

## Emergency - 24 Hours

Police, Fire, Paramedic .....911

Contra Costa Crisis Center  
24-hour hotline .....211

### Area Code (510) unless otherwise indicated

#### **Abuse & Neglect**

Adult Protective Services 24/7..... (877) 839-4347  
Contra Costa Senior Legal Svcs  
(Restraining Orders)..... (925) 609-7900  
Empowered Aging (For Board & Care/Skilled Nursing  
Abuse).....(925) 685-2070  
Family Justice Center ..... 965-4949  
..... (925) 685-2070  
STAND! For Families Free of Violence (24/7)  
..... (888) 215-5555

#### **Adult Day Care Centers**

Alzheimer's Respite Program ..... 559-7677  
Alzheimer's Respite & Adult Day Care  
Center of West Contra Costa ..... 235-6276  
Guardian Adult Day Health Center ..... 669-1005

#### **Alzheimer's/Dementia**

Alzheimer's Association ..... (800) 272-3900  
UC Davis Alzheimer's Disease Center  
Walnut Creek ..... (925) 357-6515

#### **Caregiver Services**

Alzheimer's Association..... (800) 272-3900  
Family Caregiver Alliance ..... (800) 445-8106  
Jewish Family & Community Svcs. (925) 927-2000  
Meals on Wheels Diablo Region  
Caregiver Training ..... (925) 937-8311  
Uplift Family Services ..... (925) 602-1750  
(Grandparents raising grandchildren)

#### **Case Management**

Family Caregiver Alliance ..... (800) 445-8106  
Jewish Family & Community Svcs. (925) 927-2000  
Multipurpose Senior Service Program (MSSP)  
..... (925) 682-6330  
Meals on Wheels Diablo Region.... (925) 937-8311

#### **Counseling/Mental Health/Socialization**

Al-Anon ..... 528-4379  
Alcohol/Drug Treatment..... (800) 846-1652  
Alcoholics Anonymous..... (925) 939-4155

Contra Costa Crisis Center 24/7 ..... 211  
Contra Costa Regional Medical Center  
Psychiatric Emergency 24/7..... (925) 646-2800  
Covia/Social Call ..... (877) 797-7299  
Friendly Visitors ..... (925) 937-8311  
Friendship Line 24/7..... (800) 971-0016  
Grief Counseling..... (800) 837-1818  
Mental Access Health Line 24/7..... (888) 678-7277  
Nar-Anon ..... 496-2708  
Narcotics Anonymous..... (925) 685-4357  
Older Adult Mental Health ..... (888) 678-7277  
Rainbow Comm Ctr Senior Svcs.... (925)338-1372  
Senior Peer Counseling..... (925) 521-5640  
Support Group List ..... (800) 510-2020  
Tele-Care (Telephone contact)..... (925) 934-0901  
Telephone Reassurance Program.. (925)937-8311

#### **Disabilities**

CA State Department of Rehab.....232-7062  
Hearing Loss Assoc. of America ... (925) 264-1199  
..... HLAADV@hearinglossdv.org  
Independent Living Resource..... (925) 363-7293  
Lions Center for Visually Impaired (925) 432-3013  
Regional Center of the East Bay ... (925) 691-2300

#### **Employment**

East Bay Works Career Center .....307-8014  
IHSS Public Authority (In-home care) (800) 333-1081  
Senior Employment Program .....412-6740

#### **End of Life Issues**

An Elderly Wish Foundation ..... (925) 978-1883  
CCC Burial/Cremation Assistance .....412-1920  
East Bay Conversation Project (Advance care planning)  
..... www.eastbayacp.org  
Hope Hospice, Inc ..... (925) 829-8770  
Hospice of the East Bay/Brun's House(925) 887-5678  
Kaiser Hospice ..... 752-6390  
Pathways Home Health & Hospice (888) 755-7855  
Sutter Care at Home.....450-8596

#### **Finances**

Free Income Tax Preparation..... (800) 510-2020  
General Assistance .....412-1900  
Money Management International. (866) 331-2227  
Social Security..... (800) 772-1213

#### **Food**

CalFresh (Food Stamps)  
Current clients ..... (866) 663-3225  
Hercules .....262-7700  
Online ..... www.mybenefitscalwin.org  
Richmond .....412-3000  
To apply..... (800) 709-8348

CC Café (Senior lunch sites, call to reserve 24 hrs in advance)  
Crockett .....787-1341  
El Cerrito.....559-7677  
Hercules.....799-8219  
North Richmond.....255-7799  
Richmond.....307-8087  
Rodeo .....799-2706  
San Pablo .....215-3090  
Food Bank/Senior Food Program.. (925) 676-7543  
Greater Richmond Interfaith Program (GRIP)  
(Meals) .....233-2141  
Meals on Wheels .....412-0166

#### **Health Services**

Alta Bates Summit Medical Center.....204-4444  
LifeLong Brookside Health Center.....215-9092  
Center For Elders' Independence.....433-1150  
Communicable Diseases ..... (925) 313-6740  
Contra Costa Health Plan (CCHP)  
Health Plan Member Services ..... (877) 661-6230  
To enroll in Health Plan ..... (800) 211-8040  
Contra Costa Regional Medical Center  
Main Line ..... (925) 370-5000  
Appointments & 24-hour advice .. (800) 495-8885  
Covered California (Affordable Health Insurance)  
..... (800) 300-1506  
Flu Shots..... (800) 510-2020  
Health Insurance Counseling & Advocacy  
Program HICAP (Medicare Counseling)(800) 510-2020  
HIV/AIDS ..... (925) 313-6770  
Kaiser Medical Center  
Pinole Campus .....243-4000  
Richmond Campus .....307-1500  
LifeLong Medical Care.....981-4100  
Medi-Cal  
Current clients..... (866) 663-3225  
Online ..... www.mybenefitscalwin.org  
To apply ..... (800) 709-8348  
Medi-Cal Health Plan Options Counseling  
..... (800) 430-4263  
MediAlert (Medical I.D.s) ..... (800) 432-5378  
Medicare ..... (800) 633-4227  
Rotacare Free Health Care Clinic (Tues 4 to 7 pm only)  
Call only between 1 & 3 pm Tues for appt ..213-6678  
West County Health Center .....231-9400

#### **Home Care & Safety**

Fall Prevention Program..... (925) 937-8311  
In-Home Support Services (IHSS)  
Apply..... (800) 510-2020 or (925) 229-8434  
Application status .....231-8577  
Reach worker.....231-8204

Payroll ..... (877) 335-2171  
Public Authority ..... (800) 333-1081  
Personal Emergency Response Systems List  
..... (800) 510-2020  
Private Home Care Agencies List.. (800) 510-2020

#### **Housing, Home Repair & Homelessness**

Assisted Living/Board & Care/Skilled Nursing  
Empowered Aging ..... (925) 685-2070  
Concord Hsng Rehab Loan Prgm/Hello Housing  
..... (415) 863-3036  
Covia/Rotary HOME Team  
(minor repairs)..... (888) 204-5573  
Habitat for Humanity (Homes & Home Rehab)  
..... 803-3388  
Home Match Contra Costa..... (925) 956-7385  
Homeless Hotline.....211  
Housing Authority, City of Pittsburg  
Waiting List/Section 8 .....252-4830  
Housing Authority, City of Richmond  
Waiting List/Section 8..... (510) 621-1300  
Housing Authority, Contra Costa.....957-8001  
Bay Point, Brentwood, Martinez, Oakley (Public  
Housing).....957-8005  
Pittsburg (Public Housing)..... 957-8006  
Rodeo (Public Housing).....957-8008  
San Pablo..... 957-8004  
Section 8/Waiting List..... (888) 746-8731  
Low Cost Housing List..... (800) 510-2020  
Neighborhood Preservation Program/Home Rehab  
Contra Costa County..... (925) 674-7207  
Senior Housing Search Workshop  
(Call to register) ..... (925) 229-8434  
Shelter, Inc..... (925) 335-0698  
Weatherization..... (925) 674-7214

#### **Legal & Advocacy**

Advisory Council on Aging..... (925) 602-4175  
Automotive Complaints.....964-3030  
Bankruptcy Clinic ..... (925) 370-2540  
Bay Area Legal Aid (office) .....233-9954  
Advice Line .....250-5270  
California Advocates for Nursing Home Reform  
(CANHR) ..... (800) 474-1116  
Conservatorship/Guardianship ..... (925) 335-3900  
Contra Costa Senior Legal Svcs ... (925) 609-7900  
Elder Mediation..... (925) 349-7344  
Empowered Aging (For Board & Care/Skilled Nursing  
Homes)..... (925) 685-2070  
Family Justice Center .....974-2000  
Hawkins Center (SSI & SSDI Advocacy) .....232-6611  
Health Insurance Counseling & Advocacy  
Program HICAP (Medicare Counseling)(800) 510-2020

LawHelpCA .....www.lawhelpca.org  
 Lawyer Referral & Info Service ..... (925) 825-5700  
 Legal Clinic for Elders ..... (925) 969-3433  
 Moderate Means Legal Program .. (925) 677-0234  
 Rubicon Legal Center ..... 232-6611

**Lesbian/Gay/Bisexual/Transgender**

Local Resources ..... www.eastbaypride.com  
 ..... www.richmondrainbowpride.org  
 Rainbow Comm Ctr Senior Svcs .. (925) 338-1372

**Recreation & Education**

AARP Driver Safety Program ..... (888) 687-2277  
 .....www.aarp.org/drive  
 Clubs, Organizations  
 & Exercise Program Lists ..... (800) 510-2020  
 Contra Costa College .....235-7800  
 West Contra Costa Adult Education .....231-1453

**Senior Centers**

Covia/Well Connected (Activities, conversation,  
 classes, and support over the phone) ..... (877) 797-7299  
 Covia/Well Connected Espanol.....(877) 400-5867  
 Crockett Community Center ..... 787-2414  
 El Cerrito Senior Center (Midtown Activity Center)  
 .....559-7677  
 Hercules..... 799-8219  
 Jewish Community Center East Bay .....848-0237  
 North Richmond..... 232-3511  
 Pinole ..... 724-9800  
 Richmond.....307-8087  
 Richmond Annex ..... 620-6812  
 San Pablo ..... 215-3090

**Transportation**

AC Transit..... 891-4700  
 BART ..... 236-2278  
 East Bay Paratransit Info ..... (800) 555-8085  
 Easy Ride (El Cerrito Residents only)..... 559-7677  
 General Information ..... 511  
 Mobility Matters (Information & Rides) . (925) 284-6109  
 R-Transit (Van and Taxi Service for East Richmond Heights,  
 El Sobrante, Hasford Heights, Kensington, North Richmond,  
 Richmond, and Rollingwood Residents only) ..... 307-8026  
 San Pablo Senior & Disabled Transport.. 215-3095  
 WestCAT  
 Information ..... 724-7993  
 Appointments ..... 724-7433

**Utility Assistance**

CA Alternate Rates for Energy (CARE)  
 Assistance for low income residents ..... (800) 743-2273  
 Home Energy Assistance Program (HEAP)  
 ..... (925) 681-6380

Medical Baseline Program Relief for Energy  
 ..... (800) 743-5000  
 Relief for Energy Assistance Through Community  
 Help (REACH).....(800) 933-9677

**Veterans Services**

Concord Vet Center..... (925) 680-4526  
 Martinez VA Medical Center..... (925) 372-2000  
 Rides 4 Veteran (Information & Rides) (925) 284-6109  
 Swords to Plowshares (Multi-service) .....844-7500  
 VA Urgent Care ..... (925) 372-2179  
 Veterans Crisis Line 24/7 ..... (800) 273-8255  
 Veterans Homeless Outreach ..... (925) 404-4887  
 Veterans Resource Program .....233-9313  
 Veterans Service Office.....374-3241

**Volunteer Opportunities**

AARP Tax Preparer..... www.aarp.org/taxvolunteer  
 CC Volunteer & Emergency Svcs . (925) 521-5060  
 Friendly Visitors ..... (925) 937-8311  
 Health Insurance Counseling & Advocacy  
 Program(HICAP)(Medicare Counseling)(800) 510-2020  
 Meals on Wheels Drivers..... (925) 937-8311  
 Mobility Matters Drivers ..... (925) 284-6161  
 Senior Peer Counseling..... (925) 521-5640

**Web Sites**

211 Online Resource ..... www.crisis-center.org  
 Benefits www.benefitscheckup.org & www.benefits.gov  
 Contra Costa County Employment & Human  
 Services Department (Social Services) ..www.ehsd.org  
 Covered California (Affordable health insurance)  
 .....www.coveredca.com  
 Legal .....www.cc-courts.org or www.courts.ca.gov  
 Medicare ..www.cchicap.org or www.medicare.gov  
 Section 8 Waiting Lists .....  
 www.affordablehousingonline.com/open-section-8-waiting-lists  
 Social Security .....www.ssa.gov

**Contra Costa County Community  
 Warning System (CWS) Registration**

To receive emergency alerts on your cell  
 phone, please call (925) 313-9622 or visit  
 www.cococws.us.

This Mini Guide lists only some of the resources  
 that are available in West Contra Costa County. If  
 you do not find what you need here, please call  
 Information & Assistance. We will help you find  
 the community resources that fit your specific  
 needs. All calls are confidential.

Interpreters are available to help limited English  
 speakers communicate with Information & Assis-  
 tance Social Workers. All calls are confidential.

Please report any errors in the Mini Guide to  
 Information & Assistance.



Information & Assistance (I&A) is a program of  
 Contra Costa County Area Agency on Aging, under  
 the umbrella of the Employment & Human  
 Services Department. Knowledgeable social  
 workers provide information, referrals to re-  
 sources, and support in problem solving to sen-  
 iors age 60 and older, adults with disabilities, and  
 caregivers. Interpreters are available to assist in  
 any language.

Hours of Operation:  
 Monday to Friday, 8:00 a.m. to 5:00 p.m.

Information & Assistance (I&A)  
 400 Ellinwood Way  
 Pleasant Hill, CA 94523

Donations accepted, checks  
 payable to "Contra Costa County"



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

**800-510-2020 • 925-229-8434**

**West  
 COUNTY**

**Mini Guide  
 to Aging and Adult  
 Services**

**If calling within Contra Costa County  
 (800) 510-2020**

**If calling from outside Contra Costa County  
 or from a cell phone  
 (925) 229-8434**

**For hearing or speech impaired  
 using a telecommunication device,  
 call Relay Service  
 711**

**infoandassist@ehsd.cccounty.us**

**www.ehsd.org**