

**Emergencias - 24 horas**

**Policía, Bomberos, Paramédicos .....911**

**Centro de crisis de Contra Costa**  
**Línea directa de 24 horas .....211**

**Código de área (510) a menos que se indique lo contrario**

**Abuso y negligencia**  
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

**Centros de cuidado diurno para adultos**  
El Cerrito Respite Program (Tues)..(510) 559-7000

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

**Servicios para cuidadores**  
Alzheimer’s Association.....(800) 272-3900  
Choice in Aging (training and support groups)  
.....(800) 445-8106  
Jewish Family & Community Svcs.(925) 927-2000  
Family Caregiver Alliance..... (800) 445-8106  
Pacific Clinics ..... (925) 602-1750  
(Grandparents raising grandchildren)

**Administración de casos**  
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

**Orientación/salud mental/socialización**  
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..... (800) 477-6291  
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

**Discapacidades**  
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

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

**ECuestiones relacionadas con el final de la vida**  
An Elderly Wish Foundation ..... (925) 978-1883  
CCC Burial/Cremation Assistance (925) 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

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

**Comida**  
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

**Servicios médicos**  
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

**Cuidado y seguridad en casa**  
Meals on Wheels Diablo Region  
Fall Prevention Program..... (925) 937-8311  
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

**Vivienda, reparación de casas y personas sin hogar**  
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) 674-2714

**Legal y defensa**  
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

**Lesbianas/Gays/Bisexuales/Transgénero**  
LGBT National Help Center ..... (888) 843-4564  
Rainbow Comm Ctr Senior Svcs .. (925) 692-0090

**Recreación y educación**  
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

**Centros para adultos mayores**  
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

**Transporte**  
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  
Services 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

**Asistencia de servicios públicos**  
CA Alternate Rates for Energy (CARE)  
Assistance for low income residents ..... (866) 743-2273  
Energy Savings Assistance (ESA). (800) 933-9555  
Low-Income Home 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

**Servicios para veteranos**  
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

**Oportunidades de voluntariado**  
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

**Sitios web**  
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



**Inscripción en el Sistema de alerta de la comunidad (CWS) del Condado de Contra Costa**

Para recibir alertas de emergencia en el teléfono celular, llame al (925) 655-0111 or Visite [www.cwsalerts.com](http://www.cwsalerts.com)

Esta miniguía menciona solo algunos de los recursos disponibles en el Condado de Contra Costa Oeste. Si no encuentra lo que necesita aquí, llame a Información y asistencia.

Todas las llamadas son confidenciales. Hay intérpretes disponibles para ayudar en cualquier idioma.

Información y asistencia (I&A) es un programa de la Agencia para la Vejez del Área del Condado de Contra Costa, bajo la protección del Departamento de Empleo y Servicios Humanos. Trabajadores sociales expertos dan información, remisiones a recursos y apoyo en la solución de problemas a adultos mayores de 60 años, adultos con discapacidades y cuidadores.



Horario de atención:  
De lunes a viernes, de 8:00 a. m. a 5:00 p. m.

Información y asistencia (I&A)  
400 Ellinwood Way  
Pleasant Hill, CA 94523

I&A no garantiza la información o los servicios prestados por las agencias en la Miniguía. Informe cualquier error a I&A.

Si tiene una preocupación o queja sobre el Programa de I&A, comuníquese con el supervisor del programa: (925) 229-8434, [infoandassist@ehsd.cccounty.us](mailto:infoandassist@ehsd.cccounty.us), o envíe una carta a la dirección de arriba.

Donations accepted, select “Aging & Adult Services” at [www.vestaiinc.org/make-your-donation-to-vestia](http://www.vestaiinc.org/make-your-donation-to-vestia)



CONTRA COSTA COUNTY  
**Information & Assistance**  
SENIOR & DISABLED HELPLINE  
**800-510-2020 • 925-229-8434**

**West  
Oeste  
Del Condado**

**Miniguía  
de los servicios  
para adultos  
mayores y adultos**

**Si llama en el Condado de Contra Costa  
(800) 510-2020**

**If Si llama fuera del Condado de Contra  
Costa o desde un teléfono celular  
(925) 229-8434**

**For Para las personas con discapacidad au-  
ditiva o del habla que usan un dispositivo  
de telecomunicación, llame al Servicio  
de retransmisión  
711**

**[infoandassist@ehsd.cccounty.us](mailto:infoandassist@ehsd.cccounty.us)  
[www.ehsd.org](http://www.ehsd.org)**