

About this Guide...



The Senior Resource Directory was produced by **Contra Costa County's Information and Assistance (I&A)** program to help seniors, caregivers, and professionals in the aging services field find resources. The services listed are provided by non-profit or public agencies. Please note that I&A does not guarantee the information or services provided by these agencies; inclusion in the guide does not constitute an endorsement. Some information might not be current after the initial printing; please report any discrepancies to I&A.

I&A is a program of Contra Costa County Area Agency on Aging, under the auspices of the Employment & Human Services Department. If you have a problem or concern, you can contact I&A to speak with a social worker. I&A social workers are knowledgeable and provide information, referrals to resources, and support in problem solving. Our goal is to help seniors and individuals with disabilities live in their home with dignity, as long as safely manageable, and to enjoy the best quality of life possible.

Contra Costa County Area Agency on Aging's (AAA) mission is to provide leadership in addressing issues that relate to older Californians, to develop community based systems of care that provide services which support independence within California's interdependent society, and which protect the quality of life of older adults and persons with functional impairments, and to promote citizen involvement in the planning and delivery of service.

The AAA develops, through its Area Plan, a coordinated system of community based social services and works to coordinate existing programs and develop new services by partnering with community organizations and pursuing funding resources.

Contact Information & Assistance (I&A)
(925) 229-8434 or (800) 510-2020

infoandassist@ehsd.cccounty.us • 400 Ellinwood Way • Pleasant Hill, CA 94523

Donations accepted, please make checks out to Contra Costa County.

Looking for senior care close to home?

Center for Elders' Independence

Now in El Sobrante

Do you know a senior who has significant health issues but wants to stay living at home?

CEI and Guardian Adult Day Health have joined forces to help West Contra Cost County seniors get the coordinated care they want. With CEI's PACE plan, you can have full medical care including dental, optometry, home care, transportation and more.



Free Information Kit



1-888-975-1150

TDD 1-510-433-1165

(for hearing impaired, Monday-Friday 8am-5pm)

elders.org



CENTER FOR ELDERS'
independence

Your life just got better

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Abuse Reporting & Emergency Services

EMERGENCY ASSISTANCE

Dial "911"

Emergency help from police, fire, ambulance, and search and rescue.

Adult Protective Services (APS)

(877) 839-4347 24-hour hotline

(925) 602-4179

500 Ellinwood Way, Pleasant Hill, CA 94523

www.ehsd.org/elderly-disabled/

adult-protective-services

Anyone can make a confidential report if they know or suspect abuse of elders aged 65 and older and dependent adults. The abuse may be emotional, physical, financial, sexual, neglect by others, self-neglect, isolation, or abandonment.

Alzheimer's Association

(925) 284-7942

(800) 272-3900 24-hour hotline

3675 Mt. Diablo Blvd, Ste. 250, Lafayette, CA 94549

www.alz.org/norcal

Support groups, assessment of needs, counseling, information and referral to community programs, and education for caregivers of persons with Alzheimer's disease or related disorders.

Alzheimer's Network Safe Return

Alzheimer's Association

(800) 272-3900 24-hour hotline

www.alz.org/care/dementia-medic-alert-safe-return.asp

Helps identify and return potential wanderers who are memory impaired. Individuals register into a national database. Identity bracelet or necklace supplied. Law enforcement authorities alerted, if needed. Enrollment and annual fees applied.

California Poison Control System (CPCS)

(800) 222-1222 Emergency

(800) 972-3323 TTY

www.calpoison.org/

Community Warning System (CWS)

Contra Costa County

(925) 313-9622

www.cococws.us To register

The CWS system is activated on behalf of law enforcement agencies, fire departments and other agencies in case of imminent threat to life or health. You can receive text, voice, and email alerts upon registration.

Contra Costa Crisis Center

Dial "211" Information and referral,
Homeless

(800) 833-2900 Crisis & Suicide (24-hour hotline)

(800) 837-1818 Grief (24-hour hotline)

www.crisis-center.org

Family Justice Center

Central Family Justice Center:

(925) 521-6366

2151 Salvio St., Ste. 201, Concord, CA 94520

West Family Justice Center:

(510) 974-7200

256 24th St., Richmond, CA 94804

East Family Justice Center:

3501 Lone Tree Way, Antioch, CA 94509

(No phone at time of publication, call above numbers)

www.cocofamilyjustice.org

One-stop center for victims of domestic violence, sexual assault, child abuse, elder abuse, and human trafficking. The Center brings public and non-profit services under one roof, including crisis counseling, case management, advocacy, restraining order assistance, family law, law enforcement assistance, safety planning, victim compensation, and emergency housing.

Personal Emergency Response Systems (PERS)

Home-based devices, typically worn on a neck pendant or wristband, that connects to 24-hour emergency response centers with a push of a button. For more information, call Contra Costa County Information & Assistance (925) 229-8434 or toll-free (800) 510-2020.

STAND! For Families Free of Violence, Contra Costa County
(888) 215-5555 24-hr Crisis Line
www.standffov.org

Shelter, counseling, support groups, job placement, referrals to services, and legal assistance for battered women and family members affected by domestic violence.

The Friendship Line
Institute of Aging San Francisco
(800) 971-0016 24-hours
3575 Geary Blvd., San Francisco, CA 94118
www.ioaging.org/services/all-inclusive-health-care/friendship-line

Accredited crisis intervention program for older and disabled adults; provides emotional support, reassurance, elder abuse prevention, and information and referral.

The National Domestic Violence Hotline
(800) 799-SAFE (7233)
(800) 787-3224 TTY
www.thehotline.org/help/

Offers confidential crisis intervention, options for next step, and direct connection to sources for immediate safety for those affected by domestic violence.

Veterans Crisis Line
U.S. Department of Veterans Affairs
(800) 273-8255 24-hours
www.veteranscrisisline.net

National suicide prevention line for veterans. Online chat service available at <http://veteranscrisisline.net>.



Adult Day Care

Adult Day Services Network of Contra Costa
(925) 682-1000
490 Golf Club Rd., Pleasant Hill, CA 94523
www.adultdaycc.org

A centralized referral point for adult day services.

Alzheimer's Respite Day Program
(925) 370-8772
1111 Ferry Street, Martinez, CA 94553
www.adultdaycc.org

Activities and lunch for frail elders with dementia in a safe, supervised setting. Hours are Wednesdays, 10:00 a.m. – 4:00 p.m.

Alzheimer's Respite Program

Midtown Activity Center

(510) 559-7677

10940 San Pablo Ave., El Cerrito, CA 94530

www.el-cerrito.org/597/Adult

Community respite program on Tuesdays for frail elders or individuals with early dementia.

Celebration Center Senior Day Program

(925) 240-5437

2260 Jeffrey Way, Brentwood, CA 94513

www.celebrationcenter.com

Social day care for frail elders in need of moderate care, stimulation, and socialization.

Community Care Licensing

State of California Department of

Social Services

(510) 286-4201

1515 Clay St., Ste. 310, Oakland, CA 94612

www.cclcd.ca.gov

Licenses adult residential and adult day programs in California. Provides information on licensing and responds to complaints.



Guardian Adult Day Health Center

Center for Elders' Independence

(510) 669-1005

3905 San Pablo Dam Road

El Sobrante, CA 94803

<https://cei.elders.org/guardian-adult-day-health-center/>

Therapeutic and recreational program for West County residents who are frail, elderly, or have Alzheimer's disease. Services include social and recreational activities, lunch, social services, and counseling.

Lafayette-Orinda Presbyterian Church

Thursday Fellowship

(925) 283-8722 x281

49 Knox Dr., Lafayette, CA 94549

www.lopc.org/thursdayfellowship.asp

Social day program for frail elders and individuals with early stage Alzheimer's disease or dementia. Open Thursdays, 11:00 a.m. – 1:30 p.m.

Lamorinda Adult Respite Center (LARC)

(925) 254-3465

433 Moraga Way, Orinda, CA 94563

www.lamorindarespite.org

LARC is a licensed, supervised adult day care center that serves older adults with memory loss due to Alzheimer's disease or a related dementia. It also sponsors a caregiver support group held twice a month.



CONTRA COSTA COUNTY

Information & Assistance

SENIOR & DISABLED HELPLINE

800-510-2020 • 925-229-8434

Martinez Alzheimer's Respite Program

(925) 370-8772

1111 Ferry St., Martinez, CA 94553

Open Wednesdays only, between 10:00 am and 4:00 pm. Serves individuals with early to mid-stage Alzheimer's disease and related dementias.



Mt. Diablo Center for Adult Day Health

Care-Choice in Aging

(925) 682-6330

490 Golf Club Rd. Pleasant Hill Rd.

Pleasant Hill, CA 94523

www.choiceinaging.org

Provides services for adults with disabilities, frail elders, and those with Alzheimer's disease and other related dementias in Central County. Services may include nursing care and physical, occupational, and speech therapies.

St. Anne Village Inc.

(925) 240-4757

2800 Camino Diablo, Byron, CA 94514

www.stannevillageinc.com

Social day program provides a variety of physical and social activities.

The Bedford Center

Choice in Aging

(925) 778-4171

1811 C St. Antioch, CA 94509

www.choiceinaging.org

Provides health, rehabilitative and social day services for the frail, disabled, and/or impaired populations living in East Contra Costa County.

Valley Oak Respite Center

(925) 945-8040

989 San Ramon Valley Blvd.

Danville, CA 94526

<http://dv-fa.org/services.html>

Adult day program for frail elderly with memory impairment or other disabilities. Serves individuals aged 50 and over.

West County Adult Day / Alzheimer's

Respite Care Center

(510) 235-6276

1015 Nevin Avenue, Suite 108

Richmond, CA 94801

www.westcountyadultdaycare.com

Community respite program for at risk seniors with Alzheimer's disease, dementia, stroke, Parkinson's, and diabetes.



CONTRA COSTA COUNTY

**Information
& Assistance**

SENIOR & DISABLED HELPLINE

800-510-2020 • 925-229-8434

Benefits and Public Assistance

Bay Area Legal Aid

(510) 250-5270

(925) 219-3325

(800) 551-5554

(510) 233-9954

1025 Macdonald Ave, Richmond, CA 94801

www.baylegal.org

Legal Advice Line

Legal Advice Line

Toll Free

Administration

Free civil legal advice, counsel, and representation to low-income individuals in areas related to housing, public benefits, family law, and consumer protection. Helps individuals and families secure and maintain safety-net benefits such as Supplemental Security Income (SSI), Social Security Disability Insurance (SSDI), CalFresh (Food Stamps), CalWorks, Cash Assistance Program for Immigrants (CAPI), and other public benefits programs.

BenefitsCheckUp

National Council on Aging

www.benefitscheckup.org

A non-profit, online service that help find benefit programs that could help pay for medications, health care, food, and more.



CalFresh (Food Stamps)

Central County:

(925) 602-9379

400 Ellinwood Way, Pleasant Hill, CA 94523

East County:

(925) 706-4980

4545 Delta Fair Blvd, Antioch, CA 94509

(925) 513-3720

151 Sand Creek Rd, Suite A, Bldg. 6

Brentwood, CA 94513

West County:

(510) 412-3000

1305 Macdonald Ave, Richmond, CA 94801

(510) 262-7700

151 Linus Pauling Dr., Hercules, CA 94547

www.mybenefitscalwin.org

The CalFresh program, formerly known as Food Stamps and federally known as the Supplemental Nutrition Assistance Program (SNAP), issues monthly electronic benefits (similar to a bank debit card) that can be used to buy most foods such as bread, cereal, fruits, vegetables, meat and fish at many markets and grocery stores. Apply on-line, by phone, or in-person at one of the offices.



**Cash Assistance Program for Immigrants
(CAPI)**

(925) 521-5001

400 Ellinwood Way, Pleasant Hill, CA 94523

(925) 706-4760

4545 Delta Fair Blvd, Antioch, CA 94509

(510) 412-1920

1305 Macdonald Ave, Richmond, CA 94801

<http://ehsd.org/benefits/refugee-and-immigrant-programs>

Cash assistance for aged, blind, or disabled legal immigrants who do not qualify for Supplemental Security Income (SSI) due to their immigration status. To be eligible, an immigrant must be a Legal Permanent Resident of the U.S. and meet all other current Supplemental Security Income (SSI) eligibility requirements.

**Contra Costa County Employment and
Human Services Dept.**

(877) 505-4630

4545 Delta Fair Boulevard, Antioch, CA 94509

151 Sand Creek Road, Ste A, Brentwood, CA 94513

151 Linus Pauling Drive Hercules, CA 94547

400 Ellinwood Way, Pleasant Hill, CA 94523

1305 Macdonald Avenue, Richmond, CA 94801

www.ehsd.org

County social service agency that provides services such as benefits programs, protective services, childcare, and employment and training.

General Assistance (GA)

(877) 505-4630

4545 Delta Fair Blvd., Antioch, CA 94509

400 Ellinwood Way, Pleasant Hill, CA 94523

1305 Macdonald Ave., Richmond, CA 94801

www.ehsd.org/general-assistance

Provides temporary benefits to individuals who are not eligible for federal or state-funded cash assistance.

Hawkins Center

(510) 232-6611

183 Broadway, Richmond, CA 94804

Provide legal representation on disability claims for Social Security and SSI.

**Health Insurance Counseling and Advocacy
(HICAP)**

(800) 510-2020 (calling from landline)

(925) 229-8434 (calling from cell phone)

www.cchicap.org

HICAP provides unbiased information to help you make the best choice for your individual health care needs. Free help with Medicare problems, Medicare Supplement insurance, Medicare HMO plans, Medicare+ Choice, long-term care insurance, medical billings and claims, and Medicare appeals. No insurance sold or endorsed.

**Independent Living Resource of Solano &
Contra Costa Counties**

Main Office:

(925) 363-7293

1850 Gateway, Suite 170, Concord, CA 94520

East County Office:

(925) 754-0539

3727 Sunset Lane #103, Antioch, CA 94509

www.ilrsc.org

Provides individualized benefits counseling that can range from general information and referrals to helping clients apply for Social Security Disability, work-incentive programs, health insurance, and other services. ILR also provides assistance and representation to those having difficulties obtaining and maintaining benefits programs.

Medi-Cal

(800) 709-8348

To apply

(866) 663-3225

For existing clients

400 Ellinwood Way, Pleasant Hill, CA 94523

1305 MacDonald Ave., Richmond, CA 94801

151 Linus Pauling Dr., Hercules, CA 94547

4545 Delta Fair Blvd., Antioch, CA 94509

www.ehsd.org/benefits/medi-cal-and-health-coverage-options/

Medi-Cal is free or low-cost health coverage for children and adults with limited income and resources.

Medicare

(800) 633-4227

www.medicare.gov

Federal health insurance program for people aged 65 or older and people with disabilities who contributed to Social Security. For problems with Medicare (such as billing or claims) or for a copy of "Medicare and You," call HICAP at (925) 602-4163.

Medicare Complaints & Appeals - Livanta

(877) 588-1123

www.bfccqioarea5.com/

Manages all Medicare beneficiary complaints, quality of care reviews, medical necessity reviews, and discharge appeals from hospitals, skilled nursing facilities, home health and hospice providers, and rehabilitation facilities.



Social Security Disability Insurance (SSDI)

Social Security Administration

(800) 772-1213

(800) 325-0778 TTY

1111 Civic Dr., Walnut Creek, CA 94596

2508 Verne Roberts Cir, Antioch, CA 94509

3164 Garrity Way, Richmond, CA 94806

www.ssa.gov/disability

SSDI pays benefits to you and certain members of your family if you are "insured," meaning that you worked long enough and paid Social Security taxes. You will need to meet Social Security's definition of disability to qualify. Apply by phone or call to make an appointment at your local Social Security office.

Supplemental Security Income (SSI)

Social Security Administration

(800) 772-1213

(800) 325-0778 TTY

1111 Civic Dr., Walnut Creek, CA 94596

2508 Verne Roberts Cir, Antioch, CA 94509

3164 Garrity Way, Richmond, CA 94806

www.ssa.gov/ssi

SSI is an income-supplement program that provides monthly income to needy persons who are blind, disabled, or aged 65 and older. Apply at your local Social Security office.

Social Security Retirement Benefit

Social Security Administration

(800) 772-1213

(800) 325-0778 TTY

1111 Civic Dr., Walnut Creek, CA 94596

2508 Verne Roberts Cir, Antioch, CA 94509

3164 Garrity Way, Richmond, CA 94806

www.ssa.gov

You qualify for Social Security benefits by earning Social Security credits when you work in a job and pay Social Security taxes. Apply for benefits online, by phone, or make an appointment at your local Social Security Administration office.

Caregiver Support

Alzheimer's Association

(925) 284-7942

(800) 272-3900 24-hour hotline

3675 Mt. Diablo Blvd, Suite 250

Lafayette, CA 94549

www.alz.org/norcal

Support groups, assessment of needs, counseling, information and referral to community programs, and education for caregivers of persons with Alzheimer's disease or related disorders.

California Kinship

(800) 546-0047

www.edgewood.org/kssp

Informative website for grandparents and other relative caregivers who are raising children.

Choice in Aging

(925) 682-6330

490 Golf Club Road, Pleasant Hill, CA 94523

<https://choiceinaging.org>

Host free Alzheimer's Caregiver Support Groups at Mt. Diablo Adult Day Health Center, 490 Golf Club Road, Pleasant Hill on 3rd Wednesdays, 4:30-6 p.m. and at The Bedford Center, 1811 C St., Antioch on 3rd Mondays or Saturdays.

Eldercare Locator

(800) 677-1116

<https://eldercare.acl.gov>

A program of the National Association of Area Agencies on Aging (N4A) that serves as the gateway to help older adults, caregivers and aging/health professionals navigate the maze of aging programs and services, as well as assist them in identifying and accessing resources that match their needs best.

Family Caregiver Alliance

(800) 445-8106

101 Montgomery St., Ste. 2150

San Francisco, CA 94104

www.caregiver.org

A community-based non-profit organization that addresses the needs of families and friends who are providing long-term care for loved ones at home. Services include assessment of needs, counseling, training, in-home respite, support groups, case management, information and referrals to community programs, and legal and financial consultation.

Jewish Family & Community Services of the East Bay

(925) 927-2000

1855 Olympic Blvd., Ste. 200

Walnut Creek, CA 94596

www.jfcs-eastbay.org

Case management, counseling, caregiver training, respite care, information and assistance, and interpretation/translation services. Serves people of all races and religions.

John Muir Senior Services

(925) 947-3300

1450 Treat Blvd., Walnut Creek, CA 94597

www.johnmuirhealth.com/services/senior-services

Information and education for caregivers includes resource library, support groups, and classes.

**Martinez Outpatient Clinic & Community
Living Center**
Veterans Administration
(925) 372-2000
150 Muir Rd., Martinez, CA 94553

Inpatient and outpatient services for Veterans with cognitive, emotional, and mental health issues.

**Meals on Wheels Diablo Region
(MOWDR)**
(925) 937-8311

1300 Civic Dr., Walnut Creek, CA 94596
www.mowdiabloregion.org

A comprehensive range of senior services including care management, fall prevention, friendly visiting, health and wellness, congregate meals, caregiver training, and Meals on Wheels (home delivered meals).

Uplift Family Services
(925) 602-1750
2380 Salvio St., Suite 200, Concord, CA 94520
<http://upliftfs.org>

Support groups, case management, recreation and respite opportunities, after school services, educational workshops, and advocacy for grandparents or relative caregivers, aged 55 years or older, caring for children under age 18.



Care Management

**California Community Transitions (CCT)
Choice in Aging**
(925) 682-6330
490 Golf Club Road, Pleasant Hill, CA 94523
www.rsnc-centers.org/programs/california-communnity-transitions-cct/

Help adults who have been living in a skilled nursing facility for longer than 90 days to transition back to their home or community living. Must be a Medi-Cal recipient to qualify.

**Home and Community-Based Alternative
(HCBA) Waiver**
Center for Elders' Independence
(510) 318-7375
510 17th Street, Oakland, CA 94612
<https://cei.elders.org/hcbs-waiver-program>

The HCBA Waiver provides care management services to persons at risk for nursing home or institutional placement. A multi-disciplinary care team comprised of a nurse and social worker coordinates Waiver and State Plan services (e.g., medical, behavioral health, In-Home Supportive Services, etc.) and arranges for other available long-term services and supports available in the local community. There is no age limit to qualify; must be a Medi-Cal recipient.

**Jewish Family and Community Services of
the East Bay (JFCS)**

(925) 927-2000

1855 Olympic Blvd., Ste. 200

Walnut Creek, CA 94596

www.jfcs-eastbay.org

Provides case management, information and referral, counseling for seniors and families, support groups, and refugee settlement services.

Meals on Wheels Diablo Region

(MOWDR)

(925) 937-8311

1300 Civic Drive, Walnut Creek, CA 94596

www.mowdiablregion.org

Provides care management for low-income seniors; assesses needs and identifies services to help meet those needs. Other services include home-delivered meals, fall prevention, friendly visiting, and caregiver training.

Multipurpose Senior Services Program (MSSP)

Choice in Aging

(925) 682-6330

490 Golf Club Road, Pleasant Hill, CA 94523

www.choiceinaging.org

Case management services to help frail elders 65 years and older, Medi-Cal approved, and at risk for nursing home placement to remain at home and avoid premature institutionalization.



Pleasant Hill Senior Center Care

Management Program

(925) 798-8788 ext 640

233 Gregory Lane, Pleasant Hill, CA 94523

www.phseniorcenter.com/

Provides care management for seniors; assesses needs and identifies services to help meet those needs. Services are free.

Public Health Nursing

Contra Costa County Health Services

(925) 313-6924

597 Center Avenue, Ste. 150, Martinez, CA 94553

www.cchealth.org/phn

Comprehensive case management services for perinatal, pediatric, and adult clients with Medi-Cal or who are uninsured or under-insured.



800-510-2020 • 925-229-8434

Consumer Information and Advocacy

Better Business Bureau (BBB)

(866) 411-2221

1000 Broadway Suite 625, Oakland, CA 94607

www.bbb.org/greater-san-francisco

BBB helps consumers identify trustworthy businesses; and processes complaints and makes available reports on companies, charities, and non-profit agencies.

Bureau of Automotive Repair (BAR)

Calif. Department of Consumer Affairs

(510) 964-3030 Complaint Mediation Division

625 Alfred Nobel Dr., Ste. A, Hercules, CA 94547

www.bar.ca.gov

Takes complaints against auto repair shops; offers financial assistance to income-eligible consumers for vehicle retirement or emissions-related repairs; and provides free inspection vehicles to verify if auto body repairs done correctly.

California Advocates for Nursing Homes Reform (CANHR)

(800) 474-1116

650 Harrison St., 2nd Floor

San Francisco, CA 94107

www.canhr.org

Nursing home consumer information, pre-placement counseling, and quality of care information on Bay Area assisted living, skilled nursing, and board and care facilities; also referrals to elder care lawyers.

California Senior Gateway

(800) 927-4357

www.seniors.ca.gov

One-stop website intended to provide seniors, their families, and caregivers with the information they need to connect to helpful services and resources, to find answers, and solve problems.

Consumer Action

(415) 777-9635 Consumer Complaint Hotline

(415) 777-9648 Business Line

221 Main St., Ste. 480, San Francisco, CA 94105

www.consumer-action.org

Provides free, non-legal advice and referrals on a wide range of issues, complaint referrals, and consumer resources/publications.

Consumer Complaint Mediation Department of Consumer Affairs

(800) 952-5210

www.dca.ca.gov/consumer/mediation_programs.shtml

With the help of mediators, individuals resolve disputes without having to go to court.

Contractors State Licensing Board

Calif. Department of Consumer Affairs

(800) 321-2752

9821 Business Park Dr., Sacramento, CA 95827

www.cslb.ca.gov

Provides licenses; regulates contractors; and investigates complaints against contractors. Consumers can call or check website for a contractor's license information.

Department of Insurance

(800) 927-4357

45 Fremont St., 23rd Floor

San Francisco, CA 94105

www.insurance.ca.gov/0100-consumers

Regulates and licenses the medical, automobile, residential, and life insurance industry; and handles complaints.

Department of Managed Health Care

(888) 466-2219

980 - 9th Street, Suite 500

Sacramento, CA 95814

www.dmhc.ca.gov

Receives, reviews, and processes complaints from consumers on their health care plans and providers. Consumers receive an Independent Medical Review when dissatisfied with a health care service plan's decision to deny, delay, or modify health care services. Complaints typically reviewed and resolved within a 30-day mandate.

DMV Investigations Division

State of California Department of Motor Vehicles

(707) 648-4511

Investigates consumer protection issues involving the purchase of a vehicle or identity theft.



Health Insurance Counseling and Advocacy (HICAP)

(800) 510-2020 (calling from landline)

(925) 229-8434 (calling from cell phone)

www.cchicap.org

HICAP provides unbiased information to help you make the best choice for your individual health care needs. Free help with Medicare problems, Medicare Supplement insurance, Medicare HMO plans, Medicare+Choice, long-term care insurance, medical billings and claims, and Medicare appeals. No insurance sold or endorsed.

KGO-TV 7 - On Your Side San Francisco Bay Area

(415) 954-8151 Consumer Hotline

www.Abc7news.com/7onyourside.com

Help resolve consumer problems.

KPIX 5 - Consumer Watch San Francisco Bay Area

(888) 543-5778 Consumer Hotline

<http://sanfrancisco.cbslocal.com/2010/08/08/cbs-5-consumerwatch-help-form/>

Investigates and help resolve problems that consumers cannot resolve on their own.

Mobilehome Ombudsman

CA Dept. of Housing & Community Development
(800) 952-8356

2020 West El Camino Ave., Sacramento, CA
www.hcd.ca.gov

Receives and processes complaints related to living in manufactured homes and mobile homes. Information and assistance provided to help resolve complaints related to the operation of mobile home parks; purchase, sale, financing, titling, and registration of manufactured homes and mobile homes; and the installation, inspection and maintenance or alteration of manufactured homes, mobile home accessory structures and park grounds.

Disability Services

Assisted Living Waiver (ALW) NorCal Care Coordinator Agency (916) 385-2784

6060 Sunrise Dr., Ste. 3350, Citrus Heights, CA 95610
<https://norcalcca.com>

Offers Medi-Cal members the choice of residing in an assisted living setting as an alternative to long-term care placement in a nursing facility. NorCal serves Contra Costa and other Bay Area counties. Please note that there might be a waiting list.

Braille & Talking Book Library (800) 952-5666 (916) 654-0640

900 N St., Sacramento, CA 95814
www.library.ca.gov/services/btbl.html

Braille books, cassette tapes, records by phone or mail order. Equipment and books free to people certified by doctor or other professional or large print books.

California Community Transitions (CCT) Choice in Aging (925) 682-6330

490 Golf Club Rd., Pleasant Hill, CA 94523
www.choiceinaging.org

Help adults who have been living in a skilled nursing facility for longer than 90 days and covered by Medi-Cal to transition back to their home or community living.

California Telephone Access Program (CTAP) (800) 806-1191

(800) 949-5650 (Spanish)
3075 Adeline, Ste. 260, Berkeley, CA 94703
<https://ddtp.cpuc.ca.gov>

CTAP has a variety of telephone equipment, at no cost, available to individuals who have a hard time using a standard phone. To be eligible, you must certify as permanently or temporarily disabled, live in California, and have access to telephone service.

Center for Independent Living, Inc. (CIL) (510) 841-4776 Voice (510) 356-2662 Video Phone

3075 Adeline St., Berkeley, CA 94703
www.cilberkeley.org

Information and referral, assistance with employment, skills training, transition out of nursing homes, assistive technology, residential access, peer counseling, and universal wellness.

Deaf Seniors Club (925) 943-5852

(800) 735-2922 California Relay Service
(800) 735-2929 TTY
1375 Civic Drive, Walnut Creek, CA 94596

Deaf seniors from all over the Bay Area gather to enjoy informative speakers, table and card games, and parties.

Deaf & Disabled Telecommunications Program California Public Utilities Commission (800) 806-1191

P.O. Box 30310, Stockton, CA 95123
<http://ddtp.cpuc.ca.gov>

Free specialized phones that make it easier to hear, dial, and call; amplifiers, special ringers, big buttons, speakerphones, captioned phones, speech assist phones, hands-free phones, and text phones for the deaf. There is no age or income requirement.



Department of Rehabilitation

(925) 602-3953

1485 Civic Ct., Ste. 1100, Concord CA 94520

www.dor.ca.gov

Administers vocational rehabilitation services designed to help job seekers with disabilities obtain competitive employment in integrated work settings. Also, offers independent living services that include peer support, skill development, systems advocacy, referrals, assistive technology services, transition services, housing assistance, and personal assistance services.

Disability Rights California

(916) 504-5800

(800) 776-5746 Legal Assistance

www.disabilityrightsca.org

Advocates for people with disabilities; provides legal representation; investigates charges of abuse and neglect; and provides information to those who may not know about their rights.

Disabled People's Recreation Center

(510) 620-6814

1900 Barrett Ave., Richmond, CA 94804

www.ci.richmond.ca.us/2162/DPRC

Enables young people and adults with disabilities to meet their full recreational potential; the center creates an atmosphere of support, while teaching important life skills. Serves West Contra Costa County.

Disabled Person Parking Placard State of California Department of Motor Vehicles

(800) 777-0133

<http://www.dmv.ca.gov/portal/dmv/dmv/home/seniors>

Issues disabled parking placards; Mature Driver Improvement Program class locations; investigates and evaluates persons who may no longer be capable of driving.

Independent Living Resource of Solano & Contra Costa Counties

Main Office:

(925) 363-7293

1850 Gateway, Suite 170, Concord, CA 94520

East County Office:

(925) 754-0539

3727 Sunset Lane #103, Antioch, CA 94509

<http://www.ilrsc.org>

Information and referral for disability-related questions; provides peer support, assistive technology information, housing referrals, benefit specialists, financial management, education, and training.

Learning Ally

(650) 493-3717

431 Burgess Dr. #120, Menlo Park, CA 94025

www.learningally.org

Educational audiobooks (narrated with text display) for readers with visual, physical, or learning disabilities, which are downloadable to mobile devices, computers, and daisy devices.

Library for the Blind and Print Disabled

(415) 557-4253

100 Larkin St., San Francisco, CA 94102

www.sfpl.org/index.php?pg=0200002301

Talking books, BARD (Braille and Audio Reading Download), and downloadable digital audio books and magazines to eligible National Library Service patrons. Free mail service of special playback equipment, books, and periodicals on tape and digital cartridge.



CONTRA COSTA COUNTY

**Information
& Assistance**

SENIOR & DISABLED HELPLINE

800-510-2020 • 925-229-8434

LightHouse of the East Bay

(510) 845-8700

3075 Adeline, Suite 110, Berkeley, CA 94703

www.lighthouse-sf.org

Non-profit offers blind and low vision skills training, psychological services, deaf-blind program, employment immersion program, low vision clinic, and community services.

Lions Center for the Visually Impaired

(925) 432-3013 Office

175 Alvarado Avenue, Pittsburg, CA 94565

www.seniorvision.org

Offers free services focused on early detection and intervention in order to prevent or slow vision loss from age-related eye diseases; mobility and independent living skills training; and talking books, group discussion, counseling, adaptive aids, and appliances to assist blind/low vision people.

**Orientation Center for the Blind
State of California Department of
Rehabilitation**

(510) 559-1200

400 Adams St., Albany, CA 94706

<https://dor.ca.gov/Home/OrientationCenterfortheBlind>

Residential school for the blind or visually impaired; this live-in, dorm style community offers individually tailored classes, credentialed teachers, and qualified rehabilitation professionals. Referral from Department of Rehabilitation counselor required. Tuition, lodging, and meals are free.

PG&E

(866) 743-5000

Medical Baseline Allowance Program - financial assistance for residential customers that have special energy needs due to certain qualifying medical conditions. A licensed doctor must certify that a full-time resident in your home meets the requirements.

Third-Party Notification - PG&E will notify a designated third party when the person they are concerned about receives a late notice due to an unpaid PG&E bill. The designated person is not responsible for paying the bill, but may want to contact PG&E to help resolve the issue.



Regional Center of the East Bay (RCEB)

(925) 691-2300

1320 Willow Pass Rd., Suite 300

Concord, CA 94520

www.rceb.org

Under contract with the California Department of Developmental Services, RCEB plans and coordinates services and supports for people with developmental disabilities and family members.

Education

AARP Smart Driver Course **(800) 350-7025**

www.aarpdriversafety.org

The nation's largest classroom and online driver safety courses, designed especially for drivers age 50+ to improve driving skills. Upon completion, you may be eligible for an insurance premium discount. Call or visit website to find local classes.

Acalanes Adult Education **(925) 280-3980 ext. 8001**

1963 Tice Valley Blvd. Walnut Creek, CA
www.acalanes.k12.ca.us

Antioch Adult Education **(925) 779-7490**

820 West 2nd St. Antioch, CA 94509
<https://adulthoodcourses.org>

Contra Costa College **(510) 235-7800**

2600 Mission Bell Dr., San Pablo, CA 94806
www.contracosta.edu

Contra Costa Television (CCTV) **(925) 313-1180**

www.co.contracosta.ca.us

Contra Costa County's cable television programming, bringing you special events, government meetings, and produced shows.

Diablo Valley College **(925) 685-1230**

321 Golf Club Rd., Pleasant Hill, CA 94523
www.dvc.edu

Diablo Valley College - Emeritus **(925) 685-1230**

321 Golf Club Rd., Pleasant Hill, CA 94523
www.dvc.edu/emmeritus

Classes and lecture series on subjects of interest to older adults.

GenOn Gateway Center for Learning **(Prewett Library)**

(925) 776-3060

4703 Lone Tree Way, Antioch, CA 94531
www.ccclib.org/locations/prewett.html

An “express library” located in the Antioch Community Center. It offers wireless internet access, houses two early literacy workstations for children, and is adjacent to the Antioch Community Center’s technology lab, which houses twenty-five computers.



Liberty Adult Education Center
 (925) 634-2565
 929 Second St., Brentwood, CA 94513
www.libertyadulthood.org

Martinez Adult Education
 (925) 228-3276
 600 F Street, Martinez, CA 94553
www.mae-martinez-ca.schoolloop.com

Mt. Diablo Adult Education
 (925) 685-7340
 1266 San Carlos Ave., Concord, CA
www.mdae-mdusd-ca.schoolloop.com/

Pittsburg Adult Education Center
 (925) 473-4460
 1151 Stoneman Ave., Pittsburg, CA 94565
www.pittsburg.k12.ca.us

**Project Second Chance (PSC) - Contra
 Costa County Library**

Antioch	925-754-8317
Brentwood	925-516-5290
Hercules	510-527-7558
Pleasant Hill	925-927-3250
San Pablo	510-374-3998

www.ccclib.org/psc

PSC offers free, confidential, one-on-one basic literacy instruction to people who read or write below the 6th grade level. Students are over 16 years of age, out of high school, and speak English well enough to communicate over the telephone and in person.



Public Libraries
 (800) 984-4636
www.ccclib.org

Antioch	925-757-9224
Bay Point	925-458-9597
Brentwood	925-516-5290
Clayton	925-673-0659
Concord	925-646-5455
Crockett	510-787-2345
Danville	925-837-4889
Dougherty Station	925-973-3380
El Cerrito	510-526-7512
El Sobrante	510-374-3991
Hercules	510-245-2420
Kensington	510-524-3043
Lafayette	925-285-2280
Martinez	925-646-9900
Moraga	925-376-6852
Oakley	925-625-2400
Orinda	925-254-2184
Pinole	510-758-2741
Pittsburg	925-427-8390
Pleasant Hill	925-646-6434
Richmond (Civic Center)	510-620-6559
Richmond (Bayview)	510-620-6566
Richmond (West Side)	510-620-6567
Rodeo	510-799-2606
San Pablo	510-374-3998
San Ramon	925-973-2850
Walnut Creek	925-977-3340
Ygnacio Valley	925-938-1481

**Road Scholar (formerly known as
 Elderhostel)**

(800) 454-5768
www.roadscholar.org

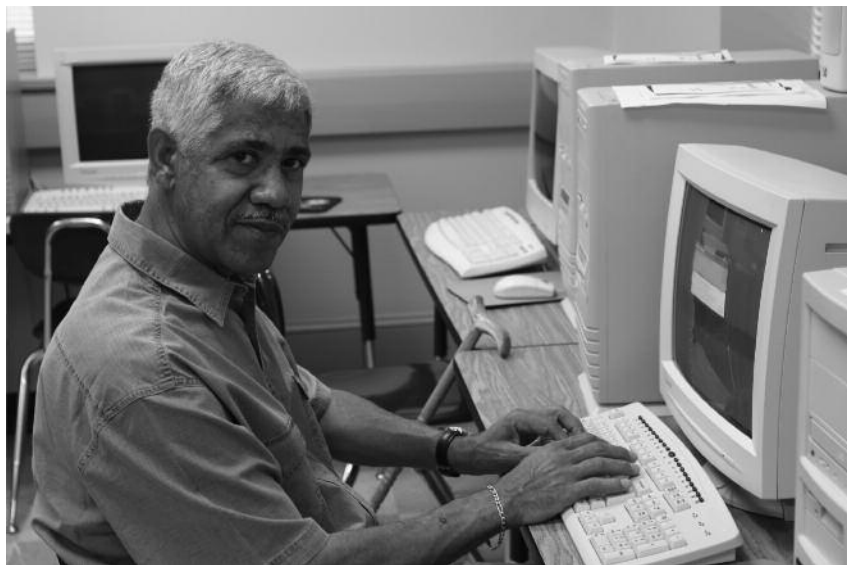
Not-for-profit organization offering learning opportunities in combination with travel adventures for older adults.

Valleycare Health Library
925-734-3315
5725 W. Las Positas Blvd., Suite 270
Pleasanton, CA 94588
www.valleycare.com

Offers free access to easy-to-understand, up-to-date health and medical information, including a collection of cancer-related educational materials. Open to the public.

West Contra Costa Adult Education
(510) 231-1453
6028 Ralston Ave., Richmond, CA 94805
(510) 231-1444
5625 Sutter St., Richmond, CA 94804
www.wccae.info/

Employment



America's Job Center of California (AJCC)
Eastbay Works One-Stop
(925) 634-2195 Brentwood
(925) 671-4500 Concord
(925) 560-9431 Dublin
(510) 412-6740 San Pablo
www.eastbayworks.com/job-seekers/

The centers offer job search, training, and employment resources; workshops on basic computer skills, social networking, resume development, and interviewing; and high-speed internet access, photocopiers, fax, and telephones for use in job search.

Department of Fair Employment & Housing
(800) 884-1684
(800) 700-2320 (TTY)

Investigates complaints of housing or employment discrimination due to race, ethnicity, national origin, gender, sexual orientation, and disabilities.



Department of Rehabilitation

(925) 754-7700

3656 Delta Fair Blvd., Antioch, CA 94509

(925) 602-3953

1485 Civic Ct., #1100, Concord, CA 94520

(510) 232-7062

1003 W. Cutting Blvd., #100, Richmond, CA 94804

www.rehab.cahwnet.gov

An employment and independent living resource for people with disabilities - provides consultation, counseling and vocational rehabilitation, and works with community partners to assist consumers.

Employment Development Department (EDD)

(925) 671-4500

4071 Port Chicago Hwy., Suite 250

Concord, CA 94520

www.edd.ca.gov

A wide variety of services provided: job service, Unemployment Insurance (UI), State Disability Insurance (SDI), workforce investment, and labor market information. Also handles the audit and collection of payroll taxes, and maintains employment records for more than 17 million California workers.

In Home Supportive Services (IHSS) Public Authority

(800) 333-1081

500 Ellinwood Way, Pleasant Hill, CA 94523

www.ehsd.org/elderly-disabled/public-authority/

Recruits and screens independent care providers for the In-Home Supportive Services (IHSS) program. Maintains a registry of providers for IHSS consumers. Offers training and educational opportunities, and support services for consumers and providers. Register with the program if interested in employment as care provider for IHSS.

Senior Community Service Employment Program (SCSEP)

(925) 671-4500

4071 Port Chicago Hwy., Ste. 250

Concord, CA 94520

www.ehsd.org/elderly-disabled/senior-community-service-employment-program

The program provides work-based job training to seniors. Participants must be 55 years of age or older, low-income, reside in Contra Costa County, and be legally eligible to work in the U.S.

End of Life Issues

An Elderly Wish Foundation

(925) 978-1883

Rivertown Resource Building

301 W 10th Street, Antioch, CA 94531

www.elderlywish.org

Grant wishes to Contra Costa seniors, 50 years and older, who have a life-threatening or chronic illness.

Bay Area Funeral Consumer's Association

(650) 321-2109

463 College Ave., Palo Alto, CA 94306

www.ba-fca.org

Non-profit membership organization provides consumer education and referrals to reasonably priced funeral services. Provides retail prices for mortuaries for comparison. Pre-planning and financial assistance information provided. There is an annual membership fee.

Bruns House

(925) 887-5678

<https://www.hospiceeastbay.org/services/brunshouse>

Part of Hospice of the East Bay, provides in-patient hospice care for patients who require acute symptom management. Patients are cared for in a homelike environment. Accepts all medically qualified patients, regardless of their ability to pay.

Compassion & Choices

(800) 247-7421

www.compassionandchoices.org

Advanced healthcare planning and end-of-life support information.

Contra Costa Crisis Center

(800) 833-2900 Crisis or distress

(800) 837-1818 Grief counseling

www.crisis-center.org

24-hour crisis lines, grief counseling, homeless services, community education, and information and referral service.

Hope Hospice, Inc

(925) 829-8770

www.hopehospice.com/

Medically directed home care program for terminally ill patients including pain and symptom management; emotional, spiritual, and bereavement support for family members. It also provides pastoral care, respite care, and bereavement support. All medically qualified patients accepted regardless of insurance status or ability to pay.

Hospice of the East Bay

(925) 887-5678

3470 Buskirk Ave., Pleasant Hill, CA

www.hospiceeastbay.org

Provides compassionate end-of-life care to terminally ill patients, while offering emotional, spiritual, and grief support for the entire family. All medically qualified patients accepted regardless of insurance status or ability to pay.

Indigent Burial

(925) 521-5001 Central County

(925) 706-4760 East County

(510) 412-1920 West County

1960 Muir Road, Martinez, CA 94553

www.co.contra-costa.ca.us/964/Process

Handles indigent burials for individuals who are impoverished and are without next of kin.

Kaiser Hospice

(925) 229-7800 East and Central County

(510) 752-6390 West County

Medically directed home care program for terminally ill patients of Kaiser. Services include pain and symptom management; and emotional, spiritual, and bereavement support for family members.

Pathways Home Health & Hospice

(888) 755-7855

www.pathwayshealth.org

Medically directed home care program for terminally ill patients. Provides pain and symptom management; and emotional, spiritual, and bereavement support for family members.

Sutter Care at Home Hospice

(866) 652-9178

www.sutterhealth.org/about/affiliates/hospice.html

Medically directed home care program for terminally ill patients. Provides pain and symptom management; and emotional, spiritual, and bereavement support for family members.

Vital Records/Statistics

(Birth/Death Certificates)

Contra Costa Health Services

(925) 313-1126

10 Douglas Dr., Suite 220, Martinez, CA 94553

www.cchealth.org/vital-registration/order-birth-record.php

Provides birth and death certificates for current year and one year prior.

Widowed Persons Services

(925) 932-3448

Walnut Creek, CA

Grief support group that meets monthly.

Willed Body Program

(415) 476-1981

University of California, San Francisco

Department of Anatomy, AC-14

San Francisco, CA 94143

www.willedbodyprogram.ucsf.edu/

For those considering leaving their bodies to medical science. Must complete forms authorizing the donation (does not require a lawyer or notary).

Financial Counseling and Tax Assistance

AARP Tax Aide

Tax Assistance for the Elderly

(800) 510-2020 Information & Assistance

(925) 229-8434

www.ehsd.org

Assist with state and federal income tax preparation. Sites are staff with trained volunteers from February through April 15. Counseling sites are at senior centers, community centers, and churches – call for locations. Help with preparation of back taxes is also available.

Co-Pay Relief

Patient Advocate Foundation (PAF)

(800) 532-5274

www.copays.org

Provides direct financial assistance with co-payments, co-insurance and deductibles required by your insurer for pharmaceutical treatments and/or prescription medications relative to diagnosis.

Consumer Rights Clinic

Bay Area Legal Aid

(925) 252-2300

3105 Willow Pass Rd., Bay Point, CA 94565

(510) 779-3200

1000-D Macdonald Ave., Richmond, CA 94801

www.baylegal.org

Assist with preparing answers and asserting defenses to third party debt collection lawsuits; protect exempt income from garnishment; prepare discovery; and stop debt collection harassment. Appointments required.



CONTRA COSTA COUNTY

**Information
& Assistance**

SENIOR & DISABLED HELPLINE

800-510-2020 • 925-229-8434

Contra Costa County Tax Collector
(925) 957-5280
625 Court St., Suite 100, Martinez, CA 94553
www.cctax.us

Homeowners Property Tax Postponement - allows seniors at least 62 years of age, and blind and disabled citizens with an annual household income of \$35,500 or less and 40% equity in their homes to apply to defer payment of property taxes on their principal residence. File applications with the State Controller's Office beginning in October.

Special Parcel Tax Exemptions - for homeowners aged 65 years or older, call the appropriate school districts to request an application form or find list on www.cctax.us

Third Party Notification - if someone has difficulty with bill paying, a third party (friend or relative) receives notification via email about upcoming property tax installment payments.

Diablo Valley Foundation for the Aging
(925) 945-8040
140 Gregory Lane, Ste. 240
Pleasant Hill, CA 94523
www.dv-fa.org

Money management services for eligible low-income seniors 60+ who are physically or mentally unable to manage their money or pay their bills. Fee-based services are also available.



Earned Income Tax Credit (EITC)
www.irs.gov/eitc (Federal EITC)
www.caleitc4me.org/earn-it/ (California EITC)

The United States Federal Earned Income Tax Credit (EITC or EIC) and the California Earned Income Tax Credit (Cal EITC) are refundable tax credits for low- to moderate-income working individuals and couples, particularly those with children. The amount of EITC or Cal EITC credit depends on a recipient's income and number of children. If you qualify for EITC or Cal EITC, you must file a Federal or California income tax return, even if you owe no tax or are not required to file. Ask your tax preparer if you qualify for the EITC or Cal EITC.



Health Insurance Counseling and Advocacy (HICAP)

(800) 510-2020 (calling from landline)
(925) 229-8434 (calling from cell phone)
www.cchicap.org

HICAP provides unbiased information to help you make the best choice for your individual health care needs. Free help with Medicare problems, Medicare Supplement insurance, Medicare HMO plans, Medicare+ Choice, long-term care insurance, medical billings and claims, and Medicare appeals. No insurance sold or endorsed.

Internal Revenue Service (IRS)

(800) 829-1040
(800) 829-3676 to order forms and publications only
185 Lennon Lane, Walnut Creek, CA 94598
www.irs.gov

Money Management International
(866) 226-0278

7700 Edgewater Drive, Suite 1130
Oakland, CA 94621
www.moneymanagement.org

Professional financial guidance, credit counseling, community-wide educational programs, debt management assistance, bankruptcy counseling, and housing counseling assistance for consumers. HUD-approved housing counseling agency.

Patient Advocate Foundation (PAF)

(800) 532-5274
www.patientadvocate.org

A national non-profit organization that serves as an active liaison between the patient and their insurer, employer, and/or creditors to resolve insurance, job retention, and/or debt crisis matters. It seeks to safeguard patients through effective mediation - assuring access to care, maintenance of employment, and preservation of their financial stability.

The Salvation Army

(925) 778-0808
620 East Tregallas Rd., Antioch, CA 94509
(925) 676-6180
3950 Clayton Rd., Concord, CA 94521
(510) 262-0500
4600 Appian Way, El Sobrante CA 94802
www.salvationarmy.usawest.org

Offers social support services for low-income individuals; programs include food pantry, clothing, emergency response services, and assistance with energy bills.

Volunteer Income Tax Assistance (VITA)

(800) 906-9887
www.irs.gov/individuals/free-tax-return-preparation-for-you-by-volunteers

Offers free tax help to people who generally make \$54,000 or less, persons with disabilities, and limited English speaking taxpayers who need assistance in preparing their own tax returns. IRS-certified volunteers provide free basic income tax return preparation with electronic filing to qualified individuals.

Food Resources

Bay Area Rescue Mission

(510) 215-4555
2114 Macdonald Ave., Richmond, CA 94801
www.bayarearescue.org

Shelter for women, children, and single males; services include meals, case management, and spiritual counseling. Food distribution site is located at 123 Macdonald Ave., Richmond.

CalFresh (Food Stamps)

(800) 709-8348 Application Line
www.mybenefitscalwin.org Apply Online
www.ehsd.org

CalFresh Offices:

(510) 412-3000
1305 Macdonald Ave., Richmond, CA 94801
(510) 262-7700
151 Linus Pauling Ave., Hercules, CA 94547
(925) 602-9379
400 Ellinwood Way, Pleasant Hill, CA 94523
(925) 706-4980
4545 Delta Fair Blvd., Antioch, CA 94509
(925) 513-3720
151 Sand Creek Rd., Ste. A, Bldg. 6
Brentwood, CA 94513

CalFresh is a monthly stipend on an Electronic Benefit Transfer (EBT) card for buying food. Someone can be eligible even if they own a home, have no children, are working, own a vehicle, or have no permanent address. People with little or no income may be eligible for assistance.

Contra Costa Cafes (C.C. Café) Contra Costa County Senior Nutrition Program

(925) 335-3350
1220 Morello Ave., #210, Martinez CA94553
Seniors can receive hot lunches for a suggested donation at C.C. Cafés. Lunch served 5 days a week. Transportation provided to some sites. Call a day ahead to reserve a meal.

C.C. Café locations:

Ambrose Community Center
3105 Willow Pass Rd., Bay Point CA 94565
(925) 458-2662
Antioch Senior Center
415 W. 2nd St., Antioch, CA 94509
(925) 757-7325
Brentwood Senior Activity Center
193 Griffith Ln., Brentwood, CA 94513
(925) 516-5398

Concord Senior Center
2727 Parkside Circle, Concord, CA 94519
(925) 671-3320, press "5"
Crockett Community Center
850 Pomona St., Crockett, CA 94525
(510) 787-1341
El Cerrito Senior Center
10940 San Pablo Ave., El Cerrito, CA 94530
(510) 559-7677
Hercules Senior Center
111 Civic Dr., Hercules, CA 94547
(510) 799-8219
Martinez Senior Center
818 Green St., Martinez, CA 94553
(925) 646-2598
North Richmond Neighborhood House
515 Silver Ave., North Richmond, CA 94801
(510) 232-3511
Pittsburg Senior Center
300 Presidio Ln., Pittsburg, CA 94565
(925) 439-2136
Pleasant Hill Senior Center
233 Gregory Ln., Pleasant Hill, CA 94523
(925) 798-8788
Richmond Senior Center
2525 Macdonald Ave., Richmond CA 94801
(510) 307-8087
Rodeo Senior Center
189 Parker Ave., Rodeo, CA 94572
(510) 799-2706
Rossmoor
3400 Golden Rain Rd., Walnut Creek, CA 94595
(925) 988-7703
San Pablo Senior Center
1943 Church Ln., San Pablo, CA 94806
(510) 215-3090
San Ramon Senior Center
9300 Alcosta Blvd., San Ramon, CA 94583
(925) 973-3250
Walnut Creek Community Center
1375 Civic Dr., Walnut Creek, CA 94596
(925) 280-7310



Food Bank of Contra Costa and Solano
(925) 676-7543
4010 Nelson Ave., Concord, CA 94520
www.foodbankccs.org

Distributes food to people in need through a variety of programs: Community Produce Program (fresh produce), Food Assistance Program (monthly food distribution at multiple locations), Senior Food Program, and Food for Children. Partners with area non-profits like emergency food pantries, community kitchens, and group homes to distribute food throughout Contra Costa and Solano Counties.

Greater Richmond Interfaith Program (GRIP)
(510) 233-2141
165 22nd St., Richmond, CA 94801
www.gripcommunity.org

Provides homeless families with meals, shelter, and support services. It is an interfaith coalition of congregations – Catholics, Protestants, Jews, Muslims, and Sikh- working to help homeless families in West Contra Costa County. It serves hot meals daily from 11:30 a.m. to 12:45 p.m.

Meals on Wheels of Contra Costa
(510) 412-0166 West County
(925) 937-8607 Central & East County
(925) 625-4545 Far East County
www.mealsonwheelsofcontracosta.org

Clients must be 60 years of age or older, and unable to purchase or prepare regular nutritious meals for themselves, and have no one else available to do so. Volunteers deliver meals five days a week, and frozen meals are available for weekends. Clients asked to contribute what they can afford towards the cost of their meals.

Loaves and Fishes of Contra Costa
(925) 293-4792
835 Ferry St., Martinez, CA 94553
www.loavesfishescs.org

Serves hot lunches at five dining room locations and at four partner locations in Contra Costa County.

Senior Food Program

(925) 676-7543

www.foodbankccs.org

A program of the Food Bank of Contra Costa and Solano that provides bags of food twice a month to people 55 years of age or older who are low income. Food distribution locations:

East County

Brentwood Community Center

193 Griffith Lane, Brentwood

(2nd & 4th Thursdays, 10:30-11:30am)

Diane Ave Church of Christ

238 Diane Ave, Pittsburg

(2nd & 4th Thursdays, 11am-12pm)

First African Methodist Episcopal Church

2915 Willow Pass Rd, Bay Point

(2nd & 4th Thursdays, 9:30-10:30am)

Good Shepherd Church

3200 Harbor, Pittsburg

(2nd & 4th Thursdays, 11am-Noon)

Golden Hills Mission Outreach

(ANTIOCH RESIDENTS ONLY)

525 E. 18th St, Antioch

(Every Thursday, 9am)

St. Anthony's Church

971 O'Hara Avenue, Oakley

(2nd & 4th Thursdays, 10-11am)

Central County

Good Shepherd Lutheran Church

4000 Clayton Rd, Concord

(1st & 3rd Thursdays, 10-11am)

Monument Crisis Center

1990 Market St, Concord

(1st & 3rd Fridays, 9:45-11:30am)

Rainbow Community Center

2118 Willow Pass Rd, #500, Concord

(1st & 3rd Thursdays, 11am)

Teamsters Local 315 Hall

2727 Alhambra Ave., Martinez

(1st & 3rd Thursdays, 9-10am)

Walnut Creek United Methodist Church

1543 Sunnyvale Ave, Walnut Creek

(1st & 3rd Thursdays, 11am-12pm)

West County

Booker T. Anderson Community Center

960 South 47th St, Richmond

(2nd & 4th Fridays, 9:30-11am)

Independent Community Church

605 So.16th, Richmond

(1st & 3rd Fridays, 10:30-11:30am)

Maple Hall

13831 San Pablo Ave, San Pablo

(1st & 3rd Fridays, 10:30-11:30am)

Multicultural Senior Center

515 Silver Avenue, North Richmond

(2nd & 4th Fridays, 10:30-11:30am)

Parchester Community Center

900 Williams Dr., Richmond

(1st & 3rd Fridays, 10am-Noon)

Parker House

199 Parker Ave, Rodeo

(2nd & 4th Fridays, 9-10am)

The Salvation Army

4600 Appian Way, El Sobrante

(1st & 3rd Fridays, 11:30am-12:30pm)



CONTRA COSTA COUNTY

**Information
& Assistance**

SENIOR & DISABLED HELPLINE

800-510-2020 • 925-229-8434

St. Vincent De Paul Society

(925) 439-5060

2210 Gladstone Dr., Pittsburg, CA 94565

www.svdpc-contracosta.org

Crisis management, information and referral, food pantry and clothing for eligible families. Employment opportunities and on-the-job-training for individuals with barriers to employment. Thrift stores in Pleasant Hill and Pittsburg provide training and employment to those who lack work experience or skills.

The Salvation Army

(925) 778-0808

620 East Tregallas Rd., Antioch, CA 94509

(925) 676-6180

3950 Clayton Rd., Concord, CA 94521

(510) 262-0500

4600 Appian Way, El Sobrante CA 94802

www.salvationarmy.usawest.org

Offers social support services for low-income individuals; programs include food pantry, clothing, emergency response services, and assistance with energy bills.

Fraud and Scams

Adult Protective Services (APS)

(877) 839-4347 24-hour hotline

(925) 602-4179

500 Ellinwood Way, Pleasant Hill, CA 94523

www.ehsd.org/elderly-disabled/adult-protective-services

Anyone can make a confidential report if they know or suspect abuse of elders aged 65 and older and dependent adults. The abuse may be emotional, physical, financial, sexual, neglect by others, self-neglect, isolation, or abandonment.

Bad Check Diversion Restitution Program

Contra Costa County District Attorney

(866) 639-8093

P.O. Box 3130, Martinez, CA 94553

www.co.contra-costa.ca.us/966/Bad-Check-Diversion-Restitution-Program

The program assists local merchants with bad check losses. Individual citizens may apply if check written for goods and services. The primary goal of the program is to obtain full restitution for the victim without adding to the financial burden of the criminal justice system.

Consumer Complaint Mediation

Department of Consumer Affairs

(800) 952-5210

www.dca.ca.gov/consumer/mediation_programs.shtml

With the help of mediators, individuals resolve disputes without having to go to court.

Contra Costa County

District Attorney's Office

(925) 957-2200

900 Ward Street, Martinez, CA 94553

www.contracostada.org

Responsible for the prosecution of crimes committed in Contra Costa County.

Contra Costa Senior Legal Services

(925) 609-7900

2702 Clayton Road, #202, Concord, CA 94519

www.ccsls.org

Free civil legal services for people aged 60 or older in matters regarding housing, elder abuse, consumer and individual rights, and public benefits. Also, operates a drop-in clinic with Contra Costa Superior Court to assist with elder abuse restraining orders, conservatorship, landlord/tenant cases, and small claims.

Do Not Call List

(888) 382-1222

www.donotcall.gov

Available to help consumers block unwanted telemarketing calls at home. Telemarketers covered by the National Do Not Call Registry must stop calling you within 30 days. If calls persist, you may file a complaint. You must provide the name or phone number of the company that called you, and time of call. Register online or by phone.

Do Not Mail List

(212) 768-7277

DMACHoice

P.O. Box 643, Carmel, NY 10512

www.DMAchoice.org

Register by mail or online to stop individual companies from mailing you advertisements and solicitations. If registering by mail, send a letter with your name, address, and signature along with a \$1 processing fee (check or money order made payable to DMA).

ElderAngels

(415) 284-1160

(916) 372-8556

www.elderangels.com

Nonprofit organization dedicated to eliminating financial elder abuse in our community. The agency specializes in the investigation of financial crimes against the elderly and provides a variety of support services to those victims and their families

Medi-Cal Fraud Hotline

(800) 822-6222

www.dhcs.ca.gov/individuals/Pages/StopMedi-CalFraud.aspx

To report Medi-Cal fraud and abuse.

Ombudsman Services of Contra Costa County, Inc.

(925) 685-2070

2255 Contra Costa Blvd., Suite 204

Pleasant Hill, CA 94523

www.ccombudsman.org

Staff and volunteers maintain a regular presence in long-term care facilities throughout Contra Costa County, visiting many facilities monthly or even weekly. Trained Field Ombudsmen receive, investigate, and resolve complaints made by or on behalf of residents of long-term care facilities.

Opt Out of Credit Card Solicitations

(888) 567-8688

www.optoutprescreen.com

To stop most unsolicited pre-approved credit card offers.



CONTRA COSTA COUNTY
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800-510-2020 • 925-229-8434

Health Resources

Alcohol and Drug Abuse

Alcohol and Other Drugs Services Access and Referral Line

(800) 846-1652

(925) 335-3310

www.cchealth.org/aod/

Veterans Administration Foundations Group Substance Abuse Treatment Program

(925) 372-2105

(925) 372-2000

150 Muir Rd., Martinez, CA 94553

www.northerncalifornia.va.gov/services/Mental_Health.asp

Outpatient education, medical assessment, and referrals for veterans.

Alzheimer's and Dementia

Alzheimer's and Dementia Resources

A list of resources for families caring for those with dementia or Alzheimer's disease is available by calling Information and Assistance (I&A) at (925) 229-8434 or toll free (800) 510-2020.

Alzheimer's Association

(925) 284-7942

(800) 272-3900 24-hour hotline

3675 Mt. Diablo Blvd, Suite 250

Lafayette, CA 94549

www.alz.org/norcal

Support groups, assessment of needs, counseling, information and referral to community programs, and education for caregivers of persons with Alzheimer's disease or related disorders.

Alzheimer's Network Safe Return

(800) 272-3900

(925) 284-7492

www.alz.org/care/dementia-medic-alert-safe-return.asp

Helps identify and return potential wanderers who are memory impaired. Persons registered into a national database. Identity bracelet or necklace supplied. Law enforcement authorities alerted, if needed. Enrollment and annual fees apply.

Martinez Behavioral Health - Veterans

(925) 372-2105

150 Muir Rd. Martinez, CA 94553

www.northerncalifornia.va.gov

Comprehensive mental health services including geriatric, Alzheimer/dementia, and substance abuse for veterans.

Martinez Outpatient Clinic - Veterans

(800) 382-8387

150 Muir Rd. Martinez, CA 94553

www.northerncalifornia.va.gov/locations/Martinez_OPC.asp

Full range of medical, surgical, mental health and diagnostic outpatient services, including nuclear medicine, ultrasound, CT, and MRI.



Stanford/V.A. Alzheimer's Research Center
(650) 858-3915
3801 Miranda Ave., C15A, Palo Alto, CA 94304
www.svalz.stanford.edu

Comprehensive assessment of individuals with memory problems. Care planning conferences, information and referral services for families and caregivers. Support groups and patient/family education seminars. There is no cost.

U.C. Davis Alzheimer's Disease Center
(855) 420-2612
100 North Wiget Lane, Suite 150
Walnut Creek, CA 94598
www.ucdmc.ucdavis.edu/alzheimers

Diagnostic center and clinic for Alzheimer's disease/dementia patients. Charges billed to Medicare, Medi-Cal, and/or other insurance providers.

Deaf and Hearing Impaired

California Relay Service
(800) 806-1191 Customer Service Dept.
(800) 735-2922 TTY (teletypewriter) to Voice
(800) 735-2929 Voice to TTY
www.ddtp.cpuc.ca.gov/relay

Links voice phone and TTY. If you use a voice phone, call voice operator (800) 735-2922 to connect to TTY users. If you use TTY, call (800) 735-2929 to connect to voice users.

California Telephone Access Program (CTAP)
(800) 806-1191
(800) 949-5650 (Spanish)
3075 Adeline, Ste. 260, Berkeley, CA 94703
<https://ddtp.cpuc.ca.gov>

CTAP has a variety of telephone equipment, at no cost, available to individuals who have a hard time using a standard phone. To be eligible, you must certify as permanently or temporarily disabled, live in California, and have access to telephone service.

Deaf Counseling Advocacy and Referral Agency (DCARA)
(510) 343-6670
(510) 344-5605 Staff that works with deaf seniors
14895 E. 14th St., #200, San Leandro, CA 94578
www.dcara.org

Services include communication assistance, advocacy, peer counseling, independent living skills, employment assistance, information and referral, community education, social events, and outreach activities.

Deaf Emergency Lifeline for Contra Costa
(925) 228-0111 TTY via 9-1-1
(925) 646-2441 non-emergency

Special telephone system hearing-impaired persons to reach fire department, police, or medical help.

Hearing Dog Program
(650) 898-9117
2912 Diamond St #221
San Francisco, CA 94131
www.hearingdogprogram.org

Provides hearing assistance dogs to deaf and hard of hearing individuals.

The Hearing Foundation
(800) 327-8077
850 San Jose Ave., Suite 115, Clovis, CA 93612
www.earofthelion.org

Supported by the Lions Clubs, it provides donated and refurbished hearing aids to low-income adults who are not eligible for government programs.

**Hearing Loss Association of America
Diablo Valley Chapter (HLAA-DV)**
(925) 264-1199
www.hearinglossdv.org

Monthly meetings that focus on an extensive range of topics aimed at improving communication between individuals with hearing loss and their families, as well as promoting access to community services.

**Hear Now
Starkey Hearing Foundation**
(800) 328-8602
6700 Washington Ave. South
Eden Prairie, MN 55344
www.starkeyhearingfoundation.org

New hearing aids for low-income adults and children in the United States (\$125 processing fee). Donations of used hearing aids accepted.

Dental Services

Berkeley Free Clinic
(800) 625-4642 Main Number
(510) 548-2745 Dental Services
2339 Durant Ave., Berkeley, CA 94704
www.berkeleyfreeclinic.org

New clients accepted only through a monthly lottery. Clients receive lifetime services that include dental examinations and check-ups, dental cleanings, x-ray services, fillings, and extractions.



Dental Clinics – Contra Costa Health Services
(925) 370-5300
2500 Alhambra Ave., Martinez, CA 94553
(510) 231-9400
13601 San Pablo Ave., San Pablo, CA 94806
(925) 431-2501
2311 Loveridge Rd., Pittsburg, CA 94565
(925) 427-8302
215 Pacifica Ave., Bay Point, CA 94565
www.cchealth.org/dental/dental-ccc.php

Dental services for Medi-Cal/Denti-Cal recipients.

Denti-Cal Referrals
(800) 322-6384
(800) 735-2922 TTY
www.denti-cal.ca.gov

Referrals to dentists accepting Medi-Cal patients.

Diablo Valley College Teaching Clinic
(925) 969-2692
321 Golf Club Rd., Pleasant Hill, CA 94523
www.dvc.edu/academics/bhsd/hygiene/teachingclinic.html

Dental hygiene clinic, provides evaluation, cleaning, and x-rays.

**Give Back a Smile
American Academy Cosmetic Dentistry
Foundation**
(800) 773-4227
402 West Wilson St., Madison, WI 53703
www.aacd.com

Dental restoration for individuals with injuries caused by domestic violence; must be out of the abusive relationship for over one year.

Homeless Dental Services

Contra Costa Health Care for the Homeless
(925) 608-5350

2047 Arnold Industrial Way, Suite D
Concord, CA 94520

www.cchealth.org/healthcare-for-homeless/ambulatory-care-clinics.php

Mobile clinic that provides general dental care for homeless individuals; no urgent or same day appointments.

La Clinica Dental Clinic

(925) 363-1256

2000 Sierra Rd., Concord, CA 94518

(925) 431-1250

337 East Leland Rd., Pittsburg, CA 94565

www.laclinica.org

Fluoride and sealant treatments, cleaning and polishing, and other general dentistry services for low-income, uninsured individuals.

Lifelong

(510) 280-6080

1860 Alcatraz Ave., Berkeley, CA 94703

(510) 231-9814

2023 Vale Rd., Suite 107, San Pablo, CA 94806

www.lifelongmedical.org

Dental examinations, hygiene, fillings, dentures, and extractions on sliding scale, accepts Medi-Cal.

North Shore Dental

Traveling Dentistry

(510) 741-2140

500 Alfred Nobel Dr. Ste. 240,

Hercules, CA 94547

www.smilespecialists.net

Fillings, dentures, cleanings, and 24-hour emergency denture repairs for nursing home, board and care, and home bound patients. Private pay, insurance, and Medi-Cal accepted.

University of the Pacific Dental Clinic

(415) 929-6501

155 Fifth St., 2nd Floor

San Francisco, CA 94115

www.dental.pacific.edu

Low cost general dental care; dental work performed by students and residents under the supervision of faculty and staff.

Eye Care and Low Vision

Braille & Talking Book Library

(800) 952-5666

(916) 654-0640

900 N St., Sacramento, CA 95814

www.library.ca.gov/services/btbl.html

Braille and audio books mailed to patrons postage-free; must obtain a signature from a competent authority (doctor, etc.) confirming inability to read standard print material.

California Telephone Access Program (CTAP)

(800) 806-1191

(800) 949-5650 (Spanish)

3075 Adeline, Ste. 260, Berkeley, CA 94703

<https://ddtp.cpuc.ca.gov>

CTAP has a variety of telephone equipment, at no cost, available to individuals who have a hard time using a standard phone. To be eligible, you must certify as permanently or temporarily disabled, live in California, and have access to telephone service.



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800-510-2020 • 925-229-8434

Eye Care America

(800) 222-3937 Helpline Appointments
P.O. Box 42-9098, San Francisco, CA
www.aao.org/eyecare-america/read-more

Free medical eye care through a pool of nearly 6,000 volunteer ophthalmologists. Must be U.S. citizen or legal resident aged 65 or older who have not seen an ophthalmologist in three or more years; cannot belong to a Health Maintenance Organization (HMO) or have eye care benefits through Veterans Administration. Glaucoma eye exam at no cost to eligible and uninsured individuals.

Hatlen Center

(510) 234-4984
2430 Road 20, #B112, San Pablo, CA 94806
www.juniorblind.org/web/index.php/programs/south/youth-and-adult-services/the-hatlen-center

Service for the blind includes training in daily living skills and recreation.

LightHouse of the East Bay

(510) 845-8700
3075 Adeline, Suite 110, Berkeley, CA 94703
www.lighthouse-sf.org

Non-profit offers blind and low vision skills training, psychological services, deaf-blind program, employment immersion program, low vision clinic, and community services.

Lions Center for the Visually Impaired

(925) 432-3013
175 Alvarado Avenue, Pittsburg, CA 94565
www.seniorvision.org

Free services focused on early detection and intervention in order to prevent or slow vision loss from age-related eye disease. Also gives older adults in the East Bay the tools and skills they need to maintain their health, independence and quality of life, despite vision loss. Special emphasis placed on helping the newly blind and those with progressively failing vision. Home visits available.

Lions Eye Foundation of CA and NV, Inc.

(415) 600-3950
711 Van Ness, Suite 250
San Francisco, CA 94102
www.lionseyefoundation.com

Provides free surgical eye care for those individuals with no insurance and limited incomes. All clients must have a doctor's referral. Areas covered include diagnostic testing, eye surgical care, and eye medications.

University of California Berkeley School of Optometry (UCBSO)

Meredith W. Morgan Eye Center
(510) 642-2020 General
(510) 642-5726 Low Vision
200 Minor Hall, Berkeley, CA 94720
www.cal-eye-care.org

A variety of patient services including general eye exam, low vision medical eye care, and refractive laser correction.

Hazardous Waste

Hazardous Materials Incident Response Program, Contra Costa County Health Services

(925) 335-3232
4585 Pacheco Blvd., Ste. 100, Martinez, CA 94553, www.cchealth.org/hazmat/incident-response.php

Act as the primary hazardous response agency for Contra Costa County. Protects public health and the environment from chemical spills and hazardous release. Provides general mold information and referral.

Health Associations & Education

Alameda/Contra Costa Medical Association
(510) 654-5383

[www.accma.org/for-patients/
resources-for-patients](http://www.accma.org/for-patients/resources-for-patients)

Provides referrals to private physicians and those who accept Medi-Cal; reviews complaints about physicians.



Alzheimer's Association

(925) 284-7942
(800) 272-3900 24-hour hotline
3675 Mt. Diablo Blvd, Suite 250
Lafayette, CA 94549
www.alz.org/norcal

Support groups, assessment of needs, counseling, information and referral to community programs, and education for caregivers of persons with Alzheimer's disease or related disorders.



American Cancer Society – Patient Services
(800) 227-2345 24 Hour
(925) 934-7640 All of Contra Costa County
www.cancer.org/

American Diabetes Association:

Alameda-Contra Costa Co. Chapter
(510) 654-4499 Public education and materials
www.diabetes.org/

American Heart Association, Contra Costa County
(510) 903-4050
www.heart.org

American Kidney Fund
(866) 300-2900
www.kidneyfund.org

Help eligible patients with health insurance premiums, transportation costs, prescription medications, and many other necessities related to health care.

Arthritis Foundation
(888) 391-9389
[www.arthritis.org/northern-california/
about-us/contact-us.php](http://www.arthritis.org/northern-california/about-us/contact-us.php)

Offers the latest information on types of arthritis, medications and treatments, local program listings, research updates; and can direct you to rheumatologists in your area.

Epilepsy Foundation of Northern California
(800) 632-3532
www.epilepsynorcal.org/

Information on epilepsy; support groups.

Every Woman Counts Program
State of California Department of Health
Care Services

(800) 511-2300 Call for list of providers
www.dhcs.ca.gov/services/Cancer/ewc/Pages/default.aspx

Provides free clinical breast exams, mammograms, pelvic exams, and Pap tests to California's low income, uninsured, and under-insured women.

Lead Poisoning Prevention Project
Contra Costa Health Services
(925) 313-6763 or (866) –FIX-LEAD

597 Center Ave., Suite 115
Martinez, CA 94553
www.cchealth.org/lead-poison/

Lead poison prevention activities and resources including services for lead-poisoned children, education and outreach, and information and referrals for parents, home remodelers, and child-care providers.

National Association for Continence (NAFC)
(800) 252-3337 or (800) BLADDER

<http://www.nafc.org/home>

Provides quality continence care through education, collaboration, and advocacy.

National Cancer Institute

(800) 422-6237
(800) 4CANCER

www.cancer.gov

Information and referral for cancer related questions.

National Institute on Aging
(800) 222-2225 to order publications
(800) 222-4225 TTY

www.nia.nih.gov/health/publication

National Institutes of Health (NIH)

www.nihseniorhealth.gov

Online resource for seniors to learn more about their health and aging.

National Stroke Association
(800) 787-6537 • (800) Strokes

www.stroke.org

Parkinson Network of Mt. Diablo

(925) 939-4210

(800) 473-4636 National Parkinson
Foundation

3618 Happy Valley Ln., Lafayette, CA 94549
www.pnmd.net

Offers education for patients, caregivers, and the public through literature, monthly meetings, and symposia.

Patient Advocate Foundation (PAF)

(800) 532-5274

www.patientadvocate.org

www.copays.org

Serves as liaison between patient and insurer, employer and/or creditors to resolve insurance, job retention, and/or debt crisis matters. Co-Pay Relief program provides direct financial assistance with co-payments, co-insurance, and deductibles required by insurer for pharmaceutical treatments and/or prescription medications.

The Cancer Support Community
(925) 933-0107

3276 McNutt Ave. #3276
Walnut Creek, CA 94597
www.cancersupport.net/

Support groups, classes for adults, stress and pain management, and exercise programs.



The Help Center
State of California Department of Managed
Health Care

(888) 466-2219
www.dmhc.ca.gov/

Provides information on health care rights and benefits; and resolves problems between consumers and health plans.

Women's Cancer Resource Center (WCRC)
(510) 601-4040

2908 Ellsworth St., Berkeley, CA 94705
www.wcrc.org/

Wellness services, with focus on cancer: information and referral helpline, support groups, psychotherapy for low-income and insured women and couples, volunteer in-home support, emergency financial assistance to low income people, Sister to Sister African American Outreach, and Programa Latino.

Health Insurance

Co-Pay Relief
Patient Advocate Foundation (PAF)
(800) 532-5274

www.copays.org

Provides direct financial assistance with co-payments, co-insurance and deductibles required by your insurer for pharmaceutical treatments and/or prescription medications relative to diagnosis.

Covered California
(800) 300-1506

www.coveredca.com/

Covered California is the state health insurance marketplace and, under the Patient Protection and Affordable Care Act (ACA), it enables individuals and small businesses to purchase health insurance at federally subsidized rates.

Health Insurance Counseling and Advocacy
(HICAP)

(800) 510-2020 (calling from landline)
(925) 229-8434 (calling from cell phone)

www.cchicap.org

HICAP provides unbiased information to help you make the best choice for your individual health care needs. Free help with Medicare problems, Medicare Supplement insurance, Medicare HMO plans, Medicare+ Choice, long-term care insurance, medical billings and claims, and Medicare appeals. No insurance sold or endorsed.

Medi-Cal

(800) 709-8348 To apply

(866) 663-3225 For current clients

400 Ellinwood Way, Pleasant Hill, CA 94523

1305 MacDonald Ave., Richmond, CA 94801

151 Linus Pauling Dr., Hercules, CA 94547

4545 Delta Fair Blvd., Antioch, CA 94509

www.dhcs.ca.gov/services/

medi-cal/Pages/ApplyforMedi-Cal.aspx

Medi-Cal is free or low-cost health coverage for children and adults with limited income and resources.



Medi-Cal Fraud Hotline

(800) 822-6222

www.dhcs.ca.gov/individuals/Pages/StopMedi-CalFraud.aspx

To report Medi-Cal fraud and abuse.

Medicare

(800) 633-4227

www.medicare.gov

Federal health insurance program for people 65 or older and certain disabled people who have contributed to Social Security. For problems with Medicare (such as billing or claims), or for a copy of “Medicare and You,” which explains this complex program, call HICAP at (925) 602-4163.

Medicare Complaints & Appeals - Livanta

(877) 588-1123

www.bfccqioarea5.com/

Manages all Medicare beneficiary complaints, quality of care reviews, medical necessity reviews, and discharge appeals from hospitals, skilled nursing facilities, home health and hospice providers, and rehabilitation facilities.

Medicare Fraud Hotline

(800) HHS-TIPS

(800) 447-8477

www.stopmedicarefraud.gov

To report Medicare fraud and abuse.

Patient Advocate Foundation (PAF)

(800) 532-5274

www.patientadvocate.org

A national non-profit organization that serves as an active liaison between the patient and their insurer, employer, and/or creditors to resolve insurance, job retention, and/or debt crisis matters. It seeks to safeguard patients through effective mediation - assuring access to care, maintenance of employment, and preservation of their financial stability.

Qualified Medicare Beneficiary Program (QMB)

(800) 709-8348 Medi-Cal

www.medicare.gov

Low-income persons may be eligible to have their Medicare monthly premiums, deductibles, and certain co-payments covered by QMB.



Hospitals and Clinics

Antioch Health Center

(877) 905-4545 Information
(800) 495-8885 Appointments
2335 Country Hills Drive, Antioch, CA 94509
www.cchealth.org/centers/antioch.php

Short-notice/same-day appointments available; adult medicine, children's behavioral health, family medicine, pediatrics, prenatal care, behavioral health, and group classes.

Bay Point Family Health Center

(877) 905-4545 Information
(800) 495-8885 Appointments
215 Pacifica Avenue, Bay Point, CA 94565
www.cchealth.org/centers/baypoint.php

Family practice, prenatal care, women's health, and children's dental.

Brentwood Health Center

(877) 905-4545 Information
(800) 495-8885 Appointments
171 Sand Creek Road #A
Brentwood, CA 94513
www.cchealth.org/centers/brentwood.php

Primary care, short notice/same day appointments. Adult medicine, family medicine, immunizations, pediatrics, prenatal care, and women's health.



Center for Elders' Independence (CEI)

(844) 319-1150 Main line
(510) 433-1165 TTY
1497 Alcatraz Ave., Berkeley, CA 94702
1850 Fairway Dr., San Leandro, CA 94577
1955 San Pablo Ave., Oakland, CA 94612
3905 San Pablo Dam Rd., El Sobrante, CA 94803
www.cei.elders.org

CEI operates Programs of All-Inclusive Care for the Elderly (PACE) a healthcare plan that offers comprehensive services including medical care, rehabilitative therapies, in-home services, dental and vision care, nutrition, care coordination, and transportation to medically related appointments. Must be 55 years or older, able to live in the community safely, and meet level of care requirements. Serves MediCal, and MediCal and Medicare (Medi-Medi) recipients; accepts private pay clients. Serves Alameda and Contra Costa Counties.



Concord Health Center

(925) 646-5502

3052 Willow Pass Road, Concord, CA 94519

<http://cchealth.org/centers/concord.php>

Primary care, short notice/same day appointments. Family practice, internal medicine, pediatrics, prenatal care, STD clinic, and women's health.



Concord Health Center-Building 2

(925) 681-4100

3024 Willow Pass Road, Concord, CA 94519

www.cchealth.org/centers/concord.php

Public health, behavioral health, alcohol and drug addiction services, and homeless services.

Concord Public Health Clinic

(925) 646-5370

2355 Stanwell Circle, Concord, CA 94520

www.cchealth.org/clinics/concord.php

Immunizations, fees based on patient age, insurance status and vaccine(s) needed. Women, Infants and Children (WIC) nutrition counseling, education, and food vouchers; appointments only, no fees.

Contra Costa Regional Medical Center

(925) 370-5000

2500 Alhambra Avenue, Martinez, CA 94553

www.cchealth.org/medicalcenter/

24-hour emergency services, full service hospital. Accepts most major health insurance plans, Medicare, and Medi-Cal.

George & Cynthia Miller Wellness Center

(877) 905-4545 Information

(800) 495-8885 Appointments

25 Allen Street, Martinez, CA 94553

www.cchealth.org/centers/mwc.php

Short-notice/same-day appointments. Adult medicine, behavioral health, family medicine, group classes, and pediatrics.

John Muir Behavioral Health Center

(925) 674-4100

2740 Grant Street, Concord, CA 94520

www.johnmuirhealth.com/locations/behavioral-health-center-concord.html

Psychiatric and chemical dependency issues.

John Muir Medical Center

Walnut Creek Campus

(925) 939-3000

1601 Ygnacio Valley Road

Walnut Creek, CA 94598

Concord Campus

(925) 682-8200

2540 East Street, Concord, CA 94520

www.johnmuirhealth.com/locations/john-muir-medical-center-walnut-creek.html

24-hour emergency services, full service hospital. Support groups and educational seminars. Accepts most major health insurance plans and Medicare.

Kaiser Permanente Hospitals/Medical Centers

www.kg.org

East County:

Antioch Medical Center

(925) 813-6500

4501 Sand Creek Road, Antioch, CA 94531

Delta Fair Medical Offices

(925) 779-5000

3400 Delta Fair Blvd., Antioch, CA 94509

Central County:

Martinez Medical Offices

(925) 372-1000

200 Muir Rd., Martinez, CA 94553

Park Shadelands Medical Offices

(925) 906-2000

320 Lennon Ln., Walnut Creek, CA 94598

Walnut Creek Medical Center

(925) 295-4000

1425 South Main Street

Walnut Creek, CA 94596

West County:

Richmond Medical Center

(510) 307-1500

901 Nevin Avenue, Richmond, CA 94801

Pinole Medical Office

(510) 243-4000

1301 Pinole Valley Rd., Pinole, CA 94565

La Clinica

www.laclinica.org

(925) 363-2005

2000 Sierra Rd., Concord, CA 94518

(925) 431-2100

2240 Gladstone Dr., Pittsburg, CA 94565

(925) 776-8200

2021 Main St., Oakley, CA 94561

Provides primary care and other services in a culturally and linguistically appropriate manner to address the needs of diverse populations.

Martinez Health Center

(877) 905-4545 Information

(800) 495-8885 Appointments

(925) 370-5330 Dental appointments

2500 Alhambra Ave., Martinez, CA 94553

www.cchealth.org/centers/martinez.php

Full service health facility.

North Richmond Center for Health

(877) 905-4545 Information

(800) 495-8885 Appointments

1501 Fred Jackson Way, Richmond, CA 94801

[www.cchealth.org/centers/](http://www.cchealth.org/centers/north-richmond.php)

north-richmond.php

Family practice, pediatrics, prenatal care, and other services such as HIV case management, social workers, and psych liaison.

Pittsburg Health Center

(877) 905-4545 Information

(800) 495-8885 Appointments

2311 Loveridge Road, Pittsburg, CA 94565

www.cchealth.org/centers/pittsburg.php

Family medicine, HIV case management, immunizations, pediatrics, STD clinic, and women's health.

San Ramon Regional Medical Center

(925) 275-9200

6001 Norris Canyon Place

San Ramon, CA 94583

www.sanramonmedctr.com

Acute-care hospital provides comprehensive inpatient and outpatient services.

Sutter Delta Medical Center

(925) 779-7200

3901 Lone Tree Way, Antioch, CA 94509

www.sutterdelta.org/

Acute-care hospital provides comprehensive inpatient and outpatient services.

VA Center for Rehabilitation and Extended Care

VA Martinez Outpatient Clinic

(925) 372-2000

150 Muir Rd.

Martinez, CA 94553

[www.northerncalifornia.va.gov/locations/](http://www.northerncalifornia.va.gov/locations/Martinez_OPC.asp)

[Martinez_OPC.asp](http://www.northerncalifornia.va.gov/locations/Martinez_OPC.asp)

A 120-bed facility offering a wide range of extended care services for veterans who require inpatient care. The Outpatient Clinic offers a full range of medical, surgical, mental health, and diagnostic outpatient services, including nuclear medicine, ultrasound, CT, and MRI.

West County Health Center

(510) 231-9400

(877) 905-4545 Information

(800) 495-8885 Appointments

13601 San Pablo Avenue, San Pablo, CA 94806

www.cchealth.org/centers/wchc.php

Family practice, prenatal care, women's health, and many other services.



Medical Equipment

Ability Tools

(800) 390-2699

(800) 900-0706 TTY

1000 G Street, Suite 100

Sacramento, CA 95814

www.homecares.org

Device Lending Libraries and Reuse Centers that loan out or distribute assistive technology (AT) devices for free or at a low cost. Search the AT Exchange and see what is available.

Independent Living Resources of Solano and Contra Costa Counties (ILR)

(925) 363-7293

1850 Gateway Blvd., Suite 170

Concord, CA 94520

www.ilrsc.org

Helps people acquire the necessary assistive device for their needs and teaches them how to use it. Also, provides information and referral for disability-related questions, peer support, housing referrals, benefit specialists, financial management, education, and train-



Martinez Lions Club

(925) 370-0118

www.eclubhouse.org/sites/martinez/index.php

Wheelchairs and walkers are available for loan to Martinez residents. Call and leave a message.

ReCares

(510) 251-2273

12619 Broadway, Oakland, CA 94612

www.homecares.org

Collects and redistributes donations of clean, gently used medical equipment and unused home health care supplies. Free of charge to those in need.

Mental Health

Adult Mental Health Services

Contra Costa County Health Services

(888) 678-7277

1420 Willow Pass, Rd., Suite 200

Concord, CA 94520

2311 Loveridge Rd., 2nd Floor

Pittsburg, CA 94565

2523 El Portal Dr., Suite 103

San Pablo, CA 94806

www.cchealth.org/mentalhealth/

Mental health services for Medi-Cal recipients and low-income adults. Services include assessment and evaluation, individual and group psychotherapy, and medication evaluation and management.



CONTRA COSTA COUNTY

**Information
& Assistance**

SENIOR & DISABLED HELPLINE

800-510-2020 • 925-229-8434

Contra Costa Crisis Center

Dial "211"

Information & Referral

(800) 833-2900

Crisis and Suicide

(800) 837-1818

Grief

307 Lennon Ln, Walnut Creek, CA 94598

www.crisis-center.org

24-hr crisis lines, grief counseling, homeless services, community education, social service, and information and referral.

George & Cynthia Miller Wellness Center

(925) 313-7900

(877) 905-4545

Information

(800) 495-8885

Appointments

25 Allen St., Martinez, CA 94553

www.cchealth.org/centers/mwc.php

Behavioral health services that include psychiatry, short-term individual and family therapy, outpatient care for substance abuse, support groups, crisis management, and referral into long-term treatment for children and adults.

Jewish Family & Community Services of the East Bay (JFCS)

(925) 927-2000

1855 Olympic Blvd., Ste. 200

Walnut Creek, CA 94596

www.jfcs-eastbay.org

Case management, counseling, caregiver training, respite care, information and assistance, and interpretation/translation services. Serves people of all races and religions.

John Muir Health Behavioral Health Center

(925) 674-4100

2740 Grant St., Concord, CA 94520

www.johnmuirhealth.com/behavioralhealth

Acute psychiatric facility. Provides inpatient and outpatient treatment for psychiatric or behavioral problems.

Martinez Outpatient Clinic
US Department of Veterans Affairs
(925) 372-2000
150 Muir Rd., Martinez, CA 94553
www.northerncalifornia.va.gov

Comprehensive mental health services including geriatric, Alzheimer's/dementia, and substance abuse treatment for veterans.

Medical-Psychiatric Services
Contra Costa Regional Medical Center
(925) 646-2800
2500 Alhambra, Martinez, CA 94553
www.cchealth.org/medicalcenter/psychiatric.php

Offers treatment including comprehensive evaluation, psychotherapy, activities therapy, recreation, medication, education, discharge planning and placement, and medical and physical health evaluation.

Mental Health Access Line
Contra Costa Health Services
(888) 678-7277 24-hour line
www.cchealth.org/mentalhealth/

Information and resource referral line for mental health and substance use services.



Older Adult Mental Health Services
(925) 521-5620
2425 Bisso Ln., Suite 100, Concord, CA 94520
www.cchealth.org/mentalhealth/

Intensive Care Management (ICM) to support aging in place, and treatment for those experiencing depression while receiving medical care.

Senior Peer Counseling Program
(925) 521-5640
2425 Bisso Ln., #100, Concord, CA 94520
<http://cchealth.org/mentalhealth>

Individual counseling and support groups for residents of Contra Costa County who are 55 years of age or older.



The Friendship Line
Institute of Aging San Francisco
(800) 971-0016 24-hours
3575 Geary Blvd., San Francisco, CA 94118
www.ioaging.org/services/all-inclusive-health-care/friendship-line

Accredited crisis intervention program for older and disabled adults; provides emotional support, reassurance, elder abuse prevention, and information and referral.

Veterans Crisis Line
U.S. Department of Veteran's Affairs
(800) 273-8255 24-hours
www.veteranscrisisline.net

National suicide prevention line for veterans. Online chat service is also available at <http://veteranscrisisline.net>.

Prescription Medications

When it comes to prescription medications, it pays to be a smart shopper. Choosing generic over brand-name medications can save you money—as much as 50 percent or more in some cases. If your doctor prescribes you a brand-name medication, consider asking for the generic if one is available.

Many chain and big-box stores offer hundreds of common generic medications at prices as low as \$4 for a 30-day supply and \$10 for a 90-day supply for people who pay out of pocket. It pays to shop around. Medications could cost as much as 10 times more at one retailer compared to others.

Ask, "is this your lowest price?" Sometimes the price you pay out of pocket might be less than your co-pay—a fact pharmacist may neglect to mention. Asking for a discount can prompt the pharmacy to dig for available discount programs, cards, and coupons.

Coast2Coast Rx Card
(800) 931-8872
www.coast2coastrx.com

Free discount prescription card primarily for uninsured individuals or insured individuals with high deductibles or Health Savings Accounts (HSA).

Health Insurance Counseling and Advocacy (HICAP)
(800) 510-2020 (Calling from landline)
(925) 229-8434 (Calling from cell phone)
www.cchicap.org

Free, unbiased information and counseling about Medicare and related health insurance including Medicare prescription drug plans and long-term care insurance. Also helps with Medicare claims, appeals, and referrals to legal assistance for health insurance matters. Counseling is offered by volunteers who receive extensive training and register with the State of California Department on Aging. Call or visit website for counseling locations.

NeedyMeds
(800) 503-6897
www.needymeds.org

Thousands of listings on patient assistance programs such as free, low-cost, and sliding scale clinics; disease-based assistance; camps and retreats; scholarships, drug coupons, and rebates; application assistance; and government resources.



Partnership for Prescription Assistance

(888) 477-2669

www.pparx.org

At no cost, helps qualifying patients, who do not have prescription drug coverage, get free or low-cost medicines through public or private programs.

Patient Advocate Foundation (PAF)

(800) 532-5274

www.patientadvocate.org

www.copays.org

Serves as liaison between patient and insurer, employer and/or creditors to resolve insurance, job retention, and/or debt crisis matters. Co-Pay Relief program provides direct financial assistance with co-payments, co-insurance, and deductibles required by insurer for pharmaceutical treatments and/or prescription medications.

RxAssist

Email: info@rxassist.org

www.rxassist.org

Resource center with information about patient assistance programs, Medicare Part D, programs for low cost medications, and any other issues related to pharmaceutical access.



Help to Remain Independent

Home Health Care and In-Home Assistance

Home care services are non-medical and assist clients with Activities of Daily Living (ADLs) such as bathing, dressing, toileting, and meals. You can hire home care aides through licensed Home Care Organizations (HCO). If you hire from an HCO, they will pay employment taxes and have insurance coverage to protect you in case of worker injury or damage to your property. (Ask for proof of insurance.) Domestic Referral Agencies (DRA) maintain lists of independent domestic workers to refer to consumers. If you use a DRA or decide to hire an individual on your own, you may be the employer and have tax reporting responsibilities.

Home health care are medical services such as wound care, injections, physical therapy, and monitoring serious illnesses and unstable health conditions. Doctor's orders needed to start care.

For list of Home Care and Home Health Care Agencies, call Contra Costa County Information & Assistance at (800) 510-2020 or (925) 229-8434.

In-Home Supportive Services (IHSS)

(925) 229-8434 To apply or

(800) 510-2020 To apply

(925) 363-3690

400 Ellinwood Way, Pleasant Hill, CA 94523

(925) 522-7665

4549 Delta Fair Blvd., Antioch, CA 94509

(510) 231-8204

1275A Hall Ave., Richmond, CA 94804

www.ehsd.org/elderly-disabled/in-home-supportive-services-ihss/

IHSS is an alternative to out-of-home care such as nursing homes or board and care facilities for individuals covered by Medi-Cal. The program helps pay for services provided to eligible aged, blind, or disabled individuals so they can remain safely in their own home. Types of services include housecleaning, meal preparation, grocery shopping, and personal care.

In-Home Supportive Services (IHSS)

Public Authority

(800) 333-1081

500 Ellinwood Way, Pleasant Hill, CA 94523

www.ehsd.org/elderly-disabled/public-authority/

Recruits and screens independent care providers for the In-Home Supportive Services (IHSS) program. Maintains a registry of providers for IHSS consumers. Offers training and educational opportunities, and support services for consumers and providers. Register with the program if interested in employment as care provider for IHSS.

Personal Emergency Response Systems (PERS)

Personal Emergency Response Systems (PERS) are devices typically worn on a neck pendant or wristband that let you call for help in an emergency by pushing a button. For more information and list of providers, call Contra Costa County Information & Assistance at (800) 510-2020 or (925) 229-8434.

Support Services

Assisted Living Waiver (ALW)

NorCal Care Coordinator Agency

(916) 385-2784

6060 Sunrise Drive, Suite 3350

Citrus Heights, CA 95610

<https://norcalcca.com>

Offers Medi-Cal members the choice of residing in an assisted living setting as an alternative to long-term care placement in a nursing facility. NorCal serves Contra Costa and other Bay Area counties. There may be a waiting list.

Center for Independent Living, Inc.

(510) 841-4776

3075 Adeline St., Berkeley CA

www.thecil.org

Housing referral and advocacy, personal assistance, services for disabled, and independent living skills training.



CONTRA COSTA COUNTY

**Information
& Assistance**

SENIOR & DISABLED HELPLINE

800-510-2020 • 925-229-8434

California Community Transitions (CCT)

Choice in Aging

(925) 682-6330

490 Golf Club Road, Pleasant Hill, CA 94523

www.choiceinaging.org

Adults who have been living in a skilled nursing facility for longer than 90 days and covered by Medi-Cal may be able to transition back to their home or to community living with the help of a Transition Coordinator.

Center for Elders' Independence (CEI)

(844) 319-1150 Main line

(510) 433-1165 TTY

1497 Alcatraz Ave., Berkeley, CA 94702

1850 Fairway Dr., San Leandro, CA 94577

1955 San Pablo Ave., Oakland, CA 94612

3905 San Pablo Dam Rd., El Sobrante, CA 94803

www.cei.elders.org

CEI operates Programs of All-Inclusive Care for the Elderly (PACE) a healthcare plan that offers comprehensive services including medical care, rehabilitative therapies, in-home services, day center activities, dental and vision care, nutrition, care coordination, and transportation to medically related appointments. Must be 55 years or older, able to live in the community safely, and meet level of care requirements. Serves MediCal, and MediCal and Medicare (Medi-Medi) recipients; accepts private pay clients. Serves Alameda and Contra Costa Counties.

Choice in Aging

(925) 682-6330

490 Golf Club Rd., Pleasant Hill, CA 94523

www.choiceinaging.org

Programs include Adult Day Health Care Centers, Multipurpose Senior Services Program (case management), Alzheimer's Caregiver Support, and California Community Transitions (help to transition Medi-Cal beneficiaries with chronic conditions and disabilities from institutional settings back into a community home or homelike setting.)

Covia

(925) 956-7400

2185 N. California Blvd., Suite 575

Walnut Creek, CA 94596

www.covia.org

Programs include Well Connected (activities through free telephone conference calls), Home Match (connecting homeowners and home seekers), Rotary HOME Team (free basic home repairs), Social Call (friendly calls), and safety net funding for urgent needs

Delta 2000

(925) 779-1404

Antioch Rivertown Resource Center

301 West 10th St., Suite 2, Antioch, CA 94509

Assists public and community groups to work together to provide needed resources and services to East County residents.



CONTRA COSTA COUNTY

**Information
& Assistance**

SENIOR & DISABLED HELPLINE

800-510-2020 • 925-229-8434

**Fall Prevention Program
Meals on Wheels Diablo Region
(MOWDR)**

(925) 937-8311
1300 Civic Dr., Walnut Creek, CA 94596
www.mowdiablregion.org

Provides home safety assessments and home modifications to reduce preventable injuries, educate community organizations, and deliver exercise programs to help older adults increase balance and strength. Seniors (60 years or older) in Contra Costa County or an unpaid caregiver to a senior can request a home safety assessment.

**Friendly Visitors Program
Meals on Wheels Diablo Region
(MOWDR)**

(925) 937-8311
1300 Civic Dr., Walnut Creek, CA 94596
www.mowdiablregion.org

Calls and visits by volunteers to isolated or lonely seniors age 60 and older.

**Independent Living Resource of Solano &
Contra Costa Counties**

Main Office:
(925) 363-7293
1850 Gateway, Suite 170, Concord, CA 94520
East County Office:
(925) 754-0539
3727 Sunset Lane #103, Antioch, CA 94509
www.ilrsc.org

Information and referral for disability-related questions; provides peer support, assistive technology information, housing referrals, benefit specialists, financial management, education, and training.

**Jewish Family and Community Services of
the East Bay (JFCS)**

(925) 927-2000
1855 Olympic Blvd., Ste. 200
Walnut Creek, CA 94596
www.jfcs-eastbay.org

Provides case management, information and referral, counseling for seniors and families, support groups, home care, and refugee settlement services. Serves people of all races and religions.

Meals on Wheels of Contra Costa

(510) 412-0166 West County
(925) 937-8607 Central and East County
(925) 625-4545 Far East County
www.mealsonwheelsofcontracosta.org

Meals delivered by volunteers five days per week, and frozen meals available for weekends. Clients must be 60 years of age or older, homebound and unable to purchase or prepare regular nutritious meals for themselves, and have no one else available to do so. Each client contributes what he or she can afford towards the cost of the meals.



Homelessness

Meals on Wheels Diablo Region (MOWDR)

(925) 937-8311

1300 Civic Dr., Walnut Creek, CA 94596

www.mowdiablregion.org

A comprehensive range of senior services including care management, fall prevention, friendly visiting, health and wellness, congregate meals, and Meals on Wheels (home delivered meals).

Money Management Services

Diablo Valley Foundation for the Aging

(925) 945-8040

140 Gregory Lane, Suite 240

Pleasant Hill CA 94523

www.dv-fa.org

Money management services for eligible low-income seniors 60+ who are physically or mentally unable to manage their money or pay their bills. Other fee-based services also available.

Monument Crisis Center

(925) 825-7751

1990 Market St., Concord, CA 94520

www.monumentcrisiscenter.org

Emergency food, nutrition and health education, English classes, senior services, and resources and referrals. Serves low-income individuals; bilingual staff available.

Social Call - Covia

(925) 956-7396

www.covia.org

Friendly conversation and reassurance calls by volunteers to live-alone seniors twice or three-times weekly.

211

Homeless Hotline

Contra Costa Crisis Center

Dial "211" 24-hour line

www.crisis-center.org/programs/homeless-services

Through the hotline, homeless individuals and families are referred to shelter, emergency food, job training, health care, mental health counseling, transportation, substance abuse treatment, and other services.

Bay Area Rescue Mission

(510) 215-4555

(510) 215-4868 Men's Center

(510) 215-4860 Center for Women and Children

200 Macdonald Avenue, Richmond, CA

www.bayarearescue.org/what-we-do/emergency-shelter

The Rescue Mission offers food and shelter to meet basic needs of homeless individuals. Single men arrive at 200 Macdonald Avenue by 6:00 pm to receive shelter and more. Women with children, single women and families call (510) 215-4860 for shelter-bed availability.



Greater Richmond Interfaith Program (GRIP)

(510) 233-2141

165 22nd Street, Richmond, CA 94801

www.gripcares.org

Meals, emergency shelter and transitional housing, case management, job training, and substance abuse treatment to help individuals and families in need of food, shelter, and supportive services.

Homeless Ambulatory Care Clinics

(925) 313-6166 If homeless, call to make appt.

Antioch Health Center

3505 Lone Tree Way, Antioch, CA 94509

Concord Respite Care and Shelter Clinic

2047 D Arnold Industrial Way

Concord, CA 94520

Miller Wellness Center

25 Allen Street, Martinez, CA 94553

West County Health Center

13601 San Pablo Ave, San Pablo, CA 94806

www.cchealth.org/healthcare-for-homeless/ambulatory-care-clinics.php

Hours vary; call to make appointment. Offers care for chronic diseases, immunizations, physical exams, health care maintenance, and other medical needs. Assist with applying for health coverage.

Health Care for the Homeless

Contra Costa Health Services

(925) 313-6166

<http://cchealth.org/healthcare-for-homeless/>

The program provides health care in non-traditional clinics in the community (see Ambulatory Care Clinics) and assists the homeless to access traditional primary care systems. It operates well-equipped medical vans that visit various shelters and community centers through Contra Costa County on a weekly basis. Services are available to individuals who meet the Homeless Criteria.

Homeless Dental Clinic

(925) 646-5016

2047D Arnold Industrial Way

Concord, CA 94520

www.cchealth.org/healthcare-for-homeless/

Call to see if you qualify, appointments are required.

Homeless Court

(925) 313-7700

www.cchealth.org/homeless/court.php

An alternative to traditional criminal justice court system, the Homeless Court is focus on helping individuals with a history of homelessness clear fines for infractions. Must be referred by a caseworker. Referral applications posted on their website.

Rapid Resolution - The Hume Center

(510) 447-1752

A pilot program that provides case management, advocacy, resource referrals, and homeless prevention for at-risk or recently homeless clients. Services include coaching and problem solving, conflict resolution and mediation, housing search assistance, and follow-up support.



St. Mary's Center Homeless Senior Services
(510) 923-9600

925 Brockhurst Street, Oakland, CA 94608
<http://stmaryscenter.org/homeless-senior-services/>

Intensive case management to help seniors find and keep housing, and establish healthier, more stable lifestyles. Operates a winter shelter, from December through April, for seniors aged 55 and older.

Trinity Center
(925) 949-8712

1271 S. California Blvd.
Walnut Creek, CA 94596
www.trinitycenterwc.org

A non-residential program serving homeless and working poor adult men and women in Walnut Creek and Central Contra Costa County. It provides meals, shower and laundry facilities, clothing and food pantry, and access to mail and phone. Help access public benefit programs, employment and training opportunities, substance abuse treatment, and other support services.

VA Palo Alto Health Care System
(650) 493-5000

www.paloalto.va.gov

Consist of three inpatient facilities located in Palo Alto, Menlo Park, and Livermore, plus seven outpatient clinics in San Jose, Fremont, Capitola, Monterey, Stockton, Modesto, and Sonora. Comprehensive health care provided in areas of medicine, surgery, psychiatry, rehabilitation, neurology, oncology, dentistry, geriatrics, and extended care. It operates three nursing homes and a 100-bed homeless domiciliary.

Housing

Housing Services and Advocacy

Assisted Living Waiver (ALW)
NorCal Care Coordinator Agency
(916) 385-2784

6060 Sunrise Drive, Suite 3350
Citrus Heights, CA 95610
<https://norcalcca.com>

Offers Medi-Cal members the choice of residing in an assisted living setting as an alternative to long-term care placement in a nursing facility. NorCal serves Contra Costa and other Bay Areas counties. There may be a waiting list.

Bay Area Legal Aid

(510) 250-5270

Legal Advice Line

(925) 219-3325

Legal Advice Line

(800) 551-5554

Toll Free

(510) 233-9954

Administration

1025 Macdonald Ave, Richmond, CA 94801
www.baylegal.org

Free civil legal advice, counsel, and representation to low-income individuals in areas related to housing, public benefits, family law, and consumer protection. Helps individuals and families secure and maintain safety-net benefits such as Supplemental Security Income (SSI), Social Security Disability Insurance (SSDI), CalFresh, CalWorks, Cash Assistance Program for Immigrants (CAPI), and other public benefits programs.

California Advocates for Nursing Home Reform (CANHR)

(800) 474-1116

650 Harrison Street, 2nd Floor

San Francisco, CA 94107

www.canhr.org

Advocates assist consumers with long-term care options; pre-placement counseling; guidance with Medi-Cal eligibility and estate recovery; resident rights complaints; elder financial abuse problems; and community education on various long-term care issues. It also provides referrals to attorneys specializing in estate planning for long-term care, elder abuse, and elder financial abuse issues.

California Community Transitions (CCT)

Choice in Aging

(925) 682-6330

490 Golf Club Road, Pleasant Hill, CA 94523

www.choiceinaging.org

Adults who have been living in a skilled nursing facility for longer than 90 days and covered by Medi-Cal may be able to transition back to their home or to community living with the help of a Transition Coordinator.

Catholic Charities of the East Bay

(510) 234-5110

217 Harbour Way, Richmond, CA 94801

(925) 825-3099

3540 Chestnut Ave., Concord, CA 94513

www.cceb.org

Legal assistance on migration issues; refugee employment and resettlement services; foreclosure prevention counseling; income tax assistance; and one-time financial help with housing, if eligible.

Contra Costa County Bar Association

(925) 686-6900

2300 Clayton Road, Suite 520

Concord, CA 94520

www.cccbba.org/community/family-immigration-law/index.php

Programs to assist with family, housing, or immigration law problems, services include lawyer referrals, workshops, and mediation programs. A Moderate Means Program available to serve low-income individuals.

Contra Costa Senior Legal Services

(925) 609-7900

2702 Clayton Road, #202, Concord, CA 94519

www.ccsls.org

Free civil legal services for people aged 60 or older in matters regarding housing, elder abuse, consumer and individual rights, and public benefits. Operates a drop-in clinic with Contra Costa Superior Court to assist with elder abuse restraining orders, conservatorship, landlord/tenant cases, and small claims.

Covia

(925) 956-7396

2185 N. California Blvd., Suite 575

Walnut Creek, CA 94596

www.covia.org

Programs include Well Connected (activities through free telephone conference calls), Home Match (connecting homeowners and home seekers), Rotary HOME Team (free basic home repairs), and safety net funding for urgent needs.

Department of Fair Employment & Housing
(800) 884-1684
(800) 700-2320 (TTY)

Investigates complaints of housing or employment discrimination due to race, ethnicity, national origin, gender, sexual orientation, and disabilities.

**Eden Council for Hope and Opportunity
(ECHO)**

(855) 275-3246
301 West 10th Street, Antioch, CA 94509
www.echofairhousing.org

Fair Housing Program investigates reports of housing discrimination complaints. Tenant/landlord services that includes trained mediators to assist in resolving housing disputes through conciliation and mediation.

**Golden State Mobile Home Owners
Association**

(800) 888-1727
www.gsmol.org

Legislative advocacy, legal funds, and information for mobile/manufactured homeowners. There is an annual membership fee.

Home Match Contra Costa - Covia

(925) 451-9890
www.covia.org/services/home-match/

Provides support to connect homeowners and home seekers including interviews, applications, background screening, and assistance with housing agreement for all parties involved. For homeowners, home sharing provides an additional source of income and companionship.

**Independent Living Resource of Solano &
Contra Costa Counties**

Main Office:

(925) 363-7293

1850 Gateway, Suite 170, Concord, CA 94520

East County Office:

(925) 754-0539

3727 Sunset Lane #103, Antioch, CA 94509

www.ilrsc.org

Information and referral for disability-related questions; provides peer support, assistive technology information, housing referrals, benefit specialists, financial management, education, and training.

**Neighborhood Assistance Corporation of
America (NACA)**

(510) 652-6622

www.naca.com

A membership organization with mission to stabilize communities through affordable homeownership; offers a mortgage program, property renovation and foreclosure prevention services, and advocacy against predatory and discriminatory lenders.

Shelter, Inc.

(925) 335-0698

1333 Willow Pass Rd., #206

Concord, CA 94520

www.shelterinc.org

Housing counseling, rental and deposit assistance, and temporary and permanent housing. Serves veterans and low-income families.



CONTRA COSTA COUNTY

**Information
& Assistance**

SENIOR & DISABLED HELPLINE

800-510-2020 • 925-229-8434

Home Maintenance and Repair

City of Concord Housing Rehabilitation Loan & Grant Programs

Hello Housing

(415) 863-3036

1242 Market St. 3rd Floor

San Francisco 94102

www.hellohousing.org/rehabconcord

Hello Housing administers program that provides low-interest rehabilitation loans and emergency grants to low-income homeowners of single-family and mobile homes in City of Concord.

City of Richmond Housing & Community Development Home Repair Program

(510) 307-8140

440 Civic Center Plaza, Richmond, CA 94804

www.ci.richmond.ca.us/215/Home-Repair

Low-interest home repair and rehabilitation loans to low-income homeowners of single-family homes in City of Richmond.

Contra Costa County Neighborhood Preservation Program – Home Rehabilitation Loans

(925) 674-7207

30 Muir Road, Martinez, CA 94553

www.cccounty.us/npp

Provides low interest home rehabilitation loans and grants to low-income homeowners of single-family and mobile homes.



Contra Costa County Weatherization Program (925) 674-7214

30 Muir Road, Martinez, CA 94553

www.co.contra-

costa.ca.us/Faq.aspx?QID=92

Offers home improvements to eligible low-income residents of Contra Costa County to help reduce monthly energy costs. Services may include weather-stripping doors, and repairing or replacing gas water heaters, stoves, and/or refrigerators. There is no cost to eligible homeowners or renters.

Habitat for Humanity East Bay/Silicon Valley (510) 251-6304

2619 Broadway, Oakland, CA 94612

www.habitatbsv.org

Offers housing counseling to help families become ready for homeownership, repairs to homes and mobile homes for qualified applicants, and homeownership opportunities to families who would not have been able to participate in the housing market without assistance.

Rebuilding Together East Bay-North (RTEBN) (510) 644-8979

3318 Adeline St., Berkeley, CA 94703

<http://rtebn.org>

Volunteers provide free rehabilitation and critical repairs to the homes of low-income seniors, disabled, and veterans. Also provides repairs for non-profits and community organizations such as senior centers, schools, medical clinics, nursing homes, and shelters. Serves Albany, Berkeley, Emeryville, and Richmond.

Rotary HOME Team - Covia (888) 204-5573

www.rotaryhometeam.com

Local volunteer Rotary Club members provide free basic home maintenance and repairs for adults aged 60 and over. Covia sponsors this program.

Low-Cost Housing

For assistance and information about housing for senior or disabled adults, please call Information & Assistance at (800) 510-2020 or (925) 229-8434.



Immigrant and Refugee Services

Catholic Charities of the East Bay

(510) 234-5110

217 Harbour Way, Richmond, CA 94801

(925) 825-3099

3540 Chestnut Ave., Concord, CA 94513

www.cceb.org

Legal assistance on migration issues; refugee employment and resettlement services; foreclosure prevention counseling; income tax assistance; and one-time financial help with housing, if eligible.

Familias Unidas

(510) 412-5930

205-39th St., Richmond, CA 94805

www.familias-unidas.org

Bilingual/bicultural mental health services for primarily Spanish speaking residents of West Contra Costa County who are experiencing emotional distress, problems with children, and crisis or conflict within the family; services include information and referral, education, and advocacy.

International Institute of the East Bay

(925) 237-8581

121 Sand Creek Rd., Suite B

Brentwood, CA 94513

www.iibayarea.org

Immigration legal services and assistance with citizenship and naturalization process.

Jewish Family and Community Services of the East Bay (JFCS)

(925) 927-2000

1855 Olympic Blvd., Ste. 200

Walnut Creek, CA 94596

www.jfcs-eastbay.org

Provides case management, information and referral, counseling for seniors and families, support groups, home care, and refugee settlement services. Serves people of all races and religions.

J-SEI

(510) 654-4000

1285 66th St, Emeryville, CA 94608

www.j-sei.org

Educational classes and lectures; recreational activities; daily nutritious Japanese lunch program; bilingual case management services; transportation; friendly visitors and callers; and home-delivered meals to homebound seniors in parts of Alameda and Contra Costa Counties.

Korean Community Center of East Bay

(510) 547-2662

1700 Broadway, #400, Oakland, CA 94612

www.kcceb.org

Many bilingual services (mostly in Korean and English): case management, information and referral, and translation assistance; will refer out for other languages.

Lao Family Community Development, Inc.
(510) 215-1220
1865 Rumrill Blvd., Suite B, San Pablo, CA 94806
www.lfcd.org

Provides multi-lingual employment services; support to limited English speaking Southeast Asian crime victims in Alameda and Contra Costa Counties; and places CalWORKs recipients in work experience assignments. Services also include interpretation and translation services to help limited English-speaking individuals.

Monument Crisis Center
(925) 825-7751
1990 Market St., Concord, CA 94520
www.monumentcrisiscenter.org

Emergency food, nutrition and health education, English classes, senior services, and resources and referrals. Serves low-income individuals; bilingual staff available.

Monument Impact
(925) 682-8248
1760 Clayton Road, Concord, CA 94520
2699 Monument Blvd, Ste G
Concord CA 94520
www.monumentimpact.org

Engages with the Monument Community to provide training and tools in order for people to become economically self-sufficient, healthy and safe, civic engaged, connected to each other, and committed to lifelong learning. Coordinates a Day Labor Workers program. Bilingual staff available.



Information Helplines

211
Contra Costa Crisis Center
Dial “211” 24-hours helpline
www.crisis-center.org/programs/
211-info-referral

Call for information about local health and social services.

Eldercare Locator
(800) 677-1116
<https://eldercare.acl.gov>

A public service of the U.S. Administration on Aging that connects older Americans and their caregivers with trustworthy local support resources.

Information & Assistance (I&A)
Contra Costa County Area Agency on Aging
(800) 510-2020
If calling within Contra Costa County
(925) 229-8434
If calling from a cell phone or outside of
Contra Costa County
400 Ellinwood Way, Pleasant Hill, CA 94523
www.ehsd.org

Knowledgeable social workers provide information, referrals to local resources, and support in problem solving to seniors age 60 and older, adults with disabilities, and caregivers. Interpreters are available to assist individuals who do not speak English.

Information & Assistance (I&A) Bay Area Counties

Alameda County	(510) 577-3530
Marin County	(415) 457-4636
Napa County	(707) 253-3818
San Francisco County	(415) 355-6700
San Mateo County	(650) 573-3900
Santa Clara County	(408) 755-7600
Solano County	(707) 255-4284
Sonoma County	(707) 525-0143



LGBTQ

American Society on Aging

http://www.asaging.org/lgbt_aging_resources_clearinghouse

Serves as an online clearinghouse for information and resources for Lesbian, Gay, Bisexual, and Transgender people aged 50 and older.

East Bay Pride

(925) 692-0090

www.eastbaypride.com

Online guide to services for Lesbian, Gay, Bisexual, Transgender, Queer, and Questioning (LGBTQ) individuals in the Bay Area.

Rainbow Community Center

(925) 692-0090

2118 Willow Pass Road, Ste. 500

Concord, CA 94520

6491 Portola Dr., El Cerrito, CA 94530

www.rainbowcc.org

A safe, supportive, and respectful environment for Lesbian, Gay, Bisexual, Transgender, Queer, and Questioning (LGBTQ) people of all ages, socio-economic status, races, cultures and religions.

Legal Services

Bay Area Legal Aid

(800) 551-5554

Legal Advice Line

(510) 233-9954

Administration

1025 Macdonald Ave, Richmond, CA 94801

www.baylegal.org

Free civil legal advice, counsel, and representation to low-income individuals in areas re-

lated to housing, public benefits, family law, and consumer protection. Helps individuals and families secure and maintain safety-net benefits such as Supplemental Security Income (SSI), Social Security Disability Insurance (SSDI), CalFresh, CalWorks, Cash Assistance Program for Immigrants (CAPI), and other public benefits programs.

California Advocates for Nursing Home Reform (CANHR)

(800) 474-1116

650 Harrison Street, 2nd Floor

San Francisco, CA 94107

www.canhr.org

Advocates assist consumers with long-term care options; pre-placement counseling; guidance with Medi-Cal eligibility and estate recovery; resident rights complaints; elder financial abuse problems; and community education on various long-term care issues. It also provides referrals to attorneys specializing in estate planning for long-term care, elder abuse, and elder financial abuse issues.

Center for Human Development

(925) 349-7344

901 Sunvalley Blvd., Ste. 220

Concord, CA 94520

<http://chd-prevention.org>

Provides sliding scale elder mediation, community mediation services, court mediation programs, facilitation services, and conflict resolution training throughout Contra Costa County.

Contra Costa County Bar Association

(925) 686-6900

2300 Clayton Road, Suite 520

Concord, CA 94520

www.cccbba.org/community/index.php

Lawyer referral service; self-help resources such as consumer guides and legal services directory; and referrals to lawyers with reduced fees to assist people with moderate incomes with elder, family, housing, and immigration law.

Contra Costa County District Attorney's Office
(925) 957-2200

900 Ward Street, Martinez, CA 94553

www.contracostada.org

Responsible for the prosecution of crimes committed in Contra Costa County.

Contra Costa County Public Law Library

(925) 646-2783

A. F. Bray Courts Building

1020 Ward Street, First Floor

Martinez, CA 94553

(510) 374-3019

Superior Court Building

100 37th Street, Rm. 237

Richmond, CA 94805

www.cccplib.org/

Makes resources available to serve the research needs of its users.

Conservatorship Workshops

Contra Costa Bar Associations

(925) 646-2783

<http://www.cccbba.org/community/free-legal-workshops/conservatorship.php>

Workshops on how to establish conservatorship and become a conservator. Workshops are held at Contra Costa County Public Law Library, 1020 Ward St., 1st Floor, Martinez, CA 94553. Advance sign-up required, call Contra Costa Law Library at (925) 646-2783.

Contra Costa Senior Legal Services (CCSLS)

(925) 609-7900

2702 Clayton Road, #202, Concord, CA 94519

www.ccsls.org

Free civil legal services for people aged 60 or older in matters regarding housing, elder abuse, consumer and individual rights, and public benefits. Also, operates a drop-in clinic with Contra Costa Superior Court to assist with elder abuse restraining orders, conservatorship, landlord/tenant cases, and small claims.

**Contra Costa Senior Legal Services (CCSLS)
Clinics**

CCSLS administers clinics throughout the county at Senior Centers, Monument Crisis Center and at senior housing facilities by special arrangement (Advance Health Care Directives only.) These clinics are staffed by pro bono attorneys who provide information and advice on general civil legal problems (Consult-An-Attorney), assist with simple wills (Wills Clinics) or assist with Advance Health Care Directives. Call the sites directly to schedule an appointment or for assistance.

Antioch Senior Center

(925) 778-1158

415 West 2nd St., Antioch, CA 94509
www.antiochseniorcenter.com

Brentwood Senior Center

(925) 516-5380

193 Griffith Lane, Brentwood, CA 94513
www.brentwoodca.gov/gov/parks/rentals/buildings/senior.asp

Concord Senior Center

(925) 671-3320

2727 Parkside Circle, Concord, CA 94520
www.cityofconcord.org

Martinez Senior Center

(925) 370-8770

818 Green St., Martinez, CA 94553
www.cityofmartinez.org

Monument Crisis Center

Senior Moments Program

(925) 825-7751

1900 Market, Concord, CA 94520
www.monumentcrisiscenter.org

Pittsburg Senior Center

(925) 252-4890

300 Presidio Ln., Pittsburg, CA 94565
www.ci.pittsburg.ca.us

Pleasant Hill Senior Center

(925) 798-8788

233 Gregory Lane, Pleasant Hill, CA 94523
www.phseniorcenter.com

Richmond Senior Center

(510) 307-8087

2525 Macdonald Ave., Richmond, CA 94804
www.ci.richmond.ca.us

San Ramon Senior Center

(925) 937-3250

9300 Alcosta Blvd., San Ramon, CA 94583
www.sanramon.ca.gov/parks/programs/ages55+.htm

San Pablo Senior Center

(510) 215-3090

1943 Church Lane, San Pablo, CA 94806
www.sanpabloca.gov/seniors

Walnut Creek Senior Center

(925) 943-5851

1375 Civic Dr., Walnut Creek, CA 94596
www.walnutcreekseniorsclub.org

**Contra Costa Senior Legal Services (CCSLS)
Senior Self-Help Clinic**

(925) 608-2119

Contra Costa Superior Court

Peter L. Spinetta Family Law Center

751 Pine St., Room 144B

Martinez, CA 94553

<http://cc-courts.org/locations/spinetta.aspx>

At this drop-in clinic, attorneys can give you information about court procedures, provide court forms, and assist in filling them out. Staff cannot provide legal advice or represent clients. The clinic is located at the court in Martinez on Tuesdays from 9:00-11:00am. If the matter is time sensitive, call CCSLS (925-609-7900) as the Senior Self-Help Center phones are only staffed on Tuesdays during clinic hours.

Disability Rights California

(916) 504-5800

(800) 776-5746 Legal assistance

www.disabilityrightsca.org

Advocates for people with disabilities; provides legal representation; investigates charges of abuse and neglect, and provides information to those who may not know about their rights.

Equal Rights Advocates (ERA)

(800) 839-4372

<http://www.equalrights.org/legal-help>

National civil rights organization that offers public education, legislative advocacy, and litigation to protect and expand economic and educational access and opportunities for women and girls.

Family Justice Center

Central Family Justice Center:

(925) 521-6366

2151 Salvio St., Ste. 201, Concord, CA 94520

West Family Justice Center:

(510) 974-7200

256 24th St., Richmond, CA 94804

East Family Justice Center:

(No phone at time of publication, call above numbers)

3501 Lone Tree Way, Antioch, CA 94509

www.cocofamilyjustice.org

Brings public and community resources under one roof to help families affected by domestic violence, sexual assault, elder abuse, child abuse, and human trafficking.

Family Law Alternative Resolution (FLARe)

Contra Costa County Bar Association

(925) 825-5700

2300 Clayton Rd., #520, Concord, CA 94520

[www.cccbba.org/community/](http://www.cccbba.org/community/family-immigration-law/flare.php)

[family-immigration-law/flare.php](http://www.cccbba.org/community/family-immigration-law/flare.php)

Help resolve family law matters such as custody battle, divorce, guardianship, and child support through mediation provided by qualified attorneys. Mediation is an alternative to going to court. See website for updated fees.

Hawkins Center

(510) 232-6611

183 Broadway, Richmond, CA 94804

Provides legal representation on disability claims for Social Security and SSI.

Housing and Economic Rights Advocates (HERA)

(510) 271-8443

www.heraca.org

Provides free legal services, consumer workshops, and trainings for professionals to help Californians address debt and credit problems, predatory lending, abusive mortgage servicing, foreclosures, and other issues.

International Institute of the Bay Area (IIBA)

(925) 237-8581 ext.11

3240 Lone Tree Way, Suite 202

Antioch, CA 94509

www.iibayarea.org

Provides immigration legal services; attorney helps residents determine if they are eligible for immigration relief, and represent them throughout the application process. Consultations by appointment only.



CONTRA COSTA COUNTY

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SENIOR & DISABLED HELPLINE

800-510-2020 • 925-229-8434

JFK University Elder Law Clinic
(925) 969-3433
www.jfku.edu/Programs-and-Courses/College-of-Law/Law-Clinical-Opportunities.html

Law students participate in the Clinic to provide free legal advice and representation to low-income seniors aged 60 years and older on matters concerning planning for death, incapacity, and issues such as elder abuse, health care, Medicare, Medi-Cal, and public benefits.

LawHelpCA.org
www.lawhelpca.org/

Online resource on legal information, local attorneys, and court programs.

Lawyer Referral & Information Service (LRIS)
Contra Costa County Bar Association
(925) 825-5700
2300 Clayton Road, # 520, Concord, CA 94520
www.cccbba.org/community/find-a-lawyer/

Help with finding a lawyer or agency that can assist you with your particular legal problem. Trained staff determines if lawyer needed and will provide a referral that best matches needs. There is a \$30 administrative fee to refer you to an attorney for a 30-minute consultation. The fee waived in certain cases.

Medicare Complaints & Appeals - Livanta
(877) 588-1123
www.bfccqioarea5.com

Manages all Medicare beneficiary complaints, quality of care reviews, medical necessity reviews, and discharge appeals from hospitals, skilled nursing facilities, home health and hospice providers, and rehabilitation facilities.

Pet & Animal Services

AniMeals Pet Food Bank
(925) 676-7543
www.cchumane.org/programs/animeals

A partnership of Contra Costa Humane Society and the Food Bank that collects pet food donations and distributes to families with pets in need.

Assistance Dog Special Allowance Program (ADSA)
(916) 657-2628
744 P Street, MS 8-16-94
Sacramento, CA 95814
<http://www.cdss.ca.gov/Assistance-Dogs>

ADSA provides a monthly payment of \$50 to eligible persons who use a guide, signal, or service dog to help pay the costs of food, grooming, and health care for the dogs.

Assistance Dog United Campaign (ADUC)
5860 Labath Avenue, Rohnert Park, CA 94928
www.assistedogunitedcampaign.org

ADUC provides financial assistance to individuals who have the need for an assistance dog but do not have the funds to obtain one. Potential applicants are to write or email ADUC to request an application and deadline information.

California Canine Academy
(209) 723-2777
5659 West Brooks Road, Merced, CA 95341
www.californiacanineacademy.org

A non-profit organization that provides trained special dogs to assist disabled individuals.

Canine Companions for Independence

(800) 572-2275

2965 Dutton Avenue, Santa Rosa, CA 95407

www.cci.org

A non-profit organization that enhances the lives of people with disabilities by providing highly trained assistance dogs and ongoing support to ensure quality partnerships.

Contra Costa Mosquito & Vector Control

District

(925) 685-9301

155 Mason Cir, Concord, CA 94520

www.contracostamosquito.com

Government agency provides information and responds to complaints about bees, mosquitos, ticks, insects, mice, rats, skunks, and more. Free inspection service provided upon request.

Dogs4Diabetics Inc.

(925) 246-5785

1647 Willow Pass Rd #157, Concord, CA 94520

www.dogs4diabetics.com

Provides quality medical-alert assistance dogs to insulin-dependent diabetics.

East Bay SPCA

(510) 563-4627

8323 Baldwin Street, Oakland, CA 94520

<https://eastbayspca.org>

Low or no cost services such as annual exams, de-worming, and treatment of minor medical ailments. Offers financial assistance for veterinary bills, regular check-ups, and one-time veterinary emergencies; pet food pantry; and free training and behavior classes. Provides an online list of organizations that may be able to provide some financial assistance for veterinary care. Serves eligible residents of Contra Costa and Alameda Counties.



Guide Dogs for the Blind, Inc.

(800) 295-4050

350 Los Ranchitos Rd., San Rafael, CA 94903

www.welcome.guidedogs.com

Highly qualified guide dogs to assist and empower individuals who are blind or have low vision. All services are provided free of charge.

Hearing Dog Program

(650) 898-9117

2912 Diamond St #221

San Francisco, CA 94131

www.hearingdogprogram.org

The program provides hearing assistance dogs to deaf and hard of hearing individuals, to alert them of smoke alarm, telephone, doorbell, and other important sounds.

Pet Fund

(916) 443-6007

www.thepetfund.org

Provides financial assistance to owners of domestic animals who need veterinary care. The Pet Fund works only on non-basic, non-urgent care, such as cancer treatment, heart disease, chronic conditions, endocrine diseases, eye diseases, etc. There is typically a wait list for assistance.

Speaking for Spot

www.speakingforspot.com/index.php?p=Financial-Assistance-for-Veterinary-Care

Provides an online list of organizations that may be able to provide some financial assistance for veterinary care.

The Humane Society of the United States (HSUS)

(866) 720-2676

www.humanesociety.org/animals/resources/tips/trouble_affording_pet.html

Provides information and advice on national and state resources for pet owners in need, including information on financial assistance for unexpected veterinary bills.

Tony La Russa's Animal Rescue Foundation (925) 256-1273

2890 Mitchell Drive, Walnut Creek, CA 94598
www.arflife.org

ARF Emergency Medical Fund® (EMF) provides low-income residents of Contra Costa County with affordable, high quality, non-emergency veterinary care and a low-cost spay & neuter clinic. FoodShare program supplies pet food to qualifying low-income pet guardians in Contra Costa County.

Valley Humane Society

(925) 426-8656

3670 Nevada Street, Pleasanton, CA 94566
www.valleyhumane.org/adoption/seniors

Pairs animals in need of a home with senior citizens; half off adoption fee on dogs or cats 7 years and older.

Public Protection & Victim Services

Adult Protective Services (APS)

(877) 839-4347 24-hour hotline

(925) 602-4179

500 Ellinwood Way, Pleasant Hill, CA 94523

www.ehsd.org/elderly-disabled/adult-protective-services

Anyone can make a confidential report if they know or suspect abuse of elders aged 65 and older and dependent adults. The abuse may be emotional, physical, financial, sexual, neglect by others, self-neglect, isolation, or abandonment.

California Victim Compensation Board

(CalVCB)

(800) 777-9229

www.victims.ca.gov

The agency provides compensation for victims of violent crimes. Certain family members who suffer a monetary loss because of death or injury to a crime victim may also be eligible for compensation.



CONTRA COSTA COUNTY

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SENIOR & DISABLED HELPLINE

800-510-2020 • 925-229-8434

Community Care Licensing Division
State of California Department of Social Services (CDSS)
(800) 952-5253
(844) 538-8766 Complaint Hotline
744 P St., MS8-17-17, Sacramento, CA 95814
www.cclcd.ca.gov

Licenses board and care homes, residential care, and adult day care facilities. Accepts complaints; consumers may review inspection records and citations issued against facilities.



DMV Investigations Division
State of California Department of Motor Vehicles
(707) 648-4511
www.dmv.ca.gov

Investigates criminal complaints, complaints against car dealers, or other consumer protection issues involving the purchase of a vehicle or identity theft.

Family Justice Center
Central Family Justice Center:
(925) 521-6366
2151 Salvio St., Ste. 201, Concord, CA 94520
West Family Justice Center:
(510) 974-7200
256 24th St., Richmond, CA 94804
East Family Justice Center:
(No phone at time of publication, call above numbers)
3501 Lone Tree Way, Antioch, CA 94509
www.cocofamilyjustice.org

Brings public and community resources under one roof to help families affected by domestic violence, sexual assault, elder abuse, child abuse, and human trafficking.

Health Facilities Consumer Information System (HFCIS)
State of California Department of Public Health
(800) 236-9747
<http://hfcis.cdph.ca.gov>

Information about California's licensed long-term care facilities and hospitals such as ownership, certification status (acceptance of Medicare and/or Medi-Cal), and performance history including complaints, facility self-reported incidents, state enforcement actions, and deficiencies identified by Licensing and Certification (L&C) staff.



Licensing and Certification

State of California Department of Public Health

(510) 620-3900 East Bay District Office
(866) 247-9100

850 Marina Bay Parkway, Building P
Richmond, CA 94804

www.cdph.ca.gov/programs/LnC/Pages/LnCCContact.aspx

Licenses and certifies health care facilities. Direct questions or complaints against hospitals, hospices, health care facilities, or nursing homes to local District Office.

Office of Driver Safety

State of California Department of Motor Vehicles (DMV)

(510) 563-8900

7677 Oakport Street, Suite #220
Oakland, CA 94621

www.dmv.ca.gov/portal/dmv/detail/dl/driversafety/ds

To request DMV evaluation of someone who may no longer have the knowledge and/or skill necessary to drive safely. Must send letter or form giving the person's name, date of birth, address, and driver license number, if known, with a detailed description of the facts. Your identity kept confidential, however you must identify yourself in the letter as the DMV does not act upon anonymous referrals.



Ombudsman Services of Contra Costa

(925) 685-2070

2255 Contra Costa Blvd., Suite 204

Pleasant Hill, CA 94523

www.ccombudsman.org

Monitors long-term facilities for quality of care, quality of life, and violation of residents' rights; advocates on behalf of facility residents - receives, investigates and resolves complaints on their behalf; and investigates complaints of elder abuse in facilities. Can act as a witness on Advance Health Care Directives.

Public Guardian

(925) 646-2901

624 Ferry St., Martinez, CA 94553

<http://www.co.contra-costa.ca.us/916/Public-Guardians-Office>

Provides conservatorship services if there is no one else who is qualified and willing to act.

The National Domestic Violence Hotline

(800) 799-SAFE (7233)

(800) 787-3224 TTY

www.thehotline.org

Offers confidential crisis intervention, options for next step, and direct connection to sources for immediate safety for those affected by domestic violence.

Victim Witness Assistance Program

Contra Costa County District Attorney's Office

(925) 957-8650

900 Ward Street, Martinez, CA 94553

www.co.contra-costa.ca.us/972/

Victim-Witness-Assistance-Program

Guides victims and witnesses through the legal system and directs them to organizations and agencies that offer assistance and emergency services.

Recreation & Exercise

Exercise

Exercise classes geared to older adults are available at many senior centers, adult education facilities, and community centers. Pool exercise programs are especially easy on the joints. Call Information & Assistance (I&A) at (800) 510-2020 or (925) 229-8434 for information on classes in your community.

Recreation

America the Beautiful – National Parks & Federal Recreational Senior Lands Pass
(888) 275-8747
www.nps.gov/planyourvisit/passes.htm

The Senior Pass is a lifetime pass available to U.S. citizens or permanent residents, 62 years of age or older. Accepted at over 2,000 Federal recreation sites across the nation, including National Parks, National Wildlife Refuges, and many National Forest lands.

East Bay Regional Parks
(510) 544-2220
2950 Peralta Oaks Ct, Oakland, CA 94605
www.ebparks.org/

The Senior Individual Membership is a discounted annual pass available to U.S. citizens or permanent residents, 62 years of age or older.

Fishing/Game Licenses
State of California Department of Fish & Wildlife
(707) 944-5500
7329 Silverado Trail, Napa, CA 94558
www.wildlife.ca.gov/Licensing/Fishing

Reduced-fee sport fishing licenses are available to eligible low-income seniors 65 years and older.

Golden Bear Pass
State of California Department of Parks & Recreation
(800) 777-0369
(916) 653-8280
https://www.parks.ca.gov/?page_id=23800

SSI and CalWorks recipients or seniors 62 years of age or older that meet maximum income limits are eligible to purchase the Golden Bear Pass, which entitles the bearer and spouse entry to most California State Park units with no charge for vehicle day use. There is a \$5.00 application fee due at time of application.

Road Scholar (formerly known as Elderhostel)
(800) 454-5768
www.roadscholar.org

Not-for-profit organization offering learning opportunities in combination with travel adventures for older adults.

Senior & Community Centers

Ambrose Community Center
(925) 458-1601
3105 Willow Pass Road, Bay Point, CA 94565
www.ambroserec.org

Alcosta Senior & Community Center
(925) 973-3250
9300 Alcosta Blvd., San Ramon, CA 94583
www.sanramon.ca.gov

Antioch Senior Center
(925) 778-1158
415 W 2nd St, Antioch, CA 94509
www.antiochseniorcenter.com

Brentwood Senior Center
(925) 516-5380
193 Griffith Lane, Brentwood, CA 94513
www.brentwoodca.gov

Concord Senior Center
(925) 671-3320
2727 Parkside Circle, Concord, CA 94519
www.cityofconcord.org

Crockett Community Center
(510) 787-2414
850 Pomona Street
Crockett, CA 94525
www.town.crockett.ca.us

Danville Senior Center
(925) 314-3430
115 E. Prospect Avenue, Danville, CA 94526
http://www.danville.ca.gov

Dublin Senior Center
(925) 556-4511
7600 Amador Valley Blvd., Dublin, CA 94568
http://www.dublin.ca.gov

Golden Crane Senior Center (GCSC)
(925) 718-6222
1401 Danville Blvd., Alamo, CA 94507
www.goldencrane.org

Chinese American Senior Center. Call for hours.

Hercules Senior Center
(510) 799-8219
111 Civic Dr., Hercules, CA 94547
www.ci.hercules.ca.us

Lafayette Senior Center
(925) 284-5050
500 St. Mary's Road, Lafayette, CA 94549
www.lovelafayette.org

Martinez Senior Center
(925) 370-8770
818 Green St. Martinez, CA 94553
www.cityofmartinez.org

Monument Crisis Center
(925) 825-7751
1990 Market St., Concord, CA 94520
www.monumentcrisiscenter.org

Emergency food, nutrition and health education, English classes, senior services, and resources and referrals. Serves low-income individuals; bilingual staff available.

Moraga Movers (Activities for Adults 55 Plus)
(925) 376-6622 Voicemail only
P.O. Box 13, Moraga, CA 94556
www.moragamovers.org

**Multicultural Senior and Family Center
Neighborhood House of North Richmond**
(510) 232-3511
515 Silver Street, Richmond, CA 94801
www.nhnr.org

Provides low-income families and seniors with hot lunch five days a week, grocery giveaways, arts and crafts, nutrition education, exercise classes, and other social services.

Open House Senior Center
(510) 559-7677
6500 Stockton Avenue, El Cerrito, CA 94530
www.el-cerrito.org



CONTRA COSTA COUNTY
**Information
& Assistance**
SENIOR & DISABLED HELPLINE

800-510-2020 • 925-229-8434

Orinda Senior Program

(925) 254-2445

26 Orinda Way, Orinda, CA 94563

www.cityoforinda.org

Pinole Senior Center

(510) 724-9800

2500 Charles Avenue, Pinole, CA 94564

www.ci.pinole.ca.us

Pittsburg Senior Center

(925) 252-4890

300 Presidio Lane, Pittsburg, CA 94565

www.ci.pittsburg.ca.us

Pleasant Hill Senior Center

(925) 798-8788

233 Gregory Lane, Pleasant Hill, CA 94523

www.phseniorcenter.com

Rainbow Community Center

(925) 692-0090

2118 Willow Pass Road, Ste. 500

Concord, CA 94520

6491 Portola Dr., El Cerrito, CA 94530

www.rainbowcc.org

Provides a safe, supportive and respectful environment for Lesbian, Gay, Bisexual, Transgender, Queer, and Questioning (LGBTQ) people of all ages, socio-economic status, races, cultures and religions. Senior lunch program twice a month; call for schedule.

Richmond Annex Senior Center

(510) 620-6812

5801 Huntington Avenue, Richmond, CA 94804

www.ci.richmond.ca.us

Richmond Senior Center

(510) 307-8087

2525 MacDonald Avenue, Richmond, CA 94804

www.ci.richmond.ca.us



San Pablo Senior Center

(510) 215-3090

1943 Church Lane, San Pablo, CA 94806

www.sanpabloca.gov/seniors

Well Connected - Covia

(877) 797-7299

www.covia.org/services/well-connected

Non-profit community outreach program that offers free activities, friendly conversation, and an assortment of telephone groups to adults 60 and older in California who find it difficult to participate in activities in their communities. Participants call from the comfort of home. Telephone groups include writing workshops, brain activities, armchair trips, health discussions, chat groups, and many other activities.

Walnut Creek Seniors Club

(925) 943-5851

1375 Civic Drive, Walnut Creek, CA 94596

www.walnutcreekseniorsclub.org

Senior Organizations

AARP

(888) 687-2277

www.local.aarp.org/ca/

Membership organization that serves the interests of people aged 50 and older.

Advisory Council on Aging

Area Agency on Aging

(925) 602-4172

300 Ellinwood Way, Pleasant Hill, CA 94523

[www.ehsd.org/elderly-disabled/](http://www.ehsd.org/elderly-disabled/advisory-council-on-aging/)

[advisory-council-on-aging/](http://www.ehsd.org/elderly-disabled/advisory-council-on-aging/)

Area Agency on Aging advisory body. Volunteers appointed by the Board of Supervisors to advise on matters associated with the planning, development, and administration of programs relating to older adults.

Area Agency on Aging (AAA)

Employment & Human Services Department

(800) 510-2020 Information & Assistance

(925) 229-8434

300 Ellinwood Way, Pleasant Hill, CA 94523

[www.ehsd.org/elderly-disabled/](http://www.ehsd.org/elderly-disabled/area-agency-on-aging)

[area-agency-on-aging](http://www.ehsd.org/elderly-disabled/area-agency-on-aging)

The AAA formed in 1975 by the Contra Costa Board of Supervisors to develop a system of care and support for adults aged 60 and older and adults with disabilities. It allocates funding and collaborates with community organizations to develop and coordinate services.

California Alliance for Retired Americans (CARA)

(510) 663-4086

600 Grand Ave., Room 410, Oakland, CA 94610

www.californiaalliance.org

Statewide nonprofit organization that educates and informs its membership, the public, and elected officials about issues that affect the well-being of California's older adults.

California Senior Legislature (CSL)

(916) 552-8056

1020 N Street, Room 513

Sacramento, CA 95814

www.4csl.org

CSL members consist of 40 Senior Senators and 80 Senior Assembly Members elected by their peers to represent seniors throughout the State. Members submit legislative proposals each year designed to improve the lives of Californians age 60 and over.



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Clayton Valley Village

(925) 626-0411

P.O. Box 1274, Clayton, CA 94517

www.claytonvalleyvillage.org

A member-supported, non-profit, community-based network providing volunteer-based services, such as transportation, grocery shopping, light housekeeping, home maintenance, pet care, friendly visitors, concierge-style referrals, and social connections for seniors who wish to remain in their homes and “age in community.” Members must reside within Clayton and parts of South Concord. Annual fee required. Scholarships may be available.

Commissions on Aging

Volunteer members work to identify, improve, and develop services and opportunities for seniors in their local cities.

Antioch (925) 778-1158

Concord (925) 671-3419

East County (925) 779-1404

El Cerrito (510) 559-7678

Lafayette (925) 284-5050

Martinez (925) 370-8770

Orinda (925) 254-2445

Richmond (510) 620-6950

San Pablo (510) 215-3096

Congress of California Seniors (CCS)

(916) 442-4474

1230 N St. Suite 201, Sacramento, CA 95814

www.seniors.org

CCS sponsors local workshops, regular regional meetings, and statewide conferences that focus on senior issues. It issues an annual report that analyzes and rates all state legislators on their voting record related to key senior issues.

East County Senior Coalition

(925) 778-1158

www.eastcountyseniors.org

The Coalition meets monthly and its purpose is to identify senior needs and advocate for those needs to improve the quality of life for citizens in East Contra Costa County. Meetings are held the second Wednesday of each month from 9:30-11:00 a.m. at Rivertown Resource Center, 301 West 10th St. in Antioch. Open to East County senior citizens and those who are working on their behalf.

Fraternal Order of Eagles

(510) 233-4415

2100 Rivers Street, San Pablo, CA 94806

(510) 525-0444

3223 Carlson Blvd., El Cerrito, CA 94530

www.foe.com

Membership organization raises money and donates it to local communities to address needs.

Lamorinda Village

(925) 283-3500

49 Knox Dr., Lafayette, CA 94549

www.lamorindavillage.org

A member-supported, non-profit, community-based network providing volunteer-based services, such as transportation, grocery shopping, light housekeeping, home maintenance, pet care, friendly visitors, concierge-style referrals, and social connections for seniors who wish to remain in their homes and “age in community.” Members must reside within Lafayette, Moraga, or Orinda. Annual fee required. Scholarships may be available.

Older Women’s League (OWL)

(415) 989-4422

(202) 450-8986 National Office

870 Market St # 905, San Francisco, CA 94102

www.owlsf.org

Works to improve the economic security and quality-of-life issues affecting women over 40.

Sons in Retirement (SIR)

www.sirinc.org

Sir Branch #8 (925) 945-1730

email: tonydelosada@gmail.com

2nd Mon., Hilton Hotel

1970 Diamond Blvd., Concord, CA 94520

Sir Branch #19 (925) 322-1160

email: SirBranch19@gmail.com

1st Thurs., Oakhurst Country Club

1001 Peacock Creek Dr., Clayton, CA 94517

Sir Branch #34 (925) 484-3836

email: jdbenham@aol.com

1st Thurs., San Ramon Golf Club

9430 Fircrest Lane, San Ramon, CA 95051

Sir Branch #81 (925) 300-3973

email: jadmd3@sbcglobal.net

1st Tues., Gateway Fireside Room

1001 Golden Rain Rd., Walnut Creek, CA 94595

Sir Branch #116 (925) 322-1160

email: branch116@gmail.com

3rd Mon., Boundary Oaks Golf Course Clubhouse

3800 Valley Vista Rd., Walnut Creek, CA 94598

Sir Branch #128 (925) 272-9940

email: membership@sir128.com

3rd Wed., The Bridges Golf Course

9000 S. Gale Ridge Rd., San Ramon, CA 94582

Sir Branch #146 (925) 979-5146

email: nolunchbranch146@gmail.com

2nd Thurs., Boundary Oaks Golf Course Clubhouse

3800 Valley Vista Rd., Walnut Creek, CA 94598

Non-profit fellowship for retired or semi-retired men; meets monthly for lunch; and has activities of interest for members. Call or email to confirm meeting time and location.

West County Senior Coalition

(510) 231-8686

Grassroots coalition of senior citizens and aging services professionals meet monthly to share information, advocate for senior needs, and organize community events for West Contra Costa County. Meetings held at Office of County Supervisor John Gioia, 11780 San Pablo Ave., Ste. D in El Cerrito, CA.

Support Groups

In support groups, you will find people going through problems similar to yours. Members may share personal experiences, offer emotional comfort, and provide practical advice.

The Information & Assistance (I&A) helpline has listings of many support groups on topics such as Alzheimer's disease, cancer, caregiving, diabetes, grief, mental health, Parkinson's, and stroke. Please call I&A at (800) 510-2020 or (925) 229-8434 for more information.



CONTRA COSTA COUNTY

**Information
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SENIOR & DISABLED HELPLINE

800-510-2020 • 925-229-8434

Transportation

Public Transportation

511

Dial "511"

www.511.org

Phone number and website for trip planning, traffic conditions, carpool, bus schedules, van-pool, and other transit information.

A.C. Transit

(510) 891-4700

1600 Franklin St., Oakland, CA 94612

www.actransit.org

Fixed route bus service; serves Western Contra Costa County.

Amtrak

(800) 872-7245

100 I Street, Antioch, CA 94509

601 Marina Vista, Martinez, CA 94553

1700 Nevin Ave., Richmond, CA 94802

www.amtrak.com

Nationwide passenger railroad service; 15% discount for adults aged 62 or older, available every day except major holidays.

Bay Area Rapid Transit (BART)

(925) 676-2278 East and Central County

(510) 236-2278 West County

www.bart.gov

Bay Area Rapid Transit (BART) serves the San Francisco Bay Area. Senior discount tickets available for adults aged 65 and older.

Clipper Card

(877) 878-8883

www.clippercard.com/clipperweb/discounts/seniors.do

Clipper Card is all-in-one fare payment system that makes it easier to ride transit in the Bay Area. Adults aged 65 or older are eligible for the Senior Clipper Card, which enables them to discounts on monthly passes, ride books, tickets, cash value fares, and transfers. Customers under aged 65 with disabilities may also receive a discount card through the Regional Transit Connection (RTC) program.

County Connection (CCCTA)

(925) 676-7500

2477 Arnold Industrial Way, Concord, 94520

www.cccta.org

Fixed route bus service; serves Central Contra Costa County.

Regional Transit Discount Card - SF Bay Area

(925) 676-7500

www.511.org/faq/7

Processes applications for discount fare called RTC for disabled individuals and their caregivers who ride on BART, AC Transit, Central Contra Costa County Connection, SamTrans, Santa Rosa Transit, Golden Gate Transit, Santa Clara County Transit or MUNI. All applicants must apply in person to a local transit agency. A doctor must complete application.

Tri Delta Transit

(925) 754-4040

801 Wilbur Ave., Antioch, CA 94509

www.trideltatransit.com

Fixed route bus service; serves Eastern Contra Costa.

WestCAT

(510) 724-3331

601 Walter Ave., Pinole, CA 94564

www.westcat.org

Fixed route bus service; serves the cities and towns of Crockett, Hercules, Pinole, Rodeo, and unincorporated areas of Bayview, Montalvin Manor, and Tara Hills.

Paratransit Services

Eligibility for paratransit use is determined on a case-by-case basis in accordance with the Americans with Disabilities Act (ADA). Disabled status is strictly limited to those who have limitations that prevent them from using accessible fixed route transportation. You must obtain an application for paratransit from the appropriate agency and be approved in advance of your trip.

County Connection Link

(925) 938-7433 Reservations

(925) 943-1829 Cancellations

(925) 680-2066 Applications

2477 Arnold Industrial Way, Concord, CA 94520

www.countyconnection.com/link

Serves Central Contra Costa County.

East Bay Paratransit

(510) 287-5000

1750 Broadway Ave., Oakland, CA 94612

www.eastbayparatransit.org

Serves Western Contra Costa County and Alameda County.

R-Transit

(510) 307-8026

1600 Nevin Plaza, Richmond, CA 94801

www.ci.richmond.ca.us/2880/r-transit-paratransit

Must be a resident of Richmond, North Richmond, El Sobrante, or Kensington. Serves adults aged 18 years or older with disability and individuals aged 55 or older. Fees subject to change, call for information.

Tri-Delta Paratransit

(925) 754-3060

801 Wilbur Ave., Antioch, CA 94509

www.trideltatransit.com

Serves Eastern Contra Costa County.

Westcat Dial-A-Ride

(510) 724-6320

601 Walter Ave., Pinole, CA 94564

www.westcat.org/dialaride

Serves cities and towns of Crockett, Hercules, Pinole, Rodeo, and unincorporated areas of Bayview, Montalvin Manor, and Tara Hills.

City Transportation Services

City of Concord – Get Around Taxi Program

(925) 671-3320

www.ci.concord.ca.us

Discount tickets for taxi service. Must be a resident of Concord and aged 65 or older.

El Cerrito Easy Ride

(510) 559-7677

www.el-cerrito.org

Must be a resident of El Cerrito, and aged 65 or older or person with disability aged 18 or older. Serves El Cerrito city limits only. Applications are available at Open House Senior Center, 6500 Stockton Ave. in El Cerrito. Fees are subject to change, call for information.

Lamorinda Spirit Van**(925) 283-3534**www.ci.lafayette.ca.us

Provides rides to errands and appointments; fares vary depending on destination. Must be resident of Lafayette, Moraga, or Orinda, and aged 60 or older. Call for registration information.

Orinda - Seniors Around Town**(925) 402-4506**www.orindaassociation.org

Free, door-to-door transportation provided by registered volunteers using their own cars. Riders must be Orinda residents aged 65 or older, or adults with medical conditions that limit their ability to drive.

Pleasant Hill Senior Van**(925) 671-5272**www.ci.pleasant-hill.ca.us

Must be resident of Pleasant Hill and at least 55 years of age. Call for registration forms or pick up at City Hall, 100 Gregory Lane in Pleasant Hill. Fees subject to change, call for information.

**San Pablo Senior Transportation****(510) 215-3095**www.sanpabloca.gov/seniors

Must be resident of San Pablo, and aged 55 or older or disabled. Fees are subject to change, call for information and registration. Riders can purchase a book of tickets from the San Pablo Senior Center at 1943 Church Lane in San Pablo.

San Ramon - Senior Express Van**(925) 973-3250**www.sanramon.ca.gov/parks/programs/ages55+.htm

Door-to-door van service within San Ramon city limits; must sign up 24 hours in advance. Fees subject to change, call for information.

Walnut Creek Get Around Downtown**Trolley Service****(925) 933-6778**<http://www.walnut-creek.org/departments/community-and-economic-development/transportation/transit>

Free transportation for residents and visitors from the Walnut Creek BART Station to Downtown and Creekside Drive.

Walnut Creek Seniors' Club Minibus**(925) 933-1434**www.walnut-creek.org

Free to ride but must be a resident of Walnut Creek and join the Walnut Creek Senior Club.

Volunteer Driver Programs

**Rides for Seniors
Mobility Matters**
(925) 284-6161

www.mobilitymatterscc.com

Free rides provided by screened and trained volunteers using their own cars. Must be aged 60 or older, homebound, and ambulatory to qualify. Interview and application over the phone, and an in-home assessment required. Serves all of Contra Costa County.

**Rides for Veterans
Mobility Matters**
(925) 284-6109

www.mobilitymatterscc.com

Free rides for veterans of any age provided by screened and trained volunteer drivers. Must be ambulatory to qualify. Interview and application over the phone, and a follow up in-home assessment required. Serves all of Contra Costa County.

Other Transportation Services

AARP Smart Driver Course
(800) 350-7025

<http://www.aarpdriversafety.org/>

The nation's largest classroom and online driver safety courses, designed especially for drivers age 50+ to improve driving skills. Upon completion, you may be eligible for an insurance premium discount. Call or visit website to find local classes.

Disabled Person Parking Placard
State of California Department of Motor Vehicles
(800) 777-0133

www.dmv.ca.gov/portal/dmv/detail/vr/disabled

Issues parking placards for people with disabilities.

**Independent Living Resources of Solano &
Contra Costa Counties**
(925) 363-7293

1850 Gateway Blvd., Ste. 120
Concord, CA 94520

www.ilrsc.org

Provides travel training to help people with disabilities and seniors learn how to use fixed-route public transit.

Office of Driver Safety
State of California Department of Motor
Vehicles

(510) 563-8900

(510) 563-8950 Fax

7677 Oakport St., #220, Oakland, CA 94621

www.dmv.ca.gov

Worried about an unsafe driver? Request that the DMV review driving qualifications of the individual by completing a Request for Driver Re-examination (Form DS 699) or writing to the Driver Safety Office.



CONTRA COSTA COUNTY

**Information
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SENIOR & DISABLED HELPLINE

800-510-2020 • 925-229-8434

Utilities Assistance

Contra Costa County Low-Income Home Energy Assistance Program (HEAP)
Contra Costa County Community Services Bureau
(925) 681-6380
1470 Civic Court, Suite 200
Concord, CA 94520
www.ehsd.org/headstart/energy-assistance

Assists low-income residents on 48-hour shut-off notices, energy education, budget counseling, weatherization, and energy-related home repairs. Must meet income eligibility guidelines.

East Bay Municipal Utility District (EBMUD)
(866) 403-2683
375 11th St., Oakland, CA 94607
www.ebmud.com/customers/billing-questions/financial-assistance

Provides a Customer Assistance Program (CAP) to help pay a portion of the water bill for qualified low-income residential customers in the EBMUD service area. Call or see website for qualifications.



PG&E
www.pge.com

- **California Alternate Rates for Energy Program (CARE)**
(866) 743-2273

CARE gives qualified households discounts on their energy bills. Must meet low-income qualifications.

- **Energy Savings Assistance Program**
(800) 989-9744

Qualified customers may receive energy-saving improvements at no charge including repairing or replacing refrigerators, weatherproofing, energy-efficient light bulbs, caulking, low-flow showerheads, and more.

- **Family Electric Rate Assistance (FERA)**
(800) 743-5000

Monthly electric bill discounts for income-qualified households of three or more persons.

- **Relief for Energy Assistance through Community Help (REACH)**
(800) 933-9677

One-time energy-assistance program sponsored by PG&E and administered by Salvation Army to assist individuals with unforeseen hardships resulting in past due bills. Assistance may be available once within an 18 month period, but exceptions considered for seniors, individuals who are physically challenged, or terminally ill.

• **Third-Party Notification**
(800) 743-5000

Under this program, PG&E will notify a designated third party when the person they are concerned about receives a late notice due to an unpaid PG&E bill. The designated person is not responsible for paying the bill, but may want to contact PG&E to help resolve the issue.

The Salvation Army
(925) 778-0808

620 East Tregallas Rd., Antioch, CA 94509
(925) 676-6180

3950 Clayton Rd., Concord, CA 94521

(510) 262-0500

4600 Appian Way, El Sobrante CA 94802

www.salvationarmy.usawest.org

Offers social support services for low-income individuals; programs include food pantry, clothing, emergency response services, and assistance with energy bills.

Veterans Services

California Department of Veterans Affairs
(510) 286-0627

1301 Clay St., Rm# 1130N, Oakland, CA 94612
www.calvet.ca.gov

Provides veterans disability claim representation, and in cases with unfavorable decisions, assists in the appeals process.

Concord Vet Center

(925) 680-4526

(877) 927-8387 after hours

1333 Willow Pass Rd., #106

Concord, CA 94520

Vet Centers provide a broad range of counseling, outreach, and referral services to combat veterans and their families. Services may include individual and group counseling in areas such as Post-Traumatic Stress Disorder (PTSD), alcohol and drug assessment, and suicide prevention referrals. All services are free of cost and are strictly confidential.

Martinez Veterans Outpatient Clinic and Center for Rehabilitation

(925) 372-2000

150 Muir Rd. Martinez, CA 94553

<http://www.northerncalifornia.va.gov/visitors/mtzopc.asp>

Offers a full range of medical, surgical, mental health, and diagnostic outpatient services including nuclear medicine, ultrasound, CT and MRI. Also, offers a wide range of geriatric and extended care to veterans who require inpatient care to address specific needs at the Center for Rehabilitation. Offers drop-in services for homeless veterans; and provides information and referral to homeless shelters, transitional housing resources and options, permanent housing, and community resources.

National Resource Directory (NRD)

U.S. Department of Defense

www.nrd.gov

A resource website that connects wounded warriors, service members, veterans, their families, and caregivers to programs and services that support them.

Rides for Veterans - Mobility Matters

(925) 284-6109

www.mobilitymatterscc.com

Free rides for veterans of any age provided by screened and trained volunteer drivers. Must be ambulatory to qualify. Interview and application over the phone, and an in-home assessment required. Serves all of Contra Costa County.

Shelter, Inc.

(925) 957-7579

1333 Willow Pass Rd., #206

Concord, CA 94520

www.shelterincofccc.org

Provides intensive case management to help low-income veterans increase ability to sustain permanent housing. Will work with veteran families to identify and access VA benefits and other public benefits.

Swords to Plowshares

(510) 844-7500

2719 Telegraph Ave., Oakland, CA 94612

www.swords-to-plowshares.org

Offers short-term case management, legal assistance for disability benefits, housing services, money management, and eviction prevention services to Bay Area homeless and low-income veterans and their families.

VA Palo Alto Health Care System

(650) 493-5000

www.paloalto.va.gov/

Consist of three inpatient facilities located in Palo Alto, Menlo Park, and Livermore, plus seven outpatient clinics in San Jose, Fremont, Capitola, Monterey, Stockton, Modesto, and Sonoma. Comprehensive health care provided in areas of medicine, surgery, psychiatry, rehabilitation, neurology, oncology, dentistry, geriatrics, and extended care. It operates three nursing homes and a 100-bed homeless domiciliary.

Veterans Affairs Department - Home Based

Primary Care

(925) 372-2131

150 Muir Rd. Martinez, CA 94553

www.va.gov/geriatrics/Guide/LongTermCare/Home_Based_Primary_Care.asp

Services include case management, dietician, medical doctor, occupational therapy, and primary care. Available to all veterans with physician referral.

Veterans Crisis Line

U.S. Department of Veterans Affairs

(800) 273-8255 24-hours

www.veteranscrisisline.net

National suicide prevention line for veterans. Online chat service available at <http://veteranscrisisline.net>.

Veterans Home of California - Yountville

(800) 404-8387

(707) 944-4601

260 California Dr., Yountville, CA 94599

Home for retired or disabled veterans. Eligible candidates must live in California at the time of application, have wartime service with an honorable discharge, or peacetime service, and be aged 62 or older. Offers five care levels, ranging from independent living to skilled nursing.

Veterans Service Office—Contra Costa County

(925) 313-1481 East and Central County

10 Douglas Dr., Martinez, CA 94553

(510) 374-3241 West County

2101 Vale Rd., Suite 302, San Pablo, CA 94806

www.co.contra-costa.ca.us/1557/Veterans-Service

A variety of services for veterans, survivors, and dependents including assistance with obtaining VA service-related benefits, disability and needs-based benefits, vets life insurance, educational benefits, home loan guarantees, and burial benefits.

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Top 10 Tips for Identity Theft Protection

An identity thief takes your personal information and uses it without your knowledge. The thief may run up debts or even commit crimes in your name. The following tips can help you lower your risk of becoming a victim.

1. Protect your Social Security number.

Don't carry your Social Security card in your wallet. If your health plan (other than Medicare) or another card uses your Social Security number, ask the company for a different number.

2. Fight "phishing" - don't take the bait.

Scam artists "phish" for victims by pretending to be banks, stores or government agencies. They do this over the phone, in e-mails and in the regular mail. Do not respond to any request to verify your account number or password. Legitimate companies do not request this kind of information in this way.

Bottom line: Never give out your personal information – unless you made the contact.

3. Polish your password practices.

Identity thieves love passwords because they open doors to our personal information. Get tough and organized now. Use different passwords for all your accounts. Make those passwords strong with at least eight characters, including a mix of letters, numbers, and symbols (\$+r0^gh@h@). Hide them safely, and keep them handy. Good password practices are work, but fixing an identity theft problem is hard labor!

4. Be mysterious on social networks.

What you share on social networks (your home or email address; children's names; birth date and so on) is what tech-savvy thieves use for scams, phishing, and account theft. Don't over share.

5. Shield your computer and smartphone.

Protect your personal information on your computers and smartphones. Use strong passwords. Use firewall, virus and spyware protection software that you update regularly.

Steer clear of spyware. Download free software only from sites you know and trust. Don't install software without knowing what it is. Set Internet Explorer browser security to at least "medium." Don't click on links in pop-up windows or in spam e-mail.

6. Click with caution.

When shopping online, check out a Web site before entering your credit card number or other personal information. Read the privacy policy and look for opportunities to opt out of information sharing. (If there is no privacy policy posted, beware! Shop elsewhere.) Only enter personal information on secure Web pages with "https" in the address bar and a padlock symbol at the bottom of the browser window. These are signs that your information will be encrypted or scrambled, protecting it from hackers.

7. Check your statements.

Open your credit card bills and bank statements right away. Check carefully for any unauthorized charges or withdrawals and report them immediately. Call if bills don't arrive on time. It may mean that someone has changed contact information to hide fraudulent charges.

8. Stop pre-approved credit offers.

Stop most pre-approved credit card offers. They make a tempting target for identity thieves who steal your mail. Have your name removed from credit bureau marketing lists. Call toll-free 1-888-5OPTOUT (888-567-8688). Or opt out online at www.optoutprescreen.com.

9. Check your credit reports – for free.

One of the best ways to protect against identity theft is to monitor your credit history. You can get one free credit report every year from each of the three national credit bureaus: Equifax, Experian and TransUnion. Request all three reports at once, or be your own no-cost credit-monitoring service. Just spread out your requests, ordering from a different bureau every four months. (More comprehensive monitoring services from the credit bureaus cost from \$44 to over \$100 per year.) Order your free annual credit reports by phone, toll-free, at 1-877-322-8228, or online at www.annualcreditreport.com. Or you can mail in an order form.

10. Ask questions.

Don't be afraid to ask questions when a business or agency asks for your personal information. Ask how it will be used. Ask how it will be shared, and how it will be protected. Explain that you're concerned about identity theft. If you're not satisfied with the answers, consider taking your business somewhere else.

Source: California Department of Justice, <https://oag.ca.gov/idtheft/information-sheets>