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COMMUNITY SERVICES

RESOURCE GUIDE

Alameda County

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ALCOHOL / DRUG ABUSE



HOTLINES

Alcohol

Alcoholics Anonymous	510-839-8900
AL-ANON (Families of Alcoholics).....	510-528-4379
NCADD Treatment Hotline	800-564-6600

Drugs

Drug Abuse Hotline	800-237-6237
I-ADARP (Adults and Teen)	800-559-9503
Narcotics Anonymous Hotline	800-863-2962
Nar-Anon Drug Prevention	888-297-9560
NCADD Treatment Hotline	800-564-6600

ALCOHOLICS ANONYMOUS (East Bay)

Physical Address: 295 27th St., Oakland, CA 94612

Phone: Call the East Bay central office at (510) 839-8900, or email centraloffice@eastbayaa.org, for times and locations of meetings

Web: www.eastbayaa.org/

Description: AA is a fellowship of men and women who share experience, strength, and hope with each other to recover from alcoholism. The only requirement to join the program is a desire to stop drinking. There are no fees or dues. Call for meeting times and locations.

DRUG & ALCOHOL SERVICES, ALAMEDA COUNTY PUBLIC HEALTH DEPT.

Physical Address: 1000 Broadway Suite 500, Oakland, CA 94607

Phone: (510) 208-5935

Web: <http://www.acphd.org>

Hours: Monday-Friday 8:30am-5:00pm

Description: The Alcohol and Drug Prevention Program is a community-focused program that aims to reduce and prevent alcohol and other drug (AOD) problems using primary prevention strategies. The program works to reduce AOD problems through changes in public policies, social norms, laws and regulations

CHILD, YOUTH AND FAMILY SERVICES



HOTLINES

California Office of Family Planning Information & Referral Service	800-942-1054
California Youth Crisis Line (24 hours)	800-843-5200
Child Abuse Hotline.....	800-442-4918
Child Help USA (24 Hours).....	800-422-4453
Foster Youth Information Line	888-811-1121
National Child – At Risk Hotline.....	800-792-5200
National Abortion Federation Hotline (www.prochoice.org)	800-772-9100
National Life Center (www.nationallifecenter.com)	800-848-5683
Pregnancy Hotline.....	800-848-5683
Rape, Abuse, Incest National Network	800-656-HOPE (4673)
Teen Pregnancy Referral Hotline	800-522-5006

CHILD CARE SERVICES

THE CALIFORNIA CHILD CARE RESOURCE & REFERRAL AGENCY ..800-543-7793
<http://www.rnetwork.org/welcome/for-parents.html>

Helps families locate child care services. Also provides information on financial assistance eligibility.

ALAMEDA RECREATION AND PARK DEPARTMENT

Physical Address: 2226 Santa Clara Avenue, Alameda, CA 94501
Phone: (510) 747-7529

Description: The county of Alameda provides various facilities for recreational use. The city also offers a multitude of youth and adult sport leagues and camps, tot programs, arts and crafts, and community events.

ALAMEDA COUNTY DEPARTMENT OF SOCIAL SERVICES

Physical Address: 2000 San Pablo Ave, Oakland, CA 94612

Phone: (510) 891-0700

Fax: (510) 891-0711

Web: <http://www.alamedasocialservices.org>

Hours: Monday - Friday 8:30 am -12:00 pm, 1:00 pm-5:00 pm

Description: The Alameda County Social Services Agency is comprised of 2,400 men and women working collectively and in partnership with community-based organizations to serve the needs of the community.

Services are provided through five departments: Agency Administration and Finance, Adult and Aging Services, Children and Family Services, Workforce and Benefit Administration and Policy Office.

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CRIME REPORTING



HOTLINES

Crime Victims Hotline 866-689-HELP (4357)
Victims of Crime Program.....510- 272-6180
Victims of Crime Resource Center 800-842-8467
Anonymous Tip Line.....510-667-3622

LAW ENFORCEMENT

ALAMEDA COUNTY SHERIFFS DEPARTMENT

Physical Address: 1401 Lakeside Drive, 12th Floor, Oakland, CA 94612

Phone: (510) 272-6878

Fax: (510) 272-3796

Web: <http://www.alamedacountysheriff.org>

Description: Responsible for law enforcement services within the county limits. The Department also reaches out to the public through volunteer programs, youth sports activities, a full-time high school resource office, an active cadet program, and the construction & improvement of local parks and playground facilities to improve the quality of life.

ALAMEDA COUNTY CRIME PREVENTION NEIGHBORHOOD WATCH

Physical Address: Lakeside Drive, 12th Floor, Oakland, CA 94612

Phone: (510) 667-7770

Web: http://alamedacountysheriff.org/LES/crime_prevention.htm

Description: Crime prevention unit of the Sheriff's Department

TEHAMA COUNTY DEPARTMENT OF PROBATION

Physical Address: 400 Broadway, P.O. Box 2059, Oakland, CA 94604-2059

Phone: (510) 268-7050

Fax: (510) 268-7274

Web: <http://www.acgov.org/probation/>

Hours: Monday-Friday 9:00 am - -5:00 pm (closed from 12:00 pm - 1:00 pm for lunch)

Description: Performs investigative services for the courts, supervises adult and juveniles while on probation. The department also supervises adults and juveniles in work furlough program.

DISABLED PERSONS SERVICES



HOTLINES

Crisis Line for the Handicapped510-981-5254

INFOLINES / WEBSITES

DISABILITY BENEFITS 101 (web-site only info)
<http://www.db101.org>

Helps workers, job seekers, and service providers understand the connections between work and benefits. The website explains the variety of work incentive programs and the rules for health coverage, benefit, and employment programs that people with disabilities use.

DISABILITYINFO.GOV (web-site only info)
<http://www.disabilityinfo.gov>

Online resource that provides information on education, employment, housing, transportation, health, benefits, technology, and civil rights.

CALIFORNIA DEPARTMENT OF REHABILITATION

Physical Address: 1515 Clay Street, Oakland, CA 94612

Phone: (510) 622-2764, (510) 622-2796

Web: <http://www.dor.ca.gov/>

Email: rehab@dor.ca.gov

Hours: Monday - Friday 8:00 am - 5:00 pm (closed from 12:00 pm - 1:00 pm for lunch)

Description: Their mission is to assist Californians with disabilities in obtaining and retaining employment and maximizing their ability to live in their communities.

ALAMEDA COUNTY DEPARTMENT OF ADULT AND AGING SERVICES

Physical Address: 22825 Antelope Blvd., Ste. F Red Bluff CA 96080

Phone: (510) 577-1900

Fax: (510)577-1965

Web: http://www.alamedasocialservices.org/public/contact/adult_and_aging.cfm

Email: SSmith@acgov.org

Hours: Monday - Friday 8:00 am - 5:00 pm

Description: The Alameda County Social Services Department of Adult and Aging Services strives to be consumer-focused and accessible to the community. The Department offers a coordinated service delivery system that protects, supports, and advocates for an aging population, particularly those with disabilities.

ALAMEDA COUNTY MEALS ON WHEELS

Physical Address: 6955 Foothill Blvd, Suite 300, Oakland, CA 94605

Phone: (510) 577-3581

Fax: (510) 577-1962

Description: The mission of Alameda County Meals on Wheels (ACMOW) is to enable frail elders to maintain their independence at home by providing them with high quality, nutritious meals that are cost effective, prepared in Alameda County, delivered by caring drivers and administered by local community organizations. ACMOW accomplishes this mission by developing resources to support and expand the work of local Meals on Wheels Programs, providing coordination of services and facilitating countywide strategic planning.

DOMESTIC VIOLENCE



HOTLINES

Crisis Helpline	800-235-1191
Domestic Violence Hotline.....	800-978-3600
National Center for Victims of Crime	800-FYI-CALL
National Domestic Violence Hotline.....	800-799-SAFE (7299)
Rape & Abuse & Incest National Network	800-656-HOPE (4673)
Safe Horizons Domestic Violence Hotline	800-621-HOPE (4673)
Stop It Now (http://www.stopitnow.org)	888-PREVENT (773-8368)

SHELTERS

Alternatives to Domestic Violence	800-339-SAFE (7299)
Domestic Violence Shelter Services.....	888-485-7733

COUNSELING SERVICES

CHILD AND FAMILY SERVICES (ALAMEDA COUNTY)

Physical Address: 2000 San Pablo Ave, Oakland, CA 94612

Phone: (510) 891-0700

Fax: (510) 891-0711

Description: Services are varying and ongoing through the Alameda County Social Services office. Call a representative to discuss your options and find valuable resources.

VICTIMS OF CRIME RESOURCE CENTER

Physical Address: 3200 Fifth Avenue, Sacramento, CA 95817-2799

Phone: 916-739-7061, 800-842-8467

Web: <http://www.1800victims.org>)

Description: Information and referrals provided statewide to victims and their families.

FINANCIAL ASSISTANCE PROGRAMS



Department of Human Assistance

Web Service Only

Web: <http://www.dhaweb.saccounty.net/index.htm>

Email: sacdha@saccounty.net

Description: Information and assistance for financial assistance programs. Food stamps, cash assistance programs for immigrants, child care, EITC and EBT and general assistance.

Associated Community Action Program

Physical Address: 1480 South Street Corning CA 96021

Phone: (510) 289-4053

Web: <http://www.alamedasocialservices.org/public/community/boards/acap.cfm>

Hours: Monday-Friday 8:30 am - 5:00 pm

Description: The Alameda County Associated Community Action Program (ACAP) is one of over 1,000 Community Action Agencies (CAA) across the United States providing assistance to low-income families and individuals to help them become stable and self-sufficient. ACAP's service area is greater Alameda County outside of Berkeley and Oakland.

FOOD PROGRAMS & RESOURCES



ALAMEDA COUNTY COMMUNITY FOOD BANK

Physical Address: 7900 Edgewater Drive, Oakland, CA 94621

Mailing Address: P.O. Box 2599, Oakland, CA 94614

Phone: (510) 635-3663

Hours: Monday-Friday 8:30 AM - 5:00 PM

Description: Food Bank distributes enough food for 300,000 meals weekly. They also administer a multilingual food stamp outreach program which serves as the blueprint for programs across the nation. An innovative advocacy program also promotes policies to benefit low-income residents

FOOD STAMP PROGRAM, DEPARTMENT SOCIAL SERVICES

Physical Address: 2000 San Pablo Ave, Oakland CA 94612

Phone: (510) 891-0700

Fax: (510) 891-0711

Hours: Monday - Friday 8:30 am - 5:00 pm

Description: Residents of Alameda County who may meet income eligibility requirements for the food stamp program can call the local welfare office to ask about applications. Persons receiving SSI (Supplemental Security Income) are not eligible. Bilingual staff available.

TAKE OFF POUNDS SENSIBLY (TOPS)

Physical Address: 2070 Clinton Ave, Conference Rm C, Alameda, CA 94501

Phone: 1 800 932-8677 (24 hours)

Web: <http://www.tops.org/>

Hours: Mon: 5:00/6:00PM

Description: This agency provides support groups to help those who want to lose weight, call for more information on times and day of groups in Alameda dues are \$20 per year.

HEALTH SERVICES



HOTLINES

24/7 Crisis Counseling (Department of Mental Health)	800-706-7500
Center for Health Care Rights	800-824-0780
Child Health & Disability Prevention Program (CHDP)	800-993-2437
Healthy Families – Medi-Cal for Children	888-747-1222
Suicide Prevention Hotline (24 Hours).....	800-273-TALK (8255)
http://www.SuicidePreventionLifeline.org	

CALIFORNIA MANAGED RISK MEDICAL INSURANCE BOARD 916-324-4695
<http://www.mrmib.ca.gov>

Lists detailed information on a number of different health care programs available to families and people who are uninsured, including Health Families Program, the Access for Infants and Mothers program, and the Major Risk Medical Insurance Program (for Californians unable to obtain individual health insurance coverage because of pre-existing conditions).

PUBLIC-PRIVATE PARTNERSHIP (PPP) & HEALTH CTR REFERRALS
..... 800-257-2342

Refers primary care services to uninsured patients.

INDIVIDUAL / FAMILY HEALTH CENTERS

ALAMEDA COUNTY MEDICAL CENTER

Physical Address: 15400 FOOTHILL BOULEVARD, SAN LEANDRO, CA 94578

Phone: (510) 437-4800

HEALTH CARE AT HOME

Physical Address: 4400 Keller Ave., Suite 140 Oakland, CA 94605

Phone: (510) 482-7750 (Corning)

Fax: (510) 336-1660

Web: <http://www.professionalhc.com>

Hours: Office hours 8:30 am - 5:00 pm with 24 hour care

Description: Provides services to the terminally ill and their families. They offer specialty programs in rehabilitation, diabetes management, wound/Ostomy care, pulmonary management and psychiatric care. Home Health Services include: home health nursing, home health aide, medical social services, physical therapy, occupational therapy, and speech therapy.

BREAST CANCER SUPPORT GROUP

Physical Address: 1200 El Camino Real, South San Francisco (In the Kaiser Room)

Phone: (650) 742-3775

Date & Time: Every Tuesday 5:00-6:00pm

Description: The support group is available for individuals currently undergoing treatment for breast cancer and breast cancer survivors. The group meets the second Wednesday of each month. Contact Polly Poerink for meeting place.

BERKELEY FREE CLINIC

Physical Address: 2339 Durant Ave., Berkeley, CA 94704

Phone: (800) 6-CLINIC / (510) 548-2570

Description: The Berkeley Free Clinic provides general medical services to the public at low fees. Services include dental, peer counseling, TB testing and many other general services.

HOUSING



CHAMBER OF COMMERCE, ALAMEDA

Physical Address: 1416 Park Avenue Alameda, CA 94501

Phone: (510) 522-0414

Fax: (510) 522-7677

Web: <http://www.alamedachamber.org/>

Hours: Monday - Friday 9:00 am - 5:00 pm

Description: The Chamber of Commerce for the County of Alameda offers local information on events in the community and business resources.

COMMUNITY HOUSING & CREDIT COUNSELING

Physical Address: 7667 Oakport Street, Oakland, CA 94621

Phone: (510) 729-6960 / (888) 501-SAVE

Fax: (530) 824-7689

Web: <http://www.cccsebay.org>

Hours: Monday - Thursday 8:30 am – 5:00 pm

Description: Services available include pre-purchase counseling; homebuyer education; post-purchase counseling; financial management; credit reports; credit counseling; renter readiness; foreclosure prevention; reverse mortgage counseling.

PANORAMIC MANAGEMENT

Physical Address: 1916 Oxford Street (@Hearst), Berkeley, CA 94704

Phone: (510) 849-2000

Fax: 510.849.2222

Description: Panoramic Management currently operate seven buildings designed to accommodate low income tenants in Alameda County. Each building offers a variety of services and amenities to its tenants. Qualification for low income units is based on the median income of the area in which it stands. Please consult an associate of Panoramic Management for details about a specific property.

LEGAL / STATE / GOVERNMENT SERVICES



VICTIM LAW..... (website only)
<http://www.victimlaw.info/victimlaw/>

Comprehensive and searchable database of crime victims' rights and protection laws.

ALAMEDA POLICE DEPARTMENT

Physical Address: 2263 Santa Clara Ave, Alameda, CA 94501

Phone: (510) 747-7400

Web: <http://www.ci.alameda.ca.us/police/>

Hours: Monday - Sunday 8:00 am - 6:00 pm

Description: Responsible for law enforcement services within the city limits. The Department also reaches out to the public through volunteer programs, youth sports activities, a full-time high school resource office, an active cadet program, and the construction & improvement of local parks and playground facilities to improve the quality of life.

ALAMEDA PUBLIC WORKS

Physical Address: 399 Elmhurst Street, Hayward, Ca, 94544

Phone: (510) 670-5480

Web: <http://www.acgov.org/pwa/>

Hours: Monday - Friday 8:00 am - 5:00 pm

Description: Provides information on different city projects. Programs are available throughout the year.

FIRE DEPARTMENT, ALAMEDA

Physical Address: Please see web for your nearest location

Phone: (510) 881-8181

Fax: (925) 422-5730

Web: <http://www.co.alameda.ca.us/fire/>

Description: Provides community and property protection through emergency services.

ALAMEDA COUNTY SHERIFF DEPARTMENT

Physical Address: 661 Washington Street, Oakland, CA 94607

Mailing Address: 1401 Lakeside Drive, 12th Floor, Oakland, CA 94612

Phone: (510) 272-6878

Fax: (510) 272-3796

Web: <http://alamedacountysheriff.org/>

Hours: Monday - Friday 9:00 am - 4:00 pm

Description: The Alameda County Sheriff's Office protects the lives and properties of 55,000 permanent residents and visitors.

LITERACY SERVICES



TEHAMA COUNTY LIBRARIES, BOOK MOBILE

Physical Address: 2450 Stevenson Blvd. Fremont, CA 94538

Phone: (510) 745-1477

Hours: 9:00am- 5:00pm daily

Description: The Alameda County Library Bookmobile is a library on wheels with books, magazines, music CDs, CDROMs, videos, DVDs and books on cassette and CD for children, teens, and adults. The bookmobile visits schools and neighborhoods once every two weeks. Check the schedule for dates and times online at <http://www.aclibrary.org>.

SENIOR SERVICES



HOTLINES

Adult Protective Services 24-Hour Hotline.....	888-221-2204
CARE (Curtailing Abuse Related to the Elderly)	800-476-7506
Department of Aging Information and Assistance.....	800-510-2020
Elder Abuse 24-Hour Hotline.....	800-992-1660

MEDICARE

CALMEDICARE.ORG (*free Medicare help*) 800-434-0222
<http://www.calmedicare.org>

Provides free information about Medicare eligibility, coverage, benefits, claims and appeals for people who live in California.

SENIOR CENTERS

AREA AGENCY ON AGING, ALAMEDA COUNTY

Mailing Address: 6955 Foothill Blvd Suite 100 Oakland, CA 94605

Phone: (510) 577-1966

Web:

http://www.alamedasocialservices.org/public/services/elders_and_disabled_adults/aaa.cfm

Description: Meetings are held Bi-monthly on the third Friday of every other month (January, March, May, July, September, and November). County Board of Supervisors will address issues concerning the senior population. Call for dates and meeting locations.

MASTICK SENIOR CENTER

Physical Address: 1155 Santa Clara Ave. Alameda, CA 94501

Phone: (510) 747-7500

Fax: (510) 523-0247

Email: jkrause@ci.alameda.ca.us

Hours: Monday - Friday 8:30 am. - 4:00 pm, Saturday (Bingo only) 12:15pm-3:15pm

More Locations: For more locations, please visit

https://alamedasocialservices.org/staff/display.cfm?folder=documents&fileName=SENIOR_CENTER_directory-February_2009.pdf

Description: Conducts senior nutrition program Mondays through Fridays. Lunch is served Monday through Friday at noon. The Center also has Bingo on Saturdays and afternoon card games.

HOME HELPERS

Physical Address: 4101-F Dublin Blvd., Suite 444 Dublin, California 94568

Phone: (925) 875-9300

Fax: (925) 242-5908

Web: <http://www.homehelpers.cc/>

Hours: Monday - Friday 8:30 am - 5:00 pm (closed from 12:00 pm - 1:00 pm for lunch)

Description: Home Helpers personalized services are given with the same dedicated support often provided by loved ones and family members. Services are tailored to meet individual needs and may include personal care when necessary.

VETERAN'S SERVICE OFFICE, CORNING

Physical Address: 6955 Foothill Boulevard, Suite 300 Oakland, CA 94605

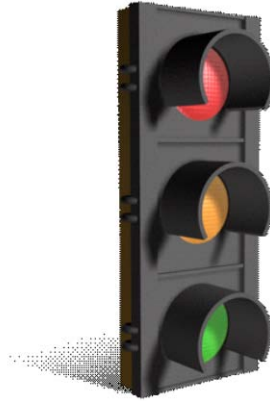
Phone: (510) 577-3547

Fax: (510) 577-1947

Email: mennis@acgov.org

Description: Information on benefits for vets, widows, and families of vets. The Applications Office provides assistance to veterans in completion of forms.

TRANSPORTATION



DEPARTMENT OF MOTOR VEHICLES

Physical Address: 501 85th Ave. Oakland, CA 94621

Phone: (800) 777-0133

Fax: (530) 527-4967

Web: <http://www.dmv.ca.gov/>

Hours: 8:00 am - 5:00 pm Mon/Tues/Thu/Fri ; Wed 9:00 am - 5:00 pm;

Description: For information on registering a vehicle, drivers licenses, smog check, or transfer of ownership of a vehicle.

ALAMEDA COUNTY TRANSPORTATION AUTHORITY

Physical Address: 1333 Broadway, Ste. 300, Oakland, CA 94612

Phone: (510) 893- 3347

Fax: (510) 893-6489

Description: Local transportation, mass transit, special transportation are a few of the many services and programs that the ACTA has to offer. Contact them with any questions you might have about ways to utilize public transportation in your community.

If you have any questions or have updated information regarding any of the services mentioned in this guide please contact:

Alvaro Cadena
Hearthstone Housing Foundation
949.553.9447
alvaro@hearthstonehousing.org