

**Emergency - 24 Hours**

**Police, Fire, Paramedic .....911**

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

**Area Code (510) unless otherwise indicated**

**Abuse & Neglect**

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

**Adult Day Care Centers**

Alzheimer’s Services  
    of the East Bay..... 644-8292

**Alzheimer’s/Dementia**

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

**Caregiver Services**

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

**Case Management**

Enhanced Care Mgmt.....(877) 661-6230 (#2)  
    (Must be Contra Costa Health Plan Member)  
Family Caregiver Alliance.....(800) 445-8106  
Jewish Family & Community Svcs.(925) 927-2000  
Multipurpose Senior Service Program (MSSP)  
    ..... (925) 682-6330  
Meals on Wheels Diablo Region....(925) 937-8311

**Counseling/Mental Health/Socialization**

A3 Crisis Response (Mental Health) ... (844) 844-5544  
Al-Anon ..... 528-4379  
Alcohol/Drug Treatment.....(800) 846-1652

Alcoholics Anonymous ..... (925) 939-4155  
Contra Costa Crisis Center 24/7 ..... 211  
Contra Costa Regional Medical Center  
    Psychiatric Emergency 24/7..... (925) 646-2800  
Friendly Visitors ..... (925) 937-8311  
Friendship Line 24/7..... (800) 971-0016  
Front Porch/Social Call..... (877) 797-7299  
Mental Access Health Line 24/7.... (888) 678-7277  
Nar-Anon ..... 496-2708  
Narcotics Anonymous..... (925) 685-4357  
Older Adult Mental Health ..... (888) 678-7277  
Rainbow Comm Ctr Senior Svcs...(925) 692-0090  
Senior Peer Counseling..... (925) 521-5640  
Suicide and Crisis Lifeline.....988  
Support Group List ..... (800) 510-2020  
Tele-Care (Telephone contact)..... (925) 934-0901  
Telephone Reassurance Program..(925)937-8311

**Disabilities**

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

**Employment**

East Bay Works Career Center ..... 307-8014  
IHSS Public Authority (In-home care) (800) 333-1081  
Senior Employment Program ..... (510) 336-0144

**End of Life Issues**

An Elderly Wish Foundation ..... (925) 978-1883  
CCC Burial/Cremation Assistance ..... 942-3670  
Hospice of the East Bay/Bruns House(925) 887-5678  
Kaiser Hospice ..... 752-6390  
Pathways Home Health & Hospice (888) 755-7855  
Sutter Care at Home.....450-8596

**Finances**

Free Income Tax Preparation..... (800) 510-2020  
General Assistance ..... (866) 663-3225  
Money Management International. (866) 331-2227  
Social Security..... (800) 772-1213

**Food**

CalFresh (Food Stamps) ..... (866) 663-3225  
    Online ..... benefitscal.com  
Café Costa (Senior lunch sites, call to reserve 24 hrs in advance)  
    El Cerrito.....559-7000  
    Hercules ..... 799-8219  
    North Richmond.....255-7799  
    Richmond ..... 307-8087  
    Rodeo (Tues & Thurs only 11am-1pm).....(925) 482-8427  
    San Pablo ..... 215-3090

Food Bank/Senior Food Program.. (925) 676-7543  
Greater Richmond Interfaith Program (GRIP)  
    (Meals) .....233-2141  
Meals on Wheels of West Contra Costa County  
    .....412-0166

**Health Services**

Alta Bates Summit Medical Center .....204-4444  
LifeLong Brookside Health Center.....215-9092  
Center For Elders’ Independence.....433-1150  
Communicable Diseases..... (925) 313-6740  
Contra Costa Health Plan (CCHP) (877) 661-6230  
Contra Costa Regional Medical Center  
    Main Line ..... (925) 370-5000  
    Appointments & 24-hour advice .. (800) 495-8885  
Covered California (Affordable Health Insurance)  
    ..... (800) 300-1506  
Flu Shots..... (800) 510-2020  
Health Insurance Counseling & Advocacy  
    Program HICAP (Medicare Counseling)(800) 510-2020  
Kaiser Medical Center  
    Pinole Campus .....243-4000  
    Richmond Campus .....307-1500  
LifeLong Medical Care.....981-4100  
Medi-Cal ..... (866) 663-3225  
    Online .....benefitscal.com  
Medi-Cal Health Plan Options Counseling  
    ..... (800) 430-4263  
Medicare ..... (800) 633-4227  
Rotacare Free Health Care Clinic (Tues 4 to 7 pm only)  
    Call only between 1 & 3 pm Tues for appt ..213-6678  
West County Health Center .....231-9400

**Home Care & Safety**

Fall Prevention Program..... (925) 891-4761  
In-Home Support Services (IHSS)  
    Apply..... (800) 510-2020 or (925) 229-8434  
    Current client.....231-8577 or 231-8204  
Payroll..... (877) 335-2171  
Public Authority..... (800) 333-1081  
Personal Emergency Response Systems List  
    ..... (800) 510-2020  
Private Home Care Agencies List.. (800) 510-2020

**Housing, Home Repair & Homelessness**

Assisted Living/Board & Care/Skilled Nursing  
    Empowered Aging ..... (925) 685-2070  
Home Match (shared housing).....(925) 956-7400  
Home Preservation Dept/Habitat for Humanity  
    East Bay Silicon Valley.....251-6304  
Homeless Hotline.....211  
Housing Authority, City of Pittsburg  
    Waiting List/Section 8 ..... (925) 252-4060

Housing Authority, City of Richmond  
    Waiting List/Section 8.....(510) 621-1300  
Housing Authority, Contra Costa.....957-8001  
Bay Point, Brentwood, Martinez, Oakley (Public  
Housing).....957-8005  
    Pittsburg (Public Housing)..... .957-8006  
    Rodeo (Public Housing)..... (925)957-8008  
    San Pablo.....(925)957-8004  
    Section 8/Waiting List.....(888) 746-8731  
Low Cost Housing List.....(800) 510-2020  
Rebuilding Together (repair homes).....644-8979  
Richmond Home Improvement Program  
    .....307-8140  
Richmond Neighborhood Housing Services, Inc  
    .....237-6459  
Richmond Rent Program .....234-7368  
Rotary HOME Team/Lamorinda Village  
    (minor repairs)..... (888) 204-5573  
Shelter, Inc.....(925) 335-0698  
Weatherization ..... (925) 655-2714

**Legal & Advocacy**

Advisory Council on Aging..... (925) 655-0773  
Automotive Complaints.....964-3030  
Bay Area Legal Aid (office).....663-4755  
    Advice Line .....250-5270  
California Advocates for Nursing Home Reform  
    (CANHR) ..... (800) 474-1116  
Conservatorship/Guardianship ..... (925) 608-9000  
Contra Costa Senior Legal Svcs ... (925) 609-7900  
Elder Mediation..... (925) 349-7344  
Empowered Aging (For Board & Care/Skilled Nursing  
Homes).....(925) 685-2070  
Family Justice Center .....974-7200  
Hawkins Center (SSI & SSDI Advocacy) .....232-6611  
Health Insurance Counseling & Advocacy Program  
    HICAP (Medicare Counseling) ..... (800) 510-2020  
Lawyer Referral & Info Service ..... (925) 825-5700  
Moderate Means Legal Program .. (925) 677-0234  
Richmond Rent Program..... 234-7368

**Lesbian/Gay/Bisexual/Transgender**

LGBT National Help Center..... (888) 843-4564  
Rainbow Comm Ctr Senior Svcs .. (925) 692-0090

**Recreation & Education**

AARP Smart Driver..... (877) 846-3299  
    .....www.aarp.org./drive  
Clubs, Organizations  
    & Exercise Program Lists ..... (800) 510-2020  
Contra Costa College .....235-7800  
West Contra Costa Adult Education .....231-1453

Senior Centers

El Cerrito Community Center-Senior Services  
.....559-7000  
Hercules..... 799-8219  
North Richmond..... 232-3511  
Pinole..... 724-9800  
Richmond.....307-8087  
Richmond Annex ..... 620-6812  
San Pablo ..... 215-3090  
Well Connected (Activities, conversation,  
classes, and support over the phone) ..... (877) 797-7299  
Well Connected Espanol..... (877) 400-5867

Transportation

AC Transit..... 891-4700  
BART ..... 236-2278  
East Bay Paratransit Info. .... (800) 555-8085  
Easy Ride (El Cerrito Residents only)..... 559-7000  
General Information ..... 511  
Mobility Matters (Information & Rides) . (925) 284-6109  
R-Transit and Lyft (Van & Taxi Service for  
East Richmond Heights, El Sobrante, Hasford Heights,  
Kensington, North Richmond, Richmond, and Rollingwood  
Residents only)..... 307-8026  
R-Transit Richmond Moves  
(Seniors & Students –Free) Individual ride \$2.00  
Service Hours Mon-Fri 7:00am to 7:00pm  
Customer Service .....937-3657  
San Pablo Senior & Disabled Transport.. 215-3095  
WestCAT  
Information ..... 724-7993  
Appointments..... 724-7433

Utility Assistance

CA Alternate Rates for Energy (CARE)  
Assistance for low income residents..... (866) 743-2273  
Energy Savings Assistance (ESA). (800) 933-9555  
Low-IncomeHome Energy Assistance Program  
(LIHEAP)..... (925) 267-6624  
Medical Baseline Program Relief for Energy  
..... (800) 743-5000  
Relief for Energy Assistance Through Community  
Help (REACH)..... (800) 933-9677

Veterans Services

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

Volunteer Opportunities

AARP Tax Preparer ..... www.aarp.org/taxvolunteer  
CC Volunteer & Emergency Svcs . (925) 655-1208  
Friendly Visitors ..... (925) 937-8311  
Health Insurance Counseling & Advocacy  
Program (HICAP)(Medicare Counseling)(800) 510-2020  
Meals on Wheels Diablo Region.... (925) 937-8311  
Meals on Wheels of West Contra Costa County  
.....412-0166  
Mobility Matters Drivers ..... (925) 284-6161  
Senior Peer Counseling..... (925) 521-5640

Web Sites

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



Contra Costa County Community  
Warning System (CWS) Registration

To receive emergency alerts on your cell  
phone, please call (925) 655-0111 or visit  
www.cwsalerts.com.

This Mini Guide lists only some of the resources  
that are available in West Contra Costa County. If  
you do not find what you need here, please call  
Information & Assistance.

All calls are confidential. Interpreters are  
available to assist in any language.

Information & Assistance (I&A) is a program of  
Contra Costa County Area Agency on Aging,  
under the umbrella of the Employment & Human  
Services Department. Knowledgeable social  
workers provide information, referrals to  
resources, and support in problem solving to  
seniors aged 60 and older, adults with  
disabilities, and caregivers.



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

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

I&A does not guarantee information or services  
provided by agencies in the Mini-Guide. Please  
report any errors to I&A.

If you have a concern or complaint about the I&A  
Program, please contact the Program Supervisor:  
(925) 229-8434, infoandassist@ehsd.cccounty.us,  
or mail letter to the above address.

Donations accepted, select “Aging & Adult Services”  
at www.vestaiinc.org/make-your-donation-to-vestia



CONTRA COSTA COUNTY  
Information  
& Assistance  
SENIOR & DISABLED HELPLINE

800-510-2020 • 925-229-8434

West  
COUNTY

Mini Guide  
to Aging and Adult  
Services

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

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

For hearing or speech impaired  
using a telecommunication device  
711

infoandassist@ehsd.cccounty.us

www.ehsd.org