

# 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, 3<sup>rd</sup> Floor, Oakland CA 94605, 1-800-510-2020 / 510-577-3530

<http://alamedasocialservices.org> (Revised 10/2011)

## **ADULT DAY CARE/RESPITE (useful web site: [www.adsnac.org](http://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) .	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 (website focuses on ethnic elders with Alzheimer's and related disorders) <a href="http://www.ethnicelderscare.net">www.ethnicelderscare.net</a>	
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**

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

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
Family Education and Resource Center (support for family/caregivers of people with mental illness)..	510-746-1700
Lincoln Child Center Kinship Support Services Program (grandparent & relative caregivers) .....	510-583-8026

## **CASE MANAGEMENT/COORDINATION OF SERVICES FOR HOMEBOUND ELDER**

Bay Area Community Services (BACS).....	510-271-8843
MSSP (Hayward residents on Medi-Cal) .....	510-574-2041

## **DISABLED ADULTS SERVICES/PROGRAMS**

Alameda County Public Health Department Diabetes Program (free classes for County residents with Type 2 Diabetes) .....	510-383-5185
American Cancer Society.....	1-800-227-2345
American Diabetes Association.....	510-654-4499
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

**DISABLED ADULTS SERVICES/PROGRAMS (continued)**

DCARA (Deaf Counseling, Advocacy and Referral Agency) .....	1-866-680-0515
.....	TTY 1-877-322-7288
Disability Rights California (formerly Protection & Advocacy, Inc.) .....	510-267-1200
.....	TTY 1-800-719-5798
Hearing and Speech Center of Northern California, San Francisco (testing and product info)....	1-415-921-7658
Lighthouse for the Blind (consumer products), San Francisco .....	1-415-431-1481
Lions Center for the Blind (free services for blind and low vision seniors) .....	510-450-1580
MS Friends Support Line (multiple sclerosis peer phone helpline) .....	1-866-673-7436
National Multiple Sclerosis Society .....	1-800-344-4867
Parkinson's Institute .....	1-800-786-2958
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)**

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, www.oli.berkeley.edu).....	510-642-9934

**ELDER ABUSE PREVENTION PROGRAMS**

Alameda County Adult Protective Services, Oakland .....	1-866-225-5277
District Attorney Consumer & Environmental Protection Division Unit .....	510-383-8600
District Attorney Elder Abuse Unit .....	510-267-8800
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., 3rd Floor, Hayward, 94544) .....	510-670-5700
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

**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 (lawyer referral service-\$30 for 30 minute consultation— pertaining to estate planning, wills and trusts) .....	510-302-2222
Alameda County Coroner (indigent burial/cremation in case of no next of kin or financial means— eligibility determined by application) .....	510-268-7300
Alameda County Public Administrator (administers estates of decedents who have no next of kin or executor) .....	510-577-1979
California Advocates for Nursing Home Reform (elder law attorney referral services and information on Medi-Cal estate recovery) .....	1-415-974-5171, 1-800-474-1116
California Department of Consumer Affairs' Cemetery and Funeral Bureau (licenses funeral agencies, publishes consumer guide: www.cfb.ca.gov) .....	1-800-952-5210

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

Crisis Support Services of Alameda County (grief counseling, grief support group for seniors).. 1-800-309-2131  
Funeral Consumers Alliance (consumer education) ..... [www.funerals.org](http://www.funerals.org)  
Legal Assistance for Seniors (provides workshop on advance health care directive) ..... 510-832-3040

**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 (website focuses on ethnic elders with Alzheimer's and related disorders) [www.ethnicelderscare.net](http://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](http://www.benefitscheckup.org) & [www.govbenefits.gov](http://www.govbenefits.gov))**

Alameda County Social Services Agency:  
Eden Area Multi-Service Center (24100 Amador St., Hayward, 94544).. 510-670-6000, 1-800-698-1118  
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—Hayward Office) ..... 510-265-8271

**FOOD AND NUTRITION**

***Home Delivered Meals***

S.O.S. Meals on Wheels ..... 510-582-1264

***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**

BACS Friendly Visitor Program ..... 510-318-6113  
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  
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](http://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  
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

**HOUSING ASSISTANCE PROGRAMS**

Housing Authorities:

Alameda (County)—Housing Authority of the County of Alameda ..... 510-538-8876
Community Resources for Independent Living (CRIL) (disabled housing assistance) ..... 510-881-5743
ECHO Housing (rental assistance, fair housing counseling, tenant/landlord counseling) ..... 510-581-9380
ECHO Housing (reverse mortgage counseling) ..... 1-855-275-3246
Eden Information & Referral (rental housing information and emergency shelter referrals) ..... 2-1-1
HERA—Housing and Economic Rights Advocates (mortgage counseling)..... 510-271-8443
NID-Housing Counseling Agency (homeowner/foreclosure counseling) ..... 510-268-9792
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
Alameda County In-Home Supportive Services (IHSS Payroll) ..... 510-577-1877
Community Resources for Independent Living (CRIL) (private pay referrals) ..... 510-881-5743
..... TTY – 510-881-0218
Public Authority (IHSS Registry Referral)..... 510-577-1980
Rapid Response (emergency worker replacement for IHSS consumers) ..... 1-877-306-4425

**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

**LEGAL SERVICES**

AARP Legal Services Network (will refer AARP members to local lawyers) ..... www.aarpls.com
Alameda County Bar Association / Lawyer Referral Service (\$30 fee for ½ hr consultation and referral) 510-302-2222
Alameda County Bar Association / Volunteer Legal Services (free assistance for low-income persons) 510-302-2222
Bay Area Legal Aid, Oakland ..... 1-800-551-5554
CANHR (California Advocates for Nursing Home Reform), San Francisco
(estate planning for long term care, lawyer referral service) ..... 1-415-974-5171, 1-800-474-1116
Centro Legal de la Raza (low-cost immigration legal services)..... 510-437-1554
East Bay Community Law Center (for low income persons needing legal advice/counsel) ..... 510-548-4040
Eviction Defense Center ..... 510-452-4541
HERA—Housing and Economic Rights Advocates ..... 510-271-8443
Legal Assistance for Seniors, Oakland (services for persons 60 and older) ..... 510-832-3040
SEEDS Community Resolution Center ..... 510-548-2377
Senior Legal Hotline of Northern California (phone hotline provides pension counseling and domestic violence assistance)..... 1-800-222-1753

**MEDICAL/DENTAL CLINICS & SERVICES**

Alameda-Contra Costa Medical Association (doctor referrals) ..... 510-654-5383
Alameda County Medical Center—Winton Wellness Center ..... 510-266-1700
Chabot College Dental Hygiene ..... 510-723-6900
Davis Street Family Resource Center (RotoCare Clinic) ..... 510-347-4620,ext.135
Denti-Cal (information on limited emergency dental services Medi-Cal may still cover) ..... 1-800-322-6384
Home CARES Equipment Recyclers..... 510-251-2273
Southern Alameda County Dental Society (referrals)..... 510-782-5442

**MEDICAL/DENTAL CLINICS & SERVICES (continued)**

Tiburcio Vasquez Health Center .....	510-471-5880
U.C. Berkeley School of Optometry Eye Clinic.....	510-642-2020
University of the Pacific Dental Care Center, Union City .....	510-489-5200

**MENTAL HEALTH/COUNSELING PROGRAMS**

Alameda County Health Care ACCESS (referrals to mental health services in Alameda County).....	1-800-491-9099
Asian Community Mental Health Services, Oakland .....	510-451-6729
Crisis Support Services of Alameda County (Senior In-Home Counseling; Grief Counseling) .....	1-800-260-0094
Davis Street Family Resource Center Mental Health Program.....	510-347-4620, ext.140
Eden Hospital Adult Psychiatric Services.....	510-889-5016
Family Service Counseling Center (outpatient and crisis response).....	510-483-6715
La Familia Counseling Service (referrals only) .....	510-881-5921
Mental Health Association of Alameda County :Family Caregiver Support.....	510-835-0188
Mental Health Advocates (benefits advocacy) .....	510-835-5532
Patients' Rights Advocates .....	510-835-2505
Suicide Prevention/Crisis Support (24 hr line) .....	1-800-309-2131

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

(useful web sites: [www.calqualitycare.org](http://www.calqualitycare.org), [www.canhr.org](http://www.canhr.org), and [www.nursinghomeguide.org](http://www.nursinghomeguide.org))

CANHR (California Advocates for Nursing Home Reform), San Francisco (advice on nursing home selection; residents' rights advocacy) .....	1-415-974-5171, 1-800-474-1116
Ombudsman (Alameda County Long Term Care Ombudsman Program) .....	510-638-6878
.....(care facility complaint resolution & advocacy; lists of RCFEs, Residential Care Facilities for the Elderly, and SNFs, Skilled Nursing Facilities)	
State of California Community Care Licensing (RCFE Licensing).....	650-266-8800
State of California Department of Health Services (SNF & Home Health Care Agency Licensing)...	1-800-554-0352

**PUBLIC GUARDIAN'S OFFICE**

<b><u>(court appointed conservatorships)</u></b> .....	510-577-1900
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**SENIOR CENTERS (See also: Ethnic/Culturally Specific Senior Programs)**

Castro Valley (17800 Redwood Rd., Castro Valley, 94546) .....	510-881-6738
Hayward (22325 North 3 <sup>rd</sup> St., Hayward, 94546).....	510-881-6766
San Leandro Senior Community Center (13909 East 14 <sup>th</sup> Street, San Leandro, 94578) .....	510-577-3462
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—Road to Recovery (transportation program for cancer patients) .....	1-800-227-2345
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).....	510-287-5000
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
Travel Training (training on how to use AC Transit and BART):	
Senior Group Travel Training (United Seniors of Oakland and Alameda County).....	510-729-0852
Persons with Disabilities One-on-One Training (Center for Independent Living).....	510-841-4776

**UTILITIES ASSISTANCE**

California Lifeline (telephone service discounts).....	1-866-272-0357
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) .....	510-881-0300
PG&E CARE (discount on gas/electric bills for qualified low-income households) .....	1-866-743-2273

**UTILITIES ASSISTANCE (continued)**

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
Reach Out Wireless (discounted cell phone service, <a href="http://www.govlifeline.com">www.govlifeline.com</a> ).....	1-877-777-1914
Weatherization.....	510-881-0300

**VETERANS SERVICES**

Veterans Assistance Benefits Counseling (Adult & Aging Services).....	510-577-3545
Veterans Assistance Benefits Counseling (Adult & Aging Services—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 Homeword Bound Program (home delivery of library materials).....	510-745-1491
Coming of Age Bay Area (formerly RSVP).....	1-888-308-1767
Ombudsman (volunteer advocates for persons in long term care facilities).....	510-638-6878
Stagebridge (senior actors and storytellers), Oakland.....	510-444-4755
Volunteer Center of the East Bay.....	510-232-0163

**IMPORTANT PHONE NUMBERS**

**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 (Homeword Bound, Programs for Older Adults, Library Computer Training and more).....	510-745-1499
Alameda County Social Services Agency: Eden Area Multi-Service Center (24100 Amador St., Hayward, 94544)..	510-670-6000, 1-800-698-1118
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 <a href="http://www.aarp.org">www.aarp.org</a> 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).....	510-577-1980
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
- Geriatric Care Management & Other Private Services
- Home Health Care, Home Care, and Hospice Agencies
- Mental Health Agencies
- Placement Agencies
- Senior Centers
- SSI/CAPI
- Utilities Assistance