SENIOR RESOURCE GUIDE

Non-Profit and Public Agencies Serving

EAST ALAMEDA COUNTY – Dublin • Livermore • Pleasanton • Sunol
Alameda County Area Agency on Aging
6955 Foothill Blvd, 3rd Floor, Oakland, CA 94605; 1-800-510-2020 / 510-577-3530; http://alamedasocialservices.org

ADULT DAY CARE/RESPITE (useful website: www.daybreakcenters.org)
Alzheimer’s Services of the East Bay, Hayward; http://aseb.org .......................................................... 510-888-1411
DayBreak Adult Care Centers, formerly Adult Day Services Network (personalized referrals & community education); http://daybreakcenters.org
.......................................................... 510-834-8314

ALCOHOLISM & DRUG ABUSE PREVENTION PROGRAMS
Alameda County Health Care ACCESS (referrals to substance abuse services in Alameda County); www.acbhcs.org .......................................................... 800-491-9099
Alcoholics Anonymous Central Office, Oakland; http://eastbayaa.org .......................................................... 510-839-8900
Senior Support Program of the Tri-Valley; www.ssptv.org .......................................................... 925-931-5379

ALZHEIMER’S SERVICES
Alzheimer’s Association Helpline (24-hour); www.alz.org .......................................................... 800-272-3900
Alzheimer’s Services of the East Bay, Hayward; http://aseb.org .......................................................... 510-888-1411
Ethnic Elders Care (website focuses on ethnic elders with Alzheimer’s and related disorders); www.ethnicelderscare.net
Family Caregiver Alliance (limited respite may be available for unpaid caregivers); www.caregiver.org .......................................................... 800-445-8106
Senior Support Program of the Tri-Valley; www.ssptv.org .......................................................... 925-931-5379
U.C. Davis Alzheimer’s Disease Center (Richmond & Sacramento sites); www.ucdmc.ucdavis.edu/alzheimers .......................................................... 530-752-8797

CAREGIVER SUPPORT PROGRAMS
(Note: for support group information, contact also adult day care programs and local hospitals)
Alzheimer’s Association of Northern California; www.alznorcal.org .......................................................... 800-272-3900
DayBreak Adult Care Centers, formerly Adult Day Services Network; http://daybreakcenters.org .......................................................... 510-834-8314
Family Caregiver Alliance (assistance for families caring providing long-term care for loved ones); www.caregiver.org .......................................................... 800-445-8106
Family Education and Resource Center (support for family/caregivers of people with mental illness); www.askferc.org .......................................................... 510-746-1700
Lincoln Child Center Kinship Support Services Program (grandparent & relative caregivers or children); http://lincolnchildcenter.org/kinship-services
.......................................................... 510-583-8060
Senior Support Program of the Tri-Valley (caregiver support); www.ssptv.org .......................................................... 925-931-5379
CASE MANAGEMENT/COORDINATION OF SERVICES FOR HOMEBOUND SENIORS
Senior Support Program of the Tri-Valley; www.ssptv.org ................................................................. 925-931-5379

DISABED ADULT 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; www.diabetes.org ...................................................................................................................... 510-654-4499
American Heart Association / American Stroke Association; www.heart.org and www.strokeassociation.org .............................. 510-903-4050
Americans with Disabilities Act (ADA), Pacific ADA Center; www.adapacific.org ........................................................... 800-949-4232
Aphasia Center of California (services for persons who have had strokes); http://aphasiacenter.net ............................................ 510-336-0112
Arthritis Foundation; www.arthritis.org .......................................................................................................................... 415-356-1230
Braille & Talking Book Library; www.library.ca.gov/services/tbbl.html .................................................................................... 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 (Tri-Valley Satellite Office), http://crilhayward.org .............................................. 925-371-1531
DCARA - Deaf Counseling Advocacy and Referral Agency; www.dcara.org .................................................................................. 510-343-6670/ TTY: 877-322-7288
Disability Rights California; www.disabilityrightsca.org .................................................................................................................. 510-267-1200/ TTY: 800-719-5798
Hearing and Speech Center of Northern California (testing and product info), San Francisco; www.hearingspeech.org ............ 415-921-7658
Lions Center for the Blind (free services for the Blind and low vision seniors); www.lbcenter.org .................................................. 510-450-1580
Multiple Sclerosis (MS) Friends Support Line (multiple sclerosis peer phone helpline) ................................................................. 866-673-7436
National Multiple Sclerosis Society; www.nationalmssociety.org ............................................................................................... 800-344-4867
Parkinson’s Institute; www.theipi.org .......................................................................................................................... 800-655-2273
Regional Center of the East Bay (services to individuals with developmental disabilities); www.rceb.org ........................................ 510-618-6100
Wheelchair Breakdown Service (emergency wheelchair transportation and breakdown assistance) .................................................. 877-509-4335
Women’s Cancer Resource Center, Oakland; www.wcrc.org ....................................................................................................... 510-420-7900

EDUCATION (also see Senior Centers)
Dublin Adult School; www.dublinusd.org .......................................................................................................................... 925-829-4322 x7921
U.C. Berkeley - Osher Lifelong Learning Institute – OLLI; http://olli.berkeley.edu ................................................................. 510-642-9934
ELDER ABUSE PREVENTION

Alameda County Adult Protection Services; http://alamedasocialservices.org ................................................................. 866-225-5277
District Attorney - Consumer & Environmental Protection Unit; www.alcoda.org ........................................................................... 510-383-8600
District Attorney - Elder Protection Unit (located in Family Justice Center); www.alcoda.org ......................................................... 510-267-8800
District Attorney - Victim/Witness Assistance Division; www.alcoda.org .................................................................................. 510-272-6180
Legal Assistance for Seniors (services for persons 60 and older); www.lashicap.org ................................................................. 510-832-3040

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

American Red Cross (Preparedness training for groups); www.redcrossbayarea.org .................................................................................. 510-595-4400
CARD - Collaborating Agencies Responding to Disasters (preparedness training for non-profit/community agencies); http://cardcanhelp.org .................................................................................................................. 510-451-3140
Senior Injury Prevention Partnership (discussion groups for older adults); www.acphd.org .......................................................... 510-618-2050

EMPLOYMENT PROGRAMS

ASSETS Senior Employment Program (Alameda County residents 55 and older) ................................................................. 510-238-3535
East Bay Works One-Stop Business and Career Centers, Pleasanton; www.eastbayworks.com/alamedacounty ........................................ 925-485-5262
SCORE - Service Corps of Retired Employees (provides free business counseling); http://eastbay.score.org ........................................... 510-273-6611
SER - Jobs for Progress, Inc. (Service, Employment, Redevelopment), Hayward; www.ser-national.org .............................................. 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-$35 for 30 minute consultation - pertaining to estate planning, wills and trust); www.acbanet.org .................................................................................................................. 510-302-2222
Alameda County Coroner (indigent burial/cremation in case of no next of kin or financial means - eligibility determined by application); www.acbanet.org ................................................................................ 510-268-7300
Alameda County Public Administrator (administers estates of decedents who have no next of kin or executor); http://alamedasocialservices.org ........................................................................................ 510-577-1906
California Advocates for Nursing Home Reform (elder law attorney referral services and information on Medi-Cal estate recovery); www.canhr.org ...................................................................................................... 415-974-5171/ 800-474-1116
California Department of Consumer Affairs’ Cemetery and Funeral Bureau (licenses funeral agencies, publishes consumer guide); www.cfb.ca.gov ........................................................................................................... 800-952-5210
Crisis Support Services of Alameda County (grief counseling, grief support group for seniors); www.crisissupport.org .................................................................................................................. 510-420-2475
Funeral Consumers Alliance (consumer education) ......................................................................................................................... www.funerals.org ........................................................................................................... 510-272-6180
Legal Assistance for Seniors (provides workshop on advance health care directive); www.lashicap.org .................................................................................................................. 800-393-0363
**ETHNIC / CULTURALLY SPECIFIC PROGRAMS**

Catholic Charities of the East Bay, Oakland *(Immigration and Naturalization Service, Refugee Resettlement Program, Southeast Asian Senior Services)* [www.cceb.org](http://www.cceb.org) .................................................. 510-768-3100

Ethnic Elders Care *(website focuses on ethnic elders with Alzheimer's and related disorders)* ................................................................. [www.ethnicelderscare.net](http://www.ethnicelderscare.net)

International Institute of the Bay Area *(immigration legal services)*, Oakland; [www.iibayarea.org](http://www.iibayarea.org) .................................................. 510-451-2846

Jewish Family & Children's Services of the East Bay, Older Adult Services; [www.jfcs-eastbay.org](http://www.jfcs-eastbay.org) .................................................. 510-558-7800

Lavender Seniors *(support services for LGBT - lesbian/gay/bisexual/transgendered elders)*; [www.lavenderseniors.org](http://www.lavenderseniors.org) .................................................. 510-574-2073

**FINANCIAL ASSISTANCE**

*(Useful websites: [www.benefitscheckup.org](http://www.benefitscheckup.org) & [www.govbenefits.gov](http://www.govbenefits.gov))*

Alameda County Social Services Agency:

- Livermore Outstation (3311 Pacific Ave., Livermore, 94550); [www.alamedasocialservices.org](http://www.alamedasocialservices.org) .................................................. 925-455-0747

Alameda County Veterans Services; [www.alamedasocialservices.org](http://www.alamedasocialservices.org):

- Fremont Office ........................................................................................................ 510-795-2686

- Oakland (Main) Office ............................................................................................. 510-577-1926

CANHR - California Advocates for Nursing Home Reform *(estate planning for long term care)*; [www.canhr.org](http://www.canhr.org) .................................................. 415-974-5171/ 800-474-1116

CAPI - Cash Assistance Program for Immigrants; [www.alamedasocialservices.org](http://www.alamedasocialservices.org) .................................................. 510-268-2332/ 800-648-0954

ECHO Housing *(Rental Assistance Program for residence of Alameda County; Intake Wednesdays 9am)*; [www.echofairhousing.org](http://www.echofairhousing.org) .................................................. 855-ASK-ECHO

Social Security / SSI; [www.ssa.gov](http://www.ssa.gov) .................................................. 800-772-1213

**FOOD & NUTRITION**

Alameda County Community Food Bank, [www.accfb.org](http://www.accfb.org) .................................................. 510-635-3663/ 800-870-3663

CalFresh (California's Food Stamp Program), Livermore Outstation (3311 Pacific Ave, Livermore, 94550); [www.alamedasocialservices.org](http://www.alamedasocialservices.org) 925-455-0747

**FOOD & NUTRITION (Home Delivered Meals)**

Mercy Brown Bag Program *(supplemental groceries twice month to eligible low-income seniors)*; [http://mercyretirementcenter.org](http://mercyretirementcenter.org) ............ 510-534-8540 x369

Spectrum Community Services:

- Dublin, Pleasanton, Sunol; [www.spectrumcs.org](http://www.spectrumcs.org) .................................................................................. 925-931-5385

- Livermore; [www.spectrumcs.org](http://www.spectrumcs.org) .................................................. 925-373-5764

**FOOD & NUTRITION (Senior Group Dining)**

Open Heart Kitchen *(senior community dining; call for a complete list of sites)*; [www.openheartkitchen.org](http://www.openheartkitchen.org) .................................................. 925-580-6793

Open Heart Kitchen, Dublin Senior Center; [www.openheartkitchen.org](http://www.openheartkitchen.org) .................................................. 925-556-4511
FOOD & NUTRITION (Senior Group Dining) continued
Open Heart Kitchen, Livermore Senior Service Center; www.openheartkitchen.org ................................................................. 925-373-5764
Open Heart Kitchen, Pleasanton Senior Center; www.openheartkitchen.org ................................................................. 925-931-5365

FRIENDLY VISITORS / TELEPHONE REASSURANCE PROGRAMS
Are You OK?, Pleasanton Police Department (PPD will call senior residents for health/safety check-up); http://www.cityofpleasantonca.gov/ ...... 925-931-5100
Lavender Seniors (support services for LGBT - lesbian/gay/bisexual/transgendered elders); www.lavenderseniors.org ........................................ 510-574-2073
Senior Center Without Walls (group activities and friendly conversation for homebound seniors thru FREE phone conference calls);
http://seniorcenterwithoutwalls.org ........................................................................................................... 877-797-7299
Tele-Care, Alta-Bates Medical Center (daily phone calls to people who are homebound or isolated); www.altabatessummit.org ...................... 510- 204-4487

HEALTH INSURANCE PROGRAMS
(Useful websites: www.cahealthadvocates.org, www.coverageforall.org)
Alameda County Adult, Aging and Medi-Cal Services Department; www.alamedasocialservices.org:
   Medi-Cal Long Term Care (new applicants contact County Medi-Cal Center, see Medi-Cal below) .......... 510-777-2300/ 800-698-1118
   Medi-Cal Long Term Care (ongoing cases only) .................................................. 510-577-1900
   Medicare Savings Programs (QMB - Qualified Medicare Beneficiary Program, SLMB - Specified Low-Income Medicare Beneficiary,
   QI - Qualified Individual) .................................................................................. 510-577-1900
Covered California (affordable health care 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); http://achealthcare.org ............
HICAP - Health Insurance Counseling and Advocacy Program; www.lashicap.org ................................................................. 510-839-0393
Medi-Cal (Alameda County Social Services Agency):
   Livermore Outstation (3311 Pacific Ave., Livermore, 94550); www.alamedasocialservices.org ......................... 925-455-0747
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, Accessibility grants, and Rehabilitation Loans);
www.achhd.org .................................................................................................................. 510-670-5399

HOUSING ASSISTANCE PROGRAMS
Alameda (County) Housing Authority, www.haca.net .......................................................... 510-538-8876
Community Resources for Independent Living - CRIL (disabled housing assistance); http://crilhayward.org ......................... 510-881-5743
ECHO Housing (information on fair housing laws and illegal housing discrimination); www.echofairhousing.org .................. 510-496-0496

East County (Dublin, Livermore, Pleasanton, Sunol)
HOUSING ASSISTANCE PROGRAMS (continued)

ECHO Housing (rental assistance, information on fair housing laws and illegal housing discrimination; tenant/landlord counseling); www.echofairhousing.org ................................................................. 925-449-7340

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 counseling); www.heraca.org ............................................................................................................................... 510-271-8443

NID-Housing Counseling Agency (homeowner/foreclosure counseling); http://nidonline.org ......................................................................................................................... 877-670-7360

Pleasanton Housing Division (information about affordable housing and homeownership); www.cityofpleasontonca.gov ................................................................. 925-931-5007

IN-HOME SERVICES

Alameda County In-Home Supportive Services – IHSS:

Intake & Client Information Services; http://alamedasocialservices.org ................................................................................................................................. 510-577-1800

Payroll; http://alamedasocialservices.org ................................................................................................................................. 510-577-1877

Community Resources for Independent Living - CRIL (private pay referrals); http://crlhayward.org .................................................................................................................. 510-881-5743

Public Authority (IHSS Registry Referral - Clients to find a Provider); www.ac-pa4ihss.org .................................................................................................................. 510-577-3552

INJURY PREVENTION

Senior Injury Prevention Partnership (falls prevention and older driver safety discussion groups); www.acphd.org ................................................................................................................................. 510-618-2027

Senior Support Program of the Tri-Valley (fall risk screening education and referrals, home modifications, physical activity support, medication education); www.ssptv.org ................................................................................................................................. 925-931-5379

LEGAL SERVICES

Alameda County Bar Association:

Lawyer Referral Services ($35 fee for ½ hr consultation and referral); www.acbanet.org ................................................................................................................................. 510-302-2222

Volunteer Legal Services (free assistance for low-income persons); www.acbanet.org ................................................................................................................................. 510-302-2222

Bay Area Legal Aid, http://baylegal.org ................................................................................................................................. 800-551-5554

CANHR - California Advocates for Nursing Home Reform (estate planning for long term care, Lawyer referral service); www.canhr.org ................................................................................................................................. 800-474-1116

Centro Legal de la Raza (low-cost immigration legal services); http://centrolegal.org ................................................................................................................................. 510-437-1554

Eastbay Community Law Center (for low income persons needing legal advice/counsel); www.ebclc.org ................................................................................................................................. 510-548-4040

Eviction Defense Center ................................................................................................................................. 510-452-4541

HERA - Housing and Economic Rights Advocates; www.heraca.org ................................................................................................................................. 510-271-8443

Legal Assistance for Seniors (serves persons 60 years and older); www.lashicap.org ................................................................................................................................. 800-393-0363

Senior Legal Hotline of Northern California, http://lsnc.net ................................................................................................................................. 800-222-1753
**MEDICAL/DENTAL CLINICS & SERVICES**

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Information</th>
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<tbody>
<tr>
<td>Alameda-Contra Costa Medical Association (doctor referrals)</td>
<td><a href="http://www.accma.org">www.accma.org</a> 510-654-5383</td>
</tr>
<tr>
<td>Axis Community Health</td>
<td><a href="http://www.axishealth.org">www.axishealth.org</a> 925-462-1755</td>
</tr>
<tr>
<td>Denti-Cal (information on Medi-Cal dental benefits)</td>
<td><a href="http://www.denti-cal.ca.gov">www.denti-cal.ca.gov</a> 800-322-6384</td>
</tr>
<tr>
<td>ReCARES, formerly Home CARES (medical equipment recyclers)</td>
<td><a href="http://www.homecares.org">www.homecares.org</a> 510-251-2273</td>
</tr>
<tr>
<td>Southern Alameda County Dental Society (referrals)</td>
<td><a href="http://www.sacds.org">www.sacds.org</a> 510-782-5442</td>
</tr>
<tr>
<td>Tiburcio Vasquez Health Center</td>
<td><a href="http://www.tvhc.org">www.tvhc.org</a> 510-471-5880</td>
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<tr>
<td>Tri-City Health Center</td>
<td><a href="http://www.tri-cityhealth.org">www.tri-cityhealth.org</a> 510-770-8040</td>
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<tr>
<td>U.C. Berkeley School of Optometry Eye Center</td>
<td><a href="http://www.acleyecare.org">www.acleyecare.org</a> 510-642-2020</td>
</tr>
<tr>
<td>University of the Pacific - Dental Care Center, Union City</td>
<td><a href="http://dental.pacific.edu">http://dental.pacific.edu</a> 510-489-5200</td>
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**MENTAL HEALTH / COUNSELING PROGRAMS**

<table>
<thead>
<tr>
<th>Service</th>
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<tr>
<td>Alameda County Health Care ACCESS (referrals to mental health services in Alameda County)</td>
<td><a href="http://www.acbhcs.org">www.acbhcs.org</a> 800-491-9099</td>
</tr>
<tr>
<td>Asian Community Mental Health Services, Oakland</td>
<td><a href="http://www.acmhs.org">www.acmhs.org</a> 510-970-9750</td>
</tr>
<tr>
<td>Axis Community Health</td>
<td><a href="http://www.axishealth.org">www.axishealth.org</a> 925-462-1755</td>
</tr>
<tr>
<td>Geriatric Assessment &amp; Response Team - GART (consultation services, short-term case management for Alameda County residents 60+ with serious mental health, alcohol or drug concerns)</td>
<td>510-891-5650</td>
</tr>
<tr>
<td>LEGENDS at Valley Health System (short-term, voluntary inpatient program for behavioral health concerns in people 65 and older)</td>
<td><a href="http://www.valleycare.com">www.valleycare.com</a> 925-373-8038/ 800-884-8038</td>
</tr>
<tr>
<td>Mental Health Association of Alameda County, <a href="http://mhaac.org">http://mhaac.org</a></td>
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<tr>
<td>Family Caregiver Support</td>
<td>510-835-0188</td>
</tr>
<tr>
<td>Mental Health Advocates</td>
<td>510-835-5532</td>
</tr>
<tr>
<td>Patient’s Rights Advocates</td>
<td>510-835-2505</td>
</tr>
<tr>
<td>Senior Support Program of the Tri-Valley (In-Home Counseling)</td>
<td><a href="http://www.ssptv.org">www.ssptv.org</a> 925-931-5379</td>
</tr>
<tr>
<td>Suicide Prevention / Crisis Support (24-hour support line)</td>
<td><a href="http://www.crisissupport.org">www.crisissupport.org</a> 800-309-2131</td>
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**NURSING HOME ASSISTANCE / LONG-TERM CARE FACILITIES**

(Useful websites: www.calqualitycare.org & www.nursinghomeguide.org)

<table>
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<tr>
<th>Service</th>
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<tr>
<td>California Community Transitions, East Bay Innovations; (eligible Medi-Cal beneficiaries who are in a state licensed health care facility for 90 days or longer move into their own home)</td>
<td><a href="http://www.dhcs.ca.gov">www.dhcs.ca.gov</a> 510-618-1580 x49</td>
</tr>
<tr>
<td>CANHR - California Advocates for Nursing Home Reform (advice on nursing home selection; residents’ rights advocates); San Francisco</td>
<td><a href="http://www.canhr.org">www.canhr.org</a> 800-474-1116</td>
</tr>
<tr>
<td>Ombudsman - Alameda County Long-Term Care Ombudsman Program (care facility complaint resolution &amp; advocacy; lists RCFEs, Residential Care Facilities for the Elderly, and SNFs, Skilled Nursing Facilities)</td>
<td><a href="http://www.alamedasocialservices.org">www.alamedasocialservices.org</a> 510-638-6878</td>
</tr>
</tbody>
</table>
NURSING HOME ASSISTANCE / LONG-TERM CARE FACILITIES (continued)
State of California Community Care Licensing (RCFE licensing); www.ccdl.ca.gov .................................................. 510-622-2602
State of California Department of Public Health (SNF & Home Health Care Licensing); www.cdph.ca.gov ................................. 800-236-9747

PUBLIC GUARDIAN'S OFFICE
(court appointed conservatorships); www.alamedasocialservices.org .................................................................................. 510-577-1900

SENIOR CENTERS (also see Ethnic /Culturally Specific Senior Programs)
Dublin Senior Center (7600 Amador Valley Blvd., Dublin, 94568); www.dublinseniorcenter.com .................................................. 925-5564511
Livermore, Senior Service Center; (4444 East Avenue, Livermore, 94550); www.larpd.org ................................................................. 925-373-5760
Pleasanton Senior Center (5353 Sunol Blvd., Pleasanton, 94566); www.pleasantonseniorcenter.org .................................................. 925-931-5365
Senior Center Without Walls (group activities and friendly conversation for homebound seniors thru FREE phone conference calls);
  http://seniorcenterwithoutwalls.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 .................................................................................. 510-891-4706
American Cancer Society, Road to Recovery (transportation program for cancer patients); www.cancer.org ............................................. 800-227-2345
BART (senior and disabled discount tickets); www.bart.gov/tickets .................................................................................. 510-464-7136
DMV Parking Placards for Disabled Drivers, www.dmv.ca.gov .................................................................................. 800-777-0133
Pleasanton Paratransit (seniors and disabled adults in the City of Pleasanton and Sunol); www.cityofpleasantonca.gov .................................................................................. 925-931-5376
Senior Support Program of the Tri-Valley, Senior Transportation Program (seniors who need door to door service for medical appointments in the City of
  Pleasanton, Dublin, Livermore or Sunol); www.ssptv.org .................................................................................. 925-931-5387
Travel Training, WHEELS (training on how to use WHEELS public transportation); www.wheelsbus.com .................................................................................. 925-455-7500
Wheelchair Breakdown Service (emergency wheelchair transportation and breakdown assistance) .................................................. 877-509-4335
Wheels Dial-A-Ride (door-to-door service to eligible disabled riders in Livermore, Dublin, Pleasanton, and the surrounding unincorporated areas); www.wheelsbus.com .................................................................................. 925-455-7500

UTILITIES ASSISTANCE
California Lifeline (telephone service discounts); www.cpuc.ca.gov .................................................................................. 866-272-0349
California Telephone Access Program - CTAP (accessible phone products/services); www.californiaphones.org ................................. 800-806-1191/ TTY: 1-800-806-4474
California Water Service Company, Low-Income Rate Assistance - LIRA (offers a service-charge discount to qualifying low-income customers);
  www.calwater.com .................................................................................. 925-447-4900
UTILITIES ASSISTANCE (continued)
Heat Energy Assistance Program - HEAP & Weatherization (energy assistance for low-income households; attic insulation, weather-stripping, and related conservation measures; www.spectrumcs.org) ................................................................. 510-881-0300
PG&E - Pacific Gas & Electric, CARE - California Alternative Rates for Energy; (discount on gas/electric bills for qualified low-income households; www.pge.com) ........................................................................................................ 866-743-2273
PG&E - Pacific Gas & Electric, Energy Savings Assistance Program (weatherization, energy-efficient appliances for qualified low-income customers; www.pge.com) ........................................................................................................ 800-989-9744
PG&E - Pacific Gas & Electric, Medical Baseline Allowance (energy at the lowest, baseline, price for residential customers with qualifying medical condition(s); www.pge.com) ........................................................................................................ 800-743-5000
PG&E - Pacific Gas & Electric, Relief for Energy Assistance through Community Help - REACH (one-time energy-assistance administered through the Salvation Army; www.pge.com) .......................................................................................... 800-933-9677
ReachOut Wireless (discounted cell phone service; www.reachoutmobile.com) ................................................................. 877-777-1914

VETERANS SERVICES
Alameda County Veterans Services (Fremont Office; www.alamedasocialservices.org) ........................................................................................................ 510-795-2686
U.S. Department of Veteran’s Affairs, www.va.gov ........................................................................................................ 800-827-1000

VOLUNTEER OPPORTUNITIES
Alameda County Library Homeword Bound Program (home delivery of library materials; www.aclibrary.org) .......................................................................................... 510-745-1491
Ombudsman - Alameda County Long-Term Care Ombudsman Program (volunteer advocates persons in long term care facilities; www.alamedasocialservices.org) .......................................................................................... 510-638-6878
Stagebridge (senior actors and storytellers), Oakland; 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 (check website for class nearest you); www.aarp.org .......................................................... 800-350-7025
Alameda County Area Agency on Aging, Senior Information & Assistance; www.alamedasocialservices.org ...................... 510-577-3530/ 800-510-2020
Alameda County Library, Older Adult Services (Homeword Bound, Library Computer Training, and more); www.aclibrary.org ................................................. 510-745-1491
Alameda County Social Services Agency, Livermore Outstation; (3311 Pacific Avenue, Livermore 94550) .......................................................... 925-455-0747
Alameda-Contra Costa County Medical Association (doctor referrals); www.accma.org .......................................................... 510-654-5383
Contra Costa County, Senior Information & Assistance; http://ehsd.org .......................................................... 925-229-8434
Eldercare Locator (information services outside Alameda County/California); www.eldercare.gov ........................................... 800-677-1116
Immigration Questions, International Institute of the East Bay; www.iibayarea.org .......................................................... 510-894-3639
Public Authority (Centralized Registry Information Line - for worker application and orientation) www.ac-pa4ihss.org ........................................................................... 510-577-5694
Public Authority; www.ac-pa4ihss.org:

IHSS Registry Referral - for IHSS Clients to find a worker ....................................................................................... 510-577-1980
IHSS Worker and Consumer Training ........................................................................................................... 510-577-3554
IHSS Worker Health Benefits Hotline ........................................................................................................... 510-777-4201
Senior Injury Prevention Partnership (SIPP), www.acphd.org ....................................................................................... 510-618-2050
Social Security / SSI, www.socialsecurity.gov .......................................................................................... 800-772-1213
Tax Assistance: (generally from February 1 - April 15 at most senior centers and some library branches):

AARP Tax Aide Program (free filing assistance); www.aarp.org ....................................................................................... 888-687-2277
IRS (general information); www.irs.gov ........................................................................................................... 800-829-1040
Volunteer Income Tax Assistance / Tax Counseling for the Elderly; .......................................................................................... www.ftb.ca.gov

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

Senior Housing Guide • Retirement Residences & Continuing Care Retirement Communities • Emergency Response Programs • Employment Assistance and Resources for Older Adults • Food & Nutrition Resources Guide • Geriatric Care Management & Other Private Services • Home Health Care, Home Care & Hospice Agencies • Mental Health Agencies • Placement Agencies • Senior Centers • SSI/CAPI • Utilities Assistance

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 800-510-2020 / 510-577-3530