

Senior Resource Guide for East County

Nonprofit and Public Agencies Serving

Dublin • Livermore • Pleasanton • Sunol

Alameda County Area Agency on Aging

6955 Foothill Boulevard, 3rd 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)

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

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
Senior Support Program of the Tri-Valley..... 925-931-5379

ALZHEIMER'S SERVICES

Alzheimer's Association Helpline 1-800-272-3900
Alzheimer's Support Group 925-931-5379
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)..... 1-800-445-8106
Senior Support Program of the Tri-Valley..... 925-931-5379
U.C. Davis Alzheimer's Disease Center, Martinez..... 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
Senior Support Program of the Tri-Valley—Caregiver Support..... 925-931-5379

CASE MANAGEMENT/COORDINATION OF SERVICES FOR HOMEBOUND ELDER

Senior Support Program of the Tri-Valley..... 925-931-5379

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
DCARA (Deaf Counseling, Advocacy and Referral Agency), 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

DISABLED ADULTS SERVICES/PROGRAMS (continued)

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|---|----------------|
| 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)

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| Dublin Adult Education..... | 925-829-4322,ext.7921 |
| Livermore Adult Education | 925-606-4722 |
| U.C. Berkeley (Osher Lifelong Learning Institute – OLLI, www.oli.berkeley.edu)..... | 510-642-9934 |

ELDER ABUSE PREVENTION PROGRAMS

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| 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) | 1-800-393-0363 |

EMERGENCY PREPAREDNESS PROGRAMS

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

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| 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

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| ASSETS Senior Employment Program (for persons 55 and older) | 510-238-3535 |
| Eastbay Works One-Stop Business and Career Centers: Tri-Valley (5020 Franklin Dr., Pleasanton, 94588) | 925-485-5262 |
| SCORE—Service Corps of Retired Employees (provides free business counseling) | 510-273-6611 |

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.)

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| 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) | 1-800-952-5210 |
| Crisis Support Services of Alameda County (grief counseling, grief support group for seniors).. | 1-800-309-2131 |
| Funeral Consumers Alliance (consumer education) | www.funerals.org |
| Legal Assistance for Seniors (provides workshop on advance health care directive) | 1-800-393-0363 |

ETHNIC / CULTURALLY SPECIFIC SENIOR PROGRAMS

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|---|--------------|
| 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 | |
| International Institute of the East Bay (immigration legal services)..... | 510-451-2846 |

ETHNIC / CULTURALLY SPECIFIC SENIOR PROGRAMS (continued)

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 & www.govbenefits.gov)

Alameda County Social Services Agency:
Livermore Outstation (3311 Pacific Ave., Livermore, 94550)..... 925-455-0747
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) 925-449-7340
Livermore Valley Joint Unified School District—
Measure M Property Tax Exemption (for Livermore homeowners 65+)..... 925-606-3235
Social Security / SSI 1-800-772-1213
Veterans Assistance Benefits Counseling (Adult & Aging Services)..... 510-577-3547

FOOD AND NUTRITION

Home Delivered Meals

Livermore Senior Services Center..... 925-373-5764
Pleasanton Senior Center (Pleasanton, Dublin, and Sunol) 925-931-5385

Senior Group Dining (congregate meals)

Dublin Senior Center..... 925-556-4511
Livermore Senior Services Center..... 925-373-5764
Pleasanton Senior Center 925-931-5385
Ridgeview Commons, Pleasanton (Open Heart Kitchen) 925-580-1616

Alameda County Community Food Bank 510-635-3663, 1-800-870-3663
Food Stamps 925-455-0747

FRIENDLY VISITORS/TELEPHONE REASSURANCE PROGRAMS

Are You OK? (Pleasanton PD will call seniors for health/safety check-up) 925-931-5100
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
Senior Support Program of the Tri-Valley..... 925-931-5379
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, 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) 1-800-393-0363
Medi-Cal (Alameda County Social Services Agency):
Livermore Outstation (3311 Pacific Ave., Livermore, 94550)..... 925-455-0747
..... 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 925-551-6770

HOUSING ASSISTANCE PROGRAMS

Alameda County Housing Authority 510-538-8876
Community Resources for Independent Living (CRIL) (disabled housing assistance) 510-881-5743
ECHO Housing (Livermore office programs: home seeking, rental assistance, fair housing
counseling, tenant/landlord counseling, first time homebuyer counseling) 925-449-7340
ECHO Housing (reverse mortgage counseling for Pleasanton residents) 1-855-275-3246
Eden Information & Referral (rental housing information and emergency shelter referrals)..... 2-1-1
..... or 1-888-886-9660
HERA—Housing and Economic Rights Advocates (mortgage counseling) 510-271-8443
Livermore Housing Authority 925-447-3600
NID-Housing Counseling Agency (homeowner/foreclosure counseling) 510-268-9792
Pleasanton Housing Division (information about affordable housing in Pleasanton area)..... 925-931-5011

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
..... TTY – 510-881-0218
Public Authority (IHSS Registry Referral—for IHSS Clients to find a worker) 510-577-1980

INJURY PREVENTION

Senior Support Program of the Tri-Valley (fall risk screening education and referrals,
home modifications, physical activity support, medication education) 925-931-5379
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)..... www.aarpls.com
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
HERA—Housing and Economic Rights Advocates 510-271-8443
Legal Assistance for Seniors (services for persons 60 and older) 1-800-393-0363
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
Axis Community Health..... 925-462-1755
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
Tri-City Health Center 510-770-8040
U.C. Berkeley School of Optometry Eye Clinic..... 510-642-2020
University of the Pacific Dental Care Center, Union City 510-489-5200

MENTAL HEALTH/COUNSELING PROGRAMS

Alameda County Health Care ACCESS (referrals to mental health services in Alameda County) 1-800-491-9099
Asian Community Mental Health Services, Oakland 510-451-6729
Axis Community Health..... 925-462-5544
Grief Counseling Project 1-800-260-0094
Legends at ValleyCare Health System (short term, inpatient, voluntary geropsychiatry program) 1-800-884-8038

MENTAL HEALTH/COUNSELING PROGRAMS (continued)

Mental Health Association of Alameda County :Family Caregiver Support..... 510-835-0188
Mental Health Advocates (benefits advocacy) 510-835-5532
Patients' Rights Advocates..... 510-835-2505
Suicide Prevention/Crisis Support (24 hr line) 1-800-309-2131
Senior Support of the Tri-Valley In-Home Counseling 925-931-5379

NURSING HOME ASSISTANCE / LONG TERM CARE FACILITIES

(useful web sites: www.calqualitycare.org, www.canhr.org, and www.nursinghomeguide.org)

California Community Transitions 510-618-1580, ext. 49
(assistance to return to the community for eligible Medi-Cal beneficiaries who are in a state-licensed health care facility for 90 consecutive days or longer)
CANHR (California Advocates for Nursing Home Reform), San Francisco
(advice on nursing home selection; residents' rights advocacy) 1-415-974-5171, 1-800-474-1116
Ombudsman (Alameda County Long Term Care Ombudsman Program) 510-638-6878
.....(care facility complaint resolution & advocacy; lists of RCFEs, Residential Care Facilities for the Elderly, and SNFs, Skilled Nursing Facilities)
State of California Community Care Licensing (RCFE Licensing), www.cclcd.ca.gov 510-286-4201
State of California Department of Health Services (SNF & Home Health Care Agency Licensing) ... 1-800-554-0352

PUBLIC GUARDIAN'S OFFICE

(court appointed conservatorships) 510-577-1900

SENIOR CENTERS (See also: Ethnic/Culturally Specific Senior Programs)

Dublin (7600 Amador Valley Blvd., Dublin, 94568) 925-556-4511
Livermore (4444 East Avenue, Livermore, 94550) 925-373-5760
Pleasanton (5353 Sunol Blvd., Pleasanton, 94566) 925-931-5365
Senior Center Without Walls (group activities for homebound seniors thru FREE phone conference calls)1-877-797-7299

TRANSPORTATION PROGRAMS AND SERVICES

AC Transit Senior Discount (Ticket Office) 510-891-4706
American Cancer Society—Road to Recovery (transportation program for cancer patients) 1-800-227-2345
BART Senior Discount 510-464-7133
DMV Parking Placards for Disabled Drivers 1-800-777-0133
Pleasanton Paratransit 925-931-5376
Senior Support Program's Transportation Program (volunteer drivers/escorts to medical appointments for Tri-Valley seniors 60+ unable to find another ride) 925-931-5387
Travel Information (public transportation information for Bay Area) 5-1-1
Travel Training (training on how to use WHEELS public transportation) 925-455-7500
Wheelchair Breakdown Service (emergency wheelchair transportation and breakdown assistance) 1-877-509-4335
Wheels Dial-A-Ride (Dublin, Livermore, also Pleasanton before/after Pleasanton Paratransit hrs) 925-455-7510

UTILITIES ASSISTANCE

California Lifeline (telephone service discounts) 1-866-272-0357
California Telephone Access Program (CTAP) (accessible phone products/services) 1-800-806-1191
..... TTY 1-800-806-4474
California Water Service Company (water discounts for eligible clients; company serves about half of Livermore residents) 925-447-4900
HEAP (energy Assistance for low-income households) 510-881-0300
PG&E CARE (discount on gas/electric bills for qualified low-income households) 1-866-743-2273
PG&E Customer Service—Energy Assistance Programs (medical care baseline service, multi-lingual) 1-800-743-5000
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 for low-income households) 925-676-6180
Pleasanton Utility Billing Office (clients qualify for water discount through PG&E CARE program receipt) 925-931-5425
Reach Out Wireless (discounted cell phone service, www.govlifeline.com) 1-877-777-1914
Weatherization 510-881-0300

VETERANS SERVICES

Veterans Assistance Benefits Counseling (Adult & Aging Services)..... 510-795-2686
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 (Self-Sufficiency Center / Food Stamps) 925-455-0747
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
Senior Support Program of the Tri-Valley..... 925-931-5379
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