

Senior Resource Guide for South County

Nonprofit and Public Agencies Serving

Fremont • Newark • Union City

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/RESPIRE (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
Bay Area Community Services Adult Day Care, Fremont.....	510-656-7742
On Lok Lifeways (PACE—Program of All Inclusive Care for the Elderly), Fremont Center	510-249-2700
On Lok Lifeways (PACE—Program of All Inclusive Care for the Elderly), Peralta Center	510-494-3700

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

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
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, Berkeley	510-883-0874
Alzheimer's Association of Northern California	1-800-272-3900
City of Fremont Caregiver Support Program (serves Fremont, Union City, Newark).....	510-574-2035
Family Caregiver Alliance.....	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 SENIORS

City of Fremont Senior Help Line (Fremont, Newark, Union City residents)	510-574-2041
MSSP (residents on Medi-Cal; serves Hayward, Fremont, Newark, Union City).....	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
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

DISABLED ADULTS SERVICES/ PROGRAMS (continued)

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
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)

Fremont Adult School.....	510-793-6465
Newark Adult Education	510-818-3700
U.C. Berkeley (Osher Lifelong Learning Institute – OLLI, 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 years and older).....	1-800-393-0363

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: Tri-Cities, Fremont (39155 Liberty St., Suite B200, Fremont, 94538).....	510-794-3669
Tri-Cities, Newark (39399 Cherry St., Newark, 94560—Ohlone College campus)	510-742-2323
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.)

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

Afghan Elderly Association.....	510-574-2059
Catholic Charities of the East Bay, Oakland (Immigration and Naturalization Services, Refugee Resettlement Program, Southeast Asian Senior Services)	510-768-3100

ETHNIC / CULTURALLY SPECIFIC SENIOR PROGRAMS (continued)

Ethnic Elders Care (website focuses on ethnic elders with Alzheimer's and related disorders) www.ethnicelderscare.net
Filipino Advocates for Justice (naturalization and immigration assistance at fixed rate), Union City ... 510-487-8552
Fremont Senior Center (cultural/interest groups include Afghan Women, Chinese Club, East Indian Seniors,
India Community Center, INSAF Indo/American Seniors, Los Amigos, Muslim Support Network) 510-790-6600
Jewish Family & Children's Services of the East Bay – Older Adult Services 510-558-7800
India Community Center, Milpitas (serves South Alameda County residents) 408-934-1130
International Institute of the East Bay (immigration legal services) 510-451-2846
Lavender Seniors (support services for LGBT—lesbian/gay/bisexual/transgendered—elders)..... 510-667-9655
Taiwanese Community Help Association..... 510-784-7341

FINANCIAL ASSISTANCE (useful websites: www.benefitscheckup.org and www.govbenefits.gov)

Alameda County Social Services Agency:
Fremont Outstation (39155 Liberty St., Ste. C330, Fremont, 94536) 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
Social Security /SSI..... 1-800-772-1213
Veterans Assistance Benefits Counseling (Adult & Aging Services—Fremont Office) 510-795-2686

FOOD AND NUTRITION

Home Delivered Meals

LIFE ElderCare Meals on Wheels..... 510-574-2092
Senior Group Dining (congregate meals)
Afghan Meal Program (Wednesdays only), Fremont..... 510-574-2059
Fremont Multi-Service Senior Center (meals prepared on site) 510-790-6605
Newark Senior Center 510-578-4840
Ralph and Mary Ruggieri Senior Center 510-675-5497
Spectrum Community Services..... 510-881-0300
Alameda County Community Food Bank..... 510-635-3663, 1-800-870-3663
Brown Bag Program (Newark only) 510-578-4845
Food Stamps..... 510-795-2428
Tri-City Volunteers (emergency food)..... 510-793-4583

FRIENDLY VISITORS/TELEPHONE REASSURANCE PROGRAMS

Lavender Seniors (support services for LGBT—lesbian/gay/bisexual/transgendered—elders) 510-667-9655
LIFE ElderCare (friendly visitors, home helpers) 510-574-2097
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, www.coverageforall.org)

HICAP (Health Insurance Counseling and Advocacy Program)..... 1-800-393-0363
Medi-Cal (Alameda County Social Services Agency):
Fremont Outstation (39155 Liberty St., Ste. C330, Fremont, 94536) 510-670-6000
..... 1-800-698-1118
Medicare 1-800-633-4227
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)
Washington Hospital Health Insurance Information Service 1-800-770-9447

HOME IMPROVEMENT PROGRAMS FOR LOW TO MODERATE INCOME HOUSEHOLDS

Alameda County Housing & Community Development 510-670-5398

HOUSING ASSISTANCE PROGRAMS

Alameda County Housing Authority.....	510-538-8876
City of Fremont Office of Housing & Redevelopment.....	510-494-4500
Community Resources for Independent Living (CRIL) (disabled housing assistance).....	510-881-5743
HERA—Housing and Economic Rights Advocates (mortgage counseling).....	510-271-8443
ECHO Housing (information on fair housing laws and illegal housing discrimination; tenant/landlord counseling).....	510-581-9380
Eden Information & Referral (rental housing information and emergency shelter referrals)	2-1-1
.....	or 1-888-886-9660
Fremont Fair Housing and Landlord/Tenant Program (Family Resource Center)	510-574-2270
NID-Housing Counseling Agency (homeowner/foreclosure counseling)	510-268-9792

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

LIFE ElderCare (exercise, medication review, home safety check program for frail, homebound seniors over 60)	510-574-2088
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 person needing legal advice/counsel).....	510-548-4040
HERA—Housing and Economic Rights Advocates.....	510-271-8443
Legal Assistance for Seniors (services for persons 60 years and older)	1-800-393-0363
SEEDS Community Resolution Center.....	510-548-2377
Senior Legal Hotline of Northern California (phone hotline provides pension counseling and domestic violence assistance)	1-800-222-1753

MEDICAL/DENTAL CLINICS & SERVICES

Alameda-Contra Costa Medical Association (doctor referrals)	510-654-5383
Alameda County Medical Center—Newark Health Center.....	510-505-1600
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.....	510-489-5200
Washington Hospital (Clinics – Fremont, Newark, Union City)	510-797-1111
Washington Hospital (Washington on Wheels Mobile Health Clinic).....	510-608-3203

MENTAL HEALTH / COUNSELING

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
City of Fremont Human Services (Senior Peer Counseling Program; Mobile Mental Health Program for homebound seniors).....	510-574-2041

MENTAL HEALTH / COUNSELING (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

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)

Fremont (40086 Paseo Padre Parkway, Fremont, 94538)..... 510-790-6600
Newark (7401 Enterprise Drive, Newark, 94560)..... 510-578-4840
Senior Center Without Walls (group activities for homebound seniors thru FREE phone conference calls) ... 1-877-797-7299
Union City (33997 Alvarado-Niles Road, Union City, 94587) 510-489-6629

TRANSPORTATION PROGRAMS & 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
East Bay Paratransit Service (for those who meet ADA criteria) 510-287-5000
Fremont Paratransit..... 510-574-2053
LIFE ElderCare VIP Rides (volunteer travel escorts for persons with no other assistance)..... 510-574-2096
Newark Paratransit..... 510-791-7879
Travel Information (public transportation information for Bay Area) 5-1-1
Travel Training (group training on how to use AC Transit and BART) 510-574-2053
Union City Paratransit 510-675-5373
Wheelchair Breakdown Service (emergency wheelchair transportation and breakdown assistance) . 1-877-509-4335

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
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)..... 510-793-6319
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) 510-577-3546
Veterans Assistance Benefits Counseling (Adult & Aging Services—Fremont Office) 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 Homeword Bound Program (home delivery of library materials)	510-745-1491
Coming of Age Bay Area (formerly RSVP)	1-888-308-1767
Compassion Network (volunteer services for Tri-City residents include food, clothing, pastoral visit, handyman assistance, errands)	510-796-7378
Ombudsman (volunteer advocates for persons in long term care facilities)	510-638-6878
Stagebridge (senior actors and storytellers), Oakland.....	510-444-4755
Tri-Cities League of Volunteers	510-793-5683
Volunteer Center of the East Bay	510-232-0163

IMPORTANT PHONE NUMBERS

Alameda County Area Agency on Aging Senior Information510-577-3530 / 1-800-510-2020

Alameda-Contra Costa County Medical Association (doctor referrals).....	510-654-5383
Alameda County Library Services to Older Adults (Homeword Bound, Programs for Older Adults, Library Computer Training and more)	510-745-1491
Alameda County Social Services Agency:	
Fremont Outstation (39155 Liberty St., Ste. C330, Fremont, 94536)	510-670-6000, 1-800-698-1118
AARP Driver Safety Program: check www.aarp.org for a class near you.....	1-888-227-7669
Compassion Network (volunteer services for Tri-City residents include food, clothing, pastoral visit, handyman assistance, errands)	510-796-7378
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	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