

SENIOR RESOURCE GUIDE

Non-Profit and Public Agencies Serving



EAST ALAMEDA COUNTY – Dublin • Livermore • Pleasanton • Sunol

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 East Bay, Hayward, <http://aseb.org> 510-888-1411
- 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-hours*); 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, contact also 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
- Family Education and Resource Center, Livermore, (*support for family/caregiver of people with mental illness*); www.askferc.org 888-896-3372

CAREGIVER SUPPORT PROGRAMS *continued*

Family Support Services of the Bay Area, (*kinship support for grandparents/relative caregivers of children*); www.fssba.org 510-834-2443
Lincoln Child Center, Tri-Valley, Kinship Support Program; (*grandparent & relative caregivers of children*); <http://lincolnfamilies.org>
..... 510-273-4700 ext.2000
Senior Support Program of the Tri-Valley, (*caregiver support*); www.ssptv.org 925-931-5379

CASE MANAGEMENT/COORDINATION OF SERVICES FOR HOMEBOUND SENIORS

Older Adults, Happy Results, 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
Senior Support Program of the Tri-Valley, www.ssptv.org 925-931-5379

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 phone 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, Livermore, www.crilhayward.org 925-371-1531/ TTY: 925-371-1533
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)*

- Dublin Adult School, www.dublinusd.org 925-828-2551
- Livermore Adult Community Education, www.livermoreschools.org/livermoreadulted 925 606-4722
- U.C. Berkeley Osher Lifelong Learning Institute, *(community of learning for adults age 50+)*; www.oli.berkeley.edu 510-642-9934

ELDER ABUSE PREVENTION

- Alameda County Adult Protective Services - APS, 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 aged 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 aged 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, pertaining to 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 - SNFs)*;
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
- 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

END-OF-LIFE PLANNING & ARRANGEMENTS

California Department of Consumer Affairs' Cemetery and Funeral Bureau, <i>(licenses funeral agencies, publishes consumer guide)</i> ; www.cfb.ca.gov	800-952-5210
Getting the Most Out of Life, Alameda County Hospice Project; <i>(education and utilization of advance care planning and hospice services)</i> ; 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, <i>(naturalization and immigration assistance)</i> ; www.filipino4justice.org	510-465-9876
International Institute of the Bay Area, Oakland; <i>(immigration legal services)</i> ; 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, <i>(Korean Info Line: 844-828-2254)</i> ; http://kcceb.org	510-547-2662
Lavender Seniors of the East Bay, <i>(support services for LGBTQ elders)</i> ; www.lavenderseniors.org	510-736-LGBT (5428)
Pacific Center for Human Growth, <i>(peer groups for LGBTQ seniors)</i> ; www.pacificcenter.org	510-548-8283

FINANCIAL ASSISTANCE

Alameda County Social Services Agency:

Livermore Outstation, <i>(3311 Pacific Ave., Livermore 94550)</i> ; http://alamedasocialservices.org	925-455-0747
Alameda County Veterans' Service Office, http://alamedasocialservices.org	510-577-1926
Cash Assistance Program Immigrants - CAPI, <i>(provides benefits for legal non-citizens in financial need that are ineligible for federal Supplemental Security Income - SSI)</i> ; http://alamedasocialservices.org	800-648-0954/ 510-268-2332
ECHO Housing, Rental Assistance Program; <i>(assists residents living in Livermore and Pleasanton with move-in costs or delinquent rent)</i> ; www.echofairhousing.org	925-449-7340
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), Livermore Outstation; <i>(3311 Pacific Ave., Livermore 94550)</i> ; http://alamedasocialservices.org	925-455-0747
Mercy Brown Bag Program, <i>(supplemental groceries twice a month to eligible low-income seniors)</i> ; https://mercybrownbag.org/	510-534-8540 ext. 369

FOOD & NUTRITION (Home Delivered Meals)

Spectrum Community Services, *(serves residents of Dublin, Pleasanton and Sunol)*; www.spectrumcs.org 925-931-5385
Spectrum Community Services, *(serves residents of Livermore)*; www.spectrumcs.org 925-421-4657

FOOD & NUTRITION (Senior Group Dining)

Open Heart Kitchen, *(senior community dining; call for a complete list of sites)*; www.openheartkitchen.org 925-580-1616

Open Heart Kitchen Locations:

Dublin Senior Center; www.dublin.ca.gov 925-556-4511
Livermore Senior Center; www.larpd.org 925-500-8241
Pleasanton Senior Center; www.cityofpleasantonca.gov 925-931-5363

FRIENDLY VISITORS / TELEPHONE REASSURANCE PROGRAMS

Are You OK?, Pleasanton Police Department; *(Pleasanton Police will call senior residents for health/safety check-up)*; www.cityofpleasantonca.gov
..... 925-931-5100

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

Senior Support Program of the Tri-Valley, www.ssptv.org 925-931-5388

HEALTH INSURANCE PROGRAMS

Alameda County Social Services Agency, Workforce Benefits Administration - Medi-Cal Unit; www.alamedasocialservices.org
..... 800-698-1118 / 510-777-2300

Alameda County Social Services Agency, Medi-Cal Long-Term Care; www.alamedasocialservices.org 510-383-8735

Alameda County Social Services Agency, 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; <i>(minor home repair grants and rehabilitation grants)</i> ; www.achhd.org	510-567-8280
City of Pleasanton, The Housing Rehabilitation Program for Existing Homeowners; http://admin.cityofpleasantonca.gov	510-931-5011
Renew Alameda County, Habitat for Humanity; <i>(affordable home renovation loans-simple 1% interest with payments deferred until the sell of the home)</i> ; www.renewac.org	510-803-3388
Spectrum Community Services, Low Income Weatherization Assistance Program; <i>(federally funded program that provides free energy efficiency improvements in homes of qualified homeowners or renters)</i> ; www.spectrumcs.org	510-881-0300

HOUSING ASSISTANCE PROGRAMS

Alameda (County) Housing Authority, www.haca.net	510-538-8876
City of Pleasanton, Housing Division; www.cityofpleasantonca.gov	925-931-5011
CRIL - Community Resources for Independent Living, <i>(disabled housing assistance)</i> ; www.crilhayward.org	510-881-5743/ TTY: 510-881-0218
ECHO Housing, <i>(information on fair housing laws, illegal housing discrimination and tenant/landlord services)</i> ; www.echofairhousing.org	925-449-7340
ECHO Housing, Rental Assistance Program; <i>(assists residents living in Livermore and Pleasanton with move-in costs or delinquent rent)</i> ; www.echofairhousing.org	925-449-7340
Eden Information & Referral, <i>(rental housing information and emergency shelter referrals)</i> ; www.edenir.org	2-1-1/ 888-886-9660
HERA - Housing and Economic Rights Advocates, <i>(mortgage and financial counseling programs)</i> ; www.heraca.org	510-271-8443
Livermore Housing Authority, www.livermoreha.org	925-447-3600
NID Housing Counseling Agency, <i>(HUD-Approved Intermediary, assisting with reverse mortgage education, foreclosure prevention, rental housing and financial management)</i> ; 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
Provider information and to apply; www.alamedasocialservices.org	510-577-1877
Client for Independent Living - CIL, <i>(private pay referrals)</i> ; www.thecil.org	510-841-4776
Public Authority for IHSS, <i>(provider registry list for IHSS clients)</i> ; www.ac-pa4ihss.org	510-577-1980
Public Authority for IHSS, <i>(provider registry)</i> ; www.ac-pa4ihss.org	510-577-5694

INJURY PREVENTION

Senior Injury Prevention Partnership - SIPP, <i>(fall prevention programs and older driver safety)</i> ; www.acphd.org	510-618-2050
Senior Support Program of the Tri-Valley, www.ssptv.org	925-931-5379

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, (<i>elder law attorney referral services and information on Medi-Cal estate recovery</i>); www.canhr.org	800-474-1116
Centro Legal de la Raza, (<i>low-cost immigration legal services</i>); www.centrolegal.org	510-437-1554
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 age 60 and older</i>); www.lashicap.org	510-832-3040
SEEDS Community Resolution Center, (<i>community mediation services</i>); www.seedsarc.org	510-548-2377

MEDICAL/DENTAL CLINICS & SERVICES

Alameda-Contra Costa Medical Association, (<i>doctor referrals</i>); www.accma.org	510-654-5383
Axis Community Health, www.axishealth.org	925-462-1755
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
Tri-City Health, www.tri-cityhealth.org	510-770-8040
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
Axis Community Health, www.axishealth.org	925-462-1755
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
Family Education and Resource Center, Livermore, (<i>support for family/caregiver of people with mental illness</i>); www.askferc.org	925-583-3772

MENTAL HEALTH / COUNSELING PROGRAMS *continued*

Geriatric Assessment & Response Team, *(consultation services, short-term case management for Alameda County residents 60+ with serious mental health, alcohol or drug concerns); www.acbhcs.org 510-891-5650*
Mental Health Association of Alameda County, www.mhaac.org 510-835-5010
Pacific Center for Human Growth, *(mental health services and peer support groups for LGBTQ folks); www.pacificcenter.org 510-548-8283*
Senior Support Program of the Tri-Valley, In-Home Counseling Program; www.ssptv.org 925-931-5395
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; *(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 or 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*)

Dublin, Dublin Senior Center, *(7600 Amador Valley Boulevard, Dublin, CA 94568); www.dublin.ca.gov 925-556-4511*
Livermore, Livermore Senior Center, *(4444 East Avenue, Livermore, CA 94550); www.larpd.org 925-373-5760*
Pleasanton, Pleasanton Senior Center, *(5353 Sunol Boulevard, Pleasanton, CA 94566); www.cityofpleasanton.gov 925-931-5365*
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, <i>(traffic and travel information for the Bay Area)</i> ; www.511.org	5-1-1
AC Transit, <i>(senior and disabled discounted passes)</i> ; www.actransit.org	510-891-4777
American Cancer Society, Road to Recovery; <i>(provides transportation to and from treatments for cancer patients)</i> ; www.cancer.org	800-227-2345
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
Senior Support Program of the Tri-Valley, Volunteers Assisting Seniors with Transportation (VAST) program; <i>(seniors 60 years and older that need door-to-door service to medical appointments, must live in the Dublin, Pleasanton, Livermore, Sunol area)</i> ; www.ssptv.org	925-931-5387
Taxi and City Transportation Programs, Pleasanton; <i>(subsidized taxi program, door-to door service for Pleasanton and Sunol residents)</i> ; www.cityofpleasantonca.gov	925-931-5376
Travel Training, 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
Travel Training, Livermore Amador Valley Transit Authority (LAVTA Wheels); <i>(individual and group training for people with disabilities and seniors aged 65+, serving the Tri-Valley area)</i> ; www.wheelsbus.com	925-455-7500
Travel Training, Through the Looking Glass; <i>(training to families with disability issues in Alameda County)</i> ; www.lookingglass.org ...	510-848-1112 ext. 8156
Wheels Dial-A-Ride, <i>(paratransit program for Dublin-Pleasanton, Livermore area)</i> ; www.wheelsbus.com	925-455-7500

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
California Water Service Company, Low-Income Rate Assistance (LIRA); <i>(offers a service-charge discount to qualifying low-income customers)</i> ; www.calwater.com	877-419-1701
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: CARE - California Alternative Rates for Energy Program; <i>(discount on gas/electric bills for qualified low-income households)</i> ; www.pge.com	866-743-2273
Energy Savings Assistance Program; <i>(weatherization, energy-efficient appliances for qualified low-income households)</i> ; www.pge.com	800-933-9555
Medical Baseline Program; <i>(energy at the lowest, baseline price for residential customers with qualifying medical conditions)</i> ; www.pge.com	800-743-5000
Relief for Energy Assistance through Community Help (REACH); <i>(one-time energy assistance administered through Salvation Army)</i> ; www.pge.com	822-933-9677

UTILITIES ASSISTANCE *continued*

RHA Delivering Solutions, Moderate Income Direct Install Program (MIDI); *(no cost energy efficient upgrades for moderate income households);*
..... 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, Livermore Outstation; <i>(3311 Pacific Ave., Livermore 94550)</i> ; http://alamedasocialservices.org	925-455-0747
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	510-894-3639
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
Senior Support Program of the Tri-Valley, www.ssptv.org	925-931-5379
Social Security Administration / SSI, www.ssa.gov	800-772-1213
Tax Assistance, Internal Revenue Service (IRS); <i>(general information)</i> ; www.irs.gov	510-907-5000
Tax Assistance, AARP Tax-Aide Program; <i>(free filing assistance)</i> ; www.aarp.org	888-687-2277
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