



**PARATRANSIT
STRONG!**

PARATRANSIT, INC.

**Fiscal Year 2021
Operating and
Capital Budget**

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Tiffani M. Fink, Chief Executive Officer
Dr. Lisa Cappellari, Deputy Executive Director/Chief Financial Officer
Mary Harding, Chief Operating Officer
Christine Brown, Chief Administrative Officer

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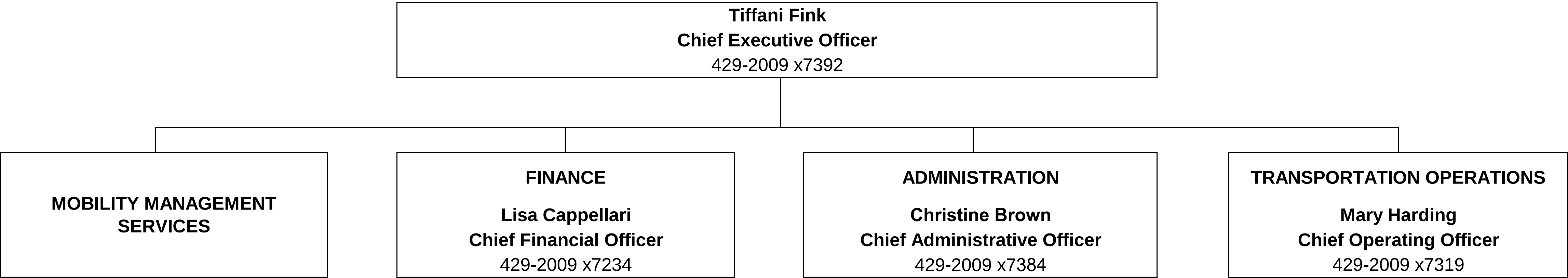
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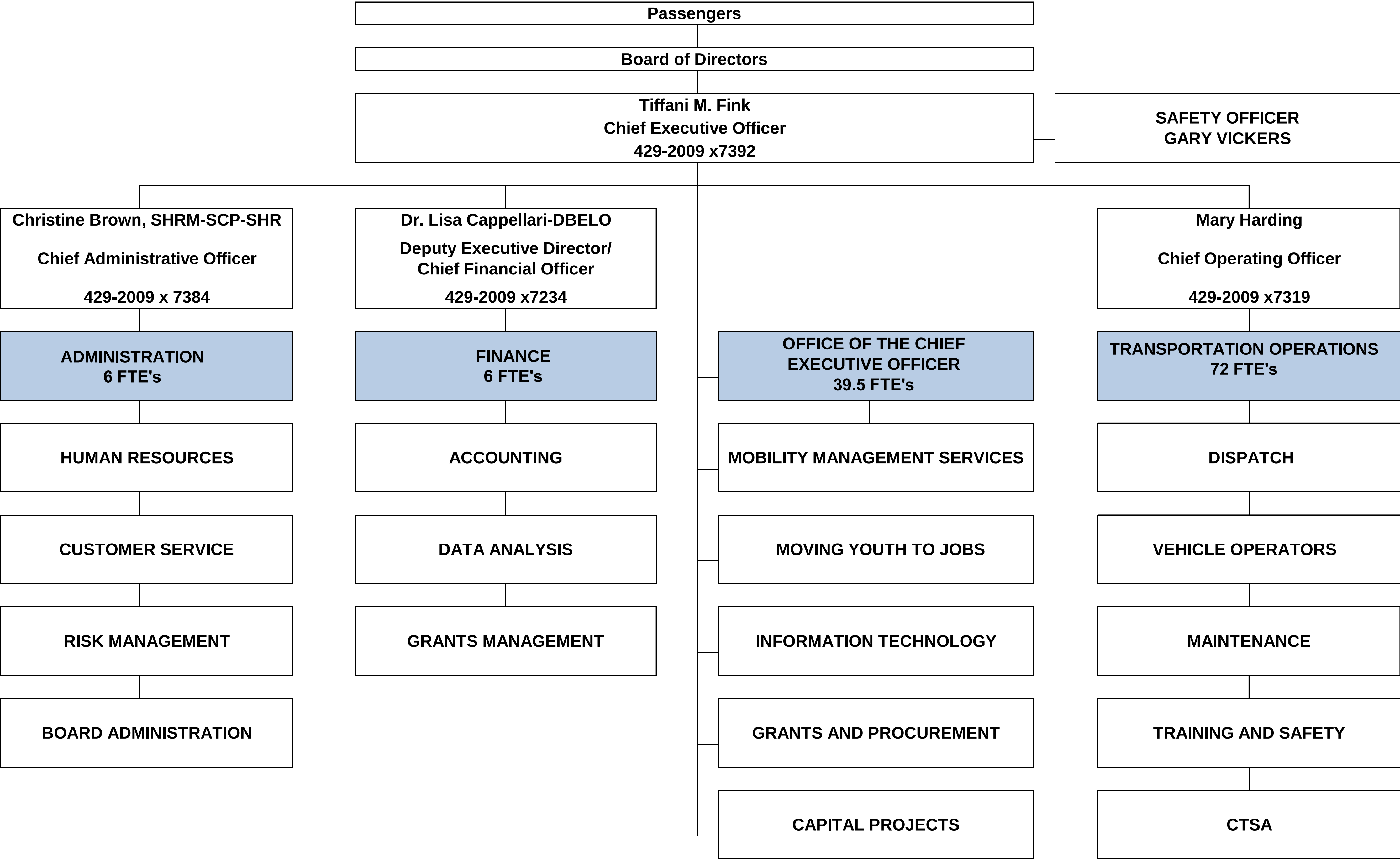
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PARATRANSIT, INC. ORGANIZATIONAL CHART



Fiscal Year 2020/21
PARATRANSIT, INC. ORGANIZATIONAL CHART



PARATRANSIT, INC.
FY2020/21 BUDGET DRAFT

Total

REVENUE

OPERATING REVENUE:

Measure A	1,033,005
TDA 4.5	433,588
Federal Funding	3,100,000
Outside Services	6,500,430
Applied to Capital Projects	-
TOTAL OPERATING REVENUE	11,067,023

PARATRANSIT, INC.

FY2020/21 BUDGET DRAFT

Total

OPERATING EXPENSES

PERSONNEL:

Transportation Operations	2,149,087
Maintenance Operations	1,119,760
Administration	1,208,939
Diversified Services:	-
Travel Training	136,042
Mobility Management	1,200,388
Fringe Benefits	2,863,819
Workers' Compensation	237,815
TOTAL PERSONNEL	8,915,849

FLEET OPERATIONS:

Fuel	420,814
Insurance	324,400
Cost of Parts & Sublet Service	91,947
TOTAL FLEET OPERATIONS	837,161

NONPERSONNEL:

Professional Services	248,885
Outside Services	78,768
Rent/Repair	117,354
Office Expense	88,637
Interest Expense	125,351
Telephone/Utilities	101,393
Tax/License/Dues/Permits	34,773
Travel	41,260
Professional Development	10,619
TOTAL NONPERSONNEL	847,039
TOTAL OPERATIONS EXPENSE	10,600,049

CAPITAL PROJECTS:

Florin Road Facility	97,242
Facility Reserve	104,410
Vehicle Acquisition Project	235,323
Office Furniture & Equipment	10,000
Network & Telecommunications	10,000
Maintenance Equipment	10,000
Miscellaneous Capital Projects	-
TOTAL CAPITAL PROJECTS	466,975
TOTAL OPERATING AND CAPITAL EXPENSE	11,067,024
NET INCOME (LOSS)	(1)

PARATRANSIT, INC. FY2020/21 BUDGET DRAFT

	CTSA	Other Sacramento Services	Outside Sacramento	Total
REVENUE				

OPERATING REVENUE:				
Measure A	899,672	133,333		1,033,005
TDA 4.5	433,588			433,588
Federal Funding	1,023,772	2,076,228		3,100,000
Outside Services		3,658,743	2,841,687	6,500,430
Applied to Capital Projects				-
TOTAL OPERATING REVENUE	2,357,032	5,868,304	2,841,687	11,067,023

PARATRANSIT, INC. FY2020/21 BUDGET DRAFT

	CTSA	Other Sacramento Services	Outside Sacramento	Total
OPERATING EXPENSES				

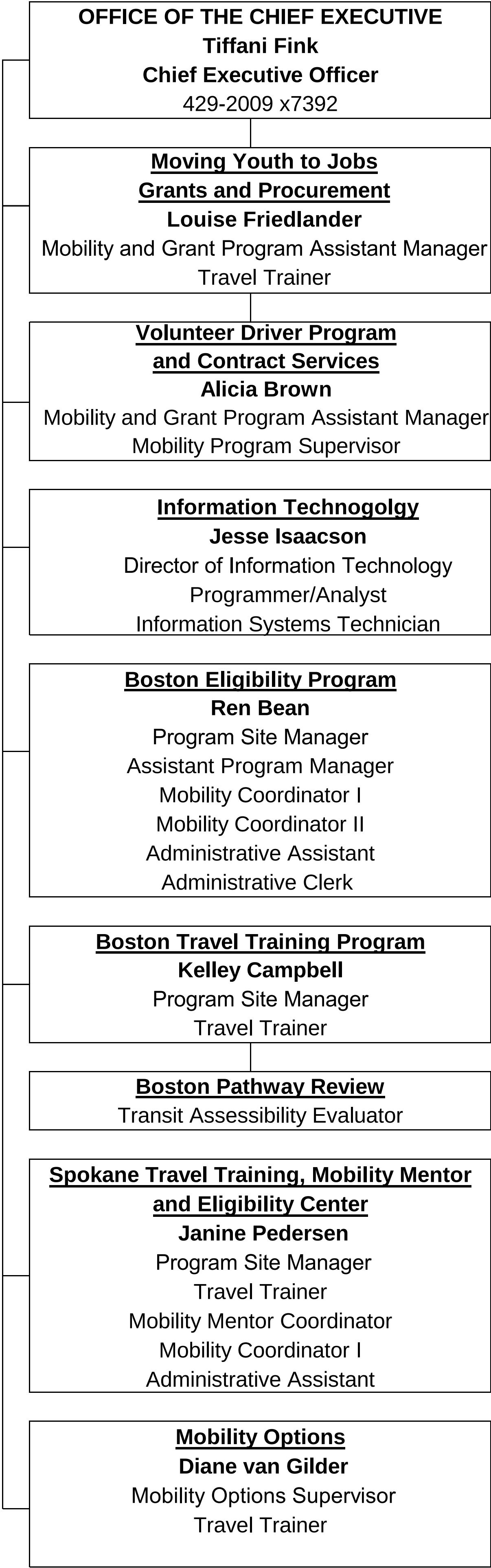
PERSONNEL:				
Transportation Operations	315,857	1,833,229	-	2,149,087
Maintenance Operations	335,928	783,832	-	1,119,760
Administration	302,235	544,023	362,682	1,208,939
Diversified Services:	-	-	-	
Travel Training	-	136,042	-	136,042
Mobility Management	-	-	1,200,388	1,200,388
Fringe Benefits	515,312	1,660,884	687,623	2,863,819
Workers' Compensation	23,628	202,267	11,921	237,815
TOTAL PERSONNEL	1,492,960	5,160,276	2,262,613	8,915,849
FLEET OPERATIONS:				
Fuel	143,077	277,737	-	420,814
Insurance	100,000	180,000	44,400	324,400
Cost of Parts & Sublet Service	31,262	60,685	-	91,947
TOTAL FLEET OPERATIONS	274,339	518,422	44,400	837,161
NONPERSONNEL:				
Professional Services	64,778	61,558	122,549	248,885
Outside Services	3,301	4,769	70,698	78,768
Rent/Repair	17,399	36,773	63,182	117,354
Office Expense	7,274	24,041	57,322	88,637
Interest Expense	20,082	26,522	78,747	125,351
Telephone/Utilities	6,306	14,424	80,663	101,393
Tax/License/Dues/Permits	1,616	10,880	22,277	34,773
Travel	699	8,733	31,828	41,260
Professional Development	1,305	1,906	7,408	10,619
Brokered Trans. Services				
TOTAL NONPERSONNEL	122,760	189,606	534,673	847,039
TOTAL OPERATIONS EXPENSE	1,890,058	5,868,305	2,841,686	10,600,049
CAPITAL PROJECTS:				
Florin Road Facility	97,242			97,242
Facility Reserve	104,409			104,409
Vehicle Acquisition Project	235,323			235,323
Office Furniture & Equipment	10,000			10,000
Network & Telecommunications	10,000			10,000
Maintenance Equipment	10,000			10,000
Miscellaneous Capital Projects				
TOTAL CAPITAL PROJECTS	466,974	-	-	466,974
TOTAL OPERATING AND CAPITAL EXPENSE	2,357,033	5,868,305	2,841,686	11,067,023
NET INCOME (LOSS)	(0)	(0)	0	0



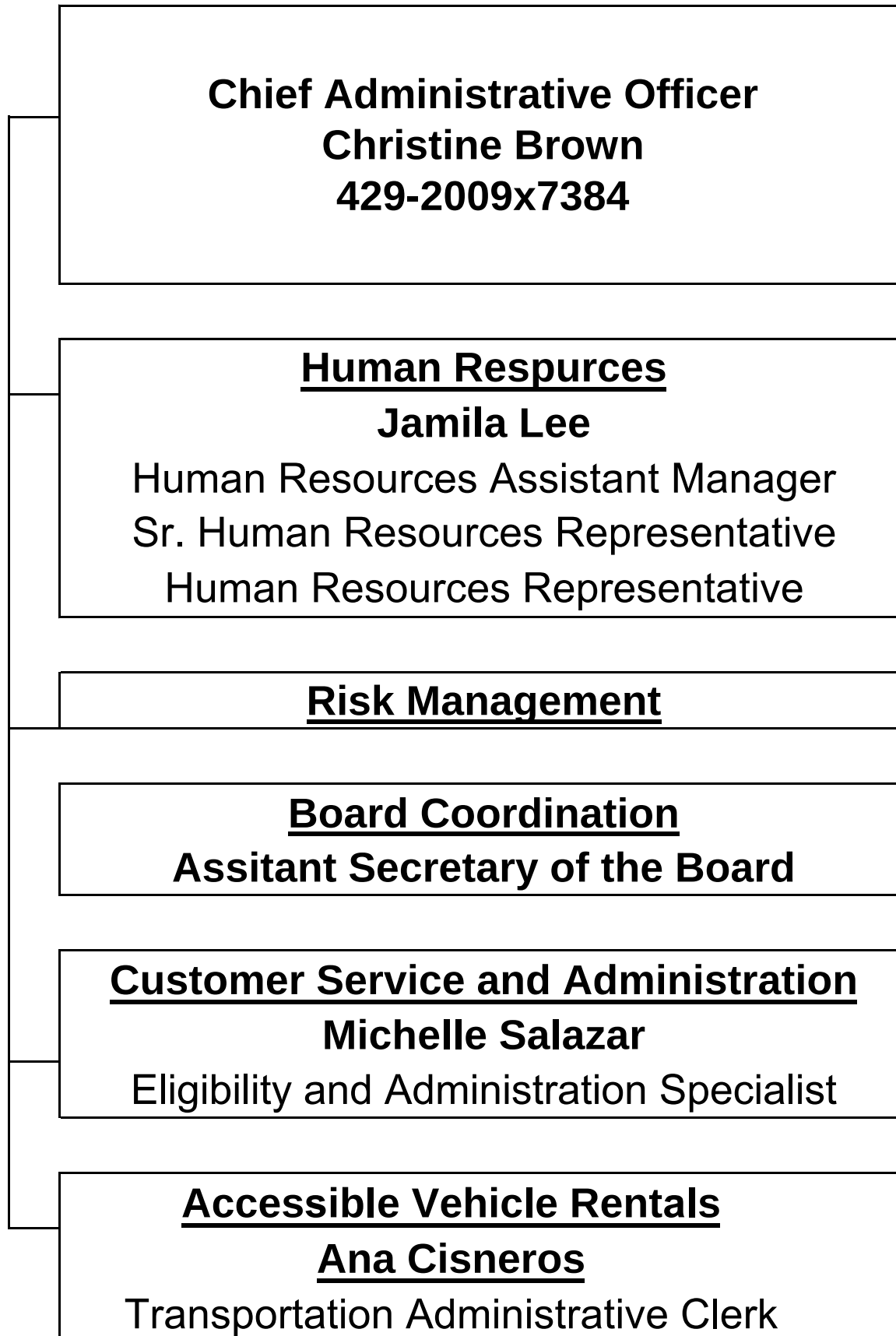
Administration

Office of the Chief Executive
Administration
Human Resources
Moving Youth to Jobs
Information Technology

FY 2020/21
PARATRANSIT, INC. ORGANIZATIONAL CHART



FY 2020/21
PARATRANSIT, INC. ORGANIZATIONAL CHART



Administration

Board Administration

Administration is also responsible for preparing Board packets and documents, scheduling and preparing for Board meetings and additional Committee meetings of the Board of Directors, preparing minutes, follow-up with Board members for a variety of purposes and adhering to the rules and regulations of the Brown Act.

Administration is responsible for maintaining the conflict of interest code, form 700 filings for specified staff and the Board of Directors and follow up.

Risk Management

Administration also monitors and reports any insurance claims filed against Paratransit, Inc. and follows the timelines required for follow up on claims, It also processes all insurance renewals for policies in Sacramento, Spokane, Boston, and Kansas including securing renewal certifications and certifications for new contracts.

Administration also provides Credit card administration, check signing authority, and updates and maintains a variety of licenses and bonds for various entities in all departments and offices, and participates in the development of the Collective Bargaining Agreement with union employees.

Human Resources

The Human Resources Division is responsible for all activities and functions in the employee lifecycle for both bargaining and non-bargaining units. We focus on recruiting qualified candidates for available positions, handling the onboarding process, benefits administration, assisting divisions with employee development and performance management. We also manage all leaves of absence, the workers' compensation program, the interactive process for assessing reasonable accommodation requests, drug and alcohol testing program for safety-sensitive employees and the unemployment claims process.

Office of the Chief Executive: CEO's Key Initiatives

The Office of the Chief Executive includes tasks and duties for programs which report directly to the Chief Executive Officer. Responsibilities include Contract Negotiations for the bargaining unit (Vehicle Operators), oversight and program management for the Moving Youth to Jobs project, Legislative tracking, and Grants Management. In addition, the Director of Information Technology and the Director of Human Resources report to the CEO for department activities.

Key Projects for 2020/21:

Moving Youth to Jobs:

The program is managed by the Executive Program Assistant who coordinates with outside agencies, and the Sacramento Area Council of Governments, to determine the transportation needs of youth 16-18 and 18-24 years of age. Travel Training can offer youth the opportunity to reach job sites and social settings by accessing fixed route public transit. The program provides travel training, coordinates ridershare options, provides transportation literacy education and facilitates direct transportation (provided through the Operations Department.)

Legislative:

The Chief Executive Officer participates in both the CalACT and California Transit Association Legislative activities and is an active member with the Sacramento Metro Chamber participating in the both the State Legislative Summit and Capitol to Capitol trips. Staff will continue to monitor legislation related to transportation, transportation funding and new modes of mobility.

GrantsManagement:

The Chief Executive Officer, working with the Chief Financial Officer, is responsible for the preparation, oversight and reporting for all grants received by Paratransit, Inc. Included in this work is the development and updates of the Agency's Capital Improvement Program. The Mobility and Grant Programs Assistant Manager and Accounts Receivable Specialist assist in the preparation of supporting documentation and preparation of invoicing.

Office of the Chief Executive Officer: Information Technology

The Information Systems department performs a myriad of tasks for Paratransit, Inc., both locally in Sacramento and in all of our field offices; almost everything with a plug is within the bailiwick of the team. The department is split into two functional areas: technical and programming. The technicians are responsible for maintenance of the Shoretel phone system, Trapeze scheduling software, FileMaker Data Management System (DMS), Sonitrol security system, ADP time clocks, SAGE accounting servers, GroupWise email systems, in-vehicle technology, all workstations, and many others. They plan repair schedules, upgrade servers, maintain mobile equipment, track of hundreds of tickets in the ticketing system and keep everything running smoothly behind the scenes. The programmers are responsible for creating new software technologies, adapting existing programs, creating and modifying reports and general maintenance of any home-grown applications. They build new web pages and database queries to expand and simplify Paratransit's operations. Most of all, the employees of the Information Systems department work as a team to support almost every aspect of the company, from gigantic projects to everyday tweaks. The team must categorize, prioritize and schedule tasks from every department to help Paratransit better function smoothly and efficiently.



Mobility Management Services

**Boston Eligibility
Boston Pathway Review
Boston Travel Training
Spokane Eligibility and Travel Training
Sacramento Mobility Options
Mobility Management Special Projects**

Mobility Management Services:

Mobility Management Services represents the resources dedicated directly to oversight and support of our field offices, Sacramento's Travel Training program and new start-ups and special projects within the Mobility Management Division. This includes general guidance regarding program management, start-up services, and other planning and administrative support. In addition, maintaining client relationships and contract negotiations are included in this budget area as well as occasional consulting services.

Mobility Options: Sacramento Travel Training

The core service of the Mobility Options Department is our Travel Training Program. Since 1982 Paratransit has been providing one on one and small group trainings in the safe and effective use of fixed route public transit. To date, over 15 thousand people with disabilities, seniors, low income, homeless, and those individuals with limited English proficiency, have successfully completed training. This service has resulted in millions of dollars in savings or cost avoidance to our local fixed route transit providers.

In September of 2018, we entered the third year of our contract with The City of Roseville to provide travel training and "Learn to Ride the Bus" workshops for the City Parks and Recreation Department. These classes take place 4 times per year, on a weekly basis, for three consecutive weeks. These classes have generated referrals for additional one on one training for those that would like to experience more routes or to venture out using other transit options. All evaluation on the class from the participants have been extremely positive.

This Department is also responsible for the majority of our outreach to the community participating in dozens of health/resource fairs, presentations to service organizations, support groups, schools, and senior living facilities. These events allow us the opportunity to provide vital information on transit options and to answer questions and address misconceptions of the Paratransit eligibility requirements as well as provide referrals for our travel-training program. Staff also offers "Train the Trainer" workshops across the United States. The workshops offer a 3-5 day classroom and field experience to give agencies and transit districts the basic knowledge to institute a travel training program in their community. This training is on a fee for service basis under an MOU agreement.

Mobility Training:

Sacramento's Travel Training program will continue its 37-year tradition of providing travel training and mobility options to those needing services in the six county region. The Mobility Options Department continues to broaden our service delivery to not only include seniors and those Individuals with disabilities, but to those recently arriving in the United States with limited English proficiencies, the LGBT community, those of low income and transit dependency, and students transitioning from school to independent living and job placement opportunities. We deliver our training in a one-on-one setting, small groups of up to five individuals, or field trips for those clubs or organization wishing to have an "introduction to public transit" experience. Those completing the introduction field trip are then offered Individual "person centered" training to anyone that may be interested in specific routes or services that may assist them with their transportation needs

Spokane Mobility Center

Paratransit Inc. has worked in partnership with Spokane Transit since 2006, providing Mobility Training services to the community of Spokane. In October of 2012, the Spokane Transit Mobility Center opened its doors for In-Person Assessments for ADA Paratransit Eligibility. In addition to In-Person Assessments, Paratransit, Inc. has designed a pathway review process for ADA conditional eligibility. In January of 2016, the Spokane Transit Mobility Center expanded with the addition of the Volunteer Mobility Mentor Program.

Mobility Training Program:

Paid, PI Mobility Trainers help seniors and persons with disabilities gain more independence by teaching people how to successfully ride fixed route transit.

One-on-One Training: Trainers work one-on-one with a trainee and tailor the trainings to the individual's needs. The goal is to ensure that the trainee has a positive experience and is able to become an independent fixed route rider.

Group Training: Mobility Trainers work with groups of up to five people. The goal is to teach a small group of trainees how to successfully ride fixed route. This is particularly well suited for classes of students.

In-Person Assessments: The process to determine ADA paratransit eligibility starts with a paper application. The Eligibility Specialist for Spokane Transit reviews the applications and refers about 50% of those applications to Paratransit Inc. for In-Person assessments. Once the application goes to PI we begin the process of contacting the applicant to schedule their assessment and transportation. The assessment starts with an interview that allows the applicant to describe their disabilities and abilities and how these affect their ability to travel independently on the fixed route. Depending on responses to the interview questions and observations, the applicant may be asked to participate in a Tinetti Gait and Balance Assessment and/or a Transit Skills Assessment (one-half mile timed/measured simulated trip to a transit stop). Other assessments that may be utilized are a FACTS Test or a Mini-Mental State Examination.

Pathway Review: Mobility Trainers use IPads to assess the path of travel for an applicant with a barrier condition for ADA paratransit eligibility, when requested by Spokane Transit. This process allows Spokane Transit to enforce trip-by-trip conditional eligibility. Paratransit Inc. will notify the customer in writing once the assessment has been completed if the trip does not meet the barrier condition and is no longer eligible on paratransit.

Volunteer Mobility Mentor Program: Volunteer Mentors provide support for people who are not familiar with the bus system and are apprehensive about learning to ride the bus on their own. This program concentrates on the senior population.

One-on-One: Volunteer Mobility Mentors assist customers one-on-one to/from their destination depending on need.

Travel Clubs: Volunteer Mobility Mentors take groups of seniors on pre-planned outings in the community. Travel Clubs teach seniors how to ride the bus but do so while having fun with their peers on these “Adult Field Trips”.

Boston Travel Training

In the spring of 2016, Massachusetts Bay Transportation Authority (MBTA) released an RFP for Travel Training services. As the operator of the ADA paratransit eligibility services provided there we submitted a proposal in response to the RFP and were selected as the winning bidder by the MBTA.

The program is based out of the ADA Eligibility Office in Boston. The majority of their time is spent in the community conducting various activities.

Outreach: Staff is responsible for informing the community of services available under this contract. This is done by attending resource fairs, distributing marketing materials, or conducting presentations to groups at schools, community centers, senior centers, and more.

System Orientation Training: System Orientation is a one-time class with a maximum of 15 participants conducted in the MBTA's modern training facility near Broadway on the Red Line. The class can also be held at alternative locations such as schools or senior centers upon request. The training is designed to familiarize participants with the MBTA's fixed-route network of buses and subways, and other system features. Two types of System Orientation are available and designed specifically for seniors and customers with disabilities generally, and customers who are blind or have low vision.

One-on-One Intensive Training: Individual Travel Training is one-on-one instruction on the safe use of public transit for one's select destination within the MBTA service area. Training plans are customized for the unique needs of the individual.

Boston Pathway Review

In the winter of 2018, Massachusetts Bay Transportation Authority (MBTA) exercised the right to use an optional services that is in the current ADA Eligibility contract. Paratransit Inc. will provide a Pathway Review process for conditional eligibility for Massachusetts Bay Transportation Authority (MBTA). This process has been very successful, efficient and effective in other locations to enforce trip by-trip conditional eligibility.

The program commenced in April 2019, with one Transit Accessibility Evaluator. The program will be managed by the Boston Travel Training Program Manager. There is the potential to add an additional employee to the program if the number of Pathway Reviews and conditional eligibility increase.

The program is based out of the ADA Eligibility Office in Boston. The majority of the employee's times is spent in the community conducting route and scout activities. Using Paratransit Inc.'s' Data Management System (DMS) and iPads, a Transit Accessibility Evaluator assesses the path of travel for a rider with a barrier condition for ADA paratransit eligibility. Once the assessment is completed, Paratransit Inc. notifies the applicant, in writing, if a trip is not eligible to be taken on paratransit. The Transit Accessibility Evaluator works with applicants to ensure transportation options are available, including immediate Travel Training.

Boston Eligibility- TREC

Paratransit, Inc. has been operating THE RIDE Eligibility Center (TREC) under contract for the Massachusetts Bay Transportation Authority (MBTA) since December 2012 when the MBTA discontinued using a paper- based process. The base contract period was 4 years and MBTA extended through June 2018. In March 2018, Paratransit successfully re-bid the TREC contract to operate another 4 years.

Eligibility Process: The eligibility process is conducted in-person and includes functional assessments in accordance with nationally recognized standards originally established by Easter Seals Project ACTION. Services provided to the MBTA associated with this contract include:

- Operating a busy call center.

- Scheduling eligibility interview appointments and coordinating transportation with the MBTA's paratransit vendors.

- Conducting in-person interviews and functional assessments to determine ADA paratransit eligibility.

- Making determinations of ADA paratransit eligibility in a timely manner (current average is 3 days from date of completed application).

- In addition to fulfilling requirements of the eligibility contract, staff works closely with MBTA on various mobility management projects such as travel training, customer education, and providing discount passes on fixed route.

- Launch of pathway review program to check accessibility of fixed route trips for conditionally eligible customers.

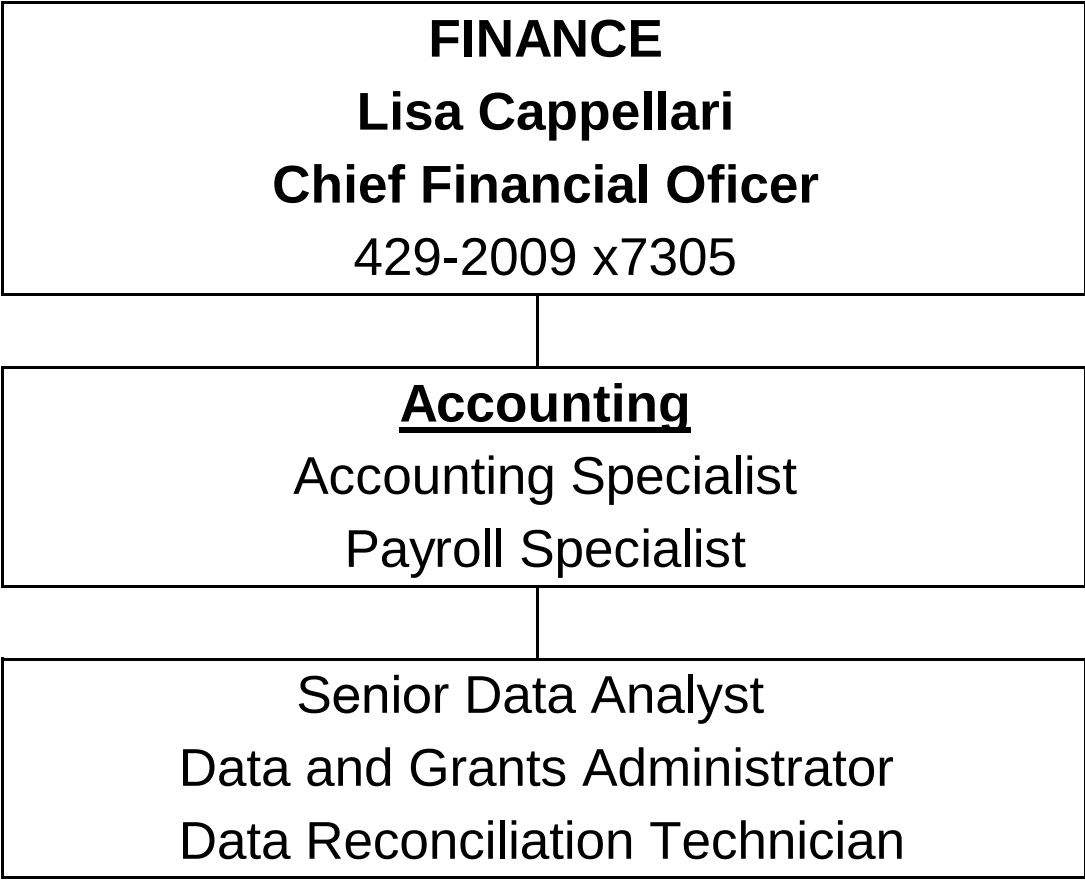


Finance

Accounting

Statistics

FY 2020/21
PARATRANSIT, INC. ORGANIZATIONAL CHART



Finance:

Accounting and Administration

The objective of the Accounting Division is to create an accurate financial picture of the agency. This is accomplished when Accounts Payable, Accounts Receivable and Payroll personnel adhere to the generally accepted accounting principles (GAAP). An accurate financial picture helps managers make decisions; it aids the Board of Directors in prescribing strategic guidance; and it gives external agencies a transparent view on how Paratransit spends its funds. The general Administrative personnel and expense associated with the management of the Finance Department are also included.

Data Analysis and Statistics

The objective of the statistics division is to ensure correct reporting of operating data such as trips, miles and hours. These data are used by internal managers, external agencies who provide Paratransit with funding, as well as state and federal agencies. Since these data are used as a mechanism both to determine funds received by Paratransit as well as funds received by the Sacramento area as a whole, employees processing operating data must be detail-oriented, accurate, and have the ability to spot inconsistencies.



Operations

Customer Service and Dispatch

Driving and Training

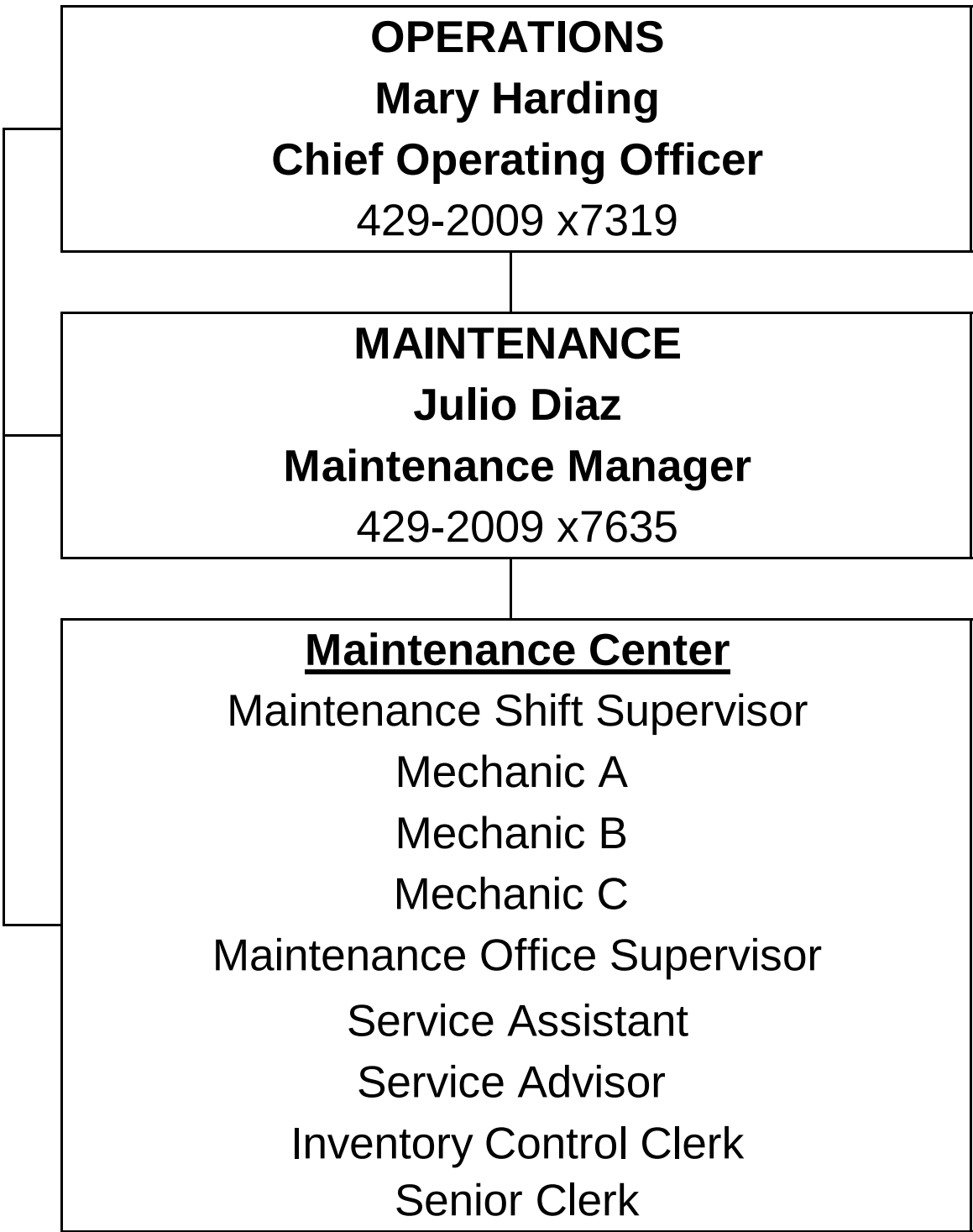
Maintenance

Scheduling

Wheelchair Accessible Van Rentals

CTSA Coordination

FY 2020/21
PARATRANSIT, INC. ORGANIZATIONAL CHART



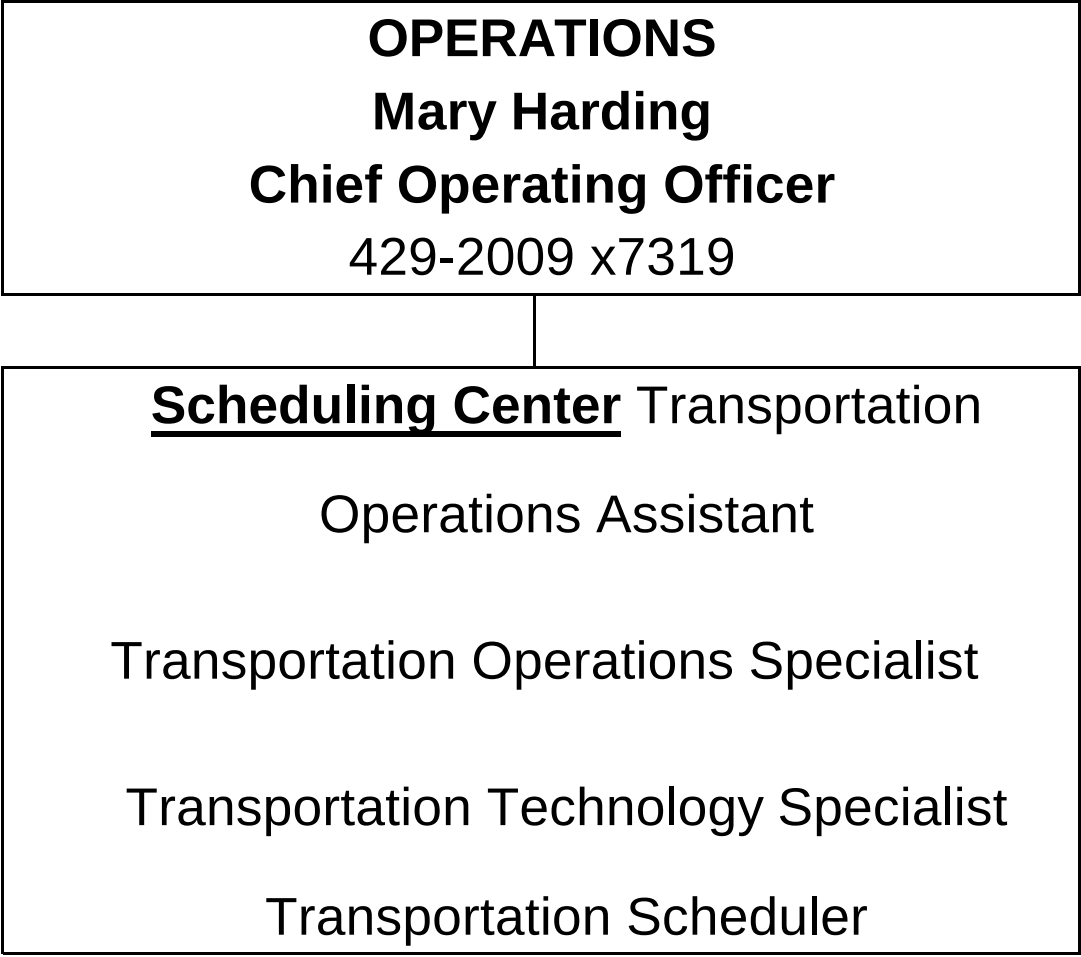
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PARATRANSIT, INC. ORGANIZATIONAL CHART



FY 2020/21
PARATRANSIT, INC. ORGANIZATIONAL CHART



FY 2020/21
PARATRANSIT, INC. ORGANIZATIONAL CHART



Operations:

Scheduling and Technology Centers

Responsible for proofreading and editing routes to create effective, efficient schedules each day under extreme time constraints using Trapeze software. Creates and maintains template routes/schedules and daily routes/schedules, update and maintain daily driver assignments, adjusting and editing routes for drivers time off for sick leave, vacation, floating holidays, leaves governed by law, jury duty, FMLA, workers comp appointments, etc. Ensures route start/end times, breaks, lunches, out of services, etc. conform to the CBA contract between Paratransit, Inc. and the Amalgamated Transit Union. Maintains driver overtime list, prepares, creates, and oversees the driver vacation and shift bid process every four months. Creates and maintains the Trapeze test environment to ensure that we utilize the software in the most efficient and effective way possible.

Driving, Safety and Training Centers

The Vehicle Operators, Safety and Training Division is responsible for the day to day operations to include training, vehicle safety, training and the supervision of approximately 30 Vehicle Operators. We provide pull-out, pull-in, spot check and formal yearly ride-a-long evaluations for all Operators. Key staff within the Division are certified by the California Department of Motor Vehicles to certify the commercial drive test and administers the test for all vehicle operators. The Division also provides 24 hour on-call response to incidents and/or accidents and investigation services. In addition to the training of our Vehicle Operators, the training staff within the Division provides vehicle and safety training to our 9 CTSA partner agencies on a variety of topics from lift deployment to wheelchair securement to pre-trip inspection.

We are also committed to select, evaluate and train a Team of 2 to 4 Vehicle Operators to compete in the annual CalAct Bus Rodeo which, depending on placement may result in the competition at the National Bus Rodeo.

Day Porters

The Day Porters primary task is to keep the facility clean by vacuuming, dusting, taking the garbage out, washing floors, etc.

Service Assistants

Service Assistants are responsible for fueling the buses, checking the fluid levels at the time of fueling, cleaning the buses in the inside, along with staging the buses for the early morning drivers.

Maintenance

Our Department operates base on daily vehicle maintenance schedule, vehicle break downs, and customer request, we also assist Transportation Department to have the most amount of vehicles available for their daily route, assist with road call, assist driver over the phone to trouble shoot lift and interlock system, and dispatch the tow truck if needed. Also assisted CTSA partners in similar way.

- Body shop estimates, reviewing estimates and scheduling body shop repairs
- Schedule Dealership warranty, recall and repair work. Review body shop and dealership invoices, and inspect quality of workmanship. Perform quality control on work performed –
- We perform Preventive safety maintenance every 5,000 miles or 60 days whichever comes first. This includes a detail inspection of our units.
- We are projecting to perform around 1200 preventative maintenance services this includes transmission service , wheel bearing service every 30,000 miles and around 23,000 repairs, this project numbers increase with the new arrival of CNG fleet that requires additional preventive maintenance to the CNG fuel system itself.
- Perform minor and major engine repairs.
- Perform In house minor body work repair, as lower body fender reinforcement and driver door skin reset. This jobs requires minimum paint or none at times.
- Vehicle Body reseal to prevent water from leak inside the bus interior.
- Transmission minor repairs and overhaul's done in house to reduce cost of replacement of units.
- We maintain our service in compliance by running a variety daily reports, daily updated vehicle mileage and keeping data updated during the day.
- Keep records updated and properly file to comply with CHP, and RT annual vehicle and documentation inspection.

- Maintenance facility is CNG compliant.
- Our Maintenance Department also perform Taxi inspection to taxi associations every two years as require by City of Sacramento.
- Taxi inspection and brake and lamp inspections

CTSA

- We follow up with CTSA partner agencies to help them to maintain their service in compliance
- Advise customers via email and by phone monthly on their vehicles due for service

Based in due date or mileages whichever comes first.

- Assisted agencies scheduling their inspections, write ups and other services needed
- Pickup and delivery vehicles as per CTSA agreement when needed
- Invoices are weekly processed and bill to CTSA agencies for jobs performed
- Update mileages as vehicle come for service or fuel
- We are projecting performing around 200 preventative maintenance services and around 1400 repairs

Partner Agencies

1. Asian Community Center
2. DDSO
3. Elk Grove Adult Community Training
4. Health for All
5. Sutter Senior Care I and II
6. St Johns
7. UCP
8. Easter Seals

Outside Agencies (not CTSA) that we perform services and repairs for

1. A Family Affair
2. Asian Community Center
3. Easter Seals – Increased their fleet this year with new buses.
4. Sutter Senior Care I and II – Increased their fleet this year with new buses.
5. The Commons of Elk Grove
6. Others

CTSA Partners: What They Do and Who They Serve in our Community



Easter Seals offers help, hope and answers to children and adults with disabilities and their families in the United States and Australia, and through our global partners in Puerto Rico, Canada and Mexico. We are the leading non-profit provider of services for individuals with autism, developmental disabilities, physical and mental disabilities, and other special needs. Easter Seals also provides critical community-based supports and services to military service members, veterans, their families and families of the fallen.

Health for All

Health for All is a non-profit organization designed to help frail elderly stay independent or restore and maintain optimal functioning capacity. The Adult Day Health Care Centers offer multi-disciplinary teams of professional service providers who conduct comprehensive assessments of each of the participant's health and social needs.



United Cerebral Palsy provide services such as housing, physical therapy, assistive technology training, early intervention services, individual and family support, social and recreational programs, community living, state and local referrals, employment, employment assistance and advocacy.



Developmental
Disabilities
Service
Organization

From two sites in Sacramento and one site in Stockton Developmental Disabilities Service Organization

is an award- winning nonprofit that annually provides 400 adults with disabilities the opportunity to experience independence, job training, employment, physical education, visual and performing arts, life skill building, social interaction, active participation in the community, nurturing relationships and more



Sutter Senior Care PACE is a non-profit health plan exclusively for frail older adults. Sutter Senior Care's model of care is known as the "Program of All-Inclusive Care for the Elderly" or PACE. The PACE model has been recognized as the most appropriate model of comprehensive care for the frail elderly population.



The mission of the Elk Grove Adult Community Training program is to provide for the equality, dignity, and fulfillment of rights of all program participants through a community based program providing opportunities for individual choice in community and employment environments.

Elk Grove Adult Community Training, Inc. (EGACT) is a non-profit organization that provides education and training for adults with developmental disabilities.



Saint John's is for the woman who wants to make the leap. Who will fight the pervasive influence of homelessness, poverty, and abuse. Who will make an empowered decision to rise up and become a productive community member. Who understands, unequivocally, that the decision to create a better life – for herself and for her family – rests entirely on her.



ACC promotes the general welfare and enhances the quality of life of older adults by providing a comprehensive array of culturally appropriate health and social services. ACC owns and operates ACC Care Center, a 99-bed skilled nursing facility, ACC Greenhaven Terrace, a 146 apartment independent living and 27 apartment assisted living apartments, ACC Programs, where ACC Rides provides 4,000 one-way rides each month in Sacramento County, and Meals on Wheels by ACC, the Sacramento home delivered and congregate meal program for seniors.