

# SENIOR RESOURCE GUIDE

Non-Profit and Public Agencies Serving



## **CENTRAL ALAMEDA COUNTY – Castro Valley • Hayward • San Leandro • San Lorenzo**

Senior Information & Assistance Program – Alameda County Area Agency on Aging

6955 Foothill Blvd, Suite 143 (1st Floor), Oakland, CA 94605; 510-577-3530; <https://seniorinfo.acgov.org>

Office Hours: 8:30am - 5:00pm, Monday - Friday



### **ADULT DAY CARE/RESPIRE** (useful website: [www.daybreakcenters.org](http://www.daybreakcenters.org))

Centers for Elders Independence - CEI, (PACE - Program of All-inclusive Care for the Elderly); [www.cei.elders.org](http://www.cei.elders.org) ..... 844-319-1150 / TDD: 510-433-1165  
DayBreak Adult Care, Co-op Adult Day Community; [www.adult-day.org](http://www.adult-day.org) ..... 510-834-8314

### **ALCOHOLISM & DRUG ABUSE PREVENTION PROGRAMS**

Alameda County Behavioral Health Care Services - BHCS, ACCESS; (referrals to substance abuse services in Alameda County); [www.acbhcs.org](http://www.acbhcs.org)  
..... 844-682-7215  
Alcoholics Anonymous, (free 24-Hour A.A. hotline, confidential); <http://eastbayaa.org> ..... 510-839-8900  
Al-Anon Family Groups, (help for families and friends of alcoholics); <https://al-anon.org> ..... 888-429-2537  
CA Dept. of Public Health, Office of Problem Gambling; [www.cdph.ca.gov](http://www.cdph.ca.gov) ..... 800-426-2537

### **ALZHEIMER’S SERVICES**

Alzheimer's Association, Helpline; (24-hour); [www.alz.org](http://www.alz.org) ..... 800-272-3900  
Ethnic Elders Care Network, (website that focuses on ethnic elders with Alzheimer's and dementia related disorders); [www.ethnicelderscarenetwork.net](http://www.ethnicelderscarenetwork.net)  
Family Caregiver Alliance, Bay Area Resource Center; (free to low-cost services for family caregivers); [www.caregiver.org](http://www.caregiver.org) ..... 800-445-8106  
UC Davis Health Alzheimer's Disease Center, East Bay Office; (clinical research, including clinical trials and evaluations); .....  
[www.health.ucdavis.edu/alzheimers](http://www.health.ucdavis.edu/alzheimers) ..... 925-357-6515

### **CAREGIVER SUPPORT PROGRAMS**

(Note: for support group information, also contact adult day care programs and local hospitals)

Alzheimer's Association of Northern California, [www.alz.org/norcal](http://www.alz.org/norcal) ..... 925-284-7942  
DayBreak Adult Care, [www.daybreakcenters.org](http://www.daybreakcenters.org) ..... 510-834-8314  
Family Caregiver Alliance, California Caregiver Resource Center; (offers information and support services to family caregivers);  
<https://www.caregiver.org/californias-caregiver-resource-centers> ..... 800-445-8106

**CAREGIVER SUPPORT PROGRAMS *continued***

Family Education and Resource Center, Oakland, *(support for family/caregiver of people with mental illness)*; [www.askferc.org](http://www.askferc.org) ..... 888-896-3372  
Family Support Services of the Bay Area, *(kinship support for grandparents/relative caregivers of children)*; [www.fssba.org](http://www.fssba.org) ..... 510-834-2443  
Lincoln Child Center, Hayward, Kinship Support Program; *(grandparent & relative caregivers of children)*; <http://lincolnfamilies.org> ..... 510-273-4700 ext. 0

**CASE MANAGEMENT/COORDINATION OF SERVICES FOR HOMEBOUND SENIORS**

Multipurpose Senior Services Program - MSSP, City of Fremont; *(residents on Medi-Cal; serves Hayward, Fremont, Newark, Union City)*; [www.fremont.gov](http://www.fremont.gov)  
..... 510-574-2041

**CHRONIC ILLNESS & DISEASE SUPPORT SERVICES/PROGRAMS**

Alameda Public Health Department, Diabetes Program; *(free classes for Alameda County residents with Type-2 Diabetes)*; [www.acphd.org](http://www.acphd.org) .... 510-383-5185  
American Cancer Society, [www.cancer.org](http://www.cancer.org) ..... 800-227-2345  
American Diabetes Association, Oakland, [www.diabetes.org](http://www.diabetes.org) ..... 510-654-4499  
American Heart Association, American Stroke Association; [www.heart.org](http://www.heart.org)/ [www.strokeassociation.org](http://www.strokeassociation.org) ..... 510-903-4050  
Aphasia Center of California, *(help for persons suffering from loss of language, typically as a result of a stroke)*; <http://aphasiacenter.net> ..... 510-336-0112  
Arthritis Foundation, [www.arthritis.org](http://www.arthritis.org) ..... 415-356-1230  
Multiple Sclerosis (MS) Friends Support Line, *(peer helpline)*; ..... 866-673-7436  
National Multiple Sclerosis Society, [www.nationalmssociety.org](http://www.nationalmssociety.org) ..... 800-344-4867/ 415-230-6677  
Parkinson's Institute, [www.thepi.org](http://www.thepi.org) ..... 800-655-2273  
Women's Cancer Research Center, Berkeley, [www.wcrc.org](http://www.wcrc.org) ..... 510-420-7900

**DISABLED ADULT SERVICES/PROGRAMS**

Americans with Disabilities Act (ADA), Pacific ADA Center; [www.adapacific.org](http://www.adapacific.org) ..... 800-949-4232 (Voice and TTY)  
Braille & Talking Book Library - BTBL, <http://www.library.ca.gov/btbl/> ..... 800-952-5666  
California Telephone Access Program - CTAP, *(accessible phone products/services)*; [www.californiaphones.org](http://www.californiaphones.org) ..... 800-806-1191 / TTY: 800-806-4474  
Community Resources for Independent Living - CRIL, Hayward, [www.crilhayward.org](http://www.crilhayward.org) ..... 510-881-5743 / TTY: 510-881-0218  
Deaf Counseling Advocacy and Referral Agency - DCARA, [www.dcara.org](http://www.dcara.org) ..... 510-343-6670  
Disability Rights California, Oakland, [www.disabilityrightsca.org](http://www.disabilityrightsca.org) ..... 510-267-1200  
Hearing and Speech Center of Northern California, San Francisco, [www.hearingspeech.org](http://www.hearingspeech.org) ..... 415-921-7658 / TTY: 415-921-8990  
Lighthouse for the Blind and Visually Impaired, [www.lighthouse-sf.org](http://www.lighthouse-sf.org) ..... 415-431-1481  
Regional Center of the East Bay, *(services for individuals with developmental disabilities)*; [www.rceb.org](http://www.rceb.org) ..... 510-618-6100

**EDUCATION** *(also see Senior Centers)*

- Castro Valley Adult & Career Education, [www.cvadult.org](http://www.cvadult.org) ..... 510-886-1000
- Hayward Center for Education & Careers, Adult School; [www.has.edu](http://www.has.edu) ..... 510-293-8595
- San Leandro Adult School, [www.sanleandroadultschool.org](http://www.sanleandroadultschool.org) ..... 510-667-6287
- San Lorenzo Adult School, [www.adu.slzusd.org](http://www.adu.slzusd.org) ..... 510-317-4200
- U.C. Berkeley Osher Lifelong Learning Institute, *(community of learning for adults 50+)*; [www.oli.berkeley.edu](http://www.oli.berkeley.edu) ..... 510-642-9934

**ELDER ABUSE PREVENTION**

- Adult Protective Services - APS, Alameda County; [www.alamedasocialservices.org](http://www.alamedasocialservices.org) ..... 510-577-3500 / 866-225-5277
- District Attorney - Consumer & Environmental Protection Unit, <http://www.alcoda.org/cewpd/> ..... 510-383-8600
- District Attorney - Elder Protection Unit, [http://www.alcoda.org/victim\\_witness/elderdependent\\_adult](http://www.alcoda.org/victim_witness/elderdependent_adult) ..... 510-267-8800
- District Attorney - Victim/Witness Assistance Division, [http://www.alcoda.org/victim\\_witness/](http://www.alcoda.org/victim_witness/) ..... 510-272-6180
- Legal Assistance for Seniors, *(elder abuse representation for Alameda County residents 65+)*; [www.lashicap.org](http://www.lashicap.org) ..... 510-832-3040

**EMERGENCY PREPAREDNESS PROGRAMS**

*(Note: Contact your local Fire Departments and Offices of Emergency Services)*

- American Red Cross, Alameda County, *(preparedness training for groups)*; [www.redcross.org](http://www.redcross.org) ..... 510-595-4400
- Senior Injury Prevention Program - SIPP, *(emergency preparedness classes for Older Adults)*; [www.acphd.org](http://www.acphd.org) ..... 510-618-2050

**EMPLOYMENT PROGRAMS**

- SER-Jobs for Progress, Service, Employment, Redevelopment; *(employment program, low income seniors 55+)*; [www.ser-national.org](http://www.ser-national.org) ..... 510-265-8267

**END-OF-LIFE PLANNING & ARRANGEMENTS**

- Alameda County Bar Association, *(lawyer referral service - \$35 for 30-minute consultation, estate planning, wills & trusts)*; [www.acbanet.org](http://www.acbanet.org) ....  
..... 510-302-2222 Opt. 4
- Alameda County Care Partners, *(advance directive, POLST and additional support for IHSS recipients)*; <http://gettingthemostoutoflife.org/ihss-pilot>  
..... 510-577-3517
- Alameda County Coroner, *(burial/cremation in case of no next of kin or financial means, eligibility determined by application)*; [www.alamedacountysheriff.org](http://www.alamedacountysheriff.org)  
..... 510-268-7300
- Alameda County Long-Term Care Ombudsman Program, *(witnesses Advance Health Care Directives for residents in Skilled Nursing Facilities)*;  
[www.alamedasocialservices.org](http://www.alamedasocialservices.org) ..... 510-638-6878
- Alameda County Public Administrator, *(administers estates of decedents who have no next of kin or executor)*; [www.alamedasocialservices.org](http://www.alamedasocialservices.org)  
..... 510-577-3539 or 510-777-4270
- Bay Area Funeral Consumers' Alliance (BA-FCA, *(consumer education)*); <http://www.ba-fca.org> ..... 650-321-2109

**END-OF-LIFE PLANNING & ARRANGEMENTS *continued***

- California Advocates for Nursing Home Reform - CANHR, (*elder law attorney referral services and information on Medi-Cal estate recovery*); [www.canhr.org](http://www.canhr.org)  
 ..... 800-474-1116 /415-974-5171
- California Department of Consumer Affairs' Cemetery and Funeral Bureau, (*licenses funeral agencies, publishes consumer guide*); [www.cfb.ca.gov](http://www.cfb.ca.gov)  
 ..... 800-952-5210
- Getting the Most Out of Life, Alameda County Hospice Project; (*education and utilization of advance care planning and hospice services*);  
<http://gettingthemostoutoflife.org> ..... 510-667-3099

**ETHNIC / CULTURALLY SPECIFIC PROGRAMS**

- East Bay Korean-American Senior Services Center, <http://eastbaykoreanamericanseniorcenter.org> ..... 510-763-1879
- Ethiopian Community and Cultural Center, [www.ethiopianccc.org](http://www.ethiopianccc.org) ..... 510-268-4770
- Ethnic Elders Care Network, [www.ethnicelderscarenetwork.net](http://www.ethnicelderscarenetwork.net)
- Filipino Advocates for Justice, (*naturalization and immigration assistance*); [www.filipino4justice.org](http://www.filipino4justice.org) ..... 510-465-9876
- International Institute of the Bay Area, Oakland; (*immigration legal services*); [www.iibayarea.org](http://www.iibayarea.org) ..... 510-451-2846
- Jewish Family & Children's Services of the East Bay, Older Adult Services; [www.jfcs-eastbay.org](http://www.jfcs-eastbay.org) ..... 510-558-7800
- Korean Community Center of the East Bay, (*Korean Info Line: 1-844-828-2254*); <http://kcceb.org> ..... 510-547-2662
- Lavender Seniors of the East Bay, (*support services for LGBTQ elders*); [www.lavenderseniors.org](http://www.lavenderseniors.org) ..... 510-736-LGBT (5428)
- Pacific Center for Human Growth, (*peer groups for LGBTQ seniors*); [www.pacificcenter.org](http://www.pacificcenter.org) ..... 510-548-8283

**FINANCIAL ASSISTANCE**

- Alameda County Social Services Agency:
  - Eden Area Multi-Service Center; (*24100 Amador St., Hayward 94544*); <http://alamedasocialservices.org> ..... 510-670-6000
- Alameda County Veterans' Service Office, Oakland; <http://alamedasocialservices.org> ..... 510-577-1926
- Cash Assistance Program Immigrants - CAPI, (*provides benefits for legal non-citizens in financial need that are ineligible for federal Supplemental Security Income - SSI*); <http://alamedasocialservices.org> ..... 800-648-0954/ 510-268-2332
- Social Security Administration, SSI; [www.ssa.gov](http://www.ssa.gov) ..... 800-772-1213

**FOOD & NUTRITION**

- Alameda County Community Food Bank, [www.accfb.org](http://www.accfb.org) ..... 510-635-FOOD (3663)
- CalFresh (California's Food Stamp Program):
  - Eden Area Multi-Service Center; (*24100 Amador St., Hayward 94544*); <http://alamedasocialservices.org> ..... 510-670-6000
- Mercy Brown Bag Program, (*supplemental groceries twice a month to eligible low-income seniors*); <https://mercybrownbag.org/> ..... 510-534-8540 ext. 369

## **FOOD & NUTRITION (Home Delivered Meals)**

SOS Meals on Wheels; [www.sosmow.org](http://www.sosmow.org) ..... 510-460-5855

## **FOOD & NUTRITION (Senior Group Dining)**

Spectrum Community Services; [www.spectrumcs.org](http://www.spectrumcs.org) .....510-881-0300 opt. 5

## **FRIENDLY VISITORS / TELEPHONE REASSURANCE PROGRAMS**

Covia, Well Connected; *(formerly Senior Center Without Walls; group activities and friendly conversation for homebound seniors thru FREE phone conference calls);*

<https://covia.org> ..... 877-797-7299

Covia, Social Call; *(social phone calls for people who are homebound or isolated);* <http://covia.org> ..... 877-797-7299

Crisis Support Services of Alameda County, *(In-home counseling for homebound adults aged 60+);* [www.crisissupport.org](http://www.crisissupport.org) ..... 510-420-2460

Friendly Voices; *(phone buddies for weekly friendly conversations);* <https://friendlyvoices.org> ..... 650-395-8017

Institute on Aging, Friendship Line; *(phone calls that provide emotional support and friendly conversation);* [www.ioaging.org](http://www.ioaging.org) ..... 888-670-1360

Lavender Seniors of the East Bay, *(support services for LGBTQ - Lesbian, Gay, Bi-Sexual, Transgendered and Queer elders);* [www.lavenderseniors.org](http://www.lavenderseniors.org)  
..... 510-736-LGBT (5428)

## **HEALTH INSURANCE PROGRAMS**

Alameda County Social Services Agency, Workforce Benefits Administration:

Medi-Cal Unit; [www.alamedasocialservices.org](http://www.alamedasocialservices.org) ..... 800-698-1118 / 510-777-2300

Medi-Cal Long-Term Care; [www.alamedasocialservices.org](http://www.alamedasocialservices.org) ..... 510-383-8735

Medicare Savings Programs; *(QMB - Qualified Medicare Beneficiary Program, SLMB - Specified Low-Income Medicare Beneficiary, QI - Qualified Individual);* [www.alamedasocialservices.org](http://www.alamedasocialservices.org) ..... 800-698-1118 / 510-777-2300

Covered California, *(affordable healthcare for Californians;)* [www.coveredca.com](http://www.coveredca.com) ..... 800-300-1506

HealthPAC, *(for persons not eligible for Medi-Cal with income at or below 200% Federal Poverty Level);* [www.achealthcare.org](http://www.achealthcare.org) ..... 877-879-9633

HICAP - Health Insurance Counseling and Advocacy Program, [www.lashicap.org](http://www.lashicap.org) ..... 510-832-3040

Medicare, Social Security Administration; [www.ssa.gov](http://www.ssa.gov) ..... 800-633-4227

## **HOME IMPROVEMENT PROGRAMS FOR LOW TO MODERATE INCOME HOUSEHOLDS**

Alameda County Healthy Homes Department, Housing Rehabilitation Program; *(minor home repair grants and rehabilitation grants);* [www.achhd.org](http://www.achhd.org)  
..... 510-567-8280

City of Hayward, Housing Rehabilitation Program; *(Hayward residents only, minor home repairs grants available also available);* [www.hayward-ca.gov](http://www.hayward-ca.gov)  
..... 510-583-4225

Renew Alameda County, Habitat for Humanity; *(affordable home renovation loans-simple 1% interest with payment deferred until the sell of the home);*  
[www.renewac.org](http://www.renewac.org) ..... 510-803-3388

**HOME IMPROVEMENT PROGRAMS FOR LOW TO MODERATE INCOME HOUSEHOLDS *continued***

Spectrum Community Services, Low Income Weatherization Assistance Program; *(federally funded program that provides free energy efficiency improvements in homes of qualified homeowners or renters); [www.spectrumcs.org](http://www.spectrumcs.org) ..... 510-881-0300 opt. 8*

**HOUSING ASSISTANCE PROGRAMS**

Alameda (County) Housing Authority, [www.haca.net](http://www.haca.net) ..... 510-538-8876  
Community Resources for Independent Living – CRIL, *(disabled housing assistance); [www.crilhayward.org](http://www.crilhayward.org) ..... 510-881-5743/ TTY: 510-881-0218*  
ECHO Housing, *(information on fair housing laws, illegal housing discrimination and tenant/landlord services); [www.echofairhousing.org](http://www.echofairhousing.org) ..... 510-581-9380*  
Eden Information & Referral, *(rental housing information and emergency shelter referrals); [www.edenir.org](http://www.edenir.org) ..... 2-1-1/ 888-886-9660*  
HERA - Housing and Economic Rights Advocates, *(mortgage and financial counseling programs); [www.heraca.org](http://www.heraca.org) ..... 510-271-8443*  
NID Housing Counseling Agency, *(HUD-Approved Intermediary, assisting with reverse mortgage education, foreclosure prevention, rental housing and financial management); [www.nidhousing.com](http://www.nidhousing.com) ..... 510-268-9792*

**IN-HOME SERVICES**

Alameda County In-Home Supportive Services- IHSS, *(client information and to apply); [www.alamedasocialservices.org](http://www.alamedasocialservices.org) ..... 510-577-1800*  
Alameda County In-Home Supportive Services- IHSS, *(provider information and to apply); [www.alamedasocialservices.org](http://www.alamedasocialservices.org) ..... 510-577-1877*  
Community Resources for Independent Living - CRIL, *(private pay referrals); [www.crilhayward.org](http://www.crilhayward.org) ..... 510-881-5743/ TTY: 510-881-0218*  
Public Authority for IHSS, *(provider registry list for IHSS clients); [www.ac-pa4ihss.org](http://www.ac-pa4ihss.org) ..... 510-577-1980*  
Public Authority for IHSS, *(provider registry); [www.ac-pa4ihss.org](http://www.ac-pa4ihss.org) ..... 510-577-5694*

**INJURY PREVENTION**

DayBreak Adult Care, [www.daybreakac.org](http://www.daybreakac.org) ..... 510-834-8314  
Institute on Aging , Fall Prevention Program; [www.ioaging.org](http://www.ioaging.org) ..... 415-750-4111  
Senior Injury Prevention Partnership - SIPP, *(fall prevention programs and older driver safety); [www.acphd.org](http://www.acphd.org) ..... 510-618-2050*  
Spectrum Community Services, Fall Prevention Program; *(multiple locations throughout the County, contact for a location); [www.spectrumcs.org](http://www.spectrumcs.org) ..... 510-881-0300 opt. 6*

**LEGAL SERVICES**

Alameda County Bar Association, Lawyer Referral Services; [www.acbanet.org](http://www.acbanet.org) ..... 510-302-2222  
Alameda County Bar Association, Volunteer Legal Services; [www.acbanet.org](http://www.acbanet.org) ..... 510-302-2222  
Bay Area Legal Aid, [www.baylegal.org](http://www.baylegal.org) ..... 800-551-5554  
CANHR - California Advocates for Nursing Home Reform, *(elder law attorney referral services and information on Medi-Cal estate recovery); [www.canhr.org](http://www.canhr.org) ..... 800-474-1116*  
Centro Legal de la Raza, *(low-cost immigration legal services); [www.centrolegal.org](http://www.centrolegal.org) ..... 510-437-1554*

## **LEGAL SERVICES *continued***

East Bay Community Law Center, <i>(for low-income persons needing legal advice/counsel)</i> ; <a href="http://www.ebclc.org">www.ebclc.org</a> .....	510-548-4040
Eviction Defense Center, <i>(provides free and low-cost legal services to Alameda County tenants who are facing eviction)</i> ; <a href="http://www.evictiondefensecenteroakland.org">www.evictiondefensecenteroakland.org</a> .....	510-452-4541
HERA - Housing and Economic Rights Advocates, <i>(low-income and moderate income residents with special focus to vulnerable groups and key issues)</i> ; <a href="http://www.heraca.org">www.heraca.org</a> .....	510-271-8443
International Institute of the Bay Area, <i>(immigration legal services)</i> ; <a href="http://www.iibayarea.org">www.iibayarea.org</a> .....	510-451-2846
Legal Assistance for Seniors, <i>(serves persons aged 60+)</i> ; <a href="http://www.lashicap.org">www.lashicap.org</a> .....	510-832-3040
SEEDS Community Resolution Center, <i>(community mediation services)</i> ; <a href="http://www.seedscrc.org">www.seedscrc.org</a> .....	510-548-2377

## **MEDICAL/DENTAL CLINICS & SERVICES**

Alameda County Dental Society, <i>(Low-cost dental options)</i> ; <a href="http://www.alamedacds.org">www.alamedacds.org</a> .....	510-547-7188
Alameda Health System, Hayward Wellness; <a href="http://www.alamedahealthsystem.org">www.alamedahealthsystem.org</a> .....	510-266-1700
Alameda-Contra Costa Medical Association, <i>(doctor referrals)</i> ; <a href="http://www.accma.org">www.accma.org</a> .....	510-654-5383
Chabot College Dental Hygiene, <a href="http://www.chabotcollege.edu">www.chabotcollege.edu</a> .....	510-723-6900
Davis Street Family Resource Center, Medical / Dental Clinic; <a href="http://www.davisstreet.org">www.davisstreet.org</a> .....	510-347-4620
Denti-Cal, Medi-Cal Dental Program; <i>(information on Medi-Cal dental benefits)</i> ; <a href="http://www.denti-cal.ca.gov">www.denti-cal.ca.gov</a> .....	800-322-6384
Southern Alameda County Dental Society, <i>(referrals)</i> ; <a href="http://www.sacds.org">www.sacds.org</a> .....	510-782-5316
Tiburcio Vasquez Health Center, <a href="http://www.tvhc.org">www.tvhc.org</a> .....	510-471-5907
U.C. Berkeley School of Optometry Eye Clinic, <a href="http://www.cal-eye-care.org">www.cal-eye-care.org</a> .....	510-642-2020
University of Pacific - Dental Care Center, <a href="http://www.dental.pacific.edu">www.dental.pacific.edu</a> .....	510-489-5200

## **MENTAL HEALTH / COUNSELING PROGRAMS**

Alameda County Behavioral Health Care, ACCESS; <i>(Medi-Cal referrals to mental health services in Alameda County)</i> ; <a href="http://www.acbhcs.org">www.acbhcs.org</a> .....	800-491-9099
Asian Community Mental Health Services, <a href="http://www.acmhs.org">www.acmhs.org</a> .....	510-869-6000
Crisis Support Services of Alameda County, <i>(senior in-home counseling, grief counseling, support groups)</i> ; <a href="http://www.crisissupport.org">www.crisissupport.org</a> .....	510-420-2460 / 24-Hour Crisis Line: 800-273-8255
Davis Street Primary Care Clinic, <i>(affordable counseling and mental health services)</i> ; <a href="http://www.davisstreet.org">www.davisstreet.org</a> .....	510-347-4620 ext. 140
Family Education and Resource Center, Oakland, <i>(support for family/caregiver of people with mental illness)</i> ; <a href="http://www.askferc.org">www.askferc.org</a> .....	888-896-3372 / 510-746-1700
Geriatric Assessment & Response Team, <i>(consultation services, short-term case management for Alameda County residents 60+ with serious mental health, alcohol or drug concerns)</i> ; <a href="http://www.acbhcs.org">www.acbhcs.org</a> .....	510-891-5650
Mental Health Association of Alameda County, <a href="http://www.mhaac.org">www.mhaac.org</a> .....	510-835-5010
Pacific Center for Human Growth, <i>(mental health services and peer support groups for LGBTQ folks)</i> ; <a href="http://www.pacificcenter.org">www.pacificcenter.org</a> .....	510-548-8283

**MENTAL HEALTH / COUNSELING PROGRAMS *continued***

Suicide Prevention / Crisis Support, [www.crisissupport.org](http://www.crisissupport.org) ..... 800-273-8255

**NURSING HOME ASSISTANCE / LONG-TERM CARE FACILITIES (useful website: [www.calqualitycare.org](http://www.calqualitycare.org))**

Alameda County Long-Term Care Ombudsman Program, (*licensed care facility resolution & advocacy; list RCFE - Residential Care Facilities for the Elderly and SNF- Skilled Nursing Facilities*); [www.alamedasocialservices.org](http://www.alamedasocialservices.org) ..... 510-638-6878

California Community Transitions, Center for Independent Living, East Bay Innovations; (*assistance for eligible Medi-Cal beneficiaries who are in a state licensed health care facility for 90-days or longer move back into their own home*); [www.eastbayinnovations.org](http://www.eastbayinnovations.org) ..... 510-618-1580

CANHR - California Advocates for Nursing Home Reform, (*advice on nursing home selection; resident's right advocates*); [www.canhr.org](http://www.canhr.org) ..... 800-474-1116 / 415-974-5171

State of California Community Care Licensing, Adult and Senior Care Regional Office; (*Residential Care Facilities for the Elderly – RCFE questions and complaints*); [www.cdss.ca.gov](http://www.cdss.ca.gov) ..... 510-286-4201

State of California Department of Public Health, (*questions or complaints about hospital, skilled nursing facility-SNF or any other healthcare facility*); [www.cdph.ca.gov](http://www.cdph.ca.gov) ..... 866-247-9100

**PUBLIC GUARDIAN’S OFFICE**

Alameda County Public Guardian - Conservator, Probate Conservatorship; (*court-appointed conservatorship*); [www.alamedasocialservices.org](http://www.alamedasocialservices.org) ..... 510-577-3585

Alameda County Public Guardian - Conservator, Mental Health (LPS) Conservatorship; (*referrals are made by mental health professionals from an approved locked acute psychiatric facility*); [www.alamedasocialservices.org](http://www.alamedasocialservices.org) ..... 510-577-7045

**SENIOR CENTERS (also see *Ethnic /Culturally Specific Senior Programs*)**

Castro Valley, Kenneth C. Aitken Senior & Community Center, (*17800 Redwood Road, Castro Valley, CA 94546*); [www.haywardrec.org](http://www.haywardrec.org) ..... 510-881-6738

Hayward, Hayward Area Senior Center, (*22325 North Third Street, Hayward, CA 94546*); [www.haywardrec.org](http://www.haywardrec.org) ..... 510-881-6766

San Leandro, Korean Community Center of the East Bay, (*101 Callan Avenue, #400, San Leandro, CA 94577*); [www.kcceb.org](http://www.kcceb.org) ..... English: 510-547-2662 / Korean: 510-547-3258

San Leandro, San Leandro Senior Community Center, (*13909 East 14th Street, San Leandro, CA 94578*); [www.sanleandro.org](http://www.sanleandro.org) ..... 510-577-7990

Well Connected, *formerly Senior Center Without Walls*; (*group activities and friendly conversation for homebound seniors through FREE phone conference calls*); [www.covia.org](http://www.covia.org) ..... 877-797-7299

**TRANSPORTATION PROGRAMS & SERVICES**

5-1-1.org, (*travel information for the Bay Area*); [www.511.org](http://www.511.org) ..... 5-1-1

AC Transit, (*senior and disabled discounted passes*); [www.actransit.org](http://www.actransit.org) ..... 510-891-4777

American Cancer Society, Road to Recovery; (*provides transportation to and from treatments for cancer patients*); [www.cancer.org](http://www.cancer.org) ..... 800-227-2345



**TRANSPORTATION PROGRAMS & SERVICES *continued***

BART, ( <i>senior and disabled discounted passes</i> ); <a href="http://www.bart.gov">www.bart.gov</a> .....	510-464-7134
DMV Parking Placard for Disabled Drivers, <a href="http://www.dmv.ca.gov">www.dmv.ca.gov</a> .....	800-777-0133
Drivers for Survivors, ( <i>free transportation and supportive companionship for cancer patients</i> ); <a href="http://www.driversforsurvivors.org">www.driversforsurvivors.org</a> .....	510-579-0535
East Bay Paratransit Service - EBPT, ( <i>transportation for those that meet the Americans with Disabilities Act - ADA criteria</i> ); <a href="http://www.eastbayparatransit.org">www.eastbayparatransit.org</a> .....	800-555-8085
Taxi and City Transportation Programs:	
Hayward; ( <i>taxi program and door-to-door service, also serves Castro Valley residents</i> ); <a href="http://www.haywardca.gov">www.haywardca.gov</a> .....	510-583-4230
San Leandro; ( <i>taxi program and FLEX Shuttle</i> ); <a href="http://www.sanleandro.org">www.sanleandro.org</a> .....	510-577-7985
Travel Training:	
Community Resources for Independent Living (CRIL) and City of Hayward; ( <i>individual and group training for people with disabilities and seniors</i> ); <a href="http://www.crilhayward.org">www.crilhayward.org</a> .....	510-881-5743 ext. 5938
Lighthouse for the Blind; ( <i>individual and group training for people with disabilities and seniors with visual impairments</i> ); <a href="http://www.lighthouse-sf.org">www.lighthouse-sf.org</a> .....	415-694-7357
Through the Looking Glass; ( <i>training for families with disability issues in Alameda County</i> ); <a href="http://www.lookingglass.org">www.lookingglass.org</a> .....	510-848-1112 ext. 8156
United Seniors of Oakland and Alameda County (USOAC); ( <i>group training for seniors aged 55+ and people with disabilities</i> ); <a href="http://www.usoac.org">www.usoac.org</a> .....	510-729-0851
VIP Rides, LIFE ElderCare; ( <i>assisted rides for seniors and people with disabilities</i> ); <a href="http://www.lifeeldercare.org">www.lifeeldercare.org</a> .....	510-856-9010

**UTILITIES ASSISTANCE**

California LifeLine Program, ( <i>provides discounts on home phone and cell phone services</i> ); <a href="http://www.cpuc.ca.gov/lifeline">www.cpuc.ca.gov/lifeline</a> .....	866-272-0349
California Telephone Access Program - CTAP, ( <i>accessible phone products/services</i> ); <a href="http://www.californiaphones.org">www.californiaphones.org</a> .....	800-806-1191 / TTY: 800-806-4474
EBMUD - East Bay Municipal Utility District, Customer Assistance Program; ( <i>discount program for low-income customers</i> ); <a href="http://www.ebmud.com">www.ebmud.com</a> .....	866-403-2683
Heat Energy Assistance Program (HEAP) & Weatherization Program, Spectrum Community Services; ( <i>energy assistance for low-income households; attic insulation, weather-stripping, and related conservation measures</i> ); <a href="http://www.spectrumcs.org">www.spectrumcs.org</a> .....	510-881-0300
PG&E - Pacific Gas & Electric; <a href="http://www.pge.com">www.pge.com</a> :	
CARE - California Alternative Rates for Energy Program; ( <i>discount on gas/electric bills for qualified low-income households</i> ); .	866-743-2273
Energy Savings Assistance Program; ( <i>weatherization, energy-efficient appliances for qualified low-income households</i> ); .....	800-933-9555
Medical Baseline Program; ( <i>energy at the lowest, baseline price for residential customers with qualifying medical conditions</i> ); ....	800-743-5000
Relief for Energy Assistance through Community Help -REACH; ( <i>one-time energy assistance administered through Salvation Army</i> ); .....	822-933-9677

**VETERANS SERVICES**

Alameda County Veterans' Service Office, [www.alamedasocialservices.org](http://www.alamedasocialservices.org) ..... 510-577-1926  
U.S. Department of Veteran's Affairs, [www.va.gov](http://www.va.gov) ..... 800-827-1000

**VOLUNTEER OPPORTUNITIES**

Alameda County Long-Term Care Ombudsman Program, (*volunteer advocates for persons in long-term care facilities*); [www.alamedasocialservices.org](http://www.alamedasocialservices.org)  
..... 510-638-6878  
Pacific Center for Human Growth, (*volunteer opportunities available, outreach, front desk and/or skill based teams*); [www.pacificcenter.org](http://www.pacificcenter.org) .....  
..... 510-548-8283 ext. 221  
Stagebridge, (*senior actors and storytellers*); <http://stagebridge.org> ..... 510-444-4755  
Volunteer Match, (*volunteers are matched with organizations with need for volunteers*); [www.volunteermatch.org](http://www.volunteermatch.org) ..... 415-241-6868

## **IMPORTANT NUMBERS**

AARP Driver Safety Program, <i>(online and classroom courses available)</i> ; <a href="http://www.aarp.org">www.aarp.org</a> .....	800-350-7025
Alameda County Area Agency on Aging, Senior Information & Assistance; <i>(provides information on senior resources within Alameda County)</i> ; <a href="http://seniorinfo.acgov.org">http://seniorinfo.acgov.org</a> .....	800-510-2020 /510-577-3530
Alameda County Library Foundation, Older Adults Programs; <i>(Homeward Bound, Library Computer Training, and more)</i> ; <a href="http://www.aclf2.org">www.aclf2.org</a> .....	510-505-7077
Alameda County In-Home Supportive Services- IHSS, <i>(client information and to apply)</i> ; <a href="http://www.alamedasocialservices.org">www.alamedasocialservices.org</a> .....	510-577-1800
Alameda County In-Home Supportive Services- IHSS, <i>(provider information and to apply)</i> ; <a href="http://www.alamedasocialservices.org">www.alamedasocialservices.org</a> .....	510-577-1877
Alameda County Social Services Agency, Eden Area Multi-Service Center; <i>(24100 Amador St., Hayward 94544)</i> ; <a href="http://alamedasocialservices.org">http://alamedasocialservices.org</a> .....	510-670-6000
Contra Costa County, Senior Information & Assistance; <a href="http://ehsd.org">http://ehsd.org</a> .....	925-229-8434
Eden Information & Referral, <a href="http://www.edenir.org">www.edenir.org</a> .....	2-1-1 / 888-886-9660
Eldercare Locator, <i>(information services outside Alameda County/California)</i> ; <a href="http://eldercare.acl.gov">http://eldercare.acl.gov</a> .....	800-677-1116
Immigration Questions, International Institute of the East Bay; <a href="http://iibayarea.org">http://iibayarea.org</a> .....	510-451-2846
Public Authority for In-Home Supportive Services, Registry Information Line - Provider Application and Orientation; <a href="http://www.ac-pa4ihss.org">www.ac-pa4ihss.org</a> .....	510-577-5694
Public Authority for In-Home Supportive Services, IHSS Registry Referral - Clients to find a Provider; <a href="http://www.ac-pa4ihss.org">www.ac-pa4ihss.org</a> .....	510-577-1980
Senior Injury Prevention Program - SIPP, <i>(fall prevention programs)</i> ; <a href="http://www.acphd.org">www.acphd.org</a> .....	510-618-2050
Social Security Administration / SSI, <a href="http://www.ssa.gov">www.ssa.gov</a> .....	800-772-1213
Tax Assistance, AARP Tax-Aide Program; <i>(free filing assistance)</i> ; <a href="http://www.aarp.org">www.aarp.org</a> .....	888-687-2277
Tax Assistance, Internal Revenue Service (IRS); <i>(general information)</i> ; <a href="http://www.irs.gov">www.irs.gov</a> .....	510-907-5000
Tax Assistance, Volunteer Income Tax Assistance / Tax Counseling for the Elderly; <a href="http://www.irs.gov">www.irs.gov</a> .....	800-906-9887

### **Other guides available from the Area Agency on Aging by request:**

- Senior Housing Guide • Retirement Residences & Continuing Care Retirement Communities • Emergency Response Programs • Fall Prevention
- Food & Nutrition Resources Guide • Home Health Care, Home Care & Hospice Agencies • Placement Agencies • SSI/CAPI

**Please Note:** While every effort is made to keep this information current, the Alameda County Area Agency on Aging assumes no responsibility for errors or omissions in compiling this information.

**Alameda County Area Agency on Aging, Senior Information & Assistance Program 510-577-3530 /800-510-2020**