SENIOR RESOURCE GUIDE
Non-Profit and Public Agencies Serving
CENTRAL ALAMEDA COUNTY – Castro Valley • Hayward • San Leandro • San Lorenzo
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
Bay Area Community Services – BACS, Adult Day Care, serves Hayward, Fremont; www.bayareacs.org ................................................................. 510-656-7742
Centers for Elders Independence (PACE - Program of All-Inclusive Care for the Elderly); www.cei.elders.org ................................................................. 510-433-1150
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.acbhcso.org ................................................................. 800-491-9099
Alcoholics Anonymous Central Office, Oakland; http://eastbayaa.org ................................................................. 510-839-8900
Comm Pre, a program of Horizon Services, Inc. (prevention strategies to reduce alcohol and medication misuse among older adults); http://horizonservices.org ................................................................. 510-885-8743

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 maybe available for unpaid caregivers); www.caregiver.org ................................................................. 800-445-8106
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
CAREGIVER SUPPORT PROGRAMS cont.
Lincoln Child Center Kinship Support Services Program (grandparent & relative caregivers or children), Hayward; http://lincolncare.org/kinship-services .......................................................... 510-583-8060

CASE MANAGEMENT/COORDINATION OF SERVICES FOR HOMEBOUND SENIORS
Bay Area Community Services - BACS, www.bayareacs.org ........................................................................................................ 510-271-8843
Multipurpose Senior Services Program - MSSP (residents on Medi-Cal; serves Hayward, Fremont, Newark, Union City); www.fremont.gov/908/Senior-Help-Line ........................................ 510-574-2041

DISABLED 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
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/btbl.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; http://crilhayward.org ................................................................. 510-881-5743
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
Lighthouse for the Blind (consumer products), Berkeley; http://lighthouse-sf.org ........................................................... 510-845-8700/TTY: 510-845-8703
Lions Center for the Blind (free services for the Blind and low vision seniors); www.lbc.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.thepi.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)

Castro Valley Adult & Career Education; www.cvadult.org ..................................................................................................................... 510-886-1000
Hayward Center for Education and Careers (Adult School); www.has.edu .................................................................................................................... 510-293-8595
San Leandro Adult School; www.sanleandroadultschool.org .............................................................................................................................. 510-618-4420
San Lorenzo Adult School; http://adult-slzusd-ca.schoolloop.com ......................................................................................................................... 510-317-4200
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 (preparation training for groups); www.redcrossbayarea.org ..................................................................................................... 510-595-4400
Collaborating Agencies Responding to Disasters - CARD (preparation 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, Hayward; www.eastbayworks.com/alamedacounty ...................................................................... 510-670-5700
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 (manages estates of decedents who have no next of kin or executor); http://alamedasocialservices.org ........................................................................ 510-577-1906
END-OF-LIFE PLANNING & ARRANGEMENTS (continued)
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
Legal Assistance for Seniors (provides workshop on advance health care directive); www.lashicap.org ................................................................. 510-832-3040

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 ................................................................................................. 510-768-3100
Ethnic Elders Care (website focuses on ethnic elders with Alzheimer’s and related disorders) ........................................................................................ www.ethnicelderscare.net
International Institute of the Bay Area (immigration legal services) Oakland; 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
Lavender Seniors (support services for LGBT - lesbian/gay/bisexual/transgendered elders); www.lavenderseniors.org ................................................................................................. 510-574-2073

FINANCIAL ASSISTANCE
Alameda County Social Services Agency:
    Eden Area Multi-Service Center (24100 Amador St., Hayward, 94544); www.alamedasocialservices.org ................................................................................................. 510-670-6000
Alameda County Veterans Services; www.alamedasocialservices.org:
    Hayward Office .................................................................................................................. 510-265-8271
    Oakland Office .................................................................................................................. 510-577-1926
CANHR - California Advocates for Nursing Home Reform (estate planning for long term care); www.canhr.org ................................................................................................. 415-974-5171 / 800-474-1116
CAPI - Cash Assistance Program for Immigrants; 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 ................................................................................................. 855-ASK-ECHO
Social Security/SS; www.ssa.gov ................................................................................................. 800-772-1213

FOOD & NUTRITION
Alameda County Community Food Bank; www.accfb.org ................................................................................................. 510-635-3663 / 800-870-3663
CalFresh (California’s Food Stamp Program), Eden Area Multi-Service Center (24100 Amador St., Hayward, 94544); www.alamedasocialservices.org ................................................................................................. 510-670-6000
Mercy Brown Bag Program (supplemental groceries twice month to eligible low-income seniors); http://mercyretirementcenter.org ................................................................................................. 510-534-8540 x369
FOOD & NUTRITION (Home Delivered Meals)
Project Open Hand (homebound and critically ill NON-Seniors); www.openhand.org ................................................................. 800-551-6325
SOS Meals on Wheels (Hayward, Castro Valley, San Leandro, San Lorenzo); www.sosmealsonwheels.org ....................................................... 510-582-1263

FOOD & NUTRITION (Senior Group Dining)
Spectrum Community Services (senior community dining; call for a list of sites) Castro Valley, Hayward, San Leandro, San Lorenzo; www.spectrumcs.org .................................................................................. 510-881-0300 ext. 222 or 243

FRIENDLY VISITORS / TELEPHONE REASSURANCE PROGRAMS
Lavender Seniors (support services for LGBT - lesbian/gay/bisexual/transgendered elders); www.lavenderseniors.org .................................................. 510-574-2073
LIFE Eldercare; http://lifeeldercare.org ......................................................................................................................... 510-574-2090
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.alatabatessummit.org ........................................... 510-204-4487

HEALTH INSURANCE PROGRAMS
Alameda County Adult, Aging and Medi-Cal Services Department:
  Medi-Cal Long Term Care (new applicants contact County Medi-Cal Center); www.alamedasocialservices.org ... 510-777-2300/ 800-698-1118
  Medi-Cal Long Term Care (ongoing cases only); www.alamedasocialservices.org ......................................................... 510-577-1900
  Medicare Savings Programs, QMB, SLMB, QI-1 (QMB--Qualified Medicare Beneficiary Program, SLMB--Specified Low-Income Medicare Beneficiary, QI--Qualified Individual); www.alamedasocialservices.org ................................................................. 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:
  Eden Area Multi-Service Center (24100 Amador St., Hayward, 94544); www.alamedasocialservices.org ............................................ 510-670-6000
Medicare, Social Security; www.ssa.gov .................................................................................................................. 800-633-4227

HOME IMPROVEMENT PROGRAMS FOR LOW TO MODERATE INCOME HOUSEHOLDS
City of Hayward - Housing Rehabilitation Program (Hayward residents only, minor home repair grants also available); www.hayward-ca.gov ...... 510-583-4225
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
ECHO Housing (rental assistance, information on fair housing laws and illegal housing discrimination; tenant/landlord counseling); 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 counseling); www.heraca.org .......................................................... 510-271-8443
NID-Housing Counseling Agency (homeowner/foreclosure counseling); http://nidonline.org .......................................................... 877-670-7360
San Leandro Housing Services Division (information about affordable housing in San Leandro); www.sanleandro.org .......................................................... 510-577-6004

IN-HOME SERVICES
Alameda County In-Home Supportive Services - IHSS; http://alamedasocialservices.org:
  Intake & Client Information Services.......................................................... 510-577-1800
  Payroll .......................................................... 510-577-1877
Community Resources for Independent Living - CRIL (private pay referrals); http://crilhayward.org .......................................................... 510-881-5743
Public Authority (IHSS Registry Referral - Clients to find a Provider); www.ac-pa4ihss.org .......................................................... 510-577-3552

INJURY PREVENTION
CommPre, a program of Horizon Services (prevention strategies to reduce alcohol and medication misuse among older adults); http://horizonservices.org .......................................................... 510-885-8743
Senior Injury Prevention Partnership (falls prevention and older driver safety discussion groups); www.acphd.org .......................................................... 510-618-2027

LEGAL SERVICES
Alameda County Bar Association, Lawyer Referral Services ($35 fee for ½ hr consultation and referral); www.acbanet.org .......................................................... 510-302-2222
Alameda County Bar Association, 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 SERVICES (continued)
Legal Assistance for Seniors (serves persons 60 years and older); www.lashicap.org ................................................................. 510-839-0393
SEEDS Community Resolution Center; www.seedscrc.org ........................................................................................................ 510-548-2377
Senior Legal Hotline of Northern California; http://lsnc.net ........................................................................................................ 800-222-1753

MEDICAL/DENTAL CLINICS & SERVICES
Alameda County Medical Center, Hayward Wellness Center; www.haywardahs.org ........................................................................ 510-266-1700
Alameda-Contra Costa Medical Association (doctor referrals); www.accma.org ................................................................................ 510-654-5383
Chabot College Dental Hygiene; www.chabotcollege.edu .............................................................................................................. 510-723-6900
Davis Street Family Resource Center - DSFRC, RotaCare Clinic (free acute care clinic); http://davisstreet.org ........................................ 510-347-4620
Denti-Cal (information on Medi-Cal dental benefits); www.denti-cal.ca.gov ......................................................................................... 800-322-6384
ReCARES, formerly Home CARES (medical equipment recyclers); www.homecares.org ................................................................. 510-251-2273
Southern Alameda County Dental Society (referrals); www.sacdso.org ............................................................................................ 510-782-5442
Tiburcio Vasquez Health Center; www.tvhc.org ............................................................................................................................. 510-471-5880
U.C. Berkeley School of Optometry Eye Center; www.caleyecare.org ................................................................................................. 510-642-2020
University of the Pacific - Dental Care Center; Union City; http://dental.pacific.edu ........................................................................... 510-489-5200

MENTAL HEALTH / COUNSELING PROGRAMS
Alameda County Health Care ACCESS (referrals to mental health services in Alameda County); www.acbhcs.org .................................. 800-491-9099
Asian Community Mental Health Services, Oakland; www.acmhs.org ............................................................................................. 510-970-9750
Crisis Support Services of Alameda County (Senior in-Home Counseling, Grief Counseling and Support Groups); www.crisis-support.org 800-260-0094
Family Service Counseling Center (outpatient and crisis response); http://fscc.org ................................................................................. 510-483-6715
Geriatric Assessment & Response Team – GART (consultation services, short-term case management for Alameda County residents 60+ with serious mental health, alcohol or drug concerns) .......................................................... 510-891-5650
La Familia Counseling Service (referrals); lafamiliacounseling.org ................................................................................................. 510-881-5921
LEGENDS at Valley Health System (short-term, voluntary inpatient program for behavioral health concerns in people 65 and older); www.valleycare.com ................................................................................................................................. 925-373-8038/ 800-884-8038
Mental Health Association of Alameda County; http://mhaac.org:
  Family Caregiver Support ................................................................................................................................................................. 510-835-0188
  Mental Health Advocates ................................................................................................................................................................. 510-835-5532
  Patient's Rights Advocates ................................................................................................................................................................. 510-835-2505
Suicide Prevention / Crisis Support (24-hour support line); www.crisis-support.org ........................................................................ 800-309-2131
NURSING HOME ASSISTANCE / LONG-TERM CARE FACILITIES
(useful websites: www.calqualitycare.org & www.nursinghomeguide.org)
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); www.dhcs.ca.gov ................................................................. 510-618-1580 x49
CANHR - California Advocates for Nursing Home Reform (advice on nursing home selection), San Francisco; www.canhr.org ........................................ 800-474-1116
Ombudsman - Alameda County Long-Term Care Ombudsman Program (care facility complaint resolution & advocacy; lists RCFEs, Residential Care Facilities for the Elderly, and SNFs, Skilled Nursing Facilities); www.alamedasocialservices.org ........................................................................ 510-638-6878
State of California Community Care Licensing (RCFE licensing); www.ccld.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)
Castro Valley, Kenneth C. Aitken Senior & Community Center (17800 Redwood Road, Castro Valley, 94546); www.haywardrec.org .................................................. 510-881-6738
Hayward Area Senior Center (22325 North 3rd Street, Hayward, 94546); www.haywardrec.org .................................................. 510-881-6766
San Leandro Senior Community Center (13909 East 14th Street, San Leandro, 94578); www.sanleandro.org/depts/rec/seniors/ .................................................. 510-577-3462
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
East Bay Paratransit Service - EBPT (for those who meet Americans with Disabilities Act (ADA) criteria); www.eastbayparatransit.org .......................................................... 800-555-8085
Flex Route Shuttle (City of San Leandro Paratransit Program); www.sanleandro.org .......................................................... 510-577-3462
Hayward Paratransit Program (services seniors or disabled adults in the City of Hayward, Castro Valley, San Lorenzo and unincorporated San Leandro);
www.ci.hayward.ca.us .......................................................... 510-583-4230
Travel Training:
Center for Independent Living (training on how to use public transit to get to destinations of choice); www.cilberkeley.org .......................................................... 510-841-4776
United Seniors of Oakland and Alameda County (Senior Group Travel Training); www.usoac.org .......................................................... 510-729-0852
Wheelchair Breakdown Service (emergency wheelchair transportation and breakdown assistance) .......................................................... 877-509-4335

Central Alameda County (Castro Valley, Hayward, San Leandro, San Lorenzo) 8
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: 800-806-4474
East Bay Municipal Utility District – EBMUD, Customer Assistance Program (discount program for low-income customers); www.ebmud.com; 866-403-2683
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; www.alamedasocialservices.org:
Hayward Office ................................................................................................................................................... 510-265-8271
Oakland Office ................................................................................................................................................. 510-577-1926
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 Center of the East Bay; www.volunteereastbay.org ................................................................................................. 510-232-0163
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 (Homework Bound, Library Computer Training, and more); www.alclibrary.org ........................................ 510-745-1491
Alameda County Social Services Agency:
  Eden Area Multi-Service Center (24100 Amador Street, Hayward 94544); www.alamedasocialservices.org .......................... 510-670-6000
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
Eden Information & Referral; www.edenir.org ......................................................................................................................... 2-1-1/ 888-886-9660
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 .......................................................... 510-453-2846
Public Authority; www.ac-pa4ihs.org:
  Centralized Registry Information Line - for worker application and orientation ........................................................................ 510-577-5694
  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.ssa.gov ............................................................................................................................................... 800-772-1213
Tax Assistance: (generally from February 1 - April 15 at most senior centers and some library branches):
  IRS (general information); www.irs.gov ........................................................................................................................................ 800-829-1040
  AARP Tax Aide Program (free filing assistance); www.aarp.org ............................................................................................... 888-687-2277
  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