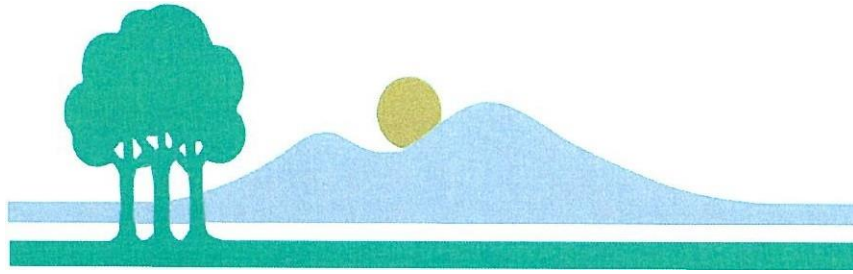


# City of Mountain View



AGE FRIENDLY MOUNTAIN VIEW

## SENIOR RESOURCE GUIDE



### HOUSING

- All information is subject to change
- Please call to confirm pricing
- Available in large print

## **HOUSING PROGRAMS**

### **Project Sentinel**

A HUD-Approved Housing Counseling Agency since 1998

Free or for a fee.

1490 El Camino Real, Santa Clara, CA 95050

Details: Assist individuals with housing problems such as discrimination, mortgage foreclosure & delinquency, rental issues including repairs, deposits, privacy, dispute resolution, home buyer education, post purchase education and reverse mortgages.

<http://housing.org>

711 or (800) 855-7100 + (800) 855-7200 for Spanish

### **Department of Housing and Urban Development (HUD)**

600 Harrison Street, 3rd Floor, San Francisco, CA 94107-13004104

Information about Rental help, Homeless resources, Foreclosures, etc.

[www.hud.gov/states/california](http://www.hud.gov/states/california)

FHA loans or programs: (800) 225-5342;

HUD rental programs: (800) 955-2232; San Francisco: (415) 489-6400; TTY: (800) 877-8339

### **For Veterans**

#### **Sword to Plowshares**

Veterans

Legal services, employment & training, housing programs

1060 Howard Street

San Francisco, CA 94103

<http://stp-sf.org/>

(415) 252 – 4788



# AFFORDABLE HOUSING

## **HOUSING INFORMATION &**

### **MidPen Housing**

303 Vintage Park Drive,  
Suite 250  
Foster City, CA 94404  
[www.midpen-housing.org](http://www.midpen-housing.org)  
(650) 356-2900

### **Silicon Valley Independent Living Center**

25 N. 14th Street,  
Suite 1000  
San Jose, CA 95112  
<http://www.svilc.org>  
(408) 894-9041

### **Sourcewise**

Resource Connection  
Community Resource Specialists  
2115 The Alameda, San Jose, CA 95126  
[www.mysourcewise.com](http://www.mysourcewise.com)  
(408) 350-3200

### **Charities Housing**

1400 Parkmoor Ave.,  
Suite 190  
San Jose, CA 95126  
[www.charitieshousing.org](http://www.charitieshousing.org)  
(408) 550-8300

## **REFERRAL AGENCIES**

### **Institute on Aging**

881 Fremont Ave.,  
Suite A2  
Los Altos, CA 94024  
[www.ioaging.org](http://www.ioaging.org)  
(650) 424-1411

### **Eden Housing**

22645 Grand Street  
Hayward, CA 94541  
(510) 582-6523  
[www.edenhousing.org](http://www.edenhousing.org)

### **First Community Housing**

75 E. Santa Clara Street  
Suite 1300  
San Jose, CA 95113  
[www.firstcommunityhousing.org](http://www.firstcommunityhousing.org)  
(408) 291-8650

### **Palo Alto Housing**

725 Alma Street  
Palo Alto, CA 94301  
[www.pah.community](http://www.pah.community)  
(650) 321-9709

### **ROEM Development Corporation**

1650 Lafayette Street  
Santa Clara, CA 95050  
[www.roemcorp.com](http://www.roemcorp.com)  
(408) 984-5600

**MOBILE HOMES - [www.senior-retirement-living.com](http://www.senior-retirement-living.com)**

Mountain View mobile home parks are:

**Moffett Mobile Homes Park**

440 Moffett Blvd  
Mountain View, CA 94043  
(650) 968-4848

**Sahara Mobile Village**

191 E. El Camino Real  
Mountain View, CA 94040  
(650) 968-7891

**Santiago Villa Mobile Home**

1075 Space Park Way  
Mountain View, CA 94043  
(650) 969-0102

**Moorpark Mobile Homes**

501 Moorpark Way  
Mountain View, CA 94041  
(650) 967-1725

**Sunset Estates Mobile Home Park**

433 San Veron Ave.  
Mountain View, CA 94041  
(650) 968-2222

**New Frontier Mobile Home Park**

325 Sylvan Park Dr.  
Mountain View, CA 94041  
(650) 967-1725

**SUBSIDIZED HOUSING**

The Below-Market-Rate (BMR) units for seniors in Mountain View are managed by:

**MidPen Housing Headquarters**

303 Vintage Park Drive  
Foster City, CA 94404  
[www.MidPen-housing.org](http://www.MidPen-housing.org)  
(650) 356-2900

**BMR Housing for seniors in Mountain View**

**Ginzton Terrace**

375 Oaktree Dr.  
Mountain View, CA 94040  
(650) 390-9450

**Shorebreeze**

460 N. Shoreline  
Mountain View, CA 94043  
(650) 966-1328

**The Fountains**

2005 San Ramon  
Mountain View, CA 94043  
(650) 966-1060

**Monte Vista**

1101 Grant Road  
Mountain View, CA 94040  
(650) 965-1060

**Paulson Pk. St. Apts.**

90 Sierra Vista  
Mountain View, CA 94043  
(650) 964-5600

**SUBSIDIZED HOUSING**

Below-Market-Rate (BMR) units open to specified groups but for which seniors may qualify are:

**San Antonio Place**

210 San Antonio Circle  
Mountain View, CA 94040  
(650) 941-4223

**Sierra Vista I**

1909 Hackett Ave.  
Mountain View, CA 94043  
(650) 965-9222

**Maryce Freelen Place**

2230 Latham St.  
Mountain View, CA 94043  
(650) 965-4939

**San Veron Park**

807 San Veron Ave.  
Mountain View, CA 94043  
(650) 967-3322

**Tyrella Gardens**

449 Tyrella Ave.  
Mountain View, CA 94043  
(650) 964-2874

**Studio 819**

819 N. Rengstorff Ave  
Mountain View, CA 94043  
(650) 210-9127

**1585 Studios**

1585 W. El Camino Real  
Mountain View, CA 94040  
(650) 966-1011

**Franklin Street Family Apartments**

135 Franklin St.  
Mountain View, CA 94041  
(650) 567-9213

**Monte Vista**

1101 Grant Road  
Mountain View, CA 94040  
(650) 965-1060

**Madera Apartments**

455 W. Evelyn Ave.  
Mountain View, CA 94041  
(855) 534-5328

**Domus on the Blvd.**

2650 W. El Camino  
Mountain View, CA 94040  
(650) 276-0065

**Oakwood Apts.**

881 E. El Camino  
Mountain View, CA 94040  
(602) 427-2752

**Verve Mountain View**

1984 W. El Camino  
Mountain View, CA 94040  
(650) 257-8694

**Montrose (East)**

1616 W. El Camino  
Mountain View, CA 94040  
(855) 835-1589

**Montrose (West)**

1720 W. El Camino  
Mountain View, CA 94040  
(855) 835-1589

**100 Moffett**

100 Moffett Blvd.  
Mountain View, CA 94043  
(855) 796-8884

### **LIFE-CARE, INDEPENDENT & ASSISTED LIVING FACILITIES**

A life-care facility is a combination of a senior residential community, assisted care facility, and skilled nursing facility. An assisted-care facility usually has more resources and nursing or other medical professionals either on-site or on-call.

#### **Villa Siena**

1855 Miramonte Avenue  
Mountain View, CA 94040  
[www.villa-siena.org](http://www.villa-siena.org)  
(650) 961-6484

#### **Redwood Villa**

1981 Montecito Ave,  
Mountain View, CA 94043  
[www.redwoodvilla.com](http://www.redwoodvilla.com)  
(650) 965-8633

### **RESIDENTIAL CARE FACILITIES**

Residential care homes, sometimes also called board and care facilities, are usually homes where up to six paying residents can be cared for by licensed personnel who are not necessarily skilled nurses. The following residential facilities in Mountain View are currently licensed:

#### **AAEDITA Residential Care Home**

1874 Villa Street  
Mountain View, CA 94041  
(650) 567-9924

#### **Casa Alice Care Home**

809 Alice Ave  
Mountain View, CA 94040  
(866) 465-5993 - Advisor

#### **Casa Pastel**

13348 Pastel Lane  
Mountain View, CA 94040  
(650) 961-5368

#### **Cypress Manor**

467 Sierra Vista Avenue, No. 1.  
Mountain View, CA 94043  
(Senior Care Referral)  
[www.seniorcareauthority.com](http://www.seniorcareauthority.com)  
(888) 854-3910 Advisor

#### **Diamond Care—Brook Place**

1309 Brook Place  
Mountain View, CA 94040  
(Senior Care Referral)  
[www.seniorcarehomes.com](http://www.seniorcarehomes.com)  
(877) 523-6523 Advisor

#### **Monte Farley II**

386 Burgoyne Street  
Mountain View, CA 94043  
[www.montefarleymanor.com](http://www.montefarleymanor.com)  
(650) 938-6909

#### **Paradise Care Home**

1615 Miramonte Avenue  
Mountain View, CA 94040  
(Senior Care Referral)  
[www.aplaceformom.com](http://www.aplaceformom.com)  
(866) 465-5993 Advisor

#### **Villa Siena**

1855 Miramonte Avenue.  
Mountain View, CA 94040  
[www.villa-siena.org](http://www.villa-siena.org)  
(650) 961-6484



**SKILLED NURSING FACILITIES**

**Grant Cuesta Sub-Acute Rehab**

1949 Grant Road  
Mountain View, CA 94040  
[www.covenantcare.com](http://www.covenantcare.com)  
(650) 968-2990

**Villa Siena**

1855 Miramonte Avenue  
Mountain View, CA 94040  
[www.villa-siena.org](http://www.villa-siena.org)  
(650) 961-6484

**ALZHEIMER'S CARE (MEMORY CARE) UNITS**

**Casa Pastel Care Home**

13348 Pastel Lane  
Mountain View, CA 94040  
(Senior Care Referral)  
[www.aplaceformom.com](http://www.aplaceformom.com)  
(650) 961-5368 - Advisor

**Paradise Care Home**

1615 Miramonte Ave.  
Mountain View, CA 94040  
(Senior Care Referral)  
[www.aplaceformom.com](http://www.aplaceformom.com)  
(866) 465-5993 - Advisor

**Diamond Residential Care Brook Place**

1309 Brook Place  
Mountain View, CA 94040  
(Senior Care Referral)  
[www.seniorcarehomes.com](http://www.seniorcarehomes.com)  
(877) 523-6523 - Advisor

**Pinehill**

801 Rose Ave.  
Mountain View, CA 94040  
(Senior Care Referral)  
[www.caring.com](http://www.caring.com)  
(650) 968-6100 - Advisor

**Monte Farley II**

586 Burgoyne St.  
Mountain View, CA 94043  
[www.montefarleymanor.com](http://www.montefarleymanor.com)  
(650) 938-6909

**Urso's Monte Farley**

**Manor III**  
381 Farley St.  
Mountain View, CA 94043  
[www.montefarleymanor.com](http://www.montefarleymanor.com)  
(650) 938-6909

**ADULT DAY CARE**

Adult day care is for less-independent older adults and to relieve the caregiver or his or her duties for the day while ensuring that the care recipient will still receive the proper care.

**Avenida's Rose Kleiner Center**

270 Escuela Ave  
Mountain View, CA 94040  
[www.avenidas.org](http://www.avenidas.org)  
(650) 289-5499

**SKILLED NURSING/REHABILITATION FACILITIES**

Individual treatment plans are created to meet the individual's needs.

**Mountain View Healthcare Center**

2530 Solace Place

Mountain View, CA 94040

[www.mvhealthcare.com](http://www.mvhealthcare.com)

(650) 961-6161

**Grant Cuesta Sub-Acute and Rehab Center**

1949 Grant Road

Mountain View, CA 94040

[www.covenantcare.com](http://www.covenantcare.com)

(650) 968-2990

**El Camino Outpatient Rehabilitation**

2400 Grant Road

Mountain View, CA 94040

[www.elcaminohospital.org](http://www.elcaminohospital.org)

(650) 940-7285





## **HOME CARE COMPANIES**

### **Agility Health**

1660 S. Amphlett Blvd.  
Suite 116  
San Mateo, CA 94402  
[www.agility-health.org](http://www.agility-health.org)  
(650) 453-5100

### **Alegre Home Care**

1660 S. Amphlett Blvd.  
Suite 128  
San Mateo, CA 94402  
[www.alegrehomecare.com](http://www.alegrehomecare.com)  
(650) 757-2000

### **Care Indeed**

890 Santa Cruz Ave.  
Menlo Park, CA 94025  
[www.careindeed.com](http://www.careindeed.com)  
(650) 328-1001

### **Family Matters In-Home Care**

228 Hamilton Ave, 3rd Floor  
Palo Alto, CA 94301  
[www.familymattershc.com](http://www.familymattershc.com)  
(650) 585-5264

### **Helping Hands Home Care Services**

1710 Amphlett Blvd.  
Suite 112,  
San Mateo, CA 94402  
[www.helpinghandshealthcare.net](http://www.helpinghandshealthcare.net)  
(650) 286-9000

### **Institute on Aging Peninsula**

881 Fremont Ave., Suite A2  
Los Altos, CA 94024  
[www.ioaging.org](http://www.ioaging.org)  
(650) 424-1411

### **Home Instead Senior Care**

1006 Stewart Drive,  
Suite A100  
Sunnyvale, CA 94085  
[www.homeinstead.com](http://www.homeinstead.com)  
(650) 691-9671

### **Home Care Assistance**

148 Hawthorne Ave.  
Palo Alto, CA 94301  
<https://homecareassistance.com>  
(650) 462-6900

### **Home Care California**

885 N. San Antonio Rd  
Los Altos, CA 94022  
[www.homecare-california.com](http://www.homecare-california.com)  
(650) 324-2600

### **Nursing & Rehab at Home**

1660 S. Amphlett Blvd.,  
Suite 112,  
San Mateo, CA 94402  
[www.nursingandrehabathome.org](http://www.nursingandrehabathome.org)  
(650) 286-4272

### **Visiting Angels Sunnyvale**

922 W. Fremont Ave.,  
Sunnyvale, CA 94087  
[www.visitingangelssunnyvale.call.net](http://www.visitingangelssunnyvale.call.net)  
(408) 990-3485

## **HOME CARE REFERRALS**

### **In Home Support Services**

The In-Home Supportive Services (IHSS) program is a Medicaid, State, and locally funded program designed to provide assistance to those eligible aged, blind, and disabled individuals who, without this care, would be unable to remain safely in their own homes.

1888 Senter Rd  
San Jose, CA 95112  
[www.sccgov.org](http://www.sccgov.org)  
(408) 792-1600

### **Institute on Aging Peninsula**

Advocate for older adults and those who care for them, we offer a broad spectrum of services and support to help seniors maintain their independence as long it is safe to do so. In addition to providing home care and case management services we also have a friendship phone line.

881 Fremont Ave., Suite A2  
Los Altos, CA 94024  
[www.ioaging.org](http://www.ioaging.org)  
(650) 424-1411

### **Sourcewise**

Care Management program houses the Multipurpose Senior Services Program (MSSP). MSSP is designed to work with you or someone you know, who is 65 years of age or older, and in need of in-home services. We focus on helping individuals to remain in their home or to return home after a hospitalization, or a stay in a skilled nursing or intermediate care facility.

2115 The Alameda  
San Jose, CA 95126  
[www.mysourcewise.com](http://www.mysourcewise.com)  
(408) 350-3200

### **Seniors at Home, Koret Family Resource Center**

Seniors At Home offers a comprehensive range of services, including Home Care, Palliative and End of Life Care, Skilled Nursing, complete care coordination and a full range of senior services: Care Management, Counseling, Money Management and Conservatorship, Spiritual Care, and Volunteer Services

200 Channing Ave.  
Palo Alto, CA 94301  
[www.seniorsathome.org](http://www.seniorsathome.org)  
(650) 931-1860

## **HOME MAINTENANCE/REPAIR/SAFETY & MODIFICATION SERVICES**

### **211**

You are in need of financial support for much needed housing repairs;

[www.211bayarea.org](http://www.211bayarea.org)

Dial 211 for Essential Community Services

### **Avenidas Handyman Services**

Avenidas will send a trusted handyman to get the job done, all at below-market rates. Carpentry, Computer, Electrical, Painting, Plumbing, Security, Yard Services & Miscellaneous: Gutter cleaning (single-story only), Minor furnace repairs Accessibility: Wheelchair ramps, Grab bars, Safety rails, Shower extensions. \$50.00 per hour. Call for current rates.

[www.avenidas.org](http://www.avenidas.org)

[\(650\) 289-5426](tel:6502895426)

[www.avenidas.org](http://www.avenidas.org)

(650) 289-5426

### **Day Worker Center of Mountain View**

The Center was established to provide job-matching services for hundreds of local homeowners and businesses

Home Maintenance Services: Construction, Carpentry, Drywall/stucco, Electrical work, Flooring, General Labor, Handyman, Plumbing. \$15 - \$20 per hour. Call for current rates.

[www.dayworkercentermv.org](http://www.dayworkercentermv.org)

(650) 903-4102

### **Rebuilding Together**

#### **1. National Rebuilding Day**

Rebuilding Together does everything from yard cleanup and painting to skilled plumbing, window, electrical system, and flooring repair. Services are FREE to chosen homeowners who meet program criteria.

#### **2. Safe at Home**

Helps seniors, families, and people with disabilities live more independently by addressing minor repair needs before they become serious safety or deferred maintenance issues. We tackle repairs such as debris removal, fence repair, basic home maintenance, exterior painting, light yard work, minor plumbing, minor electrical, heating repair, roof repair, window repair/replacement, door repair/replacement, energy efficiency measures, and some accessibility modifications  
Services are FREE to chosen homeowners who meet program criteria.

P.O. Box 4031

Menlo Park CA 94026-4031

[www.rebuildingtogetherpeninsula.org](http://www.rebuildingtogetherpeninsula.org)

(650) 366-6597

**HOME MAINTENANCE/REPAIR/SAFETY & MODIFICATION SERVICES -continued**

**101 Mobility (Resource listed on SVILC website)**

For mobility solutions from stair lifts to auto lifts, wheelchair ramps to automatic door openers, our goal at 101 Mobility San Jose is to enable local seniors and those with disabilities to lead independent, active lifestyles and look forward to each day.

2109 O'Toole Ave, Suite C,

San Jose, CA 95131

[www.sanjose.101mobility.com/](http://www.sanjose.101mobility.com/)

(408) 724-5081

**Los Altos Senior Center - In-Home Repair Program**

Volunteers with the Los Altos Senior Program provide general minor repairs for homeowners, age 60 and older. Free, except materials. Donations accepted.

Los Altos Senior Program

97 Hillview Ave.

Los Altos, CA 94022

(Will serve Mountain View Seniors if they are a member of the Los Altos Senior Center \$40 per year)

[www.losaltosca.gov](http://www.losaltosca.gov)

(650) 947-2797

**Rotary Home Team**

Program that deploys Rotarians to do minor repairs for seniors in their communities.

Santa Clara

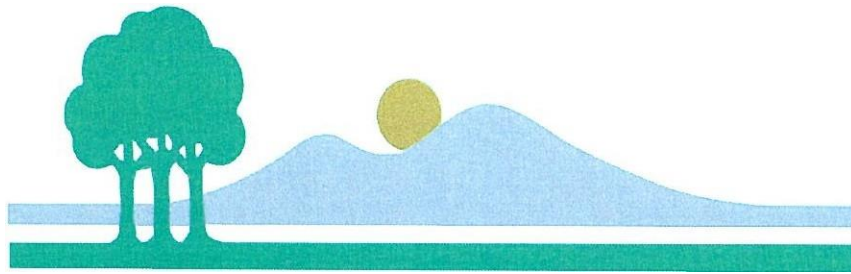
Britt Bassoni

[assoni@jtm-esc.org](mailto:assoni@jtm-esc.org)

(408) 295-5905



City of Mountain View



AGE FRIENDLY MOUNTAIN VIEW

# SENIOR RESOURCE GUIDE



## HEALTH & GRIEF SUPPORT CARE

- All information is subject to change
- Please call to confirm pricing
- Available in large print

## **HEALTH**

Mountain View seniors have access to some of the best medical facilities in the country. The number of physicians and other medical/dental/vision specialists in Santa Clara County means that County residents have a higher density of these local providers than most areas of the country. Geriatricians, physicians specializing in treating older adults, are board-certified doctors who help people stay physically active and independent in the community for as long as possible. In collaboration with the interdisciplinary staff, they provide thorough medical, physical, nutritional and psychosocial evaluations. Neurologists may also help with health issues of older patients.

### **Health Insurance Services**

In addition to Medicare and Medi-Cal, for low income adults, there are a multitude of supplemental insurance companies, called Medi-Gaps plans and Medicare Advantage plans, sometimes referred to as Part C plans. To purchase Medicare Supplement Insurance you must be enrolled in Medicare Part A and Part B. Medicare Supplement Insurance provides coverage for gaps in medical costs not covered by Medicare. Medicare Supplement plans are standardized and offer various benefits to help offset your healthcare cost. To find information on Medicare Supplement Insurance, the names of companies authorized to sell it and compare premiums, please visit [Guide to Medicare Supplement www.insurance.ca.gov](http://www.insurance.ca.gov). - If enrolled in a Medigap plan, it is also necessary to enroll in Part D, Prescription drug plan.

Medicare Advantage (MA) is an alternative to traditional Medicare Part A and Part B. Medicare Advantage Plans are approved by Medicare, but are run by private companies that include Health Maintenance Organizations (HMOs) or Preferred Provider Organizations (PPOs). If you have questions related to Medicare Advantage Plans, contact Medicare at 1-800-633-4227.

### **HICAP**

#### **(Health Insurance Counseling & Advocacy Program)**

Offers free, one-on-one Medicare counseling. Trained volunteer counselors can answer your questions and help you understand your Medicare rights and benefits, including how to appeal denials of coverage; Medicare supplemental insurance (Medigap policies); Medicare Advantage plans; employee and retiree coverage; and long-term care insurance. Legal help and representation at Medicare appeals or administrative hearings are also available.

2115 The Alameda

San Jose, CA 95126

[www.mysourcewise.com](http://www.mysourcewise.com)

(408) 350-3200, option 2





**PRIMARY HEALTH CARE SYSTEMS**

The following are the primary healthcare systems in Mountain View and the immediate surrounding area. Where patients go to receive care would depend upon their respective supplemental insurance or Medicare Advantage (MA) plan.

Medicare's official site for Medicare Advantage Plans

[www.medicare.gov](http://www.medicare.gov)

**Palo Alto Medical Foundation**

701 E. El Camino Real  
Mountain View, CA 94040

[www.pamf.org](http://www.pamf.org)

(650) 934-7000

**Santa Clara Family Health Plan**

210 E. Hacienda Avenue  
Campbell, CA 95008-6617

[www.scfhp.com](http://www.scfhp.com)

(408) 376-2000

**El Camino Hospital**

2500 Grant Rd,  
Mountain View, CA 94040

[www.elcaminohospital.org](http://www.elcaminohospital.org)

(650) 940-7000

**Kaiser Permanente Senior Advantage**

555 Castro St  
Mountain View, CA 94041

[www.medicare.kaiserpermanente.org](http://www.medicare.kaiserpermanente.org)

(800) 777-1238

**Stanford Health Care**

Palo Alto, CA

<https://stanfordhealthcare.org>

(650) 498-3333





**SPECIALIZED HEALTH SERVICES**

**Better Hearing Center of  
Palo Alto**  
2483 Old Middlefield Way  
Suite 110  
Mountain View, CA 94043  
[www.betterhearing-paloalto.com](http://www.betterhearing-paloalto.com)  
(650) 241-3000

**The Byers Eye Institute at  
Stanford**  
2452 Watson Court  
Palo Alto, CA 94303  
[www.stanfordhealthcare.org](http://www.stanfordhealthcare.org)  
(650) 723-6995

**Mid-Peninsula Dental Society**  
220 Main St., Suite 208A  
Los Altos, CA 94022  
[www.mpds.org](http://www.mpds.org)  
(650) 328-2242

**Pacific Hearing Service**  
496 First St., Suite 120  
Los Altos, CA 94022  
[www.pacifhearingsservice.com](http://www.pacifhearingsservice.com)  
(650) 941-0664

**Parkinson's Institute and Clinical Center**  
675 Almanor Ave.  
Sunnyvale, CA 94085  
[www.theipi.org](http://www.theipi.org)  
(408) 734-2800

**Stanford/VA Alzheimer's Research  
Center**  
Palo Alto VA Health Care Center  
Bldg 4, Rm C151A  
3801 Miranda Ave.  
Palo Alto, CA 94304  
[www.med.stanford.edu/svalz.html](http://www.med.stanford.edu/svalz.html)  
(650) 858-3915

**Vista Center for the  
Blind & Visually Impaired**  
2500 El Camino Real Suite 100  
Palo Alto, CA 94306  
[www.vistacenter.org](http://www.vistacenter.org)  
(650) 858-0202



## **CARE MANAGEMENT**

Home assessments, care plans and referrals by clinical social workers. Focus is helping older adult to live independently in their home when appropriate.

### **Avenidas Care Partners**

Clinical social workers with Avenidas are available to make home assessments with older adults and create a geriatric care plan to discuss with the family. Low income and homebound services are also available.

4000 Middlefield Rd 1-2

Palo Alto, CA

[www.avenidas.org](http://www.avenidas.org)

(650) 289-5400

### **Community Services Agency- Mountain View, Los Altos and Los Altos Hills**

As part of the Senior Case Management program, geriatric social workers and case manager are available to give in-home assessments, counseling and referrals to community resources to assist older adults in living independently.

204 Stierlin Road

Mountain View, CA

[www.csacares.org](http://www.csacares.org)

(650) 968-0836

### **Institute on Aging**

Community Living Connection (CLC) connects clients with home and community-based services, or a combination of goods and services, that help individuals who are currently or at risk of being institutionalized.

The Community Living Connection program (CLC) assists Santa Clara County individuals with limited incomes to transition out of nursing facilities and back to living independently in the community. CLC also provides services to individuals living in the community, or those who are in acute care settings, that are at imminent risk of institutionalization. CLC staff work to ensure that individuals are connected to all available community resources, stable housing, and appropriate healthcare services to support their ability to live at home safely.

The Community Living Connection Program operates in partnership with the Santa Clara Valley Health and Hospital System, Santa Clara Family Health Plan and the Health Trust through the California Department of Health Care Services Whole Person Care Pilot.

Peninsula Location

888 Fremont Ave.

Suite A2

Los Altos, CA 94024

[www.ioaging.org](http://www.ioaging.org)

(650) 424-1411

## **CARE MANAGEMENT-continued**

### **Nurse Registry**

Works closely with each patient's healthcare team to provide the most appropriate level of care.

125 University Ave.

Palo Alto, CA

[www.nurseregistry.com](http://www.nurseregistry.com)

(650) 462-1001

### **Seniors At Home**

Part of Jewish Family and Children Services, the program offers, among other service, care management to assist seniors in leading safe, healthy and independent lives in their homes.

### **Koret Family Resources Center**

200 Channing Ave.

Palo Alto, CA

[www.jfcs.org](http://www.jfcs.org)

(650) 688-3000

### **Sourcewise**

Focus is on helping individuals to remain in their home or to return home after a hospitalization, or a stay in a skilled nursing or intermediate care facility.

2115 The Alameda

San Jose, CA

[www.mysourcewise.com](http://www.mysourcewise.com)

(408) 350-3200



## **CAREGIVER SUPPORT**

### **Avenidas Caregiver Support Programs**

4000 Middlefield Rd. #I-2  
Palo Alto, CA  
[www.avenidas.org](http://www.avenidas.org)  
(650) 289-5400

### **El Camino Hospital Alzheimer Support Group**

2400 Grant Road,  
Mountain View, CA 94040  
800-216-5556

### **Avenidas Rose Kleiner Center**

Adult Day Care to relieve the caregiver of his or her duties while ensuring that the care recipient will still receive the proper care.  
270 Escuela Ave.  
Mountain View, CA 94040  
[www.avenidas.org](http://www.avenidas.org)  
(650) 289-5499

### **Care.com**

Matched Caregivers  
1800 El Camino Real, Suite B,  
Menlo Park, CA 94025  
[www.matchedcaregivers.com](http://www.matchedcaregivers.com)  
(650) 839-2273

## **LONELINESS SUPPORT**

### **El Camino Hospital Auxiliary**

Tele-Care Service provides daily calls to those needing personal contact and support.  
2500 Grant Road  
Mountain View, CA 94040  
[www.elcaminohospital.org](http://www.elcaminohospital.org)  
(650)988-7558

### **Institute on Aging**

Friendship Line  
(800)971-0016

## **GRIEF SUPPORT**

### **Center for Grief & Loss**

4850 Union Ave.  
San Jose, CA  
[www.hospicevalley.org](http://www.hospicevalley.org)  
(408) 559-5600

### **Kara**

457 Kingsley Ave.  
Palo Alto, CA  
[www.kara-grief.org](http://www.kara-grief.org)  
(650) 321-5272  
582 Hope St, Mountain View, CA  
[www.sjpmv.org](http://www.sjpmv.org)  
(650) 967-3831

### **Saint Joseph Catholic Church**

Grief Support

### **HOSPICE**

**Hospice of the Valley**  
4850 Union Ave.  
San Jose, CA 95124  
[www.hospicevalley.org](http://www.hospicevalley.org)  
(408) 559-5600

### **Kaiser Hospice Program**

900 Veterans Blvd., Suite 400,  
Redwood City, CA 94063  
[www.thrive.kaiserpermanente.org](http://www.thrive.kaiserpermanente.org)  
(650) 299-3970

**Pathways Home Health & Hospice**

585 N. Mary Ave.

Sunnyvale, CA 94085

[www.pathwayshealth.org](http://www.pathwayshealth.org)

(888) 755-7855

**Sutter Care at Home Hospice**

1700 S. Amphlett Blvd.

Suite 300

San Mateo, CA 94402

[www.suttercareathome.org/hospice/](http://www.suttercareathome.org/hospice/)

(650) 685-2800

**VA Hospice Care Program**

3801 Miranda Ave.

Palo Alto, CA 94304

[www.va.gov/hospice](http://www.va.gov/hospice)

(650) 849-0176

**Saint Joseph Catholic Church**

**Grief Support**

582 Hope Street

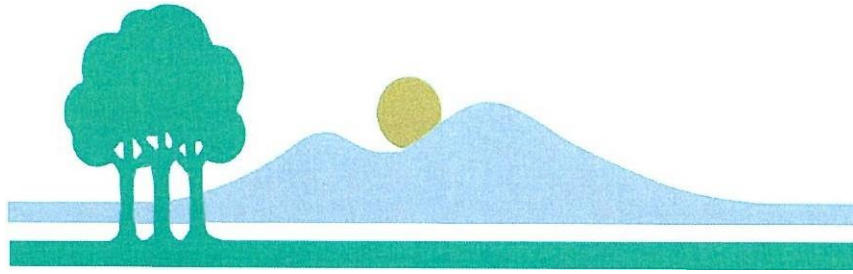
Mountain View CA 94041

[www.sjpmv.org](http://www.sjpmv.org)

(650) 967-3831



# City of Mountain View



AGE FRIENDLY MOUNTAIN VIEW

## SENIOR RESOURCE GUIDE



### FOOD & NUTRITION

- All information is subject to change
- Please call to confirm pricing
- Available in large print



## **FOOD & NUTRITION**

### **Community Services Agency – Mountain View, Los Altos and Los Altos Hills**

Emergency Assistance including food and financial aid Homeless Services including comprehensive case management, Senior Services including nutrition services, transportation, shopping assistance and case management. *Free*

204 Stierlin Road

Mountain View, CA 94043

[www.csacares.org](http://www.csacares.org)

(650) 968-0836 (Phone Main)

(650) 938-2728 (General Admin. Fax)

(650) 968-2164 (Programs Fax)

### **Community Services Agency – Mountain View, Los Altos and Los Altos Hills @ Mountain View Senior Center**

Senior Nutrition Program offers a hot lunch, prepared on-site at the Mountain View Senior Center, Monday - Friday 11:45am-1:00pm. Recommended sign in time is 11:15am.

Anyone 60 years of age and older; Suggested Donation \$3.00

Anyone under the age of 60; Suggested Donation \$8.00

Earlene Minnis

Senior Nutrition Site Manager

(650) 964-6586

### **Medicare Advantage Plan**

Medicare Advantage plan can coordinate with Meals on Wheels to offer a meal delivery service for seniors. There are several rules and restrictions about Medicare Advantage coverage of meal delivery service. If you're enrolled in a Medicare Advantage plan, you might want to call and ask for details. All Medicare Advantage plans must provide this service through Meals on Wheels if you meet the criteria for it.

### **Health Trust Meals on Wheels Program**

Meals on Wheels

Weekly delivery of meals is available through the Sourcewise and the Health Trust to homebound seniors 60+ years. Participant donation suggested.

[www.healthtrust.org](http://www.healthtrust.org)

(408) 961-9870

### **Hope's Corner Meals and Showers Program – Every Weekend**

Hope's Corner serves a free breakfast and bag lunch every Saturday (8-10 a.m.) to hungry people at the corner of Hope and Mercy Streets in Mountain View. Hope's Corner also offers free showers to unhoused people on Saturday (7-12 p.m.) and Thursday (8 a.m. - 1 p.m.).

Hope Street & Mercy Street

[www.hopes-corner.org](http://www.hopes-corner.org)

(650) 254-1450



## **Second Harvest Food Bank**

Food distributed at various sites throughout the County.

4001 North 1st Street,

San Jose, CA 95134

[www.shfb.org/home](http://www.shfb.org/home)

(408) 266-8866

### **Second Harvest Food Bank Mountain View Distribution Locations:**

- Community Services Agency of Mtn.View & Los Altos  
204 Stierlin Rd.  
Mountain View, CA 94043
- Mountain View Senior Center  
266 Escuela Ave  
Mountain View, CA 94040

## **St. Vincent de Paul, Santa Clara County**

We provide critical support to residents of Santa Clara County who are struggling to make ends meet, but are not receiving the help they need.

- St. Joseph Parish  
582 Hope St  
Mountain View, CA 94041  
<http://www.svdp.org/if-you-need-help/>  
(650) 967-3831



**LifeMovesBreaking**

**Bread Hot Meal Program - Free**

County Served: Santa Clara and San Mateo

Tom Sagehorn, Food Service Coordinator

<http://lifemoves.org>

(650) 444-1547

**Monday: 5:00 - 6:00 p.m.**

First United Methodist Church

625 Hamilton Avenue

Palo Alto, CA 94301

**Tuesday: 5:00 - 6:00 p.m.**

Grace Lutheran Church

3149 Waverley Avenue

Palo Alto, CA 94306

**Wednesday: 5:00 - 6:00 p.m.**

First Presbyterian Church

1140 Cowper Avenue

Palo Alto, CA 94301

**Thursday: 11:30 a.m. - 12:30 p.m.**

All Saints Episcopal Church

425 Hamilton Avenue

Palo Alto, CA, 94301

**Friday: 11:30 a.m. - 12:30 p.m.**

All Saints Episcopal Church

425 Hamilton Avenue,

Palo Alto, CA 94301

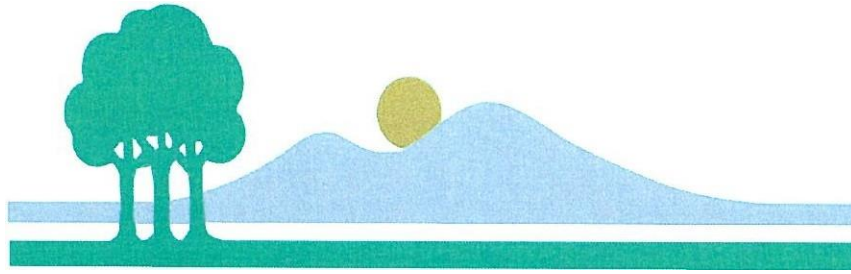
*Food pantry on Thursday and Friday provided by Downtown Street Team*

**\*CSA/SHFB/Meals on Wheels/LifeMoves all listed on MV website**

<http://www.mountainview.gov/depts/manager/resources.asp>



City of Mountain View



AGE FRIENDLY MOUNTAIN VIEW

# SENIOR RESOURCE GUIDE



## COMMUNICATION OUTDOOR SPACES

- All information is subject to change
- Please call to confirm pricing
- Available in large print

## **SENIORS CENTERS**

### **Mountain View Senior Center**

No annual membership fee.

The Mountain View Senior is an all-purpose facility that offers programs and services for adults 55 years of age and over. Come discover what the Senior Center has to offer.

Mountain View Senior Center

266 Escuela Avenue

Mountain View, CA 94040

[www.mountainview.gov](http://www.mountainview.gov)

Phone: (650) 903-6330

### **Avenidas**

Annual membership: Single \$50 and Dual \$80 Call for current prices.

450 Bryant Street

Palo Alto, CA 94301

[www.avenidas.org](http://www.avenidas.org)

(650) 289-5400

### **Avenidas Village**

Becoming a member of Avenidas Village means simplifying life's complexities with a one call resource for all of your needs and making your life more secure, convenient, fulfilling, and fun! Enjoy your independence, stay connected to your community, and live confidently in your own home—thanks to Avenidas Village!

\$925 for a Single Membership and \$1325 for a Dual Membership (2 people in a household) Call for current prices.

[www.avenidas.org/village-overview](http://www.avenidas.org/village-overview)

### **Los Altos Senior Center**

Residents \$26 Nonresidents \$40 Call for current prices.

Established in 1976, the Los Altos Senior Program offers a wide variety of programs and volunteer opportunities for active adults 50 years and up. Activities offered have expanded to address the growing senior community and its interests. They range from classes, workshops, sports, trips, and special events to in-home repair and referral services.

97 Hillview Avenue

Los Altos, CA 94022

[www.losaltosca.gov](http://www.losaltosca.gov)

(650) 947-2797

### **Sunnyvale Senior Center**

Basic Membership costs \$28 for residents and \$43 for nonresidents

Premium membership costs \$32 for residents and \$50 for nonresidents

550 East Remington Dr.

Sunnyvale, CA 94087

[www.sunnyvale.ca.gov](http://www.sunnyvale.ca.gov)

(408) 730-7350

**Senior center without walls**

(Classes & activities over the phone or computer)

An Episcopal Senior Communities Senior Resource Program

<https://covia.org/wp-content/uploads/2018/03/Spring-2018-Catalog.pdf>

(877) 797-7299

**Campbell Senior Center**

[www.ci.campbell.ca.us](http://www.ci.campbell.ca.us)

(408) 866-2146

**Cupertino Senior Center**

[www.cupertino.org](http://www.cupertino.org)

(408) 777-3150

**East Palo Alto Senior Center**

[www.smc-connect.org](http://www.smc-connect.org)

(650) 329-5900

**Los Gatos Senior Center**

[www.lgsrecreation.org](http://www.lgsrecreation.org)

(408) 354-1514

**Menlo Park Senior Center**

[www.menlopark.org](http://www.menlopark.org)

(650) 330-6600

**Milpitas-Barbara Lee Senior Center**

[www.ci.milpitas.ca.gov](http://www.ci.milpitas.ca.gov)

(408) 586-3400

**Oshman Family Jewish Community Center**

Taube Koret Campus for Jewish Life  
Palo Alto, CA 94303

[www.paloaltojcc.org](http://www.paloaltojcc.org)

(650) 223-8700

**Santa Clara Senior Center**

[www.santaclaraca.gov](http://www.santaclaraca.gov)

(408) 615-3170



### **LIFELONG LEARNING**

#### **Mountain View Los Altos Adult School Education**

333 Moffett Blvd  
Mountain View, CA 94043  
[www.mvlaae.net](http://www.mvlaae.net)  
(650) 903-1333

#### **El Camino YMCA**

2400 Grant Road  
Mountain View, CA 94040

[www.ymcasv.org](http://www.ymcasv.org)

(659) 969-9622

#### **Foothill College**

#### **Adaptive Learning: Community Based**

12345 El Monte Rd.  
Los Altos Hills, CA 94022  
[www.foothill.edu](http://www.foothill.edu)  
(650) 949-7321

### **VETERANS SERVICES**

#### **U.S. of Veterans Affairs**

[www.va.gov](http://www.va.gov)

#### **Palo Alto Division**

3801 Miranda Avenue  
Palo Alto, CA 94304  
[www.paloalto.va.gov/](http://www.paloalto.va.gov/)  
(650) 493-5000  
(800) 455-0057

#### **California Department of Veterans Affairs**

Santa Clara County Veterans Service Office  
68 N. Winchester Blvd.  
Santa Clara, CA 95050  
[www.calvet.ca.gov](http://www.calvet.ca.gov)  
(408) 918-4980

#### **Swords to Plow Shares**

1060 Howard Street  
San Francisco, CA 94103  
[www.swords-to-plowshares.org](http://www.swords-to-plowshares.org)  
(415) 252-4788

#### **Santa Clara County Service Members**

#### **Veterans & Their Families**

The Network of Care for Service Members, Veterans & Their Families is a one-stop-shop for virtually all services, information, support, advocacy, and much more. community, including veterans, family members, active-duty personnel, reservists, members of the National Guard, employers, service providers, and the community at large.

<http://santaclara.networkofcare.org>



**Santa Clara County Department of Aging and Adult Services  
Adult Protective Services**

Call APS to report dependent adult or elder abuse:  
**408-975-4900 or 1-800-414-2002**

To report dependent adult/elder abuse in a long term care facility such as a skilled nursing facility or residential care facility, call the Long Term Care Ombudsman:  
408-944-0567

**CITY OF MOUNTAIN VIEW - DEPARTMENTS**

**Fire Department**

The Mountain View Fire Department exists to save lives and property, protect the environment and minimize the risk of fire and natural disasters by translating service requests into action and investing in education, training and prevention.

DIAL 9-1-1 for any emergencies

Administration  
1000 Villa Street  
Mountain View, California 94041  
(650) 903-6365 Phone  
(650) 962-0151 Fax

**Police Department**

The Mountain View Police Department keeps Mountain View safe and tackles crime through quality policing that secures the trust and support of the people it serves and protects.

DIAL 9-1-1 for any emergencies

1000 Villa Street, Mountain View, CA 94041  
(650) 903-6344 Records  
(650) 964-2202 Records Fax  
(650) 903-6395 Non-Emergency  
Business Hours: Monday through Friday 8:00 a.m. to 5:00 p.m.  
Walk in Crime reporting 7 days a week from 7:00 a.m. to 7:00 p.m.





**Mountain View Library**

Our library is for everyone. We are a free resource helping our community connect, create, and learn.

585 Franklin Street  
Mountain View, CA 94041  
(650) 903-6887

**Hours**

Monday through Thursday 10:00 a.m. to 9:00 p.m.  
Friday and Saturday 10:00 a.m. to 6:00 p.m.  
Sunday 1:00 p.m. to 5:00 p.m.

**Mountain View Community Services**

201 South Rengstorff Ave.  
Mountain View, CA 94041  
[www.mountainview.gov](http://www.mountainview.gov)  
(650) 903-6331

**Mountain View Senior Center**

The Mountain View Senior is an all-purpose facility that offers programs and services for adults 55 years of age and over.

266 Escuela Ave  
Mountain View, CA 94040  
[www.mountainview.gov](http://www.mountainview.gov)  
(650) 903-6330

**Hours**

Monday through Thursday 8:30 a.m. to 9:00 p.m.  
Friday 8:30 a.m. to 5:00 p.m.  
Saturday & Sunday CLOSED

**Mountain View Senior Center Community Garden**

Escuela Avenue between Crisanto Avenue and Villa Street  
[ashleigh.bittle@mountainview.gov](mailto:ashleigh.bittle@mountainview.gov)  
(650) 903-6330

## **Mountain View Center for The Performing Arts**

500 Castro Street  
Mountain View, CA 94040

[www.MVCPA.com](http://www.MVCPA.com)

- Mountain View Parks and Facilities:

[www.mountainview.gov/parks](http://www.mountainview.gov/parks)

- Shoreline & Stevens Creek, Hetch-Hetchy Permanente Creek Trails:

[www.mountainview.gov/trails](http://www.mountainview.gov/trails)

- Shoreline at Mountain View

[www.mountainview.gov/shoreline](http://www.mountainview.gov/shoreline)

## **Mountain View Community Development - Neighborhood and Housing Division**

The Neighborhoods and Housing Division administers a variety of neighborhood and housing-related programs in Mountain View.

(650) 903-6379

## **Mountain View Mediation Program**

The City of Mountain View continues to provide a voluntary Mediation Program, for any disputes in the community. Rather than putting a dispute in the hands of a judge who has limited knowledge of the people and the situation, mediation allows disputing parties to explore all of the possibilities, after hearing each other's views, and to choose a mutually acceptable outcome for themselves. For those who have agreed to participate in mediation, the program has helped them to reach a satisfactory resolution over 70% of the time.

Mediation involves a confidential meeting between parties who have a disagreement, facilitated by trained, neutral mediators who guide a discussion of issues toward a mutually acceptable agreement. The mediator does not give legal advice, voice opinions or decide who is wrong or right, but is rather a facilitator of dialogue.

<http://housing.org/community-mediation/our-programs/>

(650) 960-0495

## **COMMUNITY GROUPS-FAITH BASED**

### **Hope's Corner Meals and Showers Program – Every Weekend**

Hope's Corner serves a free breakfast and bag lunch every Saturday to hungry people at the corner of Hope and Mercy streets in Mountain View. Hope's Corner also offers showers to unhoused people on Saturdays. Hope's Corner began as a joint ministry of Mountain View Trinity and Los Altos United Methodist Churches and became an independent 501 (c)(3) nonprofit with a nine-person board of directors in fall 2015. People are welcome to volunteer as individuals or in small groups. [www.hopes-corner.org](http://www.hopes-corner.org)

(650) 254-1450

## **Oshman Family Jewish Community Center**

Taube Koret Campus for Jewish Life

3921 Fabian Way

Palo Alto, CA 94303

[www.paloaltojcc.org](http://www.paloaltojcc.org)

(650) 223-8700

### **Saint Joseph Catholic Church**

Grief Support

Grief ministry provides support and understanding to those in the final stages of terminal illness and to those in the process of healing after the death of a loved one. This Ministry also has a Memorial Mass in November for the deceased of the Parish followed by a reception in Doyle Hall. Members meet 3 to 4 times a year.

[www.sjpmv.org](http://www.sjpmv.org)

(650) 967-3831

### **Swords to Plow Shares**

1060 Howard Street

San Francisco, CA 94103

[www.swords-to-plowshares.org](http://www.swords-to-plowshares.org)

(415) 252-4788

### **COMMUNITY GROUPS-FAITH BASED-continued**

#### **Senior center without walls**

(Classes & activities over the phone or computer)

An Episcopal Senior Communities Senior Resource Program

<https://covia.org/wp-content/uploads/2018/03/Spring-2018-Catalog.pdf>

(877) 797-7299

### **SENIOR DRIVER'S EDUCATION**

#### **Locally held classes**

##### **AARP**

Program: Driver Safety course

Resource type: Online & locally

[www.aarp.org/auto/driver-safety/](http://www.aarp.org/auto/driver-safety/)

(888) 687-2277

##### **AAA**

Program: Driver Improvement Courses & resources

Resource type: Online & locally

<https://seniordriving.aaa.com/>

(800) 723-1955

##### **California Highway Patrol (CHP)**

Age Well Drive Smart

Classes held locally

Free

[www.chp.ca.gov](http://www.chp.ca.gov)

Internet Driven

**Free online DMV practice tests in Partnership with Mountain View Public Library**

Free online DMV practice test in English, Spanish & Russian.

Resource type: Online

Free

<https://mountainview.driving-tests.org/california/>

(650) 903-6335

**Free online DMV practice tests in Partnership with Mountain View Public Library**

Free online DMV practice test in English, Spanish & Russian.

Resource type: Online

Free

<https://mountainview.driving-tests.org/california/>

(650) 903-6335

**Free Information and guides**

**United States Department of Transportation**

Information and tips for older drivers

Online Only

<https://www.nhtsa.gov/road-safety/older-drivers>

Internet Driven

**California DMV**

Senior Guide for Safe Driving

Online

[https://www.dmv.ca.gov/portal/dmv/detail/about/senior/senior\\_top](https://www.dmv.ca.gov/portal/dmv/detail/about/senior/senior_top)

Internet Driven

**Clearinghouse for Older Road User Safety (Chorus)**

Resources for Senior Drivers

Online

[www.roadsafeseniors.org/](http://www.roadsafeseniors.org/)

Internet Driven

**ONLINE RESOURCES**

**Senior center without walls**

(Classes & activities over the phone or computer)

An Episcopal Senior Communities Senior Resource Program

<https://covia.org/wp-content/uploads/2018/03/Spring-2018-Catalog.pdf>

(877) 797-7299

**Silicon Valley Independent Living Center (SVILC)**

Assistive technology help

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

(408) 894.9041

## **California Foundation for Independent Learning Centers**

<http://cfilc.org/about/programs-coalitions.php>

(916) 325-1690 Voice (916) 325-1695 TTY

## **Assisted Living**

Rules, definition, directory of facilities, information about costs

<https://www.assistedlivingfacilities.org/>

## **Adult Day**

Rules, definition, directory of facilities, information about costs

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

## **Assistance with IN-HOME SUPPORTIVE SERVICES**

<http://www.cdss.ca.gov/In-Home-Supportive-Services>

## **Health**

### **Stanford Health Library**

<http://healthlibrary.stanford.edu/>

(650)725-8400

### **El Camino Health Library & Resource Center**

[www.elcaminohospital.org/services/health-library-resource-center/health-library-services](http://www.elcaminohospital.org/services/health-library-resource-center/health-library-services)

650-940-7379

## **END-OF-LIFE**

### **End-of-life directives: Letter template:**

<https://med.stanford.edu/content/dam/sm/letter/documents/Letter-English.pdf>

## **Physician Orders for Life-Sustaining Treatment**

Information about the Physician Orders for Life-Sustaining Treatment (POLST), including forms in 13 languages:

<http://capolst.org/>

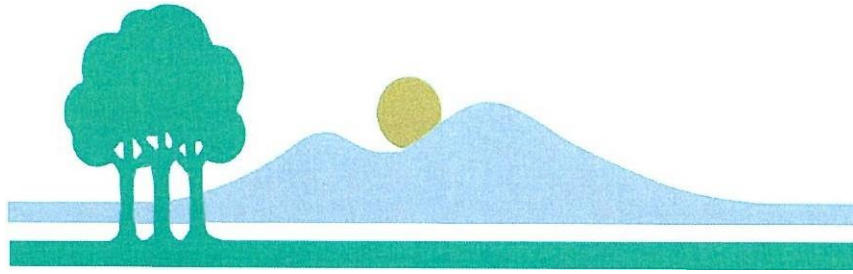
## **MOVING**

Senior move management:

<http://www.nasmm.org/find/list.cfm?zip=94040&radius=50&certified=1&submit=Search>



# City of Mountain View



AGE FRIENDLY MOUNTAIN VIEW

## SENIOR RESOURCE GUIDE



### Transportation

- All information is subject to change
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- Available in large print



## **ON DEMAND TRANSPORTATION – 24/7 TRANSPORTATION**

### **Lyft**

Need smartphone/computer: Yes (Account can easily be created online)

Hours of operation: 24/7

Scheduling: +/- 15 minutes

Cost & Payment: Minimum fare: \$5

(\$2.58 base fare +\$.36 per minute + \$.84 per mile +adjustment based on supply/demand) Check app or website for current rates.

Credit card via app

[www.lyft.com](http://www.lyft.com)

Third party tutorial:

<https://techboomers.com/p/lyft>

### **Uber**

Need smartphone/computer: Yes (Account can easily be created online)

Hours of operation: 24/7

Scheduling: +/- 15 minutes

Cost & Payment: Minimum fare: \$7.20

(\$2.20 base fare +\$.39 per minute + \$.91 per mile +adjustment based on supply/demand) Check app or website for current rates.

Credit card via app

Assistance: Uber Assist (May not always be available)

<https://www.uber.com/fare-estimate/>

[www.uber.com](http://www.uber.com)

Third party tutorials:

<https://techboomers.com/uber> (through, w/videos)

### **GoGoGrandparent**

Need smartphone/computer: Regular cellphone

Hours of operation: 24/7

Scheduling: Around 15 minutes

Cost & Payment: \$0.27/minute on top of Uber or Lyft charges

Credit card

Number of riders: Up to 4

Wheelchair friendly: TBD

<https://gogograndparent.com/>

(855) 464 - 6872

### **Taxis**

Use the yellow pages to find all relevant companies:

A company that gives a lot of information online:

Yellow Taxi Cab California Mountain View

Cost & Payment: \$3 base fee + \$3 per mile (5% off coupons available) +tip.

[www.yellowtaxica.com](http://www.yellowtaxica.com)

(650) 993-3500



## **LOCAL TRANSPORTATION WITH SPECIFIC HOURS OF OPERATION**

### **VTA Access Paratransit**

Monday through Friday (EXCEPT holidays)

8:00 AM to 5:00 PM

Eligibility / Limitations: Eligible individuals with disabilities who cannot use conventional public transit service due to their physical, visual or cognitive disabilities. Application process. One Personal Care Attendant and a Service Animal may accompany an eligible customer at no additional charge.

Cost: 2x VTA Adult Bus fare (for eligible individual and companion)

The paratransit photo ID card qualifies customers for free service on VTA bus and light rail services.

Extra cost for same day service.

Deposit into account by Credit Card or check (balance must be positive)

Area: a ¾-mile area around VTA bus routes

Assistance: Yes

Wheelchair friendly: Yes

Hours of operation: 7/7, when VTA operates

Scheduling: 3hours for a pick-up on same day; 30 Minute Pick-Up Window. Call for current rates.

[www.vta.org/getting-around/paratransit/accessibility-paratransit-service](http://www.vta.org/getting-around/paratransit/accessibility-paratransit-service)

(800) 894-9908

(408) 321-2380

### **Medicare Advantage Plan**

Transportation services maybe available with your Medicare Advantage plan. Check your benefits advisor. Medi-Cal offers transportation to and from appointments for services covered by Medi-Cal. This includes transportation to medical, dental, mental health, or substance use disorder appointments, and to pick up prescriptions and medical supplies.



**Avenidas**

Need smartphone/computer: No

Hours of operation: Monday through Friday with the earliest pickup at 8:15 a.m. and last pickup at 4:00 p.m.

Scheduling: at least 24 hours (and up to five weeks)

Same day service with Lyft can be requested for an additional fee.

Cost & Payment: Short Ride – 0-3.9 miles: \$9.00

Medium Ride – 4-7.9 miles: \$13.00

Long Ride – 8-12 miles: \$18.00

Additional Fees:

Same Day/On Demand: \$5.00

Same Day Cancellation: \$7.50

No-Show/Missed Ride: \$10.00

Monthly billing (check or credit card)

Number of riders: A spouse or a caregiver may accompany the rider at no additional charge

Area: 12 miles from San Carlos, Redwood City, Atherton, Woodside, Menlo Park, Portola Valley, East Palo Alto, Palo Alto, Los Altos, Los Altos Hills, Mountain View

Assistance: Yes

Wheelchair friendly: No

<https://www.avenidas.org/programs/door-to-door/>

(650) 289-5411

**Delivered by Grace**

Need smartphone/computer: No

Hours of operation: Monday – Friday 8:00 a.m. – 4:00 p.m.

Scheduling: 24 hours in advance

Cost & Payment: \$45 per hour. Call for current rates.

Area: Within 15 miles of Mary ave in Sunnyvale

Assistance: Yes

Wheelchair friendly: Yes

<http://deliveredbygrace.org>

(408) 590-5898

**Silver Ride**

Scheduling: 24 hours at least

Cost & Payment: All pricing is quoted in advance and once completed; trips are automatically billed to a credit card on file or deducted from a pre-paid balance.

Assistance: Yes

<https://www.silverride.com/senior-services/>

(415) 861-7433

## **RoadRunners**

Need smartphone/computer: No

Eligibility / Limitations: Transportation is provided for medical, dental, or any health related appointments+ senior centers, local banks, beauty shops and markets.

Hours of operation: Monday - Friday (except holidays) 8:15 a.m. to 4:30 p.m.

Scheduling: One week in advance.

Same day will be scheduled with Lyft.

Cost & Payment: One-way costs: 0–1 mile: \$5.50 1–2 miles: \$7.50 3–5 miles: \$10.50 6–7 miles: \$16.00 8–10 miles: \$19.00 Additional stops: \$3.00. Call for current rates.

Area: within a 10-mile radius of El Camino Hospital Mountain View or 10-mile radius of El Camino Hospital Los Gatos (excluding mountain geography).

Wheelchair friendly: No

[www.elcaminohospital.org](http://www.elcaminohospital.org)

(650) 940-7016

## **American Cancer Society (Road to Recovery)**

Need smartphone/computer: No

Eligibility / Limitations: Patients must be traveling to a cancer-related medical appointment.

Other eligibility requirements may apply.

Scheduling: It can take several business days

Cost & Payment: free

Wheelchair friendly: TBD

[www.cancer.org](http://www.cancer.org)

(800) 227-2345

## **SPECIAL NEED TRANSPORTATION**

Use the yellow pages to find all relevant companies:

Expected costs: \$40 or more for a one way ride, depending on destination. Health insurances and Medi-care may cover part of the cost.

"Yellow Pages search:

[www.yellowpages.com/search?search\\_terms=special+needs+transportation&geo\\_location\\_terms=Mountain+View%2C+CA](http://www.yellowpages.com/search?search_terms=special+needs+transportation&geo_location_terms=Mountain+View%2C+CA)"

## **PUBLIC TRANSPORTATION**

### **511 SFBay**

For general information regarding transportation in the Bay area,

<https://511.org/>

Call 511



### **Mountain View Community Shuttle**

Hours of operation: 10AM to 6PM (Monday through Sunday).

Monday through Friday: Every 30 minutes from 10AM to 6PM

Weekends and holidays: Every 60 minutes from 10AM to 6PM

Accessibility: wheelchair accessible & Bike Racks

Free

Maps: <https://mvcs.tripshot.com/map>

<https://mvcommunityshuttle.com>

(855)730-7433

### **VTA**

Hours of operation: Depends on the line

Accessibility: Wheelchair accessible & Bike Racks

Cost: \$1 per ride after 65 or \$30 per month with a senior Clipper Card (Applications available at Mountain View Senior Center)

Special senior oriented programs: Night Stop closer to home (off peak hours) & Training sessions (daycations)

[www.vta.org/seniors](http://www.vta.org/seniors)

(408) 321-2300 or via 511

### **Stanford Marguerite**

(Shopping Express -SE- line with a San Antonio stop, next to Walmart)

Hours of operation:

Mid-September to mid-June

M-F 4:15 p.m. to 9:50 p.m.

Sat -Sun 10:27 a.m. to 10:20 p.m.

Every 50/60 minutes

Accessibility: Wheelchair Accessible & Bike Racks

Free

<https://transportation.stanford.edu/marguerite/se>

(650) 724-4309

### **MVgo**

Hours of operation: Monday - Friday (except holidays)

Commuter schedules, with departures from Mountain View's Transit Center in the morning and returns starting in the afternoon

Accessibility: wheelchair accessible & Bike Racks

Free

<http://mvgo.org>

(650) 933-2518

## **Caltrain**

Accessibility: wheelchair accessible & Bike Racks

One way between \$1.60 to \$4.60 for trips starting in Mountain View (65+)

[www.caltrain.com/main.html](http://www.caltrain.com/main.html)

(800) 660-4287

Weekdays: 7 am - 7 pm /Weekends & Holidays: 8 a.m. - 5 p.m.

(650) 508-6448 (TTY)

## **SENIOR DRIVER'S EDUCATION**

### **Locally held classes**

#### **AARP**

Program: Driver Safety course

Resource type: Online & locally

[www.aarp.org/auto/driver-safety/](http://www.aarp.org/auto/driver-safety/)

(888) 687-2277

#### **AAA**

Program: Driver Improvement Courses & resources

Resource type: Online & locally

<https://seniordriving.aaa.com/>

(800) 723-1955

#### **California Highway Patrol (CHP)**

Age Well Drive Smart

Classes held locally

Free

[www.chp.ca.gov](http://www.chp.ca.gov)

Internet Driven

#### **Free online DMV practice tests in Partnership with Mountain View Public Library**

Free online DMV practice test in English, Spanish & Russian.

Resource type: Online

Free

<https://mountainview.driving-tests.org/california/>

(650) 903-6335

**Free Information and guides**

**United States Department of Transportation**

Information and tips for older drivers

Online Only

<https://www.nhtsa.gov/road-safety/older-drivers>

**California DMV**

Senior Guide for Safe Driving

Online

[https://www.dmv.ca.gov/portal/dmv/detail/about/senior/senior\\_top](https://www.dmv.ca.gov/portal/dmv/detail/about/senior/senior_top)

**Clearinghouse for Older Road User Safety (Chorus)**

Resources for Senior Drivers

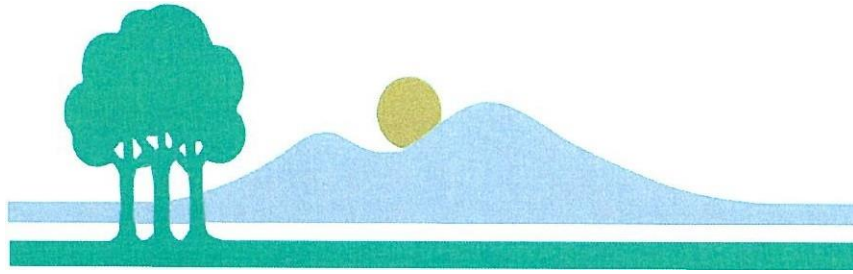
Online

[www.roadsafeseniors.org/](http://www.roadsafeseniors.org/)





# City of Mountain View



AGE FRIENDLY MOUNTAIN VIEW

## SENIOR RESOURCE GUIDE



### Financial Services & Legal Resources

- All information is subject to change
- Please call to confirm pricing
- Available in large print

## **FINANCIAL SERVICES**

General services, including emergency financial help

### **Community Service Agency of Mountain View & Los Altos**

Free

Low-income

Emergency Financial (Rent & Utilities) Assistance; Senior Case Management including budget management help.

<https://www.csacares.org>

(650) 968-0836

### **St. Vincent de Paul, Santa Clara County**

Free

Low income

Homeless Services; Rent, Utility or Food Assistance

St. Joseph, Mountain View 94041

<http://www.svdp.org>

(650) 967-3831

### **Salvation Army**

Free

Low income

Bill Pay Assistance

3090 Homestead Rd, Santa Clara

<https://sunnyvale.salvationarmy.org>

(408) 247-4588

### **Life Moves**

Free

Homeless and at risk of becoming homeless

Emergency & Transitional Shelter; Food services

<https://lifemoves.org/>

(408) 271-1630



## Sourcewise

Sourcewise compiled a list of the most requested resources based on the frequency these services are requested. Legal services include: programs that provide assistance in the form of advocacy, arbitration, class action litigation, legal counseling, legal representation, mediation, paralegal counseling, self-representation assistance and/or court watching which focus on a particular area of law.

[www.mysourcewise.com](http://www.mysourcewise.com)

(408) 350-3200

- Conservatorship/Public Guardian
- Consumer Protection Assistance
- Courts
- Dispute Resolution/Mediation
- Domestic Violence Resources
- Elder Law Attorneys  
(Conservatorship, Probate, Trust, Wills)
- End-of-Life Legal Documentation
- Estate Planning
- Family Law
- Identity Theft Information
- Immigration
- Lawyer Referral Services
- Legal Aid/Advocacy
- Notary Services
- Patient Rights/Advance Medical Directives
- Victim Assistance Programs
- Vital Records

## Senior Adult Legal Assistance – SALA

SALA is a non-profit elder law office whose mission is to support older persons in their efforts to live safely, independently, non-institutionalized, and with dignity. Established in 1973, SALA provides free legal services and community education to Santa Clara County residents who are age 60 or older. There is no income eligibility qualification to use SALA's services.

[www.sala.org](http://www.sala.org)

(408) 295-5991

SALA Specializes in These Legal Matters:

- Public Benefits
- Long Term Care
- Elder Abuse
- Housing
- Consumer
- Incapacity Planning
- Probate Alternatives
- Simple Wills

## **UTILITIES REBATES & ASSISTANCE**

### **Pacific Gas & Electric Company (PG&E): Assistance Programs**

Low income

Financial assistance in case of hardship

<https://energyinsight.secure.force.com>

(800) 743-5000

### **California Department of Community Services & Development (CSD): Home Energy Assistance Program (HEAP) - Low-Income Home Energy Assistance Program (LIHEAP)**

Details: LIHEAP is a federal program that provides assistance to eligible low-income households to manage and meet their immediate home heating and/or cooling needs.

<http://www.csd.ca.gov>

(866) 675-6623

### **California Alternate Rates for Energy Program (CARE)**

Low income PG&E customers

Deep discounts on energy bills for low income families (<\$32,500 for 2 person household)

<https://www.pge.com>

1(866) 743-2273.

### **Family Electric Rate Assistance Program (FERA)**

Low income PG&E customers

12% discount on their electricity bill for families of 3+ with limited income.

<https://www.pge.com>

(866) 743-2273



## **PHONE SERVICES**

### **SafeLink**

Free - Low Income

Low income

Free wireless program.

Maximum household income to qualify in 2018: 1 or 2 persons: \$25,700, 3 persons: \$29,900, 4 persons: \$36,200.00 Call for current rates.

<http://www.safelink.com>

(800) 723-3546

### **California LifeLine**

Cost: Free - Low Income

Public: Low income

Details: State program that provides discounted home/cell phone services to eligible households

[www.californialifeline.com/](http://www.californialifeline.com/)

English 1 (866) 272-0349, Spanish 1(866) 272-0350, Lao/Hmong 1(866) 272-0351, Khmer (Cambodian) 1(866)272-0352, Tagalog 1(866)272-0353, Korean1(866) 272-0354, Vietnamese 1(866) 272-0355, Chinese (Mandarin/Cantonese) 1(866)272-0356, Japanese 1(866) 296-0860

## **Internet Access**

### **Access from AT&T**

Low Income

3 megabits per second, for \$5 per month

[www.att.com](http://www.att.com)

English (855) 220-5211 Spanish (855) 220-5225

### **Internet Essentials from Comcast**

Seniors 62 and above & low income, non-Comcast customer for the past 90 days.

\$9.95 per month for 15Mbps Call for current rates.

(855) 846-8376

<https://internetessentials.com/seniors>

### **PCs for People**

Low Income

12 Months - \$249.95 for the first year, \$120 after. Call for current rates.

Maximum income to qualify: 24,280 for one person households, \$32,920 for 2 persons.

<https://www.pcsforpeople.org/>

### **Auto Repair - Consumer Assistance Program**

Repair Assistance - Low Income

Assistance of up to \$500 for vehicles needing emissions-related repairs in order to comply with Smog Check standards.

[www.autorepair.ca.gov](http://www.autorepair.ca.gov)

(800) 952-5210 or (866) 272-9642

## **LOW COST FINANCIAL HELP/ COACHING**

### **Representative Payee Program**

Adult and Older Adult Division (Santa Clara County)

Representative payee program

Behavioral Health Services Administration

828 South Bascom Avenue, Suite 200

San Jose, CA 95128

[www.sccgov.org/sites/bhd/AboutUs/AOADivision/Pages/AdultOlderAdultDivision.aspx](http://www.sccgov.org/sites/bhd/AboutUs/AOADivision/Pages/AdultOlderAdultDivision.aspx)

(408) 885-2110

### **Sacred Heart Community Service**

Low cost

Low income

Public benefits screening and financial coaching

1381 South First St.

San José, CA 95110

<http://sacredheartcs.org/programs/employment/>

(408) 278-2172

### **Fiduciary Services**

#### **Jewish Family and Children's Services of San Francisco, the Peninsula, Marin, and Sonoma Counties.**

Hourly: \$130, or per agreement (If cost is an issue, financial assistance may be available.) Call for current prices.

Help paying bills, depositing checks, balancing bank statements, budgeting, dealing with health insurances, benefits and taxes + long-term planning and real property matters.

Koret Family Resource Center

200 Channing Avenue

Palo Alto, CA 94301

<https://www.jfcs.org/find-help/seniors/fiduciary-services/>

(650) 688-3030 & (844) 222-3212

### **General Financial Information and link to resources**

#### **California Senior Gateway**

Resources regarding reverse mortgages, Fiduciaries, Financial Education, Financial Abuse, Fraud & Scams, Health care.

[www.seniors.ca.gov/](http://www.seniors.ca.gov/)

Internet Driven



## **DEBT MANAGEMENT & CONSUMER PROTECTION**

### **Consumer Protection Unit (Santa Clara County District Attorney's Office)**

Address: 270 Grant Avenue Palo Alto, CA 94306

Details: The Consumer Protection Unit is responsible for processing all inquiries received from consumers who are complaining about businesses. The unit has two divisions: mediation and enforcement.

[www.sccgov.org/sites/da/prosecution/DistrictAttorneyDepartments/Pages/Consumerprotectionunit.aspx](http://www.sccgov.org/sites/da/prosecution/DistrictAttorneyDepartments/Pages/Consumerprotectionunit.aspx)

(650) 324-6400

### **Consumer Credit Counseling Service CCCS of San Francisco**

Cost: Free or low fee

Details: Assistance with: Budgeting, Debt Management, Housing, Bankruptcy. Spanish, Chinese, and Tagalog spoken.

Counseling by phone, mail & Chat.

[www.cccsf.org/](http://www.cccsf.org/)

(800) 777.7526

### **California Department of Consumer Affairs**

Address: Consumer Information Division 1625 North Market Boulevard, Suite N 112  
Sacramento, CA 95834

<http://www.dca.ca.gov/consumers/index.shtml>

(800) 952-5210 Voice & (800) 326-2297 TTY/TDD

### **Consumer Financial Protection Bureau (CFPB)**

Address: PO Box 2900, Clinton, IA 52733-2900

Details: The CFPB has gathered resources to help older adults and those who serve them manage their finances.

[www.consumerfinance.gov/practitioner-resources/resources-for-older-adults/](http://www.consumerfinance.gov/practitioner-resources/resources-for-older-adults/)

(855) 411-2372; TTY/TDD: (855) 729-2372

### **California Department of Business Oversight**

Address: One Sansome Street, Suite 600, San Francisco, CA 94104-4428

Details: The DBO has gathered resources regarding Elder Financial Abuse.

[http://www.dbo.ca.gov/Consumers/preventing\\_elder\\_financial\\_abuse.asp](http://www.dbo.ca.gov/Consumers/preventing_elder_financial_abuse.asp)

(866) 275-2677 or (415) 972-8565



## **TAX ASSISTANCE**

### **The Volunteer Income Tax Assistance (VITA)**

Taxpayers with income lower than \$54,000, persons with disabilities or limited English IRS-certified volunteers provide free basic income tax return preparation with electronic filing. Mountain View Library hosts this service once a week between February and April.

Call for more information

<https://irs.treasury.gov/freetaxprep/>

(800) 906-9887

### **Tax Counseling for the Elderly (TCE)**

In collaboration with AARP

Public: Taxpayers who are 60 years of age and older

Details: Once a week or so at each location between February and April. Call for more information & to make an appointment.

Nearby locations:

Mountain View Senior Center

266 Escuela ave,

Mountain View, CA 94040

Los Altos Senior Center

97 Hillview Ave

Los Altos, CA 94022

Avenidas, Cubberley Community Center

4000 Middlefield Rd

Palo Alto, CA 94303

Trinity Church of Sunnyvale

477 N Mathilda Ave,

Sunnyvale, CA 94085

[www.aarp.org/applications/VMISLocator/searchTaxAideLocations.action](http://www.aarp.org/applications/VMISLocator/searchTaxAideLocations.action)

(888) 227-7669.

## **LEGAL RESOURCES**

### **LawHelpCa**

LawHelpCA is California's official and free legal resource where reliable and updated information can be found.

[www.lawhelpca.org](http://www.lawhelpca.org)

### **Legal Services of Northern California: Senior Legal Hotline (SLH) Program**

Housing, estate planning, grandparent's rights, pension, public benefits.

515 - 12th Street

Sacramento CA 95814

<https://lsnc.net/slh>

(800) 222-1753

(916) 551-2140

## **Mediation**

### **County of Santa Clara: Senior and Families and Special Needs Mediation**

Free

Seniors and their families

Mediating family disputes, relations with conservators, probate court process.

[www.sccgov.org/sites/ohr/mediation/Pages/Senior-and-Families-and-Special-Needs-Mediation.aspx](http://www.sccgov.org/sites/ohr/mediation/Pages/Senior-and-Families-and-Special-Needs-Mediation.aspx)

(408) 993-4123

### **Dispute Resolution Program Services**

(County of Santa Clara)

Free

Help with disputes involving contractors, housing, small claims, workplace, landlord/tenant, family members, elders & special needs, relationships, environment, real estate, labor, business, discrimination, harassment, criminal retaliation, consumers, etc.

<https://www.sccgov.org/sites/ohr/mediation/Pages/Benefits-of-Mediation.aspx>

Community Mediation: (408) 993-4130

Day of Court Settlement Agreements: (408) 993-4120

Community Conciliation: (408) 993-4126

### **Mountain View Mediation – Project Sentinel**

Project Sentinel is a non-profit organization. Our primary function is to assist individuals with housing problems such as discrimination, mortgage foreclosure & delinquency, rental issues including repairs, deposits, privacy, dispute resolution, home buyer education, post purchase education and reverse mortgages.

<http://housing.org>

(650) 960-0495

### **Referral services**

#### **Santa Clara County Bar Association**

Lawyer Referral Services

30-minute consultation from a qualified, local lawyer for \$41.

Santa Clara County Bar Association

31 North 2nd St, Ste. 400

San Jose, CA 95113

<https://sccba.community.lawyer/>

(408) 971-6822



**Palo Alto Area Bar Association**

Lawyer Referral Service

30-minute consultation from a qualified, local lawyer for \$40.

Family Law, Landlord-Tenant, Probate, Trusts, Wills, and Estate Planning, Real Property, Bankruptcy, Business Law, Personal Injury/Tort, Employment/Labor Law, Criminal Law, Immigration, Mediation.

405 Sherman Ave.

Palo Alto, CA 94306

[www.paaba.org](http://www.paaba.org)

(650) 326-8322

**SENIOR FOCUSED RESOURCE****Senior Adults Legal Assistance (SALA)**

Santa Clara County residents who are age 60 or older (regardless of income)

Help regarding PUBLIC BENEFITS, LONG TERM CARE, ELDER ABUSE, HOUSING, CONSUMER Disputes, INCAPACITY PLANNING, some Affidavits, SIMPLE WILLS.

Call to schedule appointments at those locations (among others): Mountain View Senior Center (650) 903-6330, Avenidas Senior Center in Palo Alto (650) 289-5400, Stevenson House in Palo Alto (650) 494-1944, Sunnyvale Community Services (408) 738-4321.

<http://sala.org/>

408 295-5991 SALA main phone number.

**National Academy of Elder Law Attorneys (NAELA)**

Access to a free directory

1577 Spring Hill Road, Suite 310, Vienna, Virginia 22182

Find an experienced NAELA member attorney to assist you with your elder law or special needs planning issues.

<https://www.naela.org/>

(703) 942-5711

**Elder Fraud Unit**

(Santa Clara County District Attorney's Office)

Please call should you have any questions about Elder Financial Abuse

Free

70 West Hedding Street

West Wing

San Jose, CA 95110

[www.sccgov.org](http://www.sccgov.org)

(855) 323-5337

**Elder and Dependent Adult, Physical Abuse, Endangerment and Neglect Unit of the Family Violence Division**

(Santa Clara County District Attorney's Office)

Free

This unit handles all criminal cases involving physical abuse, endangerment and neglect of Elders, and Dependent Adults.

[www.sccgov.org](http://www.sccgov.org)

70 W. Hedding St.

West Wing

San Jose, CA 95110

(408) 792-2537

**California Advocates for Nursing Home Reform**

Elder Law Attorney referral service & guides

650 Harrison Street

2nd Floor

San Francisco, CA 94107

<http://www.canhr.org>

(415) 974-5171 (800) 474-1116 (toll-free; consumers only)

**Santa Clara County's Adult Protective Services (APS)**

Adult Protective Services is mandated by the State of California, Welfare and Institutions code to receive and investigate reports of abuse or neglect regarding elders (anyone age 65 or older).

Free

333 West Julian St.

4th Floor

San Jose, CA 95110-2314

<https://www.sccgov.org>

(800) 414-2002 + (408) 755-7690 + (408) 975-4900

**LOW/NO COST LEGAL SUPPORT**

**Modest Means Program**

**Santa Clara County Bar Association**

Bankruptcy, Criminal, Family, Guardianship, Immigration, Juvenile, Landlord / Tenant.

Experienced lawyers at a reduced rate.

Low income

Santa Clara County Bar Association

31 North 2nd St, Ste. 400

San Jose, CA 95113

<https://sccba.community.lawyer/pages/reduced-fee>

(408) 971-6822

### **Katharine & George Alexander Community Law Center**

Pro Bono Advice and Representation (Workers' Rights, Consumer Rights & sales fraud, Identity fraud and Immigration Rights, Debts)

Spanish available. Free to the exception of court fees, mailing fees, interpreting fees, etc. Low-income individuals

Katharine & George Alexander Community Law Center

1030 The Alameda

San Jose, CA 95126

<http://law.scu.edu/kgaclc/>

(408) 288-7030

### **Pro Bono Project Silicon Valley**

Live in this County of Santa Clara, but cannot afford a private attorney

Details: Limited Scope & Full Representation, Family Law & Debtors' Rights. Free legal clinics for debtors in bankruptcy the first and third Tuesdays of each month from 5:00 to 7:00 p.m.

Appointments are required.

25 N. 14th Street Suite 506

San Jose, CA 95112

<http://probonoproject.org/>

(408) 998 - 5298

### **Bay Area Legal Aid**

Low income Santa Clara County Residents

Domains covered: Homelessness Prevention, including landlord-tenant matters, unlawful evictions, Fair Housing Law Enforcement, Domestic Violence Prevention and Immigration (VAWA) related matters, Youth Justice Project, Economic Justice Project - Public Safety-Net Programs, Consumer Law - Debtor's Rights, Fair Credit Reporting, Health Care Access, and Legal Barriers to Employment Project

Help available in various languages, including Hindi, Spanish & Vietnamese.

4 North Second Street, Suite 600

San Jose, CA 95113

<https://baylegal.org>

(408) 283-3700 Legal Advice Line: (800) 551 5554 Health Consumer Center: (855) 693-7285

### **Community Legal Services in East Palo Alto**

Low-income families

Immigration, housing, workers' rights, records clearance, and consumer protection.

Walk-in Hours: M-F 9:00 a.m.-1:00 p.m.

1861 Bay Rd.,

East Palo Alto, CA 94303

<https://clsepa.org>

(650) 326-6440



**Law Foundation of Silicon Valley**

Free to low cost

Low income or at risk

Free legal advice and representation regarding: Housing, Health (Insurance, Estate Planning, etc.), Mental Health Advocacy, Civil rights, Consumer Protection, Disability access.

152 N. 3rd Street, 3rd Floor

San Jose, CA 95112

[www.lawfoundation.org](http://www.lawfoundation.org)

(408) 293-4790 Fair housing program (408) 280-2452

**Fenwick & West**

Pro Bono: Making a Difference in Our Communities

Silicon Valley

801 California Street

Mountain View, CA 94041

[www.fenwick.com](http://www.fenwick.com)

(650) 988.8500

**LEGAL HELP FOR PEOPLE WITH HEALTH IMPAIRMENTS****AIDS Legal Referral Panel**

Cost: Free and low-cost

Public: People with HIV/AIDS in the San Francisco Bay Area

Details: Help & referral

Housing, bankruptcy/credit, immigration, employment, insurance, confidentiality matters, family law, government benefits, and public accommodations.

Address: 1663 Mission Street, Suite 500 San Francisco, CA 94103

[www.alrp.org](http://www.alrp.org)

Client Line: (415) 701-1100 Office Line: (415) 701-1200

**Disability Rights California**

Cost: Free & low cost.

Public: Have a physical, learning, or sensory disability

Details: Rights to basic support, discrimination (in housing, transportation, etc.)

Address: 1330 Broadway, Suite 500 Oakland, CA 94612

[www.disabilityrightsca.org/](http://www.disabilityrightsca.org/)

(510) 267-1200

**California Department of Business Oversight**

Address: One Sansome Street, Suite 600, San Francisco, CA 94104-4428. The DBO has gathered resources regarding Elder Financial Abuse.

[http://www.dbo.ca.gov/Consumers/preventing\\_elder\\_financial\\_abuse.asp](http://www.dbo.ca.gov/Consumers/preventing_elder_financial_abuse.asp)

(866) 275-2677 or (415) 972-8565

## **IMMIGRATION**

### **Social Justice Collaborative**

Immigrants and their families  
420 3rd Street, Suite 130, Oakland CA 94607  
Representation in immigration and criminal courts.  
<http://socialjusticecollaborative.org/>  
(510) 992- 3964

### **Brazilian Alliance**

Reasonable cost  
Santa Clara County, It targets the Portuguese-speaking population, but does not refuse services on the basis of language.  
4340 Redwood Highway, Suite D-320 San Rafael, CA 94903  
Nonprofit Community Law Firm offering legal assistance, education and advocacy.  
<http://brazilianalliance.org/>  
(415) 472-2950

### **Catholic Charities of Santa Clara County - Immigration Legal Services**

Walk-in consultation: \$50  
All low-income immigrants regardless of culture, belief or religion  
Helps eligible immigrants navigate the often daunting process of becoming a U.S. Citizen  
2625 Zanker Road Suite 201 San Jose, CA 95134  
<http://catholiccharitiesscc.org/>  
(408) 944-0691

### **Central American Resource Center (CARECEN) San Francisco, San Francisco**

Free or low cost  
Low-income immigrants  
3143 Mission Street, San Francisco, CA 94110  
Helps with most immigration processes.  
<https://carecensf.org/>  
(415) 872-7465

### **Centro de Ayuda Legal para Immigrants (CALI)**

Small fee  
Low-income  
1125 Benton St Santa Clara, CA 95050  
Helps with most immigration processes.  
<http://cali-immigration.org/>  
(650) 938-4041

**Immigration Services of Mountain View**

Low bono legal work

1058 W Evelyn Ave Suite 30 Sunnyvale, CA 94086

Helps with most immigration processes.

<http://ismv.org/>

(650) 938 - 4911

**International Institute of the Bay Area**

Cost: Free or Low cost (first time consultation fee is \$30)

Free Workshops are held every second Tuesday of the month

Address: International Institute of the Bay Area 2600 Middlefield Road Redwood City, CA 94063

Details: Helps with most immigration processes.

<https://iibayarea.org>

(650) 780-7530

**The International Rescue Committee**

Free/low fee

Immigrants

1210 South Bascom Ave, Suite 227, San Jose, CA 95128

Comprehensive immigration services: eligibility consultations, full case management services, and legal representation.

[www.rescue.org/united-states/san-jose-ca](http://www.rescue.org/united-states/san-jose-ca)

(408) 277-0255

**Pangea**

Free/low fee

Immigrants at risk for deportation

Santa Clara Office, 538A Valley Way, Milpitas, CA 95035

Provides representation in the area of deportation defense.

[www.pangealegal.org/](http://www.pangealegal.org/)

(415) 254-0475

**Services Immigrant Rights & Education Network (SIREN)**

Free Clinics

Immigrants

Immigration Legal Services.

1415 Koll Circle, Suite 108, San Jose, CA 95112

<http://www.siren-bayarea.org/>

(408) 453-3003, Español/English: (408) 453-3017, Vietnamese/Inglés: (408) 453-3013

## **Asian Americans Advancing Justice – Asian Law Caucus**

Low Income

55 Columbus Ave San Francisco, CA 94111

ALC is the nation's first legal and civil rights organization serving low-income Asian and Pacific Islander (API) communities.

Domains of intervention include Housing, Immigrant Rights & Workers Rights

[www.advancingjustice-alc.org/](http://www.advancingjustice-alc.org/)

(415) 896-1701

## **Asian Law Alliance**

Low income & limited English

991 West Hedding Street Suite #202 San Jose, CA 95126

Help regarding Housing, Public Benefits, Immigration and Citizenship, Protection for Domestic Violence Victims, Civil Rights.

<http://asianlawalliance.org/>

(408) 287-9710

## **FAMILY LAW**

### **Santa Clara County Self-Help Center / Family Law Facilitator**

Free

Self-represented individuals

201 N. First Street, San Jose, CA 95113

Walk-in services from 8:30 am to 3:00 pm on Mondays, Tuesdays and Thursdays.

Workshops on various issues like Divorce, Custody, Restraining Orders, etc.

[www.scscourt.org/self\\_help/shcflfo.shtml/](http://www.scscourt.org/self_help/shcflfo.shtml/)

[www.scscourt.org/documents/shflyers/SHC-024.pdf](http://www.scscourt.org/documents/shflyers/SHC-024.pdf)

(408) 882 - 2926

## **SMALL CLAIMS**

### **Santa Clara Superior Court Small Claims Advisor**

Free

Help provided via email or phone (Which court to file in, how to file papers in Small Claims Court, how to serve papers, how to present and defend a case in court, how to collect a judgment).

[www.scscourt.org/self\\_help/small\\_claims/small\\_claims\\_advisor.shtml/](http://www.scscourt.org/self_help/small_claims/small_claims_advisor.shtml/)

(408) 882-2100 (option #2 then #6) - The phone service has limited hours. The Advisor is only available Monday through Friday from 2:30 - 4 pm.

**Other domains resources**

