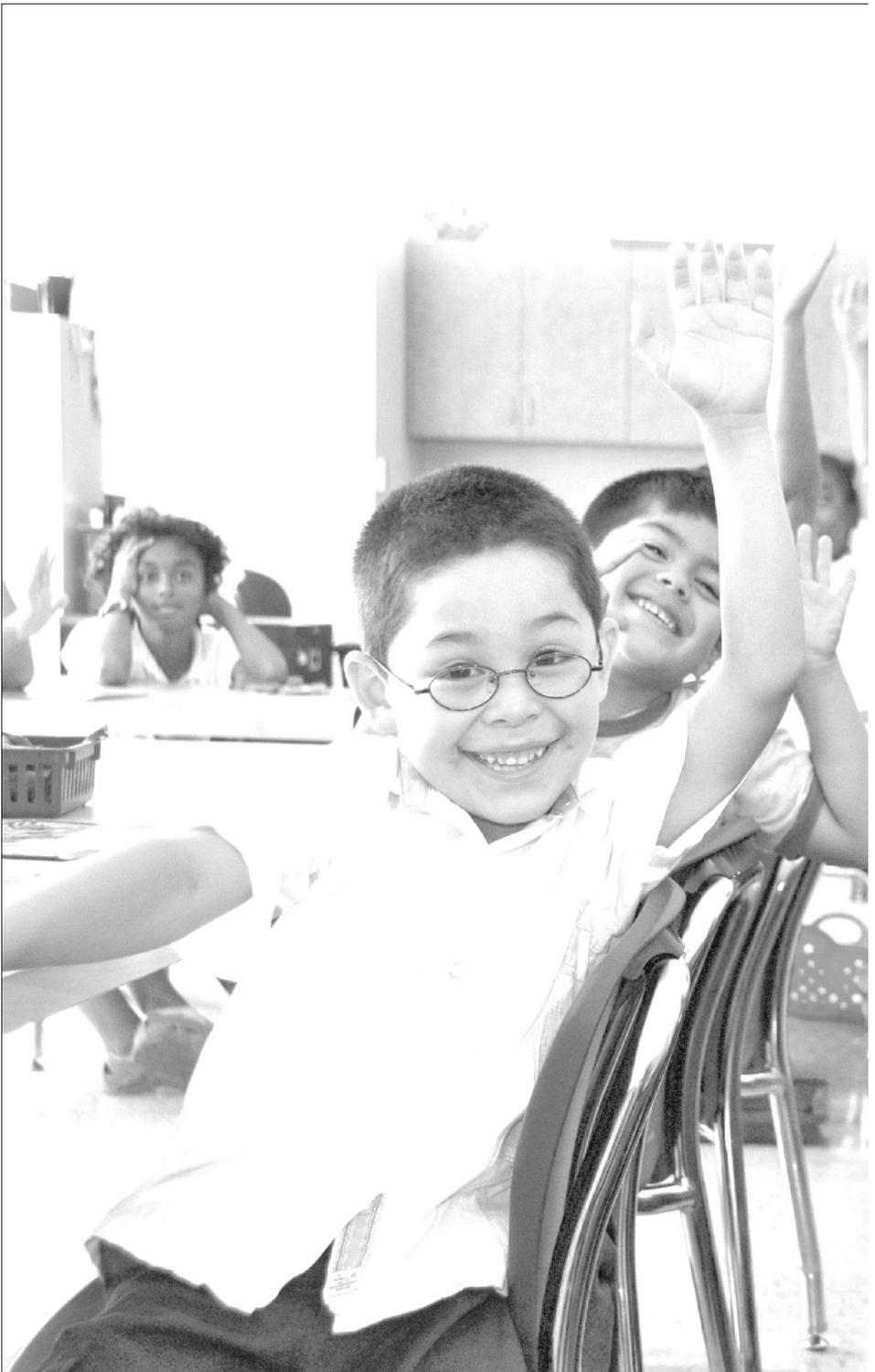


Community Resource Guide 2010-2011





Dear teachers, counselors, and staff,

In your daily interactions with students, you discover a range of obstacles facing children and their families. I know many of you have spent endless hours tracking down resources for families in need. Although sometimes the challenges seem outside of the school's purview, they affect a child's ability to learn. We know that many families are particularly struggling with economic stability right now, which can manifest in, or lead to, many different types of challenges for our students.

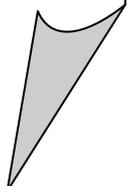
Oftentimes, families seek help from the school before looking anywhere else because it is a familiar and trusted institution. Resources are available from a range of agencies, departments, programs, and businesses in our larger community, but sometimes it is difficult to track down just who is delivering which service. We hope that this guide will make it easier and quicker for you to help the families of students to find the assistance they need, no matter what hurdles they are facing.

Thank you for your hard work in supporting the education of our youth.

Sincerely,



Bruce Harter
Superintendent of Schools



WCCUSD Board Members

• Madeline Kronenberg • Antonio Medrano • Elaine Merriweather • Charles T. Ramsey • Tony Thurmond

This directory was made possible through MAA funding and with the support and collaboration of the Child Abuse Prevention Council of Contra Costa County.

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Note from Community Engagement Office

This is the first edition of this resource directory. If you have ideas about how it would be more useful, or if you encounter errors or omissions, please contact us so we can improve the next edition. If something turns out to be particularly useful, please let us know that, too!

Marín Trujillo
Community Engagement Coordinator
510-307-4526
email: mtrujillo@wccusd.net

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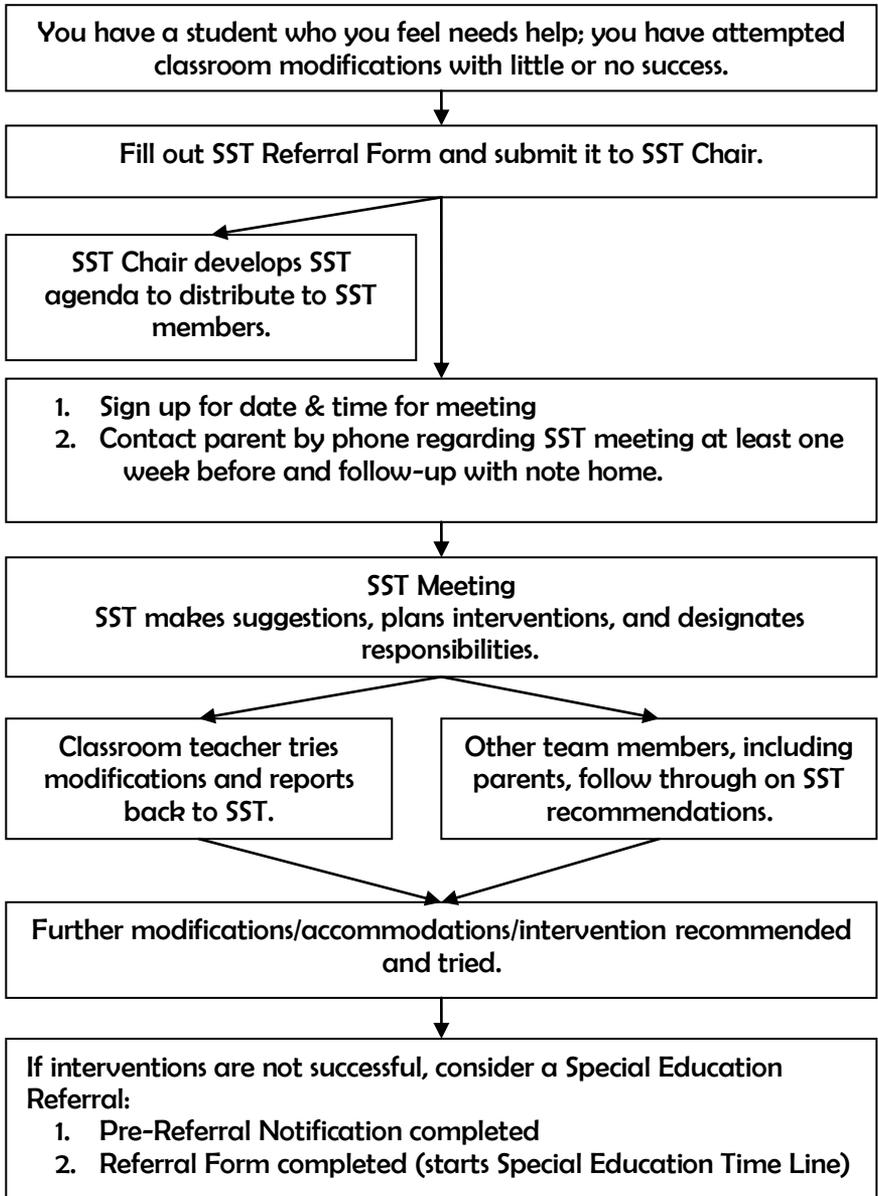
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Student Study Team (SST) Referral Process

FOR CLASSROOM TEACHERS



School-Based Health Centers

What is a school-based health center?

School-based health centers are health clinics located on school campuses. They encompass a variety of models – from large secondary school clinics with full-time medical and mental health staff to smaller part-time clinics offering a limited set of services. In some cases, health services are provided on campus by mobile vans.

What types of services do school-based health centers provide?

School-based health centers offer a range of services including

- mental health counseling
- reproductive health services
- comprehensive sex education
- medical services (off-campus or mobile vans)
- crisis communication
- condom availability program

De Anza High School

Deb Espinoza – Coordinator
despinoza@bacr.org
(510) 847-8763

Kennedy High School

Bianca LaChaux – Coordinator
blachaux@ymcaEastBay.org
(510) 307-4595 ext. 25818

El Cerrito High School

Jennifer Rader – Coordinator
jenn@jmhop.org
(510) 231-1437 ext. 26459

Pinole Valley High

Linda Brandt – Coordinator
lbrandt@ymcaEastBay.org
(510) 758-6991

Hercules High School

Theresa Dade-Boone –
Coordinator
tdade-boone@wccusd.net
(510) 231-1429 ext.25203

Richmond High School

Anisha Johnson – Coordinator
anisha.johnson@hsd.cccounty.us
(510) 215-4025

WCCUSD California State Preschool Program

The WCCUSD State Preschool Program, funded by the California Department of Child Development division, is a preschool program for children from 3 and 5 years old who are from low-income families. Enrollment priority is given to 4-year-olds. As a child-centered program, WCCUSD State Preschool adds to a joyful childhood and is filled with inviting, developmental learning experiences. Parent education and involvement is supported and encouraged. In partnership with parents, children are prepared for success in school and community.

Highlights

- A free clean, safe supportive environment at multiple sites
- A state licensed center
- Child/adult ratio of 8:1
- Lunch for morning and afternoon sessions
- Parent education classes
- Kindergarten transition support

Who is eligible?

- Families that meet the low-income eligibility scale set by the State of California

WCCUSD State Preschool Sites

- | | | | |
|-----------|------------|-----------------------|---------------------------|
| • Bayview | • Ford | • Lincoln* | • Peres |
| • Chavez | • Grant | • Montalvin | • Riverside |
| • Dover | • Highland | • Murphy [‡] | • Tara Hills |
| • Downer* | • King | • Nystrom* | • Washington [‡] |
| | | | • Wilson |

* Preschool and Head Start full-day wrap-around services available

‡ Fee slots for families who are not low-income (20 slots)

Cost

Free for qualifying families; \$21.22 per day for fee-paying families

Foster Children and Youth

Who are foster youth?

Foster children may live in foster homes, group homes, shelters, or transitional housing. They are wards of the state or emancipated minors.

What are their rights? Some of their rights are outlined below.

The right to live in a safe, comfortable home with

- enough clothes and healthy food
- their own place to store their things
- an allowance, if living in a group home
- a phone that they can use to make confidential calls*

The right to

- be treated with respect
- go to religious services and activities of their choice
- send and receive unopened mail*
- contact people who are not in the foster care system
- make contact with people involved in their case
- be told about their placement by a caseworker
- go to court and talk to the judge
- see and get a copy of their court report and case plan
- keep their court records private*
- be told about any changes in their case plan or placement
- see a doctor, dentist, eye doctor if needed
- talk to a counselor if needed
- refuse to take medicines, vitamins or herbs*
- go to school every day
- go to age-appropriate after-school activities
- visit and contact their brothers and sisters*
- contact parents and other family members*

* unless a judge has ruled differently for that individual

Homeless Children and Youth

Who is “homeless”?

Students who

- lack a fixed, regular, and adequate nighttime residence
- are temporarily living with friends or relatives due to loss of housing or economic hardship
- are staying in a shelter, transitional housing, motel, vehicle, or campground
- are not in the physical custody of a parent or guardian

Types of assistance

Assistance available to homeless children and youth through the WCCUSD Families in Transition Office:

- Transportation assistance for students who reside a mile or more from their school, and for one parent if the child is in 3rd grade or below
- School supplies
- Assistance with school enrollment
- Referrals to community agencies

Contact

Families in Transition

510-307-4508

1108 Bissell Ave, Richmond

fit@wccusd.net

F.I.T. supports WCCUSD students in the foster system, as well as homeless students, and those in unstable housing situations.

Foster Care Ombudsman

1-877-846-1602

www.fosteryouthhelp.ca.gov

This State office advocates for foster youth.

WCCUSD Student Bus Transportation Programs

Access to free student transportation is limited in West County. However, there are several programs available to specific categories of WCCUSD students.

The Student Bus Pass Program (SBPP) 510-307-4527

High school students who are part of the Free/Reduced Lunch Program qualify for the Student Bus Pass Program (SBPP), which provides a free AC Transit youth pass *or* a \$15.00 WestCAT ticket (good for 15 trips) each month of the school year.

The SBPP has funds for 2,000 bus passes per month and they are provided on a first-come, first-served basis until the funds run out. Students accepted into the SBPP program will receive a monthly pass as long as they maintain satisfactory attendance. Students who meet the criteria but submit late applications will be put on a waiting list.

How to sign up:

1. Complete a Free and Reduced Lunch Program application for this school year.
2. Complete an SBPP application for this year. These are available from school counselors or the SBPP office.

Clipper Card **510-817-1717**

AC Transit is transitioning away from paper youth passes toward a multi-agency transit card. The Youth Clipper Card has a photo of the child. SBPP participants will eventually have their youth pass loaded onto the card each month by WCCUSD. Families not in the SBPP can take their child's Clipper Card to any Walgreen's and load a "Monthly Youth Pass" for \$15. For more information about Clipper Cards, contact AC Transit at the number above or at their office: 1600 Franklin St, Oakland, open M-F, 8-5.

NCLB Public School Choice bus passes**510-307-4505**

The law requires districts to identify schools that have not made adequate yearly academic growth for two consecutive years and to designate them as Program Improvement (PI) schools. Once a school has been identified, the district is required to provide students attending that school the option of transferring to another school within the district that is not identified for improvement and where there is space available. The district must provide or pay for transportation to the new school within certain budgetary restrictions. The district is required to provide transportation to the new school only as long as the student's original school remains in Program Improvement.

Under this program, students can receive a free bus pass from AC Transit and/or WestCat to the non-PI school he/she has transferred to. If the child is in grade 3 or below a parent may also be eligible for the free pass in order to accompany the child on the bus. For more information, contact the Educational Services Office at the number above.

Families in Transition Program**510-307-4508**

Students who lack permanent housing can receive bus passes if they reside a mile or more from their school. If the child is in 3rd grade or below, a parent can also receive a bus pass to accompany the child to and from school.

See page 9, ***Homeless Children and Youth*** for definitions of *homeless children*.

Student Transfer Policy & Process

Students wishing to transfer within WCCUSD must complete an Open Enrollment Application. Open enrollment transfers are subject to space availability at the requested site. Not all schools will have space for open enrollment requests. Open enrollment transfer requests will be considered according to the following priorities:

1. No Child Left Behind Act of 2001: A transfer may be requested by a student attending a school that has not made adequate yearly academic growth for two consecutive years as determined by the California Department of Education (schools in this position are referred to as being in Program Improvement or PI). The transfer must be to a school that is not in Program Improvement.
2. Safety transfer: A student may be given priority for attendance outside his/her current attendance area when special circumstances exist that may be harmful or dangerous to that particular student.
3. Program transfer: A high school student may transfer to participate in a program if the course is not offered at the high school of residence. Elementary students may transfer for bilingual programs.
4. Sibling transfer: A student may request to transfer to a school if a sibling will be attending the requested school at the same time.

Some transfer requests may not be granted if there is no space in the requested school. For more information about the Transfer Policy, please contact the Transfer Office at 510-307-4535 or email Transferoffice@wccusd.net.

Truancy Procedures

How is truancy defined?

According to Education Code 48260, a student is defined as a truant upon a third unexcused absence or tardy in excess of 30 minutes.

School Attendance Review Team (SART)

A school's SART, SST or other team may refer students with truancy problems to the SWAT.

Student Welfare and Attendance Team (SWAT)

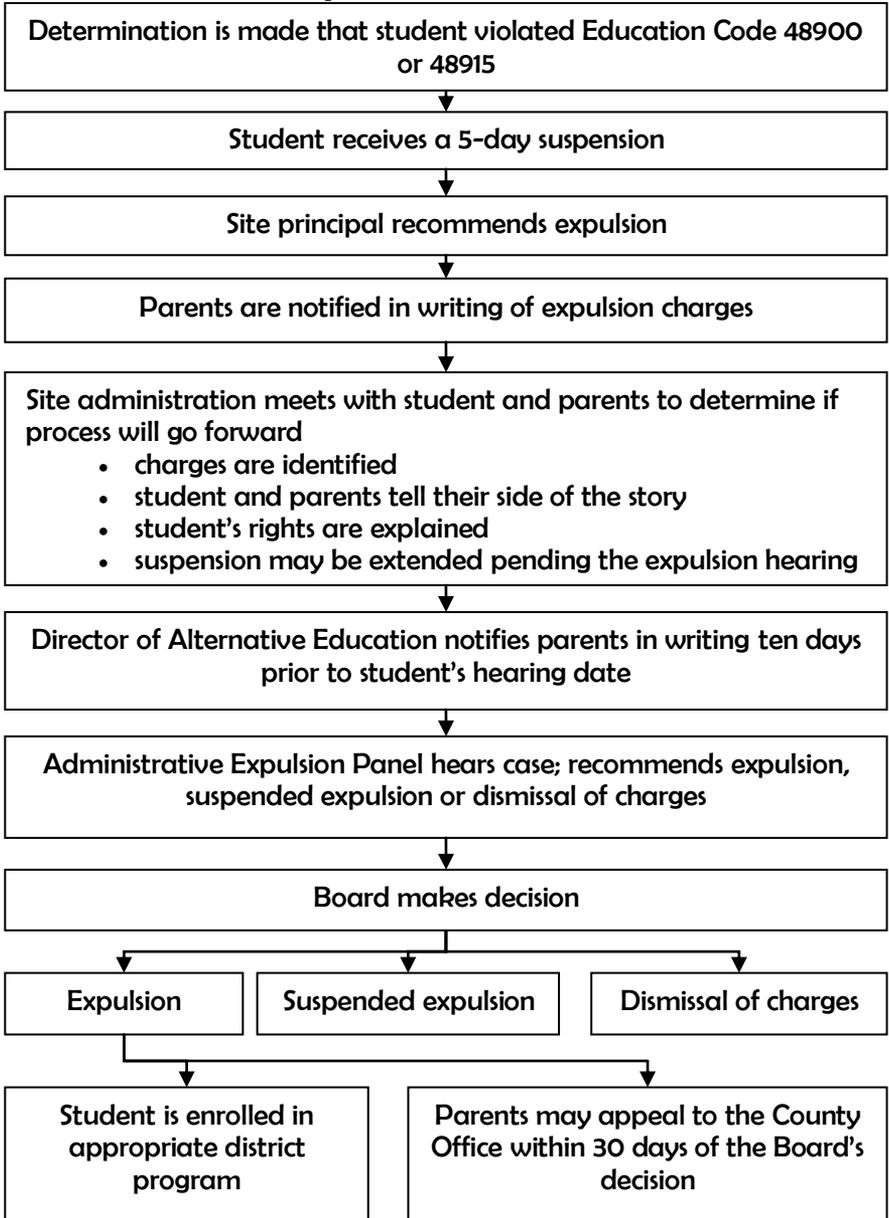
510-758-7550
extension **2548**

The SWAT is a truancy reduction program operated by WCCUSD in conjunction with city and county law enforcement agencies.

SWAT administers the School-Community Police Truant Recovery Program. Students out of school without a valid excuse may be detained and transported to the SWAT office. Parents will be called to pick up their child.

In addition to schools referring students, a parent or guardian who has problems with a son or daughter not attending school may contact SWAT for assistance by calling the number above.

Expulsion Process



Reporting Suspected Child Abuse

24-hour Contra Costa County Hotline

1-877-881-1116

What is Child Abuse?

Child abuse is the non-accidental injury of a child. It includes physical, sexual, and emotional abuse, exploitation, and neglect.

Who are Mandated Reporters?

All district employees who work with children are “mandated reporters”—legally required to report if they know of or have “reasonable suspicion” of child abuse or neglect encountered in the scope of their employment. “Reasonable suspicion” may be formed through direct observation of an abusive act, a statement by a child describing the abuse, or observation of signs of possible abuse. The responsibility is to report—not investigate—suspected cases.

What Must a Mandated Reporter Do?

1. Call CPS as soon as possible to make a verbal report of “reasonable suspicion.” Provide
 - your name (as the mandated reporter)
 - the name and current location of the child
 - the nature and extent of the injury or neglect
2. Within 36 hours, submit a Suspected Child Abuse Report Form. California law requires that these forms be available at each school site. They are also available online.
 - Form: ag.ca.gov/childabuse/pdf/ss_8572.pdf
 - Instructions: ag.ca.gov/childabuse/pdf/8572_instruct.pdf

Should an Administrator or Counselor Call for Me?

Reporting is an individual responsibility. No supervisor or administrator may interfere with the individual reporting responsibility nor may any mandated reporter be absolved of

responsibility by relying on a supervisor or administrator to meet his or her individual reporting responsibility.

The identity of the mandated reporter is kept confidential.

You may choose to share with your site administrator that CPS may be coming to campus. Sharing this is not required but could help to minimize disruption.

What Happens After a Referral is Made?

“Children’s Protective Services is responsible for investigating the referral once it is made. The investigation may also involve the police or sheriff based upon the nature of the allegation. When abuse has occurred within a family, our emphasis is intervention to assure the safety of the child and then to provide services to keep the family together.” — *Contra Costa County Children and Family Services*

Remember:

- Do not take it upon yourself to weigh the credibility of a child’s account. Report any incident where a child claims abuse.
- You cannot be held liable for reporting suspected child abuse, even if investigation discloses that the child was not abused.
- Failure to report can result in a fine of \$1000, six months in jail, or both—plus possible revocation of your credential.
- If in doubt, report at once—a child’s life may be at stake.

Where Can I Get More Information?

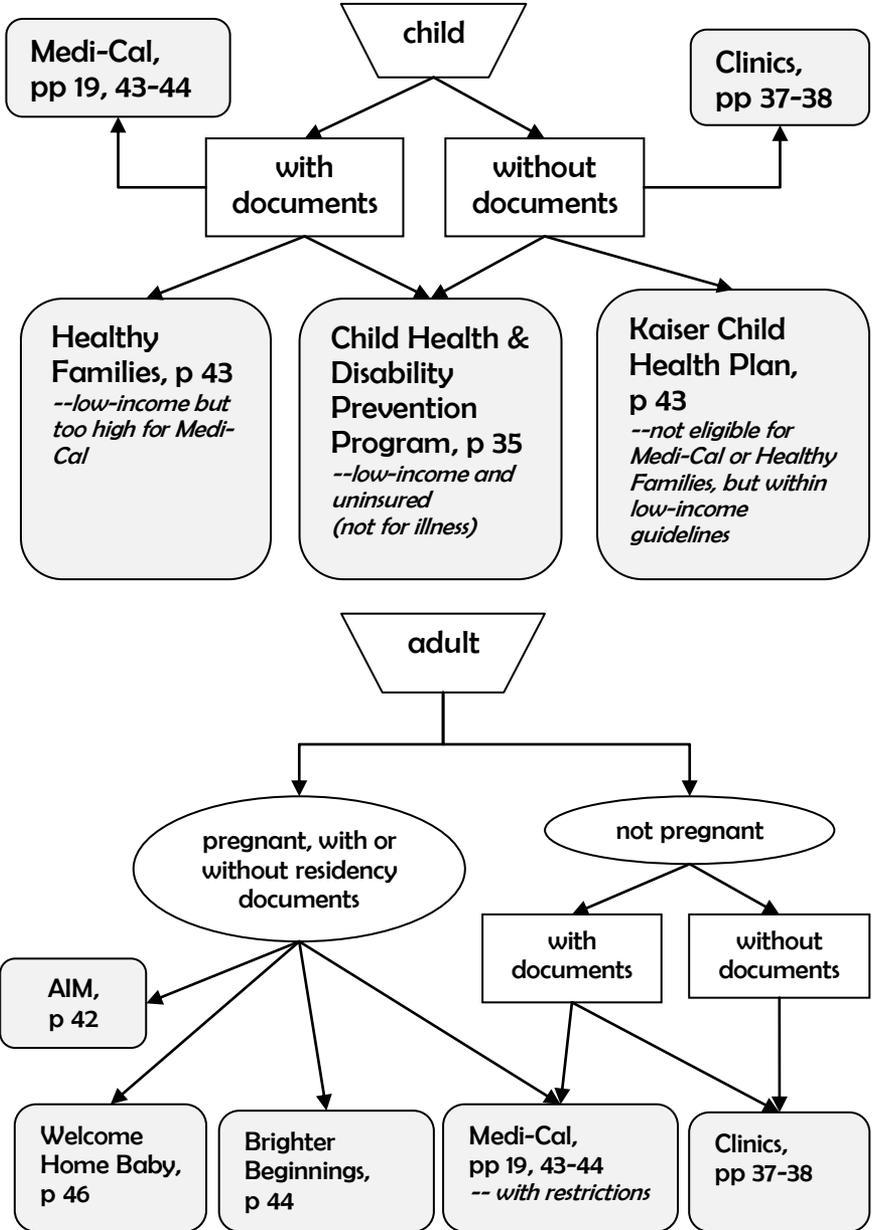
• *The California Child Abuse and Neglect Reporting Law: Issues and Answers for Mandated Reporters*. California Department of Social Services, Office of Child Abuse Prevention, 2003.

www.co.contra-costa.ca.us > Document Center > Documents > Employment & Human Services > CFS > Child abuse reporting law

• *California’s Child Abuse and Neglect Reporting Act: Reporting Rules for Health Care Providers*. National Center for Youth Law, 2006.

www.teenhealthrights.org/child_abuse_reporting

Pathways to Low-Cost Health Care



Medi-Cal

Medi-Cal provides medical, dental, and vision insurance to low-income families in California.

Who is eligible?

- Adults who are 65 years of age or older
- Adults who are parents or caretaker relatives with children under 21 years of age living with them
- Adults who are legally blind or disabled
- Children, birth through age 20
- Refugees in the country 12 months or less
- Pregnant women who cannot afford to pay for health care

For full-scope Medi-Cal, citizenship or legal residency is required. Undocumented children and young adults can receive coverage for emergency or pregnancy-related services.

How much does it cost?

Costs for Medi-Cal services vary. Some services are free.

How does someone apply?

1-877-503-9350

Call toll-free in Contra Costa County. Be prepared to wait on hold for up to half an hour. When you call, an application packet will be sent to you. After the application is filled, it can be returned by mail or turned in to one of the offices. Be sure to get a receipt. Applications are sent to an eligibility worker who will determine which programs or services of Medi-Cal you are eligible for. You can call to check on the status of your application at any time. The process is currently taking 45-60 days.

Where in West County can applications be turned in?

- 151 Linus Pauling Dr, Hercules
- 1275A Hall Ave, Richmond

Offices are open M-F 8-5. Closed 12-12:30.

CalWORKS

www.cdss.ca.gov/calworks

California Work Opportunity & Responsibility to Kids (CalWORKS) is a welfare program that gives cash aid and services to eligible needy California families. If a family has little or no cash and needs housing, food, utilities, clothing or medical care, they may be eligible to receive immediate short-term help. Families that apply and qualify for ongoing assistance will receive money each month to help pay for housing, food and other necessities.

The amount that a family will get each month depends on a number of factors, including the number of people who are eligible and the special needs of any of those family members. The income of the family is considered in calculating the amount of cash aid the family receives.

How to apply:

1. Families requesting assistance must complete an application at one of the addresses below.
2. Next, the welfare office will set up an interview for you to obtain facts and verify eligibility. Applicants must provide:
 - proof of income /property
 - residence/shelter costs
 - citizenship status
 - work or school status
 - age
 - other information
 - social security number

Similar information may be requested for all of the people in the home. Additionally, adult family members must also be fingerprinted and photo imaged.

3. At the interview, the County will advise applicants of the rules that must be met to be eligible for CalWORKS.

Where to apply for CalWORKS

- 1305 Macdonald Ave,
Richmond **510-412-1900**
- 151 Linus Pauling Dr,
Hercules **510-262-7700**

Food Stamps

www.dss.cahwnet.gov/foodstamps

What is the Food Stamp Program?

The Food Stamp Program is a nutrition assistance program in which eligible low-income households can purchase food at participating grocery stores with the use of Electronic Benefit Transfer (EBT) cards that look like a credit card or bank debit card.

How much money can you have and still get food stamps?

Households may have no more than \$2,000 in assets (bank account, cash, etc.); households with at least one person age 60 or older can have \$3,000 in assets. Your house, personal belongings, and vehicles do not count. A household's gross monthly income cannot exceed 130% of the Federal poverty guidelines. For a household of three, this is \$1,984. A household's net monthly income cannot exceed 100% of the Federal poverty guidelines. For a household of three, this is \$1,526.

What can be purchased with food stamps?

Food stamps can be used to buy any food or food product that is produced for human consumption, including seeds and plants for use in home gardens to produce food. Hot foods or lunch counter items prepared or heated in the store are not eligible. Alcoholic beverages, tobacco, vitamins, medicines, pet food, soap, toilet paper, shampoo and other non-food items are also excluded.

Where to apply for food stamps

Employment & Human Services Department offices in West Contra Costa County:

- 1305 Macdonald Ave, Richmond **510-412-3280**
- 151 Linus Pauling Dr, Hercules **510-262-7709**
- 1275A Hall Ave, Richmond **510-231-8114**

Note: Food Stamps are also referred to in California as the CalFresh Program and federally as the Supplemental Nutrition Assistance Program (SNAP)

ABUSE PREVENTION, INTERVENTION & TREATMENT

Adult Protective Services (Abuse of Elders and Dependent Adults)

1-877-839-4347

www.ehsd.org/adult/adult001.html

Adult Protective Services provides assistance 24 hours a day to elderly and dependent individuals who are victims of physical, emotional or financial harm or abuse. All calls are handled confidentially. If you suspect abuse in an institution or domestically, call to report it.

Cost: FREE

Bay Area Crisis Nursery

925-685-8052

1506 Mendocino Dr, Concord

www.bacn.info

BACN is a free, confidential and voluntary residential care facility for children ages birth through 11 years. The facility provides care for children when their parents are experiencing a crisis or a stressful situation. The Nursery provides food, clothing, and loving care.

Be Prepared: Parent or guardian must have legal and physical custody in order to admit a child to BACN.

Hours: 24 hours/day, 7 days/week

Cost: FREE

Children and Family Services (CFS)

510-231-8100

(Formerly CPS)

1-877-881-1116

www.ehsd.org/child/child001.html

If you know or suspect that child abuse or neglect has occurred, call the toll-free number. If the child is in immediate danger, call the police and Children and Family Services. A social worker will

talk with you confidentially and assess the degree of risk involved. If the child is in immediate danger, a visit will occur immediately. If not, a visit may occur within 10 days. When a situation is reported to CFS, resources to promote the future safety of the child are offered (i.e. counseling, parent education, respite care, transportation, parent aides, etc.)

Hours: The toll-free number is 24 hours/day, 7 days/week

Community Violence Solutions

510-237-0113

(formerly Rape Crisis)

Crisis line: **1-800-670-7273**

2101 Van Ness St, San Pablo

www.cvsolutions.org and www.TeenCVS.org

CVS provides intervention, treatment, and prevention services for adults, teens, and children who have experienced sexual assault and interpersonal violence in Contra Costa. Services include 24/7 crisis support, advocacy, medical accompaniment, age-appropriate forensic interviews, non-acute medical exams, professional supervised visitation and custody exchange services, and school (K-12) and community-based workshops addressing violence prevention, skill building, and bystander intervention.

Be Prepared: Clients who have been court-ordered to services are required to provide copies of court documents (custody and protective orders).

Hours: Crisis services: 24/7

Office: 9-8

Languages: *English, Spanish*

Cost: Crisis services

are **FREE**. Sliding scale for other services.

Kinship Care Program

510-741-3100

The Kinship Care program provides support services to caregivers caring for related children so that children can remain with their extended families and avoid placement in the foster care system. Kinship services are free and available countywide, through

centers in Pittsburg, Concord, and Richmond. Services include respite care, therapeutic support groups, educational forums, tutoring for children, case management, recreational activities for caregivers and youth, limited emergency assistance, and legal services. **Cost: FREE**

The RYSE Center

510-374-3401

205 41st St, Richmond

www.rysecenter.org

RYSE is a safe and welcoming center for diverse West Contra Costa youth that builds youth power and leadership towards personal and community health and transformation. Arts and dance classes, peer groups, tutoring, counseling groups, etc.

Be Prepared: RYSE serves people 14 to 21 years of age.

Hours: 11-8 daily

Languages: *English, Spanish*

Cost: FREE

The Latina Center

510-233-8595

3919 Roosevelt Ave, Richmond

www.thelatinacenter.org

Provides parenting classes based on the Systematic Training for Effective Parenting (Padres Eficaces con Entrenamiento Eficaz), domestic violence support group, legal advice for victims of domestic violence (by appt), Leadership Education programs for Latinas, English as a Second Language classes, breast cancer educational program, economic development program: Latinas in Business, Latinas at Home.

Be Prepared: Services are open to all. No documents required—just call.

Hours: M-Th 9-5

Languages: *Spanish*

Cost: FREE

Victim Witness Assistance Program**510-374-3272**

10 Douglas Drive, Martinez

Martinez: **925-957-8650**www.boc.ca.govToll free: 1-**800-648-0600**www.co.contra-costa.ca.us/depart/da/Victim_Witness_Assistance_Program.htm

This is a program of the CC County DA's office. Victim Advocates guide victims through the legal system and direct them to agencies and organizations that offer assistance and emergency services. The California Victims of Crime Compensation Program can offer financial help for victims of physical injury.

Languages: *English, Spanish, Filipino in**Martinez.***Cost: FREE**

ADULT EDUCATION & LITERACY

Contra Costa County Libraryccclib.org

The Adult Learning Center is for people going back to school, switching jobs, or brushing up on academic skills. Adults can receive live online help from trained adult education specialists in areas such the GED, the U.S. Citizenship Test, writing a resume, and Microsoft Office. The Learning Center website can be accessed from library, school, or home computers, using your library card account number.

Be Prepared: Library cards can be obtained at any branch library, and e-cards can be obtained on the website.

Hours: 7 days/week 1 pm - 10 pm**Languages:** *English, Spanish***Cost: FREE**

Literacy for Every Adult Program (LEAP)**510-307-8084**

440 Civic Center Plaza, Richmond

www.ci.richmond.ca.us

Class instruction and tutoring in math, reading, writing, social studies and science. Preparation for GED tests. Class instruction and tutoring in English, reading and writing. Anyone 16 and older may attend.

Be Prepared: Fill out an application M-Th 9-4.**Hours:** M-Th 8:30-8, Fri 10-5**Cost: FREE****The Latina Center****510-233-8595**

3919 Roosevelt Ave, Richmond

www.thelatinacenter.org

Provides parenting classes, Leadership Education programs for Latinas, English as a Second Language classes, economic development program: Latinas in Business, Latinas at Home.

Be Prepared: Services are open to all. No documents required, just call.**Hours:** M-Th 9-5**Languages:** *Spanish***Cost: FREE****West Contra Costa Adult Education****510-215-4666**

Office: 6028 Ralston Ave, Richmond

www.wccae.info

Classes are open to adults 18 years or older. You do not have to reside in WCCUSD to attend. Classes are offered in a range of subjects including computer usage, business, English as a Second Language, citizenship, trades programs, health, nutrition, classes for people with disabilities, classes for older adults, traffic violator school, and more. Classes are offered at eight sites, including many high schools.

Cost: Depends on the class.

CHILD CARE SERVICES

Child Care (County services)

Eligibility hotline: **510-374-7144**

Child care unit: **510-412-3262**

If you are in the Welfare-to-Work Program, your Employment Specialist can refer you to the Child Care Unit or you may call the unit directly and request an application. If you are not in the Welfare-to-Work Program, you can call the Child Care Unit and ask for an Application Packet. Others who may qualify: Families receiving Child Protective Services or at risk of needing these services; low-income families with a child under 13 needing care because of work, vocational training, job searching or homeless and seeking permanent housing.

Languages: *English, Spanish*

Cost: **FREE**

Contra Costa Child Care Council

510-758-5439

3065 Richmond Parkway, Ste. 112, Richmond

www.cocokids.org

Referrals to child care facilities and other child and parent-related services. Resource library, quarterly newsletter. Finger-printing arranged for people starting a licensed family day care home or child care center. Nutrition education and subsidy for licensed family daycare homes. Nutrition education and subsidy training for parents and providers. Information about qualifying for free child care.

Hours: M-Th 9-4; F 9-12

Languages: *English, Spanish, Farsi*

Cost: **FREE**

Head Start

925-646-5540

Pre-school program designed to help children develop social and cultural competence. Children between the ages of 3 and 5 years old from families that meet the Federal poverty guidelines are

eligible. According to space and demand, some families whose income exceeds the guidelines may be admitted.

Be Prepared: Call to find the center nearest you. The center Site Supervisor or Family Advocate will determine eligibility and assist with enrollment.

Hours: Programs are 8-12 or 1-5. Some families qualify for full-day care, 6:30-6.

Cost: FREE

CHILD SUPPORT

Child Support Services

1-866-901-3212

www.childsup.ca.gov

California's Child Support Services Program works with parents - custodial and noncustodial - and guardians to ensure children and families receive court-ordered financial and medical support.

They can help establish court orders for paternity, child support, and medical coverage; locate the non-custodial parent and his/her assets to enforce the court order; collect and distribute support payments; maintain accounts of payments paid and due; modify court orders when appropriate; enforce court orders for child, family, spousal, and medical support. [Turbo Court](#) guides you through the child support application, completes and (optionally) electronically submits your forms, and keeps you informed of your case's progress. [Customer Connect](#) is an automated system designed to provide specific case information 24 hr/day.

Be Prepared: Have your social security number or participant ID and PIN ready when calling.

Cost: FREE

CLOTHING

➔ See [HOMELESSNESS](#)

Shoes that Fit

Bessanderson Neill: **510-234-3062**

Janie Holland: **510-760-3241**

Donation-based, volunteer-run program that provides new shoes, uniforms, socks, and underwear for children in need at Wilson, Grant, Ford, and Nystrom Elementary schools. For Nystrom students, contact Janie Holland. For the other schools, contact Bessanderson Neill or the school site coordinator.

Cost: FREE

Satori's Circle, Inc.

415-573-4980

2601 Hilltop Dr, Richmond

www.satoriscircle.com

Their mission is to provide at-risk pre-teen and teenage girls with the tools, education, counseling and mentoring to live healthy, safe and successful lives. Mentoring, individual/group counseling, weekly life skills workshops, educational support, clothes closet, emergency resource referrals.

Hours: 9-6 daily

Languages: *English*

Cost: FREE

Wardrobe for Opportunity

510-463-4100

570 14th St, Ste. 5, Oakland; + additional site in Concord

www.wardrobe.org

Career development program for working poor—help people keep the job and advance. Professional image workshops by REFERRAL ONLY from partners (list on website) allow clients to visit our boutique for professional clothing. Career advancement programs available via application on website.

Be Prepared: For clothing: a referral from partner agency is needed. For career development program, complete application.

Hours: Varied.

Cost: FREE

Other clothing resources:

- ♦ Many churches have clothing giveaway programs.
- ♦ Secondhand clothing stores:

Salvation Army, 13577 San Pablo Ave, San Pablo

Goodwill Industries, 12341 San Pablo Ave, Richmond

3730 San Pablo Dam Rd, El Sobrante

607 Parker Ave, Rodeo

Thrift Town, 3645 San Pablo Dam Rd, El Sobrante

EMERGENCY & CRISIS SERVICES

Contra Costa Crisis Center

211 Contra Costa

www.crisis-center.org

www.211database.org

Crisis: **1-800-833-2900**

Grief: **1-800-837-1818**

Health & Social Services:

1-800-808-6444 or **211**

Contra Costa Crisis Center: Provides crisis counseling and suicide prevention services 24 hours daily for people in distress. The services are provided by staff and trained volunteers. The agency answers all local calls to the two national suicide hotlines (800-273-TALK and 800-SUICIDE), as well as operates Contra Costa County's 24-hour homeless hotline and 24-hour grief counseling line. Other services provided by the agency include face-to-face grief counseling (individually and through support groups), grief counseling for schools, businesses, community groups after a death, provision of emergency lodging vouchers to homeless individuals and families, youth violence prevention training, and 211 information and referral.

211 Contra Costa: Provides information on health and social services in Contra Costa County. One contact point for callers in case of a disaster.

Hours: Hotlines are 24/7

Languages: Spanish + language line interpreter services available.

Cost: FREE

County Interment (cremation)

925-313-1604

Covers cremation costs in Contra Costa County for the very poor.

Stand! Against Domestic Violence

Crisis Line: **1-888-215-5555**

12230 San Pablo Ave, Richmond

Counseling: **925-603-5752**

www.standagainstdv.org

925-676-2845

The Crisis Line offers support, information and referrals about support groups, individual counseling, shelter (up to 6 weeks), and transitional housing (up to 2 years). STAND! Also provides anger management and batterer's treatment programs, individual counseling, legal assistance referral (Bay Area Legal Aid for restraining order help) and court accompaniment for victims of domestic violence.

Be Prepared: No documents required. Just call.

Hours: M-F 9-5

Cost: Sliding scale.

Languages: English, Spanish

Medi-Cal accepted.

The Salvation Army

El Sobrante: **510-262-0582**

4600 Appian Way, El Sobrante

San Pablo: **510-236-0847**

13577 San Pablo Ave, San Pablo

www.salvationarmyusa.org

Disaster services, emergency shelter, food and nutrition programs, casework services, youth programs, adult drug rehab. Christian organization.

Cost: FREE

EMPLOYMENT RESOURCES

EASTBAY Works One-Stop Centers

2300 El Portal Dr, Ste. B, San Pablo
330 25th St, Richmond

San Pablo: **412-6740**

Richmond: **307-8014**

One-Stop Centers provide assistance with employment and vocational training to job seekers. They are open to everyone. There is no eligibility determination. You can be currently employed, looking for better/more work, or unemployed and looking for work. Internet for job-seeking, classes, photocopier and fax, etc.

Hours: Richmond: M-Th 9-4, Fri 9-2:15

San Pablo: M 8:30-7, Tu-Fr 8:30-5

Cost: FREE

Juma Ventures

131 Steuart St, Ste. 201, San Francisco
www.jumaventures.org

415-371-0727

ext **315**

Employment and after-school program for Foster Youth in WCCUSD high schools, preferably juniors. Helps youth gain work skills and earn money for college by working at ballparks in Oakland and SF. Helps youth plan for college, make and save money, and connect to positive activities and people. Youth must be ready to work as a vendor at a ballpark and be invested and committed to reach a goal of going to college.

Be Prepared: Applications are online at the website.

Hours: M-F 10-6

Languages: *English*

Cost: FREE

FINANCIAL ASSISTANCE

California Alternate Rates for Energy (CARE)

1-866-743-2273

www.pge.com/care

The CARE Program provides a monthly discount on energy bills for income-qualified households and housing facilities. Qualifications are based on the number of persons living in your home and your total annual household income. Online application in English only is available at website. Applications in English, Spanish, Chinese, and Vietnamese can be printed from the website and mailed in. Income eligibility chart is on website.

CC-MATCH Program

510-412-9290

Community Housing Development Corporation

1535-A Third St, Richmond

www.chdcnr.com

Contra Costa—Moving Assets Toward Community Hands (CC-MATCH) is a matched savings program for low income individuals saving toward buying a home, establishing a business, or getting a post-secondary education. Participants must live in Contra Costa County, meet income eligibility, and complete the Financial Fitness class.

Languages: *English, Spanish.*

Cost: FREE

KEYS Auto Loan Program

925-313-1735

A low-interest auto loan program for employed CalWORKs participants in Contra Costa County who have difficulty obtaining an auto loan from other sources.

Cost: FREE

Low Income Home Energy Assistance Program

925-252-2313

www.ehsd.org/comm/comm003.html

Depending on income, LIHEAP offers bill payment assistance, energy and budget education, energy crisis assistance, and weatherization and energy-related repairs.

Be Prepared: Fill out all required documents. Must be a citizen.

Hours: M-F, 9-12, 1-4

Cost: **FREE** services to qualified residents of Contra Costa County.

Languages: *Spanish, Vietnamese, Farsi, and Arabic*

FOOD ASSISTANCE—groceries

➔ See [PREGNANCY, INFANTS & YOUNG CHILDREN](#)

First Presbyterian Church

510-234-0954

3415 Barrett Ave, Richmond

www.pcrichmond.com

Offer a free weekly Food Pantry. Open to all.

Hours: Thurs, 10-noon

Languages: *English, Spanish, Portuguese*

Cost: **FREE**

Food Bank of Contra Costa and Solano

1-800-870-3663

www.foodbankccs.org/get-help/food-assistance-program.html

Every month the Food Bank gives away USDA food. Each household is allowed one visit per month to the site closest to their home.

San Pablo: Davis Park Community Center, 10-12, 3rd Monday

Rodeo: Bayo Vista Child Care Center, 10-12, 2nd Tuesday
Richmond: Southside Church of Christ, 10-12, 4th Tuesday
N. Richmond: Shields-Reid Center, 10-12, 3rd Tuesday
El Sobrante: Salvation Army, Appian Way, 10-11:30, 2nd Monday

Other programs through Food Bank: Senior Food, Food for Children (see below), Farm to Kids, Extra Helpings (AIDS/HIV case management), Summer Food for Kids.

Be Prepared: Bring with you **(1)** Proof of income level, **(2)** Valid form of ID (driver's license, birth certificate, ID card, etc.), **(3)** Proof of address (driver's license, utility bill, lease/rental agreement), **(4)** Valid form of ID for each household member in families of 6 or more (medical cards, school ID, SS card, etc.)

Cost: FREE for those who qualify. Eligibility chart online.

Food for Children Program

925-676-7543

Food Bank of Contra Costa and Solano:

ext **207**

www.foodbankccs.org/get-help/food-for-children.html

Children 4 and 5 years old receive free food every month at one of nine sites throughout Contra Costa and Solano counties. Children, who are referred by WIC staff (Federal government: Women, Infants, and Children program), are provided with a large box of nutritious, high-protein food weighing 25 pounds. Participants can be referred by WIC, by social service organizations or from a parent or legal guardian.

Be Prepared: Bring **(1)** Valid ID, **(2)** Proof of child's age (birth certificate, medical shot record, Medi-Cal card), **(3)** Proof of low-income, **(4)** Proof of address.

Cost: FREE for those who qualify. Eligibility chart online.

Richmond Emergency Food Pantry**510-235-9732**

2369 Barrett Ave, Richmond

www.refp.org

Once approved, households may pick up food one time per month on any Tuesday or Friday between noon and 3.

Be Prepared: To register, bring ID for all household members and declare monthly household income.

Hours: To apply: Tues and Fri, 10-1.

To pick up food: Tues or Fri 12-3.

Cost: FREE**FOOD ASSISTANCE—prepared meals**

➔ See [HOMELESSNESS](#)

GRIP Souper CenterMain Office: **510-233-2141**165 22nd St, Richmond

Provides free hot lunches from 11:30am-12:45pm, seven days a week, 365 days a year, for anyone who is hungry and/or homeless.

Languages: *English, Spanish*

Cost: FREE**Meals on Wheels****510-412-0166**www.mealsonwheelsofcontracosta.org

Clients must be sixty years or older and unable to purchase or prepare nutritious meals for themselves on a regular basis, or have someone else available to do so. Meals are delivered by volunteers five days/wk before noon, and frozen meals are available for weekends.

Be Prepared: Meals can be started following an initial phone interview. An in-home assessment is required within the first week

of receiving meals.

Hours: Call M-F 9-5

Cost: Clients are asked to contribute what they can afford.

Multicultural Senior and Family Center

510-232-3511

515 Silver Street, Richmond

www.nhnr.org

Low-income families and seniors are provided with a hot lunch five days a week, as well as grocery giveaways, arts and crafts, nutrition education, exercise classes and other social services.

Richmond Senior Center

510-307-8085

2525 Macdonald Ave, Richmond

Hot, nutritionally complete lunch is served five days/week. The Senior Center also offers a pool/game room, dance and exercise classes, a library and field trips.

Be Prepared: It's best to reserve your meal the day before, but there are always some extras.

Languages: *English, Spanish, Chinese*

Cost: \$5 donation for those under 60 years; \$2 for those 60+

FOSTER YOUTH

➔ See *Juma Ventures* under [EMPLOYMENT](#)

Contra Costa County Office of Ed.

925-942-3300

Foster Youth Services

Liaison: **510-231-8113**

77 Santa Barbara Rd, Pleasant Hill

www.cocoschools.org/yds

Foster Youth Services' Education Liaisons work closely with social workers and probation officers. The Liaisons advocate and support prompt school enrollment of foster youth and assist caregivers with school issues. Services provided include tutoring for foster youth, support for foster parents, priority enrollment in Head Start programs, assistance in applying for financial aid for college, independent living skills program, and more.

Hours: M-F 8-4:30

Ombudsman for Foster Care

1-877-846-1601

Department of Social Services

744 P St, MS 9-025, Sacramento

www.fosteryouthhelp.ca.gov

If you are concerned about the care, treatment or services provided to children and youth receiving foster care services, call this help line. This office investigates complaints about state and local agencies regarding foster care. They will listen to your concerns, document your complaints, gather relevant information, remain neutral and impartial, formulate a process for possible resolution and make recommendations.

GANG VIOLENCE PREVENTION & INTERVENTION

Office of Neighborhood Safety (ONS)		510-620-5422
440 Civic Center Plaza, 3 rd Floor, Richmond		
<p>Provides gang prevention and intervention service referrals to those identified as most likely to be confronted by and/or involved in gun violence. ONS outreach workers help by engaging and developing relationships with identified individuals, then connecting them to necessary resources, and walking them through the resource maze.</p>		
Central Richmond:	Sal Garcia	510-385-4870
Central Richmond:	Kevin Muccular	510-815-1572
South Richmond:	Diane Gatewood	510-385-4987
North Richmond:	Joe McCoy	510-385-4983
North Richmond:	Sam Vaughn	510-812-9082
North Richmond:	Arlinda Love	510-815-5202
Social Services & Referrals:	Kim MacDonald	510-815-5203
Hours: M-F 8:30-5; Street outreach: 24/7		
Languages: <i>English, Spanish</i>		Cost: FREE

HEALTH SERVICES

Alameda-Contra Costa Medical Association	510-654-5383
www.accma.org	
<p>Provides referrals to all types of physicians and practices throughout the two counties.</p>	
Cost: Referrals are FREE.	

California Children Services**925-313-6100**

597 Center Ave, Ste. 110, Martinez

www.dhcs.ca.gov/services/ccs/Pages/default.aspx

California Children Services (CCS) is a statewide program that arranges and pays for medical care, equipment, and rehabilitation for eligible children and youth. Services can be authorized for children and young adults under 21 years of age who have eligible medical conditions (such as congenital heart disease, sickle cell anemia, cystic fibrosis, cleft palate, and HIV infection) and whose families are unable to pay for all or part of their care. CCS determines eligibility and selects the most qualified professionals to treat each child's CCS-eligible condition. The family income must be less than \$40,000/yr or, if greater, the condition is expected to cost more than 20% of the family's income.

Exception: Eligibility for medical therapy is not based on income.

Be Prepared: The child must be a permanent California resident.

Child Health and Disability Prevention Program (CHDP)**925-313-6150****1-800-696-9644**cchealth.org/services/child_health

Free health exams for infants, children, teens and young adults (up to age 21). Assure that all children have medical and dental care. Provide assistance with case coordination and parent education. Referrals made for children for health issues including dental screening, hearing and vision, immunizations, physical exams, and lab tests.

Eligibility: Children and youth who do not have medical insurance, are under 19 years of age, live in California, have family incomes at or below 200% of federal income guidelines.

Hours: Office: M-F 8-5

Languages: *English, Spanish*

Cost: FREE

Free Health Services for Women**1-877-616-8674**cchealth.org/services/womens_health/health_in_ccc.php

The County provides free pap smears, breast exams, birth control and STD/HIV Testing to all women who qualify. In addition, women aged 40 - 55, may receive a free screening mammogram if eligible. Requirements: Must be enrolled in FamilyPACT.

Be Prepared: Call for appointment. Bring photo ID to appt.

Hours: Phone calls will be returned M-F.

Cost: FREE

Immunizations**510-231-8555**

39th & Bissell, first floor, Richmond

No appointment is necessary at any of the Public Health Clinic sites. Clients are seen on a first come first served basis. Please come early, as we stop accepting clients when the clinic is full. Our busiest time of year is August through September. During pregnancy, only the flu vaccine is given at any of the clinic sites. While supplies last, free H1N1 flu vaccine is available.

Hours: M 1-4:30

Cost: Most child and adolescent fees are \$10/visit, which can be waived if unable to pay. Adult immunization fees vary.

TeenAge Program (TAP)**925-313-6254**

597 Center Avenue, Suite 365, Martinez

cchealth.org/services/teenage_program

TAP provides teen-specific health education activities in Contra Costa County high schools, juvenile detention facilities, and community organizations. TAP and Public Health Clinic Services conduct school-based health clinics at high schools in Contra Costa offering sports physicals, wellness exams, immunizations, vision & hearing screening, HIV testing, reproductive health services, and referrals to community agencies. School based

health clinics at Richmond High School, Kennedy High School, DeAnza High School, Pinole Valley High School.

Cost: All services are **FREE** or low-cost.

HEALTH SERVICES—CLINICS

Brookside Community Health Centers—San Pablo & Richmond

Richmond: **510-215-5001**

San Pablo: **510-215-9092**

- 1030 Nevin Ave, Richmond
- 2023 Vale Rd, Ste. 107, San Pablo

www.brooksideclinic.org

Medical care for children and adults, prenatal care—Sweet Success Program, dental care, work physicals, HIV/STD testing and services, family planning and birth control, immunizations, care to help you stay healthy.

Doctors Medical Center Outpatient Center

510-221-2401

100A Towne Center, San Pablo

Offers conventional and specialized outpatient services, such as physical therapy, occupational therapy, speech therapy, burn care, cardiac rehab, diabetes management and an array of ancillary and diagnostic services, including a lab draw station, x-ray, and CT.

Hours: M-F 7-7, Sat 9-2

Cost: varies with procedure, insurance, etc.

North Richmond Health Center

Appts: **1-800-495-8885**

1501 Third St, Richmond

Info: **1-877-905-4545**

cchealth.org/services/north_richmond_center

Routine prenatal care, Healthy Start. NRHC is committed to

providing equal access to care to everyone. They provide face-to-face or over-the-phone interpretation services for a variety of languages. When making an appointment, inform the appointment clerk if an interpreter is needed.

Hours: M-F 9-6

Cost: Sliding fee scale. Medi-Cal accepted.

Languages: *English, Spanish, Lao, Afghani, Vietnamese, Russian.*

**Planned Parenthood—
Shasta Diablo**

www.ppsshastadiablo.org

- 320 El Cerrito Plaza, El Cerrito
- 101 Broadway, Richmond
- 2970 Hilltop Mall Rd, Ste. 307, Richmond

Health care for women, men, and teens. Provides a range of reproductive and general health services including birth control, abortion, prenatal care, pregnancy testing, STD screening and treatment, sterilization, and counseling. Community Education Program provides age-appropriate sexuality education and case management services. Educational topics encompass puberty and parent-child communication through menopause and midlife.

Be Prepared: Clients can call ahead for an appointment or drop in, but not all services are available on drop-in basis. Bring any insurance info.

Hours and days: vary by clinic.

Languages: *English, Spanish.* Contact specific clinic for other languages.

El Cerrito: **510-527-5806**

Richmond Central: **510-232-1250**

Richmond Hilltop: **510-222-5290**

Cost: Fees vary by service and by income. Many services **free** to Family PACT clients. Medi-Cal accepted.

HEALTH SERVICES—DENTAL

Brookside Community Health Center

510-215-9092

2023 Vale Road, Suite 107, San Pablo

www.brooksideclinic.org

BCHC's Dental Clinic provides a wide range of services including preventive and restorative care for adults and children. In collaboration with John Muir Community Health Alliance, Contra Costa County, and La Clínica de la Raza, BCHC brings the Ronald McDonald Mobile Dental Clinic to West Contra Costa County several days a week. The clinic provides free basic dentistry to children 18 years and younger.

Cost: FREE

Richmond Dental Clinic

510-231-1240

100 38th Street, Richmond

cchealth.org/services/dental/dental_ccc.php

Emergency and basic dental services. Medi-Cal, Medicare and Contra Costa Health Plan accepted. Set fee. Spanish services available.

Hours: For same day appt, call 8-8:30 a.m. and leave a message. If you have an emergency, you may call beginning at 7:00 a.m.

Languages: *English, Spanish*

Cost: Low fees.

Medi-Cal accepted.

HEALTH SERVICES—FAMILY PLANNING

Family PACT

www.familypact.org

Women: **1-877-616-8674**

Men: **1-800-479-9664**

Family PACT is a state program that provides family planning services to low-income adults and teens.

Eligibility: Adults who meet income guidelines and do not have insurance that covers family planning, have insurance but need to keep family planning services confidential, or have insurance but have not met the deductible, or have limited-scope Medi-Cal that doesn't cover family planning. Teen eligibility is not based on parental income and parental consent is not required.

Cost: FREE

Planned Parenthood—Shasta Diablo

El Cerrito:

▪ 320 El Cerrito Plaza, El Cerrito

510-527-5806

▪ 101 Broadway, Richmond

Richmond Central:

▪ 2970 Hilltop Mall Rd, #307, Richmond

510-232-1250

www.ppshestadiablo.org

Hilltop: **510-222-5290**

Health care for women, men, and teens. Provides a range of reproductive and general health services including birth control, abortion, prenatal care, pregnancy testing, STD screening and treatment, sterilization, and counseling. Community Education Program provides age-appropriate sexuality education and case management services. Educational topics encompass puberty and parent-child communication through menopause and midlife.

Be Prepared: Clients can call for an appt or drop in, but not all services are available on drop-in basis. Bring any insurance info.

Hours: Hours and days vary by clinic.

Cost: Fees vary by service.

Sliding scale based on

Languages: *English, Spanish.*

income. Many services **FREE**

Contact specific clinic for other languages.

to FamilyPACT clients. Medi-Cal accepted.

North Richmond Health Center

1501 Third St, Richmond

cchealth.org/services/north_richmond_centerAppts: **1-800-495-8885**Info: **1-877-905-4545**

Routine prenatal care. Healthy Start. NRHC is committed to providing equal access to care to everyone. They provide face-to-face or over-the-phone interpretation services for a variety of languages. When making an appointment, inform the appointment clerk if an interpreter is needed.

Hours: M-F 9-6**Languages:** *English, Spanish, Lao, Afgani, Vietnamese, Russian.***Cost:** Sliding fee scale. Medi-Cal accepted.**Richmond Health Center**100 38th St, Richmondcchealth.org/services/richmond_centerAppts: **1-800-495-8885**Info: **1-877-905-4545**

Routine prenatal care, contraception including emergency contraception, pregnancy testing, pelvic exams, birth control, abortion referral, STD testing and treatment, HIV testing, pediatrics and immunizations. Medi-Cal, Healthy Families, Family PACT accepted.

Hours: M, W, F 8-5; T, Th 8 am – 8:45 pm**Languages:** *English, Spanish, Russian, Laotian, Vietnamese***Cost:** Sliding fee scale. Medi-Cal accepted.

HEALTH SERVICES—HIV & AIDS

➔ See [CLINICS](#)

AIDS Project of the East Bay

510-663-7979

Helps people with HIV obtain services and financial benefits, support groups and food vouchers. Emergency funds are available with proof of an HIV+ status.

Cost: FREE

The RYSE Center

510-374-3401

205 41st St, Richmond

www.rysecenter.org

RYSE offers instant results HIV testing to people 14-21 years old.

Hours: 11-8 daily

Languages: *English, Spanish*

Cost: FREE

National STD and AIDS Hotline

English: **1-800-227-8922**

or **1-800-342-2437**

Free information about Sexually Transmitted Diseases and clinic referrals.

Spanish: **1-800-344-7432**

or **1-800-243-7889**

HEALTH SERVICES—HOSPICE

Hospice of the East Bay

3470 Buskirk Ave, Pleasant Hill

www.hospicecc.org

1-800-400-2820

925-887-5678

Provides hospice and palliative care health services for people with life-limiting illnesses--and their families-- through the final stages of life. Provides pain and symptom management, counseling and support for families, spiritual care and bereavement services. Medical staff visit patients in their homes or medical facilities. There is also a live-in hospice.

Cost: ALL medically qualified patients receive services, regardless of their insurance status or ability to pay.

HEALTH SERVICES—INSURANCE

Access for Infants & Mothers (AIM)

www.aim.ca.gov

1-800-433-2611

AIM provides health insurance for middle-income pregnant women. If you qualify for AIM, your baby is automatically eligible for enrollment in [Healthy Families](#) for the first year after birth. For your baby to remain on Healthy Families past the first year, your family must meet the Healthy Families income guidelines, which are lower than those of the AIM Program.

Who is eligible: Women who are not more than 30 weeks pregnant at application date, California Residents, do not have no-cost Medi-Cal or Medicare, do not have insurance coverage for pregnancy or have deductibles/co-payments for maternity over \$500, have monthly household income within guidelines of the

program.

Cost: During pregnancy and first 60 days after pregnancy has ended: cost is 1.5% of adjusted household income after income deductions.

Contra Costa Health Plan

1-800-211-8040

www.cchealth.org/health_plan

Individual and family plans available. Healthy Families Program provides low-cost state-sponsored health, dental, and vision coverage for children from birth to age 19 for low income families who do not get health insurance through an employer and do not qualify for no-cost Medi-Cal. Call the office for complete information and application assistance.

Hours: M-F 8-5

Denti-Cal

1-800-322-6384

www.denti-cal.ca.gov

Dental Services are currently provided as one of the benefits under the Medi-Cal program.

Be Prepared: Applications are available on the website. Must be enrolled in Medi-Cal.

Healthy Families

1-877-503-9350

healthyfamilies.ca.gov

A state program that provides low-cost medical, dental and vision insurance for low- and middle-income children.

Eligibility: Legal residents under the age of 19 who are not eligible for no-cost Medi-Cal.

Cost: Monthly premiums and co-pays vary.

Kaiser Permanente Child Health Plan**1-800-464-4000**info.kp.org/childhealthplanTTY: **1-800-777-1370**

Health insurance for children who are not eligible for Medi-Cal or Healthy Families. Dental coverage is included at no extra charge. Services include doctor office visits (\$5), prescriptions (generics \$5), urgent care (\$5), emergency visits (\$35), lab, x-ray services (free), outpatient and inpatient mental health, eyeglasses allowance every 2 years.

Eligibility: Children must be under 19 years of age, not currently insured, not eligible for health care coverage that is paid for in any part by an employer, and family must be income-eligible. Call or see website for eligibility table.

Hours: M-F 7-7; Sat, Sun 7-3

Cost: \$8 or \$15 per child per month for up to 3 children, depending on family size and income. Additional children are covered at no extra cost.

Languages: Phone operators in many languages. Application materials only in English.

Medi-Cal**1-800-709-8348**

- 151 Linus Pauling Dr, Hercules
chealth.org/insurance/medi_cal

- 1275A Hall Ave, Richmond

Medi-Cal provides medical, dental, and vision insurance to low-income families in California. For full-scope Medi-Cal, citizenship or legal residency is required. Undocumented children and young adults can receive emergency or pregnancy-related coverage.

Be Prepared: Call for application packet. Be sure to get a receipt when you turn your application packet in. You can call to check on the status of your application at any time. The process is currently taking 45-60 days.

Application turn-in hours:

M-F 8-12, 12:30-5

Cost: Applying is **FREE**; services vary from **FREE** to some costs, depending on eligibility.

Languages: *English & Spanish* in the offices; other languages by request.

HEALTH SERVICES—PREGNANCY, INFANTS, & YOUNG CHILDREN

➔ See [CLINICS](#) for pregnancy testing and prenatal care

Breastfeeding Support Line

1-866-878-7767

cchealth.org/services/breastfeeding/support_warmline.php

Provides answers to breastfeeding questions, referrals to in-person lactation help. Staffed by volunteer breastfeeding experts.

Hours: Calls are returned within 24 hours,
7 days/week

Languages: *English, Spanish*

Cost: FREE

Brighter Beginnings

1-877-427-7134

2727 Macdonald Avenue, Richmond

Richmond: **510-236-6990**

www.brighter-beginnings.org

Prenatal and postpartum health care, nutrition, childcare, parenting education classes, substance abuse treatment, pediatric health care including immunizations, housing and transportation, education and job training, counseling and emotional support, Black infant health program. Breastfeeding help.

Hours: M-F 9-5

Languages: *English, Spanish*

Cost: FREE

Cal-Learn

925-313-1714

Program to encourage and assist pregnant and parenting teens to remain in and graduate from high school. All participants must be on CalWORKs. The program provides counseling and support services, including childcare, to pregnant/parenting teens who are under the age of 19, or under age 20 and already in Cal-Learn prior to age 19.

Early Head Start Program**510-236-6990**

2727 Macdonald Ave, Richmond

www.brighter-beginnings.org

Provides in-home case management services to low-income parents. Weekly in-home visits, health care advocacy and psychological counseling, support groups and parenting classes, Food Bank distribution and clothing drive donations, play groups and bimonthly socializations for children, services for children with disabilities, resource/community connects, and overall family support.

Be Prepared: Families must be Contra Costa residents with children between the ages of 0-3 years old and meet income guidelines.

Cost: FREE**Family, Maternal & Child Health Line****1-800-696-9644**

Toll free information and referral line for the following services: prenatal care, insurance coverage for prenatal care, loss of pregnancy or baby, breast feeding support, nutrition and wellness care for children. Callers can hear recorded information and referral messages 24-hours a day in English or Spanish. If a caller requires additional information, there will be an option to speak to a live person during normal business hours.

Cost: Referrals are FREE.**Hand to Hand (Aspiranet)****510-307-4401**

13201 San Pablo Ave, San Pablo

www.aspiranet.org

Home support visits. Center-based services. Basic parenting, life skills, communication skills, child development education and coaching, as well as linking families to other community-based services (e.g. food, housing, counseling). Specifically for high

needs African American and Asian families who are pregnant or have children under the age of 3 years residing in the Richmond and San Pablo areas especially the following zip codes: 94608, 94604, 94601.

Be Prepared: Give accurate information and full cooperation when calling; state your desire to have someone visit you at home.

Hours: M-F 8-5

Languages: *English, Mien, Cantonese, and other Asian languages*

Cost: FREE

Parents, Resources and More (PRAM)

510-215-1734

www.pram.net

Volunteer-run, inclusive group for families with young children in the Greater Richmond area. The PRAM Fieldhouse is open for free playtimes, children's classes, and party rentals. Playgroups, workshops, outings, socials. A way to connect, make friendships.

Cost: \$6/month

Prime Time Nutrition

510-235-4218

3900 Macdonald Ave, Richmond

Store set up to accept WIC vouchers: sells WIC-approved items in the WIC-approved quantities. Milk, eggs, cereal, baby formula, and produce. Items can also be purchased using cash or EBT.

Hours: M-F 8-7, Sat 10-4

Languages: *English, Spanish*

Welcome Home Baby (Aspiranet)

510-307-4401

13201 San Pablo Ave, San Pablo

www.welcomehomebaby.org

Home visiting program provides service coordinators who visit parents and help with the transition to the challenging and integral job of being a parent. Resources, referrals, and follow-

through for housing, employment, mental health, transportation, food sources, check-ups, immunizations and more. The home visitors help with child development, play activities, parenting, breast feeding, and nutrition. The program offers specializations for all families and monthly support groups for Spanish-speaking families.

Who is Eligible: No income restrictions. Must live in Contra Costa County. Must have children under the age of 3.

Be Prepared: Give accurate information and full cooperation when calling; state your desire to have someone visit you at home.

Languages: *English, Spanish*

Cost: FREE

West County First 5 Center

510-232-5650

2707 Dover Ave, San Pablo

www.firstfivecc.org and www.bacr.org

The West County First 5 Center offers programs that support parents/caregivers of children ages 0-5 so that their children can grow up healthy, happy, and learning. Services include parent education, parent/child interactive early learning and literacy classes, community resource referrals and linkages, drop-in activities, and community events. Core areas include prenatal/postpartum topics, preschool readiness, early learning opportunities, parent education, and early literacy. Part of Hand to Hand Home Visiting Collaborative. A home visitor operates out of this center.

Be Prepared: No documents required. Call or stop by the center.

Hours: M-F, 9-5

Languages: *English, Spanish*

Cost: FREE

Women, Infants, & Children (WIC) Program

510-231-8600

39th & Bissell, Richmond

Info about nutrition and health. Support for breastfeeding, including breast pump loans. Help for buying healthy food.

Vouchers for food. Working families may be eligible if income is limited. Citizenship not required.

Be Prepared: Call for appt. They will tell you what paperwork to bring.

Hours: M-F 7:30-4:30

Languages: *English, Spanish, Laotian, Tagalog, Igbo, Arabic*

Cost: FREE

HEALTH SERVICES—VISION

Children’s Vision First

WCCUSD Nurses: **510-741-2811**

(formerly JVQ)

1007 General Kennedy Ave #210, San Francisco

www.childrevisionsionfirst.org

CVF matches qualifying children with volunteer optometrists. Provides free vision exams and custom-made glasses to uninsured economically disadvantaged school children. Referrals are through school nurses.

Process: Students’ vision is tested by the school nurses in grades K, 2, 5, and 8. If a teacher has a concern about a student in a different grade, s/he can refer the student to be tested by the school nurse. If the student fails the vision screening, the nurse will send a referral to the parents along with a CVF form.

Be Prepared: Parents need to complete the CVF form and return it to the nurses, who will then submit a referral to CVF. Students must meet CVF income and insurance guidelines in order to qualify for free vision care.

Cost: FREE

HOMELESSNESS

➔ See [FOOD](#)

Bay Area Rescue Mission **510-215-4860**

Family Center: 224 Macdonald Ave, Richmond

Men's Services: 200 Macdonald Ave, Richmond **510-215-4863**

Business Office: 2114 Macdonald Ave, Richmond **510-215-4555**

www.bayarearescue.org

Basic and special need services for homeless persons, including emergency housing, food, clothing, and household goods. Long term recovery programs for men, transitional programs for women, men, and families including job-skills training, counseling, budgeting. Adult and teen programs, outreach groups, tutoring, senior group, mothers' club, and more. Christian based.

Be Prepared: Call first for availability of services. Married couples must both have ID and a marriage license to stay together in the shelter.

Hours: Office: M-F 8-5; Shelter: 24/7

Languages: *English, Spanish*

Cost: FREE, first come, first served

Brookside Shelter **1-800-799-6599**

847 C Brookside Dr, Richmond

Emergency housing for adult men and women. Part of the West County Interim Housing Program.

Cost: FREE

Calli House Youth Shelter and Day Center **1-800-610-9400**

845 Brookside Dr, Richmond

The Youth Shelter is available for youth ages 14-21. The Day

Center is a safe haven off the streets and provides food, clothing, crisis intervention and case management. Also offers weekly support groups including substance abuse prevention and health education.

Cost: FREE

**Contra Costa County Health Services
Homeless Programs**

925-313-6124

597 Center Ave, Ste. 325, Martinez
cchealth.org/services/homeless

Community Homeless Court Program ; advocacy; outreach services to encampments; information and referral services; multi-service centers that provide case management and support services; emergency shelter; transitional housing; permanent supportive housing for adults, youth, and families. Housing subsidy requires 30% of participant's income to be applied toward rent.

Languages: *English*

Cost: Services are FREE of charge to low and/or no income persons.

**Contra Costa Youth Continuum of Services
For Runaway and Homeless Youth**

1-800-610-9400

Office: 597 Center Ave, Ste. 325, Martinez
cchealth.org/services/homeless

For youth from 14-21 who have run away, been thrown out, or are feeling unsafe in their home. Free, voluntary services: drop-in day center, emergency and transitional housing, meals, showers, laundry, transportation, employment assistance, peer support groups, counseling, family reunification, life skills workshop, etc.

Be Prepared: Just call.

Hours: 24/7

Cost: FREE

Families in Transition**510-307-4508**

1108 Bissell Ave, Richmond

www.wccusd.net>Departments>Families in Transition

Provides support for homeless school-age children and youth who attend WCCUSD schools, including: transportation assistance, counseling, school supplies, assistance getting back into school after a period of non-enrollment, referrals to community agencies.

Familias Unidas: Bridges to Home**510-412-5930**205 39th St, Richmondwww.familias-unidas.org

The Bridges to Home program serves adults 25+ with serious mental illness who are homeless or at risk of homelessness in West CoCo County. Case management including support services such as housing, vocational rehab, and counseling.

Languages: *Spanish, English***FERST Multi-Service Center**

County Homeless Program:

1515 Market St, San Pablo

925-313-6124

The Center offers a variety of supportive services on a drop-in basis to homeless individuals and families. Services include case management, food, showers, clothing, and information and referrals to substance abuse treatment, employment training, housing counseling, transportation, and health care.

Languages: *English, Spanish***Cost: FREE****Greater Richmond Interfaith Program (GRIP)**

Main Office:

Housing Programs**510-233-2141**165 22nd St, Richmondwww.gripcommunity.org

The **Family Housing Program** provides 75 beds of emergency

shelter and transitional housing assistance to homeless families year round, as well as case management, wraparound supportive services and individualized programs helping families transition to self-sufficiency.

The **Permanent Housing Program** provides housing for eight chronically homeless, dual-diagnosed individuals and teaches them how to live independently with continuous support from the Resource Center.

Languages: *English, Spanish*

Cost: **FREE**

GRIP Resource Center

510-231-6885

165 22nd St, Richmond

www.gripcommunity.org

The Resource Center provides comprehensive case management, training and treatment programs on-site and off-site referrals to partner agencies. We also provide free clothing daily as available, free showers, laundry, phone, mailing address, job and housing assistance to homeless individuals and families.

Languages: *English, Spanish*

Cost: **FREE**

Rubicon Programs, Inc.

510-235-1516

2500 Bissell Ave, Richmond

www.rubiconprograms.org

Mental Health Services include Day Treatment Program, Independent Living Services, Money Management, and Counseling. We also offer employment, housing placement, and legal services.

Be Prepared: Mental health services require clients to have Contra Costa Medi-Cal. Homeless services require attendance at "Getting started" workshop on Mon or Tues, 9:30 am.

Hours: M-F, 9-5

Cost: Most services are

Languages: *English*

FREE with Medi-Cal.

Shelter Hotline**1-800-799-6599**

Call to access the Adult Interim Housing programs in Richmond and Concord. This number is for Shelter Intake only. The adult interim housing program operates at two sites in the unincorporated areas of Concord and Richmond. Each facility has the capacity to serve 75 individual men and women, including a specialized program for those 18-21. The emergency shelter is a 24-hour facility that emphasizes case management and wrap-around services. Meals, laundry facilities, mail, and telephones also provided. Residents are allowed to stay up to 120 days if involved in case management.

Hours: Hotline: 9-5 daily**Languages:** *English, Spanish***Cost: FREE****Homeless Shelter Directory**www.homelessshelterdirectory.org

A national database of homeless shelters.

HOUSING—EVICTIONS, FORECLOSURE, and RENTAL ASSISTANCE

California Tenant and Rental Rights<http://www.hud.gov/local/ca/renting/tenantrights.cfm>

Tenant rights, laws and protections in California. Pdf version of 2010 California Tenants booklet in English and Spanish. Legal assistance links. Landlord/tenant FAQs.

Community Housing Development Corp.**510-412-9290**1535-A 3rd St, Richmondwww.CHDCnr.com

CHDC is a HUD-approved housing counseling agency providing matched savings for education, home purchase, or small business; help to low and moderate income persons in purchasing new homes; instructions to home owners on protecting and caring for their homes; financial education workshops; loan modification and foreclosure counseling; free income tax preparation.

Hours: M-F 9-5**Languages:** *English, Spanish***Cost: FREE****Home Equity Preservation Alliance
(HEPA)****510-412-9290 ext 24**

Spanish: ext 29

www.ci.richmond.ca.us/ForeclosureHelp

If you begin having trouble making your mortgage payment, call HEPA to receive free face-to-face help. HEPA is a regional collaborative offering families facing foreclosure and related eviction issues a single point of contact and coordinated case management. Free foreclosure seminars and workshops. The website includes useful information for understanding the foreclosure process and terms.

Be Prepared: When you meet with a housing counselor or lender, you should know your household budget and what you can realistically afford. If you are the homeowner, gather these documents that should have been provided to you at the time of your purchase: Appraisal report, HUD-1 (Settlement statement), Loan Promissory Note (contract between you and lender), Property Deed (shows who the owner is), Purchase and Sale Contract, Truth in Lending Statement (TILA). Also bring all written correspondences from your lender, including monthly billing statements and notices.

Home Repair AssistanceProject REAL: **510-412-8568**Other programs: **510-307-8140**www.ci.richmond.ca.us/index.aspx?nid=215

The City of Richmond operates a number of home repair and rehabilitation programs for Richmond residents. Eligibility requirements vary by program. Project REAL (Richmond Effort to Abate Lead) is FREE program for low-income families with children under 6 living in housing built prior to 1978. For low-income home owners and renters, Project REAL offers in-home testing of lead paint hazards and remediation, as well as blood-lead testing for children. Emergency Loan Program for homeowners with credit problems who require emergency repairs. Home improvement loan program. Programs for seniors and disabled persons: Zero-interest loans for home improvements, free exterior painting of homes in certain neighborhoods.

**Housing Authority of the County
of Contra Costa****925-957-8000**www.contracostahousing.orgHousing Choice Voucher
Program: 1-888-746-8731

Provides rental subsidies and manages and develops affordable housing for low income families, seniors and persons with disabilities in Contra Costa County.

**Neighborhood Housing Services
of the East Bay****510-237-6459**

2320 Cutting Blvd, Richmond

www.eastbaynhs.org

Homeownership counseling, financial literacy training, affordable rentals, foreclosure prevention counseling, community organizing and neighborhood development.

Be Prepared: When leaving voicemail messages, speak clearly and

slowly. Arrive on time for appointments.

Hours: M-F, 8:30-5; evening and weekend appointments available.

Languages: *English, Spanish*

Cost: Varies depending upon service. Many services are **FREE**.

Neighborhood Preservation Program

925-335-1137

651 Pine St, 4th Floor, Martinez

Provides loans to low and moderate-income persons to improve their homes by correcting health and safety problems and improving livability. Special Assistance for low-income mobile home owners to make repairs. Programs are available through the entire county except for the incorporated cities of Richmond and Pittsburg.

Hours: M-F 7:30-5

Residential Rehabilitation Program

925-335-1137

www.ci.san-pablo.ca.us/main/housingopportunities.htm

The City of San Pablo offers qualified homeowners low-interest loans for maintaining and improving their home. Administered through the Contra Costa County Building Inspection Department.

Richmond Housing Authority

510-621-1300

330 24th St, Richmond

www.ci.richmond.ca.us

Provides affordable housing for low and very low income residents of Richmond through federally funded housing programs:

[Public Housing Program](#)

[Housing Choice Voucher Program](#) (Section 8)

To find out if you are eligible for assistance from the Housing Authority, please visit the [eligibility](#) link on the website.

IMMIGRATION & REFUGEE SERVICES

➔ See [LEGAL ASSISTANCE](#)

Cash Assistance Program for Immigrants (CAPI)

510-412-1920
925-313-1604

Provides cash assistance for aged, blind and disabled legal immigrants who do not qualify for federal SSI because of welfare reform changes. Immigration sponsor must provide their income information if applicant immigrated within past 10 years.

Be Prepared: Bring immigration papers, picture ID. Will be given a packet of forms to be returned at second meeting.

Languages: *English, Spanish*

Cost: FREE

Refugee Cash Assistance (RCA)

925-313-1714

Refugee Cash Assistance is available for the first 8 months that a refugee (admitted for permanent residence) is in the U.S. In California, the refugee must first have eligibility for CalWORKs determined. If it is determined that the refugee is eligible for CalWORKs, aid must be paid under that program rather than from RCA funds. RCA is also available to asylees for 8 months following the date the individual is granted asylum and to Victims of Trafficking for 8 months following certification. Again, eligibility for CalWORKs must be determined and aid paid under that program if eligibility exists.

INCARCERATED AND EX-OFFENDER FAMILY SUPPORT

➡ See **OreMi Program** under [MENTOR PROGRAMS](#)

Friends Outside of Contra Costa County **925-228-0644**

1127 Escobar Street, Martinez

www.friendsoutsidecontracosta.com

Help for ex-offenders and their families and families of persons in jail. Emergency food, clothing and crisis intervention. Information and referrals. Family support group, holiday programs, camperships for kids, back to school, job searches.

LEGAL ASSISTANCE AND ADVICE

Bay Area Legal Aid

1025 Macdonald Ave, Richmond

www.baylegal.org

Office: **510-233-9954**

Legal assistance:

510-250-5270

Provides free legal services to low-income residents for cases involving housing, government benefits (CalWorks, food stamps, general assistance, SSI) and health care (Medi-Cal, Medicare, County health care). Domestic violence restraining orders, divorce custody and support.

Hours: M-F 9-5

Languages: *English, Spanish*

Cost: **FREE** to qualified residents.

Center For Human Development**925-687-8844****Mediation Services**ext **301**www.chd-prevention.org

Mediation is appropriate for conflict within families, between parents and children of any age, between neighbors, groups, co-workers, landlord and tenant, or roommates. Trained mediators diffuse anger and help both parties reach a win-win resolution at a fraction of the cost of legal services. Anyone who lives or works in Contra Costa County is eligible. Mediations held in a location convenient to clients.

Languages: *English, Spanish;*
interpreters available for other
languages.

Cost: Fees on sliding scale
based on household income.
No one turned away due to
inability to pay.

Contra Costa County Public Defender**510-412-4900**

3811 Bissell Ave, Richmond

www.contracostapublicdefender.us

Represent juveniles and adults accused of criminal misconduct. Also represent persons involuntarily confined for mental health treatment. Represent persons accused of contempt of court. Assist persons in cleaning up their criminal history.

Be Prepared: Bring with you any pertinent legal papers. In some cases, a referral from the court may be needed. For legal advice, no documentation is needed.

Hours: M-F 8-5

Languages: *English, Spanish*

Cost: The court may impose
fees after a case is finished.
The court collections unit
may use a sliding scale.

La Raza Centro Legal**415-575-3500**

474 Valencia St, Ste. 295, San Francisco

www.lrccl.org

Multicultural community social justice center. Focus on immigration, workers' rights—particularly day laborers and domestic workers, disabled seniors, housing discrimination.

The Latina Center**510-233-8595**

3919 Roosevelt Ave, Richmond

www.thelatinacenter.org

Provides legal advice for victims of domestic violence, by appointment only.

Eligibility: Services are open to all. No documents required.

Hours: M-Th 9-5

Languages: *Spanish*

Cost: FREE

LESBIAN, GAY, BISEXUAL, & TRANSGENDER (LGBT) SERVICES

Gender Spectrum**1-877-809-4159**

1 Camino Sobrante, Suite 216, Orinda

925-254-3907www.genderspectrum.org

Gender Spectrum provides education, resources and support to help create a gender sensitive and inclusive environment for all children and teens. School trainings, parent support groups and consultations, annual Family Conference, and work with medical and mental health care providers, social service agencies, and others working with families and kids.

Hours: M-F 9-5 and by appt.

Languages: *English, some Spanish*

Cost: Variable.

Pacific Center**510-548-8283**

2712 Telegraph Ave, Berkeley

www.pacificcenter.org

Licensed individual, couples, and family mental health services, HIV counseling services, peer-support groups, and youth leadership program. Free drop-in groups for LGBTQ youth and their allies.

Hours: Office: M-F 4-8; Drop-in groups: Tu, Th, Fri 4-6**Rainbow Community Center of Contra Costa County (RCC)****925-692-0900**

3024 Willow Pass Rd, Ste. 200, Concord

www.rainbowcc.org

RCC provides services for the Lesbian, Gay, Bisexual, and Transgender (LGBT) community and for people questioning their sexual and/or gender identity. Services include youth support groups in East, West and Central County, parent support groups, individual and family counseling, and a Saturday youth drop-in program in Concord.

Be Prepared: Call for information. Intakes are needed prior to participation in some groups and counseling services.**Languages:** *English, some Spanish, some Tagalog***Cost: FREE****The RYSE Center****510-374-3401**205 41st St, Richmondwww.rysecenter.org

RYSE is a safe and welcoming center for diverse West Contra Costa youth that builds youth power and leadership towards personal and community health and transformation. Arts and dance classes, peer groups, tutoring, counseling groups, etc.

Be Prepared: RYSE serves people 14 to 21 years of age.**Hours:** 11-8**Languages:** *English, Spanish***Cost: FREE**

San Francisco LGBT Community Center**415-865-5555**

1800 Market St, San Francisco

www.sfcenter.org

Free services include career counseling, job fairs, computer lab, social activities, mentorships, workshops, daycare, and more. Free meals for homeless and marginally-housed youth. Annual queer prom and other social activities for LGBT youth.

Hours: M-Th 12-10; Fr 12-6; Sat 9-6. Closed Sunday.

Cost: FREE

MENTAL HEALTH SERVICES

➔ See [EMERGENCY/CRISIS SERVICES](#)

**Contra Costa County Mental Health
Access Line****1-888-678-7277**

Offers referral information on how to access mental health services. Any Contra Costa resident who experiences a mental or emotional crisis may obtain help by calling the Access line. Primarily for residents with Medi-Cal or for those with low income who are uninsured or underinsured.

Be Prepared: Have your Medi-Cal number or SSN, and date of birth ready.

Hours: 24 hours/7 days

Languages: *All languages*

Familias Unidas**510-412-5930**205 39th St, Richmondwww.familias-unidas.org

Offers culturally relevant counseling interventions. Adult and child individual therapy, group therapy, case management, psychiatric services including evaluation and medication prescriptions. Primarily for Medi-Cal and uninsured. Pregnancy prevention programs in schools.

Be Prepared: Call to make an appointment. Residency/citizenship documents not required.

Hours: M-F 9-5:30**Cost:** Calculated on**Languages:** *Spanish, English*

income. Medi-Cal accepted.

Family Institute of Contra Costa County**510-214-0607**

668 Quinan St, Pinole

www.familyincontracosta.org

In-home family therapy 2-4 hrs/wk for at-risk teens and youth and their families. Case management also provided. Services are for those who are Medi-Cal eligible or uninsured.

Be Prepared: If leaving message, include best time is to call you.

Hours: 7 days/week, 9-9**Cost:** FREE**Languages:** *English, Spanish***Family Institute of Pinole****510-741-7286**

668 Quinan St, Pinole

www.familyinpinole.org

Mental health services in Pinole or Richmond offices. Family, individual, couples, and group therapies available.

Be Prepared: If leaving message, include best time is to call you back.

Hours: 7 days/week, 9-9**Cost:** FREE with Medi-Cal;**Languages:** *English, Spanish*

\$50 without Medi-Cal.

Family Institute of Richmond**510-214-0666**207 37th St, Richmondwww.familyinrichmond.org

Trauma-based mental health services for victims of crime. Individual and family therapy. Some in-home services available. Must be eligible for Victims of Crimes benefits.

Be Prepared: If leaving message, include best time to call you back.

Hours: 7 days/week, 9-9

Languages: *English, Spanish*

Cost: FREE**Native American Health Center****510-232-7020**260 23rd St, Richmondwww.nativehealth.org

Support services for an individual's overall well-being: emotional, spiritual, physical and mental health seen through a Native American perspective. Non-clinical services. No documents required.

Be Prepared: Call to advise if a one-on-one appt is needed with the social worker (MSW).

Hours: M-F 9-5 + special events on weekends and nights

Languages: *English*

Cost: FREE at the Richmond site.

The RYSE Center**510-374-3401**205 41st St, Richmondwww.rysecenter.org

RYSE is a safe and welcoming center for diverse West Contra Costa youth that builds youth power and leadership towards personal and community health and transformation. Arts and dance classes, peer groups, tutoring, counseling groups, etc.

Be Prepared: RYSE serves people 14 to 21 years of age.**Hours:** 11-8**Languages:** *English, Spanish***Cost: FREE****West Contra Costa Youth Service Bureau****510-231-7812**

84 Broadway, Richmond

www.wccysb.org

Provides mental health support services to children, youth, and their families using a Wraparound team approach that assists families with identifying, setting, and reaching tailored and appropriate goals aimed at increasing positive behaviors in school, home, and the community.

Be Prepared: Families can call the agency directly and speak with an intake worker, or referrals can be made through school or other local agencies. Referred children and youth must be Medi-Cal eligible.**Hours:** M-F 9-5**Languages:** *English, Spanish***Cost: FREE****Y Team Counseling Program, YMCA****510-262-6551**

office: 4175 Lakeside Dr, Richmond

www.yteammentalhealthprogram.com

The Y Team offers school-based counseling to students in most WCCUSD high schools and middle schools. Individual and group counseling; support for pregnant and parenting teens.

Be Prepared: Parental consent required. Medi-Cal eligibility required for some services. High school students can pick up forms in their school health center; middle-schoolers can get them from their school office or from a school counselor.

Office hours: M-F 9-5

Languages: *Spanish, English*

Cost: **FREE**

MENTORING PROGRAMS

Big Brothers Big Sisters

415-503-4050

731 Market St 6th floor, San Francisco

www.bbbsba.org

Community-based and school-based mentoring. Parents or legal guardians can enroll their child online. A representative from the local BBBS agency will then contact them to complete the enrollment.

OreMi Mentoring Program

510-834-2443

Family Support Services of the Bay Area

Ext **3009**

401 Grand Ave, Ste. 500, Oakland

Matches volunteer mentors from the community with children of incarcerated parents. Mentors help their mentees build on their strengths and realize their own potential, increasing self esteem and a child's chances of success in life.

Be Prepared: Children must be between 4 and 18 years, must live in Alameda or Contra Costa County, and must have a parent currently in the state or federal prison system. Fill out the application packet available online.

Satori's Circle, Inc.**415-573-4980**

2601 Hilltop Dr, Richmond

www.satoriscircle.com

Mission is to provide at-risk pre-teen and teenage girls with the tools, education, counseling and mentoring to live healthy, safe and successful lives. Mentoring, individual/group counseling, weekly life skills workshops, educational support, clothes closet, emergency resource referrals.

Hours: 9-6 daily**Languages:** *English***Cost: FREE****SENIOR/ELDER ADULT SERVICES****Richmond Senior Center****510-307-8085**

2525 Macdonald Ave, Richmond

The Senior Center offers a pool/game room, dance and exercise classes, a library, field trips, hot lunches, and Sunday tea dances, and special events.

Be Prepared: It's best to reserve your meal the day before, but there are always some extras.

Languages: *English, Spanish, Chinese***Cost:** \$5 donation for those under 60 years; \$2 for those 60+**San Pablo Senior Adult Center****510-215-3095**

1943 Church Lane, San Pablo

www.ci.san-pablo.ca.us/main/seniorservices.htm

Offers recreational and educational activities, social services, and a daily congregate meal program for seniors 60 years and up or 50 years and disabled. Meals through their Senior Nutrition Program.

Also offers rides for seniors (City of San Pablo residents only) to local grocery stores and medical appointments for \$1.00 each way.

Be Prepared: Call 215-3098 one day in advance, before noon, to reserve lunch. Call 215-3096 one day in advance for ride reservations.

Hours: M-F 8-5, Sat 10-4:30

SPECIAL NEEDS

Cameron School Early Intervention Program **510-233-1955**

7140 Gladys Ave, El Cerrito

www.wccusd.net/cameron

Cameron School of WCCUSD provides special education services for children with special needs from birth to 5 years. Our comprehensive group of child specialists provides evaluation, consultation and intervention services as part of a multi-disciplinary team.

Be Prepared: A parent must write a letter to Cameron School stating the reason they are requesting a special ed assessment. The letter must include the child's full name, birthdate, address, and parent phone contacts. For children who attend a Head Start preschool, Head Start staff may generate a referral to Cameron with consent from the parents. Parents will need to prove residency within the district.

Cost: FREE

CARE Parent Network

800-281-3023

1340 Arnold Dr, Ste. 115, Martinez

www.contracostaarc.org/html/care

CARE is a one-stop family resource center serving families of children with disabilities and special health care needs. They

provide family support, education, resources, and referrals.

Hours: M-F 8-3:30

Languages: *English, Spanish*

Cost: FREE

Parents Helping Parents

408-727-5775

Sobrato Center for Nonprofits

1400 Parkmoor Ave, Ste. 100, San Jose

www.php.com

PHP is a Family Empowerment Center that provides information, training, resources, technical assistance, and advocacy for a statewide network of local FECs which provide family education, empowerment and parent-professional collaborative activities for families of children with disabilities aged 3-22 years old.

Hours: M-F 9-5

Languages: *English, Spanish, Vietnamese*

Cost: FREE except some trainings; parents can ask for fees to be waived.

Regional Center of the East Bay

925-798-3001

Salvio Pacheco Square

2151 Salvio St, Ste. 365, Concord

www.rceb.org

Comprehensive support services for individuals with a developmental disability. Children—birth to age three—who are experiencing or are at risk for developmental delay/disability are also eligible, as well as people believed to have a high risk of parenting a child with a developmental disability. Services include adaptive equipment, behavioral intervention programs, child care for children less than 13, counseling services and psychotherapy, early intervention and prevention services, independent living services, infant programs, mobility training, parenting training, residential services, respite services, specialized medical and dental care, and many other services.

WCCUSD Resource Parent Program**510-741-2812**

2465 Dolan Way, San Pablo

The Resource Parent Program provides parent-to-parent support and consultation by trained volunteers who are parents of children with special needs. They also offer a parent discussion group, lending library, and resources to help promote parent/professional collaboration and positive educational experiences.

Hours: M-F 8:30-4:30**Languages:** *English, Spanish***Cost: FREE****SUBSTANCE ABUSE AND TREATMENT SERVICES**

➔ See [HOMELESSNESS](#). Many programs serving the homeless offer services for the treatment of alcohol and substance abuse.

**Neighborhood House of
North Richmond**

820 23rd Street, Richmond

www.nhnr.orgOffice: **510-235-9780**Substance abuse: **510-229-5006**DUI: **510-229-5053**

We offer residential substance abuse treatment, including a 7-day detox and a 90-day recovery program for men and women. These services are provided by the Alcohol and Other Drug Services Division of Contra Costa County Health Services and Centerpoint, Inc. through contracts with this agency. DUI programs in English and Spanish are offered.

Ujima Family Recovery Services: Kids' Group **510-236-0399**

1901 Church Lane, San Pablo

www.ujimafamily.org

Weekly psych-education, age segregated groups for children 6-16 yrs who have been affected by addiction in the family. Groups meet year round and are therapist led. Therapists on staff also offer family, and individual child and adult therapy and parenting classes.

Be Prepared: Parents call and make an intake appointment to bring in their child(ren) to see the site and hear about the program. They sign permission forms for service at that time and that is all that is necessary.

Hours: M-Th 10-7

Languages: *English*

Cost: FREE

TUTORING SERVICES

➔ See **Kinship Care Program** under [ABUSE PREVENTION, INTERVENTION & TREATMENT](#)

Boys and Girls Club of El Sobrante

510-223-5253

4660 Appian Way, El Sobrante

The club is an after-school program for youth aged 7-17. Tutoring and homework help are available to club members.

Cost: \$25/school year

Center For Human Development**510-234-5359**

Shields-Reid Community Center

1410 Kelsey Street, Richmond

www.chd-prevention.org/aboutus.php

Free after-school programs in North Richmond for students, ages 6 to 18. Activities include a computer lab, homework assistance and creative projects for approximately 50 young people a day. Also "Teens Wiping Away Stereotypes" peer group.

Hours: M-F 2-5**Cost: FREE****Languages:** *English, Spanish***Contra Costa County Library**ccclib.org

Students in grades 3rd-12th can use their library account number to access Online Homework and get instant access to expert tutors who can help with homework, learn academic skills, or write term papers. The website can be accessed from library, school, or home computers.

Be Prepared: Library cards can be obtained at any branch library, and e-cards can be obtained on the website.

Locations: West County Branch Libraries

- | | | |
|---------------|-------------------------|---------------------|
| • El Cerrito | 6501 Stockton Avenue | 510-526-7512 |
| • El Sobrante | 4191 Appian Way | 510-374-3991 |
| • Hercules | 109 Civic Drive | 510-245-2420 |
| • Kensington | 61 Arlington Avenue | 510-524-3043 |
| • Pinole | 2935 Pinole Valley Road | 510-758-2741 |
| • San Pablo | 2300 El Portal Drive | 510-374-3998 |

Hours: 7 days/week, 1 pm – 10 pm**Languages:** *English, Spanish***Cost: FREE**

**Contra Costa County Office of
Education Foster Youth Services**

925-942-3300

Liaison: 510-231-8113

77 Santa Barbara Rd, Pleasant Hill

www.cocoschools.org/yds

Foster Youth Services' Education Liaisons work closely with social workers and probation officers. The Liaisons advocate and support prompt school enrollment of foster youth and assist caregivers with school issues. Services provided include tutoring for foster youth, support for foster parents, priority enrollment in Head Start programs, assistance in applying for financial aid for college, independent living skills program, and more.

Hours: M-F 8-4:30

Homework Help

510-620-6557

Richmond Public Library

325 Civic Center Plaza, Richmond

Homework help is available for children in grades 1-6 in the Children's Room.

Be Prepared: Bring your homework with you. Call for exact dates or pick up a schedule in the Children's Room.

Hours: Tu, Th 3-5:30 when school is in session.

Languages: *English, Spanish.*

Cost: FREE

King's Club

510-215-4552

2114 Macdonald Ave @ 21st St, Richmond

Christian after-school program for students in grades 2 to 12. Program includes academic tutoring and homework help. Run by the Bay Area Rescue Mission.

Hours: W 1:30-6; M, Tu, Th, F 2-6.

Holidays and summer: 12-6

Cost: FREE

The RYSE Center**510-374-3401**205 41st St, Richmondwww.rysecenter.org

RYSE is a safe and welcoming center for diverse West Contra Costa youth that builds youth power and leadership towards personal and community health and transformation. Arts and dance classes, peer groups, tutoring, counseling groups, etc.

Be Prepared: RYSE serves people 14 to 21 years of age.

Hours: 11-8 daily

Cost: FREE

Languages: *English, Spanish*

West Contra Costa Salesian Boys & Girls Club**510-215-4646**

2801 Moran Ave, Richmond

www.bgcrsp.com

The club offers after-school activities to youth aged 6-18.

Tutoring and homework help are available to club members.

Hours: M-F 2-6 during the school year.

Cost: \$25/year.

VETERANS

Veterans' Services**925-313-1481**

10 Douglas Dr, Ste. 100, Martinez

Provides assistance to veterans, their dependents, and survivors. Assists with compensation for service-related disabilities, pensions, education benefits, home loans, burial benefits, medical benefits. Information and referral for alcohol and drug treatment, hospital care, small business administration programs, employment and job search resources, California College Fee Waiver Program for dependents of deceased or disabled veterans.

Hours: M-Th 9-4, closed 12-1; F 9-12

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Our Mission

We provide the highest quality education to enable all students to make positive life choices, strengthen our community, and successfully participate in a diverse and global society.

We provide excellent learning and teaching experiences; safe, student-centered learning environments; and support



West Contra Costa Unified School District
Community Engagement Office
1108 Bissell Avenue, Richmond, CA 94801