

# Senior Resource Guide for Central County

Nonprofit and Public Agencies Serving

Castro Valley • Hayward • San Leandro • San Lorenzo

Alameda County Area Agency on Aging

6955 Foothill Boulevard, 3<sup>rd</sup> Floor, Oakland CA 94605, 1-800-510-2020 / 510-577-3530

<http://alamedasocialservices.org> (Revised 10/2012)

## **ADULT DAY CARE/RESPITE (useful web site: [www.adsnac.org](http://www.adsnac.org))**

Adult Day Services Network of Alameda County (personalized referrals & community education) 510-883-0874  
Alzheimer's Services of the East Bay Adult Day Health Care, Hayward..... 510-888-1411  
Bay Area Community Services Adult Day Care (serves Hayward), Fremont..... 510-656-7742  
Center for Elders Independence (PACE—A Program of All-inclusive Care for the Elderly) . 510-433-1150

## **ALCOHOLISM & DRUG ABUSE PREVENTION PROGRAMS**

Alameda County Health Care ACCESS (referrals to substance abuse services in Alameda County) .. 1-800-491-9099  
Alcoholics Anonymous Central Office, Oakland ..... 510-839-8900  
CommPre, a program of Horizon Services, Inc.  
(prevention strategies to reduce alcohol and medication misuse among older adults)..... 510-885-8743

## **ALZHEIMER'S SERVICES**

Alzheimer's Association Helpline ..... 1-800-272-3900  
Alzheimer's Services of the East Bay, Berkeley ..... 510-644-8292  
Ethnic Elders Care (website focuses on ethnic elders with Alzheimer's and related disorders) [www.ethnicelderscare.net](http://www.ethnicelderscare.net)  
Family Caregiver Alliance (caregiver respite), San Francisco ..... 1-800-445-8106  
U.C. Davis Alzheimer's Disease Center, Martinez..... 1-925-372-2485

## **CAREGIVER SUPPORT PROGRAMS**

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

Adult Day Services Network of Alameda County..... 510-883-0874  
Alzheimer's Association of Northern California..... 1-800-272-3900  
Family Caregiver Alliance ..... 1-800-445-8106  
Family Education and Resource Center (support for family/caregivers of people with mental illness).. 510-746-1700  
Lincoln Child Center Kinship Support Services Program (grandparent & relative caregivers) .. 510-583-8026

## **CASE MANAGEMENT/COORDINATION OF SERVICES FOR HOMEBOUND ELDER**

Bay Area Community Services (BACS)..... 510-271-8827  
MSSP (Hayward residents on Medi-Cal)..... 510-574-2041

## **DISABLED ADULTS SERVICES/PROGRAMS**

Alameda County Public Health Department Diabetes Program  
(free classes for County residents with Type 2 Diabetes) ..... 510-383-5185  
American Cancer Society..... 1-800-227-2345  
American Diabetes Association..... 510-654-4499  
American Heart Association / American Stroke Association ..... 510-904-4000  
Americans with Disabilities Act (ADA) information (Pacific ADA Center) ..... 1-800-949-4232  
Aphasia Center of California (services for persons who have had strokes) ..... 510-336-0112  
Arthritis Foundation..... 1-800-464-6240  
Braille & Talking Book Library ..... 1-800-952-5666  
California Telephone Access Program (CTAP) (accessible phone products/services)..... 1-800-806-1191  
..... TTY 1-800-806-4474  
Community Resources for Independent Living (CRIL) ..... 510-881-5743

**DISABLED ADULTS SERVICES/PROGRAMS (continued)**

DCARA (Deaf Counseling, Advocacy and Referral Agency), [www.dcara.org](http://www.dcara.org)..... 510-343-6670
Disability Rights California (formerly Protection & Advocacy, Inc.) ..... 510-267-1200
..... TTY 1-800-719-5798
Hearing and Speech Center of Northern California (testing and product info), San Francisco 1-415-921-7658
Lighthouse for the Blind (consumer products), San Francisco ..... 1-415-431-1481
Lions Center for the Blind (free services for blind and low vision seniors)..... 510-450-1580
MS Friends Support Line (multiple sclerosis peer phone helpline)..... 1-866-673-7436
National Multiple Sclerosis Society ..... 1-800-344-4867
Parkinson’s Institute..... 1-800-786-2958
Regional Center of the East Bay (services to individuals with developmental disabilities)..... 510-618-6100
Wheelchair Breakdown Service (emergency wheelchair transportation and breakdown assistance) .... 1-877-509-4335
Women’s Cancer Resource Center, Oakland..... 510-420-7900

**EDUCATION (See also Senior Centers)**

Castro Valley Adult School..... 510-886-1000
Hayward Adult School..... 510-293-8595
San Leandro Adult School ..... 510-618-4420
San Lorenzo Adult School..... 510-317-4200
U.C. Berkeley (Osher Lifelong Learning Institute – OLLI, [www.oli.berkeley.edu](http://www.oli.berkeley.edu))..... 510-642-9934

**ELDER ABUSE PREVENTION PROGRAMS**

Alameda County Adult Protective Services, Oakland ..... 1-866-225-5277
District Attorney Consumer & Environmental Protection Division ..... 510-383-8600
District Attorney Elder Abuse Unit (located in Family Justice Center)..... 510-267-8800
District Attorney Victim/Witness Assistance Division ..... 510-272-6180
Legal Assistance for Seniors (services for persons 60 and older) ..... 510-832-3040

**EMERGENCY PREPAREDNESS PROGRAMS**

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

American Red Cross (preparedness training for groups) ..... 510-595-4400
CARD (Collaborating Agencies Responding to Disasters)
(preparedness training for nonprofit/community agencies) ..... 510-451-3140
Senior Injury Prevention Partnership (discussion groups for older adults)..... 510-481-4190

**EMPLOYMENT PROGRAMS**

ASSETS Senior Employment Program (for persons 55 and older) ..... 510-238-3535
Eastbay Works One-Stop Business and Career Centers:
Eden Area (24100 Amador St., 3rd Floor, Hayward, 94544) ..... 510-670-5700
SCORE—Service Corps of Retired Employees (provides free business counseling) ..... 510-273-6611
SER—Jobs for Progress, Inc. .... 510-265-8267

**END-OF-LIFE PLANNING & ARRANGEMENTS**

**(Note: Hospice agencies provide support and care services for people facing terminal illness. Contact Senior Information for a list of local hospice agencies.)**

Alameda County Bar Association (lawyer referral service-\$30 for 30 minute consultation—
pertaining to estate planning, wills and trusts) ..... 510-302-2222
Alameda County Coroner (indigent burial/cremation in case of no next of kin or financial means—
eligibility determined by application) ..... 510-268-7300
Alameda County Public Administrator (administers estates of decedents who have no next of kin or
executor) ..... 510-577-1979
California Advocates for Nursing Home Reform (elder law attorney referral services and information
on Medi-Cal estate recovery) ..... 1-415-974-5171, 1-800-474-1116
California Department of Consumer Affairs' Cemetery and Funeral Bureau
(licenses funeral agencies, publishes consumer guide: [www.cfb.ca.gov](http://www.cfb.ca.gov)) ..... 1-800-952-5210

**END-OF-LIFE PLANNING & ARRANGEMENTS (continued)**

Crisis Support Services of Alameda County (grief counseling, grief support group for seniors).. 510-420-2475  
Funeral Consumers Alliance (consumer education) ..... [www.funerals.org](http://www.funerals.org)  
Legal Assistance for Seniors (provides workshop on advance health care directive) ..... 510-832-3040

**ETHNIC / CULTURALLY SPECIFIC SENIOR PROGRAMS**

Catholic Charities of the East Bay, Oakland (Immigration and Naturalization Services,  
Refugee Resettlement Program, Southeast Asian Senior Services) ..... 510-768-3100  
Ethnic Elders Care (website focuses on ethnic elders with Alzheimer's and related disorders) [www.ethnicelderscare.net](http://www.ethnicelderscare.net)  
International Institute of the East Bay (immigration legal services) ..... 510-451-2846  
Jewish Family & Children's Services of the East Bay – Older Adult Services ..... 510-558-7800  
Lavender Seniors (support services for LGBT—lesbian/gay/bisexual/transgendered—elders) ..... 510-667-9655

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

Alameda County Social Services Agency:  
Eden Area Multi-Service Center (24100 Amador St., Hayward, 94544).. 510-670-6000, 1-800-698-1118  
CANHR (California Advocates for Nursing Home Reform), San Francisco  
(estate planning for long term care) ..... 1-415-974-5171, 1-800-474-1116  
CAPI (Cash Assistance Program for Immigrants) ..... 510-268-2332, 1-800-648-0954  
ECHO Housing (Rental Assistance Program for Hayward & San Leandro only; Intake Tuesdays 9am) ..... 510-581-9380  
Social Security / SSI ..... 1-800-772-1213  
Veterans Assistance Benefits Counseling (Adult & Aging Services—Hayward Office) ..... 510-265-8271

**FOOD AND NUTRITION**

***Home Delivered Meals***

Project Open Hand (for homebound and critically ill NON-seniors) ..... 510-622-0221  
S.O.S. Meals on Wheels ..... 510-582-1264

***Senior Group Dining (congregate meals)***

Hayward Senior Center (sign up day in advance before 12 noon) ..... 510-881-6766  
K.C. Aitken Senior Center (Monday-Thursday, sign up day in advance before 12 noon) ..... 510-881-6738  
Spectrum Community Services (senior community dining; call for list of sites) ..... 510-881-0300  
Alameda County Community Food Bank ..... 510-635-3663, 1-800-870-3663  
Brown Bag Program ..... 510-534-8540  
Food Stamps ..... 510-670-6000

**FRIENDLY VISITORS/TELEPHONE REASSURANCE PROGRAMS**

BACS Friendly Visitor Program ..... 510-318-6113  
Lavender Seniors (support services for LGBT—lesbian/gay/bisexual/transgendered—elders) ..... 510-667-9655  
Senior Center Without Walls (group activities for homebound seniors thru FREE phone conference calls) 1-877-797-7299  
Tele-Care (daily phone calls to people who are homebound or isolated), Alta Bates Medical Center ... 510-204-4487

**HEALTH INSURANCE PROGRAMS (useful website : [www.cahealthadvocates.org](http://www.cahealthadvocates.org), [www.coverageforall.org](http://www.coverageforall.org))**

Alameda County Adult, Aging, and Medi-Cal Services Department:  
Medi-Cal Long Term Care (new applicants contact County Medi-Cal Center) 510-777-2300, 1-800-698-1118  
Medi-Cal Long Term Care (ongoing cases only) ..... 510-577-1900  
Medicare Savings Programs (QMB, SLMB, QI-1) ..... 510-577-1900  
(QMB—Qualified Medicare Beneficiary Program, SLMB—Specified Low-Income Medicare Beneficiary,  
QI—Qualified Individual)  
HealthPAC (for persons not eligible for Medi-Cal with income at or below 200% Federal Poverty Level) ..... 1-877-879-9633  
HICAP (Health Insurance Counseling and Advocacy Program) ..... 510-839-0393  
Medi-Cal (Alameda County Social Services Agency):  
Eden Area Multi-Service Center (24100 Amador St., Hayward, 94544) ..... 510-670-6000  
..... 1-800-698-1118  
Medicare ..... 1-800-633-4227  
Medicare Appeals Help Line—Beneficiary Discharge Appeals ..... 1-800-841-1602  
Medicare Appeals Help Line—Beneficiary Service Complaints ..... 1-866-800-8749

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

Alameda County Housing & Community Development .....	510-670-5398
City of Hayward Housing Conservation Program (Hayward residents only, minor repairs also).	510-583-4225

## **HOUSING ASSISTANCE PROGRAMS**

### Housing Authorities:

Alameda (County)—Housing Authority of the County of Alameda .....	510-538-8876
Community Resources for Independent Living (CRIL) (disabled housing assistance) .....	510-881-5743
ECHO Housing (rental assistance, fair housing counseling, tenant/landlord counseling) .....	510-581-9380
Eden Information & Referral (rental housing information and emergency shelter referrals).....	<b>2-1-1</b>
..... or	1-888-886-9660
HERA—Housing and Economic Rights Advocates (mortgage counseling) .....	510-271-8443
NID-Housing Counseling Agency (homeowner/foreclosure counseling) .....	510-268-9792
San Leandro Housing Services Division (information about affordable housing in San Leandro)	510-577-6004

## **IN-HOME SERVICES**

Alameda County In-Home Supportive Services (IHSS Intake & Client Information Services)	510-577-1800
Alameda County In-Home Supportive Services (IHSS Payroll) .....	510-577-1877
Community Resources for Independent Living (CRIL) (private pay referrals) .....	510-881-5743
Public Authority (IHSS Registry Referral—for IHSS Clients to find a worker) .....	510-577-1980

## **INJURY PREVENTION**

### CommPre, a program of Horizon Services, Inc.

(prevention strategies to reduce alcohol and medication misuse among older adults).....	510-885-8743
Spectrum Community Services (exercise and medication management programs) .....	510-881-0300
Senior Injury Prevention Partnership (falls prevention and older driver safety discussion groups)	510-481-4190

## **LEGAL SERVICES**

AARP Legal Services Network (will refer AARP members to local lawyers).....	<a href="http://www.aarpls.com">www.aarpls.com</a>
Alameda County Bar Association / Lawyer Referral Service (\$30 fee for ½ hr consultation and referral)	510-302-2222
Alameda County Bar Association / Volunteer Legal Services (free assistance for low-income persons)	510-302-2222
Bay Area Legal Aid, Oakland .....	1-800-551-5554
CANHR (California Advocates for Nursing Home Reform), San Francisco	
(estate planning for long term care, lawyer referral service).....	1-415-974-5171, 1-800-474-1116
Centro Legal de la Raza (low-cost immigration legal services).....	510-437-1554
East Bay Community Law Center (for low income persons needing legal advice/counsel) .....	510-548-4040
Eviction Defense Center .....	510-452-4541
HERA—Housing and Economic Rights Advocates .....	510-271-8443
Legal Assistance for Seniors (services for persons 60 and older) .....	510-832-3040
SEEDS Community Resolution Center .....	510-548-2377
Senior Legal Hotline of Northern California (phone hotline provides pension counseling only)....	1-800-222-1753

## **MEDICAL/DENTAL CLINICS & SERVICES**

Alameda-Contra Costa Medical Association (doctor referrals).....	510-654-5383
Alameda County Medical Center—Winton Wellness Center .....	510-266-1700
Chabot College Dental Hygiene .....	510-723-6900
Davis Street Family Resource Center (RotoCare Clinic) .....	510-347-4620,ext.135
Denti-Cal (information on limited emergency dental services Medi-Cal may still cover) .....	1-800-322-6384
Home CARES Equipment Recyclers.....	510-251-2273
Southern Alameda County Dental Society (referrals) .....	510-782-5442
Tiburcio Vasquez Health Center .....	510-471-5880
U.C. Berkeley School of Optometry Eye Clinic.....	510-642-2020
University of the Pacific Dental Care Center, Union City .....	510-489-5200



**UTILITIES ASSISTANCE (continued)**

PG&E Energy Savings Assistance Program (weatherization measures, energy-efficient appliances for qualified low-income PG&E customers) ..... 1-800-989-9744
PG&E REACH, Salvation Army (emergency energy assistance Hayward, Castro Valley, San Lorenzo) 510-581-6444
PG&E REACH, Salvation Army (emergency energy assistance for San Leandro)..... 510-793-6319
Reach Out Wireless (discounted cell phone service, www.govlifeline.com) ..... 1-877-777-1914
Weatherization (attic insulation, weatherstripping, and related conservation measures) ..... 510-881-0300

**VETERANS SERVICES**

Veterans Assistance Benefits Counseling (Adult & Aging Services)..... 510-577-3545
Veterans Assistance Benefits Counseling (Adult & Aging Services—Hayward Office) ..... 510-265-8271
U.S. Department of Veteran’s Affairs Counseling..... 1-800-827-1000

**VOLUNTEER OPPORTUNITIES**

**(See also Friendly Visitor/Telephone Reassurance & Food and Nutrition categories, etc.)**

Alameda County Library Homeward Bound Program (home delivery of library materials)..... 510-745-1491
Coming of Age Bay Area (formerly RSVP)..... 1-888-308-1767
Ombudsman (volunteer advocates for persons in long term care facilities) ..... 510-638-6878
Stagebridge (senior actors and storytellers), Oakland ..... 510-444-4755
Volunteer Center of the East Bay..... 510-232-0163

**IMPORTANT PHONE NUMBERS**

**Alameda County Area Agency on Aging Senior Information .. 510-577-3530 / 1-800-510-2020**

Alameda-Contra Costa County Medical Association (doctor referrals)..... 510-654-5383
Alameda County Library Services to Older Adults (Homeward Bound, Programs for Older Adults, Library Computer Training and more)..... 510-745-1491
Alameda County Social Services Agency:
Eden Area Multi-Service Center (24100 Amador St., Hayward, 94544).. 510-670-6000, 1-800-698-1118
AARP Driver Safety Program: check www.aarp.org for a class near you ..... 1-888-227-7669
Contra Costa County Senior Information ..... 1-925-229-8434
Eden Information & Referral..... 2-1-1
.....or 1-888-886-9660
Eldercare Locator (information on services outside Alameda County/California) ..... 1-800-677-1116
Immigration Questions: International Institute of the East Bay..... 510-451-2846
Public Authority (IHSS Registry Referral—for IHSS Clients to find a worker) ..... 510-577-1980
Public Authority (Centralized Registry Information Line—for worker application and orientation) 510-577-5694
Public Authority (IHSS Worker Health Benefits Hotline) ..... 510-777-4201
Public Authority (IHSS Worker and Consumer Training) ..... 510-577-3554
Senior Injury Prevention Partnership (SIPP) ..... 510-481-4190
Social Security / SSI ..... 1-800-772-1213
Tax Assistance (generally February 1 through April 15 at most senior centers and some library branches)
IRS (general information) ..... 1-800-829-1040
AARP Tax Aide Program (free filing assistance) .....www.aarp.org/money/taxaide or 1-888-227-7669
Volunteer Income Tax Assistance/Tax Counseling for the Elderly ..... www.ftb.ca.gov/individuals/vita

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

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

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 and Assistance, 1-800-510-2020