

# *About this Guide...*



The Senior Resource Directory was produced by **Contra Costa County's Information and Assistance (I&A)** program to help older adults, adults with disabilities, and caregivers 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 publication; 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, please contact I&A to speak with an I&A Social Worker. They are knowledgeable and provide information, referrals to resources, and support in problem solving. Our goal is to help older adults and adults with disabilities live in their home with dignity, for 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  
2025 Senior Resource Guide (7th edition)

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

**800-510-2020 • 925-229-8434**

# 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](http://www.ehsd.org)

Anyone can make a confidential report if they know, or suspect abuse of elders aged 60 and older and dependent adults. Types of abuse include emotional, physical, financial, sexual, neglect by others, self-neglect, isolation, or abandonment.

### Alzheimer's Association

(925) 284-7942

(800) 272-3900 24-hour hotline

2900 Powell St., Emeryville, CA 94608

[www.alz.org/norcal](http://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 Poison Control System (CPCS)

(800) 222-1222 Emergency

(800) 972-3323 TTY

[www.calpoison.org/](http://www.calpoison.org/)



Community Resources  
[www.ehsd.org](http://www.ehsd.org)

## Community Warning System (CWS)

### Contra Costa County

(925) 655-0111

[www.cococws.us](http://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,

(800) 833-2900 or "988" Crisis and Suicide

[www.crisis-center.org](http://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:*

(925) 281-0970

3501 Lone Tree Way, Ste. 4, Antioch, CA 94509

[www.cocofamilyjustice.org](http://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](http://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/friendship-line](http://www.ioaging.org/services/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/](http://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](http://www.veteranscrisisline.net)

National suicide prevention line for veterans. Online chat service available.



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## **Adult Day Care**

### **Alzheimer's Services of the East Bay (ASEB)**

(510) 644-8292

2320 Channing Way, Berkeley, CA 94704

[www.aseb.org](http://www.aseb.org)

Provides services for individuals with dementia, as well as for their families. Programs include Adult Day Care, Family Support, and Education & Community Services. Primarily serves residents of Alameda and Contra Costa counties.



### **Center for Elders' Independence (CEI)**

**(844) 319-1150** Main line

**(510) 433-1165** TDD

Email: [info@cei.elders.org](mailto:info@cei.elders.org)

1497 Alcatraz Ave., Berkeley, CA 94702

1465 Civic Ct., Concord, CA 94520

2441 Constitution Dr., Livermore, CA 94551

1850 Fairway Dr., San Leandro, CA 94577

[www.cei.elders.org](http://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.



### **Community Care Licensing**

**State of California Department of**

**Social Services**

**(510) 286-4201**

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

[www.cclld.ca.gov](http://www.cclld.ca.gov)

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

### **Lamorinda Adult Respite Center (LARC)**

**(925) 254-3465**

433 Moraga Way, Orinda, CA 94563

[www.lamorindarespite.org](http://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.

### **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](http://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.

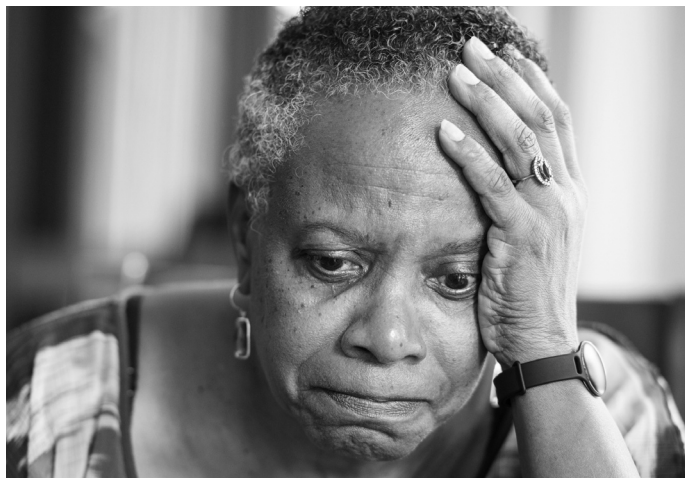


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### **St. Anne Village Inc.**

**(925) 548-4591**

2800 Camino Diablo, Byron, CA 94514

[www.stannevillage.com](http://www.stannevillage.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](http://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) 915-0030**

989 San Ramon Valley Blvd.

Danville, CA 94526

Email: [ValleyOakRespiteCenter@gmail.com](mailto:ValleyOakRespiteCenter@gmail.com)

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

## **Benefits and Public Assistance**

### **Bay Area Legal Aid**

**(800) 551-5554**

Legal Advice Line

**(510) 250-5270**

Contra Costa County West

**(925) 219-3325**

Contra Costa County East

**(855) 693-7285**

Health Consumer Center

**(510) 663-4755**

Administration

1025 Macdonald Ave, Richmond, CA 94801

[www.baylegal.org](http://www.baylegal.org)

Free civil legal advice, counsel, effective referrals, and representation to low-income individuals in areas related to housing, public benefits, family law, health care access, immigration, and consumer protection. Serves the seven Bay Area counties.



### **BenefitsCheckUp**

#### **National Council on Aging**

[www.benefitscheckup.org](http://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:*

400 Ellinwood Way, Pleasant Hill, CA 94523

### *East County:*

4545 Delta Fair Blvd, Antioch, CA 94509

151 Sand Creek Rd, Suite A, Bldg. 6

Brentwood, CA 94513

### *West County:*

1305 Macdonald Ave, Richmond, CA 94801

151 Linus Pauling Dr., Hercules, CA 94547

**(866) 663-3225**

[www.benefitscal.com](http://www.benefitscal.com)

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) 655-1221**

400 Ellinwood Way, Pleasant Hill, CA 94523

**(925) 608-5990**

4545 Delta Fair Blvd, Antioch, CA 94509

**(510) 942-3670**

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](http://www.ehsd.org)

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

## **General Assistance (GA)**

To apply:

**(866) 663-3225 or (925) 957-5648**

[www.benefitscal.com](http://www.benefitscal.com)

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](http://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

[www.hawkinscenter.org](http://www.hawkinscenter.org)

Provides legal assistance and representation on disability claims for Social Security and Supplemental Security Income (SSI).



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

**(925) 655-1393**

**(800) 510-2020 Toll free**

[www.cchicap.org](http://www.cchicap.org)

HICAP provides unbiased information to help you make the best choice for your individual health care needs. Free help with Medicare issues, 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**

**(925) 363-7293**

1850 Gateway, Suite 170, Concord, CA 94520

**(925) 754-0539**

420 Railroad Ave., Ste. 101, Pittsburg, CA 94565

**(707) 435-8174**

490 Chadbourne Rd., Ste. B, Fairfiled, CA 94534

[www.ilrsc.org](http://www.ilrsc.org)

Provides a range of services that includes benefits counseling and advocacy, independent living skills and travel training, community education, assistive device information, attendant referrals, housing services and peer counseling.

## **Medi-Cal**

**(866) 663-3225**

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

151 SandCreek Rd., Ste. A, Bldg. 6

Brentwood, CA 94513

To apply online: [www.benefitscal.com](http://www.benefitscal.com)

[www.ehsd.org](http://www.ehsd.org)

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](http://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/livantaqio.com](http://www.bfccqioarea5.com/livantaqio.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**

2150 John Glenn Dr., Ste. 400, Concord, CA 94520

2508 Verne Roberts Cir, Antioch, CA 94509

3164 Garrity Way, Richmond, CA 94806

[www.ssa.gov/disability](http://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.



Community Resources  
[www.ehsd.org](http://www.ehsd.org)



### **Supplemental Security Income (SSI)**

#### **Social Security Administration**

**(800) 772-1213**

**(800) 325-0778 TTY**

2150 John Glenn Dr., Ste. 400, Concord, CA 94520

2508 Verne Roberts Cir, Antioch, CA 94509

3164 Garrity Way, Richmond, CA 94806

[www.ssa.gov/ssi](http://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**

2150 John Glenn Dr., Ste. 400, Concord, CA 94520

2508 Verne Roberts Cir, Antioch, CA 94509

3164 Garrity Way, Richmond, CA 94806

[www.ssa.gov](http://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

2900 Powell St., Ste. 520, Emeryville, CA 94608

[www.alz.org/norcal](http://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](http://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 in Pleasant Hill and at The Bedford Center, 1811 C St., Antioch.

### **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** Toll free

**(415) 434-3388**

235 Montgomery St., Ste. 930

San Francisco, CA 94104

[www.caregiver.org](http://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 (JFCS)**

**(925) 927-2000**

2151 Salvio St., Ste. 350, Concord, CA 94520  
[www.jfcs-eastbay.org](http://www.jfcs-eastbay.org)

Provides a range of services including case management, information and referral, counseling for seniors and families, home care, support groups, immigration legal services, and refugee settlement services.

**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.



**Diablo Region  
(MOWDR)**

**(925) 937-8311**

1300 Civic Dr., Walnut Creek, CA 94596  
[www.mowdiablregion.org](http://www.mowdiablregion.org)

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

**Pacific Clinics**

**(925) 602-1750**

2380 Salvio St., Suite 200, Concord, CA 94520  
[www.pacificclinics-.org](http://www.pacificclinics-.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)**  
Department of Health Care Services (DHCS)  
[www.dhcs.ca.gov](http://www.dhcs.ca.gov)

**Lead Organizations:**

*Choice in Aging* (925) 682-6330

490 Golf Club Rd., Pleasant Hill, CA 94523

*East Bay Innovations (EBI)*

(510) 306-5794 / (510) 618-1580

2540 Washington Ave., #240

San Leandro, CA 94577

Medi-Cal recipients who have been living in a state-licensed health care facilities for a period of 60 consecutive days or longer may be able to transition back to their home or to community setting of their choice. Contact the lead organizations for information and assistance.

**Enhanced Care Management (ECM)**  
**Contra Costa Health Plan (CCHP)**  
**(877) 661-6230**  
[www.cchealth.org](http://www.cchealth.org)

For Contra Costa Health Plan members who have Medi-Cal. If eligible, a care team will help manage members' healthcare and social needs that impact their overall health. Ask for a referral from your doctor or call CCHP.

**Home and Community-Based Alternative (HCBA) Waiver**

**Center for Elders' Independence**  
**(510) 318-7375**  
510 17th Street, Oakland, CA 94612  
<https://cei.elders.org/hcba-waiver-program>

The Home and Community-Based Alternatives (HCBA) Waiver Program is a California State approved medical services program that allows significantly at-risk and vulnerable people to obtain medical, behavioral health, and in-home care services enabling them to live at home instead of moving to a nursing facility with their current Medi-Cal account.

**Jewish Family and Community Services of the East Bay (JFCS)**  
**(925) 927-2000**  
2151 Salvio St., Ste. 350, Concord, CA 94520  
[www.jfcs-eastbay.org](http://www.jfcs-eastbay.org)

Provides a range of services including case management, information and referral, counseling for seniors and families, support groups, immigration legal services, and refugee settlement services.

**Diablo Region (MOWDR)**  
**(925) 937-8311**  
1300 Civic Drive, Walnut Creek, CA 94596  
[www.mowdiablregion.org](http://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 health and wellness programs.

**Multipurpose Senior Services Program (MSSP) Choice in Aging**  
**(925) 682-6330**  
490 Golf Club Road, Pleasant Hill, CA 94523  
[www.choiceinaging.org](http://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](http://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) 655-1850**  
2731 Cystron Dr., Ste. #250, Concord, CA 94518  
[www.cchealth.org/phn](http://www.cchealth.org/phn)

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

# Consumer Information and Advocacy

## **Better Business Bureau (BBB)**

**(866) 411-2221**

[www.bbb.org/greater-san-francisco](http://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. The San Francisco Bay Area BBB is now operating remotely on a permanent basis.

## **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](http://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**

1803 6th St., Berkeley, CA 94710

[www.canhr.org](http://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**

[Seniors.insurance.ca.gov](http://Seniors.insurance.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

57 Post St., Ste. 611, San Francisco, CA 94104

[www.consumer-action.org](http://www.consumer-action.org)

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

## **Department of Consumer Affairs**

**(800) 952-5210**

[www.dca.ca.gov/](http://www.dca.ca.gov/)

A licensing, regulating, and investigating entity for over 280 license types including certificates, registrations, and permits. Takes and investigates consumer complaints.

## **Contractors State Licensing Board**

**Calif. Department of Consumer Affairs**

**(800) 321-2752**

9821 Business Park Dr., Sacramento, CA 95827

[www.cslb.ca.gov](http://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](http://www.insurance.ca.gov)

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

**Department of Managed Health Care**  
**(888) 466-2219**  
**(877) 688-9891 TDD**  
980 - 9th Street, Suite 500  
Sacramento, CA 95814  
[www.dmhca.ca.gov](http://www.dmhca.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. Also provides information to help compare health plans.

**DMV Investigations Division**  
**State of California Department of Motor Vehicles**  
**(916) 229-0167 Sacramento**  
**(408) 942-2952 Milpitas**  
**(209) 473-6964 Stockton**  
[www.dmv.ca.gov](http://www.dmv.ca.gov)

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



**Health Insurance Counseling and Advocacy (HICAP)**  
**(925) 655-1393**  
**(800) 510-2020 Toll free**  
[www.cchicap.org](http://www.cchicap.org)

HICAP provides unbiased information to help you make the best choice for your individual health care needs. Free help with Medicare issues, 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**  
[www.Abc7news.com/7onyourside.com](http://www.Abc7news.com/7onyourside.com)

Help resolve consumer problems. Complete request form on website. The phone hotline is out of service at time of publishing.

**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 Assistance Center**  
**CA Dept. of Housing & Community Development**  
**(800) 952-8356**  
**(800) 735-2929 TTY**  
P.O. Box 278690, Sacramento, CA 95827  
[www.hcd.ca.gov](http://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)**

Department of Health Care Services  
(DHSCS)

[www.dhcs.ca.gov](http://www.dhcs.ca.gov)

## **Braille & Talking Book Library**

**(800) 952-5666**

**(916) 654-0640**

900 N St., Sacramento, CA 95814

[www.library.ca.gov/btbl](http://www.library.ca.gov/btbl)

email: [btbl@library.ca.gov](mailto:btbl@library.ca.gov)

Has braille and audio book titles similar to what you would find at your public library. The library also offers magazines, movies, newspapers and more. Services are free to all eligible readers. Books (and the equipment needed to use the library's audio books) are mailed postage-free to and from library patrons. There are no fines or fees to overdue or lost materials.

## **Care Coordination Agencies (CCA):**

*AARP Care Coordination Agency*

1300 Chester Ave., Bakersfield, CA 93301

**(805) 695-3200**

*All Hours Adult Day Care, SPC*

11840 Magnolia Ave., #G, Riverside, CA 92503

**(844) 657-4748**

*Central Coast Healthcare Services*

345 Kanan Rd., Ste. 202, Oak Park, CA 91377

**(818) 852-7260**

*New Horizons CCA*

6060 Sunrise Vista Dr., #3200, Citrus Heights, CA 95619

**(916) 745-3754**

*Star Nursing, Inc.*

2795 E. Bidwell St., #100-102, Folsom, CA 95630

**(916) 542-1445**

*The Caring Connection*

10727 White Oak Ave., #206, Granada Hills, CA 91344

**(818) 368-5007**

## *True Care Home Health*

7355 Topanga Canyon Blvd., #221, Canoga Park, CA 91303

**(888) 944-6248**

Assisted Living Waiver (ALW) 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. Must be age 21 or older, have full-scope Medi-Cal with zero share of cost, and have care needs equal to residents living and receiving care in nursing facilities. Care Coordination Agencies (CCA) are responsible for enrolling clients in ALW and arranging for services. Contact any of the above CCA for information.

## **California Community Transitions (CCT)**

Department of Health Care Services (DHCS)

[www.dhcs.ca.gov](http://www.dhcs.ca.gov)

## **Lead Organizations:**

*Choice in Aging*

**(925) 682-6330**

490 Golf Club Rd., Pleasant Hill, CA 94523

*East Bay Innovations (EBI)*

**(510) 306-5794 / (510) 618-1580**

2450 Washington Ave., #240, San Leandro, CA 94577

Medi-Cal recipients who have been living in a state-licensed health care facilities for period of 60 consecutive days or longer may be able to transition back to their home or to the community setting of their choice. Contact the lead organizations for information and assistance.

**California Relay Service (CRS)  
Deaf & Disabled Telecommunications  
Program (DDAP)**

771 Relay Service

(800) 735-2929 TTY/VCO/HCO to Voice (English)

(800) 855-3000 TTY/VCO/HCO to Voice (Spanish)

(800) 735-2922 Voice to TTY/VCO/HCO (English)

(800) 855-3000 Voice to TTY/VCO/HCO (Spanish)

(800) 854-7784 From or to Speech-to-Speech

P.O. Box 30310, Stockton, CA 95123

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

If you have limitations regarding hearing or speaking, a specially-trained Communications Assistant (CA) can relay telephone conversations for all of your calls. Dial 77 to reach the California Relay Service (CRS). If you prefer having your calls immediately answered in your mode of communication, dial one of the toll-free modality-and language-specific numbers above.

**California Telephone Access Program (CTAP)  
Deaf and Disabled Telecommunications Program**  
(800) 806-1191

(800) 949-5650 Spanish Line

(800) 806-4474 TTY

3075 Adeline, Ste. 260, Berkeley, CA 94703

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

CTAP has a variety of telephone equipment, at no cost, on loan 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., Ste. 100, Berkeley, CA 94703

[www.cilberkeley.org](http://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

1375 Civic Drive, Walnut Creek, CA 94596

<https://www.bacdsc.org/wa>

Deaf seniors from all over the Bay Area gather to enjoy informative speakers, table and card games, and parties. Contra Costa County meetings are at the Walnut Creek Senior Center.

**Department of Rehabilitation**

(925) 602-3953

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

(510) 232-7062

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

(925) 754-7700

3656 Delta Fair Blvd., Antioch, CA 94509

[www.dor.ca.gov](http://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.

### **Developing Personal Resources Center**

**(510) 620-6814**

1900 Barrett Ave., Richmond, CA 94804

[www.ci.richmond.ca.us/2162/DPRC](http://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.

### **Disability Rights California**

**(510) 267-1200**

1000 Broadway, Ste. 395, Oakland, CA 94607

[www.disabilityrightscalifornia.org](http://www.disabilityrightscalifornia.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 Person Parking Placard State of California Department of Motor Vehicles**

**(800) 777-0133**

<http://www.dmv.ca.gov/portal/dmv-virtual-office/dpp-application>

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



Community Resources  
[www.ehsd.org](http://www.ehsd.org)

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

**(925) 363-7293**

1850 Gateway, Suite 170, Concord, CA 94520

**(925) 754-0539**

420 Railroad Ave., Ste. 101, Pittsburg, CA 94565

**(707) 435-8174**

490 Chadbourne Rd., Ste. B, Fairfield, CA 94534

[www.ilrsc.org](http://www.ilrsc.org)

Provides a range of services that includes benefits counseling and advocacy, independent living skills and travel training, community education, assistive device information, attendant referrals, housing services and peer counseling.

### **Learning Ally**

**(800) 221-4792**

20 Roszel Rd., Princeton, NJ 08540

[www.learningally.org](http://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.



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### **LightHouse of the East Bay**

**(415) 431-1481**

3075 Adeline, Suite 110, Berkeley, CA 94703  
[www.lighthouse-sf.org](http://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**

**(800) 750- EYES (3937)**

175 Alvarado Avenue, Pittsburg, CA 94565  
[www.seniorvision.org](http://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://www.dor.ca.gov/Home/OCB>

Department of Rehabilitation owned and operated training facility that assists job-seekers from across California who are visually impaired and blind to adjust to their vision loss and acquire the skills and tools necessary to pursue competitive integrated employment. Also, training is provided in daily living skills including cooking, independent travel, Braille and communication, assistive technology use, and the work readiness skills necessary for vocational success.

### **PG&E**

**(800) 743-5000**

[pge.com/medicalbaseline](http://pge.com/medicalbaseline)      Online  
application for Medical Baseline

**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**

**(866) 460-4535      Videophone**

1320 Willow Pass Rd., Suite 300

Concord, CA 94520

[www.rceb.org](http://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](http://www.aarpdriversafety.org)

Email: [customerservice@aarpdriversafety.org](mailto:customerservice@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](http://www.acalanes.k12.ca.us)

## **Antioch Adult Education**

**(925) 779-7490**

820 West 2nd St. Antioch, CA 94509

<https://adultedcourses.org>

## **Contra Costa College**

**(510) 235-7800**

2600 Mission Bell Dr., San Pablo, CA 94806

[www.contracosta.edu](http://www.contracosta.edu)

## **Contra Costa Television (CCTV)**

**(925) 313-1180**

<https://www.contracosta.ca.gov/142/Contra-Costa-Television-CCTV>

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](http://www.dvc.edu)

## **Diablo Valley College - Life Long Learning**

**(925) 969-4600**

Email: [communityed@dvc.edu](mailto:communityed@dvc.edu)

321 Golf Club Rd., Pleasant Hill, CA 94523

[www.dvc.edu/business/lifelong-learning](http://www.dvc.edu/business/lifelong-learning)

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

## **Liberty Adult Education Center**

**(925) 634-2565**

929 Second St., Brentwood, CA 94513

[www.libertyadulted.org](http://www.libertyadulted.org)

## **Martinez Adult Education**

**(925) 228-3276**

600 F Street, Martinez, CA 94553

[www.mae-martinez-ca.schoolloop.com](http://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/](http://www.mdae-mdusd-ca.schoolloop.com/)

### **Pittsburg Adult Education Center**

**(925) 473-4460**

1151 Stoneman Ave., Pittsburg, CA 94565  
[www.pittsburg.k12.ca.us](http://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](http://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](http://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	925-314-3750
Dougherty Station	925-973-3380
El Cerrito	510-526-7512
El Sobrante	510-374-3991
Hercules	510-245-2420
Kensington	510-524-3043
Lafayette	925-385-2280
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	925-349-0883
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



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

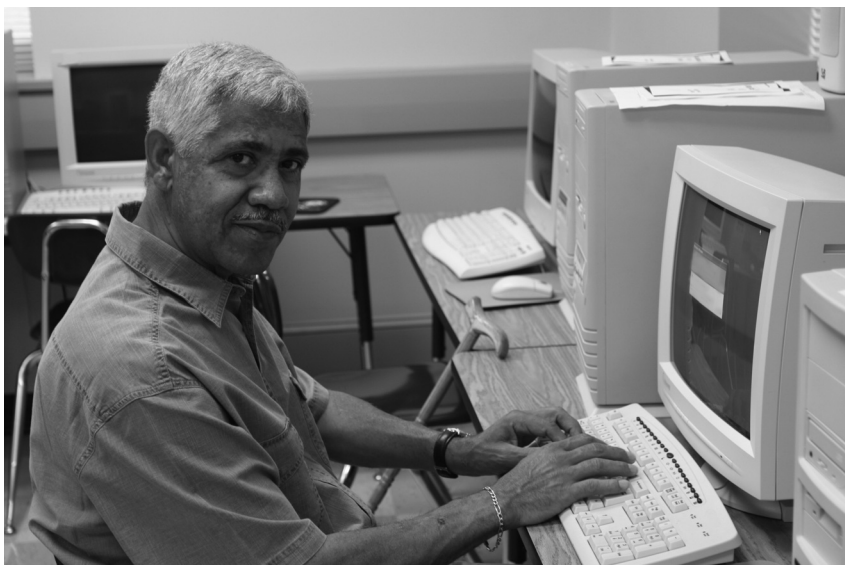
**(800) 454-5768**

[www.roadscholar.org](http://www.roadscholar.org)

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

**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/](http://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/](http://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.

**Civil Rights Department**  
State of California  
**(800) 884-1684**  
**(800) 700-2320 (TTY)**  
**(844) 541-2877** Disability Accommodation  
Email: [contact.center@calcivilrights.ca.gov](mailto:contact.center@calcivilrights.ca.gov)

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



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**800-510-2020 • 925-229-8434**



### **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](http://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., Ste. 250

Concord, CA 94520

7677 Oakport St., Ste 325, Oakland, CA 94621

[www.edd.ca.gov](http://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 EDD 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.contracostapa.org](http://www.contracostapa.org)

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)**

#### **Self-Help for the Elderly**

**(510) 336-0144**

4071 Port Chicago Hwy., Ste. 250

Concord, CA 94520

<https://www.dol.gov/agencies/eta>

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**

Delta Learning Center Building

275 West Tregallas Rd., Antioch, CA 94509

Email: [info@elderlywish.org](mailto:info@elderlywish.org)

[www.elderlywish.org](http://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**

3921 E. Bayshore Rd., Ste. 203, Palo Alto, CA 94303

[www.ba-fca.org](http://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**

Hospice of the East Bay

(925) 887-5678

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

A program under Hospice of the East Bay, it provides inpatient 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

101 SW Madison St., #8009, Portland, OR 97207

[www.compassionandchoices.org](http://www.compassionandchoices.org)

Nation's oldest active nonprofit working on changing the way the healthcare system delivers end-of-life care. Provides advanced healthcare planning and end-of-life support information.

**Contra Costa Crisis Center**

Dial "211" Information & Referral

(800) 833-2900 or "988" Crisis & Suicide

[www.crisis-center.org](http://www.crisis-center.org)

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

**County Burial Services**

(925) 655-1221 Central County

(925) 608-5990 East County

(510) 942-3670 West County

<https://ehsd.org/elderly-disabled/county-interments>

A county burial service may be authorized for those deceased county residents who do not have the resources to provide such interment on their own, and whose next of kin are financially unable to assume responsibility.

**Grief Recovery Support Group**

(925) 283-8722

Lafayette-Orinda Presbyterian Church

[www.lopc.org](http://www.lopc.org)

Peer-led grief recovery workshop that is open to widows and widowers of all ages, regardless of where they are in their grieving.

**Hope Hospice, Inc**

(925) 829-8770

[www.hopehospice.com](http://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](http://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.

**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](http://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](http://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](http://www.cchealth.org/vital-registration/order-birth-record.php)

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

**Willed Body Program**  
(415) 476-1981  
University of California, San Francisco  
PO Box 0902  
San Francisco, CA 94143  
[www.willedbodyprogram.ucsf.edu/](http://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](http://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](http://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.



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**800-510-2020 • 925-229-8434**

**Contra Costa County Tax Collector**  
(925) 957-5280 or (925) 608-9500  
625 Court St., Suite 100, Martinez, CA 94553  
[www.cctax.us](http://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](http://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.

**Earned Income Tax Credit (EITC)**  
[www.irs.gov/eitc](http://www.irs.gov/eitc) (Federal EITC)  
[www.caleitc4me.org/earn-it/](http://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](http://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 or (800) 829-3676  
185 Lennon Lane, Walnut Creek, CA 94598  
[www.irs.gov](http://www.irs.gov)

**Money Management International**  
1902 Harrison St., Ste. 1100 Oakland, CA 94612  
[www.moneymanagement.org](http://www.moneymanagement.org)

Phone and online counseling available 24 hours a day, 7 days a week. 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)**  
(866) 521-3861 Relief Program  
(855) 824-7941 Financial Aid Fund  
(800) 532-5274 option 2 Case Management  
(800) 532-5274 Patient Advocate Foundation  
[www.patientadvocate.org](http://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.

**The Salvation Army**  
(925) 676-6180  
3950 Clayton Rd., Concord, CA 94521  
(510) 262-0500  
4600 Appian Way, El Sobrante CA 94802  
[www.salvationarmy.usawest.org](http://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](http://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) 215-4887 Food Pantry &  
Distribution Center  
123 Macdonald Ave., Richmond, CA 94801  
(510) 215-4868 Emergency Shelter and  
Meals  
200 Macdonald Ave, Richmond, CA 94801  
[www.bayarearescue.org](http://www.bayarearescue.org)

**CalFresh (Food Stamps)**  
*Central County:*  
400 Ellinwood Way, Pleasant Hill, CA 94523  
*East County:*  
4545 Delta Fair Blvd., Antioch, CA 94509  
151 Sand Creek Rd., Ste. A, Bldg. 6  
Brentwood, CA 94513  
*West County:*  
1305 Macdonald Ave, Richmond, CA 94801  
151 Linus Pauling Dr., Hercules, CA 94547  
(866) 663-3225  
[www.benefitscal.com](http://www.benefitscal.com)

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.



CONTRA COSTA COUNTY

**Information  
& Assistance**

SENIOR & DISABLED HELPLINE

**800-510-2020 • 925-229-8434**

**Contra Costa Cafes (Café Costa)**  
**Contra Costa County Senior Nutrition**  
**Program**  
**(925) 655-0775**

Hot lunches for seniors, served 5 days a week.  
Call a day ahead to reserve a meal. There is a  
suggested donation.

**Café Costa locations:**

Ambrose Community Center  
3105 Willow Pass Rd., Bay Point CA 94565  
**(925) 482-8746**

Antioch Senior Center  
415 W. 2nd St., Antioch, CA 94509  
**(925) 779-7074**

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"**

Corrine Sain Senior & Family Community Center  
515 Silver Ave., North Richmond, CA 94801  
**(510) 255-7799**

Crockett Community Center  
850 Pomona St., Crockett, CA 94525  
**(510) 787-2414**

El Cerrito Senior Center  
10940 San Pablo Ave., El Cerrito, CA 94530  
**(510) 559-7000**

Hercules Senior Center  
111 Civic Dr., Hercules, CA 94547  
**(510) 799-8219**

Martinez Senior Center  
818 Green St., Martinez, CA 94553  
**(925) 646-2598**

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) 482-8753**

**Food Bank of Contra Costa and Solano**  
**(925) 676-7543**

4010 Nelson Ave., Concord, CA 94520  
[www.foodbankccs.org](http://www.foodbankccs.org)

Distributes food to people in need through a  
variety of programs: Community Produce Pro-  
gram (fresh produce), Food Assistance Pro-  
gram (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 through-  
out Contra Costa and Solano Counties.

**Greater Richmond Interfaith Program (GRIP)**  
**(510) 233-2141**

165 22nd St., Richmond, CA 94801  
[www.gripcommunity.org](http://www.gripcommunity.org)

Provides homeless families with meals, shelter,  
and support services. It is an interfaith coal-  
ition 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:**

#### **Meals on Wheels West Contra Costa County**

**(510) 412-0166**

2301 Rumrill Blvd., San Pablo, CA 94806

[www.wccmow.com](http://www.wccmow.com)

#### **Meals on Wheels Diablo Region**

**(925) 937-8311**

1300 Civic Dr., Walnut Creek, CA 94596

[www.mowdiabloregion.org](http://www.mowdiabloregion.org)

#### **J-Sei**

**(510) 654-4000 x105**

1285 66th St., Emeryville, CA 94608

[www.j-sei-org](http://www.j-sei-org)

Meals deliver to the doorsteps of seniors (60 or older) who are homebound, unable to drive to get food, and do not have a caregiver that prepares their meals. Meals on Wheels of West Contra Costa delivers to the western region of the county. J-Sei delivers to parts of western and central region. Meals on Wheels of Diablo Region delivers to most of the county, except the western region.

### **Loaves and Fishes of Contra Costa**

**(925) 293-4792**

835 Ferry St., Martinez, CA 94553

[www.loavesfishescc.org](http://www.loavesfishescc.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](http://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**

**(925) 516-5380**

193 Griffith Lane, Brentwood

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

**Diane Ave Church of Christ**

**(925) 432-6040**

238 Diane Ave, Pittsburg  
(2nd & 4th Thursdays, 11am-12pm)

**First African Methodist Episcopal Church**

**(925) 458-0521**

2915 Willow Pass Rd, Bay Point  
(2nd & 4th Thursdays, 9:30-10:30am)

**Good Shepherd Church**

**(925) 432-6404**

3200 Harbor, Pittsburg  
(2nd & 4th Thursdays, 11am-Noon)

**Golden Hills Mission Outreach**

**(ANTIOCH RESIDENTS ONLY)**

**(925) 778-1893**

525 E. 18th St, Antioch  
(Every Thursday, 9am)

**St. Anthony's Church**

**(925) 625-2048**

971 O'Hara Avenue, Oakley  
(2nd & 4th Thursdays, 10-11am)

**Central County**

**Good Shepherd Lutheran Church**

**(925) 682-8410**

4000 Clayton Rd, Concord  
(1st & 3rd Thursdays, 10-11am)

**Monument Crisis Center**

**(925) 825-7751**

1990 Market St, Concord  
(1st & 3rd Fridays, 9:45-11:30am)

**Rainbow Community Center**

**(925) 692-0090**

2380 Salvio St., #301, Concord  
(1st & 3rd Thursdays, 11am)

**Teamsters Local 315 Hall**

**(925) 228-2246**

2727 Alhambra Ave., Martinez  
(1st & 3rd Thursdays, 9-10am)

**Walnut Creek United Methodist Church**

**(925) 934-4208**

1543 Sunnyvale Ave, Walnut Creek  
(1st & 3rd Thursdays, 11am-12pm)

**West County**

**Booker T. Anderson Community Center**

**(510) 620-6816**

960 South 47th St, Richmond  
(2nd & 4th Fridays, 9:30-11am)

**Corrine Sain Senior & Family Community Center**

515 Silver Avenue, North Richmond  
(2nd & 4th Fridays, 10:30-11:30am)

**Independent Community Church**

**(510) 235-8688**

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)

**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

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**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) 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

Anyone can make a confidential report if they know or suspect abuse of elders aged 60 and older and dependent adults. Types of abuse include emotional, physical, financial, sexual, neglect by others, self-neglect, isolation, or abandonment.

**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 (CCSLs)**  
(925) 609-7900  
2702 Clayton Road, #202, Concord, CA 94519  
Email: info@ccsls.org  
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. CCSLS also administers clinics, staffed by pro bono attorneys, throughout the county to 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 CCSLS for information about the clinics.



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

800-510-2020 • 925-229-8434

**Do Not Call List**  
**Federal Trade Commission (FTC)**  
(888) 382-1222  
(866) 290-4236 TTY  
[www.donotcall.gov](http://www.donotcall.gov)

Available to help consumers block unwanted telemarketing calls. Register online or by phone.

**Do Not Mail List**  
**Direct Marketing Association (DMA)**  
DMAchoice  
P.O. Box 900, Cos Cob, CT 06807  
(212) 768-7277  
[www.DMAchoice.org](http://www.DMAchoice.org)

Register online or by mail to opt out of receiving promotional mail such as catalogs, magazine offers, etc. Online processing fee is \$4 that will last for 10 years. If registering by mail, send a letter with your name, address, and signature along with a \$5 processing fee (check or money order made payable to Association of National Advertisers).

**Empowered Aging**  
**Long-Term Care Ombudsman**  
(925) 685-2070  
2255 Contra Costa Blvd., Suite 204  
Pleasant Hill, CA 94523  
[www.empoweredaging.org](http://www.empoweredaging.org)

The Long-Term Care Ombudsman program is mandated by law to make regular unannounced visits to long-term care facilities, ensuring that residents live free from abuse, neglect, and receive quality care. Also, investigates complaints, provides advocacy services and educational resources.

**Medi-Cal Fraud Hotline**  
(800) 822-6222  
[www.dhcs.ca.gov/individuals/Pages/StopMedi-CalFraud.aspx](http://www.dhcs.ca.gov/individuals/Pages/StopMedi-CalFraud.aspx)

To report Medi-Cal fraud and abuse.

**Opt Out of Credit Card Solicitations**  
(888) 567-8688  
[www.optoutprescreen.com](http://www.optoutprescreen.com)

To stop most unsolicited pre-approved credit card offers.

## Health Resources

### Alcohol and Drug Abuse

**Alcohol and Other Drugs Services Access and Referral Line**  
(800) 846-1652  
(925) 335-3330  
[www.cchealth.org](http://www.cchealth.org)

### 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  
2000 Powell St., Ste., 520, Emeryville, CA 94608  
[www.alz.org/norcal](http://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.

**Martinez Behavioral Health - Veterans**  
**(925) 372-2105**

150 Muir Rd. Martinez, CA 94553  
[www.northerncalifornia.va.gov](http://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](http://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.med.stanford.edu/svalz](http://www.med.stanford.edu/svalz)

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 at the Center but refer to their personal physicians for tests necessary to complete a diagnostic workup.

**U.C. Davis Alzheimer's Disease Center**  
**(925) 357-6515 – East Bay Office**

100 North Wiget Lane, Suite 150  
Walnut Creek, CA 94598

**(916) 734-5496 – Sacramento Office**  
1651 Alhambra Blvd., Suite 200A  
Sacramento, CA 95816

[www.ucdmc.ucdavis.edu/alzheimers](http://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**

**711**

**Telecommunications Relay Services (TRS)**

[www.fcc.gov](http://www.fcc.gov)

To make using TRS as simple as possible, you can simply dial 711 to be automatically connected to a TRS operator. It's fast, functional and free. Dialing 711, both voice and TRS users can initiate a call from any telephone, anywhere in the United States, without having to remember and dial a seven or ten-digit access number.

**California Connect**

**(800) 806-1191, (800) 949-5650 (Spanish)**  
**(800) 806-4474, (844) 867-1135 (Spanish) TTY**  
P.O. Box 30310, Stockton, CA 95213

[www.connect.org](http://www.connect.org)

California Connect 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 get certified as having one or more disabilities, live in California, and have access to telephone service. No age or income requirements.

**California Relay Service**

**California Connect**

Customer Service Dept.

**(877) 877-632-9095, (877) 419-8440 (Spanish)**  
TTY/Voice

**(800) 855-7100, (800) 855-7200 (Spanish)**

<https://caconnect.org/relay>

Links voice phone and TTY and vice versa.

**Deaf Counseling Advocacy and Referral  
Agency (DCARA)**

**(510) 343-6670**

**(510) 344-5605**

14895 E. 14th St., #200, San Leandro, CA 94578

[www.dcara.org](http://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, (925) 335-4600** 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](http://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](http://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](http://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](http://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](http://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.



Community Resources  
[www.ehsd.org](http://www.ehsd.org)



**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](http://www.cchealth.org)

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

**Diablo Valley College Teaching Clinic**  
(925) 969-2692  
321 Golf Club Rd., Life Science Bldg.  
Rm #102, Pleasant Hill, CA 94523  
[www.dvc.edu/academics/bhsd/hygiene/teachingclinic.html](http://www.dvc.edu/academics/bhsd/hygiene/teachingclinic.html)

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

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

Dental restoration for individuals with injuries caused by domestic and/or sexual violence. Volunteer cosmetic dentists throughout the United States and Canada. Apply online or call to get more information.

**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](http://www.laclinica.org)

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

**Lifelong**  
(510) 981-4100  
150 Harbour Way, Suite 200, Richmond, CA 94801  
(510) 231-9814  
2023 Vale Rd., Suite 107, San Pablo, CA 94806  
(510) 981-3255  
806 San Pablo Ave., Suite 1, Pinole, CA 94564  
[www.lifelongmedical.org](http://www.lifelongmedical.org)

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

**Medi-Cal Dental**  
(800) 322-6384  
(800) 735-2922 TTY  
[www.smilecalifornia.org](http://www.smilecalifornia.org)

Medi-Cal dental agents available 8 a.m. to 5 p.m., Monday through Friday to help you locate a Medi-Cal dental provider in your area and answer general questions. You can also search for MediCal dentist on their website.



Community Resources  
[www.ehsd.org](http://www.ehsd.org)

**University of California San Francisco  
(UCSF) Dental Center**  
(415) 476-1891  
707 Parnassus Ave., San Francisco, CA 94143

Student and post-graduate dentists overseen by experienced UCSF faculty members provide general and specialized dental care. Cost is 25% - 50% less than private practice.

**University of the Pacific Dental Clinic**  
(415) 929-6501  
155 Fifth St., 2nd Floor  
San Francisco, CA 94115  
[www.dental.pacific.edu](http://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.btbl.ca.gov](http://www.btbl.ca.gov)

Braille and audio books mailed to eligible readers who are unable to read standard print material due to a visual, physical, or perceptual reading disability.

**California Connect**  
(800) 806-1191, (800) 949-5650 (Spanish)  
(800) 806-4474, (844) 867-1135 (Spanish) TTY  
P.O. Box 30310, Stockton, CA 95213  
[www.connect.org](http://www.connect.org)

California Connect 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 get certified as having one or more disabilities, live in California, and have access to telephone service. No age or income requirements.

**Eye Care America**  
(877) 887-6327 Helpline Appointments  
Email: [eyecareamerica@aao.org](mailto:eyecareamerica@aao.org)  
P.O. Box 7424, San Francisco, CA 94120  
[www.aao.org/eyecare-america](http://www.aao.org/eyecare-america)

Eye care through a pool of volunteer ophthalmologists. Most care provided at no out-of-pocket cost to the patient. 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.



Community Resources  
[www.ehsd.org](http://www.ehsd.org)

**LightHouse of the East Bay**  
(415) 694-7675 or (415) 431-1481 x7770  
3075 Adeline, Suite 110, Berkeley, CA 94703  
[www.lighthouse-sf.org](http://www.lighthouse-sf.org)

Provides a variety of services to help blind and low vision people flourish. Services include independent living skills training, employment access program, assisting with accessing technology, wellness programs, social and educational activities, and low vision and optometry clinics.

**Lions Center for the Visually Impaired**  
(800) 750-3937 or (925) 432-3013  
175 Alvarado Avenue, Pittsburg, CA 94565  
[www.lcvi.org](http://www.lcvi.org)

Free services focused on early detection and intervention to prevent or slow vision loss from age-related eye disease. Services include needs assessment, counseling, training in daily living skills, support groups, and help with adaptive aids and orientation and mobility.

## Hazardous Waste

**Hazardous Materials Incident Response Program**  
**Contra Costa County Health Services**  
(925) 655-3200  
(925) 655-3232 24-hour hotline for emergencies only  
4585 Pacheco Blvd., Suite 100, Martinez, CA 94553  
[www.cchealth.org](http://www.cchealth.org)

Act as the primary hazardous response agency for Contra Costa County. The program seek to protect human health and the environment by preventing pollution, increasing process safety knowledge and environmental awareness, responding to incidents, and implementing consistent regulatory compliance and enforcement programs.

**Lions Eye Foundation of CA and NV, Inc.**  
(415) 600-3950  
711 Van Ness, Suite 250  
San Francisco, CA 94102  
[www.lionseyefoundation.com](http://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  
200 Minor Hall, Berkeley, CA 94720  
**Tang Eye Center**  
(510) 643-2020  
2222 Bancroft Way, Berkeley, CA 94720  
<https://eyecare.berkeley.edu/>

Located on the University of California Berkeley campus, provides comprehensive eye care to members of the campus and the local community. Accepts Medi-Cal, private pay, and insurance.



Community Resources  
[www.ehsd.org](http://www.ehsd.org)

## Health Associations & Education

### **Alameda-Contra Costa Medical Association** **(510) 654-5383**

3697 Mt. Diablo Blvd., Ste 175

Lafayette, CA 94549

[www.accma.org](http://www.accma.org)

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

2900 Powell St., Suite 520, Emeryville, CA 94608

[www.alz.org/norcal](http://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](http://www.cancer.org)

### **American Diabetes Association:**

**Alameda-Contra Costa Co. Chapter**

**(510) 654-4499** Public education and materials

[www.diabetes.org/](http://www.diabetes.org/)

### **American Heart Association, Contra Costa County**

**(510) 903-4050**

[www.heart.org](http://www.heart.org)

### **American Kidney Fund**

**(866) 300-2900**

[www.kidneyfund.org](http://www.kidneyfund.org)

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

### **American Stroke Association**

**(888) 478-7653 or (888) 4-STROKE**

[www.stroke.org](http://www.stroke.org)

Online resource on stroke and support group finder.

### **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/](http://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](http://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) 608-5318**  
**(925) 608-5241** Spanish  
2731 Systron Dr., Suite 250, Concord, CA 94518  
[www.cchealth.org/lead-poison](http://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>

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

**National Cancer Institute**  
**(800) 422-6237**  
**(800) 4CANCER**  
[www.cancer.gov](http://www.cancer.gov)

Provides information about causes, risk factors, symptoms, how cancer is diagnosed, and treatment options.

**National Institute on Aging (NIA)**  
**(800) 222-2225** NIA Information Center  
**(800) 428-4380** Alzheimer's and related  
Dementias Education and Referral  
(ADEAR) Center  
P.O. Box 8057, Gaithersburg, MD 20898  
[www.nia.nih.gov](http://www.nia.nih.gov)

A leader in aging research, including studies on Alzheimer's disease and related dementias. The website provides a wealth of health information related to aging.

**National Institutes of Health (NIH)**  
[www.nih.gov](http://www.nih.gov)

NIH is part of the U.S. Department of Health and Human Services. It is the nation's medical research agency. Website has a wealth of health information and locator for health care providers and facilities.

**Parkinson's Foundation**  
**(800) 4PD-INFO (473-4636)**  
[www.parkinson.org](http://www.parkinson.org)

Supports research and provides information and resources related to Parkinson's disease (PD).

**Parkinson Network of Mt. Diablo**  
**(925) 939-4210**  
**(800) 473-4636** National Parkinson  
Foundation  
P.O. Box 3127, Walnut Creek, CA 94598  
[www.pnmd.net](http://www.pnmd.net)

Provides information, resources, and social interaction to support people living with Parkinson's Disease and their caregivers.

**Patient Advocate Foundation (PAF)**  
(866) 521-3861 Relief Program  
(855) 824-7941 Financial Aid Fund  
(800) 532-5274 option 2 Case Management  
(800) 532-5274 Patient Advocate Foundation  
[www.patientadvocate.org](http://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.



**The Cancer Support Community**  
(925) 933-0107  
3276 McNutt Ave., Walnut Creek, CA 94597  
[www.cancersupport.net](http://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](http://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](http://www.wcrc.org)

Help individuals with cancer improve their quality of life through education, supportive services, and practical assistance.

## Health Insurance

**California Health Advocates**  
(916) 645-8104  
5380 Elvas Ave. Suite 221, Sacramento, CA 95819  
Email: [news@cahealthadvocates.org](mailto:news@cahealthadvocates.org)  
[www.cahealthadvocates.org](http://www.cahealthadvocates.org)

Medicare watchdog non-profit that focuses on Medicare advocacy and education.

**Covered California**  
(800) 300-1506  
[www.coveredca.com](http://www.coveredca.com)

Covered California is the state health insurance marketplace that 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](http://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,

## Medi-Cal

(866) 663-3225

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

151 Sand Creek Rd., Ste. A, Bldg. 6

Brentwood, CA 94513

[www.benefitscal.com](http://www.benefitscal.com) To apply online

[www.ehsd.org](http://www.ehsd.org)

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

P.O. Box 997413, MS 2500

Sacramento, CA 95899

[www.dhcs.ca.gov/individuals/Pages/StopMedi-CalFraud.aspx](http://www.dhcs.ca.gov/individuals/Pages/StopMedi-CalFraud.aspx)

Report Medi-Cal fraud and abuse by phone, mail, or use the online form.

## Medicare

(800) 633-4227

[www.medicare.gov](http://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.livantaqio.cms.gov](http://www.livantaqio.cms.gov)

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

Office of Inspector General

(800) HHS-TIPS (800-447-8477)

[www.oig.hhs.gov](http://www.oig.hhs.gov)

To report Medicare fraud and abuse.

## Patient Advocate Foundation (PAF)

(866) 521-3861 Relief Program

(855) 824-7941 Financial Aid Fund

(800) 532-5274 option 2 Case Management

(800) 532-5274 Patient Advocate Foundation

[www.patientadvocate.org](http://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.

## Qualified Medicare Beneficiary Program (QMB)

(800) 709-8348 Medi-Cal

[www.medicare.gov](http://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](http://www.cchealth.org)

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](http://www.cchealth.org)

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](http://www.cchealth.org)

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



CONTRA COSTA COUNTY

**Information  
& Assistance**

SENIOR & DISABLED HELPLINE

**800-510-2020 • 925-229-8434**



### Center for Elders' Independence (CEI)

(844) 319-1150 Main line

(510) 433-1165 TDD

Email: [info@cei.elders.org](mailto:info@cei.elders.org)

1497 Alcatraz Ave., Berkeley, CA 94702

1465 Civic Court, Concord, CA 94520

2441 Constitution Dr., Livermore, CA 94551

1955 San Pablo Ave., Oakland, CA 94612

1850 Fairway Dr., San Leandro, CA 94577

[www.cei.elders.org](http://www.cei.elders.org)

CEI operates Programs of All-Inclusive Care for the Elderly (PACE), a health-care 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.



### **Concord Health Center**

**(925) 646-5502**

3052 Willow Pass Rd, Concord, CA 94519 (Bldg. 1)

3024 Willow Pass Rd., Concord, CA 94519 (Bldg. 2)

[www.cchealth.org](http://www.cchealth.org)

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

### **Contra Costa Regional Medical Center**

**(800) 495-8885** Appointments

**(877) 905-4545** Information

**(925) 370-5300** Dental clinic appointments

2500 Alhambra Avenue, Martinez, CA 94553

[www.cchealth.org](http://www.cchealth.org)

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

### **George & Cynthia Miller Wellness Center**

**(925) 655- 0600**

**(877) 905-4545** Information

**(800) 495-8885** Appointments

25 Allen Street, Martinez, CA 94553

[www.cchealth.org](http://www.cchealth.org)

Appointment required; walk-ins not accepted. Adult medicine, behavioral health, family medicine, group classes, and pediatrics.

### **John Muir Behavioral Health Center**

**(925) 674-4100 or (800) 680-6555**

Inpatient hospital

2740 Grant Street, Concord, CA 94520

**(925) 674-4200** Outpatient services

4080 Port Chicago Highway, Concord, CA 94520

[www.johnmuirhealth.com](http://www.johnmuirhealth.com)

Treatment for psychiatric and chemical dependency issues.



### **John Muir Medical Center**

Concord Medical Center

**(925) 682-8200**

2540 East Street, Concord, CA 94520

Walnut Creek Medical Center

**(925) 939-3000**

1601 Ygnacio Valley Road, Walnut Creek, CA 94598

San Ramon Regional Medical Center

**(925) 275-9200**

6001 Norris Canyon Rd., San Ramon, CA 94583

[www.johnmuirhealth.com](http://www.johnmuirhealth.com)

Accepts most major health insurance plans and Medicare.



CONTRA COSTA COUNTY

**Information  
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**800-510-2020 • 925-229-8434**



Community Resources  
[www.ehsd.org](http://www.ehsd.org)

**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

***Health Clinics:***

(925) 363-2000

2000 Sierra Rd., Concord, CA 94518

2240 Gladstone Dr., Pittsburg, CA 94565

2021 Main St., Oakley, CA 94561

***Behavioral Health:***

(925) 776-8223 2005 Main St., Suite #C  
Oakley, CA 94561

***Dental Care:***

(925) 431-1250 339 E. Leland Rd.  
Pittsburg, CA 94565

Provides primary care and other services in a culturally and linguistically appropriate manner to address the needs of diverse populations. Accepts most health insurance, including Medi-Cal, Medicare, and private insurance. If uninsured, can help apply for coverage. Also, offers a sliding scale based on family income.

**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

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

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  
(925) 431-2501 Dental

2311 Loveridge Road, Pittsburg, CA 94565  
[www.cchealth.org](http://www.cchealth.org)

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

### **Public Health Clinic Services**

(925) 608-5200  
(925) 608-5350 appointments  
2500 Bates Ave., Concord, CA 94520  
[www.cchealth.org](http://www.cchealth.org)

Immunizations and vaccines, dental services, health care for the homeless, sexual health clinics, and women's health. For immunizations and vaccines, fees depend on age, insurance status and the vaccine you need.

### **San Ramon Regional Medical Center**

(925) 275-9200  
6001 Norris Canyon Place  
San Ramon, CA 94583  
[www.sanramonmedctr.com](http://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](http://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/Martinez\\_OPC.asp](http://www.northerncalifornia.va.gov/locations/Martinez_OPC.asp)

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](http://www.cchealth.org)

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

## **Medical Equipment**

### **Ability Tools**

**California Foundation for  
Independent Living Centers**

(800) 390-2699 (Option 1)  
(800) 900-0706 TTY  
1000 G Street, Suite #100, Sacramento, CA 95814  
[www.abilitytools.org](http://www.abilitytools.org)

Operates a Device Lending and Demonstration Center that loan out or distribute assistive technology (AT) devices for free or at a low cost. Also maintains a database to allow individuals the ability to view and/or post gently used assistive technology for sale or free.

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

**(925) 363-7293**

1850 Gateway Blvd., Suite 170

Concord, CA 94520

[www.ilrsc.org](http://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 training.

## **ReCares**

**(510) 251-2273**

12619 Broadway, Oakland, CA 94612

[www.recares.org](http://www.recares.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**

### **988 Suicide & Crisis Lifeline**

**Call or text “988”**

[www.988lifeline.org](http://www.988lifeline.org)

### **Contra Costa Crisis Center**

**Dial “211”** Information & Referral

**(800) 833-2900 or “988”** Crisis and Suicide

[www.crisis-center.org](http://www.crisis-center.org)

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

## **Mental Health Services**

Contra Costa Health

1340 Arnold Dr., Martinez, CA 94553

[www.cchealth.org](http://www.cchealth.org)

**24/7 Access Line: (888) 678-7277**

Anyone can call for themselves or someone they care about. Services includes screening over the phone for mental health or substance use treatment, and providing support and care as needed.

Anyone, Anywhere, Anytime (A3) Crisis

Response (24/7): **(844) 844-5544**

Provides timely and appropriate mental and behavioral health crisis services to anyone, anywhere, at anytime in the county. Calls are triage at the A3 Miles Hall Crisis Center by trained staff who provide care over the phone or send an in-person care team.

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

**(925) 927-2000**

2151 Salvio St., Ste. 350, Concord, CA 94520

[www.jfcs-eastbay.org](http://www.jfcs-eastbay.org)

Provides a range of services including case management, information and referral, counseling for seniors and families, home care, support groups, immigration legal services, and refugee settlement services.

## **John Muir Behavioral Health Center**

**(925) 674-4100 or (800) 680-6555** Inpatient  
hospital

2740 Grant Street, Concord, CA 94520

**(925) 674-4200** Outpatient services

4080 Port Chicago Highway, Concord, CA 94520

[www.johnmuirhealth.com](http://www.johnmuirhealth.com)

Treatment for psychiatric and chemical dependency issues.



**Martinez Outpatient Clinic  
US Department of Veterans Affairs  
(925) 372-2000**

**(800) 382-8387** Mental health care  
150 Muir Rd., Martinez, CA 94553  
[www.northerncalifornia.va.gov](http://www.northerncalifornia.va.gov)

Offers full range of medical care that includes mental health services.

**Medical-Psychiatric Services  
Contra Costa Regional Medical Center  
(CCRMC)**

**(925) 646-2800**  
2500 Alhambra, Martinez, CA 94553  
[www.cchealth.org](http://www.cchealth.org)

The primary referral center in the county for patients on involuntary psychiatric holds who are considered a danger to themselves or to others. Offers treatment including comprehensive evaluation, psychotherapy, activities therapy, recreation, medication, education, discharge planning and placement, and medical and physical health evaluation.

**Older Adult Mental Health Services  
(925) 521-5620**

2425 Bisso Ln., Suite 100, Concord, CA 94520  
[www.cchealth.org](http://www.cchealth.org)

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>

A program of Older Adult Mental Health Services. It provides peer counseling services to older adults (55+) who have mild mental health issues such as depression, grief and loss, social isolation, etc. Counselors are trained volunteers who are age 55+.

**The Friendship Line  
Institute of Aging San Francisco**

**(888) 670-1360** 24-hours  
3575 Geary Blvd., San Francisco, CA 94118  
[www.ioaging.org/friendship-line-california](http://www.ioaging.org/friendship-line-california)

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 Veterans Affairs**

**(800) 273-8255** 24-hours  
[www.veteranscrisisline.net](http://www.veteranscrisisline.net)

National suicide prevention line for veterans. Online chat service is also available or text 838255.

## 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](http://www.coast2coastrx.com)

Free discount prescription card. Great for people who are uninsured or underinsured or if you are in the Medicare "Donut Hole". Create and print your discount card from the website.



### Co-Pay Relief

Patient Advocate Foundation (PAF)

(800) 532-5274

[www.copays.org](http://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.

### Health Insurance Counseling and Advocacy (HICAP)

(925) 655-1393

(800) 510-2020 Toll free

[www.cchicap.org](http://www.cchicap.org)

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

### Medicine Assistance Tool (MAT)

PhRMA

(571) 350-8643

[www.mat.org](http://www.mat.org)

Search engine designed to help patients, caregivers and health care providers learn more about patient assistance resources that the biopharmaceutical industry offers.

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

A non-profit organization that connects people to programs that will help them afford their medications and other healthcare costs.

**RxAssist**  
Email: [info@rxassist.org](mailto:info@rxassist.org)  
www.rxassist.org

RxAssist is a 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 or (800) 510-2020 To apply  
(925) 655-1240  
400 Ellinwood Way, Pleasant Hill, CA 94523  
(925) 608-6080  
4549 Delta Fair Blvd., Antioch, CA 94509  
(510) 942-2767 or (510) 942-2763  
1275A Hall Ave., Richmond, CA 94804  
www.ehsd.org

IHSS is an alternative to nursing homes or board and care facilities for individuals covered by Medi-Cal. The program help pay for in-home care services so eligible aged, blind, or disabled individuals can remain safely in their own home. Types of services include house-cleaning, 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.contracostapa.org

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 you are 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)**  
**Department of Health Care Services (DHCS)**  
www.dhcs.ca.gov

**Care Coordination Agencies (CCA):**  
*AARP Care Coordination Agency*  
(805) 695-3200  
1300 Chester Ave., Bakersfield, CA 93301  
*All Hours Adult Day Care, SPC*  
(844) 657-4748  
11840 Magnolia Ave., Unit G, Riverside, CA 92503  
*Central Coast Healthcare Services*  
(818) 852-7260  
346 Kanan Rd., Ste 202, Oak Park, CA 91377  
*New Horizons CCA*  
(916) 745-3754  
6060 Sunrise Vista Dr., #3200  
Citrus Heights, CA 95619  
*Star Nursing, Inc.*  
(916) 542-1445  
2795 E. Bidwell St., #100-102, Folsom, CA 95630  
*The Caring Connection*  
(818) 368-5007  
10727 White Oak Ave., #206,  
Granada Hills, CA 91344  
*True Care Home Health*  
(888) 944-6248  
7355 Topanga Canyon Blvd. #221  
Canoga Park, CA 91303

Assisted Living Waiver (ALW) 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. Must be age 21 or older, have full-scope Medi-Cal with zero share of cost, and have care needs equal to residents living and receiving care in nursing facilities. Care Coordination Agencies (CCA) are responsible for enrolling clients in ALW and arranging for services. Contact any of the above CCA for information.



**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.

**California Community Transitions (CCT)**  
**Department of Health Care Services (DHCS)**  
www.dhcs.ca.gov

**Lead Organizations:**

*Choice in Aging*  
(925) 682-6330  
490 Golf Club Road, Pleasant Hill, CA 94523  
*East Bay Innovations (EBI)*  
(510) 306-5794/(510) 618-1580  
2450 Washington Ave., #240  
San Leandro, CA 94577

Medi-Cal recipients who have been living in in a state-licensed health care facilities for a period of 60 consecutive days or longer may be able to transition back to their home or to the community setting of their choice. Contact the lead organizations for information and assistance.



**Center for Elders' Independence (CEI)**  
(844) 319-1150 Main line  
(510) 433-1165 TDD  
Email: info@cei.elders.org  
1497 Alcatraz Ave., Berkeley, CA 94702  
1465 Civic Court, Concord, CA 94520  
2441 Constitution Dr., Livermore, CA 94551  
1955 San Pablo Ave., Oakland, CA 94612  
1850 Fairway Dr., San Leandro, CA 94577  
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).

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

(925) 937-8311  
1300 Civic Dr., Walnut Creek, CA 94596  
[www.mowdiablореgion.org](http://www.mowdiablореgion.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.mowdiablореgion.org](http://www.mowdiablореgion.org)

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

**Front Porch  
925) 956-7400**

2185 N. California Blvd., Suite 215  
Walnut Creek, CA 94596  
[www.frontporch.net](http://www.frontporch.net)

Programs include Well Connected (virtual community to engage with other older adults by phone or online), Well Connected Espanol, Home Match (connecting homeowners and home seekers), and Social Call (friendly calls).

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

(925) 363-7293  
1850 Gateway, Ste. 170, Concord, CA 94520  
(925) 754-0539  
420 Railroad Ave., Ste. 101, Pittsburg, CA 94565  
(707) 435-8174  
490 Chadbourne Rd., Ste. B, Fairfield, CA 94534  
[www.ilrscс.org](http://www.ilrscс.org)

Provides a range of services that includes benefits counseling and advocacy, independent living skills and travel training, community education, assistive device information, attendant referrals, housing services and peer counseling.

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

(925) 927-2000  
2151 Salvio St., Ste. 350, Concord, CA 94520  
[www.jfcs-eastbay.org](http://www.jfcs-eastbay.org)

Provides a range of services including case management, information and referral, counseling for seniors and families, home care, support groups, immigration legal services, and refugee settlement services.



### **Meals on Wheels:**

#### **Meals on Wheels West Contra Costa County (510) 412-0166**

2301 Rumrill Blvd., San Pablo, CA 94806

[www.wccmow.com](http://www.wccmow.com)

#### **Meals on Wheels Diablo Region**

**(925) 937-8311**

1300 Civic Dr., Walnut Creek, CA 94596

[www.mowdiabloregion.org](http://www.mowdiabloregion.org)

#### **J-Sei**

**(510) 654-4000 x105**

1285 66th St., Emeryville, CA 94608

[www.j-sei-org](http://www.j-sei-org)

Meals deliver to the doorsteps of seniors (60 or older) who are homebound, unable to drive to get food, and do not have a caregiver that prepares their meals. Meals on Wheels of West Contra Costa delivers to the western region of the county. J-Sei delivers to parts of western and central region. Meals on Wheels of Diablo Region delivers to most of the county, except the western region.

#### **Meals on Wheels of Contra Costa**

**(866) 669-6697**

1330 Arnold Dr., Suite 149, Martinez, CA 94553

[www.mowcontracosta.org](http://www.mowcontracosta.org)

A non-profit that serves as the fundraising arm for Meals on Wheels programs in Contra Costa County. The website has information on how to make donations, become a volunteer, and other information about Meals on Wheels services.

#### **Meals on Wheels Diablo Region (MOWDR)**

**(925) 937-8311**

1300 Civic Dr., Walnut Creek, CA 94596

[www.mowdiabloregion.org](http://www.mowdiabloregion.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). **51**

### **Monument Crisis Center**

**(925) 825-7751**

1990 Market St., Concord, CA 94520

[www.monumentcrisiscenter.org](http://www.monumentcrisiscenter.org)

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

## **Homelessness**

**211**

### **Homeless Hotline**

#### **Contra Costa Crisis Center**

**Dial “211” 24-hour line**

[www.crisis-center.org/programs/homeless-services](http://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. They also can make referrals to homeless diversion and prevention services if individuals meet the criteria, which is imminent risk of becoming homeless within 14 days.

### **Bay Area Rescue Mission**

**(510) 215-4555** Administrative Office

**(510) 215-4868** Men’s Center

**(510) 215-4860** Center for Women and Children

200 Macdonald Avenue, Richmond, CA

[www.bayarearescue.org](http://www.bayarearescue.org)

The Rescue Mission offers food and shelter to meet basic needs of homeless individuals. It also offers a culinary arts program that provides on-the-job training and career opportunities.

**Coordinated Outreach, Referral,  
Engagement (CORE)**  
**Dial “211”**  
[www.cchealth.org](http://www.cchealth.org)

The Coordinated Outreach, Referral, Engagement (CORE) teams serve as an entry point into Contra Costa’s coordinated entry system for unsheltered persons and work to locate, engage, stabilize and house chronically homeless individuals and families.

**Greater Richmond Interfaith Program  
(GRIP)**  
**(510) 233-2141**  
165 22nd Street, Richmond, CA 94801  
[www.gripcares.org](http://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.

**Health Care for the Homeless  
Contra Costa Health Services**  
**(925) 608-5350**  
<http://cchealth.org>

The program provides health care in non-traditional clinics in the community 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. 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/](http://www.cchealth.org/healthcare-for-homeless/)  
Call to see if you qualify, appointments are required.

**Homeless Court**  
**(925) 608-6700**  
[www.cchealth.org](http://www.cchealth.org)

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. Court sessions are held remotely until further notice.

**Prevention and Diversion Program**  
Hope Solutions  
**Dial “211”**  
[www.hopesolutions.org](http://www.hopesolutions.org)

Works with families who are at imminent risk of becoming homeless within 14 days. Provides housing problem-solving and/or one-time financial assistance to help individuals remain in safe and stable housing. Call “211” to be assessed.





**Phillip Dorn Respite Center**  
Contra Costa Health  
(925) 646-5309  
2047 Arnold Industrial Way, Suite D  
Concord, CA 94520  
www.cchealth.org

Respite care program for homeless adults who are discharging from local hospitals and require medical stabilization services. Clients are only admitted when discharged from a hospital; walk-ins are not accepted.

**Trinity Center**  
(925) 949-8712  
1888 Trinity Ave., Walnut Creek, CA 94596  
www.trinitycenterwc.org

Serves people who are homeless and those experiencing poverty. The Center welcomes people from 8 a.m. to 4 p.m., Monday through Friday. Services include case management, hot breakfast and lunch, showers, laundry, clothing, mail and telephone access, support groups, help with benefits applications, workforce development program, and seasonal evening winter shelter program.

## Housing

### Housing Services and Advocacy

**Antioch Rent Program**  
(925) 779-7017  
200 H St., Antioch, CA 94509  
Email: RentProgram@antiochca.gov  
www.aniochca.gov

Provides fair housing counseling and information to Antioch residents. Offers tenant landlord counseling including evictions, rent increase, deposits, repairs, retaliations etc., to Antioch residents.

**Assisted Living Waiver (ALW)**  
Department of Health Care Services (DHCS)  
www.dhcs.ca.gov

### Care Coordination Agencies (CCA):

*AARP Care Coordination Agency*  
1300 Chester Ave., Bakersfield, CA 93301  
(805) 695-3200  
*All Hours Adult Day Care, SPC*  
11840 Magnolia Ave., #G, Riverside, CA 92503  
(844) 657-4748  
*Central Coast Healthcare Services*  
346 Kanan Rd., Ste 202, Oak Park, CA 91377  
(818) 852-7260  
*New Horizons CCA*  
6060 Sunrise Vista Dr., #3200  
Citrus Heights, CA 95619  
(916) 745-3754  
*Star Nursing, Inc.*  
2795 E. Bidwell St., #100-102, Folsom, CA 95630  
(916) 542-1445  
*The Caring Connection*  
10727 White Oak Ave., #206  
Granada Hills, CA 91344  
(818) 368-5007  
*True Care Home Health*  
7355 Topanga Canyon Blvd. #221  
Canoga Park, CA 91303  
(888) 944-6248

Assisted Living Waiver (ALW) 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. Must be age 21 or older, have full-scope Medi-Cal with zero share of cost, and have care needs equal to residents living and receiving care in nursing facilities. Care Coordination Agencies (CCA) are responsible for enrolling clients in ALW and arranging for services. Contact any of the above CCA for information.

### Bay Area Legal Aid

(800) 551-5554 Legal Advice Line  
(510) 250-5270 Contra Costa County West  
(925) 219-3325 Contra Costa County East  
(855) 693-7285 Health Consumer Center  
(510) 663-4755 Administration  
1025 Macdonald Ave, Richmond, CA 94801  
[www.baylegal.org](http://www.baylegal.org)

Free civil legal advice, counsel, effective referrals, and representation to low-income individuals in areas related to housing, public benefits, family law, health care access, immigration, and consumer protection. Serves the seven Bay Area counties.

### California Advocates for Nursing Home Reform (CANHR)

(800) 474-1116 or (415) 974-5171  
1803 6th St., Berkeley, CA 94710  
[www.canhr.org](http://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.



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**800-510-2020 • 925-229-8434**

**California Community Transitions (CCT)**  
Department of Health Care Services (DHCS)  
[www.dhcs.ca.gov](http://www.dhcs.ca.gov)

### Lead Organizations:

*Choice in Aging* (925) 682-6330  
490 Golf Club Road, Pleasant Hill, CA 94523  
*East Bay Innovations (EBI)*  
(510) 306-5794/(510) 618-1580  
2450 Washington Ave., #240, San Leandro, CA 94577

Medi-Cal recipients who have been living in a state-licensed health care facilities for a period of 60 consecutive days or longer may be able to transition back to their home or to the community setting of their choice. Contact the lead organizations for information and assistance.

### Catholic Charities of the East Bay

(510) 768-3100  
433 Jefferson Street, Oakland, CA 94607  
(510) 234-5110  
217 Harbour Way, Richmond, CA 94801  
(925) 825-3099  
2120 Diamond Blvd., Ste. 220, Concord, CA 94520  
[www.cceb.org](http://www.cceb.org)

Multi-service agency that offers legal assistance on immigration issues, disaster case management, housing services (rental assistance, if eligible), counseling and violence prevention, and family preservation services.

### Civil Rights Department

State of California  
(800) 884-1684  
(800) 700-2320 (TTY)  
(844) 541-2877 Disability accommodation  
Email: [contact.center@calcivilrights.ca.gov](mailto:contact.center@calcivilrights.ca.gov)  
[www.calcivilrights.ca.gov](http://www.calcivilrights.ca.gov)

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

**Community Housing Development Corporation (CHDC)**  
(510) 412-9290  
1535 Fred Jackson Way, Ste. A, Richmond, CA 94801  
www.communityhdc.org

Offers first time homebuyer counseling and education, down payment assistance, foreclosure intervention, mortgage assistance, and education and counseling. CHDC is also a non-profit, affordable housing developer and management organization.

**Contra Costa Senior Legal Services (CCSLS)**  
(925) 609-7900  
2702 Clayton Rd., #202, Concord, CA 94519  
Email: info@ccsls.org  
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. CCSLS also administers clinics, staffed by pro bono attorneys, throughout the county to 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 CCSLS for information about the clinics.

**Eden Council for Hope and Opportunity (ECHO)**  
(855) 275-3246 or  
(925) 732-3919 (Contra Costa County)  
2251 Second St., Ste. 200, Hayward, CA 94541  
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.

**East Bay Housing Organizations (EBHO)**  
(510) 663-3830  
538 9th St., Suite 200, Oakland, CA 94607  
www.ebho.org

Website has resource information that includes an affordable housing resource guide outlining steps to find affordable housing and listings of non-profit developers. EBHO is a housing advocacy and community organizing organization.

**Golden State Manufactured-Home Owners League (GSMOL)**  
(800) 888-1727  
14802 Beach Blvd., LaMirada, CA 90638  
www.gsmol.org

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

**Home Match Contra Costa**  
Front Porch  
(925) 956-7385  
www.frontporch.net

This program connects community members seeking housing with older adults who have extra space in their homes. Each match is personalized with the process overseen by program staff—at no cost to participants.



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**800-510-2020 • 925-229-8434**

**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](http://www.ilrsc.org)

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

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

**(510) 652-6622 or (425) 892-6222**

3336 Bradshaw Rd., Ste. 100, Sacramento, CA 95827

[www.naca.com](http://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.

**Residential Tenant Protection Program**

City of Concord

**(925) 671-5050**

1950 Parkside Dr., M/S 10A

Concord, CA 94565 (mailing address)

The program increase “just cause” eviction protections, expand City of Concord’s rent registry, and establish a rent stabilization program.

**Richmond Rent Program**

**(510) 234-RENT (7368)**

440 Civic Center Plaza, 2nd floor

Richmond, CA 94804

[www.richmondrent.org](http://www.richmondrent.org)

The Rent Program was established in January 2017 following approval of the Richmond Fair Rent, Just Cause for Eviction, and Homeowner Protection Ordinance by a majority of Richmond voters in November 2016. It regulates landlord/tenant matters that reasonably relate to rents and evictions.

**Richmond Neighborhood Housing  
Services (RNHS)**

**(510) 237-6459**

3220 Blume Dr., Ste 198, Richmond, CA 94806

[www.richmondnhs.org](http://www.richmondnhs.org)

Offers homeownership program including e-learning, counseling on mortgage delinquency and default resolution and rental counseling as it relates to budgeting and managing credit. Serves East Bay communities. Fees charge for some services. RNHS also owns and manages rental properties.

**Shelter, Inc.**

**(925) 335-0698**

1333 Willow Pass Rd., #206

Concord, CA 94520

[www.shelterinc.org](http://www.shelterinc.org)

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



## Home Maintenance and Repair

### **Contra Costa County Neighborhood Preservation Program – Home Rehabilitation Loans**

**(925) 655-2702**

30 Muir Road, Martinez, CA 94553

[www.contracosta.ca.gov](http://www.contracosta.ca.gov)

Provides financial assistance to low-income homeowners for home rehabilitation projects. The results is homes being brought up to current building codes, the elimination of blight, energy efficiency improvements, accessibility improvements, and the enhancement of older housing stock to promote future investment and the growth of economically integrated communities.

### **Contra Costa County Weatherization Program (925) 674-7214**

30 Muir Road, Martinez, CA 94553

[www.contracosta.ca.gov](http://www.contracosta.ca.gov)

A Federal and State-funded program whose purpose is to assist low and/or fixed income people in making their homes more energy-efficient. The program is available regardless of whether you own or rent, live in a house, apartment, or a mobile home.. 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 or (866) 450-4432**

2619 Broadway, Oakland, CA 94612

Email: [info@habitatebsv.org](mailto:info@habitatebsv.org)

[www.habitatebsv.org](http://www.habitatebsv.org)

Partners with Contra Costa Neighborhood Preservation and City of Concord to offer home repair grants and loans to low-income homeowners. (Mobilehomes are only eligible for grants). Also, offers housing counseling to help families become ready for homeownership, and provides affordable homeownership opportunities to qualifying households.

### **Rebuilding Together East Bay Network (510) 644-8979**

732 Gilman St., Berkeley, CA 94710

<http://rtebn.org>

Offers a Safe at Home program that makes home repairs and improvements for eligible households and a Gateway Program designed to address needs of older adults and improve the safety and accessibility of their homes for free. Serve Richmond, Berkeley, Albany, and Emeryville. Also, has an estate cleanout program (cost varies).

### **Rotary HOME Team (888) 204-5573**

[www.rotaryhometeam.com](http://www.rotaryhometeam.com)

Local volunteer Rotary Club members provide free basic home maintenance and repairs for adults aged 60 and over. Serves most cities in Contra Costa County, call or visit website for list.

## 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) 768-3100

433 Jeferson Street, Oakland, CA 94607

(510) 234-5110

217 Harbour Way, Richmond, CA 94801

(925) 825-3099

2120 Diamond Blvd., Ste. 220, Concord, CA 94520

[www.cceb.org](http://www.cceb.org)

Multi-service agency that offers legal assistance on immigration issues, disaster case management, housing services (rental assistance, if eligible), counseling and violence prevention, and family preservation services.

### Familias Unidas

(510) 412-5930

205-39th St., Richmond, CA 94805

[www.familias-unidas.org](http://www.familias-unidas.org)

Offers counseling interventions that are culturally relevant to Latinx and other diverse communities, trauma recovery that includes case management, psychiatric support, advocacy, and assistance with legal matters, and information and referral assistance to connect with resources. Also, provides mental health services to adults at-risk or becoming homeless, or hospitalized in West Contra Costa County.

### Immigration Institute of the East Bay

(925) 237-8581 Ext. 11

201 Sand Creek Rd., Ste. L, Brentwood, CA 94513

(510) 451-2846 Ext. 301

476 #rd St., Oakland, CA 94607

[www.iibayarea.org](http://www.iibayarea.org)

Immigration legal services and assistance with citizenship and naturalization process. Has seven offices in six counties; see website or call for more information.

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

(925) 927-2000

2151 Salvio St., Ste. 350, Concord, CA 94520

[www.jfcs-eastbay.org](http://www.jfcs-eastbay.org)

Provides a range of services including case management, information and referral, counseling for seniors and families, home care, support groups, immigration legal services, and refugee settlement services.



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### **J-SEI**

**(510) 654-4000**

1285 66th St, Emeryville, CA 94608

[www.j-sei.org](http://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 (KCCEB)**

**(510) 547-2662** English

**(844) 828-2254** Korean

**(844) 828-5388** Chinese

101 Callan Ave, Suite 400, San Leandro, CA 94577

[www.kcceb.org](http://www.kcceb.org)

Mission is to empower immigrants in the Bay Area through access to education, services, resources, and advocacy. Services include senior health and safety classes, wellness workshops, Korean and Chinese language information line, home delivered meals, case management services for seniors 60+, immigration services, and social services provided in Korean, Cantonese, Khmer, Mandarin, Tagalog, and English.

### **Lao Family Community Development, Inc.**

**(510) 215-1220**

1865 Rumrill Blvd., Ste. B, San Pablo, CA 94806

**(510) 533-8850**

2325 E 12th Street, Oakland, CA 94601

[www.lfcd.org](http://www.lfcd.org)

Provides employment services, assistance with housing, case management, and health and wellness programs in multiple languages.

### **Monument Crisis Center**

**(925) 825-7751**

1990 Market St., Concord, CA 94520

[www.monumentcrisiscenter.org](http://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

3501 Lone Tree Way, Ste. 3, Antioch, CA 94509

[www.monumentimpact.org](http://www.monumentimpact.org)

Serves immigrants, refugees, and low-income residents. Programs include job training that focuses on helping newcomers with language and cultural barriers acclimate to U.S. work culture, health outreach and education, Medical outreach and enrollment, and advocacy campaigns on health equity and tenant protections.



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& Assistance**

SENIOR & DISABLED HELPLINE

**800-510-2020 • 925-229-8434**

# Information Helplines

## Connected California

(800) 790-5319 Call

(626) 873-8396 Text

Email: [help@connectedca.libanswers.com](mailto:help@connectedca.libanswers.com)

[Connectedca.org](http://Connectedca.org)

A free program that offers one-on-one help by phone to find low-cost internet service and devices, learn foundational computer skills, and find and use online resources to improve your life.

## Contra Costa Crisis Center

Dial “211” Information & Referral

(800) 833-2900 or “988” Crisis and Suicide

[www.crisis-center.org](http://www.crisis-center.org)

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

## Eldercare Locator

(800) 677-1116

<https://eldercare.acl.gov>

A public service of the Administration for Community Living 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

711

TTY

400 Ellinwood Way, Pleasant Hill, CA 94523

[www.ehsd.org](http://www.ehsd.org)

Knowledgeable social workers provide information, referrals to local resources, and support in problem solving to seniors aged 60 and older, adults with disabilities, and caregivers. Interpreters are available to assist individuals in any language.

## 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



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# LGBTQIA2S+

## LGBT National Help Center

(888) 843-4564

(888) 234-7243 Senior Hotline  
2261 Market St., #296, San Francisco, CA 94114

Provides a safe space where callers of any age can speak with volunteers who listen, and offer support, information, and local resources.

## National Resource Center on LGBTQ+ Aging SAGE

(212) 741-2247

Email: [info@lgbtagingcenter.org](mailto:info@lgbtagingcenter.org)  
[www.lgbtagingcenter.org](http://www.lgbtagingcenter.org)

Provides training, technical assistance and educational resources to aging services providers, LGBTQ+ organizations, and LGTBQ+ older adults. Website has contact form to request information and assistance.

## Rainbow Community Center

(925) 692-0090

2380 Salvio Street, Ste. 301, Concord, CA 94520  
[www.rainbowcc.org](http://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. Offers support and social groups, clinical therapy, senior programs for adults 55 and older, and youth programs.



Community Resources  
[www.ehsd.org](http://www.ehsd.org)

# Legal Services

## Bay Area Legal Aid

(800) 551-5554

(510) 250-5270

(925) 219-3325

(855) 693-7285

(510) 663-4755

1025 Macdonald Ave, Richmond, CA 94801

[www.baylegal.org](http://www.baylegal.org)

Legal Advice Line

Contra Costa County West

Contra Costa County East

Health Consumer Center

Administration

Free civil legal advice, counsel, effective referrals, and representation to low-income individuals in areas related to housing, public benefits, family law, health care access, immigration, and consumer protection. Serves the seven Bay Area counties.

**California Advocates for Nursing Home Reform (CANHR)**

**(800) 474-1116 or (415) 974-5171**

1803 6th St., Berkeley, CA 94710

[www.canhr.org](http://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) 687-8844**

Main Office:

901 Sunvalley Blvd., Ste. 220, Concord, CA 94520

East County Branch:

440 Railroad Ave., Pittsburg, CA 94565

<http://chd-prevention.org>

Provides sliding scale Conflict Resolution Program that includes elder, community, and guardianship mediation. About 100 trained volunteer mediators help resolve situations ranging from small neighborhood disagreements to acrimonious tenant-landlord disputes.

**Contra Costa County Bar Association**

**(925) 825-5700** Lawyer Referral Line

**(925) 686-6900** Administration

2300 Clayton Road, Ste. 520, Concord, CA 94520

[www.cccbba.org](http://www.cccbba.org)

Offers lawyer referral service, legal workshops on many topics, and Moderate Means Program designed for eligible clients who need legal representation from family law and have limited resources. Website provides resource information on many legal topics.

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

900 Ward Street, Martinez, CA 94553

[www.contracostada.org](http://www.contracostada.org)

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

**Contra Costa County Public Law Library**

**(925) 646-2783**

1026 Escobar Street, Ste. 2C, Martinez, CA 94553

**(510) 942-4199**

100 37th St., Rm 237, Richmond, CA 94805

[www.cccpllib.org](http://www.cccpllib.org)

Legal information, including about conservatorship, available to serve the research needs of the public.

**Contra Costa Senior Legal Services (CCSLs)**

**(925) 609-7900**

2702 Clayton Road, #202, Concord, CA 94519

Email: [info@ccsls.org](mailto:info@ccsls.org)

[www.ccsls.org](http://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. CCSLS also administers clinics, staffed by pro bono attorneys, throughout the county to 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 CCSLS for information about the clinics.



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**Disability Rights California (DRC)**  
(916) 504-5800  
(800) 776-5746    Legal assistance/intake  
1831 K Street, Sacramento, CA 95811  
[www.disabilityrightsca.org](http://www.disabilityrightsca.org)

DRC is the agency designated under federal law to protect and advocate for the rights of Californians with disabilities. It offers programs for: Information and Referral, Investigation of Abuse and Neglect, Legal Representation & Rights Protection, Education & Outreach, and Public Policy Advocacy.

**Equal Rights Advocates (ERA)**  
(800) 839-4372  
<http://www.equalrights.org>

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:*  
(925) 281-0970  
3501 Lone Tree Way, Ste. 4, Antioch, CA 94509  
[www.cocofamilyjustice.org](http://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.

**Family Law Alternative Resolution (FLARe)**  
**Contra Costa County Bar Association**  
(925) 825-5700  
2300 Clayton Rd., #520, Concord, CA 94520  
[www.cccbba.org/community/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

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

**Housing and Economic Rights Advocates (HERA)**  
(510) 271-8443  
610 16th Street, Ste. 420, Oakland, CA 94612  
[www.heraca.org](http://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  
201 Sand Creek Rd. Ste. L, Brentwood, CA 94513  
Email: [brentwood@iibayarea.org](mailto:brentwood@iibayarea.org)  
[www.iibayarea.org](http://www.iibayarea.org)

Provides immigration legal services that include assistance with citizenship and naturalization process, family reunification services, Temporary Protected Status (TPS) and other forms of immigration relief, deportation defense, and other services. Consultations by appointment only.

**LawHelpCA.org**  
[www.lawhelpca.org](http://www.lawhelpca.org)

An online resource of Legal Aid Association of California. It has information about common legal issues and a directory of organizations that offer free or low-cost legal advice and representation.

**Medicare Complaints & Appeals - Livanta**  
**(877) 588-1123**  
[www.livantaqio.cms.gov](http://www.livantaqio.cms.gov)

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 Program**  
Contra Costa Humane Society  
**(925) 279-2247**  
3341 Vincent Road, Pleasant Hill, CA 94523  
[www.cchumane.org](http://www.cchumane.org)

Collects pet food donations and distributes to families with pets in need. See website or call for distribution schedule and locations.

**Assistance Dog Special Allowance Program (ADSA)**  
**(916) 657-2628**  
744 P Street, MS 9-11-91, 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 them with their disability-related needs. The allowance is to help pay the costs of food, grooming, and health care for the dog. Visit website for application form.

**Canine Companions**  
**(800) 572-2275 or (707) 577-1700**  
2965 Dutton Avenue, Santa Rosa, CA 95407  
[www.canine.org](http://www.canine.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. There is an East Bay Miracles Chapter. Contact form on website.

**Contra Costa Humane Society**  
**(925) 279-2247**  
3341 Vincent Road, Pleasant Hill, CA 94523  
[www.cchumane.org](http://www.cchumane.org)

Rescues and finds homes for animals in need and provide support to pet owners. Programs: Cat and Kitten, Dog and Puppy, AniMeals, Spay/Neuter Assistance, and Re-Homing Assistance Program (RAP).

**Contra Costa Mosquito & Vector Control District**  
**(925) 685-9301**  
155 Mason Cir, Concord, CA 94520  
[www.contracostamosquito.com](http://www.contracostamosquito.com)

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



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### **East Bay SPCA**

**(510) 563-4627 or (510) 569-0702**

8323 Baldwin Street, Oakland, CA 94520

Email: [ha@eastbayspca.org](mailto:ha@eastbayspca.org)

[www.eastbayspca.org](http://www.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](http://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](http://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.



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### **Joybound People & Pets**

**(925) 256-1273**

2890 Mitchell Dr., Walnut Creek, CA 94598

[www.joybound.org](http://www.joybound.org)

Formerly the Animal Rescue Foundation (ARF). Programs include free services to support Veterans and their pets, training and workshops, veterinary assistance, spay and neuter clinic, a shelter to service program that transform rescue animals into service dogs, and rehoming resources.

### **National Institute of Canine Service and Training (NISCST)**

**(925) 246-5785**

1647 Willow Pass Rd #157

Concord, CA 94520 (Mailing Address)

1300 Willow Pass Ct., Suite B

Concord, CA 94520 (Training Center)

[www.ourdogssavelives.org](http://www.ourdogssavelives.org)

NISCST is dedicated to training highly skilled dogs, programs include Dogs4Diabetics, Canine Prison Program, First Response K9, Detection Dogs, and Support Communities (support groups). Clients receive their training and dogs free of charge. However, all Service Dog programs have a fee for class supplies, dog supplies and administration costs.

## **Pet Fund**

**(916) 443-6007**

Email: [info@thepetfund.com](mailto:info@thepetfund.com)

[www.thepetfund.org](http://www.thepetfund.org)

Provides financial assistance to owners of domestic animals who need veterinary care. The Pet Fund is for non-basic, non-urgent care such as cancer treatment, heart disease, chronic conditions, endocrine diseases, eye diseases, etc. Application posted on website.

# **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](http://www.ehsd.org)

Anyone can make a confidential report if they know, or suspect abuse of elders aged 60 and older and dependent adults. Types of abuse include emotional, physical, financial, sexual, neglect by others, self-neglect, isolation, or abandonment.

## **California Victim Compensation Board (CalVCB)**

**(800) 777-9229**

[www.victims.ca.gov](http://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.

## **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.cclld.ca.gov](http://www.cclld.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](http://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.



Community Resources  
[www.ehsd.org](http://www.ehsd.org)

### **Empowered Aging**

Long-Term Care Ombudsman

(925) 685-2070

2255 Contra Costa Blvd., Suite 204

Pleasant Hill, CA 94523

[www.empoweredaging.org](http://www.empoweredaging.org)

The Long-Term Care Ombudsman program is mandated by law to make regular unannounced visits to long-term care facilities, ensuring that residents live free from abuse, neglect, and receive quality care. Also, investigates complaints, provides advocacy services and educational resources.

### **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*

(925) 281-0970

3501 Lone Tree Way, Ste. 4, Antioch, CA 94509

[www.cocofamilyjustice.org](http://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.

### **Office of Driver Safety**

State of California Department of  
Motor Vehicles (DMV)

(833) 543-7703

[www.dmv.ca.gov](http://www.dmv.ca.gov)

If you know someone who may no longer drive safely, you can request DMV evaluation. 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 can be kept confidential; however, you must identify yourself in the letter as the DMV does not act upon anonymous referrals.



### **Public Guardian**

(925) 608-9000

<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. Public Guardian may be ordered to act by the court on its own motion, or on the motion of an interested person if the court finds that appointment of the Public Guardian is necessary.

**State of California Department of  
Public Health**

(800) 236-9747 Main Number  
(866) 247-9100 East Bay Office  
[www.cdph.ca.gov](http://www.cdph.ca.gov)

Licenses and certifies health care facilities. Takes questions or complaints against hospitals, hospices, health care facilities, or nursing homes. Website has Cal Health Find Database that is source of information on the more than 10,000 health care facilities regulated by the California Department of Public Health (CDPH). Provides detail information, including facility ownership, licensing and certification status (acceptance of Medicare and/or Medi-Cal), and performance history (complaints, entity/facility reported incidents, state enforcement actions, and deficiencies identified by L&C staff).

**The National Domestic Violence Hotline**

(800) 799-SAFE (7233)  
Text “START” to 88788  
(800) 787-3224 TTY  
[www.thehotline.org](http://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/](http://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](http://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](http://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](http://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](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](http://www.roadscholar.org)

Not-for-profit organization offering learning opportunities in combination with travel adventures for older adults. Scholarships and caregiver grants available to eligible individuals.



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## Senior & Community Centers

### Ambrose Community Center

(925) 458-1601

3105 Willow Pass Road, Bay Point, CA 94565

[www.ambroserec.org](http://www.ambroserec.org)

### Alcosta Senior & Community Center

(925) 973-3250

9300 Alcosta Blvd., San Ramon, CA 94583

[www.sanramon.ca.gov](http://www.sanramon.ca.gov)

**Antioch Senior Center**  
(925) 779-7074  
415 W 2nd St, Antioch, CA 94509  
[www.antiochseniorcenter.com](http://www.antiochseniorcenter.com)

**Brentwood Senior Center**  
(925) 516-5380  
193 Griffith Lane, Brentwood, CA 94513  
[www.brentwoodca.gov](http://www.brentwoodca.gov)

**Concord Senior Center**  
(925) 671-3320  
2727 Parkside Circle, Concord, CA 94519  
[www.cityofconcord.org](http://www.cityofconcord.org)

**Crockett Community Center**  
(510) 787-2414  
850 Pomona Street  
Crockett, CA 94525  
[www.town.crockett.ca.us](http://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](http://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](http://www.ci.hercules.ca.us)

**Lafayette Senior Center**  
(925) 284-5050  
500 St. Mary's Road, Lafayette, CA 94549  
[www.lovelafayette.org](http://www.lovelafayette.org)

**Martinez Senior Center**  
(925) 370-8770  
818 Green St. Martinez, CA 94553  
[www.cityofmartinez.org](http://www.cityofmartinez.org)

**Monument Crisis Center**  
(925) 825-7751  
1990 Market St., Concord, CA 94520  
[www.monumentcrisiscenter.org](http://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](http://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](http://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](http://www.el-cerrito.org)



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**Orinda Senior Program****(925) 254-2445**

26 Orinda Way, Orinda, CA 94563

[www.cityoforinda.org](http://www.cityoforinda.org)**Pinole Senior Center****(510) 724-9800**

2500 Charles Avenue, Pinole, CA 94564

[www.ci.pinole.ca.us](http://www.ci.pinole.ca.us)**Pittsburg Senior Center****(925) 252-4890**

300 Presidio Lane, Pittsburg, CA 94565

[www.ci.pittsburg.ca.us](http://www.ci.pittsburg.ca.us)**Pleasant Hill Senior Center****(925) 798-8788**

233 Gregory Lane, Pleasant Hill, CA 94523

[www.phseniorcenter.com](http://www.phseniorcenter.com)**Rainbow Community Center****(925) 692-0090 x3**

2118 Willow Pass Road, Ste. 500

Concord, CA 94520

6491 Portola Dr., El Cerrito, CA 94530

[www.rainbowcc.org](http://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. Programs for older adults: Senior Zoom Lunch, Senior Outreach & Advocacy Program, and Friendly Visitors Program.

**Richmond Annex Senior Center****(510) 620-6812**

5801 Huntington Avenue, Richmond, CA 94804

[www.ci.richmond.ca.us](http://www.ci.richmond.ca.us)**Richmond Senior Center****(510) 307-8087**

2525 MacDonald Avenue, Richmond, CA 94804

[www.ci.richmond.ca.us](http://www.ci.richmond.ca.us)**San Pablo Senior Center****(510) 215-3090**

1943 Church Lane, San Pablo, CA 94806

[www.sanpabloca.gov/seniors](http://www.sanpabloca.gov/seniors)**Well Connected**

Front Porch

**(877) 797-7299**[www.covia.org/services/well-connected](http://www.covia.org/services/well-connected)

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

**Walnut Creek Seniors Club****(925) 943-5851**

1375 Civic Drive, Walnut Creek, CA 94596

[www.walnutcreekseniorsclub.org](http://www.walnutcreekseniorsclub.org)

# Senior Organizations

## **AARP**

**(888) 687-2277**

[www.local.aarp.org/ca/](http://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**

Email: [acoa@ehsd.cccounty.us](mailto:acoa@ehsd.cccounty.us)

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

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.



CONTRA COSTA COUNTY

**Information  
& Assistance**

SENIOR & DISABLED HELPLINE

**800-510-2020 • 925-229-8434**

## **California Alliance for Retired Americans (CARA)**

**(510) 663-4086 or (877) 223-6107**

P.O. Box 23754, Oakland, CA 94623

Email: [contactus.cara@gmail.com](mailto:contactus.cara@gmail.com)

[www.californiaalliance.org](http://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) 767-4382**

1020 N St., Room 513, Sacramento, CA 95814

[www.4csl.org](http://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. This nonpartisan organization has sponsored over 200 new laws helping seniors with financial abuse, health care, transportation, housing, and more.

## **Clayton Valley Village**

**(925) 626-0411**

P.O. Box 1274, Clayton, CA 94517

Email: [village.clayton@gmail.com](mailto:village.clayton@gmail.com)

[www.claytonvalleyvillage.org](http://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

## East County Senior Coalition

[www.eastcountyseniors.org](http://www.eastcountyseniors.org)

The Coalition meets online monthly, and its purpose is to identify seniors' needs and advocate for those needs to improve the quality of life for citizens in East Contra Costa County. Meetings are held every second on Zoom, from 9:30-11:00 a.m. Visit website for sign-up for Zoom invitation.

## 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](http://www.foe.com)

Membership organization that 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](http://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.

## Sons in Retirement (SIR)

(925) 331-0444  
[www.sirinc.org](http://www.sirinc.org)

Non-profit fellowship for retired or semi-retired men; meets monthly for lunch; and has activities of interest for members. Visit website for local branch information or call to leave a message.

## West County Senior Coalition

Email: [westcountyseniors@gmail.com](mailto:westcountyseniors@gmail.com)

Grassroots coalition of senior citizens and aging services professionals meet online monthly to share information, advocate for senior needs, and organize community events for West Contra Costa County. Email for more information on how to join the meeting.

# 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.

# Transportation

## Public Transportation

**511**

**Dial “511”**

[www.511.org](http://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](http://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](http://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](http://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](http://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](http://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](http://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 an application.

### **Tri Delta Transit**

**(925) 754-4040**

801 Wilbur Ave., Antioch, CA 94509

[www.trideltatransit.com](http://www.trideltatransit.com)

Fixed route bus service; serves Eastern Contra Costa.

### **WestCAT**

**(510) 724-3331**

601 Walter Ave., Pinole, CA 94564

[www.westcat.org](http://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](http://www.countyconnection.com/link)

Serves Central Contra Costa County.

### **East Bay Paratransit**

**(510) 287-5000**

1750 Broadway Ave., Oakland, CA 94612

[www.eastbayparatransit.org](http://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](http://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](http://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](http://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**

#### **El Cerrito Easy Ride**

**(510) 559-7677**

[www.el-cerrito.org](http://www.el-cerrito.org)

Must be a resident of El Cerrito, and aged 65 or older, or a person with disabilities 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.

**Go Go Concord**

(925) 671-3320 To Apply  
(855) 464-6872 Order a Ride

Concord Senior Center:

2727 Parkside Circle, Concord, CA 94519

[www.cityofconcord.org/952/Senior-transportation-Services](http://www.cityofconcord.org/952/Senior-transportation-Services)

On-demand rides using Uber and Lyft. Subsidy up to \$30 a month is available. Must be 65+ and resident of Concord. Visit or call the Concord Senior Center to apply.

**Lamorinda Spirit Van**

(925) 283-3534

[www.ci.lafayette.ca.us](http://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](http://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](http://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.

**Richmond Moves**

(510) 937-3657 Customer Service

[www.ci.richmond.ca.us/4199/](http://www.ci.richmond.ca.us/4199/)

On-Demand-Shuttle

On-demand shuttle service that helps Richmond residents connect with key transit hubs such as Amtrack, BART, and Richmond Ferry Terminal. Free to use for students and seniors. Book a ride through the “Richmond Moves” app or call customer service number.

**San Pablo Senior Transportation**

(510) 215-3095

[www.sanpabloca.gov/seniors](http://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](http://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](http://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](http://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](http://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](http://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](http://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 Dept. of Motor Vehicles (DMV)

**(833) 543-7703**

[www.dmv.ca.gov](http://www.dmv.ca.gov)

If you know someone who may no longer drive safely, you can request DMV evaluation. 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 can be kept confidential; however, you must identify yourself in the letter as the DMV does not act upon anonymous referrals.

# 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](http://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/](http://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.



CONTRA COSTA COUNTY

**Information  
& Assistance**

SENIOR & DISABLED HELPLINE

**800-510-2020 • 925-229-8434**

**PG&E**

[www.pge.com](http://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, weather-proofing, 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](http://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](http://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

[www.va.gov/concord-vet-center](http://www.va.gov/concord-vet-center)

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.va.gov/northern-california-health-care>

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](http://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](http://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](http://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](http://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.va.gov/palo-alto-health-care](http://www.va.gov/palo-alto-health-care)

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.

### **Veterans Affairs Dept.-Home Based Primary Care**

**(925) 372-2131**

150 Muir Rd. Martinez, CA 94553

[www.va.gov/geriatrics/pages/home\\_based\\_primary\\_care.asp](http://www.va.gov/geriatrics/pages/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](http://www.veteranscrisisline.net)

National suicide prevention line for veterans. Online chat service available.

### **Veterans Home of California - Yountville**

**(800) 404-8387**

**(707) 944-4601**

260 California Dr., Yountville, CA 94599

[www.calvet.ca.gov/VetHomes/Pages/Yountville.aspx](http://www.calvet.ca.gov/VetHomes/Pages/Yountville.aspx)

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** 10 Douglas Dr.

Martinez, CA 94553 (Main Office)

**(510) 374-3241** 2101 Vale Rd., Ste. 302,  
San Pablo, CA 94806 (Outstation)

**(925) 313-1481** 400 Hartz Ave., Rm. 208,  
Danville, CA 94526 (By Appointment Only)

**(925) 313-1481** 104 Oak St., Brentwood,  
CA 94513 (By Appointment Only)

[www.co.contra-costa.ca.us/1557/Veterans-Service](http://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](http://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](http://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>

## Diet and Exercise: Choices Today for a Healthier Tomorrow

Eating a healthy diet and exercising often can help control or delay health issues associated with aging, like high blood pressure and diabetes. Set short-term goals to achieve and maintain a healthy diet and exercise routine.

Make these five tips a priority every day:

- Try to be physically active for at least 30 minutes on most or all days of the week.
- Eat plenty of fruits and vegetables.
- Choose foods that are low in added sugars, saturated fats, and sodium.
- Pick whole grains and lean sources of protein and dairy products.
- Practice all four types of exercise—endurance, strength, balance, and flexibility.

Source: National Institute on Aging, [www.nia.nih.gov](http://www.nia.nih.gov)



Community Resources  
[www.ehsd.org](http://www.ehsd.org)



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