

WINTER
2004

Living Independently

BROUGHT TO YOU BY THE CONTRA COSTA COUNTY PUBLIC AUTHORITY ADVISORY COMMITTEE



Cathy Cratty opens doors for disabled

by Bob Cuddy

A LITTLE OVER a year ago, Cathy Cratty reached forward from her wheelchair, tugged at the door of her Bank of America branch in Antioch, and wrenched her arm. “It was very heavy,” Cathy says. “It took three weeks for my shoulder to heal.”

Cathy told the manager, Armando Quintero, that the door was “heavier than it should have been” and presented problems for disabled people. Armando listened respectfully, but didn’t spring swiftly into action. Cathy

kept after him and, later, spoke to the regional consumer marketing executive.

A few weeks later, as she went into the bank, Armando was waiting for Cathy with a big grin. He couldn’t wait to tell her that Bank of America had put a plate on the door allowing handicapped folks to open it more easily. But it got better: The Bank of America had done the same thing in 32 other branches, the entire Diablo Valley district, “all the way to Berkeley,” Cathy says.

CONTINUED ON PAGE 8

SURVEY

Consumer Satisfaction Survey Follow-up

In 2002, the Public Authority and In-Home Supportive Services surveyed recipients of In-Home Supportive Services (IHSS). The Survey responses gave IHSS, Payroll and the Public Authority an average rating of 4.3 on a scale of 5.

However, a list of comments from individuals are being reviewed and responded to by IHSS, Payroll, the Public Authority and the Public Authority Advisory Committee on an ongoing basis. The following are a few of the changes and responses that have been made to date in response to the survey.

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ADVISORY COMMITTEE

Consumer over 60

Bertha Stobb
Committee Chair
Pittsburg

Consumer under 60

Cathy Cratty
Antioch

Consumer under 60
Position vacant

Consumer over 60
David Thayer
Oakley

Consumer over 60
Ethel Dotson
Richmond

Consumer over 60
Alice Navarro
Antioch

District I
Sandra Hanson
Director
Community Based
Organization
Richmond

District II
Ruth Daniels
Nurse
Martinez

District III
Joan Weber
Advocate for Elders
Walnut Creek

District IV
Paul DeMange
Advocate for people
with disabilities
Pleasant Hill

District V
Rudolfo Barroga
IHSS provider
Bay Point

Meet your Public Authority Advisory Committee

The Public Authority Advisory Committee was established to be a forum for consumers, providers, advocates and other interested parties to express their concerns, ideas, and suggestions about policy and program development in the In-Home Supportive Services system.

An eleven member Advisory Committee (AC), appointed by the Contra Costa Board of Supervisors, meets monthly to consider issues and provide advice regarding IHSS and the Public Authority. The AC members were actively involved in urging the governor and legislators to adopt a budget that would cover the In-Home Supportive Services System, including the Public Authority.

The current members of the Advisory Committee are listed to the left. 🇺🇸



Welcome to the first issue of *Living Independently*

by **Bertha Stobb, Chair**
Contra Costa County
Public Authority Advisory Committee

As you can see, we have renamed, revamped and redesigned our newsletter! This newsletter is brought to you by the Contra Costa County Public Authority Advisory Committee, and we'll be featuring information that can help make your life easier, more productive and more exciting. There will be articles on legislation, resources, fraud alerts, interesting things to do in the Bay Area, plus spotlights on notable consumers, providers and members of the disabled community.

This issue features the results of our customer satisfaction survey, some exciting training opportunities and a cover story about Cathy Cratty—who made a big difference in getting the doors open at Bank of America.

Living Independently will be published four times a year, and if you would like to add your name, or a friend's, to our mailing list, please call Fran Smith at (800) 333-1081. If you would like a large print, text only version, please send a request in writing to Joan Luebbert, 40 Douglas Drive, Martinez, CA 94553. Include name, address and phone number.

Happy reading!

Advisory Committee Vacancy

We are looking for one individual under 60 years of age, who either is receiving In-Home Supportive Services, Personal Assistant Services or has received these services in the past. We will be filling a position on the In-Home Supportive Services (IHSS) Public Authority Advisory Committee.

The Advisory Committee meets in Martinez each month on the third Tuesday from 1:00 to 4:00 p.m. If you are interested in applying for this volunteer position you may obtain an application from the Public Authority Program Manager by calling (800) 333-1081. 🇺🇸

Bound to read BOOKS

by Bob Cuddy

Diana Burdock, 81, has been in the United States for eight years, and among the many things she brought with her from her native England is her love of reading. "I thought it was tragic if I couldn't get a book," Diana says of her days in the old country.

Jean Marana, an American through and through, comes from a family of librarians. "To me, books are things that help you widen your horizons," Jean says.

Now, that mutual love of books has brought these two readers together through Contra Costa County's "Books for the Homebound" program. Jean delivers books to Diana, and the two chat about not only literature, but life in general (including, of course, Britain's Royal family, which continues to fascinate Diana despite her many years here in the colonies).



Jean Marana delivers books to Diana Burdock, and enjoys a nice chat.

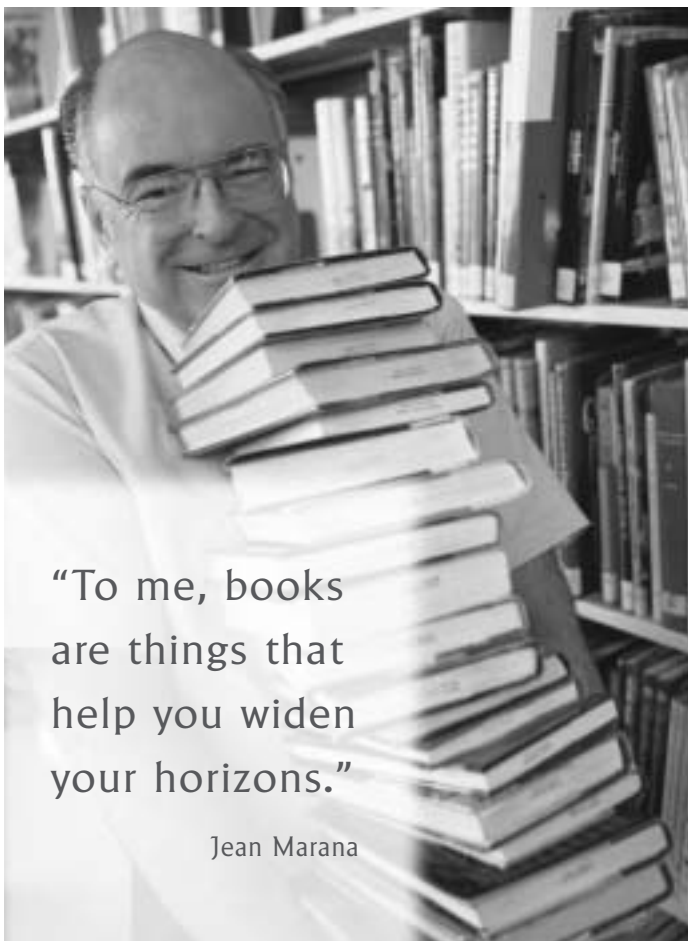
Books for the Homebound is similar to Meals on Wheels, says Susan LaPat, volunteer coordinator for the Contra Costa County Library. The free program helps homebound seniors get a library card and offers delivery and pick-up of library books. The books go to people who can't get to the library. "Reading is very important and, in addition, this gives people contact. It keeps people engaged," Susan says.

Susan says 40 clients are receiving the service and there are 25 to 30 volunteers. However, both she and Jean Marana believe those numbers could be far higher. "There are hundreds of people who would enjoy this," says Jean.

Jean, who lives in Walnut Creek, became involved three years ago. A former geriatric social worker at Rossmoor, she learned about the program on the Internet when she was looking for a way to help out.

Jean has three clients at the moment, all in Lafayette. She stops by to ask them what books they would like. Some have preferences like mysteries or non-fiction. Others simply say, "Bring me a good book to read." By spending time with the client, Jean gets a sense of what each person might like to read. The books are checked out for six weeks.

This is more, however, than a mere book delivery. It is social contact for people who sometimes don't have much, if any.



"To me, books
are things that
help you widen
your horizons."

Jean Marana

Telemarketing Scams—Protect Yourself

Fraudulent telemarketers try to take advantage of older people believing that they may be more trusting and polite toward strangers. Older women living alone are the special targets of these scam artists. Often it's hard to know whether a sales call is legitimate. Telephone con artists are skilled at sounding believable—even when they're really telling lies. Sometimes telephone con artists reach you when you're feeling lonely. They may call day after day—until you think a friend, not a stranger, is trying to sell you something.

Free prize offers, travel packages, vitamins and other health products, investments, and charities are all sometimes fraudulent offers. The telemarketer will say things such as “You must act now.” or “You've won a free prize but must pay postage and handling fees.” There should never be a fee attached to a “free” prize.

Do not send money to lotteries, and never, never, give anyone on the telephone, or in writing, your credit card number, bank account number, or Social Security number unless you called them and you know exactly whom you are dealing with. The best principle to follow is to never send money to anyone who solicits you by telephone or by mail. If you send money, your name will be placed on a “mooch list,” and your name will be sold to other telemarketers.

If you have been the victim of a financial crime, or if you suspect this abuse, you may call **Adult Protective Services in Contra Costa County at (877) 839-4347** or contact:

THE SENIOR FRAUD FIGHTER BUREAU
1000 Macdonald Ave., Suite C
Richmond, CA 94801
(510) 233-3427 or (925) 692-5880
www.elderabuseprevention-eastbay.org 🇺🇸

Fraud & Scams at Holiday Time

The holiday season is a great time of year for sharing. Spending time with family, exchanging gifts and giving thanks are all part of the holiday tradition. Unfortunately, it is also a time for clever con artists to get you to share your credit cards, bank cards and other identity information. If you would like to learn more about how to prevent fraud and abuse of your identity and your financial information, plan to attend one of the upcoming educational opportunities nearest you.

The schedule is as follows:

East County

Monday, December 6, 2004, 10 a.m.–12 noon
Stoneman Village II, Multi-use Room
375 Presido Lane, Pittsburg, CA

Central County

Tuesday, December 7, 2004, 10 a.m.–12 noon
St. Paul's Episcopal Church
1924 Trinity Ave., Walnut Creek, CA

West County

Wednesday, December 8, 2004, 10 a.m.–12 noon
Hall Ave. Building, Staff Room
1275 A Hall Ave., Richmond, CA

Instructor: Helen Wachs, Program Manager,
Education and Advocacy-Elder Abuse Prevention
(510) 233-3427, ext 307 🇺🇸



TRAINING

FREE CPR training

*Provided by the Shirley Ware
Education Center at SEIU 250*

Certification: If you are a health care worker who has never taken CPR, or if your current CPR card is expired (one day past the end of the month it was issued), you must take the Certification class. All Certification classes begin at 9:00 a.m. and end at 5:00 pm.

Recertification: If your card has NOT expired, you may take the Recertification class. All Recertification classes run from 9:00 a.m. to 2:00 p.m.

Dates and Times:

January 11, 2005

SEIU 250, Oakland • 560 20th St., Oakland, CA

November 30, 2004*

SEIU 250, San Francisco

1338 Mission St., San Francisco, CA

**Recertification and First Aid only*

TO SIGN UP CALL (510) 587-4588, Ext. 7

Please remember to leave your name, address, phone number, including area code

Space is limited. You must pre-register.

Course Objectives: Established by the American Heart Association Basic Life Support (AHA BLS) course. At the conclusion of the course, you will be able to:

1. Describe the links in the AHA Chain of Survival including the importance of:
 - Calling 911
 - Performing CPR
 - Early defibrillation by calling EMS or other emergency responders
 - Early advanced life support by calling EMS
2. Demonstrate the following skills using adult and pediatric mannequins:
 - Rescue breathing using mouth-to-mouth (making chest rise)
 - Rescue breathing using a face shield, mouth-to-mask and bag-mask device (making chest rise)
 - 1- and 2-rescuer adult CPR and 1-rescuer child and infant CPR
 - Relief of FBAO for adult, child, and infant victims

CPR is open to all SEIU 250 members. Please wear loose, comfortable clothing. You will be practicing skills that require working on your hands and knees, bending, standing and lifting. If you have physical conditions that may prevent these activities, please tell one of the instructors. Pre-tests will be given at the beginning of each class. 🧡

Workshops Presented by Anne Randolph, RPT

**January thru March
4th Friday of each month
10 a.m.-11 a.m.**

**Lafayette Senior Services
500 Saint Mary's Road, Lafayette**

Anne Randolph, RPT, will present three free workshops. Come to the January workshop to be properly fitted for a cane or walker and to purchase new tips for your assistive devices. The February workshop is on Fall Prevention. Attend the Abatable Arthritis workshop in March and learn exercises to control pain, improve function, and protect your joints. Anne Randolph has been practicing physical therapy for 27 years. Please call (925) 284-5050 for information and/or to register. 🧡



ASSISTIVE Technology Network

Q What is Assistive Technology (AT)?

A. AT includes a wide array of devices, products and services that are used by people with disabilities so that they can move freely, obtain jobs and maintain their independence. It can be as simple as eye glasses, hearing aids or a teddy bear on which you rest your neck, or as sophisticated as a voice-activated computer system.

Q What is the AT Network?

A. The AT Network is a collaborative effort of state and local assistive technology advocates, service providers and specialists, working to increase the understanding of, access to, and use of assistive technology devices and services.

Q How do I reach the AT Network?

A. The AT Network operates a toll free information and referral lines (800) 390-2699 Voice or (800) 900-0706 TTY and can also be accessed from their website at <http://www.atnet.org> or you can reach an AT advocate at any one of the 29 local Independent Living Centers throughout California. In Contra Costa County call Independent Living Resource at (925) 363-7293.

Q What agencies are involved with the AT Network?

A. The California Department of Rehabilitation, the 29 Independent Living Centers throughout California and experts in the AT and disability fields.

Q What kind of information will I receive when I call the toll-free number?

A. The AT Network will provide you with free information which will enable you to identify the best way to acquire, fund, fit, customize, maintain and/or repair an AT. They can match consumers with available services,



training, funding and/or other programs. This includes, but is not limited to, devices and services for people with:

- Hearing impairments
- Visual impairments
- Mobility impairments

It also includes:

- Home modifications
- Education
- Computer access
- Funding resources
- Service providers
- Community Resources

(800) 390-2699 • (800) 900-0706 (TTY)
Monday–Friday 8:30 a.m.–4:30 p.m.

Interpreter assistance available in over 100 languages
email: info@atnet.org • website: www.atnet.org

Thanks to Independent Living Resource of Contra Costa and Solano Counties for this information. 🇺🇸

Health & dental insurance is a job benefit for IHSS workers!

Coverage in 2005 is the same as in 2004

Negotiated by your union (SEIU Local 250) and offered by the Contra Costa County Board of Supervisors & IHSS Public Authority through Contra Costa Health Plan.

Health and dental coverage at a price you can afford—only \$12 a month!

Benefit Highlights

- \$10 co-pay at the doctor's office
- Hospitalization covered 100%
- Advice nurses available 24 hours, 7 days a week
- Medications cost \$10 per prescription
- 8 Health Centers throughout Contra Costa County
- Evening and weekend appointments!
- Dental coverage for cleanings, x-rays, fillings and more

How do you become eligible for the Health/Dental Plan?

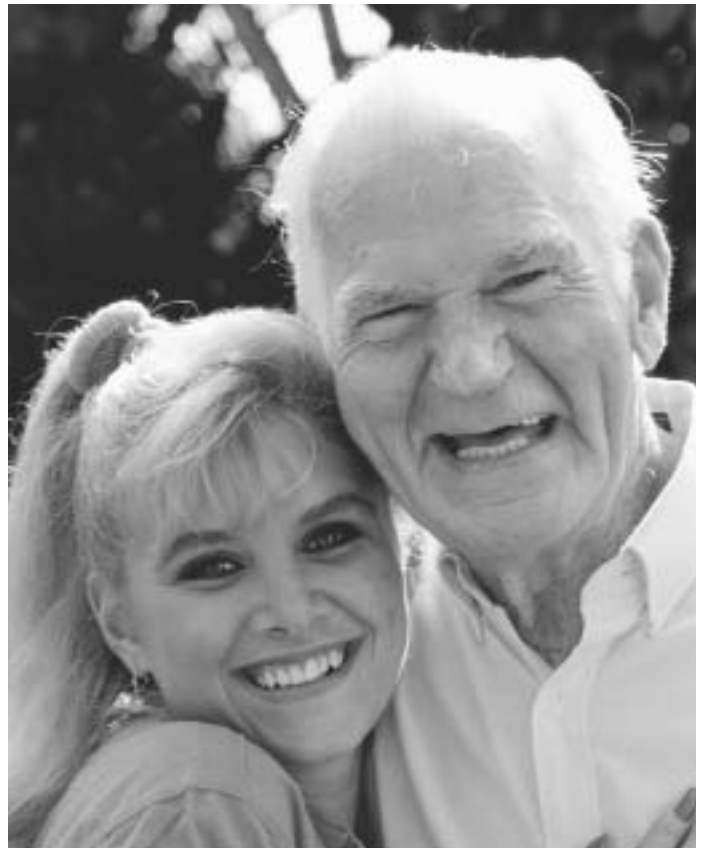
You must work—and be paid—an average of 45 hours a month for two consecutive months.

How does the Health/Dental Plan know when you have met the eligibility criteria?

The payroll records are scanned each month to identify providers who have met the eligibility criteria. These names are placed on a “newly eligible list.”

When will you receive an application for the Health Plan?

The Public Authority sends the “newly eligible list” to Contra Costa Health Plan each month. The Health Plan mails an application to all providers on this list.



How do you enroll in the Health Plan?

When you receive the application, complete and return it to Contra Costa Health Plan immediately for your coverage to begin in the following month.

How do you stay enrolled in the Health Plan?

You must continue to work and be paid 45 hours a month to keep your health and dental coverage.

YOU COULD LOSE THIS BENEFIT IF YOU MISS A PAY PERIOD

QUESTIONS: CALL (925) 646-1253

**Information on the Internet:
www.networkofcare.org**

is an excellent source of updated news and articles on issues affecting disabled adults and persons who are elderly.

Cathy Cratty opens doors

CONTINUED FROM COVER

“Hallelujah, it was wonderful,” Cathy says, “I would have fallen on the floor if I wasn’t sitting down,” she adds, flashing her trademark sense of humor.

It was a landmark victory for Cathy and proved to her that you can change things for the better if you speak up and remain persistent. “You have to speak up. If you just go away, it’ll never get fixed,” Cathy says.

The episode also demonstrates that businesses will help if you give them a chance. Cathy likes to tell this story in order to honor Armando and the others at the Bank of America. “What they did was awesome,” she says. “They did it quietly, with no hoopla. I want them to get the recognition. Maybe other businesses will be accommodating.”

This was not the first victory of its kind for Cathy, nor will it be the last. A native of San Francisco, where she graduated from Mission High School, she came to Antioch in 1982. She has two children in their 30’s, a grandson, and three granddaughters.

Cathy, who has spinabifada, has been in a wheelchair for 20 years. A couple of years back, she got a job with the Independent Living Resources Center in Concord, and worked there until just recently. She also is on the Contra Costa County Public Authority Advisory Committee, established in 1999 by the Board of Supervisors to help keep persons who are elderly or have a disability in their homes.

“She keeps us well aware of the needs of people with disabilities,” says Fran Smith, the Authority’s program manager, “Cathy has a struggle getting to meetings—she has to make two transfers on public transportation.”

Fran calls Cathy “an incredible woman,” and says her experience with the Bank of America “is the story of what one person can do. Businesses will respond when they know the need.” Without persistence and education, the

request for change “will drift off into the ozone.”

Cathy concurs. Those who run businesses “simply don’t understand the problem sometimes,” she says. “It’s not that they don’t care. Unless it affects someone personally they don’t know about it. Often,” she adds, “it depends on the store manager and his state of mind.”

When you talk to Cathy, you do not pick up any anger or bitterness, and she does not use either when seeking change. “You get farther with humor,” she believes.

Cathy, whose cozy apartment is across the street from a mall, is not done. She is fighting here and there for automatic doors, curb cuts and, in the case of Mervyn’s, clear aisles that wheelchairs can navigate. Too often the retailer places shopping carts with sale items jutting into the aisle.

“I just see things that need to change,” Cathy says. When Cathy Cratty sees the need, the smart money is on change coming soon. 🌈



YOUR RIGHTS

Right to appeal an IHSS decision

Once a decision has been made on your application for IHSS, you will receive a written notice which details the hours allotted for each service you will receive, any share of cost and other important information. If your application has been denied, the notice will give the reason. If you are dissatisfied with the decision or any part of it, you should telephone the worker listed on the notice to discuss it. It may be that there has been a misunderstanding. If you cannot resolve your concern with the worker, you may want to talk to the IHSS supervisor.

If you are still dissatisfied, you may appeal the issue to the California Department of Social Services (CDSS). The back of the notice explains how to do this. You may also receive a verbal explanation of your rights, or anything pertaining to them, from any IHSS employee.

The kinds of things you can appeal are any denial or reduction in benefits, including a refusal to allow the full number of hours you feel you need. You also have a right to appeal a "share of cost" determination, or raise any objection you have to the way you have been treated.

You must appeal within 90 days of the date the notice was sent to you. Your hours of service may not be reduced without at least ten days advance notice in writing of the change and the reason for it. If you request a state hearing within that ten-day notice period, the state will order that no reduction take place until after a hearing with an administrative law judge. County staff understand your rights and are required to respect them.

You do not need a lawyer to request a state hearing. However, if you want advice or assistance about a state hearing, you may wish to telephone the Contra Costa Appeals Unit at **(925) 677-2900**. Other resources for you are Contra Costa Legal Services, Senior Legal Services, Independent Living Resource or (for developmentally disabled persons) Protection and Advocacy, Inc. **(800) 776-5746**.

Public Inquiry and Response

California Department of Social Services

744 P St., Mail Station 1623, Sacramento, CA 94814

Toll-free (800) 952-5253

TDD (800) 952-8349 for hearing and speech impaired 

NOTICE

The Public Authority
Office will be closed on
the following holidays...

December 24, 2004
CHRISTMAS

December 31, 2004
NEW YEAR'S

January 17, 2005
DR. MARTIN LUTHER KING, JR. DAY

February 21, 2005
PRESIDENTS' DAY

Provider enrollment procedure

Now IHSS providers are able to call just one number at the Public Authority to enroll, terminate, reinstate or change providers.

As soon as you are hired by an IHSS consumer, notify an enrollment clerk at the Public Authority. The clerk will ask you the start date and then verify this date with the consumer. Then the clerk will determine the hours remaining in a month that you will be paid and send the enrollment agreement to you.

You and the IHSS consumer must sign the form and return it to the Public Authority with a copy of your social security card and a government issued picture identification card.

When you return your completed enrollment agreement to the Public Authority, the enrollment clerk will enter the information into a computer data base and forward the information to the payroll department.

Numbers to call

Call the following clerks for consumers with last names beginning with:

A, B, C, E, Z	Elizabeth Dondi	(925) 646-1258
D, G, K, O, P	Yolanda Patterson	(925) 646-1252
F, J, L, N, X	Gloria Dellafosse	(925) 646-1260
H, M, R, U, Y	Ryan Bartelli	(925) 646-1651
I, S, Q, T, V, W	Chris Abad	(925) 646-1253

Consumer Satisfaction Survey

CONTINUED FROM COVER

1. **Review information that goes to consumers and add new.** The packet that social workers take to consumers has been reviewed and changes have been made. Printed information is now color coded for ease of reference.
2. **Include information on assistive technology.** Independent Living Resource distributes a flier on Assistive Technology and has given permission for it to be included in the Public Authority Newsletter (see article in this issue).
3. **Coordinate Senior Information and Public Authority Newsletters.** The directors of IHSS and the Public Authority have coordinated articles in the newsletters. With this issue of *Living Independently*, both newsletters are now edited by the same person.



4. **Introduce members of the Public Authority Advisory Committee.** Two members of the Advisory Committee were introduced in the Summer 2003 issue of the newsletter and one more member was featured in the Fall 2003 issue. See listing on page 2 for a complete roster of current Advisory Committee Members.
5. **Shorten the time it takes to enroll a provider.** The Public Authority assumed responsibility for enrolling providers in November 2002. "Sure Steps to a Smooth Enrollment" was printed in the Summer 2003 issue of



the newsletter. The enrollment process has been streamlined even more since September 2004. See "Provider Enrollment Procedure" article on page 9 in this issue.

6. **Information, education and advocacy are not easily accessed.** Information about free/low cost legal services was printed in the Fall 2003 issue of the newsletter and appears again in this issue of *Living Independently* in the article on "Right to Appeal an IHSS Decision" on page 9.
7. **Send a list of commonly asked questions and answers.** IHSS prints and distributes a booklet, "The Facts About In-Home Supportive Services." Social workers give this booklet to each consumer when hear she enters the program. If you haven't received one, call (800) 510-2020 to request your copy.
8. **Help us feel comfortable when we speak to your employees with questions on emergency needs.** Public Authority staff strive to maintain a helpful, respectful attitude in dealing with all callers. In the Spring of 2004, all staff attended special training on effective communication and customer service.

Consumer Satisfaction Survey

CONTINUED FROM PAGE 10

9. **Too many people to call to get papers for a provider. Too many people handling me.** The IHSS system is complex. IHSS Intake workers conduct the assessment and IHSS social workers do the follow along with consumers. Public Authority clerks process the enrollment agreements and take them to Payroll. Payroll clerks send the first time sheet and process time sheets for each pay period in the month. Registry Specialists refer providers to consumers who request assistance. Understanding that there will be different people handling different tasks may relieve some frustration.
10. **Have better appeals and advocacy process.** IHSS includes a description of the appeals process in the booklet, "Facts about In-Home Supportive Services." There is an article on the Appeals Process on page 9 in this issue.

Please know that IHSS, the Public Authority (PA) and the Public Authority Advisory Committee (PAAC) are committed to responding to your concerns and suggestions. Improvement is an ongoing process, a process the PA and the PAAC take seriously. If you have a question or concern regarding IHSS or the Public Authority, please call the Public Authority at (800) 333-1081, or write to the Public Authority, 1330 Arnold Drive, Suite 143, Martinez, CA 94553. 🐾

Notification of Computer Security Incident

Readers of *Living Independently* may have heard that in August there was an incident of unauthorized access to a computer at UC Berkeley which contained personal information about IHSS recipients and providers.

The Public Authority has been informed that no identity theft or any misuse of data has occurred that we know of. However, as a precautionary measure, the following information about how to place a fraud alert on credit accounts is included here. You may visit the California Department of Social Services (CDSS) website at www.cdss.ca.gov/ihss/ for recommendations.

The three reporting agencies are:

Trans Union	(800) 680-7289
Experian	(888) 397-3742
Equifax	(800) 525-6285

CDSS asks the Public Authority to assure readers that this incident will in no way affect their services and payments from the IHSS program, which you will continue to receive in the normal manner. 🐾

Bound to read books

CONTINUED FROM PAGE 3

"I stay and talk with folks a while," Jean says. "One of my clients, who's in a home, never gets visitors. She loves to travel." So they talk about that. "I would send her a postcard when I was traveling."

For the clients "it's a way to pass the time and get a visit from someone," Jean says.

Diana Burdock, a widow who visited the U.S. four times with her late husband before finally moving here to live with her son and grandchildren, is a recipient of those visits. One recent summer day Jean, accompanied by a writer and a photographer, went to Diana's bungalow adjacent to her son's house in Lafayette. The home is cozy, with knick-knacks all around, including an impressive collection of ceramic pigs. Photos of Diana's grandchildren are spread throughout.

Diana, a tiny woman, and her guests chatted about books. Who was that Englishman who wrote about animals? Oh, yes—James Herriott—"he was from Yorkshire," as is Diana, who worked as "home help." Penelope Lively's name came up, as did other authors', as Diana remembered the books she had liked in England.

The conversation took a turn away from literature when Diana shared her opinion about her namesake, Princess Diana, the Princess' philandering husband, and his mistress. She spoke proudly about her grandchildren, one of whom is learning to ride horses.

All in all, a pleasant get-together; one of the fringe benefits of participating in the program. 🐾

Phone Numbers

Adult Protective Services	(877) 839-4347
Public Authority Registry	(800) 333-1081
Payroll	(925) 677-2950
Independent Living Resource	(925) 363-7293
Contra Costa Crisis Center	(800) 833-2900
Public Library	(800) 984-4636
Food Bank of Contra Costa/Solano	(800) 870-3663
For other resources in Contra Costa County	(800) 510-2020

PARA-TRANSIT SERVICES IN CONTRA COSTA COUNTY

County Connection Serves Central Contra Costa County	(925) 676-7500
East County TRI-Delta Transit Scheduling Eastern Contra Costa Transit Authority [for an application call (925) 754-6622]	(925) 754-3060
Richmond Para-Transit Service for 65+ or people with disabilities. Richmond, unincorporated areas in North Richmond, El Sobrante, Rollingwood, East Richmond Heights, and Kensington.	(510) 307-8027
WestCAT Curb-to-curb van service for seniors and people with disabilities. Serves Crockett, Port Costa and Rodeo, Viewpointe, Pinole and Richmond	(510) 724-7433

IHSS Public Authority of Contra Costa County

1330 Arnold Drive, Suite 143
Martinez, CA 94553
(925) 646-1255

PRSR
Standard
U.S. Postage
PAID
Permit #89
San Ramon, CA