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) ........................................... 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)  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
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
Spectrum Community Services .......................................................................................................................... 510-881-0300

CASE MANAGEMENT/COORDINATION OF SERVICES FOR HOMEBOUND ELDERs
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
Disability Rights California (formerly Protection & Advocacy, Inc.) ................................ 510-267-1200
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, Oakland (including services for newly blind 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 Breakdown Service, 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

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., 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
Bay Area Funeral Society (consumer education including funeral price survey:
www.bafsweb.org) ........................................................................................................ 510-841-6653
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
END-OF-LIFE PLANNING & ARRANGEMENTS (continued)
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
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
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, 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
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 .................................................................................................................... 510-633-4227
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 (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
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
Public Authority (IHSS Registry Referral) ........................................................................ 510-577-1980
Rapid Response (emergency worker replacement for IHSS consumers) ............................ 1-866-397-3689

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.aarplsn.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 (free legal advice by phone for persons over 60) 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
Tiburcio Vasquez Health Center ...................................................................................... 510-471-5880
MEDICAL/DENTAL CLINICS & SERVICES (continued)
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.160
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) ................................................................. 510-811-5921
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, 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)
Castro Valley (17800 Redwood Rd., Castro Valley, 94546) ............................................... 510-881-6738
Hayward (22325 North 3rd St., Hayward, 94546) .............................................................. 510-881-6766
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—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) ............................................................... 1-866-272-0349
California Telephone Access Program (CTAP) (accessible phone products/services) ......... 1-800-806-1191
................................................... .................................................................................. \m_1
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
PG&E Customer Service—Energy Assistance Programs (medical care baseline service, multi-lingual) 1-800-743-5000

Central (10/10) 5
UTILITIES ASSISTANCE (continued)
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 ............................................................................................................. 510-881-0300

VETERANS SERVICES
Veterans Assistance Benefits Counseling (Adult & Aging Services) 510-577-3547
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 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
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