

# SENIOR RESOURCE GUIDE

Non-Profit and Public Agencies Serving

## EAST ALAMEDA COUNTY – Dublin • Livermore • Pleasanton • Sunol

Alameda County Area Agency on Aging

6955 Foothill Blvd, 3<sup>rd</sup> Floor, Oakland, CA 94605; 1-800-510-2020 / 510-577-3530; <http://alamedasocialservices.org>

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

Alzheimer's Services of the East Bay, Hayward; <a href="http://aseb.org">http://aseb.org</a> .....	510-888-1411
DayBreak Adult Care Centers, <i>formerly Adult Day Services Network</i> (personalized referrals & community education); <a href="http://daybreakcenters.org">http://daybreakcenters.org</a> .....	510-834-8314

### ALCOHOLISM & DRUG ABUSE PREVENTION PROGRAMS

Alameda County Health Care ACCESS ( <i>referrals to substance abuse services in Alameda County</i> ); <a href="http://www.acbhcs.org">www.acbhcs.org</a> .....	800-491-9099
Alcoholics Anonymous Central Office, Oakland; <a href="http://eastbayaa.org">http://eastbayaa.org</a> .....	510-839-8900
Senior Support Program of the Tri-Valley; <a href="http://www.ssptv.org">www.ssptv.org</a> .....	925-931-5379

### ALZHEIMER'S SERVICES

Alzheimer's Association Helpline ( <i>24-hour</i> ); <a href="http://www.alz.org">www.alz.org</a> .....	800-272-3900
Alzheimer's Services of the East Bay, Hayward; <a href="http://aseb.org">http://aseb.org</a> .....	510-888-1411
Ethnic Elders Care ( <i>website focuses on ethnic elders with Alzheimer's and related disorders</i> ); <a href="http://www.ethnicelderscare.net">www.ethnicelderscare.net</a> .....	
Family Caregiver Alliance ( <i>limited respite maybe available for unpaid caregivers</i> ); <a href="http://www.caregiver.org">www.caregiver.org</a> .....	800-445-8106
Senior Support Program of the Tri-Valley; <a href="http://www.ssptv.org">www.ssptv.org</a> .....	925-931-5379
U.C. Davis Alzheimer's Disease Center ( <i>Richmond &amp; Sacramento sites</i> ); <a href="http://www.ucdmc.ucdavis.edu/alzheimers">www.ucdmc.ucdavis.edu/alzheimers</a> .....	530-752-8797

### CAREGIVER SUPPORT PROGRAMS

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

Alzheimer's Association of Northern California; <a href="http://www.alznorcal.org">www.alznorcal.org</a> .....	800-272-3900
DayBreak Adult Care Centers, <i>formerly Adult Day Services Network</i> ; <a href="http://daybreakcenters.org">http://daybreakcenters.org</a> .....	510-834-8314
Family Caregiver Alliance ( <i>assistance for families caring providing long-term care for loved ones</i> ); <a href="http://www.caregiver.org">www.caregiver.org</a> .....	800-445-8106
Family Education and Resource Center ( <i>support for family/caregivers of people with mental illness</i> ); <a href="http://www.askferc.org">www.askferc.org</a> .....	510-746-1700
Lincoln Child Center Kinship Support Services Program ( <i>grandparent &amp; relative caregivers or children</i> ); <a href="http://lincolnchildcenter.org/kinship-services">http://lincolnchildcenter.org/kinship-services</a> .....	510-583-8060
Senior Support Program of the Tri-Valley ( <i>caregiver support</i> ); <a href="http://www.ssptv.org">www.ssptv.org</a> .....	925-931-5379

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

Senior Support Program of the Tri-Valley; [www.ssptv.org](http://www.ssptv.org) ..... 925-931-5379

**DISABLED ADULT 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; [www.diabetes.org](http://www.diabetes.org) ..... 510-654-4499
- American Heart Association / American Stroke Association; [www.heart.org](http://www.heart.org) and [www.strokeassociation.org](http://www.strokeassociation.org) ..... 510-903-4050
- Americans with Disabilities Act (ADA), Pacific ADA Center; [www.adapacific.org](http://www.adapacific.org) ..... 800-949-4232
- Aphasia Center of California (*services for persons who have had strokes*); <http://aphasiacenter.net> ..... 510-336-0112
- Arthritis Foundation; [www.arthritis.org](http://www.arthritis.org) ..... 415-356-1230
- Braille & Talking Book Library; [www.library.ca.gov/services/btbl.html](http://www.library.ca.gov/services/btbl.html) ..... 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 (*Tri-Valley Satellite Office*); <http://crilhayward.org> ..... 925-371-1531
- DCARA - Deaf Counseling Advocacy and Referral Agency; [www.dcara.org](http://www.dcara.org) ..... 510-343-6670/ TTY: 877-322-7288
- Disability Rights California; [www.disabilityrightsca.org](http://www.disabilityrightsca.org) ..... 510-267-1200/ TTY: 800-719-5798
- Hearing and Speech Center of Northern California (*testing and product info*), San Francisco; [www.hearingspeech.org](http://www.hearingspeech.org) ..... 415-921-7658
- Lighthouse for the Blind (*consumer products*), Berkeley; <http://lighthouse-sf.org> ..... 510-845-8700/ TTY: 510-845-8703
- Lions Center for the Blind (*free services for the Blind and low vision seniors*); [www.lbcenter.org](http://www.lbcenter.org) ..... 510-450-1580
- Multiple Sclerosis (MS) Friends Support Line (*multiple sclerosis peer phone helpline*) ..... 866-673-7436
- National Multiple Sclerosis Society; [www.nationalmssociety.org](http://www.nationalmssociety.org) ..... 800-344-4867
- Parkinson's Institute; [www.thepi.org](http://www.thepi.org) ..... 800-655-2273
- Regional Center of the East Bay (*services to individuals with developmental disabilities*); [www.rceb.org](http://www.rceb.org) ..... 510-618-6100
- Wheelchair Breakdown Service (*emergency wheelchair transportation and breakdown assistance*) ..... 877-509-4335
- Women's Cancer Resource Center, Oakland; [www.wcrc.org](http://www.wcrc.org) ..... 510-420-7900

**EDUCATION (also see Senior Centers)**

- Dublin Adult School; [www.dublinusd.org](http://www.dublinusd.org) ..... 925-829-4322 x7921
- Livermore Adult Community Education, <http://livermoreadulted.schoolloop.com> ..... 925-606-4722
- U.C. Berkeley - Osher Lifelong Learning Institute – OLLI; <http://olli.berkeley.edu> ..... 510-642-9934

## **ELDER ABUSE PREVENTION**

Alameda County Adult Protection Services; <a href="http://alamedasocialservices.org">http://alamedasocialservices.org</a> .....	866-225-5277
District Attorney - Consumer & Environmental Protection Unit; <a href="http://www.alcoda.org">www.alcoda.org</a> .....	510-383-8600
District Attorney - Elder Protection Unit ( <i>located in Family Justice Center</i> ); <a href="http://www.alcoda.org">www.alcoda.org</a> .....	510-267-8800
District Attorney - Victim/Witness Assistance Division; <a href="http://www.alcoda.org">www.alcoda.org</a> .....	510-272-6180
Legal Assistance for Seniors ( <i>services for persons 60 and older</i> ); <a href="http://www.lashicap.org">www.lashicap.org</a> .....	510-832-3040

## **EMERGENCY PREPAREDNESS PROGRAMS**

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

American Red Cross ( <i>Preparedness training for groups</i> ); <a href="http://www.redcrossbayarea.org">www.redcrossbayarea.org</a> .....	510-595-4400
CARD - Collaborating Agencies Responding to Disasters ( <i>preparedness training for non-profit/community agencies</i> ); <a href="http://cardcanhelp.org">http://cardcanhelp.org</a> ..	510-451-3140
Senior Injury Prevention Partnership ( <i>discussion groups for older adults</i> ); <a href="http://www.acphd.org">www.acphd.org</a> .....	510-618-2050

## **EMPLOYMENT PROGRAMS**

ASSETS Senior Employment Program ( <i>Alameda County residents 55 and older</i> ) .....	510-238-3535
East Bay Works One-Stop Business and Career Centers, Pleasanton; <a href="http://www.eastbayworks.com/alamedacounty">www.eastbayworks.com/alamedacounty</a> .....	925-485-5262
SCORE - Service Corps of Retired Employees ( <i>provides free business counseling</i> ); <a href="http://eastbay.score.org">http://eastbay.score.org</a> .....	510-273-6611
SER - Jobs for Progress, Inc. ( <i>Service, Employment, Redevelopment</i> ), Hayward; <a href="http://www.ser-national.org">www.ser-national.org</a> .....	510-265-8267

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

***(Note: Hospice agencies provide support and care services for people facing terminal illness. Contact Senior Information for a list of local hospice agencies.)***

Alameda County Bar Association ( <i>lawyer referral service-\$35 for 30 minute consultation - pertaining to estate planning, wills and trust</i> ); <a href="http://www.acbanet.org">www.acbanet.org</a> .....	510-302-2222
Alameda County Coroner ( <i>indigent burial/cremation in case of no next of kin or financial means-eligibility determined by application</i> ); <a href="http://www.acbanet.org">www.acbanet.org</a> .....	510-268-7300
Alameda County Public Administrator ( <i>administers estates of decedents who have no next of kin or executor</i> ); <a href="http://alamedasocialservices.org">http://alamedasocialservices.org</a>	510-577-1906
California Advocates for Nursing Home Reform ( <i>elder law attorney referral services and information on Medi-Cal estate recovery</i> ); <a href="http://www.canhr.org">www.canhr.org</a> .....	415-974-5171/ 800-474-1116
California Department of Consumer Affairs' Cemetery and Funeral Bureau ( <i>licenses funeral agencies, publishes consumer guide</i> ); <a href="http://www.cfb.ca.gov">www.cfb.ca.gov</a> .....	800-952-5210
Crisis Support Services of Alameda County ( <i>grief counseling, grief support group for seniors</i> ); <a href="http://www.crisissupport.org">www.crisissupport.org</a> .....	510-420-2475
Funeral Consumers Alliance ( <i>consumer education</i> ) .....	<a href="http://www.funerals.org">www.funerals.org</a>
Legal Assistance for Seniors ( <i>provides workshop on advance health care directive</i> ); <a href="http://www.lashicap.org">www.lashicap.org</a> .....	800-393-0363

**ETHNIC / CULTURALLY SPECIFIC PROGRAMS**

Catholic Charities of the East Bay, Oakland (*Immigration and Naturalization Service, Refugee Resettlement Program, Southeast Asian Senior Services*) [www.cceb.org](http://www.cceb.org)  
..... 510-768-3100  
Ethnic Elders Care (*website focuses on ethnic elders with Alzheimer's and related disorders*) ..... [www.ethnicelderscare.net](http://www.ethnicelderscare.net)  
International Institute of the Bay Area (*immigration legal services*), Oakland; [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  
Lavender Seniors (*support services for LGBT - lesbian/gay/bisexual/transgendered elders*); [www.lavenderseniors.org](http://www.lavenderseniors.org) ..... 510-574-2073

**FINANCIAL ASSISTANCE**

*(Useful websites: [www.benefitscheckup.org](http://www.benefitscheckup.org) & [www.govbenefits.gov](http://www.govbenefits.gov))*

Alameda County Social Services Agency:

Livermore Outstation (3311 Pacific Ave., Livermore, 94550); [www.alamedasocialservices.org](http://www.alamedasocialservices.org) ..... 925-455-0747

Alameda County Veterans Services; [www.alamedasocialservices.org](http://www.alamedasocialservices.org):

Fremont Office ..... 510-795-2686

Oakland (Main) Office ..... 510-577-1926

CANHR - California Advocates for Nursing Home Reform (*estate planning for long term care*); [www.canhr.org](http://www.canhr.org) ..... 415-974-5171/ 800-474-1116

CAPPI - Cash Assistance Program for Immigrants; [www.alamedasocialservices.org](http://www.alamedasocialservices.org) ..... 510-268-2332/ 800-648-0954

ECHO Housing (*Rental Assistance Program for residence of Alameda County; Intake Wednesdays 9am*); [www.echofairhousing.org](http://www.echofairhousing.org) ..... 855-ASK-ECHO

Social Security / 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) ..... 510-635-3663/ 800-870-3663

CalFresh (California's Food Stamp Program), Livermore Outstation (3311 Pacific Ave, Livermore, 94550); [www.alamedasocialservices.org](http://www.alamedasocialservices.org) 925-455-0747

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

Mercy Brown Bag Program (*supplemental groceries twice month to eligible low-income seniors*); <http://mercyretirementcenter.org> ..... 510-534-8540 x369

Spectrum Community Services:

Dublin, Pleasanton, Sunol; [www.spectrumcs.org](http://www.spectrumcs.org) ..... 925-931-5385

Livermore; [www.spectrumcs.org](http://www.spectrumcs.org) ..... 925-373-5764

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

Open Heart Kitchen (*senior community dining; call for a complete list of sites*); [www.openheartkitchen.org](http://www.openheartkitchen.org) ..... 925-580-6793

Open Heart Kitchen, Dublin Senior Center; [www.openheartkitchen.org](http://www.openheartkitchen.org) ..... 925-556-4511

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

- Open Heart Kitchen, Livermore Senior Service Center; [www.openheartkitchen.org](http://www.openheartkitchen.org) ..... 925-373-5764  
Open Heart Kitchen, Pleasanton Senior Center; [www.openheartkitchen.org](http://www.openheartkitchen.org) ..... 925-931-5365

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

- Are You OK?, Pleasanton Police Department (*PPD will call senior residents for health/safety check-up*); <http://www.cityofpleasantonca.gov/> ..... 925-931-5100  
Lavender Seniors (*support services for LGBT - lesbian/gay/bisexual/transgendered elders*); [www.lavenderseniors.org](http://www.lavenderseniors.org) ..... 510-574-2073  
Senior Center Without Walls (*group activities and friendly conversation for homebound seniors thru FREE phone conference calls*);  
<http://seniorcenterwithoutwalls.org> ..... 877-797-7299  
Senior Support Program of the Tri-Valley; [www.ssptv.org](http://www.ssptv.org) ..... 925-931-5379  
Tele-Care, Alta-Bates Medical Center (*daily phone calls to people who are homebound or isolated*); [www.altabatessummit.org](http://www.altabatessummit.org) ..... 510- 204-4487

### **HEALTH INSURANCE PROGRAMS**

***(Useful websites: [www.cahealthadvocates.org](http://www.cahealthadvocates.org), [www.coverageforall.org](http://www.coverageforall.org))***

- Alameda County Adult, Aging and Medi-Cal Services Department; [www.alamedasocialservices.org](http://www.alamedasocialservices.org):  
Medi-Cal Long Term Care (*new applicants contact County Medi-Cal Center, see Medi-Cal below*) ..... 510-777-2300/ 800-698-1118  
Medi-Cal Long Term Care (*ongoing cases only*) ..... 510-577-1900  
Medicare Savings Programs (*QMB - Qualified Medicare Beneficiary Program, SLMB - Specified Low-Income Medicare Beneficiary, QI - Qualified Individual*) ..... 510-577-1900  
Covered California (*affordable health care 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*); <http://ahealthcare.org> .....  
HICAP - Health Insurance Counseling and Advocacy Program; [www.lashicap.org](http://www.lashicap.org) ..... 510-839-0393  
Medi-Cal (Alameda County Social Services Agency):  
Livermore Outstation (3311 Pacific Ave., Livermore, 94550); [www.alamedasocialservices.org](http://www.alamedasocialservices.org) ..... 925-455-0747  
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, Accessibility grants, and Rehabilitation Loans*);  
[www.achhd.org](http://www.achhd.org) ..... 510-670-5399

### **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*); <http://crilhayward.org> ..... 510-881-5743  
ECHO Housing (*information on fair housing laws and illegal housing discrimination*); [www.echofairhousing.org](http://www.echofairhousing.org) ..... 510-496-0496

**HOUSING ASSISTANCE PROGRAMS (continued)**

ECHO Housing ( <i>rental assistance, information on fair housing laws and illegal housing discrimination; tenant/landlord counseling</i> ); <a href="http://www.echofairhousing.org">www.echofairhousing.org</a>	925-449-7340
Eden Information & Referral ( <i>rental housing information and emergency shelter referrals</i> ); <a href="http://www.edenir.org">www.edenir.org</a>	2-1-1 / 888-886-9660
HERA - Housing and Economic Rights Advocates ( <i>mortgage counseling</i> ); <a href="http://www.heraca.org">www.heraca.org</a>	510-271-8443
NID-Housing Counseling Agency ( <i>homeowner/foreclosure counseling</i> ); <a href="http://nidonline.org">http://nidonline.org</a>	877-670-7360
Pleasanton Housing Division ( <i>information about affordable housing and homeownership</i> ); <a href="http://www.cityofpleasantonca.gov">www.cityofpleasantonca.gov</a>	925-931-5007

**IN-HOME SERVICES**

Alameda County In-Home Supportive Services – IHSS:

Intake & Client Information Services; <a href="http://alamedasocialservices.org">http://alamedasocialservices.org</a>	510-577-1800
Payroll; <a href="http://alamedasocialservices.org">http://alamedasocialservices.org</a>	510-577-1877
Community Resources for Independent Living - CRIL ( <i>private pay referrals</i> ); <a href="http://crilhayward.org">http://crilhayward.org</a>	510-881-5743
Public Authority ( <i>IHSS Registry Referral - Clients to find a Provider</i> ); <a href="http://www.ac-pa4ihss.org">www.ac-pa4ihss.org</a>	510-577-3552

**INJURY PREVENTION**

Senior Injury Prevention Partnership ( <i>falls prevention and older driver safety discussion groups</i> ); <a href="http://www.acphd.org">www.acphd.org</a>	510-618-2027
Senior Support Program of the Tri-Valley ( <i>fall risk screening education and referrals, home modifications, physical activity support, medication education</i> ); <a href="http://www.ssptv.org">www.ssptv.org</a>	925-931-5379

**LEGAL SERVICES**

Alameda County Bar Association:

Lawyer Referral Services ( <i>\$35 fee for ½ hr consultation and referral</i> ); <a href="http://www.acbanet.org">www.acbanet.org</a>	510-302-2222
Volunteer Legal Services ( <i>free assistance for low-income persons</i> ); <a href="http://www.acbanet.org">www.acbanet.org</a>	510-302-2222
Bay Area Legal Aid; <a href="http://baylegal.org">http://baylegal.org</a>	800-551-5554
CANHR - California Advocates for Nursing Home Reform ( <i>estate planning for long term care, Lawyer referral service</i> ); <a href="http://www.canhr.org">www.canhr.org</a>	800-474-1116
Centro Legal de la Raza ( <i>low-cost immigration legal services</i> ); <a href="http://centrolegal.org">http://centrolegal.org</a>	510-437-1554
Eastbay 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	510-452-4541
HERA - Housing and Economic Rights Advocates; <a href="http://www.heraca.org">www.heraca.org</a>	510-271-8443
Legal Assistance for Seniors ( <i>serves persons 60 years and older</i> ); <a href="http://www.lashicap.org">www.lashicap.org</a>	800-393-0363
Senior Legal Hotline of Northern California; <a href="http://lsnc.net">http://lsnc.net</a>	800-222-1753

**MEDICAL/DENTAL CLINICS & SERVICES**

Alameda-Contra Costa Medical Association ( <i>doctor referrals</i> ); <a href="http://www.accma.org">www.accma.org</a> .....	510-654-5383
Axis Community Health; <a href="http://www.axishealth.org">www.axishealth.org</a> .....	925-462-1755
Denti-Cal ( <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
ReCARES, formerly Home CARES ( <i>medical equipment recyclers</i> ); <a href="http://www.homecares.org">www.homecares.org</a> .....	510-251-2273
Southern Alameda County Dental Society ( <i>referrals</i> ); <a href="http://www.sacds.org">www.sacds.org</a> .....	510-782-5442
Tiburcio Vasquez Health Center; <a href="http://www.tvhc.org">www.tvhc.org</a> .....	510-471-5880
Tri-City Health Center; <a href="http://www.tri-cityhealth.org">www.tri-cityhealth.org</a> .....	510-770-8040
U.C. Berkeley School of Optometry Eye Center; <a href="http://www.caleyecare.org">www.caleyecare.org</a> .....	510-642-2020
University of the Pacific - Dental Care Center, Union City; <a href="http://dental.pacific.edu">http://dental.pacific.edu</a> .....	510-489-5200

**MENTAL HEALTH / COUNSELING PROGRAMS**

Alameda County Health Care ACCESS ( <i>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, Oakland; <a href="http://www.acmhs.org">www.acmhs.org</a> .....	510-970-9750
Axis Community Health; <a href="http://www.axishealth.org">www.axishealth.org</a> .....	925-462-1755
Geriatric Assessment & Response Team - GART ( <i>consultation services, short-term case management for Alameda County residents 60+ with serious mental health, alcohol or drug concerns</i> ) .....	510-891-5650
LEGENDS at Valley Health System ( <i>short-term, voluntary inpatient program for behavioral health concerns in people 65 and older</i> ); <a href="http://www.valleycare.com">www.valleycare.com</a> .....	925-373-8038/ 800-884-8038
Mental Health Association of Alameda County; <a href="http://mhaac.org">http://mhaac.org</a> :	
Family Caregiver Support .....	510-835-0188
Mental Health Advocates .....	510-835-5532
Patient's Rights Advocates .....	510-835-2505
Senior Support Program of the Tri-Valley ( <i>In-Home Counseling</i> ); <a href="http://www.ssptv.org">www.ssptv.org</a> .....	925-931-5379
Suicide Prevention / Crisis Support ( <i>24-hour support line</i> ); <a href="http://www.crisissupport.org">www.crisissupport.org</a> .....	800-309-2131

**NURSING HOME ASSISTANCE / LONG-TERM CARE FACILITIES**

*(useful websites: [www.calqualitycare.org](http://www.calqualitycare.org) & [www.nursinghomeguide.org](http://www.nursinghomeguide.org))*

California Community Transitions, East Bay Innovations; (eligible Medi-Cal beneficiaries who are in a state licensed health care facility for 90 days or longer move into their own home); <a href="http://www.dhcs.ca.gov">www.dhcs.ca.gov</a> .....	510-618-1580 x49
CANHR - California Advocates for Nursing Home Reform ( <i>advice on nursing home selection; residents' rights advocates</i> ), San Francisco; <a href="http://www.canhr.org">www.canhr.org</a> .....	800-474-1116
Ombudsman - Alameda County Long-Term Care Ombudsman Program ( <i>care facility complaint resolution &amp; advocacy; lists RCFEs, Residential Care Facilities for the Elderly, and SNFs, Skilled Nursing Facilities</i> ); <a href="http://www.alamedasocialservices.org">www.alamedasocialservices.org</a> .....	510-638-6878

**NURSING HOME ASSISTANCE / LONG-TERM CARE FACILITIES (continued)**

State of California Community Care Licensing (*RCFE licensing*); [www.cclcd.ca.gov](http://www.cclcd.ca.gov) ..... 510-622-2602  
State of California Department of Public Health (*SNF & Home Health Care Licensing*); [www.cdph.ca.gov](http://www.cdph.ca.gov) ..... 800-236-9747

**PUBLIC GUARDIAN’S OFFICE**

(*court appointed conservatorships*); [www.alamedasocialservices.org](http://www.alamedasocialservices.org) ..... 510-577-1900

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

Dublin Senior Center (7600 Amador Valley Blvd., Dublin, 94568); [www.dublinseniorcenter.com](http://www.dublinseniorcenter.com) ..... 925-5564511  
Livermore, Senior Service Center; (4444 East Avenue, Livermore, 94550); [www.larpd.org](http://www.larpd.org) ..... 925-373-5760  
Pleasanton Senior Center (5353 Sunol Blvd., Pleasanton, 94566); [www.pleasantonseniorcenter.org](http://www.pleasantonseniorcenter.org) ..... 925-931-5365  
Senior Center Without Walls (*group activities and friendly conversation for homebound seniors thru FREE phone conference calls*);  
<http://seniorcenterwithoutwalls.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) ..... 510-891-4706  
American Cancer Society, Road to Recovery (*transportation program for cancer patients*); [www.cancer.org](http://www.cancer.org) ..... 800-227-2345  
BART (*senior and disabled discount tickets*); [www.bart.gov/tickets](http://www.bart.gov/tickets) ..... 510-464-7136  
DMV Parking Placards for Disabled Drivers, [www.dmv.ca.gov](http://www.dmv.ca.gov) ..... 800-777-0133  
Pleasanton Paratransit (*seniors and disabled adults in the City of Pleasanton and Sunol*); [www.cityofpleasantonca.gov](http://www.cityofpleasantonca.gov) ..... 925-931-5376  
Senior Support Program of the Tri-Valley, Senior Transportation Program (*seniors who need door to door service for medical appointments in the City of Pleasanton, Dublin, Livermore or Sunol*); [www.ssptv.org](http://www.ssptv.org) ..... 925-931-5387  
Travel Training, WHEELS (*training on how to use WHEELS public transportation*); [www.wheelsbus.com](http://www.wheelsbus.com) ..... 925-455-7500  
Wheelchair Breakdown Service (*emergency wheelchair transportation and breakdown assistance*) ..... 877-509-4335  
Wheels Dial-A-Ride (*door-to-door service to eligible disabled riders in Livermore, Dublin, Pleasanton, and the surrounding unincorporated areas*); [www.wheelsbus.com](http://www.wheelsbus.com) ..... 925-455-7500

**UTILITIES ASSISTANCE**

California Lifeline (*telephone service discounts*); [www.cpuc.ca.gov](http://www.cpuc.ca.gov) ..... 866-272-0349  
California Telephone Access Program - CTAP (*accessible phone products/services*); [www.californiaphones.org](http://www.californiaphones.org) ..... 800-806-1191/ TTY: 1-800-806-4474  
California Water Service Company, Low-Income Rate Assistance - LIRA (*offers a service-charge discount to qualifying low-income customers*);  
[www.calwater.com](http://www.calwater.com) ..... 925-447-4900



**UTILITIES ASSISTANCE (continued)**

Heat Energy Assistance Program - HEAP & *Weatherization* (energy assistance for low-income households; attic insulation, weather-stripping, and related conservation measures); [www.spectrumcs.org](http://www.spectrumcs.org) ..... 510-881-0300

PG&E - Pacific Gas & Electric, CARE - California Alternative Rates for Energy; (discount on gas/electric bills for qualified low-income households); [www.pge.com](http://www.pge.com) ..... 866-743-2273

PG&E - Pacific Gas & Electric, Energy Savings Assistance Program (*weatherization, energy-efficient appliances for qualified low-income customers*); [www.pge.com](http://www.pge.com) ..... 800-989-9744

PG&E - Pacific Gas & Electric, Medical Baseline Allowance (*energy at the lowest, baseline, price for residential customers with qualifying medical condition/s*); [www.pge.com](http://www.pge.com) ..... 800-743-5000

PG&E - Pacific Gas & Electric, Relief for Energy Assistance through Community Help - REACH (*one-time energy-assistance administered through the Salvation Army*); [www.pge.com](http://www.pge.com) ..... 800-933-9677

ReachOut Wireless (*discounted cell phone service*); [www.reachoutmobile.com](http://www.reachoutmobile.com) ..... 877-777-1914

**VETERANS SERVICES**

Alameda County Veterans Services (*Fremont Office*); [www.alamedasocialservices.org](http://www.alamedasocialservices.org) ..... 510-795-2686

U.S. Department of Veteran's Affairs; [www.va.gov](http://www.va.gov) ..... 800-827-1000

**VOLUNTEER OPPORTUNITIES**

Alameda County Library Homeward Bound Program (*home delivery of library materials*); [www.aclibrary.org](http://www.aclibrary.org) ..... 510-745-1491

Ombudsman - Alameda County Long-Term Care Ombudsman Program (*volunteer advocates persons in long term care facilities*); [www.alamedasocialservices.org](http://www.alamedasocialservices.org) ..... 510-638-6878

Stagebridge (*senior actors and storytellers*), Oakland; <http://stagebridge.org> ..... 510-444-4755

Volunteer Center of the East Bay; [www.volunteereastbay.org](http://www.volunteereastbay.org) ..... 510-232-0163

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>check website for class nearest you</i> ); <a href="http://www.aarp.org">www.aarp.org</a> .....	800-350-7025
Alameda County Area Agency on Aging, Senior Information & Assistance; <a href="http://www.alamedasocialservices.org">www.alamedasocialservices.org</a> .....	510-577-3530/ 800-510-2020
Alameda County Library, Older Adult Services ( <i>Homeword Bound, Library Computer Training, and more</i> ); <a href="http://www.aclibrary.org">www.aclibrary.org</a> .....	510-745-1491
Alameda County Social Services Agency, Livermore Outstation; (3311 Pacific Avenue, Livermore 94550) .....	925-455-0747
Alameda-Contra Costa County Medical Association ( <i>doctor referrals</i> ); <a href="http://www.accma.org">www.accma.org</a> .....	510-654-5383
Contra Costa County, Senior Information & Assistance; <a href="http://ehsd.org">http://ehsd.org</a> .....	925-229-8434
Eldercare Locator ( <i>information services outside Alameda County/California</i> ); <a href="http://www.eldercare.gov">www.eldercare.gov</a> .....	800-677-1116
Immigration Questions, International Institute of the East Bay; <a href="http://www.iibayarea.org">www.iibayarea.org</a> .....	510-894-3639
Public Authority ( <i>Centralized Registry Information Line - for worker application and orientation</i> ) <a href="http://www.ac-pa4ihss.org">www.ac-pa4ihss.org</a> .....	510-577-5694
Public Authority; <a href="http://www.ac-pa4ihss.org">www.ac-pa4ihss.org</a> :	
IHSS Registry Referral - for IHSS Clients to find a worker .....	510-577-1980
IHSS Worker and Consumer Training .....	510-577-3554
IHSS Worker Health Benefits Hotline .....	510-777-4201
Senior Injury Prevention Partnership (SIPP), <a href="http://www.acphd.org">www.acphd.org</a> .....	510-618-2050
Senior Support Program of the Tri-Valley, <a href="http://www.ssptv.org">www.ssptv.org</a> .....	925-931-5379
Social Security / SSI, <a href="http://www.socialsecurity.gov">www.socialsecurity.gov</a> .....	800-772-1213
Tax Assistance: ( <i>generally from February 1 -April 15 at most senior centers and some library branches</i> ):	
AARP Tax Aide Program ( <i>free filing assistance</i> ); <a href="http://www.aarp.org">www.aarp.org</a> .....	888-687-2277
IRS (general information); <a href="http://www.irs.gov">www.irs.gov</a> .....	800-829-1040
Volunteer Income Tax Assistance / Tax Counseling for the Elderly;.....	<a href="http://www.ftb.ca.gov">www.ftb.ca.gov</a>

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

- Senior Housing Guide • Retirement Residences & Continuing Care Retirement Communities • Emergency Response Programs • Employment Assistance and Resources for Older Adults • Food & Nutrition Resources Guide • Geriatric Care Management & Other Private Services • Home Health Care, Home Care & Hospice Agencies
- Mental Health Agencies • Placement Agencies • Senior Centers • SSI/CAPI • Utilities Assistance

**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 800-510-2020 / 510-577-3530**