

Senior Resource Guide for East County

Nonprofit and Public Agencies Serving

Dublin • Livermore • Pleasanton • Sunol

Alameda County Area Agency on Aging

6955 Foothill Boulevard, 3rd 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)

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

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
Senior Support of the Tri-Valley 925-931-5379

ALZHEIMER'S SERVICES

Alzheimer's Association Helpline 1-800-272-3900
Alzheimer's Support Group 925-931-5379
Ethnic Elders Care (website focuses on ethnic elders with Alzheimer's and related disorders) www.ethnicelderscare.net
Family Caregiver Alliance (caregiver respite), San Francisco..... 1-800-445-8106
Senior Support Program of the Tri-Valley..... 925-931-5379
U.C. Davis Alzheimer's Disease Center, Martinez..... 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
Senior Support Program of the Tri-Valley Caregiver Support..... 925-931-5379

CASE MANAGEMENT/COORDINATION OF SERVICES FOR HOMEBOUND ELDER

Senior Support Program of the Tri-Valley..... 925-931-5379

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
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

DISABLED ADULTS SERVICES/PROGRAMS (continued)

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)

Amador Valley Adult & Community Education.....	925-426-4280
Dublin Adult Education.....	925-829-4322,ext.7921
Livermore Adult Education	925-606-4722
U.C. Berkeley (Osher Lifelong Learning Institute – OLLI, www.lli.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: Tri-Valley (5020 Franklin Dr., Pleasanton, 94588)	925-485-5262
SCORE—Service Corps of Retired Employees (provides free business counseling)	510-273-6611

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
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
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	
International Institute of the East Bay (immigration legal services).....	510-451-2846

ETHNIC / CULTURALLY SPECIFIC SENIOR PROGRAMS (continued)

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:
Livermore Outstation (3311 Pacific Ave., Livermore, 94550)..... 925-455-0747
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)..... 925-449-7340
Livermore Valley Joint Unified School District—
Measure M Property Tax Exemption (for Livermore homeowners 65+)..... 925-606-3235
Social Security / SSI 1-800-772-1213
Veterans Assistance Benefits Counseling (Adult & Aging Services)..... 510-577-3547

FOOD AND NUTRITION

Home Delivered Meals

Livermore Senior Services Center..... 925-373-5764
Pleasanton Senior Center (Pleasanton, Dublin, and Sunol)..... 925-931-5385

Senior Group Dining (congregate meals)

Dublin Senior Center..... 925-556-4511
Livermore Senior Services Center..... 925-373-5764
Pleasanton Senior Center 925-931-5385
Ridgeview Commons, Pleasanton (Open Heart Kitchen) 925-580-1616

Alameda County Community Food Bank 510-635-3663, 1-800-870-3663
Food Stamps 925-455-0747

FRIENDLY VISITORS/TELEPHONE REASSURANCE PROGRAMS

Are You OK? (Pleasanton PD will call seniors for health/safety check-up)..... 925-931-5100
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 Support Program of the Tri-Valley..... 925-931-5379
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) 1-800-393-0363
Medi-Cal (Alameda County Social Services Agency):
Livermore Outstation (3311 Pacific Ave., Livermore, 94550)..... 925-455-0747
..... 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 925-551-6770

HOUSING ASSISTANCE PROGRAMS

Alameda County Housing Authority 510-538-8876
Community Resources for Independent Living (CRIL) (disabled housing assistance) 510-881-5743

HOUSING ASSISTANCE PROGRAMS (continued)

ECHO Housing (home seeking, rental assistance, fair housing counseling, tenant/landlord counseling).....	925-449-7340
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
Livermore Housing Authority.....	925-447-3600
NID-Housing Counseling Agency (homeowner/foreclosure counseling)	510-268-9792
Pleasanton Housing Division (information about affordable housing in Pleasanton area).....	925-931-5011

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

Senior Support Program of the Tri-Valley (fall risk screening education and referrals, home modifications, physical activity support, medication management)	925-931-5379
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
HERA—Housing and Economic Rights Advocates	510-271-8443
Legal Assistance for Seniors (services for persons 60 and older), Oakland	1-800-393-0363
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
Axis Community Health.....	925-462-1755
Denti-Cal (information on limited emergency dental services Medi-Cal may still cover).....	1-800-322-6384
Home CARES Equipment Recyclers.....	510-251-2273
Senior Support Program of the Tri-Valley (Health Promotion/Fitness/Nutrition; mobile health screening)	925-931-5383
Southern Alameda County Dental Society (referrals).....	510-782-5442
Tiburcio Vasquez Health Center	510-471-5880
Tri-City Health Center	510-770-8040
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
Axis Community Health.....	925-462-5544
Grief Counseling Project	1-800-260-0094
Legends at ValleyCare Health System (short term, inpatient, voluntary geropsychiatry program)	1-800-884-8038

MENTAL HEALTH/COUNSELING PROGRAMS (continued)

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
Senior Support of the Tri-Valley In-Home Counseling 925-931-5379

NURSING HOME ASSISTANCE / LONG TERM CARE FACILITIES

(useful web sites: www.calqualitycare.org, www.canhr.org, and 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

(court appointed conservatorships)..... 510-577-1900

SENIOR CENTERS (See also: Ethnic/Culturally Specific Senior Programs)

Dublin (7600 Amador Valley Blvd., Dublin, 94568) 925-556-4511
Livermore (4444 East Avenue, Livermore, 94550) 925-373-5760
Pleasanton (5353 Sunol Blvd., Pleasanton, 94566) 925-931-5365
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
Pleasanton Paratransit..... 925-931-5376
Senior Support Program's Transportation Program (volunteer drivers/escorts to medical appointments
for Tr-Valley seniors 60+ unable to find another ride) 925-931-5387
Travel Information (public transportation information for Bay Area, dial 511)..... 510-817-1717
Travel Training (training on how to use WHEELS public transportation) 925-455-7510
Wheels Dial-A-Ride (Dublin, Livermore, also Pleasanton before/after Pleasanton Paratransit hrs)..... 925-455-7510

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
California Water Service Company (water discounts for eligible clients; company serves about half of Livermore residents)
..... 925-447-4900
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
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 for low-income households) 925-676-6180
Pleasanton Utility Billing Office (clients qualify for water discount through PG&E CARE program receipt) 925-931-5425
Reach Out Wireless (discounted cell phone service, www.govlifeline.com)..... 1-877-777-1914
Weatherization 510-881-0300

VETERANS SERVICES

Veterans Assistance Benefits Counseling (Adult & Aging Services)..... 510-795-2686
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 (Self-Sufficiency Center / Food Stamps).....	925-455-0747
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 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
Senior Support Program of the Tri-Valley.....	925-931-5379
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