



SHELTER PLUS CARE FREQUENTLY ASKED QUESTIONS

Answers to questions most commonly asked by residents in Shelter Plus Care, direct contact information for program staff, as well as a list of community resources many residents find helpful can all be found below. If you have any questions not answered here, you are welcome to contact us directly for more information.

Q: What is the difference between what the Contra Costa County Homeless Program and the Housing Authority can help me with in Shelter Plus Care?

A: The main difference is that the **Homeless Program** helps residents with accessing **support services**, while the **Housing Authority** helps make sure residents meet **program requirements** to keep their housing voucher.

Homeless Program	Housing Authority
	
<ul style="list-style-type: none">• Brief, goal-oriented case management to help you thrive in housing• Connection to support services in your community	<ul style="list-style-type: none">• Annual income re-certifications• Annual unit inspections• Approve voucher transfers (in-county only)

Q: What can I do if I am having problems with my unit or communicating with my landlord?

A: First communicate any property problems or repair requests you have to your property manager **in writing**. If the request is not met, then you may contact **Claire Castro** with the Housing Authority for more help.

For **other issues related to your housing, property manager, or access to support services**, you may contact **Justin Pennell** with the Contra Costa County Homeless Program for help.



*If you are not sure of your **Tenant Rights** as they relate to other issues you may be experiencing, including making your unit accessible due to a disability, you can call **Bay Area Legal Aid** at **(925) 219-3325** for free counsel.*

FREQUENTLY ASKED QUESTIONS, *continued.*

Q: Can I move out of Contra Costa and still use my current Shelter Plus Care voucher?

A: No. Your Shelter Plus Care voucher cannot be used or transferred outside of Contra Costa County. If you wish to move to another county and need rental assistance, please check with their local Housing Authority.

If you are interested in **transferring your voucher to another apartment** in Contra Costa:

For Approval

Contact Claire Castro at (925) 957-7064

For Help Finding a Unit

Contact Justin Pennell at (925) 313-7710

Q: What opportunities do I have to move forward in my housing? How can I find out about other affordable housing options?

A: Below are just a few resources that can help you explore your affordable housing options and opportunities to move forward in housing.

Affordable Housing Listings

Department of Housing & Community Development:

www.hcd.ca.gov/fa/affordable-housing.html

Contra Costa REACH: www.ccreach.org

Section 8

www.gosection8.com **OR** call toll-free at (866) 466-7328

First Time Homebuyers Program

visit www.ccreach.org for a list of all program locations

North Richmond: (510) 412-9290

Concord: (925) 671-3364



Q: How do I contact Shelter Plus Care staff?

A: Responding to your questions and concerns is important to us. As our staff is small and often in the community working directly with residents, we ask that you **please allow our staff up to 48 hours to return your call.**

Homeless Program

Justin Pennell

Housing Case Manager

(925) 313-7710

1350 Arnold Drive, Suite 202

Martinez, CA 94553



Housing Authority

Claire Castro

Senior Housing Assistant

(925) 957-7064

3133 Estudillo Street

Martinez, CA 94553