

Overview of the IHSS Program

The IHSS program provides services to eligible people over the age of 65, the blind, and /or disabled.

The goal of the IHSS program is to allow you to live safely in your own home and avoid the need for out of home care. Services almost always need to be provided in your own home. This could be a house, apartment, hotel, or the home of a relative. If you receive Supplemental Security Income (SSI) or meet all Medi-Cal income eligibility requirements, you may be able to receive IHSS services. IHSS is a Medi-Cal program and is funded by federal, state, and county dollars.

Services

These are the types of services IHSS can provide:

- Personal care services like dressing, bathing, feeding, toileting
- Paramedical services like helping with injections, wound care, colostomy, and catheter care under the direction of a licensed medical professional
- House cleaning
- Cooking
- Shopping
- Laundry
- Accompaniment to and from medical appointments

Some of the things IHSS cannot pay for include:

- Moving furniture
- Paying bills
- Reading mail to you
- Caring for pets, including service animals
- Gardening
- Repair services
- Sitting with you to visit or watch TV
- Taking you on social outings

Application Process

1. How to Apply

Contact the In-Home Supportive Services program in your county. A county representative will ask you questions to gather information about the nature of your disability, things that you need help with, your income, and assets. This may take up to 20 minutes.

2. Home Visit

A social worker will come to your home to determine the types of authorized services that you need and the number of hours for each service. Some of the things the county will consider are your medical condition, living arrangement, and any resources that may already be available.

3. Health Care Certification Form

You will receive a form for your healthcare provider to complete, certifying your need for IHSS. This form must be completed before services can be authorized.

4. Authorization

The county will send you a Notice of Action (NOA) telling you if you have been approved or denied services for IHSS. The NOA will specify what services have been approved, how much time is authorized for each service, and how many total monthly hours have been approved.

5. State Hearing Requests

You have the right to ask for a state hearing if you disagree with a county's action on your benefits or services. You can also ask for a state hearing if the county is not giving you benefits or services which you think you should get.

Hiring Provider(s)

Once eligibility is established, you can hire one or more people to provide your care. A friend or relative may serve as your care provider, or a referral may be obtained through the IHSS Public Authority Caregiver Registry. Your care provider must complete all the necessary provider enrollment steps prior to starting work. You or your provider can contact your social worker or Public Authority for more information about provider enrollment requirements.

For more information, contact your local county IHSS office.

Functional Index Rankings and Hourly Task Guidelines

As an In-Home Supportive Services (IHSS) applicant/recipient, it is helpful to know what IHSS Functional Index (FI) Rankings are and how they impact your assessment. The FI rankings range from 1-6 (see below description) and indicate the level of assistance you need to perform tasks safely. A county IHSS social worker will assign a rank to each service category to help determine the amount of assistance needed.



Rank 1: Independent. Able to perform function without human assistance.

Rank 2: Able to perform a function but needs verbal assistance, such as reminding, guiding, or encouragement.

Rank 3: Can perform the function with some human assistance, including, but not limited to, direct physical assistance from a provider.

Rank 4: Can perform a function with only substantial human assistance.

Rank 5: Cannot perform the function, with or without human assistance.

Rank 6: Requires Paramedical Services.

Prescribed by a licensed health care professional.

After assigning a rank in each service category and taking into consideration your individual needs, the social worker will authorize time within or outside the Hourly Task Guidelines. If time is needed outside the guidelines, this is called an *exception*. If you need more or less time outside the guidelines for a specific rank within a service, your social worker will review whether exceptions are needed, as appropriate.

For more information, contact your local county IHSS office



Hourly Task Guidelines

Social workers also use Hourly Task Guidelines (HTGs) as specified in State regulations to determine the appropriate time needed on a weekly basis in each service category. **Regulatory Authority:** Manual of Policies and Procedures (MPP) section 30-757.11 through 30-757.14(k).

NOTE: This tool does not invalidate current HTG regulations.

Service Category	Rank 2 (Low)	Rank 2 (High)	Rank 3 (Low)	Rank 3 (High)	Rank 4 (Low)	Rank 4 (High)	Rank 5 (Low)	Rank 5 (High)
Preparation of Meals **	3:01	7:00	3:30	7:00	5:15	7:00	7:00	7:00
Meal Clean-up **	1:10	3:30	1:45	3:30	1:45	3:30	2:20	3:30
Bowel and Bladder Care	0:35	2:00	1:10	3:20	2:55	5:50	4:05	8:00
Feeding	0:42	2:18	1:10	3:30	3:30	7:00	5:15	9:20
Routine Bed Baths	0:30	1:45	1:00	2:20	1:10	3:30	1:45	3:30
Dressing	0:34	1:12	1:00	1:52	1:30	2:20	1:54	3:30
Ambulation	0:35	1:45	1:00	2:06	1:45	3:30	1:45	3:30
Transfer	0:30	1:10	0:35	1:24	1:06	2:20	1:10	3:30
Bathing, Oral Hygiene, and Grooming	0:30	1:55	1:16	3:09	2:21	4:05	3:00	5:06

Service Category	Low (Time Guidelines)	High (Time Guidelines)
Menstrual Care	0:17	0:48
Repositioning and Rubbing Skin	0:45	2:48
Care of and Assistance with Prosthetic Devices	0:28	1:07

Services with Time Guidelines:

Service Category	Time Guidelines
Domestic Services	6:00 total maximum per month per household unless adjustments* apply; Prorations may apply**
Shopping for Food	1:00 per week per household unless adjustments* apply; Prorations may apply **
Other Shopping/Errands	0:30 per week unless adjustments* apply; Prorations may apply **
Laundry	1:00 per week (facilities within home); 1:30 per week (facilities out of home); per household; Prorations may apply **

* Adjustments refer to a need met in common with housemates.

** When prorating Domestic Services, the natural or adoptive children of the recipient who are under 14 are not considered (MPP section 30-763.46). Other children in the household (i.e., grandchildren, nieces, nephews, etc.) under 14 are considered.

Updated 5/29/2019

NOTE: Current MPP regulations define the HTGs in decimal format, e.g., **1.50 hours**. To align service assessment/authorization with the Case Management, Information, and Payrolling System (CMIPS) data entry, time allocations are re-formatted to **hours:minutes**. This change in format does not contradict current program regulation and reduces confusion regarding the entry of time into CMIPS [MPP sections 30-757.11 through 30-757.14(k)].

Paramedical Services

What is a Paramedical Service?

Paramedical services which are allowed as a part of the In-Home Supportive Services (IHSS) program, are paramedical services that a recipient would normally perform for themselves but are unable to do so due to their functional limitation(s). Before paramedical services can be authorized in the IHSS program, they must be ordered by a licensed health care professional. Paramedical services may be performed by an IHSS provider under the direction of a licensed health care professional.

Some examples of IHSS paramedical services are:

- Administering medication or giving injections
- Blood/urine testing
- Wound care
- Catheter care and ostomy irrigation
- Any treatments requiring sterile procedures
- Enemas, digital stimulation, or the insertions of suppositories
- Tube feeding
- Suctioning

You will provide verification of your need for paramedical services.

IHSS regulations require that either a physician/surgeon, podiatrist or dentist orders and directs the paramedical services. In order to meet this requirement, your doctor will need to complete a paramedical form, and you will also need to sign the form. The completed form must be received by the county before your provider can be paid to provide paramedical services.

Let your new provider know what will be expected.

During the job interview, you should discuss all of the IHSS services, including paramedical services, for which you have been authorized IHSS hours. Some providers may not be comfortable providing some types of personal care and/or paramedical services and may not want the responsibility that comes with this type of care.

You must ensure that your provider knows how to perform your paramedical services.

- You must ensure that your provider knows how to perform your paramedical service(s) properly, and the risks involved. If you are not sure about how the services should be done, you should ask your doctor about this.
- You and your provider should also know what to do if there is an emergency while your provider is performing paramedical services.
- It is very important that your provider NOT perform any paramedical service for you he/she does not know how to do. You can ask your doctor for help in making sure your provider knows how to perform your paramedical service(s).

Things to keep in mind:

- ✓ Always be sure that your provider takes all necessary safety precautions explained by your doctor. This will help to protect the health of both you and your provider.
- ✓ If your need for paramedical services changes, you should contact your social worker so he/she can request a new paramedical order from your doctor.
- ✓ You need to ensure your provider is trained on how to perform any new paramedical services your doctor may order.

For more information, contact your local county IHSS office.

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INFORMATION FOR IHSS RECIPIENTS HIRING AN IHSS CAREGIVER

An IHSS recipient may not hire a care provider until an IHSS social worker has visited the consumer to access what they are eligible to receive and determine how many hours to authorize. Once the social worker sends out a NOTICE OF ACTION approving services, then the recipient may hire a caregiver. All new caregivers to the IHSS program MUST complete the Enrollment Process.

HIRING A CAREGIVER WHO HAS WORKED FOR IHSS IN THE PAST 12 MONTHS

Caregivers who have already gone through enrollment process do not need to enroll if they are in eligible status in our computer system. If a consumer is hiring someone who has previously enrolled, the caregiver may call IHSS payroll at (707) 784-8990 to request a continuing packet be sent to them.

ENROLLMENT PROCESS FOR **NEW CAREGIVERS**

There are several steps that a new caregiver needs to perform in order to become an eligible provider and be paid by IHSS. To start this process and schedule an Orientation, the new caregiver must register online at: www.solanocounty.com/IHSS. The steps to complete enrollment include:

Step 1) **Online Registration** – go to the above website and click the green highlighted link that states, **"I have a client and I want to be a provider."** The provider will be taken into the REVA application where they can complete all the registration forms, watch all the videos and schedule an appointment online. This will take roughly 60 minutes to complete.

Step 2) **Attend Orientation** – Caregivers will schedule their Orientation online. At Orientation, caregivers are REQUIRED to present their current government issued photo ID (e.g. California driver's license), their Social Security Card, the name of the consumer they are providing care for, and their start date. This appointment will last 3-4 hours and will include important information about their job, timesheet training, and a presentation from their Union. As part of the enrollment process, caregivers must pay for and pass a background check via Livescan. Livescan services will be available at Orientation from a private vendor for \$47.

Step 3) **Return the SOC 426A Recipient Designation of Provider** – this form is provided to the caregiver during Orientation and is to be signed by the IHSS recipient indicating the provider has been hired and their official start date. Once the new caregiver has completed all the steps of enrollment AND returned the SOC 426A, IHSS staff will link the caregiver to the IHSS recipient and timesheets will become available through the Electronic Timesheet System.

HIRING MINORS TO BE AN IHSS CAREGIVER

All minors under the age of 18 MUST obtain a work permit (including those that have graduated or a copy of HS diploma) to be a care provider. Please contact the high school that the minor attends. All work permits have to be renewed each school year. Additionally, minors will need to get parental permission to have their Livescan done.

INFORMACIÓN PARA LOS BENEFICIARIOS DE IHSS QUE CONTRATAN A UN PROVEEDOR DE IHSS

Un beneficiario de IHSS no puede contratar a un proveedor hasta que un trabajador social de IHSS haya visitado al beneficiario para determinar si es elegible para IHSS y autorize sus horas mensuales. Una vez que el trabajador social envía un AVISO DE ACCIÓN que aprueba los servicios, el beneficiario puede contratar a su proveedor. Todos los nuevos proveedores del programa IHSS DEBEN completar el proceso de inscripción.

CONTRATAR A UN PROVEEDOR QUE HA TRABAJADO PARA IHSS EN LOS ÚLTIMOS 12 MESES

Los proveedores que ya han pasado por el proceso de inscripción no necesitan inscribirse si están en estado elegible en nuestro sistema informático. Si un beneficiario está contratando a alguien que se ha inscrito previamente, el proveedor puede llamar a la nómina de IHSS al (707) 784-8990 para solicitar que se les envíe un paquete continuo.

PROCESO DE INSCRIPCIÓN PARA **NUEVOS** PROVEEDORES

Hay varios pasos que un nuevo proveedor debe realizar para convertirse en un proveedor elegible y recibir el pago de IHSS. Para comenzar este proceso y programar una cita para Orientación, el nuevo proveedor debe registrarse en línea:

www.solanocounty.com/IHSS

Los pasos para completar la inscripción incluyen:

Paso 1) **Registro en línea:** vaya al sitio web, complete todos los formularios, mire todos los videos y programe una cita en línea. Esto tomará aproximadamente 60 minutos en completarse.

Paso 2) **Asistir a la orientación:** los proveedores programarán su orientación en línea. En la Orientation, los proveedores están obligados a presentar su identificación con foto emitida por el gobierno actual (por ejemplo, la licencia de conducir de California), su tarjeta de Seguro Social, el nombre del beneficiario que están cuidando y su fecha de inicio. Esta cita durará de 3 a 4 horas e incluirá información importante sobre su trabajo, capacitación en el horario y una presentación de su Unión. Como parte del proceso de inscripción, los cuidadores deben pagar y pasar una verificación de antecedentes a través de Livescan. Los servicios de Livescan estarán disponibles en la Orientation, y el costo del Livescan es \$47.

Paso 3) **Devuelva la designación de un proveedor por el beneficiario (SOC 426^a):** este formulario se proporciona al proveedor durante la Orientación y debe ser firmado por el beneficiario de IHSS que indica que el proveedor ha sido contratado y su fecha de inicio oficial. Una vez que el nuevo proveedor haya completado todos los pasos de inscripción y haya devuelto el SOC 426A, el personal de IHSS vinculará al proveedor con el beneficiario de IHSS y las hojas de tiempo estarán disponibles a través del Sistema de planilla electrónica.

CONTRATACIÓN DE MENORES PARA SER UN PROVEEDOR DE IHSS

Todos los menores de 18 años DEBEN obtener un permiso de trabajo (incluidos aquellos que se hayan graduado o una copia del diploma HS) para ser proveedores. Comuníquese con la escuela secundaria a la que asiste el menor. Todos los permisos de trabajo deben renovarse cada año escolar. Además, los menores deberán obtener el permiso de los padres para que les hagan su Livescan.



IN-HOME SUPPORTIVE SERVICES (IHSS) RECIPIENT'S RESPONSIBILITY TO STOP SEXUAL HARASSMENT IN THE WORKPLACE

As the IHSS employer, it is your responsibility to keep the workplace safe. You may be sued by your provider/employee if you allow sexual harassment to occur in the workplace.

WHAT IS SEXUAL HARASSMENT?

There are two types of Sexual Harassment:

“Quid pro quo” (Latin for “this for that”) sexual harassment is when someone makes an employee put up with or accept sexual advances or other sexual behaviors in order to gain or keep a job or gain any other work benefit.

“Hostile work environment” sexual harassment occurs when unwelcome comments or behavior based on sex interferes with an employee’s work or creates a very uncomfortable, unfriendly, or upsetting work environment. The employee may experience sexual harassment even if the rude and unwelcome conduct was not aimed directly at them.

Sexual harassment behaviors include but are not limited to:

- Unwanted sexual attention;
- Offering benefits in exchange for sexual favors;
- Threatening to do something to get even with a person after receiving a negative response to sexual attention;
- Staring that makes the person being looked at uncomfortable; sexual movements with the body; or displaying objects, pictures, cartoons, or posters that make a person think of sex;
- Insulting or rude comments about sex;
- Rude name calling, slurs, or jokes that are about sex;
- Sexual words, comments, messages or invitations that make a person feel uncomfortable;
- Unwanted physical touching or assault; or
- Stopping or blocking a person’s movements.

Harassment does not have to be of a sexual nature and can include rude and hurtful remarks about a person's sex or gender. For example, it is illegal to harass a woman by making rude comments about women in general.

Both the victim and the harasser can be either a woman or a man, and the victim and harasser can be the same sex/gender.

HOW CAN I AVOID SEXUAL HARASSMENT IN THE WORKPLACE?

As an IHSS employer you must do everything you can to make the work place (your home) free from sexual harassment. Here are some tips that you can use to make sure you or someone in your home are not sexually harassing your provider/employee.

Observe

- Be aware of sexual-harassment behaviors or incidents and do not do them;
- Be sensitive to individuals who may be upset by the verbal and non-verbal behavior of others;
- Be aware of forms of sexual harassment that are not easily noticed such as staring or unnecessary touching; and
- Watch for the way others in the home act/ behave and do not do anything that may have a negative effect on the way you communicate with others.

Examine

- Pay attention to the response of others in order to avoid accidentally doing something they would find upsetting;
- Do not automatically think that anyone would enjoy or want to hear sexual jokes or sexual comments about their appearance;
- Do not automatically think that anyone would enjoy or want to be touched, stared at, flirted with, asked on dates or asked for sexual favors;
- Ask yourself if what you are saying or doing might have a negative effect on other people's feelings;
- Examine your behaviors, body language, and comments. Ask yourself, "Could I unknowingly be encouraging sexual feelings or conversations by the way I communicate?"
- Do not take sexual harassment lightly. If you think your provider/employee is being sexually harassed by an individual or a group, do not accept it as a joke. Do not encourage the harasser by smiling or laughing at his/her jokes. Let the harasser know that their behavior is not acceptable. If the behavior persists,

make sure to keep the harasser out of the workplace (home) when the provider/employee is present.

WHAT DO I DO IF SEXUAL HARASSMENT IS OCCURRING IN THE WORKPLACE (MY HOME)?

Resolve

- Change your behavior or tell the harasser that their behavior is upsetting and makes the workplace uncomfortable.
- Identify your behaviors or tell the harasser what behaviors (gestures, physical or verbal) are upsetting.
- Stop the sexual harassment right away. As the IHSS employer, it is your responsibility to keep the workplace safe.
- You may be sued by your provider/employee if you allow sexual harassment to occur in the workplace.
- Continued harassment by you as the employer, another individual, or a group may lead to your provider quitting and no longer working for you.
- Continued harassment by you as the employer, another individual, or a group may lead to involvement of the Department of Fair Employment and Housing (DFEH) or local law enforcement if the provider feels that they may be harmed or are at-risk.
- For more information on sexual harassment prevention please visit the DFEH website at: www.dfeh.ca.gov/resources/frequently-asked-questions/employment-faqs/sexual-harassment-faqs/

DISCRIMINATION COMPLAINTS

If you think you have been discriminated against you may file a complaint. Where you file your complaint depends on which program your complaint is about.

For all programs your county agency administers: Ask your county office for the name, address and phone number of their Civil Rights Coordinator. The county will independently investigate your complaint.

For Covered California:

Civil Rights Coordinator Covered California
PO Box 989725
West Sacramento, CA 95789
(916) 228-8764
CivilRights@covered.ca.gov

For Medi-Cal & Medi-Cal Dental Program:

You may contact the County's Civil Rights Coordinator, the state Dept. of Health Care Services or the federal Health and Human Services.

Department of Health Care Services,
Office of Civil Rights
P.O. Box 997413, MS 0009
Sacramento, CA 95899-7413
(916) 440-7370 or 711 (Calif. Relay Service)
CivilRights@dhcs.ca.gov

For all other state programs covered by this pamphlet:

Civil Rights Unit
California Department of Social Services
P.O. Box 944243, M/S 8-16-70
Sacramento, CA 94244-2430
(866) 741-6241 (toll free)
crb@dss.ca.gov

To file a CalFresh complaint with the Federal agency:

United States Department of Agriculture Director,
Office of Adjudication
1400 Independence Avenue, S.W.
Washington, D.C. 20250-9410
(866) 632-9992 (toll free) or (202) 260-1026
(800) 877-8339 (hearing impaired)
program.intake@usda.gov

To file a complaint with a federal agency:

Only for discrimination based on Race, Color, National Origin, Disability, Age, or Sex:

Centralized Case Management Operation
US Dept. Health and Human Services
200 Independence Ave.,
S.W. Room 509F HHH Bldg.
Washington DC, 20201

File a complaint online at:

[US Health & Human Services Civil Rights Complaint Portal](#)

(800) 368-1019 (toll-free)
(800) 537-7697 (hearing/speech impaired)

Time Limits for A Discrimination Complaint

You must file a discrimination complaint within 180 days of the date you were discriminated against.

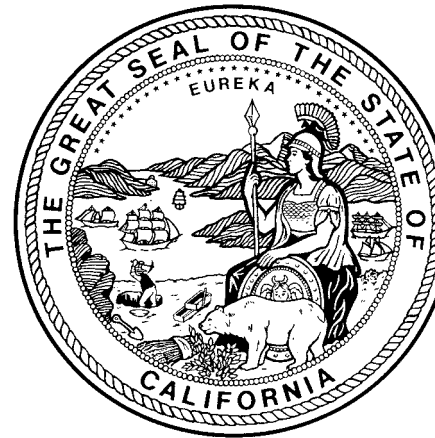
If the discrimination also affected the level of your benefits and services, ask for a hearing.

A discrimination investigation cannot change your benefit levels or services. Only a state hearing can do that.

You have 90 days from the date of the notice about your benefits to ask for a hearing. If you file after that time a judge will decide if you can have a hearing.

PROGRAMS COVERED BY THIS PAMPHLET

- Adoption Assistance Program (AAP)
- Alcohol and Drug Program
- CA Food Assistance Program (CFAP)
- CalWORKs
- Cash Assistance Program for Immigrants (CAPI)
- CalFresh (Food Stamps)
- Children's Health Insurance Program (CHIP)
- Covered California Eligibility
- Foster Care/Child Welfare Services
- Housing Programs through County Social Service Departments
- In-Home Supportive Services
- Kinship Guardianship Assistance (KinGAP)
- Medi-Cal – Medi-Cal Dental Program
- Refugee Cash Assistance
- Resource Family Approvals (RFA)
- Approved Relative Caregiver Funding Option Program (ARC)
- Service Animal Allowance



State of California

Health & Human Services Agency
Department of Social Services

This pamphlet is available from your local County Welfare office and on the [CDSS website](#) in the following languages:

- Arabic
- Armenian
- Cambodian
- Chinese
- Farsi
- Hmong
- Japanese
- Korean
- Lao
- Mien
- Portuguese
- Punjabi
- Russian
- Spanish
- Tagalog
- Ukranian
- Vietnamese

Also available for free in large print, Braille and audio CD.

This publication explains your rights, how to ask for language assistance or a reasonable accommodation for a disability or impairment, and how to file a discrimination complaint.

YOUR RIGHTS

UNDER CALIFORNIA PUBLIC BENEFITS PROGRAMS



..... for people applying for or receiving public aid in California



Tell us if you need help because of a disability.



Ask for a free interpreter

Public benefit agencies comply with Federal and State law, and may not discriminate, exclude, or provide you aid, benefits or other services that is different from what is provided to others

YOUR RIGHTS

All people and organizations providing public assistance must respect your rights. They can help you understand and apply for benefits and services.

You have the right to an interpreter free of charge.

- أن اجم يروف مجرتم ولع لوصحل الال قح ي
- Դիմելը դևևեք թարգմանչի իրավունք՝ անվճար
- မုဒကမာဒလ်ဒုဏ်ဒဗ္ဗလ်မုဒကပကပုဂ်ဇာဏ် န္ဍာယဇကဇီဇ
- 您有权免费获得口译员
- دینک تفایرد ناگیار ، مجرتم کی دیراد قح امش
- Koj muaj txoj cai kom tus neeg txhais lus tsis raug them nqi
- あなたには無料の通訳をもらう権利があります
- 귀하는 통역사를 무료로 이용할 권리가 있습니다
- ທ່ານມີວິໄນໄດ້ຮັບບາຍພາສາໂດຍບໍ່ເສຍຄ່າ
- mula sa nakasulat na ingles hanggang sa nakasulat
- Você tem direito a um intérprete, gratuitamente
- ਤੁਹਾਡੇ ਕੋਲ ਦੁਆਰਾ ਦਾ ਅਧਿਕਾਰ ਹੈ, ਮੁਫਤ
- Вы имеете право на бесплатный переводчик
- Tienes derecho a un intérprete, gratuito
- May karapatan ka sa isang tagasalin, nang walang bayad
- Ви маєте право на перекладача безкоштовно
- Bạn có quyền phiên dịch, miễn phí

Ask the agency responsible for your benefits or services for language assistance.

YOU HAVE THE RIGHT TO:

1. Understand what is happening with your application or benefits.
2. Get written and oral explanations about your application or benefits. You have a right to a free interpreter for this information. Ask the agency responsible for your benefits/ services for language assistance.
3. If the state agency has the written explanation in non-English languages, you have a right to get this information in those languages.

4. Get a receipt for documents you hand-deliver.
5. See your case record
6. See laws and regulations about your program.
7. Ask a judge to review any agency action or inaction about your eligibility, benefits, or services.
8. Not face discrimination in applying for or receiving program benefits or services.
9. File a complaint about discrimination.
10. Get a “reasonable accommodation” if you have a disability or impairment. This is special help for you to access or participate in the program.
11. Have your information kept confidential.
12. Be treated with courtesy and respect.

IF YOU ARE HAVING PROBLEMS WITH YOUR BENEFITS OR SERVICES:

Keep records of all your information, documents, and contacts with the agency.

Get a receipt when you turn anything in.

Bring someone with you to a meeting with the agency.

Complain. There are 4 ways to do this:

Informal: You can ask to speak to a supervisor to talk about problems with a worker or to go over the rules and the proposed action on your benefits or services.

State Hearing: Ask for a state hearing if you disagree with an action or agency inaction about your benefits or services. You must ask for a hearing within 90 days of the date of agency’s notice about the benefits or services. If you ask for a hearing after 90 days, a judge will need to see if you have a good reason for asking late, like illness or a disability.

Discrimination complaint: See Discrimination Complaint section in this pamphlet

Grievance: You can file a complaint with the agency if it has a grievance procedure.

This does not protect your benefits in the way that asking for a state hearing does.

STATE HEARINGS

You can also ask for a state hearing if the agency is not giving you benefits or services you think you should get. See PUB 412 for State Hearing information.

If your problem is with General Assistance or general relief, you must ask for a county hearing.

If your problem is with Social Security benefits, you must contact the Social Security Administration.

ASKING FOR A STATE HEARING

[Appeals Case Management System Online](#) - you can create an account to get all your appeal information online, or submit an online request without an account

Phone: 1-800-743-8525
Email: SHDCSU@dss.ca.gov
Fax number: 833-281-0905
Mail: State Hearings Division
PO Box 944243, MS 21-37
Sacramento, CA 94244-2430

EXPEDITED HEARINGS

If you have an urgent problem, you can ask for an “expedited” hearing to have the hearing held sooner. For Medi-Cal, this is when regular hearing scheduling could seriously jeopardize the enrollee’s life, physical or mental health.

PROHIBITED DISCRIMINATION

Under State law, agencies may not deny benefits or services or provide you aid that is different from aid provided to others based on:

Race, Color, Ancestry, National Origin (including language), Ethnic Group Identification, Age, Physical or Mental Disability, Medical Condition, Religion, Sex, Gender, Gender Identity or Expression, Sexual Orientation, Marital Status, Domestic Partnership, Political Affiliation, Citizenship, Immigration Status, and Genetic Information.

Federal laws also prohibit discrimination on several, although not all, of the bases listed above. Federal Law also prohibits:

Delaying or denying the placement of a child for adoption or into foster care based on the race,

color, or national origin of the adoptive or foster parents, or the child;

Denying any individual the opportunity to become a foster or adoptive parent based on the race, color, or national origin of the individual or child involved.

EXAMPLES OF DISCRIMINATION

The agency does not give you a free interpreter.

A worker tells a certain ethnic group about more programs and services than people of other ethnicities.

The agency won’t help you get large print or Braille versions of written information to help you with visual impairment.

A worker learns of your religion or sexual orientation and then treats you differently.

You can’t get to appointments because the agency building does not have an elevator and you have a disability limiting your use of stairs.

You cannot get your wheelchair into examination, interview rooms or restrooms.

The agency does not want you to have training because they say you are “too old.”

REASONABLE ACCOMMODATIONS: SPECIAL HELP FOR PEOPLE WITH DISABILITIES

A person with a physical or mental disability may have the right to a free reasonable accommodation from a government agency to help them access and participate in programs and services. If you have a disability and need extra help, you should ask the local or state agency responsible for your application or benefits/services. The agency must work with you to determine what help you need. If the agency is denying you an accommodation, it must give you written notice stating the reason for the denial. The notice must list your appeal rights.

Frequently Asked Questions:

Q: What if my paycheck never arrives, is lost, or destroyed?

A: Contact IHSS payroll and request to complete an affidavit to receive a replacement check. DO NOT cash the original check if it arrives or is found. Cashing both checks is fraud and is punishable under Penal Code §487.

Q: As an IHSS provider, what could happen if I pay someone else to fill in for me when I am not available?

A: Since only IHSS providers can receive an IHSS paycheck, the IHSS provider will have to repay the program the subcontracted wages and face tax implications and possible prosecution. Subcontracting IHSS services is a punishable crime under Penal Code §72.

Q: While in the hospital can my provider be paid to provide translating services, sitting at my bedside or bring me food from home?

A: No. Your IHSS provider cannot get paid IHSS hours for any duties performed while you are in the hospital.

Q: The recipient I care for has added some household chores to my daily duties. Can I claim hours on my timesheet for things like pet care, checking the mail or paying bills if I am asked?

A: No. The IHSS program is designed to help keep the recipient out of a hospital or skilled nursing facility. The only job duties authorized by IHSS are those approved by the social worker to keep the recipient safely in his/her home.

Q: If my provider is unavailable and I don't have another official provider, what should I do?

A: Call your assigned IHSS social worker to request a referral to the Solano County Public Authority. The Public Authority has many authorized and trained providers ready and available to provide care for you if your provider is unavailable.

Q: Who should I call if I feel that my provider is putting me at risk or neglecting me?

A: If you feel your provider is placing you at risk in any way, immediately call, Solano County Adult Protective Services at (800) 850-0012. In an emergency, call 911.

Overtime Violations:

Although Violations are not considered fraud at this time, there are significant consequences for claiming IHSS hours beyond the designated limits.

TO AVOID VIOLATIONS:

- Only work the total maximum weekly hours assigned by your recipient.
- Know and understand when your recipient(s) must request county approval for adjusting hours.
- DO NOT work more than a total of 66 hours per workweek if you work for multiple recipients.
- DO NOT travel more than 7 hours per work week when traveling **directly** from one recipient to another on the **same** workday.

VIOLATION CONSEQUENCES:

1. The provider and each of their recipients will get a notice of the violation with information on how to request a county review.
2. The provider will have a choice to complete a one-time training about the workweek and travel time limits within 14 calendar days of the date of the notice. If the provider chooses to complete the training, he/she will avoid receiving a second violation. If the provider does not complete this training, he/she will receive a second violation.
3. The provider will be suspended as an IHSS provider for three months.
4. The provider will be terminated as an IHSS provider for one year.

For more information and training videos, regarding overtime and violations, go to:

<http://www.cdss.ca.gov/agedblinddisabled/>

In-Home Supportive Services

Fraud Prevention, Detection & Investigation



Helping Recipients & Providers Understand & Prevent Fraud

County of Solano

In-Home Supportive Services

275 Beck Avenue, MS 5-110

Fairfield, CA 94533-0677

(707) 784-8259 Option 1

(707) 784-2440 Fax

IHSSProgramIntegrityUnit@solanocounty.com

***If you suspect fraud,
call your IHSS social worker,
or call (707) 784-8259, Option 1, or
call the Medi-Cal Beneficiary Fraud & Abuse
Hotline at 1-800-822-6222.***

IMPORTANT NUMBERS:

IHSS Intake Line: (707) 784-8259 Option 1

IHSS Payroll Line: (707) 784-8990

Provider Enrollment Line: (707) 784-8753

Adult Protective Services: (800) 850-0012

FLSA/Overtime Line (707) 784-8003

This brochure is to help you understand how to avoid claiming IHSS services or payments you are not entitled to, and to prevent IHSS fraud.

What is Fraud?

When a person makes a deliberate attempt to deceive or to obtain something in an unlawful or unfair manner, this is fraud.

Welfare and Institutions Code section 12305.81(a) dictates that anyone convicted of a violation of California Penal Code section 273a(a), 368, or “fraud against a government health care or supportive services program” (which includes IHSS fraud) is ineligible to be an IHSS provider for 10 years.

Common Fraud Issues in IHSS

RECIPIENT’S TRUE NEED

Recipients and providers may not make false statements about the extent of the recipient’s disabilities or claim that the recipient needs more hours than are actually necessary for his/her proper in-home care.

TIMESHEETS

Providers may not claim more hours on a timesheet than actually worked. This is a crime punishable under Penal Code §72 and §487(a).

- If the recipient is not available to sign the timesheet, the provider **may not** sign it for him/her. **The recipient is the employer.** Only the recipient or an authorized signer can sign a timesheet **after** all hours claimed have actually been worked.
- If your recipient dies, **do not** sign the timesheet for him/her, and **do not** claim any hours after the recipient’s death. Instead sign your own name and write “deceased” and the date he/she died in place of the recipient’s signature.
- **Do not** turn in the timesheet early. You must submit timesheets at the end of the pay period.

RECIPIENT OUT OF THE HOME

A provider cannot be paid to take care of a recipient who is out of the home due to:

- Hospitalization
- Placement in a skilled nursing facility
- Jail
- Living out of the county

IHSS is designed to help a recipient remain safely in his/her own home; therefore you cannot claim hours worked or turn in timesheets for work done while the recipient is temporarily residing **out of the home.**

When a recipient returns home, a provider cannot make-up hours not worked while the recipient was out of the home (see overtime limits).

CHECK SPLITTING

One type of IHSS fraud is when a provider submits timesheets and accepts payment for work that was never performed, and then splits the pay with the recipient. This is called **Check Splitting**. This type of **Check Splitting** is fraud. Both the provider and recipient can be criminally prosecuted for theft and submitting a false timesheet under Penal Code §487(a) or Penal Code §72.

SUBCONTRACTING

An official provider cannot hire someone to perform IHSS duties while claiming these hours on his/her own timesheet.

All persons providing care must be an official provider who has been approved and authorized through IHSS.

USING A FALSE IDENTITY

Providers **must** use **their own** personal information, such as name, address and Social Security Number. Using a false identity is a crime under Penal Code §529.5.

Recipient Reporting Requirements

Recipients must report...

- All persons living in the household, whether or not they are related.
- If you are living with your provider or your spouse, regardless of the status of your marriage.
- Changes in your living situation, your marital status, your address, your phone contact information, your level of disability, or your return to employment.

These changes might affect the amount of services available to you and **MUST** be reported.

Prosecution

If you are reported for IHSS fraud, an investigation will be conducted. IHSS fraud will be prosecuted. If information is found that you are defrauding by withholding income information to another program, a referral will be sent to the appropriate agency for immediate action.

Unannounced Visits

Fraud Investigations staff make unannounced home visits to both recipients and providers. Cases are randomly selected for the unannounced visits.

Reporting a New Provider

Recipients and providers need to report any change in providers, **immediately**. Providers will only be paid back to the date that the recipient reports the change in provider to the IHSS office, or the date the provider registers their provider application online. Please report changes to your Social Worker.

Searching for senior services?

Visit www.SolanoCares.org,
your one-stop resource

Seniors, their family members and service providers can now get connected to a variety of resources at the click of a button:

- Check out a comprehensive directory of senior services
- Learn about health topics through the Learning Center
- Find health and wellness classes and events in the community

SolanoCares.org
YOUR ONE-STOP RESOURCE



¿Está buscando servicios para personas mayores de edad?

Visita www.SolanoCares.org,
Su recurso integral

Ahora las personas mayores, sus familiares y proveedores de servicios pueden conectarse a una variedad de recursos solo con un clic de un botón:

- Consulta el Directorio de Servicios, un directorio completo de programas, grupos de apoyo y recursos
- Aprende sobre varios temas de salud a través de la Biblioteca
- Encuentra clases de salud y bienestar y eventos en la comunidad

SolanoCares.org
YOUR ONE-STOP RESOURCE



INFORMATION AND REFERRAL

211 BAY AREA..... 211

Dial 2-1-1 to connect with community services near you -child care job training, senior services, counseling, food, shelter and much more. This free service, provided by United Way of the Bay Area is available 24 hours a day in more than 150 languages. www.211BayArea.org.....

SOCIAL SECURITY OFFICES www.ssa.gov/

700 Main St, Suisun City 94585, M-F, 9:00 am-3:00 pm 1-800-772-1213

106 Plaza Dr., Vallejo, 94591, M-F, 9:00 am-3:00 pm 1-800-772-1213

Social Security provides benefits for retirement, disability, and survivors. Also Medicare insurance and Supplemental Security Income (SSI) for aged, blind, or disabled. SSI is Supplemental Security Income, a program for those in financial need administered by the Social Security Administration. If you are 65 or over, disabled, or blind, you may qualify for this assistance and qualify for Medi-Cal to help with your medical bills. C-criteria for SSI supplements, please call Social Security Administration.

SOLANO COUNTY departments and services 707-784-6100

Information on Solano is available on the web at www.solanocounty.com

County Administrator's Office, 675 Texas St. Fairfield

Older and Disabled Adult Services in the Health and Social Services Department provides a range of services for older and disabled persons in the following programs: Adult Protective Services, In-Home Supportive Services, Public Guardian and Public Administrator at 275 Beck Ave., Fairfield.

Emergency/Crisis 911

Adult Protective Services (APS) 24-Hour Hotline 1-800-850-0012

 During regular office hours 707-784-8259

In-Home Supportive Services (IHSS) Intake 707-784-8259

IHSS Public Authority Provider Registry..... 707-784-8200

Public Guardian- Public Administrator 707-784-8920

COMMUNITY ACTION COUNCILS offer financial assistance to low-income residents.

See Income Assistance/Benefits section for contact information.

FAMILY RESOURCE CENTERS provide connections to healthcare, housing, food, counseling and other services .

See Income Assistance/Benefits section for contact information

PUBLIC LIBRARIES PROVIDE information and resources .

See the Index section for library listing information.

Solano County Network of Care for Seniors and People with Disabilities, a comprehensive web-based list of services

www.solano.networkofcare.org/aqinq

EMERGENCY

CALL 911 FOR POLICE-SHERIFF-FIRE-AMBULANCE-PARAMEDICS-ALL EMERGENCIES

SOLANO COUNTY ADULT PROTECTIVE SERVICES (APS) 24-Hour Hotline 1-800-850-0012
During regular office hours 707-784-8259

SOLANO COUNTY MENTAL HEALTH CRISIS LINE 24-hour crisis line 707-428-1131

NATIONAL SUICIDE PREVENTION HOTLINE- VETERANS CRISIS LINE 1-800-273-8255

POISON CONTROL 1-800-222-1222

HOSPITALS

Kaiser Vacaville, 1 Quality Drive, Vacaville www.kp.org 707-624-4000
Kaiser Vallejo, 975 Sereno Drive, Vallejo www.kp.org 707-651-1000
NorthBay Medical Center; 1200 B. Gale Wilson Blvd. Fairfield www.northbay.org 707-646-5000
Sutter Solano Medical Center, 300 Hospital Drive, Vallejo www.suttersolano.org 707-554-4444
VacaValley Hospital, 1000 Nut Tree Rd Vacaville <http://northbay.org/northbayvacavalleyhospital.aspx> 707-624-7000
David Grant Medical Center, 101 Bodin Circle Travis AFB, Fairfield www.travis.af.mil/units/dqmc 707-423-3000

AREA AGENCY ON AGING SENIOR ASSISTANCE 707-297-3782
275 Beck Ave., Fairfield CA www.aaans.org M-F 8:30 am- 4:30 pm
Provides information about how to obtain Emergency Response Systems and Elder ID/Safe Return programs.

EMERGENCY FOOD AND CLOTHING

FOOD BANK OF CONTRA COSTA AND SOLANO www.foodbankccs.org 707-421-9777
2339 Courage Ave, Suite F, Fairfield, M-F 7:00 am-3:30 pm
Provides food assistance for low-income persons including the Senior Brown Bag program.

SALVATION ARMY www.salvationarmyusa.org
Kroc Center, 586 East Wigeon Way, Suisun City, M-F 5:30 am-10 pm, Sat & Sun 6:00 am-8 pm 707-439-7880
Service Centers provide food, clothing and assistance with utility bills,
Kroc Center also provides community recreation, fitness and aquatics programs. www.gokroc.org

SAINT VINCENT DE PAUL www.svdp.org/ (Food, Shelter, Clothing)
Benicia 707-746-1773 Vacaville

VACA FISH 707-447-5482
#40 Eldridge Ave, Vacaville M-F 10:00 am-11:45a

CHRISTIAN HELP CENTER www.christianhelpcenter.org 707-553-8192
2166 Sacramento Street, Vallejo M-Sa 8:00 am-6:00 pm

OPPORTUNITY HOUSE www.opportunityhouse.us 707-447-1988
267 Bennett Hill Court., Vacaville MW Th F & Sa 10:00 am-6:00 pm T 10:00 am-8:00 pm, Su 10:00 am-5:00pm

AMADOR STREET HOPECENTER 707-648-1986
929 Amador St., Vallejo, Office Hours W 11am-1pm

MEDICAL REFERRALS

HOSPITALS

- Kaiser Vacaville, 1 Quality Drive, Vacaville www.kp.org 707-624-4000
- Kaiser Vallejo, 975 Sereno Drive, Vallejo www.kp.org 707-651-1000
- NorthBay Medical Center, 1200 B. Gale Wilson Blvd. Fairfield www.northbay.org 707-646-5000
- Sutter Solano Medical Center, 300 Hospital Drive, Vallejo www.suttersolano.org 707-554-4444
- VacaValley Hospital, 1000 Nut Tree Rd Vacaville <http://northbay.org/northbayvacavalleymedicalhospital.aspx> 707-624-7000
- David Grant Medical Center, 101 Bodin Circle Travis AFB, Fairfield www.travis.af.mil/units/dqmc 707-423-3000
- SOLANO COUNTY PUBLIC HEALTH DEPARTMENT 707-784-8600
- NAPA-SOLANO COUNTY MEDICAL SOCIETY WWW.solanomedsoc.com 707-255-3622
 3273 Claremont Way, Suite 205, Napa 94558 , Refers callers to competent physicians in Solano County.
 Durable Power of Attorney and Do Not Resuscitate (DNR) forms available upon request.
- NAPA-SOLANO DENTAL SOCIETY www.napasolanodentalsociety.org 707-428-3894
 1023 Empire St., Fairfield, M-Th 9:00 am-5:00 pm
- Empowered Aging OMBUDSMAN 707-644-4194
 400 Contra Costa St., Vallejo, M-F 8:30 am -4:30 pm
 Services are provided to residents in long-term care facilities and their families. Services include complaint investigation and resolution, information and consultation, facility monitoring, training and education and witnessing advanced health care directives in skilled nursing facilities
- EYE CARE AMERICA www.evecareamerica.org (24 hour line) 1-800-222-3937
Administration, M-F 8:00 am - 12:00 pm 1-877-887-6327
 Financially disadvantaged seniors who have not recently seen an ophthalmologist will be referred to a local ophthalmologist for exam and treatment.

HEALTH SERVICES

- SOLANO ADULT DAY HEALTH CARE 707- 642-6811
 100 Corporate Place, Suite D Vallejo, Provides a full range of health care, social, and recreational services in a licensed day program. M-Th 9:30 am -4:00 pm
- LA CLINICA www.laclinica.org 707-556-8100
 243 Georgia Street, Suite B, Vallejo, M - F 9:00am- 5:00 pm, Evenings M-F 5:00- 8:00 pm First come first served
- SOLANO COUNTY HEALTH AND SOCIAL SERVICES PRIMARY CARE CLINIC www.solanocounty.com
 2201 Courage Drive. Fairfield M-F 8:00 am-5:00 pm 707-784-2010
 365 Tuolumne Street Vallejo." 707-553-5509
- SOLANO COUNTY DENTAL Clinics www.solanocounty.com 707-784-2120
 2101 Courage Dr. Fairfield, M-F 8:00 am-5:00 pm
- LA CLINICA DENTAL SERVICE www.laclinica.org 707-558-2000
 2920 Sonoma Blvd., Suite A, Vallejo, M-F 8:00 am-5:30pm, Sat. 8:30 am - 5:30 pm (closed 12:30-1:30 pm)
- AMERICAN RED CROSS <http://www.redcross.org/> 707-438-7060
 1545 N Texas St., Fairfield, M-F 8:30 am-5:30 pm,
- AMERICAN CANCER SOCIETY, SOLANO COUNTY UNIT www.cancer.org 1-800-227-2345
 700 Main St., Suite 102, Suisun City, M-F 9:00am-5:00 pm
- MEDIC ALERT FOUNDATION, UNITED STATES www.medicalert.org 1-888-633-4298
 M-F 6:00 am- 5:00 pm,
 Medial Information bracelets/necklaces provide emergency information to doctors, hospitals, etc.
- MEDICAL EQUIPMENT & SUPPLIES
 Physician-prescribed medical equipment may be covered by Medicare, Medi-Cal, or private insurance.
 Check with your physician or call:
 Medicare www.medi-care.gov 1-800-633-4227
 Medi-Cal - Department of Social Services, Sacramento 1-800-952-5253

SELF HELP AND SUPPORT GROUPS

AMERICAN DIABETES ASSOCIATION www.diabetes.org	1-800-342-2383
AMERICAN HEART AND STROKE ASSOCIATION www.heart.org	1-800-242-8721
GUIDE DOGS FOR THE BLIND www.guidedogs.com	1-415-499-4000
350 Los Ranchitos Rd. San Rafael	
REDWOOD CAREGIVER RESOURCE CENTER (RCRC) www.redwoodcrc.org	707-542-0282
1140 Sonoma Ave., Ste. 1B, Santa Rosa, CA 95405, Provides information and referral, counseling, support groups, and respite care for families and caregivers of brain-impaired adults and for frail elders. M-F 9:00 am-5:00 pm	
NORTHBAY HOSPICE & BEREAVEMENT www.northbay.org	707-646-3595
4520 Business Center Dr., Ste: 160. Fairfield	
KAISER HOSPICE & BEREAVEMENT www.kp.org	707-645-2730
975 Sereno Drive, Vallejo	
SUTTER HOSPICE & BEREAVEMENT www.suttervnaandhospice.org	1-925-363-4120
YOLO HOSPICE www.yolohospice.org	1-800-491-7711
1909 Galileo Court, Suite A, Davis, CA 95618	
HEALTH INSURANCE COUNSELING (HICAP) www.senioradvocacyresources.org	1-800-434-0222
1304 Southpoint Blvd., Suite 280, Petaluma, Ca. 94954, M-F 9:00 am-4:00 pm	
Information and counseling on Medicare, Senior HMOs, Medicare Supplement Plans and Long Term Care Insurance	
CALIFORNIA DEPT. OF INSURANCE CONSUMER HOTLINE www.insurance.ca.gov	1-800-927-4357
M-F 8:00 am-5:00 pm	
DIXON FAMILY SERVICES www.dixonfs.org	707-678-0442
155 North 2nd Street, Dixon, M-Th 10:00 am-4:00 pm	

SUPPORT GROUPS

CARING AND SHARING SUPPORT GROUP	707-643-1044
Florence Douglas Senior Center, 333 Amador St., Vallejo, Tuesday, 9:00 - 10:20 am All seniors welcome. No cost.	
Make new friends, share ideas and resources about adapting to change and coping with loneliness, loss, and illness.	
Sponsored by Faith in Action of Solano County, for more information call 707-469-6675 www.faithinactionsolano.org	
CANCER SUPPORT GROUP	707-554-5326
Sutter Solano Medical Center, 300 Hospital Drive Vallejo, 2nd & 4th Tuesday, 3:30 - 5:00 pm	
GRIEF SUPPORT GROUP	1-925-363-4126
McBride Senior Center, 91 Town Square Pl., Vacaville 1 st and 3 rd Thursdays 1:30p – 3:00p	
PET LOSS SUPPORT GROUP www.bvhumane.org/	707-645-7906
Benicia-Vallejo Humane Society, 1121 Sonoma Blvd. Vallejo, Tue-Sat 11:00 am-5:00 pm,	
Services include: Animal advocacy and a pet loss support group	

EDUCATION

ADULT SCHOOLS

Offer a variety of opportunities for academic and vocational achievement as well as personal enrichment. Classes in the areas of health and fitness, English as a second language, computer, arts & crafts, and self-enrichment are offered at low or no cost to the participants.

FAIRFIELD SUISUN (FSUSD), 900 Travis Blvd., Fairfield, www.fsusd.k12.ca.us/	707-421-4155
VACAVILLE EDUCATION EXTENSION (VUSD), 100 McClellan St., Vacaville www.vacavilleusd.org/	707-453-6018
VALLEJO CHARTER SCHOOL (VCUSD), 2833 Tennessee St., Vallejo www.vallejo.k12.ca.us/	707-556-8620
SOLANO COUNTY OF EDUCATION, 5100 Business Ctr. Dr., Fairfield www.solanocoe.net/	707-399-4400

SOLANO COMMUNITY COLLEGE

In addition to the academic credit classes, the community college offers a range of noncredit and community service programs at the main campus and satellite locations throughout the county. There may be fees for registration and materials, and parking.

COMMUNITY COLLEGE CAMPUS 4000 Suisun Valley Rd., Suisun City www.solano.edu	707-864-7000
ADMISSIONS & RECORDS	707-863-7872
VALLEJO CENTER, 545 Columbus Parkway, Vallejo	707-642-8188

COMMUNITY RESOURCES

Departments manage parks, community centers and recreation programs in each city.

VACAVILLE COMMUNITY SERVICES, 1000 Ulatis Dr., Vacaville WWW.ci.vacaville.ca.us	707-449-5654
VALLEJO GREATER VALLEJO RECREATION DISTRICT, 395 Amador St., Vallejo http://www.qvrd.org/	707-648-4600

M-F 8:00 am-5:00 pm

KAISER PERMANENTE MEDICAL CENTER HEALTH EDUCATION CENTERS www.kp.org	
975 Sereno Drive, Vallejo	707-651-2692
3700 Vaca Valley Parkway, Vacaville	707-624-4000
1550 Gateway Blvd., Fairfield	707-427-4466
IN HOME SUPPORTIVE SERVICES--Caregiver Training	707-784-8753
AARP State office www.aarp.org	1-800-424-3410
1415 L Street Suite 960, Sacramento CA, 95814, Classes offered at various locations, including senior centers. Driver Safety, Grand parenting, Reverse mortgage, Employment Connections. M-F 9:00 am-5:00 pm	
REDWOOD CAREGIVER RESOURCE CENTER (RCRC) www.redwoodcrc.org	707-542-0282
1140 Sonoma Ave., Ste. 1B, Santa Rosa, CA 95405, Provides information and referral, counseling, support groups, and respite care for families and caregivers of brain-impaired adults and for frail elders. M-F 9:00 am-5:00 pm	

ALZHEIMER'S AND OTHER DEMENTIAS/ LEGAL

ALZHEIMER'S AND OTHER DEMENTIAS

- ALZHEIMER'S ASSOCIATION HELPLINE 1-800-272-3900
Information, referral and support 24 hours a day, 7 days/week
- ALZHEIMER'S ASSOCIATION OF NORTHERN CALIFORNIA www.alzncal.org/ 1-925-284-7942
East Bay office of Greater San Francisco Bay Area Chapter
3675 Mt. Diablo Blvd., Lafayette. M-F 8:30 am-5:00 pm
- ALZHEIMER'S AID SOCIETY NORTHERN CALIFORNIA www.alzaid.org916-483-2002
P.O. Box 1824 Sacramento CA 95812, M-Th 9:00 am-3:00 pm, Friday by appt. only.
- NORTHBAY ALZHEIMER'S RESOURCE CENTER www.northbay.org/NorthBayAlzheimerServices.aspx 707-624-7971
1000 Nut Tree Rd#205, Vacaville, M-F 10:00 am-2:00 pm 1-888 -922-9922

LEGAL

- CALIFORNIA DEPARTMENT OF PUBLIC HEALTH - OFFICE OF VITAL RECORDS, SACRAMENTO, 1-916-558-1784
For copies of birth, marriage or divorce certificates, contact the county clerk in the county in which you were born.
- SOLANO DISTRICT ATTORNEY'S OFFICE www.solanocounty.com707-784 -6800
675 Texas St., Ste. 4500, Fairfield, CA 94533
- LEGAL SERVICES OF NORTHERN CALIFORNIA SOLANO CO. OFFICE www.lsnr.net 707-643-0054
1810 Capitol Street, Vallejo, CA 94590, MT Th F 8:45 -11:45 am 1:00- 3:00 pm, closed Wednesday
LSNC provides assistance to seniors with legal problems concerning housing (including foreclosures), public benefits (such as SSI, food stamps, Medi-Cal or IHSS issues), elder abuse, and some consumer issues
- LAWYER IN THE LIBRARY 1-866-572-7587
John F. Kennedy Library, 505 Santa Clara St. Vallejo,
1st & 3rd Wednesdays, 6:00 - 8:00 pm, Sign-ups at 10:00 am
Free legal advice & referral
- LAWYER REFERRAL SERVICE, Solano County Bar Association707-422-0127
744 Empire St., #201, Fairfield, CA 94533
- SENIOR LEGAL HOTLINE Sacramento County916 551-2140
- CALIFORNIA ADVOCATES FOR NURSING HOME REFORM (CANHR) www.canhr.org 800-474-1116
Consumer Information Hotline, M-F 9:00 am-5:00 pm

INCOME ASSISTANCE / BENEFITS

BALANCE (Formerly Consumer Credit Counseling Service) www.balancepro.org	1-800-777-7526
1655 Grant St., Concord 94520	
M-F 8:00 am-5:00 pm, Debt counseling and consolidation of payments	
WORKFORCE DEVELOPMENT BOARD OF SOLANO COUNTY www.edd.ca.gov	
320 Campus Lane, Suisun City	707-863-3500
SOLANO COUNTY HEALTH AND SOCIAL SERVICES, OLDER AND DISABLED ADULT SERVICES (ODAS)	
www.solanocounty.com/	707-784-8259
275 Beck Ave., Fairfield, M-F 8:00 am-5:00 pm	
Provides screening and eligibility determination for the In-Home Supportive Services (IHSS) Program.	
SOCIAL SECURITY OFFICES www.ssa.gov/	
700 Main St, Suisun City 94585 9:00 am-4:00 pm	1-800-772-1213
106 Plaza Dr., Vallejo, 94591 9:00 am-4:00 pm	1-800-772-1213
Social Security provides benefits for retirement, disability, and survivors. Also Medicare insurance and Supplemental Security income (SSI) for aged, blind, or disabled. SSI is Supplemental Security Income, a program for those in financial need administered by the Social Security Administration. If you are 65 or over, disabled, or blind, you can get checks and qualify for Medi-Cal to help with your medical bills. Criteria for SSI supplements, please call Social Security Administration.	
HEALTH INSURANCE COUNSELING (HICAP) www.senioradvocacyservices.org	1-800-434-0222
1304 Southpoint Blvd., Suite 280, Petaluma, Ca. 94954, M-F 9:00 am-4:00 pm	
Information and counseling on Medicare, Senior HMOs, Medicare Supplement Plans and Long Term Care Insurance	
MEDICARE HOTLINE, U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES www.medicare.gov	1-800-633-4227
COMMUNITY ACTION COUNCILS offer financial assistance to low-income residents.	
Benicia Community Action Council WWW.bencac.com/	707-745-0900
480 Military East Benicia, CA 94510 M 8:30 am-1:30 pm, T-Th 8:30 am-4:00 pm, F 10:00 am-2:00 pm	
Dixon Family Services www.dixonfs.org/	707-678-0442
155 North 2nd Street Dixon, CA 95620, M-Th 10:00 am-4:00 pm F 10:00 am-1:00 pm	
Fairfield/Suisun Community Action Council www.fairfieldcac.org/	707-427-1148
416 Union Avenue Fairfield, CA 94533	
Rio Vista Food Pantry	707-374-5706
1105 Airport Rd., Rio Vista, CA 94571	
Vacaville Family Resource Center www.co.solano.ca.us	707-469-6600
650 Merchant St., Vacaville, CA 95688	
FAMILY RESOURCE CENTERS provide parent education, home visiting programs, connections to healthcare, housing, food, counseling and other services	
Benicia FRC http://www.ci.benicia.ca.us/ M-F 10:00 am-4:00 pm	707-746-4352
Dixon Family Services www.dixonfs.org M-Th 10:00 am-4:00 pm F 10:00 am-1:00 pm	707-678-0442
Fairfield FRC M-F 7:30 am-4:00 pm	707-421-3224
Rio Vista C.A.R.E. FRC	707-374-5243
Healthy Star FRC M-F 8:30 am-3:00 pm	707-421-4398
Travis AFB Airman and Family Readiness Center WWW.travisafrc.com	707-424-2486
MTW-F 7:30am-4:30 pm, Th 7:30 am - 3:00pm	
Vacaville FRC www.cityofvacaville.com M-Th 8:30 am-3:00 pm	707-469-6608
Vallejo Fighting Back Partnership & FRC www.fight-back.org	707-648-5230

INCOME ASSISTANCE / BENEFITS (cont.)

- CATHOLIC CHARITIES FAMILY ASSISTANCE PROGRAM www.csssolanoo.org/707-644-8909
 125 Corporate Place, Vallejo M-Th 9:00 am-5:00 pm, Fri 9:00 am-12:00 pm
- SEASON OF SHARING - Catholic Social Services of Solano Co. www.csssolanoo.org .415 777-7120
 Services include: Financial Assistance for delinquent rent or mortgage through Season of Sharing (SOS) fund.
 Provides financial assistance through SOS Critical Family Needs (CFN) fund for critical one-time needs for seniors age 55 and over, or disabled persons.
- INDEPENDENT LIVING RESOURCE CENTER www.ilrsc.orgPhone/TTY 707-435-8174
 450 Chadbourne Road, Ste C, Fairfield, M-F 9:00 am-5:00 pm
 Fairfield, M-F 8:30 am-4:30 pm
 Provides advocacy and assistance to persons with disabilities.
- ST. VINCENT DEPAUL
 Vacaville 707-421-5488
 Society Provides partial assistance with past due rent. Call for information about programs
- KAISER PERMANENTE MEDICAL FINANCIAL ASSISTANCE PROGRAM (MFAP).....1-866-399-7696
 KAISER PERMANENTE PATIENT FINANCIAL ASSISTANCE PROGRAM707-651-2053
www.kp.org Financial Counselor, Assistance based on income.
- HEALTH WELL FOUNDATION <http://healthwellfoundation.org/> 1-800-675-8416
 M-F 9:00 am-5:00 pm EST, May provide co-pay assistance for certain drug cost based on certain diagnosis.
 Qualification is based on medical, financial and insurance criteria
- TAXES
 Franchise Tax Board, PO Box 1468 Sacramento CA 95812-1468 1-800-852-5711
 Internal Revenue Service, Box 942886, Sacramento CA, 942886-0904 www.irs.gov/ 1-800-829-1040
 Solano County Tax Assessor, 675 Texas St. Fairfield, CA 94533 707-784-6200
- VETERANS ADMINISTRATION REGIONAL OFFICE www.va.gov/ 1-800-827-1000
 1301 Play Street, Oakland, CA; 12th floor. Benefits information and assistance. M-F 8:00 am-4:00 pm.
- SOLANO COUNTY VETERANS SERVICES WWW.solanocounty.com707-784-6590
 675 Texas St., Suite 4700, Fairfield, M-F 9:00 am-4:00 pm,
 Advocacy in filing claims, counseling, G.I. loans
- PACIFIC GAS & ELECTRIC COMPANY
 Medical Baseline, P.O. Box 8329, Stockton, CA95208.....1-800-743-5000 (English), 1-800-660-6789 (Español)
www.pge.com Medical Baseline is a financial assistance program for residential customers that have special energy needs due to certain qualifying medical conditions. A licensed California doctor must certify that full-time resident at your home needs or uses life-support, a paraplegic, hemiplegic, quadriplegic, or multiple sclerosis patient, scleroderma, or other qualifying diseases. Call for an application, complete it, and then mail it to the above address.
- PG&E CARE www.pge.com/care..... 1-866-743-2273
 P.O. Box 7979, San Francisco, CA, Financial assistance, monthly discount on energy bills for income-qualified households
- HEAP (HOME ENERGY ASSISTANCE PROGRAM) WWW.pge.com/care 1-800-233-4480
 North Coast Energy Services, P.O. Box 413, Ukiah, CA, M-Th 8:00 am-4:00 pm
- RECOLOGY OF VALLEJO & AMERICAN CANYON www.recologyvallejo.com/707-552-3110
 Offers discounted garbage rates to customers who are enrolled in PG&E CARE Qualify for lower rates
- CPUC CALIFORNIA PUBLIC UTILITIES COMMISSION <http://www.cpuc.ca.gov/puc/>1-800-649-7570
 Consumer Affairs Branch, California Lifeline Telephone Program complaints1-800-848-5580
 505 Van Ness Ave., San Francisco, CA 94102-3298
- PAID LEAVE/EMPLOYMENT DEVELOPMENT DEPARTMENT ..-877-238-4373 (English), 1-877-379-3819 (Español)
 For people who wish to be with their parents during a health crisis like a heart attack, Alzheimer's, or at the end of life to provide comfort and care. Request an application from your doctor or by calling the above numbers.

CAREGIVERS

A Home Health Agency is a state-licensed public or private agency that provides skilled nursing or other therapeutic services on a part-time basis to patients in their homes.

A complete list of for-profit agencies can be found in the Yellow Pages under Home Health Services or Nurses Registry.

REDWOOD CAREGIVER RESOURCE CENTER (RCRC) www.redwoodcrc.org707 542-0282 / 1-800-834-1636
1140 Sonoma Ave., Ste. 18, Santa Rosa, CA 95405, Provides information and referral, counseling, support groups, and respite care for families and caregivers of brain-impaired adults and for frail elders. M-F 9:00 am-5:00 pm

SOLANO COUNTY IHSS PUBLIC AUTHORITY REGISTRY 707-784-8200
Provides caregiver matching assistance to eligible IHSS low-income and disabled persons for domestic and non-medical personal care in the home.

CATHOLIC CHARITIES FRIENDSHIP SERVICES PROGRAM WWW.csssolano.org/707-644-8909
125 Corporate Place, Vallejo M-Th 9:00 am-5:00 pm, Fri 9:00 am-12:00 pm
Provides telephone re-assurance for isolated seniors. Hours vary upon need.

FAITH IN ACTION www.faithinactionsolano.org707-469-6675 1707-469-6668
91 Town Square PL, Vacaville 95688. Provides friendly visits and telephone re-assurance for isolated seniors and assistance with errands and groceries. Hours vary upon need.

A list of private professional conservators registered with Solano County can be obtained from the Superior Court Investigators Office at 707-201-7481.

DAY PROGRAMS

Provide respite for caregivers. Some programs provide health care or specialize in dementia care.

Call program for information about eligibility and application procedures, hours of operation and fees.

SOLANO ADULT DAY HEALTH CARE 707-642-6811
100 Corporate Place, Suite D Vallejo, Provides a full range of health care, social, and recreational services in a licensed day program. M-TN 9:30 am -4:00 pm

FAIRFIELD SENIOR DAY PROGRAM707-428-7654
1200 Civic Center Drive Fairfield,
Social day care for frail older individuals. MT-Th 8:00 am-2:30 pm

Mandated Reporting

Persons who assume full or intermittent responsibility for care of the elderly and dependent adults are legally mandated to report any abuse or suspicion of abuse. Report to Adult Protective Services (APS)-1-800-850-0012, Solano Long Term Care Ombudsman - 707-644-4194 or local law enforcement

TRANSPORTATION

Solano Mobility Call Center YOUR ONE STOP SHOP for getting around Solano County and beyond
www.solanomobility.com 800-535-6883 (Live Person)

Provides personalized assistance during weekday business hours (Sam - 5pm) and speak to a friendly customer representative who will help you find the right ride for your trip.

The Solano Mobility Call Center is here to assist you get to your appointments, shopping, work, recreation and other destinations without driving. The Call Center has information on public, non-profit and private transportation services in and around Solano County. Schedules and program information can also be mailed to you, just ask.

Transit Information (Local Bus, SolanoExpress, Airporter, Amtrak, BART, Ferry, Greyhound, and other)

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|----------------------------------|---------------------------------------|
| Transit Trip Planning Assistance | Travel Training Programs |
| In-Person ADA Eligibility | Paratransit Information |
| Taxi Scrip Programs | Private Transportation Options |
| Volunteer Driver Programs | Commuter Information |
| Carpool/Nanpool | Regional Transit Discount Cards (RTC) |
| Senior Clipper Cards | Clipper Card Sales/Locations |
| Fastrak Toll Tag Application | Bike Maps |
| Bikelink Locker | Senior Safe Driving Information |
| OMV Locations | |

PUBLIC TRANSIT - LOCAL AND INTERCITY BUS INFORMATION

All local routes and intercity buses have kneeling capabilities and are wheelchair accessible. Call The Solano Mobility Call Center at (800) 535-6883 for personalized trip planning assistance, transportation options for traveling around Solano/Napa Counties and neighboring counties and for bus routes, schedules, and fare information.

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| SOLANO MOBILITY CALL CENTER & SOLANOEXPRESS www.solanomobility.org | 800-535-6883 |
| DIXON READI-RIDE www.ci.dixon.ca.us/DixonTransit | 707-678-5020 |
| FAIRFIELD AND SUISUN TRANSIT www.fasttransit.org/ | 707-422-2877 |
| SOLTRANS (Benicia and Vallejo) www.soltransri.de.com Customer service | 707-648-4666 |
| VACAVILLE CITY COACH www.citycoach.com | 707-449-6000 |
| SAN FRANCISCO BAY FERRY (Vallejo to San Francisco) http://sanfranciscobayferry.com/ | 707-643-3779 |
| Neighboring Counties | |
| VINE TRANSIT (Fairfield, Suisun City, Vallejo, Napa area) www.ridethevine.com | 707-251-2800 |
| YOLO BUS (Vacaville, Winters, Davis) www.yolobus.com/ | 530-666-2877 |
| BAY AREA www.511.org | 511 |

PARATRANSIT

ADA Paratransit is a shared ride, advanced reservation service for ADA Certified people with disabilities who are unable to use fixed route public transit service because of their disability.

To obtain eligibility please contact the Paratransit Eligibility Center for Solano County at (707) 541-7184 to schedule an in-person interview and assessment. If needed, paratransit service will be provided to and from the assessment center. Once qualified for ADA paratransit service, please contact the local transit agency at the number below for information on fares and to request a ride.

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| DIAL-A-RIDE TRANSIT (DART) Fairfield and Suisun City residents | 707-429-2400 |
| M-F 5:20 am - 7:45 pm, Sat 8:05 am - 5:45 pm | |
| DIXON READI-RIDE'S INTERCITY SERVICE - Dixon residents with service to Davis and Vacaville | 707-678-5020 |
| M-F 7:00 am - 5:00 pm, Sat 9:00 am - 3:00 pm | |
| PARATRANSIT VACAVILLE SPECIALIZED SERVICES M-F, 6:30am - 5:30 pm, Sat 8:35 am - 5:10pm | 707-449-6000 |
| SOLTRANS PARATRANSIT Vallejo and Benicia residents Soltrans Reservation# | 707-649-5401 |
| M-F 5:50am-8:20 pm, Sat 7:00 am- 7:00 pm, Sun 8:30-7:30 | |
| SOLANO-NAPA COMMUTER INFORMATION, Residents in Rural Areas of Solano County | 800-535-6883 |

ASSISTED TRANSPORTATION

Programs provide assistance, including escort for older adults who have difficulties (physical or cognitive) using regular transportation, including public transit and paratransit. Call The Solano Mobility Call Center at (800) 535-6883 for eligibility and reservation requirements.

VOLUNTEER DRIVER PROGRAMS

Fairfield Senior Volunteer Driver Program
Operates: Monday - Thursday (excluding holidays)
8:30am - 2:30pm 707-428-7556
Transportation for ambulatory seniors (50+) by small van to senior center, doctor, dentist and pharmacy only in Fairfield. Reservations required. Fares: \$1.50 (one way) Ticket Books: \$15.00 for 10 tickets

Faith in Action's Ride with Pride 707-469-6667
www.faithinactionsolano.org/ . (Schedule rides only line)

Provides free door-to-door rides for seniors (60+) throughout Solano County. Advanced reservation is required. Donations are accepted.

PRIVATE TRANSPORTATION

with Wheelchair Lifts

Murphy's Medical Transport 707-580-1429
Northbay Transit Group 707-644-5555
Pro-Care Mobility Inc 707-208-1569

LOCAL TAXI & INTERCITY TAXI SERVICE

Programs offer reduced taxi fare for eligible seniors and people with disabilities.

SOLANO MOBILITY CALL CENTER . 800-535-6883
Dixon Redit-Ride 707-678-5020
Rio Vista Delta Breeze 707-374-2878
Fairfield and Suisun Transit (FAST) 707-429-2400
Vacaville City Coach 707-449-6000
SolTrans (Benicia & Vallejo) 707-736-6990

REGIONAL

AMTRAK-Suisun City www.amtrak.com ... 877-974-3322
BART www.bart.gov 510-465-2278
GREYHOUND www.greyhound.com 800-231-2222
SOLANOEXPRESS solanoexpres.scom ... 800-535-6883

DEPARTMENT OF MOTOR VEHICLES

www.dmv.ca.gov/ 800-777-0133
160 Sereno Drive, Fairfield
621 Orange Drive, Vacaville
200 Couch Street, Vallejo

SENIOR CENTERS / MEALS & CLUBS

SENIOR CENTERS

BENICIA SENIOR CENTER, 187 East L St., Benicia, CA www.ci.benicia.ca.us 707-745-1202
DIXON SENIOR CENTER, 201 South 5th. St., Dixon, CA www.ci.dixon.ca.us 707-678-7022
FAIRFIELD SENIOR CENTER, 1200 Civic Center Dr., Fairfield, CA www.fairfield.ca.gov 707-428-7421
RIO VISTA SENIOR CENTER, 25 Main Street, Rio Vista, CA www.rio-vista-ca.com 707-374-3349
SUISUN CITY SENIOR CENTER, 318 Merganser, Suisun City, CA www.suisun.com 707-421-7203
FLORENCE DOUGLAS SENIOR CENTER, 333 Amador St., Vallejo CA, www.vallejoseniorcenter.com 707-643-1044
MCBRIDE SENIOR CENTER, 91 Town Square Pl., Vacaville CA www.ci.vacaville.ca.us 707-469-6660

MEALS

MEALS ON WHEELS OF SOLANO COUNTY www.mealsonwheelssolano.org/ 707-425-0638

95 Marina Center, Suisun City, CA 94585

Delivers meals to homebound seniors throughout Solano County and serves congregate lunches at the following locations: (Reservations required, call for serving days and times)

Benicia Senior Center, 187 East L St., Benicia

Dixon Senior Center, 201 South 5th. St., Dixon

Fairfield Senior Center, 1200 Civic Center Drive, Fairfield

Rio Vista Senior Center, 25 Main Street, Rio Vista

Suisun City Senior Center, 318 Merganser, Suisun City

McBride Senior Center, 91 Town Square Pl., Vacaville

Florence Douglas Senior Center, 333 Amador St., Vallejo

Reservations required, suggested donation, M-F 9:00 am-3:00 pm

Kroc Center, 586 East Wigeon Way, Suisun City, M-F 5:30 am-10 pm, Sat & Sun 6:00 am-8 pm 707-439-7880

Service Centers provide food, clothing and assistance with utility bills,

Kroc Center also provides community recreation, fitness and aquatics programs. www.gokroc.org

FOOD BANK OF CONTRA COSTA AND SOLANO www.foodbankccs.org 707-421-9777

2339 Courage Ave, Suite F, Fairfield, M-F 7:00 am-3:30 pm

Provides food assistance for low-income persons including the Senior Brown Bag program.

CLUBS/ORGANIZATIONS

Space does not allow the listing of all organizations in Solano County.

For information on lodges, veterans and military organizations, business and professional clubs, charities, garden and hobby, music and political meetings, check with the local newspaper or chamber of commerce.

AARP (American Association of Retired Persons) www.aarp.org 1-888-687-2277

NARFE (National Association of Retired Federal Employees) www.narfe.org/

National number 1-800-456-8410

VETERANS RESOURCES

VETERANS ADMINISTRATION REGIONAL OFFICE www.va.gov/1-800-827-1000
1301 Clay Street, Oakland, CA; 1hfloor. Benefits information and assistance. M-F 8:00 am-4:00 pm.

COUNSELING & MEDICAL SERVICES

ROHNERT PARK VET CENTER1 877 927-8387 / 707-586-3295
6225 State Farm Drive, Suite 101, Rohnert Park 94928

The Vet Center offers broad readjustment services. They focus on counseling for military traumas, employment, and family problems. The Vet Center also provides referral services for VA benefits and medical assistance and liaisons with community agencies.

VA NORTHERN CALIFORNIA HEALTH CARE SYSTEM, 150 Muir Rd, Martinez 94553 1-925-372-2000
www.northerncalifornia.va.gov, Offers mental health and substance abuse treatment, including services for combat-related stress and readjustment issues.

24-Hour Advice Nurse 1-800-382-8387

OUTPATIENT CLINICS

Mare Island Outpatient Clinic, 201 Walnut Ave., Vallejo 94592 707-562-8200

Santa Rosa Outpatient Clinic, 3841 Brickway Blvd., Santa Rosa 95403 707-569-2300

CA DEPARTMENT OF VETERANS AFFAIRS, 1277 O St, Sacramento 95814. 1 800- 952-5626
www.cdva.ca.gov Provides advocacy for veterans, benefits, counseling, and other services.
Call to find out about home loans for veterans, as well as for information regarding tax exemptions.

SOLANO COUNTY VETERANS SERVICES WWW.solanocounty.com 707-784-6590

675 Texas St., Suite 4700, Fairfield, M-F 9:00 - 11:30 am, 1:00 - 4:00 pm,

Provides information and assistance about obtaining veterans' benefits in your respective county and advocates assist with filing claims for entitlements from the Department of Veterans Affairs, as well as counseling, hospitalization, burial, G.I. and home loans, providing case management even after the OVA renders its decision. Home and institutional visits can be arranged.

VETERANS HOME OF CALIFORNIA, YOUNTVILLE 1-800-404-8387

<http://www.calvet.ca.gov/NetHomes/Yountville.aspx>: A state home for California residents who are veterans.

Hospital and nursing care available. A limited number of private apartments for non-veterans and their veteran spouses.

VA RESPITE PROGRAM 925-370-4704

150 Muir Road, Martinez, CA, 94553, Provides respite for up to 14 days twice a year for veterans

COUNSELING

- REDWOOD CAREGIVER RESOURCE CENTER (RCRC) www.redwoodcrc.org 707-542-0282 11-800-834-1636
 1140 Sonoma Ave ., Ste. 18, Santa Rosa, CA 95405, Provides information and referral. counseling, support groups,
 and respite care for families and caregivers of brain-impaired adults and for frail elders . M-F 9:00 am-5:00 pm
- CATHOLIC CHARITIES OF SOLANO www.csssolanoo.org/ 707-644-8909
 125 Corporate Place, Vallejo M-Th 9:00 am-5:00 pm, Fri 9:00 am-12:00 pm
 Provides counseling, immigration and sexual assault services
- INDEPENDENT LIVING RESOURCE CENTER www.ilrsc.org PhonerrTY 707-435-8174
 450 Chadbourne Road, Ste C, Fairfield, M-F 9:00 am-5:00 pm
 Fairfield, M-F 8:30 am-4: 30 pm
 Provides advocacy and assistance to persons with disabilities.
- SOLANO COUNTY HEALTH AND SOCIAL SERVICES www.solanocounty.com 707-784-2220
 Alcohol /Drug Inpatient and Outpatient Services
- HEALTH INSURANCE COUNSELING (HICAP) www.senioradvocacyservices.org 1-800-434-0222
 1304 Southpoint Blvd., Suite 280, Petaluma, Ca. 94954, M-F 9:00 am-4:00 pm
 Information and counseling on Medicare , Senior HMOs, Medicare Supplement Plans and Long Term Care Insurance
- FAITH IN ACTION www.faithinactionsolano.org 707-469-6675 1707-469-6668
 91 Town Square Pl., Vacaville 95688.
 Senior peer counseling (no fee), Individual, group counseling to senior 60 and over.

SOLANO COUNTY HEALTH & SOCIAL SERVICES

275 Beck Ave ., Fairfield
www.solanocounty.com

- Adult Protective Services (APS) (24-Hour Hotline) 1-800-850-0012
- Child Welfare Services/Children's Protective Services..... 1-800-544-8696
- Employment & Eligibility Services 707-784 -8050
- In-Home Supportive Services (IHSS) (Intake) 707-784 -8259
- IHSS Public Authority Provider Registry 707-784 -8200
- Mental Health Services 1-800-547-0495
- Public Health Services 707 -784-8600
- Public Guardian..... 707-784 -8920
- Public Administrator 707-784-8920
- Substance Abuse Services 707-784-2220

GOVERNMENT

For complete listings of State and Federal Legislature members, see phone directory under Government Offices.

SOLANO COUNTY BOARD OF SUPERVISORS 675 Texas St., Suite 6500, Fairfield 94533 www.solanocounty.com	707-784-6100
BENICIA CITY COUNCIL, 200 E. LSt Benicia CA 94510 www.ci.benicia.ca.us	707-746-4213
DIXON CITY COUNCIL, 600 East A Street, Dixon, CA 95620 WWW.ci.dixon.ca.us	707-678-7000
FAIRFIELD CITY COUNCIL, 1000 Webster, Fairfield, CA 94533 www.fairfield.ca.gov	707-428-7400
RIO VISTA CITY COUNCIL, One Main Street, Rio Vista, CA 94571 www.rio-vista-ca.com	707-374-6451
SUISUN CITY COUNCIL, 701 Civic Center Blvd., Suisun City, CA 94585 WWW.suisun.com	707-421-7300
VACAVILLE CITY COUNCIL, 650 Merchant St Vacaville CA 95688 www.ci.vacaville.ca.us	707-449-5109
VALLEJO CITY COUNCIL, 555 Santa Clara St., Vallejo, CA 94590 www.ci.vallejo.ca.us	707-648-4527

SENIOR COMMISSIONS AND ADVISORY GROUPS

VACAVILLE SENIOR ROUNDTABLE www.ci.vacaville.ca.us	707-449-5100
Provides an opportunity for city government and community organizations to network and support senior issues. Meetings are held on the third Thursday of each month at the McBride Senior Center, 91 Town Square Pl., Vacaville at 8:30 am.	

HOUSING

HOUSING AUTHORITIES

Provide assistance and rental subsidies to qualifying low-income families and individuals.

BENICIA HOUSING AUTHORITY, 28 Rwer Hill Drive	707-745-2071
FAIRFIELD HOUSING AUTHORITY, 823 B Jefferson Street.....	707-428-7392
SUISUN CITY HOUSING AUTHORITY, 701 Civic Center Blvd.....	707-421-7330
VALLEJO HOUSING AUTHORITY, 200 Georgia St.....	707-648-4508
VACAVILLE HOUSING AUTHORITY, 40 Eldridge Avenue, Suite 2.....	707-449-5675

M-F, 8:30am-5:00pm
Unincorporated areas calls are routed to Vacaville, also handles Dixon and Rio Vista.
City of Vacaville Office of Housing and Redevelopment services also include low interest loans

SHELTERS

OPPORTUNITY HOUSE, 267- Bennett Hill Court, Vacaville www.opportunityhouse.us	707-447-1988
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HOUSING ASSISTANCE

SOLANO AFFORDABLE HOUSING FOUNDATION www.sahfcorp.org	707-422-5919
Dedicated to increasing the supply of affordable housing. Fairfield	
INDEPENDENT LIVING RESOURCE CENTER www.ilrsc.org	PhoneFFTY 707-435-8174
450 Chadbourne Road, Ste C, Fairfield, M-F 9:00 am-5:00 pm.....	
Fairfield, M-F 8:30 am-4:30 pm	
Provides advocacy and assistance to persons with disabilities, including Housing Advocacy, information, education, for seniors & persons with disabilities who are having problems locating accessible housing & shared housing.	
FAIR HOUSING HOTLINE www.hud.gov/fairhousing	800-669-9777
Free access to legal advocates who will be able to evaluate claims of fair housing violations and provide legal advice.	
LEGAL SERVICES OF NORTHERN CALIFORNIA SOLANO COUNTY OFFICE www.lsncc.net	707-643-0054
1810 Capitol Street, Vallejo, CA 94590, MT Th F 8:45 -11:45 am 1:00- 3:00 pm, closed Wednesday	
LSNC provides Tenant Information and Assistance Resources	
SOLANO LONG-TERM CARE OMBUDSMAN	707-644-4194
400 Contra Costa St., Vallejo, M-F 8:30 am -4:30 pm	
1-800-644-4194	
Services are provided to residents in long-term care facilities and their families. Services include complaint investigation and resolution, information and consultation, facility monitoring, training and education and witnessing advanced health care directives in skilled nursing facilities	
CALIFORNIA HOUSING AND COMMUNITY DEVELOPMENT - MOBILE HOME OMBUDSMAN	
http://www.hcd.ca.gov/codes/ol/ombpg-menu.html	1-800-952-5275
Post Office Box 31, Sacramento, CA 95812-0031	
State office that assists the public to resolve problems associated with, manufactures homes and mobile homes by taking complaints and coordinating their solution.	
CALIFORNIA APARTMENT ASSOCIATION http://www.caanet.org/	1-800-967-4222
SOLANO/NAPA HABITAT FOR HUMANITY http://www.solanonapahabitat.org/	707-422-1948
5130 Fulton Dr., Ste.R, Fairfield, CA 94534 M-F 9:00 am-5:00 pm	
REBUILDING TOGETHER SOLANO COUNTY http://www.rebuildingtogethersolanocounty.org/	707-580-9360
Provides free rehabilitation and critical repairs to the homes of low-income residents.	
CALIFORNIA DEPARTMENT OF CONSUMER AFFAIRS http://www.dca.ca.gov/	1-800-952-5210
BETTER BUSINESS BUREAU (http://www.goldengate.bbb.org/	1-800-952-5210
For Alameda , Contra Costa, San Francisco and all counties in 707 Area Code: 510 16 ¹ , Street, Oakland, CA 94612	

PUBLIC LIBRARIES

Benicia Library WWW.benicialibrary.org 707-746-4343
 150 East L St., Benicia, CA 94510
 M-Th 10:00 am - 9:00 pm, F-Sa-Su 12:00-6:00 pm

Dixon Library WWW.dixonlibrary.com 707-678-5447
 230 North First St., Dixon, CA 95620
 M-Th 11:00 am - 8:00 pm, F-Sa 11:00 am - 6:00 pm. closed on Sun

Fairfield Civic Center Library www.solanolibrary.com 1-866-572-7587
 1150 Kentucky St., 94533
 M-Th 10:00 am-9:00 pm, .F-Sa 10:00 am-5:00 pm

Fairfield Cordelia Library www.solanolibrary.com 1-866-572-7587
 5050 Business Center Drive, 94534
 M&W 10:00 am -6:00 pm, T&Th 10:00 am-9:00 pm, F & Sa 10:00 am -5:00 pm, Su 1:00 pm -- 5:00 pm

Rio Vista Library, 1-866-572-7587
 44 South 2nd St., Rio Vista, 94571
 M&W 10:00am-6:00 pm, T&Th 10:00am-9:00pm, F-Sat 10:00am-5:00 pm. closed on Sun

Suisun City Library www.suisun-library.ca.gov 1-866-572-7587
 601 Pintail Drive, Suisun City, CA 94585
 M&W 10:00 am - 6:00 pm, T&Th 10:00 am :- 9:00 pm, F-Sa 10:00 am - 5:00 pm

Vacaville Public Library www.solanolibrary.com 1-866-572-7587
 1 Town Square Place, Vacaville, 95688
 M-Th 10:00 am-9:00 pm, F-Sa 10:00 am- 5:00 pm, Su 1:00-5:00 pm

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 1003 Oakwood Ave., Vallejo, 94591
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MKT 12350 | 2017

Get alerted in an emergency



Solano County's Regional Emergency Notification System

ALERT SOLANO

- 1** Visit www.AlertSolano.com
- 2** Click the **sign up** button
- 3** Create a **username** and **password**
- 4** Enter a **registration email address**
- 5** Accept the **terms of use box**
- 6** Click the **create your account** button
- 7** Complete your **profile**
- 8** Sign up for **alerts that you care about**

Whether you live, work, play or travel through Solano County, your safety is our top concern. **Alert Solano** is an emergency notification system that lets you know about incidents and emergencies that may affect you - as they happen.

Follow these simple steps to get registered today. You can register as a resident or a business, and you can sign up for as many locations that you care about.

For more information call (707) 784-1662
AlertSolano@SolanoCounty.com



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Transportation Benefits: Getting to Your Medical Appointments



Did you know that you may be able to get transportation for your Medi-Cal covered services?

There are 4 types of transportation services you can get as a Partnership HealthPlan of California (PHC) member:

Emergency Transportation Services

We cover ambulance services. If you need emergency transportation, call 911 right away. You do not need to ask your doctor.

Non-Emergency Medical Transportation (NEMT)

We cover medical transportation services. This is for when you have a physical or medical condition that makes you not able to get to your medical appointment by car, bus, train or taxi. You need to ask for NEMT services from your doctor. Your doctor will know what kind of transportation you need for your medical condition. If you need help getting out of your house, getting into a vehicle, and getting into the medical office, you may be able to get NEMT services. Types of NEMT services are:

- Ambulance
- Wheelchair Van
- Gurney Van
- Air Transport

To ask for NEMT services that your doctor has prescribed, please call Care Coordination at least 5 business days before your appointment. Call (800) 809-1350, Monday – Friday, 8 a.m.-5 p.m. For urgent appointments, please call as soon as possible.

Non-Medical Transportation (NMT)

PHC lets you use a car, taxi, bus, or gas mileage reimbursement to get to medical appointments. You may be able to get:

- Gas mileage reimbursement when a family member or friend takes you to appointments. Members cannot be paid directly.
- Bus passes / para-transit tickets
- Taxi vouchers
- Train tickets

We will pay the lowest cost NMT service that meets your medical needs. For example, if there is a bus route near you and your medical appointment, you may get a bus pass but not a taxi.

To get NMT services, please call MTM at (888) 828-1254, Monday – Friday, 8 a.m. – 5 p.m. Call MTM at least 5 business days before your appointment. If your appointment is urgent, please call as soon as possible.

Added Transportation-Related Benefits for Members Under 21

PHC may cover:

- Meals
- Tolls
- Lodging
- Parking

You must ask MTM for these services before the appointment. **To get these added benefits, please call MTM at (888) 828-1254, Monday – Friday, 8 a.m. – 5 p.m.** Call MTM at least 5 business days before your appointment. If your appointment is urgent, please call as soon as possible.

For questions about PHC benefits, call Member Services at (800) 863-4155, Monday – Friday, 8 a.m. – 5 p.m. TTY: (800) 735-2929 or 711. Please have your ID number or ID card ready.

If you would like a printed copy of member materials in your preferred language or in another format like braille, large print, or audio, call (800) 863-4155 or TTY/TDD (800) 735-2929 or 711.

PHC complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (800) 863-4155. TTY: (800) 735-2929 or 711.

Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните (800) 863-4155. TTY: (800) 735-2929 or 711.

Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa (800) 863-4155. TTY: (800) 735-2929 or 711.

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 (800) 863-4155. TTY: (800) 735-2929 or 711.

**Call Center
800-535-6883**

The **Solano Mobility Call Center** offers free live personalized assistance for traveling around Solano, Napa and neighboring counties. The Call Center provides a family of transportation options such as bus, rail, ferry, shared ride, airporters, taxis, paratransit, private and non-profit transportation, and bike information.

TRAVEL TRAINING

The **Travel Training Program** is available to ALL Solano County residents. Contact the Solano Mobility Call Center for more information and to schedule a training session in your area.

DISCOUNT CARDS FOR TRAVEL IN THE GREATER BAY AREA

The **Regional Transit Connection (RTC) Discount ID Card** is available to qualified persons with disabilities for discount fares on fixed-route bus, rail and ferry systems. The **Senior Clipper Card** is available to adults 65 and over. For more information contact the Solano Mobility Call Center.

**Solano Mobility Call Center
(800) 535-6883
Weekdays 7am to 5pm**

Transportation Providers

NON-PROFIT PROVIDERS

The Adult Recreation Center (ARC) Taxi Scrip Program provides taxi trips from Fairfield/Suisun City to the ARC. Participants must be 60+, be approved for the local Reduced Fare Taxi Program or DART Paratransit. Application and Scrip are available at ARC. **Cost is \$1.75 one way.** Please call 434-3800 for more information.

Faith in Action/Ride With Pride provides free door-to-door rides for seniors (60+) throughout Solano County. Advance reservation is required at 469-6675. Donations are accepted.

American Cancer Society/Road to Recovery provides transportation for ambulatory Solano County cancer patients to/from medical appointments only. Advance reservation required at 425-5006 or (800) 227-2345.

PRIVATE TRANSPORTATION

Privately owned businesses offer wheelchair accessible, nonsubsidized services for a fee.

- Benicia Transportation.....742-4444
- MedXPress.....771-0354
- Murphy Medical Transport.....580-1429
- Northbay Transit Group.....644-5555
- Pro-Care Mobility Inc.....208-1569
- Sully's Transport.....290-6349

The above information does not constitute an endorsement.

Transportation Providers

INTER-COUNTY TRANSPORTATION

Services connect Solano with Contra Costa, Napa, Yolo, Sacramento, and San Francisco counties.

SolanoExpress services the cities of Benicia, Dixon, Fairfield, Suisun City, Vacaville and Vallejo and provides service to Davis, Sacramento, Suisun City AMTRAK, San Francisco Bay Ferry & BART (El Cerrito del Norte, Pleasant Hill, Walnut Creek).....(800) 535-6883

VINE connects Vallejo and Fairfield to the Napa Valley.....(800) 696-6443

YoloBus connects Vacaville to Winters and Davis.....(530) 666-2877

San Francisco Bay Ferry connects Vallejo to San Francisco.....643-3779

BART (Bay Area Rapid Transit) serves Contra Costa, Alameda, San Francisco, San Mateo counties.....(510) 465-2278

INTERREGIONAL TRANSPORTATION

The Capitol Corridor train stops in Suisun City daily. Trains operate between Sacramento, Oakland and San Jose and are ADA accessible. Visit www.capitolcorridor.org or call (877) 974-3322 for more information.

Greyhound Bus Lines provide service to Suisun City, Vallejo, and throughout the nation. Call (800) 231-2222 for more information.

Seniors & People with Disabilities

Solano County Mobility Guide

(800) 535-6883

www.solanomobility.org



For document translation please call:
Para la llamada de traducción de documentos:
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Para sa mga dokumento tawag sa pagsasalin:

707-399-3239

Fixed-Route Transit

For individuals who can walk to a bus stop, board and exit a bus with or without a mobility device, fixed-route transit offers a low cost transportation alternative. All buses have lifts for wheelchairs.

Special programs and promotions for seniors and people with disabilities are available. Contact the Solano Mobility Call Center at (800) 535-6883 for more information.

Dixon Read-Ride*678-5020
 Fairfield/Suisun Transit.....422-2877
 Rio Vista Delta Breeze*374-2878
 San Francisco Bay Ferry....643-3779
 (from Vallejo to San Francisco)
 SolanoExpress.....(800) 535-6883
 SolTrans (Benicia*/Vallejo)..648-4666
 Vacaville City Coach.....449-6000

Customer service representatives are available to help you plan your trip. For more information, contact the Solano Mobility Call Center at (800) 535-6883.

*General public dial-a-ride providers have wheelchair accessible vehicles.

Paratransit Service

Getting Started: ADA Paratransit is a shared ride, advance reservation service for people with disabilities who are unable to use fixed route public transit service because of their disability.

Obtaining certification is simple. Please contact the **Paratransit Eligibility Center for Solano County at 541-7184** to schedule an in-person interview and assessment. If requested, a complimentary paratransit ride will be provided to and from the assessment center.

Once qualified for ADA paratransit service, please contact the local transit agency at the number below for information on fares and to request a ride.

Dixon Read-Ride.....678-5020
 Fairfield/Suisun Transit DART
429-2400
 Rio Vista Delta Breeze.....374-2878
 SolTrans (Benicia/Vallejo)...649-5401
 Vacaville City Coach.....449-6000

Reduced-Fare Taxi

This information is for seniors and ADA certified individuals who can enter and exit a taxi cab without assistance.

Local Taxi: Transit agencies offer reduced-fare taxi programs to seniors and ADA certified individuals. Program details vary. Contact the **Solano Mobility Call Center** for more information.

Intercity Taxi: ADA certified individuals may use a reduced-fare intercity taxi program to travel between cities. Eligible members may purchase \$100 of taxi scrip (tickets) for \$40 or \$20 for qualified low-income individual's use within Solano County. For more information, and to purchase taxiscip, call the Solano Mobility Call Center (800) 535-6883.

Solano Mobility Call Center
(800) 535-6883
 Weekdays 7am-5pm
www.solanomobility.org

Taxi Providers

To schedule a ride on a qualified taxi service, please select from the taxi list below.

Benicia
 Yellow Cab.....745-3211
 City Cab.....745-3399

Vallejo
 Yellow Cab.....642-2024
 City Cab.....643-3333

Dixon
 AA Taxi Cab.....449-8294
 Yellow Cab.....446-1144

Fairfield/Suisun
 AA Taxi Cab.....449-8294
 Fairfield Taxi.....422-5555
 Veteran's Cab.....421-9999

Rio Vista
 AA Taxi Cab.....449-8294

Vacaville
 AA Taxi Cab.....449-8294
 Vacaville Checker Cab..447-4444
 Yellow Cab of Vacaville..446-1144

Intercity Taxi Scrip

The Solano County Intercity Taxi Scrip Program is available to ambulatory ADA-certified riders who reside within Solano County.



This service is provided by taxi operators and provides curb-to-curb same day transportation at a reduced cost between cities within Solano County. Riders with mobility devices must be able to fold them and put them into the trunk of the taxi. Riders must have a Solano County ADA Card in order to pre-purchase scrip and use the program.

For more information, please call:

800-535-6883

Senior Safe Driving

For many older adults, being able to drive is the most convenient way to travel from place to place and maintain independence.

To help drivers remain safe behind the wheels of their own vehicles, there are several in-person programs and online tutorials available on the Solano Mobility website for Solano residents.

In-Person and Online Programs Include:

- AARP Driver Safety
- AAA Safe Driving for Mature Operators
- Mature Driver Improvement Courses
- CA DMV - Senior Driver Self Assessment
- ...and more

Visit solanomobility.org to find the program that fits your needs.



Website

Your **online one-stop shop** for transportation resources and tools that will aid with your mobility options both in Solano County and the greater Bay Area.



www.solanomobility.org

GETTING AROUND

Find Your Ride Tool:

an interactive page where your transportation options are displayed according to the criteria you enter.



PROGRAMS & SERVICES

Find Mobility Programs & Services Tool:

an interactive page where mobility and social service programs are displayed according to the criteria you enter.



For document translation please call:
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Para sa mga dokumento tawag sa pagsasalin:
707-399-3239

Solano Mobility Programs



**Providing
mobility options in
Solano County and
beyond!**

800-535-6883

www.solanomobility.org

Solano Mobility Call Center 800-535-6883

The Solano Mobility Call Center provides transportation information and options for Solano County and surrounding regions, to help get you where you need to go in Solano County and beyond.

Why Call Us?

The Solano Mobility Call Center has all the information on the family of transportation resources in Solano County.



Solano Mobility Call Center

Phone: 800-535-6883

Hours: 7 am to 5 pm Weekdays

Website: www.solanomobility.org

In-person assistance:

7am - 3pm Weekdays

Transportation Info Depot
177 Main Street
Suisun City, CA 94585

3 pm - 5pm Weekdays

One Harbor Center, Ste 140
Suisun City, CA 94585

Services

- FREE Live Transit Trip Planning
- Mobility options for Seniors and People with Disabilities
- Personalized Car and Vanpool Matchlists
- Regional Transit Connection (RTC) Discount Card Applications
- Clipper Card Sales
- BikeLink Locker Card Sales
- FasTrak Toll Tag Applications

Information

- Local and Regional Bus Systems
- Discount Transit Tickets
- Local and Intercity Taxi Scrip Programs
- Senior Safe Driving Information
- Non-Profit Transportation
- Volunteer Driver Program
- Private Transportation
- Amtrak (Capitol Corridor)
- Ferry Schedules
- Airport Shuttles
- Bicycle Facilities and Maps
- High Occupancy Vehicle (HOV) Lanes
- Park and Ride Lots
- Commuter Emergency Ride Home Program
- Commute Incentive Programs

Travel Training

Travel Training is a FREE service for ALL Solano County residents that shows you how to ride the bus, so you can be more independent.

One-On-One Training

Personalized one-on-one instruction to and from a specific location

Group Training & Presentations

Group presentations on transportation options and mobility programs

Rider's Guides

Call the Solano Mobility Call Center at **800-535-6883** to request a Rider's Guide and one will be mailed to you free of charge.

Do-it-yourself videos

Travel Training videos are available at solanomobility.org.



Countywide ADA In-person Eligibility

What is Americans with Disabilities Act (ADA) Paratransit Service?

ADA Paratransit is a shared ride, advanced reservation, origin-to-destination service for people with disabilities who are unable to use fixed route public transit service because of their disability.



The ADA in-person assessment is a FREE service where a qualified professional interviews applicants and, if needed, assesses the applicant's physical and functional ability to use fixed route transit.

ADA eligibility assessment centers are located in each city throughout Solano County, and complimentary paratransit rides to and from the assessment center are provided for the applicant upon request.

**Contact the Solano
ADA Eligibility Center to
schedule an assessment:
707-541-7184**



GO GO

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- ✔ **Your agent for affordable rides**
- ✔ **No smartphone or app required**
- ✔ **Available in over 7000+ cities**
- ✔ **Pay up to 30% less than a taxi**
- ✔ **Curb-to-curb rides**
- ✔ **24/7 customer service**
- ✔ **Rides can be requested within 15 minutes - or 6 months in advance!**

1 (855) 464 - 6872
www.gogograndparent.com

HOW TO GET A RIDE

STEP 1

If you haven't yet, register for free at **www.gogograndparent.com** or by calling us toll-free at **1 (855) 464-6872** and **Press 0**.

STEP 2

When you're ready to ride, call us toll-free at **1 (855) 464-6872**. Listen to the menu and press the digit that does what you want to happen. For example:

- **Press 1** to get picked up at home
- **Press 2** to get picked up where we dropped you off
- **Press 6** to request an operator

Pickups happen within 15 minutes. To schedule in advance, speak to an agent.

STEP 3

As a driver accepts your request, you'll hear their name, when they'll arrive, car color, make/model, and license plate.

STEP 4

Once a ride is on the way keep your phone near you, the ringer all the way up, and the line free. You'll receive a call when they're 4 minutes away.

STEP 5

If you need to speak with your driver, contact them by calling 1 (855) 464-6872 and **Press 3** at any time.

REMEMBER US

Save our number **1 (855) 464 - 6872** in your phone and card in your wallet.

Remember **1 (855) GOGO-USA !**



OUR FANS

"I love to drive, still do, but my eyes aren't what they used to be. I cannot see at night, and we all know that everything beautiful happens at night. I cannot go to the operas, symphony, ballet at night and was feeling distressed. GoGoGrandparent helps me get to these events. Long may you reign." - Eleanor Jones

"Thank you for having a car service where we can speak to a person. It makes all the difference in the world to those of the previous generations." - Art Boss

QUESTIONS & ANSWERS

WHAT'S GOGOGRANDPARENT?

That's us! We request efficient and affordable Lyft and Uber rides on your behalf under the terms and conditions found at gogograndparent.com/terms.

WHAT DO I NEED?

Any phone that can call **1 (855) 464-6872**. You don't need a "smart" phone or any apps.

WHO ARE THE DRIVERS?

We work with Uber & Lyft to ensure that you can get affordable rides. Your trips are protected by Uber & Lyft's insurance policies from when you get matched with a driver until you arrive at your destination.

WHO DO I GIVE MY DESTINATION TO?

Usually the driver, but if their equipment is giving them trouble, call and **Press 0** to give it to an operator.

CAN I BRING MY WALKER?

If you can get into a car without assistance from the driver, then walkers and foldable wheelchairs are no problem. If you use an assistive device, speak to an operator before ordering your ride so we can notate your account.

WHEN CAN I CALL AN OPERATOR?

Operators are available 24/7 to give price quotes, schedule rides in advance and answer any questions that you have. Call and **Press 0** to speak with an operator.



CAN I CANCEL MY RIDE?

To cancel a ride, **call us and Press 9**. Cancel within 5 minutes of ordering to avoid a fee.

HOW MUCH DOES IT COST?

We charge a small concierge fee plus Lyft/Uber's fare. We quote the cost every time you call. Rates can change when demand is high (this happens rarely and returns to normal in a few minutes). You do not pay the driver, and they do not know the total cost of the trip. After the trip, we'll charge the card you have on file and call or email you with how much was charged.

SHOULD I TIP?

Tipping is encouraged and expected, especially in the cases where you ask a driver to wait or lift something up.

I HAVE MORE QUESTIONS!

Give us a call!
Dial **1 (855) 464-6872**
and **Press 0** for an operator.



SPREAD THE WORD!

Thanks for reading our brochure. Now that you're a pro, tell everyone you know! We've included a few postcards to give to your friends. If you need more, just give us a call.

ABOUT US

GoGoGrandparent started because a grandma told her grandson that she was afraid of driving at night.

Today we help thousands of loved ones use transportation services to remain independent.



How much CalFresh Food benefits will I receive each month?

- The amount you get depends on your household size, income, and expenses such as rent and utilities.
- Households with at least one older adult or person with a disability with medical expenses over \$35 a month may qualify for more benefits.
- Households can report daycare expenses for a child or dependent adult in order to work, look for work, or attend school.

How long will it take to get CalFresh Food benefits?

- If eligible, you will get your CalFresh Food benefits within 30 days.
- If your income and savings meet certain conditions, you may get CalFresh Food benefits in 3 days or less. Your county social service worker will let you know if you qualify for expedited service.



If I have money, can I still get CalFresh Food benefits?

Yes, you can:

- Earn money from working, self-employment, or your own business.
- Get unemployment benefits.
- Get general assistance/relief.
- Get child support.
- Get disability benefits.
- Get Social Security benefits.
- Get Supplemental Security Income (SSI)/State Supplementary Payment (SSP) benefits.
- Have money in savings, retirement accounts, or education accounts.

*Look at the CalFresh Food income and eligibility limits to see if you may be eligible.

If you are an older adult (over 60 years old) or person with a disability tell your county social service worker. The table may not apply to you. You can earn more money and be eligible.

*Please refer to the income insert guidelines.



Gavin Newsom, Governor
State of California


Mark Ghaly MD, MPH, Secretary
Health and Human Services Agency

Kim Johnson, Director
Department of Social Services

Funded by USDA Supplemental Nutrition Assistance Program, an equal opportunity provider and employer.

CalFresh Food provides nutrition assistance to people with low income. Use CalFresh Food benefits to buy fresh fruits and vegetables, whole grains, lean proteins, and more.

 Click **GetCalFresh.org** to apply online

 Call **1-877-847-3663 (FOOD)**
For speech and/or hearing assistance call 711 Relay

 Come in/find an office at **CalFreshFood.org**

Apply for CalFresh Food benefits today at:



What information would be helpful when I apply for CalFresh Food benefits?

- **Identification** – Bring a driver's license, an I.D. card, a health card, or other identification document.
- **Social Security Numbers** – Be ready to give your number and a number for all those persons for whom you are applying, if they have one.
- **For non-U.S. citizens** – Bring a resident alien card or other proof of immigration status.

To avoid delays, it may be helpful to bring:

- **Proof of income** – Bring pay stubs, child support orders, and benefit statements.
- **Proof of expenses** – Bring utility bills, child care receipts, child support payments, proof of medical expenses for household members who are older adults or people with disabilities.



The Golden State Advantage Card

If you qualify for CalFresh Food benefits, you will:

Get a plastic electronic benefit transfer (EBT) card and your Personal Identification Number (PIN). Your CalFresh Food benefits will be added to your account each month.



Shop at any grocery store or farmers market that accepts EBT cards.

Swipe your EBT card like an ATM card in the ATM/debit/credit card machine at checkout.

Enter your PIN. The amount you spend will be taken from your CalFresh Food benefits account.

Enjoy healthy, nutritious food for you and your family.

If you are an older adult (over 60 years old), person with a disability, or homeless, you may be eligible to purchase prepared meals at certified restaurants in some counties, through the Restaurant Meals Program (RMP).

For more information on the Restaurant Meals Program, please contact your local county social service office.



I am an immigrant. Can my children and I apply for CalFresh Food benefits?

Yes! All children born in the U.S. can get CalFresh Food benefits, if they qualify, no matter where their parents were born. Immigrant parents and immigrant children may qualify if they have or are applying for a valid Social Security Number. Parents who do not qualify themselves may apply for their children born in the U.S.

To find out if you qualify for CalFresh Food benefits,

- Click **GetCalFresh.org** to apply online
- Call **1-877-847-3663 (FOOD)**
For speech and/or hearing assistance call 711 Relay
- Come in/find an office at **CalFreshFood.org**

Eat fruits and vegetables and be active every day for better health!

Stretch your CalFresh Food benefits, so you can buy more fruits, vegetables, and other healthy foods for the whole family.

Stay healthy! Here are some tips for you and your family:

- Include fruits and vegetables with meals throughout the day.
- Buy fresh, frozen, canned, and dried fruits and vegetables at the grocery store or farmers market.
- Place fruits and vegetables where you will see them and are within easy reach.
- Be active every day to help you and your family stay healthy.



PG&E Medical Baseline Allowance

Medical Baseline Allowance is PG&E's financial assistance program for customers with special energy needs due to certain qualifying medical conditions. You may receive reduced energy bills and early notification of power shutoffs if you sign up for this program.

To Qualify for the Medical Baseline Program: A California-licensed medical practitioner must certify that a full-time resident in your home has one of the following medical issues:

- Dependency on life-support equipment at home.
- Paraplegic, hemiplegic or quadriplegic condition
- Multiple sclerosis with special heating and/or cooling needs
- Scleroderma with special heating needs
- Life-threatening illness or compromised immune system, and special heating and/or cooling are needed to sustain life or prevent medical deterioration

Qualifying medical devices include, but are not limited to:

- Aerosol Tent
- Air Mattress/Hospital Bed
- Apnea Monitor
- Breather Machine (IPPB)
- Compressor / Concentrator
- Dialysis Machine
- Electronic Nerve Stimulator
- Electrostatic Nebulizer
- Hemodialysis Machine
- Infusion Pump
- Inhalation Pulmonary Pressure
- Iron Lung
- Left Ventricular Assist Device (LVAD)
- Motorized Wheelchair/Scooter
- Oxygen Generator
- Pressure Pad
- Pressure Pump
- Pulse Oximeter/Monitor
- Respirator (all types)
- Suction Machine
- Total Artificial Heart (TAH-t)
- Ultrasonic Nebulizer
- Vest/Airway Clearance System
- Paraplegic, hemiplegic or quadriplegic condition
- Multiple sclerosis with special heating and/or cooling needs
- Scleroderma with special heating needs
- Life-threatening illness or compromised immune system, and special heating and/or cooling are needed to sustain life or prevent medical deterioration

Send your application to:

PG&E
Attention: Medical Baseline
P.O. Box 8329
Stockton, CA 95208

Links to Medical Baseline Program Application forms can be found on the PG&E website or you can request an application and obtain more information about the Medical Baseline Program by contacting PG&E at [1-800-743-5000](tel:1-800-743-5000) or by completing our [online contact form](#).

Hard of hearing customers with Telecommunications Devices for the Deaf (TDDs) may call California Relay Service at [7-1-1](tel:7-1-1).



Medical Baseline Program Application—Part B (To be completed by Medical Practitioner*)

Medical Practitioner's Certification for Medical Baseline Program Enrollment and Recertification

STEP 5 To be completed by a qualified medical practitioner

I certify that the medical condition and needs of my patient: (Please print.)

PATIENT'S LAST NAME _____

PATIENT'S FIRST NAME _____

1. Requires use of life support device(s)[†] (Check one.)

Yes No

The following life-support device(s) is/are used in the above-named patient's residence:

Device: _____ Electricity Gas

Device: _____ Electricity Gas

Device: _____ Electricity Gas

[†]A qualifying life support device is any medical device used to sustain life or relied upon for mobility. This device must run on gas or electricity delivered by PG&E. It includes, but is not limited to, respirators (oxygen concentrators), iron lungs, hemodialysis machines, suction machines, electric nerve stimulators, pressure pads and pumps, aerosol tents, electrostatic and ultrasonic nebulizers, compressors, IPPB machines, kidney dialysis machines and motorized wheelchairs. **Devices used for therapy rather than life support do not qualify.**

2. Requires heating and/or cooling:

Standard Medical Baseline allowances are available for heating and/or cooling if the patient is a paraplegic, quadriplegic, hemiplegic, has multiple sclerosis or scleroderma. Standard Medical Baseline allowances are also available if the patient has a compromised immune system, life-threatening illness, or any other condition for which **additional heating or cooling is medically necessary to sustain the patient's life or prevent deterioration of the patient's medical condition.**

Additional **heating** is medically necessary: (Check one.) Yes No

Additional **cooling** is medically necessary: (Check one.) Yes No

3. I certify that the life support device(s) and/or additional heating or cooling will be required for approximately: (Select one.)

Number of Years: _____ or Permanently

MEDICAL PRACTITIONER'S NAME _____

PHONE # _____

OFFICE ADDRESS _____

CITY _____

STATE _____

ZIP CODE _____

MEDICAL STATE LICENSE OR MILITARY LICENSE NUMBER _____

SIGN

DATE

Due to COVID-19 shelter-in-place requirements and changing medical practitioner priorities, PG&E customers can self-certify their eligibility to enroll in the Medical Baseline program. **SIGNATURE BY A QUALIFIED MEDICAL PRACTITIONER IS NOT REQUIRED** to apply but may be required to remain on the program beyond one year.

*A licensed physician, person licensed pursuant to the Osteopathic Initiative Act, nurse practitioner or physician assistant may certify a patient eligibility as having a life-threatening condition or illness.

Mail application to:

**PG&E Billing Center
Medical Baseline**
P.O. Box 8329
Stockton, CA 95208

Elder Abuse Prevention

LEARN THE WARNING SIGNS

The following may indicate abuse:

Neglect:

Elder has poor personal hygiene,
Stained or torn clothes,
Bedsores or abrasions,
Dramatic weight loss,
Malnutrition or dehydration

Emotional Abuse

Caregiver yells at or ignores the elder,
or treats the elder like a child
Elder is confused and anxious; or
refuses to answer questions front of
a caregiver.

Physical Abuse

Elder has repeated unexplained
injuries,
Obvious bruises, scars or burns
Wearing long sleeves on a very hot
day
Elder refuses to go to the emergency
room

Financial abuse:

Standard of living is inconsistent with
known income.
Unusual banking activity
Signatures on checks don't match
elder's signature
Belongings are missing
Bills are unpaid although elder's
income is sufficient

Sexual Abuse

Unexplained vaginal or anal bleeding
Torn or bloody underwear
Bruised breasts
Venereal diseases or vaginal infection

When you ask elders, "Is everything OK?" really **Listen** to the answer. Let them know that you want to hear the truth even if it makes you or them uncomfortable. If their answer indicates something may be wrong, take action. Speak up for them. Listen to your "gut" feeling. You may catch a problem early, before it turns into abuse.

PREVENTING ISOLATION IS KEY

Isolation makes an elder vulnerable to abuse. The best thing you can do is **Be a Friend**. Help your elderly neighbors maintain their friendships and, if possible, add new friends. Drive them to the senior center or to a church function. (However, don't advise them to live with someone who has a history of violence or substance abuse just to avoid being alone.) Even dropping in on your elderly neighbors for short chats is beneficial. Consider including them in your family activities.

Consider volunteering for a **Friendly Visitors** program through a senior center or church. Friendly visitors stop by regularly to chat with home bound elders, check on their care (informally) and relieve their isolation. If your community doesn't have one, consider organizing one. (example of a local program having friendly visitor services to elders; Faith in Action: contact 707-425-6164)

You can also provide daily **Reassurance Telephone Calls**. This is a daily phone call to make sure elders are OK. If this type of program is not available in your community, you might organize one through the senior center, your church, the department of social services or your local fire department. (example of a local program: Friendship Services within Catholic Charities of Solano County provides reassuring phone calls to seniors and disabled adults throughout Solano Co. Contact: 707-644-9062 ext. 2218)

Elders can help each other by forming a **Buddy System**. They can call each other daily to provide reassurance. Even a house bound elder can help someone else, since the only requirement is the ability to use a phone and listen!

Volunteer to provide **Respite Care** to the caregiver of an elder person. Even an hour or two away once a week can make a big difference to both the caregiver and the elder. Contact your local Area Agency on Aging to find out how to volunteer or visit the National Caregiver Support Program. (example of local caregiver registry program: Solano County In Home Support Services Public Authority; Contact: 707-784-8200 or 707-784-8259)

Volunteer to **Deliver Meals** to house bound elders. The few minutes of contact when you drop off their meals, is an opportunity to visit briefly and to observe if they are being abused. You can find out where to volunteer by calling your local Area Agency on Aging. (example of a local program: Meals on Wheels; CONTACT: 707-425-0638, Email: info@mealsonwheelssolano.org)

Provide **Transportation** for elders to doctor's appointments, and recreational activities. This can be especially important if you live in an area with limited public transportation. (local resource on public transportation including services for the elderly and disabled; Solano County Mobility Guide: www.solanomobility.org; contact: 800-535-6883)

Pet sit for your elderly neighbors when they are ill or hospitalized. You can also provide routine pet care such as walking their dogs or take their pets to the vet. (due to confidentiality issues) may deliver them for you. A touching gesture like this may let an abused elder "open up" about his/her situation



To contact
Adult Protective Services in
Solano County call 707-784-8259,
or after hours, 1-800-850-0012.
Mandated Reporters may submit a
report on line:
<https://www.reporttoaps.org>

Spread the word about Elder Abuse so that people begin to watch for it during their daily activities. Everyone is on the alert for child abuse. We need to make them just as aware of elder abuse. Find opportunities to Fight Ageism, as it is an underlying cause of elder abuse. For example, you could give a presentation on positive aging at the local high school, or sponsor a creative writing contest about growing old for *Boy Scouts*.

Donate Resources to your local Adult Protective Services (APS) offices to help meet the needs of elderly people at risk in your community. You can provide non-perishable food, store gift cards, blankets, pet food, or durable medical equipment such as shower chairs and walkers. Contact your local APS first to make sure they have storage space available. If not, think about creating a Resource Room.

If you have handyman skills, offer **Home Repair Services** to the vulnerable elders in your neighborhood. Elders often need safety grab bars installed in their bathrooms, and wheelchair ramps built, as well as standard home repairs. For many elders, non-expert chores such as changing light bulbs, cleaning furnace filters, and putting new batteries in smoke detectors are very much appreciated. Ask your local Area Agency on Aging how you might volunteer.



Who to Make a report of abuse or neglect to:

Solano County, Health and Social Services, Adult Protective Services

APS: 707-784-8259 or 1-800-850-0012

- APS is responsible for the investigation of reports of abuse to elders and dependent adults when the abuse occurs outside of long-term-care facilities.
- An elderly and dependent adult is defined as persons 18 to 64 years old, or aged 65 or older who is suspected of being abused or neglected, is vulnerable to abuse for a variety of reasons such as developmental disabilities, mental illness, physical limitations or medical issues.
- Types of abuse include physical, sexual, abandonment, isolation, financial, neglect, self-neglect and mental suffering. Social workers are on duty to take emergency calls after hours.

When reports should be made?

Reports are to be made when reporters:

- have witnessed an incident,
- have been told of an incident, or
- reasonably suspect that abuse or neglect has occurred.



PROTECT YOURSELF FROM SCAMS!

There are many scams out there than can ensnare even savvy consumers. Many are designed specifically to target seniors. Scammers are professional liars and can be very convincing. They may contact you through the mail, email, social media, on-line dating sites, on the phone, or even in public. This guide will help you learn to recognize common warning signs of scams

Is It a SCAM???

1. Is the sales person using high pressure sales tactics?
Scams often say things like, "Act Now!"; "Time is running out!"; "This is a onetime offer!"
2. Are you being asked to pay upfront fees? Lottery and sweepstakes scams often employ this tactic. If you really won something the fees can be taken out of your winnings.
3. Are you being told that you won a contest that you didn't enter?
Lottery and sweepstakes scams almost always start this way. You can't win a contest that you didn't enter.
4. Have you been scammed in the past?
Often scam victims have their personal contact information sold to other con artists. You may get unsolicited calls from people promising to get your money back or provide other remedies or offers. These 'offers' can be scams too. Beware!
5. Did you receive unsolicited mail, emails, or phone calls for services that you were not seeking?
Research the companies that you want to employ. Many scams begin with someone knocking on your door offering services, or sending out promotional materials. This often happens in the case of home repair scams.
6. Are you being contacted by the police over the phone?
Verify that they are who they say they are. Some scams begin with a person pretending to be a police officer who tells you that they are concerned that you have been a victim of a crime. They then proceed to solicit your personal information. In truth, the police will contact you in person if they have questions for you or believe that you have been a victim of a crime.

How To Protect Yourself

- Sign up for the Do Not Call Registry at www.donotcall.gov.
- When no longer needed, shred junk mail, old bills, bank statements and any other documents that have personal identifying information.
- Don't give out personal information over the phone unless you originated the call and you know with whom you are talking. Particularly safeguard your social security number.
- It is ok to be rude. If a sales person calls you or comes to your door who does not seem to be taking no for an answer, it is ok to terminate the conversation. Hang up the phone or close the door. You don't have to let yourself be pressured into anything.
- Never sign something that you don't understand. Have a trusted and unbiased professional assist you when enter contracts or signing legal documents.
- If you hire someone for personal assistance services, in home care services, etc. ensure that they have been properly screened with criminal background checks completed.

Learn about scams and stay informed:

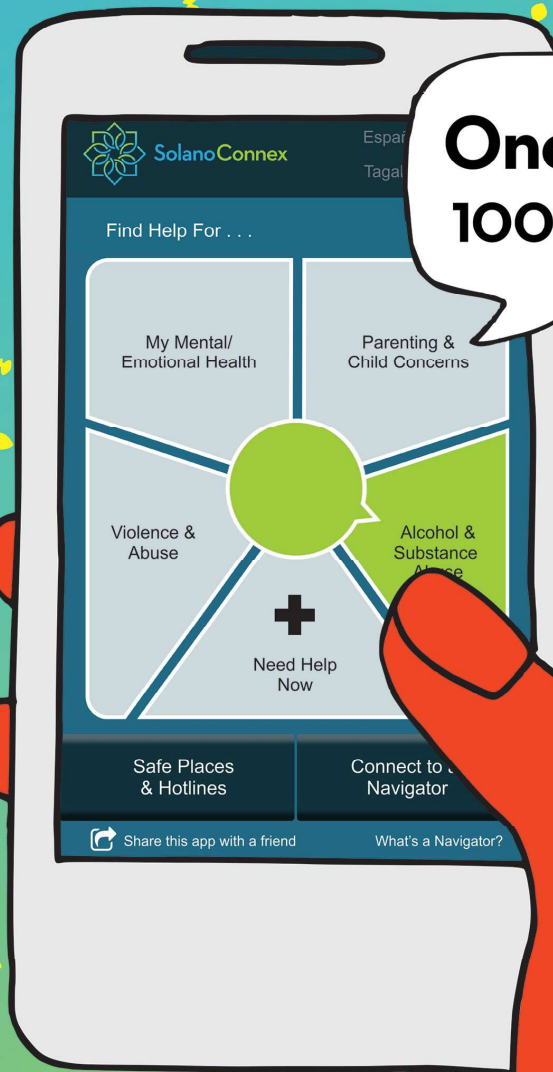
- Sign up for AARP's Fraud Watch: https://action.aarp.org/site/SPageNavigator/FWN_Registration_Page.html–
- Check out AARP's interactive national fraud map: <http://action.aarp.org/site/PageNavigator/FraudMap.html>–
- Consumer Financial Protection Bureau offers information and tools for older Americans: www.consumerfinance.gov/older-Americans–
- The Financial Fraud Enforcement Task Force offers resources and reports to help protect yourself against common types of frauds and scams: www.stopfraud.gov/protect.html–
- Stay alert to common frauds and scams by checking consumer protection sites such as www.Fraud.org–
- External Web Site Policy and FBI Common Fraud Schemes: www.fbi.gov/scams-and-safety/common-fraud-schemes



Your mental health starts here!

SolanoConnex.org

**One FREE app,
100 local resources**



SolanoConnex
Connecting Solano County Residents to
Emotional and Mental Health Resources


TOURO UNIVERSITY
CALIFORNIA





Save the SolanoConnex Web App on Your Phone!

iPhone Users

1. Launch "Safari" app
2. Go to solanoconnex.org
3. From the website, tap , then tap "Add to Home Screen"
4. Enter a name for the icon that will then be added to your Home Screen e.g. SolanoConnex
5. The icon will appear only on the device where you have added it

Android Users

1. Launch "Chrome" app
2. Go to solanoconnex.org
3. Tap the menu icon (3 dots in upper right-hand corner) and tap "Add to Home Screen"
4. Enter a name for the shortcut and then it will be added to your home screen

Scan Me!



One job can change two lives.

Did you know you can earn money helping someone in your community? IHSS care providers make \$16.20 an hour and manage their own schedules. Work just a few hours or up to 66 hours a week—you decide.

IN-HOME SUPPORTIVE SERVICES



Typical Job Duties Include:

- ❖ Personal Care
- ❖ Toileting
- ❖ Mobility Assistance
- ❖ Laundry
- ❖ Grocery Shopping
- ❖ Cooking & Cleaning



Apply online at: www.solanocounty.com/pa
or call us at (707) 784-8200

Because caring for someone in need just might be the most important job you'll ever have.

El que desea asegurar el bien de los demás, ya se ha asegurado el propio.

¿Sabía que puede ganar dinero ayudando a alguien en su comunidad? Los proveedores de IHSS ganan \$16.20 por hora y administran sus propios horarios. Trabaja pocas horas o hasta 66 horas a la semana, tú decides.

IHSS Servicios de Ayuda a Domicilio



Deberes laborales típicos incluyen:

- ❖ Cuidado Personal
- ❖ Ayuda ir al baño
- ❖ Cocinar
- ❖ Lavar ropa
- ❖ Ayuda en movilidad
- ❖ Limpieza



**Para más información, por favor llame al
(707)784-8200.**

¡Porque cuidar a alguien que lo necesita será el trabajo más importante que tendrá!