiency Team!



### An FSS Coach can help you connect to ...

- ➔ College and Technical Training
- ➔ First-Time Homebuyer Classes
- ➔ Credit & Debt Repair Services
- ➔ GED & HiSET Classes




- ➔ Economic Empowerment Tools
- ➔ Goal Setting & Case Management
- ➔ The FSS Savings Account where the Housing Authority can deposit \$\$\$ when you accomplish goals!



Call or email today!

(925) 957-7036

 [fss@contracostahousing.org](mailto:fss@contracostahousing.org)



# ¿Eres joven de crianza y solo tienes 3 años con el bono?

¡Puedes obtener una extensión de 2 años con el Programa FSS!

## ¡No pierda la oportunidad de unirse al Equipo de Autosuficiencia Familiar!



### Un entrenador de FSS puede ayudarlo a conectarse...

- ➔ Formación universitaria y técnica
- ➔ Clases para compradores de vivienda por primera vez
- ➔ Servicios de reparación de crédito y deuda
- ➔ Clases de GED y HiSET

- ➔ Herramientas de empoderamiento económico
- ➔ Establecimiento de objetivos y gestión de casos
- ➔ ¡La Cuenta de Ahorros FSS donde la Autoridad de Vivienda puede depositar \$\$\$ cuando cumpla sus objetivos!



¡Llama o envía un correo electrónico hoy!

☎ (925) 957-7046

✉ [fss@contracostahousing.org](mailto:fss@contracostahousing.org)

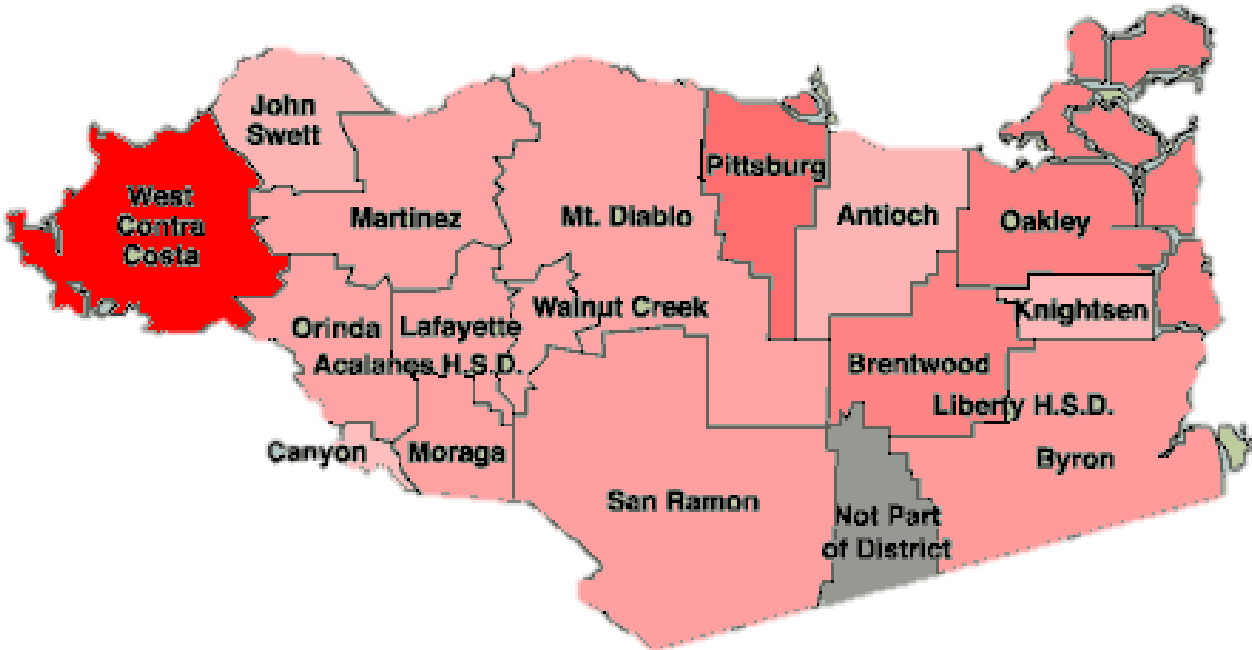


# CONTRA COSTA SCHOOL DISTRICTS

<u>DISTRICT</u>	<u>ADDRESS</u>	<u>PHONE</u>
Acalanes Union High <a href="http://www.acalanes.k12.ca.us">www.acalanes.k12.ca.us</a>	<a href="http://1212.Pleasant.Hill.Rd.,Lafayette,CA.94549">1212 Pleasant Hill Rd., Lafayette, CA 94549</a>	(925) 280-3900
Antioch Unified <a href="http://www.antioch.k12.ca.us">www.antioch.k12.ca.us</a>	<a href="http://510.G.Street,Antioch,CA.94509">510 G Street, Antioch, CA 94509</a>	(925) 779-7500
Brentwood Union <a href="http://www.brentwood.k12.ca.us">www.brentwood.k12.ca.us</a>	<a href="http://255.Guthrie.Lane,Brentwood,CA.94513">255 Guthrie Lane, Brentwood, CA 94513</a>	(925) 513-6300
Byron Union <a href="http://www.byronunionschooldistrict.us">www.byronunionschooldistrict.us</a>	<a href="http://14301.Byron.Highway,Byron,CA.94514">14301 Byron Highway, Byron, CA 94514</a>	(925) 809-7500
Canyon <a href="http://www.canyon.k12.ca.us">www.canyon.k12.ca.us</a>	<a href="http://P.O.Box.187.Pinehurst.Rd.,Canyon,CA.94516">P.O. Box 187 Pinehurst Rd., Canyon, CA 94516</a>	(925) 376-4671
John Swett Unified <a href="http://www.jsusd.org">www.jsusd.org</a>	<a href="http://400.Parker.Ave.,Rodeo,CA.94572">400 Parker Ave., Rodeo, CA 94572</a>	(510) 245-4300
Knightsen Elementary <a href="http://www.knightsen.k12.ca.us">www.knightsen.k12.ca.us</a>	<a href="http://1923.Delta.Rd.,Knightsen,CA.94548">1923 Delta Rd., Knightsen, CA 94548</a>	(925) 625-0073
Lafayette <a href="http://www.lafsd.k12.ca.us">www.lafsd.k12.ca.us</a>	<a href="http://3477.School.Street,Lafayette,CA.94549">3477 School Street, Lafayette, CA 94549</a>	(925) 927-3500
Liberty Union High <a href="http://libertyunion.schoolwires.net/">libertyunion.schoolwires.net/</a>	<a href="http://20.Oak.Street,Brentwood,CA.94513">20 Oak Street, Brentwood, CA 94513</a>	(925) 634-2166
Martinez Unified <a href="http://www.martinez.k12.ca.us">www.martinez.k12.ca.us</a>	<a href="http://921.Susana.Street,Martinez,CA.94553">921 Susana Street, Martinez, CA 94553</a>	(925) 335-5800
Moraga <a href="http://www.moraga.k12.ca.us">www.moraga.k12.ca.us</a>	<a href="http://1540.School.Street,Moraga,CA.94556">1540 School Street, Moraga, CA 94556</a>	(925) 376-5943
Mt. Diablo Unified <a href="http://www.mdusd.org">www.mdusd.org</a>	<a href="http://1936.Carlotta.Dr.,Concord,CA.94519">1936 Carlotta Dr., Concord, CA 94519</a>	(925) 682-8000
Oakley Union Elementary <a href="http://www.ouesd.k12.ca.us">www.ouesd.k12.ca.us</a>	<a href="http://91.Mercedes.Lane,Oakley,CA.94561">91 Mercedes Lane, Oakley, CA 94561</a>	(925) 625-0700
Orinda Union <a href="http://www.orindaschools.org">www.orindaschools.org</a>	<a href="http://8.Altarinda.Rd.,Orinda,CA.94563">8 Altarinda Rd., Orinda, CA 94563</a>	(925) 254-4901
Pittsburg Unified <a href="http://www.pittsburg.k12.ca.us">www.pittsburg.k12.ca.us</a>	<a href="http://2000.Railroad.Ave.,Pittsburg,CA.94565">2000 Railroad Ave., Pittsburg, CA 94565</a>	(925) 473-2300
San Ramon Valley Unified <a href="http://www.srvusd.k12.ca.us">www.srvusd.k12.ca.us</a>	<a href="http://699.Old.Orchard.Dr.,Danville,CA.94526">699 Old Orchard Dr., Danville, CA 94526</a>	(925) 552-5500
Walnut Creek <a href="http://www.walnutcreeksd.org">www.walnutcreeksd.org</a>	<a href="http://960.Ygnacio.Valley.Rd.,Walnut.Creek,CA.94597">960 Ygnacio Valley Rd., Walnut Creek, CA 94597</a>	(925) 944-6850
West Contra Costa Unified <a href="http://www.wccusd.net">www.wccusd.net</a>	<a href="http://1108.Bissell.Ave.,Richmond,CA.94801">1108 Bissell Ave., Richmond, CA 94801</a>	(510) 231-1100



# CONTRA COSTA SCHOOL DISTRICTS



# COMMUNITY COLLEGES IN CONTRA COSTA

<b>DISTRICT</b>	<b>ADDRESS</b>	<b>PHONE</b>
CC Community College District <a href="http://www.4cd.edu">www.4cd.edu</a>	<a href="#"><u>500 Court Street, Martinez, CA 94553</u></a>	(925) 229-1000
Contra Costa College <a href="http://www.contracosta.edu">www.contracosta.edu</a>	<a href="#"><u>2600 Mission Bell Dr., San Pablo, CA 94806</u></a>	(510) 235-7800
Diablo Valley College <a href="http://www.dvc.edu">www.dvc.edu</a>	<a href="#"><u>321 Golf Club Rd., Pleasant Hill, CA 94523</u></a>	(925) 685-1230
San Ramon Valley Center (DVC) <a href="http://www.dvc.edu/san-ramon">www.dvc.edu/san-ramon</a>	<a href="#"><u>1690 Watermill Rd., San Ramon, CA 94582</u></a>	(925) 809-7500
Los Medanos College <a href="http://www.losmedanos.edu">http://www.losmedanos.edu</a>	<a href="#"><u>2700 East Leland Rd., Pittsburg, CA 94565</u></a>	(925) 439-2181
Brentwood Center (LMC) <a href="http://www.losmedanos.edu/brentwood/">www.losmedanos.edu/brentwood/</a>	<a href="#"><u>101A Sand Creek Blvd., Brentwood, CA 94513</u></a>	(510) 513-1625

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## Introduction

Having a good place to live is important. Through your Public Housing Agency (or PHA) the Section 8 Certificate Program and the Housing Voucher Program help you to rent a good place. You are free to choose any house or apartment you like, as long as it meets certain requirements for quality. Under the Section 8 Certificate Program, the housing cannot cost more than the Fair Market Rent. However, under the Housing Voucher Program, a family may choose to rent an expensive house or apartment and pay the extra amount. Your PHA will give you other information about both programs and the way your part of the rent is determined.

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# A Good Place to Live!

## Housing Quality Standards

Housing quality standards help to insure that your home will be safe, healthy, and comfortable. In the Section 8 Certificate Program and the Housing Voucher Program there are two kinds of housing quality standards.

Things that a home must have in order approved by the PHA, and Additional things that you should think about for the special needs of your own family. These are items that you can decide.

## The Section 8 Certificate Program and Housing Voucher Program

The Section 8 Certificate Program and Housing Voucher Program allow you to choose a house or apartment that you like. It may be where you are living now or somewhere else. The *must have* standards are very basic items that every apartment must have. But a home that has all of the *must have* standards may still not have everything you need or would like. With the help of Section 8 Certificate Program or Housing Voucher Program, you *should* be able to afford a good home, so you should think about what you would like your home to have. You may want a big kitchen or a lot of windows or a first floor apartment. Worn wallpaper or paint may bother you. Think of these things as you are looking for a home. Please take the time to read A Good Place to Live. If you would like to stay in your present home, use this booklet to see if your home meets the housing quality standards. If you want to move, use it each time you go to look for a new house or apartment, and good luck in finding your good place to live.

Read each section carefully. After you find a place to live, you can start the *Request for Lease Approval* process. You may find a place you like that has some problems with it. Check with your PHA about what to do, since it may be possible to correct the problems.

## The Requirements

Every house or apartment must have at least a living room, kitchen, and bathroom. A one-room efficiency apartment with a kitchen area is all right. However, there must be a separate bathroom for the private use of your family. Generally there must be one living/sleeping room for every two family members.

# 1. Living Room

## The Living Room must have:

### Ceiling

A ceiling that is in good condition.

- Not acceptable are large cracks or holes that allow drafts, severe bulging, large amounts of loose or falling surface material such as plaster.

### Walls

Walls that are in good condition.

- Not acceptable are large cracks or holes that allow drafts, severe bulging or leaning, large amounts of loose or falling surface material such as plaster.

### Electricity

At least two electric outlets, or one outlet and one permanent overhead light fixture.

Do not count table or floor lamps, ceiling lamps plugged into a socket, and extension cords: they are not permanent.

- Not acceptable are broken or frayed wiring, light fixtures hanging from wires with no other firm support (such as a chain), missing cover plates on switches or outlets, badly cracked outlets.

### Floor

A floor that is in good condition.

- Not acceptable are large cracks or holes, missing or warped floorboards or covering that could cause someone to trip.

### Window

At least one window. Every window must be in good condition.

- Not acceptable are windows with badly cracked, broken or missing panes, and windows that do not shut or, when shut, do not keep out the weather.

### Lock

A lock that works on all windows and doors that can be reached from the outside, a common public hallway, a fire escape, porch or other outside place that cannot be reached from the ground. A window that cannot be opened is acceptable.

## Paint

- No peeling or chipping paint if you have children under the age of seven and the house or apartment was built before 1978.

## You should also think about:

- The types of locks on windows and doors
  - Are they safe and secure?
  - Have windows that you might like to open been nailed shut?
- The condition of the windows.
  - Are there small cracks in the panes?
- The amount of weatherization around doors and windows.
  - Are there storm windows?
  - Is there weather stripping? If you pay your own utilities, this may be important.
- The location of electric outlets and light fixtures.
- The condition of the paint and wallpaper
  - Are they worn, faded, or dirty?
- The condition of the floor.
  - Is it scratched and worn?

# 2. Kitchen

## The Kitchen must have:

### Ceiling

A ceiling that is in good condition.

- Not acceptable are large cracks or holes that allow drafts, severe bulging, large amounts of loose or falling surface material such as plaster.

### Storage

Some space to store food.

### Electricity

At least one electric outlet and one permanent light fixture.

Do not count table or floor lamps, ceiling lamps plugged into a socket, and extension cards; they are not permanent.

- Not acceptable are broken or frayed wiring, light fixtures hanging from wires with no other firm support (such as a chain), missing cover plates on switches or outlets, badly cracked outlets.

### Stove and Oven

A stove (or range) and oven that works (This can be supplied by the tenant)

### Floor

A floor that is in good condition.

Not acceptable are large cracks or holes, missing or warped floorboards or covering that could cause someone to trip.

### Preparation Area

Some space to prepare food.

### Paint

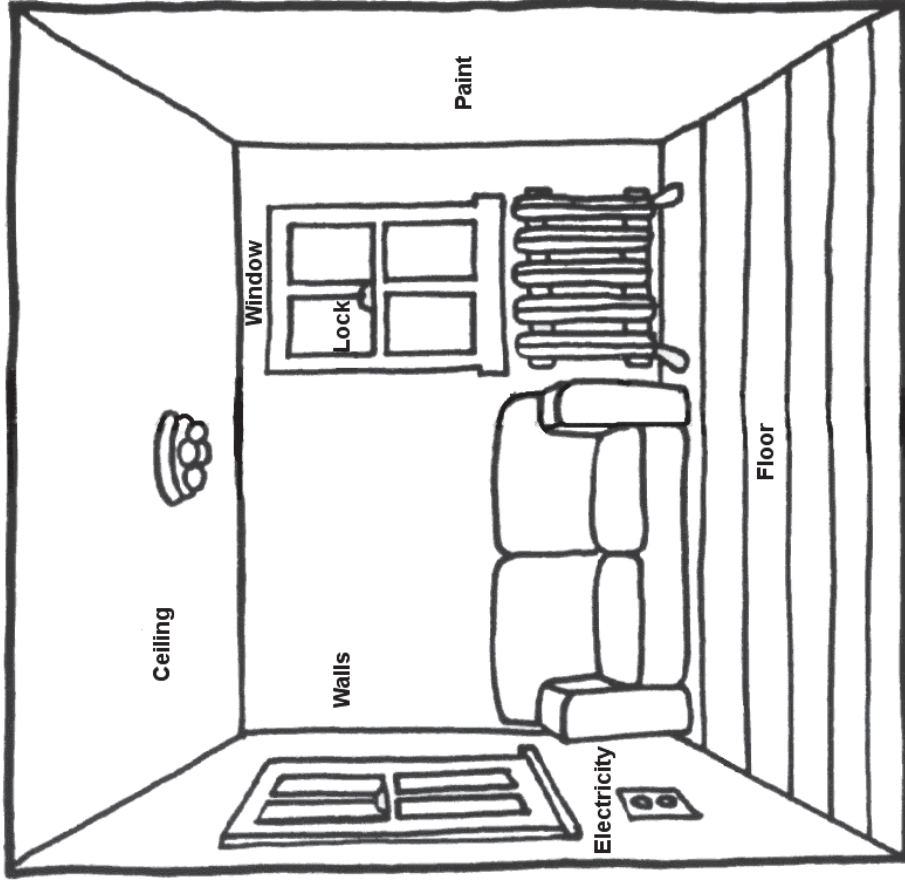
No peeling or chipping paint if you have children under the age of seven and the house or apartment was built before 1978.

### Window

If there is a window, it must be in good condition.

### Lock

A lock that works on all windows and doors that can be reached from the outside, a common public hallway, a fire escape, porch or other outside place that can be reached from the ground. A window that cannot be opened is acceptable.



**Walls**  
Walls that are in good condition.

- Not acceptable are large cracks or holes that allow drafts, severe bulging or leaning, large amounts of loose or falling surface material such as plaster.

**Serving Area**  
Some space to serve food.

- A separate dining room or dining area in the living room is all right.

**Refrigerator**

A refrigerator that keeps temperatures low enough so that food does not spoil. (This can be supplied by the tenant.)

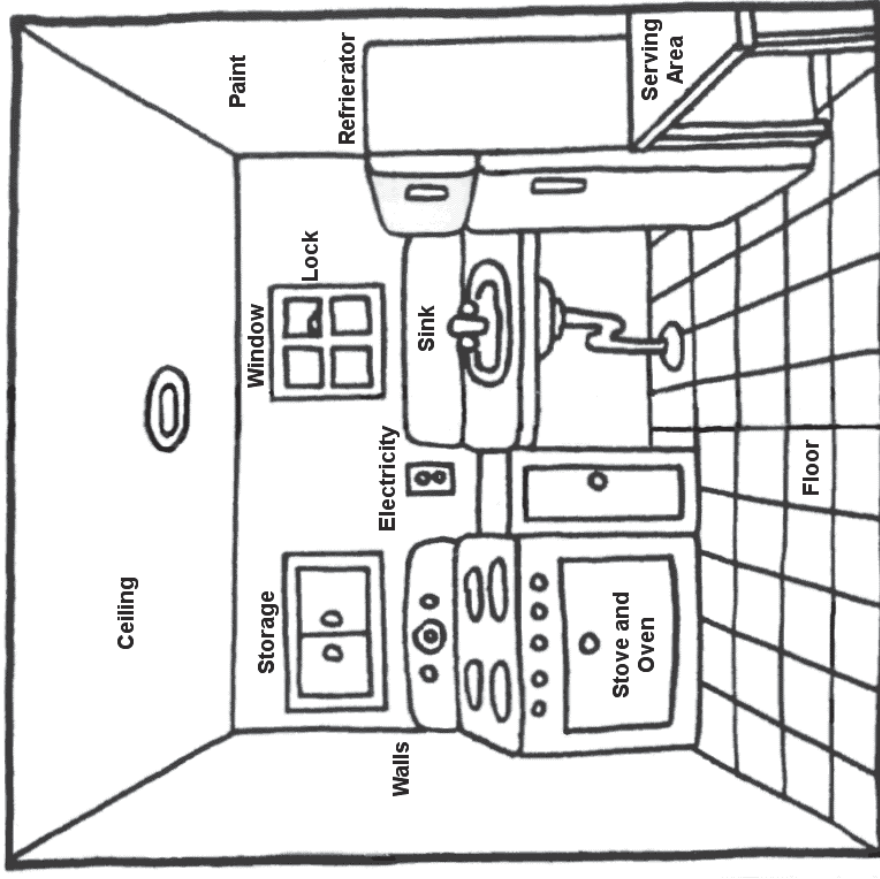
**Sink**

A sink with hot and cold running water.

- A bathroom sink will not satisfy this requirement.

**You should also think about:**

- The size of the kitchen.
- The amount, location, and condition of space to store, prepare, and serve food. Is it adequate for the size of your family?
- The size, condition, and location of the refrigerator. Is it adequate for the size of your family?
- The size, condition, and location of your sink.
- Other appliances you would like provided.
- Extra outlets.



# 3. Bathroom

## The Bathroom must have:

### Ceiling

A ceiling that is in good condition.

- Not acceptable are large cracks or holes that allow drafts, severe bulging, large amounts of loose or falling surface material such as plaster.

### Window

A window that opens or a working exhaust fan.

### Lock

A lock that works on all windows and doors that can be reached from the outside, a common public hallway, a fire escape, porch or other outside place that can be reached from the ground.

### Toilet

A flush toilet that works.

### Tub or Shower

A tub or shower with hot and cold running water.

### Floor

A floor that is in good condition.

- Not acceptable are large cracks or holes, missing or warped floorboards or covering that could cause someone to trip.

### Paint

- No chipping or peeling paint if you have children under the age of seven and the house or apartment was built before 1978.

### Walls

Walls that are in good condition.

- Not acceptable are large cracks or holes that allow drafts, severe bulging or leaning, large amounts of loose or falling surface such as plaster.

### Electricity

At least one permanent overhead or wall light fixture.

- Not acceptable are broken or frayed wiring, light fixtures hanging from wires with no other firm support (such as a chain), missing cover plates on switches or outlets, badly cracked outlets.

### Sink

A sink with hot and cold running water.

- A kitchen sink will not satisfy this requirement.

### You should also think about:

- The size of the bathroom and the amount of privacy.
- The appearances of the toilet, sink, and shower or tub.
- The appearance of the grout and seal along the floor and where the tub meets the wall.
- The appearance of the floor and walls.
- The size of the hot water heater.
- A cabinet with a mirror.



# 4. Other Rooms

**Other rooms that are lived in include:** bedrooms, dens, halls, and finished basements or enclosed, heated porches. The requirements for other rooms that are lived in are similar to the requirements for the living room as explained below.

## Other Rooms Used for Living must have:

### Ceiling

A ceiling that is in good condition.

- Not acceptable are large cracks or holes that allow drafts, severe bulging, large amounts of loose or falling surface material such as plaster,

### Walls

Walls that are in good condition.

- Not acceptable are large cracks or holes that allow drafts, severe bulging or leaning, large amounts of loose or falling surface material such as plaster.

### Paint

- No chipping or peeling paint if you have children under the age of seven and the house or apartment was built before 1978.

### Electricity in Bedrooms

Same requirement as for living room.

In All Other Rooms Used for Living: There is no specific standard for electricity, but there must be either natural illumination (a window) or an electric light fixture or outlet.

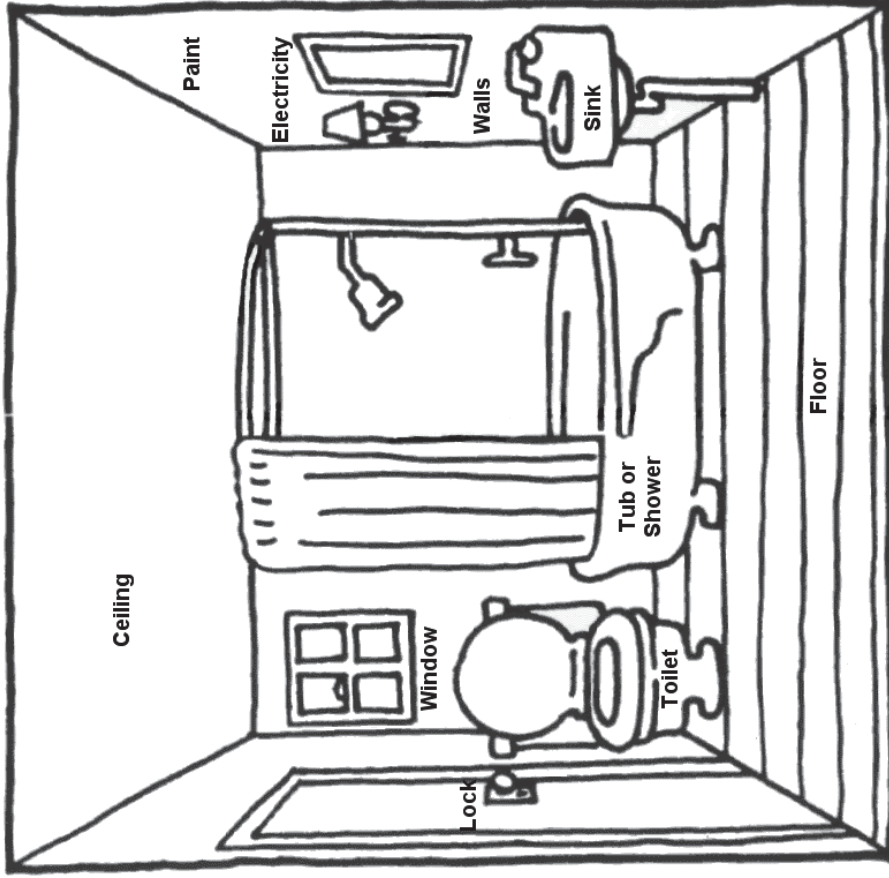
### Floor

A floor that is in good condition.

- Not acceptable are large cracks or holes, missing or warped floorboards or covering that could cause someone to trip.

### Lock

A lock that works on all windows and doors that can be reached from the outside, a common public hallway, a fire escape, porch or other outside place that can be reached from the ground.



### Window

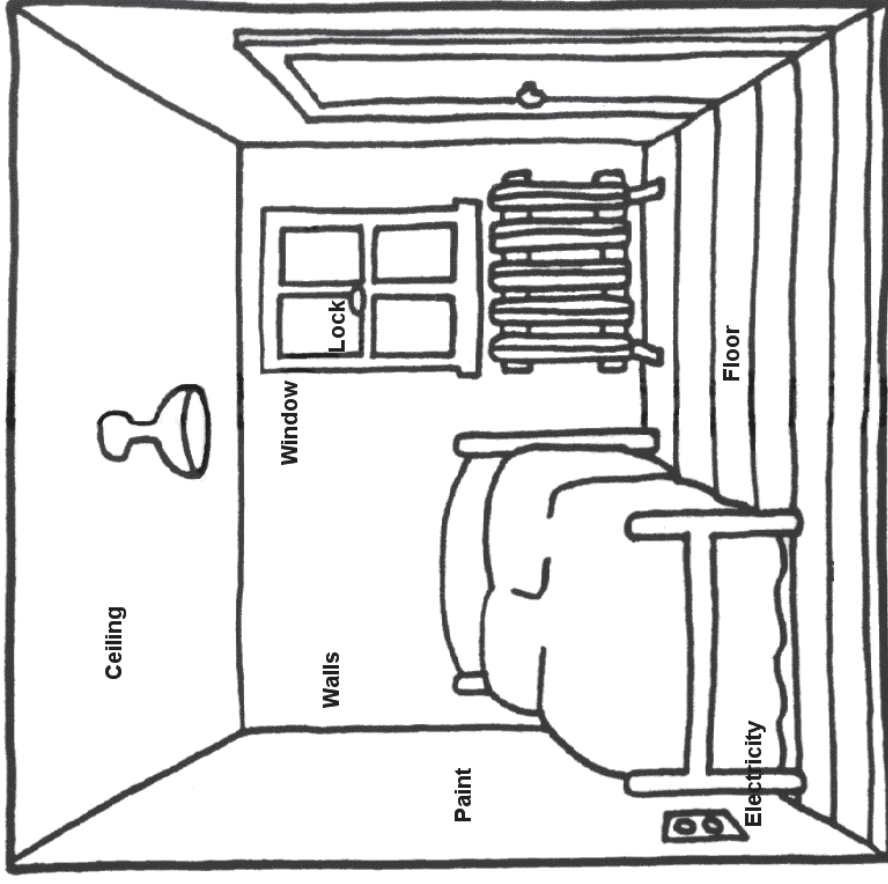
At least one window, which must be operable if it was designed to be opened, in every room used for sleeping. Every window must be in good condition.

- Not acceptable are windows with badly cracked, broken or missing panes, and windows that do not shut or, when shut, do not keep out the weather.

**Other rooms that are not lived in may be:** a utility room for washer and dryer, basement or porch. These must be checked for security and electrical hazards and other possible dangers (such as walls or ceilings in danger of falling), since these items are important for the safety of your entire apartment. You should also look for other possible dangers such as large holes in the walls, floors, or ceilings, and unsafe stairways. Make sure to look for these things in all other rooms not lived in.

### You should also think about:

- What you would like to do with the other rooms.  
-- Can you use them the way you want to?
- The type of locks on windows and doors.  
-- Are they safe and secure?  
-- Have windows that you might like to open been nailed shut?
- The condition of the windows.  
-- Are there small cracks in the panes?
- The amount of weatherization windows.  
-- Are there storm windows?  
-- Is there weather-stripping? If you pay your own utilities, this may be important.
- The location of electric outlets and light fixtures.
- The condition of the paint and wallpaper  
-- Are they worn, faded, or dirty?
- The condition of the floors.  
-- Are they scratched and worn?



# 5. Building Exterior, Plumbing, and Heating

## The Building must have:

### Roof

A roof in good condition that does not leak, with gutters and downspouts, if present, in good condition and securely attached to the building.

- Evidence of leaks can usually be seen from stains on the ceiling inside the building.

### Outside Handrails

Secure handrails on any extended length of stairs (e.g. generally four or more steps) and any porches, balconies, or decks that are 30 inches or more above the ground.

### Walls

Exterior walls that are in good condition, with no large holes or cracks that would let a great amount of air get inside.

### Foundation

A foundation in good condition that has no serious leaks.

### Water Supply

A plumbing system that is served by an approvable public or private water supply system. Ask the manager or owner.

### Sewage

A plumbing system that is connected to an approvable public or private sewage disposal system. Ask the manager or owner.

### Chimneys

No serious leaning or defects (such as big cracks or many missing bricks) in any chimneys.

### Paint

No cracking, peeling, or chipping paint if you have children under the age of seven and the house or apartment was built before 1978.

- This includes exterior walls, stairs, decks, porches, railings, windows, and doors.

### Cooling

Some windows that open, or some working ventilation or cooling equipment that can provide air circulation during warm months.

### Plumbing

Pipes that are in good condition, with no leaks and no serious rust that causes the water to be discolored.

### Water Heater

A water heater located, equipped, and installed in a safe manner. Ask the manager.

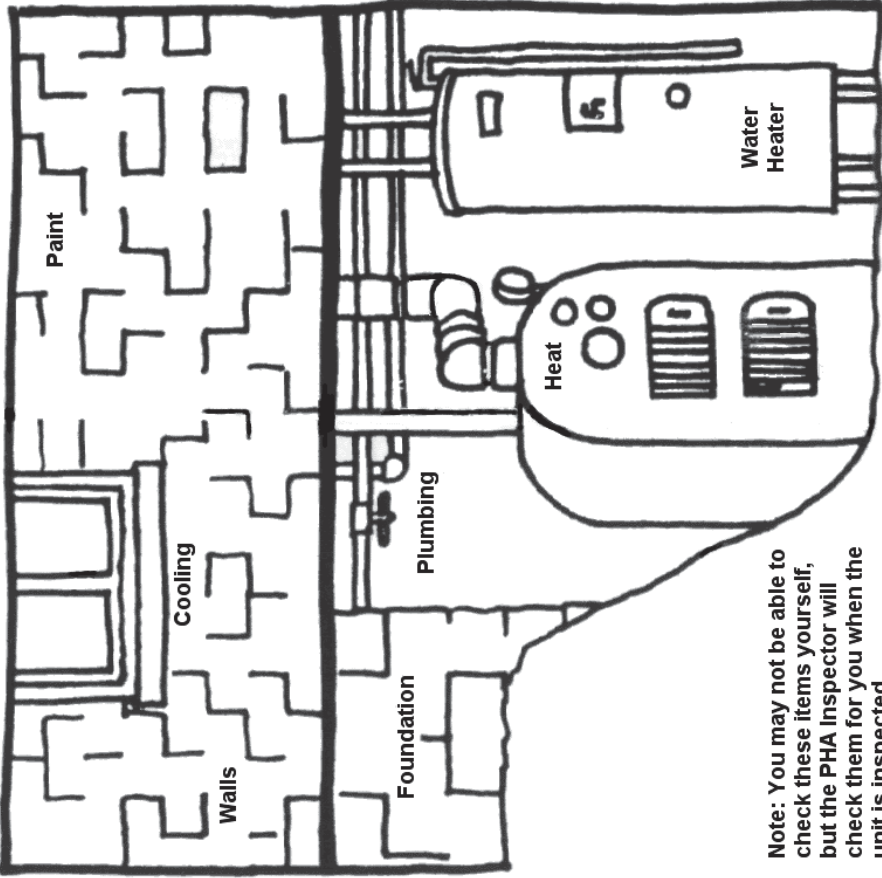
### Heat

Enough heating equipment so that the unit can be made comfortably warm during cold months.

- Not acceptable are space heaters (or room heaters) that burn oil or gas and are not vented to a chimney. Space heaters that are vented may be acceptable if they can provide enough heat.

### You should also think about:

- How well maintained the apartment is.
- The type of heating equipment.
  - Will it be able to supply enough heat for you in the winter, to all rooms used for living?
- The amount and type of weatherization and its affect on utility costs.
  - Is there insulation?
  - Are there storm windows?
  - Is there weather-stripping around the windows and doors?
- Air circulation or type of cooling equipment (if any).
  - Will the unit be cool enough for you in the summer?



**Note:** You may not be able to check these items yourself, but the PHA Inspector will check them for you when the unit is inspected.

# 6. Health and Safety

## The Building and Site must have:

### Smoke Detectors

At least one working smoke detector on each level of the unit, including the basement. If any member of your family is hearing-impaired, the smoke detector must have an alarm designed for hearing-impaired persons.

### Fire Exits

The building must provide an alternate means of exit in case of fire (such as fire stairs or exit through windows, with the use of a ladder if windows are above the second floor).

### Elevators

Make sure the elevators are safe and work properly.

### Entrance

An entrance from the outside or from a public hall, so that it is not necessary to go through anyone else's private apartment to get into the unit.

### Neighborhood

No dangerous places, spaces, or things in the neighborhood such as:

- Nearby buildings that are falling down
- Unprotected cliffs or quarries
- Fire hazards
- Evidence of flooding

### Garbage

No large piles of trash and garbage inside or outside the unit, or in common areas such as hallways. There must be a space to store garbage (until pickup) that is covered tightly so that rats and other animals cannot get into it. Trash should be picked up regularly.

### Lights

Lights that work in all common hallways and interior stairs.

### Stairs and Hallways

Interior stairs with railings, and common hallways that are safe and in good condition. Minimal cracking, peeling or chipping in these areas.

**Pollution**

No serious air pollution, such as exhaust fumes or sewer gas.

**Rodents and Vermin**

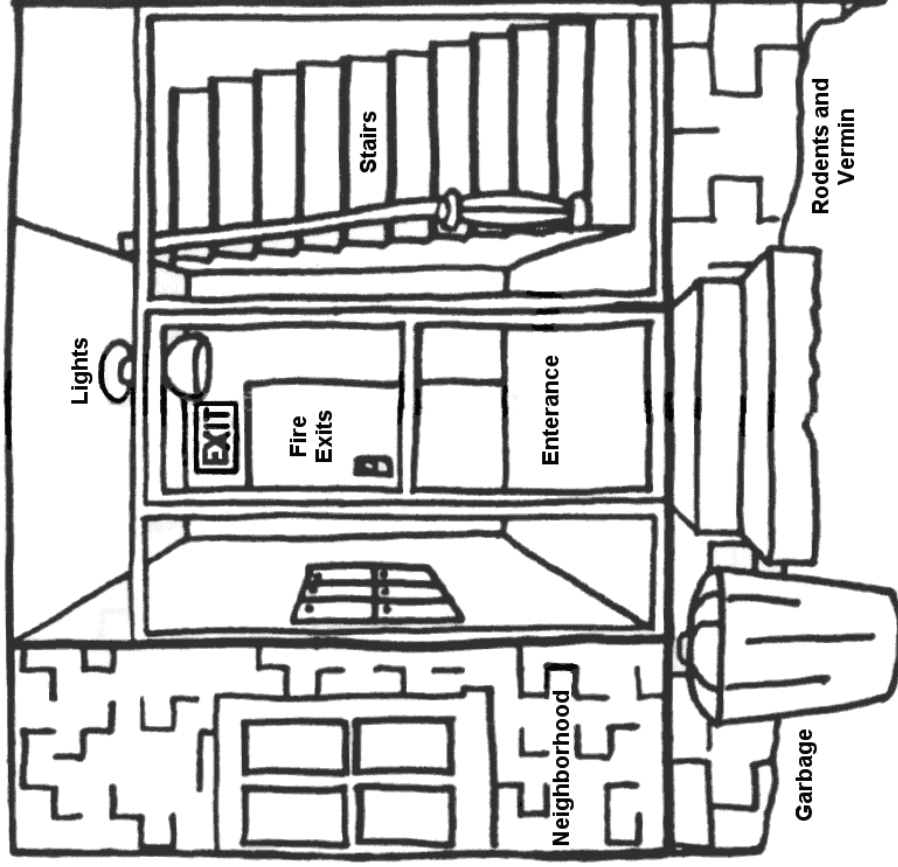
No sign of rats or large numbers of mice or vermin (like roaches).

**For Manufactured Homes: Tie Downs**

Manufactured homes must be placed on the site in a stable manner and be free from hazards such as sliding or wind damage.

**You should also think about:**

- The type of fire exit.  
--Is it suitable for your family?
- How safe the house or apartment is for your family.
- The presence of screens and storm windows.
- Services in the neighborhood.  
--Are there stores nearby?  
--Are there schools nearby?  
--Are there hospitals nearby?  
--Is there transportation nearby?
- Are there job opportunities nearby?
- Will the cost of tenant-paid utilities be affordable and is the unit energy-efficient?
- Be sure to read the lead-based paint brochure give to you by the PHA or owner, especially if the housing or apartment is older (built before 1978).



**Note: You may not be able to check these items listed here yourself, but the PHA Inspector will check them for you when the unit is inspected.**

Now that you have finished this booklet, you know that for a house or apartment to be a good place to live, it must meet two kinds of housing quality standards:

- Things it must have in order to be approved for the Section 8 Rental Certificate Program and the Rental Voucher Program.
- Additional things that you should think about for the special needs of your family.

You know that these standards apply in six areas of a house or apartment.

1. Living Room
2. Kitchen
3. Bathroom
4. Other Rooms
5. Building Exterior, Plumbing and Heating
6. Health and Safety

You know that when a house or apartment meets the housing quality standards, it will be safe, healthy, and comfortable home for your family. It will be a good place to live.

After you find a good place to live, you can begin the *Request for Lease Approval* process. When both you and the owner have signed the *Request for Lease Approval* and the PHA has received it, an official inspection will take place. The PHA will inform both you and the owner of the inspection results.

If the house or apartment passed, a lease can be signed. There may still be some items that you or the PHA would like improved. If so, you and your PHA may be able to bargain for the improvements when you sign the lease. If the owner is not willing to do the work, perhaps you can get him or her to pay for the materials and do it yourself.

If the house or apartment fails, you and/or your PHA may try to convince the owner to make the repairs so it will pass. The likelihood of the owner making the repairs may depend on how serious or costly they are.

If it fails, all repairs must be made, and the house or apartment must be re-inspected before any lease is signed. If the owner cannot or will not repair the house or apartment, even if the repairs are minor, you must look for another home. Make sure you understand why the house or apartment failed, so that you will be more successful in your next search.

#### **Responsibilities of the Public Housing Authority:**

- Ensure that all units in the Section 8 Certificate Program and the Housing Voucher Program meet the housing quality standards.
- Inspect unit in response to Request for Lease Approval. Inform potential tenant and owner of results and necessary actions.
- Encourage tenants and owners to maintain units up to standards.
- Make inspection in response to tenant or owner complaint or request. Inform the tenant and owner of the results, necessary actions, and time period for compliance.
- Make annual inspection of the unit to ensure that it still meets the housing quality standards. Inform the tenant and owner of the results, necessary actions, and time period for compliance.

#### **Responsibilities of the tenant:**

- Live up to the terms of your lease.
- Do your part to keep the unit safe and sanitary.
- Cooperate with the owner by informing him or her of any necessary repairs.
- Cooperate with the PHA for initial, annual, and complaint inspections.

#### **Responsibilities of the owner:**

- Comply with the terms of the lease.
- Generally maintain the unit and keep it up to the housing quality standards outlined in this booklet.
- Cooperate with the tenant by responding promptly to requests for needed repairs.
- Cooperate with the PHA on initial, annual, and complaint inspections, including making necessary repairs.

HOUSING AUTHORITY  
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COUNTY OF CONTRA COSTA



Briefing Evaluation

As a part of our commitment to provide you with the best service possible, we would like you to complete this evaluation form. Please complete it after your briefing and return it to a Housing Authority representative

Name of Presenter \_\_\_\_\_

**A. Please rate each question by circling a number from one to five. 1 is the lowest rating and 5 is the highest rating.**

- |   |   |   |   |   |   |
|---|---|---|---|---|---|
| 1. The information provided at the briefing was explained thoroughly. | 1 | 2 | 3 | 4 | 5 |
| 2. The material provided to me was helpful.                           | 1 | 2 | 3 | 4 | 5 |
| 3. The speaker was helpful to my understanding of the material.       | 1 | 2 | 3 | 4 | 5 |
| 4. The material was easy to understand.                               | 1 | 2 | 3 | 4 | 5 |
| 5. How would you rate the overall presentation?                       | 1 | 2 | 3 | 4 | 5 |

**B. Please comment as appropriate below:**

1. One thing that could have improved the briefing is:

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2. What I liked best about the briefing was:

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3. One thing I didn't understand was:

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**If you want to write more than will fit here, please continue on the other side.**

