

SENIOR RESOURCE GUIDE

Non-Profit and Public Agencies Serving

SOUTH ALAMEDA COUNTY – Fremont • Newark • Union City

Senior Information & Assistance Program – Alameda County Area Agency on Aging

6955 Foothill Blvd, Suite 143 (1st Floor), Oakland, CA 94605; 800-510-2020 / 510-577-3530; <http://seniorinfo.acgov.org>

Office Hours: 8:30am - 4:30pm, Monday - Friday



ADULT DAY CARE/RESPIRE (useful website: www.daybreakcenters.org):

DayBreak Adult Care Centers, (personalized referrals & community education); <http://daybreakcenters.org> 510-834-8314 / TDD: 510-433-1165
On Lok PACE, Fremont, (PACE - Program of All-inclusive Care for the Elderly); <https://www.onlok.org/pace> 855-973-1110/ TTY: 711

ALCOHOLISM & DRUG ABUSE PREVENTION PROGRAMS

Alameda County Behavioral Health Care Services - BHCS, ACCESS; (referrals to substance abuse services in Alameda County); www.acbhcs.org

..... 844-682-7215
Alcoholics Anonymous, (Free 24-Hour A.A. hotline, confidential); <http://eastbayaa.org> 510-839-8900
Al-Anon Family Groups, (Help for families and friends of alcoholics); <https://al-anon.org> 888-429-2537
CA Dept. of Public Health, Office of Problem Gambling; www.cdph.ca.gov 800-426-2537

ALZHEIMER'S SERVICES

Alzheimer's Association, Helpline; (24-hour); www.alz.org 800-272-3900
Ethnic Elders Care Network, (website that focuses on ethnic elders with Alzheimer's and dementia related disorders); www.ethnicelderscarenetwork.net
Family Caregiver Alliance, Bay Area Resource Center; (free to low-cost services for family caregivers); www.caregiver.org 800-445-8106
UC Davis Health Alzheimer's Disease Center, East Bay Office; (basic and clinical research, including clinical trials and evaluations);
www.health.ucdavis.edu/alzheimers 925-357-6515

CAREGIVER SUPPORT PROGRAMS

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

Alzheimer's Association of Northern California, www.alz.org/norcal 925-284-7942
DayBreak Adult Care Centers, <http://daybreakcenters.org> 510-834-8314
Family Caregiver Alliance, California Caregiver Resource Center; (offers information and support services to family caregivers);
<https://www.caregiver.org/californias-caregiver-resource-centers> 800-445-8106

CAREGIVER SUPPORT PROGRAMS *continued*

Family Education and Resource Center, Fremont, (<i>support for family/caregiver of people with mental illness</i>); www.askferc.org	888-896-3372
Family Support Services of the Bay Area, (<i>kinship support for grandparents/relative caregivers of children</i>); www.fssba.org	510-834-2443
Lincoln Child Center, Tri-City, Kinship Support Program; (<i>grandparent & relative caregivers of children</i>); http://lincolnfamilies.org	510-821-4696

CASE MANAGEMENT/COORDINATION OF SERVICES FOR HOMEBOUND SENIORS

Multipurpose Senior Services Program - MSSP, City of Fremont, (<i>residents on Medi-Cal; serves Hayward, Fremont Newark, Union City</i>); www.fremont.gov	510-574-2041
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CHRONIC ILLNESS & DISEASE SUPPORT SERVICES/PROGRAMS

Alameda Public Health Department, Diabetes Program, (<i>free classes for Alameda County residents with Type-2 Diabetes</i>); www.acphd.org	510-383-5185
American Cancer Society, www.cancer.org	800-227-2345
American Diabetes Association, Oakland, www.diabetes.org	510-654-4499
American Heart Association, American Stroke Association, www.heart.org / www.strokeassociation.org	510-903-4050
Aphasia Center of California, (<i>services for persons who have had strokes</i>); http://aphasiacenter.net	510-336-0112
Arthritis Foundation, www.arthritis.org	415-356-1230
Multiple Sclerosis (MS) Friends Support Line, (<i>peer phone helpline</i>);	866-673-7436
National Multiple Sclerosis Society, www.nationalmssociety.org	800-344-4867/ 415-230-6677
Parkinson's Institute, www.theipi.org	800-655-2273
Women's Cancer Research Center, Berkeley, www.wcrc.org	510-420-7900

DISABLED ADULT SERVICES/PROGRAMS

Americans with Disabilities Act (ADA), Pacific ADA Center; www.adapacific.org	800-949-4232 (Voice and TTY)
Braille & Talking Book Library - BTBL, http://www.library.ca.gov/btbl/	800-952-5666
California Telephone Access Program - CTAP, (<i>accessible phone products/services</i>); www.californiaphones.org	800-806-1191 / TTY: 800-806-4474
Community Resources for Independent Living - CRIL, Fremont, www.crilhayward.org	510-881-5743/ TTY: 510-881-0218
Deaf Counseling Advocacy and Referral Agency - DCARA, www.dcara.org	510-343-6670
Disability Rights California, Oakland, www.disabilityrightsca.org	510-267-1200
Hearing and Speech Center of Northern California, San Francisco, www.hearingspeech.org	415-921-7658 / TTY: 415-921-8990
Lighthouse for the Blind and Visually Impaired, www.lighthouse-sf.org	415-431-1481
Regional Center of the East Bay, (<i>services for individuals with developmental disabilities</i>); www.rceb.org	510-618-6100

EDUCATION *(also see Senior Centers)*

Fremont Adult Continuing School, www.face.edu	510-793-6465
Newark Adult Education Center, www.macgregor.newarkunified.org	510-818-3700
U.C. Berkeley Osher Lifelong Learning Institute, <i>(community of learning for adults 50+)</i> ; www.oli.berkeley.edu	510-642-9934

ELDER ABUSE PREVENTION

Alameda County Adult Protective Services - APS, www.alamedasocialservices.org	510-577-3500 / 1-866-225-5277
District Attorney - Consumer & Environmental Protection Unit, http://www.alcoda.org/cewpd/	510-383-8600
District Attorney - Elder Protection Unit, http://www.alcoda.org/victim_witness/elderdependent_adult	510-267-8800
District Attorney - Victim/Witness Assistance Division, http://www.alcoda.org/victim_witness/	510-272-6180
Legal Assistance for Seniors, <i>(elder abuse representation for Alameda County residents aged 65+)</i> ; www.lashicap.org	510-832-3040

EMERGENCY PREPAREDNESS PROGRAMS

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

American Red Cross, Alameda County, <i>(preparedness training for groups)</i> ; www.redcross.org	510-595-4400
Senior Injury Prevention Program - SIPP, <i>(emergency preparedness classes for Older Adults)</i> ; www.acphd.org	510-618-2050

EMPLOYMENT PROGRAMS

SER-Jobs for Progress, Service, Employment, Redevelopment; <i>(employment program, low income seniors aged 55+)</i> ; www.ser-national.org	510-265-8267
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END-OF-LIFE PLANNING & ARRANGEMENTS

Alameda County Bar Association, <i>(lawyer referral service - \$35 for 30-minute consultation, pertaining to estate planning, wills & trusts)</i> ; www.acbanet.org	510-302-2222 Opt. 4
Alameda County Care Partners, <i>(advance directive, POLST and additional support for IHSS recipients)</i> ; http://gettingthemostoutoflife.org/ihss-pilot	510-577-3517
Alameda County Coroner, <i>(burial/cremation in case of no next of kin or financial means, eligibility determined by application)</i> ; www.alamedacountysheriff.org	510-268-7300
Alameda County Long-Term Care Ombudsman Program, <i>(witnesses Advance Health Care Directives for residents in Skilled Nursing Facilities)</i> ; www.alamedasocialservices.org	510-638-6878
Alameda County Public Administrator, <i>(administers estates of decedents who have no next of kin or executor)</i> ; www.alamedasocialservices.org	510-577-3539 or 510-777-4270
Bay Area Funeral Consumers' Alliance (BA-FCA, <i>(consumer education)</i> ; http://www.ba-fca.org	650-321-2109

END-OF-LIFE PLANNING & ARRANGEMENTS *continued*

California Advocates for Nursing Home Reform - CANHR, (<i>elder law attorney referral services and information on Medi-Cal estate recovery</i>); www.canhr.org	800-474-1116 / 415-974-5171
California Department of Consumer Affairs' Cemetery and Funeral Bureau, (<i>licenses funeral agencies, publishes consumer guide</i>); www.cfb.ca.gov	800-952-5210
Getting the Most Out of Life, Alameda County Hospice Project; (<i>education and utilization of advance care planning and hospice services</i>); http://gettingthemostoutoflife.org	510-667-3099

ETHNIC / CULTURALLY SPECIFIC PROGRAMS

Afghan Elderly Association, http://afghanelderlyassociation.org	510-574-2059
East Bay Korean-American Senior Services Center, http://eastbaykoreanamericanseniorcenter.org	510-763-1879
Ethiopian Community and Cultural Center, www.ethiopianccc.org	510-268-4770
Ethnic Elders Care Network, www.ethnicelderscarenetwork.net	
Filipino Advocates for Justice, (<i>naturalization and immigration assistance</i>); www.filipino4justice.org	510-465-9876
Fremont Senior Center, (<i>cultural/ interest groups include: Chinese Club, East Indian Seniors, FISA - Fremont Indian Seniors Association, India Community Center, INSAF - Indo/American Seniors, Los Amigos, Muslim Support Network</i>); www.fremont.gov	510-790-6600
India Community Center, Milpitas; (<i>serves South County residents only</i>); www.indiacc.org	408-934-1130
International Institute of the Bay Area, Fremont; (<i>immigration legal services</i>); www.iibayarea.org	510-894-3639
Jewish Family & Children's Services of the East Bay, Older Adult Services; www.jfcs-eastbay.org	510-558-7800
Korean Community Center of the East Bay, (<i>Korean Info Line: 844-828-2254</i>); http://kcceb.org	510-547-2662
Lavender Seniors of the East Bay, (<i>support services for LGBTQ elders</i>); www.lavenderseniors.org	510-736-LGBT (5428)

FINANCIAL ASSISTANCE

Alameda County Social Services Agency, Fremont Outstation; (<i>39155 Liberty St Ste C330, Fremont 94536</i>); http://alamedasocialservices.org	510-795-2428
Alameda County Veterans' Service Office, Oakland; http://alamedasocialservices.org	510-577-1926
Cash Assistance Program Immigrants - CAPI, (<i>provides benefits for legal non-citizens in financial need that are ineligible for federal Supplemental Security Income - SSI</i>); http://alamedasocialservices.org	800-648-0954/ 510-268-2332
Social Security Administration, SSI; www.ssa.gov	800-772-1213

FOOD & NUTRITION

Alameda County Community Food Bank, www.accfb.org 510-635-FOOD (3663)
CalFresh (California's Food Stamp Program), Fremont Outstation; (39155 Liberty St Ste C330, Fremont 94536); <http://alamedasocialservices.org>
..... 510-795-2428
Mercy Brown Bag Program, (supplemental groceries twice a month to eligible low-income seniors); <https://mercybrownbag.org/> 510-534-8540 ext. 369
Tri-City Volunteers, (emergency food baskets and food distribution, serves Fremont, Newark and Union City residents); www.tri-cityvolunteers.org
..... 510-793-4583

FOOD & NUTRITION (Home Delivered Meals)

LIFE ElderCare, (Fremont, Newark and Union City); www.lifeeldercare.org 510-894-0370 ext. 2

FOOD & NUTRITION (Senior Group Dining)

Fremont Multi-Service Senior Center, www.fremont.gov/363/Meals 510-790-6600
Spectrum Community Services, Union City; (senior community dining; call for a list of sites); www.spectrumcs.org 510-881-0300 ext. 222

FRIENDLY VISITORS / TELEPHONE REASSURANCE PROGRAMS

Covia, Well Connected; (formerly Senior Center Without Walls; group activities and friendly conversation for homebound seniors thru FREE phone conference calls);
<https://covia.org> 877-797-7299
Covia, Social Call; (social phone calls for people who are homebound or isolated); <http://covia.org> 877-797-7299
Crisis Support Services of Alameda County, (in-home counseling for homebound adults aged 60+); www.crisissupport.org 510-420-2460
Lavender Seniors of the East Bay, (support services for LGBTQ - lesbian, gay, bi-sexual, transgendered and queer elders); www.lavenderseniors.org
..... 510-736-LGBT (5428)
LIFE ElderCare, (volunteers provide companionship through weekly visits, phone calls and outings); www.lifeeldercare.org 510-894-0370 ext. 2

HEALTH INSURANCE PROGRAMS

Alameda County Social Services Agency, Workforce Benefits Administration - Medi-Cal Unit; www.alamedasocialservices.org
..... 800-698-1118 / 510-777-2300
Alameda County Social Services Agency, Medi-Cal Long-Term Care; www.alamedasocialservices.org 510-383-8735
Alameda County Social Services Agency, Medicare Savings Programs; (QMB - Qualified Medicare Beneficiary Program, SLMB - Specified Low-Income Medicare
Beneficiary, QI - Qualified Individual); www.alamedasocialservices.org 800-698-1118 / 510-777-2300
Covered California, (affordable healthcare for Californians); www.coveredca.com 800-300-1506
HealthPAC, (for persons not eligible for Medi-Cal with income at or below 200% Federal Poverty Level); www.achealthcare.org 877-879-9633
HICAP - Health Insurance Counseling and Advocacy Program, www.lashicap.org 510-832-3040

HEALTH INSURANCE PROGRAMS *continued*

Medicare, Social Security Administration; www.ssa.gov	800-633-4227
Washington Hospital Health Insurance Service, www.whhs.com	800-770-9447

HOME IMPROVEMENT PROGRAMS FOR LOW TO MODERATE INCOME HOUSEHOLDS

Alameda County Healthy Homes Department, Housing Rehabilitation Program; (<i>minor home repair grants and rehabilitation grants</i>); www.achhd.org	510-567-8280
City of Fremont, Housing Rehabilitation and Minor Home Repair Program; (<i>assists low-income homeowners maintain their owner-occupied properties with deferred low interest loans or grants</i>); www.habitatbsv.org/services/home-repair/fremont	510-803-3388
Renew Alameda County, Habitat for Humanity; (<i>affordable home renovation loans-simple 1% interest with payments deferred until the home is sold</i>); www.renewac.org	510-803-3388
Spectrum Community Services, Low-Income Weatherization Assistance Program; (<i>federally funded program that provides free energy efficiency improvements in homes of qualified homeowners or renters</i>); www.spectrumcs.org	510-881-0300

HOUSING ASSISTANCE PROGRAMS

Alameda (County Housing Authority, www.haca.net	510-538-8876
City of Fremont, Housing Division; www.fremont.gov	510-494-4500
ECHO Housing, (<i>information on fair housing laws, illegal housing discrimination and tenant/landlord services</i>); www.echofairhousing.org	510-581-9380
Eden Information & Referral, (<i>rental housing information and emergency shelter referrals</i>); www.edenir.org	2-1-1/ 888-886-9660
HERA - Housing and Economic Rights Advocates, (<i>mortgage and financial counseling programs</i>); www.heraca.org	510-271-8443
NID Housing Counseling Agency, (<i>HUD-Approved Intermediary, assisting with reverse mortgage education, foreclosure prevention, rental housing and financial management</i>); www.nidhousing.com	510-268-9792

IN-HOME SERVICES

Alameda County In-Home Supportive Services- IHSS, (<i>client information and to apply</i>); www.alamedasocialservices.org	510-577-1800
Alameda County In-Home Supportive Services- IHSS, (<i>provider information and to apply</i>); www.alamedasocialservices.org	510-577-1877
Community Resources for Independent Living - CRIL, Fremont, (<i>private pay referrals</i>); www.crilhayward.org	510-881-5743/ TTY: 510-881-0218
Public Authority for IHSS, (<i>provider registry list for IHSS clients</i>); www.ac-pa4ihss.org	510-577-1980
Public Authority for IHSS, (<i>provider registry</i>); www.ac-pa4ihss.org	510-577-5694

INJURY PREVENTION

Afghan Elderly Association, www.afghanelderlyassociation.org	510-574-2059
DayBreak Adult Care Centers, http://daybreakcenters.org	510-834-8314

INJURY PREVENTION

LIFE ElderCare, Fall Prevention Program; www.lifeeldercare.org 510-894-0370 ext. 2
Senior Injury Prevention Partnership - SIPP, *(fall prevention programs and older driver safety)*; www.acphd.org 510-618-2050
Spectrum Community Services, Fall Prevention Program; *(multiple locations throughout the County, contact for a location)*; www.spectrumcs.org
..... 510-881-0300 ext. 270

LEGAL SERVICES

Alameda County Bar Association, Lawyer Referral Services; www.acbanet.org 510-302-2222
Alameda County Bar Association, Volunteer Legal Services; www.acbanet.org 510-302-2222
Bay Area Legal Aid, www.baylegal.org 800-551-5554
CANHR - California Advocates for Nursing Home Reform, *(elder law attorney referral services and information on Medi-Cal estate recovery)*; www.canhr.org
..... 800-474-1116
Centro Legal de la Raza, *(low-cost immigration legal services)*; www.centrolegal.org 510-437-1554
East Bay Community Law Center, *(for low-income persons needing legal advice/counsel)*; www.ebclc.org 510-548-4040
Eviction Defense Center, *(provides free and low-cost legal services to Alameda County tenants who are facing eviction)*; www.evictiondefensecenteroakland.org
..... 510-452-4541
HERA - Housing and Economic Rights Advocates, *(low-income and moderate income residents with special focus to vulnerable groups and key issues)*;
www.heraca.org 510-271-8443
International Institute of the Bay Area, *(immigration legal services)*; www.iibayarea.org 510-451-2846
Legal Assistance for Seniors, *(serves persons age 60 and older)*; www.lashicap.org 510-832-3040
SEEDS Community Resolution Center, *(community mediation services)*; www.seedscrc.org 510-548-2377

MEDICAL/DENTAL CLINICS & SERVICES

Alameda County Dental Society, *(low-cost dental options)*; www.alamedacds.org 510-547-7188
Alameda Health System, Newark Wellness; www.alamedahealthsystem.org 510-505-1600
Alameda-Contra Costa Medical Association, *(doctor referrals)*; www.accma.org 510-654-5383
Denti-Cal, Medi-Cal Dental Program; *(information on Medi-Cal dental benefits)*; www.denti-cal.ca.gov 800-322-6384
Southern Alameda County Dental Society, *(referrals)*; www.sacds.org 510-782-5316
Tiburcio Vasquez Health Center, www.tvhc.org 510-471-5907
Tri-City Health, www.tri-cityhealth.org 510-770-8040
U.C. Berkeley School of Optometry Eye Clinic, www.cal-eye-care.org 510-642-2020
University of Pacific - Dental Care Center, www.dental.pacific.edu 510-489-5200
Washington Hospital, *(clinic locations - Fremont, Newark, Union City)*; www.whhs.com 510-791-1111
Washington Hospital, WOW Mobile Health Clinic; *(Washington on Wheels Mobile Health Clinic)*; www.whhs.com 510-818-7803

MENTAL HEALTH / COUNSELING PROGRAMS

Alameda County Behavioral Health Care, ACCESS; <i>(Medi-Cal referrals to mental health services in Alameda County);</i> www.acbhcs.org	800-491-9099
Asian Community Mental Health Services, www.acmhs.org	510-869-6000
City of Fremont - Emotional Support Services, <i>(Mobile Mental Health Program and Senior Peer Counseling Programs);</i> www.fremont.org	510-574-2041
Crisis Support Services of Alameda County, <i>(senior in-home counseling, grief counseling, support groups);</i> www.crisissupport.org	510-420-2460 / 24-Hour Crisis Line: 800-273-8255
Family Education and Resource Center, Fremont, <i>(support for family/caregiver of people with mental illness);</i> www.askferc.org	510-790-1010
Geriatric Assessment & Response Team, <i>(consultation services, short-term case management for Alameda County residents 60+ with serious mental health, alcohol or drug concerns);</i> www.acbhcs.org	510-891-5650
Mental Health Association of Alameda County, www.mhaac.org	510-835-5010
Pacific Center for Human Growth, <i>(mental health services and peer support groups for LGBTQ folks);</i> www.pacificcenter.org	510-548-8283
Suicide Prevention / Crisis Support, www.crisissupport.org	800-273-8255

NURSING HOME ASSISTANCE / LONG-TERM CARE FACILITIES *(useful websites: www.calqualitycare.org)*

Alameda County Long-Term Care Ombudsman Program, <i>(licensed care facility resolution & advocacy; list RCFE - Residential Care Facilities for the Elderly and SNF- Skilled Nursing Facilities);</i> www.alamedasocialservices.org	510-638-6878
California Community Transitions, Center for Independent Living, East Bay Innovations; <i>(eligible Medi-Cal beneficiaries who are in a state licensed health care facility for 90-days or longer move back into their own home);</i> www.eastbayinnovations.org	510-618-1580
CANHR - California Advocates for Nursing Home Reform, <i>(advice on nursing home selection; resident's right advocates);</i> www.canhr.org	800-474-1116 / 415-974-5171
State of California Community Care Licensing, Adult and Senior Care Regional Office; <i>(Residential Care Facilities for the Elderly - RCFE questions or Complaints);</i> www.cdss.ca.gov	510-286-4201
State of California Department of Public Health, <i>(questions or complaints about hospital, skilled nursing facility-SNF or any other healthcare facility);</i> www.cdph.ca.gov	866-247-9100

PUBLIC GUARDIAN'S OFFICE

Alameda County Public Guardian - Conservator, Probate Conservatorship; <i>(court-appointed conservatorship);</i> www.alamedasocialservices.org	510-577-3585
Alameda County Public Guardian - Conservator, Mental Health (LPS) Conservatorship; <i>(referrals are made by mental health professionals from an approved locked acute psychiatric facility);</i> www.alamedasocialservices.org	510-577-7045

SENIOR CENTERS *(also see Ethnic /Culturally Specific Senior Programs)*

Fremont, Fremont Senior Center, (40086 Paseo Padre Parkway, Fremont, CA 94538); www.fremont.gov	510-790-6600
Newark, Clark W. Redeker, Newark Senior Center; (7401 Enterprise Drive, Newark, CA 94560); www.newark.org	510-578-4840
Union City, Ralph & Mary Ruggieri Senior Center, (33997 Alvarado Niles Road, Union City, CA 94587); www.unioncity.org	510-675-5495
Well Connected, (formerly Senior Center Without Walls); (group activities and friendly conversation for homebound seniors through FREE phone conference calls); www.covia.org	877-797-7299

TRANSPORTATION PROGRAMS & SERVICES

5-1-1.org, (traffic and travel information for the Bay Area); www.511.org	5-1-1
AC Transit, (senior and disabled discounted passes); www.actransit.org	510-891-4777
American Cancer Society, Road to Recovery; (provides transportation to and from treatments for cancer patients); www.cancer.org	800-227-2345
BART, (senior and disabled discounted passes); www.bart.gov	510-464-7134
DMV Parking Placard for Disabled Drivers, www.dmv.ca.gov	800-777-0133
Drivers for Survivors, (free transportation and supportive companionship for cancer patients); www.driversforsurvivors.org	510-579-0535

Paratransit:

East Bay Paratransit Service - EBPT, (transportation for those that meet the Americans with Disabilities Act - ADA criteria); www.eastbayparatransit.org	800-555-8085
Fremont Paratransit, (must be a Fremont resident); www.fremont.gov	510-574-2053
Union City Paratransit, (must be an Union City resident); www.unioncity.org	510-675-5373

Taxi and City Transportation Programs:

Fremont & Newark; (taxi and Lyft/ Uber subsidized rides available, door-to-door service and Tri-City Mobility Management program); www.fremont	510-574-2053
Union City; (taxi and Lyft/ Uber subsidized rides available and door-to-door service); www.unioncity.org	510-675-5373

Travel Training:

Lighthouse for the Blind; (individual and group training for people with disabilities and seniors with visual impairments); www.lighthouse-sf.org 415-694-7357	
Through the Looking Glass; (training to families with disability issues in Alameda County); www.lookingglass.org	510-848-1112 ext. 8156
Tri-City Travel Training Program, (individual and group training for people with disabilities and seniors in Fremont, Newark, and Union City); www.fremont.gov	510-574-2053

VIP Rides, LIFE ElderCare, (assisted rides for seniors and people with disabilities); www.lifeeldercare.org	510-856-9010
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UTILITIES ASSISTANCE

California LifeLine Program, <i>(provides discounts on home phone and cell phone services);</i> www.cpuc.ca.gov/lifeline	866-272-0349
California Telephone Access Program - CTAP, <i>(accessible phone products/services);</i> www.californiaphones.org	800-806-1191 / TTY: 800-806-4474
EBMUD - East Bay Municipal Utility District, Customer Assistance Program; <i>(discount program for low-income customers);</i> www.ebmud.com	866-403-2683
Heat Energy Assistance Program (HEAP) & Weatherization Program, Spectrum Community Services; <i>(energy assistance for low-income households; attic insulation, weather-stripping, and related conservation measures);</i> www.spectrumcs.org	510-881-0300
PG&E - Pacific Gas & Electric:	
CARE - California Alternative Rates for Energy Program; <i>(discount on gas/electric bills for qualified low-income households);</i> www.pge.com	866-743-2273
Energy Savings Assistance Program; <i>(weatherization, energy-efficient appliances for qualified low-income households);</i> www.pge.com	800-933-9555
Medical Baseline Program; <i>(energy at the lowest, baseline price for residential customers with qualifying medical conditions);</i> www.pge.com	800-743-5000
Relief for Energy Assistance through Community Help (REACH); <i>(one-time energy assistance administered through Salvation Army);</i> www.pge.com	822-933-9677
RHA Delivering Solutions, Moderate Income Direct Install Program (MIDI); <i>(no cost energy efficient upgrades for moderate income households);</i>	866-455-0898

VETERANS SERVICES

Alameda County Veterans' Service Office, www.alamedasocialservices.org	510-577-1926
U.S. Department of Veteran's Affairs, www.va.gov	800-827-1000

VOLUNTEER OPPORTUNITIES

Alameda County Long-Term Care Ombudsman Program, <i>(volunteer advocates for persons in long-term care facilities);</i> www.alamedasocialservices.org	510-638-6878
Pacific Center for Human Growth, <i>(volunteer opportunities available, outreach, front desk and/or skill based teams);</i> www.pacificcenter.org	510-548-8283 ext. 221
Stagebridge, <i>(senior actors and storytellers);</i> http://stagebridge.org	510-444-4755
Volunteer Match, <i>(volunteers are matched with organizations with need for volunteers);</i> www.volunteermatch.org	415-241-6868

IMPORTANT NUMBERS

AARP Driver Safety Program, <i>(online and classroom courses available)</i> ; www.aarp.org	800-350-7025
Alameda County Area Agency on Aging, Senior Information & Assistance; <i>(provides information on senior resources within Alameda County)</i> ; http://seniorinfo.acgov.org	800-510-2020 / 510-577-3530
Alameda County Library Foundation, Older Adults Programs; <i>(Homeward Bound, Library Computer Training, and more)</i> ; www.aclf2.org	510-505-7077
Alameda County In-Home Supportive Services- IHSS, <i>(client information and to apply)</i> ; www.alamedasocialservices.org	510-577-1800
Alameda County In-Home Supportive Services- IHSS, <i>(provider information and to apply)</i> ; www.alamedasocialservices.org	510-577-1877
Alameda County Social Services Agency, Fremont Outstation; <i>(39155 Liberty St Ste C330, Fremont 94536)</i> ; http://alamedasocialservices.org	510-795-2428
Compassion Network, <i>(volunteer services for Tri-City residents including food, clothing, pastoral visit, handyman assistance, and errands)</i> ; www.compassionnetwork.org	510-796-7378
Contra Costa County, Senior Information & Assistance; http://ehsd.org	925-229-8434
Eden Information & Referral, www.edenir.org	2-1-1 / 888-886-9660
Eldercare Locator, <i>(information services outside Alameda County/California)</i> ; http://eldercare.acl.gov	800-677-1116
Immigration Questions, International Institute of the East Bay; http://iibayarea.org	510-894-3639
Public Authority for In-Home Supportive Services, Registry Information Line - Provider Application and Orientation; www.ac-pa4ihss.org	510-577-5694
Public Authority for In-Home Supportive Services, IHSS Registry Referral - Clients to find a Provider; www.ac-pa4ihss.org	510-577-1980
Senior Injury Prevention Program - SIPP, <i>(fall prevention programs)</i> ; www.acphd.org	510-618-2050
Social Security Administration / SSI, www.ssa.gov	800-772-1213
Tax Assistance, Internal Revenue Service (IRS); <i>(general information)</i> ; www.irs.gov	510-907-5000
Tax Assistance, AARP Tax-Aide Program; <i>(free filing assistance)</i> ; www.aarp.org	888-687-2277
Tax Assistance, Volunteer Income Tax Assistance / Tax Counseling for the Elderly; www.irs.gov	800-906-9887

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

- Senior Housing Guide • Retirement Residences & Continuing Care Retirement Communities • Emergency Response Programs • Fall Prevention
- Food & Nutrition Resources Guide • Home Health Care, Home Care & Hospice Agencies • Placement Agencies • SSI/CAPI

Please Note: While every effort is made to keep this information current, the Alameda County Area Agency on Aging assumes no responsibility for errors or omissions in compiling this information.

Alameda County Area Agency on Aging, Senior Information & Assistance Program 800-510-2020 / 510-577-3530