

OAKLAND, CITY OF

AGING & ADULT SERVICES DIVISION

PARATRANSIT FOR THE ELDERLY AND THE DISABLED

150 Frank H. Ogawa Plaza, Suite 4353
Oakland, CA 94612

Phone(s): (510) 238-3036
(510) 238-7724 (fax)
(510) 287-5000 (for Paratransit application)

Hours: Monday – Friday, 8:30 – 5:00 pm
Service 7 days per week, 24 hours per day

Contact: Jeffrey C. Weiss – Paratransit Manager

Area Served: Cities of Oakland and Piedmont

Accessibility: Wheelchair accessible/elevator/ramp/special restroom

Transportation: Call AC Transit for bus line(s). BART – 12th Street/City Center Station within 1 block.

Languages: Cantonese, Mandarin, Spanish, Tagalog

Fees: \$3 for \$10 worth of taxi service;
\$3 for van ride up to 10 miles.

Eligibility Requirements: Oakland and Piedmont residents. If ambulatory, must be unable to use public transit. If non-ambulatory, must use a wheelchair.

Application Procedure: Request for application by telephone and apply by mail. Waiting list is usually one week. Must apply to East Bay Paratransit; call (510) 287-5000 for application.

Services: ♦ Offers subsidies for taxi service and wheelchair accessible van service for residents of Oakland and Piedmont.
♦ Both components provide service through contractual arrangements with local transportation providers.

Notes

OAKLAND HOUSING AUTHORITY (OHA)

1619 Harrison St
Oakland, CA 94612

Phone(s): (510) 874-1500
(510) 832-0633 (TTY/TDD)
(510) 874-1674 (fax)

Hours: Monday – Friday, 8:00 am – 4:30 pm

Contact: Jon Gresley

Area Served: Oakland

Accessibility: Wheelchair accessible/ramp/restroom

Transportation: Call AC Transit for bus line(s). BART – 19th Street Station within 3 blocks.

Languages: Interpreter

Fees: Vary according to income.

Eligibility Requirements: Low-income family, elderly, age 62 or over and/or disabled.

Application Procedure: Phone for an application. Applications accepted by appointment as housing becomes available. Call (510) 874-1500 for open applications.

Services:

- ◆ Provides subsidized rental housing for low-income persons in Oakland. Serves families, elderly age 62 or over and disabled persons.
- ◆ Rental fee is 30% of a person's or family's adjusted income.
- ◆ Waiting List time for housing varies.
- ◆ Offers conventional low-rent public housing and Section 8 subsidized housing certificates or vouchers.

Notes

O.A.S.I.S. (ORGANIZATION TO ACHIEVE SOLUTIONS IN SUBSTANCE ABUSE)

**520 27th St.
Oakland, CA 94612**

Phone(s): (510) 496-0189
Website: www.oasisclinic.org

Hours: Monday-Thursday, 8:30am – 4:30 pm

Contact: Diana Sylvestre, MD
Executive Director

Area Served: Alameda County and environs

Accessibility: Handicap accessible

Transportation: Call AC Transit: for bus line(s)

Languages: English only

Fees: Sliding scale

Eligibility Requirements: None for the Hepatitis C program

Application Procedure: Call for information on how to apply for Hepatitis C medical care.

- Services:**
- ◆ Free hepatitis C education group on Mondays and Tuesdays at 12 noon.
 - ◆ Free HIV/HCV co-infection education group on Wednesdays at 1:00 pm.
 - ◆ Hepatitis C testing and treatment
 - ◆ Adult primary care, sometimes there is a waitlist

Notes

PACIFIC CENTER FOR HUMAN GROWTH

2712 Telegraph Ave
Berkeley, CA 94705

Phone(s): (510) 548-8283 (24-hour voice mail)
(510) 548-2938 (fax)
(510) 548-8283 ext 250 (Counseling Request line)
Website: www.pacificcenter.org
E-mail: info@pacificcenter.org

Hours: Community Center:
Monday – Friday, 10:00 am – 10:00 pm

Mental Health Clinic/Counseling hours:
Monday – Friday, 9:00 am – 9:00 pm, by appointment only

Contact: Juan Barajas – Executive Director
Aaron Testard – HIV Program Manager

Area Served: Alameda County, Contra Costa County, Marin County, San Francisco County, San Mateo County, Solano County.

Accessibility: Wheelchair accessible/ramp/restroom (1st floor)

Transportation: Call AC Transit for bus line(s). BART – Berkeley Station.

Languages: On-site: Spanish & Interpretive services.
Telephone translation services available (100+ languages)

Fees: Vary according to income. No one turned away because of inability to pay.

Eligibility Requirements: Lesbian, Gay, Bisexual and Transgender individuals and their families or friends.

Application Procedure: Apply by phone through business number.

Services:

- ◆ Community center and mental health agency for Lesbian, Gay, Bisexual and Transgender people.
- ◆ Services include individual and couples counseling and referrals to other Bay Area mental health professionals. Information and resources provided, peer support, drop-in groups, a Community Resource Center with a library, event listing and website.
- ◆ **Positive Directions HIV Program** – provides individual counseling, group counseling and couples counseling, Spanish HIV+ MSM mental health group counseling, counseling at EBAC (East Bay AIDS Center) scheduled by a client's health care provider or social worker, drop-in counseling at the Steamworks Bathhouse, educational "Positive Direction Workshops" for HIV+ individuals, social activities and referrals.
- ◆ **Speaker's Bureau** – provides educational outreach to schools and community agencies on lesbian, gay, bisexual and transgendered sensitivity issues. Youth, family and elder services are also available.
- ◆ **Youth Program** – provides drop-in peer Support Groups, Counseling, Social Activities, Youth Leadership, Educational Workshops, plus information and referrals.

Notes

PACIFIC GAS & ELECTRIC COMPANY - CUSTOMER SERVICE

24300 Clawiter Rd, Building C
Hayward, CA 94545

and

1919 Webster Street
Oakland, CA 94612

Phone(s): (800) 743-5000 (Info., Emergency & Customer Service)
(800) 652-4712 (Answering Service)
(800) 933-9555 (Smarter Energy Line)
(800) 933-9677 (Reach Program)
(800) 652-4712 (TDD/TTY)

Hours: 24 hours daily;
Monday – Friday, 8:00 – 5:00 pm (Smarter Energy Line).

Contact: Will Hardee – Public Affairs Representative

Area Served: Alameda County, Contra Costa County

Accessibility: Not necessary for service

Transportation: Call AC Transit for bus line(s). BART – 19th St. station in within 2 blocks of Oakland office.

Languages: American Sign Language, Cantonese, Mandarin, Tagalog, Portuguese, Spanish, & Vietnamese.

Fees: Vary according to service.

Eligibility Requirements: None

Application Procedure: Apply by phone.

Services:

- ◆ Home Energy Assistance Program (HEAP), Energy Crisis Information Intervention Program (ECIP) and Reach Programs provide assistance in paying PG&E bills to seniors, low-income, handicapped or disabled customers and anybody who receives a 48-hour notice.
- ◆ California Affordable Rates Energy (CARE) Program provides low-income households with a 15% discount off the total PG&E bill.
- ◆ Other services include a balanced payment plan, third party notification, medical baseline quantities, Braille marking for appliance controls and telecommunications for the hearing impaired.
- ◆ APS (Automatic Payment System) also available.

Notes

PARENTS, FAMILIES & FRIENDS OF LESBIANS & GAYS - OAKLAND/EAST BAY (PFLAG)

PO Box 21195
Oakland, CA 94620

Phone(s): (510) 562-7692 (helpline)
Website: www.dynapolis.com
and info@pflag_eastbay.org
and support@pflageastbay.org

Hours: Help Line is open 24 hours daily

Contact: May Strauss – Coordinator

Area Served: Alameda County, Albany, Berkeley, Danville, Dublin, El Cerrito, Emeryville, Fremont, Hayward, Hercules, Livermore, Newark, Oakland, Pleasanton, Pinole, Richmond, San Leandro, San Ramon and Walnut Creek.

Accessibility: Yes for meetings.

Transportation: Some transportation assistance is available for meetings; contact the Help Line.

Languages: Spanish

Fees: Voluntary membership, dues vary with club location.

Eligibility Requirements: None

Application Procedure: Apply by phone.

Services:

- ♦ Informal, non-judgmental, nonsectarian group that provides information and support to parents, friends and other relatives of GLBT individuals. GLBT individuals who may have family issues are also welcome.
- ♦ Offers a monthly support group, telephone peer counseling and information between meetings.
- ♦ Provides speakers for classes and other meetings and information on groups in other locations.
- ♦ Distributes printed information and maintains a lending library of books.
- ♦ Other chapters include: (510) 782-5462 (Hayward); (510) 226-6816 (Fremont, Newark); (925) 831-8172 (Pleasanton, Danville) and (510) 283-8928 (Walnut Creek).

Notes

PATHWAYS HOSPICE

**7901 Oakport St, Suite 3500
Oakland, CA 94621**

Phone(s): (408) 730-5900 (Referral/Hospice Information)
(510) 632-4390 (general information)
(888) 755-7855 (referrals)
(510) 632-3334 (fax)

Hours: Monday – Friday, 8:30 am – 5:00 pm
Weekends, Holidays – 24 hrs answering line

Contact: Georgia Peck – Director Hospice
Sandy Coolidge – Director Community Services
Lisa Price – Patient Care Coordinator
Loretta Kipp – Admin Coordinator

Area Served: Alameda County, and some limited Contra Costa County cities

Accessibility: Not necessary for service.

Transportation: Call AC Transit for bus line(s). BART – Coliseum Station

Languages: French, German, Spanish, Various Asian dialects, Vietnamese, 7 translation services available.

Fees: Vary according to service. No one denied service because of inability to pay. Medi-Cal, Medicare, private insurance accepted.

Eligibility Requirements: For Hospice: Diagnosed as terminally ill, with prognosis of six months or less.

Application Procedure: Apply by phone.

Services:

- ◆ Pathways Hospice provides special in-home medical and emotional care for patients and families during the final phase of a terminal disease.
- ◆ Services include medical and nursing care, nutritional consultations, personal care, physical therapy, limited respite care, occupational therapy, social work, spiritual and psychological supports and bereavement supports. Services are available 24 hours daily.
- ◆ Volunteers provide respite care including meal preparation.

Care is designed by a multidisciplinary team including registered nurse, a physician home health aides, social workers, chaplains and volunteers.

- ◆ Medical Social Work services provide patients and families with information regarding community resources, facility placement, if needed, and short-term counseling.
- ◆ Nutrition services provide information on diets and nutrition to address such medical problems as diabetes, heart disease and malnutrition.

Notes

PLANNED PARENTHOOD EASTMONT HEALTH CENTER

**7200 Bancroft Ave, Suite 210
Oakland, CA 94605**

Phone(s): (800) 967-7526 (800-967-PLAN)
Website: www.ppgg.org

Hours: Monday - Tuesday, 8:30 am – 5:00 pm,
Wednesday, Appointment only
Thursday, 1:00 – 5:00 pm, Teens only
Friday, 8:30 am – 5:00 pm

Contact: Regine Grier – Center Manager
Felicia Jones – Assistant Center Manager

Area Served: Alameda County

Accessibility: Wheelchair accessible/special
parking/restroom

Transportation: Call AC Transit for bus line(s). BART – Bay Fair
Station. BART – Coliseum/Oakland Airport Station.

Languages: Spanish

Fees: Vary according to income. Medi-Cal, private
insurance accepted.

**Eligibility
Requirements:** None

**Application
Procedure:** Walk in for pregnancy testing only. Appointment
necessary for examinations.

Services:

- ◆ A clinic providing reproductive health care and primary care services to women and men.
- ◆ Services include gynecological examinations, family planning, STD treatment, pregnancy testing, prenatal care, family medicine and immunizations.
- ◆ Offers HIV counseling and testing.
- ◆ For pregnancy testing, walk-in hours are: Monday, 9:00 am – 3:00 pm, Tuesday – Friday, 9:00 – 11:30 and 1:00 – 3:30 pm.
- ◆ COLPO exams – for women only – every other Thursday only

Notes

PLANNED PARENTHOOD

HAYWARD HEALTH CENTER

1866 B St
Hayward, CA 94541

Phone(s): (800) 967-7526 (800-967-PLAN)
www.ppgg.org

Hours: Monday – Friday, 9:00 am – 5:00 pm (phone);
Clinic hours:
Monday, 9:00 am – 5:00 pm;
Tuesday, 10:00 am – 8:30 pm;
Wednesday, Thursday & Friday, 8:30 am – 6:00 pm;

Contact: Kim Coleman – Asst. Clinic Director
Kathy Ruiz – Clinic Director

Area Served: Alameda County

Accessibility: Wheelchair accessible/ramp/special parking/ restroom/examinations rooms

Transportation: Call AC Transit for bus line(s). BART – Hayward and Castro Valley stations connect to AC Transit.

Languages: Spanish. Translation service on request

Fees: Vary according to income. Medi-Cal accepted for most services. Private insurance accepted for some services.

Eligibility Requirements: None

Application Procedure: Walk in or apply by phone. Appointment necessary. Some drop in times available.

- Services:**
- ◆ A family planning clinic providing reproduction and primary health care.
 - ◆ Offers natural family planning classes, abortion, vasectomy, pregnancy testing, perinatal care, health education, community outreach and diagnosis and treatment of sexually transmitted diseases for men and women.
 - ◆ General primary health care available for women, age 12 –63.
 - ◆ Confidential and anonymous HIV testing and limited counseling are available.
 - ◆ Saturday and evening appointments are available for some services.
 - ◆ Provides referrals for infertility and female sterilization.
 - ◆ Volunteers assist in educational and clinic areas.
 - ◆ LEEP and COLPO – women only
 - ◆ Male vasectomy

Notes

PLANNED PARENTHOOD - GOLDEN GATE

MacARTHUR HEALTH CENTER

482 W. MacArthur Blvd
Oakland, CA 94609

Phone(s): (800) 967-PLAN (administration)
(800) 967-7526
www.ppgg.org

Hours: Monday & Tuesday, 8:00 am – 6:00 pm
Wednesday & Friday, 8:00am – 4:00pm
Saturday, 9:00 am – 3:00 pm.

Contact: Beverly Parker - Director
Rachelle Rohrer – Asst. Director

Area Served: Alameda County

Accessibility: Wheelchair accessible

Transportation: Call AC Transit for bus line(s). BART – MacArthur Station within 2 blocks.

Languages: Cantonese, French & Spanish.
Translation services on request.

Fees: Vary according to income. Medic-Cal, private insurance accepted.

Eligibility Requirements: None

Application Procedure: Apply by phone or walk in.

- Services:**
- ◆ The MacArthur Health Center provides family, reproductive and primary care services.
 - ◆ Provides abortion services, gynecological examinations, health education, pregnancy testing, prenatal care, colposcopy, family planning counseling, female sterilization and treatment for abnormal Pap smear conditions.
 - ◆ Confidential and anonymous HIV testing.
 - ◆ Male services include vasectomy and male exams.
 - ◆ Female services include Loop Electronic Excise Procedures (LEEP) and COLPO.

Notes

POSITIVE RESOURCE CENTER (PRC)

785 Market St, 10th Floor
San Francisco, CA 94103

Phone(s): (415) 777-0333

Hours: Monday – Friday, 9:00 am – 5:00 pm

Contact: N/A

Area Served: San Francisco County, Bay Area

Accessibility: Wheelchair accessible/elevator/special parking/restroom/interpreter for the Deaf by arrangement.

Transportation: MUNI lines 27 & 31 and Market street lines. BART – Powell Street Station.

Languages: Cantonese, Mandarin & Spanish

Fees: None

Eligibility Requirements: Residents of San Francisco, HIV+ or patients of County Mental Health system for Benefits Counseling program

Application Procedure: Appointment necessary for intake.

Residents of Bay Area & HIV+ for Employment Services program

Services:

- ♦ The Benefits Counseling program offers representation and advocacy to clients for Social Security, Medi-Cal and Medicare.
- ♦ The Employment Services program offers vocational counseling, job search skills workshop, computer training, resume assistance and employment placement.

Notes

PROJECT INFORM

**1375 Mission Street
San Francisco, CA 94103**

Phone(s): (415) 558-8669
(800) 822-7422 or
(415) 558-9051 Hotline (10:00am – 4:00
pm Monday – Friday)
www.projectinform.org

Hours: Monday – Friday, 9:00 am – 5:00 pm

Contact: Dana Van Gorder – Executive Director
Paul Dalton - Dir., Treatment Info. &
Advocacy
Ryan Clary – Dir., Public Policy
Alejandra Cano – House Manager

Area Served: Alameda County, Contra Costa County, Marin
County, Napa County, San Francisco County, San
Mateo County, Santa Clara County, Northern
California, Statewide, Nationwide, & Worldwide

Accessibility: Wheelchair

Transportation: MUNI lines 14 within one block.
Civic Center BART Station

Languages: Spanish

Fees: None

Eligibility: None

Application: None, just call.

Requirements:

Procedure:

Services: **Project Inform** provides HIV/AIDS care, treatment and policy information and advocacy for individuals living with HIV, their families, friends and care providers through publications, community meetings, trainings, national HIV/AIDS hotline.

♦ Printed materials include journals, various fact sheets and discussion papers. *PI Perspectives*, a journal published three times a year, provides an analysis of HIV/AIDS treatment, research, policy and regulatory issues. *PI Perspectives eNews* is available online monthly by subscription.

♦ **The Project Inform Network (PIN)** – is a national grassroots network of individuals who communicate with state and national elected officials to affect HIV research, healthcare and treatment access issues important for individuals living with HIV/AIDS. The PIN communicates to members about federal and state HIV/AIDS legislation and funding issues through PIN Alerts sent to members via e-mail and post.

♦ **Hepatitis C Advocates United!** Is a national grassroots network of individuals and organizations fighting for increased funding for hepatitis programs and legislation. To sign up, send an email to RClary@projectinform.org and include the word “Subscribe” in the subject field, your first names (last name is optional) and your city and state.

Notes

PROJECT OPEN HAND

1921 San Pablo Ave
Oakland, CA 94612

Phone(s): (800) 551-6325
(510) 622-0221
Website: www.openhand.org

Hours: Grocery Center: M-F, 10:00 am – 2:00 pm
Home-delivered meals: M-F, 2:30 – 5:30 pm

Contact: Michael Haritos – East Bay Program Manager
Vickie Giusti – Client Services
Jim Illig – Government Relations

Area Served: Alameda County & San Francisco County

Accessibility: Wheelchair accessible/restroom

Transportation: Call AC Transit for bus line(s). BART 19th St. station is two blocks away. Home-delivered meal service does not require transportation.

Languages: Telephone translation services available (100+ languages)

Fees: None. Donations are accepted.

Eligibility: California ID.

Application: Call caseworker. Intakes by appointment.

Requirements:

Procedure:

Monday-Friday, 9:00 am - 2:00 pm.

Services: ♦ Project Open Hand provides:
- nutritional support for people with HIV/AIDS through daily prepared meals and weekly groceries,
- as well as meals for seniors and the homebound who are critically ill in Alameda County.

Notes

PROTECTION & ADVOCACY, INC. (PAI)

1330 Broadway, Suite 500
Oakland, CA 94621

Phone(s): (510) 267-1200 (voice & TTY/TDD)
(800) 776-5746 (voice & TTY/TDD)
(510) 267-1201 (fax)
Sacramento:
(916) 575-1610 (Office of Patients Rights)
(800) 254-5166 (Office of Patients Rights)
(916) 575-1613 (fax)

Hours: Monday – Friday, 9:00 am – 5:00 pm

Contact: Kim Swain – Managing Attorney

Area Served: Alameda County, Contra Costa County, Marin County, San Benito County, San Francisco County, San Mateo County, Santa Clara County, Monterey County, San Luis Obispo County, Santa Cruz County.

Accessibility: Wheelchair/elevator/restrooms

Transportation: Call AC Transit for bus line(s). BART – 12th Street/City Center Station within 1 block.

Languages: Spanish

Fees: None

Eligibility Requirements: Disabled resident of California.

Application Procedure: Apply by phone

Services: Protects the legal, civil and service rights of Californians who have disabilities. Federal law mandates that each state have such a system and Protection and Advocacy, Inc. (PAI) is designated to be that system in California. Provides information about services available to persons with developmental and other disabilities and how to obtain them. Other services include referrals, technical assistance, advocacy training workshops, investigation, negotiation and legal action.
Office of Patient's Rights – advocates for the rights for individuals with mental disabilities through activities to ensure the enforcement of Federal and State constitutional and statutory rights and by investigating incidents of abuse and neglect.

Notes

PROVIDENCE HOUSE

540 23rd St
Oakland, CA 94612

Phone(s): (510) 444-0839
(510) 465-5420 (fax)
www.providence.org/oakland

Hours: Monday – Friday, 10:00 am – 3:00 pm

Contact: Barbara Cook– Director

Area Served: Alameda, Contra Costa and San Francisco Counties

Accessibility: Wheelchair accessible/elevator/ramp/
restroom

Transportation: Call AC Transit for bus line. BART – 19th Street
Station within 6 blocks.

Languages: English only

Fees: Vary - 30% of monthly income

Eligibility Requirements: Age 18 or over, physically disabled and
HUD rent subsidy eligible.

Application Procedure: Walk in or apply by phone:
Monday – Friday, 9:00 am – 5:00 pm.
Call to find out if wait list is open. Wait list is open
only periodically. Notification of application
availability through Eden I&R's AIDS Housing
Information Project. (AHIP)

Services:

- ◆ Providence House provides permanent, subsidized housing to physically disabled, low-income individuals.
- ◆ Individuals diagnosed with AIDS receive priority placement.
- ◆ The building has 34 one-bedroom and 6 two-bedroom units.
- ◆ Applicants with a history of substance abuse must verify one year of sobriety.
- ◆ Contracted services on-site include mental health counseling, social service coordination, acupuncture, herbal therapy and massage therapy.

Notes:

RESOURCES FOR COMMUNITY DEVELOPMENT (RCD)

2730 Telegraph Ave

Berkeley, CA 94705

Phone(s): (510) 841-4410
(510) 548-3502 (fax)

Hours: Monday – Friday, 9:00 am – 5:00 pm

Contact: Dan Sawislak – Executive Director
Chris Hess – Director of Resident Services
Website: www.rcdev.org

Area Served: Alameda County, Contra Costa County, Solano County

Accessibility: Wheelchair accessible

Transportation: Call AC Transit for bus line(s). BART – Berkeley Station within 4 blocks.

Languages: English, Chinese, Spanish

Fees: Rent for the Harrison and Marlon Riggs Apartments is 30% of income for **Shelter Plus Care** units. Other units at the Harrison rent for \$320 per month. Rent varies for all other BMR units.

Eligibility Requirements: Low-income (between 60% - 80% of median area income). For **Shelter Plus Care**, homeless with at least one of the following disabilities: physical disability with AIDS/HIV, chronic alcohol/drug abuse or chronic mental disability.

Application Procedure: Apply by phone or walk in to specific housing complex for application. Appointment necessary for interview. Apply through Berkeley and Oakland Housing Authorities for Section 8, Moderate Rehabilitation and **Shelter Plus Care** units.

- Services:**
- ♦ A non-profit housing development corporation established to develop housing for low-or very low-income individuals, families and special needs populations in the Bay Area. Programs include permanent housing for individuals who are able to live independently and in group homes.
 - ♦ Services are provided at some sites through RCD's Resident Services Empowerment Program and collaborators like Lifelong Medical Care, Berkeley Mental Health, Catholic Charities, Toolworks and other social service agencies in Alameda and Contra Costa Counties. Please contact the RCD Director of Resident Services regarding site specific services.
 - ♦ For application information, please refer to property management on site or if unavailable call RCD Project Service Coordinator.
 - ♦ Please note some developments are designed as group homes, accept **Shelter Plus Care**, or are transitional housing sites; for more details call property management on site or contact the RCD Project Service Department.
 - ♦ For low-income people who have been disabled due to HIV/AIDS, housing is available at Marlon Riggs Apartments, Bay Bridges Apartments and Regent House; (510) 832-3460 (dial *82 first); Spirit of Hope I & II at Alameda Point, (510) 748-1799; Concord House, (510) 278-1843.
 - ♦ Transitional housing units for low-income veterans are available at Ashby House, (510) 849-3719 or (510) 841-4410. Limited equity housing cooperatives are available at Hearst Apartments, (510) 549-2079.
 - ♦ Permanent housing units for families are available at the Triangle Court Apartments, (510) 841-0664; Elaine Null Court, (925) 458-1002; Riley Court, Concord (510) 691-7415; and Terrance Glen, Antioch, (925) 777-9657. For applications, contact the RCD Project Service Department. Ninth Street, a limited housing equity cooperative, has five units and can be contacted through Resources for Community Development
 - ♦ Dwight Way Shelter, (510) 649-4972, offers emergency shelter and transitional housing for homeless women and children.
 - ♦ Additional housing includes: Creekside Apartments, (510) 525-4425; Camera Circle/John Stewart Company, (415) 345-4400; UA Co-op, (510) 843-5937; UA Homes (510) 649-6635; Erna P. Harris Court, (510) 841-0664; Haight Street House (510) 547-2426 ext 12; The Harrison Residence, (510) 444-2080; Aspen Court Apartments, (925) 676-2970; Rosevine Apartments, (510) 658-7492; Mirimar Apartments at Alameda Point, (510) 748-1799; MLK House (510) 845-9040; Pinecrest Apartments, (925) 777-9657; Mariposa Apartments at Alameda Point, (510) 748-1799; Mabel Howard Apartments, (510) 658-7492; Spirit of Hope I & II at Alameda Point/Gallagher (510) 748-1799.

Notes

SAINT JOSEPH'S CENTER FOR THE DEAF & HARD OF HEARING PSYCHOLOGICAL SERVICES

Educational Programs

25580 Campus Dr
Hayward, CA 94542

Phone(s): (510) 881-2247 (TTY/TDD)
(510) 881-2245
(510) 881-2248 (fax)

Hours: Monday – Thursday, 9:30am – 2:00 pm

Contact: Ardith Lynch – Executive Director
Lorraine Wilson - Coordinator

Area Served: Alameda County and Contra Costa County

Accessibility: Wheelchair accessible/special
parking/restroom/interpreter for the deaf

Transportation: Call AC Transit for bus line(s). BART – Hayward
station connects to AC Transit.

Languages: American Sign Language

Fees: Vary according to income. No one denied service
because of inability to pay.

Eligibility Requirements: Deaf, hard of hearing and deaf/blind.

Application Procedure: Apply by phone. Appointment necessary.

- Services:**
- ♦ Saint Joseph's Center provides counseling and education programs for deaf, hard of hearing, late deafened, deaf/blind persons and their families.
 - ♦ Educational services include a parenting program, adult living skills, family life program, community hospital/home outreach programs and community workshops.
 - ♦ Provides confidential, culturally sensitive and affordable individual, couple, group and family counseling at various locations in the East Bay. Counseling services address depression, grief, domestic violence, work or school-related problems, parenting challenges, alcohol and drug abuse, physical and sexual abuse, HIV/AIDS issues, life transition problems and identity issues.
 - ♦ Agency welcomes volunteers to provide visitation services and assistance with organizing special events and projects.

Notes

SalvaSIDA

P.O. Box 20035
Oakland, CA 94620-0035

Phone(s): (510) 282-2007

Hours: N/A

Contact: Obiel A. Leyva

Area Served: Alameda County

Accessibility: We have no physical location.

Transportation: N/A

Languages: Spanish

Fees: N/A

Eligibility Requirements: Working on issues and/or services related to the organization's mission.

Application Procedure: Call to apply

Services:

- ♦ SalvaSIDA is a nonprofit that provides policy/advocacy services to promote culturally and linguistically appropriate HIV/AIDS prevention and care services targeting Latinos in Alameda County.
- ♦ The organization was created in response to the epidemic's inroads into the Latino community, hoping to keep the epidemic in check and to advocate for appropriate services to be available and accessible to Alameda County's diverse Latino community.

Notes

SALVATION ARMY - OAKLAND

**2794 Garden St
Oakland, CA 94601**

Phone(s): (510) 437-9437 (intake)
(510) 432-9432 (Reach program)
(510) 437-9876 (fax)
(800) 958-7825 (car donation program)
(510) 437-9437 (EBMUD assistance)

Hours: Monday – Friday, 9:00 am – 4:00 pm (Intake, Reach program and EBMUD assistance)
24 hours daily (car donation program);

Contact: Suzanne Mondell – Capt., Director
Gordon Lee – Social Worker/Shelter
Shelton Yee – Business Administrator

Area Served: Oakland, Piedmont, Alameda, Berkeley

Accessibility: Wheelchair accessible/elevator/ramp/
special parking/restroom

Transportation: Call AC Transit for bus line(s). BART – Fruitvale Station.

Languages: Spanish, Mandarin

Fees: None

Eligibility Requirements: Low-income. Must be Oakland resident for Reach Program. Family has to have a minor child.

Application Procedure: Apply by phone. Make appointment for intake. Screening over the phone.

Services: Salvation Army offers services to low-income individuals including social work services, emergency shelter, emergency food program, the Reach Program (for energy bills), the EBMUD Assistance program (for water bills) and the CAP program (lower water bills for low-income seniors). Direct social work services include assistance with lodging, information and referral, welfare advocacy, brief task-centered casework and energy assistance.

Emergency Shelter –offers a 30-day stay in facility with 65 beds. Rooms must be vacated between 9:30 – 11:45 am and 1:00 – 4:30 pm, unless client has a letter from a physician. Three meals a day are served to person in the shelter. A child activity program is available Monday – Friday, 1: 00 - 4:30 pm and 6:00 – 7:45 pm. Individuals must call between 9:00 – 11:00 am for an initial screening and to schedule an appointment. Clients may only use the shelter once every nine months.

Reach Program – works closely with PG & E to provide limited, one-time, assistance in paying energy bills. Clients must be low-income and have a 48-hour or 15 day shut-off notice. Priority given to elderly and disabled persons.

EBMUD Assistance program provides help paying water bills.

Car Donation Program is offered at selected centers. Please call 800-958-7825 and someone will call back within 24 to 48 hours to set up a pick up time. Car acceptance is determined on a case by base basis, depending on which center is picking it up.

Notes

SAN FRANCISCO AIDS FOUNDATION

**995 Market St., Suite 200
San Francisco, CA 94103**

Phone(s): (415) 487-3000
(800) 367-2437 (Toll Free)
Website: www.sfaf.org

Hours: Monday – Friday, 9:00 am – 5:00 pm

Contact: Stephen Cadby – Information Mgmt Associate

Area Served: San Francisco County

Accessibility: Wheelchair accessible

Transportation: BART – Powell Station - ½ block

Languages: American Sign Language & Spanish

Fees: None

Eligibility Requirements: Individuals with AIDS or who are HIV+,
diagnosis letter from physician required

Application Procedure: Apply by phone. Call for appointment.

- Services:**
- ♦ The San Francisco AIDS Foundation provides comprehensive services for individuals with HIV disease. Conducts community information about HIV through telephone hotlines and websites, three publications (*BETS: Bulletin of Experimental Treatments for AIDS; Positive News; Treatment Bulletins*).
 - ♦ Organizes local, national and international forums and presentations.
 - ♦ Advocates for funding and treatment of HIV disease locally and nationally.
 - ♦ Financial benefits counseling for General Assistance, Food Stamps, Medi-Cal, SSI, SSDI, employee benefits, long and short-term disability plans, health insurance, life insurance, viaticum settlements and state disability insurance and ADAP enrollment.
 - ♦ Special services for women living with HIV.
 - ♦ Provides housing services including rental subsidies, information and referral. Call for intake appointments.
 - ♦ Leads efforts to obtain sufficient funding for HIV care, research, prevention and access to medical care. Advocates for broad access to affordable HIV medication treatment options, on-going medication research and development and accelerated approval and access to HIV medications.
 - ♦ **Gay Life Counseling** – offers free individual and couples counseling to gay and bisexual men. Provides programs designed to help gay men connect with all aspects their lives through on-going interactive events, seminars, forums and workshops.
 - ♦ **Black Brothers Esteem Program** – promotes the sexual health and well-being of African American gay and bisexual men by addressing issues of poverty, substance abuse and racism.
 - ♦ **Latino Support Group** - meets every Thursday at 3:00 – 5:00 pm.
 - ♦ Offers a variety of volunteer opportunities.

Notes

SECOND CHANCE, INC.

PO Box 643
Newark, CA 94560

Phone(s): (510) 792-4357 (510-792-HELP)
(510) 745-1693 (fax)
Website: www.secondchanceinc.com
E-mail: scbox643@aol.com

Hours: 24 hour daily hotline

Contact: Mark McConville – Executive Director
Jim Rogers – Program Manager

Area Served: Fremont, Hayward, Newark, San Leandro

Accessibility: N/A

Transportation: N/A

Languages: Spanish

Fees: None with the exception for PC1000 diversion, DUI, AIDS education and domestic non-violence.

Eligibility Requirements: None

Application Procedure: Walk in or apply by phone.

- Services:**
- ♦ Second Chance provides counseling, crisis intervention, shelter services, a 24-hour hotline, community education, support groups and special interest workshops.
 - ♦ Counseling is offered for problems such as drugs, alcohol, family problems, domestic violence, depression, child abuse, parenting, Communication, AIDS and others.
 - ♦ Support groups offered include alcohol and drug abstinence support, stress reduction, parenting, teens, divorce and separation, marriage and others as needed.
 - ♦ Provides a 17-week educational program for first-time drinking and driving offenders.
 - ♦ Offers AIDS workshops and free and anonymous HIV counseling and testing. Please call (510) 792-4357 for days and hours of service.
 - ♦ A multipurpose emergency shelter provides 30 beds for single adults, battered women and families. Call anytime for availability information. Also provides drop-in showers. Call ahead for information on availability. Length of stay limited to 2-3 weeks.
 - ♦ **Phoenix Program** – involves pregnant, post partum and early parenting women who are dealing with drug and alcohol related problems. The program consists of individual recovery plans, education/training groups. Drug and alcohol abstinence support groups, discussion groups. In-house groups, community referrals, one-on-one sessions, on-site child care, transportation and clean and sober activities.
 - ♦ An outreach agency, in the **Shelter Plus Care** network, at which homeless people can apply for the Alameda County **Shelter Plus Care** Program. Also provides support services for clients in the program.
 - ♦ Second Chance has a branch in Hayward at 1826 B Street.
 - ♦ Call main office hotline number for information. Main office is located at 6330 Thornton Avenue, Newark, 94560, (510) 792-4357.

Notes

SECOND CHANCE, INC. HAYWARD RECOVERY CENTER

107 Jackson Street
Hayward, CA 94544

Phone(s): (510) 886-8696
(510) 888-9054 (fax)

Hours: Monday, Tuesday, Thursday, Friday, 12:30 – 8:00 pm,
& Wednesday, 4:00 – 8:00 pm

Contact: Patti Hart – Site Coordinator
Mark McConnville – Executive Director

Area Served: Alameda County, flexible

Accessibility: Wheelchair accessible/ramp/special
parking/restroom

Transportation: Call AC Transit for bus line(s). BART – Hayward
Station.

Languages: Spanish

Fees: Fee for some groups. Fee for court-ordered 52 week
non-violence/domestic violence group. No fee for
others. Call for specific information.

Eligibility Requirements: Clean and sober for at least 24 hours.

Application Procedure: Walk in or apply by phone.

- Services:**
- ♦ Second Chance Hayward Recovery Center provides education, peer counseling and support to drug and alcohol abusers.
 - ♦ Has a Relapse-Prevention Group for persons in the first six months of sobriety. Offers alcohol and drug counseling.
 - ♦ Provides community education on AIDS in English or Spanish on request.
 - ♦ Free anonymous or confidential HIV and Hepatitis C counseling and testing every second and fourth Monday of the month. Information on Hepatitis C is available.
 - ♦ Also offers teen groups.
 - ♦ Domestic nonviolence groups are held for men and women batterer's treatment. Anger management for men and women provided.
 - ♦ Please call to confirm dates and times of service.
 - ♦ **Bay Area Service Network (BASN)** – is a program to help parolees reintegrate into the community after incarceration; must be referred by parole officer.

Notes

SENIOR MEDI-BENEFITS

3195 Adeline St
Berkeley, CA 94703

Phone(s): (510) 420-0550
(510) 420-0286 (fax)
www.seniormedi-benefits.org

Hours: Monday – Friday, 9:00 am – 4:00 pm

Contact: Arleen Goodwin – Co-Director
Matt Olesen – Executive Director

Area Served: Alameda County, Contra Costa County, Marin County, San Francisco County, San Mateo County, Santa Clara County, Statewide.

Accessibility: Wheelchair accessible

Transportation: BART – Ashby Station within 1 block.

Languages: Mandarin

Fees: Variable fees for Medi-Cal long term care processing for people who need to spend down. No one denied service because of inability to pay.

Eligibility Requirements: Seniors-generally 65+, but exceptions made. SSI/Disability, Medi-Cal

Application Procedure: Apply by phone or mail.

Services: Senior Medi-Benefits – offer Medi-Cal application processing which includes screening for Medi-Cal eligibility, spend-down management, complete processing of Medi-Cal applications and representation at interviews for approval.

Notes

SENTINEL FAIR HOUSING

510 16th St, Suite 560
Oakland, CA 94612

Phone(s): (510) 836-2687
(510) 836-0461 (fax)
Website: www.sentinelairhousing.org

Hours: Monday – Friday, 8:30 am – 12:00 pm and
1:00 – 4:30 pm

Contact: Mona Breed – Executive Director

Area Served: Alameda, Oakland

Accessibility: Wheelchair accessible/elevator/restroom

Transportation: Call AC Transit for bus line(s). BART 19th Street
Station & 12th Street /City Center Station stop within 3
blocks.

Languages: Spanish

Fees: None. Donations accepted.

Eligibility Requirements: Resident of the City of Alameda or the
City of Oakland.

Application Procedure: Apply by phone

Services:

- ◆ Sentinel Fair Housing is a fair housing program that investigates complaints of housing discrimination in rentals, sales and mortgage lending and also counsels tenants and landlords on their rights and responsibilities.
- ◆ Covers housing discrimination based on race, national origin, religion, sex, marital status, disability, children in the family or sexual orientation, source of income or any arbitrary reason.
- ◆ Trained housing counselors assist both landlords and tenants by listening to problems, giving appropriate information and suggesting possible solutions. Can also set up a mediation session or refer the case to an attorney for litigation.
- ◆ Provides information and assistance regarding evictions, repairs, deposits, non-payments of rent, utility shut-offs and rent increases.
- ◆ Accepts complaints of discrimination in rental, sales, lending and provides counseling, referral to Government agencies and private Fair Housing attorneys.

Notes

SEXUAL MINORITY ALLIANCE OF ALAMEDA COUNTY (SMAAC)

**1608 Webster St
Oakland, CA 94612**

Phone(s): (510) 834-9578
(510) 834-9590 (fax)
(510) 873-8550 (Center)
www.smaacyouthcenter.org

Hours: Monday - Friday, 2:00 – 9:30 pm

Contact: Roosevelt Mosby – Executive Director
Charles Bradford, Jr. – ED Center Assistant

Area Served: Alameda County

Accessibility: Wheelchair

Transportation: Call AC Transit for bus line(s). BART – 19th Street Station within 1 block.

Languages: English only.

Fees: None

Eligibility Requirements: Age 13 – 24 with diverse lifestyle.

Application Procedure: Walk in

Services: ♦ SMAAC is a community based organization providing support groups, training, counseling, a mentoring program, health education, computer labs, Prevention Case Management, Peer Advocacy for HIV+ youth, HIV Prevention Education, Drop-in Center for LGBTQ Youth and a game night for sexually diverse youth.
♦ Provides anonymous and confidential HIV testing and counseling.

Notes

SPECTRUM COMMUNITY SERVICES, INC.

**1435 Grove Way
Hayward, CA 94546**

Phone(s): (510) 881-0300
(510) 881-0305 (HEAP - Central & South County, Tri-Valley)
(510) 486-1241 (HEAP – Oakland and City of Alameda)
(510) 537-3340 (fax)
(510) 444-CITY (Oakland Assistance)

Hours: Monday – Friday, 8:30 am – 5:00 pm

Contact: Michael Sweeney – Executive Director
Frank Regalado – Hope Program Coordinator
Alice Lavelle– Fall/Risk Reduction Program
Gwen Bradford– Senior Employment Program
Annemarie Parrish – SNAP Program
Shirley Brown – Energy Services/HEAP Program

Area Served: - Senior Support Services are for Castro Valley, Hayward, San Leandro and San Lorenzo.
- Training and Education Center (TEC) serves Alameda County.
- Energy Services are for Alameda County, except Albany, Berkeley, Emeryville and Piedmont.
- Senior Employment Program serves East, Central and Southern Alameda County.

Accessibility: Wheelchair accessible

Transportation: Call AC Transit for bus line. BART – Hayward Station.

Languages: Cantonese, Italian, Portuguese, Spanish, Tagalog, & Vietnamese

Fees: Vary according to service. No fee for Energy Services or Senior Support Services.

Eligibility Requirements: Age of 60 or over for meals and senior services. Vary for other programs.

Application Procedure: Walk in or apply by phone.

Services:

- ♦ A multi-service organization that provides energy conservation/weatherization services, nutrition, senior support services, senior employment and vocational skills and education training to low-income, disadvantaged individuals and senior residents. Services/Programs include:
 - ♦ **Energy Services (non-emergency situations)** – administers the California State low-income **Home Energy Assistance Program (HEAP)** that assists low-income individuals with a one-time payment toward their PG&E bill. Serves residents of Alameda County except for those living in Albany, Berkeley, Emeryville and Piedmont
 - ♦ **Housing Rehab Programs** – assist residents in Alameda County with their energy consumption, weatherization of their homes, furnace repair/replacement; teaches residents how to conserve energy. Proof of income required.
 - ♦ **Fall Risk Reduction Program** – provides strength-building exercise program and fall prevention/home safety education.
 - ♦ **Senior Employment Program** – places low-income seniors, 55 years or older, residing in South, East, or Central Alameda County in positions with local service organizations to provide employment experience and training that ultimately lead to unsubsidized employment.
 - ♦ **Senior Nutrition & Activities Project (SNAP)** – prepares and serves hot meals to several senior centers and dining meal sites throughout South, Central and Eastern Alameda County. Home-delivered **Meals on Wheels** are provided in the Tri-Valley.
 - ♦ **Training & Education Center (TEC)** – in collaboration with Chabot College and Hayward Adult School, Spectrum provides computer training in word processing, data entry and accounting to unemployed, under-employed and students of all ages. There are income restrictions for receiving these services. Job readiness and job search assistance are also provided.

Notes

SUTTER VISITING NURSES ASSOCIATION (VNA) & HOSPICE

1900 Powell Street, Suite 300
Emeryville, CA 94608

Phone(s): (510) 450-8500 (home care)
(510) 450-8596 (hospice)
(800) 557-9777 (information & referral)
Website: www.suttervnaandhospice.org

Hours: Monday – Friday, 8:30 am – 5:00 pm

Contact: Sue Squibb – Interim Chief Executive Officer
Jennifer Lillard – Hospice Director
Virginia Bruski – Home Care Director

Area Served: Alameda County, Contra Costa County, El Dorado County, Placer County, Sacramento County, San Mateo County, Solano County, Sonoma County, Yolo County, San Francisco County, & Marin County

Accessibility: Wheelchair accessible

Transportation: Shuttle bus – BART MacArthur station

Languages: Cantonese, Spanish, & Tagalog

Fees: Hospice and home care fees vary according to service. Medi-Cal, Medicare, HMOs and private insurance accepted. Donations requested for Bereavement Program \$5-\$25 per group session. No one refused service because of inability to pay.

Eligibility Requirements: Residents of area served, under care of a physician. Home care patient must be homebound. Hospice patient must have a life expectancy of six months or less.

Application Procedure: Apply by phone. Requires physician order to receive care.

Services: **Comprehensive Home Health Care Program** – provides skilled nursing care, medical social workers, home health aides and physical, occupational and speech therapists. Specialty services include home infusion therapy, enterostomal therapy, respiratory program, infusion services and nutritional counseling.
Home Hospice Program – provides pain control and symptom management for patients. Training and emotional support is also provided to families during the final phases of the disease process. Services include medical and nursing care, personal care, physical therapy, pharmacy services, respite care, social work, spiritual and psychological support and bereavement support. Services are provided on an intermittent basis at the patient's home. A nurse is available by phone 24 hours daily. Volunteers can provide personal care including meal preparation, food management and bathing. Individual bereavement counseling and support groups are also offered.
Branch office is located at 1651 Alvarado Street, San Leandro, 94577. (510) 618-5200;
The Concord branch office at 1900 Bates Ave., Concord, CA 94520, (925) 677-4240, covers Contra Costa and Solano counties.

Notes

TERRA FIRMA DIVERSION EDUCATIONAL SERVICES

30086 Mission Blvd
Hayward, CA 94544

Phone(s): (510) 675-9362
(510) 675-9468 (fax)

Hours: Monday – Friday, 9:00 am – 7:30 pm

Contact: Bertha Cuellar – Executive Officer

Area Served: Alameda County, Contra Costa County, Marin County, San Francisco County, Santa Clara County, & Statewide.

Accessibility: Wheelchair/special parking/restroom

Transportation: Call AC Transit for bus line(s). BART – South Hayward Station within 7 blocks.

Languages: Spanish

Fees: Vary according to service.

Eligibility Requirements: Age 13 or over.

Application Procedure: Apply by phone for appointment.

- Services:**
- ◆ Terra Firma provides drug and domestic violence diversion groups for court mandated individuals and education and group support services for the general public.
 - ◆ Offers HIV/AIDS education classes.
 - ◆ The battered women’s group assists women who have been abused physically, verbally, or emotionally.
 - ◆ The drug relapse prevention group explores interpersonal relationships, group support, understanding the relapse process and promoting abstinence and recovery skills.
 - ◆ Arranges supervised visitations and exchanges between parents and children involved in customary disputes.
 - ◆ Offers hair, urine and drug testing services Monday – Friday, 10:00am – 7:00 pm; Saturday 9:00 – 3:00pm
 - ◆ Youth services for drug education, anger management and petty theft in a 12 – 15 week program. Primarily referred by Probation Courts but is open to the public.

Notes

TIBURCIO VASQUEZ HEALTH CENTER

33255 9th St
Union City, CA 94587

22331 Mission Blvd.
Hayward, CA 94544
(Formerly Miranda Health Center)

Phone(s): (510) 471-5907
 (510) 471-5880 (Hayward Health Center)
 (510) 471-5913 (WIC)
 (510) 471-9051 (fax)
www.tchc.org

Hours: Monday, Tuesday, Thursday, Friday, Saturday, 8:00 am
 – 5:00 pm;
 Monday – Friday, 8:30 am – 5:30 pm (WIC);

Contact: Jose Joel Garcia – CEO
 Bennie Brown, MD – CMO
 Monica Salgado – Office Manager

Area Served: Fremont, Hayward, Newark, San Lorenzo, & Union City.

Accessibility: Wheelchair accessible/elevator/special parking/restroom

Transportation: Call AC Transit for bus line(s). BART – Union City Station within 1 mile.

Languages: Spanish

Fees: Vary according to income using a sliding scale. Medi-Cal, Medicare, some private insurance accepted. No fee for WIC program.

Eligibility Requirements: None

Application Procedure: Apply by phone. Appointment necessary.

Services: A primary care community clinic for children and adults. Offers obstetrics and gynecology, prenatal care, infant care and pediatrics. Offers family planning, including pregnancy testing and venereal disease treatment. Provides immunizations, nutrition counseling, WIC program, lab, pharmacy and social services. Spanish-speaking workers are available. Provides free AIDS education and community information to schools, churches and other organizations. This service is available in Spanish also. Provides confidential HIV testing.

Women Infant & Children (WIC) – program provides supplemental food vouchers for specific foods for pregnant and lactating women, or women who have recently given birth, and children age 4 or under, who are at nutritional/medical risk and live in Fremont, Hayward, Newark or Union City. WIC office is located 1328 Decoto Road, Suite A1. For more information call (510) 471-5913.

Cal-Learn – program provides supportive counseling and case management to pregnant or parenting teens, age 18 or under, who have not completed high school or GED and are receiving TANF. Provides referrals for health care, housing, food and other support services. Also offers nutrition and family planning services. Serves Southern Alameda County residents. Contact Tiburcio Vasquez Health Center, Pam Salazar at (510) 471-5880 ext 1211 for more information on the Cal-Learn Program.

Adolescent Family Life Program (AFLP) – provides case management services to pregnant and parenting teenagers. Case management services include supportive counseling and referrals. Any adolescent who is pregnant or parenting and under 18 years of age is eligible for AFLP services. Teens entering the program may remain until they are age 20. All services are free of charge.

Notes

TRAVELERS AID SOCIETY OF ALAMEDA COUNTY

520 16th St
Oakland, CA 94612

Phone(s): (510) 444-6834
(510) 268-1599 (fax)

Hours: Monday, Tuesday, Wednesday, Friday,
9:00 am 12:00 pm & 1:00 – 4:00 pm,
Thursday, 9:00 am – 12:30 pm

Contact: Ralph 'DJ' Dejesus – Executive Director

Area Served: Alameda County. Some financial assistance restricted to Oakland residents.

Accessibility: Not necessary for service.

Transportation: Call AC Transit 1 for bus line(s). BART – 19th Street Station within 2 blocks.

Languages: Spanish

Fees: None

Eligibility Requirements: Low-income. Vary according to service.

Application Procedure: For rental assistance appointment. Apply by phone. Intake for other services Monday – Friday at 9:00 am on a first-come, first-served basis.

- Services:**
- ♦ Travelers Aid Society of Alameda County offers counseling and occasional financial assistance for newly arrived individuals and families with emotional, economic or social problems.
 - ♦ Arrangements can be made to assist stranded person in returning home if they verify that they have been stranded and have a permanent situation waiting for their return.
 - ♦ Provides motel vouchers for temporary shelter.
 - ♦ Also provides payee services for SSI recipients.
 - ♦ Offers screening for direct financial assistance to help with deposits, rent and to prevent eviction. For rental assistance, applications can be made over the phone.
 - ♦ Case management for families and single adults also offered.

Notes

TRI-CITY HEALTH CENTER (TCHC) HIV / HEPATITIS SERVICES

**39184 State Street
Fremont, CA 94538**

Phone(s): (510) 713-6690 (HIV Prevention, Testing and Care)
(510) 770-8040 (appointments)
(510) 770-8048 (advice)
(510) 770-8133 (Liberty St., Fremont site)
(510) 770-8145 (fax)
(510) 727-9233 (Hayward site)
(925) 606-1451 (Livermore site)
(510) 713-6685 (Mowry Ave., Fremont site)
Website: www.tri-cityhealth.org

Hours: Varies by site; call for information.

Contact: HIV Care: Lisa Carver, Program Manager
(510) 713-6690 x 124
HIV Testing: Alicia Ayala
(510) 713-6690 x 6150
HIV Prevention: (510) 713-6690
- Men's Program – Julio Soriano x 6218
- Harm Reduction/Needle Exchange -
Jonnie Garcia x 6103
- Transgender Services – Tiffany Woods –
x 6121
- Youth – Alicia Ayala x 6150

Area Served: Alameda County

Accessibility: Wheelchair accessible/special parking

Transportation: Call AC Transit for bus line(s).

Languages: On-site: American Sign Language, Gujarati, Hindi, Mandarin, Punjabi, Spanish, Tagalog, Urdu and Visayan.
Translation services available on-site.
Telephone translation services available
(100+ languages)

Fees: Services are free or low cost. Fees vary according to family size and income. Funding assistance for those who qualify. Medi-Cal, Medicare, private insurance, Healthy Families, PACT and CHDP accepted. HIV Care services are free to those who meet Ryan White eligibility requirements.

Eligibility Requirements: Vary according to service.

Application Procedure: Varies according to service.

Services:

- ♦ A community health center offering adult primary care, HIV services, immunizations, blood pressure checks, prenatal care, pediatric care, family planning, pregnancy testing, TB screening, STD treatment, health care for the homeless and health education services to the community. Free and low-cost services are available for these who qualify.
- ♦ **Family Planning** services include pap smears, birth control, STD checks, pregnancy testing and health education.
- ♦ **Immunization Program** offers free immunizations; located at 39500 Liberty Street, Fremont.
- ♦ **HIV/AIDS Services** include case management, anonymous HIV testing, needle exchange, individual and group counseling, peer support groups, benefits advocacy, financial assistance, acupuncture and primary medical care for those who are HIV+. Non-medical HIV care services are located in Fremont (510-713-6690), at 770 A Street in Hayward, CA 94541 (510 727-9233) and at 3311 Pacific Avenue in Livermore, CA 94550 (925 606-1451).

- Services:**
- ◆ **Oral health services** are also available for those who are HIV+; please call 510-769-2248 for more information
 - ◆ **Needle Exchange** sites and hours; all are drop-in:
 - * Hayward: First United Methodist Church, 1183 B Street (enter through the glass doors on B Street), Wednesday, 10 am – 4 pm.
 - * Westminster Hills Presbyterian Church, 27287 Patrick Avenue, Wednesday, 6 pm – 9 pm (Wound/Abscess Care available)
 - * Tri-City Health Center HIV Services site, 39184 State Street, Mon – Fri, 10 am – 5 pm
 - ◆ **HIV Prevention Services** include programs for transgender women, Men who have Sex with Men (MSM), youth and drug users. The Edge is an MSM community center located at 39188 State Street, Fremont. Gay men’s health night (HIV and STD testing) is Tuesdays from 3 to 7 at 39184 State Street, Fremont.
 - ◆ **Psychosocial Support Services** to people living with HIV/AIDS in Alameda County in overcoming barriers to accessing and remaining connected to primary medical and social services through one-on-one and group support and advocacy services. In addition to helping participants to maintain their connection to primary care, TCHC will assess each participant for their immediate and long term needs and work with the participant to develop Action Plans related to those needs. Participants will also have the opportunity to participate in scheduled educational workshops aimed at increasing participants’ knowledge on topics related to accessing and remaining connected to HIV Care services. These services are conducted by Client Advocates five days a week at sites in Fremont, Hayward, Livermore and Oakland. Educational groups are held in both English and Spanish.

Notes

UNITED STATES

SOCIAL SECURITY ADMINISTRATION (SSA)

1111 Jackson St
Oakland, CA 94607

Phone(s): (800) 772-1213 (general/appointments)
(510) 273-6588 Ext. 3115 (SSI claims)
(510) 273-4220 (TTY/TDD)
(510) 273-6192 (fax)
Website: www.ssa.gov

Hours: Monday – Friday, 9:00 am – 4:30 pm;
Monday – Friday, 7:00 am – 7:00 pm (information
phone).

Contact: Janie McDaniel – District Manager
Wanda Adams – Assist. District Manager

Area Served: Alameda County

Accessibility: Wheelchair accessible/restroom

Transportation: Call AC Transit for bus line(s). BART – 19th Street
Station within 2 blocks.

Languages: Translation services available.

Fees: None

Eligibility Requirements: Based on age, income, medical records,
work history & relationship.

Application Procedure: Walk in, apply by phone or mail. Appointment can be
requested.

- Services:**
- ◆ Processes claims for all Social Security programs. Social Security provides continuing income to workers and their families in the case of retirement, disability or death. Benefits are based on the worker's wages and may be paid to the worker or the worker's dependents or survivors.
 - ◆ Medicare is the federal health insurance program for people age 65 or over and some people age 64 or under who are disabled or have chronic kidney disease.
 - ◆ People in need of financial aid who are 65 or over or who are blind or disabled, including blind and disabled children, may apply for Supplemental security Income (SSI). SSI recipients automatically qualify for Medi-Cal.
 - ◆ Issues original and duplicate Social Security cards.
 - ◆ Applications for all benefits may be made in person at the nearest office or by mail or phone. It is necessary to call the toll-free telephone number first for information about qualifications and the documents that must be submitted with the application.
 - ◆ Medicare and post entitlement actions, such as change of address, direct deposit and return to work, are also handled in the local office.
 - ◆ There are five other offices in Alameda County all listed separately on the following pages.

Notes

UNITED STATES SOCIAL SECURITY ADMINISTRATION (SSA)

Berkeley District Office
2045 Allston Way
Berkeley, CA 94704

Phone(s): (800) 772-1213
(510) 486-3190 (fax)
Website: www.ssa.gov

Hours: Monday – Friday, 9:00 am – 4:30 pm;
Monday – Friday, 7:00 am – 7:00 pm (information
phone).

Contact: Varies depending on service needs.

Area Served: Albany, Berkeley, El Cerrito, Emeryville, Kensington

Accessibility: Wheelchair accessible/restroom

Transportation: Call AC Transit for bus line(s). – BART, Berkeley
Station within 1 block.

Languages: Vietnamese & translation services.

Fees: None

Eligibility Requirements: Based on age, income, & disability

Application Procedure: Walk in or apply by phone. Appointments are
available.

Services: A full-service office that processes claims for all Social Security programs. Social Security provides continuing income to workers and their families in the case of retirement, disability, or death. Social Security benefits are based on the worker's wages and may be paid to the worker or the worker's dependents or survivors. Medicare is the Federal health insurance program for people age 65 or over and those who are disabled or have chronic kidney disease. People in need of financial aid who are age 65 or over or who are blind or disabled, including disabled children, and who are US citizens or legally admitted aliens, may apply for Supplemental Security Income (SSI) and automatically qualify for Medi-Cal. Original and duplicate Social Security cards are issued here. Applications for all benefits may be made in person or, in some cases, by phone. It is advisable to call first for information about qualifications and the documents which must be submitted with the application.

Notes

UNITED STATES

SOCIAL SECURITY ADMINISTRATION (SSA)

Oakland District Office (Eastmont)
1 Eastmont Town Center
7200 Bancroft Ave, Suite 223
Oakland, CA 94605

Phone(s): (800) 772-1213
 (510) 273-4152
 Website: www.ssa.gov

Hours: Monday – Friday, 9:00 am – 4:30 pm;
 Monday – Friday, 7:00 am – 7:00 pm (information phone).

Contact: Sherryl Beamon – Field Manager

Area Served: Oakland zip codes: 94603, 94605, 94621

Accessibility: Wheelchair accessible/special parking/restroom

Transportation: Call AC Transit for bus line(s). BART – Coliseum/Oakland Airport Station.

Languages: Cantonese, Spanish

Fees: None

Eligibility Requirements: Based on age, medical records and work history.

Application Procedure: Walk in or apply by phone for appointment on-line.

Services: A full-service office that processes claims for all Social Security programs. Social Security provides continuing income to workers and their families in the case of retirement, disability, or death. Social Security benefits are based on the worker's wages and may be paid to the worker or the worker's dependents or survivors. Medicare is the Federal health insurance program for people age 65 or over and some people age 64 or under, who are disabled or have chronic kidney disease. People in need of financial aid who are age 65 or over or who are blind or disabled, including blind and disabled children, may apply for Supplemental Security Income (SSI). Original and duplicate Social Security cards are issued here. Applications for all benefits may be made in person or, in most cases by mail or phone. It is preferable to call first for information about qualifications and the documents which must be submitted with the application. Medicare and post-entitlement actions such as change of address, direct deposit or return to work are also handled in the local office. Medical services and health care services (HICAP), which provide information on medical and supplemental health services, are each available once a month free of charge. The office is open for walk-in inquiries Monday – Friday, 9:00 am – 4:30 pm.

Notes

UNITED STATES

SOCIAL SECURITY ADMINISTRATION (SSA)

Fremont District Office
3100 Mowry Ave, Suite 100
Fremont, CA 94538

Phone(s): (800) 772-1213
(510) 797-7213 or 7183
(510) 797-5354 (TTY/TDD)
(510) 797-2362 (fax)
Website: www.ssa.gov

Hours: Monday – Friday, 9:00 am – 4:30 pm;
Monday – Friday, 7:00 am – 7:00 pm (information
phone).

Contact: Norma Braswell – District Manager

Area Served: Fremont, Newark, Union City

Accessibility: Wheelchair accessible/special
parking/restroom

Transportation: Call AC Transit for bus line(s). BART- Fremont
Station within 3 blocks.

Languages: Cantonese, Farsi, & Spanish

Fees: None

Eligibility Requirements: Based on age, income, medical records
and work history.

Application Procedure: Walk in, apply by phone or mail. Birth certificate or
other proof of age required. Appointments available.

Services: A full-service office that processes claims for all Social Security programs. Social Security provides continuing income to workers and their families in the case of retirement, disability, or death. Social Security benefits are based on the worker's wages and may be paid to the worker or the worker's dependents or survivors. Medicare is the Federal health insurance program for people age 65 or over and those who are disabled or have chronic kidney disease. People in need of financial aid who are age 65 or over or who are blind or disabled, including blind disabled children, and who are US citizens or legally admitted aliens, may apply for Supplemental Security Income (SSI) and automatically qualify for Medi-Cal. Original and duplicate Social Security cards are issued here. Applications for all benefits may be made in person or, in some cases, by phone. It is necessary to call first for information about qualifications and documents which must be submitted with the application. Medicare and post entitlement actions such as change of address, direct deposit and return to work are also handled in the local office.

Notes

UNITED STATES

SOCIAL SECURITY ADMINISTRATION (SSA)

Hayward District Office
24301 Southland Drive, Suite 500
Hayward, CA 94545

Phone(s): (800) 772-1213
(510) 783-1932
(510) 783-9346 (fax)
Website: www.ssa.gov

Hours: Monday – Friday, 9:00 am – 4:30 pm;
Monday – Friday, 7:00 am – 7:00 pm (information
phone).

Contact: Regina Wegener – District Manager

Area Served: Castro Valley, Dublin, Hayward, Livermore,
Pleasanton, & San Lorenzo

Accessibility: Wheelchair accessible/elevator/ramp/
special parking/restroom

Transportation: Call AC Transit for bus line(s). BART – Hayward
Station.

Languages: Farsi, Punjabi, Russian, Spanish, Tagalog,
Vietnamese, & interpreter services.

Fees: None

Eligibility Requirements: Age, work history, disability. For
Supplemental Security Income (SSI):
income, assets, age, and disability.

Application Procedure: Call for appointment.

Services: A full-service office that processes claims for all Social Security programs. Social Security provides continuing income to workers and their families in the case of retirement, disability, or death. Social Security benefits are based on the worker's wages and may be paid to the worker or the worker's dependents or survivors. Medicare is the Federal health insurance program for people age 65 or over and some people, age 64 or under who are disabled or have chronic kidney disease. People in need of financial aid who are age 65 or over or who are blind or disabled, including blind and disabled children, may apply for Supplemental Security Income (SSI). Original and duplicate Social Security cards are issued here. Applications for all benefits may be made by calling (800) 772-1213. Medicare and post entitlement actions such as change of address, direct deposit or return to work are also handled in the local office.

Notes

UNITED STATES

SOCIAL SECURITY ADMINISTRATION (SSA)

San Leandro District Office
340 Davis Street
San Leandro, CA 94577

Phone(s): (800) 772-1213
(510) 483-7780
Website: www.ssa.gov

Hours: Monday – Friday, 9:00 am – 4:30 pm;
Monday – Friday, 7:00 am – 7:00 pm (information
phone).

Contact: Linda Evans – Field Office Manager

Area Served: San Leandro

Accessibility: Wheelchair accessible/elevator/special
parking/restroom

Transportation: BART – San Leandro Station within 2 blocks.

Languages: Spanish

Fees: None

Eligibility Requirements: Based on age, income, medical records,
work history, relationship and need.

Application Procedure: Walk in, apply by phone or make on-line appointment.

Services: A full-service office that processes claims for all Social Security programs. Social Security provides continuing income to workers and their families in the case of retirement, disability, or death. Social Security benefits are based on the worker's wages and may be paid to the worker or the worker's dependents or survivors. Medicare is the Federal health insurance program for people age 65 or over and those who are disabled or have chronic kidney disease. People in need of financial aid who are age 65 or over or who are blind or disabled, including disabled children, and who are US citizens or legally admitted aliens, may apply for Supplemental Security Income (SSI) and automatically qualify for Medi-Cal. Original and duplicate Social Security cards are issued here. Applications for all benefits may be made in person or, in some cases, by phone. It is necessary to call first for information about qualifications and documents which must be submitted with the application. Medicare and post entitlement actions such as change of address, direct deposit and return to work are also handled in the local office. Social Security numbers are also issued. Toll free telephone numbers from all Bay Area communities are listed in local phone books.

Notes

UNITED STATES

DEPARTMENT OF VETERANS AFFAIRS

INFECTIOUS DISEASE CLINIC

2221 Martin Luther King Jr. Way
Oakland, CA 94612

Phone(s): 1-800-382-8387
(510) 267-7834
Fax: (510) 267-7870

Hours: 8:00 AM – 4:00 PM

Contact: Amelia V. Recepcion RN, MSN
HIV Coordinator, East Bay
Northern CA Health Care
System

Area Served: East Bay - Veterans in Alameda, Contra
Costa & Solano Counties

Accessibility: By bus or car.
Free parking for patients
Close to Greyhound Bus Station

Transportation: Call AC Transit for bus line(s). Para
transit.

Languages: English only

Fees: Based on service connected disability

Eligibility Veterans
Requirements:

Application All enrolled veterans
Procedure:

- Services:**
- ◆ Provides primary and urgent medical care for veterans living with HIV/AIDS.
 - ◆ Provides medications and follow-up laboratory testing.
 - ◆ Services include a focus on education, health and wellness.

Notes

UNITED STATES

EQUAL EMPLOYMENT OPPORTUNITY COMMISSION (EEOC)

1301 Clay St, Suite 1170 North Tower
Oakland, CA 94612

Phone(s): (510) 637-3230
(510) 637-3234 (TTY/TDD)
(800) 669-4000
(510) 637-3235 (fax)

Hours: Monday – Friday, 9:00 am – 4:30 pm; Monday –
Friday, 5:00 am – 5:00 pm (Toll-free line).

Contact: Joyce Hendy - Director

Area Served: Alameda County, Contra Costa County, El Dorado
County, Placer County, Sacramento County, & Solano
County

Accessibility: Wheelchair accessible/elevator/ramp/
restrooms

Transportation: Call AC Transit for bus line(s). BART – 12th
Street/City Center Station within 1 block.

Languages: Spanish

Fees: None

Eligibility: None

Application: Call for appointment. Allow 1 ½ hours for interview.

Requirements:

Procedure:

Services: Investigates charges and enforces Title VII of the Civil Rights Act, which prohibits discrimination based on race, color, sex, religion or national origin.
Also enforces the Equal Pay Act and Age Discrimination in Employment Act (ADEA). ADEA protects workers age 40 or over from arbitrary age discrimination in hiring, pay, promotions, fringe benefits and other aspects of employment. Charges may be filed either in person or by mail. Charges for employment discrimination must be filed within 300 days of alleged discriminatory act.
Also enforces Title I of the Americans With Disabilities Act of 1990, which prohibits private employers and state and local governments with 15 or more employees, employment agencies and labor unions from discriminating against qualified individuals with disabilities in job application procedures and all terms, conditions and privileges of employment.

Notes

UNIVERSITY OF CALIFORNIA, BERKELEY

SCHOOL OF SOCIAL WELFARE

AIA (ABANDONED INFANTS ASSISTANCE) RESOURCE CENTER

1950 Addison St, Suite 104, # 7402
Berkeley, CA 94704

Phone(s): (510) 643-8390 (AIA office)
(510) 643-7017 (Project Director)
(510) 643-7019 (fax)
<http://aia.berkeley.edu>

Hours: Monday – Friday, 7:30 am – 5:00 pm

Contact: Jeanne Piterzak – Project Director

Area Served: Alameda County, Contra Costa County, Marin County, San Francisco County, San Mateo County, Santa Clara County & Nationwide

Accessibility: Not necessary for service.

Transportation: Not necessary for service.

Languages: English only

Fees: None

Eligibility Requirements: Professionals serving drug or HIV affected infants and their families.

Application Procedure: No application necessary.

Services:

- ♦ Assists programs funded under the Federal Abandoned Infants Assistance Act of 1988 and child health and welfare programs serving drug or HIV affected children through the provision of information, training and resources.
- ♦ Offers information, resource and referral, a national newsletter, directories and publications, technical expert groups, teleconferences and regional conferences.

Notes:

VOLUNTEERS OF AMERICA BAY AREA (VOABA)

Administrative Office

1701 Harbor Bay Parkway, #220
Alameda, CA 94502

Phone(s): (510) 473-0500
(510) 473-9225 (fax)

Hours: Monday – Thursday, 8:00 am – 6:00 pm and
Friday, 8:00am – 12:00 pm

Contact: Kathy Kyllonen

Area Served: Alameda, Contra Costa, Marin, San Francisco, San Mateo, Santa Clara, Napa, Santa Cruz, Solano and Sonoma Counties

Accessibility: Wheelchair accessible/elevator/
special parking/restroom

Transportation: Call AC Transit for bus line(s).

Languages: English only

Fees: No or low fees for services.

Eligibility Requirements: Vary according to program.

Application Procedure: Apply by phone.

- Services:** Volunteers of America Bay Area provides services to many marginalized people in the community including the elderly, substance abusers, disabled, state parolees, homeless, low-income and recently released inmates. The following are our Bay Area programs:
- ◆ **MOMS** – program for the recently released women with children in Alameda County. This program is site specific for women who completed the MOMS program while in custody in Santa Rita Jail through the Alameda County Sheriff's Dept. This program provides 12 months of post-release housing and case management during which time the family lives on-site in individual apartment units located in Oakland. The women receive education, substance abuse treatment referrals, parenting, domestic violence referrals, employment assistance and social support during the 18 months. Successful completion of the program entitles them to permanent housing through the Oakland Housing Authority. VOABA operates this program in collaboration with the Alameda County Sheriff's Dept., the Oakland Housing Authority and the Corporation for Supportive Housing.
 - ◆ **Elsie Dunn Center and West House** – in Oakland is a community-based housing and re-entry center for non-violent male offenders making a transition back into the community from state prison. The men are provided with housing, meals, employment services, transportation assistance and substance abuse referrals.
 - ◆ **Lord Tennyson Apartments** – in Hayward is a 252 unit apartment complex for seniors and disabled people.
 - ◆ **Operation Good Neighbor** – provides 2,000 holiday food baskets for the needy and elderly.
 - ◆ **Auto Donation Program** – accepts automobiles and other recreational vehicles as in-kind donations. VOABA also provides training to people on General Assistance in auto detailing and donation processing.
 - ◆ **Day Labor Program** – provides over 1,500 people each month with job training, employment matching services and social services referrals. Day Labor Program provides affordable, dependable, convenient labor for a variety of businesses and resident projects.
 - ◆ **DARE2XL** – after school program provides elementary school age children in Alameda County mentoring and study programs aimed at improving their outcomes at education and life-skills.

Notes

VOLUNTEERS OF AMERICA BAY AREA (VOABA) PREVENTION AND HEALTH SERVICES DIVISION

HIV Services Office

3022 International Blvd., Suite 210
Oakland, CA 94601

Phone(s): (510) 533-5253
(510) 533-5309 (fax)
www.voaba.org

Hours: Monday – Friday, 9:00 am – 6:00 pm

Contact: Sharyn Grayson – Program Manager

Area Served: Alameda, Contra Costa, Marin, San Francisco, San Mateo, Santa Clara, Napa, Santa Cruz, Solano and Sonoma Counties

Accessibility: Wheelchair accessible/elevator/special parking/restroom

Transportation: Call AC Transit for bus line(s). BART – 12th Street/City Center Station within 3 blocks.

Languages: English only

Fees: None; eligibility will be determined by the program manager

Eligibility Requirements: Vary according to program

Application Procedure: Apply by phone.
For HIV testing, walk in.

Services: The VOABA HIV Services Units provides HIV prevention and intervention and resources.

- ♦ **Prevention Case Management (PCM)** for high-risk (HR) HIV+ and HIV- men of color throughout all VOABA service areas. PCM services include risk reduction education, risk reduction planning and assistance with psychosocial issues that contribute to risk behaviors.
- ♦ **Many Men, Many Voices** – workshops for high-risk men of color who have sex with men, whether self-identified or questioning. This is a 6 part interactive workshop that helps participants identify factors that lead to risk-taking behavior as well as healthy choices, self esteem, relationship roles, HIV prevention/risk-reduction methods and safer sex behaviors.
- ♦ **Risk-Reduction Counseling/Prevention Education/Community Prevention Workshop for Non-HIV Services Program Staff** – this program provides workshops off-site, as well as at VOABA HIV services offices, for a variety of populations throughout the VOABA service area. HIV Services workshops and classes will be provided to staff and/or clients in any program serving high-risk populations including, but not limited to, recently released, incarcerated, drug treatment, harm reduction, parole/probation, at-risk youth, gay, bisexual, transgender and sex industry workers. This program includes small and large group size classes and one-to-one risk-reduction planning. The focus is HIV Prevention for high-risk HIV- individuals as well as prevention with HIV+ people.
- ♦ **Counseling, Testing & Referral** – outreach and on-site services provide HIV testing, counseling and referral to needed services. VOABA uses standard (OraSure) HIV antibody testing and will be providing rapid testing (OraQuick Rapid). Our outreach team provides the most current prevention information and materials, free condoms, safer injection kits and appropriate resources and referrals. Our team can be found in a variety of venues on a nightly basis, including Lake Merritt, East Oakland (Eastmont Mall), Bench & Bar, Cable's Reef and other popular night –spots. The team is also available in our office on 7th Street, call for schedule.
- ♦ **Rapid Testing** – Planning is underway to provide rapid testing at our office, 472 7th St., Oakland, CA 94607. Date and time to be announced.

Notes

WEST OAKLAND HEALTH COUNCIL, INC. EAST OAKLAND HEALTH CENTER

7450 International Blvd
Oakland, CA 94621

Phone(s): (510) 430-9401 (medical)
(510) 613-2210 (dental)
(510) 613-2232 (pediatrics)
(510) 613-2222 (prenatal clinic)
(510) 430-9401 (EOHC)
(510) 835-9610 (WOHC)
(510) 562-2223 (fax)
www.wohc.org

Hours: Monday – Friday,
8:30 am – 5:00 pm;
8:30 am – 12:00 pm, 1:00 – 5:00 pm (pediatrics);
9:00 am – 4:30 pm, (prenatal);
Monday – Friday, 8:00 am – 4:30 pm, (East Oakland
Health Center (EOHC) & West Oakland Health
Center (WOHC))

Contact: Robert Cooper MD – Director WOHC

Area Served: Alameda County

Accessibility: Wheelchair accessible/ramp/special
parking/restroom

Transportation: Call AC Transit for bus line(s).
BART – San Leandro Station & Hayward Station.

Languages: Spanish

Fees: Dependent upon ability to pay. Medi-Cal, Medicare,
SOPF, Alameda Alliance for Health, Blue Cross and
some private insurance accepted.
Private insurance patients must pay \$65 for first visit
and \$45 for return visit. Reimbursement varies
according to insurance company and policy.

Eligibility Requirements: None

Application Procedure: Walk in or apply by phone for appointment.

Services: East Oakland Health Center provides general medicine, obstetrics and gynecology, family planning, dentistry, pediatrics, simple surgical procedures and the Women, Infants and Children (WIC) Program.

- ◆ WIC provides screening and distribution of supplemental food vouchers, in addition to nutrition education, for women and their children whose health is at nutritional risk.
- ◆ Other services include family planning and health education.
- ◆ The pediatrician provides adolescent health care for teens, age 18 or under.
- ◆ Also provides a prenatal program offering prenatal care (by appointment), health education and transportation.
- ◆ Please call (510) 430-9401 for day and hours of service.

Notes

WEST OAKLAND HEALTH COUNCIL, INC. WEST OAKLAND HEALTH CENTER

700 Adeline St
Oakland, CA 94607

Phone(s): (510) 835-9610
(510) 272-0209 (administrative fax)
(510) 601-0167 (Berkeley Adult Day Ctr)
(510) 549-3166 (William Byron Rumford)
www.wohc.org

Hours: Monday – Friday, 8:30 am – 5:00 pm

Contact: Robert Cooper MD – Executive Director
Steve Gardner – Director of Human Resources
Gayle Quinn – Dir. of Health Ed.
Norma Mason – Director of Social Services
Marsha Carlisle – Dir. Billing & Registration

Area Served: Alameda County, primarily West Oakland

Accessibility: Wheelchair Accessible/ramp/special parking/restroom

Transportation: Call AC Transit for bus line(s). BART – West Oakland Station within 3 blocks.

Languages: Spanish, Tagalog and Vietnamese

Fees: Vary according to income. No fee for cancer screening service for persons below 200% of poverty level or those without insurance. Medi-Cal, Medicare and private insurance accepted.

Eligibility Requirements: None

Application Procedure: Apply by phone for appointment or walk in.

Services:

- ♦ Primary medical services at the West Oakland Health Center include general and internal medicine, cancer screening, obstetrics-gynecology and pediatrics.
- ♦ Specialty services available include dermatology, minor general surgery, gastroenterology, ophthalmology, orthopedic surgery and urology. Dentistry and optometry are also provided.
- ♦ Offers a Women, Infants and Children (WIC) program.
- ♦ The West Oakland Health Center also has community-based health education and preventive medicine programs in nutrition, weight control, family planning, prenatal care, diabetes and hypertension, as well as counseling in tobacco and alcohol cessation, substance abuse, sexually transmitted diseases and HIV/AIDS.
- ♦ Offers anonymous and confidential HIV testing. Please call (510) 835-9610 for days and hours of operation.
- ♦ Operates the Berkeley Adult Day Health Center which provides health, rehabilitative, social and nutrition services to frail and/or disabled adults, age 18 or over, at 1890 Alcatraz Avenue in Berkeley, 94703, (510) 601-0167.
- ♦ Also operates the William Byron Rumford Medical Center which provides adult outpatient medical and pediatric services, located at 2960 Sacramento Street in Berkeley, 94703, (510) 549-3166.
- ♦ Operates the East Oakland Health Center and a Mental Health Department and Substance Abuse Services. Call for daily schedule.

Notes

WOMEN ORGANIZED TO RESPOND TO LIFE-THREATENING DISEASES (WORLD)

414 13th St, 2nd floor
Oakland, CA 94612

Phone(s): (510) 986-0340 (24-hour voice mail)
(510) 986-0341 (fax)

Hours: Monday – Thursday, 9:30 am – 4:00 pm; closed Friday

Contact: Maura Riordan – Executive Director
Nena Bridges - Receptionist

Area Served: Alameda County, Contra Costa County, Marin County, San Francisco County, San Mateo County, Santa Clara County, & Worldwide

Accessibility: Wheelchair accessible/elevator/restroom

Transportation: Call AC Transit for bus lines. BART-12th Street/City Center Station within 1 block.

Languages: Spanish

Fees: Low income or Prisoners: \$0 - \$15 income
Individuals \$15 - \$50
Organizations: \$25 - \$100
for annual subscriptions to the quarterly newsletter

Eligibility Requirements: HIV+ woman or concerned ally.
Newsletter available to anyone.

Application Procedure: Apply by phone or mail.

- Services:**
- ♦ WORLD provides information, education, and emotional support to HIV + women and their providers.
 - ♦ Publishes a quarterly newsletter distributed internationally in English.
 - ♦ Holds 2 retreats each year.
 - ♦ Offers referrals to other HIV services.
 - ♦ Peer Advocate program provides one-to-one peer support in Alameda County.
 - ♦ The Lotus project trains women nationally to become peer advocates. Speaker's Bureau.
 - ♦ Primary prevention for at-risk girls is included in the POWERR project and secondary prevention is integrated throughout all WORLD programming.

Notes

WOMEN'S DAYTIME DROP-IN CENTER

2218 Acton St
Berkeley, CA 94702

Phone(s): (510) 548-6933 (office)
(510) 548-6933 (client line)
(510) 549-4391 (fax)
(510) 549-4390 (volunteer coordinator)

Hours: Monday – Friday, 8:00 am – 4:00 pm; Monday –
Friday, 9:00 am – 4:00 pm, (volunteer coordinator).

Contact: Linda Lazzarischi – Director
Erika Hultquist-Lamon – HIV Program Coord

Area Served: Alameda County and some of Contra Costa County

Accessibility: Wheelchair accessible/ramp/restroom

Transportation: Call AC Transit for bus line(s). BART – North
Berkeley Station within 4 blocks.

Languages: Spanish

Fees: None

Eligibility Requirements: Anyone in need, especially homeless or in
danger of becoming homeless.

Application Procedure: Walk in

Services: The Women's Daytime Drop-In Center provides a daytime drop-in center for homeless or at risk single women and women with children. Offers use of a telephone, message and mail services and provides personal hygiene items. Some bus tickets are available for medical, job and housing appointments. Breakfast and hot lunch are provided. The Center offers a weekly parenting support group, a Mom's Club, a substance abuse recovery group, drug and alcohol counselor and referrals, an HIV prevention group and children's services, as well as occasional workshops and art projects. Children's coordinator supervises activities for children and mothers and offers parenting support. Child care is not provided. Volunteers, a case manager and a housing counselor provide information and referral to shelters and other emergency services, crisis support and case management. Transitional housing opportunities available through **Shelter Plus Care** and Housing Stabilization Programs. Donations of food (canned and packaged, unopened) are accepted. Services are free, but participants must help with a chore.

Notes