

2017 Northern California



# Community-Based Social Services Resource Guide

For Anthem Blue Cross (Anthem) members with cultural and linguistic needs



<https://mediproviders.anthem.com/ca>

## Introduction

The *Community Resource Guide* was developed by the Cultural and Linguistics department to assist health care professionals in finding health care resources available to Medi-Cal Managed Care (Medi-Cal) members. This guide will help you identify resources, some at no cost, for members to improve and maintain their health.

## How to use this guide

Each service is grouped under 11 main categories in alphabetical order. After the quick reference list, the directory offers service descriptions in alphabetical order.

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**Quick reference list**

Resource name	Telephone	Address	Languages supported (in addition to English)	Page
<b>Adult day care</b>				
Altamedix Adult Day Health Care	<b>1-916-648-3999</b>	4234 N Freeway Blvd. Suite 500 Sacramento, CA 95834		7
Bay Area Community Services	<b>1-510- 601-1074</b>	5714 Martin Luther King Jr. Way Oakland, CA 94609		7
Hong Fook Adult Day Health Care Center	<b>1-510-839-9673</b>	275 14th St. Oakland, CA 94612	Cantonese, Chinese, Korean, Mandarin and Vietnamese	9
<b>AIDS/sexually transmitted disease</b>				
Alameda County Public Health Department Office of AIDS Administration	<b>1-510-268-7630</b>	1000 Broadway Suite 310 Oakland, CA 94607		5
Berkeley Free Clinic	<b>1-510-548-2570</b>	2339 Durant Ave. Berkeley, CA 94704		8
Golden Rule Services	<b>1-916-427-4653</b>	4433 Florin Road Suite 860 Sacramento, CA 95823	Spanish	9
<b>Behavioral/mental health counseling</b>				
Alameda County Behavioral Health Care Services Crisis Response Program	<b>1-510-567-8100</b>	7200 Bancroft Ave. Suite 125A Oakland, CA 94605	Several languages are offered.	7
Alameda Family Services	<b>1-510-629-6300</b>	2325 Clement Ave. Suite A Alameda, CA 94501	Cantonese and Spanish	5
Sacramento County Mental Health Treatment Center	<b>1-916-875-1000</b>	2150 Stockton Blvd. Sacramento, CA 95817	Most languages are offered.  American Sign Language is available by arrangement.	12
<b>Caregiver support</b>				
Del Oro Caregiver Resource Center	<b>1-916-728-9333</b>	8421 Auburn Blvd. Suite 265 Citrus Heights, CA 95610		8
Sacramento County In-Home Supportive Services Public Authority	<b>1-916- 874-9471</b>	3700 Branch Center Road Suite A Sacramento, CA 95817		11
<b>Child abuse/domestic violence</b>				
Alameda County Family Justice Center	<b>1-510-267-8800</b>	470 27th St. Oakland, CA 95826	Interpreter services are available upon request.	6
My Sister's House	<b>1-916-428-3271</b>	3053 Freeport Blvd. Suite 120 Sacramento, CA 95818	Arabic, Farsi, Hindi, Hmong, Mandarin, Punjabi, Spanish, Tagalog and Vietnamese	10
St. John's Program For Real Change	<b>1-916-453-1482</b>	8401 Jackson Road Sacramento, CA 95826		12

Resource name	Telephone	Address	Languages supported (in addition to English)	Page
<b>Disabled/rehabilitation services</b>				
Alameda County Center for Independent Living	<b>1-510-841-4776</b>	3075 Adeline St. Suite 100 Berkeley, CA 94703		7
Community Resources for Independent Living	<b>1-510-881-5743</b>	439 A St. Hayward, CA 94541	Cantonese, Farsi and Spanish	8
The Salvation Army	<b>1-916-441-5267</b>	1615 D St. Sacramento, CA 95814		13
<b>Homeless and emergency housing</b>				
Loaves and Fishes	<b>1-916-446-0874</b>	1351 North C. St. Sacramento, CA 95811		9
Second Chance	<b>1-510-792-4357</b>	6330 Thornton Ave. Newark, CA 94560	Spanish	12
Sunrise Village	<b>1-510-252-0910</b>	588 Brown Road Fremont, CA 94539	Spanish Interpreters are available for other languages.	12
<b>Immigration/refugee services</b>				
Catholic Charities of the East Bay — Immigration Project (Oakland)	<b>1-510-768-3100</b>	433 Jefferson St. Oakland, CA 94607	Spanish	8
Opening Doors	<b>1-916-492-2591</b>	1111 Howe Ave. Suite 125 Sacramento, CA 95825	Farsi and Spanish	10
The Spanish Speaking Citizens' Foundation	<b>1-510-261-7839</b>	1470 Fruitvale Ave. Oakland, CA 94601	Spanish	13
<b>LGBTQ resources</b>				
American Civil Liberties Union	Intake: <b>1-415-621-2488</b>	39 Drumm St. San Francisco, CA 94111	Spanish	5
RYSE Center (Richmond)	<b>1-510-374-3401</b>	205 41st St. Richmond, CA 94805	Spanish	11
Sacramento LGBT Community Center	<b>1-916-442-0185</b>	1927 L St. Sacramento, CA 95811		11
The Billy DeFrank LGBTQ Community Center	<b>1-408-293-3040</b>	938 The Alameda Jose, CA 95126	San Spanish and Vietnamese	13
<b>Substance abuse</b>				
Alameda Medical Center — Highland Hospital Substance Abuse Program	<b>1-510-437-5192</b>	1411 E 31st St. OA1 #20 Oakland, CA 94602		6
Fountain Recovery Drug and Alcohol Treatment	<b>1-925-292-5583</b>	5053 Pavo Court Livermore, CA 94551	Russian	9
Magnolia Women's Recovery Programs, Inc.	<b>1-510-547-1531</b>	3408 Andover St. Oakland, CA 94609		10

Resource name	Telephone	Address	Languages supported (in addition to English)	Page
<b>Youth recreation and tutoring</b>				
Alameda Recreation and Park Department	<b>1-510-747-7529</b>	2226 Santa Clara Ave. Alameda, CA 94501		6
Asian Pacific Self-Development and Residential Association	<b>1-209-944-1700</b>	3830 North Alvarado Suite C Stockton, CA 95204	Cambodian	6
The YMCA Superior California	<b>1-916-452-9622</b>	2021 W St. Sacramento, CA 95818		13
<b>Additional resources</b>				
2-1-1 Sacramento	<b>www.211.org</b> <b>www.211us.org</b>		Lao, Mien, Russian, Spanish, Thai and Ukrainian  Other languages are available on request.	5
Sacramento Covered	<b>1-916-414-8349</b>	8928 Volunteer Lane Suite 220 Sacramento, CA 95826	Hmong, Russian, Spanish and Ukrainian	11

<p style="text-align: center;"><b>Directory of cultural and linguistic resources</b></p>
<p><b>2-1-1</b></p>
<p>2-1-1 is an organization that provides no-cost, confidential information and referral for assistance with food; housing; employment; health care; counseling; substance abuse services; legal assistance; services and programs for military and veterans, seniors, and individuals with disabilities; emergency services; and transportation.</p> <p><b>Serves:</b> Sacramento County residents</p> <p><b>Fees:</b> There are no costs for services.</p> <p><b>Hours:</b> Services are available 24/7.</p>
<p><b>Alameda County Public Health Department (ACPHD) Office of AIDS Administration (OAA)</b></p>
<p>The mission of the OAA is to reduce the rates of new HIV infections, offer HIV testing and link individuals who are HIV-positive with care. The OAA provides leadership, resources and guidance in collaboration with community members and organizations to coordinate the delivery of HIV/AIDS health services for the Alameda County Public Health Department.</p> <p><b>Serves:</b> Alameda County residents with a verified HIV-positive status</p> <p><b>Fees:</b> Residents must provide proof of income (300% of federal guidelines or lower) to receive services as no cost.</p> <p><b>Hours:</b> Monday through Friday from 8:30 a.m. to 5 p.m.</p>
<p><b>American Civil Liberties Union (ACLU) of Northern California</b></p>
<p>The ACLU works to preserve and guarantee the protections of the <i>Bill of Rights</i>. Their aim is to extend freedoms to segments of populations who have traditionally been denied their rights including people of color; lesbians, gays, bisexuals and transgender people; women; mental health patients; prisoners; people with disabilities; and the poor.</p> <p><b>Intake:</b> 415-621-2488; this number is for the call center only — where people present their issues and receive advice and or referrals.</p> <p><b>Hours:</b> Monday through Friday from 10 a.m. to 3 p.m.; closed for lunch from noon to 1 p.m.</p>
<p><b>Alameda Family Services</b></p>
<p>Professional therapists in training with supervised clinicians provide brief counseling to families, individual adults, couples and groups.</p> <p><b>Serves:</b> Alameda County residents; accepts Medi-Cal members</p> <p><b>Fees:</b> Services are offered on a sliding scale.</p> <p><b>Hours:</b> Monday through Thursday from 9 a.m. to 8 p.m. and Friday from 9 a.m. to 5 p.m.</p>

**Alameda County Family Justice Center (ACFJC)**

The ACFJC offers services to victims of domestic violence, sexual assault, human trafficking, child and elder abuse, and dependent adult abuse. Services include domestic violence counseling, sexual assault counseling, case management, restraining order assistance, trauma recovery services, safety planning, counseling for children, parenting support and shelter/housing assistance.

**Serves:** Alameda County residents

**Fees:** Services are provided at no cost.

**Hours:** Monday through Friday from 8:30 a.m. to 5 p.m.

**Alameda Medical Center — Highland Hospital Substance Abuse Program**

The center offers individual and group counseling for substance abuse, group treatment for recovery, relapse prevention, random drug testing, parenting classes, anger management classes, acupuncture, childcare and case management services.

**Hours:** Monday through Friday from 9 a.m. to 5 p.m.

**Serves:** Alameda County residents; accepts Medi-Cal members

**Asian Pacific Self-Development and Residential Association (APSARA)**

The APSARA is an educational, problem solving organization that provides leadership for youth. Programs include after-school tutoring, volunteer opportunities for high school students to assist elementary students, Head Start, the Care program (after-school recreational programs for teens), free food program for seniors, youth leadership development, dancing groups, sports, on-the-job training, mental health case management and outreach, health access and outreach, and translation services and interpretation.

**Hours:** Monday through Friday from 8 a.m. to 5 p.m.

**Alameda Recreation and Parks Department (ARPD)**

The ARPD offers the following summer activities for youth:

- For youth 3 years of age through prekindergarten, summer activities include Introduction to Small Frys, pre-kindergarten readiness, Tadpole Camp, Jumping From Camp, Tenderfoot Camp and an art camp.
- For children 5 to 10 years of age, activities include a summer park baseball program, parks and playground summer programs, day trips, and day camps.
- For children 11 to 14 years of age, activities include a tween summer adventure camp, day trips and a drop-in underground program.

**Hours:** Monday through Friday from 8:30 a.m. to 5:30 p.m.

### **Altamedix Adult Day Health Care**

Altamedix Adult Day Health Care provides nursing services including observation; medication monitoring and management; social services including counseling, support information and referrals; therapeutic activities including arts and crafts, educational programs, field trips, and a movie club; and nutritional counseling.

**Serves:** Sacramento County residents; accepts Medi-Cal members

**Hours:** Program — Monday through Friday from 9 a.m. to 3 p.m.  
Office — Monday through Friday from 8 a.m. to 5 p.m.

### **Alameda County Center for Independent Living**

The Alameda County Center for Independent Living supports those with disabilities in their efforts to lead independent lives by providing peer counseling; providing services and referrals that guide people through systems such as the housing and employment markets as well as Social Security; advocating for policy changes to improve accessibility in public places and transportation; mentoring youth who have disabilities; offering fee-based consultation services to train private employers in how to accommodate people with disabilities; and providing assistance to consumers in multiple languages by a multicultural staff.

**Serves:** Alameda County residents

**Hours:** Monday through Friday from 9 a.m. to 5 p.m.

### **Alameda County Behavioral Health Care Services Crisis Response Program (ACBHCS Crisis Response Program)**

The purpose of the Crisis Response Program is to reduce unnecessary hospitalizations for adults with serious mental health diagnoses, to provide short-term voluntary therapeutic treatment and case management to adults in crisis, and to link adults to appropriate long-term mental health services.

**Serves:** ethnically diverse adults in Alameda County who have a serious and persistent mental health diagnosis

**Hours:** Monday through Friday from 8:30 a.m. to 5 p.m.

### **Bay Area Community Services (BACS)**

The Bay Area Community Services Center offers cost-effective community-based services to disabled adults and seniors as well as their families. They provide mental and physical stimulating activities, nutritious meals/snacks and door-to-door transportation. They also provide counseling, education, support groups and daytime respite to caregivers while still ensuring excellent care and supervision for loved ones.

**Serves:** Alameda, Contra Costa and Santa Clara counties

**Hours:** Monday through Friday from 9 a.m. to 5 p.m.



### **Berkeley Free Clinic**

The Berkeley Free Clinic offers services like acute medical care, tuberculosis testing, dental services, and sexual transmitted infection (STI) and HIV testing.

**Serves:** accepts Medi-Cal members

**Hours:** Monday, Wednesday and Friday from 7 p.m. to 9 p.m. (same-day appointments only); Saturday from 11 a.m. to 2 p.m. (drop-in, women and transinclusive clients only); Saturday from 3 p.m. to 5 p.m. (drop-in and HIV testing only); and Sunday from 4 p.m. to 7 p.m. (drop-in, men's STI testing and HIV testing for all)

### **Catholic Charities of the East Bay — Immigration Project (Oakland)**

Catholic Charities of the East Bay provides immigration and naturalization services and programs for immigrants in the East Bay area. Services include green card application and renewal assistance, family base petitions, *Nicaraguan Adjustment and Central American Relief Act* form assistance, a violence against women program, adjustment of status assistance, and help in completing other forms.

**Fees:** There is a \$40 fee for legal counseling appointments.

**Hours:** Monday through Friday from 9 a.m. to 5 p.m.; closed from 1 p.m. to 2 p.m.

### **Community Resources for Independent Living (CRIL)**

CRIL offers independent living services to those with disabilities. Services include housing assistance, personal assistance referral, benefits advocacy, peer support and independent living skills training.

**Serves:** Southern and Eastern Alameda county residents

**Fees:** Services are offered at no charge.

**Hours:** Monday through Friday from 9 a.m. to 5 p.m.; closed for lunch from 12:30 p.m. to 1:30 p.m.

### **Del Oro Caregiver Resource Center**

The Del Oro Caregiver Resource Center is a nonprofit organization that serves individuals and families who are providing care to brain-impaired adults and the frail elderly. Services include information and referral, family consultation, family counseling, respite care, legal/financial consultation, education and training, and support groups.

**Serves:** Alpine, Amador, Calaveras, Colusa, El Dorado, Nevada, Placer, Sacramento, San Joaquin, Sierra, Sutter, Yolo and Yuba counties

**Fees:** Most services are offered at no cost; some services require a small copayment.

**Hours:** Monday through Friday from 8 a.m. to 4:30 p.m.

### **Fountain Recovery Drug and Alcohol Treatment**

The Fountain Recovery Drug and Alcohol Treatment program offers help to individuals and families affected by alcohol and drug addiction. The program is 12 step-oriented as well as abstinence- and evidence-based and has a foundation of encouragement, love, practical guidance and personal attention. Their small client-to-staff ratio allows for a client-centered approach that offers individualized attention to meet each client's specific needs. The program has four different levels of care: residential treatment, day treatment, intensive outpatient treatment and a sober living environment. Follow-up to treatment includes a free Aftercare Group for clients who have successfully completed treatment.

**Fees:** They accept most insurance.

**Hours:** Monday through Friday from 9 a.m. to 5 p.m.

### **Golden Rule Services**

Golden Rule Services offers a variety of no cost, confidential HIV, STD and hepatitis C education and prevention services that are accessible, affordable, and culturally and linguistically appropriate. Services include rapid HIV and HCV testing, STD screening, needle exchange, harm reduction services, HIV/STD risk reduction support groups, case management services, individual peer-based risk reduction counseling, latex and polyurethane condom and lubricant distribution, limited transportation to medical appointments, and information and referral services.

**Serves:** Sacramento County residents

**Hours:** Monday through Friday from 9 a.m. to 6 p.m.

### **Hong Fook Adult Day Health Care Center**

The Hong Fook Adult Day Health Care Center provides individualized health care services to frail adults. They enable individuals to remain in the community and prevent premature institutionalization. Nursing services include health monitoring, medication assistance, personal care, health education and liaison services with their personal physician. Rehabilitation services include dietary consultation, nutritional education and daily hot meals. Recreational activities include field trips, music programs, and birthday and holiday celebrations.

**Serves:** Alameda and Oakland county residents who are 18 years of age or older; accepts Medi-Cal members

**Hours:** Monday through Friday from 7:30 a.m. to 12:30 p.m. (first session) and 12:30 p.m. to 5:30 p.m. (second session)

### **Loaves and Fishes**

Loaves and Fishes of Sacramento is a program to help homeless men, women and children with an emphasis on the need for dignified and compassionate survival services and decent affordable housing.

**Hours:** Monday through Friday from 8 a.m. to 3 p.m.

### **Magnolia Women's Recovery Program, Inc.**

Magnolia Women's Recovery Program, Inc. offers individual and group counseling for women with substance abuse problems. They provide parenting classes, anger management, relapse prevention and education classes (topics include hepatitis C, HIV, domestic violence and trauma).

**Serves:** Oakland County residents who are pregnant or have up to two children from birth to 7 years of age; accepts Medi-Cal members

**Hours:** Program operates on a 24/7 schedule.

### **My Sister's House**

My Sister's House identifies and addresses the needs of women and children impacted by domestic violence in the Asian and Pacific Islander community as well as other underserved communities. Services and programs include a Women to Work Program (women's learning and support group to help domestic survivors of all ethnicities become financially stable), culturally appropriate domestic violence intervention, community presentations and consultation, wish lists, and volunteer opportunities.

**Serves:** Sacramento County women and children who are victims of domestic violence

**Fees:** Services are offered at no cost.

**Hours:** Monday through Friday from 8:30 a.m. to 5:30 p.m.

### **Opening Doors**

Opening Doors provides tools and support for survivors of human trafficking, refugees, immigrants and other underserved residents. Services include refugee programs to support refugees resettle and acclimate to a new country, a new workplace environment and new health care and financial systems; a Prosperity Project to help residents improve their economic situation by starting or expanding small businesses and to help them take control of their personal finances by educating them about the U.S. financial system; a Survivors of Human Trafficking program that provides case management to counsel victims of human trafficking; and immigration legal services offering immigration services for nominal and affordable fees.

**Serves:** Sacramento County residents

**Hours:** Monday through Friday from 8:30 a.m. to 4 p.m.; closed for lunch from noon to 1 p.m.

### **RYSE Center (Richmond)**

The RYSE Center offers youth programs and LGBTQ support. Programs include media, arts and culture programs that promote community healing and social justice by facilitating young people's innovative creation of political, personal and expressive media and art; education and career programs that offer academic and college support services, tutoring, academic case management, academic counseling, transcript review, STEM programs, GED referrals and support; job readiness and placement assistance; financial management support; case management; and career exploration opportunities.

**Serves:** Richmond County residents

**Hours:** Monday through Friday from 11 a.m. to 8 p.m.

### **Sacramento County In-Home Supportive Services (IHSS) Public Authority**

The IHSS program helps pay for services to help residents remain safely in their home. Services offered through IHSS include house cleaning, meal preparation, laundry, grocery shopping, personal care services (such as bowel and bladder care, bathing, grooming and paramedical services), accompaniment to medical appointments and protective supervision for the mentally impaired.

**Serves:** To be eligible for IHSS, individuals must reside in California, have Medi-Cal eligibility determination, live at home or an abode of his/her own choosing, and submit a completed *Health Care Certification* form.

### **Sacramento Covered**

Sacramento Covered is a community-based nonprofit organization with a focus on improving the overall health of Sacramento county residents. Services connect individuals and families to medical coverage, primary and preventative care, social services, and health care resources. The main goal is to increase awareness and understanding of health care issues for uninsured and underserved people; help the community overcome the challenges preventing them from getting coverage; educate residents about their health care options; and offer in-person and in-language assistance as well as provide onsite assistance for patients in local ER departments.

**Serves:** Sacramento County residents

### **Sacramento LGBT Community Center**

The Sacramento LGBT Community Center creates events, programs and pathways to services that help lesbian, gay, bisexual and transgender people feel welcome, needed and safe. Their vision is a Sacramento region where sexual orientation and gender identity and expression are recognized as a spectrum of valued personal characteristics universally respected and affirmed. Services range from no cost HIV testing and safe sex supplies to assistance with covered Medi-Cal enrollment and culturally responsive trainings.

**Serves:** Sacramento, Yolo, El Dorado, Placer, Sutter, San Joaquin, Amador, Solano and Contra Costa counties

**Hours:** Monday through Saturday from noon to 6 p.m. and Sunday for special events

### **Sacramento County Mental Health Treatment Center**

The Sacramento County Mental Health Treatment Center is a locked, adult psychiatric health facility providing acute inpatient services to indigent residents and Medi-Cal members. The treatment center operates 24/7 and offers information regarding resources to individuals experiencing a mental health crisis.

**Serves:** Sacramento County residents

### **Second Chance**

Second Chance offers an emergency shelter for individuals and families. The maximum stay is two weeks for individuals and three weeks for families. Drug and alcohol programs are also available.

**Intake:** 1-510-792-HELP

**Serves:** Newark, Fremont, Union City, and Hayward county residents

**Fees:** Services are offered at no cost except for the drug diversion and driving under the influence programs.

**Hours:** They operate 24/7.

### **Sunrise Village**

The Sunrise Village emergency shelter offers an emergency and transitional shelter for individuals and families with children. They provide job counseling, support groups and other services. There is a waiting list for families.

**Serves:** Alameda County residents

**Hours:** Program — 24/7

Office — daily from 9 a.m. to 5 p.m.

### **St. John's Program for Real Change**

St. John's Program for Real Change is a work program that assists women, and their children, who are experiencing abuse, poverty and homelessness. The center provides food, shelter, job-readiness and self-sustainability. They also offer comprehensive mental health services, GED attainment and career education. In addition, the program offers emotional and developmental support to children.

**Serves:** Sacramento County residents

**Hours:** Monday through Friday from 8 a.m. to 7 p.m.

### **The Billy DeFrank LGBTQ Community Center**

The Billy DeFrank LGBTQ Community Center offers no cost rapid HIV testing. The center also offers a CyberCenter which provides no cost use of internet-enabled computers; library/art exhibits; support and social groups including for alcoholics anonymous, bipolar/depression support groups, bisexuals and friends groups, crystal meth anonymous, Latino men's groups, meditation groups and refuge recovery groups.

**Hours:** Monday through Thursday from 4 p.m. to 9 p.m. (HIV testing from 4 to 8 p.m.), Friday from 6 p.m. to 9 p.m., Saturday from 10 a.m. to 4 p.m. and Sunday for scheduled events only

### **The Spanish Speaking Citizens Foundation**

The Spanish Speaking Citizens Foundation helps families and children integrate into society and navigate the process of becoming responsible, productive United States citizens. They offer services like education, employment and leadership guidance, immigration and citizenship assistance, referrals to community organizations, and programs to enrich the lives of participants.

**Serves:** East Bay County residents

**Hours:** Monday through Tuesday from 11 a.m. to 4 p.m.

### **The Salvation Army**

The Salvation Army Adult Rehabilitation Center helps residents combat their addictions and build the work and social skills needed to re-enter the workforce, regain health and stability, and restore their families. The program for men includes a six month to one year live-in program as well as an individual and family counseling 12-step program.

**Serves:** Sacramento County residents

**Fees:** They offer a "no-fee" rehabilitation program.

**Hours:** Monday through Friday from 7:30 a.m. to 2:30 p.m.; intake: Monday through Friday from 8 a.m. to 2:30 p.m.

### **The YMCA of Superior California**

The YMCA of Superior California offers programs to help youth learn and thrive through every stage of life. Programs include aquatics and swim, childcare, health and fitness, summer camps, youth development, healthy living, and youth sports.

**Serves:** Greater Sacramento area residents

**Hours:** Monday through Thursday from 5:30 a.m. to 10 p.m., Friday from 5:30 a.m. to 8 p.m., Saturday from 7 a.m. to 6 p.m. and Sunday from noon to 6 p.m.



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