



DOCUMENTS PROVIDED TO ME

| | Form A - Documents Provided To Me | | Is Evend Worth :49 |
|----|---|--------|---|
| | Housing Choice Voucher | | Is Fraud Worth it? |
| | Family Contact List | | Denial and Termination of Assistance Explanation |
| | Reasonable Accommodation Information | | What You Should Know About EIV |
| | Accessible Unit Listing Information | | Information about Hearings |
| | Request For Tenancy Approval | | Good Neighbor Guidelines |
| | Current RTA Process Form | | Family Obligations |
| | Items That Cause Inspection To Fail | | Moving Information and Participating Cities |
| | HUD Required Tenancy Addendum | | Portability Information and contacts |
| | Payment Standard and Subsidy Size Explanation | | Low Poverty and Minority Concentration Areas Map |
| | Payment Standard and Utility Allowance Schedule | | Contra Costa County Resource Guide |
| | Rent Calculation Worksheets | | Contra Costa Employment Website Information |
| | Housing Discrimination Complaint Form and Brochure | | Contra Costa County Transportation Information |
| | Lead Based Paint Brochure | | Contra Costa County Schools Information |
| | Violence Against Women Act Notice | | A Good Place To Live |
| | GoSection8 Flyers | | Form B - Briefing Evaluation |
| | Things You Should Know Form | | |
| ar | is my responsibility to locate suitable and eligible had to notify the Housing Authority if I am having discogram and will comply with them as long as I particular | fficul | ty. I understand the rules of the |
| | | | Date |
| Fa | amily Representative | | |
| | | | Date |
| Н | ousing Authority Representative | | Co: 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.

| | | ı | |
|---|---|------------------------|-----------------------------|
| Please read entire document before completing form Fill in all blanks below. Type or print clearly. | | Voucher Number | |
| | | | |
| Insert unit size in number of bedrooms. This the number of bedrooms for and is used in determining the amount of essistance to be aid of chalf of the angular or the size of the size | hio and Samily qualifies, Family to be evner.) | . Unit Size | |
| | | | |
| 2. Date Voucher Issued (mm/dd/yyyy) Insert ac all late the Volich Vi issue | the Famil | 2. Issue Date (mm/dd | //уууу) |
| Date Voucher Expires (mm/dd/yyyy) must be at least sixty days after date (See Section 6 of this form.) | Voucher is issued. | 3. Expiration Date (m | nm/dd/yyyy) |
| Date Extension Expires (if applicable)(mm/dd/yyyy) (See Section 6. of this form) | | 4. Date Extension Expi | res (mm/dd/yyyy) |
| 5.Name of Family Representative | 6. Signature of Family Representati | | Date Signed (mm/dd/yyyy) |
| | | | |
| 7.Name of Public Housing Agency (PHA) | | | |
| | | | |
| 8.Name and Title of PHA Official | Signature of PHA Official | | Date Signed (mm/dd/yyyy) |
| | | | |
| | | | |

1. Housing Choice Voucher Program

- 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.
- В. 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.
- 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.
- 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.
 - The owner and the family must execute the lease.
 - 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.
 - The PHA will execute the HAP contract and return an executed copy to the owner.
- 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 required 1

 - 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

- 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:
 - 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.

- 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.
- 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.
- Allow the PHA to inspect the unit at reasonable times and after reasonable notice.
- Notify the PHA and the owner in writing before moving out of the unit or terminating the lease.
- Use the assisted unit for residence by the family. The unit must be the family's only residence.
- Promptly notify the PHA in writing of the birth, adopting, or court-awarded custody of a child.
- 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.
- Pay utility bills and provide and maintain any appliances that the owner is not required to provide under the lease.
- Any information the family supplies must be true and complete.
- The family (including each family member) must not:
 - 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).
 Commit any serious or repeated violation of the lease.

 - Commit fraud, bribery or any other corrupt or criminal act in connection with the program.
 - 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.
 - Sublease or let the unit or assign the lease or transfer the unit.
 - 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.
 - 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.
 - 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.

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.

BRIEFING PACKET SECTION 8

FAMILY CONTACT LIST

Each time you contact anyone regarding renting a home or apartment, you must write it on this form. It is extremely important that you do this so that your advisor can help you if you have difficulties. Put down every contact, even if you are told the unit is already rented.

| DATE ADDRESS/OWNER | | HOW YOU HEARD ABOUT RENTAL | WHAT HAPPENED WHEN YOU TRIED TO RENT? |
|--------------------|--|-------------------------------|---------------------------------------|
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |

#223 Family Contact List

HOUSING AUTHORITY OF THE COUNTY OF CONTRA COSTA



REASONABLE ACCOMMODATION STATEMENT

Is a disability is making it difficult for you or a family member to participate in our program?

If so, please contact us immediately.

Changes to Housing Authority rules, policies, procedures, practices and services may be available to any disabled applicant or tenant who needs it.

The Reasonable Accommodation Policy applies to applicants and tenants who participate in the Public Housing, Housing Choice Voucher and Project-Based Voucher programs.

A request can be made at any time, verbally or in writing to any Housing Authority worker. If you prefer having a specific team name and phone number, you may make requests by calling the "504 Team" at (925 957-8028), by emailing RA504@contracostahousing.org or by visiting any Housing Authority office and asking to speak to a member of the "504 Team".

If you want to review our "Fair Housing Policy", visit www.contracostaha.org/reports-and-policy or stop by any Housing Authority office to review a paper copy.





HOUSING AUTHORITY OF THE COUNTY OF CONTRA COSTA



NOTICE REGARDING ACCESSIBLE UNITS

| _ | | _ | | | | 4 |
|---|----|---|------------|---|---|---|
| | | | ^ M | _ | - | |
| | | | | | | |
| ┙ | ea | | en | ч | | |

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





Request for Tenancy Approval

U.S Department of Housing and Urban DevelopmentOffice of Public and Indian Housing

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

Housing Choice Voucher Program

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 Housi | ng Agency (F | PHA) | | | | 2. Address of Unit | t (street ac | ddress, unit i | #, cit | y, state, zip code) |
|--|--------------------------------------|----------|----------------|---------------|-----------------|---------------------|-------------------|----------------|------------|-------------------------------------|
| 3. Requested Lease Star Date | rt 4.1 | Number (| of Bedrooms | 5.Ye | ear Constructed | 6.Proposed Rent | 7.Security Amt | / Deposit | | ate Unit Available or Inspection |
| 9.Structure Type | | | | | | 10. If this unit is | s subsidiz | ed, indicate | l e typ | pe of subsidy: |
| ☐ Single Family De | toohod (on | a famili | v under ene | roof) | | Section 202 | П | ection 221 | (4)/3 | D)/DMID) |
| _ | | | | 1001) | | _ | _ | | .(u)(3 | D)(DIVIIK) |
| Semi-Detached (| duplex, att | tached o | on one side) | | | ☐ Tax Credit | Ш н | OME | | |
| ☐ Rowhouse/Town | nhouse (att | ached o | on two sides) |) | | Section 236 | 6 (insured | l or uninsur | red) | |
| Low-rise apartme | ent buildin | g (4 sto | ries or fewer |) | | Section 515 | 5 Rural De | evelopment | t | |
| High-rise apartm | ent buildin | ng (5+ s | tories) | | | | | | | uding any state |
| ☐ Manufactured H | ome (mobi | ile home | e) | | | or local sub | sidy) | | | |
| 11. Utilities and App The owner shall pro- for the utilities/appl utilities and provide | pliances vide or pa iances ind | y for th | ne utilities/a | " T ". | . Unless otherv | • | | | - | • • |
| Item | Specify fu | - | arra rarigo, | | 0110101 | | | | | Paid by |
| Heating | ☐ Natur | ral gas | ☐ Bottled | gas | ☐ Electric | Heat Pump | Oil | ☐ Othe | er | |
| Cooking | ☐ Natur | ral gas | ☐ Bottled | gas | ☐ Electric | | | ☐ Othe | er | |
| Water Heating | ☐ Natur | ral gas | ☐ Bottled | gas | ☐ Electric | | ☐ Oil | Othe | er | |
| Other Electric | | | | | | | | | - | |
| Water | | | | | | | | | - | |
| Sewer | | | | | | | | | - | |
| Trash Collection | | | | | | | | | - | |
| Air Conditioning | | | | | | | | | - | |
| Other (specify) | | | | | | SA | | / [| | rovided ry |
| Refrigerator | | | | | • | JA | IV | | - | , |
| Range/Microwave | | | | | | | | | | |

| 12 | Owner's | Cartific | ations |
|-----|---------|----------|--------|
| 12. | | | aucuis |

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).

| administrative penalties. (18 U.S.C. § | § 287, 1001, 1010, 1012; 31 U.S.C. §3. | 29, 3802). | |
|--|--|--------------------------------------|-------|
| Print or Type Name of Owner/O | Owner Representative | Print or Type Name of Household Head | |
| Owner/Owner Representative | Signature | Head of Household Signature | |
| Business Address | | Present Actives | |
| Telephone Number | Date (mm/dd/yyyy) | Telephone Number Date (mm/dd/y | уууу) |

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.
- 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.
- 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 <u>Key Return Form</u> 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

- 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

- 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:

- 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;
- Establish eligibility under another covered housing program; or
- (3) Find alternative housing.
- 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.
 - 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.
- The owner must give the PHA a copy of any owner eviction notice at the same time the owner notifies the tenant
- 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:
 - 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.

<u>Determination of Payment Standards and Unit Size</u> (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, 2024

SECTION 1: NEW PAYMENT STANDARD

Table 6

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 |
|----------|---------|---------|---------|---------|---------|---------|---------|---------|
| PS | \$2,034 | \$2,311 | \$2,816 | \$3,604 | \$4,281 | \$4,922 | \$5,565 | \$6,207 |
| % of FMR | 105% | 105% | 105% | 105% | 105% | 105% | 105% | 105% |

EFFECTIVE DATE: October 1, 2024

Table 8

All Other Cities Except Pittsburg:

| | 0-BR | 1-BR | 2-BR | 3-BR | 4-BR | 5-BR | 6-BR | 7-BR |
|----------|---------|---------|---------|---------|---------|---------|---------|---------|
| PS | \$2,130 | \$2,421 | \$2,950 | \$3,775 | \$4,484 | \$5,156 | \$5,830 | \$6,502 |
| % of FMR | 109.96% | 110.00% | 109.99% | 109.99% | 109.98% | 109.98% | 110.00% | 110.00% |

| FMR | \$1,937 | \$2,201 | \$2,682 | \$3,432 | \$4,077 | \$4,688 | \$5,300 | \$5,911 |
|-------------|---------|---------|---------|---------|---------|---------|---------|---------|
| 110% of FMR | \$2,130 | \$2,421 | \$2,950 | \$3,775 | \$4,484 | \$5,156 | \$5,830 | \$6,502 |

SECTION 2: INCOME LIMITS - EFFECTIVE 04/01/2025

| Family Size (# of persons) | Extremely Low (30%) Income | Very Low (50%) Income | Low (80%) Income |
|-------------------------------|--------------------------------|--------------------------|---------------------|
| 01 | \$33,600 | \$55,950 | \$87,550 |
| 02 | 38,400 | 63,950 | 100,050 |
| 03 | 43,200 | 71,950 | 112,550 |
| 04 | 47,950 | 79,900 | 125,050 |
| 05 | 51,800 | 86,300 | 135,100 |
| 06 | 55,650 | 92,700 | 145,100 |
| 07 | 59,500 | 99,100 | 155,100 |
| 08 | 63,300 | 105,500 | 165,100 |

See Public Report and Instructions on Back

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

| Locality/PHA | | | | | Unit type | Eleva | ator/High | -Rise/ | Date |
|--|--------------------------|--------------|-----------|-----------|-----------|-----------------------|-------------------|----------|-----------|
| Housing Auth | ority of the County of C | Contra Cos | ta | | Apartm | ent/Walk- | U p (Multi | -Family) | 3/1/2024 |
| 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 |
| - J | 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 |
| | | | | | | | | | |
| Actual Family Allo searching for a unit) | wance: (May be used by | the family t | o compute | allowance | while | Utility/S | Service/A | ppliance | Allowance |
| Head of Household | | | | | | Cooking | | | |
| Tread of Household | i (diffe | | | | | Other Electr | ric | | |
| | | | | | | Air Condition | | | |
| Unit Address | | | | | | Water Heati | ng | | |
| | | | | | | Water | | | |
| | | | | | | Sewer Trash Collec | ction | | |
| | | | | | | Other | | | |
| | | | | | | Range/Micr | | | |
| Number of Bedroor | ns | | | | | Refrigerator | | | |
| | | | | | | Total | | | |

See Public Report and Instructions on Back

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

| Locality/PHA | | | | | Unit type | Det | ached Ho | use / | Date |
|-----------------------|--------------------------|------------|------------|-----------|-----------|----------------------------|------------|----------|--------------|
| Housing Auth | ority of the County of C | Contra Cos | ta | | S | ingle Fami | ily Dwelli | ng | 3/1/2024 |
| 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 | - I | 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 | | 52 | | | | 00 | , 0 | 01 |
| | Fuel Oil | | | | | | | | |
| Water | T del on | 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 |
| <u> </u> | | | | | | | | | |
| Actual Family Allo | wance: (May be used by | the family | to compute | allowance | while | Utility/ | Service/A | ppliance | Allowance |
| searching for a unit) | | | | | | Heating | • | - | |
| Head of Household | Name | | | | | Cooking | | | |
| | | | | | | Other Electr | | | |
| | | | | | | Air Condition | | | |
| Unit Address | | | | | | Water Heati Water | ng | | |
| | | | | | | Sewer | | | |
| | | | | | | Trash Colle | ction | | |
| | | | | | | Other | | | |
| Namels on a f.D 1. | | | | | | Range/Micr Refrigerator | | | - |
| Number of Bedroon | IIIS | | | | | Total | | | - |

See Public Report and Instructions on Back

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

| Locality/PHA | | | | | Unit type | I | Row Hous | e/ | Date |
|-----------------------|--------------------------|--------------|-----------|-----------|-----------|---------------------------------------|----------------|---------------|-----------|
| Housing Auth | ority of the County of C | Contra Cos | ta | | Townho | use & Sem | i-Detache | d/Duplex | 3/1/2024 |
| 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 |
| <u> </u> | 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 | | | 10 | | | | | |
| 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 |
| 0 | Bottle Gas | 20 | 23 | 32 | 43 | 52 | 61 | 66 | 73 |
| | Electric | 27 | 32 | 41 | 50 | 59 | 68 | 75 | 81 |
| | Electric - Heat Pump | 2, | 32 | 11 | 20 | 37 | 00 | 7.5 | 01 |
| | Fuel Oil | 1 | | | + | | | | |
| Water | ruer on | 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 |
| remigerator | (Tenant Supplied) | 12 | 12 | 12 | 12 | 12 | 12 | 12 | 12 |
| Actual Family Allo | owance: (May be used by | the family t | o compute | allowance | while | Utility/ | I Service/A | ı ppliance | Allowance |
| searching for a unit) | , , | • | 1 | | | Ile Utility/Service/Appliance Heating | | | |
| Head of Household | Name | | | | | Cooking | | | |
| | | | | | | Other Electr | ric | | |
| | | | | | | Air Condition | | | |
| Unit Address | | | | | | Water Heat | ing | | |
| | | | | | | Sewer | | | |
| | | | | | | Trash Colle | ction | | |
| | | | | | | Other | | | |
| Number of D - 1. | | | | | | Range/Micr Refrigerator | | | |
| Number of Bedroom | ms | | | | | Total | L | | |

See Public Report and Instructions on Back

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

| Locality/PHA | | | | | Unit type | | Mobile/ | | Date |
|-----------------------|--------------------------|--------------|------------|----------------|-----------|-----------------------|-----------------------|---------------|--------------|
| Housing Author | ority of the County of (| Contra Cos | ta | |] | Manufactı | ıred Hom | e | 3/1/2024 |
| 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 | | | 10 | | | | | |
| 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 | 2, | 32 | 11 | 30 | 37 | 00 | 7.5 | 01 |
| | Fuel Oil | | | | | | | | |
| Water | 1 uci Oii | 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 | | | 1 | | | | 1 | | - |
| Range/Microwave | (Tenant Supplied) | 11 | 11 | 11 | 11 | 11 | 11 | 11 | 11 |
| Refrigerator - | (Tenant Supplied) | 12 | 12 | 12 | 12 | 12 | 12 | 12 | 12 |
| Remigerator | (Tenant Supplied) | 12 | 12 | 12 | 12 | 12 | 12 | 12 | 12 |
| Actual Family Allo | wance: (May be used by | the family t | to compute | l allowance | while | Utility/ | <u> </u> Service/A | l nnliance | Allowance |
| searching for a unit) | | | <u></u> | | | Heating | 501 (100/11) | ppiunee | / morrance |
| Head of Household | Name | | | | | Cooking | | | |
| | | | | | | Other Electr | ric | | |
| | | | | | | Air Condition | | | |
| Unit Address | | | | | | Water Heati | ing | | |
| | | | | | | Water Sewer | | | - |
| | | | | | | Trash Colle | ction | | |
| | | | | | | Other | | | |
| | | | | | | Range/Micr | | | |
| Number of Bedroor | ns | | | | | Refrigerator Total | <u> </u> | | |
| | | | | | | 10141 | | | |

HOUSING CHOICE VOUCHER WORKSHEET

| 1. APPLICABLE PAYMENT STANDARD | \$ |
|----------------------------------|-----------------------------|
| 2. LESS 30% OF MONTHLY ADJUSTED | - <u>\$</u> |
| 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 \$1506

2. LESS 30% OF MONTHLY ADJUSTED - \$218

3. 40% (WARNING CAP) \$305

4. HOUSING VOUCHER SUBSIDY =\$1288

5. RENT TO OWNER \$1400

6. UTILITY ALLOWANCE +\$56

7. GROSS RENT =\$1456

8. GROSS RENT \$<u>1456</u>

9. LESS 30% OF INCOME - \$218

10. HOUSING VOUCHER SUBSIDY =\$1238

RENT TO OWNER \$1400

HAP (THE LESSOR OF LINE 4 OR 10) -\$1238

TENANT RENT =\$162

TENANT RENT PLUS UTILITIES \$162 + 56 = 218

CANNOT EXCEED 40% OF INCOME - UNDER \$305 and APPROVED

HOUSING CHOICE VOUCHER WORKSHEET

EXAMPLE B

1. APPLICABLE PAYMENT STANDARD \$1506

2. LESS 30% OF MONTHLY ADJUSTED - \$218

3. 40% (WARNING CAP) \$305

4. HOUSING VOUCHER SUBSIDY =\$1288

5. RENT TO OWNER \$<u>1700</u>

6. UTILITY ALLOWANCE +\$56

7. GROSS RENT =\$1756

8. GROSS RENT \$<u>1756</u>

9. LESS 30% OF INCOME - \$218

10. HOUSING VOUCHER SUBSIDY =\$1538

RENT TO OWNER \$1700

HAP (THE LESSOR OF LINE 4 OR 10) -\$1288

TENANT RENT =\$412

TENANT RENT PLUS UTILITIES \$412 + 56 = 468

CANNOT EXCEED 40% OF INCOME - OVER \$305 and NOT APPROVED

Housing

Discrimination?

Fair Housing is Your Right!

experienced unlawful discriminahousing rights...you may have If you have been denied your

tion.

HCV TRANSFER BRIEFING PACKET PAGE 23



*** IIIII *** Department of Housing and Urban Development

WHERE TO MAIL YOUR FORM OR

INOUIRE ABOUT YOUR CLAIM

For Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, and Vermont: NEW ENGLAND OFFICE

For Arkansas, Louisiana, New Mexico, Oklahoma, and Texas: SOUTHWEST OFFICE

U.S. Dept, of Housing and Urban Development Thomas P. O'Neill, Jr. Federal Bulding 10 Causeway Street, Room 321 Boston, MA 02222-1092

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

For Iowa, Kansas, Missouri and Nebraska GREAT PLAINS OFFICE

Fair Housing Hub
U.S. Dept. of Housing and Urban Developm
801 North Cherry, 27th Floor
Fort Worth, TX 76102

Telephone (617) 994-8320 or 1-800-827-5005 Fax (617) 565-7313 · TTY (617) 565-5453 E-mail: Complaints_office_01@hud.gov

For New Jersey and New York: NEW YORK/NEW JERSEY OFFICE

Fair Housing Hub U.S. Dept. of Housing and Urban Development 26 Federal Plaza, Room 3532 New York, NY 10228-0068

Fair Houseng Hubb.
U.S. Dept. of Housing and Urban Development Gateway Tower II.
400 State Avenue, Room 200, 4th Floor Adol State Avenue, Room 201, 4th Floor Kanass City, KS. 6610 12,406.
Telephone of 1913 SSE-96826. TTY (913) SSE-96827
Exail: Complaints, office, 07/08/hud.gov

Telephone (212) 264-1290 or 1-800-496-4294 Fax (212) 264-9829 • TTY (212) 264-0927 E-malf. Complaints_office_02@hud.gov

For Colorado, Montana, North Dakota, South Dakota

Utah, and Wyoming: ROCKY MOUNTAINS OFFICE

Fair Housing Hub U.S. Dept. of Housing and Urban Development

Denver, CO 80202-4801 Telephone (303) 672-5437 or 1-800-877-7353 Fax (303) 672-5026 • TTY (303) 672-5248 E-mall: Complaints_office_08@hud.gov

For Arizona, California, Hawaii, and Nevada: PACIFIC/HAWAII OFFICE

For Delaware, District of Columbia, Maryland, Pennsylvania, Virginia, and West Virginia: MID-ATLANTIC OFFICE

Fair Houseng Hubb.
U.S. Deept. of Housing and Urban Development.
The Wannamaker Buldings
100 Penn Stagnare East.
Philadelphia, PA. 19107
Telephone 1715 156-66-5419 - TTY (215) 565-5439.
E-mail: Complaints_office_103@hud.gov

For Alabama, the Caribbean, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina, and Tennessee: SOUTHEAST/CARIBBEAN OFFICE

Test Housing this U. Dept. of Housing this U. Dept. of Housing this Off Housing the Conference of Seath Test Housing the Conference of Seath Test Seath Seat

Fair Housing Hub U.S. Dept. of Housing and Urban Development Five Points Plaza

40 Marietta Street, 16th Floor Adanta, GA 3003-2808 Telephone (404) 331-5140 or 1-800-440-8091 Fax (404) 331-1021 - ITY (404) 730-2654 E-malt 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 Seattle Federal Office Building 909 First Avenue, Room 205

For Alaska, Idaho, Oregon, and Washington: NORTHWEST/ALASKA OFFICE

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_05@hud.gov

Seattle, WA 98104-1000
Telephone (206) 220-5170 or 1-800-877-0246
Fax (206) 220-5447 · TTY (206) 220-5185
E-mail: Complaints_office_10@hud.gov

If after contacting the local office nearest you, you still have questions—you be professed from the professed and Ush beguing and Uthan Development.

U.S. Dept. of housing and Uthan Development of Office of First Housing and Equal Opportunity 451 MF Street, S.W. Room 5204 Washington, D.C. ZAHO-2000 Washington, D.C. ZHO-2000 Washington, D.C. ZHO-20

To file electronically, visit: www.hud.gov

MAIL TO:

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 DevelopmentActof1974, as amended, (P.L.97-35); Americans with Disabilities Actof1990, (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.

HCV TRANSFER BRIEFING PACKET PAGE 24





Housing Discrimination Information

Departamento de Vivienda y Desarrollo Urbano Oficina de Derecho Equitativo a la Vivienda US. 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.

| | Zip Code | Evening Phone No |
|--------------|----------|-----------------------|
| | State | Your Daytime Phone No |
| Your Address | City | Best time to call |

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.

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

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.

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.

| Address | |
|---------|--|

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.

| | State Zp Code | When did the last act of discrimination occur? | _/_/ | Is the alleged discrimination continuing or ongoing? Yes No | |
|---------|---------------|--|----------------|--|----|
| Address | City | When did the | Enter the date | Is the alleged discrir | Į, |

HCV TRANSFER BRIEFING PACKET PAGE 25

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 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)

Detach here. Fold and close with glue or tape (no staples)

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

 Tidephone

 Street

 City

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 accomodations 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 decellable.
- 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

HCV TRANSFER BRIEFING PACKET PAGE 26

Fair Housing and Source of Income





What is the law regarding source of income protections?

California has a law called the Fair Employment and Housing Act (FEHA)¹ 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.²

3 I 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 youcher/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 I 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.³ Additionally, providers of housing-related services and programs such as mortgage lenders, insurance providers, and appraisers must also comply with the law. 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.5

Cal Govt. Code § 12900 et seg.

^{2 2} CCR § 12140(b)(4) 3 2 CCR § 12005(v)

² CCR § 12140.1

² CCR § 12052

■ Fair Housing and Source of Income

5 I 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 income⁶
- 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 subsidy⁷
- 3. Refusing to enter into a lease with someone utilizing security deposit assistance⁸
- 4. Harassing or evicting an existing tenant because they begin utilizing a housing subsidy to pay rent9
- 5. Interrupting or terminating any tenancy because the tenant is using or plans to use a Section 8 voucher/HCV or other housing subsidy¹⁰
- 6. Falsely representing that a rental unit is not available for tenancy because the prospective tenant will be using a HUD-VASH voucher¹¹
- 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)¹²
- 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 subsidy¹³
- 9. Refusing to approve a mortgage for a qualified applicant because they will make payments with retirement benefits14
- 10. A city requiring social service providers to purchase a special license to provide hotel rooms to people experiencing homelessness¹⁵

6 I 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.16

^{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)

FAQ

■ 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. 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. 18

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.¹⁹

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.²⁰

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.²¹

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

^{17 2} CCR § 12141(b)

¹⁸ Cal. Govt. Code § 12955(o)(B)

^{19 2} CCR § 12141(b)

^{20 2} CCR § 12142

²¹ 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.²² For example:

A two-bedroom unit is advertised at a rent of \$2,500 per month. The building has a 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 |
|---------------------|----------|-----------|
| Rent Due by Tenant: | \$2,500 | \$500 |
| Income Minimum: | \$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.

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.

PAGE 4 OF 5 CRD-H07P-ENG / January 2024

13 I 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.²³ 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 I 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 l Where can I obtain more information?

Please see our website at www.calcivilrights.ca.gov for more information and resources about source of income discrimination.

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

TO FILE A COMPLAINT

Civil Rights Department

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

23 2 CCR § 12140.1



Your



Your

Lead in

From











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

Protect

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

Family

- 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.

Home

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).



September 2013

7

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.
- 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 stateapproved 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

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:

Brain Nerve Damage

- Nervous system and kidney damage
- Learning disabilities, attention deficit disorder, and decreased intelligence

Slower

- Speech, language, and behavior problems
- Poor muscle coordination
- · Decreased muscle and bone growth
- Hearing damage

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

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

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.

9

Where Lead-Based Paint Is Found

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

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.²

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.

"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.

2 "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

- 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 (µg/ft²) and higher for floors, including carpeted floors
- . 250 µg/ft² 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.

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

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
- 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, or call 1-800-424-LEAD (5323) for a list of contacts in your area.³

⁷

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 renairing or nainting hire only EDA, or state.
 - When renovating, repairing, or painting, hire only EPA- or stateapproved 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

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 statecertified 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
 - abatement contractor. Abatement (or permanent hazard eliminati 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.

12

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 ($\mu g/ft^2$) for floors, including carpeted floors
- 250 µg/ft² for interior windows sills
- 400 µg/ft² 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, 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 leadcontaminated 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, 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 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.⁴
- 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.

⁴ 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 and 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 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 or saferproducts.gov.

State and Local Health and Environmental Agencies

Some states, tribes, and cities have their own rules related to leadbased 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, 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.

16

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, 6A 33303
(404) 562-8998

HCV TRANSFER BRIEFING PACKET PAGE 35

Region 5 (Illinois, Indiana, Michigan, Minnesota, Ohio, Wisconsin)

Regional Lead Contact U.S. EPA Region 5 (DT-81) 77 West Jackson Boulevard Chicago, IL 60604-3666 (312) 886-7836

Region 6 (Arkansas, Louisiana, New Mexico, Oklahoma. Texas. and 66 Tribes)

Oklahoma, Texas, and 66 Tribes) Regional Lead Contact

1445 Ross Avenue, 12th Floor Dallas, TX 75202-2733 (214) 665-2704

U.S. EPA Region 6

Region 7 (lowa, Kansas, Missouri, Nebraska)

Regional Lead Contact U.S. EPA Region 7 11201 Renner Blvd. WWPD/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 or 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.

451 Seventh Street, SW, Room 8236

Washington, DC 20410-3000

(202) 402-7698

hud.gov/offices/lead/

This document is in the public domain. It may be produced by an individual or organization without permission. Information provided in this booklet is based upon current scientific and technical understranding of the issues presented and is reflective of the jurisdictional boundaries established by the statutes governing the co-authoring agencies. Following the advice given will not necessarily provide complete protection in all situations or against all health hazards that can be caused by lead exposure.

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).

Housing Authority of the County of Contra Costa

Notice of Occupancy Rights under the Violence Against Women Act¹

To all Tenants and Applicants

The Violence Against Women Act (VAWA) provides protections for victims of domestic violence, dating violence, sexual assault, stalking or human trafficking. VAWA protections are not only available to women, but are available equally to all individuals regardless of sex, gender identity, or sexual orientation.² The U.S. Department of Housing and Urban Development (HUD) is the Federal agency that oversees the Housing Authority of the County of Contra Costa (HACCC) housing subsidy programs compliance with VAWA. This notice explains your rights under VAWA. A HUD-approved certification form is attached to this notice. You can fill out this form to show that you are or have been a victim of domestic violence, dating violence, sexual assault, stalking or human trafficking, and that you wish to use your rights under VAWA."

Protections for Applicants

If you otherwise qualify for assistance under the HACCC housing subsidy programs, you cannot be denied admission or denied assistance because you are or have been a victim of domestic violence, dating violence, sexual assault, stalking or human trafficking.

¹ Despite the name of this law, VAWA protection is available regardless of sex, gender identity, or sexual orientation.

² Housing providers cannot discriminate on the basis of any protected characteristic, including race, color, national origin, religion, sex, familial status, disability, or age. HUD-assisted and HUD-insured housing must be made available to all otherwise eligible individuals regardless of actual or perceived sexual orientation, gender identity, or marital status.

Protections for Tenants

If you are receiving assistance under HACCC housing subsidy programs, you may not be denied assistance, terminated from participation, or be evicted from your rental housing because you are or have been a victim of domestic violence, dating violence, sexual assault, stalking or human trafficking.

Also, if you or an affiliated individual of yours is or has been the victim of domestic violence, dating violence, sexual assault, stalking or human trafficking by a member of your household or any guest, you may not be denied rental assistance or occupancy rights under HACCC housing subsidy programs solely on the basis of criminal activity directly relating to that domestic violence, dating violence, sexual assault, stalking or human trafficking.

Affiliated individual means your spouse, parent, brother, sister, or child, or a person to whom you stand in the place of a parent or guardian (for example, the affiliated individual is in your care, custody, or control); or any individual, tenant, or lawful occupant living in your household.

Removing the Abuser or Perpetrator from the Household

HACCC may divide (bifurcate) your lease in order to evict the individual or terminate the assistance of the individual who has engaged in criminal activity (the abuser or perpetrator) directly relating to domestic violence, dating violence, sexual assault, stalking or human trafficking.

If HACCC chooses to remove the abuser or perpetrator, HACCC may not take away the rights of eligible tenants to the unit or otherwise punish the remaining tenants. If the evicted abuser or perpetrator was the sole tenant to have established eligibility for assistance under the program, HACCC must allow the tenant who is or has been a victim and other household members to

remain in the unit for a period of time, in order to establish eligibility under the program or under another HUD housing program covered by VAWA, or, find alternative housing.

In removing the abuser or perpetrator from the household, HACCC must follow Federal, State, and local eviction procedures. In order to divide a lease, HACCC may, but is not required to, ask you for documentation or certification of the incidences of domestic violence, dating violence, sexual assault, stalking or human trafficking.

Moving to Another Unit

Upon your request, HACCC may permit you to move to another unit, subject to the availability of other units, and still keep your assistance. In order to approve a request, HACCC may ask you to provide documentation that you are requesting to move because of an incidence of domestic violence, dating violence, sexual assault, stalking or human trafficking. If the request is a request for emergency transfer, the housing provider may ask you to submit a written request or fill out a form where you certify that you meet the criteria for an emergency transfer under VAWA. The criteria are:

- (1) You are a victim of domestic violence, dating violence, sexual assault, stalking or human trafficking. If your housing provider does not already have documentation that you are a victim of domestic violence, dating violence, sexual assault, stalking or human trafficking, your housing provider may ask you for such documentation, as described in the documentation section below.
- (2) You expressly request the emergency transfer. Your housing provider may choose to require that you submit a form, or may accept another written or oral request.

(3) You reasonably believe you are threatened with imminent harm from further violence if you remain in your current unit. This means you have a reason to fear that if you do not receive a transfer you would suffer violence in the very near future.

OR

You are a victim of sexual assault and the assault occurred on the premises during the 90-calendar-day period before you request a transfer. If you are a victim of sexual assault, then in addition to qualifying for an emergency transfer because you reasonably believe you are threatened with imminent harm from further violence if you remain in your unit, you may qualify for an emergency transfer if the sexual assault occurred on the premises of the property from which you are seeking your transfer, and that assault happened within the 90-calendar-day period before you expressly request the transfer.

HACCC will keep confidential requests for emergency transfers by victims of domestic violence, dating violence, sexual assault, stalking or human trafficking, and the location of any move by such victims and their families.

HACCC's emergency transfer plan provides further information on emergency transfers, and HACCC must make a copy of its emergency transfer plan available to you if you ask to see it.

Documenting You Are or Have Been a Victim of Domestic Violence, Dating Violence, Sexual Assault stalking or human trafficking

HACCC can, but is not required to, ask you to provide documentation to "certify" that you are or have been a victim of domestic violence, dating violence, sexual assault, stalking or human trafficking. Such request from HACCC must be in writing, and HACCC must give you at least Form HUD-5380 (12/2016)

14 business days (Saturdays, Sundays, and Federal holidays do not count) from the day you receive the request to provide the documentation. HACCC may, but does not have to, extend the deadline for the submission of documentation upon your request.

You can provide one of the following to HACCC as documentation. It is your choice which of the following to submit if HACCC asks you to provide documentation that you are or have been a victim of domestic violence, dating violence, sexual assault, stalking or human trafficking.

- A complete HUD-approved certification form given to you by HACCC with this notice, that documents an incident of domestic violence, dating violence, sexual assault, stalking or human trafficking. The form will ask for your name, the date, time, and location of the incident of domestic violence, dating violence, sexual assault, stalking or human trafficking, and a description of the incident. The certification form provides for including the name of the abuser or perpetrator if the name of the abuser or perpetrator is known and is safe to provide.
- A record of a Federal, State, tribal, territorial, or local law enforcement agency, court, or
 administrative agency that documents the incident of domestic violence, dating violence,
 sexual assault, stalking or human trafficking. Examples of such records include police
 reports, protective orders, and restraining orders, among others.
- A statement, which you must sign, along with the signature of an employee, agent, or volunteer of a victim service provider, an attorney, a medical professional or a mental health professional (collectively, "professional") from whom you sought assistance in addressing domestic violence, dating violence, sexual assault, stalking or human trafficking, or the effects of abuse, and with the professional selected by you attesting under penalty of perjury that he or she believes that the incident or incidents of domestic

violence, dating violence, sexual assault, stalking or human trafficking are grounds for protection.

• Any other statement or evidence that HACCC has agreed to accept.

If you fail or refuse to provide one of these documents within the 14 business days, HACCC does not have to provide you with the protections contained in this notice.

If HACCC receives conflicting evidence that an incident of domestic violence, dating violence, sexual assault, stalking or human trafficking has been committed (such as certification forms from two or more members of a household each claiming to be a victim and naming one or more of the other petitioning household members as the abuser or perpetrator), HACCC has the right to request that you provide third-party documentation within thirty 30 calendar days in order to resolve the conflict. If you fail or refuse to provide third-party documentation where there is conflicting evidence, HACCC does not have to provide you with the protections contained in this notice.

Confidentiality

HACCC must keep confidential any information you provide related to the exercise of your rights under VAWA, including the fact that you are exercising your rights under VAWA.

HACCC must not allow any individual administering assistance or other services on behalf of HACCC (for example, employees and contractors) to have access to confidential information unless for reasons that specifically call for these individuals to have access to this information under applicable Federal, State, or local law.

HACCC must not enter your information into any shared database or disclose your information to any other entity or individual. HACCC, however, may disclose the information provided if:

- You give written permission to HACCC to release the information on a time limited basis.
- HACCC needs to use the information in an eviction or termination proceeding, such as to
 evict your abuser or perpetrator or terminate your abuser or perpetrator from assistance
 under this program.
- A law requires HACCC or your landlord to release the information.

VAWA does not limit HACCC'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.

Reasons a Tenant Eligible for Occupancy Rights under VAWA May Be Evicted or Assistance May Be Terminated

You can be evicted and your assistance can be terminated for serious or repeated lease violations that are not related to domestic violence, dating violence, sexual assault, stalking or human trafficking committed against you. However, HACCC cannot hold tenants who have been victims of domestic violence, dating violence, sexual assault, stalking or human trafficking to a more demanding set of rules than it applies to tenants who have not been victims of domestic violence, dating violence, sexual assault, stalking or human trafficking.

The protections described in this notice might not apply, and you could be evicted and your assistance terminated, if HACCC can demonstrate that not evicting you or terminating your assistance would present a real physical danger that:

- 1) Would occur within an immediate time frame, and
- 2) Could result in death or serious bodily harm to other tenants or those who work on the property.

If HACCC can demonstrate the above, HACCC should only terminate your assistance or evict you if there are no other actions that could be taken to reduce or eliminate the threat.

Other Laws

VAWA does not replace any Federal, State, or local law that provides greater protection for victims of domestic violence, dating violence, sexual assault, stalking or human trafficking. You may be entitled to additional housing protections for victims of domestic violence, dating violence, sexual assault, stalking or human trafficking under other Federal laws, as well as under State and local laws.

Non-Compliance with The Requirements of This Notice

You may report a covered housing provider's violations of these rights and seek additional assistance, if needed, by contacting or filing a complaint with the U.S. Department of Housing and Urban Development Office of Fair Housing and Equal Opportunity at (415) 489-6400 or https://www.hud.gov/program_offices/fair_housing_equal_opp/VAWA. To file a complaint with HUD, please go to https://wwwhud.gov/fairhousing/filecomplaint.

For Additional Information

You may view a copy of HUD's final VAWA rule at https://www.govinfo.gov/content/pkg/FR-2016-11-16/pdf/2016-25888.pdf.

Additionally, HACCC must make a copy of HUD's VAWA regulations available to you if you ask to see them.

For questions regarding VAWA, please contact the Housing Choice Voucher program at (925) 957-7001.

For help regarding an abusive relationship, you may call the National Domestic Violence Hotline at 1-800-799-7233 or, for persons with hearing impairments, 1-800-787-3224 (TTY). You may

also contact the Domestic Violence Unit of the Contra Costa District Attorney's Office at 925-

957-2200 or STAND! crisis line at 1-888-215-5555.

For tenants who are or have been victims of stalking seeking help may visit the National Center

for Victims of Crime's Stalking Resource Center at https://www.victimsofcrime.org/our-

programs/stalking-resource-center.

For help regarding sexual assault, you may contact the Sexual Assault Units of the Contra Costa

District Attorney's Office at (925)957-2200 or

Victim Resources

- Community Violence Solutions (510) 237-0113

- Rape Crisis (800) 670-7273

- West Contra Costa Family Justice Center (510) 965-4949

Victims of stalking seeking help may contact Adult Protective Services at (877) 839-4347.

For help regarding human trafficking, you may contact the Contra Costa County District

Attorney Human Trafficking Unit dedicated local hotline at (925) 957-8658.

Attachment: Certification form HUD-5382, Certification form HUD-5383

CERTIFICATION OF DOMESTIC VIOLENCE, DATING VIOLENCE, SEXUAL ASSAULT, STALKING, OR HUMAN TRAFFICKING AND ALTERNATE DOCUMENTATION, HOUSING AUTHORITY OF THE COUNTY OF CONTRA COSTA VERSION OF FORM HUD-5382

CETIFICATION OF DOMESTIC VIOLENCE, DATNG VIOLENCESEXUAL ASSAULT, STALKING, OR HUMAN TRAFFICKING, AND ALTERNATIVE DOCUMENTATION

U.S. Department of Housing and Urban Development

OMB Approval No. 2577-0286 Exp. 06/30/2017

Purpose of Form: The Violence Against Women Act ("VAWA") protects applicants, tenants, and program participants in certain HUD programs from being evicted, denied housing assistance, or terminated from housing assistance based on acts of domestic violence, dating violence, Sexual assault, stalking, or human trafficking against them. Despite the name of this law, VAWA protection is available to victims of domestic violence, dating violence, sexual assault, stalking, and human trafficking, regardless of sex, gender identity, or sexual orientation.

Use of This Optional Form: If you are seeking VAWA protections from your housing provider, your housing provider may give you a written request that asks you to submit documentation about the incident or incidents of domestic violence, dating violence, Sexual assault, stalking, or human trafficking.

In response to this request, you or someone on your behalf may complete this optional form and submit it to your housing provider, or you may submit one of the following types of third-party documentation:

- (1) A document signed by you and an employee, agent, or volunteer of a victim service provider, an attorney, or medical professional, or a mental health professional (collectively, "professional") from whom you have sought assistance relating to domestic violence, dating violence, Sexual assault, stalking, or human trafficking, or the effects of abuse. The document must specify, under penalty of perjury, that the professional believes the incident or incidents of domestic violence, dating violence, Sexual assault, stalking, or human trafficking occurred and meet the definition of "domestic violence," "dating violence," "sexual assault," or "stalking" in HUD's regulations at 24 CFR 5.2003.
- (2) A record of a Federal, State, tribal, territorial or local law enforcement agency, court, or administrative agency; or
- (3) At the discretion of the housing provider, a statement or other evidence provided by the applicant or tenant.

Submission of Documentation: The time period to submit documentation is 14 business days from the date that you receive a written request from your housing provider asking that you provide documentation of the occurrence of domestic violence, dating violence, Sexual assault, stalking, or human trafficking. Your housing provider may, but is not required to, extend the time period to submit the documentation, if you request an extension of the time period. If the requested information is not received within 14 business days of when you received the request for the documentation, or any extension of the date provided by your housing provider, your housing provider does not need to grant you any of the VAWA protections. Distribution or issuance of this form does not serve as a written request for certification.

Confidentiality: All information provided to your housing provider concerning the incident(s) of domestic violence, dating violence, Sexual assault, stalking, or human trafficking shall be kept confidential and such details shall not be entered into any shared database. Employees of your housing provider are not to have access to these details unless to grant or deny VAWA protections to you, and such employees may not disclose this information to any other entity or individual, except to the extent that disclosure is: (i) consented to by you in writing in a time-limited release; (ii) required for use in an eviction proceeding or hearing regarding termination of assistance; or (iii) otherwise required by applicable law.

TO BE COMPLETED BY OR ON BEHALF OF THE VICTIM OF DOMESTIC VIOLENCE, DATING VIOLENCE, SEXUAL ASSAULT, STALKING, OR HUMAN TRAFFICKING

| 1. Date the written request | is received by victim: |
|---|---|
| 2. Name of victim: | |
| 3. Your name (if different t | From victim's): |
| 4. Name(s) of other family | member(s) listed on the lease: |
| 5. Residence of victim: | |
| 6. Name of the accused per | petrator (if known and can be safely disclosed): |
| 7. Relationship of the accus | sed perpetrator to the victim: |
| 8. Date(s) and times(s) of in | ncident(s) (if known): |
| | |
| In your own words, briefly des | cribe the incidents(s): |
| | |
| knowledge and recollection domestic violence, dating | e information provided on this form is true and correct to the best of my n, and that the individual named above in Item 2 is or has been a victim of violence, Sexual assault, stalking, or human trafficking. I acknowledge that ation could jeopardize program eligibility and could be the basis for denial of ssistance, or eviction. |
| Signature | Signed on (Date) |
| average 1 hour per respons information provided is to tenant is a victim of domest information is subject to t | The public reporting burden for this collection of information is estimated to e. This includes the time for collecting, reviewing, and reporting the data. The be used by the housing provider to request certification that the applicant or tic violence, dating violence, Sexual assault, stalking, or human trafficking. The he confidentiality requirements of VAWA. This agency may not collect this or required to complete this form, unless it displays a currently valid Office of |

Management and Budget control number.

HOUSING AUTHORITY OF THE COUNTY OF CONTRA COSTA ADDENDUM TO FORM HUD-5382 ALTERNATIVE CONTACT INFORMATION

In order to further protect the safety and anonymity of a victim of domestic violence, dating violence, Sexual assault, stalking, or human trafficking, HACCC shall use alternative contact information as determined by the victim when communicating with said victim.

I request that all future communications with me regarding my VAWA rights and/or communications regarding any steps that HACCC may be taking in response my submission of Form HUD-5382 (Addendum) be directed to the following contact information:

| Mailing Address: | | | | | | |
|--------------------|--|--|--|--|--|--|
| | | | | | | |
| | | | | | | |
| | | | | | | |
| Telephone Number: | | | | | | |
| Home: | | | | | | |
| Work: | | | | | | |
| Mobile: | | | | | | |
| Email Address: | | | | | | |
| As attested to by: | | | | | | |
| Print Name | | | | | | |
| Signature | | | | | | |

EMERGENCY TRANSFER REQUEST FOR CERTAIN VICTIMS OF DOMESTIC VIOLENCE, DATING VIOLENCE, SEXUAL ASSAULT, STALKING, OR HUMAN TRAFFICKING, HOUSING AUTHORITY OF THE COUNTY OF CONTRA COSTA VERSION OF FORM HUD-5383

EMERGENCY TRANSFER
REQUEST FOR CERTAIN
VICTIMS OF DOMESTIC
VIOLENCE, DATING VIOLENCE,
SEXUAL ASSAULT, STALKING, OR
HUMAN TRAFFICKING

U.S. Department of Housing and Urban Development

OMB Approval No. 2577-0286 Exp. 06/30/2017

Purpose of Form: If you are a victim of domestic violence, dating violence, Sexual assault, stalking, or human trafficking, and you are seeking an emergency transfer, you may use this form to request an emergency transfer and certify that you meet the requirements of eligibility for an emergency transfer under the Violence Against Women Act (VAWA). Although the statutory name references women, VAWA rights and protections apply to all victims of domestic violence, dating violence, sexual assault, stalking or Human Trafficking. Using this form does not necessarily mean that you will receive an emergency transfer. See your housing provider's emergency transfer plan for more information about the availability of emergency transfers.

The requirements you must meet are:

- (1) You are a victim of domestic violence, dating violence, Sexual assault, stalking, or human trafficking. If your housing provider does not already have documentation that you are a victim of domestic violence, dating violence, Sexual assault, stalking, or human trafficking, your housing provider may ask you for such documentation. In response, you may submit Form HUD-5382, or any one of the other types of documentation listed on that Form.
- (2) You expressly request the emergency transfer. Submission of this form confirms that you have expressly requested a transfer. Your housing provider may choose to require that you submit this form or may accept another written or oral request. Please see your housing provider's emergency transfer plan for more details.
- (3) You reasonably believe you are threatened with imminent harm from further violence if you remain in your current unit. This means you have a reason to fear that if you do not receive a transfer you would suffer violence in the very near future.

OR

You are a victim of sexual assault and the assault occurred on the premises during the 90-calendar-day period before you request a transfer. If you are a victim of sexual assault, then in addition to qualifying for an emergency transfer because you reasonably believe you are threatened with imminent harm from further violence if you remain in your unit, you may qualify for an emergency transfer if the sexual assault occurred on the premises of the property from which you are seeking your transfer, and that assault happened within the 90-calendar-day period before you submit this form or otherwise expressly request the transfer.

Submission of Documentation: If you have third-party documentation that demonstrates why you are eligible for an emergency transfer, you should submit that documentation to your housing provider if it is safe for you to do so. Examples of third party documentation include, but are not limited to: a letter or other documentation from a victim service provider, social worker, legal assistance provider, pastoral

counselor, mental health provider, or other professional from whom you have sought assistance; a current restraining order; a recent court order or other court records; a law enforcement report or records; communication records from the perpetrator of the violence or family members or friends of the perpetrator of the violence, including emails, voicemails, text messages, and social media posts.

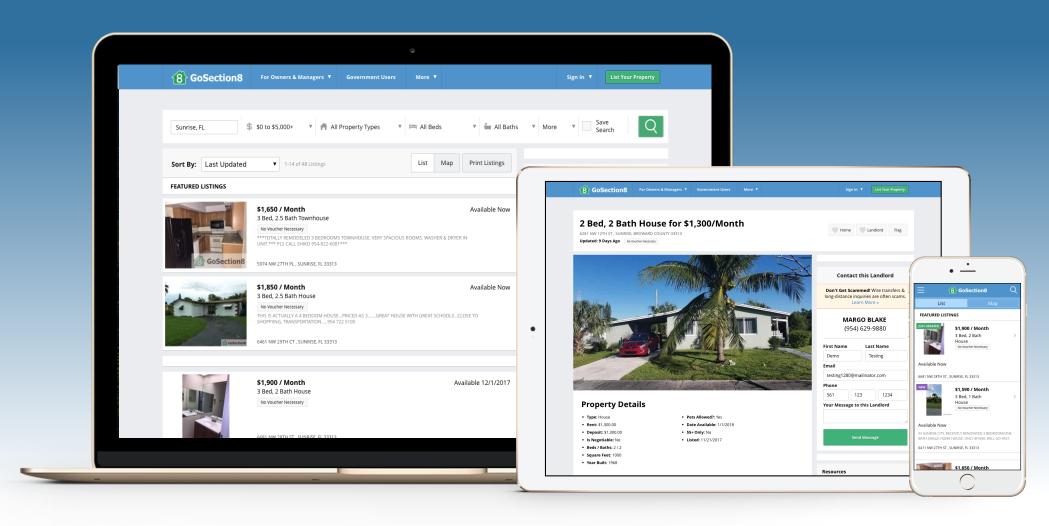
Confidentiality: All information provided to your housing provider concerning the incident(s) of domestic violence, dating violence, Sexual assault, stalking, or human trafficking, and concerning your request for an emergency transfer shall be kept confidential. Such details shall not be entered into any shared database. Employees of your housing provider are not to have access to these details unless to grant or deny VAWA protections or an emergency transfer to you. Such employees may not disclose this information to any other entity or individual, except to the extent that disclosure is: (i) consented to by you in writing in a time-limited release; (ii) required for use in an eviction proceeding or hearing regarding termination of assistance; or (iii) otherwise required by applicable law.

| TO BE COMPLETED BY OR ON BEHALF OF THE PERSON REOUESTING A TRANSFER |
|---|
| 1. Name of victim requesting an emergency transfer: |
| 2. Your name (if different from victim's) |
| 3. Name(s) of other family member(s) listed on the lease: |
| 4. Name(s) of other family member(s) who would transfer with the victim: |
| 5. Address of location from which the victim seeks to transfer: |
| 6. Address or phone number for contacting the victim: |
| 7. Name of the accused perpetrator (if known and can be safely disclosed): |
| 8. Relationship of the accused perpetrator to the victim: |
| 9. Date(s), Time(s) and location(s) of incident(s): |
| 10. Is the person requesting the transfer a victim of a sexual assault that occurred in the past 90 days on the premises of the property from which the victim is seeking a transfer? If yes, skip question 11. If no, fill out question 11. 11. Describe why the victim believes they are threatened with imminent harm from further violence if they remain in their current unit. |
| |

| 12. If voluntarily provided, list an notice: | ny third-party documentation you are providing along with this |
|---|---|
| knowledge, and that the individual an emergency transfer. I acknowl | ation provided on this form is true and correct to the best of my named above in Item 1 meets the requirement laid out on this form for edge that submission of false information could jeopardize program r denial of admission, termination of assistance, or eviction. |
| Signature | Signed on (Date) |



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



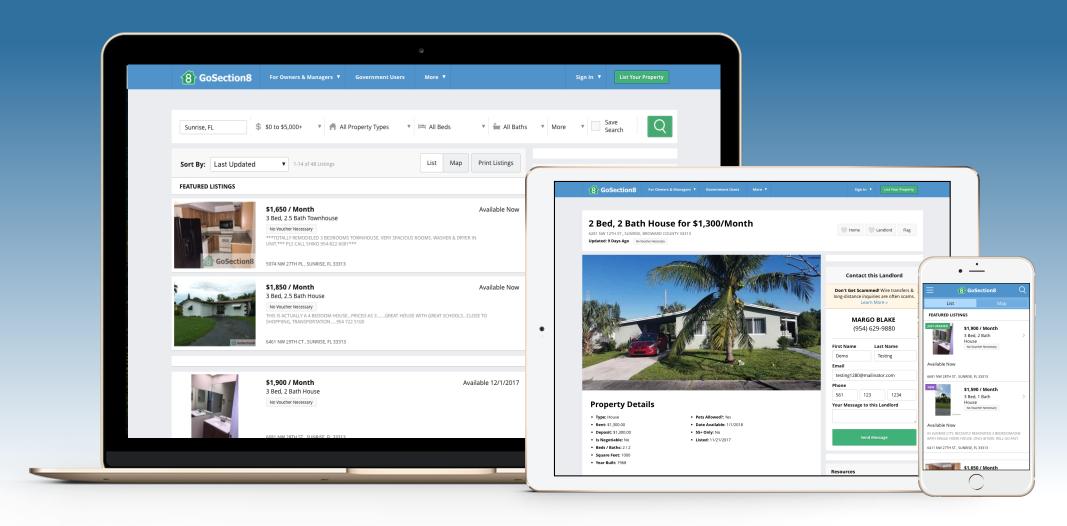
Phone: 1 (866) 466-7328

Email: 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
- Encuentre listas de espera abiertas en su area para obtener un vale
- Tiene preguntas? Contacte a nuestros agentes de servicio gratis

Empiece Hoy: www.GoSection8.com



Teléfono: 1 (866) 466-7328

Email: tenantsupport@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.





Page 2 of 2 Things You Should Know

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, 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 <u>must</u> 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. You can write the Hotline at:



HUD OIG Hotline, GFI 451 7th 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.

only one home!

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 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:

- Confirm your name, date of birth (DOB), and Social Security Number (SSN) with SSA.
- Verify your reported income sources and amounts.
- Confirm your participation in only one HUD rental assistance program.
- 4. Confirm if you owe an outstanding debt to any
- 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

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

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.

February 2010

member dies or moves out. You must also obtain the Remember, you must notify your PHA if a household 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:

- Termination of assistance
- Repayment of rent that you should have paid had you reported your income correctly –. ഗ ധ
- rental assistance for a period of up to 10 years Prohibited from receiving future 4
 - 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. 5

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

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

What do I do if the EIV information is

incorrect?

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

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

Debts owed to PHAs and termination information eported in EIV originates from the PHA who provided assistance in the past. If you dispute this nformation, 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.

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

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

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

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

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

be a sign of identity theft. Sometimes someone else 772-1213); file an identity theft complaint with your local police department or the Federal Trade should check your Social Security records to ensure Identity Theft. Unknown EIV information to you can may use your SSN, either on purpose or by accident. So, if you suspect someone is using your SSN, you your income is calculated correctly (call SSA at (800) 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?

process on HUD's Public and Indian Housing EIV web on EIV and the income verification process. You may Your PHA can provide you with additional information also read more about EIV and the income verification oages at: http://www.hud.gov/offices/pih/programs/ph//hiip/uiv.cfm. The information in this Guide pertains to anolicants and participants (tenants) of the applicants and participants (tenants) of following HUD-PIH rental assistance programs:

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

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

Signature

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 office.

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 | GUIDENI | LINES, | YOU | CERTIFY | THAT | YOU | HAVE | READ, | OR | HAVE | HAD | THE | GOOD |
|-----|----------------|----------------|-----------------|--------|-------|-----------|----------------|-------|--------|--------|------|-------|--------|-------|------|
| NE. | IGHBOR G | <i>GUIDELI</i> | NES EXPL | AINED | OR RI | EAD TO YO | OU, THA | AT YO | U UNDI | ERSTAN | D II | S ELM | ENTS . | AND A | GREE |
| TO | ABIDE BY | THE TE | RMS OF T | HE GOO | OD NE | EIGHBOR (| <i>GUIDA</i> ! | VCE. | | | | | | | |

| Signature | Date |
|-----------|--------------|
| Signature | Date |

2870 Howe Rd., Martinez, CA 94553 Phone (925) 957-7001Fax (925) 957-1280 TDD (925) 957-1685 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 or 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.

PAGE 1 OF 2

- (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? ←⇒ Û Ū ⇔ Û

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.
- nonce 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 <u>4 weeks</u> 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! ← ← ←

- **Transfer papers!**
- To qualify for a transfer voucher, you <u>must</u> be up to date on payments for any outstanding damage claims.
- If you receive a notice from your landlord and you think it is <u>illegal</u> or you think you are being <u>discriminated</u> against *and* you want to <u>dispute</u> 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!!





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.

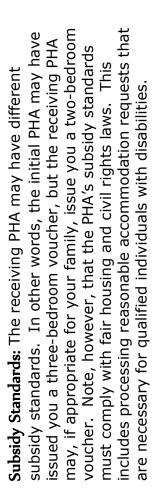
Contacting the Receiving PHA

- manager must give you enough information so that you know how to contact the receiving PHA. 1. Your case manager will let you know how and when to contact the receiving PHA. Your case
- 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

receiving PHAs, but you may wish to find out more details when contacting them (such Generally, the initial PHA is not required to give you any other information about the as whether the receiving PHA operates a Family Self-Sufficiency or Homeownership See back for more details See back for more details

How Portability Works

Before Porting, Things You Should Know



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

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.

/orks

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 of the Rehabilitation Act, Title VI of the Civil Rights Act, and title II of the Americans with Disabilities Act.

See front for more details See front for more details

HOUSING AUTHORITY OF THE COUNTY OF CONTRA COSTA





- 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.





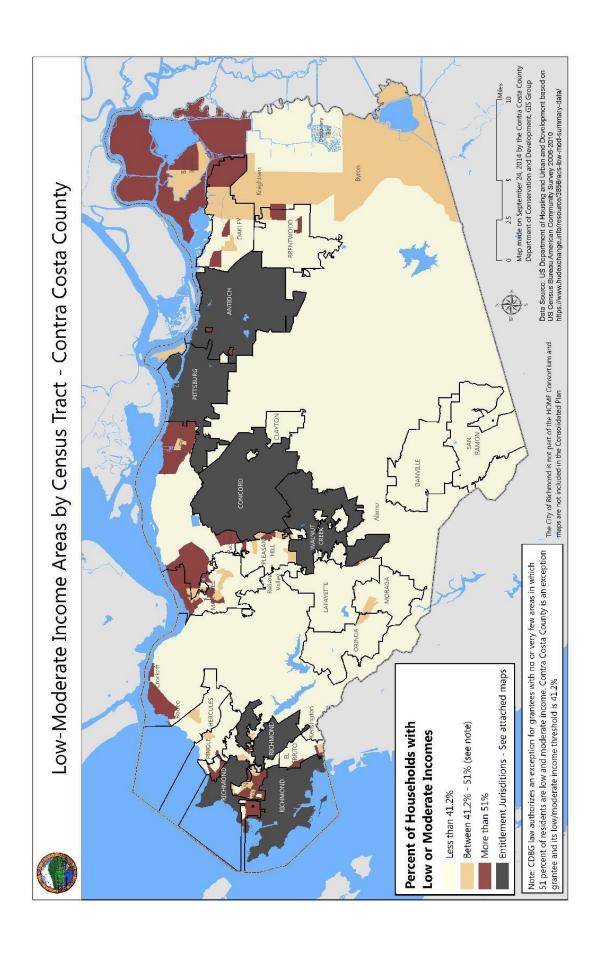
| | | PORTABILITY CONTACT LIST | CT LIST | | | |
|------------------------|----------------------|-----------------------------------|--------------|-------|------------|-----------------|
| Housing Authority | Phone Number | Street Address | City | State | diZ | Contact Person |
| ALAMEDA COUNTY | 510 727 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 | ¥ | 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 | ЮН | 44113-3101 | |
| DALLAS | 241 951-8300 | 3939 N. HAMPTON RD | DALLAS | ¥ | 75212 | |
| DENVER/ARAPAHOE HSG | 720 932-3000 | 77 WEST 5TH AVE | DENVER | 00 | 90202 | |
| 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 | 08088 | |
| INDIANAPOLIS | 317 261-7201 | 1935 N. MERIDIAN ST | INDIANAPOLIS | Z | 46202 | |
| LAKE COUNTY | 707 995-7120 | P.O. BOX 1049 | LOWER LAKE | CA | 954571049 | |
| LAKEWOOD | 303 987-7599 | 480 SO. ALLISON PKWY | LAKEWOOD | 00 | 97706 | |
| LAS VEGAS | 702 922-6900 Opt. #4 | 380 N. MARYLAND PKWY | LAS VEGAS | N | 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 | CT 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 | ΓA | 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 | X | 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 | Z F | 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 | ΧL | 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 | MAILE |
| 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 |

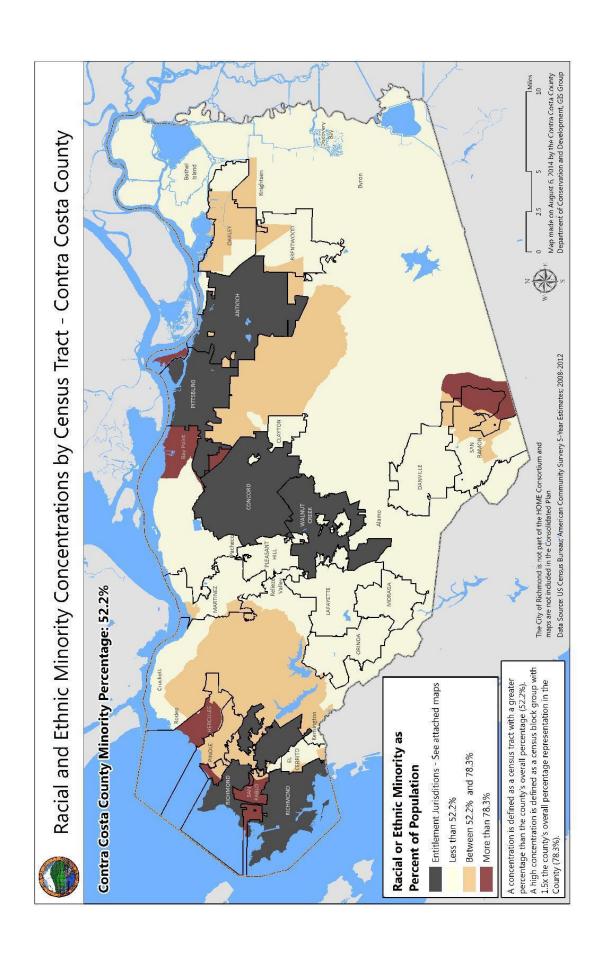
| | | PORTABILITY CONTACT LIST | CT LIST | | | |
|------------------------|--------------|--|--------------|----------|------------|----------------|
| Housing Authority | Phone Number | Street Address | City | State | Zip | Contact Person |
| SAN JOAQUIN | 209 460-5088 | 448 S. CENTER STREET | STOCKTON | 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 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 | ΣZ | 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 | S X | 74148 | |
| VACAVILLE (SOLANO CTY) | 707 449-5684 | 40 ELDRIDGE AVE. STE1-5 | 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 | 92226 | |

APPENDIX 1.

VERY LOW INCOME CONCENTRATION AREAS OF LOW INCOME AND



APPENDIX 1. AREAS MINORITY CONCENTRATION



RESOURCE GUIDES





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

Revised July 2012

211 Contra Costa County

Website: http://cccc.bowmansystems.com

Felephone: 211

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 211 is the national, toll-free, three-digit phone number to call for information about all

Aunt Betha

Website: 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

Guide to Residential Tenants' and Landlords' Rights

Website: www.ContraCostaHousing.org/california-tenants-guide

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 This Guide was written by the department of Consumer Affairs' legal Affairs division Foundation.

December 2018 www.211cc.org

East Contra Costa County Resource Guide



| Abuse | Dental Care | National Foreclosure Hotline 1-888-995-4673 Pacific Community Services925-439-1056 |
|---|---|---|
| CHILDREN Children's Protective Services 1-877-881-1116 | Berkeley Free Clinic | RENTAL ASSISTANCE Concord Family Services Center925-825-3099 (Catholic Charities of the East Bay) |
| Adult Protective Services 1-877-839-4347 | Bay Point Children's Dental | Season of Sharing |
| Human Trafficking Prevention 1-800-670-7273 | Denti-Cal/Medi-Cal Dental Pgm .1-800-322-6384 | SHELTER, Inc. 925-338-1038 |
| (Community Violence Solutions) | La Clínica Pittsburg Dental Clinic. 925-431-1251 | Financial Assistance |
| Ombudsman of CCC | Disability Services | CalWORKs (families) 1-877-505-4630 |
| FAMILIES | California Children's Services925-313-6400 | General Assistance (Individuals)1-877-505-4630 |
| STAND! For Families Free of Violence | CA Dept. of Rehabilitation 925-754-7700 | Food |
| 1-888-215-5555 | Contra Costa ARC | |
| AIDS/HIV | Futures Explored | CalFresh (Food Stamps) 1-877-505-4630 EBT Card Services 1-877-328-9677 |
| AIDS Info1-800-448-0440 | Hearing Loss Association of America - Diablo | Food Bank of Contra Costa & Solano |
| Contra Costa AIDS Line 925-313-6771 | Valley & East Bay Chapter | Groceries, pantries, meals925-676-7543 |
| Alcohol & Drug Abuse | Regional Center of the East Bay925-691-2300 | Food Pantries/Soup Kitchens |
| Al-Anon | Social Security 1-800-772-1213 | WIC Program – Brentwood 925-513-6880 |
| Alcohol & Other Drugs ACCESS 1-800-846-1652 | State Council on Developmental Disabilities | WIC Program – Pittsburg925-431-2460 |
| Alcoholics Anonymous 925-939-4155 | Bay Area | Gay, Lesbian, Bisexual, Transgender |
| DUI Programs 925-932-8100 (Alcohol & Drug Abuse Council of Contra Costa, Inc.) | | LGBT National Help Center 1-888-843-4564 |
| Narcotics Anonymous | Education & Literacy | Rainbow Community Center 1-888-843-4304 |
| Pueblos del Sol DUI Prgm(Bi-Bett)925-240-7213 | CCC Regional Occupational Program (ROP) | Health Care |
| DETOX TREATMENT CENTERS | | |
| BAART—California Detox Pgm925-522-0124 | Contra Costa County Office of Education | Advice Nurse1-877-661-6230 Contra Costa Health Services Health Centers |
| East County Wollam House | | Antioch, Bay Point, Brentwood 1-800-495-8885 |
| Thunder Road Adolescent Treatment Center | Opportunity Junction 925-776-1133 Project Second Chance 925-754-8317 | Health Care for the Homeless Mobile Van |
| | (Contra Costa Library) | (CCHS) Call for locations/hours925-608-5300 |
| TREATMENT / COUNSELING | ESL/GED/ADULT EDUCATION | COMMUNITY CLINICS Brighter Beginnings - Family Health Clinic |
| REACH Project - Antioch | Antioch Adult Education | Antioch |
| Brentwood | Liberty Adult Education 925-634-2565 Pittsburg Adult Education 925-473-2400 | La Clínica Oakley |
| Ujima East | | La Clínica Pittsburg |
| SMOKING CESSATION | Emergency Services | Planned Parenthood – Antioch, Pittsburg |
| California Smokers Helpline 1-800-662-8887 | American Red Cross | 1-800-230-7526 |
| Tobacco Helpline 1-800-844-2439 | California Poison Control System 1-800-222-1222 CCC Office Emergency Services925-646-4461 | RotaCare Clinic - Pittsburg925-439-2009 |
| Animals | Emergency Broadcast SystemKCBS740AM | HOSPITALS Contra Costa Regional Medical Center |
| Antioch Animal Services | Hazardous Materials Incident Response | |
| Contra Costa Humane Society925-279-2247 | | Kaiser Medical Center |
| Pet Food Assistance Program925-676-7543 | Employment/Job Training | Sutter Delta Medical Center925-779-7200 |
| Child Care/Crisis Child Care | | Health Insurance |
| Coco Kids | CalJOBS - Internetwww.caljobs.ca.gov Child Care Job Bank925-676-5442 | Covered California 1-800-300-1506 |
| Head Start Programs/Child Care Services (CCC Community Services Bureau)925-681-6300 | (Coco Kids) | www.coveredca.com |
| CRISIS CHILD CARE | Experience Unlimited | Child Health & Disability Prevention (CHDP) |
| Bay Area Crisis Nursery (Ages 0-5) 925-685-8052 | Opportunity Junction | HICAP 1-800-510-2020 |
| Dahlstrom House (Ages 6-11)925-685-3695 | Unemployment Insurance, CA1-800-300-5616 | (Health Insurance Counseling & Advocacy) |
| Safe Families (Ages 0-18)925-566-8060 | <u>www.edd.ca.gov/Unemployment</u> | Kaiser Child Health Plan 1-800-464-4000 Medi-Cal/CalFresh Applications 1-800-709-8348 |
| Crisis and Suicide Intervention | Evictions/Rent Assist./Foreclosures | Patient Financial Counseling 1-800-771-4270 (Information on County health insurance programs) |
| Contra Costa Crisis Center | EVICTION NOTICE ASSISTANCE/ LANDLORD | |
| Provides 24-hour crisis/warm line support. National Suicide Hotlines1-800-273-8255 | TENANT ASSISTANCE | Homeless |
| | Bay Area Legal Aid | Bay Area Rescue Mission |
| Death & Dying | (except Concord and Pittsburg) | Men's Shelter |
| Grief Counseling2-1-1 (Contra Costa Crisis Center) | Pacific Community Services925-439-1056 | Calli House-Richmond (Youth, 18-24) 1-800-610-9400 |
| Hospice of the East Bay | (Antioch, Pittsburg and Bay Point residents only) FORECLOSURE ASSISTANCE | Coordinated Outreach Referral and |
| • | Foreclosure Assistance – HUD 415-489-6400 | Engagement (CORE) |
| | Housing & Economic Rights Advocates | Concord and Brookside Shelters. |
| | (HERA)510-271-8443 | |

© 2017-2018, Contra Costa Crisis Center, All Rights Reserved (Printing of Document Permitted)

December 2018 www.211cc.org

Access Mental Health Appointment Line for

Contra Costa County......1-888-678-7277

Adolescent, Adult and Children's Psychiatric

Programs......925-674-4265

Antioch Wellness City 925-732-7930

Bay Area Psychotherapy Institute ...925-284-2298

(John Muir Health Behavioral Health Center)

East Contra Costa County Resource Guide



GRIP Resource Center CARE Center Community Health for Asian Americans Senior Food Program (Food Bank) Bay Point, Antioch, Brentwood, Oakley, Pittsburg. 925-676-7543 Monument Crisis Center CARE Capable Center Contra Costa Crisis Center..... 2-1-1 Senior Outreach Services925-937-8311 Counseling at Village Community Center (John **SHELTER, Inc.**.....925-338-1038 Muir Health Behavioral Health Center).... 925-941-7940 **Social Security**...... 1-800-772-1213 Shepherd's Gate - Brentwood925-308-7507 Family Advocate Mental Health (CCHS) **Teen Services** Trinity Center CARE Center...... 925-949-8712 Winter Nights 925-435-2074 National Alliance for the Mentally III (NAMI) California Youth Crisis Line...... 1-800-843-5200 Housing **New Leaf Treatment Center**925-284-5200 Housing Authority Public Housing Wait List The Hume Center925-432-4118 (Substance abuse treatment) (Except Richmond and Pittsburg) 925-957-8000 **REACH Project, Inc** Antioch 925-754-3673 **Multi-Service Centers** Housing Authority - Pittsburg... ..925-252-4830 **REACH Project, Inc** Oakley...... 925-679-2504 SparkPoint Contra Costa East 925-252-2300 **Housing Workshop/Shared Housing** Village Community Center...... 925-626-7892 (Liberty Adult Education) Teen Services/SAFE Place...... 1-800-718-4357 Senior & Adults w/ Disabilities .. 1-800-510-2020 **Parenting Classes SHELTER, Inc.** 925-338-1038 (Northern California Family Center) Antioch First 5 Center......925-301-4052 **Transportation Immigrant & Refugee Services Brentwood First 5 Center**.....925-516-3880 Bay Area Travel Information..... 511 (Aspiranet) **Cash Assistance Program for Immigrants** East County First 5 Center (Bay Point)925-301-4040 Citizenship Education **Mobility Matters** 925-284-6161 C.O.P.E. Family Support Center....925-689-5811 Antioch Adult Education......925-779-7490 Liberty Adult Education......925-634-2565 Liberty Adult Education...... 925-634-2565 Pittsburg Adult Education......925-473-2400 Pittsburg Adult Education......925-473-2400 **Utility Assistance Immigration & Naturalization Services** Pregnancy (Catholic Charities of the East Bay)925-825-3099 California Alternate Rates for Energy (CARE) **Immigration & Citizenship Program Program** 1-866-743-2273 Black Infant Health (CCHS)925-313-6254 (International Institute of the Bay Area) ..925-237-8581 **Low-Income Home Energy Assistance** Refugee & Immigrant Services . ..925-927-2000 Healthy Families America (CCHS)925-313-6254 (Jewish Family & Community Services of the East Bay) Healthy Start (CCHS)...... 925-431-2345 Medical Baseline Program Relief for Energy Independent Adoption Center925-827-2229 Stand Together Contra Costa925-900-5151 Medical Legal Partnership (FMCH)...800-880-8047 Utility Shut-off Assistance 1-800-743-5000 Rapid response and immigration legal services in Planned Parenthood 1-800-230-7526 Veterans Contra Costa County. Prenatal Care Guidance 925-313-6254 U.S. Citizenship and Immigration Services (CC Health/First 5) Berkeley Food & Housing Project.855-862-1804 . 1-800-375-5283 Safely Surrendered Baby...... 1-800-833-2900 Contra Costa County Veterans Services **SUBSTANCE ABUSE & PREGNANCY** Information & Referral **Concord Veterans Center**925-680-4526 **2-1-1 Contra Costa**......2-1-1 Martinez VA Outpatient Clinic925-372-2000 (Contra Costa Crisis Center) **SHELTER, Inc.**925-338-1038 Information & Assistance for Seniors & Rape/Victims of Crime Veterans Suicide Hotline.....1-800-273-8255 **Dependent Adults**...... 1-800-510-2020 Community Violence Solutions..1-800-670-7273 **Volunteer Opportunities Legal & Mediation Services** Rape, Abuse & Incest National Network1-800-656-4673 **Caring Hands** (John Muir) 925-952-2999 Victim Witness Assistance Program Lawyer Referral Service925-825-5700 Contra Costa Crisis Center 925-939-1916925-957-8650 Contra Costa Society for the Prevention of (Contra Costa County Bar Association) **CCC Dept. of Child Support**..... 1-866-901-3212 Cruelty to Animals 925-825-5156 **Senior Services** CC Senior Legal Services925-609-7900 Adult Day Services Network925-682-1000 Conflict Resolution/Mediation Food Bank of Contra Costa & Solano (Center for Human Development)......925-349-7344 Alzheimer's Association1-800-272-3900 Family Law Facilitator.....www.cc-courts.ca.gov An Elderly Wish Foundation 925-978-1883 Meals on Wheels 925-937-8607 (Divorce, child custody, support, paternity issues, help) Caring Hands (John Muir) 925-952-2999 **Mobility Matters** 925-284-4831 Medical Legal Partnership (FMCH)...800-880-8047 CC Café (Hot lunch program) Volunteer Opportunities......2-1-1 Victim Witness Assistance925-957-8650 **Low Cost Internet** Access from AT&T.....1-855-220-5211 Covia 925-956-7396 Comcast Internet Essentials 1-855-846-8376 **Eldercare Locator**...... 1-800-677-1116 **Mental Health** Family Caregiver Alliance...... 1-800-445-8106 Information & Assistance for Seniors &

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

In-Home Personal Assistance.....925-945-8040

Meals-on-Wheels 925-937-8607

Medicare Hotline...... 1-800-633-4227

Mobility Matters 925-284-6161

(Diablo Valley Foundation for the Aging)

December 2018 www.211cc.org

West Contra Costa County Resource Guide



| | Life Long Medical | RENTAL ASSISTANCE |
|--|--|--|
| Abuse | San Pablo | |
| CHILDREN | Pinole | SHELTER, Inc. 925-338-1038 |
| Children's Protective Services 1-877-881-1116 | Disability Services | Financial Assistance |
| <u>ADULTS</u> | Disability Services | |
| Adult Protective Services 1-877-839-4347 | California Children's Services925-313-6400 | CalWORKs (Families) |
| Human Trafficking Prevention 1-800-670-7273 (Community Violence Solutions) | CA Dept. of Rehabilitation510-232-7062 Contra Costa ARC925-370-1818 | |
| Ombudsman of CCC | Developmental Disabilities Council 925-313-6836 | Food |
| (For patients in long-term care facilities) | Hawkins Center | CalFresh (Food Stamps)1-877-505-4639 |
| FAMILIES PARIENTE PAR | Hearing Loss Association of America - Diablo | EBT Card Services 1-877-328-967 |
| STAND! For Families Free of Violence | Valley & East Bay Chapter | Food Bank of Contra Costa & Solano Groceries, pantries, meals |
| | Independent Living Resource925-363-7293 Regional Center of the East Bay925-691-2300 | Food Pantries / Soup Kitchens2-1- |
| AIDS/HIV | Social Security1-800-772-1213 | GRIP Souper Center510-233-214 |
| AIDS Info1-800-448-0440 | State Council on Developmental Disabilities | WIC Program |
| Contra Costa AIDS Line925-313-6771 | Bay Area | (Parents with children 0-5, pregnant women or breastfeeding) |
| Alcohol & Drug Abuse | We Care Services for Children925-671-0777 | |
| _ | Education & Literacy | Gay, Lesbian, Bisexual, Transgender |
| Al-Anon | CCC Regional Occupational Program (ROP) | LGBT National Help Center 1-888-843-456 |
| Alcohol & Other Drugs ACCESS 1-800-846-1652 Alcoholics Anonymous925-939-4155 | | Rainbow Community Center925-692-009 |
| DUI Programs | Richmond Public Library | Health Care |
| Alcohol & Drug Abuse Council of Contra Costa, Inc.) | Contra Costa County Office of Education925-942-3388 | |
| Narcotics Anonymous925-685-4357 | Family Literacy Program510-236-3900 | Advice Nurse1-877-661-6230 Contra Costa Health Services Health Centers |
| DETOX TREATMENT CENTERS | (Catholic Charities of the East Bay) | North Richmond, San Pablo |
| BAART - Detoxification Pgm510-232-0874 Bay Area Rescue Mission510-215-4868 | Literacy for Every Adult510-307-8084 | Health Care for the Homeless Mobile Van |
| Thunder Road Adolescent Treatment Center | (Richmond Public Library) Project Second Chance 510-307-9937 | (CCHS) Call for locations/hours925-608-530 |
| | ESL/GED/ADULT EDUCATION | COMMUNITY CLINICS |
| TREATMENT / COUNSELING | Lao Family Community Services510-215-1220 | Brighter Beginnings - Family Health Clinic Richmond510-213-668 |
| Gateway AOD Services (BACR)510-235-2887 | West Contra Costa Adult Ed510-215-4666 | Life Long Medical-Brookside |
| Power Program | | Richmond |
| Ujima West510-215-2280 | Emergency Services | San Pablo (urgent care)510-215-909 |
| SMOKING CESSATION | American Red Cross 1-800-733-2767 | Pinole |
| California Smokers Helpline 1-800-662-8887 | California Poison Control Center . 1-800-222-1222 | Planned Parenthood - Richmond1-800-230-752 RotaCare - Richmond |
| Tobacco Hotline | CCC Office Emergency Services925-646-4461 | (free urgent care) |
| Animals | Emergency Broadcast System KCBS740AM | HOSPITALS |
| CCC Animal Services - Pinole925-608-8400 | Hazardous Materials Incident Response | Alta Bates Medical Center510-204-444 |
| Contra Costa Humane Society925-279-2247 | Health Emergency Hotline | Contra Costa Regional Medical Center |
| Pet Food Assistance Program925-676-7543 | 1-888-959-9911 | |
| Child Care/Crisis Child Care | Employment/Job Training | |
| | Employment/Job Training | Health Insurance |
| Coco Kids | Asian Family Resource Center 510-869-6000 | 1 000 200 150 |
| Hoad Start Drograme/Child Caro Sorvices | | Covered California 1-800-300-150 |
| | CalJOBS - Internet www.caljobs.ca.gov | www.coveredca.com |
| (CCC Community Services Bureau) 681-6300 | CalJOBS - Internet www.caljobs.ca.gov Child Care Job Bank .925-676-5442 | Child Health & Disability Prevention (CHDP) |
| CCC Community Services Bureau) 681-6300 CRISIS CHILD CARE | CalJOBS - Internet www.caljobs.ca.gov | Child Health & Disability Prevention (CHDP) |
| (CCC Community Services Bureau) | CalJOBS - Internet | Child Health & Disability Prevention (CHDP) |
| (CCC Community Services Bureau) | CalJOBS - Internet | Child Health & Disability Prevention (CHDP) |
| CCC Community Services Bureau) | CalJOBS - Internet 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 | Child Health & Disability Prevention (CHDP) |
| (CCC Community Services Bureau) | CalJOBS - Internet 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 | Child Health & Disability Prevention (CHDP) |
| (CCC Community Services Bureau) | CalJOBS - Internet 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 | Child Health & Disability Prevention (CHDP) |
| (CCC Community Services Bureau) | CalJOBS - Internet | Child Health & Disability Prevention (CHDP) |
| CCC Community Services Bureau) | CalJOBS - Internet | Child Health & Disability Prevention (CHDP) |
| CCC Community Services Bureau) | CalJOBS - Internet | Child Health & Disability Prevention (CHDP) |
| CCC Community Services Bureau) | CalJOBS - Internet | www.coveredca.col Child Health & Disability Prevention (CHDP) |
| CCC Community Services Bureau) | CalJOBS - Internet | Www.coveredca.co Child Health & Disability Prevention (CHDP) |
| CCC Community Services Bureau) | CalJOBS - Internet | Child Health & Disability Prevention (CHDP) |
| (CCC Community Services Bureau) | CalJOBS - Internet | ### ### ### ### #### #### #### ######## |
| CCC Community Services Bureau) | CalJOBS - Internet | Child Health & Disability Prevention (CHDP) |
| Contra Costa Crisis Center | CalJOBS - Internet | Child Health & Disability Prevention (CHDP) |

December 2018 www.211cc.org

Family Advocate Mental Health (CCHS)

First Hope- CCHS 925-681-4450

West Contra Costa County Resource Guide



Monument Crisis Center CARE Capable Center National Alliance for the Mentally III (NAMI) **Mobility Matters** 925-284-6161925-825-7751 Senior Food Program El Sobrante, Richmond, No. **SHELTER, Inc.**.....925-338-1038 Native American Health Center . ..510-232-7020 Richmond, Rodeo (Food Bank).....1-855-309-3663 Shepherd's Gate - Brentwood925-308-7507 Power Program................510-232-7571 Senior Outreach Services925-937-8311 (Anka Behavioral Health) Trinity Center CARE Center...... 925-949-8712 **Senior Peer Counseling**925-521-5636 San Pablo Wellness City 510-236-3020 Winter Nights 925-435-2074 Social Security......1-800-772-1213 Second Nature Behavioral Health 510-610-4799 Housing **Teen Services Multi-Service Centers Alateen** 925-510-528-4379 **CC Housing Authority Public Housing Wait** California Youth Crisis Line...... 1-800-843-5200 List(except Richmond/Pittsburg).......925-957-8000 **GRIP** CARE Center......510-233-2141 Housing Authority Richmond510-621-1300 **RYSE Youth Center**.....510-374-3401 SparkPoint Contra Costa West....510-779-3200 Neighborhood Housing Service ...510-237-6459 Teen Services/SAFE Place...... 1-800-718-4357 **Parenting Classes** (Northern California Family Center) Senior & Adults w/ Disabilities .. 1-800-510-2020 **Thunder Roads Adolescent Treatment Center SHELTER, Inc.**925-338-1038 C.O.P.E. Family Support Center ..925-689-5811 (Substance Abuse Treatment)510-653-5040 Primeros Nuestros Niños 510-233-8595 **Immigrant & Refugee Services** (The Latina Center) **Transportation** Second Nature Behavioral Health 510-610-4799 Asian Family Resource Center510-869-7200 West Contra Costa Adult Education ... 510-215-4666 Cash Assistance Program for Immigrants Bay Area Travel Information 511 West Contra Costa YMCA510-412-5647 1-877-505-4630 West County First 5 San Pablo 510-232-5650 **BART**......510-236-2278 Citizenship Education (WCC Adult Ed.) West County First 5 Richmond510-233-5890 **Dial-a-Ride/WestCAT**......510-724-7993510-215-4666 East Bay Paratransit 1-800-555-8085 **Immigrant Legal Services**510-451-2846 Pregnancy Easy Ride Service for El Cerrito Residents (International Institute of the Bay Area) Black Infant Health(CCHS)925-313-6254 510-559-7677 **Immigration & Naturalization Services** Healthy Families America (CCHS)925-313-6254 **Mobility Matters** 925-284-6161 (Catholic Charities of the East Bay)510-234-5110 Healthy Start (CCHS).......510-231-9469 **Lao Family Community Development** Independent Adoption Center ... 1-800-877-6736 Medical Legal Partnership (FMCH)...800-880-8047 Refugee & Immigrant Services925-927-2000 **Utility Assistance** Planned Parenthood......1-800-230-7526 (Jewish Family & Community Services of the East Bay) **Refugee Health Program**...............925-313-6893 California Alternate Rates for Energy (CARE) (CC Health/First 5) Stand Together Contra Costa925-900-5151 **Program**1-866-743-2273 Safely Surrendered Baby 1-800-833-2900 Rapid response and immigration legal services in Customer Assistance Program (EBMUD) Contra Costa County. SUBSTANCE ABUSE & PREGNANCY (Discount on utility bill)1-866-403-2683 U.S. Citizenship and Immigration Services **Low-Income Home Energy Assistance** Ujima West...............510-215-2280 .1-800-375-5283 Rape/Victims of Crime Medical Baseline Program Relief for Energy Information & Referral1-800-743-5000 Human Trafficking Hotline 1-800-670-7273 **2-1-1 Contra Costa**2-1-1 **Utility Shut-off Assistance** 1-800-743-5000 (Community Violence Solutions) (Contra Costa Crisis Center) Lao Family Community Development, Inc. Information & Assistance for Seniors & Veterans **Dependent Adults**......1-800-510-2020 Berkeley Food & Housing Project.855-862-1804 Rape, Abuse & Incest National Network1-800-656-4673 **Contra Costa County Veterans Services Legal & Mediation Services** Second Nature Behavioral Health 510-610-4799 Martinez VA Outpatient Clinic.... 1-800-382-8387 Trauma Counseling Services......510-768-3100 **Oakland Veterans Center**.....510-763-3904 (Catholic Charities of the East Bay) Oakland (Contra Costa County Bar Association) Victim Witness Assistance Program **SHELTER, Inc.**925-338-1038 **CCC Dept. of Child Support**..... 1-866-901-3212 Veterans Suicide Hotline1-800-273-8255925-957-8650 **CC Senior Legal Services**510-374-3712 West Family Justice Center 510-974-7200 Family Law Facilitator.....www.cc-courts.ca.gov **Volunteer Opportunities** (Divorce, child custody, support, paternity issues, help) **Senior Services** Medical Legal Partnership (FMCH)...800-880-8047 **City of Richmond Volunteer Opportunities** Adult Day Services Network 925-682-1000 Victim Witness Assistance925-957-8650 510-620-6511 Alzheimer's Association1-800-272-3900 Contra Costa Crisis Center 925-939-1916 **Low Cost Internet** An Elderly Wish Foundation 925-978-1883 CC Café (Hot lunch program) Food Bank of Contra Costa & Solano Access from AT&T.....1-855-220-5211 Comcast Internet Essentials 1-855-846-8376 El Cerrito......510-559-7677 **Mobility Matters** 925-284-4831 **Mental Health** Volunteer Opportunities......2-1-1 Access Mental Health Appointment Line for San Pablo......510-215-3098 Contra Costa County 1-888-678-7277 Bay Area Psychotherapy Institute ... 925-284-2298 **Community Health for Asian Americans** Eldercare Locator......1-800-677-1116 Family Caregiver Alliance 1-800-445-8106 Contra Costa Crisis Center..... 2-1-1 Information & Assistance for Seniors & Early Childhood Mental Health510-837-6902 In-Home Personal Assistance925-945-8040 (Children ages 0-6) (Diablo Valley Foundation for the Aging) Need help and don't know where to go? Familias Unidas Counseling510-412-5930 **Dependent Adults**.....1-800-510-2020

> Medicare Hotline......1-800-633-4227 © 2017-2018, Contra Costa Crisis Center, All Rights Reserved (Printing of Document Permitted)

Meals-on-Wheels 510-412-0166

Call 211 or visit www.211cc.org

December 2018 www.211cc.org

Central Contra Costa County Resource Guide



FORECLOSURE ASSISTANCE **Dental Care** Abuse Foreclosure Assistance - HUD.... 415-489-6400 <u>CHILDREN</u> **Housing & Economic Rights Advocates** Berkeley Free Clinic 1-800-625-4642 Children's Protective Services .. 1-877-881-1116 (HERA)510-271-8443 Contra Costa Health Services Dental Clinics National Foreclosure Hotline 1-888-995-4673 Bay Point Children's Dental......925-427-8302 **RENTAL ASSISTANCE** Adult Protective Services 1-877-839-4347 Martinez925-370-5300 **Human Trafficking Prevention**... 1-800-670-7273 **Dental Hygiene Clinic** 925-969-2692 **Concord Family Service Center** (Community Violence Solutions) (Diablo Valley College) (Catholic Charities of East Bay)925-825-3099 Ombudsman of CCC925-685-2070 Denti-Cal/Medi-Cal Dental Pgm . 1-800-322-6384 La Clínica Monument925-363-2005 (For patients in long-term care facilities) **SHELTER, Inc.**925-338-1038 Respite Dental Care Concord 925-608-5016 **FAMILIES Financial Assistance STAND!** For Families Free of Violence **Disability Services**1-888-215-5555 **CalWORKs** (Families)......1-877-505-4630 **Adaptive Learning Center**...............925-827-3863 General Assistance (Individuals). 1-877-505-4630 AIDS/HIV Adults with Disabilities Services Food **AIDS Info**......1-800-448-0440 California Children's Services.....925-313-6400 **CalFresh** (Food Stamps)1-877-505-4630 Contra Costa AIDS/HIV Program.. 925-313-6771 **CA Dept. of Rehabilitation**925-602-3953 **EBT Card Services** 1-877-328-9677 Contra Costa ARC925-370-1818 **Alcohol & Drug Abuse** Food Bank of Contra Costa & Solano **Developmental Disabilities Council**. 925-313-6836 (Groceries, pantries, meals) 925-676-7543 **Al-Anon**925-932-6770 Food Pantries/Soup Kitchens2-1-1 Alcohol & Other Drugs ACCESS 1-800-846-1652 Hearing Loss Association of America - Diablo Loaves & Fishes Dining Martinez....925-293-4792 **Alcoholics Anonymous**......925-939-4155 Valley & East Bay Chapter 925-264-1199 **WIC Program**.....925-646-5370 **DUI Programs**......925-932-8100 Independent Living Resource925-363-7293 (Pregnant women, breastfeeding, or with children 0-5) (Alcohol & Drug Abuse Council of Contra Costa, Inc.) Regional Center of the East Bay ..925-691-2300 Narcotics Anonymous......925-685-4357 Social Security......1-800-772-1213 Gay, Lesbian, Bisexual, Transgender State Council on Developmental Disabilities **DETOX TREATMENT CENTERS** LGBT National Help Center...... 1-888-843-4564 Bay Area 510-286-0439 BAART - Detoxification Program.. 925-522-0124 Rainbow Community Center925-692-0090 We Care Services for Children . ..925-671-0777 **Health Care Education & Literacy Thunder Road Adolescent Treatment Center CCC Regional Occupational Program (ROP) Advice Nurse**......1-877-661-6230 Contra Costa Health Services Health Centers TREATMENT / COUNSELING Concord, Martinez1-800-495-8885 Contra Costa County Library 1-800-984-4636 **A Chance for Freedom** (Bi-Bett)925-685-7418 Contra Costa County Office of Education Health Care for the Homeless Mobile Van Crossroads Program Services 925-682-5704 (CCHS) Call for locations/hours925-608-5300 La Casa Ujima Residential..... 925-229-0230 **Project Second Chance**......925-927-3250 COMMUNITY CLINICS **Power Program** 925-685-7613 (Contra Costa Library) La Clínica Monument925-363-2005 Ujima Central Mothers' Program ..925-691-5083 Planned Parenthood......1-800-230-7526 **SMOKING CESSATION** ESL/GED/ADULT EDUCATION Concord, San Ramon, Walnut Creek California Smokers Helpline......1-800-662-8887 Acalanes Adult Education925-280-3980 Homeless Ambulatory Clinics......925-608-5300 **Tobacco Helpline**......1-800-844-2439 Martinez Adult Education............925-228-3276 Mt. Diablo Adult Education925-685-7340 **Animals** HOSPITALS Contra Costa Regional Medical Center **Emergency Services** ARF-Animal Rescue Foundation ... 925-256-1273 American Red Cross 1-800-733-2767 **CCC Animal Services**.....925-608-8400 John Muir Health Walnut Creek......925-939-3000 Contra Costa Humane Society925-279-2247 California Poison Control System.1-800-222-1222 John Muir Health Concord 925-682-8200 Pet Food Assistance Program925-676-7543 CCC Office Emergency Services .. 925-646-4461 Kaiser Medical Ctr Walnut Creek....925-295-4000 Emergency Broadcast System.....KCBS740AM San Ramon Regional Medical Center Child Care/Crisis Child Care **Hazardous Materials Incident Response** Coco Kids925-676-5437 **Health Insurance** Health Emergency Hotline 1-888-959-9911 **Head Start Programs/Child Care Services** (CCC Community Services Bureau)......925-681-6300 **Employment/Job Training** Covered California 1-800-300-1506 **CRISIS CHILD CARE** Child Health & Disability Prevention (CHDP) CalJOBS-Internet......www.caljobs.ca.gov Bay Area Crisis Nursery (Ages 0-5) .. 925-685-8052 **Child Care Job Bank**925-676-5442 **Dahlstrom House** (Ages 6-11)925-685-3695 HICAP......1-800-510-2020 (Coco Kids) (Health Insurance Counseling & Advocacy) **EASTBAY Works, America's Job Center of CA** Kaiser Child Health Plan 1-800-464-4000 **Crisis and Suicide Intervention Medi-Cal Applications** 1-800-709-8348 **Experience Unlimited**...... 925-602-0166 Patient Financial Counseling..... 1-800-771-4270 Contra Costa Crisis Center2-1-1 Monument Impact 925-682-8248 Provides 24-hour crisis/warm line support. (Information on County health coverage programs) Unemployment Insurance, CA... 1-800-300-5616 National Suicide Hotlines.....1-800-273-8255 Internetwww.edd.ca.gov/Unemployment Homeless Death & Dying Bay Area Rescue Mission **Evictions/Rent Assist./Foreclosures** Men's shelter............510-215-4868 Grief Counseling2-1-1 **EVICTION NOTICE/LANDLORD TENANT** (Contra Costa Crisis Center) ASSISTANCE Calli House-Richmond (Youth, 18-24) 1-800-610-9400 Hospice of the East Bay......925-887-5678 Bay Area Legal Aid510-250-5270 Coordinated Outreach Referral and **ECHO Fair Housing** 1-855-275-3246 **Engagement (CORE)**2-1-1

(except Concord and Pittsburg)

Concord and Brookside Shelters.

Homeless outreach to encampments and referrals to

December 2018 www.211cc.org

Contra Costa Crisis Center2-1-1

Concord Wellness City925-363-7290 **Crockett Counseling Center**925-370-6544

Central Contra Costa County Resource Guide



| GRIP Family Emergency Shelter CARE Center | Family Advocate Mental Health (CCHS) | In Home Personal Assistance925-945-8040 |
|---|--|--|
| 510-233-2141 | | (Diablo Valley Foundation for the Aging) |
| Monument Crisis Center CARE Capable Center | First Hope- (CCHS) 925-681-4450 | Information & Assistance for Seniors & |
| | George & Cynthia Miller Center 925-313-7940 | Dependent Adults1-800-510-2020 |
| Multi-Service Center CARE Center925-685-7613 | George Miller Center 925-646-5710 | Jewish Family & Community Services of the |
| (Anka Behavioral Health) SHELTER, Inc925-338-1038 | National Alliance for the Mentally III (NAMI) | East Bay |
| Shepherd's Gate Brentwood925-308-7507 | 925-942-0767 | Meals-on-Wheels |
| Trinity Center CARE Center 925-949-8712 | Northern CA Family Center 925-370-1990 | Mobility Matters |
| Winter Nights | Power Program (Dual Diagnosis) 925-685-7613 (Anka Behavioral Health) | Senior Food Program - Concord, Martinez, |
| 77 133 207 1 | Putnam Clubhouse | Walnut Creek (Food Bank)925-676-7543 |
| Housing | Second Nature Behavioral Health 510-610-4799 | Senior Outreach Services925-937-8311 |
| CC Hausing Authority Dublic Hausing Wait | The Hume Center 925-825-1793 | Senior Peer Counseling 925-521-5636 |
| CC Housing Authority Public Housing Wait | YWCA Mental Health Program925-372-4213 | Social Security1-800-772-1213 |
| List (Except Richmond and Pittsburg) . 925-957-8000 Housing Workshop/Shared Housing | | |
| (Independent Living Resources) | Multi-Service Centers | Teen Services |
| Seniors & Adults w/ Disabilities1-800-510-2020 | Monument Crisis Center925-825-7751 | Alateen |
| SHELTER, Inc | Multi-Service Center | California Youth Crisis Line 1-800-843-5200 |
| | (Anka Behavioral Health) | New Leaf Treatment Center925-284-5200 |
| Immigrant & Refugee Services | Trinity Center | (Substance Abuse Treatment) |
| Cash Assistance Program for Immigrants | Parenting Classes | Teen Services/SAFE Place1-800-718-4357 |
| 1-877-505-4630 | | (Northern California Family Center) |
| Citizenship Education | C.O.P.E. Family Support Center925-689-5811 | Transportation |
| Acalanes Adult Education | Crockett Counseling Center 925-370-6544 | · |
| Martinez Adult Education | Martinez Adult Education925-228-3276 | Bay Area Travel Information 511 |
| Mt. Diablo Adult Education925-685-7340 | Monument First 5 Center | BART |
| Immigration & Naturalization Services | Mt. Diablo Adult Education925-685-7340 Second Nature Behavioral Health 510-610-4799 | County Connection/County Link925-676-7500 |
| (Catholic Charities of the East Bay)925-825-3099 | Second Nature Benavioral Health 310-610-4799 | Mobility Matters |
| Refugee & Immigrant Services925-927-2000 | Pregnancy | Monument Community Shuttle 925-682-8248 |
| (Jewish Family & Community Services of the East Bay) Refugee Health Program 925-313-6893 | Birthright | Utility Assistance |
| Stand Together Contra Costa925-900-5151 | Black Infant Health (CCHS)925-313-6254 | Colifornia Alternata Batas for Engrave (CABE) |
| Rapid response and immigration legal services in | Healthy Families America (CCHS) 925-313-6254 | California Alternate Rates for Energy (CARE) Program1-866-743-2273 |
| Contra Costa County. | Healthy Start (CCHS)925-370-5495 | Low-Income Home Energy Assistance |
| U.S. Citizenship and Immigration Services | Independent Adoption Center 925-827-2229 | Program (LIHEAP) |
| 1-800-375-5283 | Medical Legal Partnership (FMCH)800-880-8047 | Medical Baseline Program Relief for Energy |
| Information & Referral | Options for Women | 1-800-743-5000 |
| iniormation & Referral | Planned Parenthood 1-800-230-7526 | Utility Shut-off Assistance 1-800-743-5000 |
| 2-1-1 Contra Costa | Prenatal Care Guidance925-313-6254 | Vatarras |
| (Contra Costa Crisis Center) | (CC Health/First 5) Safely Surrendered Baby1-800-833-2900 | Veterans |
| Information & Assistance for Seniors & Dependent Adults1-800-510-2020 | · | Berkeley Food & Housing Project.855-862-1804 |
| Dependent Adults1-600-310-2020 | SUBSTANCE ABUSE & PREGNANCY | Contra Costa County Veterans Services |
| Legal & Mediation Services | La Casa Ujima | 925-313-1481 |
| Bay Area Legal Aid510-250-5270 | Ujima Central Mothers' Program925-691-5083 | Concord Veterans Center925-680-4526 |
| Lawyer Referral Service | Rape/Victims of Crime | Martinez VA Outpatient Clinic 925-372-2000 |
| (Contra Costa County Bar Association) | | SHELTER, Inc |
| CCC Dept. of Child Support 1-866-901-3212 | Central Family Justice Center 925-521-6366 Community Violence Solutions .1-800-670-7273 | Veterans Suicide Hotline1-800-273-8255 |
| CC Senior Legal Services925-609-7900 | Crockett Counseling Center 925-370-6544 | Volunteer Opportunities |
| Conflict Resolution/Mediation | Discovery Counseling Center 925-837-0505 | |
| (Center for Human Development)925-349-7344 | Rape, Abuse & Incest National Network | Caring Hands (John Muir) 925-952-2999 |
| Family Law Facilitatorwww.cc-courts.ca.gov | 1-800-656-4673 | Contra Costa Crisis Center 925-939-1916 |
| (Divorce, child custody, support, paternity issues, help) | Second Nature Behavioral Health 510-610-4799 | Contra Costa Society for the Prevention of |
| Medical Legal Partnership (FMCH)800-880-8047 Victim Witness Assistance925-957-8650 | Victim Witness Assistance Program | Cruelty to Animals |
| Victim Witness Assistance | 925-957-8650 | Food Bank of Contra Costa & Solano |
| Low Cost Internet | Soniar Sarvinas | |
| Access from AT&T1-855-220-5211 | Senior Services | Meals on Wheels |
| Comcast Internet Essentials 1-855-846-8376 | Adult Day Services Network925-682-1000 | Mobility Matters 925-284-4831 |
| Omioast internet Essentials 1-033-040-83/0 | Alzheimer's Association1-800-272-3900 | Volunteer Opportunities 2-1-1 |
| Mental Health | An Elderly Wish Foundation 925-978-1883 | |
| | Caring Hands (John Muir) 925-952-2999 | |
| Access Mental Health Appointment Line for | CC Café (Hot lunch program) | |
| Contra Costa County | Concord | |
| Bay Area Psychotherapy Institute925-284-2298 Center for Human Development925-687-8844 | Martinez | |
| Adolescent, Adult & Children's Psychiatric | Pleasant Hill | |
| Programs | Rossmoor | Need help and don't know where to go? |
| (John Muir Health Behavioral Health Center) | Walnut Creek. 925-280-7310 | Call 2-1-1 or visit www.211cc.org |
| Contra Costa Crisis Contor 2.1.1 | 7 unia Cick | Jan 2 1 51 101 100.019 |

Eldercare Locator.....1-800-677-1116

ONLINE EMPLOYMENT SEARCH AND SUPPORT

Cal Jobs

Website: www.caljobs.ca.gov

Job Posting search engine (Bay Area Job Bank)

Bay Area Careers

Website: 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 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

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, www.indeed.com,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

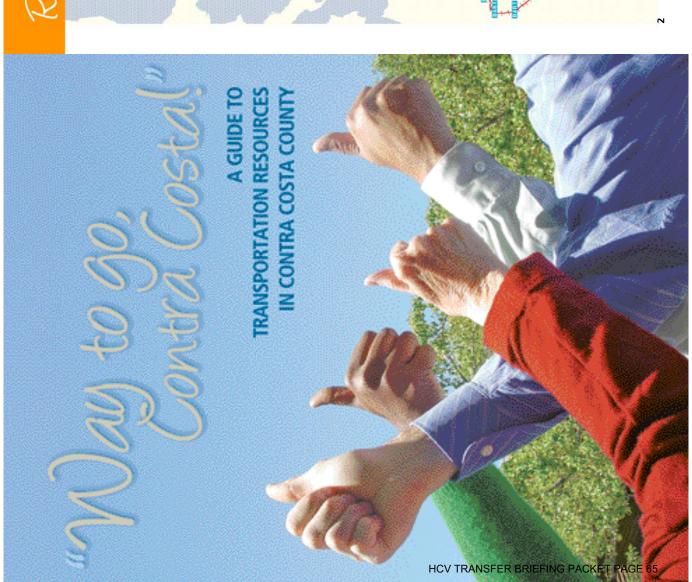
Gateway To Careers

Website: www.gatewaytocareers.com/jobseekers-guide 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 Job Posting and Recruitment for Contra Costa County

san ramon danville concord pleasant hill walnut creek 089 CONTRA COSTA COUNTY PUBLIC TRANSPORTATION orinda 24 martinez Zeady. Set. Go! Legend hercules richmond el cerrito pinole san pablo





Which Service is Right for You?

transportation needs, at least some of the time. Depending where groups of riders. Many regular transit services meet most people's you live, your age, and a disability you may have, you could be Different types of transit services are appropriate for different eligible for other transportation programs and services.

| ER BR | Which service can I use if I am | Regular Bus and Rail Service | A Community-Based Transportation Program | An ADA Paratransit Program |
|--------|---|---------------------------------|--|-------------------------------------|
| IEFING | A senior citizen? | Yes | Depends on program in your community | Depends on your physical ability |
| PACK | Certified ADA-eligible? | Yes | Yes | Yes |
| ET PAC | Disabled, but not ADA-certified? | Yes | Depends on program in your community | No. |
| SE 66 | Neither a senior nor have a disability? | Yes | No | No |

How To Use This Guide

you need to use the transportation This guide has been designed to Bay Area. You can use this guide quickly give you the information Contra Costa County and the choices available to you in in several ways.

Community

Community" section beginning on page 4. To search for transportation choices in each city or community within Contra Costa County, go to the "Services By

3v Transit Provider

provider, see the map on this page and go to the "Local Public Transit" section To identify your local public transit beginning on page 11.

v ADA Paratransit

Provider

See the "ADA Paratransit Providers" section beginning on page 20.

511 Information

"511 Information" section beginning on page 23. For Information on Free and Regional Transportation, see the For Information on Fares, Schedules Transit Trip Planning, see page 23.

Ouick Reference

about Transportation, see the "Quick List Telephone Info" section on page 28. For Telephone or Internet Information

services by Community

Under each community, you'll see listed: the bus service, the ADA paratransit service and any commu-This section lists the transportation services available in each community in Contra Costa County, nity-based transportation services available. For service between cities see the map on page 2.

alamo

Bus Service: County Connection see page 13

ADA Paratransit:

County Connection LINK, see page 20

bay point

Bus Service: Tri Delta Transit,

ADA Paratransit: Tri Delta Transit's see page 14

ADA Paratransit: County Connection

Bus Service: County Connection,

see page 13

concord

Dial-A-Ride, see page 21

brentwood

Concord Senior Transportation Project Service: Currently developing several

Community-Based

LINK, see page 20

Fransportation:

For Information: Contact the senior transportation options.

Concord Senior Center at

(925) 671-3320

Bus Service: Tri Delta Transit,

ADA Paratransit: Tri Delta Transit's Dial-A-Ride, see page 21

ADA Paratransit: Tri Delta Transit's

Dial-A-Ride, see page 21 Community-Based

Bus Service: Tri Delta Transit

see page 14

antioch

clavton

Service: Door-to-door paratransit. Service Area: Antioch city limits.

Antioch Senior Bus Program

Transportation:

crockett

Bus Service: County Connection, see page 13

ADA Paratransit: County Connection

through Friday from 8:00 a.m. Hours of Operation: Monday

LINK, see page 20



Bus Service: WestCAT, see page 15 ADA Paratransit: WestCAT Dial-A-Ride, see page 22



Services by Community



Bus Service: County Connection.

see page 13

LINK, see page 20

danville

Bus Service: AC Transit, see page 12

el cerrito

ADA Paratransit: East Bay

Paratransit, see page 20

Community-Based

Fransportation:

Shopping Trips

nercu es

Service: Group shopping trips that

Center after lunch. On the return

trip, riders are driven directly to leave from the El Cerrito Senior

Service Area: El Cerrito.

their homes.

Bus Service: WestCAT, see page 15 **ADA Paratransit: WestCAT**

Dial-A-Ride, see page 22

Community-Based Transportation:

Service: Shopping trips from the Senior Center Shopping Trips

Other Services: Group day trips.

until 3:00 p.m.

Telephone Information:

(510) 215-4340

and Thursday from 12:45 p.m. Hours of Operation: Monday

month. This service is provided by WestCAT in cooperation with the Hercules Senior Center twice a Hercules Senior Center and the Service Area: Hercules and Arbors Senior Apartments. surrounding areas.

Application: Call (510) 215-4340 Eliqibility: For El Cerrito residents who are disabled or older adults.

Telephone Information: Hours of Operation: Call for information.

Bus Service: AC Transit, see page 12

el sobrante

ADA Paratransit: East Bay

Paratransit, see page 20

Hercules and surrounding areas. Eligibility: Seniors residing in

afayette

Bus Service: County Connection,

ADA Paratransit: County Connection

Community-Based Fransportation:

LINK, see page 20

Fransportation Project Lamorinda Senior

Service: Currently developing several For Information: Contact Lafayette Senior Services at (925) 284-5050 senior transportation options.

martinez

Bus Service: County Connection, see page 13

ADA Paratransit:

County Connection LINK, see page 20



moraga

Bus Service: County Connection, see page 13

ADA Paratransit:

County Connection LINK, see page 20

oaklev

Bus Service: Tri Delta Transit,

ADA Paratransit: Tri Delta Transit's Dial-A-Ride, see page 21 see page 14

orinda

Bus Service: County Connection, see page 13 ADA Paratransit: County Connection -INK, see page 20

orinda continued...

The Orinda Association's Community-Based Seniors Around Town Fransportation:

own cars. Note: this service is schedservice by volunteer drivers in their program featuring door-to-door Service: Registered rideshare uled to begin operation

Service Area: Orinda and Hours of Operation: neighboring cities. on July 1, 2005

Telephone Information: By pre-arrangement. (925) 254-0800

Volunteer drivers minimum age 25. Application: Call (925) 254-0800 Orinda residents aged 65 or older. www.orindaassociation.org Eligibility: Riders must be Website Address:

pinole

Bus Service: WestCAT, see page 15 ADA Paratransit: WestCAT

Dial-A-Ride, see page 22 Community-Based Transportation:

lunch at the Pinole Senior Center for Service: Door-to-door service to persons who are homebound. Homebound

Thursdays, 11:00 a.m. until 1:00 p.m. Hours of Operation: Mondays and Pinole and outlying areas. Other Services: Day trips. Telephone Information: Service Area:

Application: Call (510) 724-9802 Eligibility: Homebound residents. (510) 724-9802

Services by Community

pittsburg

Bus Service: Tri Delta Transit,

ADA Paratransit: Tri Delta Transit's Dial-A-Ride, see page 21 see page 14

pleasant hill

Bus Service: County Connection, see page 13

ADA Paratransit:

County Connection LINK, see page 20 Community-Based

Pleasant Hill Senior Van Service **Fransportation:**

Service: Door-to-door van service. with medical appointment trips Service Area: Pleasant Hill, to Concord, Martinez and Walnut Creek.

pleasant hill continued...

9:00 a.m. until 12:00 p.m., and 1:00 p.m. until 4:00 p.m. Monday through Friday, Telephone Information: Hours of Operation: (925) 671-5272

Application: By reservation 24 hours residents ages 55 years and older. in advance. Call (925) 671-5272 Eligibility: For Pleasant Hill

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; San Pablo, El Sobrante, and parts of Albany, Kensington and Pinole. North Richmond, El Cerrito, subsidized taxi vouchers. Service Area: Richmond,

Taxi vouchers can be used anytime. Paratransit: Weekdays from 8:30 a.m. until 4:00 p.m.; Hours of Operation:

richmond continued...

Additional Services:

Transportation to nutrition sites; special purpose group trips. group shopping trips; and Telephone Information:

or (510) 307-8028 Website Address:

(510) 307-8026, (510) 307-8027,

Richmond, El Sobrante, unincorpo-Application: Call (510) 307-8026 disabilities that prevent access to Eligibility: Seniors aged 65 years or older, or persons with physical public transportation, Applicants must reside in Richmond, North rated San Pablo, or Kensington. www.ci richmond.ca.us

rodeo

Bus Service: WestCAT, see page 15 ADA Paratransit: WestCAT Dial-A-Ride, see page 22



Senior Van Service Pleasant Hill

Services by Convunity

san pablo

Bus Service: AC Transit,

ADA Paratransit: East Bay Paratransit, see page 20

Community-Based

Subsidized Paratransit Tickets Transportation:

eligible riders of East Bay Paratransit. Service: Sells subsidized tickets to

Hours of Operation: Tickets available 4:00 p.m. at the San Pablo Senior weekdays from 8:30 a.m. until Service Area: San Pablo.

Other Services: Group day trips Center, or by mail.

Eligibility: San Pablo residents Telephone Information: (510) 215-3095

who are eligible riders of East Bay

Application: East Bay Paratransit for ADA paratransit application.

Transportation:

Senior Express Van

san ramon

Bus Service: County Connection, see page 13

ADA Paratransit:

County Connection LINK, see page 20

Community-Based

Service: Door-to-door service to and from the San Ramon Senior Center.

san ramon continued..

Center at 8:30 a.m. for morning pick up, and the return trip home leaves through Fridays, leaves the Senior the Senior Center at 3:00 p.m. Hours of Operation: Tuesdays Service Area: San Ramon. Telephone Information:

Eligibility: San Ramon residents www.sanramon.ca.gov Website Address: (925) 973-3250

Application: By reservation 24 hours in advance. aged 55 or older.

\$1.00 each way



County Connection LINK, see page 20 Bus Service: County Connection. **ADA Paratransit:** see page 13

walnut creek

Community-Based Fransportation:

Walnut Creek Seniors' Club

Service: Door-to-door van service. Service Area: Walnut Creek city limits.

Weekdays 9:00 a.m. until 12:00 p.m., and 12:30 p.m. until 3:30 p.m.

Telephone Information: Website Address: (925) 933-1434

residents, must be a member. Eligibility: For Walnut Creek www.walnut-creek org

Rossmoor/ Golden Rain Foundation Services: Fixed-Route Bus Service,

Service Area: Rossmoor Community and nearby shopping and medical Paratransit, and Dial-A-Bus. facilities.

Hours of Operation: Daily. public transportation. and quests.

Application: By reservation Hours of Operation: 24 hours in advance. Mini Bus Service

Additional Services: Travel Training Eligibility: For Rossmoor residents to familiarize residents with using Telephone Information: www.rossmoor.com Website Address: (925) 988-7676

SENIOR CENTER EXPRESS

Application: Resident identification

9

Local Public Transit Services

Local Public Transit Services

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 transportation for many people. Regular bus routes and trains Buses and trains are the most convenient forms of public

board. Arrive at the stop a few minutes early.

than paratransit. If you are unfamiliar with using public transit, travel Regular public bus fares can also be 50 to 75 percent less expensive and safely on a bus or train. Call your local transit service for more training may be available to teach you how to travel comfortably information. Regular bus routes are also accessible. The Americans with Disabilities to people with disabilities. Here are some of the features you will find Act (ADA) requires that transit agencies make their services accessible 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 is
- including the best way to reach your destination. This information Route and schedule information provided by transit agencies, 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.





If you have questions about the public bus (Phone numbers are listed on call 511 or contact your local transit agency directly. each agency) the following pages under services in your area,

AC Transit



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







East Bay Paratransit service available, see page 20



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

305

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



County Connection







Tri Delta Dial-A-Ride Paratransit service available, see page 21

7

13

County Connection LINK Paratransit service available, see page 20

Local Public Transit Services

WestCAT

service to El Cerrito del Norte BART, the Hilltop area, and to Martinez Hercules and the unincorporated communities of Montalvin Manor, Tara Hills, Bayview, Rodeo, Crockett, and Port Costa, with regional Serves: Western Contra Costa County communities of Pinole and

Telephone Information: 511 or (510) 724-7993

Website: www.westcat.org



Paratransit service available, see page 22 WestCAT Dial-A-Ride

BART

Pleasanton/Dublin. BART provides service from Contra Costa County Serves: Rail service from Pittsburg/Bay Point in East County through to destinations in Alameda, San Francisco and San Mateo Counties. Central County; and from stations in Richmond and El Cerrito in Concord, Pleasant Hill, Walnut Creek, Lafayette and Orinda in West County. Nearby BART service is also available from

Telephone Information: 511 or (925) 676-2278 or (510) 236-2278



Regional Transit Discount Card

disabilities and senior citizens 65 years of age or older. Applications are accepted at all San Francisco Bay Area transit systems and then 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 information is verified and an eligibility determination is made. forwarded to a central office where applications are reviewed,

An RTC Discount ID Card will be mailed to eligible applicants within 21 days.

Program, contact your local public transit service or go online For more information on the Regional Transit Discount Card to www.511.org

15

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 Enacted in 1990, the Americans with Disabilities Act (ADA) required services operate in the same area, on the same days and during the of the time. ADA paratransit is a parallel service to regular public transportation services (buses and trains). This means paratransit same hours as the public transit operates.

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 Paratransit drivers do not enter people's homes or their destination locations. Riders who need extra assistance beyond what the driver assigned may vary by up to one hour from the time you requested. Paratransit service may be provided on small buses, vans, taxis, or vehicle may make several stops on the way to your destination to your door or at the curb and takes you to your destination. The provides may bring an assistant or "attendant" with them at no pick up or drop off other passengers. The pick up time you are 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.

HCV TRANSFER BRIEFING PACKET PAGE 73

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)





Applying for **Eligibility**

should call your local transit agency to find out more information. The eligibility process may vary slightly by transit agency, so you In general, the process includes the following steps:

How Do I Become Eligible for ADA Paratransit Services?

- 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.
- you to send additional information, contact a health professional to After reviewing your application, agency staff may contact you, ask 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 evaluation and you may also bring additional documentation, but using a bus or train. You may bring somebody with you to the these are not required.
- temporary eligibility allowing you to use paratransit until the agency received or you have completed the in-person evaluation, the transit If you do not receive this letter within 21 days, you will be given Within 21 days after your completed application form has been agency will send you a letter regarding your eligibility status. makes a final determination.
- you will receive a brochure with more information about paratransit, If your eligibility application for ADA paratransit service is approved, 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?**

ADA paratransit, you must be unable to use buses or trains some or eligibility. Similarly, eligibility is not based on your age, your inability all of the time because of a physical, cognitive, visual or psychiatric disability. Difficulty using public transportation, or being diagnosed inconvenient, does not qualify for ADA paratransit. To qualify for Not necessarily. A person who is able to use buses and trains all as having a disability, are not automatic grounds for paratransit of the time to get around, even though it may be difficult or 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.

- also be eligible to take some or all of your trips using your local the service is available. Depending on where you live, you may FULLY ELIGIBLE riders may take paratransit trips at any time 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 transit. Persons who are temporarily eligible for ADA paratransit may also be eligible for their local community-based program, depending time their disability is expected to prevent them from using regular on the eligibility requirements.
- determined that you are able to take regular transit, and you may IF YOU ARE DENIED ELIGIBILITY this means that the agency has included on the application form. Even if you are found ineligible for ADA paratransit, you may still be eligible to use your own not use paratransit service. If you disagree with the agency's decision, you may appeal. Instructions on how to appeal are community-based paratransit program, depending on the eligibility requirements.

ADA Paratransit Providers

County Connection LINK

of Central Contra Costa County Connection's paratransit service that operates in the same area as County Connection's buses. Service: The LINK is County

Hours: Available during the Connection bus service. same hours as County

ADA transportation for people Eligibility: The LINK provides who are unable to use the County Connection's fixedroute bus service because

or to another Bay Area transit agency.

ADA certification application.

Apply to the County Connection you must complete a Bay Area

Application: To use the LINK

of a disability or a disabling

health condition.

(925) 676-7500 • www.cccta.org

East Bay Paratransit Consortium

BART to meet the requirements of the ADA. Service is available from points in Alameda County Service: East Bay Paratransit is Service is also available to and BART and AC Transit operate. sponsored by AC Transit and in the same area of Western Contra Costa County where and San Francisco.

BART trains are running in the Hours: Available during hours when AC Transit buses or service area.



provides ADA transportation for AC Transit buses or BART trains Eligibility: East Bay Paratransit people who are unable to use because of a disability or a disabling health condition.

Paratransit you must complete a application. Apply to East Bay Application: To use East Bay Paratransit or to another Bay Bay Area ADA certification Area transit agency. (510) 287-5000 or (800) 555-8085 • www.actransit.org or www.bart.gov

Tri Delta Transit's Dial-A-Ride



Iri Delta Transit or to another 3ay Area transit agency. Eastern Contra Costa County as Service: Dial-A-Ride is Tri Delta Fransit's paratransit service that Iri Delta Transit's buses. There are two categories of service: operates in the same area of ADA Eligible and Non-ADA Eligible.

ADA Eligible Service

Antioch, Bay Point, Brentwood, specific boundaries and times. The general service area is: Service Areas: Call for Oakley and Pittsburg.

General Service Hours:

Sunday 7:00 a.m.-1:00 a.m. Monday–Friday 3:00 a.m.– Eligibility: This service is 6:00 a.m.-1:00 a.m.; midnight; Saturday

defined by the Americans with egular fixed route bus service. because of their disability as available to individuals who, Disabilities Act, cannot use

(925) 754-6622 • www.trideltatransit.com

Application: To use the ADA service you must complete a Bay Area ADA certification application. Apply to the

Non ADA Service

Service Areas: Call for specific Eastern Contra Costa County. general service area is all of boundaries and times. The

General Service Hours:

Saturday 10:00 a.m.-5:30 p.m. 6:30 a m -5:30 p m; Monday-Friday

available to individuals who are 65 years or older if they complete Tri Delta Transit's Eligibility: This service is travel training program.

(925) 754-6622. They can also 801 Wilbur Avenue, Antioch. oe obtained at the Tri Delta ransit administrative office: can be requested by calling Application: Applications

ADA Paratransit Providers, continued...

WestCAT Dial-A-Ride





eligible to use Dial-A-Ride service of Western Contra Costa County the areas of Rodeo and Crockett as WestCAT's buses. Dial-A-Ride under ADA, and the Dial-A-Ride makes it difficult for large buses to operate, the general public is within the WestCAT service area. available to seniors aged 65+ in their ADA status. In addition, in where the topography and the The Americans with Disabilities service, which WestCAT makes that operates in the same area Act (ADA) service, for disabled WestCAT's paratransit service service has two components: the service area regardless of individuals who are certified configuration of the streets Service: Dial-A-Ride is

Weekdays 6:00 a.m.—8:00 p.m.; Saturdays 9:00 a.m.-7:00 p.m.

apply for Dial-A-Ride service by Disabilities Act by filling out an individuals have to be certified database. Seniors age 65+ can service under ADA, disabled Eligibility: For Dial-A-Ride under the Americans with application in order to be entered into the regional phone (see below).

certification application. Apply to with the WestCAT Administrative name, date of birth, address and WestCAT or to another Bay Area Office. This process can be done Dial-A-Ride service may register transit agency. Seniors age 65+ who want to participate in the Application: A non-senior or over the phone by providing those desiring to use other complete a Bay Area ADA paratransit systems must phone number. (510) 724-7993 • www.westcat.org

7

(ransportation Kesowces

telephone, other informational materials, the Internet and by participating in citizen advisory committees. Opportunities to learn more about transportation alternatives in Contra Costa County are available via

Telephone and Website Information

511 Transportation Information

online at

information on driving times, traffic conditions, public transit routes, agency in the San Francisco Bay Area. 511 gives up-to-the-minute Call 511 to connect with your transit agency or any other transit 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.

also provides details on regular public transportation routes and fares under the name of your Community-Based Transportation Program on about the ADA paratransit provider that operates in your area. 511 To contact your local community-based program, check the listings 511 is a convenient resource for trips within Contra Costa County 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 or whenever you need to go somewhere else. For example, to pages 4 through 10.

The 511 system also has the 511 Take Transit Trip Planner which can be accessed online at 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, ime estimates and location maps.

Free Transit Trip

Planning

Contra Costa

County Information Program (I & A) and Assistance

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 Information & Assistance provides information, referrals to available in Contra Costa County.

23 In Contra Costa County, call toll-free, (800) 510-2020. From all other of the Contra Costa County Aging & Adult Services, a bureau of the locations, call (925) 229-8434. Information & Assistance is a service Employment & Human Services Department. I & A services are free to callers regardless of income.

Iransportation Resources

Telephone and Website Information, cont.

Online Resource Guide

"Way To Go, Contra Costa!" Transportation Resource Guide You can view and download an electronic version of the





511 Contra Costa

traffic congestion and improve air quality by maximizing the use of alternative commute methods to solo drivers. These efforts reduce 511 Contra Costa is a program which promotes the use of include: Carpool, Vanpool, Transit, Carpool to BART, Bike,

the San Francisco Bay Area. The video is available in English, Spanish, Public Transit Work for You" which provides information on how to are interested in learning how to utilize the public transit systems in the existing roadway system. Examples of the commute alternative 511 Contra Costa has produced a 10-minute video titled "Making video is free of charge and is helpful to individuals or groups who incentive programs which are implemented by 511 Contra Costa read a transit schedule and plan for a trip on public transit. The Telecommuting, Walking and Guaranteed Ride Home from the work place. For more information about 511 Contra Costa go Vietnamese, Laotian, Mien and Punjabi. To request a copy call online to www.511contracosta.org or call (888) 833-4499.

(510) 215-3035 or go online to www.511contracosta.org.

Information in other Formats and Languages

This guide, "Way To Go, Contra Costa!", is available online at 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

AARP Driver Safety

Program

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

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.

Transportation Resources

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 (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

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.



25

Website: www.dvc.edu/emeritus

Quick List Telephone Info

transportation anywhere in the Bay Area dial...511

or go online...WWW.511.org

Opportunities to Participate

Advisory Council on Aging Transportation Work Contra Costa County Group (TWG) of the

works to affect transit policy and maintains contact with the various and affordability of transit services. Meetings are open to the public; County. The TWG generally meets monthly on the second Thursday The Transportation Work Group concerns itself with issues relating to the transportation needs of the County's older adults. The TWG transportation service providers, seeking coordination, accessibility, of the month at the offices of the Contra Costa County Aging & membership is open to any interested resident of Contra Costa 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.

Paratransit Coordinating Contra Costa County Council (PCC)

paratransit for consumers. Meetings are open to the public; members fourth Monday at 2:00 PM at the CCTA office, 3478 Buskirk Avenue, Iransportation Authority (CCTA) Board on how Measure C and other how paratransit services can be coordinated in Contra Costa County; Suite 100, Pleasant Hill, CA 94523. Call CCTA at (925) 407-0121 or are appointed. The PCC generally meets every other month on the check online at www.ccta.net for meeting schedules and locations. The PCC is a committee responsible for advising the Contra Costa and what can be done to improve services and information about funds are distributed to each of the county's paratransit providers;

Local Transit Advisory Committees

regular transit user, your participation would be valued. Contact your advisory committees throughout Contra Costa County. If you are a Transit and paratransit operators seek consumers to participate on ocal transit service provider to find out how you can participate.

Regional Transportation Planning Committees

27 transportation committees that advise the Authority on transportation For more information call CCTA at (925) 407-0121 or check online policy, projects and funding. The meetings are open to the public. The Contra Costa Transportation Authority has four regional at www.ccta.net for meeting schedules and locations.

Contra Costa County Information and

Assistance Program (I & A)

call toll-free (800) 510-2020 In Contra Costa County,

From all other locations, call (925) 229-8434

511 Contra Costa

Or www.511contracosta.org Call toll-free (888) 833-4499 (commute alternative information)

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

(925) 676-7500 County Connection

(925) 754-6622 **Iri Delta Transit**

NestCAT

510) 724-7993

Community-Based Transportation Services

Community Residents Only. For More Information see the section Note: Most Community-Based Transportation Services are for on Community-Based Transportation beginning on page 4.)

(925) 754-1080 Antioch Senior Bus Service

Richmond Paratransit

(510) 307-8026

Fransportation Project (925) 671-3320 **Concord Senior**

San Pablo Paratransit

Ficket Program

(510) 215-3095

El Cerrito Senior Center (510) 215-4340 Shopping Trips

Hercules Senior Center 510) 799-8219 **Shopping Trips**

Walnut Creek Seniors' Club Mini Bus Service

925) 933-1434

(925) 973-3250

San Ramon Senior

Express Van

ransportation Project 925) 284-5050 .amorinda Senior

Rossmoor Transportation

(Walnut Creek)

925) 988-7676

Orinda Seniors

(925) 254-0800 **Around Town**

Pinole Senior Center **Homebound Service** 510) 724-9802 Pleasant Hill Senior 925) 671-5272

www.cccounty.us/ehsd

28

Mobility is the key to independence for everyone. The "Way to Go, Contra Costa!" Transportation from the Contra Costa County Area Agency on to thank the transportation providers of Contra Costa County, whose guidance and assistance Aging. The Senior Mobility Project would like Aging & Adult Services Bureau, with funding Senior Mobility Project of the Contra Costa Resource Guide was produced by the made this guide possible.

online at WWW. CCCOUNTY. us/ehsd is also available

The "Way To Go,

Contra Costa!" Transportation Resource Guide

 $\frac{\text{Contra Costa County}}{Ag\underline{ing}} \underbrace{ \mathcal{S}Adult\ Services}_{\text{A Bureau of the Employment \mathcal{S} Human Services Department}}$

40 Douglas Drive, Martinez, CA 94553 (925) 313-1500 • (925) 313-1575 fax John Cottrell, Director

website: www.cccounty.us/ehsd

Rev June 2011

Map of Contra Costa Workforce Collaborative Sites

As of January 2019



1. Rubicon Concord Comprehensive AJCC

(925) 765-7293

2. Martinez Adult Center

3. Mt. Diablo Adult Center

(925) 685-7340 x6730

4. Lao Family Community Development

1865 Rumrill Blvd. Ste. B | San Pablo, CA 94806 (510) 215-1220

5. San Pablo Economic Development Corp. 13830 San Pablo Avenue, Ste. D | San Pablo, CA 94806

6. New Horizons

199 Parker Ave. I Rodeo, CA 94572 (510) 799-2916

7. Opportunity Junction

3102 Delta Fair Blvd. I Antioch, CA 94509 (925) 776-1133

8. Rubicon Antioch

9. Liberty Adult Center (925) 634-2565 x1039

10. Pittsburg Adult Center

JobCenter **America**'s

of California^{sw} Access Points

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!







- → 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





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 <u>hoy</u>!



- 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!







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!





- College and Technical Training
- → First-Time Homebuyer Classes
- → Credit & Debt Repair Services
- → GED & HiSET Classes

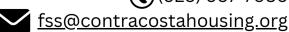




- Economic Empowerment Tools
- Goal Setting & Case Management
- The FSS Savings Account where the Housing Authority can deposit \$\$\$ when you accomplish goals!

Call or email today!

(925) 957-7036







¿Eres joven de crianza y solo tienes 3 años con el bono?



¡No pierda la oportunidad de unirse al Equipo de Autosuficiencia Familiar!



Un entrenador de FSS puede ayudarlo a conectarse...

Family Self Sufficiency Contra Country Country

- 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

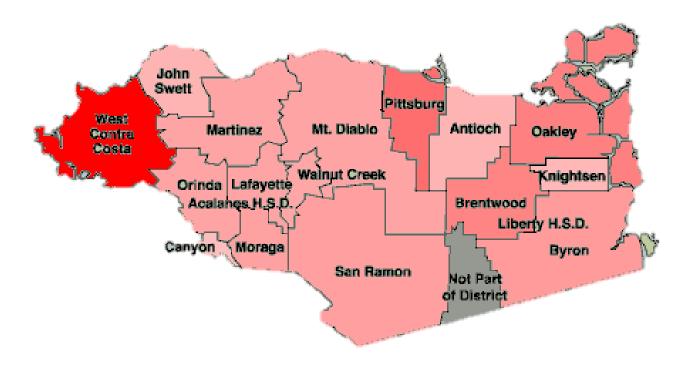




CONTRA COSTA SCHOOL DISTRICTS

| DISTRICT | <u>ADDRESS</u> | PHONE | |
|--|--|----------------|--|
| Acalanes Union High www.acalanes.k12.ca.us | 1212 Pleasant Hill Rd., Lafayette, CA 94549 | (925) 280-3900 | |
| Antioch Unified www.antioch.k12.ca.us | 510 G Street, Antioch, CA 94509 | (925) 779-7500 | |
| Brentwood Union www.brentwood.k12.ca.us | 255 Guthrie Lane, Brentwood, CA 94513 | (925) 513-6300 | |
| Byron Union www.byronunionschooldistrict.us | 14301 Byron Highway, Byron, CA 94514 | (925) 809-7500 | |
| Canyon www.canyon.k12.ca.us | P.O. Box 187 Pinehurst Rd., Canyon, CA 94516 | (925) 376-4671 | |
| John Swett Unified www.jsusd.org | 400 Parker Ave., Rodeo, CA 94572 | (510) 245-4300 | |
| Knightsen Elementary www.knightsen.k12.ca.us | 1923 Delta Rd., Knightsen, CA 94548 | (925) 625-0073 | |
| Lafayette www.lafsd.k12.ca.us | 3477 School Street, Lafayette, CA 94549 | (925) 927-3500 | |
| Liberty Union High libertyunion.schoolwires.net/ | 20 Oak Street, Brentwood, CA 94513 | (925) 634-2166 | |
| Martinez Unified www.martinez.k12.ca.us | 921 Susana Street, Martinez, CA 94553 | (925) 335-5800 | |
| Moraga www.moraga.k12.ca.us | 1540 School Street, Moraga, CA 94556 | (925) 376-5943 | |
| Mt. Diablo Unified www.mdusd.org | 1936 Carlotta Dr., Concord, CA 94519 | (925) 682-8000 | |
| Oakley Union Elementary www.ouesd.k12.ca.us | 91 Mercedes Lane, Oakley, CA 94561 | (925) 625-0700 | |
| Orinda Union www.orindaschools.org | 8 Altarinda Rd., Orinda, CA 94563 | (925) 254-4901 | |
| Pittsburg Unified www.pittsburg.k12.ca.us | 2000 Railroad Ave., Pittsburg, CA 94565 | (925) 473-2300 | |
| San Ramon Valley Unified www.srvusd.k12.ca.us | 699 Old Orchard Dr., Danville, CA 94526 | (925) 552-5500 | |
| Walnut Creek www.walnutcreeksd.org | 960 Ygnacio Valley Rd., Walnut Creek, CA 94597 | (925) 944-6850 | |
| West Contra Costa Unified www.wccusd.net | 1108 Bissell Ave., Richmond, CA 94801 | (510) 231-1100 | |

CONTRA COSTA SCHOOL DISTRICTS

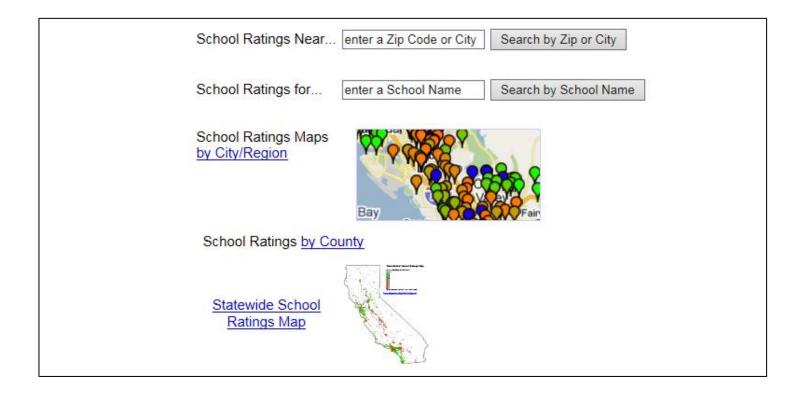


COMMUNITY COLLEGES IN CONTRA COSTA

| DISTRICT | ADDRESS | PHONE |
|---|---|----------------|
| CC Community College District www.4cd.edu | 500 Court Street, Martinez, CA 94553 | (925) 229-1000 |
| Contra Costa College www.contracosta.edu | 2600 Mission Bell Dr., San Pablo, CA 94806 | (510) 235-7800 |
| Diablo Valley College www.dvc.edu | 321 Golf Club Rd., Pleasant Hill, CA 94523 | (925) 685-1230 |
| San Ramon Valley Center (DVC) www.dvc.edu/san-ramon | 1690 Watermill Rd., San Ramon, CA 94582 | (925) 809-7500 |
| Los Medanos College http://www.losmedanos.edu | 2700 East Leland Rd., Pittsburg, CA 94565 | (925) 439-2181 |
| Brentwood Center (LMC) www.losmedanos.edu/brentwood/ | 101A Sand Creek Blvd., Brentwood, CA 94513 | (510) 513-1625 |

California School Ratings

The easiest way to find and compare California public schools!



Visit: https://school-ratings.com

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

A Good Place to Live!

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.

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 windows or a first floor apartment. Worm 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:

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 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

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.

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.

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

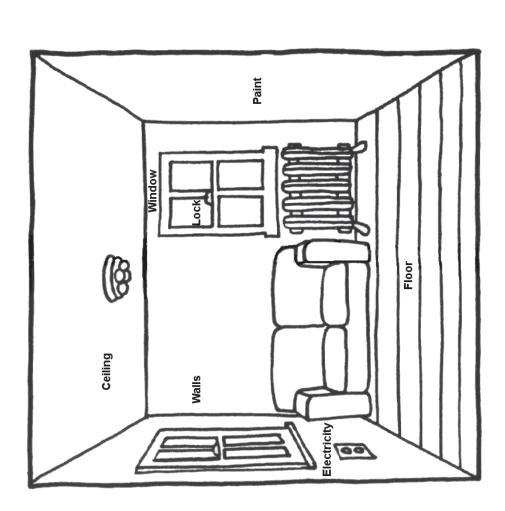
A lock that works on all windows and doors that can be reached from the outside, a common public hallway, a fire escape, porch or other outside place that cannot be reached from the ground. A window that cannot be opened is acceptable.

Paint

No peeling or chipping paint if you have children under the age of seven and the house or apartment was built before 1978.

- 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)

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.

No peeling or chipping paint if you have children under the age of seven and the house or apartment was built before 1978.

If there is a window, it must be in good condition.

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.

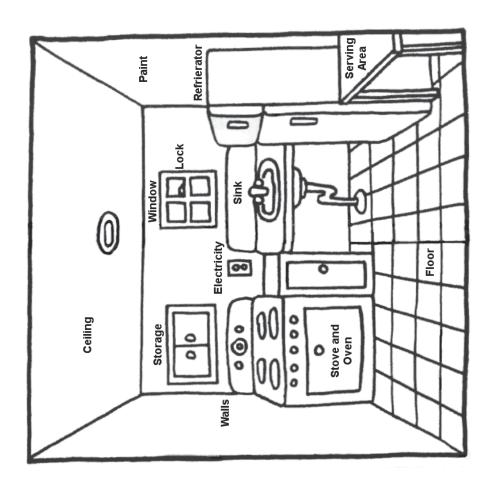
A separate dining room or dining area in the living room is all right.

RefrigeratorA refrigerator that keeps temperatures low enough so that food does not spoil. (This can be supplied by the tenant.)

A sink with hot and cold running water.

A bathroom sink will not satisfy this requirement.

- 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:

o ilio

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.

Jock L

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.

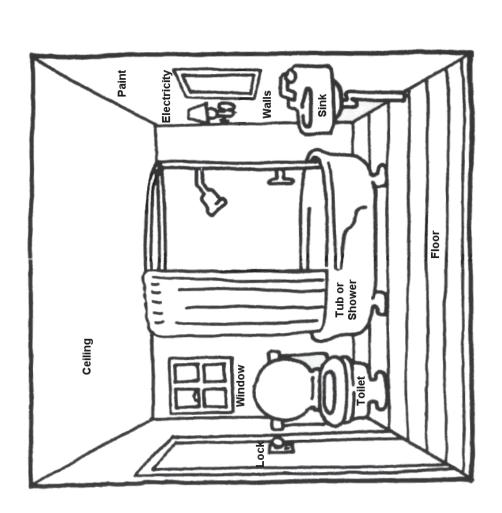
 Not acceptable are broken or frayed wiring, light fixtures hanging from wires with no other firm support (such as a chain), missing cover plates on switches or outlets, badly cracked outlets.

Sink

A sink with hot and cold running water.

A kitchen sink will not satisfy this requirement.

- 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:

CeilingA 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 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.

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.

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.

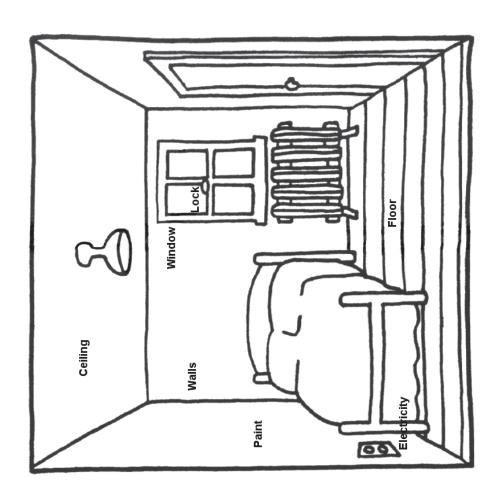
At least one window, which must be openable if it was designed to be opened, in every rooms used for sleeping. Every window must be in good condition.

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.

- 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.
- -- Is there weather-stripping? If you pay your own utilities, this may be important. -- Are there storm windows?
- 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?



Plumbing, and Heating 5. Building Exterior,

The Building must have:

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

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.

Exterior walls that are in good condition, with no large holes or cracks that would let a great amount of air get inside.

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.

A plumbing system that in connected to an approvable public or private sewage disposal system. Ask the manager or owner

No serious leaning or defects (such as big cracks or many missing bricks) in any chimneys

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.

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

Water Heater

A water heater located, equipped, and installed in a safe manner. Ask the manager

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.

- 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.

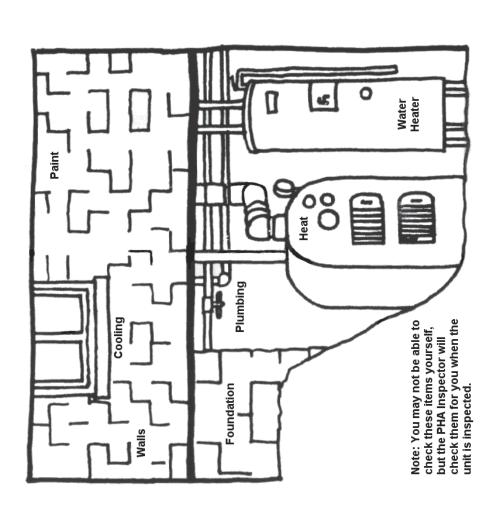
 Is there insulation?

 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?



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 hearingimpaired persons.

Fire Exits

The building must provide an alternate means of exit in care 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

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.

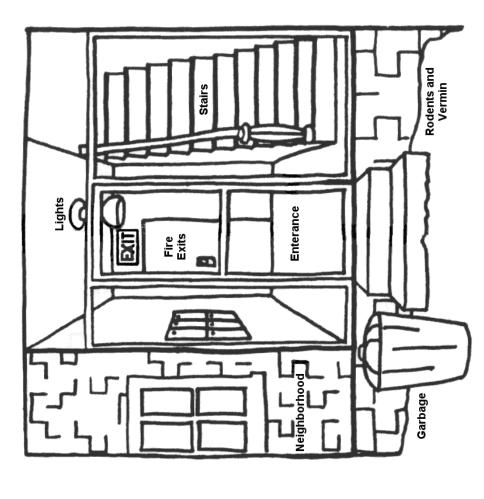
PollutionNo serious air pollution, such as exhaust fumes or sewer gas.

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 place 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 utilizes 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).



yourself, but the PHA Inspector will check them for you when the unit is inspected. check these items listed here Note: You may not be able to

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.

- Living Room
 - Bathroom Kitchen
- Other Rooms
- Building Exterior, Plumbing and Heating
- Health and Safety 4. 7. 6.

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

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 If the house or apartment passed, a lease can be signed. There may still be some items that you or pay for the materials and do if yourself.

It 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 OF THE 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 the highest rating. | is the l | owest | ratin | g and | 5 is |
| 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 |
| В. | Please comment as appropriate below: | | | | | |
| 1. | One thing that could have improved the briefing is: | | | | | |
| | | | | | | |
| 2. | What I liked best about the briefing was: | | | | | |
| | | | | | | |
| 3. | One thing I didn't understand was: | | | | | |
| | | | | | | |
| | | | | | | |

If you want to write more than will fit here, please continue on the other side.



