

## 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](http://www.211BayArea.org).....

**SOCIAL SECURITY OFFICES** [www.ssa.gov/](http://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](http://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](http://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](http://www.kp.org) ..... 707-624-4000  
Kaiser Vallejo, 975 Sereno Drive, Vallejo [www.kp.org](http://www.kp.org) ..... 707-651-1000  
NorthBay Medical Center; 1200 B. Gale Wilson Blvd. Fairfield [www.northbay.org](http://www.northbay.org) ..... 707-646-5000  
Sutter Solano Medical Center, 300 Hospital Drive, Vallejo [www.suttersolano.org](http://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](http://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](http://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](http://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](http://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](http://www.gokroc.org)

SAINT VINCENT DE PAUL [www.svdp.org/](http://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](http://www.christianhelpcenter.org) ..... 707-553-8192  
2166 Sacramento Street, Vallejo M-Sa 8:00 am-6:00 pm

OPPORTUNITY HOUSE [www.opportunityhouse.us](http://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](http://www.kp.org) ..... 707-624-4000
- Kaiser Vallejo, 975 Sereno Drive, Vallejo [www.kp.org](http://www.kp.org) ..... 707-651-1000
- NorthBay Medical Center, 1200 B. Gale Wilson Blvd. Fairfield [www.northbay.org](http://www.northbay.org) ..... 707-646-5000
- Sutter Solano Medical Center, 300 Hospital Drive, Vallejo [www.suttersolano.org](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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 <a href="http://www.diabetes.org">www.diabetes.org</a> .....	1-800-342-2383
AMERICAN HEART AND STROKE ASSOCIATION <a href="http://www.heart.org">www.heart.org</a> .....	1-800-242-8721
GUIDE DOGS FOR THE BLIND <a href="http://www.guidedogs.com">www.guidedogs.com</a> .....	1-415-499-4000
350 Los Ranchitos Rd. San Rafael	
REDWOOD CAREGIVER RESOURCE CENTER (RCRC) <a href="http://www.redwoodcrc.org">www.redwoodcrc.org</a> .....	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 <a href="http://www.northbay.org">www.northbay.org</a> .....	707-646-3595
4520 Business Center Dr., Ste: 160. Fairfield	
KAISER HOSPICE & BEREAVEMENT <a href="http://www.kp.org">www.kp.org</a> .....	707-645-2730
975 Sereno Drive, Vallejo	
SUTTER HOSPICE & BEREAVEMENT <a href="http://www.suttervnaandhospice.org">www.suttervnaandhospice.org</a> .....	1-925-363-4120
YOLO HOSPICE <a href="http://www.yolohospice.org">www.yolohospice.org</a> .....	1-800-491-7711
1909 Galileo Court, Suite A, Davis, CA 95618	
HEALTH INSURANCE COUNSELING (HICAP) <a href="http://www.senioradvocacyresources.org">www.senioradvocacyresources.org</a> .....	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 <a href="http://www.insurance.ca.gov">www.insurance.ca.gov</a> .....	1-800-927-4357
M-F 8:00 am-5:00 pm	
DIXON FAMILY SERVICES <a href="http://www.dixonfs.org">www.dixonfs.org</a> .....	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 <a href="http://www.faithinactionsolano.org">www.faithinactionsolano.org</a>	
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 <sup>st</sup> and 3 <sup>rd</sup> Thursdays 1:30p – 3:00p	
PET LOSS SUPPORT GROUP <a href="http://www.bvhumane.org/">www.bvhumane.org/</a> .....	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, <a href="http://www.fsusd.k12.ca.us/">www.fsusd.k12.ca.us/</a> .....	707-421-4155
VACAVILLE EDUCATION EXTENSION (VUSD), 100 McClellan St., Vacaville <a href="http://www.vacavilleusd.org/">www.vacavilleusd.org/</a> .....	707-453-6018
VALLEJO CHARTER SCHOOL (VCUSD), 2833 Tennessee St., Vallejo <a href="http://www.vallejo.k12.ca.us/">www.vallejo.k12.ca.us/</a> .....	707-556-8620
SOLANO COUNTY OF EDUCATION, 5100 Business Ctr. Dr., Fairfield <a href="http://www.solanocoe.net/">www.solanocoe.net/</a> .....	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 <a href="http://www.solano.edu">www.solano.edu</a> .....	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 <a href="http://WWW.ci.vacaville.ca.us">WWW.ci.vacaville.ca.us</a> .....	707-449-5654
VALLEJO GREATER VALLEJO RECREATION DISTRICT, 395 Amador St., Vallejo <a href="http://www.qvrd.org/">http://www.qvrd.org/</a> .....	707-648-4600

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

KAISER PERMANENTE MEDICAL CENTER HEALTH EDUCATION CENTERS <a href="http://www.kp.org">www.kp.org</a> .....	
975 Sereno Drive, Vallejo .....	707-651-2692
3700 Vaca Valley Parkway, Vacaville .....	707-624-4000
1550 Gateway Blvd., Fairfield .....	707-427-4466
IN HOMESUPPORTIVESERVICES--CaregiverTraining .....	707-784-8753
AARP State office <a href="http://www.aarp.org">www.aarp.org</a> .....	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) <a href="http://www.redwoodcrc.org">www.redwoodcrc.org</a> .....	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/](http://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.org](http://www.alzaid.org) .....916-483-2002  
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](http://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.com](http://www.solanocounty.com) .....707-784 -6800  
675 Texas St., Ste. 4500, Fairfield, CA 94533
- LEGAL SERVICES OF NORTHERN CALIFORNIA SOLANO CO. OFFICE [www.lsnr.net](http://www.lsnr.net) 707-643-0054  
1810 Capitol Street, Vallejo, CA 94590, M 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 Association .....707-422-0127  
744 Empire St., #201, Fairfield, CA 94533
- SENIOR LEGAL HOTLINE Sacramento County .....916 551-2140
- CALIFORNIA ADVOCATES FOR NURSING HOME REFORM (CANHR) [www.canhr.org](http://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) <a href="http://www.balancepro.org">www.balancepro.org</a> .....	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 <a href="http://www.edd.ca.gov">www.edd.ca.gov</a>	
320 Campus Lane, Suisun City .....	707-863-3500
SOLANO COUNTY HEALTH AND SOCIAL SERVICES, OLDER AND DISABLED ADULT SERVICES (ODAS)	
<a href="http://www.solanocounty.com/">www.solanocounty.com/</a> .....	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 <a href="http://www.ssa.gov/">www.ssa.gov/</a>	
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) <a href="http://www.senioradvocacyservices.org">www.senioradvocacyservices.org</a> .....	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 <a href="http://www.medicare.gov">www.medicare.gov</a>	1-800-633-4227
COMMUNITY ACTION COUNCILS offer financial assistance to low-income residents.	
Benicia Community Action Council <a href="http://WWW.bencac.com/">WWW.bencac.com/</a> .....	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 <a href="http://www.dixonfs.org/">www.dixonfs.org/</a> .....	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 <a href="http://www.fairfieldcac.org/">www.fairfieldcac.org/</a> .....	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 <a href="http://www.co.solano.ca.us">www.co.solano.ca.us</a> .....	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 <a href="http://www.ci.benicia.ca.us/">http://www.ci.benicia.ca.us/</a> M-F 10:00 am-4:00 pm .....	707-746-4352
Dixon Family Services <a href="http://www.dixonfs.org">www.dixonfs.org</a> 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 <a href="http://WWW.travisafrc.com">WWW.travisafrc.com</a> .....	707-424-2486
MTW-F 7:30am-4:30 pm, Th 7:30 am - 3:00pm	
Vacaville FRC <a href="http://www.cityofvacaville.com">www.cityofvacaville.com</a> M-Th 8:30 am-3:00 pm .....	707-469-6608
Vallejo Fighting Back Partnership & FRC <a href="http://www.fight-back.org">www.fight-back.org</a> .....	707-648-5230

## INCOME ASSISTANCE / BENEFITS (cont.)

- CATHOLIC CHARITIES FAMILY ASSISTANCE PROGRAM [www.csssolanoo.org/](http://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](http://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.org](http://www.ilrsc.org) .....Phone/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 PROGRAM .....707-651-2053  
[www.kp.org](http://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/](http://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/](http://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.com](http://WWW.solanocounty.com) .....707-784-6590  
 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](http://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](http://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](http://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/](http://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 complaints .....1-800-848-5580  
 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.org](http://www.redwoodcrc.org) .....707 542-0282 / 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/](http://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.org](http://www.faithinactionsolano.org) .....707-469-6675 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 PROGRAM .....707-428-7654  
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](http://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)

- |                                  |                                       |
|----------------------------------|---------------------------------------|
| 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.

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

- |  |              |
|--|--------------|
| 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/](http://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](http://www.amtrak.com) ... 877-974-3322  
BART [www.bart.gov](http://www.bart.gov) ..... 510-465-2278  
GREYHOUND [www.greyhound.com](http://www.greyhound.com) ..... 800-231-2222  
SOLANOEXPRESS [solanoexpres.scom](http://solanoexpres.scom) ... 800-535-6883

### DEPARTMENT OF MOTOR VEHICLES

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

## MEALS

MEALS ON WHEELS OF SOLANO COUNTY [www.mealsonwheelssolano.org/](http://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](http://www.gokroc.org)

FOOD BANK OF CONTRA COSTA AND SOLANO [www.foodbankccs.org](http://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](http://www.aarp.org) ..... 1-888-687-2277

NARFE (National Association of Retired Federal Employees) [www.narfe.org/](http://www.narfe.org/)

National number ..... 1-800-456-8410

## VETERANS RESOURCES

VETERANS ADMINISTRATION REGIONAL OFFICE [www.va.gov/](http://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 CENTER .....1 877 927-8387 / 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/](http://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](http://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](http://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](http://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/](http://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](http://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](http://www.solanocounty.com) ..... 707-784-2220  
 Alcohol /Drug Inpatient and Outpatient Services
- HEALTH INSURANCE COUNSELING (HICAP) [www.senioradvocacyservices.org](http://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](http://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](http://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 ..... <a href="http://www.solanocounty.com">www.solanocounty.com</a>	707-784-6100
BENICIA CITY COUNCIL, 200 E. LSt Benicia CA <a href="http://94510.www.ci.benicia.ca.us">94510 www.ci.benicia.ca.us</a> .....	707-746-4213
DIXON CITY COUNCIL, 600 East A Street, Dixon, CA 95620 <a href="http://WWW.ci.dixon.ca.us">WWW.ci.dixon.ca.us</a> .....	707-678-7000
FAIRFIELD CITY COUNCIL, 1000 Webster, Fairfield, CA 94533 <a href="http://www.fairfield.ca.gov">www.fairfield.ca.gov</a> .....	707-428-7400
RIO VISTA CITY COUNCIL, One Main Street, Rio Vista, CA 94571 <a href="http://www.rio-vista-ca.com">www.rio-vista-ca.com</a> .....	707-374-6451
SUISUN CITY COUNCIL, 701 Civic Center Blvd., Suisun City, CA 94585 <a href="http://WWW.suisun.com">WWW.suisun.com</a> .....	707-421-7300
VACAVILLE CITY COUNCIL, 650 Merchant St Vacaville CA 95688 <a href="http://www.ci.vacaville.ca.us">www.ci.vacaville.ca.us</a> .....	707-449-5109
VALLEJO CITY COUNCIL, 555 Santa Clara St., Vallejo, CA 94590 <a href="http://www.ci.vallejo.ca.us">www.ci.vallejo.ca.us</a> .....	707-648-4527

## SENIOR COMMISSIONS AND ADVISORY GROUPS

VACAVILLE SENIOR ROUNDTABLE <a href="http://www.ci.vacaville.ca.us">www.ci.vacaville.ca.us</a> .....	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 <a href="http://www.opportunityhouse.us">www.opportunityhouse.us</a> .....	707-447-1988
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## HOUSING ASSISTANCE

SOLANO AFFORDABLE HOUSING FOUNDATION <a href="http://www.sahfcorp.org">www.sahfcorp.org</a> .....	707-422-5919
Dedicated to increasing the supply of affordable housing. Fairfield	
INDEPENDENT LIVING RESOURCE CENTER <a href="http://www.ilrsc.org">www.ilrsc.org</a> .....	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 <a href="http://www.hud.gov/fairhousing">www.hud.gov/fairhousing</a> .....	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 <a href="http://www.lsncc.net">www.lsncc.net</a> .....	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	
<a href="http://www.hcd.ca.gov/codes/ol/ombpg-menu.html">http://www.hcd.ca.gov/codes/ol/ombpg-menu.html</a> .....	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 <a href="http://www.caanet.org/">http://www.caanet.org/</a> .....	1-800-967-4222
SOLANO/NAPA HABITAT FOR HUMANITY <a href="http://www.solanonapahabitat.org/">http://www.solanonapahabitat.org/</a> .....	707-422-1948
5130 Fulton Dr., Ste.R, Fairfield, CA 94534 M-F 9:00 am-5:00 pm	
REBUILDING TOGETHER SOLANO COUNTY <a href="http://www.rebuildingtogethersolanocounty.org/">http://www.rebuildingtogethersolanocounty.org/</a> .....	707-580-9360
Provides free rehabilitation and critical repairs to the homes of low-income residents.	
CALIFORNIA DEPARTMENT OF CONSUMER AFFAIRS <a href="http://www.dca.ca.gov/">http://www.dca.ca.gov/</a> .....	1-800-952-5210
BETTER BUSINESS BUREAU ( <a href="http://www.goldengate.bbb.org/">http://www.goldengate.bbb.org/</a> ).....	1-800-952-5210
For Alameda , Contra Costa, San Francisco and all counties in 707 Area Code: 510 16 <sup>1</sup> , Street, Oakland, CA 94612	



## PUBLIC LIBRARIES

Benicia Library [WWW.benicialibrary.org](http://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](http://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](http://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](http://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](http://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](http://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

Vacaville Pubic Library [WWW.vt.solanolibrary.com](http://WWW.vt.solanolibrary.com) ..... 1-866-572-7587  
 1020 Ulatis Drive, Vacaville, 95687  
 Su 1:00-5:00pm; **M-Th** 10:00am-9:00pm; F-Sa 10:00am-5:00pm

JFK Library [www.solanolibrary.com](http://www.solanolibrary.com) ..... 1-866-572-7587  
 505 Santa Clara, Vallejo, CA 94590  
 M&W 10:00 am-9:00 pm, T&Th 10:00 am-6:00 pm, F&Sa 10:00 am 5:00 pm, Su 1:00-5:00pm

Springstown Library [www.solanolibrary.com](http://www.solanolibrary.com) ..... 1-866-572-7587  
 1003 Oakwood Ave., Vallejo, 94591  
 M&W 10:00 am-9:00 pm, T&Th 10:00 am-9:00 pm, F&S 10:00 am-5:00 pm

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- 2** Select your products with the help of one of our customer service agents 
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DESDE 1957



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Productos de calidad para todas las necesidades de cuidado en el hogar.

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

MKT 12350 | 2017

## Get alerted in an emergency



Solano County's Regional Emergency Notification System

# ALERT SOLANO

- 1** Visit [www.AlertSolano.com](http://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](mailto: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](http://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](http://www.solanomobility.org)



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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 taxiscrip, call the Solano Mobility Call Center (800) 535-6883.

Solano Mobility Call Center  
**(800) 535-6883**  
 Weekdays 7am-5pm  
[www.solanomobility.org](http://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](http://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](http://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.



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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](http://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](http://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

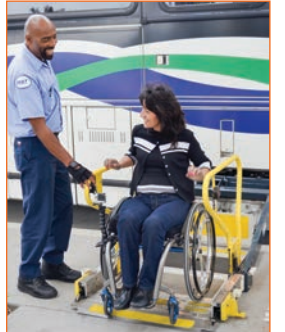
Travel Training videos are available at [solanomobility.org](http://solanomobility.org).



## 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

## GRANDPARENT

- ✔ **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](http://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)<sup>†</sup> (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

<sup>†</sup>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](http://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.



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### 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](http://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:

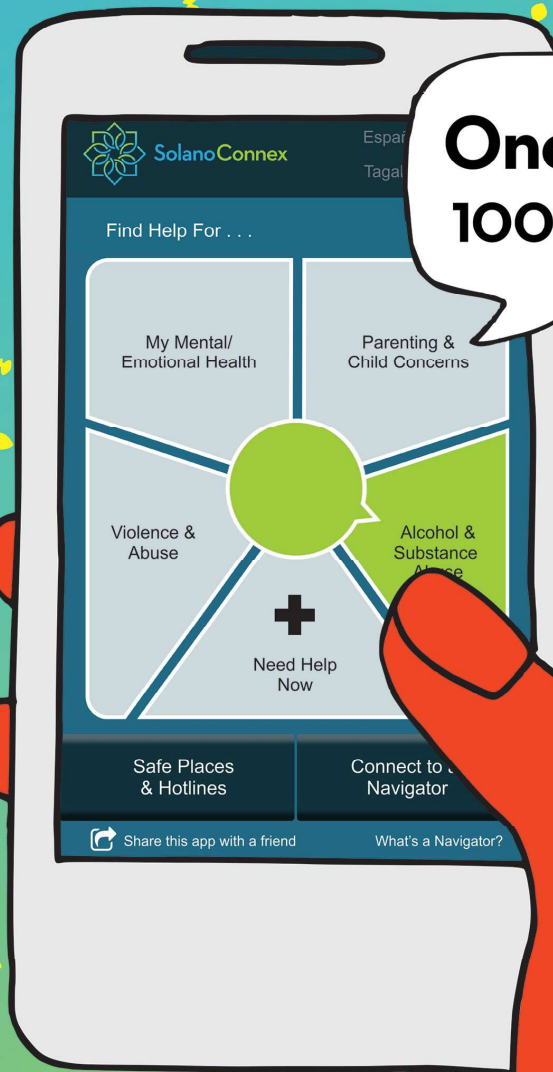
- Sign up for AARP's Fraud Watch: [https://action.aarp.org/site/SPageNavigator/FWN\\_Registration\\_Page.html](https://action.aarp.org/site/SPageNavigator/FWN_Registration_Page.html)–
- Check out AARP's interactive national fraud map: <http://action.aarp.org/site/PageNavigator/FraudMap.html>–
- Consumer Financial Protection Bureau offers information and tools for older Americans: [www.consumerfinance.gov/older-Americans](http://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](http://www.stopfraud.gov/protect.html)–
- Stay alert to common frauds and scams by checking consumer protection sites such as [www.Fraud.org](http://www.Fraud.org)–
- External Web Site Policy and FBI Common Fraud Schemes: [www.fbi.gov/scams-and-safety/common-fraud-schemes](http://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](https://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](https://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
- ❖ Laundry
- ❖ Toileting
- ❖ Grocery Shopping
- ❖ Mobility Assistance
- ❖ Cooking & Cleaning



Apply online at: [www.solanocounty.com/pa](http://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!**