

SENIOR RESOURCE GUIDE

Non-Profit and Public Agencies Serving



CENTRAL ALAMEDA COUNTY – Castro Valley • Hayward • San Leandro • San Lorenzo

Senior Information & Assistance Program – Alameda County Area Agency on Aging

6955 Foothill Blvd, Suite 143 (1st Floor), Oakland, CA 94605; 1-800-510-2020 / 510-577-3530; <http://seniorinfo.acgov.org>

Office Hours : 8:30am - 5:00pm, Monday - Friday



ADULT DAY CARE/RESPIRE (useful website: www.daybreakcenters.org)

- Alzheimer's Services of the East Bay, Hayward, www.aseb.org 510-888-1411
- Centers for Elders Independence - CEI, (PACE - Program of All-inclusive Care for the Elderly); www.cei.elders.org 844-319-1150 / TDD: 510-433-1165
- DayBreak Adult Care Centers, (personalized referrals & community education); <http://daybreakcenters.org> 510-834-8314 / TDD: 510-433-1165

ALCOHOLISM & DRUG ABUSE PREVENTION PROGRAMS

- Alameda County Behavioral Health Care Services - BHCS, ACCESS; (referrals to substance abuse services in Alameda County); www.acbhcs.org 844-682-7215
- Alcoholics Anonymous, (free 24-Hour A.A. hotline, confidential); <http://eastbayaa.org> 510-839-8900
- Al-Anon Family Groups, (help for families and friends of alcoholics); <https://al-anon.org> 888-429-2537
- CA Dept. of Public Health, Office of Problem Gambling; www.cdph.ca.gov 800-426-2537

ALZHEIMER'S SERVICES

- Alzheimer's Association, Helpline; (24-hour); www.alz.org 800-272-3900
- Alzheimer's Services of the East Bay, Hayward Campus; www.aseb.org 510-888-1411
- Ethnic Elders Care Network, (website that focuses on ethnic elders with Alzheimer's and dementia related disorders); www.ethnicelderscarenetwork.net
- Family Caregiver Alliance, Bay Area Resource Center; (free to low-cost services for family caregivers); www.caregiver.org 800-445-8106
- UC Davis Health Alzheimer's Disease Center, East Bay Office; (basic and clinical research, including clinical trials and evaluations); www.health.ucdavis.edu/alzheimers 925-357-6515

CAREGIVER SUPPORT PROGRAMS

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

- Alzheimer's Association of Northern California, www.alz.org/norcal 925-284-7942
- DayBreak Adult Care Centers, <http://daybreakcenters.org> 510-834-8314
- Family Caregiver Alliance, California Caregiver Resource Center; (offers information and support services to family caregivers); <https://www.caregiver.org/californias-caregiver-resource-centers> 800-445-8106

CAREGIVER SUPPORT PROGRAMS *continued*

Family Education and Resource Center, Oakland, *(support for family/caregiver of people with mental illness)*; www.askferc.org 888-896-3372
Family Support Services of the Bay Area, *(kinship support for grandparents/relative caregivers of children)*; www.fssba.org 510-834-2443
Lincoln Child Center, Hayward, Kinship Support Program; *(grandparent & relative caregivers of children)*; <http://lincolnfamilies.org> 510-273-4700 ext. 0

CASE MANAGEMENT/COORDINATION OF SERVICES FOR HOMEBOUND SENIORS

LIFE ElderCare, *(persons aged 60+)*; www.lifeeldercare.org 510-894-0370 ext. 2
Multipurpose Senior Services Program - MSSP, City of Fremont; *(residents on Medi-Cal; serves Hayward, Fremont, Newark, Union City)*; www.fremont.gov
..... 510-574-2041
Older Adults, Happy Results , Alameda County Public Health Nursing, *(home based nurse case management for high risk Medi-Cal recipients aged 60 +)*;
www.acphd.org/older-adults.aspx 510-383-7037

CHRONIC ILLNESS & DISEASE SUPPORT SERVICES/PROGRAMS

Alameda Public Health Department, Diabetes Program; *(free classes for Alameda County residents with Type-2 Diabetes)*; www.acphd.org 510-383-5185
American Cancer Society, www.cancer.org 800-227-2345
American Diabetes Association, Oakland, www.diabetes.org 510-654-4499
American Heart Association, American Stroke Association; www.heart.org/ www.strokeassociation.org 510-903-4050
Aphasia Center of California, *(help for persons suffering from loss of language, typically as a result of a stroke)*; <http://aphasiacenter.net> 510-336-0112
Arthritis Foundation, www.arthritis.org 415-356-1230
Multiple Sclerosis (MS) Friends Support Line, *(peer helpline)*; 866-673-7436
National Multiple Sclerosis Society, www.nationalmssociety.org 800-344-4867/ 415-230-6677
Parkinson's Institute, www.thepi.org 800-655-2273
Women's Cancer Research Center, Berkeley, www.wcrc.org 510-420-7900

DISABLED ADULT SERVICES/PROGRAMS

Americans with Disabilities Act (ADA), Pacific ADA Center; www.adapacific.org 800-949-4232 (Voice and TTY)
Braille & Talking Book Library - BTBL, <http://www.library.ca.gov/btbl/> 800-952-5666
California Telephone Access Program - CTAP, *(accessible phone products/services)*; www.californiaphones.org 800-806-1191 / TTY: 800-806-4474
Community Resources for Independent Living - CRIL, Hayward, www.crilhayward.org 510-881-5743 / TTY: 510-881-0218
Deaf Counseling Advocacy and Referral Agency - DCARA, www.dcara.org 510-343-6670
Disability Rights California, Oakland, www.disabilityrightsca.org 510-267-1200
Hearing and Speech Center of Northern California, San Francisco, www.hearingspeech.org 415-921-7658 / TTY: 415-921-8990
Lighthouse for the Blind and Visually Impaired, www.lighthouse-sf.org 415-431-1481
Regional Center of the East Bay, *(services for individuals with developmental disabilities)*; www.rceb.org 510-618-6100

EDUCATION *(also see Senior Centers)*

- Castro Valley Adult & Career Education, www.cvadult.org 510-886-1000
- Hayward Center for Education & Careers, Adult School; www.has.edu 510-293-8595
- San Leandro Adult School, www.sanleandroadultschool.org 510-667-6287
- San Lorenzo Adult School, www.adu.slzusd.org 510-317-4200
- U.C. Berkeley Osher Lifelong Learning Institute, *(community of learning for adults 50+)*; www.olli.berkeley.edu 510-642-9934

ELDER ABUSE PREVENTION

- Adult Protective Services - APS, Alameda County; www.alamedasocialservices.org 510-577-3500 / 866-225-5277
- District Attorney - Consumer & Environmental Protection Unit, <http://www.alcoda.org/cewpd/> 510-383-8600
- District Attorney - Elder Protection Unit, http://www.alcoda.org/victim_witness/elderdependent_adult 510-267-8800
- District Attorney - Victim/Witness Assistance Division, http://www.alcoda.org/victim_witness/ 510-272-6180
- Legal Assistance for Seniors, *(elder abuse representation for Alameda County residents 65+)*; www.lashicap.org 510-832-3040

EMERGENCY PREPAREDNESS PROGRAMS

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

- American Red Cross, Alameda County, *(preparedness training for groups)*; www.redcross.org 510-595-4400
- Senior Injury Prevention Program - SIPP, *(emergency preparedness classes for Older Adults)*; www.acphd.org 510-618-2050

EMPLOYMENT PROGRAMS

- SER-Jobs for Progress, Service, Employment, Redevelopment; *(employment program, low income seniors 55+)*; www.ser-national.org 510-265-8267

END-OF-LIFE PLANNING & ARRANGEMENTS

- Alameda County Bar Association, *(lawyer referral service - \$35 for 30-minute consultation, estate planning, wills & trusts)*; www.acbanet.org
..... 510-302-2222 Opt. 4
- Alameda County Care Partners, *(advance directive, POLST and additional support for IHSS recipients)*; <http://gettingthemostoutoflife.org/ihss-pilot>
..... 510-577-3517
- Alameda County Coroner, *(burial/cremation in case of no next of kin or financial means, eligibility determined by application)*; www.alamedacountysheriff.org
..... 510-268-7300
- Alameda County Long-Term Care Ombudsman Program, *(witnesses Advance Health Care Directives for residents in Skilled Nursing Facilities)*;
www.alamedasocialservices.org 510-638-6878
- Alameda County Public Administrator, *(administers estates of decedents who have no next of kin or executor)*; www.alamedasocialservices.org
..... 510-577-3539 or 510-777-4270
- Bay Area Funeral Consumers' Alliance (BA-FCA, *(consumer education)*); <http://www.ba-fca.org> 650-321-2109

END-OF-LIFE PLANNING & ARRANGEMENTS *continued*

- California Advocates for Nursing Home Reform - CANHR, (*elder law attorney referral services and information on Medi-Cal estate recovery*); www.canhr.org
 800-474-1116 /415-974-5171
- California Department of Consumer Affairs' Cemetery and Funeral Bureau, (*licenses funeral agencies, publishes consumer guide*); www.cfb.ca.gov
 800-952-5210
- Getting the Most Out of Life, Alameda County Hospice Project; (*education and utilization of advance care planning and hospice services*);
<http://gettingthemostoutoflife.org> 510-667-3099

ETHNIC / CULTURALLY SPECIFIC PROGRAMS

- East Bay Korean-American Senior Services Center, <http://eastbaykoreanamericanseniorcenter.org> 510-763-1879
- Ethiopian Community and Cultural Center, www.ethiopianccc.org 510-268-4770
- Ethnic Elders Care Network, www.ethnicelderscarenetwork.net
- Filipino Advocates for Justice, (*naturalization and immigration assistance*); www.filipino4justice.org 510-465-9876
- International Institute of the Bay Area, Oakland; (*immigration legal services*); www.iibayarea.org 510-451-2846
- Jewish Family & Children's Services of the East Bay, Older Adult Services; www.jfcs-eastbay.org 510-558-7800
- Korean Community Center of the East Bay, (*Korean Info Line: 1-844-828-2254*); <http://kcceb.org> 510-547-2662
- Lavender Seniors of the East Bay, (*support services for LGBTQ elders*); www.lavenderseniors.org 510-736-LGBT (5428)
- Pacific Center for Human Growth, (*peer groups for LGBTQ seniors*); www.pacificcenter.org 510-548-8283

FINANCIAL ASSISTANCE

- Alameda County Social Services Agency:
 - Eden Area Multi-Service Center; (*24100 Amador St., Hayward 94544*); <http://alamedasocialservices.org> 510-670-6000
- Alameda County Veterans' Service Office, Oakland; <http://alamedasocialservices.org> 510-577-1926
- Cash Assistance Program Immigrants - CAPI, (*provides benefits for legal non-citizens in financial need that are ineligible for federal Supplemental Security Income - SSI*); <http://alamedasocialservices.org> 800-648-0954/ 510-268-2332
- Social Security Administration, SSI; www.ssa.gov 800-772-1213

FOOD & NUTRITION

- Alameda County Community Food Bank, www.accfb.org 510-635-FOOD (3663)
- CalFresh (California's Food Stamp Program):
 - Eden Area Multi-Service Center; (*24100 Amador St., Hayward 94544*); <http://alamedasocialservices.org> 510-670-6000
- Mercy Brown Bag Program, (*supplemental groceries twice a month to eligible low-income seniors*); <https://mercybrownbag.org/> 510-534-8540 ext. 369

FOOD & NUTRITION (Home Delivered Meals)

SOS Meals on Wheels, Oakland, Piedmont; www.sosmow.org 510-460-5855

FOOD & NUTRITION (Senior Group Dining)

Spectrum Community Services, Castro Valley, Hayward, San Leandro, San Lorenzo; *(senior community dining; call for a list of sites)*; www.spectrumcs.org
..... 510-881-0300 ext. 222

FRIENDLY VISITORS / TELEPHONE REASSURANCE PROGRAMS

Covia, Well Connected; *(formerly Senior Center Without Walls; group activities and friendly conversation for homebound seniors thru FREE phone conference calls)*;
<https://covia.org> 877-797-7299

Covia, Social Call; *(social phone calls for people who are homebound or isolated)*; <http://covia.org> 877-797-7299

Crisis Support Services of Alameda County, *(In-home counseling for homebound adults aged 60+)*; www.crisissupport.org 510-420-2460

Lavender Seniors of the East Bay, *(support services for LGBTQ - Lesbian, Gay, Bi-Sexual, Transgendered and Queer elders)*; www.lavenderseniors.org
..... 510-736-LGBT (5428)

LIFE ElderCare, www.lifeeldercare.org 510-894-0370 ext. 2

HEALTH INSURANCE PROGRAMS

Alameda County Social Services Agency, Workforce Benefits Administration:

Medi-Cal Unit; www.alamedasocialservices.org 800-698-1118 / 510-777-2300

Medi-Cal Long-Term Care; www.alamedasocialservices.org 510-383-8735

Medicare Savings Programs; *(QMB - Qualified Medicare Beneficiary Program, SLMB - Specified Low-Income Medicare Beneficiary, QI - Qualified Individual)*; www.alamedasocialservices.org 800-698-1118 / 510-777-2300

Covered California, *(affordable healthcare for Californians)*; www.coveredca.com 800-300-1506

HealthPAC, *(for persons not eligible for Medi-Cal with income at or below 200% Federal Poverty Level)*; www.achealthcare.org 877-879-9633

HICAP - Health Insurance Counseling and Advocacy Program, www.lashicap.org 510-832-3040

Medicare, Social Security Administration; 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 and rehabilitation grants)*; www.achhd.org
..... 510-567-8280

City of Hayward, Housing Rehabilitation Program; *(Hayward residents only, minor home repairs grants available also available)*; www.hayward-ca.gov
..... 510-583-4225

Renew Alameda County, Habitat for Humanity; *(affordable home renovation loans-simple 1% interest with payment deferred until the sell of the home)*;
www.renewac.org 510-803-3388

HOME IMPROVEMENT PROGRAMS FOR LOW TO MODERATE INCOME HOUSEHOLDS *continued*

Spectrum Community Services, Low Income Weatherization Assistance Program; *(federally funded program that provides free energy efficiency improvements in homes of qualified homeowners or renters); www.spectrumcs.org 510-881-0300 ext. 272*

HOUSING ASSISTANCE PROGRAMS

Alameda (County) Housing Authority, www.haca.net 510-538-8876
CRIL - Community Resources for Independent Living, *(disabled housing assistance); www.crilhayward.org 510-881-5743/ TTY: 510-881-0218*
ECHO Housing, *(information on fair housing laws, illegal housing discrimination and tenant/landlord services); www.echofairhousing.org 510-581-9380*
Eden Information & Referral, *(rental housing information and emergency shelter referrals); www.edenir.org 2-1-1/ 888-886-9660*
HERA - Housing and Economic Rights Advocates, *(mortgage and financial counseling programs); www.heraca.org 510-271-8443*
NID Housing Counseling Agency, *(HUD-Approved Intermediary, assisting with reverse mortgage education, foreclosure prevention, rental housing and financial management); www.nidhousing.com 510-268-9792*

IN-HOME SERVICES

Alameda County In-Home Supportive Services- IHSS, *(client information and to apply); www.alamedasocialservices.org 510-577-1800*
Alameda County In-Home Supportive Services- IHSS, *(provider information and to apply); www.alamedasocialservices.org 510-577-1877*
Community Resources for Independent Living - CRIL, *(private pay referrals); www.crilhayward.org 510-881-5743/ TTY: 510-881-0218*
Public Authority for IHSS, *(provider registry list for IHSS clients); www.ac-pa4ihss.org 510-577-1980*
Public Authority for IHSS, *(provider registry); www.ac-pa4ihss.org 510-577-5694*

INJURY PREVENTION

DayBreak Adult Care Centers, <http://daybreakcenters.org> 510-834-8314
LIFE ElderCare, Fall Prevention Program; www.lifeeldercare.org 510-894-0370 ext. 2
Senior Injury Prevention Partnership - SIPP, *(fall prevention programs and older driver safety); www.acphd.org 510-618-2050*
Spectrum Community Services, Fall Prevention Program; *(multiple locations throughout the County, contact for a location); www.spectrumcs.org 510-881-0300 ext. 270*

LEGAL SERVICES

Alameda County Bar Association, Lawyer Referral Services; www.acbanet.org 510-302-2222
Alameda County Bar Association, Volunteer Legal Services; www.acbanet.org 510-302-2222
Bay Area Legal Aid, www.baylegal.org 800-551-5554
CANHR - California Advocates for Nursing Home Reform, *(elder law attorney referral services and information on Medi-Cal estate recovery); www.canhr.org 800-474-1116*
Centro Legal de la Raza, *(low-cost immigration legal services); www.centrolegal.org 510-437-1554*

LEGAL SERVICES *continued*

East Bay Community Law Center, <i>(for low-income persons needing legal advice/counsel)</i> ; www.ebclc.org	510-548-4040
Eviction Defense Center, <i>(provides free and low-cost legal services to Alameda County tenants who are facing eviction)</i> ; www.evictiondefensecenteroakland.org	510-452-4541
HERA - Housing and Economic Rights Advocates, <i>(low-income and moderate income residents with special focus to vulnerable groups and key issues)</i> ; www.heraca.org	510-271-8443
International Institute of the Bay Area, <i>(immigration legal services)</i> ; www.iibayarea.org	510-451-2846
Legal Assistance for Seniors, <i>(serves persons aged 60+)</i> ; www.lashicap.org	510-832-3040
SEEDS Community Resolution Center, <i>(community mediation services)</i> ; www.seedscrc.org	510-548-2377

MEDICAL/DENTAL CLINICS & SERVICES

Alameda County Dental Society, <i>(Low-cost dental options)</i> ; www.alamedacds.org	510-547-7188
Alameda Health System, Hayward Wellness; www.alamedahealthsystem.org	510-266-1700
Alameda-Contra Costa Medical Association, <i>(doctor referrals)</i> ; www.accma.org	510-654-5383
Chabot College Dental Hygiene, www.chabotcollege.edu	510-723-6900
Davis Street Family Resource Center, Medical / Dental Clinic; www.davisstreet.org	510-347-4620
Denti-Cal, Medi-Cal Dental Program; <i>(information on Medi-Cal dental benefits)</i> ; www.denti-cal.ca.gov	800-322-6384
Southern Alameda County Dental Society, <i>(referrals)</i> ; www.sacds.org	510-782-5316
Tiburcio Vasquez Health Center, www.tvhc.org	510-471-5907
U.C. Berkeley School of Optometry Eye Clinic, www.cal-eye-care.org	510-642-2020
University of Pacific - Dental Care Center, www.dental.pacific.edu	510-489-5200

MENTAL HEALTH / COUNSELING PROGRAMS

Alameda County Behavioral Health Care, ACCESS; <i>(Medi-Cal referrals to mental health services in Alameda County)</i> ; www.acbhcs.org	800-491-9099
Asian Community Mental Health Services, www.acmhs.org	510-869-6000
Crisis Support Services of Alameda County, <i>(senior in-home counseling, grief counseling, support groups)</i> ; www.crisissupport.org	510-420-2460 / 24-Hour Crisis Line: 800-273-8255
Davis Street Primary Care Clinic, <i>(affordable counseling and mental health services)</i> ; www.davisstreet.org	510-347-4620 ext. 140
Family Education and Resource Center, Oakland, <i>(support for family/caregiver of people with mental illness)</i> ; www.askferc.org	888-896-3372 / 510-746-1700
Geriatric Assessment & Response Team, <i>(consultation services, short-term case management for Alameda County residents 60+ with serious mental health, alcohol or drug concerns)</i> ; www.acbhcs.org	510-891-5650
Mental Health Association of Alameda County, www.mhaac.org	510-835-5010
Pacific Center for Human Growth, <i>(mental health services and peer support groups for LGBTQ folks)</i> ; www.pacificcenter.org	510-548-8283

MENTAL HEALTH / COUNSELING PROGRAMS *continued*

Suicide Prevention / Crisis Support, www.crisissupport.org 800-273-8255

NURSING HOME ASSISTANCE / LONG-TERM CARE FACILITIES (useful website: www.calqualitycare.org)

Alameda County Long-Term Care Ombudsman Program, (*licensed care facility resolution & advocacy; list RCFE - Residential Care Facilities for the Elderly and SNF- Skilled Nursing Facilities*); www.alamedasocialservices.org 510-638-6878

California Community Transitions, Center for Independent Living, East Bay Innovations; (*assistance for eligible Medi-Cal beneficiaries who are in a state licensed health care facility for 90-days or longer move back into their own home*); www.eastbayinnovations.org 510-618-1580

CANHR - California Advocates for Nursing Home Reform, (*advice on nursing home selection; resident's right advocates*); www.canhr.org 800-474-1116 / 415-974-5171

State of California Community Care Licensing, Adult and Senior Care Regional Office; (*Residential Care Facilities for the Elderly – RCFE questions and complaints*); www.cdss.ca.gov 510-286-4201

State of California Department of Public Health, (*questions or complaints about hospital, skilled nursing facility-SNF or any other healthcare facility*); www.cdph.ca.gov 866-247-9100

PUBLIC GUARDIAN’S OFFICE

Alameda County Public Guardian - Conservator, Probate Conservatorship; (*court-appointed conservatorship*); www.alamedasocialservices.org 510-577-3585

Alameda County Public Guardian - Conservator, Mental Health (LPS) Conservatorship; (*referrals are made by mental health professionals from an approved locked acute psychiatric facility*); www.alamedasocialservices.org 510-577-7045

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

Castro Valley, Kenneth C. Aitken Senior & Community Center, (*17800 Redwood Road, Castro Valley, CA 94546*); www.haywardrec.org 510-881-6738

Hayward, Hayward Area Senior Center, (*22325 North Third Street, Hayward, CA 94546*); www.haywardrec.org 510-881-6766

San Leandro, Korean Community Center of the East Bay, (*101 Callan Avenue, #400, San Leandro, CA 94577*); www.kcceb.org English: 510-547-2662 / Korean: 510-547-3258

San Leandro, San Leandro Senior Community Center, (*13909 East 14th Street, San Leandro, CA 94578*); www.sanleandro.org 510-577-7990

Well Connected, *formerly Senior Center Without Walls*; (*group activities and friendly conversation for homebound seniors through FREE phone conference calls*); www.covia.org 877-797-7299

TRANSPORTATION PROGRAMS & SERVICES

5-1-1.org, (*travel information for the Bay Area*); www.511.org 5-1-1

AC Transit, (*senior and disabled discounted passes*); www.actransit.org 510-891-4777

American Cancer Society, Road to Recovery; (*provides transportation to and from treatments for cancer patients*); www.cancer.org 800-227-2345

TRANSPORTATION PROGRAMS & SERVICES *continued*

BART, (<i>senior and disabled discounted passes</i>); www.bart.gov	510-464-7134
DMV Parking Placard for Disabled Drivers, www.dmv.ca.gov	800-777-0133
Drivers for Survivors, (<i>free transportation and supportive companionship for cancer patients</i>); www.driversforsurvivors.org	510-579-0535
East Bay Paratransit Service - EBPT, (<i>transportation for those that meet the Americans with Disabilities Act - ADA criteria</i>); www.eastbayparatransit.org	800-555-8085
Taxi and City Transportation Programs:	
Hayward; (<i>taxi program and door-to-door service, also serves Castro Valley residents</i>); www.haywardca.gov	510-583-4230
San Leandro; (<i>taxi program and FLEX Shuttle</i>); www.sanleandro.org	510-577-7985
Travel Training:	
Community Resources for Independent Living (CRIL) and City of Hayward; (<i>individual and group training for people with disabilities and seniors</i>); www.crilhayward.org	510-881-5743 ext. 5938
Lighthouse for the Blind; (<i>individual and group training for people with disabilities and seniors with visual impairments</i>); www.lighthouse-sf.org	415-694-7357
Through the Looking Glass; (<i>training for families with disability issues in Alameda County</i>); www.lookingglass.org	510-848-1112 ext. 8156
United Seniors of Oakland and Alameda County (USOAC); (<i>group training for seniors aged 55+ and people with disabilities</i>); www.usoac.org	510-729-0851
VIP Rides, LIFE ElderCare; (<i>assisted rides for seniors and people with disabilities</i>); www.lifeeldercare.org	510-856-9010

UTILITIES ASSISTANCE

California LifeLine Program, (<i>provides discounts on home phone and cell phone services</i>); www.cpuc.ca.gov/lifeline	866-272-0349
California Telephone Access Program - CTAP, (<i>accessible phone products/services</i>); www.californiaphones.org	800-806-1191 / TTY: 800-806-4474
EBMUD - East Bay Municipal Utility District, Customer Assistance Program; (<i>discount program for low-income customers</i>); www.ebmud.com	866-403-2683
Heat Energy Assistance Program (HEAP) & Weatherization Program, Spectrum Community Services; (<i>energy assistance for low-income households; attic insulation, weather-stripping, and related conservation measures</i>); www.spectrumcs.org	510-881-0300
PG&E - Pacific Gas & Electric; www.pge.com :	
CARE - California Alternative Rates for Energy Program; (<i>discount on gas/electric bills for qualified low-income households</i>); .	866-743-2273
Energy Savings Assistance Program; (<i>weatherization, energy-efficient appliances for qualified low-income households</i>);	800-933-9555
Medical Baseline Program; (<i>energy at the lowest, baseline price for residential customers with qualifying medical conditions</i>);	800-743-5000
Relief for Energy Assistance through Community Help -REACH; (<i>one-time energy assistance administered through Salvation Army</i>);	822-933-9677
RHA Delivering Solutions, Moderate Income Direct Install Program - MIDI; (<i>no cost energy efficient upgrades for moderate income households</i>);	866-455-0898

VETERANS SERVICES

Alameda County Veterans' Service Office, www.alamedasocialservices.org 510-577-1926
U.S. Department of Veteran's Affairs, www.va.gov 800-827-1000

VOLUNTEER OPPORTUNITIES

Alameda County Long-Term Care Ombudsman Program, (*volunteer advocates for persons in long-term care facilities*); www.alamedasocialservices.org
..... 510-638-6878
Pacific Center for Human Growth, (*volunteer opportunities available, outreach, front desk and/or skill based teams*); www.pacificcenter.org
..... 510-548-8283 ext. 221
Stagebridge, (*senior actors and storytellers*); <http://stagebridge.org> 510-444-4755
Volunteer Match, (*volunteers are matched with organizations with need for volunteers*); www.volunteermatch.org 415-241-6868

IMPORTANT NUMBERS

AARP Driver Safety Program, <i>(online and classroom courses available)</i> ; www.aarp.org	800-350-7025
Alameda County Area Agency on Aging, Senior Information & Assistance; <i>(provides information on senior resources within Alameda County)</i> ; http://seniorinfo.acgov.org	800-510-2020 /510-577-3530
Alameda County Library Foundation, Older Adults Programs; <i>(Homeward Bound, Library Computer Training, and more)</i> ; www.aclf2.org	510-505-7077
Alameda County In-Home Supportive Services- IHSS, <i>(client information and to apply)</i> ; www.alamedasocialservices.org	510-577-1800
Alameda County In-Home Supportive Services- IHSS, <i>(provider information and to apply)</i> ; www.alamedasocialservices.org	510-577-1877
Alameda County Social Services Agency, Eden Area Multi-Service Center; <i>(24100 Amador St., Hayward 94544)</i> ; http://alamedasocialservices.org	510-670-6000
Contra Costa County, Senior Information & Assistance; http://ehsd.org	925-229-8434
Eden Information & Referral, www.edenir.org	2-1-1 / 888-886-9660
Eldercare Locator, <i>(information services outside Alameda County/California)</i> ; http://eldercare.acl.gov	800-677-1116
Immigration Questions, International Institute of the East Bay; http://iibayarea.org	510-451-2846
Public Authority for In-Home Supportive Services, Registry Information Line - Provider Application and Orientation; www.ac-pa4ihss.org	510-577-5694
Public Authority for In-Home Supportive Services, IHSS Registry Referral - Clients to find a Provider; www.ac-pa4ihss.org	510-577-1980
Senior Injury Prevention Program - SIPP, <i>(fall prevention programs)</i> ; www.acphd.org	510-618-2050
Social Security Administration / SSI, www.ssa.gov	800-772-1213
Tax Assistance, AARP Tax-Aide Program; <i>(free filing assistance)</i> ; www.aarp.org	888-687-2277
Tax Assistance, Internal Revenue Service (IRS); <i>(general information)</i> ; www.irs.gov	510-907-5000
Tax Assistance, Volunteer Income Tax Assistance / Tax Counseling for the Elderly; www.irs.gov	800-906-9887

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

- Senior Housing Guide • Retirement Residences & Continuing Care Retirement Communities • Emergency Response Programs • Fall Prevention
- Food & Nutrition Resources Guide • Home Health Care, Home Care & Hospice Agencies • Placement Agencies • SSI/CAPI

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 Program 800-510-2020 / 510-577-3530