

Senior Resource Guide for Central County

Nonprofit and Public Agencies Serving
Castro Valley ● Hayward ● San Leandro ● San Lorenzo

Alameda County Area Agency on Aging
6955 Foothill Boulevard, 3rd Floor, Oakland CA 94605, 1-800-510-2020
<http://alamedasocialservices.org> (Revised 7/2009)

ADULT DAY CARE/RESPITE (useful web site: www.adsnac.org)

Adult Day Services Network of Alameda County (personalized referrals & community education) ...	510-883-0874
Alzheimer's Services of the East Bay Adult Day Health Care, Hayward.....	510-888-1411
Bay Area Community Services Adult Day Care (serves Hayward), Fremont.....	510-656-7742
Center for Elders Independence (PACE—A Program of All-inclusive Care for the Elderly), Oakland..	510-433-1150
LifeLong Medical Care Adult Day Health Care, East Oakland.....	510-563-4390
St. Peter's Community Adult Day Care, San Leandro	510-562-4037

ALCOHOLISM & DRUG ABUSE PREVENTION PROGRAMS

Alameda County Health Care ACCESS (referrals to substance abuse services in Alameda County) ..	1-800-491-9099
Alcoholics Anonymous Central Office, Oakland	510-839-8900
CommPre, a program of Horizon Services, Inc. (Prevention strategies to reduce alcohol and medication misuse among older adults)	510-885-8743

ALZHEIMER'S SERVICES

Alzheimer's Association Helpline	1-800-272-3900
Alzheimer's Services of the East Bay, Berkeley	510-644-8292
Ethnic Elders Care	www.ethnicelderscare.net
Family Caregiver Alliance (caregiver respite), San Francisco.....	1-800-445-8106
U.C. Davis Alzheimer's Disease Center, Martinez.....	1-925-372-2485

CAREGIVER SUPPORT PROGRAMS

Adult Day Services Network of Alameda County.....	510-883-0874
Alzheimer's Association of Northern California.....	1-800-272-3900
Family Caregiver Alliance	1-800-445-8106
Lincoln Child Center Kinship Support Services Program (grandparent & relative caregivers)	510-583-8026
Spectrum Community Services	510-881-0300

CASE MANAGEMENT/COORDINATION OF SERVICES FOR HOMEBOUND ELDERS

Alzheimer's Services of the East Bay, Berkeley	510-644-8292
Bay Area Community Services (BACS).....	510-271-8843
MSSP (Medi-Cal; Hayward only)	510-574-2041

DISABLED ADULTS SERVICES/PROGRAMS

Alameda County Public Health Department Diabetes Program (for County residents with Type 2 Diabetes available to participate in 7 class series)	510-383-5185
American Cancer Society.....	1-800-227-2345
American Diabetes Association.....	510-654-4499

DISABLED ADULTS SERVICES/PROGRAMS (continued)

American Heart Association / American Stroke Association.....	510-904-4000
Americans with Disabilities Act (ADA), General Information.....	1-800-949-4232
Aphasia Center of California (services for persons who have had strokes).....	510-336-0112
Arthritis Foundation.....	1-800-464-6240
Braille & Talking Book Library.....	1-800-952-5666
California Telephone Access Program (CTAP) (accessible phone products/services).....	1-800-806-1191
.....	TTY 1-800-806-4474
Community Resources for Independent Living (CRIL).....	510-881-5743
DCARA (Deaf Counseling, Advocacy and Referral Agency).....	1-866-680-0515
.....	TTY 1-877-322-7288
Hearing and Speech Center of Northern California, San Francisco.....	1-415-921-7658
Lighthouse for the Blind (consumer products), San Francisco.....	1-415-431-1481
Lions Center for the Blind, Oakland.....	510-450-1580
National Multiple Sclerosis Society.....	1-800-344-4867
Parkinson's Institute.....	1-800-786-2958
Protection & Advocacy, Inc. (disability rights advocacy).....	510-267-1200
.....	TTY 1-800-649-0154
Wheelchair Breakdown Service (emergency wheelchair transportation and breakdown assistance).....	1-877-509-4335
Women's Cancer Resource Center, Oakland.....	510-420-7900

EDUCATION (See also *Senior Centers*)

(Note: Adult Schools may also offer classes for home care providers)

Castro Valley Adult School.....	510-886-1000
Hayward Adult School.....	510-293-8595
San Leandro Adult School.....	510-618-4420
San Lorenzo Adult School.....	510-317-4200
U.C. Berkeley (Osher Lifelong Learning Institute - OLLI).....	510-642-9934

ELDER ABUSE PREVENTION PROGRAMS

Alameda County Adult Protective Services, Oakland.....	1-866-225-5277
District Attorney Consumer and Environmental Protection Division – Elder Abuse Unit.....	510-569-9281
District Attorney Victim/Witness Assistance Division.....	510-272-6180
Legal Assistance for Seniors (services for persons 60 and older), Oakland.....	1-800-393-0363

EMERGENCY PREPAREDNESS PROGRAMS

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

American Red Cross (preparedness training for groups).....	510-595-4459
CARD (Collaborating Agencies Responding to Disasters) (preparedness training for nonprofit/community agencies).....	510-451-3140
Senior Injury Prevention Partnership (discussion groups for older adults).....	510-577-3535

EMPLOYMENT PROGRAMS

ASSETS Senior Employment Program (for persons 55 and older).....	510-238-3535
Eastbay Works One-Stop Business and Career Centers: Eden Area (24100 Amador St., Hayward, 94544).....	510-670-5700

EMPLOYMENT PROGRAMS (continued)

Forty Plus of Northern California (for 40+ professionals, executives in transition; program fee)	510-568-7587
SCORE—Service Corps of Retired Employees (provides free business counseling)	510-273-6611
Self-Help for the Elderly – Senior Community Service Employment Program (SCSEP)	510-265-8267

ETHNIC / CULTURALLY SPECIFIC SENIOR PROGRAMS

Catholic Charities of the East Bay, Oakland (Immigration and Naturalization Services, Refugee Resettlement Program, Southeast Asian Senior Services)	510-768-3100
Ethnic Elders Care	www.ethnicelderscare.net
International Institute of the East Bay (immigration legal services).....	510-451-2846
Jewish Family & Children’s Services of the East Bay – Older Adult Services.....	510-558-7800
Lavender Seniors (support services for LGBT—lesbian/gay/bisexual/transgendered—elders)	510-667-9655

FINANCIAL ASSISTANCE (useful websites: www.benefitscheckup.org & www.govbenefits.gov)

Alameda County Social Services Agency: Eden Area Multi-Service Center (24100 Amador St., Hayward, 94544).....	510-670-6000
CANHR (California Advocates for Nursing Home Reform), San Francisco (estate planning for long term care).....	1-415-974-5171, 1-800-474-1116
CAPI (Cash Assistance Program for Immigrants).....	510-268-2332, 1-800-648-0954
ECHO Housing (rental assistance; Hayward & San Leandro only).....	510-581-9380
Social Security / SSI	1-800-772-1213
Veterans Assistance Benefits Counseling (Adult & Aging Services).....	510-577-3547

FOOD AND NUTRITION

Home Delivered Meals

S.O.S. Meals on Wheels	510-582-1264
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Senior Group Dining (congregate meals)

Hayward Senior Center (Tuesday & Thursday: meals prepared on site).....	510-881-6766
K.C. Aitken Senior Center (Monday & Wednesday: meals prepared on site)	510-881-6738
Spectrum Community Services (senior community dining; call for list of sites).....	510-881-0300
Alameda County Community Food Bank	510-635-3663, 1-800-870-3663
Brown Bag Program.....	510-534-8540
Food Stamps	510-670-6000

FRIENDLY VISITORS/TELEPHONE REASSURANCE PROGRAMS

Lavender Seniors (support services for LGBT—lesbian/gay/bisexual/transgendered—elders)	510-667-9655
Senior Center Without Walls (group activities for homebound seniors thru FREE phone conference calls) ...	1-877-797-7299
Senior Services Foundation Friendly Visitor Program	510-347-4620, ext. 180
Tele-Care (daily phone calls to people who are homebound or isolated), Alta Bates Medical Center ...	510-204-4487

HEALTH INSURANCE PROGRAMS (useful website : www.cahealthadvocates.org)

HICAP (Health Insurance Counseling and Advocacy Program)	510-839-0393
Medi-Cal (Alameda County Social Services Agency): Eden Area Multi-Service Center (24100 Amador St., Hayward, 94544).....	510-670-6000
.....	1-800-698-1118
Medicare.....	1-800-633-4227

HEALTH INSURANCE PROGRAMS (continued) (useful website : www.cahealthadvocates.org)

Alameda County Adult and Aging Services Department:

Medi-Cal Long Term Care (new applicants contact County Medi-Cal Center)	510-777-2300, 1-800-698-1118
Medi-Cal Long Term Care (ongoing cases only)	510-577-1900
Medicare Savings Programs (QMB, SLMB, QI-1).....	510-577-1900
(QMB—Qualified Medicare Beneficiary Program, SLMB—Specified Low-Income Medicare Beneficiary, QI—Qualified Individual)	
Uninsured Help Line	1-800-234-1317

HOME IMPROVEMENT PROGRAMS FOR LOW TO MODERATE INCOME HOUSEHOLDS

Alameda County Housing & Community Development	510-670-5398
City of Hayward Housing Conservation Program (Hayward residents only, minor repairs also)	510-583-4225
City of San Leandro	510-577-6008

HOSPICE PROGRAMS

Crisis Support Services of Alameda County (Grief Counseling Project)	1-800-260-0094
Kaiser Hayward Hospice (and bereavement services)	510-675-5777
Pathways Hospice (and grief counseling), Oakland.....	510-632-4390
Sutter VNA & Hospice (and grief support), Emeryville	1-800-698-1273
VITAS Innovative Hospice Care of the East Bay (bereavement and grief support).....	1-866-548-4827

HOUSING ASSISTANCE PROGRAMS

Housing Authorities:

Alameda (County) – Housing Authority of the County of Alameda.....	510-538-8876
ACORN (foreclosure counseling)	510-434-3110
Community Resources for Independent Living (CRIL) (disabled housing assistance)	510-881-5743
ECHO Housing (home seeking, rental assistance, tenant/landlord counseling)	510-581-9380
ECHO Housing (reverse mortgage counseling)	510-271-7931
Eden Information & Referral (rental housing information and emergency shelter referrals)	2-1-1
HERA—Housing and Economic Rights Advocates (mortgage counseling).....	510-271-8443
San Leandro Housing Services Division (information about affordable housing in San Leandro)	510-577-6004

IN-HOME SERVICES

Alameda County In-Home Supportive Services (IHSS Intake & Client Information Services)	510-577-1800
Community Resources for Independent Living (CRIL) – Public Authority Registry (IHSS & private pay referrals).....	510-881-5743
.....	TTY – 510-881-0218
Rapid Response (emergency worker replacement for IHSS consumers)	510-357-4222

INJURY PREVENTION

Bay Area Community Services (home modification program).....	510-271-8843
CommPre, a program of Horizon Services, Inc. (Prevention strategies to reduce alcohol and medication misuse among older adults)	510-885-8743
Spectrum Community Services (exercise and medication management programs)	510-881-0300
Senior Injury Prevention Partnership (falls prevention and older driver safety discussion groups)	510-577-3535

SENIOR CENTERS See also: Ethnic/Culturally Specific Senior Programs

Castro Valley (17800 Redwood Rd., Castro Valley, 94546)	510-881-6738
Hayward (22325 North 3 rd St., Hayward, 94546)	510-881-6766
San Leandro, Bancroft Senior Center (14235 Bancroft Ave., San Leandro, 94577)	510-351-3299
San Leandro, Marina Community Center (15301 Wicks Blvd., San Leandro, 94579)	510-577-6080
Senior Center Without Walls (group activities for homebound seniors thru FREE phone conference calls) ...	1-877-797-7299

TRANSPORTATION PROGRAMS AND SERVICES

AC Transit Senior Discount	510-891-4706
American Cancer Society (program for cancer patients), Oakland	510-832-7012
BART Senior Discount	510-464-7133
DMV Parking Placards for Disabled Drivers	1-800-777-0133
East Bay Paratransit Service (for those who meet ADA criteria)	510-287-5040
Flex Route Shuttle (San Leandro only)	510-577-3462
Hayward Paratransit Program (Measure B door to door service, except San Leandro city)	510-583-4230
Travel Information (public transportation information for Bay Area, dial 511)	510-817-1717

UTILITIES ASSISTANCE

California Lifeline (telephone service discounts)	1-866-272-0349
California Telephone Access Program (CTAP) (accessible phone products/services)	1-800-806-1191
.....	TTY 1-800-806-4474
EBMUD Customer Assistance Program (CAP), Salvation Army (water discounts for low-income EBMUD customers)	510-645-9710
HEAP (energy Assistance for low-income households)	510-889-0921
PG&E CARE (discount on gas/electric bills for qualified low-income households)	1-866-743-2273
PG&E Customer Service—Energy Assistance Programs (medical care baseline service, multi-lingual)	1-800-743-5000
PG&E Energy Partners (weatherization measures, energy-efficient appliances for qualified low-income PG&E customers)	1-800-989-9744
PG&E REACH, Salvation Army (emergency energy assistance Hayward, Castro Valley, San Lorenzo)	510-581-6444
PG&E REACH, Salvation Army (emergency energy assistance for San Leandro)	510-793-6319
Weatherization	510-889-0921

VETERANS SERVICES

Veterans Assistance Benefits Counseling (Adult & Aging Services)	510-577-3547
Veterans Assistance, Hayward Office	510-265-8271
U.S. Department of Veteran's Affairs Counseling	1-800-827-1000

VOLUNTEER OPPORTUNITIES

(See also *Friendly Visitor/Telephone Reassurance & Food and Nutrition* categories, etc.)

Alameda County Library Homeward Bound Program (home delivery of library materials)	510-745-1491
Ombudsman, Inc. (volunteer advocates for persons in long term care facilities)	510-638-6878
Retired Senior Volunteer Program (RSVP), Oakland	510-452-0868
Stagebridge (senior actors and storytellers), Oakland	510-444-4755
Volunteer Center of the East Bay	510-232-0163

IMPORTANT PHONE NUMBERS: OTHER

Alameda County Area Agency on Aging Senior Information .. 510-577-3530 / 1-800-510-2020

Alameda-Contra Costa County Medical Association (to locate doctors who accept Medi-Cal)	510-654-5383
Alameda County Library Services to Older Adults (Homeward Bound, Programs for Older Adults, Library Computer Training and more)	510-745-1499
Alameda County Social Services Agency (Self-Sufficiency Center / Food Stamps).....	510-670-6000
Contra Costa County Senior Information	1-925-229-8434
Eden Information & Referral.....	2-1-1
Eldercare Locator (information on services outside Alameda County/California)	1-800-677-1116
55 Alive Driving Classes: check www.aarp.org/families/driver_safety/ for a class near you.	1-888-227-7669
Immigration Questions: International Institute of the East Bay.....	510-451-2846
MedicAlert Service (for persons with special medical needs; call for information)	1-800-432-5378
Public Authority (IHSS Registry Referral).....	see <i>In-Homes Services</i> category for registry listings
Public Authority (Centralized Registry Information Line—for worker application and orientation)...	510-577-5694
Public Authority (IHSS Worker Health Benefits Hotline)	510-777-4201
Public Authority (IHSS Worker and Consumer Training)	510-577-3554
Senior Injury Prevention Partnership (SIPP)	510-577-3535
Social Security / SSI	1-800-772-1213

Other guides available from the Area Agency on Aging upon request:

- Senior Housing Guide
- A Listing of Retirement Residences and Continuing Care Retirement Communities
- Emergency Response Programs
- Employment Assistance and Resources for Older Persons
- Food & Nutrition Resources
- Home Health Care and Home Care Agencies
- Mental Health/Geriatric Care Agencies & Geriatric Care Consultants
- Senior Centers
- SSI/CAPI
- Utilities Assistance