

Emergency - 24 Hours

Police, Fire, Paramedic911

**Contra Costa Crisis Center
24-hour hotline211**

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 and Respite Programs

El Cerrito Respite Program (Tues) .. (510) 559-7000

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
Choice in Aging (training and support groups).....
 (925) 682-6330
Family Caregiver Alliance (800) 445-8106
Jewish Family & Community Svcs .(925) 927-2000
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 (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

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 Center307-8014
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 Assistance942-3670
Hospice of the East Bay/Bruns House(925) 887-5678
Kaiser Hospice752-6390
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
 Onlinebenefitscal.com
Café Costa (Senior lunch sites, call to reserve 24 hrs in advance)
El Cerrito.....559-7000
Hercules799-8219
North Richmond.....255-7799
Richmond307-8087
Rodeo (Tues & Thurs only 11am-1pm).....(925) 482-8427
San Pablo215-3090

Food Bank/Senior Food Program.. (925) 676-7543
Greater Richmond Interfaith Program (GRIP)
 (Meals)233-2141
Meals on Wheels Diablo Region....(925) 937-8311

Health Services

Alta Bates Summit Medical Center204-4444
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 Campus243-4000
 Richmond Campus307-1500
LifeLong Medical Care.....981-4100
Medi-Cal (866) 663-3225
 Onlinebenefitscal.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 Center231-9400

Home Care & Safety

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

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 Valley251-6304
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.....(925) 957-7021
Low Cost Housing List.....(800) 510-2020
Rebuilding Together (repair homes).....644-8979
Richmond Neighborhood Housing Services, Inc
 237-6459
Richmond Rent Program234-7368
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 Line250-5270
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 Center974-7200
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 College235-7800

West Contra Costa Adult Education 231-1453

Senior Centers

El Cerrito Community Center-Senior Services559-7000
Hercules..... 799-8219
North Richmond..... 255-7799
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 Information511
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 Service937-3657
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
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
Legalwww.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 Securitywww.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 (I&A). Please report any errors to I&A.

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.

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



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

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

Disclaimer: Inclusion in the Mini Guide does not constitute endorsement by I&A, nor does I&A guarantee the accuracy of information or services provided by listed agencies.

Grievance Policy: Clients have the right to share any concern or complaint about I&A services without fear of retaliation. Concerns may be shared in person, by phone, by email, or in writing.

Voluntary contributions may be accepted, and no service shall be denied or affected by an individual's decision whether or not to contribute.

I&A is funded in part by the Older Americans Act, Title III



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