

ALAMEDA COUNTY PUBLIC HEALTH DEPARTMENT
OFFICE OF AIDS ADMINISTRATION
2008 POSITIVE RESOURCES DIRECTORY
HIV/AIDS Services for Alameda County



HIV/AIDS Services Directory for Alameda County

Acknowledgements

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All photographs are courtesy of Lorenzo Hinojosa.

We realize that services do change periodically and we have made every effort to collect the most up-to-date information available as of March 2008.

If any errors or omissions are noted, please let us know.

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Dedication

Positive Resources is dedicated:

to the memory of those Alameda County residents who have died of HIV/AIDS,

to the caring professionals, paraprofessionals, friends and families of people living with
HIV/AIDS

and

to all those individuals who continue to struggle with, and triumph over, the conditions of
HIV/AIDS.



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Dear Reader:

This *2008 Positive Resources Directory* was produced by the Office of AIDS Administration, Alameda County Public Health Department, Alameda County Health Care Services Agency. For Alameda County residents to combat HIV/AIDS, the need for a comprehensive source of information on HIV/AIDS services is imperative. We are pleased to provide this 3rd updated printing of the *2008 Positive Resources Directory*.

- to help people living with HIV/AIDS find out about and connect to the services they need, and
- to assist clinicians and service providers in their efforts to address the challenges of HIV/AIDS.

We believe that the information in this *Directory* will help to improve access to primary care and supportive service programs throughout Alameda County and beyond.

As we go to press, the CA State Office of AIDS is implementing very substantial funding reductions for prevention and testing, early intervention, case management and therapeutic monitoring programs. Before referring clients, we suggest that service providers contact the agencies listed to confirm the ongoing availability of HIV services.

We will continue to work with our government colleagues and community partners to maintain the Alameda County continuum of HIV services.

We hope the *2008 Positive Resources Directory* serves as a helpful tool to empower people living with HIV/AIDS.

(Kabir) Ron Hypolite

Director, Office of AIDS Administration

Interim Deputy Director, Division of Communicable Disease Control & Prevention

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Table of Contents



CONTENTS

Acknowledgements	1
Dedication	2
Letter from (Kabir) Ron Hypolite, Acting Director, Office of AIDS Administration	3
Agency / Program Name Index (in alphabetical order)	4 - 6
Service Category Indexes (by kinds of service)	6 - 11
About this <i>Directory</i>	12
Purpose of this <i>Directory</i>	13
How to use this <i>Directory</i>	13
How to obtain this <i>Directory</i>	14
Overview of the Oakland TGA	14
Contra Costa, County of	16
Berkeley, City of	18
HIV/AIDS Collaborative Community Planning Council (CCPC)	19
Feedback / Suggestion Sheet	250

HIV TESTING & PARTNER COUNSELING

HIV Test Sites, Free	20
HIV Testing	21
Partner Counseling & Referral Services (PCRS)	22

HARM REDUCTION & ALTERNATIVE CARE SERVICES

Harm Reduction Services	
Needle Exchange Programs	22
Pharmacy Sales Program	23
Medical Marijuana Identification Cards	24

Alternative & Complimentary Health Care	24
---	-----------

RESOURCES

Bay Area Counties	25
Hotlines / Information & Referrals	26
HIV/AIDS Websites	27 - 35
National HIV/AIDS Awareness Days	36 - 39
Faith Based Resources	40

ENTITLEMENT PROGRAMS

California Work Opportunities & Responsibility to Kids Program (CalWORKs)	41
General Assistance	43
Food Stamps	44
Medi-Cal	46
Medicare	48
AIDS Drug Assistance Program (ADAP)	49
Social Security Disability Insurance (SSDI)	50
Supplemental Security Income (SSI)	51
State Disability Insurance Program (SDI)	53
United States Department of Veteran Affairs (VA)	54
Vocational Rehabilitation California State Department of Rehabilitation (DoR)	55

AGENCY / PROGRAM NAME INDEX

A Friendly Place	58
A Safe Place	59
AXIS Community Health	60
Affordable Housing Associates (AHA)	62

AIDSinfo	63
AIDS Healthcare Foundation (AHF) The 'Magic' Johnson Clinic	64
AIDS Legal Referral Panel (ALRP)	65
AIDS Project of the East Bay (APEB)	66
Alameda Alliance For Health	67
Alameda County African-American State of Emergency Task Force on AIDS	68
Alameda County Bar Association	69
Alameda County Community Food Bank	70
Alameda County Housing Authority	71
Alameda County Howie Harp Multi-Service Center (HHMSC)	72
Alameda County Medical Center (ACMC) HIV Services / Adult Immunology Clinic	73
Fairmont Campus	74
Highland Campus	75
Dental Clinic	76
Eastmont Wellness Center	77
John George Psychiatric Pavilion	78
Newark Health Center	79
Outpatient Psychiatric Services Fairmont Campus	80
Highland	81
Substance Abuse Program	82
Winton Wellness Center	83
Alameda County Regional Case Managers Council	84
Alameda County Transgender Steering Committee (ACTSC)	85
Alameda County Transit (AC Transit) Customer Service Regional Transit Discount Card (RTC)	86
Alameda, County of Adult & Aging Services Department Adult Protective Services	87
In-Home Support Services	88
Behavioral Health Care Services Department ACCESS Program	89

Alameda Community Support Center	89	Berkeley Health Center for Women & Men	130	(Eden Council for Hope & Opportunity)	164
Oakland Community Support Center	90	Berkeley Public Library		Eden I & R, Inc.	
Residential Detoxification Program	91	Berkeley Information Network (BIN)	131	AIDS Housing & Information Project (AHIP)	165
The Sobering Center	92	Bi-BETT Corporation		Family Care Network (FCN)	166
Translation Services Factsheet	93	East Oakland Recovery Center	132	Family Support Services of the Bay Area Childcare Program	167
Tri-City Community Support Center	94	Brandy Moore – Rafiki House	133	Fred Finch Youth Center	168
Environmental Health Department	95	Building Opportunities for Self-Sufficiency (BOSS)	134	Fremont, City of	
Housing and Community Development Department (HCD)	96	California Prevention and Education Project (Cal-PEP)	136	Office of Housing & Redevelopment	169
Public Health Department		California State Employment Development Dept. (EDD)		Fremont Fair Housing Services	170
AIDS Epidemiology (Epi) Surveillance Unit	97	Hayward Office	137	Grief Care Community	171
Black Infant Health Program	98	Tri-Cities One Stop Career Center	138	Grupo Fremont VIP	172
Child Health and Disability Prevention Program (CHDP) & Public Health Clearinghouse	99	California State Fair Employment Department	139	Harm Reduction Coalition (HRC)	173
Family Justice Center	100	Carnales Unidos Reformando Adictos (CURA)		Hemophilia Council of California	174
Health Care for the Homeless	101	Residential Therapeutic Community	140	Hemophilia Foundation of Northern California	175
Office of AIDS Administration (OAA)	102	Catholic Charities of the East Bay HIV/AIDS Services	141	Henry Robinson Multi-Service Center	176
Tri-Valley Public Health Nursing Office	103	Immigration Project	142	HIV Education & Prevention Project of Alameda County (HEPPAC)	177
Workforce & Benefits Department	104	Center for Independent Living (CIL)	143	Homeless Action Center (HAC)	178
Alameda Emergency Food Bank (AFB)	105	2009 Positive Resources Pocket Guide Advertisement	144	Hope Hospice, Inc.	179
Alameda Family Services (formerly Xanthos)	106	Centro Legal de La Raza	145	Horizon Services, Inc.	180
Alameda Health Consortium (AHC)		Children's Hospital Oakland		Housing Rights, Inc.	181
HIV Dental CARE Program	107	Department of Adolescent Medicine		Humanistic Alternatives to Addiction, Research & Treatment (HAART)	182
Allen Temple Baptist Church		Teen Clinic	146	International Institute of the East Bay	183
AIDS Ministry	108	Department of Infectious Diseases		Kaiser Permanente Medical Center	
Alta Bates Summit Medical Center		Pediatric HIV/AIDS Program	147	Hayward & Fremont	184
Alta Bates Campus	109	Circle of Care	148	Oakland	185
Summit Campus	110	Coalition for Alternatives in Mental Health		La Cheim Adult Behavioral Health Services	186
American Red Cross	111	Berkeley Drop in Center	149	La Clinica De La Raza, Inc.	187
Ark of Refuge, Inc.		Community Care Services, Inc.	150	Mental Health Department	
Case Management Services	112	Community Prescription Service	151	Casa Del Sol	188
Substance Abuse Services	113	Community Resources		La Familia Counseling Service	189
Asian Health Services (AHS)	114	For Independent Living (CRIL)	152	Larkin Street Youth Center	190
Asian & Pacific (API) Islander Wellness Cntr.	115	Contra Costa, County of		Latino Commission on Alcohol & Drugs	191
Bay Area Addiction Research		Health Services		Lifelong Medical Care	
Treatment (BAART) (formerly ZDK)	116	HIV/AIDS Program	153	Berkeley Primary Care (BPC)	192
Bay Area Community Services, Inc.(BACS)		Crescent Healthcare, Inc.		Lighthouse Community Center	193
Adult Day Care Services	117	Home Infusion Therapy & High Tech		Livermore Housing Authority	194
Bay Area Consortium for Quality Health Care		Infusion Nursing Services	154	Mandana Community Recovery Center	195
AIDS Minority Health Initiative (AMHI)	118	Disability Rights Advocates	155	National Native American	
Bay Area Legal Aid	119	Disability Rights Education & Defense, Inc.	156	AIDS Prevention Center (NNAAPC)	196
Bay Area Perinatal AIDS Center (BAPAC)	120	East Bay AIDS Center (EBAC)	157	Native American Health Center	197
Berkeley Addiction Treatment Services (BATS)	121	East Bay Community Law Center (EBCLC)	158	Needle Exchange Emergency Distribution (NEED)	198
Berkeley, City of		East Bay Community Recovery Project (EBCRP)		Oakland, City of	
HIV/AIDS Programs and Policy	122	Health Division	159	Aging & Adult Services Division	
Housing Authority	123	East Bay Paratransit	160	Paratransit for the Elderly & the Disabled	199
Mental Health Division	124	East Bay Perinatal Medical Associates	161	Oakland Housing Authority (OHA)	200
Office of Housing and Energy Services	125	East Oakland Community Project (EOCP)	162	O.A.S.I.S.	201
Paratransit Program	126	East Oakland Switchboard	163	Pacific Center For Human Growth	202
Public Health Clinic	127	ECHO Housing		Pacific Gas & Electric Company	
Berkeley Food & Housing Project	128				
Berkeley Free Clinic	129				

Customer Service	203
Parents, Families & Friends of Lesbians & Gays - Oakland/East Bay (PFLAG)	204
Pathways Hospice	205
Planned Parenthood	
Eastmont Health Center	206
Hayward Health Center	207
Golden Gate - MacArthur Health Center	208
Positive Resource Center (PRC)	209
Project Inform	210
Project Open Hand	211
Protection & Advocacy, Inc. (PAI)	212
Providence House	213
Resources for Community Development (RCD)	214
Saint Joseph's Center for the Deaf & Hard of Hearing	
Psychological Services	215
SalvaSIDA	216
Salvation Army – Oakland	217
San Francisco AIDS Foundation	218
Second Chance, Inc.	219
Hayward Recovery Center	220
Senior Medi-Benefits	221
Sentinel Fair Housing	222
Sexual Minority Alliance of Alameda County (SMAAC)	223
Spectrum Community Services, Inc.	224
Sutter Visiting Nurses Association (VNA) & Hospice	225
Terra Firma Diversion Educational Services	226
Tiburcio Vazquez Health Center	227
Travelers Aid Society of Alameda County	228
Tri-City Health Center (TCHC) HIV / Hepatitis Services	229
United States	
Social Security Administration (SSA)	231
Berkeley District Office	232
East Oakland Branch Office	233
Fremont Branch Office	234
Hayward District Office	235
San Leandro Branch Office	236
Department of Veterans Affairs Infectious Disease Clinic	237
Equal Employment Opportunity Commission (EEOC)	238
University of California, Berkeley	
School of Social Welfare	
Abandoned Infants Assistance (AIA) Resource Center	239
Valley Community Health Center (See AXIS Community Health)	60
Support Groups	240
Volunteers of America Bay Area (VOABA)	

Administrative Office	241
Prevention & Health Services Div.	242
West Oakland Health Council, Inc.	
East Oakland Health Center	243
West Oakland Health Center	244
Women Organized to Respond to Life Threatening Diseases (WORLD)	245
Women's Daytime Drop-In Center	246
Xanthos, Inc. (See Alameda Family Services)	106
ZDK, Inc. (See BAART)	116
Addendum:	
Alameda, County of	
Public Health Department	
Community Health Teams	247
Women, Infants and Children (WIC) Program	248
Hotlines / Information & Referrals	249
HIV/AIDS Websites	249

SERVICE CATEGORY INDEXES

♦ AIDS DRUG ASSISTANCE PROGRAM (ADAP)

Enrollment Sites

AIDS Healthcare Foundation (AHF)	
The 'Magic' Johnson Clinic	64
AIDS Project of the East Bay (APEB)	66
Alameda County Medical Center (ACMC)	
Fairmont Campus	
HIV Services	73
Highland Campus	
Adult Immunology Clinic	74
Bay Area Consortium for Quality Health Care, Inc.	
AIDS Minority Health Initiative (AMHI)	118
Berkeley, City of	
Public Health Clinic	127
East Bay AIDS Center (EBAC)	157
Kaiser Permanente Medical Center	
Hayward & Fremont	184
Oakland	185
La Clinica De La Raza, Inc.	187
Lifelong Medical Care	
Berkeley Primary Care	192
Tri-City Health Center (TCHC)	
HIV / Hepatitis Services	229

♦ ALTERNATIVE HEALTH CARE

AIDS Project of the East Bay (APEB)	66
East Bay Community Recovery Project (EBCRP)	
Health Division	159
East Bay Perinatal Medical Associates	161
HIV Education & Prevention Project of Alameda County (HEPPAC)	177
Lifelong Medical Care	
Berkeley Primary Care (BPC)	192
Tri-City Health Center (TCHC)	
HIV / Hepatitis Services	229

♦ BENEFITS / ENTITLEMENT COUNSELING

AIDS Legal Referral Panel (ALRP)	65
Alameda County Bar Association	69
Alameda County Medical Center (ACMC)	
Adult Immunology Clinic (HIV Services)	
Fairmont Campus	73
Highland Campus	74
Alameda, County of	
Workforce & Benefits Department	104
Asian & Pacific Islander (API) Wellness Cntr.	115
Bay Area Consortium for Quality Health Care	
AIDS Minority Health Initiative (AMHI)	118
Bay Area Legal Aid	119
California State	646464
Employment Development Dept. (EDD)	
Hayward Office	137
Tri-Cities One Stop Career Center	138
Catholic Charities of the East Bay	
Immigrant Project	142
Center for Independent Living (CIL)	143
Centro Legal De La Raza	145
Disability Rights Advocates	155
Disability Rights, Education and Defense, Inc.	156
East Bay Community	
Law Center (EBCLC)	158
Homeless Action Center (HAC)	178
Kaiser Permanente Medical Center	
Hayward & Fremont	184
Positive Resource Center (PRC)	209
Senior Medi-Benefits	221
United States	
Social Security Administration (SSA)	231
Berkeley District Office	232

East Oakland Branch Office	233
Fremont Branch Office	234
Hayward District Office	235
San Leandro Branch Office	236

♦ CASE MANAGEMENT

AIDS Health Care Foundation (AHF)	64
AIDS Project of the East Bay (APEB)	66
Alameda County Medical Center (ACMC)	
Adult Immunology Clinic	
Highland Campus	74
Alameda, County of	
Behavioral Health Care Services Dept.	
Alameda Community Support Center	89
Oakland Community Support Center	90
Tri City Community Support Center	94
Public Health Department	
Child Health & Disability	
Prevention Program and Clearinghouse	99
Health Care for the Homeless	101
Alameda Family Services (formerly Xanthos)	106
Allen Temple Baptist Church	
AIDS Ministry	108
Ark of Refuge, Inc	
Case Management Services	112
Bay Area Consortium for Quality Health Care	
AIDS Minority Health Initiative (AMHI)	118
Berkeley, City Of	
Mental Health Division	124
California Prevention Education	
Project (Cal-PEP)	136
Catholic Charities of the East Bay	
HIV/AIDS Services	141
Children's Hospital Oakland	
Department of Adolescent Medicine	
Teen Clinic	146
Department of Infectious Diseases	
Pediatric HIV/AIDS Program	147
Contra Costa, County of	
HIV/AIDS Program	153
East Bay Community Recovery	
Project (EBCRP)	159
Kaiser Permanente Medical Center	
Oakland	185
Larkin Street Youth Center	190
Lifelong Medical Care	192
Tri-City Health Center (TCHC)	
HIV / Hepatitis Services	229
Volunteers of America Bay Area (VOABA)	
Prevention & Health Services Division	242
West Oakland Health Council, Inc.	

West Oakland Health Center	244
Women Organized to Respond to Life	
Threatening Diseases (WORLD)	245
Women's Daytime Drop In	246

♦ DENTAL CARE

Alameda County Medical Center (ACMC)	
Dental Clinic	75
Eastmont Wellness Center	76
Alameda Health Consortium	
HIV Dental Care Program	107
La Clinica de la Raza, Inc.	187
Lifelong Medical Care	192
Native American Health Center	197
Tri-City Health Center	229

♦ DISABILITY SERVICES

Alameda, County of	
Adult & Aging Services Department	
In-Home Support Services	87
Berkeley, City of	
Paratransit Program	126
Center for Independent Living (CIL)	143
Community Resources for	
Independent Living (CRIL)	152
Disability Rights Advocates	155
Disability Rights and Education Defense, Inc	156
East Bay Paratransit	160
Oakland, City of	
Aging & Adult Services Division	
Paratransit for the Elderly	
& the Disabled	199
Senior Medi-Benefits	221
United States	
Social Security Administration	231

♦ EDUCATION & PREVENTION

AXIS Community Health	60
AIDS Project of the East Bay (APEB)	66
Alameda County Transgender Steering	
Committee (ACTSC)	84
Alameda, County of	
Public Health Department	
Black Infant Health Program	98
Allen Temple Baptist Church-AIDS Ministry	108
Asian Health Services (AHS)	114
Asian & Pacific Islander (API) Wellness	

Center	115
Bay Area Consortium for Quality Health Care	
AIDS Minority Health Initiative (AMHI)	118
Berkeley, City of	
HIV/AIDS Programs and Policy	122
Building Opportunities for Self	
Sufficiency (BOSS)	134
California Prevention & Education	
Project (Cal-PEP)	136
East Bay AIDS Center (EBAC)	157
East Bay Community Recovery Project (EBCRP)	
Health Division	159
Harm Reduction Coalition (HRC)	173
HIV Education & Prevention Project of	
Alameda County (HEPPAC)	177
Kaiser Permanente Medical Center	
Oakland	185
La Clinica De La Raza, Inc.	187
O.A.S.I.S.	201
Sexual Minority Alliance of Alameda County	
(SMAAC)	223
Tri-City Health Center (TCHC)	
HIV / Hepatitis Services	229
Volunteers of America Bay Area	
(VOABA)	242
West Oakland Health Council, Inc	
West Oakland Health Center	244
Women Organized to Respond to	
Life Threatening Diseases (WORLD)	245

♦ EMPLOYMENT SERVICES

Alameda County Transgender Steering	
Committee (ACTSC)	84
California State Employment Development	
Dept. (EDD)	
Hayward Office	137
Tri-Cities One Stop Career Center	138
California State Fair Employment Department	139
Center for Independent Living (CIL)	143
Positive Resource Center (PRC)	209

♦ FINANCIAL ASSISTANCE SERVICES - FOOD

AIDS Project of the East Bay (APEB)	66
Alameda, County of	
Workforce & Benefits Department	104
Bay Area Consortium for Quality Health Care	
AIDS Minority Health Initiative (AMHI)	118

California Prevention and Education Project (Cal-PEP)	136
Tri-City Health Center (TCHC)	
HIV / Hepatitis Service	229

♦ FINANCIAL ASSISTANCE SERVICES - HOUSING

AIDS Project of the East Bay (APEB)	66
American Red Cross	111
Catholic Charities of the East Bay	
HIV/AIDS Services	141
East Oakland Switchboard	163
ECHO Housing	
(Eden Council for Hope & Opportunity)	164
Travelers Aid Society of Alameda County	228
Tri-City Health Center (TCHC)	
HIV / Hepatitis Services	229

♦ FINANCIAL ASSISTANCE SERVICES - TRANSPORTATION

AIDS Health Care Foundation (AHF)	
The 'Magic' Johnson Clinic	64
AIDS Project of the East Bay (APEB)	66
Alameda County Transit (AC Transit)	
Customer Service	
Regional Transit Discount Card (RTC)	85
Bay Area Consortium for Quality Health Care	
AIDS Minority Health Initiative (AMHI)	118
Berkeley, City of	
Housing Authority	123
Paratransit Program	126
East Bay AIDS Center (EBAC)	157
East Oakland Community Project (EOCP)	162
Oakland, City of	
Aging & Adult Services Division	
Paratransit for the Elderly & the Disabled	199
Travelers Aid Society of Alameda County	228
Tri-City Health Center (TCHC)	
HIV / Hepatitis Services	229
Women's Daytime Drop-In Center	246

♦ FINANCIAL ASSISTANCE SERVICES - UTILITIES

AIDS Project of the East Bay (APEB)	66
American Red Cross	111
Berkeley, City of	

Office of Housing & Energy Services	125
Catholic Charities of the East Bay	
HIV/AIDS Services	141
Pacific Gas & Electric Company	
Customer Service	203
Salvation Army – Oakland	217
Spectrum Community Services, Inc.	224
Tri-City Health Center (TCHC)	
HIV / Hepatitis Services	229

♦ FOOD SERVICES

Banks / Pantries / Bags

AIDS Project of the East Bay (APEB)	66
Alameda County Community Food Bank	70
Alameda Emergency Food Bank (AFB)	105
American Red Cross	111
Bay Area Consortium for Quality Health Care, Inc.	
AIDS Minority Health Initiative (AMHI)	118
Berkeley Food and Housing Project	128
East Oakland Switchboard	163
Tri-City Health Center (TCHC)	
HIV / Hepatitis Services	229
Volunteers of America Bay Area (VOABA)	
Administrative Offices	241

Home Delivered

Project Open Hand	211
-------------------	------------

Hot Meals

American Red Cross	111
Berkeley Food & Housing Project	128
Salvation Army – Oakland	217
Spectrum Community Services, Inc.	224
Women's Daytime Drop-In Center	246

♦ HARM REDUCTION / NEEDLE EXCHANGE PROGRAMS

Alameda County	
Howie Harp Multi-Service Center (HHMSC)	72
Ark of Refuge, Inc.	
Substance Abuse Services	113
East Bay Community Recovery Project	
(EBCRP)	159
Harm Reduction Coalition (HRC)	173

HIV Education & Prevention Project of Alameda County (HEPPAC)	177
Needle Exchange Emergency Distribution (NEED)	198
Tri-City Health Center (TCHC)	
HIV / Hepatitis Services	229

♦ HIV COUNSELING & TESTING

AIDS Healthcare Foundation (AHF)	
The 'Magic' Johnson Clinic	64
AIDS Project of the East Bay (APEB)	66
Alameda County	
Howie Harp Multi-Service Center (HHMSC)	72
Alameda County Medical Center (ACMC)	
HIV Services / Adult Immunology Clinic	
Fairmont Campus	73
Highland Campus	74
Newark Health Center	78
Winton Wellness Center	82
Alameda, County of	
Public Health Department	
Health Care for the Homeless	101
Alameda Family Services	
(formerly Xanthos)	106
Asian Health Services (AHS)	114
Bay Area Addiction Research	
Treatment (BAART) (formerly ZDK)	116
Bay Area Consortium for Quality Health Care, Inc.	
AIDS Minority Health Initiative (AMHI)	118
Berkeley, City of	
HIV/AIDS Programs and Policy	122
Berkeley Free Clinic	129
California Prevention and Education Project (Cal-PEP)	136
Coalition for Alternative in Mental Health	
Berkeley Drop-In Center	149
East Bay AIDS Center (EBAC)	157
East Bay Community Recovery Project	
(EBCRP) Health Division	159
HIV Education & Prevention Project of Alameda County (HEPPAC)	177
Humanistic Alternative to Addiction, Research & Treatment (HAART)	182
La Clinica De La Raza, Inc.	187
Lifelong Medical Care	
Berkeley Primary Care (BPC)	192
Lighthouse Community Center	193
Mandana Community Recovery Center	195
Native American Health Center	197

Needle Exchange Emergency Distribution (NEED)	198
Planned Parenthood	
Eastmont Health Center	206
Hayward Health Center	207
Golden Gate - MacArthur Health Center	208
Second Chance, Inc.	
Hayward Recovery Center	220
Sexual Minority Alliance of Alameda County (SMAAC)	223
Tri-City Health Center (TCHC)	
HIV / Hepatitis Services	229
West Oakland Health Council, Inc	
West Oakland Health Center	243

♦ HOSPICE

Hope Hospice, Inc.	179
Kaiser Permanente Medical Center	
Oakland	185
Pathways Hospice	205
Sutter VNA & Hospice	225

♦ HOTLINES / INFORMATION & REFERRAL

Bay Area Counties - Resources	25
Hotlines / Information & Referrals	26
AIDSinfo	63
Alameda County Transgender Steering Committee (ACTSC)	84
Alameda, County of	
Public Health Department	
Child Health and Disability Prevention Program (CHDP) & Public Health Clearinghouse	99
Berkeley, City of	
HIV/AIDS Programs and Policy	122
Berkeley Public Library	
Berkeley Information Network (BIN)	131
Contra Costa, County of	
Health Services	
HIV/AIDS Program	153
East Oakland Switchboard	163
Eden I & R, Inc.	
AIDS Housing and Information Project (AHIP)	165
HIV Education & Prevention Project of Alameda County (HEPPAC)	177
Pacific Center for Human Growth	202
Parents Families & Friends of Lesbians & Gays	
Oakland/East Bay (PFLAG)	204

Project Inform	210
Salvation Army – Oakland	217

♦ HOUSING SERVICES

A Safe Place	59
Affordable Housing Associates (AHA)	62
AIDS Project of the East Bay (APEB)	66
Alameda County Housing Authority	
Alameda, County of	
Housing & Community Development (HCD) Department	96
Public Health Department	
Health Care for the Homeless	101
Ark of Refuge, Inc.	
Case Management Services	112
Asian & Pacific (API) Islander Wellness Cntr.	115
Bay Area Consortium for Quality Health Care	
AIDS Minority Health Initiative (AMHI)	118
Berkeley, City of	
Housing Authority	123
Office of Housing and Energy Services	125
Berkeley Food & Housing Project	128
Building Opportunities for Self-Sufficiency (BOSS)	
Administrative Headquarters	134
Catholic Charities of the East Bay	
HIV/AIDS Services	141
Coalition for Alternatives in Mental Health	
Berkeley Drop-In Center	149
East Oakland Community Project (EOCP)	162
ECHO Housing	
(Eden Council for Hope & Opportunity)	164
Eden I & R, Inc.	
AIDS Housing & Information Project (AHIP)	165
Fremont, City of	
Office of Housing & Redevelopment	169
Fremont Fair Housing Services	170
Henry Robinson Multi-Service Center	176
Housing Rights, Inc.	181
Livermore Housing Authority	194
Oakland Housing Authority (OHA)	200
Providence House	213
Resources for Community	
Development (RCD)	214
Salvation Army - Oakland	217
Second Chance, Inc.	219
Sentinel Fair Housing	222
Tri-City Health Center (TCHC)	229
Volunteers of America Bay Area (VOABA)	241
Women's Daytime Drop-In Center	246

♦ IMMIGRATION SERVICES

AIDS Legal Referral Panel (ALRP)	65
Alameda County Bar Association	69
Asian Health Services (AHS)	
Asian & Pacific Islander (API) Wellness Cntr.	115
Bay Area Legal Aid	119
Catholic Charities of the East Bay	
Immigration Project	142
Centro Legal De La Raza	145
East Bay Community Law Center (EBCLC)	158
International Institute of the East Bay	183

♦ LEGAL ASSISTANCE SERVICES

A Safe Place	59
AIDS Legal Referral Panel (ALRP)	65
Alameda County Bar Association	69
Asian & Pacific Islander (API) Wellness Cntr.	115
Bay Area Legal Aid	119
Centro Legal de la Raza	145
Disability Rights Advocates	155
Disability Rights Education & Defense, Inc.	156
East Bay Community Law Center (EBCLC)	158
Homeless Action Center (HAC)	178
Housing Rights, Inc.	181
Protection & Advocacy, Inc. (PAI)	212
Senior Medi-Benefits	221
United States	
Equal Employment Opportunity Commission (EEOC)	238

♦ MENTAL HEALTH SERVICES

Alameda County Medical Center (ACMC)	
John George Psychiatric Pavilion	77
Outpatient Psychiatric Services	
Fairmont Campus	79
Highland Campus	80
Substance Abuse Program	81
Alameda, County of	
Behavioral Health Care Services Department	
ACCESS Program	88
Alameda Community Support Center	89
Oakland Community Support Center	90
Tri-City Community Support Center	94
Asian & Pacific Islander (API) Wellness Cntr.	115
Berkeley, City of	

Mental Health Division	124
Children's Hospital Oakland	
Department of Adolescent Medicine	
Teen Clinic	146
Department of Infectious Diseases	
Pediatric HIV/AIDS Program	147
Circle of Care	148
Coalition for Alternatives in Mental Health	
Berkeley Drop in Center	149
East Bay Community	
Recovery Project (EBCRP)	159
La Clinica De La Raza, Inc.	187
Mental Health Department	
Casa Del Sol	188
La Familia Counseling Service	189
Pacific Center for Human Growth	202
Tri-City Health Center (TCHC)	
HIV / Hepatitis Services	229

♦ PASTORAL CARE & COUNSELING / SPIRITUAL SUPPORT SERVICES

Allen Temple Baptist Church	
AIDS Ministry	108
Ark of Refuge, Inc.	
Substance Abuse Services	113
Grief Care Community	171
Hope Hospice, Inc.	179

♦ PRIMARY CARE / MEDICAL SERVICES

AXIS Community Health (formerly Valley Community Health Center)	60
AIDS Healthcare Foundation (AHF)	
The 'Magic' Johnson Clinic	64
AIDS Project of the East Bay (APEB)	66
Alameda Alliance for Health	67
Alameda County Medical Center (ACMC)	
HIV Services / Adult Immunology Clinic	
Fairmont Campus	73
Highland Campus	74
Newark Health Center	78
Winton Wellness Center	82
Alameda, County of	
Public Health Department	
Health Care for the Homeless	101
Alta Bates Summit Medical Center	
Alta Bates Campus	109
Summit Campus	110

Asian Health Services (AHS)	114
Bay Area Consortium Quality Health Care	
AIDS Minority Health Initiative (AMHI)	118
Berkeley, City of	
Public Health Clinic	127
Berkeley Free Clinic	129
Berkeley Health Center for Women & Men	130
Children's Hospital Oakland	
Department of Adolescent Medicine	
Teen Clinic	146
Department of Infectious Diseases	
Pediatric HIV/AIDS Program	147
Contra Costa, County of	
Health Services	
HIV/AIDS Program	153
East Bay AIDS Center (EBAC)	157
HIV Education & Prevention Project of Alameda County (HEPPAC)	177
Kaiser Permanente Medical Center	
Hayward & Fremont	184
Oakland	185
La Clinica De La Raza, Inc.	187
Lifelong Medical Care	
Berkeley Primary Care (BPC)	192
Native American Health Center	197
O.A.S.I.S.	201
Planned Parenthood	
Eastmont Health Center	206
Hayward Health Center	207
Golden Gate - MacArthur Health Center	208
Tiburcio Vasquez Health Center	227
Tri-City Health Center (TCHC)	229
U.S. Department of Veterans Affairs	
Infectious Disease Clinic	237
West Oakland Health Council, Inc.	
East Oakland Health Center	243
West Oakland Health Center	244

♦ RE-ENTRY / EX-OFFENDER PROGRAMS

AIDS Legal Referral Panel (ALRP)	65
AIDS Project of the East Bay (APEB)	66
Alameda County Bar Association	69
Bay Area Legal Aid	119
California Prevention and Education Project (Cal-PEP)	136
East Bay Community Law Center (EBCLC)	158
Volunteers of America Bay Area (VOABA)	241
Women Organized to Respond to Life Threatening Diseases (WORLD)	245

♦ RESPITE / IN-HOME SUPPORT SERVICES

Alameda, County of	
Adult & Aging Services Department	
In-Home Support Services	87
Center for Independent Living (CIL)	143
Circle of Care	148
Community Care Services, Inc.	150
Community Resources for Independent Living (CRIL)	152
Family Support Services of the Bay Area	
Childcare Program	167
Grief Care Community	171
Kaiser Permanente Medical Center	
Oakland	185
Sutter VNA and Hospice	225

♦ SHELTER

A Safe Place	59
Berkeley Food & Housing Project	128
Building Opportunities for Self-Sufficiency (BOSS)	134
East Oakland Community Project (EOCP)	162
Eden I & R, Inc.	
AIDS Housing & Information Project (AHIP)	165
Henry Robinson Multi-Service Center	176
Salvation Army - Oakland	217
Second Chance, Inc.	219

♦ SUBSTANCE ABUSE SERVICES

AXIS Community Health	60
Alameda County Medical Center (ACMC)	
Highland Campus	
Substance Abuse Program	81
Alameda, County of	
Behavioral Health Care Services Department	
ACCESS Program	88
Residential Detoxification Program	91
The Sobering Center	92
Public Health Department	
Health Care for the Homeless	101
Ark of Refuge, Inc.	
Substance Abuse Services	113
Bay Area Addiction Research Treatment (BAART) (formerly ZDK)	116

Berkeley Addiction Treatment Services (BATS)	121
BI-BETT Corporation	
East Oakland Recovery Center	132
California Prevention and Education Project (Cal-PEP)	136
Carmales Unidos Reformando Adictos (CURA)	140
Catholic Charities of the East Bay HIV/AIDS Services	141
East Bay Community Recovery Project (EBCRP)	159
Harm Reduction Coalition (HRC)	173
Horizon Services, Inc.	180
Humanistic Alternatives to Addiction, Research and Treatment (HAART)	182
Kaiser Permanente Medical Center Oakland	185
La Clinica De La Raza, Inc.	187
Mandana Community Recovery Center	195
O.A.S.I.S.	201
Second Chance, Inc.	
Hayward Recovery Center	220
Terra Firma Diversion Educational Services	226
Tri-City Health Center (TCHC)	
HIV / Hepatitis Services	229
Women's Daytime Drop-In Center	246

♦ SUPPORT GROUPS

AXIS Community Health	60
AIDS Project of the East Bay (APEB)	66
Alameda, County of	
Public Health Department	
Black Infant Health Program	98
Alameda Family Services (formerly Xanthos)	106
Asian & Pacific Islander Wellness Center	115
Berkeley, City of	
HIV/AIDS Programs and Policy	122
Mental Health Division	124

Bi-BETT Corporation	
East Oakland Recovery Center	132
California Prevention and Education Project (Cal-PEP)	136
Children's Hospital Oakland	
Department of Adolescent Medicine	
Teen Clinic	146
Department of Infectious Diseases	
Pediatric HIV/AIDS Program	147
Circle of Care	148
East Bay Community Recovery Project (EBCRP)	159
East Oakland Community Project (EOCP)	162
Grief Care Community	171
Hemophilia Council of California	174
HIV Education & Prevention Project of Alameda County (HEPPAC)	177
Kaiser Permanente Medical Center Oakland	185
La Clinica De La Raza, Inc.	
Mental Health Department	
Casa Del Sol	188
Lighthouse Community Center	193
Mandana Community Recovery Center	195
O.A.S.I.S.	201
Pacific Center for Human Growth	202
Sexual Minority Alliance of Alameda County (SMAAC)	223
Terra Firma Diversion Educational Services	226
Volunteers of America Bay Area (VOABA)	
Prevention & Health Services Division	242
Women Organized to Respond to Life Threatening Diseases (WORLD)	245
Women's Daytime Drop-In Center	246

♦ TREATMENT ADHERENCE

AIDS Project East Bay (APEB)	66
California Prevention and Education Project (Cal-PEP)	136
Women Organized to Respond to Life	

Threatening Diseases (WORLD)	245
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♦ VAN TRANSPORTATION

Berkeley, City of	
Paratransit Program	126
East Bay Paratransit	160
Oakland, City of	
Aging & Adult Services Division	
Paratransit for the Elderly & Disabled	199

♦ YOUTH

AXIS Community Health	60
Alameda Family Services (formerly Xanthos)	106
American Red Cross	111
Asian Health Services (AHS)	114
California Prevention and Education Project (Cal-PEP)	136
Center for Independent Living (CIL)	143
East Bay AIDS Center (EBAC)	157
Fred Finch Youth Center	168
Horizon Services, Inc.	180
La Clinica De La Raza, Inc.	
Mental Health Department	
Casa Del Sol	188
La Familia Counseling Service	189
Larkin Street Youth Center	190
Latino Commission on Alcohol and Drugs	191
Lighthouse Community Center	193
Native American Health Center	197
Pacific Center for Human Growth	202
Sexual Minority Alliance of Alameda County (SMAAC)	223
Tri-City Health Center	229
Volunteers of America Bay Area (VOABA)	
Prevention & Health Services Division	242

About this *Directory*

The Office of AIDS Administration, Alameda County Public Health Department, is committed to working in partnership with the community to eradicate the transmission of HIV, stop the spread of AIDS, and provide care and treatment for people living with HIV/AIDS.

We believe that when individuals can easily obtain accurate information about available resources, they are better able to make decisions, advocate for themselves and improve their health, well-being and standard of living. We hope that this updated *2008 Positive Resources Directory* will assist consumers to more easily access the health and human services available in Alameda County.

Purpose of the *Directory*

Positive Resources identifies resources available to meet the human service needs of persons living with HIV/AIDS in Alameda County, as well as provides information for HIV education and prevention services.

General criteria for inclusion are:

- Governmental or private non-profit organization providing health care, social services, legal assistance, vocational training, counseling, etc.
- Located in Alameda County or a key agency outside the county that provides services to county residents.

The following categories generally are not included in the *Directory*:

- Private, for-profit service providers
- Professional organizations
- Housing facilities, except those with accommodations and/or services for people living with HIV/AIDS

Inclusion of an agency does not imply endorsement, nor is exclusion a reflection on the value or quality of an agency's services. New agencies, or agencies that we only recently became aware of, may not be included simply because their information was not received in time.

Agencies listed in this *Directory* were contacted between December 2006 and March 2008. Information in this *Directory* reflects the information that the agency provided to the Office of AIDS Administration.

New services are constantly being added to the database and we welcome information about new agencies or programs. We urge users to contact the Office of AIDS Administration about omissions, additions or changes in the services listed in this *Directory* or about possible new listings. See the ***Suggestion Sheet*** at the end of this *Directory*.

How to use this *Directory*

Using Positive Resources

This *Directory* contains agency and program descriptions arranged alphabetically by their complete formal names. Public agencies are listed under their political jurisdiction, e.g. “Alameda, County of” or “Oakland, City of”. Programs are listed under their parent agency. Each entry includes the names, address, phones, website, days and hours, fees, eligibility, geographical area served, nearest public transportation, accessibility for the disabled and languages spoken by staff. A brief narrative about each agency describes services offered.

Providers and consumers of HIV/AIDS related services are our target population.

Two indexes are provided to assist you in locating appropriate resources:

- 1. Agency/Program Name Index (Pages 4 through 6)** lists HIV service providing agencies alphabetically by their complete formal names
- 2. Services Category Indexes (Pages 6 through 11)** list agencies by the kinds of services provided. An agency will be listed under each of the following service categories which describe a service that they offer.

AIDS Drug Assistance Program	Housing Services
Alternative Health Care	Immigration Services
Benefits / Entitlement Counseling	Legal Assistance Service
Case Management	Mental Health Services
Dental Care	Pastoral Care & Counseling / Spiritual Support Services
Disability Services	Primary Care / Medical Services
Education and Prevention	Re-entry / Ex-Offender Programs
Employment Services	Respite / In-Home Support Services
Financial Assistance Services (Food, Housing, Transportation & Utilities)	Shelter
Food Services	Substance Abuse Services
Harm Reduction / Needle Exchange	Support Groups
HIV Counseling & Testing	Treatment Adherence
Hospice	Van Transportation
Hotlines / Information and Referral	Youth

The OAA periodically revises this *Directory* to reflect the changes and updates in our community. We acknowledge the fact that our community is constantly changing and by the time this publication is distributed some things may have already changed. We appreciate your patience and feedback on this matter, as we rely on your input to further improve the *Directory* in future years. See the ***Suggestion Sheet*** on the page 250.

How to obtain additional copies of the new 2008 Positive Resources Directory?

For a CD-ROM copy, contact the OAA at (510) 268-7630. The *Directory* is posted on the Alameda County Public Health Department's website under Data & Reports – HIV/AIDS @ <http://www.officeofaids.org>. After you obtain your new *Directory*, please dispose of the old edition in an environmentally friendly manner such as recycling.

Overview of the Oakland TGA

This **2008 Positive Resource Directory** will serve as a resource guide to HIV/AIDS related services in Alameda County, surrounding counties and in some cases National services. The *Directory* covers various kinds of local services, community based organizations, collaborative efforts, national and informational services and websites.

This *Directory* is inclusive of, but not limited to, the Oakland Transitional Grant Area (TGA).

The Oakland TGA is a geographically large, multi-jurisdictional entity comprising the health departments of Alameda County, Contra Costa County and the City of Berkeley. The size of the TGA, differences in health services among its health jurisdictions and variation in the epidemic's demographic profile across the TGA have required different service delivery approaches to insure effective outreach and treatment and equivalence of services across the entire TGA...

The **OAKLAND, CALIFORNIA ELIGIBLE METROPOLITAN AREA 2006 – 2009 COMPREHENSIVE HIV SERVICES PLAN** identified the following care and treatment goals for the Oakland TGA:

1. To ensure access to a comprehensive coordinated TGA-wide continuum of HIV care that incorporates HIV prevention activities.
2. To ensure parity of HIV service access throughout the Oakland TGA through culturally competent services that strive to reach all HIV+ people in our region.
3. To ensure that persons with HIV have access to high quality evidence based system of care that measures health outcomes and incorporates continual assessment and planning.
4. To support a comprehensive, coordinated continuum of HIV care throughout the Oakland TGA

The new **Ryan White HIV/AIDS Treatment Modernization Act of 2006** consists of the following five parts which are explained in greater detail by the **HIV/AIDS Bureau (HAB), Health Resources and Services Administration (HRSA)**, U.S. Department of Health and Human Services, at www.hab.hrsa.gov.

- **Part A (Title I)** provides funding for emergency assistance HIV/AIDS services where at least 75% of the grant money must be spent on core medical services, such as primary care, dental, oral, home health care, mental health, substance abuse and case management services.
- **Part B (Title II)** provides funding to States for HIV/AIDS services including services such as AIDS Drug Assistance Program (ADAP) and Emerging Communities (ECs) grants. At least 75% of the grant money must be spent on core medical services, such as primary care, dental, oral, home health care, mental health, substance abuse and case management services.
- **Part C (Title III)** provides funding for HIV/AIDS Early Intervention Services (EIS) and Capacity Development and Planning Grants where at least 75% of the grant money must be spent on core medical services, such as primary care, dental, oral, home health care, mental health, substance abuse and case management services.
- **Part D (Title IV)** provides funding to public and private organizations to provide family-centered HIV/AIDS services for women and children.
- **Part F** provides funding to AIDS Education and Training Centers (AETCs), the Minority AIDS Initiative (MAI) and Special Programs of National Significance (SPNS).

(The information was provided by the Henry J Kaiser Family Foundation, http://www.kff.org/hivaids/upload/7582_03.pdf)

The OAA is the Oakland TGA Grantee for Parts A and B funding. Approximately twenty of the agencies listed in this *Directory*, which provide services in Alameda County, are funded by the OAA under Parts A and B. The OAA works closely with providers funded through the Ryan White Program Parts C and Part D.

The Alameda Health Consortium is the Oakland TGA grantee for Part C which funds ***HIV ACCESS***, a coordinated system of early intervention services and comprehensive care for PLW HIV/AIDS in Alameda County.

Children's Hospital and Research Center - Oakland is the Oakland TGA grantee for Part D which funds the ***Family Care Network***, a consortium of agencies in the East Bay working to provide comprehensive, family-centered services across disciplines to women, children, youth and families living with HIV.

Alameda County also has these other major programs providing assistance in the fight against AIDS:

- ♦ The Alameda County Housing and Community Development (HCD) Department administers the ***Housing Opportunities for Persons with AIDS (HOPWA)*** program in our county. HOPWA supports housing development and provides housing support and related services for people living with HIV/AIDS
- ♦ The ***Alameda County Public Health Department, Division of Communicable Disease Control and Prevention (DCDCP)*** and the ***Community Assessment Planning and Education Unit (CAPE)*** collaborate to produce an annual AIDS Epidemiological Report that can be found on the Alameda County Public Health Department website -<http://www.acphd.org/> - through the "Data & Reports" link.
- ♦ The ***Alameda County Behavioral Health Care Services (BHCS) Department*** - see their listings in this *Directory* for substance abuse and mental health services for clients.

Contra Costa County

Contra Costa County is a part of the Oakland TGA and receives a portion of the Ryan White Program funding for this designated region. Although Contra Costa County is under the same TGA as Alameda County, services operate differently. Contra Costa County provides HIV/AIDS services at the county public health office as well as by contracting out to community-based organizations.

♦ Care and Support Services:

A variety of care services, such as Nurse Case Management, are available for people living with HIV/AIDS, as well as referrals to a network of support services including:

- access to clinic-based social workers and HIV early intervention services
- certification for enrollment in the AIDS Drug Assistance Program (ADAP)
- referrals to community-based (psycho-social) case management services
- access to mental health or substance abuse services
- help with accessing housing services
- benefits counseling and non-criminal legal services
- other practical support such as Adult Day Center services, food and transportation assistance and other emergency assistance.

Anonymous partner notification services, as well as enhanced risk reduction services for HIV+ individuals, are also available.

♦ HIV Education and Prevention Services:

The AIDS Program coordinates a network of HIV prevention services geared to help HIV-negative individuals remain negative. Services are designed to support individuals in making healthy choices to reduce the risk for transmission of HIV.

The Contra Costa Prevention System of Care provides services specifically to reach those individuals at the highest risk HIV infection and transmission. The system of services for prevention and risk reduction is based on the theory “Stages of Behavioral Change” and the services are tailored based on the readiness of clients for changing their behavior for reducing risk or preventing HIV.

HIV Education and Prevention Services include:

- **Targeted Prevention** consists of brief interventions designed to initiate dialog with individuals about knowledge of their HIV status and to determine their needs around HIV risk reduction and prevention. Based on the individuals’ needs, referrals are made.
- **Prevention Case Management**, also known as Comprehensive Risk Counseling and Services (CRCS), helps people who do not have HIV make a plan to reduce their risks for HIV infection. This service is designed to provide comprehensive interventions to meet specific HIV risk reduction needs. Referrals are made based on the individuals’ needs.

- **Support Groups** are ongoing (multi-session) group interventions designed for people in group-settings to connect with each other, mutually support one another to explore their risks for HIV and develop skills in risk reduction or prevention. Referrals are made based on individuals' needs.
- **Workshops** are one-time or a series of group interventions designed for people to increase their knowledge and/or develop skills in HIV prevention, risk reduction, HIV testing and other relevant topics of interest to the group. Referrals are made based on individuals' needs.
- **Prevention with Positives (PWP)** helps people with HIV make a plan to prevent transmission of HIV to others while maintaining their own health. Referrals are made based on individuals' needs. Derelle Hill at (925) 313-6604 and Maxine Little at (925) 313-6605 are Risk Reduction Specialists.

HIV Education and Prevention Referral Services include:

- **HIV Testing Service**, testing services via a mobile van at scheduled locations in the community.
- **Support Services** to address their other needs related to their HIV risks (risks include: substance use, sexually transmitted infections, mental health, partner violence and LGBTQ issues)
- **System of Care for CARE** Services (services for those with HIV/AIDS) increases access to medical care of those living with HIV/AIDS and who may not be in care for their HIV disease.

Call the AIDS Program at (925) 313-6771 or toll-free at (800) 287-0200 for more information about HIV education and prevention services in Contra Costa County.

♦ **Other Contra Costa County HIV Services:**

Contra Costa County supports a **Needle Exchange Program** and participates in the **Pharmacy Sales program** for non-prescription syringes. This information can be found on pages 23 and 24.

Contra Costa County also produces annually a pocket-size *Resource Guide for HIV Services* and also an *HIV/AIDS Epidemiology Report* available at http://www.cchealth.org/groups/epidemiology/pdf/hiv_2006_07.pdf

For more information about Contra Costa County AIDS Services, see their listing on page 153 or visit their website at: http://www.cchealth.org/services/hiv_aids/

The City of Berkeley

The City of Berkeley, while a part of Alameda County, operates its own Health and Human Services Department. Services are available for PLW HIV/AIDS living in Berkeley and surrounding areas on a sliding scale.

HIV/AIDS Testing Program provides free and anonymous, i.e., no names used, HIV antibody testing. Confidential HIV testing is also available.

HIV/AIDS Community Education and Prevention Program provides education, workshops and outreach in the community.

The City of Berkeley **HIV/AIDS Programs and Policy** also provides program planning and assistance to individuals, groups and community-based organizations engaging in HIV prevention, services and activities in Berkeley.

Additional client services include.

- Public health nursing follow-up and case management.
- Assistance accessing approved drug treatment for individuals with HIV and AIDS who have a prescription from their physician and are income eligible

Services and information and referrals are also available in Spanish.

For more information, visit their website at: www.ci.berkeley.ca.us/publichealth/hiv aids/hiv aids.html

HIV/AIDS Community Collaborative Planning Council (CCPC)

An Invitation to Community Members

The *HIV/AIDS Community Collaborative Planning Council (CCPC) of Alameda and Contra Costa Counties* provides guidance to the Alameda County Public Health Department's Office of AIDS Administration regarding priorities for HIV and AIDS care and prevention services.

The members of this *CCPC* come from the community at large; they volunteer their time to ensure that spending priorities reflect actual need within the County. Serious effort is made to recruit community members who represent those infected with and affected by HIV disease. People living with HIV/AIDS are especially encouraged to apply for membership.

If you are interested in becoming a *CCPC* member, please contact the Office of AIDS Administration, 1000 Broadway, Suite 310, Oakland, CA 94607 (510) 268-7630. For more information, visit www.hivccpc.org

The *CCPC* mission is to:

- stop all new HIV infections while improving the quality of life for those living with HIV disease, and
- provide services that are linguistically and culturally appropriate, that outreach to the underserved, educate all communities and reduce HIV stigma.

Values:

The *CCPC* acts as a catalyst to provide a continuum of high quality services for all people living with and affected by HIV/AIDS by empowering our communities, providing responsible stewardship and planning, and advocating on our communities behalf.

Vision:

The *CCPC* will employ a comprehensive and inclusive process, which is both data and community-input driven. Their goal is to develop an integrated model to prevent the spread of HIV while providing accessible and high quality care, for infected and affected members of the community.

HIV Testing

Free HIV Test Sites

AHF / Magic Johnson Clinic ✦
400 30th Street Suite 300
Oakland CA 94609
(510) 628-0949

East Bay Community Recovery Project (EBCRP)
2551 San Pablo Ave.
Oakland, CA 94612
(510) 446-7120

La Clinica de la Raza
1531 Fruitvale Ave.
Oakland, CA 94601
(510) 535-4213

AIDS Project East Bay ✦
1320 Webster Street
Oakland, CA 94612
(510) 663-7979

Eastmont Wellness Center ✦
Eastmont Mall
Oakland, CA
(510) 567-5700

Native American Health Center ✦
2950 International Blvd.
Oakland, CA 94601
(510) 535-4400

Asian Health Services ✦
818 Webster St.
Oakland, CA 94607
(510) 986-6800

East Oakland Health Center ✦
7450 International Blvd.
Oakland, CA 94601
(510) 613-2246

Tri-City Health Center ✦
39184 State Street
Fremont, CA 94538
(510) 713-6690

Berkeley Public Health Department Clinic ✦
830 University Avenue
Berkeley, CA 94710
(510) 981-5350

Fairmont Hospital ✦
15400 Foothill Blvd., Bldg. C,
Room 226
San Leandro, CA 94578
(510) 667-7413

Volunteers of America - Bay Area ✦
3022 International Blvd., Suite 210
Oakland, CA 94601
(510) 533-5253

Cal-PEP ✦
This is a mobile site.
Call for times and locations.
(510) 874-7850

HEPPAC ✦
5323 Foothill Blvd.
Oakland, CA 94601
(510) 437-0307

West Oakland Health Center ✦
700 Adeline St.
Oakland, CA 94607
(510) 835-9610

East Bay AIDS Center ✦
3100 Summit St., 2nd Floor
Oakland, CA 94609
(510) 869-8400

Highland General Hospital ✦
1411 E 31st St.
Oakland, CA 94602
(510) 437-8508

Winton Wellness Center ✦
24100 Amador Street
Hayward, CA
(510) 266-1700

✦Rapid testing site

For the most current information about anonymous HIV antibody test site and for a Spanish listing, call the toll-free California HIV/AIDS Hotline at (888) 448-2999.

Due to the July 2009 California state HIV / AIDS budget reductions, HIV testing availability may be limited. Please call the agency to confirm services before referring clients

HIV Testing

The Alameda County HIV Testing program targets individuals who are in the following *behavior risk categories* as defined by the California State Office of AIDS:

- Men who have sex with men (MSM)
- Intravenous drug users (IDU) and their sexual partners
- Transgendered women and their sexual partners
- Engaging in anal receptive sex
- Exchanging money or drugs for sex
- Stimulant (such as, Crack, Meth, Cocaine) drug users
- Have had sex with Sex Worker
- Have had sex with an HIV+ person
- Women who have had sex with an MSM
- Have had a possible occupational exposure to HIV
- Have been diagnosed with syphilis or gonorrhea in last year

Alameda County HIV test sites are free of charge. Most sites use rapid testing technology (see page 20 for listing). All testing is done with oral specimen collection. No needles are used unless it is to confirm a positive rapid test.

For those who are not at highest risk, please call (888) 448-2999 or go to www.hivtest.org or www.aidshotline.org for a testing site nearest you.

For further HIV testing resources go to:

How HIV Tests Work: www.cdc.gov/hiv/topics/testing/resources/qa/tests_work.htm#screening

Comprehensive Guide to HIV Testing: www.aids.org/info/testing.html

AIDS 101: HIV Testing: www.aids.org/info/testing.html

The Body: HIV Testing: www.thebody.com/content/art6113.html

Due to the July 2009 California state HIV / AIDS budget reductions, HIV testing availability may be limited. Please call the agency to confirm services before referring clients

Partner Counseling and Referral Service (PCRS)

PCRS is a free, confidential and completely voluntary service that helps people who are HIV+ to talk to their partners (current or past) who may have been exposed to HIV.

A specially trained counselor helps clients explore ways to tell their partners (sex and/or needle sharing) about their possible exposure to HIV so that their partners can make informed decisions about their health or about getting tested for HIV. The counselor provides sensitive and private support, answers any questions, addresses concerns and explores options with clients to tell their partners about possible exposure.

Clients can choose to talk to their partners using one, or a combination, of the following options:

Self Disclosure - Clients choose to talk to their partners by themselves after receiving help from a counselor.

Dual Disclosure - Clients choose to talk to their partners together with a counselor.

Anonymous Disclosure - Clients choose to have a representative of the Alameda County Public Health Department tell their partners without revealing their name or any personal identifying information.

For more information about this service, please call (510) 268-7630.

Harm Reduction Services

— Needle Exchange Programs

In December 1999, the Alameda County Board of Supervisors declared a State of Emergency regarding the transmission of HIV and Hepatitis B & C through shared needles. They did this to protect the health of the residents of Alameda County. The Declaration provides public agencies, such as the Alameda County Public Health Department and their agents and employees who distribute syringes, as part of needle exchange programs, freedom from criminal prosecution under California State law.

The Alameda County Public Health Department has implemented this commitment by funding needle exchange programs with various harm reduction services, such as wound care clinic, in both North and South County. To access these services in North and South County, please call the HIV Education and Prevention Project of Alameda County (HEPPAC) at (510) 437-8899 or Tri-City Health Center at (510) 713-6690 for specific information.

In **Berkeley**, the Needle Exchange Emergency Distribution (NEED) operates three needle exchange programs on a weekly basis. For more information, contact (510) 678-8563 or visit www.berkeleyneed.org/

The three sites are as follows:

Tuesday: 4-6 pm at Long Haul Infoshop, 3124 Shattuck Ave./Woolsey St. (2 blocks east of Ashby Ave.)

Thursday: 6-8 pm at Hearst Street & San Pablo Ave. (1 block north of University Ave.)

Sunday: 6-8 pm at 2340 Durant Ave/Dana (1 block west of Telegraph), across the street from the Berkeley Free Clinic

- Please check for which day and place that each of the following services is provided:
 - * Overdose prevention training
 - * Wound care clinic
 - * Hepatitis testing & vaccinations
 - * Bread/pastries usually available
 - * Produce, sandwiches and juice available
 - * Oral HIV testing in a van across the street, operated by the City of Berkeley

In **Contra Costa County**, one-for-one needle exchange programs operate on a weekly basis, from 6:00-8:00 pm., at the following four sites:

Monday: Central Richmond: 500 B Street

Wednesday: North Richmond: 1090 Factory Street

Tuesday: Bay Point: 2586 Willow Pass Road

Thursday: Pittsburg: 389 Central Avenue

Contact Community Health Empowerment at (510) 236-8122 for more information.

—Pharmacy Sales Program

On January 1, 2005, California Senate Bill (SB) 1159 went into effect. This legislation allows for the creation of a Disease Prevention Demonstration Project (DPDP) in cities and counties that authorize such a program. The DPDP establishes collaboration among pharmacies and local and state health officials to evaluate the long-term feasibility of allowing licensed pharmacists to provide or sell nonprescription hypodermic needles or syringes to prevent the spread of blood-borne pathogens, including HIV and Hepatitis C. This provision of the law expires on December 31, 2010.

Under SB 1159:

- A licensed pharmacist can sell or furnish 10 or fewer hypodermic needles or syringes at any one time to a person 18 years of age or older without a prescription providing the pharmacist works for a pharmacy registered in the local Public Health Department's DPDP.
- A pharmacist must certify that written information or verbal counseling will be provided at the time of purchase on how to access drug treatment, access testing and treatment for HIV and Hepatitis C and how to safely dispose of and store needles/syringes (known as sharps).
- The local Public Health Department must maintain a list of all pharmacies that have registered under the DPDP and provide them written information that will be given to customers when non-prescription hypodermic needles or syringes are furnished or sold.

A number of pharmacies are registered to sell a limited number of syringes without a prescription under the DPDP. No consumer ID is necessary. All Walgreens, Longs and Rite Aid pharmacies in Alameda and Contra Costa counties are registered. Individual pharmacies may opt out and only offer referrals.

Pharmacists wanting more information about the DPDP and consumers who want a list of actively participating pharmacies should contact the Alameda County Public Health Department, Office of AIDS Administration, (510) 268-7630, or the Contra Costa County AIDS Program at (925) 313-6771.

— Medical Marijuana Identification Card Program

On July 18, 2005, the California Department of Health Services (CDHS) resumed implementation of the Medical Marijuana Program (MMP) and the issuance of identification cards to qualified patients and their designated primary caregivers.

The Medical Marijuana Identification Card Program provides patients an ID card that could be used as evidence that they had received a recommendation from their physician to use marijuana for medicinal purposes. The card can assist law enforcement officials in determining whether an individual using marijuana meets the requirements of the *California Compassionate Use Act* which states that a patient may obtain and use marijuana for personal medical purposes with the recommendation of a physician.

For more information, contact your primary physician or visit the CDHS website at www.dhs.ca.gov/mmp/ or the Alameda County Public Health Dept. website at www.acphd.org.

Alternative and Complementary Health Care

Alternative medicine has been described as "any of various systems of healing or treating disease, such as chiropractic, homeopathy, or faith healing, that are not included in the traditional medical curricula taught in the United States and Britain".

Alternative medicine practices are often based in a belief systems not derived from modern science. Alternative medicine may therefore incorporate spiritual, metaphysical, or religious underpinnings, untested practices, non-Western medical traditions, or newly developed approaches to healing.

If an alternative medical approach, initially regarded as untested, is subsequently shown to be safe and effective, it may then be adopted as "complimentary" by conventional practitioners and no longer be considered "alternative".

For more information about these kinds of services, please see the Alternative Health service category index in the table of contents.

Bay Area Counties - Resources

◇ Alameda County Public Health Department Office of AIDS Administration	(510) 268-7630
◇ Contra Costa County Public Health Department HIV/AIDS Program	(925) 313-6770
◇ Marin County Department of Health & Human Services HIV/AIDS Services	(415) 473-4400
◇ Napa County AIDS Project	(707) 258-2437
◇ San Francisco City & County Department of Public Health AIDS Office	(415) 554-9000
◇ San Mateo County Public Health Department AIDS Program	(650) 573-2346
◇ Santa Clara County Public Health Department HIV/AIDS Program	(408) 792-5030
◇ Santa Cruz AIDS Project	(831) 427-3900
◇ Solano County AIDS Information Line	(707) 553-5552
◇ Sonoma County Department of Health The Center for HIV Prevention & Care	(707) 565-7400

Hotlines / Information & Referrals

- ◇ **AIDS Housing & Information Project, Eden I & R, Inc.** (877) 424-3746, (510) 537-2600
- ◇ **AIDSinfo** is a U.S. Department of Health and Human Services project[1-800-HIV-0440 (1-800-448-0440)
Outside US: 1-301-519-0459
English & Spanish
FAX: 1-301-519-6616 - TTY: 1-888-480-3739
M – F: 12:00 p.m. - 5:00 p.m. EST
- ◇ **Alameda County Public Health Clearinghouse** (888) 604-INFO
- ◇ **California AIDS, STD and Hepatitis Hotline** (415) 863-AIDS, (800) 367-AIDS
English & Spanish
M, W, Th & F: 9:00 – 5:00 PST
Tues: 9:00 – 9:00 PST
(888) 225-AIDS (TDD)
- ◇ **Center for Health Justice “warmline” for Prisoner on HIV treatment and prevention.** (888) 372-0888
M – F: 9:00 – 5:00 PST
- ◇ **HIPS (Harm-reduction health information for sex workers) Hotline** (800) 676-4477
- ◇ **National AIDS Hotline / CDC Information Line** (800) 232-4636 (CDC-INFO)
English & Spanish
(888) 232-6348 (TTY)
- ◇ **National HIV/AIDS Treatment Hotline** (800) 822-7422
- ◇ **National Prevention Information Network (NPIN)**, sponsored by the U.S. Centers for Disease Control’s (CDC), for information, publications and technical assistance about HIV/AIDS, TB and other sexually transmitted diseases (800) 458-5231
English & Spanish
M – F: 9:00 – 6:00 EST
- ◇ **Perinatal Hotline** sponsored by the U.S. Centers for Disease Control (CDC) and the U.S. Health Resources and Services Administration (HRSA) (888) 448-8765

HIV/AIDS Websites

Useful websites for information on HIV/AIDS

Acción Mutua works to enhance the capacity of community-based organizations and health departments by providing professional, needs-based consultation, training and technical assistance on developing, adopting, adapting, tailoring, implementing, improving, evaluating, and sustaining the delivery of effective, high quality, culturally-responsive HIV prevention interventions for Latinos and other people of color at risk for or living with HIV/AIDS. Acción Mutua works with those funded directly or indirectly by the Centers for Disease Control and Prevention (CDC) to provide HIV prevention services serving Latinos in the western region of the United States.

www.accionmutua.org

The **AIDS Clinical Trial Group (ACTG)**, the largest HIV clinical trials organization, helps to define the standards of care for treatment of HIV infection and opportunistic disease related to HIV/AIDS around the world.

www.aactg.org

The **AIDS Education Global Information System** contains the daily HIV briefing, a law library, education and prevention pages, fact sheets, useful links and other HIV/AIDS resources.

www.aegis.com

AIDS.gov website is a federal government website which provides information on HIV/AIDS. Categories of information include: News and Events, HIV/AIDS information, Prevention and Education, Treatment and Care, Testing, Funding Opportunities, Research, Agencies and Programs, Populations and other Resources.

www.aids.gov

AIDSinfo is a service of the U.S. Department of Health and Human Services. This site offers information on HIV/AIDS treatment, prevention and research.

www.aidsinfo.nih.gov

AIDS Legal Referral Panel provides a description of the services provides, staff biographies and some very useful materials on specific areas of the law.

www.alrp.org

AIDSmeds, “HIV+ owned and operated”, offers complete and easy-to-read information on treating HIV and AIDS, including guided treatment lessons, drug information, recent news and community forums.

www.aidsmeds.com

The **AIDS Research Institute (ARI)** at UCSF fosters innovative and integrated science—basic, clinical, prevention, and policy research—to prevent, understand, treat, and someday cure HIV infection.

www.ari.ucsf.edu

Alameda County Behavioral Health Care Services (BHCS) website is an information service for mental health and substance abuse services in Alameda County. Check out their web-based **BHCS Resource Directory**.

www.acbhcs.org

Alameda County Public Health Department (ACPHD) website is a central point for Alameda County public health information (including HIV/AIDS, mental health, substance abuse etc.) to promote the health and wellbeing of Alameda County residents.

www.acphd.org

Alameda County Public Health Department Office of AIDS Administration (OAA) website provides an overview of the services and mission of the Office of AIDS Administration as well as contact information. Within the website, the OAA is under Office of AIDS Administration in the “A-Z” link on the left hand column of the webpage. HIV/AIDS data and epidemiological information is listed under the “Data and Reports” link on the left hand column of the webpage.

www.acphd.org
www.officeofAIDS.org

AmASSI (African American Advocacy, Support-Services & Survival Institute). This website provides information regarding African Americans and HIV/AIDS as well as links to other resources.

www.amassi.com

Bay Area National Latino AIDS Awareness Day’s (BANLAAD) mission is to assist in the elimination of HIV/AIDS health disparities affecting the Latino community of the Bay Area.

www.banlaad.org

The **Banyan Tree Project (BTP)** is a national social marketing campaign to stop HIV/AIDS-related stigma in Asian & Pacific Islander (A&PI) communities.

www.banyantreeproject.org

Berkeley, City of - Health and Human Services website provides information on health and human services for the Berkeley. HIV/AIDS information can be found under

www.ci.berkeley.ca.us/hhs

“health services” on the left hand column. There is also Berkeley HIV/AIDS data within the HIV/AIDS information section.

Berkeley Needle Exchange Emergency Distribution (NEED) provides information regarding the needle exchange distribution program in the city of Berkeley. This website contains information for sites and hours of needle exchange, services, projects, volunteer, resources and contact information.

www.berkeleyneed.org

The **Black AIDS Institute** is the first Black HIV/AIDS policy center dedicated to reducing HIV/AIDS health disparities by mobilizing Black institutions and individuals in efforts to confront the epidemic in their communities.

www.blackaids.org

The Body website contains comprehensive information on all things related to health and HIV/AIDS. This website is a user-friendly comprehensive HIV treatment and prevention on-line resource.

www.thebody.org

California AIDS Clearing House provides information and educational materials, technical assistance, support services to Education and Prevention Programs, test site information, local PCRS contacts, State office of AIDS information and non-profit organizations in California.

www.hivinfo.org

California AIDS Hotline provides information on more than 1,200 organizations providing HIV/AIDS and STD services in California.

www.aidshotline.org

The **California HIV/AIDS Research Program (CHRP)**, formerly known as UARP – the Universitywide AIDS Research Program - will continue its mission to fund innovative basic, clinical, social, behavioral, health services and policy research, and to provide scientific leadership by convening California stakeholders from diverse backgrounds with expertise in addressing the HIV-related issues impacting California and people living with the disease.

<http://chrp.ucop.edu>

California Department of Public Health - Office of AIDS website is a resource for local governments, agencies and consumers. Information presented on this website includes: HIV/AIDS Information, California Laws, research, news and events.

www.dhs.ca.gov/aids/

California HIV/AIDS Laws, 2006, A Brief Guide

(Released May 2007) provides annually updated information on California laws that pertain to HIV/AIDS.

www.dhs.ca.gov/AIDS/Reports

The California STD/HIV Prevention Training Center

(CA PTC) provides training courses designed to meet the needs of medical, health promotion, and community professionals serving persons and communities impacted by STD and HIV. Clinical care providers, prevention experts, program planners, counselors, educators and administrators are examples of appropriate participants.

www.stdhivtraining.org

Caregiver Media Group is a provider of information, support and guidance for family and professional caregivers.

www.caregiver.com

California Syringe Access website is a resource library for syringe access in California. Included in the website is information pertaining to the history, laws, research, other states, safe syringe disposal and other resources on syringe access.

www.syringeaccess.com

The **Center for Health Justice** empowers people affected by HIV and incarceration to make healthier choices and advocates for the elimination of disparities between prisoner health and public health.

www.healthjustice.net

The **Center for HIV Law and Policy** is the first and only national legal and policy resource bank and strategy center for advocates and leaders across the country addressing HIV discrimination and the legal needs of those living with HIV.

www.hivlawandpolicy.org

The **Centers for Disease Control and Prevention** of the U.S. Department of Health and Human Services provides HIV resources and the *Morbidity & Mortality Weekly Report (MMWR)*.

www.cdc.gov/hiv

www.cdc.gov/mmwr

Center Watch provides information about clinical research, including listings of more than 41,000 active industry and government-sponsored clinical trials and new drug therapies in research and those recently approved by the FDA.

www.centerwatch.org

The **Community HIV/AIDS Mobilization Project (CHAMP)** is a national initiative building a powerful community-based movement bridging HIV/AIDS, human rights, and struggles for social and economic justice.

www.champnetwork.org/index.php?name=meet

Community Re-Entry Service Provider's Network

www.crspn.org

(CRSPN) is a group of agencies and individuals working with formerly incarcerated people to improve public safety, use public funds more efficiently, and give the formerly incarcerated the necessary network and services to support their successful re-integration into family and community life.

Contra Costa County Health Services, Public Health HIV/AIDS Program website provides service and contact information as well as data and other links. HIV/AIDS data and a current epidemiological profile can be found on the left hand side of the webpage.

www.cchealth.org/services/hiv_aids

East Bay Community Law Center's website provides a description of their four different service units for HIV/AIDS, Housing, Employment and Income Support and Community Economic Development.

www.ebclc.org

Food Safety for People with HIV/AIDS, a 24-page color brochure with tips especially for people living with HIV/AIDS, and several Fact Sheets on different relevant topics are published by the **United States Department of Agriculture**.

[www.fsis.usda.gov/PDF/Food S
afety for People with HIV.pdf](http://www.fsis.usda.gov/PDF/Food_Safety_for_People_with_HIV.pdf)

[www.fsis.usda.gov/Fact Sheets/
Food Safety for Persons with A
IDS/index.asp](http://www.fsis.usda.gov/Fact_Sheets/Food_Safety_for_Persons_with_AIDS/index.asp)

HIV/AIDS Bureau (HAB), Health Resources and Services Administration (HRSA), U.S. Department of Health and Human Services, provides information about Ryan White Care Act funding, regulations, technical assistance, etc.

www.hab.hrsa.gov

HIV/AIDS Bureau (HAB), Health Resources and Services Administration (HRSA), U.S. Department of Health and Human Services, sponsors quality initiatives which focus on the service delivery system at various levels (i.e., individual providers, TGAs, regions), and are designed to help grantees implement quality management programs that target clinical, administrative and supportive services.

[www.hab.hrsa.gov/special/qualit
ycare.htm](http://www.hab.hrsa.gov/special/qualitycare.htm)

HIV Clinical Resource is sponsored by the New York State Department of Health AIDS Institute in collaboration with the Johns Hopkins University Division of Infectious Diseases. It addresses clinical education and guidelines, quality of care, policy and resource materials.

www.hivguidelines.org

The **HIV Collaborative Community Planning Council (CCPC)** of the Oakland Transitional Grant Area (TGA),

www.hivccpc.org

which includes both Alameda and Contra Costa Counties, has the goal to develop an integrated model to prevent the spread of HIV while providing accessible and high quality care for infected and affected members of the community.

HIVDrugResistance.com offers a comprehensive overview of drug resistance, as well as resources for working with healthcare providers and insurance carriers to obtain resistance tests and maximize the benefits of HIV treatment.

www.HIVDrugResistance.com

HIV Medicine Association provides support for clinicians providing health care to PLW HIV/AIDS.

www.hivma.org

HIV Reporting - Emergency regulations governing CA name-based HIV reporting were initially proposed on January 8, 2007. After public review and comment, they were readopted and effective as of September 6, 2007. These regulations are available at the California Department of Public Health's Services Web site, the second listing on the right.

www.dhs.ca.gov/AIDS/HIVReporting/

www.cdph.ca.gov/services/DP OPP/regs/Pages/R-06-014E-ReportingHIVInfectionbyName.aspx

Hivtest.org helps you to find an HIV testing site near you and provides national HIV testing resources. It is a service of the Centers for Disease Control and Prevention.

www.hivtest.org

HOPWA (Housing for People with HIV/AIDS)
Housing lists sites, number of units and types of housing that is available in Oakland.

[www.oaklandnet.com/government/hcd/homeless/hopwa housing.html](http://www.oaklandnet.com/government/hcd/homeless/hopwa_housing.html)

KNOW HIV/AIDS combines the power of Viacom's media brands and unmatched audience relationships with the public health expertise of the Kaiser Family Foundation to foster awareness of HIV Disease and its prevention.

www.knowhivaids.org

Kaiser Family Foundation provides a wide variety of information on global HIV/AIDS, as well as in the U.S., and prevention, public education/media partnerships, resource tracking/spending, treatment and care, and youth and HIV/STDs.

www.kff.org/hivaids/

Lambda Legal is a national organization committed to achieving full recognition of the civil rights of lesbians, gay men, bisexuals, transgender people and those with HIV through impact litigation, education and public policy work.

www.lambdalegal.org

Latino Commission on AIDS website provides information on HIV/AIDS as it directly pertains to the Latino community. Information includes services, programs, coalitions, trainings etc.

www.latinoaids.org

Lavender Seniors of the East Bay provides social activities, support, and networking for Lesbian, Gay, Bisexual and Transgender seniors in the East Bay. The Mission of Lavender Seniors of the East Bay is to improve the quality of life of older Lesbian, Gay, Bisexual, and Transgender residents of Alameda and Contra Costa Counties through outreach, advocacy, and education.

www.lavenderseniors.org

Legal Aid Society's Employment Law Center website provides information about services and has useful question and answer sheets on different areas of employment law.

www.employmentlawcenter.org

National AIDS Treatment Advocacy Project provides current, accurate information related to HIV/AIDS, Hepatitis C & B treatments, publishes data on new and experimental drugs, side-effects management, women & HIV related issues and conferences.

www.natap.org

National Alliance of State and Territorial AIDS Directors (NASTAD) represents the nation's chief state health agency staff who have programmatic responsibility for administering HIV/AIDS healthcare, prevention, education, and supportive service programs funded by state and federal governments.

www.nastad.org

National Coming Out Day (October 11th), sponsored by the Human Rights Campaign, celebrates openness and honesty and encourages all Gay, Lesbian, Bisexual, Transgender and Straight supportive people to ***Talk About It*** with friends, family and coworkers.

www.hrc.org/comingoutkits

The **National Latino AIDS Awareness Day (NLAAD)** Planning Committee, comprised of the Latino Commission on AIDS, the Hispanic Federation and Hispanic/Latino organizations throughout the U.S., coordinates organizing local groups and leaders and is inclusive of all segments of the Hispanic/Latino community. The Planning Committee develops tools, such as campaign kits and posters, and gives advice to the technical support that is needed to assist in creating a well-planned and well-received AIDS Awareness event

www.nlaad.org

National Minority AIDS Council is an organization that develops leadership within communities of color to fight HIV/AIDS.

www.nmac.org

The **National Quality Center (NQC)** has provided, since 2004, quality improvement technical assistance to Ryan White CARE Act grantees across the United States, building capacity to improve the quality of HIV/AIDS care and services.

www.ihl.org/ihl/topics/hivaids/nationalqualitycenternqc.htm

Oakland Transitional Grant Area (TGA) Collaborative Community Planning Council is a requirement of the Ryan White Program. The Planning Council's main responsibility is the fiscal allocation and service priority assignments for Part A (Title I) funding.

www.hivccpc.org

POZ Magazine is a publication for the HIV+ community.

www.poz.com

Project Independence Evaluation Report – “Homelessness Prevention: The Effect of a Shallow Rent Subsidy Program on Housing Outcomes Among People with HIV or AIDS” by Lisa K. Dasinger and Richard Speigman. This report evaluates the Project Independence program in Alameda County.

www.everyonehome.org/article/3

Project Inform is one of the best sources of information for treatment options and treatment advocacy relating to HIV/AIDS.

www.projinf.org

ResistMeth provides information on the risks of using crystal meth and resources for those struggling with meth use, people in recovery and individuals who have never used the drug. It is a social marketing campaign funded by the San Francisco Department of Public Health and Boston's Fenway Community Health.

www.resistmeth.org

The **Substance Abuse and Mental Health Services Administration (SAMHSA)** of the U.S. Department of Health and Human Services has many resources for building resilience and facilitating recovery for people with or at risk for HIV and mental or substance use disorders.

www.samhsa.gov

San Francisco AIDS Foundation provides information on HIV/AIDS services in the Bay Area, services, prevention, and policy. They also have a program dedicated to African Americans and HIV/AIDS, with a **Black Brothers Esteem** project. www.sfaf.org

Syphilis Elimination Effort (SEE) Community Mobilization Toolkit is designed to reach out and build coalitions to mobilize specific target audiences, such as MSM. Target-specific materials will increase awareness of the syphilis elimination program. It will support efforts to change knowledge, attitudes, behaviors, and perceptions about syphilis and the syphilis elimination effort; will educate care providers and community leaders, encouraging community involvement and support. www.cdc.gov/std/see/community.htm

Thinkhiv.org has been created for young people by MTV and the Kaiser Family Foundation to educate about, spark discussion on and lead to action around the impact HIV/AIDS has had on them. The site is an engaging and interactive, safe space for young people to share their personal stories through videos and text about HIV/AIDS. www.thinkhiv.org

Test Positive Aware Network (TPAN), Inc. and *Positively Aware* magazine. TPAN's mission is to empower people living with HIV through peer-led programming, support services, information and advocacy. www.tpan.com

UCSF HIV Insite provides comprehensive information on HIV/AIDS treatment, prevention and policy. www.hivinsite.org

United States Housing & Urban Development (HUD) Department has established the **Office of HIV/AIDS Housing**. Their mission is to ensure that each HUD program and initiative is responsive to the needs of persons living with HIV/AIDS. The office provides policy, program, liaison, outreach, and program evaluation. www.hud.gov/offices/cpd/aidshousing/index.cfm

Women Alive is a treatment focused, non-profit organization by and for women living with HIV/AIDS. www.women-alive.org

WORLD (Women Organized to Respond to Life Threatening Diseases) is an information and support network by, for and about women with HIV/AIDS. www.womenhiv.org



National HIV/AIDS Awareness Days

The HIV/AIDS Awareness Days described are nationally recognized days endorsed by the California State Office of AIDS.

February 7th

National Black HIV/AIDS Awareness Day: National Black HIV/AIDS Awareness Day is in recognition and response to how deeply the HIV/AIDS epidemic has affected African American communities; HIV/AIDS in the United States has disproportionately affected African Americans. Activities on this day will educate African American communities and to honor African Americans that have been lost due to this disease.

<http://www.blackaidsday.org/>

March 10th

National Women and Girls HIV/AIDS Awareness Day: National Women and Girls HIV/AIDS Awareness Day activities will raise awareness of increasing transmission rates of HIV women and girls in the United States. The Office on Women's Health in the US Department of Health and Human Services sponsors this day:

<http://www.womenshealth.gov/>.

<http://www.omhrc.gov/hivaidsobservances/women/index.html>

March 21st

National Native (American Indian, Alaska Native and Native Hawaiian) HIV/AIDS Awareness Day: March 21st was chosen as the day for National Native HIV/AIDS Awareness day because it is the first day of spring and represents new beginnings and change. Native communities continue to be a high-risk population for transmission of HIV; activities on this day will raise awareness and provide education for American Indians, Alaska Natives and Native Hawaiians.

<http://www.omhrc.gov/hivaidsobservances/nnaad/index.html>

May 18th

HIV Vaccine Awareness Day: HIV Vaccine Awareness Day is a day to commemorate all those who have been working to end this epidemic. On this day, we are to wear our HIV/AIDS red ribbons upside-down in order to create the letter "V" to represent "vaccines" and "vision" of a world without HIV/AIDS.

<http://www.omhrc.gov/hivaidsobservances/vaccine/index.html>

May 19th

National Asian and Pacific Islander HIV/AIDS Awareness Day: National Asian and Pacific Islander HIV/AIDS Awareness Day is a day to focus on education/raising awareness and commemoration for the Asian and Pacific Islander communities surrounding issues of HIV/AIDS.

<http://www.omhrc.gov/hivaidsobservances/api/index.html>

June 8th

National Caribbean HIV/AIDS Awareness Day (NCAHAAD): NCAHAAD is a national mobilization effort designed to encourage Caribbean-American and Caribbean-born individuals, across the United States and its territories, to get educated, get tested, get treated and get involved. It is also a time to reflect, memorialize and show compassion for those infected or affected by HIV/AIDS.

<http://www.caribbeanhealthaidsday.com/>

June 27th

National HIV Testing Day: National HIV Testing Day is a day devoted to testing for HIV in collaboration with education, reducing stigma around HIV/AIDS and reaching individuals who engage in high risk behaviors that may lead to the transmission of HIV.

<http://www.hivtest.org/>

September 18th

National HIV/AIDS and Aging Awareness Day (NHAAAD): This national campaign will highlight the complex issues related to HIV prevention, care and treatment for aging populations in the United States. It is the goal of the campaign to highlight challenges such as the need for prevention, research, data and medical understanding of the aging process and the impact of HIV/AIDS.

http://theaidsinstitute.org/asp/ai_events.asp?ms=4&ss=55

September 27th

National Gay Men's HIV/AIDS Awareness Day (NGMHAAD): NGMHAAD is a new idea designed to refocus attention on a community that has long been affected by the HIV epidemic here in the United States and abroad. It is a call to action that comes at a time of heightened complacency about HIV among Gay men. Yet the nation faces a resurgence of new HIV infections among Gay men.

<http://napwa.org/programs/gaymenhivawarenessday.shtml>

October 15th

National Latino HIV/AIDS Awareness Day: National Latino HIV/AIDS Awareness Day is a day to continue education and awareness regarding HIV/AIDS and its affects on Latino communities. This day is intended to bring increasing awareness to the fact that Latino's continue to be affected disproportionately by HIV/AIDS.

<http://www.nlaad.org/>

December 1st

World AIDS Day: Established in 1988, World AIDS Day is an International commemoration of the HIV/AIDS epidemic that affects the entire world. HIV/AIDS is not selective in the communities in which it is the most pervasive; HIV/AIDS is a global issue that requires global action. This day is a day for governments, organizations and communities to come together to recognize the significance of the epidemic.

<http://www.worldaidsday.org/>

<http://www.worldaidscampaign.info/>

Faith Based Resources

Faith Based Resources are essential partners in this fight to end HIV/AIDS!

These resources aid in the reduction of the stigma placed on this disease by those who see HIV/AIDS as a moral issue and not a health issue.

Here are just a few websites, days of interest and services provided by the Faith Community:



The Balm In Gilead, Inc

701 East Franklin Street
Suite 1000
Richmond, VA 23219
804-644-2256 (BALM)
804-644-2257 fax
888/225-6243 (toll free)
www.balmingilead.org



National Catholic AIDS Network

1400 W. Devon Ave #502
Chicago, IL 60660
773 508-7080 (office)
773 508-7083 (fax)
Info@ncan.org or www.ncan.org



National Episcopal AIDS Coalition

520 Clinton Avenue
Brooklyn, NY 11238
718 857-9445
800 588-6628
neac@neac.org

Entitlement Programs

CalWORKs – (California Work Opportunities & Responsibility to Kids)

Alameda County Social Services Agency

North County Self-Sufficiency Center

Serving North Oakland
2000 San Pablo Ave.
Oakland 94612
(510) 891-0700

Eastmont Self-Sufficiency Center

Serving Oakland from Lake Merritt to San Leandro
6955 Foothill Blvd. Suite 100
Oakland 94605
(510) 383-5300

South County Self-Sufficiency Center

Serving Castro Valley, San Leandro & Hayward
24100 Amador St.
Hayward 94544
(510) 670-6000

Livermore Outstation

Serving Livermore, Pleasanton, Dublin & Sunol
3311 Pacific Ave.
Livermore 94550
(925) 455-0747

Fremont Outstation

Serving Fremont, Newark & Union City
(appointment necessary)
39155 Liberty St. C330
Fremont 94536
(510) 795-2428

All office hours are Monday – Friday, 8:30 am – 12 noon & 1:00 pm – 5:00 pm. All offices are wheelchair accessible.

As of January 1998, Aid to Families with Dependent Children (AFDC) and Greater Avenues to Independence (GAIN) became the CalWORKs (California Work Opportunities & Responsibility to Kids) program. This new program incorporates the cash benefits and services received under AFDC and GAIN. CalWORKs will reduce many people's benefits after they have received assistance for 5 years.

CalWORKs is a Federal, State and County program administered by the California State Department of Social Services. This program provides money and services to eligible families and individuals. Services include, childcare subsidies, mental health services, drug/alcohol treatment, domestic violence treatment, funding for continuing education, transportation funds, employment services, post-employment services and diversion funds.

How do I qualify?

Based upon the size of your family and your financial resources, the state decides how much money will be given. Benefits include Medi-Cal and Food Stamps. Unless unable to work due to physical or mental limitations, applicants must participate in Work Activities such as employment, education programs, vocational training, or community

service. Adults in single-parent homes must participate in at least 26 hours per week of work activities and those in two-parent household must participate in a combined 35 hours a week of work related activities. In addition, all school-age children must attend school and proof of immunization is necessary for all non-school age children, unless the family has good reason for not doing do.

How do I apply?

Visit one of the offices listed above. You may call the office and inform the telephone staff that you are unable to travel; you will be asked screening information and an application form will be sent by mail. Your date of application will be the day the Social Services Agency receives the completed application.

What do I need to bring when I apply?

- Names and address of previous and current employers
- Proof of income, employment or other sources, such as unemployment, insurance benefits, disability insurance, support from family, gifts, loans
- Proof of real property ownership (houses, land, cars, checking/saving accounts, stocks)
- Address of your place of residence and previous residence
- Proof of household membership, i.e. Social Security cards, birth certificates, CA driver's licenses or ID cards for all members of household.
- Proof of immunization for all school-age children

What if I receive notice of action stating that my funds may be cut off?

If you get such a notice and don't agree with the action, you must ask for a fair hearing from the County.

As long as you request a hearing before the proposed reductions or termination take place, the CalWORKs grant is automatically continued until the hearing is held and a decision has been made

General Assistance (GA)

Alameda County General Assistance Division

Downtown Oakland Office

Serving Central, West & Southwest Oakland
2000 San Pablo Ave.
Oakland 94612
(510) 891-0700

Eastmont Self-Sufficiency Center

Serving Central & East Oakland
6955 Foothill Blvd. Suite 100
Oakland 94605
(510) 383-5300

South County Self-Sufficiency Center

Serving Castro Valley, San Leandro & Hayward
24100 Amador St.
Hayward 94544
(510) 670-6000

Livermore Outstation

Serving Livermore, Pleasanton, Dublin & Sunol
3311 Pacific Ave.
Livermore 94550
(925) 455-0747

All office hours are Monday – Friday, 8:30 am – 12 noon & 1:00 pm – 5:00 pm. All offices are wheelchair accessible.

General Assistance (GA) is a loan program, funded by the county. The recipient who is homeless receives provisions for emergency room and board. Other recipients receive \$336 per month. As GA is a loan program, recipients must agree to repay the county for any GA funds they receive once they either find employment or begin receiving Supplemental Security Income (SSI) payments. An SSI Advocacy Unit is set up to assist people with mental or physical health issues through the application process for SSI.

People who are able to work must take an active role in finding a job. If employable, they can initially receive benefits for three months. If after three months they have not found work, benefits are renewable on a month-to-month basis, as long as they keep looking for work. Those unable to work will continue receiving their benefits indefinitely, but they must prove the legitimacy of their claimed inability to work.

Food Stamps

Alameda County Social Service Agency

North County Self-Sufficiency Center

2000 San Pablo Ave.
Oakland 94612
(510) 891-0700

Eastmont Self-Sufficiency Center

6955 Foothill Blvd. Suite 100
Oakland 94605
(510) 383-5300

South County Self-Sufficiency Center

24100 Amador St.
Hayward 94544
(510) 670-6000

Livermore Outstation

3311 Pacific Ave.
Livermore 94550
(925) 455-0747

Fremont Family Resource Center

39155 Liberty St. C330
Fremont 94536
(510) 795-2428

All office hours are Monday – Friday, 8:30 am – 12 noon & 1:00 pm – 5:00 pm. All offices are wheelchair accessible.

Food Stamps are a federally funded, county-administered program designed to help low-income people with their dietary needs. Your monthly allotment of food stamps depends on your income, but will be somewhere between \$10 and \$200 for an individual.

How do I qualify?

1. You must have a monthly gross income that does not exceed a certain amount.
2. You cannot have assets worth more than \$2,000, including cash on hand, checking/savings accounts and real estate other than your own home (this does not include your automobile up to a value of \$4,500 per the *Blue Book* value).
3. You must have proof of last month's or current month's rent, if you are paying rent, because this will affect the amount of food stamps you will receive.
4. If you receive Supplemental Security Income (SSI), you are not eligible for food stamps since SSI includes money for food.

How do I apply?

Visit one of the offices listed above. If you are unable to travel to the office, you may call the office and inform the telephone staff that you are unable to travel; you will be asked screening information and an application form will be sent by mail. Your date of application will be the day the Social Service Agency receives the completed application.

What do I need to bring when I apply?

You will need to bring the following:

- Identification - preferably a California driver's license or California identification card (obtainable through the Department of Motor Vehicles) or a Social Security card or a government document with your Social Security number on it.
- Written statement or rent receipt, preferably from the landlord or person responsible for paying rent (e.g. roommate) that states how much rent you pay each month and the date that rent is due.
- Recent energy bill (i.e. PG&E).
- Proof of income (e.g. paycheck stub, award letter from State Disability, Social Security, etc.).
- If you are medically disabled, you need only a statement from your physician that you are too ill to work; you are not required to give proof of an AIDS diagnosis.

Repeat: You are not required to give proof of an AIDS diagnosis!

What about my right to confidentiality?

If you have an AIDS diagnosis, you do not have to tell that to the Food Stamps office.

Medi-Cal

Alameda County Social Services Agency

North County Self-Sufficiency Center

2000 San Pablo Ave.
Oakland 94607
(510) 891-0700

Eastmont Self-Sufficiency Center

6955 Foothill Blvd., Suite 100
Oakland 94605
(510) 383-5300

South County Self-Sufficiency Center

Eden Area Multi-Service Center
24100 Amador St.
Hayward 94544
(510) 670-6000

Livermore Outstation

3311 Pacific Ave.
Livermore 94550
(925) 455-0747

All office hours are Monday – Friday, 8:30 am – 12 noon & 1:00 pm – 5:00 pm. All offices are wheelchair accessible.

Medi-Cal is California's medical assistance program for persons who receive a public assistance cash grant (CalWORKs, SSI, etc.) and for other persons who do not have money for needed medical care.

How do I qualify?

If you receive CalWORKs, SSI or In-Home Supportive Services, you are automatically eligible for Medi-Cal. If you have limited resources, but are not eligible for the above programs, you may still be eligible to receive Medi-Cal if you are:

- Over 65 years of age
- Under 21 years old
- Blind
- Disabled
- Pregnant
- Qualified immigrant
- Received care in skilled facility

Many individuals with AIDS/HIV fall under the disability requirement. There is a separate medical form that should accompany the application for individuals diagnosed HIV+ and/or have AIDS. This should allow an applicant to receive Medi-Cal benefits while waiting for a final decision on the application.

A person who meets the preceding criteria must also meet the following requirements:

- 1.** Be a California resident and apply in the county in which you live
- 2.** You may not own resources worth more than \$2,000. Resources subject to this limitation include cash on hand, bank accounts, stocks, bonds, 401K accounts, jewelry (other than wedding rings and heirlooms) and life insurance policies over a set face value.

A car used to get to medical appointments is not counted against the \$2,000 limit, nor is the value of a home if the applicant lives in it.

How much of my medical costs will Medi-Cal pay?

Based on your income, Medi-Cal will decide if you must pay part of your medical expenses before Medi-Cal will begin covering your expenses (the amount you pay is called “share of cost”). After you’ve met your monthly share of cost (or have made arrangements to do so), your medical costs will then be covered by Medi-Cal according to Medi-Cal’s requirements and limitations.

How do I apply?

Visit one of the offices listed above. You will be “screened” for eligibility on your first visit and, if necessary, scheduled for a same-day or next day appointment. If you are unable to travel to the office, you may call the office and inform the telephone staff that you are unable to travel; you will be asked screening information and an application form will be sent by mail. Your date of application will be the day Social Services Agency receives the complete application. You may have an authorized representative apply for you.

What services are available through Medi-Cal?

- Office visits to your physician
- Hospital/nursing home care
- Lab and X-Ray services
- Mental health services
- Prescriptions and medications
- Medical supplies ordered by provider

Many of these services require the service-provider to obtain prior authorization from Medi-Cal to ensure eligibility for payment. This is not handled by the patient, but by the provider.

If you incurred medical expenses before the date you were eligible to receive Medi-Cal benefits, Medi-Cal may arrange to pay those costs but only if they were incurred no more than three months before you applied for Medi-Cal.

Medicare

United State Government Social Security Administration (SSA)

Social Security Administration

Office of Public Inquiries

Windsor Park Building
6401 Security Blvd., Baltimore, MD 21235
Phone: (800) 722-1213
Hours: Monday – Friday, 7:00 am – 7:00 pm.

Oakland District Office (Downtown)

1111 Jackson St
Oakland, CA 94607
Phone (510) 273-6588

Hayward District office

24301 Southland Drive, Ste. 500
Hayward, CA 94545
Phone (800) 772-1213

San Leandro District Office

320 Davis Street
San Leandro, CA 94577
Phone (510) 483-7780

Berkeley District Office

2045 Allston Way
Berkeley, CA 94704
Phone (877) 531-4696
Fax: (510) 486-3190

Oakland District Office (Eastmont)

7200 Bancroft Avenue
Oakland, CA 94605
Phone (510) 273-4152

Fremont District Office

3100 Mowry Avenue, Ste. 100
Fremont, CA
Phone (510) 797-7213 or 797-7183
Fax: (510) 797-2362

Note: All office hours are Monday –
Friday, 9:00 AM - 4:30 PM.
All offices are wheelchair accessible

A Federal health insurance program that offers two types of insurance:

1. Hospital insurance that pays for a percentage of inpatient care in a hospital and/or skilled nursing facility, home health care and hospice care.
2. Medical insurance that generally pays 80% of physician services, outpatient hospital services, home health visits and other medical services and items that are not covered by hospital insurance. To receive medical insurance, you will have to pay a small monthly premium.
3. Prescription drug coverage that pays part of the cost of medications through a private Prescription Drug Plan.

How do I qualify? - You are age 65 years or older, or you have kidney failure, or you are disabled under Social Security rules, such as symptomatic HIV/AIDS, and you have paid into Social Security.

How do I apply? - Begin the application process by calling the Social Security office at 1 (800) 772-1213.

How long will I have to wait for benefits? - You should contact the Social Security Office as soon as you become disabled. Do not cancel any health insurance plan you now have until the month your Medicare coverage begins. Benefits are calculated by a formula and if eligible you get benefits within 24 months of qualifying.

What if I have other insurance? - Many private health insurance companies have specific policies that supplement Medicare. However, if you have health care protection from the Veteran's Administration (VA) or under CHAMPUS or CHAMVA, your benefits may change or end when you become eligible for Medicare. You should contact the VA, the Department of Defense or a military health benefits advisor for more information.

AIDS Drug Assistance Program (ADAP)

The AIDS Drug Assistance Program (ADAP), within the California Department of Health Services, Office of AIDS (OA), was established to help ensure that HIV+ uninsured and under-insured individuals have access to pharmaceutical (drug) therapies. The goal of ADAP is to make available drug treatments that can reliably be expected to increase the duration and quality of life. Currently, 154 drugs are available through ADAP, and there are approximately 3,500 participating pharmacies statewide where clients can have access to these drugs.

- To enroll in ADAP, HIV-positive individuals may go to any of the 239 enrollment sites located throughout California. There are 14 enrollment sites in Alameda County. Go to www.officeofAIDS.org for English and Spanish versions of the new 2009 Alameda County ADAP brochure.
- To find the nearest ADAP enrollment site or pharmacy, or to find out more about the ADAP drug formulary, eligibility information, etc., please call Ramsell Corporation, ADAP pharmacy benefits management service provider, at toll-free (888) 311-7632 or see Website <http://www.publichealthrx.com>

Individuals are eligible for ADAP if they:

- are a resident of California;
- are HIV+;
- are 18 years of age or older;
- have an adjusted gross income below \$50,000 per year;
- have a valid prescription from a licensed California physician; and
- lack private insurance that covers the medications or do not qualify for no-cost Medi-Cal.

A co-payment is required of anyone whose annual adjusted gross income is between 400% of federal poverty level (currently \$38,280) and \$50,000. Persons with an annual adjusted gross income below 400 percent of the federal poverty level receive ADAP drugs at no cost.

ADAP for persons with other prescription drug coverage: Federal and state law require that ADAP funds be used as the payer of last resort and is used only after all other potential payer options are exhausted.

- **Medicare Part D:** As of January 1, 2006, all Medicare eligible ADAP clients are required to utilize the prescription drug benefits available under Medicare Part D. ADAP is able to assist clients in meeting some of their out-of-pocket costs associated with the various levels of coverage available under Medicare Part D. For more information on Medicare Part D, see Centers for Medicare and Medicaid Services (CMS) website at <http://www.cms.medicare.org>, or call (800) MEDICARE.
- **Private Insurance:** Persons eligible for private insurance coverage are required to access and utilize their prescription drug coverage benefit. ADAP is able to assist clients in meeting some of the out-of-pocket costs associated with private insurance prescription drug coverage.

Persons who are eligible to receive insurance but are in need of premium payment assistance should be referred to the Comprehensive AIDS Resources Emergency/Health Insurance Premium Payment (CARE/HIPP) Program or the Medi-Cal HIPP Program. For information about the CARE/HIPP insurance continuation program, call the CA State Office of AIDS at (916) 449-5900. For information about the Medi-Cal HIPP Program, call (866) 298-8443.

Social Security Disability Insurance (SSDI)

United States Social Security Administration (SSA)

Social Security Administration

Office of Public Inquiries

Windsor Park Building
6401 Security Blvd., Baltimore, MD 21235
Phone: (800) 722-1213
Hours: Monday – Friday, 7:00 am – 7:00 pm.

Oakland District Office (Downtown)

1111 Jackson St
Oakland, CA 94607
Phone: (510) 273-6588

Hayward District office

24301 Southland Drive, Ste. 500
Hayward, CA 94545
Phone (800) 772-1213

San Leandro District Office

320 Davis Street
San Leandro, CA 94577
Phone (510) 483-7780

Berkeley District Office

2045 Allston Way
Berkeley, CA 94704
Phone (877) 531-4696
Fax: (510) 486-3190

Oakland District Office (Eastmont)

7200 Bancroft Avenue
Oakland, CA 94604
Phone (510) 273-4152

Fremont District Office

3100 Mowry Avenue, Ste. 100
Fremont, CA
Phone (510) 797-7213 or 797-7183 General
Fax: (510) 797-2362

Note: All office hours are Monday –
Friday, 9:00 AM - 4:30 PM.
All offices are wheelchair accessible

How do I qualify? - You must be disabled to qualify for SSD benefits. “Disabled” means any medical conditions (physical or mental) that prevents or is expected to prevent you from working for at least 12 months. This includes AIDS or HIV disease with disabling symptoms. You must also have paid into the Social Security system through your payroll taxes for approximately five of the last ten years before becoming disabled. You must have worked in a job(s) where Social Security taxes (FICA) were withheld, or you paid estimated taxes on a quarterly basis as a self-employed person. The amount of your SSDI benefits depends on how much and how long you have paid into the Social Security system.

How do I apply? - Apply as soon as you become disabled to allow time for your application to be processed. SSD benefits are payable no earlier than five months after onset of disability. You should apply ASAP because the process can take several months. File an application by calling the Social Security Administration office at (800) 772-1213 or applying at a District Office. If you have limited resources and income, you may be able to receive Supplemental Security Income (SSI) while you are waiting for final approval of your SSD application. To receive this benefit, you must submit SSA Form 4814 to SSA completed and signed by your doctor. Ask a Social Security representative or your medical social worker for a copy of this form.

What should I bring when I apply? – 1) Your Social Security Number (SSN) and any SSNs on which you have ever received Social Security benefits (e.g. parents). 2) Certified copy of your birth certificate (you don’t need to bring this when you apply but must submit it before benefits can begin). 3) List of the names, addresses and telephone numbers of all physicians, practitioners, hospitals and clinics that have treated you for your disabling condition; dates and types of treatments received; and medications(s) you are taking. 4) If previously or currently married, have the name(s) of spouse(s) and children under age 18, date(s) of marriage(s) and spouse’s Social Security Number.

Supplemental Security Income (SSI)

United States Social Security Administration

Social Security Administration

Office of Public Inquiries

Windsor Park Building
6401 Security Blvd., Baltimore, MD 21235
Phone: (800) 722-1213
Hours: Monday – Friday, 7:00 am – 7:00 pm.

Oakland District Office (Downtown)

1111 Jackson St
Oakland, CA 94607
Phone: (510) 273-6588

Hayward District office

24301 Southland Drive, Ste. 500
Hayward, CA 94545
Phone (800) 772-1213

San Leandro District Office

320 Davis Street
San Leandro, CA 94577
Phone (510) 483-7780

Berkeley District Office

2045 Allston Way
Berkeley, CA 94704
Phone (877) 531-4696
Fax: (510) 486-3190

Oakland District Office (Eastmont)

700 Bancroft Avenue
Oakland, CA 94604
Phone (510) 273-4152

Fremont District Office

3100 Mowry Avenue, Ste. 100
Fremont, CA
Phone (510) 797-7213 or 797-7183 General
Fax: (510) 797-2362

Note: All office hours are Monday –
Friday, 9:00 AM - 4:30 PM.
All offices are wheelchair accessible

How do I qualify?

You must be disabled to qualify for Supplemental Security Income (SSI) benefits. “Disabled” is defined by the Social Security Administration as any medical conditions (physical or mental) that prevents or is expected to prevent you from working for at least 12 months. This includes AIDS or HIV disease with disabling symptoms.

Your assets cannot exceed \$2,000. Resources subject to this limitation include cash on hand, bank accounts, stocks, bonds, 401K accounts, jewelry (other than wedding rings and heirlooms) and life insurance policies over a set face value.

The following resources are not included in determining your assets and personal value:

- Your home, if you live in it,
- Your car, if it is valued under \$4,500. (If you need your car for your job, medical treatment, transportation of a disabled person, or for daily activities, it is not counted as a resource, regardless of its value.),
- Burial plots for the individual and his/her family
- Burial funds set aside which do not exceed a set amount per person
- Household goods and furnishings which do not exceed a set equity value

- Resources set aside to achieve self-support plan
- Retroactive SSI or SSD payments, as long as they are spent within nine months after they are received

You must also have countable income that is less than the SSI payment amount.

For more information, call the Social Security Administration to receive its pamphlets entitled, “A Guide to Social Security and SSI Disability Benefits for People with HIV infection.”

How do I apply?

You should apply as soon as you become disabled, to allow time for your application to be processed. Begin the application process by calling the Social Security Administration office at (800) 772-1213 or by applying at a District Office,

If you have limited resources and income, you may be able to receive Supplemental Security Income (SSI) while you are waiting for final approval of your SSI application. In order to receive this benefit, you must submit SSA Form 4814 to SSA once it has been completed and signed by your doctor. Ask a Social Security representative or your medical social worker for a copy of this form.

What should I bring when I apply?

Bring as many of the following documents with you as you can to your first appointment. You will be given some time to gather the rest of the information that you will need.

- Your Social Security number and any other SSNs on which you have ever received Social Security benefits (e.g. parents)
- Certified copy of your birth certificate (can submit after application is submitted).
- List of the names, addresses and telephone numbers of all physicians, practitioners, hospitals and clinics that have treated you for your disabling condition; dates and types of treatments received; medications(s) you are taking; and any restrictions your provider(s) have placed you on.
- Bank account information, automobile registration, life insurance policies, statements regarding any stocks, bonds, retirement accounts, etc.
- If you rent, proof of rental payment; if you share, the names of other members of your household, the amount of rent paid by each and proof of household expenses (rent, utilities and food) for the last two months.

State Disability Insurance Program (SDI)

California State Disability Insurance Office

Located at:

7700 Edgewater Drive, Suite 210
Oakland, CA 94604
Phone: (800) 480-3287
Hours: Monday – Friday, 8:00 am – 5:00 pm. Wheelchair accessible

Mailing Address

P.O. Box 1857
Oakland, CA 94604-1857

The California State Disability Insurance Program is administered by the State of California Employment Development Department.

How do I qualify?

1. Your employer must participate in the SDI program (refer to your paycheck stub's section "CASDI"), or you must pay into the SDI program as a self-employed person,
2. You must be employed or seeking work at the time disability begins
3. "Disability" includes any illness or injury, physical or mental that prevents you from doing your regular customary work on a full-time basis,
4. You must file within 49 days of becoming disabled (or show good cause for filing after that date).

How do I apply?

Mail a completed application to your local SDI office (forms are available online, at hospitals, your local EDD office, private physicians and many employers). Fill out all sections of the form, except the physician's section, which your doctor must complete to certify your disability.

The EDD office serving your community will evaluate your claim and you will receive written notice within two weeks after applying. If your application is denied, you may appeal the decision by requesting a hearing before an administrative law judge.

It is important that you apply as soon as possible after becoming disabled, because you could be penalized for filing a late claim. You may have appeal rights even if you file late and get denied.

United States Department of Veteran Affairs

Department of Veteran Affairs

Located at:

810 Vermont Ave NW
Washington, DC 20420
Phone: 1 (800) 827-1000
Hours: 24 hour daily automated information for the nearest office

If you are veteran, you may be entitled to the following benefits:

- Pension of non-service connected disabilities
- Compensation for service-connected disabilities
- Vocational rehabilitation
- Readjustment counseling
- Medical care
- Dental care
- Burial

How do I qualify?

- You may receive a pension if you were on active duty during a wartime period, have a limited income, are permanently and totally disabled for reasons not related to active-duty service and were discharged with other than dishonorable conditions.
- You may receive compensation if you were disabled by injury or disease received or made worse during active service and were discharged under other than dishonorable conditions.
- You may use VA medical facilities if you were discharged from active duty with other than dishonorable conditions and if you meet other eligibility requirements established by the Medical Center.

How do I apply?

Visit an office or call a Veteran's Benefits Counselor to obtain claim forms and a pamphlet describing how to apply. In addition, the Government Printing Office published a booklet, *Federal Benefits for Veterans and Dependents*, which describes VA benefits.

Vocation Rehabilitation

California State Department of Rehabilitation (DOR)

Berkeley Branch Office

1936 University Ave., Suite 150
Berkeley, CA 94704-1024
(510) 883-6000,
(510) 540-3680 (TTY)

Fremont Branch Office

39155 Liberty St., Suite F630
Fremont 94538
(510) 794-2458,
(510) 794-2493 (TTY)/(510) 794-2541(TTY)

All office hours are Monday – Friday, 8:00 am – 12 noon & 1:00 pm – 5:00 pm. All offices are wheelchair accessible.

Oakland Branch Office

1515 Clay St., Suite 119
Oakland 94612
(510) 622-2764,
(510) 622-2796 (TTY)

If you are disabled, you may be entitled to the following benefits:

- Referral and assistance to get services from other agencies
- Job search and placement assistance
- Vocational and other training services
- Diagnosis and treatment of physical and mental impairments
- Maintenance for additional costs while participating in the IPE
- Transportation, if needed
- On-the-job or personal assistance services
- Interpreter services
- Rehabilitation and orientation/mobility services for individuals who are blind
- Occupational licenses, tools, equipment, initial stocks and supplies
- Technical assistance for self-employment
- Rehabilitation assistive technology
- Supported employment services
- Services to the family

How do I qualify?

Ask yourself the following questions:

- Do you have a disability?
- Are you having trouble getting or keeping a job because of your disability?
- Do you believe vocational rehabilitation services would help you to obtain or retain a job?
- Do you want to work?

If you answered "yes" to all these questions, you may be eligible for DOR services. Contact your local DOR office.

How do I apply?

Visit an office or call a Vocational Rehabilitation Counselor to obtain an application or download one from the website at www.rehab.cahwnet.gov

Agency / Program Name Index

In Alphabetical Order



A FRIENDLY PLACE / A FRIENDLY MANOR

2298 San Pablo Ave
Oakland, CA 94612

Phone(s): (510) 451-8923
(510) 451-8920 (fax)

Hours: Monday – Friday, 8:30 am – 3:00 pm

Contact: Sister Carol Anne O'Marie
Sister Maureen Lyons

Area Served: Oakland

Accessibility: Wheelchair accessible/restroom/shower

Transportation: AC Transit stops within 1 block. BART – 19th Street Station within 8 blocks

Languages: English only

Fees: None for drop-in \$300 rent for housing

Eligibility Requirements: Homeless women

Application Procedure: Walk into drop-in center. Written or verbal referral from a social service agency and interview required for housing.

Services:

- ♦ Provides a drop-in center for homeless women, offering a safe, supportive environment.
- ♦ Offers laundry facilities and showers, use of telephone, coffee, snacks and a mailing address.
- ♦ Offers a transitional housing program for single women needing a safe, clean and sober environment.
- ♦ Founded by the Sisters of Saint Joseph Carondelet.

Notes

A SAFE PLACE

P.O. Box 23006
Oakland, CA 94623

Phone(s): (510) 986-8600 (office)
(510) 536-7233 (24 hour Crisis)
(510) 986-8606 (fax)

Hours: Monday – Thursday, 8:30 am – 4:30 pm
Friday, 8:00 am – 3:00 pm

Contact: Carolyn Russell – Executive Director
Donalyn Dunn – Operations Director

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

Accessibility: N/A

Transportation: Taxi Transportation is available to bring in women who call in and give their location.

Languages: Spanish & Korean

Fees: None

Eligibility Requirements: Battered women with or without children

Application Procedure: Apply by phone.

Services: A shelter for battered women and their children who are in danger and have no other resources. Services include legal advocacy, counseling, support groups and assistance in locating housing and employment. The maximum length of stay is eight weeks. Shelter capacity is 20 beds. Works closely with Family Violence Law Center to assist restraining orders. Non-shelter clients can make an appointment to see a domestic violence counselor. Part of the Domestic Violence Collaborative with four other agencies (SAVE, Tri-Valley Haven for Women, San Leandro Shelter for Women and Children and the Family Violence Law Center, all listed separately). The Domestic Violence Collaborative offers free services at any of its sites for CalWORKs/TANF recipients. To receive service, contact any of the member agencies. Offers a teen program with education, outreach, peer educators and support groups. Accepts donations based on need.

Notes

AXIS COMMUNITY HEALTH (FORMERLY VALLEY COMMUNITY HEALTH CENTER)

3311 Pacific Ave
Livermore, CA 94550

Hours: Tues., Thurs. & Fri., 8:30 am – 5:00 pm
Monday & Wednesday, 8:30 am – 9:00 pm

Main Office
4361 Railroad Ave, Suite A
Pleasanton, CA 94566

Hours: Monday, Wednesday & Friday, 8:45 am – 5:00 pm
Tuesday & Thursday, 8:45 am – 9:00 pm

Phone(s): (925) 462-5544 (appointments)
(925) 462-1755 (clinic line)
(925) 462-1620 (TTY/TDD)
(925) 201-6017 (to confirm hours and days of service)
(925) 417-1503 (Fax)

Contact: Sue Compton – C.E.O.
Meena Rijhwani, MD – Dir. of Medical Svcs.

Area Served: Alameda County, primarily Tri-Valley area of Dublin, Livermore, Pleasanton

Accessibility: Wheelchair accessible/special parking

Transportation: WHEELS stops within 1 block.

Languages: Indian (Hindi), Japanese, Farsi, & Spanish

Fees: Vary according to income. Medi-Cal, Medicare, private Insurance accepted. Sliding scale. Youth program and psychological counseling – vary according to income. First Offender Drinking Driver Program. Drug Diversion Program. Youth Substance Abuse Treatment Program and Adult Drug and Alcohol Program fees vary according to income. No one denied services because of inability to pay. Call for price quote

Eligibility Requirements: None

Application Procedure: Walk in or apply by phone. Appointment necessary for some services. Drop-in HIV testing Tuesday, 4:00 pm – 6:00 pm.

Services: **AXIS Community Health Center** – 4361 Railroad Avenue, Pleasanton, (925) 462-1755 is a primary care community health clinic offering general medical, family planning, prenatal care, health education, anonymous HIV testing, counseling and pediatrics. Offers sexually transmitted disease screening, WIC nutrition program, TB testing and blood pressure checks. Days and hours of services provided vary. Drop-in immunizations available any time clinic is open on Tuesday and Friday and by appointment on the 1st Saturday of the month. Offers pregnancy testing on Monday and Tuesday, 1:00 – 4:00 pm.

AXIS Community Health Center – 3311 Pacific Avenue, Livermore, (925) 447-1881 provides outpatient health services in general medicine, pediatrics, obstetrics, gynecology and family planning. Also offers mental health services, social services, case management, health screening, WIC program, nursing advice and testing for sexually transmitted diseases. Days and hours for services provided vary.

♦ Provides counseling, alcohol and drug services, support groups, drinking driver program, anger management group, drug diversion program, youth substance abuse intervention and treatment and adult drug and alcohol treatment program. Counseling services include individual, family and group counseling for children, adolescents and adults. Psychological testing is also available.

♦ **Anger Management** – is a weekly program which is volunteer or court-mandated for individuals with issues of anger or acts of violence.

- ♦ **First Offender Drinking Driver Program** – provides education and group counseling sessions that meet the requirements of a first offender 3 month program.
- ♦ **Drug Diversion Program** – is a PC 1000 20-week, court ordered program.
- ♦ **Youth Programs** – include Youth Drug Diversion Program for youth and their families with substance abuse issues referred by area schools, court referrals, and/or family/self. Students enrolled in the program are allowed to keep their driver's license. Youth and Family Services provides individual, group and family counseling, on-site school counseling, classroom and community presentations and alcohol and drug outreach and support services for area youth and their families. Tobacco Free Teens is an 8 session tobacco cessation program for teens. Also offers a nicotine information program. The program works in collaboration with the police department courts and area schools. Substance Abuse Treatment Program is a 12-week comprehensive drug and alcohol program for youth, age 13 – 18, and their families. Program includes 90 hours of outpatient treatment.
- ♦ **Child Abuse Prevention Program** – provides case management, parenting classes, individuals and family counseling, ongoing support groups and community outreach.

Notes

AFFORDABLE HOUSING ASSOCIATES (AHA)

1250 Addison St., Suite G
Berkeley, CA 94702

Phone(s): (510) 649-8500 (office)
(510) 548-7537 (Peter Babcock House)
(510) 548-3094 (fax)
Website: www.ahainc.org

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

Contact: Susan Fiedland – Executive Director
Angela Cavanaugh – Property Manager
Nancy Jordan – Manager Peter Babcock House
Raquel Hermosilla – Operations Manager

Area Served: Alameda County (priority to Berkeley residents), Pleasant Hill, Walnut Creek, and parts of Contra Costa County.

Accessibility: Wheelchair accessible/restroom

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

Languages: Spanish

Fees: Rent for below market rates varies according to income and apartment size. Security deposit required for all units.

Eligibility Requirements: Vary according to project. Low-income to very low-income for all projects.

Application Procedure: Walk in or mail. Call to find out which properties are currently accepting list applications. For Peter Babcock House call (510) 548-7537

Services:

- ♦ Acquires, rehabilitates, builds and manages affordable housing Alameda and Contra Costa Counties for low- to very low-income individuals and families.
- ♦ All properties are Below Market Rate (BMR) apartments.
- ♦ Berkeley properties include: 8-unit Hearst Studios, 12-unit Allison Commons, 8-unit Alcatraz Apartments, 27-unit Shattuck Senior Homes and Peter Babcock House for 5 people with HIV or AIDS.
For Peter Babcock House: formerly homeless or at risk of becoming homeless, minimum 3 months clean and sober, verified HIV or AIDS diagnosis, verified TB test and current source of income. Ability to pay monthly program fees and mandatory participation in counseling.
- ♦ Contra Costa County properties include the 28-unit Sierra Garden Apartments in Walnut Creek and the 100-unit Hookston Senior Homes in Pleasant Hill.

Notes

AIDSinfo

P.O. Box 6303
Rockville, MD 20849-6421

Phone(s): (800) 448-0440 (Hotline for US & Canada)
 (301) 519-0459 (International)
 (888) 480-3739 (TTY/TTD line)
 (301) 519-6616 (fax)
 Website: <http://aidsinfo.nih.gov/>
 E-mail: contactus@aidsinfo.nih.gov

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

Contact:

Area Served: Nationwide

Accessibility: N/A

Transportation: N/A

Languages: Spanish

Fees: N/A

Eligibility N/A

Application N/A

Requirements:

Procedure:

- Services:**
- ♦ *AIDSinfo* is a U.S. Department of Health and Human Services (DHHS) project that offers the latest federally approved information on HIV/AIDS clinical research, treatment and prevention, and medical practice guidelines for people living with HIV/AIDS, their families and friends, health care providers, scientists, and researchers.
 - ♦ Clinical Trials: *AIDSinfo* offers information on federally and privately funded clinical trials for AIDS patients and others infected with HIV. AIDS clinical trials evaluate experimental drugs and other therapies for adults and children at all stages of HIV infection - from patients who are HIV positive with no symptoms to those with various symptoms of AIDS.
 - ♦ Medical Guidelines: *AIDSinfo* serves as the main dissemination point for federally approved HIV treatment and prevention guidelines. *AIDSinfo* provides information about the current treatment regimens for HIV infection and AIDS-related illnesses, including the prevention of HIV transmission from occupational exposure and mother-to-child transmission during pregnancy.
 - ♦ The *AIDSinfo* project is 100% federally funded. This project neither allows advertising on this site nor endorses any company or products. All of the information from the *AIDSinfo* staff, Web site, and other project resources is from federal government agencies, including the National Institutes of Health, Centers for Disease Control and Prevention (CDC), Health Resources and Services Administration (HRSA) and others.

Notes

AIDS HEALTHCARE FOUNDATION (AHF) THE 'MAGIC' JOHNSON CLINIC

400 30th Street, Suite 300
Oakland, CA 94609

Phone(s): (510) 628-0949
(510) 628-0947 (fax)

Hours: Monday 8:00 am – 5:30 pm
Tuesday, 10:00 am – 7:00 pm
Thursday, 8:30 am – 5:30 pm

Contact: Lisha Wilson MD – Medical Director

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

Accessibility: Wheelchair accessible/elevator/restroom

Transportation: Call AC Transit for bus line(s).
BART – 19th Street or Mac Arthur Station within 11
blocks

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

Fees: Varying according to income. Medi-Cal, Medicare and
some private insurance. No one denied service
because of inability to pay.

Eligibility Requirements: Age 18 and over, needing HIV services

Application Procedure: Appointment, Photo ID, proof of income, proof of
diagnosis, proof of residence and copy of insurance
card (if applicable).

Services: ♦ The Earvin 'Magic' Johnson Jr. Clinic is one of 10 AIDS Healthcare Foundation (AHF) healthcare centers in California. AHF is the largest community based HIV/AIDS medical provider in the nation. Established in 1987 by a small group of friends dedicated to the creation of dignified hospice care for people in the last stages of AIDS, AHF has grown to a \$40 million healthcare, HIV prevention and advocacy agency today.

- ♦ AHF provides healthcare to people living with HIV regardless of their ability to pay.
- ♦ Provides clients with access to specialists, medications, treatment and services needed.
- ♦ Mental health and substance abuse counseling services are provided to AHF clients.
- ♦ Provides post-incarcerated medical services and client advocacy for housing, food, support groups, etc. for HIV+ persons recently released from jail or prison.
- ♦ On-site pharmacy services.

Notes

AIDS LEGAL REFERRAL PANEL (ALRP)

1663 Mission St., Suite 500
San Francisco, CA 94103

Phone(s): (415) 701-1100
(415) 701-1400 (fax)
(510) 451-5353 (Oakland office)
Website: www.alrp.org

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

Contact: Client intake line 330 into all other services/314 housing

Area Served: San Francisco Bay Area – Alameda County, Contra Costa County, Marin County, San Francisco County, San Mateo County & Solano County

Accessibility: Wheelchair/elevator/ramp/restrooms/special parking

Transportation: MUNI Van Ness & Mission lines 14 & 49 stop within 1 block.
BART – 16th Mission Street Station within 4 blocks.

Languages: Spanish

Fees: Free and sliding scale.

Eligibility Requirements: Person with HIV/AIDS

Application Procedure: Clients are encouraged to call the main phone number for an intake and to schedule a consultation.

Services: AIDS Legal Referral Panel (ALRP) provides free and sliding-scale legal assistance and education to people with HIV/AIDS in the San Francisco Bay Area on virtually any civil legal matter to persons living with HIV/AIDS.

Notes

AIDS PROJECT OF THE EAST BAY (APEB)

**1320 Webster Street
Oakland, CA 94612**

Phone(s): (510) 663-7979
(510) 663-7980
Website: www.apeb.org

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

Contact: Alvin Quamina – Interim Executive Director
Deborah Wyatt-O’Neal

Area Served: Alameda County

Accessibility: Wheelchair accessible/elevator

Transportation: Call AC Transit for bus line(s).
BART 12th Street/City Center Station within 2 blocks

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

Fees: None

Eligibility Requirements: Alameda County resident. HIV+ (or family/friend of someone who is). For emergency services, food vouchers and housing vouchers, must be low- or no-income person.

Application Procedure: Apply by phone for intake appointment or walk in Monday – Friday, 9:30 am – 4:00 pm.

Services:

- ♦ Client services staff provide advocacy and support for HIV+ clients. Services include HIV information, emergency services for food, housing, funds for utilities, access to counseling, crisis intervention, case management, benefits advocacy agency referrals and legal referrals.
- ♦ Volunteers provide individual, practical and emotional support and a variety of weekly support groups for young men, age 18 – 24.
- ♦ The education staff provides culturally sensitive HIV education and street outreach to local affected communities and training programs for community groups and organizations. Also provide HIV testing.
- ♦ Wellness Clinic primary care is available on site Monday – Friday and also at HEPPAC’s Casa Segura program site on Mondays: 9:30am –12:30 pm and Thursdays: 1:30-5:30
- ♦ Nutritionist services once a month
- ♦ APEB targets its once a month support group at African American MSM, who are forty years of age or older and who are not connected to primary care. Its goal is to address each participant’s individual barriers which keep a participant from accessing care.
- ♦ APEB also works in collaboration with Grupo Fremont VIP (GFV) to provide peer lead support services, which target HIV+ Men-Who-Have-Sex-With-Men (MSM) in Alameda County.
- ♦ GFV targets HIV+ Latinos through bi-monthly group support sessions held entirely in Spanish, and provide peer lead support sessions in either Spanish or English depending upon the group member’s preference.
- ♦ APEB and GFV’s shared goals are to: provide a sense of belonging, and build relationships; facilitate and enable expression and sharing of feelings; relieve stress – by talking about particular concerns, issues or situations, or even by obtaining useful information; nurture and build members by providing emotional support.

5. Provide mutual support; safe place for people to share common experiences and difficulties; expose members to accurate information regarding HIV/AIDS as well as related topics; prepare members to be comfortable with disclosing, to partner(s), family, or colleague; and to help prevent the increase of HIV infection.

Notes

ALAMEDA ALLIANCE FOR HEALTH

1240 South Loop Blvd Rd.
Alameda, CA 94502

Phone(s): (510) 747-4500 (24 hours daily)
(510) 747-4567 (Customer service)
1 800-880-5305 (Healthy Families)
Website: <http://alamedaalliance.org/>

Hours: Monday – Friday, 8:00 am – 6:00 pm

Contact: Irene M. Ibarra – Chief Executive Officer

Area Served: Alameda County

Accessibility: Wheelchair accessible/ramp/special parking/restroom

Transportation: Call AC Transit for bus line(s). BART – San Leandro Station Transportation may be provided to medical appointments. Call customer service for information.

Languages: Cantonese, Spanish, Vietnamese, Mandarin & interpreter services

Fees: Vary according to service. Medi-Cal accepted.

Eligibility Requirements: Medi-Cal recipients or Healthy Families program eligible.

Application Procedure: Must enroll through Health Care Options at (800) 430-4263 or Healthy Families at (800) 880-5305

Services:

- ♦ Administers a health care plan developed in collaboration with local providers to meet the needs of Alameda County Medi-Cal recipients and Healthy Families Program members.
- ♦ Works with customer, residents, Health care providers and social service agencies to provide quality health care services.

Contracts with Bay Area Medical centers and medical groups to provide all emergency, comprehensive and preventive medical services.

- ♦ Offers bicycle safety education, helmets and referrals to health services including classes, brochures and newsletters.
- ♦ Services and publications are available in several languages. Contact Nina Maruyama, (510) 895-4506 for more information.

Notes

ALAMEDA COUNTY AFRICAN-AMERICAN STATE OF EMERGENCY TASK FORCE ON AIDS / BAY AREA REGIONAL AFRICAN AMERICAN STATE OF EMERGENCY COALITION (Name changed as of 6/08)

**C/O Cal-PEP,
FISCAL AGENT
P.O. BOX 71629
OAKLAND, CA 94612**

Phone(s): (510) 874-7850 (Cal-PEP)
(510) 465-1875 (message)
website: www.acaataskforce.org/

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

Contact: Braunz Courtney, Chairperson
Bonnie Williams, Member at
Large, Administrative Support

Area Served: Alameda County

Accessibility: Wheelchair accessible/elevator

Transportation: N/A

Languages: English only

Fees: None

Eligibility Requirements: African American. Must attend
two meetings prior to joining.

Application Procedure: Fill out the application on the Task Force
website and return to: Bonnie Williams,
Administrative Support Staff, Alameda
County African American Task Force
1069 - 12th Street
Oakland, CA 94607

Services:

- ♦ In 1998, three Bay Area organizations who predominately served, and continue to serve, the African American community formed the Task Force in order to address the issues and effects regarding the HIV/AIDS pandemic and the devastating toll it was taking on the African-American community, especially in Alameda County. Since then, federal funding has permitted the Task Force to structure and develop their goal of responding to and attempting to eliminate the State of Emergency declared on the African American community in Alameda County.
- ♦ In order to obtain their goal of eliminating the State of Emergency in Alameda County, the Task Force has, and continues to, focus on public awareness, providing a continuum of joint-care services, attempting to procure funds through grant programs, the media, community events and promotions.
- ♦ The Task Force's main goals include normalizing and de-stigmatizing the discussion/debate about HIV/AIDS issues, ensuring that adequate resources are being targeted at the HIV/AIDS issue and the State of Emergency, and creating an AIDS continuum of care that adequately addresses the prevention and healthcare needs of all African Americans and that integrates seamlessly with existing continuums in the County.
- ♦ Task Force meetings occur on the first Wednesday of every month, at 4:00 pm at the Perinatal Council; meetings are open to the public, and the address is Perinatal Council, 2648 International Boulevard, Oakland, CA

Notes

ALAMEDA COUNTY BAR ASSOCIATION

70 Washington St., Suite 200
Oakland, CA 94607

Phone(s): (510) 302-ACBA (2222)
(510) 452-2224 (fax)
www.acbanet.org

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

Contact: Ann Wassain – Executive Director

Area Served: Alameda County

Accessibility: Wheelchair accessible/elevator/ramp/
restroom

Transportation: Call AC Transit for bus line(s).
BART – 19th Street Station within 4 blocks.

Languages: Cantonese, Mandarin & Spanish.

Fees: \$30 includes referral service and first half-hour of
consultation with attorney. \$20 for volunteer legal
services. None for Lawyers in the Library or Small
Claims Legal Advice. \$200 for Divorce Clinic.

Eligibility Requirements: None for Lawyer Referral Service. Low-
income individual with civil legal problems
for volunteer legal services.

Application Procedure: Apply by phone only.

Services: **Lawyer Referral Service** refers callers to experienced local attorneys who give legal advice and representation in all major legal areas. Callers are screened for type of legal problem and referred to an attorney with appropriate experience. Callers are referred to other agencies if referral to private attorney is not appropriate. Referral workers are not attorneys and will not give legal advice or opinions.

Volunteer Legal Services Corporation (VLSC) refers qualified applicants to volunteer lawyers who provide free (pro bono) legal service in the following areas of law: family law, debt collection defense, bankruptcy, real property foreclosure, probate (wills, estates and powers of attorney), personal injury and property damage defense and landlord/tenant. VLSC staff will not give legal advice.

Please call Intake for information about clinics.

Notes

ALAMEDA COUNTY COMMUNITY FOOD BANK

P.O. Box 2599

Oakland, CA 94614

Phone(s): (510) 635-3663
(800) 870-FOOD (3663) (Food Help Hotline)
(510) 635-3773 (fax)

Hours: Monday – Friday, 8:30 am – 5:00 pm
Monday – Friday, 9:00 am – 12:00 pm and 1:00 – 4:00 pm (Food Help Line)

Contact: Susan Bateson – Executive Director
Elizabeth Gomez – Outreach Program Manager

Area Served: Alameda County

Accessibility: N/A

Transportation: N/A

Languages: Spanish, Chinese

Fees: 12¢ per pound on some foods.
None for Food Help Hotline.

Eligibility Requirements: Non-profit agency operating food program for the needy. Low-income persons.

Application Procedure: Phone for application.

Services:

- ♦ The Alameda County Community Food Bank serves as Alameda County's central clearinghouse for donated food.
- ♦ The Food Bank solicits unmarketable but edible, nutritious foods and distributes to approximately 300 hunger-relief agencies throughout the county. Member agencies can access purchased and donated food, including USDA commodities and the County's Emergency Food Box Program, which allocates nutritionally balanced foods to various communities' sites.
- ♦ Other services include:
 - Hunger hotline (800) 870-FOOD, a countywide toll-free information and referral service, which provides food referrals and information on nutrition programs to clients in need of emergency foods;
 - Nutrition education programs and services for its member agencies and their clients;
 - Hunger education presentations for the general public about hunger in Alameda County;
 - Coordination of service learning projects at schools; and
 - Various advocacy activities to involve community support for sound public policies regarding hunger and poverty.
 - Food Stamp application assistance.

Notes

ALAMEDA COUNTY HOUSING AUTHORITY

22941 Atherton St
Hayward, CA 94541

Phone(s): (510) 538-8876 (office)
(510) 727-8551 (TTY/TTD)
(510) 727-8554 (fax)

Hours: Monday – Friday, 8:00 am –4:45pm
Monday – Friday, 8:30 am –4:45pm (TTY/TDD)
Closed every other Friday

Contact: Ron Dion– Executive Director
Christine Gouig– Deputy Director

Area Served: Albany, Castro Valley, Dublin, Emeryville, Fremont, Hayward, Newark, Pleasanton, San Leandro, San Lorenzo, Union City & unincorporated Alameda County

Accessibility: Wheelchair accessible/ramp/special parking/restroom

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

Languages: Farsi, Spanish, Vietnamese
Telephone translation services available
(100+ languages)

Fees: 30% of income

Eligibility Requirements: Low-income family, elderly, age 62 or over, disabled or handicapped persons.

Application Procedure: Contact eligibility Service Department for current status of waiting list openings.

Services: **Alameda County Housing** provides low-cost housing and Section 8 subsidized rental housing for eligible families, senior citizens, age 62 or over and disabled persons. Operates two housing complexes for seniors or disabled individuals in Union City, Dyer Complex (4163 Dyer Street, Union City)) and Nidus Court (2020 Nidus Court, Union City). Also operates 230 units located throughout Alameda County.
Self Sufficiency Program coordinates services provided by various agencies assisting clients in becoming independent from public assistance.

Notes

ALAMEDA COUNTY

HOWIE HARP MULTI-SERVICE CENTER (HHMSC)

580 18th St

Oakland, CA 94612

Phone(s): (510) 465-2904
(510) 465-4905

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

Contact: Ralph De Jesus

Area Served: Oakland

Accessibility: Wheelchair accessible/restroom

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

Languages: English only

Fees: None

Eligibility Requirements: History of mental disability or institutionalization.

Application Procedure: Walk in. Appointment preferred.

Services: A self-help program offering free services to mentally-disabled homeless persons (including dual-diagnosed). Eligible clients must have a verifiable mental disability. Referrals to shelter and housing are available to clients and intensive housing searches are performed by a housing counselor. Also provides tenant-landlord mediation and tenant's right counseling. Employment service includes job training and counseling and job referrals. Computer Literacy Center offers assistance with employment training and job placement. Provides professional and peer counseling, including counseling for harm reduction and substance abuse. Also offers independent living skills training, information and referral, money management, benefits advocacy and transportation assistance. HHMSC also provide HIV/AIDS education support services and free anonymous HIV testing. Site can be used as a mailing address for individuals. Showers, hot meals, free clothing, laundry facilities and lockers are available to clients only. Accepts donations of dress clothing, personal items, furniture, household appliance and food. Able to pick up donations.

Notes

ALAMEDA COUNTY MEDICAL CENTER (ACMC) HIV SERVICES – FAIRMONT CAMPUS

Fairmont Campus

HIV Services

15400 Foothill Blvd

San Leandro, CA 94578

Phone(s): (510) 895-4353 (HIV/Adult Immunology clinic)
(510) 895-4358 (Early Intervention Program/EIP clinic)
(510) 895-4353 (HIV testing, ADAP)
(510) 895-4343 (AIDS Case Management Program)
(510) 895-4359 (Fax)

Hours: HIV Testing:
Tuesday, 1:00 – 4:30 pm.
HIV Clinic:
Tuesday, 9:00am – 6:30 pm and Friday, 9:00am – 5:00pm
EIP Clinic:
Monday, Tuesday, Thursday and Friday 9:00am – 5:00pm

Contact: Steve Kilgore, R. N.

Area Served: Alameda County

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

Transportation: Call AC Transit for bus lines. BART – Bay Fair Station.

Languages: Spanish & interpreters available for 19 major languages.

Fees: Vary according to income and services requested. Medi-Cal, Medicare, private insurance accepted.

Eligibility Requirements: Vary according to services

Application Procedure: Walk in or apply by phone. Appointment necessary. Walk in for testing services.

- Services:**
- ♦ Provides comprehensive inpatient and outpatient HIV/AIDS services.
 - ♦ Access to newest medications and support groups.
 - ♦ Inpatient services include medical evaluation and treatment, skilled nursing, case management, occupational, physical and respiratory therapy, information and referral and counseling.
 - ♦ Outpatient services include the Early Intervention Program (EIP) and HIV/Adult Immunology Clinic providing specialized outpatient care.
 - ♦ The Alternative Testing program offers free, anonymous HIV testing and counseling.
 - ♦ **Early Intervention Program (EIP)** offers education and prevention programs.
 - ♦ **AIDS Case Management Program of Alameda County** coordinates home health care, hospice care, practical support and patient advocacy services to enable patients to remain at home.
 - ♦ **AIDS Drug Assistance Program (ADAP)** provides AIDS medication at no charge to residents of Alameda County, who have income of less than \$50,000. Does not require enrollment in other programs at Fairmont.
 - ♦ Comprehensive rehabilitation and skilled nursing care are also available.

Notes

ALAMEDA COUNTY MEDICAL CENTER (ACMC) ADULT IMMUNOLOGY CLINIC - HIGHLAND CAMPUS

Highland Campus

1411 E 31st St.

Oakland, CA 94602

Phone(s): (510) 437-4800 (24-hour daily)
(510) 437-4373 (Adult Immunology Clinic)
(510) 437-5054 (HIV testing)
(510) 534-9290/1 (Sexual Assault Hotline)

Hours: Monday – Friday, 1:00 pm – 4:00 pm (HIV testing)
Sexual Assault Hotline 24-hour daily

Contact: Caitlin McCarthy RN, Nurse Manager

Area Served: Alameda County

Accessibility: Wheelchair accessible/elevators/ramp/
special parking

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

Languages: Translation services available on site.

Fees: Vary according to income and services requested.
Medi-Cal, Medicare, private insurance, military
insurance accepted. Has MIA (Medically Indigent
Adults) program.

**Eligibility
Requirements:** Vary

**Application
Procedure:** Apply by phone for appointment. Walk in for
emergency or acute care.

- Services:**
- ♦ Provides acute inpatient and outpatient medical care. Provides a 24-hour emergency department and is the Northern Alameda County Trauma Center. Provides medical and trauma care. A nationally recognized Sexual Assault Center is located on the Highland Campus. Services are located throughout Alameda County.
 - ♦ **The Adult Immunology Clinic** for AIDS patients offers a comprehensive range of services, including drug trials, counseling and education/training for hospital staff and patients. Drop-in Clinic and Alternative Test Sites (ATS) offer HIV testing. Offers pediatric, obstetrics, family planning, prenatal teaching and Lamaze classes. Provides surgery out patient clinics, including general dental, oral surgery, gynecology, ophthalmology, general orthopedics, ear-nose-throat (ENT), podiatry and general surgery. Offers laboratory services, pharmacy, physical therapy, radiology, breast and cervical cancer screening, mammography and respiratory care (inhalation therapy). Access to newest medications, support groups and testing
 - ♦ **Corazones Unidos** is a peer led support group that meets every Monday from 1:00 – 4:00 PM at Highland Hospital's Adult Immunology Clinic, Classroom # B. The group provides emotional and social support for HIV+ clients (men, women, straight, gay, bisexual and transgender) and their families. Spanish speaking monolingual clients are welcome. For more information, please contact the clinic.
 - ♦ **AIDS Drug Assistance Program (ADAP)** provides AIDS medication at no charge to residents of Alameda County, who have an income of less than \$50,000.
 - ♦ Provides a sexual assault center including a 24-hour hotline, (510) 534-9290 or (510) 534-9291, emergency medical evaluation and treatment, rape evidence collection, counseling and support groups and information and referral.
 - ♦ Outpatient Substance Abuse Day Treatment Program, counseling/methadone detox and maintenance

Notes

ALAMEDA COUNTY MEDICAL CENTER (ACMC) DENTAL CLINIC

1411 E. 31 ST. STREET

Oakland, CA 94602

(510) 437-4473

Phone(s): (510)
437-4473 Fax (510) 437-5128

Hours: Monday-Friday, 7:00 am to 5:00 pm

Contact: Dr. Anthony Mock, Dental Director

Area Served: Alameda County and surrounding areas

Accessibility: Wheelchair and Gurney / Elevator

Transportation: Highland Hospital is accessible by AC Transit bus Rout 62, 57, 58 and 11. Call AC Transit at 510-817-1717 for updated schedule. You can reach us by BART. Take BART to the Fruitvale Station and transfer to bus route 62 or take BART to the Lake Merritt Station and transfer to bus rout 62. Call BART at 510-465-2278 for updated schedule

Languages: ACMC Provides Interpreter-Translation Services

Fees: Dependent upon type of eligibility or sliding fee schedule

Eligibility Requirements: Must bring I.D., proof of Alameda County residency (if applicable), Medi-cal Card (if applicable), Private Insurance (if applicable)

Application Procedure: Must register with eligibility worker at first appointment

Services: Dental Services

- 1) Drop in dental emergency (no appointment needed)
- 2) General Dentistry services: exam, cleaning, filling, root canal, dentures, etc.
- 3) Oral Surgery services: wisdom teeth extractions, infections, trauma
- 4) Special Needs services: developmentally disabled, mental retardation, cerebral palsy, autism, geriatric patients, brain trauma, oral cancer, valvular heart disease, psychiatric illnesses and HIV.

Notes

ALAMEDA COUNTY MEDICAL CENTER (ACMC) EASTMONT WELLNESS CENTER

6955 Foothill Blvd
Oakland, CA 94605

Phone(s): (510) 567-5700 (general)
(510) 568-2514 (TTY/TDD)

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

Contact: Eulalia Williams RN – Clinic Manager

Area Served: Alameda and East Oakland residents

Accessibility: Wheelchair accessible/ramp/
special parking/restroom

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

Languages: American Sign languages, Bosnian,
Cambodian, Cantonese, Mandarin, Servo
Croatian, Dari, Farsi, Tagalog, Lao, Mien,
Pashto, Russian, Spanish, Thai &
Vietnamese

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

Eligibility Requirements: Alameda County resident; proof of ID,
residence and income

Application Procedure: Processed in the business office. Call to schedule an
appointment with the financial counselor.

Services:

- ♦ Clinic services include blood pressure screening, pediatric services, family planning, immunizations, primary care, podiatry, prenatal, gynecology, and chest clinic providing testing for tuberculosis, reading and treatment.
- ♦ Provides STD screening and treatment, breast and cervical cancer screening, pregnancy testing and counseling, anonymous and confidential HIV testing, refugee health screening and dental services.
- ♦ Orthopedics and X-ray services also available.
- ♦ Oral health services are also available for those who are HIV+; please call 510-297-0248 for more information.

NOTES

ALAMEDA COUNTY MEDICAL CENTER (ACMC) JOHN GEORGE PSYCHIATRIC PAVILLION

2060 Fairmont Dr
San Leandro, CA 94578

Phone(s): (510) 346-7500 (24-hours daily)
(510) 346-1420 (psychiatric emergency)
(510) 346-7517 (fax)

Hours: 24 hours

Contact: Laurie Reinhardt

Area Served: Alameda County

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

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

Languages: Interpreter Services available

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

Eligibility
Requirements: In need of psychiatric care,
18 years and older

Application
Procedure: Walk in

Services:

- ♦ Offers psychiatric emergency services, acute inpatient services and serves walk-in mental health clients.
- ♦ Psychiatric emergency services provide psychiatric assessment, emergency medication assessment and intervention to adult residents of Alameda County.
- ♦ Acute inpatient services provide inpatient care for clients whose symptoms can respond quickly to medications, intense nursing care and early discharge.

Notes

ALAMEDA COUNTY MEDICAL CENTER (ACMC) NEWARK HEALTH CENTER

6066 Civic Terrace Ave
Newark, Ca 94560

Phone(s): (510) 505-1600
(510) 494-7240 (fax)

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

Contact: Ngozi Nugumezi, RN – Newark Clinic
Manger

Area Served: Alameda County, primarily Fremont, Newark &
Union City.

Accessibility: Wheelchair accessible/ramp/special
parking/restroom

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

Languages: American Sign Language, Chinese, Farsi,
Tagalog, Spanish, Vietnamese & Russian.

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

Eligibility Alameda County residents.
Requirements:

Application Apply by phone. Appointment necessary.
Procedure:

Services: A health clinic offering primary care, family planning, pregnancy testing, health education, nutrition counseling, hypertension screening, TB skin tests, podiatry clinic, well-child clinic, immunizations, public health nurses, and a prenatal clinic.

Notes

ALAMEDA COUNTY MEDICAL CENTER (ACMC) OUTPATIENT PSYCHIATRIC SERVICES FAIRMONT CAMPUS

Fairmont Campus
14500 Foothill Blvd.
San Leandro, CA 94578, C3

Phone(s): (510) 895-4379

Hours: 10 a.m. – 2:50 p.m.

Contact: Kyletta Sanchez-Turner

Area Served: Alameda County (South)

Accessibility: Wheelchair accessible/Elevator

Transportation: Transportation is provided

Languages: English only

Fees: Medicare/Medical (Required)

Eligibility Requirements: The program treats persons 18 years old and older who suffer from a DSM IV psychiatric disorder with a primary Axis I diagnosis.

Application Procedure: Call for information on screening and referral process.

Services:

- ♦ The clinical program is based on the principles of psychiatric rehabilitation.
- ♦ Programming includes group psychotherapy and individual psychotherapy, focusing on life management skill building, illness management, and relapse prevention and developing/utilizing a community based support system.
- ♦ MICA groups are provided for those clients dealing with issues of addictions.

Notes

ALAMEDA COUNTY MEDICAL CENTER (ACMC) OUTPATIENT PSYCHIATRIC SERVICES HIGHLAND CAMPUS

Highland Campus
1411 East 31st Street
Oakland, CA 94602, Unit B2

Phone(s): (510) 437-4543

Hours: 10 a.m. – 2:50 p.m.

Contact: Rosylyn Head-Lyons

Area Served: Alameda County (North) and parts of Contra Costa (East)

Accessibility: Wheelchair accessible/Ramp

Transportation: Transportation is provided

Languages: English only

Fees: Medicare/Medical (Required)

Eligibility Requirements: The program treats persons 18 years old and older who suffer from a DSM IV psychiatric disorder with a primary Axis I diagnosis.

Application Procedure: Call for information on screening and referral process.

Services:

- ♦ The clinical program is based on the principles of psychiatric rehabilitation.
- ♦ Programming includes group psychotherapy and individual psychotherapy, focusing on life management skill building, illness management, and relapse prevention and developing/utilizing a community based support system.
- ♦ MICA groups are provided for those clients dealing with issues of addictions.

Notes

ALAMEDA COUNTY MEDICAL CENTER (ACMC) SUBSTANCE ABUSE PROGRAM

1411 E. 31st Street, 0A1 Area
Oakland, CA 94602

Phone(s): (510) 437-5192 - Intake Appt.
(510) 437-8588 – Julia Castillo

Hours: Monday - Friday
8:30 a.m. - 5:00 p.m.

Contact: Julia Castillo-Lead Substance Abuse
Counselor

Area Served: Alameda County

Accessibility: Wheelchair accessible/elevator

Transportation: AC Transit Bus Routes 62, 57, 58 and 11.
BART to Fruitvale Station or Lake Merritt Station and
transfer to bus route 62.

Languages: English only

Fees: None

Eligibility
Requirements: History of substance abuse.

Application
Procedure: Call for intake appt. or walk in
Monday – Friday, 9 a.m. – 4 p.m.

Services: Relapse prevention group treatment and individual counseling.
Mental Health
Case Management (Clients with children 0-18)
Acupuncture

Notes

ALAMEDA COUNTY MEDICAL CENTER (ACMC) WINTON WELLNESS CENTER

24100 Amador St, Suite 250
Hayward, CA 94545

Phone(s): (510) 266-1700

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

Contact: Pamela Sparks-Burkhardt, RN – Clinic Mgr

Area Served: Alameda County

Accessibility: Wheelchair accessible/ramp/special parking/restroom

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

Languages: Chinese, Dari, Farsi, Tagalog, Russian, Spanish, & Vietnamese.

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

Eligibility Requirements: None

Application Procedure: Apply by phones. Appointment necessary for most services.

Services: A public health clinic offering primary care for adults and children, immunizations, obstetric/gynecological care, prenatal and postnatal care, chest clinic, family planning, sexually transmitted disease treatment, confidential AIDS testing, pregnancy testing and education and podiatry.
♦ HIV care services, Friday morning, 9:00 AM – 12:00 Noon. For more information, call 510-895-4353.

Notes

ALAMEDA COUNTY REGIONAL CASE MANAGERS COUNCIL

15400 Foothill Blvd., Bldg. C, 1st Floor
San Leandro, CA 94578

Phone(s): (510) 895-4336
(510) 382-9166

Hours: Mon – Fri: 8:00 am – 4:00 pm

Contact: Ronald Maloney
Kenneth Hall

Area Served: Alameda County

Accessibility: Wheelchair Accessible

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

Languages: Spanish

Fees: None

Eligibility Service providers in Alameda County

Application Walk-ins: First Thursday of the month, 10:30 AM –
Procedure: 12:30 PM, Fairmont Hospital, Dining Room # 1

Requirements:

- Services:**
- ♦ Monthly county-wide Case Managers meeting, which began in June 1990, and especially serves the staff of community-based organizations with Alameda County Office of AIDS Administration contracts to provide HIV care and treatment services.
 - ♦ Provide service coordination, referrals, case conferencing and training to all Nurses, Social Workers, Case Managers, Counselors and Clinicians serving the HIV/AIDS community.
 - ♦ Providers who attend are able to follow-up on referrals and receive updated treatment information and resources.
 - ♦ Presenters have included physicians, attorneys, Alameda County Office of AIDS Administration staff and pharmaceutical representatives.
 - ♦ Council meetings are held the first Thursday of each month, from 10:30 am – 12:30 pm, in Dining Room # 1 on the Fairmont Hospital Campus.

Notes

ALAMEDA COUNTY TRANSGENDER STEERING COMMITTEE (ACTSC)

P.O. Box 6010

San Pablo, CA 94806-0010

Phone(s): (510) 281-1571
Website: www.ACTsc.org

Hours: 24-hour Voice Mail access

Contact: Sharyn Grayson - Program Coordinator

Area Served: Alameda/Contra Costa Counties

Accessibility: N/A

Transportation: N/A

Languages: English only

Fees: None

Eligibility Alameda or Contra Costa County

Requirements: Transgender classified residents or family, friend and loved ones of persons who are

Application Applications for membership can be mailed or accessed at web site.

Procedure: No application needed for referral services.

- Services:**
- ♦ The primary mission of this organization is to establish and provide a legitimate community resource and leadership committee for articulating the specific (and realistic) needs and concerns of the Northern California Transgender community.
 - ♦ All services are provided via an information and referral system that can be accessed by visiting the organization's website or by phoning our 24-hour phone line.
 - ♦ Transgender community advocacy
 - ♦ Culturally sensitive educational workshop development and facilitation
 - ♦ Information and referrals to Trans-specific/sensitive community services
 - ♦ Employment/career training referrals

Notes

ALAMEDA COUNTY TRANSIT (AC TRANSIT) CUSTOMER SERVICE REGIONAL TRANSIT DISCOUNT CARD (RTC)

AC Transit

1600 Franklin Street, Lobby
Oakland, CA 94616

Phone(s): (510) 891-4706

Hours: Monday – Friday, 8:00 am – 5:00 pm
Card Services:
Monday – Friday, 9:30 am – 3:00 pm

Contact: Norman Davis – Customer Service
Supervisor
Ken Rhodes – Customer Service Manager

Area Served: Alameda County & West Contra Costa County

Accessibility: Wheelchair accessible

Transportation: Call AC Transit for bus line(s). BART – 12th
Street/City Center within 4 blocks and 19th Street
Station within 2 blocks.

Languages: Spanish

Fees: Local bus fare cost \$1.75;
Monthly pass cost \$20;
Discount Disabled and Youth tickets are \$17.50 for
ten rides

Eligibility Requirements: Age 65 or older, or certified disabled with
proper medical form completed, valid
Medicare card or Department of Motor
Vehicles disabled license plate or placard
with receipt. Current picture identification
with all applications.

Application Procedure: Walk in (must apply in person).

Services: ♦ Offers reduced fares and service to disabled and/or person age 65 or over who ride on BART, AC Transit, Central
Contra Costa County Connection, Sam Trans, Santa Rosa Transit, Golden Gate Transit, Santa Clara County Transit or
MUNI.
♦ RTC staff will go on-site to organizations, in the metropolitan East Bay, to collect the necessary paperwork and fees
and issues cards for groups with 25 or more clients.

Notes

ALAMEDA, COUNTY OF ADULT & AGING SERVICES DEPARTMENT ADULT PROTECTIVE SERVICES

6955 Foothill Blvd, 3rd floor
Oakland, CA 94605

Phone(s): (510) 577-3500
(510) 577-5616 (FAX)
1(866) 225-5277 (1-866-CALLAPS)
www.alamedasocialservices.org

Hours: Office hours:
Monday – Friday, 8:30 am – 5:00 pm
Available by phone 24/7

Contact: Lisa Brand – Supervisor
Don Kinhead – Supervisor
Lisa Lahowe – Chief Assistant Public
Guardian-Conservator

Area Served: Alameda County

Accessibility: Services provided in client's homes.

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

Languages: Cantonese & Spanish

Fees: None

Eligibility Requirements: Alameda County non-institutionalized
elders (65+) or dependent adults (18 – 64),
at risk, unable to function independently,
abused, neglected or exploited.

Application Procedure: Reports may be made by phone, mail, or FAX.

Services: ♦Responds to reports of abuse/neglect of Alameda County residents 65 years of age or older (elderly) or 18-64 years of age and who, for mental or physical reasons, cannot protect their rights or carry out normal activities (dependent adults). Reports may be made 24 hours a day, 7 days a week by phone, mail, or fax.
♦Anyone who suspects elder or dependent adult abuse or neglect should call APS. Reports are strictly confidential. APS services are provided without regard for income, and acceptance of service is voluntary. Provides assessment, crisis intervention, and casework services.
♦Works with client, families, friends and neighbors and community agencies to create a network of resources to help clients who are living in unsafe conditions and/or cannot care for themselves. Cross-reports to local law enforcement when criminal activity is suspected.

Notes

ALAMEDA, COUNTY OF

ADULT AND AGING SERVICES DEPARTMENT

IN-HOME SUPPORT SERVICES PROGRAM

6955 Foothill, Suite 300
Oakland, CA 94605

Phone(s): (510) 577-1900
(510) 639-1269 (Program Manager)
(510) 577-3550 (Provider Registry)
(510) 577-1803 (fax)
www.alamedasocialservices.org

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

Contact: Mil Karstens – Program Manager
Linda Kretz – Asst. Agency Director
Martha Mantei

Area Served: Alameda County

Accessibility: Wheelchair accessible/ramp/special parking

Transportation: Call AC Transit for bus line(s)

Languages: Cantonese, Mandarin, Tagalog, French, Hebrew, Japanese & Farsi

Fees: None. See eligibility requirements for exceptions.

Eligibility Requirements: SSI recipient in need of in-home care in order to remain safely at home. Individual, age 65 or over, who is ineligible for SSI because of a monthly income above current SSI level can sometimes obtain services by paying a share cost (the difference between their income and current SSI level) but the waiting period in these cases can exceed the usual 45 days.

Application Procedure: Apply by phone or walk in.
- If the applicant has SSI, only medical verification is required and the approval process can take up to 3 months.
- If the applicant does not have SSI, approval can take from 3-6 months. A Social Worker home visit is scheduled before final approval and the applicant may be required to pay a "share of cost".
- On a case by case basis, applications are expedited for applicants with terminal illnesses and with HIV disease.

Services:

- ♦ Provides in-home support service for SSI recipients or other low-income disabled person so that they may remain safely in their homes.
- ♦ IHSS recommends the client recruit a family member or friend to provide their needed in-home domestic/care giving services. If no one is available, IHSS maintains a Provider Registry.
- ♦ Clients are allowed a set number of hours per month of service to be paid by the agency at minimum wage. Clients must locate their own chore provider.
- ♦ Also provides the Public Authority, a registry of those wanting to work for home care clients.
- ♦ The Area Agency on Aging (AAA) provides subcontracted services for persons aged 60 and older through grants from the Federal Administration on Aging, various services offered.
- ♦ For information, Georgia Koias, Program Manager, at (510) 567-8075.

NOTES

ALAMEDA, COUNTY OF BEHAVIORAL HEALTH CARE SERVICES DEPARTMENT ACCESS PROGRAM

**2035 Fairmont Dr
San Leandro, CA 94578**

Phone(s): (510) 268-7837 (North County)
(510) 667-4901 (South County)
(510) 346-1010 (administrative)

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

Contact: Carter Mehl, PhD – Director
Lillian Schaechner LCSW – Supervisor
Adult
Lori Lelay, LCSW – Supervisor Children

Area Served: Alameda County

Accessibility: N/A

Transportation: N/A

Languages: Spanish

Fees: None for telephone service or referral. Vary according to income and insurance coverage for direct services. Medi-Cal accepted.

Eligibility Requirements: Alameda County resident

Application Procedure: Apply by calling centralized intake service, ACCESS at (800) 491-9099.

Services:

- ♦ This a telephone service only for information, screening and referral.
- ♦ The ACCESS Program is a countywide program designed to facilitate, through appropriate referrals, timely access to mental health, alcohol and other drug treatment services for residents of Alameda County. Screening and referral is done for both children and adults.
- ♦ Referrals for brief case management to assist adult mental health clients with crisis resolution, temporary shelter, medication evaluation, advocacy and support in linking with other resources, including hospitalization.
- ♦ Offers Mobile Crisis Response Program which responds to calls from police, shelters, designated community agencies and community members primarily Oakland. It provides on-the-spot crisis intervention, psychiatric assessment and evaluation. Hours are Monday – Friday, 12:00 - 8:00 pm
- ♦ Referrals for services for children in foster care and for all seriously emotionally disturbed children.
- ♦ For clients needing less intensive mental health treatment, the program provides referrals for Alameda County Mental Health Plan members (adults and children) to private providers and agencies that have contracted with the Alameda County Behavioral Health Care Services Department.

Notes

ALAMEDA, COUNTY OF BEHAVIORAL HEALTH CARE SERVICES DEPARTMENT ALAMEDA COMMUNITY SUPPORT CENTER

1429 Oak St
Alameda, CA 94501

Phone(s): (510) 522-4668
(510) 521-6729 (Fax)

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

Contact: Carla Danby, Chief PSW
(510) 667-7518

Area Served: Alameda County, primarily Alameda City residents

Accessibility: Wheelchair accessible

Transportation: Call AC Transit for bus line(s)

Languages: Interpreter services available

Fees: Vary according to family income and size. Medicare, Medi-Cal, private insurance, military insurance accepted.

Eligibility Requirements: Age 18 or over, Alameda County resident, referred by ACCESS

Application Procedure: Apply by calling centralized intake service, ACCESS at (800) 491-9099

Services:

- ♦ Provides outpatient treatment, case management and medication support for the persistently and severely mentally ill.
- ♦ To be seen, as determined by the Countywide ACCESS Team, patients must meet criteria for medical necessity.
- ♦ Priority given to individuals coming out of 24-hour inpatient psychiatric emergency services.
- ♦ Twenty-four hour case management available to established clients.

Notes

ALAMEDA, COUNTY OF BEHAVIORAL HEALTH CARE SERVICES DEPARTMENT OAKLAND COMMUNITY SUPPORT CENTER

7200 Bancroft Ave, Suite 125A
Oakland, CA 94605

Phone(s): 510) 777-3800 (office)
(510) 777-3855 (fax)

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

Contact: Art Hom, Chief PSW
(510) 777-3850

Area Served: Alameda County, primarily Oakland City residents

Accessibility: Wheelchair accessible/special parking/
restroom

Transportation: Call AC Transit for bus line(s)

Languages: English; interpreter services also available

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

Eligibility Requirements: Age 18 or over, Alameda County resident
referred by ACCESS

Application Procedure: Apply by calling centralized intake service, ACCESS at
(800) 491-9099.

Services: ♦ Provides a day program for case managed severely and persistently mentally ill adults, age 18 or over, who need mental health services.
♦ Offers case management and medication support as needed to assigned individuals who were hospitalized or in danger of becoming hospitalized.

Notes

ALAMEDA, COUNTY OF BEHAVIORAL HEALTH CARE SERVICES DEPARTMENT RESIDENTIAL DETOXIFICATION PROGRAM

Alameda County Medical Center

Fairmont Campus

15400 Foothill Blvd

San Leandro, CA 94578

Phone(s): 1-866-866-7496

Hours: 24/7

Website:

www.acbhcs.org/sobering_svcs/residential.htm

Contact: Cherry Hill Detoxification Services
Program

Area Served: Alameda County

Accessibility: Yes

Transportation:

Languages: Accommodations for non-English
speakers

Fees: \$50.00 – However no one is refused services for
inability to pay

Eligibility Requirements: Adult men and women seeking
detoxification from substance overuse

Application Procedure: No walk-ins. Telephone screening required prior to
admission.

- Services:**
- ◆ This Social Model Detoxification Program is a 32-bed facility serving Alameda County adult residents who are substance over-users with a co-occurring mental illness. A consumer stay will average 3-5 days, but individuals may stay longer if awaiting a specific treatment placement.
 - ◆ This comprehensive intervention program includes facilitated groups, accommodations for non-English speakers, 12-step groups, HIV and Hepatitis C testing and education, assessment, post-Detox planning/placement/referral, and transportation to treatment interviews or other related services.
 - ◆ The Cherry Hill Detoxification Services Program is located on the Fairmont Hospital Campus.
 - ◆ No walk-ins will be permitted.
 - ◆ The Cherry Hill Detoxification Services Program is a program of Horizon Services Inc. of Hayward CA, which has been providing comprehensive drug and alcohol treatment services in Alameda County for more than 35 years.
 - ◆ Contact Horizon Services directly for additional information at www.horizonservices.org or 510-582-2100.

Notes

ALAMEDA, COUNTY OF

BEHAVIORAL HEALTH CARE SERVICES DEPARTMENT

THE SOBERING CENTER

Alameda County Medical Center - Fairmont Campus
15400 Foothill Blvd
San Leandro, CA 94578

Phone(s): 1-866-866-7496

Hours: 24/7

Contact: Cherry Hill Detoxification Services Program

Area Served: Alameda County

Accessibility: Yes

Transportation: Transport Van Program

Languages: Accommodations for non-English speakers

Fees: None

Eligibility Requirements: Adult men and women seeking detoxification from substance overuse

Application Procedure: No walk-ins. Telephone screening required prior to admission.

Services:

- ◆ The Cherry Hill Detoxification Services Program is a new blended service providing Detoxification Unit and a Sobering Unit services.
- ◆ This program is characterized as a “safe, warm, welcoming environment” where as many as 50 individuals can stay up to 23 hours.
- ◆ This Program has a consumer-oriented approach to working with people “where they are” rather than “where they should be”. This is a “user friendly” service for substance over-users who have been assessed as appropriate for the Sobering Center.
- ◆ Access to the Program will be through a telephone screening process and authorized transport vehicles only. No walk-ins or drop-offs will be accepted.
- ◆ The Transport Van Program will serve the Sobering Center through a multi-system transport approach. Several vans, staffed with an Outreach Worker, will pick up individuals from throughout Alameda County and take them to the Sobering Center. Additionally, Law Enforcement Agencies will be authorized to bring appropriate consumers to the Sobering Center for services. All individuals receiving services will be transported out after the completion of their stay at the Sobering Center. Whenever possible, the consumers will be connected to other existing services such as shelters, treatment programs, and/or transported back to the community from which the individual originated.

Notes

Translation Services Factsheet

As an Alameda County Ryan White Service Provider:

You cannot delay or deny services based on language barriers.

All Agencies funded by the Alameda County Office of AIDS Administration (OAA) to provide care services are required to provide translation services.

In order to achieve this requirement, OAA provides a telephone translation service (LanguageLine) to all funded agencies not already required to provide translation services.

Translation services must be made available at:

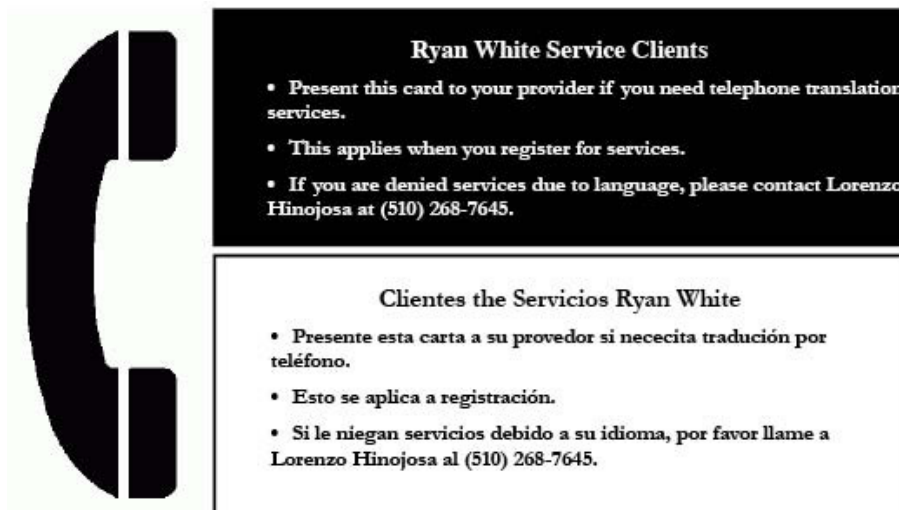
- Registration
- Telephone interactions
- During provision of services

Confidentiality may be compromised using bilingual staff at your agency. Bilingual volunteers and staff may belong to the same social networks as your clients.

It is inappropriate to ask family members to translate for your clients.

Prevention and HIV testing services are not covered by Ryan White translation services.

If the client presents this card to you, they are requesting telephone translation services



ALAMEDA, COUNTY OF BEHAVIORAL HEALTH CARE SERVICES DEPARTMENT TRI-CITY COMMUNITY SUPPORT CENTER

39155 Liberty St, Suite G710
Fremont, CA 94538

Phone(s): (800) 491-9099 (ACCESS)
(510) 795-2434
(510) 793-3972 (fax)

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

Contact: Tony Limperopulos, Chief PSW
(510) 795-2478

Area Served: Alameda County, primarily the Tri-City area of
Fremont, Newark and Union City

Accessibility: Special parking/ramp/wheelchair
accessible/restroom

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

Languages: English, Cantonese, Mandarin, Italian,
Spanish & Vietnamese

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

Eligibility Requirements: Age 18 or over, Alameda County resident,
referred by ACCESS

Application Procedure: Apply by phone through centralized intake service,
ACCESS at (800) 491-9099.

Services: Comprehensive mental health service for persons with chronic and persistent mental illness.
Services include case management, medication therapy, screening for psychiatric hospitalization and consultation and
referral to other services such as vocational rehabilitation.

Notes

ALAMEDA, COUNTY OF ENVIRONMENTAL HEALTH DEPARTMENT

1131 Harbor Bay Parkway

Alameda, CA 94502

Phone(s): (510) 567-6700 (administration)
(510) 567-6700 (main office)
(510) 670-6460 (household haz waste div.)
(510) 567-6800 (vector control)
(510) 567-6790 (solid/medical waste)
<http://www.acgov.org/aceh/>

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

Contact: Ariu Levi – Director

Area Served: Alameda County

Accessibility: Wheelchair accessible/elevator/special parking

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

Languages: Cantonese, Mandarin, Farsi & Spanish

Fees: Vary according to service.

Eligibility Requirements: None

Application Procedure: Apply by phone or walk in.

Services:

- ♦ Provides environmental health information and inspects food establishments, recreational facilities, hazardous materials/waste facilities, private wells and septic tanks.
- ♦ Complaints or information regarding garbage, refuse, rodents, rabies or insects should be directed to the Vector Control Office.
- ♦ Issues permits to build septic tanks. Can conduct consultation and education programs. Household hazardous waste.
- ♦ Provides classes (for a fee) for Food Safety handling.
- ♦ Operates three household hazardous waste collection facilities that accept waste from residences on a drop in basis and small businesses by appointment.
- ♦ Provides technical oversight to the clean up of contaminated property to render them safe for redevelopment

Notes

ALAMEDA, COUNTY OF HOUSING & COMMUNITY DEVELOPMENT (HCD) DEPARTMENT

**224 W. Winton Ave, Room 108
Hayward, CA 94544**

Phone(s): (510) 670-5404
(510) 670-6378 (fax)

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

Contact: Linda Gardner – Housing Director
Jim Gilford, Director, Construction
Department
Nanette Domitrowich, Manager,
Construction Department

Area Served: Alameda County

Accessibility: Wheelchair assessable/ramp/
special parking/restroom

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

Languages: Tagalog, Spanish

Fees: None for Minor Repair Program.
Fee included in loan for Rehabilitation Loan Program.
Grants may be available.
None for HIV/AIDS programs.

**Eligibility
Requirements:** Different eligibility requirements for
different programs.

**Application
Procedure:** Request application by phone.

- Services:**
- HCD offers services to low-income homeowners for home repair and rehabilitation efforts. Provides assistance to low-income, elderly and disabled homeowners to make minor repairs or renovations to their homes. Grants are available. Repairs average \$750.00.
 - Administers **Project Independence**, a Housing Opportunities for People with AIDS (HOPWA)-funded shallow-rent subsidy housing program for people living with HIV/AIDS, in partnership with APEB, Ark of Refuge and Tri-City Health Center.
 - **Rehabilitation Loan Program** provides low-interest loans (\$5000 - \$35000) to homeowners and owners of rental property for major renovations where the majority of tenants are low-income. Owners must agree to continue to rent to low-income tenant and stabilize the rents.
 - **Shelter Plus Care Program** provides support services and affordable housing to homeless people who are disabled by chronic alcohol or drug problems, psychiatric disabilities or AIDS and related disabilities. Special emphasis on people living on the streets and people with HIV/AIDS who are homeless or at imminent risk of homelessness.
 - **HOPWA Housing** – for a list of HOPWA-funded sites, types of housing and number of units, go to:
http://www.oaklandnet.com/government/hcd/homeless/hopwa_housing.html
 - **HOPWA Services** – for a list of HOPWA-funded service programs, go to:
http://www.oaklandnet.com/government/hcd/homeless/hopwa_services.html

Notes

ALAMEDA, COUNTY OF PUBLIC HEALTH DEPARTMENT AIDS EPIDEMIOLOGY (EPI) SURVEILLANCE UNIT

1000 Broadway, Suite 500
Oakland, CA 94607

Phone(s): (510) 268-2452 (information, HIV/AIDS reporting)

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

Contact: Barbara Green-Ajufo – Program Manager

Area Served: Alameda County

Accessibility: N/A

Transportation: N/A

Languages: English only

Fees: None

Eligibility Requirements: N/A

Application Procedure: Request by phone and mail.

- Services:**
- ♦ The AIDS Epi Surveillance Unit is responsible for carrying out the state mandate to report HIV and AIDS cases to the State Office of AIDS, using standardized methodology within the designated time.
 - ♦ The AIDS Epi Surveillance Unit conducts active AIDS surveillance program with hospitals, clinics, private medical doctors and laboratories.
 - ♦ Surveillance data is analyzed annually to provide Public Health officials statistical and epidemiological information to assist with planning, policy development and resource allocation for prevention and care and treatment.
 - ♦ Data on AIDS cases is available on-line at <http://www.acphd.org/> and to the public upon request. HIV/AIDS data and epidemiological information is listed under the “Data and Reports” link on the left hand column of the webpage.

Notes

ALAMEDA, COUNTY OF PUBLIC HEALTH DEPARTMENT BLACK INFANT HEALTH PROGRAM

1000 San Leandro Blvd.
San Leandro, CA 94577

Phone(s): 510-618-1967
510 618-1989 (fax)
http://www.acphd.org/User/services/AtoZ_PrgDtls.asp?PrgId=72

Hours: 9:00 am - 4:30 pm

Contact: Jason Stanford

Area Served: Alameda County

Accessibility: Yes

Transportation: AC Transit /BART

Languages: English only

Fees: None

Eligibility Requirements: Pregnant/parenting African American women and their partner whose child is under 12-months of age; Men who have sex with Men who are parenting and/or expecting fathers; 18+ years of age

Application Procedure: Referral/
Call

Services: Alameda County's Black Infant Health Program offers long term case management services designed to support at-risk pregnant and parenting African American women and men.
Support services include:

- Afro-centric parenting classes
- Support Groups for pregnant and parenting families
- HIV prevention and education for African American Men who have Sex with Men (MSM) who are parenting or expecting fathers.
- Referrals to health and social services
- Case Management for women and men
- Monthly home or office visits
- Empowerment classes
- Information about job training, counseling, and GED/high school diploma completion

Social Events:

- Celebrate Healthy Babies Health Fair
- Baby Beauty Pageant
- Holiday Celebration
- Other community events

Notes

ALAMEDA, COUNTY OF PUBLIC HEALTH DEPARTMENT CHILD HEALTH & DISABILITY PREVENTION PROGRAM (CHDP) & PUBLIC HEALTH CLEARINGHOUSE

1000 San Leandro Blvd, 2nd Floor
San Leandro, CA 94577

Phone(s): (510) 618-2070 (CHDP business office)
(888) 604-4636 (Clearinghouse –
Information line)

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

Contact: Allison Pulice – CHDP Program Nurse
Manager
Colleen Payne – CHDP Outreach
Coordinator
Kathleen Paulo – Clearinghouse Manager

Area Served: Alameda County

Accessibility: Telephone

Transportation: Not Applicable

Languages: Spanish and all other languages thru
translation services

Fees: None

Eligibility Requirements: For CHDP exam: Under age 21 and
income eligible

Application Procedure: Call Clearinghouse at 1(888) 604-4636 for service
locations and eligibility information.

Services: **The CHDP Program:**

- ♦ Provides free preventive health check-ups to eligible children through a network of private physicians and clinics throughout Alameda County.
- ♦ Periodic, comprehensive check-ups include: vision/hearing screening, growth & development checks, nutrition and oral health assessment, lead screening, routine lab work and immunizations as needed.
- ♦ Staff provides assistance scheduling appointments and public transportation information.
- ♦ Also provides care coordination to assist families in arranging for well child health visits and follow-up care.

The Clearinghouse information line:

- ♦ Clearinghouse callers receive assistance finding medical care for children and adults, dental care, low-cost health insurance options for children and health-related referrals to community organizations in Alameda County.

Notes

ALAMEDA, COUNTY OF PUBLIC HEALTH DEPARTMENT FAMILY JUSTICE CENTER

470 – 27th Street
Oakland, CA 94612

Phone(s): (510) 267-3220
(510) 267-3211 (fax)

Hours: Monday – Thursday 4:30 pm – 7:00 pm
Thursday (Immunization Clinic) 1:00 pm – 4:30 pm

Contact: Answering Person

Area Served: Alameda County

Accessibility: Wheelchair

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

Languages: Spanish

Fees: None

Eligibility Requirements: Services available for women only, ages 12 and older

Application Procedure: All services are free

Services:

- ♦ All services are confidential
- ♦ STD and sexual health services
- ♦ STD testing and treatment
- ♦ Confidential HIV testing – available with STD examinations
- ♦ Pregnancy test – available with STD exam

Notes

ALAMEDA, COUNTY OF PUBLIC HEALTH DEPARTMENT HEALTH CARE FOR THE HOMELESS

1900 Fruitvale Ave., Suite 3E
Oakland, CA 94601

Phone(s): (510) 532-1930 (administration)
(510) 533-4663 (Homeless Families Prog.)

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

Contact: G.G. Greenhouse MSW – Director
Debra Richardson – Dir. Homeless Families
Addie Brown MA – Team Leader

Area Served: Alameda County

Accessibility: A private area set up outside of van for wheelchair clients or clients unable to climb steps into van, if lift is not available.

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

Languages: Spanish

Fees: Medi-Cal accepted if available, otherwise no fee.

Eligibility Requirements: Homeless individual or family

Application Procedure: Apply by phone or in writing for mobile van service. Inquire by phone for application process for Homeless Families Program. Call for all other services. Please do not drop in.

Services:

- ♦ Administers a variety of programs to aid the homeless population, including mobile and clinic-based primary medical care, alcohol and drug recovery services and case management services. Case management includes benefits counseling as well as information and referral to shelter, housing, food, clothing, employment, legal assistance and mental health services. Can arrange transportation to medical appointments.
- ♦ Clinic-based programs operate from Berkeley Primary Access Clinic, East Bay Native American Health Center, East Oakland Health Center, La Clinica de la Raza, Over 60 Health Clinic, Axis Community Health Center, Berkeley Primary Care and West Oakland Health Center. The alcohol/drug drop-in programs operate from Second Chance, Newark and East Oakland Recovery Center.
- ♦ **The Alameda County Mobile Health Van** visits shelters, parks and meal sites on a regular schedule and provides primary medical care, gives medical advice and offers comprehensive case management. Provides Hepatitis A & B immunizations for clients seen on the mobile health van. Also dispenses condoms and hygiene kits.
- ♦ **TB Stop Team** provides tuberculosis screening, treatment and outreach.
- ♦ **Homeless Families Program** provides comprehensive case management, housing and support services to homeless families in Alameda County. Families are eligible for the Homeless Families Program if they meet the following criteria;
 - Currently homeless
 - Legal/physical custody of at least one child under 18 years of age
 - Willing to participate in case management services

Support services include alcohol and drug counseling, HIV education and prevention, child care, mental health services and employment assistance, food assistance and move-in assistance. Publishes a housing training manual for clients only. An outreach agency in the **Shelter Plus Care** network.

Notes

ALAMEDA, COUNTY OF

PUBLIC HEALTH DEPARTMENT

OFFICE OF AIDS ADMINISTRATION (OAA)

1000 Broadway, Suite 310
Oakland, CA 94607

Phone(s): (510) 268-7630
 (510) 268-7631 (fax)
www.acphd.org
 email: HIVinfo@acgov.org

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

Contact: (Kabir) Ron Hypolite, Acting Director

Area Served: Alameda County

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

Transportation: Call AC Transit for bus line(s). BART – 19th Street
 BART Station is in front of the building.

Languages: Tagalog and Spanish

Fees: None

Eligibility Requirements: Listed in Request For Proposals (RFPs)

Application Procedure: Respond to RFPs by deadline

- Services:**
- The Office of AIDS Administration (OAA) manages the federal Ryan White Program Part A (Title I) and Part B (Title II) and California State Office of AIDS funding, in Alameda County, for direct service programs for people infected with and affected by HIV/AIDS and prevention education programs for people at risk for HIV and the general public.
 - The OAA advises the Public Health Department's Health Officer, Agency Administration and the County Board of Supervisors on HIV-related policy and develops protocols, plans and program standards.
 - The OAA contracts with numerous community-based organizations and County agencies to provide primary care and support services for people with HIV infection, their families, friends and partners. Services include primary care, mental health services, substance abuse services, oral health care, vision services, medical and psychosocial case management, housing assistance, food services, emergency financial assistance, benefits advocacy, legal assistance, day care and home health care.
 - The OAA administers a Translation Services program for OAA contracted agencies and distributes Transportation Vouchers that are provided through OAA contracted agencies and available for people living with HIV/AIDS. Both of these services assist clients to access primary care and other needed services to improve their health outcomes.
 - The OAA is the County Coordinator for the AIDS Drug Assistance Program (ADAP).
 - The OAA contracts with community based organizations to provide HIV education and prevention and HIV counseling and testing to residents of Alameda County. The OAA monitors a network of HIV education and prevention services geared to help HIV-negative individuals remain negative; HIV counseling and testing is one such service. Services are designed to support individuals in making healthy choices to reduce the risk for transmission of HIV.
 - In partnership with the Centers for Disease Control (CDC), the OAA coordinates the Business Responds to AIDS/Labor Responds to AIDS (BRTA/LRTA) program called **"Stopping AIDS is Everyone's Business"**. BRTA/LRTA is a private/public partnership aimed at increasing HIV prevention and its messaging in communities at the highest risk for HIV/AIDS.
 - The OAA is currently coordinating Partner Counseling Referral Services (PCSR). PCRS is a free, confidential and voluntary service that helps people who are HIV+ to talk to their partners (current or past) whom they may have exposed to HIV.
 - The OAA provides professional education programs and monitors and evaluates contract services.
 - Epidemiological data for HIV/AIDS can be found on the Alameda County Public Health Department website - <http://www.acphd.org/> - through the "Data & Reports" link.

Notes

ALAMEDA, COUNTY OF

PUBLIC HEALTH DEPARTMENT

TRI - VALLEY PUBLIC HEALTH NURSING OFFICE

3730 Hopyard Rd, Suite 102
Pleasanton, CA 94588-8510

Phone(s): (925) 462-5775 (office)
(925) 846-2591 (fax)

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

Contact: Cernoria Talley-Dansby – Supervising
Public Health Nurse

Area Served: Dublin, Livermore, Pleasanton, & Sunol

Accessibility: Wheelchair accessible/special parking/
restroom

Transportation: Call WHEELS (925-455-7500) for their routes that
go to Hopyard and West Las Positas.
Call AC Transit for bus line(s).
BART – Dublin/Pleasanton Station.

Languages: Spanish

Fees: None for public health nursing services

Eligibility None
Requirements:

Application By appointment
Procedure:

- Services:**
- Department provides counseling and assessment of individuals at the office or client's home regarding maternal and child health, aging and chronic disease, child abuse and neglect and communicable disease, with emphasis on prevention and access to services.
 - Assessment of needs and assets of groups/neighborhoods. Assurance of access to services and care.
 - Participation in policy development to ensure that necessary services are provided.
 - This work is done in collaboration with the community and individuals served.
 - For more information, please see the addendum listing for other Community Health Teams on page 247.

Notes

ALAMEDA, COUNTY OF WORKFORCE & BENEFITS DEPARTMENT

2000 San Pablo

Oakland, CA 94621

Phone(s): (800) 698-1118

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

Contact: Yolanda Baldovinos – Asst. Agency Director

Area Served: Alameda County

Accessibility: Wheelchair accessible/parking/restroom

Transportation: Call for directions

Languages:

Fees: None

Eligibility Age 18 or over & Alameda County resident.

Application Walk in or apply by phone.

Requirements: Income must be below standard by regulations, or must be aged, blind, disabled, pregnant, a family with dependent children or refugee.

Procedure:

Services: General Assistance provides a monthly cash grant for a single person of \$336 per month. GA recipients who are 18 to 21 years old are eligible for Medical-Cal. If you are over 21 years old, you are not eligible for Medical, but can receive medical treatment at the County clinics and hospitals. Many GA recipients are also eligible for Food Stamp benefits of up to \$135 per month for a single person.

Medi-Cal pays for health care services. Covered services include physician visits, hospitalization, some medications, dental and home health care, services for communicable diseases, adult day health service, prosthetic and orthopedic devices, eyeglasses, hearing aids and some medical equipment.

The Food Stamp program provides monthly nutrition assistance for low-income people to purchase nutritional food. Temporary Assistance to Needy Families (TANF) provides financial assistance for low-income children (unborn through age 19) and their parents/guardians. Pregnant women are eligible.

CalWORKs, Food Stamps, Medi-Cal, child support enforcement, employment services, family planning, child health & disability prevention, free childcare and transportation.

NOTES

ALAMEDA EMERGENCY FOOD BANK (AFB)

P.O. Box 2167, 1900 Thau Way
Alameda, CA 94501

Phone(s): (510) 523-5850

Hours: Monday, Wednesday & Friday, 1:00 – 4:00 pm

Contact: Paul Russell - Director

Area Served: City of Alameda

Accessibility: Wheelchair accessible

Transportation: Call AC Transit for bus line(s)

Languages: English only

Fees: None

Eligibility Requirements: Low-income

Application Procedure: Walk in with verification of residency and income or phone for an application if you are homebound.

- Services:**
- ♦ Provides distribution of free food to the needy on Monday and Tuesday, 4:30 - 6:30 pm, Wednesday and Friday, 1:00 – 4:00 pm.
 - ♦ Proof of City of Alameda residency must be given to receive food.
 - ♦ Clients may only receive a food bag once a month and must pick it up at the distribution site.
 - ♦ Government surplus distributed on the 3rd Wednesday of each month, 1:00 – 4:00 pm. Distribution is year-round.
 - ♦ Offers special holiday distribution depending on availability of funds.
 - ♦ Accepts donations of cash and non-perishable foods. Pick up from donor can be arranged.
 - ♦ Distribution site is the warehouse location at 650 West Ranger, Alameda, CA 94501. Old Navy Base – Alameda Point

Notes

ALAMEDA FAMILY SERVICES (FORMERLY XANTHOS, INC.)

2325 Clement Ave
Alameda, CA 94501

Phone(s): (510) 629-6300
(510) 865-1930 (fax)
Website: www.alamedafs.org

Hours: Monday – Thursday, 9:00 am – 8:00 pm and
Friday, 9:00 am – 5:00 pm;
other hours by arrangement

Contact: Irene Kudarauskas – Executive Director

Area Served: Alameda, Contra Costa, Marin, San Francisco, San
Mateo & Santa Clara Counties.

Accessibility: Wheelchair accessible

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

Languages: Spanish

Fees: Vary according to income. Medi-Cal accepted.

Eligibility Varies by program
Requirements:

Application Apply by phone or drop in.
Procedure:

- Services:**
- ♦ Services are provided for individuals, youth and families from newborns to seniors through New Parent Support Program, Head Start, School-Based Health Centers, Homeless Youth Services (DreamCatcher), Counseling, Drug and Alcohol Treatment and a Clinical Training Program
 - ♦ Offers community workshops, groups and programs
 - ♦ Offers counseling in areas of substance abuse, marital and family conflict, behavioral and adjustment difficulties of children and youth and a wide range of personal problems of adults and families.
 - ♦ Offers Case Management Services
 - ♦ Certified by the state to accept Medi-Cal

Notes

ALAMEDA HEALTH CONSORTIUM

HIV DENTAL CARE PROGRAM

101 Callan Avenue, Suite 300
San Leandro, CA 94577

Phone(s): (510) 297-0230
(510) 297-0248 (24-hour hotline)
(510) 297-0239 (fax)
www.alamedahealthconsortium.org

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

Contact: Lois Lindsey – Associate Director

Area Served: Alameda County

Accessibility: Wheelchair accessible

Transportation: N/A

Languages: Spanish

Fees: None

Eligibility Requirements: Maximum monthly income of \$2,450.
Alameda County resident without dental insurance

Application Procedure: Verification of HIV+ status by a physician.

Services:

- ♦ The HIV Dental CARE Program provides free, or low cost, confidential dental care to low-income, uninsured persons living with HIV disease throughout Alameda County.
- ♦ This program is a network of five dental clinics in Alameda County.
- ♦ Call (510) 769-2248 for a list of the participating clinic sites.
- ♦ Services are not provided at the Alameda Health Consortium

Notes

ALLEN TEMPLE BAPTIST CHURCH

AIDS MINISTRY

8501 International Blvd.
Oakland, CA 94621

Phone(s): (510) 544-3342 (AIDS Ministry)
(510) 382-9166 (Case Management)

Hours: Monday – Friday, 10:00 am – 5:00 pm
(AIDS Ministry)
Monday – Friday, 8:00 am – 4:00 pm
(Case Management)

Contact: Gloria Cox Crowell – AIDS Ministry
Rhonda White Warner – AIDS Ministry
Kenneth Hall – Case Management

Area Served: East Oakland

Accessibility: Wheelchair accessible/ramp

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

Languages: English only.

Fees: None

Eligibility Requirements: Income requirements

Application Procedure: Walk in or apply by phone.

Services: Provides twenty units of permanent housing at Allen Temple Manor for low-income PLW HIV/AIDS. Contact Kendra Roberts at (510) 567-9792.

The **East Oakland HIV Prevention Project** is a collaboration between the Allen Temple Baptist Church - AIDS Ministry, CAL-PEP and Brighter Beginnings. The collaborative provides to African American Women:

- ♦ Youth-focused Education & Prevention Workshops, and
- ♦ African-American Women-focused Education & Prevention Workshops, and
- ♦ Structured HIV Empowerment Workshops.

The **Ark of Refuge partnership** with the Allen Temple AIDS Ministry provides to individuals in East Oakland living with HIV/AIDS and their families:

- ♦ Case management, and
- ♦ Support services

Notes

ALTA BATES SUMMIT MEDICAL CENTER

ALTA BATES CAMPUS

2450 Ashby Ave
Berkeley, CA 94705

Phone(s): (510) 204-4444 (information)
(510) 869-8400 (AIDS Outpatient Clinic)

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

Contact: Warren Kirk - CEO

Area Served: Alameda County & Contra Costa County

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

Transportation: Call AC Transit for bus line(s). BART- Rockridge or Ashby Stations are within 4 blocks. Free shuttle service available from BART. 24-hour shuttle from Rockridge & Ashby Stations.

Languages: Translation services available.

Fees: Vary according to service. Medi-Cal, Medicare, HMO, PPO, Kaiser, private insurance accepted. Some services based on need are available for individuals with proven needs.

Eligibility Requirements: None

Application Procedure: Walk in or apply by phone. Appointment may be necessary.

Services: A 551-bed hospital providing endocrine and metabolic services, gastroenterology, nuclear medicine, rheumatology, tumor board and registry, social services, outpatient clinics, pharmacy, laboratory, x-ray and a volunteer association. Specialized services, urology services, medical/surgical services, mental health services, respiratory services, older adult services, physical rehabilitation services and women and infant services. Cancer and hematology services include adult hemophilia, Adult Sickle Cell Program, hospice, medical oncology, pheresis and radiation oncology. Also operates the East Bay AIDS Center. Heart and vascular services include angioplasty and open heart surgery, a cardiac care unit, cardiac and vascular rehabilitation and HEART – Cardiovascular Health Center. Kidney and urology services include acute dialysis, lithotripsy and the East Bay Kidney Transplant Center. Medical/Surgical services include Magnetic Resonance Imaging (MRI), an intensive care unite, a surgery center and the Burn Center which offers a Survivors of Trauma Support Group. Mental health services include an adolescent program, adult psychiatric programs, a dual diagnosis program, a partial/day hospitalization program and education classes for parents of adolescents. Respiratory services include acute and intensive respiratory care units, pulmonary rehabilitation and a respiratory support unit. Older adult services include the Northern California Alzheimer's Disease Center, LifeSpan membership program and Resource Center. Physical rehabilitation services include an acute physical rehabilitation unit, sub-acute transitional rehabilitation unite, a free-standing skilled nursing facility, spacticity management, aquatics (pool therapy), seating and mobility program, lymphoma b program (cancer patients), day treatment/partial hospitalization program for brain-injured patients, pain management, the Disabled Community Health Clinic, a multiple sclerosis clinic, physical and occupational therapy, a post-polio clinic, a preschool communication program, speech therapy and audiology and SPORTCARE.

Notes

ALTA BATES SUMMIT MEDICAL CENTER

SUMMIT CAMPUS

350 Hawthorne Ave
Oakland, CA 94609

Phone(s): (510) 655-4000 (Summit Medical Center)
(510) 869-8400 (administration)
(510) 869-8833 (cancer center)
(510) 869-8911 (adult day health care)
(510) 869-8475 (fax adult immunology)
(510) 869-6682 (fax cancer center)
(510) 869-8944 (fax adult day center)

Hours: 24 hours daily (Summit Medical Center);
Monday – Friday, 9:00 am – 5:00 pm (administration)
Monday – Friday (adult immunology/AIDS Clinic);
Monday – Friday, 8:30 am – 5:00 pm (cancer center);
Monday – Friday, 9:00 – 3:30 pm (adult day care).

Contact: Warren Kirk – President & CEO
Gill Gouen - Spokesperson

Area Served: Alameda County, Contra Costa

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

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

Languages: Interpreter available

Fees: Vary according to service. Medi-Cal, Medicare, private
insurance, military

Eligibility Requirements: General hospital services: no
requirements. Adult day health care: 18 or
over, disabled, need rehabilitation services
to enable independent living and frail
elderly.

Application Procedure: Referral by physician and appointment necessary for
application. Call for specific service information at the
Health Match office, (510) 869-6777.

Services: An acute care hospital with a 24-hour emergency room. Provides inpatient and outpatient general medical and surgical services.
Services offered at Summit North Pavilion, 350 Hawthorne Avenue, Oakland, include a 24-hour emergency room, cardiac catheterization, cardiopulmonary care, clinical laboratory, critical care, EEG, EKG, geriatric services, infusion services, inpatient ATC, inpatient dialysis, inpatient GI services, intensive care birthing center, maternity and infant services, nuclear medicine, oncology services, orthopedic services, pharmacy, physical therapy, pulmonary medicine, radiology, respiratory therapy and surgery. Also offers Summit Health Access Membership Program.
Services offered at Summit South Pavilion, 3100 Summit Street, Oakland, include adult day health program, adult immunology/AIDS clinic, endocrine metabolic center, GI laboratory, laboratory draw station, Lifeline (an emergency response service), pain clinic, physical therapy, pre-operative testing, same day surgery, short stay unit, skilled nursing facility, sleep disorders center, x-ray/imaging services, MPI Chemical Dependency Treatment Services, Health Match Physician Referral Services, Summit Diabetes Center, Summit Outpatient Clinic, the Ethnic Health Institute, Health Ministry and Asian Outreach.
Services offered at Summit West Pavilion, 400 30th Street, Oakland, include a cancer education and prevention center, cardiovascular rehabilitation and fitness center, radiation oncology services, mammography and work hardening program.
Services offered at Peralta Medical Office Building 3100 Telegraph Avenue, Oakland, include outpatient rehabilitation and an outpatient pharmacy.
Other services include a health education center at 400 Hawthorne Avenue, Oakland, magnetic imaging at 3000 Telegraph Avenue, Samuel Merritt College, Oakland, which offers nursing as well as physical therapy degree programs at 370 Hawthorne Avenue, and Affiliated Homes Calls at 1350 South Loop Road, Suite 120, Alameda.

Notes

AMERICAN RED CROSS

Alameda Branch
451 Stardust Place
Alameda, CA 94501

Phone(s): (510) 814-4200 (24-hour daily)
 (510) 814-4219 (housing assistance)
 (510) 865-2715 (fax)
 Website: www.bayarea-redcross.org

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

Contact: Jim Franz – Project Director
 Craig Knudsen – Homeless Prevention Case Mgr

Area Served: City of Alameda

Accessibility: Wheelchair accessible/special parking/
 restroom

Transportation: Call AC Transit for bus line(s). BART – 12th Street
 Station/City connects with AC Transit.

Languages: Farsi, Tagalog, Spanish

Fees: None for service. Fees for most classes. Disaster
 preparedness classes are free.

Eligibility Requirements: Must be resident of the city of Alameda to
 receive Homeless Prevention services,
 food and transportation.

Application Procedure: Walk in Monday – Friday, 8:30 am – 2:30 pm, for
 emergency services. Call for an appointment for
 homeless prevention services and classes.

Services: Provides social services, disaster service, homeless prevention and first aid and safety classes. Assist in the community where large or small disasters have occurred. Provides food, clothing, shelter, health services and medical supplies to disaster victims. Offers disaster training classes and is involved in disaster planning and preparedness. Youth Emergency services (YES) program trains youth to help in disasters. Provides disaster welfare inquiry service. Provides classes and training materials in first aid and CPS (cardiopulmonary resuscitation), demonstrations, exhibits, film and equipment rental. Coordinates small craft safety, water safety and lifesaving classes. Offers swimming lessons with various local Parks and Recreation Departments. Handles inquiries in Alameda County for refugees regarding the whereabouts of family members in other countries. Works closely with other Bay Area Red Cross and can refer clients to other agencies if service is not provided by Red Cross. **Youth Emergency Services (YES)** program provides educational programs for youth on emergency services (e.g., choking, rescue breathing, CPR). Collect, sort and bag food for the Food Bank and Holiday Food Baskets. Conducts health fairs in the community and convalescent homes. Field trips require consent.

Notes

ARK OF REFUGE, INC. CASE MANAGEMENT SERVICES

8501 International Blvd, Room D 105
Oakland, CA 94621

Phone(s): (510) 382-9166
(510) 382-9527 (fax)

Hours: Monday – Thursday, 9:00 am – 4:00 pm and
Friday, 9:00 am – 2:00 pm

Contact: Kenny Hall

Area Served: East Oakland, San Leandro and Berkeley

Accessibility: Not accessible by wheelchair at this time.

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

Languages: Telephone translation services available
(100+ languages)

Fees: None

Eligibility Requirements: Must have proof of health status and CA
identification,

Application Procedure: Appointment necessary

- Services:**
- ♦ This program is designed to locate and coordinate community-based services for persons living with HIV disease in East Oakland, San Leandro and Berkeley.
 - ♦ Case management services include evaluation of housing needs, current and future financial resources, benefits advocacy, education and vocational training.
 - ♦ Psychosocial, mental health and spiritual counseling and pastoral care support are also available.

Notes

ARK OF REFUGE, INC. SUBSTANCE ABUSE SERVICES

Walker House

9702 International Blvd

Oakland, CA 94603

Phone(s): (510) 635-8422
(510) 635-8424 (fax)

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

Contact: Sherry Thomas, Manager

Area Served: Alameda County

Accessibility: No wheelchair access at this time.

Transportation: AC Transit stops within 1 block.

Languages: English only

Fees: 30% of a client's monthly income

Eligibility Requirements: HIV+ women & men, age 24 or over

Application Procedure: Apply by phone, referral necessary from social service agency.

Services:

- ♦ Substance abuse/harm reduction counseling in a ten bed facility
- ♦ Case management and referral to off-site support services
- ♦ Weekly HIV Support and Substance Abuse Groups
- ♦ Partner Counseling and Referral Services
- ♦ Pastoral care and spiritual counseling when requested
- ♦ Housing resources and After-Care

Notes

ASIAN HEALTH SERVICES (AHS)

**818 Webster St
Oakland, CA 94607**

Phone(s): (510) 986-6830 (administration)
(510) 986-6800 (clinic)
(510) 986-8688 (adult medical services)
(510) 986-6855 (AHS imaging)
(510) 986-6890 (fax)
(510) 986-6896 (emergency)
(510) 986-8688 (adult medical center)
Website: www.ahschc.org

Hours: Monday – Friday, 9:00 am – 5:00 pm
Monday – Friday, 9:00 am – 5:00 pm, and
Saturday, 9:00 am – 12:30 pm (clinic)

Contact: Mary Lee - Administration

Area Served: Alameda County

Accessibility: Wheelchair accessible/elevator/restroom

Transportation: Call AC Transit for bus line(s). BART – 12th
Street/City Center and Lake Merritt Stations within 4
blocks.

Languages: On-site: Cambodian, Cantonese,
Mandarin, Tagalog, Korean, Mien, Thai,
Vietnamese
Translation services available on-site.

Fees: Vary according to income and family size. Medi-Cal,
Medicare, private insurance (Blue Cross, Alameda
Alliance) accepted.

**Eligibility
Requirements:** Resident of area served.

**Application
Procedure:** Phone in for eligibility appointments.

Services: A primary health care clinic with an emphasis on preventive measures and health maintenance. Services available include general medicine, pediatrics, internal medicine, prenatal care, family planning, immunizations, urgent care, episodic care and physical examinations x-ray, behavioral health, teen clinic, family practice geriatrics and dental services. Also offers bilingual labor coach programs and multilingual advice services. AHS providers are available 24 hours via telephone on-call service.

Asian Health Services AIDS Project (AHS) provides confidential HIV testing and early intervention care for people with HIV. Also provides prevention education and outreach to various Asian communities targeting immigrants, refugees, gay and bisexual men, youth and women.

AIDS Drug Assistance Program (ADAP) provides AIDS medication at no charge, or on a sliding scale, to residents of Alameda County who have an annual federal adjusted gross income of less than \$50,000, are not Medi-Cal recipients and have a prescription from a provider.

Notes

ASIAN & PACIFIC ISLANDER (API) WELLNESS CENTER

c/o APEB

1320 Webster Street

Oakland, CA 94607

Phone(s): (510) 809-6622
(510) 663-7980 (Fax)
www.apiwellness.org

Hours: Mon. – Fri., 9:30 am -5:30 pm

Contact: Anthony Huynh, Case Manager Supervisor

Area Served: Alameda County, all East Bay

Accessibility: Wheelchair accessible/elevator

Transportation: BART: 12th Street/City Center; Call AC Transit for bus line(s).

Languages: Burmese, Vietnamese, Tagalog, Cantonese, Mandarin, English and other Asian and Pacific Islander languages available with advance request

Fees: None; non-insured and insured welcome

Eligibility Requirements: **HIV Care Services:** East Bay resident, HIV+, or family/friend of someone who is, primarily target Asians or Pacific Islanders, all income levels.

Application Procedure: Call for an appointment.

Services: ♦ **HIV Care Services** provide case management, peer advocacy and treatment advocacy for HIV+ Asians & Pacific Islanders. Services also include advocacy and referrals for HIV medical care, housing, food, legal, immigration, benefits, ADAP, mental health, substance use, HIV treatment groups, support group activities, emotional and practical support, and Prevention with Positives risk reduction counseling. Call to find out about the availability of mental health counseling services.

Notes

BAY AREA ADDICTION RESEARCH TREATMENT (BAART) (FORMERLY ZDK, INC., 14TH STREET CLINIC AND MEDICAL GROUP)

1124 International Blvd.
Oakland, CA 94606

Phone(s): (510) 533-0800 (Substance Abuse)
(510) 533-0700 (Medical & Counseling)
(510) 533-0300 (fax)

Hours: Business Office hours:
Monday – Thursday: 5:30 am – 2:45 pm
Friday: 5:30 am – 1:30 pm
Hours for dispensing methadone are:
Monday – Friday: 5:30 am – 11:30 am.
Saturday, Sunday or Holidays: 7:00am – 9:30am

Contact: Steven Sooter – Clinic Administrator.
Katy Wengrotsky – Intake Methadone
Program
Katy Wengrotsky – Outpatient Service
Coord.

Area Served: Alameda County and surrounding areas

Accessibility: Wheelchair accessible/restroom

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

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

Fees: Vary according to service and income. \$275 for 21-day
detoxification program, \$350 per month for
maintenance. Medi-Cal accepted.

Eligibility Requirements: Methadone detoxification – currently
addicted
Methadone maintenance – 2 year
documented history of addiction and 2
treatment attempts

Application Procedure: Call clinic for further information.

Services: ♦ Offers a comprehensive network of services for substance abuse clients and their families. Services include individual, couple and family work, psychological testing and evaluation, psychiatric services and educational workshops.
♦ Extensive AIDS services include education, referral and anonymous HIV testing and counseling.
♦ Methadone services include both 21 and 180 day detoxification and maintenance.
♦ Medical services include naltrexone, bupenorphone, antabuse and clonidine.
♦ Parenting group available.
♦ Offers residential services to women and children. Residential program accepts methadone clients.

Notes

BAY AREA COMMUNITY SERVICES (BACS) ADULT DAY CARE SERVICES

40963 Grimmer Blvd

Fremont, CA 94538

Phone(s): (510) 656-7742
(510) 656-7891(fax)

Hours: Monday – Friday, 9:00 am – 3:00 pm

Contact: Priscilla Mathews MSW – Program
Director

Area Served: Southern Alameda County

Accessibility: Wheelchair accessible/restroom

Transportation: Call AC Transit for bus line(s). Other transportation
provided by East Bay Paratransit.

Languages: Farsi, Hindi, & Tamil

Fees: All inclusive fee is \$42 per day. Sliding scale for low
income.

Eligibility Requirements: Age 18 or older, frail, chronic health
condition, including dementia.

Application Procedure: Appointment necessary.

Services: BACS' Adult Day Care program is designed to provide that extra help and support for older adults experiencing chronic health problems, including Alzheimer's Disease. In addition, the program provides respite for family members and caregivers who are assured that their loved one is receiving reliable care while they attend to their daily affairs.

The Day Care Program provide the following services:

- Door to door transportation to all who need it
- A hot, nutritionally-balanced meal
- A structured program, with activities led by trained staff, both paid and volunteer. Examples of activities include: member exercise, reminiscing, cooking and mild body movement, games such as chair volleyball, arts and crafts, gardening, music and singing
- On-going respite and support for caregivers and family members
- Daily program leadership provided by Adult Education teachers and BACS staff

Notes

BAY AREA CONSORTIUM FOR QUALITY HEALTH CARE AIDS MINORITY HEALTH INITIATIVE (AMHI)

5709 Market St
Oakland, CA 94608

Phone(s): (510) 652-3300

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

Contact: Patricia Sisson

Area Served: Alameda County

Accessibility: Wheelchair accessible/ramp

Transportation: Call AC Transit for bus line(s). BART – Ashby Station. Other transportation can be arranged.

Languages: English, Spanish & Vietnamese.
Telephone translation services available
(100+ languages)

Fees: None

Eligibility Requirements: Alameda County residents, diagnosed with disabling HIV or AIDS.

Application Procedure: Walk in or apply by phone. Medical verification of diagnosis necessary.

- Services:**
- ♦ Provides comprehensive assistance to persons diagnosed with disabling HIV or AIDS including:
 - primary care and early intervention program services, and
 - medical case management and AIDS education. and
 - crisis intervention, individual or family counseling, bereavement counseling and peer counseling, and
 - free and anonymous HIV testing. Please call (510) 652-3300 for days and hours of operation.
 - ♦ Coordinates medical and in-home nursing care, financial assistance, housing, transportation resources and volunteer assistance.
 - ♦ **Sistercare** is an early intervention program for HIV+ women.
 - ♦ Weekly support groups are also offered for HIV+ women on Thursday, 1:30 pm – 3:00 pm
 - ♦ **Minority AIDS Initiative (MAI)** program provides case management, housing, substance abuse, and peer advocacy services for recently released incarcerated individuals
 - ♦ An outreach agency in the **Shelter Plus Care** Network at which homeless people can apply for Alameda County **Shelter Plus Care** program.
 - ♦ Operates a food pantry for clients.
 - ♦ Advocates for legal rights.

Notes

BAY AREA LEGAL AID

405 14th St, 11th Floor
Oakland, CA 94612

Phone(s): (510) 250-5270 Legal Advise (Main number)
(510) 663-4744 (public benefits)
(800) 551-5554 (toll-free line)
(510) 663-4740 (fax)

Hours: Monday, Thursday, 9:00 am – 3:00pm
Tuesday – Wednesday, 9:30 am – 1:00pm

Contact: Ramon Arias – Executive Director
Ariella Hyman – Managing Attorney

Area Served: Alameda County

Accessibility: Wheelchair accessible/elevator/ramp/
special parking

Transportation: Call AC Transit for bus line. BART – 12th Street
Station within 1 block.

Languages: Cantonese, Mandarin, Spanish, &
Vietnamese

Fees: None

Eligibility Requirements: In general must be below 125% of federal
poverty guidelines, some exceptions for
particular grants or projects.

Application Procedure: For Housing and Family Law, phone for
appointments.

Services: ♦ Bay Area Legal Aid provides free legal assistance and public education to low-income Alameda County residents who fall within mandated poverty guidelines.
♦ Cases for housing, public benefits and family law accepted.
♦ Other services include outreach to clients through workshops and clinics, legal referral and public education through information brochures and publications.

Notes

BAY AREA PERINATAL AIDS CENTER (BAPAC)

San Francisco General Hospital (SFGH)

1001 Potrero Ave, Ward 6D, Room 33

San Francisco, CA 94110

Phone(s): (415) 206-8919
(415) 206-3626 (fax)

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

Contact: Gloria Fisher – Administrator
Mareen Shanon – Nurse Practitioner,
UCSF only

Area Served: All Bay Area Counties

Accessibility: Wheelchair accessible/restroom

Transportation: MUNI line 9 San Bruno, 33 Ashbury, &
48 Quintara/24th Street.

Languages: Interpreter services available.

Fees: Vary according to income. Medi-Cal, Medicare & self
pay.

Eligibility Requirements: HIV+ pregnant women. Must be willing
to be tested for HIV.

Application Procedure: Walk in or apply by phone.

Services:

- ♦ BAPAC provides pregnancy counseling, prenatal care, HIV care, well baby care, case management, psychosocial services and access to clinical trials to HIV+ pregnant women and their babies.
- ♦ Care provided at San Francisco general Hospital and UCSF.
- ♦ Staff works with providers throughout Northern California that seek consultation regarding HIV and pregnancy.
- ♦ Also offers pre-conception counseling.

Notes

BERKELEY ADDICTION TREATMENT SERVICES (BATS)

2975 Sacramento St
Berkeley, CA 94702

Phone(s): (510) 644-0200
(510) 644-2044 (fax)

Hours: Monday – Friday: 5:30 am –12:45 pm,
Saturday: 5:30 am – 9:30am,

Contact: Mary Lou Ellis, MPH – Executive Director
Geraldine Fink, MD – Medical Director

Area Served: Alameda County

Accessibility: Wheelchair accessible/restroom

Transportation: Call AC Transit for bus lines.
BART – Ashby Station within 6 blocks.

Languages: Spanish

Fees: Vary according to income:
Call for quote for 21-day detoxification,
Call for quote for Methadone maintenance.
Medi-Cal accepted.
Some slots available for Medically Indigent Adult
(MIA) or those who do not qualify for Medi-Cal.

Eligibility Requirements: Age 18 or over, with one year history of
addiction and one prior treatment failure.
Eligibility requirements are waived for
pregnant applicants.

Application Procedure: Walk in Monday – Friday, 6:00 am – 9:00 am.

Services: Provides nonresidential services to heroin users, including counseling, medical and social services for the addict with
repeated treatment failures.
Provides methadone maintenance and 21-day detoxification for opiate-addicted person.
Offers special programs for pregnant opiate addicted women.

Notes

BERKELEY, CITY OF HIV/AIDS PROGRAMS AND POLICY

830 University Avenue
Berkeley, CA 94710

Phone(s): (510) 981-5350
(510) 981-5385 (fax)

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

Contact: Barbara Raboy – AIDS Director
Librado Nunez, Program Coordinator

Area Served: Albany, Berkeley, Emeryville, Oakland, &
Richmond.

Accessibility: Wheelchair accessible/ramp/special
parking/restroom

Transportation: AC Transit lines 9, 51 and 65 stop at door.
BART – Berkeley Station connects with AC
Transit lines 9 & 65.

Languages: Spanish

Fees: Vary according to income and family size

Eligibility None
Requirements:

Application Apply by phone. Walk-in services are available
Procedure: and noted below. Appointment necessary for
some services.

Services: **Direct Service:** HIV testing and counseling with linkages to HIV care services, voluntary partner counseling and referral services (PCRS), HIV prevention outreach, support groups, individual and group risk-reduction counseling, condoms and other prevention supplies, assistance enrolling in the AIDS Drug Assistance Program. Free anonymous and confidential HIV testing is available on Wednesday, 6:00 – 8:00 pm, and Saturday, 11:00 am – 3:00 pm.

El Centro Information services for the Spanish Speaking provide free translation assistance, information and referrals.

Technical Assistance: Program planning and assistance available to individuals, groups and community based organizations engaging in HIV prevention and services and activities in Berkeley.

Notes

BERKELEY, CITY OF HOUSING AUTHORITY

1901 Fairview St
Berkeley, CA94703

Phone(s): (510) 981-5487
(510) 981-5480 (fax)

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

Contact: Tia Ingram – Executive Director

Area Served: Berkeley

Accessibility: Wheelchair accessible/restroom

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

Languages: Cantonese, Mandarin, Tagalog, Japanese,
Korean, Lao, Spanish & Vietnamese.

Fees: None to apply. Fees for rental units vary according to
eligibility.

Eligibility Requirements: Very low income family, elderly age 62 or
over, 55+ disabled persons or
handicapped for certificate, voucher or
public housing program. Very low-
income individual for Mod Rehab
program

Application Procedure: Apply by phone for certificate, voucher or public
housing only after seeing announcement in newspaper
or other media. Apply for Mod Rehab by completing
an Interest Card.

Services: Provides subsidized rental housing for low-income persons. Serves families, senior citizens, age 62 or over and 55+
disabled persons or handicapped persons.
The rental fee is approximately 30% of a person's or family's income. Waiting time for housing is estimated at two years
or longer.
Offers conventional low-income public housing, Section 8 subsidized housing certificates or vouchers and Moderate
Rehabilitation (Mod Rehab) housing.

Notes

BERKELEY, CITY OF MENTAL HEALTH DIVISION

2640 Martin Luther King, Jr. Way
Berkeley, CA 94704

Phone(s): (510) 981-5290 (adult & general)
(510) 981-5254 (mobile crisis team)

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

Contact: Tommie Kratz – Adult Services Supervisor
David Wee – Homeless Outreach Supervisor

Area Served: Berkeley

Accessibility: Wheelchair accessible/ramp/restroom

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

Languages: Cantonese, Mandarin, Japanese & Spanish

Fees: None

Eligibility Requirements: Residents of areas served, age 18 or over, low
income, Medi-Cal or Medicare beneficiary.
Homeless or at risk of homelessness, severely
mental ill.

Application Procedure: Apply by phone.

Services:

- ♦ Community mental health clinic providing adult outpatients care, including: case management, support groups, medication support services, rehabilitation and crisis intervention (including home visits when necessary).
- ♦ Crisis Intervention provides community crisis intervention and support. Mobile Crisis Team staff work in the community to respond to crisis situations. Services include: assessment, education, family support/counseling and crisis intervention (including hospitalization if necessary). Case management services include: coordination activities with referral sources, assisting the family in developing a safety plan, advocating for the family with community agencies. The team also provides consultation for other mental health professionals.
- ♦ Berkeley Mental Health is committed to training and has an active internship program.
- ♦ Provides general information and referral to connect homeless people with shelter, medical care and chemical dependency resources.
- ♦ Field outreach hours are Monday – Friday, 7:30 am – 3:30 pm.
- ♦ Social Services Transport (SST) shuttle provides shuttle service Monday – Thursday, 6:30 am – 4:00 pm, for homeless individuals between major agencies that serve the homeless in Berkeley. Hours on SST are the same.

Notes

BERKELEY, CITY OF

OFFICE OF HOUSING AND ENERGY SERVICES

Home Energy Assistance Program (HEAP)

1013 Pardee St

Berkeley, CA 94710

Phone(s): (510) 981-7770
(510) 981-7775(fax)

Hours: Monday – Friday, 8:00 am – 5:00 pm
Walk in hours 10:30am – 11:30am

Contact: Dwight Nathaniel – Weatherization Coordinator
Michael Moniz – Officer Specialist
Amy Cunningham

Area Served: Albany, Berkeley, & Emeryville

Accessibility: Wheelchair accessible/restroom

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

Languages: Translation on request

Fees: None

Eligibility Requirements: Resident of area served. Must meet poverty income guidelines.

Application Procedure: Apply by phone. Application necessary. Appointment necessary for HEAP service.

Services: Program includes Home Energy Assistance Program (HEAP) and offers assistance with PG&E bills. Applicants do not need a shut-off notice to qualify. Weatherization services assess the home and may make minor home repairs, insulate the attic, weatherize doors and take other measures as needed. Service is available to home owners and tenants with permission from the owner. Service is free to clients who meet income guidelines.

Notes

BERKELEY, CITY OF PARATRANSIT PROGRAM

2180 Milvia St, 2nd Floor

Berkeley, CA 94704

Phone(s): (510) 981-7269

Hours: Monday – Thursday, 9:00 am – 11:00 am

Contact: Eugene Biggins – Paratransit Program Manager
Beverly Bolden

Area Served: City of Berkeley.

Accessibility: Wheelchair accessible/elevator/restroom

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

Languages: English only

Fees: Vary according to income.

Eligibility Requirements: Berkeley resident who is unable to use or has difficulty using public transit.

Application Procedure: Apply by phone or mail.

Services: Provides taxi scrip for disabled persons and seniors age 70 or over who are unable to drive and unable to use or have difficulty using public transportation. Number of scrip books available to qualified applicants varies according to funding. Van service for Berkeley residents in wheelchair is also available.

Notes

BERKELEY, CITY OF PUBLIC HEALTH CLINIC

1947 Center, 2nd Floor
Berkeley, Ca 94704

Phone(s): (510) 981-5350 (Clinic)
(510) 981-5359
(510) 981-5388 (ADAP)
(510) 981-8345 (fax)

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

Contact: LeRoy Bleah (HIV/AIDS Program Dir.)
Sergio Martinez (ADAP)

Area Served: Albany, Berkeley, Emeryville, Oakland, & Richmond

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

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

Languages: Spanish & Tagalog.

Fees: Vary according to service and income. Medi-Cal accepted.

Eligibility Requirements: Residents of Berkeley for case management

Application Procedure: Apply by phone. Appointment necessary for some family planning services.

Services:

- ♦ Provides health related information and referral and counseling by phone; offers office visits on a walk-in basis;
- ♦ Offers Public Health Nurse-of-the-Day service to provide telephone advice; most services are provided by a Public Health Nurse at no cost.
- ♦ Home visits for people with HIV/AIDS can be arranged.
- ♦ Performs eligibility screen for the **ADAP Drug Assistance Program (ADAP)**.
- ♦ Provides family planning, the WIC program, TB screening, STI exam, HIV testing and counseling with support services, and immunizations (children 0 – 6 years).
- ♦ **Family Planning** services include contraceptives, gynecological check, pap smears, dysplasia screening, urine and blood tests and emergency contraceptives pills. Appointments hours for family planning are Tuesday, Wednesday, 8:30 – 11:30 am, Thursday, 2:00 – 6:00pm. Pregnancy testing hours are Tuesday, 1:00 – 4:00pm, Friday, 8:30 – 11:00am, by appointment. Drop-in clinics for established family planning clients are Wednesday and Friday, 1:00 – 3:00pm.
- ♦ **Sexually Transmitted Infection (STI)** services include an exam and any needed medications or referrals. Drop-in clinics Wednesday and Friday, 1:00 – 3:00pm. Appointment hours are Tuesday and Thursday, 1:00 – 4:00pm. Free anonymous HIV testing is available on Wednesday, 6:00 – 8:30pm, and Saturday, 1:00 – 3:30pm.
- ♦ **El Centro Information** services for the Spanish-speaking provide free translation assistance, information and referral to Berkeley residents.

Notes

BERKELEY FOOD AND HOUSING PROJECT

2140 Dwight Way
Berkeley, CA 94704

Phone(s): (510) 649-4965 (main office/directory)
(510) 649-4976 (Multi-Service Center)
(510) 649-4966 (fax)

Hours: Monday – Friday, 10:00 am – 5:00 pm (main office);
Monday – Friday, 10:00 am – 2:00 pm (Multi Service Center);
Sunday – Thursday, 10:00 am – 4:00 pm (women’s center);
Monday – Friday, 9:00 am – 5:00 pm (transitional housing intake staff)
Sunday – Saturday, 5:00 pm – 7:00 pm (men’s and women’s shelter)

Contact: Terrie Light Executive Director
Geoff Green – Associate Director
Independent House:
Deloris Ellis (510) 649-4965 ext 304
Transition House:
Sarah Bridges (510) 649-4965 ext 311
Shelter referrals (510) 649-4976

Area Served: City of Berkeley and Alameda County.

Accessibility: Wheelchair accessible/ramp/restroom

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

Languages: English only

Fees: Rent is 30% of income for transitional housing.

Eligibility Requirements: For transitional two-year housing: only women with mental health issues who are clean and sober.
For transitional housing six months: must have an income and be clean and sober

Application Procedure: Walk in for Multi Service Center.
Walk in for women’s resource center.

Must receive a referral to the shelter. Call by 10 am, Monday to Friday.

Services:

- ♦ Provides assistance to the hungry and to homeless persons.
- ♦ A hot evening meal is served at 4:00 pm at Trinity United Methodist Church, 2362 Bancroft Way, Monday – Friday only.
- ♦ **The Multi-Service Center** is open Monday – Friday, 10 :00 am – 2:00 pm, at Trinity United Methodist Church, 2362 Bancroft Way and provides
 - provides assistance to people seeking an apartment or filling out forms for benefits and employment.
 - provides intake for shelter, information and referral and a site for homeless individuals to receive mail.
 - serves as a drop-in center
- ♦ Provides **Emergency Shelter**, seven nights a week, at separate locations for men and women. Shelter stay is up to 30days but can be extended.
- ♦ **Transition House:** Transitional housing (14 beds), for up to two years, located at 2140 Dwight Way, serves psychiatrically/mentally disabled women on SSI. Call Sarah Bridges (510) 649-4965 ext. 311 for application information.
- ♦ **Independent House:** Six-month transitional housing for HIV+ women with children. Call Deloris Ellis at (510) 649-4965 ext. 304 for application information.

Notes

BERKELEY FREE CLINIC

2339 Durant Ave
Berkeley, CA 94704

Phone(s): (510) 548-2570 (information & hotline)
(510) 548-4811 (medical clinic)
(800) 625-4642 (800 6-CLINIC)
(510) 548-2745 (dental clinic)
(510) 644-0425 (HIV/men's STD testing)
(510) 548-0425 (fax)
Website: www.berkeleyfreeclinic.org

Hours: Monday – Friday, 3:30 – 8:45 pm; call at 5:45 pm for same evening appointment for medical clinic;
Saturday call at 9:00 am for women's gynecological appointment (homeless persons may call 9:00am – 5:30pm);
Sunday, 5:00 pm – 7:00 pm, for HIV/.men's STD testing.

Contact: First available contact.

Area Served: Alameda County, Contra Costa County, Marin County, San Francisco County, San Mateo County, Santa Clara County, nationwide & worldwide.

Accessibility: Wheelchair accessible/ramp/restroom

Transportation: Call AC Transit for bus line(s). BART – Berkeley Station within 6 blocks.

Languages: Spanish

Fees: None, donations encouraged.

Eligibility Requirements: Age 18 or over for medical clinic, age 12 or over for men's clinic and HIV.

Application Procedure: Apply by phone for medical clinic appointments. Dental services are available by lottery. Walk in for men's clinic, dental clinic, HIV testing. Drop in, first come first serve.

Services:

- ♦ A community-based health center offering treatment of acute medical problems, by same-day appointment only.
- ♦ Special clinics include: dental services (extractions and fillings), peer counseling and a gay men's health collective with confidential sexually transmitted disease (STD) testing, treatment, counseling and referral provided by and for, Gay, Bi and Hetero men.
- ♦ Provides AIDS counseling, offering information and referral to health care, legal help, counseling and emergency services.
- ♦ Offers anonymous HIV testing and counseling on a drop-in basis.
- ♦ Clinic provides free condoms and bleach.
- ♦ There are women-only HIV testing hours on Saturday, 12:00 – 2:00 pm. and gynecologist available on Saturday, 10:00 am – 2:00 pm.
- ♦ Men's clinic provides treatment for sexually transmitted disease, with no appointment necessary.
- ♦ Women's clinic offers some gynecological service and pregnancy testing (excluding birth control).
- ♦ Offers information and referrals in the East Bay, including alcohol and drug abuse; also offers drop-in peer counseling.
- ♦ Provides information on shelter, housing, food, clothing, job listings, government benefits, medical, dental and drug and alcohol programs for the homeless.
- ♦ Needle exchange involved but not at clinic.

Notes

BERKELEY HEALTH CENTER FOR WOMEN & MEN

2908 Ellsworth St
Berkeley, CA 94705

Phone(s): (510) 843-6194
(510) 843-6297 (fax)

Hours: Monday & Friday, 9:00 am – 6:00 pm.
Tuesday, 8:00am – 5:00pm
Wednesday & Thursday, 12:00 pm – 6:00 pm

Contact: Gwen Rowe-Lee Sykes – Executive
Director

Area Served: Alameda County, Contra Costa County, & San
Francisco County

Accessibility: None

Transportation: Call AC Transit for bus line(s). BART – Ashby Station
within 5 blocks.

Languages: On-site: Spanish, Vietnamese, Tagalog &
American Sign Language.
Translation services available on-site.

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

Eligibility None
Requirements:

Application Apply by phone. Appointment necessary.
Procedure:

- Services:**
- ♦ Provides general medical and primary care for men and women.
 - ♦ Provides preventative medical services, basic gynecological, INS required medical examinations and health education.
 - ♦ Preventive medical services include pap smears for cervical cancer screening, instruction in breast self-examination, hypertension screening, cholesterol screening and AIDS high risk assessment and education.
 - ♦ Gynecological services offered include routine exams, sexually transmitted disease screening, diagnosis and treatment, family planning counseling, pregnancy testing and counseling and contraceptive services.
 - ♦ Referrals to specialist and to social services are made and hospital admissions are facilitated when needed.

Notes

BERKELEY PUBLIC LIBRARY

BERKELEY INFORMATION NETWORK (BIN)

2090 Kittredge St
Berkeley, CA 94704

Phone(s): (510) 981-6166 (BIN line)
(510) 981-6150 (Coordinator)
(510) 548-1240 (IDD)
(510) 981-6246 (fax)
www.berkeleypubliclibrary.org

Hours: Monday, 12:00pm – 8:00pm.
Tuesday, 10:00am – 8:00pm.
Wednesday – Saturday, 10:00 am – 6:00 pm and
Sunday, 1:00 pm – 5:00 pm.

Contact: First available contact

Area Served: Alameda and surrounding counties.

Accessibility: Not necessary for service. However, all libraries are wheelchair accessible

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

Languages: English only

Fees: None

Eligibility None

Requirements:

Application Access by phone or by Internet or walk in to public
Procedure: libraries.

Services: The Berkeley Information Network (BIN) is a telephone referral service providing information on more than 3,300 organizations, agencies and services in the Bay Area. It is geared toward people who live in Berkeley, though anyone may call.
BIN's purpose is to empower people by putting them in touch with appropriate local agencies and resources.
BIN operates from the central library in Berkeley and from four branch libraries.
The BIN database is accessible by dialing (510) 981-6166, by coming into any of the five Berkeley public libraries for online access or at the website.

Notes

BI-BETT CORPORATION

EAST OAKLAND RECOVERY CENTER

10700 MacArthur Blvd, Suite 12
Oakland, CA 94606

Phone(s): (510) 568-2432
(510) 568-3912 (fax)

Hours: Monday – Friday, 8:00 am – 10:00 pm,
Saturday & Sunday, 1:00 – 10:00 pm

Contact: Patricia Johnson – Director

Area Served: Alameda County, primarily East Oakland

Accessibility: Wheelchair accessible/special parking/
restroom

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

Languages: English only

Fees: \$5 per month participant fee.

Eligibility Requirements: Person with substance related problems
and multiple addictions.

Application Procedure: Walk in

- Services:**
- ♦ A community recovery center for substance abusers, their friends and families, also helps those with multiple addictions.
 - ♦ Provides:
 - educational films, individual or group counseling and community meeting rooms
 - a comprehensive self-help and education program for low-income persons
 - intake and information and referral services
 - outpatient services for Medi-Cal recipients
 - services to homeless individuals including referrals to shelter and health care
 - free and anonymous HIV and Hepatitis C testing
 - ♦ Alcoholics Anonymous (AA) meetings are held twice a week, Narcotics Anonymous (NA) meetings are held nine times a week. Offers Al-Anon and Nar-Anon referrals for families of addicts and Alateen referrals for adolescents.
 - ♦ An outreach agency in the **Shelter Plus Care** Network at which homeless people can apply for the Alameda County **Shelter Plus Care** Program and provides support services for clients in this program.

Notes

BRANDY MOORE - RAFIKI HOUSE

1042 Divisadero St
San Francisco, CA 94115

Phone(s): (415) 695-9945 (administration)
(415) 346-AIDS (helpline)
(415) 346-0382 (Rafiki House 24-hour)
(415) 615-9943 (Rafiki House fax)

Hours: Monday – Friday, 9:00 am – 5:00 pm;
Monday – Friday, 10:00 am – 4:00 pm (helpline)

Contact: First available contact

Area Served: Alameda County & San Francisco County

Accessibility: Wheelchair accessible

Transportation: MUNI Lines: 5 Fulton, 24 Divisadero & 31 Balboa.

Languages: English only

Fees: None for most services. Rafiki House fees vary according to income.

Eligibility Requirements: Must be diagnosed with HIV/AIDS.

Application Procedure: Apply by phone.

Services:

- ♦ Advocates for treatment and services for African Americans who are HIV+ and those at risk of contracting HIV.
- ♦ Provides AIDS education, prevention, information and referral. Operates an AIDS Media Project.
- ♦ The Rafiki (Friend) Services Project provides services to those in the African American community who are disabled by HIV. Services include community education, culturally sensitive training and placement of volunteers to provide practical and emotional support for individuals with HIV as well as support groups for volunteers and caregivers.
- ♦ Rafiki House is a community based 8 – 12 bed HIV/AIDS transitional housing program which provides a sober and safe environment for homeless African American with AIDS/HIV.
- ♦ Provides case management for clients seeking permanent housing.
- ♦ Also offers support groups and individual support concerning issues of HIV/AIDS and substance abuse.

Notes

BUILDING OPPORTUNITIES FOR SELF-SUFFICIENCY (BOSS)

2065 Kittredge St, Suite E
Berkeley, CA 94704

Phone(s): (510) 649-1930 (administration)
(510) 649-0627 (fax)
(510) 891-8773 x324 (BOSS Workforce Collaborative)
(510) 891-8775 (fax)
Website: www.self-sufficiency.org
E-mail: bossmail@self-sufficiency.org

Hours: Monday – Wednesday, 8:30 am – 3:00 pm;
Thursday, 8:00 am – 12:00 noon;
Friday, 8:00 am – 2:00 pm; and
Saturday & Sunday, 8:00am – 2:00pm.

Contact: Boona Cheema, Executive Director
Winston Burton – Director
(510) 465-0881 x310
Health Services (Mental Health and/or HIV)
Phyllis Sakahara, Health Director
Multi-Agency Services Center (MASC)
Information and Resources,
Homeless Drop-In Services
1931 Center Avenue, Berkeley
(510) 843-3700

Area Served: Alameda County

Accessibility: Not necessary for service

Transportation: Not necessary for service.

Languages: Spanish

Fees: Shelter fees vary according to income. No one denied service because of inability to pay. Other services are free.

Eligibility Requirements: None

Application Procedure: Apply by phone

Services:

- ♦ Building Opportunities for Self-Sufficiency (BOSS) is dedicated to helping poor, homeless and disabled people achieve health and self-sufficiency and to fighting against the root causes of poverty and homelessness. BOSS pursues proved linked strategies to achieve this mission: economic development, social justice, housing and health.
- ♦ **HIV/AIDS Prevention Intervention** - BOSS provides HIV education and prevention services targeting homeless heterosexual and bisexual men. Services are available at five existing BOSS programs that provide shelter and drop-in services to homeless people.
- ♦ **9th Street Transitional House (Berkeley)**, (510) 848-6132 - Provides 3-18 months of housing for adults linked with the Jobs for the Homeless Consortium plus on-site services (peer support, housing/employment search, education, case management).
- ♦ **Harrison House (Berkeley)**, (510) 525-0843 for General Information - Is currently an 80-bed shelter with services (mental health, housing, employment, education, drug/alcohol recovery) for homeless individuals and families. It is transitioning to become a new model for homeless families, Ursula Sherman Village, with three tiers of housing and specialized activity centers to build self-sufficiency skills.
- ♦ **McKinley Family Transitional House (Berkeley)**, (510) 549-0778 - Provides 3-18 months housing plus on-site services (peer support, housing/employment search, education, case management, family activities and child development).

- Services:**
- ♦ **Oakland Homeless Project (Oakland)**, (510) 465-0881 - 25-bed shelter and services (mental health, housing, employment, education, drug/alcohol recovery, for mentally disabled adults). Beds available through referral from Alameda County Behavioral Health Care Services Provider Network.
 - ♦ **Pacheco Court (Hayward)**, (510) 786-0944 – Provides 3-18 months of housing plus on-site services for families and individuals with mental disabilities.
 - ♦ **Peter Babcock House (Berkeley)**, (510) 845-5461 - Provides permanent shared supportive housing for homeless, very low income men with HIV/AIDS.
 - ♦ **Regent Street House (Berkeley)**, (510) 845-0940 – Provides long-term housing for very low income, homeless men with HIV/AIDS plus on-site services (mental health, peer support, housing, employment search, access to health care and other support)
 - ♦ **Rosa Parks Apartments (Oakland)**, (510) 663-7313 - Provides 3-18 months of transitional housing plus on-site services (HIV counseling, mental health, peer support, housing/employment search) for homeless people with multiple disabilities, including HIV/AIDS.
 - ♦ **Sankofa House (Berkeley)**, (510) 732-5956 - Provides transitional housing for up to ten families at a time. Located adjacent to Harrison House, it is part of the ongoing expansion of this site into Ursula Sherman Village - a service-rich village with multiple tiers of housing and skill-building services for homeless families.
 - ♦ **South County Sober Housing (SoCoSoHo) (Hayward)**, (510) 537-1413 - Provides 3-18 months of transitional housing and support services to homeless, very low income adults with co-existing mental illness and substance abuse disabilities. Referrals must meet Alameda County Behavioral Health Care Level 1 Medi-Cal service need criteria.
 - ♦ **South County Homeless Project (Hayward)** – a 24-bed shelter with mental health treatment services (mental health, housing, employment, education, drug/alcohol recovery) for mentally disabled adults. Beds are available through referral from the Alameda County Behavioral Health Care Services Provider Network.
 - ♦ **BOSS Transitional Housing: Housing Stabilization Project and Transitions Project:** Supported transitional housing service and income support for 18 months. Applicants must have a mental health, HIV or substance related disability and the ability to take over full rent at the completion of the program.

Notes

CALIFORNIA PREVENTION & EDUCATION PROJECT (Cal-PEP)

P.O. Box 71629
Oakland, CA 94612

Phone(s): (510) 874-7850
(510) 839-6775 (fax)
Website: www.calpep.org

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

Contact: Gloria Lockett – Executive Director
Sonya Richey - HIV Testing Coordinator

Area Served: Alameda County, Contra Costa County & San Francisco

Accessibility: Cal-PEP has moved; please call for more information

Transportation: Cal-PEP has moved please; call for more information

Languages: Spanish

Fees: None

Eligibility None

Application Apply by phone.

Requirements:

Procedure:

- Services:**
- ♦ Provides HIV/AIDS/STD and harm reduction education and prevention to prostitutes, sex workers, IV drug users, crack users, homeless persons and runaways.
 - ♦ Outreach staff (some are former prostitutes or recovering IV drug users) work in districts where prostitutes work distributing condoms, bleach, educational materials and providing presentation about safe sex practices.
 - ♦ Offers weekly support groups, monthly workshops, safe-sex contest and safe-sex parties where they discuss safe-sex practices.
 - ♦ The youth division makes special efforts to reach juvenile sex workers, runaways and teens at the Youth Guidance Center.
 - ♦ Offers education and AIDS prevention to women and men incarcerated in San Francisco and Alameda County jails.
 - ♦ Offers anonymous and confidential HIV testing and consultation with other agencies and publishes a training manual, as well as other publications focusing on prostitutes, AIDS and the law.
 - ♦ Also provides a speaker's bureau, training and consultation with other agencies and publish a training manual as well as other publications, focusing on prostitutes.
 - ♦ Provides HIV/AIDS education & prevention strategies for heterosexual identified African American men that do not identify as gay or bisexual.

Notes

CALIFORNIA STATE

EMPLOYMENT DEVELOPMENT DEPARTMENT (EDD)

Hayward Office**24100 Amador St, 3rd Floor****Hayward, CA 94544**

Phone(s): (510) 259-3500
(800) 300-5616(unemployment insurance
claims office)
Website: www.edd.ca.gov
Job Listings: www.caljobs.ca.gov

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

Contact: Dollie Hamilton – Site Manager - Hayward
Alan Jackson – Site Manager - Fremont
Angie Alamillo – Site Manager - Oakland

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

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

Transportation: Call AC Transit for bus line(s). Bart – Hayward
Station within 5 blocks.

Languages: Spanish, Chinese

Fees: None

Eligibility None
Requirements:

Application Walk in or apply by phone.
Procedure:

Services: ♦ Provides self help resources to job seekers and access to CalJOBS, California's Statewide, internet-based job bank system.
♦ Provides employment and training information in partnership with East Bay Works, the regional One-Stop Career Center system, part of the California WORKnet.
♦ Offers information and access to the Unemployment Insurance system.
♦ Employer recruitment and resource services are also available.

Notes

CALIFORNIA STATE EMPLOYMENT DEVELOPMENT DEPARTMENT (EDD) TRI-CITIES ONE-STOP CAREER CENTER

Fremont Office
39155 Liberty St. Suite # B 200
Fremont, CA 94538

Phone(s): (510) 794-3669

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

Contact: Allen Jackson – Office Manager

Area Served: Fremont, Newark, Union City

Accessibility: Wheelchair accessible/ramp/special parking/restroom/interpreter for the Deaf

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

Languages: American Sign Language, Cantonese, Mandarin

Fees: None

Eligibility Requirements: Legally authorized to work.

Application Procedure: Walk in. Self-service job referral application and review of job listing available by computer.

Services: Tri-Cities One-Stop Career Center works in partnership with East Bay Works and Ohlone College to provide job finding and referral services including job search workshops and referrals to job training. One-Stop Career Center provides full job search and career assistance, access to community services and up-to-date information on the Bay Area's job market to the public.

- ♦ Provides unemployment insurance phone bank and veterans' services.
- ♦ Offers year-round and summer job placement services for youth, age 16 – 21.
- ♦ Provides employment services through special contract for the hearing impaired or deaf and seniors, age 55 or over.
- ♦ Provides recruitment and applicant screening for employers.
- ♦ Services include job search workshops with instruction in job seeking, resume writing and interviewing skills, weekly job clubs and networking opportunities, vocational, career and supportive counseling as well as classroom and on-the job training.
- ♦ Resources included job listings, library of career-related materials, job search videos, information to the California Employment Development Department's Cal-JOBS and the America's Job Bank, computer stations with word processing, database, spreadsheet, Internet, resume and a career resource software as well as fax machines and phones for employer contact.
- ♦ Also assists employers in finding employees by posting job opportunities.

Notes

CALIFORNIA STATE FAIR EMPLOYMENT DEPARTMENT

1515 Clay St, Suite 701
Oakland, Ca 94612

Phone(s): (800) 884-1684 (Employment, public accommodations & hate violence complaints)
(800) 700-1999 (general)
(510) 622-2951 (fax)
(800) 233-3212 (housing complaints)
(800) 700-2320 (TTY/TDD)
www.dfeh.ca.gov

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

Contact: Allan Pederson– District Administrator
Marissa Soriano – Supervisor

Area Served: Alameda County, Contra Costa county, Napa County, San Joaquin County, & Solano County

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

Transportation: Call AC Transit for bus line(s). BART – 12th Street Station within 5 blocks.

Languages: English only

Fees: None

Eligibility Requirements: None

Application Procedure: Apply by phone.

Services: Investigates allegations of discrimination in employment because of race, color, religion, creed, ancestry, national origin, gender (including sexual harassment), age (over 40), marital status, pregnancy, family leave care, physical or mental disability or medical condition (related to cancer recovery only). Only investigates actions that took place within last 365 days in businesses that have five or more employees or in businesses with one or more employees for harassment cases. Also investigates charges of housing discrimination, including sexual orientation issues, and enforces the Unruh Act which prohibits discrimination in business accommodations. Complaints must be made in person. Religious institutions are sometimes exempt.

Notes

CARNALES UNIDOS REFORMANDO ADICTOS (CURA) RESIDENTIAL THERAPEUTIC COMMUNITY

4510 Peralta Blvd, Suite 1
Fremont, CA 94536

Phone(s): (510) 713-3200
(510) 713-0684 (fax)

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

Contact: Angelito Kemp – Director of Admission

Area Served: Alameda County

Accessibility: Wheelchair accessible

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

Languages: Spanish

Fees: None. Private payer negotiable.

Eligibility Requirements: Substance abuse problem, ages 18 – 64,
detoxed a minimum of 48 hours before
entering.

Application Procedure: Apply by phone

Services: A licensed residential treatment center for men and women who have problems with drug addictions. No drugs are used in treatment. Applicants must be detoxed a minimum of 48 hours before entering the program. Facility has 51 beds, 22 of which are utilized by Alameda County Health Care Services, for the indigent. Individual treatment plans are designed for residents. Services include individual and group counseling, vocational counseling, medical and health screening, academic education, computer literacy training and assistance with employment related problems. Classes in high school and college preparation are provided on the grounds.

Note: There is a new facility with 48 beds that houses men only and is ADP licensed and certified located at:
C.U.R.A North
53 24 St
Oakland, CA 94612
(510) 839-2525

All intake and admission inquires should be made at the Fremont office (see above).

Notes

CATHOLIC CHARITIES OF THE EAST BAY

HIV/AIDS SERVICES

433 Jefferson St
Oakland, CA 94607

Phone(s): (510) 768-3100 (HIV/AIDS services)
(510) 451-6998 (fax)

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

Contact: Carolyn Leahy
Michael Radding
Roy Hammond

Area Served: Alameda County & Contra Costa County

Accessibility: Wheelchair accessible/ramp/
Special parking/restroom

Transportation: Call AC Transit for bus line(s). BART - 12th
Street/City Center Station within 10 blocks.

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

Fees: No fee for many of the services, including housing.

Eligibility Requirements: Valid California Identification and proof
of HIV or AIDS diagnosis for sero-
positive individual to obtain substance
abuse counseling and housing services.
Proof of income for housing services.

Application Procedure: Call for appointment.

Services: The Coordinated Housing Program operates a scattered-site transitional housing program, with rental assistance, in Alameda County and Amara Houses in Richmond providing residence to people living with AIDS. Coordinated housing also provides housing advocacy in both Alameda County and West Contra Costa Counties, in addition, HIV/AIDS services helps clients address the challenges of living with HIV through counseling services, referrals and assistance with rent and substance abuse treatment. Substance abuse counseling services are offered at our Jefferson Street offices, AIDS Project East Bay and the 'Magic' Johnson Clinic. Individual and group sessions are available.

Notes

CATHOLIC CHARITIES OF THE EAST BAY IMMIGRATION PROJECT

433 Jefferson St
Oakland, CA 94607

Phone(s): (510) 768-3122
(510) 451-6998 (fax)

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

Contact: Raquel Aguirre, Esq. – Director
Samuel Krantz, Esq.
Roberto Lemus – Paralegal
Carla Cordoba – Paralegal
Teresa Alonso-Bray – Paralegal

Area Served: Alameda County & Contra Costa County

Accessibility: Not wheelchair accessible at this time.

Transportation: Call AC transit for bus line(s). BART – 12th
Street/City Center Station within 10 blocks.

Languages: Spanish

Fees: Vary according to service and income, \$10 - \$800.

Eligibility Requirements: Low income

Application Procedure: Apply by phone. Appointment necessary.

Services: Provides community education and training. Services all nationalities.
Services include family-based visa petitions, adjustment of visa status, Family Unity, Battered Women Relief, citizenship, Nacara, Temporary Protected Status, Work Permit authorizations, renewal of Permanent Residence Card and Immigration consultation.

Notes

CENTER FOR INDEPENDENT LIVING (CIL)

**2539 Telegraph Ave
Berkeley, CA 94704**

Phone(s): (510) 841-4776
(510) 444-1837 (TTY/TDD)
(510) 841-6868 (fax)
(510) 763-9999 (Oakland office)
(510) 763-4910

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

Contact: Jan Garrett – Executive Director
Gerald Baptiste – Deputy Director
Genevieve Jessie– Assist. Deputy Director
Dave Davis – Program Manager -
Oakland

Area Served: Alameda County

Accessibility: Wheelchair accessible/ramp/
special parking/restroom/information on
tape or in Braille/interpreter for the Deaf

Transportation: Call AC Transit for bus line(s). BART – 19th Street
Station within 7 blocks, and 12th St within 4 blocks.

Languages: American Sign Language, Japanese, &
Spanish

Fees: None

**Eligibility
Requirements:** Must have disability.

**Application
Procedure:** Walk in or apply by phone.

Services: **Center for Independent Living (CIL)** provides integrated, independent living services that enable blind, persons with physical and mental disabilities, deaf and elderly persons to live independently. Programs include attendant referral, benefits counseling, blind services, deaf services, housing, independent living skills, job development, peer counseling, support groups, youth services and advocacy.

The Blind Services Program provides low-vision and blind person with, peer counseling, reader referrals, independent living instruction, prevocational counseling, senior citizen support, talking book certification and information and referral.

Deaf Services Program provides peer counseling and works to make all CIL services accessible to the multiple-disabled, aged deaf and the deaf community in general, by coordinating deaf interpreters for clients.

Housing Department assists disabled person in locating and securing accessible or suitable housing in Alameda County and provides consultation on leases, moving, ramp construction and Section 8 rent Subsidy Program. CIL builds residential ramps in Berkeley.

Independent Living Skills utilizes peer counselors to advise on home modification and aids and provides basic instruction in budgeting, nutrition, cooking, attendant management and pre-vocational work evaluation and training.

Attendant Referral Program recruits and refers prospective attendants to disabled and elderly clients. Attendants assist clients in housekeeping and personal care so that they can continue to live independently. Serves as a site for the In-Home Support Services (ISHSS) Centralized Registry.

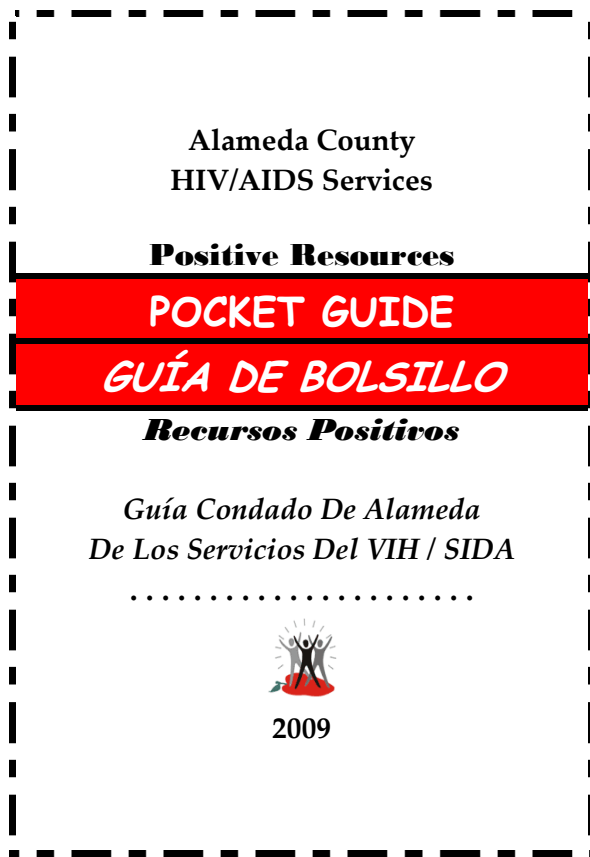
Also offers a Job Development Program, Peer Counseling Program and Advocacy Service Program.

Another office located at 610 16th street, 4th Floor, in Oakland offers benefits counseling, attendant referrals, housing services, support groups, advocacy and peer counseling for the Oakland area.

Notes

2009 Positive Resources Pocket Guide

Produced for clients as a handy single sheet, printed on both sides, with more than 70 programs listed in 18 service categories!



It's on-line at www.officeofAIDS.org or

http://www.acphd.org/user/services/AtoZ_PrgDtls.asp?PrgId=91

This 250-page *Positive Resources Directory* is there too!

CENTRO LEGAL DE LA RAZA

1001 Fruitvale Ave, 2nd Floor
Oakland, CA 94601

Phone(s): (510) 437-1554
(510) 437-9164 (fax)

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

Contact: First available contact

Area Served: Alameda County

Accessibility: Offices are not wheelchair accessible. Staff makes alternative arrangements to meet clients.

Transportation: Call AC Transit for bus line(s). BART – Fruitvale Station within 8 blocks.

Languages: English & Spanish

Fees: None

Eligibility Requirements: Must meet federal poverty or HUD guidelines to be eligible for free services.

Application Procedure: Call to make an appointment.

Services:

- ♦ Provides bilingual legal, education and social services.
- ♦ Services include:
 - ♦ tenant rights law, employment law, immigration law, consumer protection law
 - ♦ telecom rights law (fraud and scams in telephone bill, long distance, cellular, etc.)
 - ♦ domestic violence support group, restraining order for women experiencing domestic violence (limited)
 - ♦ workers compensation law, student rights law (OUSD only), family law (orientation)
 - ♦ leadership develop and workplace safety training for day laborers, free lunch for day laborers (Wednesday)
 - ♦ Tobacco Cessation and the Youth Law Academy (after school High School Program)

Notes

CHILDREN'S HOSPITAL & RESEARCH CENTER AT OAKLAND

DEPARTMENT OF ADOLESCENT MEDICINE

TEEN CLINIC

747 52nd St
Oakland, CA 94609

Phone(s): (510) 428-3387

Hours: Tuesday – Thursday, 9:00 am – 5:00 pm

Contact: Office associate

Area Served: Alameda County & Contra Costa County

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

Transportation: Call AC Transit for bus line(s). BART – MacArthur
Station with free shuttle to & from hospital.

Languages: English, American Sign Language,
Cantonese, French, Laotian, Spanish, &
others.

Fees: Vary according to service. Medi-Cal, CHDP, private
insurance accepted, & Family Pact.

Eligibility Age 12 – 21
Requirements:

Application Apply by phone. Appointment necessary.
Procedure:

Services:

- ♦ Provides comprehensive social and health care services to adolescents, ages 12 – 21.
- ♦ Provides information and referral services, case management, health maintenance, counseling for victims of sexual abuse, crisis intervention, a teen perinatal program, psychosocial case management for the first trimester of pregnancy, family planning services, including comprehensive perinatal care up to 12 weeks, screening for vision and hearing and immunizations.
- ♦ Also provides screening and treatment of communicable diseases, including sexually transmitted diseases, tuberculosis (skin test or chest x-ray) and HIV/AIDS.
- ♦ Offers individual and family counseling and provides referrals for substance abuse counseling.
- ♦ Teen AIDS Prevention Project (TAPP) offers teen support groups and peer counseling. Office is located at 5400 Telegraph Avenue.

Notes

CHILDREN'S HOSPITAL & RESEARCH CENTER AT OAKLAND

DEPARTMENT OF INFECTIOUS DISEASES

PEDIATRIC HIV/AIDS PROGRAM

747 52nd St
Oakland, CA 94609

Phone(s): (510) 428-3337
(510) 601-3957 (fax)

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

Contact: Ann Petru, MD

Area Served: Alameda County, Contra Costa County, Marin County, San Francisco County, San Mateo County, Santa Clara County, Santa Cruz County, Solano County, & Northern California.

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

Transportation: Call AC Transit for bus line(s). BART – Mac Arthur Station within 8 blocks. Shuttle available from BART.

Languages: English, Farsi, French, Spanish, Mandarin & Cantonese

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

Eligibility Requirements: Child (birth to age 21) and child's family.

Application Procedure: Apply by phone. Appointment necessary.

Services:

- ♦ A certified California Children's Services' Pediatric AIDS Center and an AIDS Clinical Trials Unit (ACTU) in the National Institute of Health's Clinical Trials Program.
- ♦ Provides confidential HIV testing, evaluation, treatment and follow-up services to persons, from birth to age 21.
- ♦ Staff includes four pediatric infectious disease specialists, two social workers, three nurses, a nutritionist, developmental specialist, psychologist and other referrals as needed.
- ♦ Offers developmental/psychological parent education and patient, sibling and parent support groups.
- ♦ Prenatal counseling for HIV+ women and provide testing for HIV exposed infants
- ♦ Will follow a family until the child loses the HIV antibodies, or on-going as needed

Notes

CIRCLE OF CARE

**2450 Charleston St
Oakland, CA 94602**

Phone(s): (510) 531-7551 (ext 130)
(510) 531-0691 (fax)

Hours: Monday – Friday, 9:00 am – 5:00 pm
Support groups in the evenings

Contact: Alinya Charron – Asst. Program Director
Harriet Hillyer– HIV Coordinator

Area Served: Alameda and Contra Costa Counties

Accessibility: Wheelchair accessible/ramp/restroom

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

Languages: English/Spanish

Fees: No fees charged for services, no one turned away.
Donations accepted.

Eligibility Requirements: Children and their families coping with
illness or death in the family

Application Procedure: Apply by phone.

Services:

- ♦ Provide outpatient individual and family counseling, home-based counseling, peer support group and community consultation for children, teens and their families whose lives are impacted by a life-threatening illness (including HIV/AIDS and Cancer), loss, bereavement, or trauma (such as violent crimes and natural disasters).
- ♦ Volunteers spend time individually with children to provide them with opportunities to explore personal grieving issues.
- ♦ Peer support groups for the entire family held at the same time (adult/teen/child groups).
- ♦ Provides speakers to community groups and schools addressing grieving process and children.
- ♦ Provides emotional support and practical assistance to HIV/AIDS families.
- ♦ Offers specially designed family and school-based support programs to deal with community disasters involving loss or trauma.

Notes

COALITION FOR ALTERNATIVES IN MENTAL HEALTH

BERKELEY DROP-IN CENTER

3234 Adeline St.
Berkeley, CA 94703

Phone(s): (510) 653-3808
(510) 653-4942 (administration)
(510) 653-2073 (advocacy office)

Hours: Monday – Thursday, 9:00 am – 4:00
Friday, 9:00 am – 2:00 pm;
Monday – Friday, 9:00 am – 2:00 pm (administration
& advocacy office)

Contact: Nancy Thomas – Executive Director
Rosie Robertson – Activities Coordinator
Jerry Thomas – Service Advocate

Area Served: Alameda County

Accessibility: Wheelchair accessible/ramp/special
parking/restroom

Transportation: Call AC Transit for bus line(s). BART – Ashby
Station within 3 blocks. Social Services transportation
van available Monday – Thursday, 7:00am – 3:30pm.

Languages: English only

Fees: None

Eligibility Requirements: Past or current mental health patient or at
risk of becoming a mental health patient.

Application Procedure: Walk in for intake Monday – Thursday, 9:00 am – 4:00
pm, Friday, 9:00 am - 2:00 pm. With an agency
referral, intakes are done anytime.

Services: Provides advocacy and referrals to job training, housing, clothing, food, peer counseling and peer support groups for the
mentally disabled, with emphasis on the homeless or near homeless mentally disabled.
Also provides assistance with financial benefits, money management and representative payee services.
Provides unstructured socialization as well as structured social and recreational activities including outings, arts and crafts
and video movies. A phone is available for client use. Coffee and snacks are available for clients.
Serves as a Berkeley **Shelter Plus Care** housing provider working in partnership with Building Opportunities for Self-
sufficiency (BOSS) to provide additional subsidized housing and supportive services.
Also provides free and anonymous HIV testing on the 2nd and 4th Wednesday of the month. Please call (510) 653-3808.

Notes

COMMUNITY CARE SERVICES, INC.

3317 Elm Street, Suite 202
Oakland, CA 94609

Phone(s): (510) 923-9790
(510) 923-9599 (fax)

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

Contact: Shanna Silva, Dori Nyambegah, or
Theodora Marzouk

Area Served: Alameda and Contra Costa Counties

Accessibility:

Transportation:

Languages: On-site: Spanish, Swahili
Telephone translation services available
(100+ languages)

Fees: \$20.00 to \$35.00 per hr. for private pay.
Accepts some insurances.

Eligibility None
Requirements:

Application Phone
Procedure:

Services: ♦ Community Care Services provides a one hour bathing service, as well as 24 hour live-in services.
♦ Staff consists of Registered Nurses, Licensed Vocational Nurses, Homemakers and Nurse Aides

Notes

COMMUNITY PRESCRIPTION SERVICE

33 N Rd

Wakefield, RI 02879

Phone(s): (800) 842-0502
(877) 254-3674 (fax)

Hours: Monday – Friday, 8:00 am – 8:00 pm, Eastern Standard Time

Contact: Richard Freidman – President
Kim Lindh – Customer Service Manager

Area Served: Nationwide

Accessibility: N/A

Transportation: N/A

Languages: English only

Fees: No fee to join. There is a fee for prescriptions.

Eligibility Requirements: Current insurance coverage or ability to self-pay.

Application Procedure: Apply by phone or mail.

Services: Mail order service ships prescriptions quickly in an unmarked box. Clinical pharmacists have experience with HIV and Hepatitis C diseases. Service offers free drug facts sheets, infopack and free subscription to POZ magazine. Provides total claim management from filling out forms and handling every aspect of a claim and will act as an advocate for clients. Offers a financial hardship program to cover co-payments. There are several options for refills; prescriptions can be re-shipped out automatically each month, clients can call on their refills, or pharmacist will call to remind client to order.

Notes

COMMUNITY RESOURCES FOR INDEPENDENT LIVING (CRIL)

439 A St
Hayward, CA 94541

Phone(s): (510) 881-5743
(510) 881-0218 (TTY/TDD)
(510) 881-1593 (fax)
Website: www.cril-online.org
E-mail: info@cril-online.org

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

Contact: Shery Burns – Executive Director
Karen Marshal –AT/Coordinator
John Quinn– Program Director

Area Served: Castro Valley, Dublin, Fremont, Hayward, Livermore,
Newark, Pleasanton, San Leandro, San Lorenzo &
Union City.

Accessibility: Wheelchair accessible/special
parking/restroom/electric front door.

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

Languages: Spanish, Cantonese & American Sign
Language.

Fees: None. Donations welcomed.

Eligibility Disabled persons
Requirements:

Application Apply by phone for initial intake interview.
Procedure:

- Services:**
- ♦ Assistive Technology provides assistance for persons with disabilities including peer support, attendant and reader referral, benefits advocacy, housing information, support groups, information and referral and advocacy.
 - ♦ Provides a trained Independent Living Coordinator who listens, shares information, guides and encourages consumers (clients) in setting and achieving goals.
 - ♦ Independent Living Skill Training includes: disability management, self advocacy skills and communication.
 - ♦ Presents options on available benefits and work incentives, helps prepare and file applications, advocates with agencies, researches and disseminates up-to-date information.
 - ♦ Assists with locating housing, mediates landlord-tenant agreements; and works with agencies, homeowners and governmental bodies to increase affordable housing.
 - ♦ Recruits and maintains a list of attendants and readers.
 - ♦ Serves as site for the Public Authority for In-Home Support Services (IHSS) Centralized registry.
 - ♦ Promotes disability sensitivity through public speaking, special events and written materials.
 - ♦ Provides volunteer opportunities.

Notes

CONTRA COSTA, COUNTY OF

HEALTH SERVICES

HIV/AIDS PROGRAM

597 Center Ave. Suite 200
Martinez, CA 94553

Phone(s): (925) 313-6771 (main reception)
(800) 287-0200
Website: www.cchealth.org

Hours: Monday-Friday
8:00 a.m. to 5:00 p.m.
(Closed 12 - 1 for lunch)

Contact: John Sturr, MSW
Intake Coordinator - Information
and Referral

Area Served: Contra Costa County

Accessibility: Wheelchair accessible, elevator,
automatic doors

Transportation: County Connection bus 108 and the
WESTCAT bus 30Z stop in front of
office, both link to BART stations

Languages: Spanish

Fees: Not applicable

Eligibility Requirements: County resident, HIV + (some
services available for family
members). Income limits for some
programs; call for details.

Application Procedure: Call for referrals or more information

- Services:**
- ♦ Contra Costa Health Services HIV/AIDS Program provides services for care and treatment as well as education and prevention.
 - ♦ The system consists of :
 - ♦ Home-based and clinic-based short term assistance
 - ♦ Community-based Case Management and Nursing Case Management
 - ♦ Referrals are provided for HIV specific support services, including, but not limited to
 - ♦ substance abuse
 - ♦ mental health
 - ♦ home care
 - ♦ other programs such as ADAP - AIDS Drug Assistance Program, Women's Early Intervention Program (EIP) and Prevention with Positive Program
 - ♦ links with the System of HIV Prevention
 - ♦ The Contra Costa AIDS Program also publishes annually a pocket-size *Resource Guide for HIV Services*.
 - ♦ Epidemiological information about HIV/AIDS in Contra Costa County is available on their website at http://www.cchealth.org/groups/epidemiology/pdf/hiv_2006_07.pdf

Notes

CRESCENT HEALTH, INC.

HOME INFUSION THERAPY & HIGH TECH INFUSION NURSING SERVICES

2547 Barrington Ct
Hayward, CA 94545

Phone(s): (800) 824-8400 (24-hour daily)
(510) 264-5458 (fax)
(510) 264-5454

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

Contact: Eileen Callanan – Director Patient Care Services
Janet Holt, RN – Nursing Supervisor

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

Accessibility: Not necessary for service.

Transportation: Not necessary for service.

Languages: Spanish

Fees: Depends on service.

Eligibility Requirements: Persons with infusion needs.

Application Procedure: Referral from doctor, hospital or clinic.

Services: Provides Home Health Infusion Nursing and pharmacy with referral from doctor, hospital or clinic.

Notes

DISABILITY RIGHTS ADVOCATES

2001 Center St
Berkeley, CA 94704

Phone(s): (510) 665-8644
(510) 665-8716 (TTY/TDD)
(510) 665-8511(fax)
Website: www.dralegal.org
E-mail: general@dralegal.org

Hours: Monday – Friday, 9:00 am – 5:30 pm

Contact: Stefanie Cox - Outreach Coordinator

Area Served: Nationwide

Accessibility: Wheelchair accessible/elevator/restroom

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

Languages: Spanish, Swahili

Fees: None charged to client (litigant). Fees paid to DRA and its clients vary by case settlement.

Eligibility Requirements: Visit our website

Application Procedure: Send letter of concern by either mail, fax or by visiting our website.

Services: Disability Rights Advocates is a non-profit law firm that protects the civil rights of people with disabilities through high-impact litigation, research and public education.

Notes

DISABILITY RIGHTS EDUCATION AND DEFENSE, INC.

2212 6th St
Berkeley, CA 94710

Phone(s): (510) 644-2555
(800) 348-4232(voice card/TTY)
(510) 841-8645 (fax)

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

Contact: Susan Henderson – Managing Director
Linda Kilb – Director, Legal
Services/Trust Fund Program

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

Accessibility: Wheelchair accessible/restroom

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

Languages: American Sign Language, Cantonese,
Mandarin & Spanish.

Fees: None

Eligibility Requirements: Low-income, disabled person or parent of
school-age disabled children. None for
information about the American with
Disabilities Act.

Application Procedure: Apply by phone.

Services: Provides legal support and advocacy to person with disabilities. Offers information, referral, advocacy, legal
representation and policy analysis on civil rights issues and disability. Provides disability rights publications on access,
employment, education and housing. Also offers technical assistance on Titles II & III of the Americans with Disabilities
Act. Provides information to parents of children with disabilities regarding their child's rights in the educational process.

Notes

EAST BAY AIDS CENTER (EBAC)

Providence Pavilion
3100 Summit Street, 2nd Floor
Oakland, CA 94609

Phone(s): (510) 869-8400
(510) 869-8475 (fax)

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

Contact: Lori Landis – Manager

Area Served: Alameda & Contra Costa Counties

Accessibility: Wheelchair accessible/elevator/
ramp/restroom

Transportation: Call AC Transit for bus. BART – MacArthur Station
within 7 blocks. Hospital shuttle from BART.

Languages: On-site: Spanish, Tagalog, French and
American Sign Language
Telephone translation services available
(100+ languages)

Fees: Vary according to service. Medi-Cal, Medicare and
private insurance accepted. Some uninsured patients
may qualify for services.

Eligibility Requirements: HIV+ and 13 years or older.

Application Procedure: Apply by phone. Appointments necessary.

Services:

- ♦ Provides comprehensive primary HIC health care and access to clinical trials for individuals living with HIV/AIDS, including some studies for women with HIV infection. Research is conducted in collaboration with the Community Consortium, HHI and private companies.
- ♦ Clinical programs include medical case management, telephone assistance with symptom control and support throughout the course of HIV disease.
- ♦ Offers emotional support and counseling for patients with HIV/AIDS and their families.
- ♦ Provides confidential and anonymous HIV testing. Please call for days and hours of service.
- ♦ **AIDS Drug Assistance Program (ADAP)** provides AIDS medication at no charge to residents of Alameda County, who have an income of less than \$50,000, are not Medi-Cal recipients and have a prescription from a doctor.
- ♦ Youth program team for adolescents 13 –25 provides HIV/AIDS care and outreach in high schools.

Notes

EAST BAY COMMUNITY LAW CENTER (EBCLC)

2921 Adeline Street
Berkeley, CA 94703

Phone(s): (510) 548-4040
(510) 548-2566 (fax)
www.ebclc.org

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

Contact: Tirien Steinbach – Executive Director
Deborah Moss-West – Deputy Director

Area Served: Alameda County for HIV/AIDS Law Project.
Berkeley, Oakland for other services.

Accessibility: Wheelchair accessible/restroom

Transportation: Call AC Transit for bus line(s). BART- Ashby Station within 1 block.

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

Fees: None

Eligibility Requirements: HIV+ for AIDS legal services. For other services, low-income meeting income guidelines.

Application Procedure: Apply by phone.

Services: **East Bay Community Law Center (EBCLC)** provides free legal services for low-income persons in the following practice areas: Community Economic Development, Decriminalization of Poverty, HIV/AIDS Law and HIV/AIDS Immigration Law Project, Housing & Eviction Defense and Income & Employment Support.

- ♦ **Community Economic Development (CED)** practice provides assistance to community groups and coalitions working toward long-term, innovative solutions to poverty in the East Bay. Building on previous efforts such as the development of the People's Credit Union, construction sector apprenticeship and living wage efforts, the CED practice supports grassroots economic justice campaigns through the provision of technical assistance, legal search, policy and media advocacy, popular education, community outreach, coalition development support and litigation.
- ♦ **Decriminalization of Poverty (DCOP)** the practice provides services for people criminalized by homelessness or poverty. Legal services include self-help instruction, directed referrals to available service providers (both legal and non-legal) and direct advocacy and representation on criminal records expungement, homeless status citations and warrants. The Unit also works on local policy initiatives to remove barriers to stable employment, housing and civic participation and conducts community education presentations.
- ♦ **HIV/AIDS Law & HIV/AIDS Immigration Law Project** serves low-income HIV+ clients on a broad range of legal issues including appeals of disability benefit denials, representation at administrative hearings, housing issues, wills and durable powers of attorney, divorces, petitions for joint guardianship of children, HIV confidentiality issues and creditor-debtor issues. The HIV/AIDS Immigration Law Project provides legal services to low-income HIV+ immigrants. This includes consulting with undocumented clients to explore avenues for obtaining legal status, preparing affirmative asylum applications, self-petitions for battered women, preparing applications for citizenship and representing clients in court proceedings. The HIV/AIDS Law Unit also works on local policy initiatives and conducts community education presentations.
- ♦ **Housing & Eviction Defense** practice assists clients facing eviction other housing related problems. Services are provided through three main vehicles: the Low Income Eviction Project located at the Alameda County Courthouse, Tenant Workshops at EBCLC and throughout Alameda County and direct representation by an EBCLC attorney. EBCLC housing advocates work with other organizations to formulate policy on issues such as: code enforcement, increased access to housing for the disabled, preservation of affordable housing and long-term strategies to prevent homelessness.
- ♦ **Income and Empowerment Support (IES)** provides legal advocacy and support to families facing problems with their CalWORKs (welfare) assistance. The problems include work requirement sanctions, which are reductions in the cash grant due to purported failure to comply with employment-related requirements. They also include loss of assistance because the adults have purportedly used up their 60-month lifetime limit on aid. In addition, IES advocates help families get support services available through CalWORKs program, such as child care, education, job training, transportation, etc.

EAST BAY COMMUNITY RECOVERY PROJECT (EBCRP)

HEALTH DIVISION

2579 San Pablo Ave, Suite 222
Oakland, CA 94612

Phone(s): (510) 446-7120
(510) 268-0550 (fax)
Website: www.ebcrp.org
E-mail: obocobo@ebcrp.org

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

Contact: Omar Bocobo – Outpatient Services Director
Sondra Hunter – Program Manager
Stephanie Montgomery – Program Manager
Maria Tabada – Asst. Dir. Programs
Robin Wand – Clinical Director

Area Served: Alameda County

Accessibility: No wheelchair access at this time.

Transportation: Call AC Transit for bus line(s)

Languages: Telephone translation services available (100+ languages).

Fees: None

Eligibility Requirements: Age 18 and over (except HIV testing);
Age 12 and over for HIV testing.

Application Procedure: Walk in, apply by phone, and apply by mail.
Appointment requested.

Services:

- ♦ East Bay Community Recovery Project (EBCRP), Health Division, provides substance abuse and mental health treatment, Case Management, alternative treatments, such as acupuncture and herbal remedies and medical care to HIV+ clients and people at high risk for HIV in Alameda County.
- ♦ EBCRP is part of several collaborations including:
 - **The Onyx Project** collaboration with Lifelong Medical Services for HIV for substance abuse and mental health services.
 - **The FACT (Forensic Assertive Community Treatment) Program** provides mental health, nursing and case management services.
 - **The HIV & Hepatitis C Testing Program** goes into counseling programs in Alameda County to provide free and anonymous HIV and HVC testing, as well HIV and health education, for clients and staff of programs and the community.

Notes

EAST BAY PARATRANSIT

1720 Broadway, 3rd floor
Oakland, CA 94612

Phone(s): (510) 287-5000 (Administration)
 (510) 287-5000 ext. 6 (Certification)
 (510) 287-5040 or
 1 (800) 555-8085 ext. 4 (Reservations)
 (510) 287-5065 (TTY)
Website:
www.actransit.org/riderinfo/paratransit.wu

Hours: M – F: 8:00 am – 5:00 pm

Contact:

Area Served: Alameda County

Accessibility: Yes

Transportation: Call AC Transit for bus lines. 19th St. BART Station is within one block.

Languages: English & Spanish

Fees: Fees are based on miles:
 0 – 8 = \$3.00; 8 – 12 = \$4.00;
 12 – 20 = \$5.00;
 20 or more = \$6.00

Eligibility Requirements: Must be unable to use the bus or BART train due to a disability or a health condition

Application Procedure: Complete an application and then be certified as eligible to use the service.

Services:

- ♦ East Bay Paratransit gives rides to people who have a disability or a health condition that prevents them from using buses or BART trains.
- ♦ AC Transit and BART established this service to meet the requirements of the Americans with Disabilities Act. East Bay Paratransit takes riders from where they are to where they want to go, in a sedan or lift-equipped van.
- ♦ It's not necessary to wait at a bus stop or go to a BART station.
- ♦ East Bay Paratransit goes to the same places that AC Transit goes, from Richmond/Pinole in the north, to Fremont in the south, to Castro Valley in the east, and west into and from San Francisco. Transfers can also be arranged to other paratransit services operating in other parts of the Bay Area.
- ♦ East Bay Paratransit runs during the same days and times as AC Transit buses or BART trains. This varies from neighborhood to neighborhood. East Bay Paratransit's customer services agents can help riders know if East Bay Paratransit operates when and where they want to go

Notes

EAST BAY PERINATAL MEDICAL ASSOCIATES

350 30th St, Suite 205
Oakland, CA 94609

Phone(s): (510) 444-0790
(510) 869-6225 (fax)

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

Contact: Carole Gurgone – Executive Director
Stuart Lovett MD – Medical Director
Mary Diogo MSN, NP, CNM – Lead Clinician

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

Accessibility: Wheelchair accessible/elevator/special parking/restroom

Transportation: Call AC Transit for bus line. BART – MacArthur Station within 6 blocks. Shuttle service from BART, bus vouchers, taxi vouchers and BART tickets available for high risk circumstances.

Languages: Cantonese, Mandarin, Spanish & Vietnamese.

Fees: Vary according to service and site. Medi-Cal and private insurance accepted.

Eligibility Requirements: None

Application Procedure: Walk in or apply by phone. Appointment necessary.

Services: Provides low to no-cost comprehensive perinatal services to pregnant teen and adult women. Health and medical services available included obstetrics (for both low and high risk pregnancies), gynecology, ultra-sound, amniocentesis, family planning, genetic counseling, health education, basic contraception, STD testing and treatment, HIV testing and counseling, breast and cervical cancer detection, WIC referrals, a registered dietitian, certified nurse midwives, a social worker, nurse practitioners, a diabetes and pregnancy program (Sweet Success) and childbirth education classes. Provides presumptive eligibility Medi-Cal service as well as assistance with applying for the Medi-Cal program. Offers services to at-risk pregnant women who qualify for State-Only Family Planning (SOFPP), in other words, women with incomes at or below 200% of federal poverty levels.

Notes

EAST OAKLAND COMMUNITY PROJECT (EOCP)

7515 International Blvd
Oakland, CA 94621

Phone(s): (510) 532-3211

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

Contact: Wendy Jackson – Executive Director
Kim Parrish – Program Director
Katana Barnes

Area Served: Alameda County

Accessibility: Not wheelchair accessible.

Transportation: Call AC Transit for bus. BART – Coliseum station.

Languages: Telephone translation services available
(100+ languages)

Fees: Vary according to income.

Eligibility Requirements: None

Application Procedure: Call for space availability. We do accept walk –ins based on available space. Referral by agencies.

Services:

- ♦ East Oakland Community Project (EOCP) provides shelter and other services for homeless men, women and families, (total of 105 beds). Offers three meals per day to shelter residents
- ♦ Also offers on-site case management, Substance Abuse counseling
- ♦ Provides mandatory basic life skills, Mindfulness groups and Recovery 101 (weekly)
- ♦ Provides referrals to agencies offering direct services not provided by the shelter
- ♦ Residents are required to participate in a mandatory savings program and perform daily chores. For information on intake, call Monday – Friday, 9:00 am – 4:00 pm
- ♦ Shelter stay is 1 - 90 days and can be extended up to six months, based on the resident's program compliance
- ♦ Residents can apply for Alameda County **Shelter Plus Care** Program. EOCP also provides support services for clients in the program

Notes

EAST OAKLAND SWITCHBOARD

1909 73rd Ave
Oakland, CA 94621

Phone(s): (510) 569-6369
(510) 569-7486 (fax)

Hours: Monday – Friday, 10:00 am – 5:00 pm

Contact: Gloria Perkins - Director

Area Served: Alameda County

Accessibility: Not wheelchair accessible at this time, however alternative arrangements can be made.

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

Languages: English only

Fees: None

Eligibility Requirements: Must have referral from Social Services Agency to receive food.

Application Procedure: Apply by phone for information and referral. Must have referral from Social Services Agency or Social Security Administration to receive food.

Services:

- ♦ East Oakland Switchboard provides information and referral services and emergency food box to persons with a Social Services Agency referral. Clients can receive food twice weekly or every three days, depending upon Social Service Agency referral.
- ♦ Offers some welfare advocacy. Takes names on the first work day of every month for people who need money for Critical Family Needs/Housing Assistance Fund up to September.
- ♦ Also offers free clothing for men, women and children. Accepts donations of clean and usable clothing, disposable diapers and non-perishable foods. Donations must be brought to the program. No furniture is accepted as there is limited space for storage of donated items.

Notes

ECHO HOUSING

(EDEN COUNCIL FOR HOPE AND OPPORTUNITY)

770 A St

Hayward, CA 94541

Phone(s): (510) 581-9380 (Hayward)
(510) 537-4793 (Hayward Fax)
(925) 449-7340 (Livermore)
(510) 836-4826 (Oakland)
(650) 227-1718 (Palo Alto)

Hours: Monday – Friday, 9:00 am – 5:00 pm,
Tuesday – Thursday, 10:00 am – 2:00 pm (Berkeley)

Contact: Marjorie Rooba – Executive Director
Sheila Brunson – Services Coordinator
Audrey Perrott – Program Director

Area Served: Alameda County, Contra Costa County, San Mateo & Santa Clara County.

Accessibility: Wheelchair accessible

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

Languages: Spanish with other language capabilities through Language Line.

Fees: None

Eligibility Requirements: Person requiring housing assistance.

Application Procedure: Pre-screening and counseling by phone; absolutely no walk-in appointments.

Services: **ECHO Housing** provides a variety of housing-related programs, including landlord/tenant mediation, discrimination investigation, home equity conversion counseling and education, shared housing, rental assistance, home seeking counseling, mortgage default assistance and pre-purchase counseling.

Rental Assistance Program (RAP) assists Alameda County residents with short-term financial aid. Offers a security deposit guarantee and/or a guarantee for outstanding rent due to a temporary financial set-back. Program offered through Hayward, Oakland and Livermore offices.

HUD Mortgage Default Program assists families and individuals in southern Alameda County who are in danger of losing their homes due to foreclosure. Works with clients to arrange repayment.

Counseling for first time home buyers is also available. Program is offered through Hayward and Livermore offices.

Shared Housing Counseling and Placement Program (Project SHARE) offered to Berkeley and Oakland residents, includes referral and matching services, counseling on shared living, supportive services and information and referral. Contact the Berkeley office.

Home Equity Conversion Counseling and Education Program provides information regarding home equity options to seniors, their family members and significant others. Facilitates the process of applying for Reverse Mortgage loans, which enable seniors to convert the equity in their home into monthly income. Program is available through the Oakland office, (510) 271-7931 and serves residents of Berkeley, Livermore, Pleasanton, Oakland, Fremont and Contra Costa County.

Fair Housing Counseling and Education Program investigates reports of housing discrimination. **Tenant/Landlord Counseling and Mediation Program** offers information on housing rights and responsibilities. Both programs are available through the Hayward, Oakland and Livermore offices and serve all of Southern Alameda County, except Fremont.

Notes

EDEN I&R, INC.

AIDS HOUSING AND INFORMATION PROJECT (AHIP)

570 B St

Hayward, CA 94541

Phone(s): (510) 537-2600
(877) 424-3746
(510) 537-3794 (TTY/TDD)

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

Contact: Terry Hill – Community Project Coordinator

Area Served: Alameda County

Accessibility: Wheelchair accessible with assistance.

Transportation: Not necessary for services.

Languages: Spanish

Fees: None

Eligibility: People living with HIV/AIDS,

Application: Access by phone.

Requirements: HIV/AIDS Case Managers

Procedure: No application needed.

Services:

- ♦ AIDS Housing and Information Project (AHIP) provides housing and social service information and referrals for people with HIV or AIDS. Maintains a database of AIDS-dedicated housing which is updated monthly. In addition, AHIP has access to Eden I&R's database of low-income and market rate housing units that are not specifically for people with HIV.
- ♦ AHIP contacts 17 shelters throughout the county, twice daily, Monday – Friday, to track bed availability. Results are available to other service providers after 10:00 am and before 4:00 pm.
- ♦ AHIP facilitates housing workshops for case managers and clients.
- ♦ AHIP has a roving component whereby resource specialists take the databases to various AIDS agencies throughout the county and work with clients in person. Call AHIP for current schedule of roving sites, days and hours.

Notes

FAMILY CARE NETWORK (FCN)

Children's Hospital Oakland
747 52nd Street
Oakland, CA 94609

Phone(s): (510) 428-3178
 (510) 597-7139 (Fax)

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

Contact: Dan Barba, Esq. (Manager)

Area Served: Alameda and Contra Costa Counties

Accessibility: Yes

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

Languages: English only

Fees: None

Eligibility Requirements: Listed in Request For Proposals (RFPs)

Application Procedure: Respond to RFPs by deadline

- Services:** The **Family Care Network** is a consortium of agencies working together to provide comprehensive medical and social support services to women, youth, children and parents and families who are affected by HIV/AIDS. The Network provides care and referrals regardless of ability to pay.
- ♦ Services include HIV antibody testing and counseling, HIV medical care for all ages, prenatal and women's health care, health education and information, access to clinical trials, case management, mental health counseling, supports groups for all ages, legal assistance and benefits counseling, substance use treatment, support by HIV+ peer advocates and permanency planning and planning for the future.
 - ♦ The Family Care Network has established one-stop services in conjunction with the client's medical care. It also provides and coordinates services to meet the needs of clients at multiple work sites and occasionally at the client's home.
 - ♦ Within the Family Care Network there are three Task Forces:
 - ♦ *Program Development* plans new program areas and strategizes about fundraising for programs
 - ♦ *Substance Abuse/Mental Health Task Force* serves substance abusing clients and incorporates mental health assessments
 - ♦ *Consumer Task Force* trains HIV+ individuals to become leaders in the community.
 - ♦ For additional information, please call a Family Care Network provider:

**Children's Hospital Oakland
 Pediatric AIDS Program**

Carolyn Blodgett, LCSW (510) 428-3393
 Tuere Anderson
 Peggy Macy (510) 428-3586

East Bay AIDS Center

Colleen Timpane, MSW (510) 869-9494
 Kathryn Ruiz (510) 869-8495

East Bay Community Law Center

Sheila Hall, Esq. (510) 548-4040

East Bay Community Recovery Project

Adria Walker (510) 446-7120

**Alameda County Medical Center
 (Highland)
 The Hawkins Center**

Cathleen McCarthy, RN (510) 437-4050
 Pat Kasper, Esq. (510) 232-6611

La Clinica de la Raza

Marta Segovia-Ashley (510) 535-3706

WORLD

Janie Riley (510) 986-0340

Notes

FAMILY SUPPORT SERVICES OF THE BAY AREA

CHILDCARE PROGRAM

401 Grand Ave, Suite 500
Oakland, CA 94610

Phone(s): (510) 834-2443
(510) 834-4766
(510) 834-1548 (fax)

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

Contact: Lou Fox – Executive Director
Shelley Crayton – Childcare Program Director

Area Served: Alameda County & Contra Costa County

Accessibility: Not necessary for service.

Transportation: Call AC Transit for bus line(s).
Service is provided in family's home.

Languages: Spanish.

Fees: None

Eligibility Requirements: Vary according to program.

Application Procedure: Families may self-refer or may be referred by their agency social worker or health professional.

- Services:**
- ♦ Family Support Services of the Bay Area provides brief periods of temporary childcare to parents and caregivers of children infected or affected by HIV. Childcare services give parents a break away from the full-time care of their children.
 - ♦ Childcare can be provided in three ways:
 - In-home Childcare – Care for the child in the child's own home.
 - Out-of-Home Childcare – Care for the child in the home of a certified childcare provider.
 - Site-Based Childcare – Care for the child at selected sites throughout the community including support groups and at health clinics.
 - ♦ All childcare providers are carefully screened and thoroughly trained to meet the needs of the children in care.
 - ♦ **Mentoring** – Family Support Services offers mentoring services to children, ages 4 – 14, who have a parent who is currently incarcerated in a state or federal prison. Children are matched with screened, adult volunteers who agree to spend a minimum of 2 hours per week with the child for at least one year.
 - ♦ **Kinship services** – Family Support Services offers case management, support groups, childcare services and youth activities for grandparents and other relative caregivers who are raising their kin's children.

Notes

FRED FINCH YOUTH CENTER

**3800 Coolidge Ave
Oakland, CA 94602**

Phone(s): (510) 482-2244
(510) 530-2047 (fax)

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

Contact: John Steinfirst LCSW – Chief Executive Dir.
Kathy Jacobsen

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

Accessibility: Wheelchair accessible

Transportation: Call AC Transit for bus line(s). BART- Fruitvale Station connects with AC Transit.

Languages: Spanish, & Interpreter

Fees: See below for details.

Eligibility Requirements: Youth, age 12 – 24, with social, emotional or psychiatric disturbances. SSI recipient for some housing programs.

Application Procedure: Apply by phone. Appointment necessary for application.

Services:

- ♦ **Fred Finch Youth Center** offers residential, transitional, independent living and day programs for youth and young adults with social, emotional or psychiatric disturbances.
- ♦ Provides residential treatment for emotionally disturbed youth, age 12 – 18, who can no longer live at home. Services include individual, group and family therapy and private school art and activity therapy and private school art and activity therapy.
- ♦ **Transitional Assistance Program (TAP)** for youth, age 16 – 19, is designed to help emotionally troubled adolescents, who are unable to return homes, with their transition into the community.
- ♦ **Dual Diagnosis Residential Treatment Program** provides intensive residential treatment program for 12 clients who are severely emotionally disturbed or developmentally disabled, ages 12 – 21.
- ♦ Alameda County Homeless Youth Collaborative provides a service center for youth offering access to a variety of services including shelter, food, showers, teen pregnancy and substance abuse prevention counseling, HIV and STD screening and treatment, medical care, educational/vocational programs and mental health services.
- ♦ The Collaborative includes the following agencies: Fred Finch Center as lead agency, Berkeley Ecumenical Chaplaincy to the Homeless, Berkeley Youth Alternatives, BOSS Casa Vincentia, East Oakland Community Project and Xanthos. For more information, call Coordinator Barbara Powell at (510) 482-2244.
- ♦ Coolidge Court provides affordable housing for mentally disabled young adults, age 18 – 24, with supportive and case management services.

♦Fee Information:

Intensive Residential Treatment: \$5,353 per month for board and care (RCL 12), \$140 per day for special education school.

Dual Diagnosis Residential Treatment: costs \$6,076 per month plus intensive day treatment and special education with per day fee. State and County payment of fees may be available.

Affordable housing for mentally disabled young adults, age 18 – 24, and SSI recipient, 30% of income.

Private insurance accepted.

Notes

FREMONT, CITY OF

OFFICE OF HOUSING & REDEVELOPMENT

39550 Liberty St
Fremont, CA 94538

Phone(s): (510) 494-4500 (main line)
 (510) 733-4940 (mediation services)
 (510) 733-4945 (mediation services)
 (510) 574-2270 (landlord/tenant counslg)
 (510) 494-4515 (fax)
 (510) 494-4500 (housing scholarship)

Hours: Monday – Friday, 8:00 am – 12:00 pm and 1:00 – 5:00 pm

Contact: May Lee – Housing Project Manager
 Janis Carey – General Homeseeking

Area Served: City of Fremont

Accessibility: Wheelchair accessible/ramp/restroom

Transportation: Call AC Transit for bus line(s). BART – Fremont Station within 5 blocks.

Languages: English only.

Fees: None

Eligibility Requirements: Varies by program.

Application Procedure: Apply by phone or by mail.

Services: **Neighborhood Home Improvement Program** provides low-interest, amortized and deferred payment loans to home owners whose income is 120% of median, or below, to make necessary repairs to their homes. Low-interest loans are also available to households with income between 51% and 80% of median income.
Homeseeking Program offers information and referral to help low and moderate-income households secure affordable housing.
Emergency Home Repair Program provides emergency home repair grants to Fremont homeowners (including mobile home owners) who are seniors, handicapped or single parents.
Fair Housing Services provides assistance for those who feel that they have been discriminated against in the process of finding a home.
First Time Homebuyer Program provides low interest loans to qualifying families who currently live or work in Fremont. Call (510) 494-4500 for more information.
Rental Accessibility Grant Program provides grants to make rental or homeownership units accessible for disabled residents.
Residential Rent Increase Dispute Resolution Ordinance provides for a three step process for tenants who have a dispute on a rent increase. The City has contracted with Mediation Services to administer Steps 1 and 2 of the ordinance. Call for information or a copy of the ordinance.
Housing Scholarship Program combines affordable housing, job training, child care and other supportive services to enable participating low-income families to obtain full-time employment and achieve economic self-sufficiency.

Notes

FREMONT FAIR HOUSING SERVICES

39155 Liberty St, Suite D440
Fremont, CA 94538

Phone(s): (510) 574-2270
(510) 574-2275 (fax)

Hours: Monday – Friday, 9:00 am – 12:00 pm and 1:00 pm – 5:00 pm

Contact: Mark Thomosee – Landlord/Tenant Counselor
Gloria Lando – Fair Housing Specialist

Area Served: Fremont

Accessibility: Wheelchair accessible/ramp/special parking/restroom

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

Languages: Farsi, Gujarati, Hindi, Korean, Mandarin, Punjabi, Spanish & Vietnamese

Fees: None

Eligibility Requirements: Questions or concerns regarding housing in the City of Fremont.

Application Procedure: Apply by phone or drop in.

Services:

- ♦ Counsels both housing consumers and providers concerning issues of housing discrimination related to rentals, sales and lending.
- ♦ Accepts complaints of housing discrimination based on race, ancestry, color, sex, national origin, source of income, sexual orientation, age, religion, marital status, family status, physical or mental disability, or any other arbitrary reason. Will investigate complaints and either conciliate the complaints or refer clients to the channel which most serves their needs.
- ♦ All services are free to Fremont residents and home seekers in Fremont.
- ♦ Services and information are also provided to landlords, apartment owners or managers and real estate agents and brokers.
- ♦ Other services include information and referral of housing related issues, fair housing workshops, seminars and distribution of brochures outlining state and federal fair housing laws.

Notes

GRIEF CARE COMMUNITY

4289 Piedmont Ave, Suite 204
Oakland, CA 94611

Phone(s): (510) 601-5596 (voice mail)
(925) 377-6537 (fax)
Website: www.growthhouse.org/gcc.html

Hours: Referral service thru voice mail only. Open 24 hours

Contact: Birgit Wolz MA, PhD, MFT – Grief
Counselor, Psychotherapist

Area Served: Alameda County, Contra Costa County, Marin County
and San Francisco

Accessibility: N/A

Transportation: N/A

Languages: German

Fees: Free referrals

Eligibility None
Requirements:

Application Referral service
Procedure:

Services:
Referral service to grief support groups in the Bay Area.

Notes

GRUPO FREMONT VIP

4766 Serra Ave.

Fremont Ca. 94538

Phone(s): (510) 593-1045

Hours: 1:00 PM – 5:00 PM
Monthly on Sundays

Contact: Ron Chavez

Area Served: Alameda County

Accessibility:

Transportation: Shuttle Available to Fremont BART

Languages: Spanish

Fees: Free

Eligibility Requirements: Open to anyone

Application Procedure: None

- Services:**
- ♦ Grupo Fremont VIP is a peer support group that meets monthly; call for next meeting date.
 - ♦ Meetings include a wide variety of speakers usually on an HIV/AIDS related topic.
 - ♦ The group provides emotional support and social activities for persons living with AIDS/HIV.
 - ♦ Smaller groups are available as needed on topics such as “newly diagnosed”, “depression”, etc.
 - ♦ Call the contact for more information.

Notes

HARM REDUCTION COALITION (HRC)

1440 Broadway #510
Oakland, CA 94612

Phone(s): (510) 444-6969
(510) 444-6977 (fax)
Website: www.harmreduction.org
E-mail: hrcwest@harmreduction.org

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

Contact: Hilary McQuie – Regional Director

Area Served: Alameda County, Contra Costa County, Marin County, Napa County, San Francisco County, San Mateo County, Santa Clara County, Solano County, & West Coast.

Accessibility: Wheelchair accessible

Transportation: Near 12th street/Oakland City Center BART; take 14th Street exit.

Languages: English & Spanish materials and trainings

Fees: Trainings are fee-based, averaging \$70 per registrant for an all-day training and include Continuing Education units.

Eligibility None

Requirements:

Application

Procedure:

Services:

- ♦ Provides drug-related education and support to health professionals, substance users and the community.
- ♦ Acts to reduce drug-related harm by initiating harm reduction education, intervention and community organizing.
- ♦ Educates through conferences, training, in-services and forums.
- ♦ Provides technical assistance to other agencies or individuals interested in reducing drug-related harm in the community.

Notes

HEMOPHILIA COUNCIL OF CALIFORNIA

6400 Hollis Street, Suite 6
Emeryville, CA 94608

Phone(s): (510) 658-3324
(510) 658-3384 (fax)
(916) 498-3780 (Sacramento Office)

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

Contact: Luis Galindo
Robin Ireland (Sacramento)

Area Served: Alameda County, Contra Costa County, Marin County, San Francisco County, San Mateo County, Santa Clara County, Solano County, Sonoma county, Fresno area & northwestern California.

Accessibility: Wheelchair accessible

Transportation: Call AC Transit for bus line(s). BART- MacArthur Station

Languages: Spanish

Fees: None

Eligibility Requirements: None

Application Procedure: N/A

Services:

- ♦ The Hemophilia Council of California provides AIDS education and prevention and counseling to people with bleeding disorders and blood transfusion recipients who are HIV+, their families and friends.
- ♦ Provides individual and group counseling with a trained counselor and offers peer support groups, including adult and teen support groups.
- ♦ Offers three groups for women including HIV+ women as well as female partners, mothers, sisters and female friends.
- ♦ Groups meet in the West Bay, the Santa Rosa area and Fresno.
- ♦ Also offers two men's groups, one in the East Bay and one in the West Bay. Men with bleeding disorders, HIV+ or negative, fathers, brothers and friends are welcome.

Notes

HEMOPHILIA FOUNDATION OF NORTHERN CALIFORNIA

6400 Hollis Street, Suite 6
Emeryville, CA 94608

Phone(s): (510) 658-3324
(510) 658-3384 (fax)
www.hemofoundation.org

Hours: Monday – Friday hours vary

Contact: Ken Hatfield – VP Development
Satadip Dutta – VP Finance

Area Served: Alameda County, Contra Costa County, Marin County, San Francisco County, San Mateo County, Santa Clara County, San Joaquin Valley and Northern California.

Accessibility: Wheelchair accessible

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

Languages: Spanish

Fees: Varies according to event.

Eligibility None

Application None

Requirements:

Procedure:

Services:

- ♦ Offers educational classes, workshops, trainings, counseling, support groups, recreational activities, symposia and advocacy for persons with or affected by hemophilia, von Willebrand's or other bleeding disorders.
- ♦ Educational events address parenting a child with a bleeding disorder.
- ♦ Provides community education and outreach about bleeding disorders through the use of membership newsletter and bilingual information pamphlets.
- ♦ Counseling, peer support network, information and referral are available by phone.
- ♦ Recreational opportunities are available for children and adolescents with bleeding disorders including a one week summer camp and weekend family camp complete with 24-hour medical care, social and recreational opportunities.

Notes

HENRY ROBINSON MULTI-SERVICE CENTER

559 16th St
Oakland, CA 94612

Phone(s): (510) 419-1010
(510) 419-1023 (fax)

Hours: 24 hours daily

Contact: Rebecca Mesa – Executive Director

Area Served: Alameda County

Accessibility: Wheelchair accessible/elevator/restroom

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

Languages: Spanish

Fees: None for drop-in services 30% of income and 65% of food stamps for transitional housing. Voucher or vendor payment from Alameda County Social Services Agency accepted. First two weeks are free.

Eligibility Requirements: Homeless with children.

Application Procedure: Apply by phone or walk in to fill out intake form. assessment interview necessary.

Services:

- ♦ The Henry Robinson Multi-Service Center provides drop-in services for the homeless.
- ♦ Provides transitional and emergency housing - primarily for homeless families.
- ♦ The emergency housing has 7 units and allows a stay up to two weeks.
- ♦ Drop-in services include use of telephone, voicemail, mail service, information and referral, housing information and limited showers and laundry.
- ♦ Other services offered include the Health Care for the Homeless program, Travelers Aid, substance abuse services; education/training, testing, counseling and referral, psychosocial through partner agencies; assessments/evaluation, on-site medical staff, major medical referrals to local hospitals, job referrals and information and children services programs.
- ♦ Also offers 55 units of transitional housing for up to 55 families. Maximum length of stay 18 months. Residents receive 3 meals per day.
- ♦ Manages a limited number of mail boxes for clients who qualify.

Notes

HIV EDUCATION & PREVENTION PROJECT OF ALAMEDA COUNTY (HEPPAC)

5323 Foothill Blvd.
Oakland, CA 94601

Phone(s): (510) 434-0307
(510) 261-8365 (fax)

Hours: Syringe Exchange Programs:
Tuesdays 6:00 – 8:00 pm (East 12th & 23rd)
Thursdays 6:00 – 8:00 pm (100th & Pearmain St)
Saturdays 10:00 am – 12:00 pm (8th & Pine)

Contact: Joy Rucker – Executive Director
Loris Mattox – Health Enhancement Coordinator
Willie Dudley – Exchange Coordinator

Area Served: Alameda County, primarily Oakland.

Accessibility: Walk in

Transportation: Call AC Transit for bus line(s). For exchange sites, call (510) 434-0307 ext. 305

Languages: On-site: Spanish

Fees: None

Eligibility Requirements: None

Application Procedure: Walk in.

Services: ♦ **HIV Education & Prevention Project of Alameda County** provides harm reduction based services for injection drug users in Alameda County, primarily in Oakland. HEPPAC's service goal is to prevent the further spread of HIV and Hepatitis C infection among IDUs and their families and to promote safer injection methods.
♦ Weekly outreach efforts target West Oakland and East Oakland (Fruitvale, Sobrante Park & Brookfield).
♦ Casa Segura Drop-In Center is located at 5323 Foothill Blvd in East Oakland. Services at HEPPAC's drop-in center include:

- Wellness Clinic: Primary Health Care services for people living with HIV/AIDS and Hepatitis C.
- Herbal/Acupuncture services and abscess/wound care clinic
- Weekly HIV and Hepatitis C support groups
- Walk-in HIV and Hepatitis C counseling and testing services

Additional services include client volunteer hours, free showers and laundry services and condom distribution. Please call for all clinic and group hours.

♦ Syringe Exchange Programs (SEPs) – All syringe exchange programs occur every week regardless of holidays or weather. Services at all exchange sites include: syringe exchange, referral services, individual and group level counseling. All HEPPAC syringe exchange programs are at outdoor locations. Times and locations are as follows:

- Tuesdays 6:00 – 8:00 pm (East 12th & 23rd)
- Thursdays 6:00 – 8:00 pm (100th & Pearmain St)
- Saturdays 10:00 am – 12:00 pm (8th & Pine)

Notes

HOMELESS ACTION CENTER (HAC)

BERKELEY

OAKLAND

3126 Shattuck Avenue
Berkeley, CA 94705

1432 Franklin Street
Oakland, CA 94612

Phone(s): Berkeley
(510) 540-0878
(510) 540-0403 (fax)
Oakland
(510) 836-3260
(510) 836-7690 (fax)
www.homelessactioncenter.org

Hours: Monday – Wednesday, Thursday, 9:00 am - 5:00 pm,
Tuesday, 1:00 – 5:00

Contact: Patricia E. Well Esq. – Executive Director
April Davis – Program Specialist

Area Served: Alameda County

Accessibility: Wheelchair accessible/ramp/special
parking/restroom

Transportation: Call AC Transit for bus line(s). BART – Berkeley
Station. BART – Oakland 12th Street Station

Languages: English only.

Fees: None

Eligibility Requirements: Homeless or low income, pending SSI
applicants not already at the hearing state,
and potential SSI applicants.

Application Procedure: Call for information.

Services:

- ♦ Homeless Action Center (HAC) provides free legal and social services to Alameda County's mentally disabled homeless and indigent residents. The focus is on benefits advocacy, primarily in the area of Supplemental Security Income (SSI). Staff and volunteer advocates work one-on-one with disabled clients during the time of initial application and reconsideration in the SSI application process, putting particular emphasis on developing complete initial applications. Service providers should call before making referral.
- ♦ Provides free legal advice and/or referrals regarding problems frequently experienced by homeless people, such as warrant violations of civil rights, landlord/tenant, government benefits, problems with public assistance and police abuse.
- ♦ Services are provided on a drop-in basis every 4th Monday, from 10:00 – 12:00 pm, at MASC and Wednesday at MSC. Call for addresses.
- ♦ Women's clinic provides legal advice for women on issues that affect women such as government benefits, landlord/tenant issues, domestic violence and family law. Services are provided on the 4th Tuesday of every month, 10:30 am – 12:00 pm, at a Friendly Place located at 2298 San Pablo Ave., Oakland and on every third Thursday, 10:30 am – 12:00 pm at women's Daytime Drop in Center, 2218 Acton St., Berkeley.
- ♦ HAC is participating in a collaboration of agencies called BeACON (Benefits Assistance Counseling and Outreach Network) of Alameda County, whose goal is to counsel SSI/SSDI recipients about Social Security's work incentive programs.
- ♦ HAC is a City of Berkeley **Shelter Plus Care** provider and a certified application assistance center for Healthy Families medical insurance applications.

Notes

HOPE HOSPICE, INC.

6500 Dublin Blvd, Suite 100

Dublin, CA 94568

Phone(s): (925) 829-8770 (office)
(800) 735-2929 (toll free office; TDD)
(925) 829-0868 (fax)

Hours: Monday – Friday, 9:00 am – 5:00 pm;
On-call Nurse available 24/7.

Contact: Helen Meier – Executive Director
Mary Champlin RN, CHPN – Admin Coord.
Karen Archer RN, CHPN – Clinical Coord.

Area Served: Alamo, Blackhawk, Castro Valley, Danville, Diablo,
Dublin, Livermore, Pleasanton, San Ramon, & Sunol.

Accessibility: Wheelchair accessible/elevator/special
parking

Transportation: WHEELS lines 3, 4 and 10 stop within 2 blocks.
BART – Dublin/Pleasanton Station connects with
WHEELS 3, 4 and 10.

Languages: American Sign Language & Interpreter.

Fees: No one denied hospice services or bereavement
support because of inability to pay. Medi-Cal,
Medicare and private insurance accepted.

Eligibility Requirements: For hospice care, terminally ill patient with
a prognosis of 6 months or less.
Bereavement support and resource library
are open to the community.

Application Procedure: Request by family of terminally ill person with
concurrence of physician or referral by physician. A
one-on-one visit is required prior to entry into the
Bereavement Program.

Services: Offers a comprehensive program of medical services and emotional support for the terminally ill and their families during
the final six months of life as well as during the bereavement period. Services are provided in the patient's home by a
team of professionals and trained volunteers, which include a doctor, nurse, social worker, home care volunteer and
chaplain. Anyone experiencing the loss of a loved one may utilize the extensive bereavement program as well as the
resource library for grief support.

Notes

HORIZON SERVICES, INC.

Administration offices

PO Box 4217

Hayward, CA 94540

Phone(s): (510) 784-5865
(510) 653-7112 (TTY/TDD)
(510) 785-8485 (fax)
(408) 283-8555 (Horizon South)

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

Contact: C Keith Lewis – Executive Director
Jan Markward – Operation Director

Area Served: Alameda County

Accessibility: Varies according to facilities. Please call.

Transportation: Varies according to facilities. Please call.

Languages: Spanish

Fees: Varies according to program. No one denied service because of inability to pay. Private insurance accepted.

Eligibility Requirements: Varies according to program.

Application Procedure: Apply by phone for specific program.

Services: Provides a full range of recovery, prevention and educational services to persons with alcohol or drug related problems or individuals who are affected by another's alcohol or drug abuse.

Chrysalis – offers a residential facility providing recovery and treatment for alcoholic women, age 18 or over, and their families. Program also offers job search assistance and recovery workshops and groups. Chrysalis is located at 3843-3845 Telegraph Ave. in Oakland for more information (510) 450-1190 (24-hours daily).

Cronin House – located in Hayward, offers a coed residential treatment for person with drug or alcohol related problems. The length of stay is 45 days. For more information call (510) 784-5874 (24 hours daily).

Project Eden – Provides a range of education and support services related to alcohol and drugs. Youth Services provides drug education and support groups in Hayward, San Lorenzo and Castro Valley schools. Lambda is a year-round program offering alcohol and drug education, self-esteem building, healthy life styles education and social activities and support groups to lesbians, gay, bisexual, transgender and questioning youth. For more information call (510) 247-8200 (hours vary/voice mail).

Mandana Community Recovery Center – offers a drop-in community recovery center that provides education, support services and information to individuals, families and the community at large regarding alcohol, drugs and other related problems. HIV/HEPC testing and education. Contact the agency for more information on events, workshops and support groups. The center is located at 3989 Howe St. in Oakland. For more information call (510) 585-9690 (Monday – Friday, 1:00 – 9:00 pm)

Palm Avenue Detox – offers a detoxification program for men and women in San Mateo. All residential programs are social models in concept to allow maximum peer and group interaction. For more information call (650) 513-6500 (24 hours daily).

Community Prevention of Alcohol-Related Problems (COMMPRE) – assists residents of Hayward, San Leandro and Castro Valley in organizing to define and find solutions to alcohol problems in their community. For more information call (510) 247-8207 (hours vary/voice mail).

Notes

HOUSING RIGHTS, INC.

PO Box 12895

Berkeley, CA 94712

Phone(s): (510) 548-8776 (Client intake)
(510) 548-5805 (Fax)

Hours: Monday – Friday, 10:00 am – 2:00 pm (client intake),
Monday – Thursday, 8:30 am – 4:30 pm and Friday,
9:00 am – 2:00 pm (office hours)

Contact: Arlene Flowers – Program Director
Wanda Remmers – Executive Director

Area Served: Berkeley, Emeryville, Piedmont, Albany, Concord,
Emeryville, Piedmont, Antioch, Walnut Creek and
Richmond for tenant landlord services and housing
discrimination investigation.

Accessibility: N/A

Transportation: N/A

Languages: Spanish

Fees: None

Eligibility Requirements: Residents of Albany, Antioch, Berkeley,
Concord, Emeryville, Piedmont,
Richmond & Walnut Creek.

Application Procedure: Walk in or apply by phone.

Services: Housing rights, Inc. provides assistance to individuals who have a suffered discrimination in housing or require landlord/tenant services. Services include eviction prevention, counseling on the law, investigation of complaints, information and referral, negotiations with landlords and attorney referrals as well as small claims court referrals. Written materials regarding fair housing services are available in Chinese, Hmong, Vietnamese and Spanish. Other offices are located at 360 Harbor Way, Richmond, 94802 and 2691 Monument Blvd, Concord.

Notes

HUMANISTIC ALTERNATIVES TO ADDICTION, RESEARCH AND TREATMENT (HAART)

10850 MacArthur Blvd
Oakland, CA 94606

Phone(s): (510) 875-2300 (Oakland office)
(510) 727-9755 (Hayward fax)
(510) 875-2310 (Oakland fax)
(510) 727-9761 (Hayward fax)

Hours: Monday – Friday, 6:00 am – 2:00 pm and Saturday &
Sunday, 7:30 – 10:30 am (Oakland);
Monday – Friday, 6:00 am – 3:00 pm and Saturday &
Sunday, 7:30 - 9:30 am (Hayward)

Contact: Carolyn Schuman MD – Medical Director
Reda Sobky MD – Medical Director

Area Served: Alameda County

Accessibility: Wheelchair accessible/ramp/special
parking/restroom

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

Languages: Spanish

Fees: Vary according to service and site. Methadone
maintenance \$340 per month. Methadone
detoxification \$300 per episode. Medi-Cal accepted.

Eligibility Requirements: Must be 18 or over, or have parental
consent.

Application Procedure: Phone office for information.

Services: Methadone Maintenance and Detoxification Program provides outpatient services for heroin users. AIDS education and free, anonymous HIV testing are also provided for clients in Oakland. A second office is located at 20094 Mission Blvd, Hayward, CA 94541, which provides services Monday, 6:00 am – 2:00 pm and Saturday and Sunday, 7:30 am – 10:00 am. Services include outpatient methadone maintenance to heroin users.

Notes

INTERNATIONAL INSTITUTE OF THE EAST BAY

449 15th St., # 303
Oakland, CA 94610

Phone(s): (510) 451-2846
(510) 465-3392 (fax)

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

Contact:

Area Served: Alameda County, Contra Costa County

Accessibility: Wheelchair accessible with assistance (Oakland).

Transportation: Call AC Transit for bus line(s). BART – City Center and 19th Street Stations are within 3 blocks.

Languages: Spanish

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

Eligibility Requirements: Low-income immigrant or refugee, resident of area served.

Application Procedure: Varies

Services: **International Institute of the East Bay** promotes the welfare of new comers to the United States, assisting them in pursuit of self-sufficiency and independence. Provides community education about immigrants and refugees, as well as legal services regarding immigration and reunification of families.

Immigrants Legal Services assists immigrants and refugees with family reunification, citizenship, battered spouse and child petitions, asylum and deportation/removal defense. Provides information and referral for persons with questions about immigration. Speakers are available for community groups.

Immigration Clinics are Tuesday, 11:00 am – 1:00 pm, and Thursday, 4:00 – 6:00 pm. Call extension # 301 for clinic schedules and directions.

CalWORKS Program offers immigrant families who meet the following criteria: children who are U.S. citizens, the family is eligible for TANF through the children, the mother is undocumented or on a conditional residency and also a victim of domestic violence. The CalWORKs program helps the mother become economically self-sufficient.

Notes

KAISER PERMANENTE MEDICAL CENTER

HAYWARD

FREMONT

**27400 Hesperian Blvd.,
Hayward, CA 94545**

**39400 Paseo Padre Parkway
Fremont, CA 94538**

Phone(s): Operator: (510) 784-4000
HIV Care:
Hayward (510) 784-2766
Fremont (510) 248-3363
HIV Testing:
Hayward (510) 784-4531
Fremont (510) 248-3455

Hours: 9-5 M-F
24 hour emergency and telephone service

Contact: Melonee Dean, MS
HIV Services Coordinator
Kaiser Permanente
Hayward/Fremont/Union City

Area Served: Alameda and Contra Costa County

Accessibility: Wheelchair accessible
Elevator/handicapped parking/

Transportation: BART: South Hayward station (one mile from Hospital);
transfer to AC Transit Bus #97

Languages: Interpreter
Spanish/ASL/Cantonese and
Mandarin
Language Line

Fees: Vary according to service. Non-members billed for
emergency treatment. Medi-Cal, Medicare, Kaiser Health
Insurance accepted. No fee for ADAP/CAREHIPP.

Eligibility Requirements: Kaiser Health Plan member,
non-members requiring
emergency services

Application Procedure: Walk in or apply by telephone. Appointment may be
necessary.

- Services:**
- Comprehensive primary HIV health care is provided within the facility's Infectious Disease department, as well as access to ongoing clinical trials for people with HIV/AIDS.
 - Confidential HIV antibody testing provided. Appointments: Hayward - 784-4531; Fremont - 248-3455.
 - HIV education and counseling for new patients, families and partners.
 - Safer sex and risk reduction counseling for patients and partners.
 - Benefits counseling provided, including ADAP and CAREHIPP enrollment, disability, Medi-Cal, Medi-Cal's Working Disabled 250% Program, Medicare Part D and Medicare Premium Payment Program.
 - Medication education and consultation, medication schedule, information on side effects and adverse reactions.
 - Psycho-social assessment for treatment planning and compliance, crisis intervention, supportive counseling and linkage with Kaiser and community resources, including mental health resources.
 - Healthy lifestyle counseling, including tobacco cessation, stress management and exercise.
 - Nutritional assessment and food safety education; diabetes and cholesterol nutrition education, strategies for coping with nausea, fatigue and diarrhea.

Notes

KAISER PERMANENTE MEDICAL CENTER - OAKLAND

280 W MacArthur Blvd
Oakland, CA 94611

Phone(s): (510) 752-1000 (Operator)
(510) 752-1190 (Adult Primary Care)
(510) 752-7862 (HCON [HIV
Consultation] Clinic)
(510) 752-0121 (Chemical Dependency)
(510) 752-6150 (Health Education)
(510) 752-6305 (Social Services)
(510) 752-7096 (HIV Testing Information)
(510) 752-7016 (HIV Test Info. - Spanish)
(510) 752-7143 (HIV Case Manager)
(510) 752-7120 (Fax)

Hours: Monday – Friday, 9:00 am – 5:00 pm
(24 hour daily telephone)

Contact: David Aterburn – Medical Group Administrator
Sylvia Barroso – Dir. Medical SWS
Beverly Armstrong – HIV Health Educator
Flo Raskin – Continuing Care Leader
Nance Jones – Dir. Hospital Operations
Gary Crangle – Assist. Medical Group Admin.

Area Served: Alameda County, primarily Berkeley, Oakland, San Leandro

Accessibility: Wheelchair
accessible/elevator/ramp/special parking/
restroom/information on tape or in
Braille/Interpreter for the deaf available

Transportation: Call AC Transit for bus line(s). Shuttle available from
BART – MacArthur Station.

Languages: Interpreter

Fees: Vary according to service. Non-members billed for
emergency treatment. Medic-Cal, Medi-Cal, Medicare,
Kaiser Health Insurance accepted. No fee for social
services.

Eligibility Requirements: Kaiser Health Plan member, non-
members requiring emergency services.
12 years and up, for HIV testing.

Application Procedure: Walk in for emergency treatment.

Services: Kaiser provides general acute short-term inpatient care. Home health and hospice care are provided by specialized home care and hospice staff. Patients can be transferred to other Kaiser hospitals for specialized treatment. Hospitals are staffed by physician who has hospital privileges. The emergency room is open 24 hours daily and accepts patients who are not Kaiser Permanente Health Plan members. Outpatient services are available by appointment to health plan members.

The Health Education Department offers a variety of programs including classes on childbirth, weight management, free confidential HIV testing, breast examination, smoking cessation, stress management and HIV community educational programs. A HIV coordinator is available. Please contact Beverly Armstrong.

The Chemical Dependency Program, at 969 Broadway, Oakland, provides outpatient treatment, counseling and detoxification for members with substance abuse problems.

The Social Services Department provides counseling, case management, support groups and information and referral services for all Kaiser Health Plan members, including their families and significant others.

The Department of Medicine provides HIV specialty care and case management for HIV+ members.

AIDS Drug Assistance Program (ADAP) provides AIDS medication at no charge to residents of Alameda County, who have an income of less than \$50,000, are not Medi-Cal recipients and have a prescription from a doctor.

Notes

LA CHEIM ADULT BEHAVIORAL HEALTH SERVICES

5263 Claremont Ave.
Oakland , CA 94618

and

13201 San Pablo Ave.
San Pablo, CA 94806

Phone(s): (510) 596-8125 (Oakland)
(510) 231-2300 (San Pablo)
(510) 596-8352 (Oakland fax)
(510) 237-6468 (San Pablo fax)
(510) 231-2303 (Intakes)

Hours: Monday – Friday, 8:00 am – 5:00 pm (Oakland),
Monday – Friday, 8:30 am – 5:00 pm (Berkeley)

Contact: Helga Kruse – Admin. Oakland
David Beckerman PhD – Intake
Coordinator, Berkeley & Oakland
Ernst Valfer PhD – Program Director
Gil Weisman MD – Medical Director

Area Served: Alameda County, Contra Costa County, Marin
County & San Francisco County

Accessibility: Berkeley clinic is wheelchair accessible.

Transportation: Call AC Transit for bus line(s). Oakland, BART –
Rockridge Station within 10 blocks. Berkeley, BART
– North Berkeley clinic provides pick-up. Alternative
transportation by van or Paratransit to and from the
clinics is provided free of charge.

Languages: Spanish & German

Fees: Medi-Care, Medi-Cal and private insurance accepted.

Eligibility Requirements: Medicare and private insurance accepted.

Application Procedure: Apply by phone or mail.

Services:

- ♦ La Cheim provides a partial hospitalization program offering psychological and psychiatric services to individuals having serious and disabling mental health problems.
- ♦ Provides services for five hours a day, five days a week, from 9:00 am – 2:30 pm.
- ♦ Services include medication management, psychiatric case management, individual, family and group therapy, activity therapy, living skills training, health and nutrition education, stress reduction and relationship counseling.
- ♦ Continuing outpatient services are arranged for graduates of the program.
- ♦ Transportation to and from the clinic and hot meals are provided.
- ♦ Support for HIV/AIDS patients.

Notes

LA CLINICA DE LA RAZA, INC.

**1515 Fruitvale Ave.
Oakland, CA 94601**

Phone(s): (510) 535-4000 (administration)
(510) 535-4189 (fax administration)
(510) 535-3650 (registration office)
(510) 535-2040 (fax registration)
(510) 535-4141 (**Family Optical-vision**)
(510) 535-6300 (**Clinica Alta Vista-youth**)
(510) 535-4019 (fax Clinica Alta Vista)
(510) 238-5400 (**San Antonio
Neighborhood Health Center**)
(510) 535-4200 (**Dental clinic**)
(510) 535-3319 (**Family Medicine-
primary care**)
www.laclinica.org

Hours: **Family Optical Hours:** Monday, Tuesday,
Wednesday & Friday, 8:30am-5:30pm; Thursday,
8:30am – 5:00pm; Saturday, 8:30am – 11:30am &
12:30pm – 3:30pm (By appointment only)
Clinica Alta Vista Hour: Monday – Friday, 9:00am –
12:30pm, 1:30 – 5:30pm (Clinica Alta Vista)
San Antonio Hours: Monday – Saturday, 9:00am –
5:30pm
Dental Clinic Hours: Monday – Friday, 8:30am –
12:30pm & 1:30pm – 5:30pm Thursday, every three
weeks, 7:00pm – 10:00pm (By appointment only)
Family Medicine Hours: Monday, Tuesday,
Thursday, Friday, 9:00am – 12:30pm & 1:30pm –
5:30pm; Wednesday, 9:00am – 11:30am & 1:30pm –
5:30pm; Saturday, 9:00am – 12:30pm (Urgent
Care/Same day appointment)

Contact: Jane C. Garcia – Executive Director

Area Served: Oakland, San Leandro

Accessibility: Wheelchair accessible/special
parking/restroom

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

Languages: On-site: Cantonese & Spanish
Translation services available on-site.

Fees: Fees vary according to income. Medi-Cal, Medicare,
Denti-Cal, private and military insurance accepted.

**Eligibility
Requirements:** None

**Application
Procedure:** Phone for registration dates.

Services: ♦ A comprehensive health center providing physical examinations, family planning, obstetrics and gynecology, pregnancy care and deliveries, well-baby care, immunizations, nutrition counseling, WIC program, mental health counseling, optometry, laboratory and X-rays, health counseling and education, continuing care for chronic illness, diagnosis and treatment of other illnesses and diseases.
♦ Dental service includes cleaning, x-rays, fillings, extractions and some orthodontic work.
♦ Oral health services are also available for those who are HIV+; please call 510-769-2248 for more information
♦ Provides family planning to teen (age 12 – 19), with special emphasis on Latino youth.
♦ Offers psychosocial screening, some psychotherapy, health education and outreach to schools.
♦ Provides confidential AIDS testing and case management services with emphasis on initial emotional support for clients. Offers AIDS education programs and information. Also provides free, anonymous HIV testing for anyone at Clinica Alta Vista, by appointment only.
♦ **AIDS Drug Assistance Program (ADAP)** – Provides AIDS medication at no charge to residents of Alameda County, who have an income of less than \$50,000, are not Medi-Cal recipients and have a prescription from a doctor.

Notes

LA CLINICA DE LA RAZA, INC.

MENTAL HEALTH DEPARTMENT

CASA DEL SOL

**1501 Fruitvale Ave
Oakland, CA 94601**

Phone(s): (510) 535-6200
(510) 535-4167 (fax)
Spanish speakers may call (510) 535-4170,
Monday – Friday, 1:00 pm – 2:00 pm.

Hours: Monday, Tuesday, Friday, 8:30 am – 5:30 pm,
Wednesday & Thursday, 8:30am – 7:00 pm

Contact: Leslie Preston – Mental Health Director
Alicia Diaz – Clinical Worker

Area Served: Alameda County, with exception of unincorporated areas.

Accessibility: Wheelchair accessible/special parking/restroom

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

Languages: Portuguese & Spanish

Fees: Vary according to income. Medi-Cal and Medicare accepted.

Eligibility Requirements: Vary according to service.

Application Procedure: Apply by calling centralized intake service, ACCESS at (800) 491-9099, or call (510) 535-6200 Monday – Friday, 1:00 – 2:00 pm.

- Services:**
- ♦ La Clinica De La Raza provides bilingual (Spanish) and bicultural mental health services.
 - ♦ Programs include child abuse, domestic violence, adolescent, elder, individual, couple, family and group counseling.
 - ♦ Psychological counseling is available to individuals who are HIV+ or have AIDS.
 - ♦ Conducts domestic violence support groups in Spanish for women who have been or are currently in an abusive situation.
 - ♦ Holds Spanish speaking parent training group.
 - ♦ Provides psychiatric medication monitoring and evaluation. Consultation, education and information services are also offered.
 - ♦ La Clinica is part of a collaborative with the Spanish Speaking Unity Council that works with CalWORKs participants.

Notes

LA FAMILIA COUNSELING SERVICE

**26081 Mocine Ave
Hayward, CA 94544**

Phone(s): (510) 881-5921
(510) 782-2947 (Family Resource Center)
(800) 491-9099 (ACCESS program)
(510) 881-5925 (fax)
Website: www.lafamiliausa.org
E-mail: lefe200@aol.com

Hours: Monday – Thursday, 8:30 am – 8:00 pm;
Friday, 9:00 am – 5:00 pm;
Monday – Friday, 8:30 – 5:00 pm (ACCESS Program)

Contact: Hector Mendez LCSW – Executive Director

Area Served: Castro Valley, Hayward, Fremont, San Leandro, San Lorenzo, Union city

Accessibility: Wheelchair accessible/restroom

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

Languages: French & Spanish

Fees: Vary according to income. Private insurance accepted. Medi-Cal accepted for persons less than 18 years of age and all mental health services. No one denied service because of inability to pay.

Eligibility Requirements: Age 9 –17 for Children’s Day Treatment

Application Procedure: Walk-ins, Monday – Friday, 9:30 am – 12:00 pm. Medi-Cal or uninsured apply by calling centralized intake service, ACCESS, at (800) 491-9099.

Services: La Familia Counseling Service provides, bicultural counseling, case management, youth leadership development, English classes and children’s day treatment services. Provides individual, couples, family and group counseling, brief structural family therapy, support services, advocacy and referrals to community services such as churches that have food. Focuses on family strengthening. Case management service for developmentally disabled are contracted through the Regional Center of the East Bay.

Hijos Del Sol (Youth of Sun) – offers youth intervention and prevention services through individual and group support provided at schools. Issues addressed include AIDS prevention, problems with school, drugs, low motivation or self-esteem, conflicts in values and acculturation difficulties.

Children’s Day Treatment – is located at 2560 Darwin St., Hayward. Works with severely emotionally disordered children, age 9 –17, utilizing therapeutic and medical approaches. The goal is to mainstream children into the regular school system and reduce out of home placement.

Family Support Network – Family Resource Center – A partner in the South Hayward neighborhood collaborative, is located across from Weekes Park at West Minster Hills Presbyterian Church, 27287 Patrick Avenue, Hayward (510) 782-2947. The following services are available: Clothing Closet (Monday, Wednesday, Friday, 10:00 am – 12:00 pm), Parent Drop-in Center, Food Resources (SHARE program, Schafer Community Garden). Family Advocates, Economics Development, Safety (partnership with Hayward Police Department) and Youth Development. Provides consultation on multicultural issues in the interest of increasing and enhancing professional expertise among those serving Latinos.

Notes

LARKIN STREET YOUTH CENTER

**1138 Sutter St.
San Francisco, CA 94109**

Phone(s): (415) 673-0911
www.LarkinStreetYouth.org

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

Contact: Sherilyn Adams – Executive Director

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

Accessibility: Varies According to location.

Transportation: MUNI lines 2, 3, 4, 19, 47 & 49 stop with 1 block.

Languages: Spanish

Fees: N/A

Eligibility Requirements: Youth (age 12–24)

Application Procedure: Walk in or apply by phone.

Services:

- ♦ Larkin Street Youth Center – Provides a continuum of services to homeless and runaway youth by providing outreach services that locate and assist youth on the streets.
- ♦ A drop-in center offers access to food, showers and counseling as well as a wide range of recreational and therapeutic activities in a safe and drug-free environment.
- ♦ Other services include a medical clinic providing free, comprehensive care and confidential HIV testing, counseling and treatment, referrals and educational materials.
- ♦ Also a fully accredited school on site, staffed by the San Francisco Unified School District, offering classes for credit, individualized strategies to assist them in moving beyond the streets. A case management program provides long-term assistance and works with youth to develop individualized strategies to assist them in moving beyond the streets.
- ♦ A foster care program, fully licensed by the State, which recruits and certifies foster homes and provides culturally appropriate placement opportunities for youth. Also an 18 month transitional housing program that includes education, career counseling and life skills development.
- ♦ Provides youth adults who are living with HIV/AIDS with medical care, housing and psychosocial support services.
- ♦ Offers an assisted care licensed residential care program for youth with HIV/AIDS. HIV testing available on-site.
- ♦ Provides employment services including a day labor program, employment case coordination, job readiness certification and job placement. Also provides computer training, GED preparation, English as a Second Language (ESL) classes, basic life skills training and post-placement support to ensure job retention.

Notes

LATINO COMMISSION ON ALCOHOL & DRUG ABUSE

1319 Fruitvale Ave
Oakland, CA 94601

Phone(s): (510) 535-2303 (administration)
(510) 536-4760 (Si Se Puede)
(510) 536-4764 (Mujeres con Esperanza)
(510) 532-5995 (Centro de Juventud)
(510) 419-1040 (El Chante)

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

Contact: Maria Verdugo-Oakes – Executive Director
Luis Libram - El Chante
Mariam Ospina – Si Se Puede
Marco Azucema – Centro de Juventud

Area Served: Alameda County

Accessibility: Wheelchair accessible

Transportation: Call AC Transit for bus line. BART – Fruitvale Station within 2 blocks.

Languages: Spanish

Fees: Vary according to income, need and service.
Counseling: \$1 - \$5 per week. El Chante: 50% of income up to a maximum of \$37.37 per day for GA recipients. Youth Program: \$20 annual membership fee.

Eligibility Requirements: Si Se Puede: male with alcohol or drug problem. El Chante: male, age 18 – 64, with alcohol or drug problem. Mujeres con Esperanza: woman with drug or alcohol problem or concerned family members. All adults must have a TB test. Centro de Juventud: youth, age 6 – 19.

Application Procedure: Walk in or apply by phone.

Services: Latino Commission provides prevention and treatment services for alcohol and drug abuse in the Latino community. Offers a men's drop-in program (Si Se Puede), a men's residential program (El Chante), a women's drop-in program (Mujeres Con Esperanza) and a youth program (Centro de Juventud).
Si Se Puede (You Can Do It) – provides alcohol and drug prevention education and recovery services for men and their families experiencing problems with substance abuse. Offers individual and group counseling and referrals for other services. Also offers HIV/AIDS education and free, anonymous HIV testing. Located at 3315 International Blvd, Oakland, 94601. Si Se Puede fax number is (510) 536-6130.
El Chante – is an 18-bed, licensed, peer-group-oriented, alcohol recovery home providing meals and structured counseling services in a supportive, non-drinking environment. It is geared to Spanish-speaking men, age 18 – 64. The program requires a six-month residency and consists of four phases.
Mujeres Con Esperanza (women with Hope) – provides individual and group counseling, comprehensive referral services, support groups and other services for women facing issues of domestic violence drug or alcohol abuse or the judicial system. Women's Services Enhancement Program provides additional services in both English and Spanish to pregnant, post-partum or parenting women in recovery. Located at 1350 Fruitvale, Oakland, 94601. Mujeres Con Esperanza fax number (510) 536-4766.
Centro De Juventud – provides supervised social, recreational, educational and alternative activities for youth, age 7 –18. Also offers drug prevention and treatment services to youth and their families and, upon request, presentation to the community. Located at 3209 Galindo Street, Oakland, 94601.
Primavera – youth treatment facilities for ages 12 – 18 using drugs in and alcohol. For more information call (510) 436-4330.

Notes

LIFELONG MEDICAL CARE

BERKELEY PRIMARY CARE (BPC)

PO Box 11247
Berkeley, CA 94712

Phone(s): (510) 204-4666 (appointments)
 (510) 204-4835 (acupuncture clinic)
 (510) 981-4100 (administration)
 (510) 981-4191 (fax)
 Website: www.lifelongmedical.org

Hours: BPC clinic hours:
 Monday – Friday 8:30 – 12:00 and 1:00 – 5:00.
 ACCESS (HIV Services) hours by appointment:
 Monday 8:30 – 12:00, Thursday 1:00 – 5:00, and
 Friday 8:30 – 12:00
 ACCESS (HIV Services) drop in clinic:
 Friday 2:00 – 4:00
 Full body acupuncture(HIV patients only) by
 appointment:
 Monday and Thursday 2:00 – 4:00
 Auricular (ear) acupuncture drop in clinic (for chemical
 dependency and mental health symptoms):
 Monday – Friday 8:30 – 11:00

Contact: Melissa Schoen – Chief Operating Officer
 Marty Lynch – Executive Director

Area Served: Alameda and Contra Costa County

Accessibility: N/A

Transportation: N/A

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

Fees: Varies according to income and family size.
 Medi-Cal, Medicare, private insurance accepted.

Eligibility None
Requirements:

Application Appointment necessary.
Procedure:

Services: ♦ Offers primary care, perinatal care, pediatrics, gynecological services, HIV testing, acupuncture detoxification and psychosocial services.
 ♦ **Primary Care Program** – offers diagnosis and treatment for acute and chronic illness, physicals, pediatric care, including exams and immunizations, treatment for minor injuries, treatment for HIV disease and nutritional counseling.
 ♦ **Oral health services** are also available for those who are HIV+; please call 510-769-2248 for more information
 ♦ **Perinatal Care Program** – offers prenatal care by Certified Nurse Midwives and delivery at Alta Bates Hospital. Services include health education classes, psycho-social support, nutritional counseling, case management and acupuncture.
 ♦ **Young Adults Primary Care** – provides primary medical care, family planning services and prenatal clinic, acupuncture detoxification program and HIV treatment including case management and nutrition counseling.

Notes

LIGHTHOUSE COMMUNITY CENTER

1217 A St
PO Box 447
Hayward, CA 94541

Phone(s): (510) 881-8167
(510) 881-8173 (fax)
Website: www.lcchayward.org

Hours: Please call

Contact: [Patricia Kevena Fili, Executive Director](mailto:patriciakevenafili@lighthousecommunitycenter.org)
patriciakevenafili@lighthousecommunitycenter.org

Area Served: Southern Alameda County

Accessibility: Wheelchair/restroom/special parking

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

Languages: English only.

Fees: None

Eligibility Requirements: Lesbian, Gay, Bisexual, Transgender, Intersex and Questioning People of all ages and our allies

Application Procedure: Walk in or call for appointment.

Services: The mission of the Lighthouse Community Center (LCC) is to serve the Lesbian, Gay, Bisexual, Transgender, Intersex and Questioning (LGBTIQ) Community and Allies in Southern Alameda County. We are a Resource Center and catalyst for community building, providing communication, education, support and social activities and programs in a safe and substance-free environment.

- ♦ The Lighthouse Community Center provides an alcohol and drug free site for LGBTQ people of all ages.
- ♦ The Center offers many support services on a regular basis; Men's Group, Narcotic Anonymous, two youth groups, Women's Group and a PFLAG (Parents, Families & Friends of Lesbians & Gays) meeting.
- ♦ Every Thursday, from 4:00 to 6:00 pm, there is drop-in, free Anonymous HIV Antibody testing provided by the Tri-City Health Center.
- ♦ The Center is open to LGBTQ educational and recreational activities as space and time permit.
- ♦ Contact the Center for our activities schedule or visit our website.

Notes

LIVERMORE HOUSING AUTHORITY

3203 Leahy Way
Livermore, CA 94550

Phone(s): (925) 447-3600 (public housing)
(925) 447-0288 (Section 8 housing)
(925) 447-0942 (fax)

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

Contact: Jon Hovey – Executive Director
Louise Jaramillo – Assistant Director

Area Served: Alameda County, Contra Costa County, Marin County, San Francisco County, San Mateo County, Santa Clara County. Priority given to Livermore residents.

Accessibility: Wheelchair accessible

Transportation: WHEELS line 10, 16V and BART Express stop within 2 blocks.

Languages: Spanish

Fees: None

Eligibility Requirements: Low-income, very low-income.

Application Procedure: Waiting lists open and close as needed.

Services: Livermore Housing Authority offers conventional low-cost public housing and Section 8 subsidized housing vouchers to low-income persons in Livermore. Serves low-income families, senior citizens, age 62 or over and disabled persons. Rental fee is 30% of the household's income. Waiting time is one to ten years for individuals currently on the waiting list.

Notes

MANDANA COMMUNITY RECOVERY CENTER

3989 Howe St
Oakland, CA 94611

Phone(s): (510) 595-9690
(510) 595-9663 (fax)

Hours: Monday – Friday, 1:00 – 9:00 pm

Contact: Gwen Ferro - Director

Area Served: Alameda County, primarily North Oakland, Piedmont, Montclair, Berkeley.

Accessibility: Wheelchair accessible

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

Languages: English only.

Fees: \$3 for some Center activities or no fee.

Eligibility Requirements: Request that individual be 24 hours alcohol and drug free while participating in center activities.

Application Procedure: Walk in.

Services:

- ♦ A drop-in community recovery center that provides education, support services and information to individuals, families and the community at large regarding alcohol, drugs and other related problems.
- ♦ Provides referrals for recovery-related services.
- ♦ The Center provides education sessions, workshops, social events and meetings of many self-help programs including Sex and Love Addicts, Lifering, Alcoholics Anonymous, Narcotics Anonymous, Al-Anon, Marijuana anonymous, Co-Dependent Anonymous (CODS) and Overeaters Anonymous.
- ♦ Also holds a variety of peer support group meeting such as Adult Children of Alcoholics. Scheduled meetings, workshops and special events are held.
- ♦ Offers HIV education and free, anonymous HIV testing and a Hepatitis C support group.
- ♦ Contact agency for complete listing and schedule of events, workshops and supports groups.
- ♦ Books and tapes about recovery are available for members through the lending library.
- ♦ Provides community outreach and education with a focus on providing new tools for members through the lending library.
- ♦ Provides community outreach and education with a focus on providing new tools for living and relating without alcohol and other drugs.
- ♦ Entrance to building is on 40th Street Way.

Notes

NATIONAL NATIVE AMERICAN AIDS PREVENTION CENTER (NNAAPC)

720 S. Colorado Blvd., Suite 650-S
Denver, CO 80246

Phone(s): (720) 382-2244
(720) 382-2248 (fax)
Website: www.nnaapc.org

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

Contact: Warren Jimenez – Executive Director

Area Served: Nationwide

Accessibility:

Transportation: N/A

Languages: English only

Fees: None

Eligibility Requirements: Serving and/or working with Native American populations

Application Procedure: Apply by phone with a Capacity Building Assistance (CBA) request.

Services:

- ♦ Offers a variety of programs to promote education about HIV/AIDS and supports HIV prevention efforts in the Native American community
- ♦ Provides capacity building assistance for organizational development
- ♦ A national clearinghouse for Native American-targeted AIDS health education materials, literature and speakers on HIV/AIDS
- ♦ Technical assistance prevention training is available to tribes or organizations serving Native American populations
- ♦ Provides reference materials, statistics and newsletters via NNAAPC's website.

Notes

NATIVE AMERICAN HEALTH CENTER

3124 International Blvd., # 305
Oakland, CA 94601

Phone(s): (510) 535-4400
(510) 533-8474 (fax)
(510) 535-4400 ext. 257 (HIV testing)
www.nativehealth.org

Hours: M – F; 9:00 am – 5:00 pm

Contact: Central Registration Staff
Maya Havener - HIV Testing
Coordinator/CPHW

Area Served: Alameda County

Accessibility: Wheelchair accessible/elevator

Transportation: AC Transit Lines 1 and 1R are ½ block away.
Fruitvale BART Station is 3 blocks away.

Languages: English only

Fees: Based upon income

Eligibility Requirements: Alameda County resident

Application Procedure: Contact Central Registration Department for initial appointment.

Services: General Dentistry
Comprehensive Medical Care
Mental Health Services
Woman Infants and Children (WIC) program
Nutrition and Fitness
Youth Services
Oral health services are also available for those who are HIV+; please call 510-769-2248 for more information
HIV counseling and testing is available for Center clients.

Notes

NEEDLE EXCHANGE EMERGENCY DISTRIBUTION (NEED)

c/o 1442-A Walnut Street #221
Berkeley, CA 94709

Phone(s):	(510) 678-8563 (Messages only) Website: www.berkeleyneed.org	Hours:	Sunday 6:00 – 8:00 pm; Tuesday 4:00 – 6:00 pm and Thursday 6:00 – 8:00 pm.
Contact:	N/A	Area Served:	Berkeley
Accessibility:	Wheelchair accessible	Transportation:	Call AC Transit for bus line(s).
Languages:	N/A	Fees:	None
Eligibility Requirements:	Any and all in need.	Application Procedure:	None
Services:	<p>NEED's central function is to make sure that a steady supply of clean syringes is made available to any and all in need, with the goal being to reduce the spread of HIV and Hepatitis C commonly associated with sharing used syringes. We offer practical and effective services to people who have few options when seeking health care.</p> <p>♦ Needle Exchange: We run three needle exchange/distribution sites in Berkeley per week: Sunday 6:00 – 8:00 pm, Tuesday 4:00 – 6:00 pm, and Thursday 6:00 – 8:00 pm.</p> <p>♦ Harm Reduction Supplies: At NEED's three sites, you'll find an ample supply of the following: syringes (all gauges), cotton, cookers, ties, biohazard buckets, alcohol pads. Additionally, we have pipes, screens, and brillo pads for safer crack use.</p> <p>♦ Wound Care: Trained community health workers provide wound and abscess care at site on Thursdays.</p> <p>♦ Overdose Prevention: Preventing an overdose is essential knowledge for anyone using injection drugs. We aim to educate users and staff alike on the basics of overdose prevention, including the use of naloxone to reverse the effect of an opiate.</p> <p>♦ Food: At our Thursday site, we provide fruits, vegetables, juices and sandwiches for exchange participants and community members.</p> <p>♦ Information & Referrals: At each site we have available information on a variety of providers offering services pertinent to exchange users and community members, including HIV/AIDS testing and prevention, STD testing and education.</p> <p>♦ Informational Flyers available are:</p> <p>Medical Interactions with Street Drugs</p> <p>Survival Tips for Living on the Streets</p> <p>Opiate Overdose: Things to Do</p> <p>Tricks of the Trade</p> <p>Getting Off Right</p>		
	<p>Written by Julia Klems</p> <p>Produced by the Chai Project (New Brunswick, NJ)</p> <p>Things to do in recognizing/responding to an opiate/heroin overdose using naloxone.</p> <p>Health and safety information for sex workers</p> <p>A plain-speaking, unbiased how-to survival guide for injection drug users (Produced by Harm Reduction Coalition)</p>		

Notes

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@pflag-eastbay.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 None
Requirements:

Application Walk in for pregnancy testing only. Appointment
Procedure: 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 None
Requirements:

Application Walk in or apply by phone. Appointment necessary.
Procedure: 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 Requirements: California ID.

Application Procedure: Call caseworker. Intakes by appointment.
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 Disabled resident of California.

Application Apply by phone

Requirements:

Procedure:

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 Age 13 – 24 with diverse lifestyle.

Application Walk in

Requirements:

Procedure:

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
Requirements:

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

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<u>When</u>	<u>Support Group</u>	<u>Location</u>	<u>Time</u>	<u>Contact</u>
Tuesdays	HIV/ AIDS Support Group in Spanish	240 La Clinica de la Raza Casa Del Sol	5:00 - 6:30 pm	Gerardo Vidal or Alicia Diaz, MFT 510-535-6200
1 st and 3 rd Monday	HIV + Long Term Survivor Support and Self Help Group	Lighthouse Com.	5:30 - 6:30 pm	Jim Paramore 510-427-7180
2 nd and 4 th Thurs.	HIV + Men focus	Vols. of America	6:00 - 8:00 pm	Jaylen Warren 510-533-5253
2 nd or 3 rd Wed.	HIV/ AIDS Support and Ed. Worksh ops for Men	EBAC	6:30 - 8:00 pm	Joseph Delgado. 510-869-8496
Every Fri.	HIV Peer Support/ Education Group	Tri-City Health Center	1:30 - 3:00 pm	Luis Frias 510-713-6690 x 6106
Two Thurs. each month	HIV Peer Support Group	Tri-City Health Center	6:15 - 7:45 pm	Elias Arroyo 925-606-1451
Last Sun.	Grupo Fremont	Casa Fremont	1:00 - 5:00 pm	Antonio 510-943-2557 or Ron 510-593-1045
3 rd Fri.	Amor Latino	La Clinica de la Raza Casa	6:00 - 9:00 pm	Ricardo Alvarado 510-302-7222
Twice a month Wed. & Thurs.	Living Within For Children and youth ages 3 - 18.	Pediatric Care	6:30 - 8:00 pm	Jazz Feury for intake 510-531-7551
Thursday Nights	Brutha's Connexion	APEB	7:30 - 9:30 pm	David Williams 510-663-7975
4 th Wed.	Perinatal Support Group expectant fathers welcome	Kaiser - Oak.	6:30 - 8:00 pm	Jeannifer Key, LCSW 510-752-6344
2 nd Tues.	Patients, Family, Friends & Lovers Support Group	Kaiser - Oak.	6:30 - 8:00 pm	Jeannifer Key, LCSW 510-752-6344
1 st Thur.	HIV+ Gay Men's Support Group	Kaiser - Oak.	6:30 - 8:00 pm	James Taylor, CHOW 510-437-8508

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 Sheriffs 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 Sheriffs 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 None
Requirements:

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

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

ALAMEDA, COUNTY OF PUBLIC HEALTH DEPARTMENT COMMUNITY HEALTH TEAMS

District 1

Fremont Team

39155 Liberty Street, Suite D470
Fremont, CA 94538

Tri-Valley

3730 Hopyard Rd, Suite 102
Pleasanton, CA 94588-8510

District 2

Hayward Team

24085 Amador Street, Suite 110
Hayward, CA 94544

Union City Team

39155 Liberty St., Suite D470
Fremont, CA 94538

District 3

Chinatown/Fruitvale

2647 International Blvd., #600
Oakland, CA 94601

District 4

East Oakland Team

Eastmont Town Center
7200 Bancroft Ave., Suite 202
Oakland, CA 94605

District 5

North County Team

3600 Telegraph Avenue
Oakland, CA 94609

Phone(s): (510) 208-5930

Hours: Vary

Contact: Cernoria Talley-Dansby

Area Served: Alameda County

Accessibility:

Transportation:

Languages:

Fees: None for public health nursing services

Eligibility None

Application By appointment

Requirements:

Procedure:

- Services:**
- ♦ Community Health Teams (CHTs) are clusters of public health staff assigned to neighborhoods to deliver community-based services.
 - ♦ Teams are comprised of public health nurses, outreach workers and support staff that work with residents, families, and neighborhoods. CHTs are committed to being accountable and responsive to the community.
 - ♦ Teams work with residents to assess, develop and implement strategies that target health and safety concerns and the social needs of communities. This includes the identification and nurturing of community assets (schools, parks, churches, businesses, etc.) that enhance a community and can be tapped to address community concerns.

Notes

ALAMEDA, COUNTY OF PUBLIC HEALTH DEPARTMENT WOMEN, INFANTS AND CHILDREN (WIC) PROGRAM

Telegraph Office - 3600 Telegraph Avenue, North Oakland

Languages: English and Cantonese, Lao, Mandarin, Spanish & Vietnamese, Thai
Phone: (510) 595-6400
Hours: Monday, Tuesday, Thursday, Friday and some Saturdays: 8:30-5; Wednesdays: 9:30-1, 3:30-6
Area Served: Oakland, Emeryville Accessibility: Wheelchair accessible building and restroom
Transportation: Call AC Transit for bus line(s). Located 1 block from MacArthur BART

Eastmont Mall Office - 7200 Bancroft Avenue, Second floor, Room 204, East Oakland

Languages: English and Spanish
Phone: (510) 595-6400
Hours: Monday, Tuesday, Thursday, Friday and some Saturdays: 8:30-5; Wednesdays: 9:30 - 1, 3:30-6
Area Served: Oakland, San Leandro, San Lorenzo Accessibility: Wheelchair accessible building and restroom
Transportation: Call AC Transit for bus line(s). Coliseum BART is closest station

Hayward Office - 24085 Amador Street, Suite 110, First floor

Languages: English and Cantonese, Spanish & Vietnamese
Phone: (510) 595-6400
Hours: Monday, Tuesday, Thursday, Friday and some Saturdays: 8:30-5; Wednesdays: 9:30-1, 3:30-6
Area Served: San Leandro, San Lorenzo, Castro Valley, Unincorporated areas, Hayward
Accessibility: Wheelchair accessible building and restroom
Transportation: Call AC Transit for bus line(s). Hayward BART is closest station

Fremont Office - Fremont Resource Center, 39155 Liberty Street, Room 840

Phone: (510) 795-2456 or (510) 595-6400
Hours: Thursdays & Fridays and some Mondays: 8:30-12; 1-5
Languages: English and Cantonese and Spanish
Area Served: Fremont Accessibility: Wheelchair accessible building and restroom
Transportation: Call AC Transit for bus line(s). Fremont BART is closest station

Contact: Linda Franklin, WIC Program Director, (510) 595-6450 or wicinfo@acgov.org.
See www.alameda-county-wic.org

Fees: None

Eligibility

Requirement Pregnant or breastfeeding women, parents and guardians raising children under 5 who meet income eligibility criteria. Working families can get WIC. For example, a family of two (a pregnant woman, or a parent with one child) can earn up to \$2,111 per month before taxes, and a family of 3 up to \$2,648.

Application

Procedure: To apply, bring identification, proof of family income and proof of address. Call 510-595-6400 for eligibility information, screening and appointment

Services: Nutrition advice and classes, help with breastfeeding, and checks to buy \$50 - \$100 in healthy foods monthly

Hotlines / Information & Referrals

- | | |
|---|----------------|
| ◇ National HIV/AIDS Clinician's Consultation
Center Warmline: National HIV Telephone
Consultation Service | (800) 933-3413 |
| ◇ PEPline: National Clinician's Post-Exposure
Prophylaxis Hotline | 1-888-448-4911 |

HIV/AIDS Websites

- | | |
|--|---|
| CDC's Correctional Health Website | <u>www.cdc.gov/correctionalhealth/</u> |
| CDC's National HIV Testing Resource Website. | <u>www.hivtest.org/</u> |

Feedback / Suggestion Sheet

2008 Positive Resources Directory

Dear Reader,

If you have a comment or recommendation for us about how to improve this *Directory*, send us an e-mail to HIVinfo@acgov.org or complete the form below and fax or mail it to us. Just tear out this page, or make a photocopy, fold it in half, use a staple or tape, and a stamp. Thank you!

The Office of AIDS Administration

* * * * *

Date: _____

Please include information about the following topic, agency or program in your next edition!

Please delete or revise the information on page _____ of this *Directory* for the following reason(s).

Your Name:

How can we contact you to discuss your suggestion?

Phone: _____ E-Mail: _____

Office of AIDS Administration
1000 Broadway, Suite #310
Oakland, CA 94607
Fax: 510.268.7631

**AIDS HOUSING AND
INFORMATION PROJECT
(AHIP)**



Call Toll Free

877- 4 AIDS INFO

(877) 424-3746

Or

(510) 537-2600

Collect calls are accepted

TDD Line (510) 537-3794

Monday – Friday

9 AM - 4 PM

Offering Information and Referrals to
Health & Human Services and Housing for
People Living with HIV/AIDS

AHIP is a program of Eden I&R, Inc.



2008 Positive Resources Directory

First Printing - May 2008

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Revised Third Printing - September 2009

Alameda County Public Health Department

Office of AIDS Administration

1000 Broadway, Suite 310

Oakland, CA 94607

(510) 268-7630

HIVinfo@acgov.org

www.acphd.org