Senior Resource Guide for North County
Nonprofit and Public Agencies Serving
Alameda ● Albany ● Berkeley ● Emeryville ● Oakland ● Piedmont
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 10/2010)

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, Berkeley ........................................... 510-644-8292
Alzheimer’s Services of the East Bay Adult Day Health Care, Oakland ........................................... 510-268-1410
Bay Area Community Services Adult Day Care, Oakland ................................................................. 510-601-1074
Berkeley Adult Day Health Care, Berkeley ....................................................................................... 510-601-0167
Center for Elders Independence (PACE—A Program of All-inclusive Care for the Elderly) . 510-433-1150
Hong Fook Adult Day Health Care, Oakland (14th Street site) ......................................................... 510-839-9673
Hong Fook Adult Day Health Care, Oakland (Harrison Street site) ................................................ 510-302-0460
LifeLong Medical Care Adult Day Health Care, Oakland ................................................................. 510-563-4390
St. Peter’s Community Adult Day Care, San Leandro ...................................................................... 510-562-4037

ALCOHOLISM & DRUG ABUSE PREVENTION PROGRAMS
Alameda County Health Care ACCESS (referrals to substance abuse services in Alameda County) .. 1-800-491-9099
Alcoholics Anonymous 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
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
Family Support Services of the Bay Area (kinship support for grandparents/relative caregivers) ...... 510-834-2443

CASE MANAGEMENT/COORDINATION OF SERVICES FOR HOMEBOUND ELDERS
Bay Area Community Services (BACS) ................................................................................................. 510-271-8843
City of Berkeley (case management for Berkeley residents 55+, based at the Berkeley senior centers) .. 510-981-7700
MSSP (Medi-Cal; Oakland, Emeryville, & parts of Berkeley) ................................................................ 510-238-3762
St. Mary’s Senior Homeless Case Management ................................................................................. 510-923-9600

DISABLED ADULTS SERVICES/PROGRAMS
Alameda County Public Health Department Diabetes Program (free classes for County residents with Type 2 Diabetes) ................................................................. 510-383-5185
Alta Bates Summit Diabetes Center (diabetes self-management classes, support groups) .......... 510-204-1081
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), General Information ............................................................. 1-800-949-4232
Aphasia Center of California (services for persons who have had strokes) ........................................ 510-336-0112
Arthritis Foundation ............................................................................................................................... 1-800-464-6240
Berkeley Place Deaf/Hearing Project, Berkeley ................................................................................. 510-644-2003
................................................................................................................................ TTY - 510-644-2000
**DISABLED ADULTS SERVICES/PROGRAMS (continued)**

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
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<tbody>
<tr>
<td>Braille &amp; Talking Book Library</td>
<td>1-800-952-5666</td>
</tr>
<tr>
<td>California Telephone Access Program (CTAP) (accessible phone products/services)</td>
<td>1-800-806-1191</td>
</tr>
<tr>
<td>Center for Independent Living (CIL): Berkeley</td>
<td>TTY 1-800-806-4474</td>
</tr>
<tr>
<td>Oakland (Downtown)</td>
<td>510-841-4776</td>
</tr>
<tr>
<td>Oakland (Fruitvale)</td>
<td>510-763-9999</td>
</tr>
<tr>
<td>Disability Rights California (formerly Protection &amp; Advocacy, Inc.)</td>
<td>TTY 1-877-322-7288</td>
</tr>
<tr>
<td>Oakland (Fruitvale)</td>
<td>510-536-2271</td>
</tr>
<tr>
<td>Lighthouse for the Blind (consumer products), San Francisco</td>
<td>1-866-680-0515</td>
</tr>
<tr>
<td>Lions Center for the Blind, Oakland (including services for newly blind seniors)</td>
<td>1-800-267-1200</td>
</tr>
<tr>
<td>MS Friends Support Line (multiple sclerosis peer phone helpline)</td>
<td>1-866-673-7436</td>
</tr>
<tr>
<td>National Multiple Sclerosis Society</td>
<td>1-800-344-4867</td>
</tr>
<tr>
<td>Parkinson’s Institute</td>
<td>1-800-786-2958</td>
</tr>
<tr>
<td>Wheelchair Breakdown Service (emergency wheelchair transportation and breakdown assistance)</td>
<td>1-877-509-4335</td>
</tr>
<tr>
<td>Women’s Cancer Resource Center, Oakland</td>
<td>510-267-1200</td>
</tr>
<tr>
<td>Easy Does It (emergency services for people with severe disabilities and elders in Berkeley)</td>
<td>510-704-2111</td>
</tr>
<tr>
<td>Hearing and Speech Center of Northern California, San Francisco</td>
<td>1-415-921-7658</td>
</tr>
<tr>
<td>Lighthouse for the Blind (consumer products), San Francisco</td>
<td>1-415-431-1481</td>
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<td>Lions Center for the Blind, Oakland (including services for newly blind seniors)</td>
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**EDUCATION (See also Senior Centers)**

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<tr>
<th>School</th>
<th>Phone Number</th>
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<tbody>
<tr>
<td>Alameda Adult School</td>
<td>510-522-3858</td>
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<tr>
<td>Albany Adult School</td>
<td>510-559-6580</td>
</tr>
<tr>
<td>Berkeley Adult School</td>
<td>510-644-6130</td>
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<tr>
<td>Eastmont Computing Center, Oakland</td>
<td>510-382-0555</td>
</tr>
<tr>
<td>Piedmont Adult School</td>
<td>510-594-2716</td>
</tr>
<tr>
<td>U.C. Berkeley (Osher Lifelong Learning Institute – OLLI, <a href="http://www.ollibekeley.edu">www.ollibekeley.edu</a>)</td>
<td>510-642-9934</td>
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**ELDER ABUSE PREVENTION PROGRAMS**

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<tr>
<td>Alameda County Adult Protective Services, Oakland</td>
<td>1-866-225-5277</td>
</tr>
<tr>
<td>District Attorney Consumer and Environmental Protection Division – Elder Abuse Unit</td>
<td>510-569-9281</td>
</tr>
<tr>
<td>District Attorney Victim/Witness Assistance Division</td>
<td>510-272-6180</td>
</tr>
<tr>
<td>Legal Assistance for Seniors (services for persons 60 and older), Oakland</td>
<td>510-832-3040</td>
</tr>
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**EMERGENCY PREPAREDNESS PROGRAMS**

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

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<tr>
<td>American Red Cross (preparedness training for groups)</td>
<td>510-595-4459</td>
</tr>
<tr>
<td>CARD (Collaborating Agencies Responding to Disasters) (preparedness training for nonprofit/community agencies)</td>
<td>510-451-3140</td>
</tr>
<tr>
<td>CORE (Citizens of Oakland Responding to Emergencies) (training for Oakland residents)</td>
<td>510-238-6351</td>
</tr>
<tr>
<td>Senior Injury Prevention Partnership (discussion groups for older adults)</td>
<td>510-577-3535</td>
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**EMPLOYMENT PROGRAMS**

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<td>ASSETS Senior Employment Program (for persons 55 and older)</td>
<td>510-238-3535</td>
</tr>
<tr>
<td>Center for Independent Living (program for disabled persons seeking employment)</td>
<td>510-841-4776</td>
</tr>
<tr>
<td>Eastbay Works One-Stop Business and Career Centers:</td>
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<tr>
<td>Alameda (555 Appezzato Memorial Parkway, Alameda, 94501)</td>
<td>510-748-2208</td>
</tr>
<tr>
<td>North Cities (1918 Bonita Ave., Berkeley, 94704)</td>
<td>510-982-7128</td>
</tr>
<tr>
<td>Oakland:</td>
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</tr>
<tr>
<td>Alameda County Social Services/North Oakland Career Center (2000 San Pablo Ave., Oakland, 94612)</td>
<td>510-208-0903</td>
</tr>
<tr>
<td>Alameda County Social Services/Eastmont Career Center (7200 Bancroft Ave., Oakland, 94605)</td>
<td>510-568-8349</td>
</tr>
<tr>
<td>Downtown, (1212 Broadway, Suite 100, Oakland, 94612)</td>
<td>510-622-4333</td>
</tr>
<tr>
<td>English Center (school for ESL learners) (66 Franklin, Suite 300, Oakland, 94607)</td>
<td>510-836-6700</td>
</tr>
</tbody>
</table>
EMPLOYMENT PROGRAMS (continued)
Lao Family Community Development (2325 East 12th St., Oakland, 94601) ............... 510-533-8850
Unity Council Multicultural Center (1900 Fruitvale Ave., Oakland, 94601) ............... 510-535-6101
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
Bay Area Funeral Society (consumer education including funeral price survey:
www.bafsweb.org) ..................................................................................................... 510-841-6653
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
Legal Assistance for Seniors (provides workshop on advance health care directive) .......... 510-832-3040

ETHNIC / CULTURALLY SPECIFIC PROGRAMS
Catholic Charities of the East Bay, Oakland (Immigration and Naturalization Services,
Refugee Resettlement Program, Southeast Asian Senior Services) .............................. 510-768-3100
East Bay Korean Community Senior Service Center, Oakland (English) ....................... 510-763-1879
East Bay Korean Community Senior Service Center, Oakland (Korean) ......................... 510-763-0736
Ethiopian Community and Cultural Center, Oakland ................................................... 510-268-4770
Ethnic Elders Care (website focuses on ethnic elders with Alzheimer's and related disorders) www.ethnicelderscare.net
Family Bridges, Inc. (Asian language-speaking), Oakland (Information & Assistance) .... 510-839-2022
Family Bridges, Inc. (Asian language-speaking), Oakland (Hong Lok Senior Center) ..... 510-763-9017
Filipinos for Affirmative Action, Oakland (free naturalization assistance) ................. 510-465-9876
Fruitvale-San Antonio Senior Center, Oakland (English/Spanish and Khmer-Speaking) 510-535-6123
International Institute of the East Bay (immigration legal services) ......................... 510-451-2846
J-Sei (formerly Japanese American Services of the East Bay), Berkeley ....................... 510-848-3560
Jewish Family & Children’s Services of the East Bay – Older Adult Services .......... 510-558-7800
Korean Community Center of the East Bay, Oakland ............................................... 510-547-2662
Lao Family Community Development, Inc.—Oakland Refugees Seniors Club .......... 510-533-8850
Lavender Seniors (support services for LGBT—lesbian/gay/bisexual/transgendered—elders) 510-667-9655
Filipinos for Affirmative Action (free naturalization assistance), Oakland .......... 510-465-9876
Vietnamese American Community Center of the East Bay (formerly Seton Senior Center) 510-663-4681

FINANCIAL ASSISTANCE (useful websites: www.benefitscheckup.org & www.govbenefits.gov)
Alameda County Social Services Agency:
Eastmont Self-Sufficiency Center (6955 Foothill Blvd., 1st Floor, Oakland, 94605) ..... 510-383-5300
North County Multi-Service Center (2000 San Pablo Ave., Oakland, 94612) .............. 510-263-2420
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) ............................................................................. 510-836-4826
Social Security / SSI .............................................................................................. 1-800-772-1213
Veterans Assistance Benefits Counseling (Adult & Aging Services) ......................... 510-577-3547
FOOD AND NUTRITION

**Home Delivered Meals**
- Alameda Meals on Wheels (Alameda only) ................................................................. 510-865-6131
- Albany Meals on Wheels (Albany only) ........................................................................ 510-524-9124
- Bay Area Community Services (Oakland only) .......................................................... 510-986-8916
- Berkeley Tri/City Nutrition Program (Berkeley only) .................................................... 510-981-5250
- Emeryville (Tri/City Nutrition Program) (Emeryville only) ......................................... 510-596-3730

**Senior Group Dining (congregate meals)**
- Bay Area Community Services (Alameda & Oakland Only), Oakland ...................... 510-986-8909
- Tri-City Café (Contact senior centers for Albany, Berkeley, Emeryville):
  - Albany Senior Center ............................................................................................. 510-524-9122
  - Berkeley Senior Centers: ...............North 510-981-5190, South 510-981-5170, West 510-981-5180
  - Emeryville Senior Center ..................................................................................... 510-596-3730
- Alameda County Community Food Bank ................................................................. 510-635-3663, 1-800-870-3663
- Brown Bag Program .................................................................................................. 510-534-8540
- Food Stamps ............................................................................................................. 510-891-0700 (North County Ctr.), 510-383-5300 (Eastmont Ctr.)
- Senior Resources Food Co-op (wholesale produce), St. Paul’s Church, Oakland .... 1-877-797-7299

**FRIENDLY VISITORS/TELEPHONE REASSURANCE PROGRAMS**
- Alameda Friendly Visitor (free weekly visits; city of Alameda residents) ................. 510-748-0342
- Lavender Seniors (support services for LGBT—lesbian/gay/bisexual/transgendered—elders) ................................................................. 510-667-9655
- Library Outreach and Information Services, Berkeley .............................................. 510-981-6160
- St. Mary’s Center, Oakland ..................................................................................... 510-923-9600
- Senior Center Without Walls (group activities for homebound seniors thru FREE phone conference calls) ........................................ 1-877-797-7299
- Senior Companions .................................................................................................. 510-238-3080
- 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)*
- HICAP (Health Insurance Counseling and Advocacy Program) ................................. 510-839-0393
  - Medi-Cal (Alameda County Social Services Agency):
    - Medi-Cal Center (Enterprise Office, 8477 Enterprise Way, Oakland, 94621) ...... 510-777-2300
      ........................................... 1-800-698-1118
- Medicare.................................................................................................................... 1-800-633-4227
- Alameda County Adult and Aging 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)
    (QMB—Qualified Medicare Beneficiary Program, SLMB—Specified Low-Income Medicare Beneficiary, QI—Qualified Individual)
    ............................................................................................................................... 510-577-1900
- Uninsured Help Line .................................................................................................. 1-800-234-1317

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

**Minor Home Repair Grants**
- Alameda County Housing & Community Development (County MHR Program serves Albany, Dublin, Fremont, Livermore, Newark, Oakland, Piedmont, Pleasanton, San Leandro, Union City, uninc. Alameda County) 510-670-5398
- City of Alameda Rehabilitation Program (including accessibility modifications) .... 510-747-6897
- City of Berkeley Minor Home Repair (Berkeley homeowners only) ....................... 510-981-7760
- Rebuilding Together (Albany, Berkeley, Emeryville) .............................................. 510-644-8979
- Rebuilding Together (Oakland) ................................................................................ 510-625-0316

**Major Rehab Low Interest Loans**
- Alameda County Housing & Community Development ........................................... 510-670-5398
- City of Alameda Rehabilitation Program ................................................................. 510-749-5814
- City of Berkeley Housing and Energy Services (Berkeley only) ............................. 510-981-5400
- Oakland Office of Housing & Community Development (Oakland only) .............. 510-238-3909
HOUSING ASSISTANCE PROGRAMS

Housing Authorities:
- Alameda (County) – Housing Authority of the County of Alameda. ........................................... 510-538-8876
  (serves Albany, Dublin, Emeryville, Fremont, Hayward, Newark, Pleasanton, San Leandro, Union City, Castro Valley, San Lorenzo)
- Alameda (City) – Housing Authority of the City of Alameda .......................................................... 510-747-4300
- Berkeley Housing Authority ............................................................................................................. 510-981-5470
- Oakland Housing Authority .............................................................................................................. 510-874-1500
- Center for Independent Living (disabled housing assistance), Oakland……………………………… 510-763-9999
  Berkeley .............................................................. 510-841-4776
- ECHO Housing (home seeking, rental assistance) ........................................................................... 510-496-0496
- HERA—Housing and Economic Rights Advocates (mortgage counseling) ................................ 510-271-8443
- Housing Rights, Inc. (Albany, Berkeley, Emeryville, Piedmont only) ............................................. 510-548-8776
- NID-Housing Counseling Agency (homeowner/foreclosure counseling) ................................…… 510-268-9792
- Unity Council—The HomeOwnership Center (first time homebuyer education; foreclosure workshops) 510-535-6943

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
Center for Independent Living (CIL) – (private pay referrals) ................................................................ 510-763-9999
  TDD: 510-848-3101
- Public Authority (IHSS Registry Referral) ......................................................................................... 510-577-1980
- Rapid Response (emergency worker replacement for IHSS consumers) ........................................... 1-866-397-3689
- Scott’s Attendant List ......................................................................................................................... scottsattendantlist.com

INJURY PREVENTION

Bay Area Community Services (home modification program) .............................................................. 510-271-8843
St. Mary’s Center (exercise program) .................................................................................................. 510-923-9600
Senior Injury Prevention Partnership (falls prevention and older driver safety discussion groups) ...... 510-577-3535

LEGAL SERVICES

AARP Legal Services Network (will refer AARP members to local lawyers) ........................................ www.aarplsn.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 ................................. 1-415-974-5171, 1-800-474-1116
  (estate planning for long term care, lawyer referral service)
- 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
- International Institute of the East Bay (immigration legal services) ................................................. 510-451-2846
- Legal Assistance for Seniors (services for persons 60 and older), Oakland ................................... 510-832-3040
- SEEDS Community Resolution Center ......................................................................................... 510-548-2377
- Senior Legal Hotline of Northern California (phone legal advice for persons 60 and older;
  pertaining to foreclosures, reverse mortgages, food stamps, and pensions) .................................... 1-800-222-1753

MEDICAL/DENTAL CLINICS & SERVICES

Alameda-Contra Costa Medical Association (doctor referrals) ............................................................. 510-654-5383
Alameda County Dental Society (referrals: Alameda, Emeryville, Oakland, Piedmont) .................... 510-547-7188
Alameda County Medical Center—Eastmont Wellness Center .......................................................... 510-567-5700
Alameda County Medical Center—Highland Hospital ........................................................................ 510-437-4800
Asian Health Services, Oakland ......................................................................................................... 510-986-6800
Berkeley Dental Society (referrals: Albany & Berkeley) ..................................................................... 510-644-9800
Berkeley Free Clinic (health/dental services) ....................................................................................... 510-548-2570
MÉDICAL/DENTAL CLINICS & SERVICES (continued)
Berkeley Primary Care Access Clinic (at Herrick Hospital) ......................................................... 510-204-4666
Charlotte Maxwell Complementary Clinic
(provides free complementary alternative medical treatments for low-income women with cancer) .... 510-601-7660
Denti-Cal (information on limited emergency dental services Medi-Cal may still cover) ................. 1-800-322-6384
Home CARES Equipment Recyclers .......................................................................................... 510-251-2273
La Clínica De La Raza, Oakland ................................................................................................. 510-535-4000
LifeLong Medical Care Dental Clinic, Berkeley ...................................................................... 510-280-6080
LifeLong Medical Care Downtown Oakland Clinic .................................................................. 510-451-4270
LifeLong Medical Care East Oakland Clinic (and dental) ....................................................... 510-615-4870
LifeLong Medical Care Over 60 Health Center (and dental), Berkeley ..................................... 510-601-6060
Native American Health Center, Oakland ............................................................................... 510-261-1962
Oakland VA Outpatient Clinic ............................................................................................... 1-800-382-8387
Order of Malta Clinic for Uninsured, Oakland (solely for patients who do not have medical insurance) 510-587-3000
U.C. Berkeley School of Optometry Eye Clinic ..................................................................... 510-642-2020
University of the Pacific Dental Care Center, Union City .................................................... 510-489-5200
WOHC Albert J. Thomas Medical Clinic, Oakland ................................................................. 510-568-9230
WOHC East Oakland Health Center (and dental) .................................................................. 510-430-9401
WOHC West Oakland Health Center (and dental) .................................................................. 510-835-9610
WOHC William Byron Rumford Medical Clinic, Berkeley ..................................................... 510-549-3166

MENTAL HEALTH/COUNSELING PROGRAMS
Alameda County Health Care ACCESS (referrals to mental health services in Alameda County) ...... 1-800-491-9099
Alta Bates Medical Center (emergency, in-patient & day services), Berkeley ............................. 510-204-4405
Asian Community Mental Health Services, Oakland .............................................................. 510-451-6729
Berkeley Mental Health (serves Berkeley and Albany residents ............................................. 510-981-5290
Crisis Support Services of Alameda County (Senior In-Home Counseling; Grief Counseling) ..... 1-800-260-0094
La Clínica de La Raza, Oakland ............................................................................................ 510-535-4000
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
West Oakland Mental Health ................................................................................................. 510-465-1800

NURSING HOME ASSISTANCE / LONG TERM CARE FACILITIES
(useful web sites: www.calqualitycare.org, www.canhr.org, and www.nursinghomeguide.org)
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) ........................................ 650-266-8800
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)
Alameda (1155 Santa Clara Avenue, Alameda, 94501) ............................................................... 510-747-7500
Albany (846 Masonic Ave., Albany, 94706) ........................................................................... 510-524-9122
Berkeley, East Bay Center for the Blind (member-operated, activities for blind and visually impaired) (2928 Adeline St., Berkeley, 94703) ...................................................... 510-843-6935
Berkeley, J-Sei (formerly Japanese American Services of the East Bay) (1710 Carlton St., Berkeley, 94703) ...................................................... 510-833-6094
Berkeley, Jewish Community Center of the East Bay (1414 Walnut St., Berkeley, 94709) .. 510-848-0327
Berkeley, North (1901 Hearst Ave., Berkeley, 94709) ............................................................. 510-981-5190
Berkeley, South (2939 Ellis St., Berkeley, 94703) .................................................................... 510-981-5170
Berkeley, West (1900 – 6th St., Berkeley, 94710) .................................................................. 510-981-5180
Emeryville (4321 Salem St., Emeryville, 94608) .................................................................... 510-596-3730

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SENIOR CENTERS (continued)
Oakland, Downtown (200 Grand Ave., Oakland, 94610) .................................................. 510-238-3284
Oakland, East (9255 Edes Ave., Oakland, 94603) .................................................. 510-615-5731
Oakland, East Bay Korean (1723 Telegraph Ave., Oakland, 94610) ........................................ (English) 510-763-1879
........................................................................................................................................... (Korean) 510-763-0736
Oakland, Fruitvale-San Antonio (Spanish-Speaking) (3301 E. 12th St., # 201, Oakland, 94601) 510-535-6123
Oakland, Golden Ages (Eastmont Town Ctr., 73rd & Bancroft, upper level, Oakland, 94605) 510-562-1990
Oakland, Hong Lok Senior Center (275 – 7th St., Oakland, 94607) .................................. 510-763-9017
Oakland, Korean Community Center (4390 Telegraph Ave., Ste. A, Oakland, 94609) ........ 510-547-2662
Oakland, West (1724 Adeline St., Oakland, 94607) ....................................................... 510-238-7016
Oakland, North (5714 Martin Luther King, Jr., Way, Oakland, 94609) ............................... 510-597-5085
Oakland, Pleasant Valley Adult School (activities & classes for older adults) ............... 510-879-4090
Oakland, St. Mary’s Center (925 Brockhurst St., Oakland, 94608) ................................. 510-923-9600
Oakland, Vietnamese American Community (106 International Blvd., Oakland, 94606) ... 510-563-4681
Piedmont, Piedmont Seniors (monthly meetings at 711 Highland Ave., Piedmont, 94611) 510-420-3070
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 ................................................................. 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
Travel Information (public transportation information for Bay Area, dial 511) ............... 510-817-1717
Travel Training (training on how to use AC Transit and BART):
Senior Group Travel Training (United Seniors of Oakland and Alameda County) .... 510-729-0852
Persons with Disabilities One-on-One Training (Center for Independent Living) .... 510-841-4776

Taxi and Van Services
Alameda ................................................................. 510-747-7500
Albany ................................................................. 510-524-9122
Berkeley ................................................................. 510-981-7269
Emeryville ............................................................... 510-596-3730
Oakland ................................................................. 510-238-3036

UTILITIES ASSISTANCE
Alameda Power & Telecom (energy audit, weatherization program) .................................. 510-748-3947
California Lifeline (telephone service discounts) ........................................ 1-866-272-0349
California Telephone Access Program (CTAP) (accessible phone products/services) .......... 1-800-806-1191
.......................................................................................................................... TTY 1-800-806-4474
EBMUD Customer Assistance Program (CAP), Salvation Army (water discounts for low-income EBMUD customers) .......................... 510-645-9710
HEAP (Alameda County—except Albany, Berkeley, Emeryville) (energy assistance for low-income households) .................. 510-881-0300
HEAP (Albany, Berkeley, Emeryville) ................................................................. 510-981-2489
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 Partners (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) .......... 510-645-9710
Weatherization (for low-income Alameda County households—except Albany, Berkeley, Emeryville) .......................... 510-881-0300
Weatherization (for low-income Albany, Berkeley, Emeryville households) ........... 510-981-7770

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VETERANS SERVICES
Oakland VA Outpatient Clinic (medical and mental health services).......................... 1-800-382-8387
Oakland Vet Center (services include mental health counseling)............................... 510-763-3904
Veterans Assistance Benefits Counseling (Adult & Aging Services).......................... 510-577-3547
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
Experience Corps (adults 55+ tutor and mentor elementary school children)..................... 510-495-4966
Ombudsman (volunteer advocates for persons in long term care facilities)....................... 510-638-6878
Senior Companions & Foster Grandparents Programs, Oakland.................................... 510-238-3080
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 (to locate doctors who accept Medi-Cal) .... 510-654-5383
Alameda County Library Services to Older Adults (Homeword Bound, Programs for Older Adults, Library Computer Training and more).................................................. 510-745-1499
Alameda County Social Services Agency:
  Eastmont Self-Sufficiency Center (6955 Foothill Blvd., 1st Floor, Oakland, 94605) ........ 510-383-5300
  North County Multi-Service Center (2000 San Pablo Ave., Oakland, 94612).............. 510-263-2420
Contra Costa County Senior Information .................................................................... 1-925-229-8434
Eden Information & Referral....................................................................................... 2-1-1
Eldercare Locator (information on services outside Alameda County/California)............. 1-800-677-1116
55 Alive Driving Classes: check www.aarp.org for a class near you................................. 1-888-227-7669
Immigration Questions: International Institute of the East Bay...................................... 510-451-2846
MedicAlert Service (for persons with special medical needs; call for information)............. 1-800-432-5378
Public Authority (IHSS Registry Referral)...................................................................... 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).................................................................... 510-577-3535
Social Security / SSI .................................................................................................... 1-800-772-1213

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

- Senior Housing Guide
- A Listing of 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