

# 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](http://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](http://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](http://www.cdph.ca.gov) ..... 800-426-2537

### ALZHEIMER'S SERVICES

Alzheimer's Association, Helpline; (24-hour); [www.alz.org](http://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](http://www.ethnicelderscarenetwork.net)

Family Caregiver Alliance, Bay Area Resource Center; (free to low-cost services for family caregivers); [www.caregiver.org](http://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](http://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](http://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, (*support for family/caregiver of people with mental illness*); [www.askferc.org](http://www.askferc.org) ..... 888-896-3372  
Family Support Services of the Bay Area, (*kinship support for grandparents/relative caregivers of children*); [www.fssba.org](http://www.fssba.org) ..... 510-834-2443  
Lincoln Child Center, Tri-City, Kinship Support Program; (*grandparent & relative caregivers of children*); <http://lincolnfamilies.org> ..... 510-821-4696

**CASE MANAGEMENT/COORDINATION OF SERVICES FOR HOMEBOUND SENIORS**

Multipurpose Senior Services Program - MSSP, City of Fremont, (*residents on Medi-Cal; serves Hayward, Fremont Newark, Union City*); [www.fremont.gov](http://www.fremont.gov)  
..... 510-574-2041

**CHRONIC ILLNESS & DISEASE SUPPORT SERVICES/PROGRAMS**

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

**DISABLED ADULT SERVICES/PROGRAMS**

Americans with Disabilities Act (ADA), Pacific ADA Center; [www.adapacific.org](http://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, (*accessible phone products/services*); [www.californiaphones.org](http://www.californiaphones.org) ..... 800-806-1191 / TTY: 800-806-4474  
Community Resources for Independent Living - CRIL, Fremont, [www.crilhayward.org](http://www.crilhayward.org) ..... 510-881-5743/ TTY: 510-881-0218  
Deaf Counseling Advocacy and Referral Agency - DCARA, [www.dcara.org](http://www.dcara.org) ..... 510-343-6670  
Disability Rights California, Oakland, [www.disabilityrightsca.org](http://www.disabilityrightsca.org) ..... 510-267-1200  
Hearing and Speech Center of Northern California, San Francisco, [www.hearingspeech.org](http://www.hearingspeech.org) ..... 415-921-7658 / TTY: 415-921-8990  
Lighthouse for the Blind and Visually Impaired, [www.lighthouse-sf.org](http://www.lighthouse-sf.org) ..... 415-431-1481  
Regional Center of the East Bay, (*services for individuals with developmental disabilities*); [www.rceb.org](http://www.rceb.org) ..... 510-618-6100

**EDUCATION** *(also see Senior Centers)*

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

**ELDER ABUSE PREVENTION**

- Alameda County Adult Protective Services - APS, [www.alamedasocialservices.org](http://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](http://www.alcoda.org/victim_witness/elderdependent_adult) ..... 510-267-8800
- District Attorney - Victim/Witness Assistance Division, [http://www.alcoda.org/victim\\_witness/](http://www.alcoda.org/victim_witness/) ..... 510-272-6180
- Legal Assistance for Seniors, *(elder abuse representation for Alameda County residents aged 65+)*; [www.lashicap.org](http://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, *(preparedness training for groups)*; [www.redcross.org](http://www.redcross.org) ..... 510-595-4400
- Senior Injury Prevention Program - SIPP, *(emergency preparedness classes for Older Adults)*; [www.acphd.org](http://www.acphd.org) ..... 510-618-2050

**EMPLOYMENT PROGRAMS**

- SER-Jobs for Progress, Service, Employment, Redevelopment; *(employment program, low income seniors aged 55+)*; [www.ser-national.org](http://www.ser-national.org)  
..... 510-265-8267

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

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

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

- California Advocates for Nursing Home Reform - CANHR, (*elder law attorney referral services and information on Medi-Cal estate recovery*); [www.canhr.org](http://www.canhr.org)  
..... 800-474-1116 / 415-974-5171
- California Department of Consumer Affairs' Cemetery and Funeral Bureau, (*licenses funeral agencies, publishes consumer guide*); [www.cfb.ca.gov](http://www.cfb.ca.gov)  
..... 800-952-5210
- Getting the Most Out of Life, Alameda County Hospice Project; (*education and utilization of advance care planning and hospice services*);  
<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](http://www.ethiopianccc.org) ..... 510-268-4770
- Ethnic Elders Care Network, [www.ethnicelderscarenetwork.net](http://www.ethnicelderscarenetwork.net)
- Filipino Advocates for Justice, (*naturalization and immigration assistance*); [www.filipino4justice.org](http://www.filipino4justice.org) ..... 510-465-9876
- Fremont Senior Center, (*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*); [www.fremont.gov](http://www.fremont.gov) ..... 510-790-6600
- India Community Center, Milpitas; (*serves South County residents only*); [www.indiacc.org](http://www.indiacc.org) ..... 408-934-1130
- International Institute of the Bay Area, Fremont; (*immigration legal services*); [www.iibayarea.org](http://www.iibayarea.org) ..... 510-894-3639
- Jewish Family & Children's Services of the East Bay, Older Adult Services; [www.jfcs-eastbay.org](http://www.jfcs-eastbay.org) ..... 510-558-7800
- Korean Community Center of the East Bay, (*Korean Info Line: 844-828-2254*); <http://kcceb.org> ..... 510-547-2662
- Lavender Seniors of the East Bay, (*support services for LGBTQ elders*); [www.lavenderseniors.org](http://www.lavenderseniors.org) ..... 510-736-LGBT (5428)

**FINANCIAL ASSISTANCE**

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

**FOOD & NUTRITION**

Alameda County Community Food Bank, [www.accfb.org](http://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](http://www.tri-cityvolunteers.org)  
..... 510-793-4583

**FOOD & NUTRITION (Home Delivered Meals)**

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

**FOOD & NUTRITION (Senior Group Dining)**

Fremont Multi-Service Senior Center, [www.fremont.gov/363/Meals](http://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](http://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](http://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](http://www.lavenderseniors.org)  
..... 510-736-LGBT (5428)  
LIFE ElderCare, (volunteers provide companionship through weekly visits, phone calls and outings); [www.lifeeldercare.org](http://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](http://www.alamedasocialservices.org) .....  
..... 800-698-1118 / 510-777-2300  
Alameda County Social Services Agency, Medi-Cal Long-Term Care; [www.alamedasocialservices.org](http://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](http://www.alamedasocialservices.org) ..... 800-698-1118 / 510-777-2300  
Covered California, (affordable healthcare for Californians); [www.coveredca.com](http://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](http://www.achealthcare.org) ..... 877-879-9633  
HICAP - Health Insurance Counseling and Advocacy Program, [www.lashicap.org](http://www.lashicap.org) ..... 510-832-3040

**HEALTH INSURANCE PROGRAMS *continued***

Medicare, Social Security Administration; [www.ssa.gov](http://www.ssa.gov) ..... 800-633-4227  
Washington Hospital Health Insurance Service, [www.whhs.com](http://www.whhs.com) ..... 800-770-9447

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

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

**HOUSING ASSISTANCE PROGRAMS**

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

**IN-HOME SERVICES**

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

**INJURY PREVENTION**

Afghan Elderly Association, [www.afghanelderlyassociation.org](http://www.afghanelderlyassociation.org) ..... 510-574-2059  
DayBreak Adult Care Centers, <http://daybreakcenters.org> ..... 510-834-8314

## **INJURY PREVENTION**

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

## **LEGAL SERVICES**

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

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

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

**MENTAL HEALTH / COUNSELING PROGRAMS**

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

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

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

**PUBLIC GUARDIAN'S OFFICE**

- Alameda County Public Guardian - Conservator, Probate Conservatorship; *(court-appointed conservatorship); [www.alamedasocialservices.org](http://www.alamedasocialservices.org) ..... 510-577-3585*
- Alameda County Public Guardian - Conservator, Mental Health (LPS) Conservatorship; *(referrals are made by mental health professionals from an approved locked acute psychiatric facility); [www.alamedasocialservices.org](http://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); <a href="http://www.fremont.gov">www.fremont.gov</a> .....	510-790-6600
Newark, Clark W. Redeker, Newark Senior Center; (7401 Enterprise Drive, Newark, CA 94560); <a href="http://www.newark.org">www.newark.org</a> .....	510-578-4840
Union City, Ralph & Mary Ruggieri Senior Center, (33997 Alvarado Niles Road, Union City, CA 94587); <a href="http://www.unioncity.org">www.unioncity.org</a> .....	510-675-5495
Well Connected, (formerly Senior Center Without Walls); (group activities and friendly conversation for homebound seniors through FREE phone conference calls); <a href="http://www.covia.org">www.covia.org</a> .....	877-797-7299

**TRANSPORTATION PROGRAMS & SERVICES**

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

Paratransit:

East Bay Paratransit Service - EBPT, (transportation for those that meet the Americans with Disabilities Act - ADA criteria); <a href="http://www.eastbayparatransit.org">www.eastbayparatransit.org</a> .....	800-555-8085
Fremont Paratransit, (must be a Fremont resident); <a href="http://www.fremont.gov">www.fremont.gov</a> .....	510-574-2053
Union City Paratransit, (must be an Union City resident); <a href="http://www.unioncity.org">www.unioncity.org</a> .....	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); <a href="http://www.fremont">www.fremont</a> .....	510-574-2053
Union City; (taxi and Lyft/ Uber subsidized rides available and door-to-door service); <a href="http://www.unioncity.org">www.unioncity.org</a> .....	510-675-5373

Travel Training:

Lighthouse for the Blind; (individual and group training for people with disabilities and seniors with visual impairments); <a href="http://www.lighthouse-sf.org">www.lighthouse-sf.org</a> 415-694-7357	
Through the Looking Glass; (training to families with disability issues in Alameda County); <a href="http://www.lookingglass.org">www.lookingglass.org</a> .....	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); <a href="http://www.fremont.gov">www.fremont.gov</a> .....	510-574-2053

VIP Rides, LIFE ElderCare, (assisted rides for seniors and people with disabilities); <a href="http://www.lifeeldercare.org">www.lifeeldercare.org</a> .....	510-856-9010
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**UTILITIES ASSISTANCE**

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

**VETERANS SERVICES**

- Alameda County Veterans' Service Office, [www.alamedasocialservices.org](http://www.alamedasocialservices.org) ..... 510-577-1926
- U.S. Department of Veteran's Affairs, [www.va.gov](http://www.va.gov) ..... 800-827-1000

**VOLUNTEER OPPORTUNITIES**

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

## **IMPORTANT NUMBERS**

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