

SANTA CLARA COUNTY
SUPPLEMENT
TO THE
HANDBOOK FOR CONSERVATORS

Revised 5/2007

Dear Conservator:

Taking care of another person's needs can seem overwhelming at times, but there is help available if you know where to look for it. We have prepared this **Santa Clara County Supplement to the HANDBOOK FOR CONSERVATORS** to provide some guidance to the services available locally. The entries do not constitute an exhaustive list, but rather give you a representative sample. Please refer also to the agencies listed below.

If your conservatee is a SENIOR, please consult the **Senior Services Directory** published by the Council on Aging and given to you in this packet. It contains a wealth of information regarding the typical concerns and needs of the over 60-age group. If your conservator has some particular problem for which this publication offers no specific solution, please call the **Council on Aging** for further assistance. The staff may have additional resources that may not appear in the directory itself. Their number is **(408) 296-8290 or (800) 510-2020**. Website: www.scccoa.org

Please note that that the Senior Services Directory contains much information that applies not only to seniors, but also to others impaired by mental, emotional, physical disabilities, or suffering from chemical dependency (drugs and/or alcohol). For yet additional sources of information about adults under 62, please contact **2-1-1 Santa Clara County** (United Way First Call) for help. Their phone number is **(408) 248-4636, (650) 325-4636 or Hotline 2-1-1, a free 24-hour non-emergency number for everyday needs in time of crisis**. 2-1-1 Santa Clara County publishes a **DIRECTORY OF HUMAN SERVICES**, which contains a listing of community resources to meet the health, education and human service needs of those who live, or work in Santa Clara County. Please call them at **(408) 345-4300** for more particulars about the cost and ordering.

If your conservatee is DEVELOPMENTALLY DISABLED, the most direct sources of information and referral to local services are the **Community Association for Rehabilitation, Inc. (CAR)** at **(650) 494-0550** and also the **San Andreas Regional Center (SARC)** at **(408) 374-9960**. Further information on both these agencies is available in the **Santa Clara County Supplement**.

If your conservatee is a VETERAN, the **U. S. Government Department of Veterans Affairs** has a regional office located in Oakland. For information concerning veteran entitlements and services please call, **(800) 827-1000**.

The information in this supplement is as accurate as we could make it at the time of publication, but the addresses and telephones of the various agencies may have changed. To save effort, please verify the information before you personally visit any of these agencies.

For general information concerning the court's supervision of your conservatorship cases, please call the Probate Court Investigators Unit at (408) 882-2761. Conservatorship cases are reviewed by the investigators on behalf of the Court, therefore, it is required by law that you notify the court in writing every time that the conservatee(s) moves to a new address. It is also the responsibility of the conservator(s) to notify the court when they have a change of residence. A few CHANGE OF ADDRESS forms are enclosed for your convenience.

We thank you for your willingness to work for the best interests of the conservatee(s) under your care.

Eugene M. Hyman
Supervising Judge of Probate Court

Santa Clara County Supplement to the Handbook for Conservators

Probate Resources and Referrals

*These sections tell you about programs and services that can help you.
Please contact them directly.*

1. The Public Guardian/Conservator
2. The Public Administrator
3. Adult Protective Services (APS)
4. Supplemental Security Income (SSI) and Medi-Cal
5. Services for the Developmentally Disabled
6. Services for the Brain Injured and the Mentally Impaired
7. Services for the Mentally Ill
8. Services and Benefits for Veterans
9. Services for Persons with Specific Diseases and Disabilities like:
 - Attention Deficit Disorder (ADD) and
 - Attention Deficit Hyperactivity Disorder (ADHD)
 - HIV/AIDS or Related Diseases
 - Blindness and/or Visual Handicaps
 - Deafness and Hearing Problems
 - Strokes
 - Alcoholism and Drug Abuse
 - Alzheimer's Disease
 - Other Diseases and Disabilities
10. Housing and Living Services like:
 - Out-of-Home Placement for Supervised Care
 - Housing Services for Persons with Various Disabilities
 - Help for Living at Home
 - Home Equity Programs
 - House Repair Help
 - House Repair and Rehabilitation Loans
11. Transportation Services
12. Employment Training
13. Domestic Violence
 - What is Domestic Violence?
 - How to Get an Emergency Protective Order
 - How to Get a Domestic Violence Restraining Order
 - Where to Turn for Help

14. Elder Abuse/Dependent Adult Abuse

- What is Elder or Dependent Adult Abuse?
- How Do I Report Elder or Dependent Adult Abuse?
- Who Has to Report Elder or Dependent Adult Abuse?
- How a Restraining Order Can Help Protect You Against Elder or Dependent Adult Abuse

1. **THE PUBLIC GUARDIAN/CONSERVATOR**

The Court sometimes appoints the **Public Guardian of Santa Clara County** as conservator for an adult who cannot care for him/herself or his/her finances.

The Court can also appoint the Public Guardian as trustee for an elderly, mentally ill, or incapacitated person when no friend or relative can be trustee.

If you are worried about an elderly, mentally ill, or incapacitated adult, you can ask the Public Guardian for help. For more information or for help, call: (408) 577-2500

If you think there is financial abuse, call **Adult Protective Services (APS)** hotline:
1-800-414-2002

2. **THE PUBLIC ADMINISTRATOR**

The **Santa Clara County Public Administrator** handles estates for decedents (people who die) when no family member or other person can do it.

The Public Administrator can take control of the decedent's estate right away to make sure that nothing gets lost.

The Public Administrator can:

- Locate family
- Make burial arrangements
- Manage assets
- Pay creditors
- Pay administration costs
- Distribute the rest of the estate to the decedent's heirs or beneficiaries

If the decedent leaves a Will and the original executor cannot or does not want to serve, the Court may also appoint the Public Administrator as executor.

For more information, call: (408) 577-2500

3. **ADULT PROTECTIVE SERVICES (APS)**

Adult Protective Services (APS) helps elder and dependent adults who may have been hurt by abuse or neglect. APS services are free if you need them.

Services include:

- Investigation
- Assessment

- Counseling
- Help developing a service plan
- Case management
- Referrals to community agencies

APS wants to help adults:

- Protect their own interests
- Increase their personal strengths
- Set up support systems

If you are worried about someone because you think there is physical, emotional or financial abuse, call the APS hotline: 1-800-414-2002

In cases of financial abuse, APS works with the **Financial Abuse Specialist Team (FAST)**. FAST helps the District Attorney prosecute these cases.

4. SUPPLEMENTAL SECURITY INCOME (SSI) AND MEDI-CAL

SSI gives money to:

- Low-income seniors (65 years old and over)
- The blind
- People with disabilities

Whether or not you can get SSI depends on how much money you make and what you own. If you receive Social Security benefits, you may also be able to receive SSI.

To see if you or a family member is eligible to receive SSI benefits, call or visit the **Social Security Administration (SSA)** office in your area:

**For Santa Clara (except Gilroy) call:
(800) 722-1213**

**For Gilroy, call:
(408) 842-4485**

Or, visit the **Social Security District Office**
280 South First Street, Room 244, 2nd Floor
San Jose, California 95113
(408) 292-8900

Hours: 9:00-4:00, Monday thru Friday

Website: www.socialsecurity.gov

Medi-Cal helps pay for medical care for:

- Low-income seniors
- The blind
- People with disabilities

Anyone who receives SSI benefits is also eligible to receive Medi-Cal. For more information on Medi-Cal and adult/elder services, go to the Medi-Cal section of the website listed above.

For information and application forms, contact:

Social Services Agency

Medi-Cal Eligibility Unit

751 South Bascom, Avenue, Bldg. T-1

San Jose, CA 95128

(408) 793-6709

Hours: 8:00-5:00, Monday thru Friday

5. SERVICES FOR THE DEVELOPMENTALLY DISABLED

Here is a list of places to get help for a person with a developmental disability in Santa Clara County:

AREA DEVELOPMENTAL DISABILITIES BOARD VII

2580 North First Street, Suite 240

San Jose, CA 95131

Tel: (408) 324-2106

Fax: (408) 324-2108

Hours: 8:00-5:00, Monday-Friday

There are 13 "Area Boards" in California, established by the Welfare and Institutions Code. Board VII serves Monterey, San Benito, Santa Clara and Santa Cruz counties. It provides information and referrals and advocates for the rights of all persons with developmental disabilities. Contact the Board if you are having trouble getting the service you need for your conservatee or if you believe that the rights of your developmentally disabled person are being violated. Call the Board also when you have ideas on how to improve the delivery of services to the developmentally disabled by any agency, including all those listed below.

**CITY OF SAN JOSE, DEPARTMENT OF PARKS,
RECREATION AND NEIGHBORHOOD SERVICES**

Office of Therapeutic Services

3369 Union Avenue

San Jose, CA 95124

Tel: (408) 369-6438

TTY: (408) 437-0916/Speech-to-Speech (800) 854-7784

Fax: (408) 559-1203

Website: www.sanjoseca.gov/prns/otsindex.asp

The City of San Jose's Office of Therapeutic Services, founded in 1972, serves persons with disabilities and chronic health conditions. The Office of Therapeutic Services (OTS), a section of the City of San Jose Department of Parks, Recreation, and Neighborhood Services, provide health and wellness sports programs for persons with physical disabilities and therapeutic recreation, day rehabilitation programs and social recreational services for persons with cognitive disabilities.

COMMUNITY ASSOCIATION FOR REHABILITATION, INC. (CAR)

525 East Charleston Road
Palo Alto, CA 94306-4247
Tel: (650) 494-0550

Hours: 8:30-5:30, Monday thru Friday

Provides family support, services for the benefit of the developmentally disabled, and acts as advocate when needed. Runs several programs, including a Home Companion Program to provide respite for care-givers, an adult Development Center that trains individuals in self-care skills, work skills and socialization. In addition, runs a Creative Recreation Program for young adults during summers and after school. Also have employment services, which provide work opportunities for the developmentally disabled. Runs swimming lessons and a therapeutic swimming program at the Betty Wright Swim Center in Palo Alto.

COMMUNITY OPTIONS (Main Office)

1922 The Alameda, Ste 210
San Jose, CA 95126
Tel: (408) 423-9484

Hours: 8:00-5:00, Monday thru Friday

Provides an array of useful services to the developmentally disabled: integrated or supported employment, mobility training, assistive technology services and the Independent Living Skills (ILS) program, which ranges from assessment for readiness for independent living to continuing support for those already living independently.

EASTER SEALS BAY AREA

(Located in the Timpany Center)

730 Empey Way
San Jose, CA 95128
Tel: (408) 295-0228
Fax: (408) 275-9858

Website: www.bayarea.easterseals.org

Hours: 6:00 am-8:00 pm, Monday thru Friday
7:00 am-4:00 pm, Saturdays

Provides recreational and rehabilitative aquatic programs for developmentally, physically or mentally disabled individuals.

GREATER OPPORTUNITIES SERVING THE DEVELOPMENTALLY DISABLED

900 Lafayette Street, #700
Santa Clara, CA 95050
Tel: (408) 248-4464

Hours: 9:00-5:00, Monday thru Friday

Specializes in various residential programs to suit particular needs and functioning levels of the developmentally disabled. Has three options for high-functioning individuals as well as specialized independent living options for adults with behavior problems.

HOPE SERVICES

30 Las Colinas Lane
San Jose, CA 95119
Tel: (408) 284-2850

Hours: 8:00-5:00, Monday thru Friday

Provides job training and sheltered workshop experience and counseling in several centers located in Santa Clara, Monterey, Santa Cruz, and San Benito counties. In addition, provides training in self-care, community safety, pre-academic activities and leisure depending on the individual's program plans. Manages the Senior Activity Center, which provides special structured day programs to developmentally disabled adults age 50 and over.

HOUSING FOR INDEPENDENT PEOPLE (HIP)

481 Valley Way
Milpitas, CA 95035
Tel: (408) 941-1850 or (408) 941-1855
Fax: (408) 941-0294
Watsonville: (831) 722-3322

Website: www.hip4housing.org

Hours: 9:00-5:00, Monday thru Friday

Provides affordable and accessible low cost housing for people with developmental disabilities, the mentally ill, or the HIV positive who subsist on very low incomes such as Social Security Disability payments. Works collaboratively with social service providers from various non-profit community agencies who address the client's service needs.

JACK DOUGLAS CENTER

1290 North First Street
San Jose, CA 95112
Tel: (408) 573-4165

Hours: 8:00-4:00, Monday thru Friday

On referral by SARC or a social service professional, provides various day programs, instruction, socialization and behavioral training in a structured but least restrictive environment.

LAW FOUNDATION OF SILICON VALLEY

111 West St. John Street, Suite 315
San Jose, CA 95113
Tel: (408) 294-9730 - *Mental Health Advocacy Project (MHAP)*

Hours: 9:00-12:00 noon and 1:00-5:00, Monday thru Friday

Provides free legal services, information, advocacy for improvement of mental health and developmental services. Offers assistance and representation on public benefits, consumer issues, and discrimination and general legal problems (see Services for the Mentally Ill, Law Foundation of Silicon Valley, for expanded write-up).

PACIFIC AUTISM CENTER FOR EDUCATION (PACE)

1055 Sunnyvale-Saratoga Road, #9
Sunnyvale, CA 94087 - 3300
Tel: (408) 245-3400

Hours: 8:00-5:00, Monday thru Friday

Serves children and adults by providing special instruction and behavior modification programs for autistic and developmentally disabled persons. Operates three residential homes for adults 18-59+ in Sunnyvale and in San Jose, and two homes in Cupertino for ages 3-18. Call for more information on eligibility requirements.

PARENTS HELPING PARENTS

3041 Olcott Street
Santa Clara, CA 95054
Tel: (408) 727-5775
Fax: (408) 727-0182

Website: www.php.com

Hours: 9:00-5:00, Monday thru Friday

A central source of information, training, mentoring, parent-to-parent contacts and referrals for parents of children with special needs such as illness, cancer, accidents, birth defects, neurological conditions, premature birth, learning or physical disabilities, mental health issues and attention deficit disorder to name a few. Runs networking, support groups, and runs a lending library. Offers information on assistive technological devices and on available local resources.

SAN ANDREAS REGIONAL CENTER (SARC)

300 Orchard City Drive, #170
Campbell, CA 95008
Tel: (408) 374-9960

Mail to: P.O. Box 50002
San Jose, CA 95150-0002

Website: www.sarc.org

Hours: 8:00-5:00, Monday-Friday

Provides information and referral to resources available to the developmentally disabled in Santa Clara, San Benito, Santa Cruz and Monterey counties. Provides diagnosis and evaluation, program planning and case management, counseling and advocacy for developmentally disabled persons (as defined by the State

of California). Locates appropriate out-of-home residential placement in the community and when appropriate arranges for admission to (or discharge from) State Developmental Centers such as Agnews. Provides service coordination, refers clients to appropriate agencies such as those listed below, and arranges payment for services.

SANTA CLARA COUNTY OFFICE OF EDUCATION

1290 Ridder Park Drive
San Jose, CA 95131-2398
Tel: (408) 453-6500
Fax: (408) 453-6656 (Special Education Department)

Website: www.sccoe.org

Hours: 8:00-5:00, Monday thru Friday

Serves clients from *birth to age 22*. Working on referral to the county from the local school districts, manages special educational programs for the severely handicapped. Please contact the specific school district in your residential area for assessment and individual educational program plans.

SOCIAL VOCATIONAL SERVICES (SVS)

124 Blossom Hill Road, Suite F	471 Gianni Street
San Jose, CA 95123	Santa Clara, CA 95054
Tel: (408) 574-3950	Tel: (408) 727-3370

Hours: 7:00-4:00, Monday thru Friday

On referral from the San Andreas Regional Center or the Department of Rehabilitation, provides supported work training and job placement; also provides a community based behavior treatment program for developmentally disabled adults.

SPECIAL OLYMPICS (Silicon Valley Region)

1445 Koll Circle, Suite 104
San Jose, CA 95112
Tel: (408) 392-0170

Website: www.sonc.org

Hours: 8:30-5:00, Monday thru Friday

Provides athletic training and competition programs in various sports for developmentally disabled children and adults.

UNITED CEREBRAL PALSY ASSOCIATION OF SANTA CLARA

512 East Maude Avenue
Sunnyvale, CA 94085
Tel: (408) 737-7112
Fax: (408) 737-7225

Website: www.ucpscsm.org

Hours: 8:30-4:30, Monday thru Friday

Provides services to individuals with cerebral palsy, and to those with conditions such as mental retardation, autism, epilepsy, learning disabilities, muscular dystrophy, spina bifida, multiple sclerosis, and to their families. Disseminates information to the public; serves clients and their families through referral services, advocacy and counseling. Through its **Individual and Family Support Program (IFSP)**, offers personal and group support to clients and their families.

VTF SERVICES

918 North Rengstorff Avenue
Mountain View, CA 94043
Tel: (650) 934-9091
Fax: (650) 934-9092

Website: www.vtfservices.org

Hours: 8:00-4:30, Monday thru Friday

A community rehabilitation program, which provides supervised employment and training in grounds maintenance and assembly packaging for Veterans, the high-functioning with disabilities and for the mentally impaired.

6. SERVICES FOR THE BRAIN INJURED AND THE MENTALLY IMPAIRED

Please consult other listings, which may apply to your conservatee's needs such as SERVICES AND BENEFITS FOR VETERANS, OUT-OF-HOME PLACEMENT FOR SUPERVISED CARE, etc.

FAMILY CAREGIVER ALLIANCE

180 Montgomery Street, Suite 1100
San Francisco, CA 94104
Tel: (415) 434-3388
(800) 445-8106

Website: www.caregiver.org

Hours: 9:00-5:00, Monday thru Friday

Provides a comprehensive range of services for persons caring for adults suffering from traumatic brain injury as a result of an accident or a disease such as Alzheimer's.

REGIONAL MEDICAL CENTER, SAN JOSE REHABILITATION SERVICES DEPARTMENT

225 North Jackson Avenue
San Jose, CA 95116
Tel: (408) 729-2882

Hours: 8:00-4:00, Monday thru Friday

Offers orthopedic and other rehabilitation services for patients recovering from spinal injuries, head trauma and brain injuries.

**SANTA CLARA VALLEY MEDICAL CENTER
REHABILITATION CENTER**

751 South Bascom Avenue
San Jose, CA 95128
Tel: (408) 885-2000

A nationally known rehabilitation program, which, under the sponsorship of the Santa Clara Valley Medical Center provides clients recovering from spinal cord or head injuries training in independent living skills in preparation to leaving hospital care.

SERVICES FOR BRAIN INJURY, Transitional and Development Programs

2731 North First Street, Ste 100
San Jose, CA 95134
Tel: (408) 434-2277
Fax: (408) 434-2278

Hours: 8:00-5:00, Monday thru Thursday
Closed on Fridays

Provides a day-treatment program for survivors of head injury seeking to reach their optimum level of independent functioning. Formal and diagnostic services and individual plans Offers case management, job training and employment support, and information and referral service.

SILICON VALLEY INDEPENDENT LIVING CENTER

2306 Zanker Road
San Jose, CA 95131
Tel: (408) 894-9041
TTY: (408) 894-9012
Fax: (408) 894-9050

Website: www.svilc.org

Hours: 9:00-5:00, Monday thru Friday

Provides counseling, advocacy, information, referrals, and services such as loans of equipment to persons with disabilities in order to promote independence in the areas of employment, housing and residential living.

SKILLS PLUS, SANTA CLARA ADULT EDUCATION

1840 Benton Street
Santa Clara, CA 95050
Tel: (408) 423-2102
Fax: (408) 423-3665

Website: www.skillsplus.us

Hours: 9:00-4:30, Tuesday thru Friday

Provides various classes for the physically disabled such as mobility training, upper body exercises, training in memory, perceptual skills, language, listening and speech skills. Also provides classes in independent living such as basic food preparation. Included are leisure activities and arts and crafts. The primary program is designed for stroke survivors and individuals who suffer from neurological disorders

or physical disabilities who may benefit from the classes provided. The classes are taught by occupational therapists and speech therapists.

VTF SERVICES

918 North Rengstorff Avenue
Mountain View, CA 94043
Tel: (650) 934-9091
Fax: (650) 493-9092

Website: www.vtfservices.org

Hours: 8:00-4:30, Monday thru Friday

Provides supervised employment training in janitorial services, grounds maintenance and assembly packaging. For Veterans, people with disabilities and for the mentally impaired.

7. SERVICES FOR THE MENTALLY ILL

In addition to the services listed below please consult the SENIOR HANDBOOK under "MENTAL HEALTH-COUNSELING" for an extensive listing of agencies providing services to the mentally ill, including the centers run by the Santa Clara County Mental Health Bureau. Please look over other services which may also apply to your conservatee such as those listed in the VETERANS SERVICES, or ALCOHOLISM AND DRUG ABUSE SERVICES, HOUSING SERVICES, EMPLOYMENT TRAINING and so forth, depending on your conservatee's needs.

ALLIANCE FOR COMMUNITY CARE

Consolidation of 3 non-profit agencies formerly known as:

1. Miramonte Mental Health Services
2. "Avenues to Mental Health"
3. Community Companions

Main offices to contact for more information (established clients):

2001 The Alameda San Jose, CA 95126 Tel: (408) 261-7777	438 North White Road San Jose, CA 95127 Tel: (408) 254-6828	206 California Avenue Palo Alto, CA 94306 Tel: (650) 617-8340
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Call: (408) 260-4040 for general information and inquiries about services

Website: www.alliance4care.org

Hours: 8:30-5:00 Monday thru Friday
24-hour emergency services as well

The ALLIANCE is a leading non-profit provider of mental health services in Santa Clara County. It provides a wide range of treatment, rehabilitation, housing programs and services to youth and adults recovering from emotional or mental illnesses.

Residential programs provide a transition from hospital care, supporting people with groups and appropriate care in preparation for returning to life in the community. **Vocational services** provide training and counseling assistance for entering or re-entering the job market. **Family services** are given

to inform, counsel and encourage family participation and involvement. **Self-help** support groups, such as Schizophrenics Anonymous, and Peer Counseling allow sharing experiences and obtaining emotional support. **Specialized and culturally competent services** are available for African American, Asian and Latino populations. Specific services and programs include:

- Adult long-term and short-term residential facilities
- Independent supported housing programs
- Facilities for day treatment and rehabilitation
- Case management teams
- Vocational teams
- Community support and prevention programs

COMMUNITY SOLUTIONS

16264 Church Street, Suite 103

Morgan Hill, CA 95037

Tel: (408) 779-2113 (Morgan Hill) or (408) 225-9163 from San Jose, for appointments only

Hours: 9:00-5:00 and evenings by appointment

Among the many services offered by this agency, their COMMUNITY SUPPORTIVE HOUSING PROGRAM provides case management and has supportive rental units for qualified clients. In addition, LA CASA DEL PUENTE provides residential mental health treatment and rehabilitation for bilingual and bi-cultural people who are seriously mentally ill.

LAW FOUNDATION OF SILICON VALLEY MENTAL HEALTH ADVOCACY PROJECT

111 West St. John Street, Suite 315

San Jose, CA 95113

Tel: (408) 294-9730

Hours: 9:00 am-12:00 noon and 1:00 pm-5:00 pm, Monday thru Friday

Offers information and advocacy for the mentally ill and developmentally disabled in order to empower them to live more independent, secure, and satisfying lives through the enforcement of their legal rights and the advancement of their social and economical well-being.

Mental Health Advocacy Project helps its clients resolve their daily living problems in the areas of care and treatment, education and habilitation, employment, housing, consumer rights, and financial benefits.

Mental Health Advocacy Project provides free legal advice, referral, assistance and representation for such problems as:

- Rights of patients in mental health facilities
- Service rights of people with developmental disabilities
- Inadequate or inappropriate treatment
- Confidentiality
- Commitment process and conservatorship
- General assistance benefits
- Social Security and SSI disability benefits
- Landlord/Tenant problems
- Discrimination

- Training and employment (information and referral only)
- Consumer rights (information and referral only)
- General legal questions

Call or visit at the office to start the process of representation.

NATIONAL ALLIANCE ON MENTAL ILLNESS (NAMI)
 (Formerly known as Alliance for the Mentally Ill of Santa Clara County)
 307 Orchard City Drive, Suite 205
 Campbell, CA 95008
 Tel: (408) 583-0001

Website: www.namisantaclara.org

Hours: 10:00 am-2:00 pm, Monday thru Friday

Offers information and referral to available services, provides advocacy for the mentally ill and has a library of helpful information available for purchase or consultation. A fee may be assessed.

SANTA CLARA COUNTY MENTAL HEALTH SERVICES
 828 South Bascom Avenue, Suite 200 (Administrative Office)
 San Jose, CA 95128
 Tel: (408) 885-5770 (Administration)
 (408) 885-5673 (Services)
 (800) 704-0900 (Call Center)

Website: www.santaclaracounty.org

Hours: 8:00-5:00, Monday thru Friday

Provides screening and referrals for mental health treatment for families who receive Medi-Cal benefits

8. SERVICES AND BENEFITS FOR VETERANS

In addition to the listings in this section, study the other categories which could serve your veteran-conservatee: for example, if your veteran is over 60, study the services listed in the SENIOR HANDBOOK; if the veteran is alcohol or drug dependent, study the section on ALCOHOLISM AND DRUG ABUSE SERVICES, EMPLOYMENT TRAINING, ETC.

OFFICE OF VETERANS SERVICES
 68 North Winchester Boulevard
 Santa Clara, CA 95050
 Tel: (408) 553-6000

Offers assistance in obtaining state and federal benefits for veterans and their families.

Hours: 8:00-12:00 and 1:00-4:00, Monday thru Friday

SAN JOSE GI FORUM
 (Vida Nueva Alcohol/Drug Sober Living Environment)
 2212 Quimby Road

San Jose, CA 95122
Tel: (408) 238-1820

Hours: 8:00 am-12:00 midnight, Monday thru Friday

Offers a 120-day residential rehabilitation program to adult men who are not in need of nursing care.

**UNITED STATES GOVERNMENT
DEPARTMENT OF VETERANS AFFAIRS, REGIONAL OFFICE**

1301 Clay Street, Suite 1300 N
Oakland, CA 94612-5209

Tel: (800) 827-1000 (information and referrals for veteran's benefits and services).

Website: www.va.gov

Hours: 8:00-4:00, Monday-Friday

**UNITED STATES GOVERNMENT
DEPARTMENT OF VETERANS AFFAIRS
DAY AND RESPITE PROGRAM-San Jose Outpatient Clinic**

80 Great Oaks Boulevard

San Jose, CA 95119

Tel: (408) 363-3000

Provides medical, mental health, general psychiatric services, case management, day treatment programs, substance abuse services, and many special services to HIV-infected and AIDS veterans.

**UNITED STATES GOVERNMENT, DEPARTMENT OF VETERANS AFFAIRS
"VET CENTER"**

278 North 2nd Street

San Jose, CA 95112

Tel: (408) 993-0729

Fax: (408) 993-0829

Hours: 8:00-4:30, Monday thru Friday

Services limited to veterans of foreign wars. Provides information on benefits, referrals to other agencies, and counseling services for the veteran and his/her family. Also provides bereavement counseling to families of veterans lost in war zones.

***The following services are available from the PALO ALTO DEPT OF VETERANS AFFAIRS
MEDICAL CENTER***

ADDICTION TREATMENT SERVICES (ATS), Menlo Park Division

795 Willow Road, Bldg. 321

Menlo Park, CA 94025

Tel: (650) 493-5000, ext. 22734

Tel: 1-866 -717-1978 (Hotline)

Hours: 8:00-4:30, Monday thru Friday

Offers services to the addicted that are ready to quit; provides withdrawal day treatment or partial hospitalization, relapse prevention program, and referral services to supportive agencies and services.

AMBULATORY CARE SERVICE

3801 Miranda Avenue, Building 101
Palo Alto, CA 94304
Tel: (650) 493-5000, ext. 65895

Hours: 8:00-4:30, Monday thru Friday

Primary evaluation and assessment point for medical services to eligible veterans. Comprehensive medical services provided with preference to service-connected disabilities or illnesses and to low-income veterans.

HOSPITAL BASED HOME CARE PROGRAM (HBHC)

Mail to: 3801 Miranda Avenue, Bldg. 100, Unit 2C
Palo Alto, CA 94304
Tel: (650) 493-5000, ext. 62140 or (800) 455-0057
Fax: (650) 852-3228

Hours: 8:00-5:00, Monday thru Friday

Provides medical, social, psychiatric and other services to home-bound veterans and case management for their care. A team of trained personnel works with care providers to make treatment plans, obtain adaptive equipment, assess proper diet, and refer to other community resources. Volunteers provide companionship and respite. Apply by phone.

MENLO PARK DIVISION, PSYCHIATRIC OUTPATIENT CLINIC

795 Willow Road, Bldg. 321, 170A
Menlo Park, CA 94025
Tel: (650) 493-5000, ext. 22234
Tel: (650) 617-2678

Hours: 8:00-4:30, Monday thru Friday

Serves as the entry point for veterans seeking mental health and psychiatric services. Offers inpatient and outpatient services; assessments and referrals made to day treatment programs. Provides treatment for acute and chronic conditions.

MENLO PARK DIVISION, RESPITE CARE

795 Willow Road, Building 324 and Building 331
Menlo Park, CA 94025
Tel: (650) 493-5000, ext. 23217

Hours: 8:00 am-8:00 pm, Monday thru Friday

The respite service provides relief, for a limited time, to caregivers of disabled, chronically ill or elderly veterans who reside in their home and require 24-hour care.

MENLO PARK DIVISION, TRANSITIONAL CARE AND NURSING HOME CARE UNIT

795 Willow Street, Building 331
Menlo Park, CA 94025
Tel: (650) 493-5000, ext. 27185 or 27193

Hours: 8:00 am-8:00 pm, Monday thru Friday

Provides care to veterans who need temporary or long-term skilled nursing services.

MENTAL HEALTH EMERGENCY UNIT

3801 Miranda Avenue, Building 100, Room 320

Palo Alto, CA 94304

Tel: (650) 493-5000, ext. 65577

Hours: 8:00-4:30, Monday thru Friday

Offers emergency psychiatric evaluation and referral.

**OLDER ADULT, FAMILY RESEARCH AND RESOURCE CENTER
CAREGIVER ASSISTANCE PROGRAM**

795 Willow Road, 182C- MP

Menlo Park, CA 94025

Tel: (650) 493-5000, ext. 22011

(800) 943-4333 (voice mail)

Hours: 9:00-6:00, Tuesday and Thursday

Provides classes for caregivers of adults age 50 and over to assist with coping in stressful caregiver situations. Program is affiliated with Stanford University School of Medicine. Offers a special program for Chinese caregivers.

**PALO ALTO DEPARTMENT OF VETERANS AFFAIRS MEDICAL CENTER
HOSPICE CARE**

3801 Miranda Avenue, Building 100, Ward 4A

Palo Alto, CA 94304

Tel: (650) 849-0550 (24-hour service)

The hospice service aims to make life comfortable and pain-free for the terminally ill veteran, both on an inpatient and outpatient basis.

WESTERN BLIND REHABILITATION CENTER

3801 Miranda Avenue, Bldg. 48

Palo Alto, CA 94304

Tel: (650) 493-5000, ext. 64359 or 64363

Hours: 8:00-4:00, Monday thru Friday

Offers a residential treatment program for blind or visual impaired veterans.

9. SERVICES FOR PERSONS WITH SPECIFIC DISEASES AND DISABILITIES, LIKE:

The following is an abbreviated listing of organizations for persons suffering from specific medical ailments or conditions. Most offer information, consultation, referral and other services to the victims and to their families. Many have support groups available.

Attention Deficit Disorder (ADD)/Attention Deficit Hyperactivity Disorder (ADHD)

ADD/ADHD Resources

Website: www.addresources.org

National non-profit organization helping people with ADD/ADHD develop their full potential. At their site, the National ADHD Directory lists:

- ADD/ADHD service providers and products on the internet.
- Articles by national authorities, as well as individuals with ADD/ADHD, for free downloading.

HIV/AIDS or Related Diseases

AIDS COMMUNITY RESEARCH CONSORTIUM (ACRC)

1048 El Camino Real, Suite B

Redwood City, CA 94063

Tel: (650) 364-6563

Hours: 9:00-5:00, Monday thru Friday

Provides programs that are responsive to the changing needs of those infected and affected with HIV/AIDS and Hepatitis C (HCV) by offering innovative outreach education, prevention, case management, food, transportation, and clinical trial services.

AIDS RESOURCES INFORMATION AND SERVICES (ARIS)

Website: www.aris.org

CATHOLIC DIOCESE OF SAN JOSE: HUMAN CONCERNS COMMISSION - AIDS PROJECT

900 Lafayette Street, Suite 405

Santa Clara, CA 95050-4966

Tel: (408) 983-0100 or 983-0122

CENTER FOR DISEASE AND CONTROL INFORMATION LINE

Tel: (800) 232-4636 English/Spanish

TTY: (888) 232-6348

Hours: 24-hour service, 7 days a week

FAMILY CAREGIVER ALLIANCE

180 Montgomery Street, Suite 1100

San Francisco, CA 94104

Tel: (415) 434-3388 and (800) 445-8106 (California only)

Website: www.caregiver.org

Provides many services including workshops for caregivers of brain impaired adults and victims of AIDS dementia.

HEALTH TRUST

1701-A South Bascom Avenue
Campbell, CA 95008
Tel: (408) 961-9850

Website: www.healthtrust.org

Health Connections Case Management serves anyone living with HIV/AIDS in Santa Clara County by assuring access to all services needed to promote health, dignity and quality of life, thereby preventing the spread of HIV.

NECESSITIES AND MORE

65 West Rincon Avenue
Campbell, CA 95008
Tel: (408) 378-4445

Provides food, clothing and emergency rent money, and utilities for destitute victims of AIDS and related diseases.

[Blindness and/or Visual Handicaps](#)**BOOKS ALOUD, INC.**

Dr. Martin Luther King, Jr. Library
150 East San Fernando Street
San Jose, CA 95112
Tel: 808-2613

Website: www.booksaloud.org

Hours: 9:00-5:00, Monday thru Friday

Library of fiction and non-fiction audiocassettes you can borrow free of charge. All disabilities served.

CALIFORNIA STATE DEPARTMENT OF REHABILITATION, BLIND SERVICES

100 Paseo de San Antonio, Suite 324
San Jose, CA 95113
Tel: (408) 277-1355

Website: www.dor.ca.gov

Hours: 8:00-5:00, Monday thru Friday

Provides counseling, education, job training, classes in mobility, adaptive techniques (and devices), and transportation training.

LIGHTHOUSE FOR THE BLIND AND VISUALLY IMPAIRED

214 Van Ness Avenue
San Francisco, CA 94102
Tel: (415) 431-1481

Website: www.lighthouse-sf.org

Hours: 8:30-5:00, Monday thru Friday

Provides rehabilitation skills training, resources for recent vision loss and employment placement services.

NATIONAL ASSOCIATION FOR VISUALLY HANDICAPPED

507 Polk Street, Suite 420

San Francisco, CA 94102

Tel: (415) 775-6284

Website: www.navh.org

Hours: 9:00-4:00, Monday thru Friday

Provides support groups for seniors, a library with books with large print and sells visual aids.

PREVENT BLINDNESS; NORTHERN CALIFORNIA

1388 Sutter Street, Suite 408

San Francisco, CA 94109

Tel: (415) 567-7500

Website: www.eyeinfo.org

Hours: 9:00-5:00, Monday thru Friday

Teaches safety and the prevention of blindness.

SANTA CLARA VALLEY BLIND CENTER

101 North Bascom Avenue

San Jose, CA 95128

Tel: (408) 295-4016

Website: www.visionbeyondsight.org

Hours: 9:00-3:00, Monday thru Friday

Provides recreational activities and social activities that encourage socialization. Has special products for sale (white canes, talking watches and clocks, large print games and reading equipment).

SPECIAL NEEDS CENTER

(AT&T – Lucent Technology)

Tel: (800) 233-1222

Provides telephones and telephone devices for the visually impaired, and for the hearing and speech impaired.

VISTA CENTER FOR THE BLIND AND VISUALLY IMPAIRED

2470 El Camino Real, Suite 107

Palo Alto, CA 94306

Tel: (650) 858-0202

Website: www.vistacenter.org

Hours: 9:00-4:30, Monday thru Friday

Provides low-vision clinics, counseling and support groups, Braille classes, computer skills classes and in-home training in daily living skills, orientation and mobility. The Center has an employment program, youth group and a store with products for the visually impaired.

[Deafness and Hearing Problems](#)

CALIFORNIA TELEPHONE ACCESS PROGRAM (CTAP)

Tel: (800) 806-1191 (English) TTY (800) 806-4474 (English)

Tel: (800) 949-5650 (Spanish) TTY (800) 896-7670 (Spanish)

Hours: 9:00-6:00, Monday thru Friday

Provides specialized equipment and services at no cost to eligible California residents. Home installation and training available by special request. All services available in both English and Spanish.

DEAF COUNSELING, ADVOCACY AND REFERRAL AGENCY (DCARA)

650 North Winchester Boulevard, Suite 3

San Jose, CA 95128

Tel: (408) 260-1993

TTY: (408) 260-1973

Website: www.dcara.org

Hours: 8:30 am -12:30 pm, 1:30 pm - 6:30 pm, Monday thru Friday

Provides information and referral, peer counseling, advocacy in discrimination cases, training in independent living skills and job development; offers interpreting services.

HEARING LOSS ASSOCIATION OF SILICON VALLEY (Self-help group)

369 Manila Drive

San Jose, CA 95119-1934

Tel: (408) 229-1041

Website: www.hearingloss.org

Support for persons with reduced hearing; monthly meetings and information services.

HEARING AND SPEECH CENTER OF NORTHERN CALIFORNIA

1234 Divisadero Street

San Francisco, CA 94115

Tel: (415) 921-7658

TDD: (415) 921-8990

Hours: 8:30-5:00, Monday thru Friday

Professional hearing and speech services.

Strokes

SKILLS PLUS; SANTA CLARA ADULT EDUCATION CENTER

1840 Benson Street
Santa Clara, CA 95050
Tel: (408) 423-2100

Hours: 9:15-4:00, Tuesday/Thursday and 9:00-12:15, Wednesday/Friday

Provides classes for neurologically impaired adults. Classes include training in mobility, communication and independent living skills.

Alcoholism and Drug Abuse

In addition to the services listed below, consult other listings which also apply to your conservatee, such as those in the SENIOR HANDBOOK if the conservatee is elderly, or such as VETERANS SERVICES, SERVICES FOR THE BRAIN INJURED AND THE MENTALLY IMPAIRED, etc.

AL-ANON; ALATEEN

Campbell Community Center
1 W. Campbell Avenue, Room 82
Campbell, CA 95008
Tel: (408) 379-9375 (Inter-group office for Al-Anon)
(888) 425-2666 (Information number)

Website: www.al-anon.alateen.org

Hours: 8:00-6:00, Monday thru Friday

Provides supportive services to families of alcoholics.

ALCOHOLICS ANONYMOUS

274 East Hamilton Avenue, Suite D
Campbell, CA 95008
Tel: (408) 374-8511

Website: www.aasanjose.org (Santa Clara County)
www.aa.org (National)
www.aespanolsanjose.org (Spanish)

Hours: 9:00-4:30, Monday thru Friday and 9:30-12:00 Saturday

Alcoholic Anonymous in Spanish (Grupos Alcoholicos Anonimos in Espanol)
Tel: (408) 975-0826

Website: www.aespanolsanjose.org

Offers a supportive program, available daily, to help alcoholics to keep from drinking.

ARH - RECOVERY HOMES, INC.

1101 South Winchester Boulevard, Suite J-220

San Jose, CA 95128
Tel: (408) 236-6657 (Corporate office, main number)
(408) 295-4103 (Transitional housing units for men/women)

There are four homes, which provide residential treatment programs for alcoholics and drug addicts. For specific eligibility, information inquire as follows:

- | | |
|----------------------------|--|
| Tel: (408) 281-6555 | Mariposa Lodge , 9500 Malech Rd., San Jose, CA 95138
<i>or</i> P.O. Box 21268, San Jose, CA 95151
Women age 18-64, terms vary. |
| (408) 259-6565 | Betty McKeown Center , 1281 Fleming Avenue, San Jose, CA
Men & Women, 18-65, terms vary, depending on contract. |
| (408) 281-6570 | House on the Hill , 9500 Malech Road, San Jose, CA 95138
<i>or</i> P.O. Box 21826, San Jose, 95151
Women with preschool age children, infants to 5 years old. |
| (408) 937-7083 | Treatment Options , 2345 Mather Drive, San Jose, CA 95116
Men and Women 18-65. |

COMBINED ADDICTS AND PROFESSIONALS SERVICES (CAPS)-Outpatient Services

66 East Rosemary Street
San Jose, CA 95112
Tel: (408) 441-6088
(408) 441-6093 for testing

Offers individual counseling, treatment plans and referrals to other agencies. Does drug testing.

COMBINED ADDICTS AND PROFESSIONALS SERVICES (CAPS) -Residential Treatment

398 So. 12th Street
San Jose, CA 95112
Tel: (408) 294-5425

Hours: 9:00-5:00, Monday thru Friday

Through a referral system from other agencies, provides a residential drug rehabilitation program, and transitional housing. HIV/AIDS victims may call direct.

DEPARTMENT OF ALCOHOL AND DRUG SERVICES (DADS)/SANTA CLARA VALLEY HEALTH AND HOSPITAL SYSTEM-GATEWAY

976 Lenzen Avenue, 3RD Floor
San Jose, CA 95126

Tel: (408) 792-5680 (Administration)
(800) 488-9919 (Gateway)

Website: www.sccdads.org

Hours: 8:00-5:00, Monday thru Friday

Provides information and referral services to county operated programs as well as to providers under contract

with the county. Many other branches are located throughout the county, most offering screening, evaluation, and outpatient services. Each center specializes in one or more specific problems such as heroin addiction, preventive services, and family dynamics for children or parents of alcoholics and so forth.

NARCOTICS ANONYMOUS (Hotline)

For information on meeting times and locations, please call:
Tel: (408) 998-4200

Website: www.na.org (National)
www.sjna.org (Local)

Offers a supportive program, available daily, to help people from addiction. Makes available volunteer telephone numbers for support. Also provides transitional housing for men and women with children.

THE SANTA CLARA COUNTY RESOURCE ALLIANCE

(National Council on Alcoholism and Drug Dependence, Inc., NCADD)
1415 Koll Circle, Suite 101
San Jose, CA 95112
Tel: (408) 292-7292 (Office) Hours: 8:00-6:00, Monday thru Friday

Website: www.ncadd.org (National)
www.ncaddsiliconvalley.org (Silicon Valley)

Provides education and training about alcohol, nicotine and other drug related issues.

[Alzheimer's Disease](#)

ALZHEIMER'S ACTIVITY CENTER

2380 Enborg Lane
San Jose, CA 95128
Tel: (408) 279-7515

Hours: 7:00 am-6:00 pm, Monday thru Friday

Provides a day program (with a noon meal), social and recreational activities and counseling and referrals for families. People who may be agitated, wander or have problems of incontinence are welcome.

ALZHEIMER'S ASSOCIATION OF THE GREATER SAN FRANCISCO BAY AREA

2065 W. EL Camino Real, Suite C
Mountain View, CA 94040
Tel: (650) 962-8111 or
(800) 272-3900

Hours: 8:30-5:00, Monday thru Friday

Provides information, referrals to service agencies and family support groups and a network for caregivers.

DAYBREAK RESPITE AND CAREGIVER SUPPORT/CATHOLIC CHARITIES OF SANTA CLARA COUNTY

5111 San Felipe Road
San Jose, CA 95135

Tel: (408) 270-4900

Offers center and home based respite and escorted transportation for seniors with Alzheimer's or dementia. Other services include caregiver support groups, community education and case management.

FAMILY CAREGIVER ALLIANCE, RESOURCE CENTER

180 Montgomery Street, Suite 1100
San Francisco, CA 94104
Tel: (415) 434-3388
(800) 445-8106

Hours: 9:00-5:00, Monday thru Friday

Provides respite, legal help and classes that teach how to lessen frustration and burnout for caregivers.

Other Diseases and Disabilities

AMERICAN CANCER SOCIETY

747 Camden Avenue, Suite B
Campbell, CA 95008
Tel: (408) 879-1032 (Regional Office)
(408) 871-1062
(800) 227-2345 (24-Hour number)

Website: www.cancer.org

Hours: 9:00-5:00, Monday thru Friday

Provides information and education (including a library of videos and printed materials) and help with rehabilitation equipment and transportation. Provides support groups for survivors of prostate cancer, mastectomy, lumpectomy and laryngectomy. Also provides some home-care and has a wig bank.

AMERICAN HEART ASSOCIATION, WESTERN STATES AFFILIATE

One Almaden Boulevard, Suite 500
San Jose, CA 95113-2214
Tel: (408) 977-4950

Website: www.americanheart.org

Hours: 8:30-5:00, Monday thru Friday

Provides educational materials on heart disease, stroke prevention and nutrition.

BREATHE CALIFORNIA

1469 Park Avenue
San Jose, CA 95126
Tel: (408) 998-5865
Fax: (408) 998-0578

Website: www.lungsrus.org

Hours: 8:00-5:00, Monday thru Friday

Breathe California of the Bay Area fights lung disease in all its forms and works with its communities to protect lung health. Services include breathing improvement training for people with chronic obstructive pulmonary disease (COPD), training in how to stop smoking and a special program for people with asthma and educational materials.

DIABETES SOCIETY OF SANTA CLARA

1165 Lincoln Avenue, Suite 300
San Jose, CA 95125
Tel: (408) 287-3785

Website: www.diabetesscv.org

Hours: 8:30-5:00, Monday thru Friday (11:30-12:30 closed for lunch)

Services include classes, information, support groups, outreach programs, and kits for testing glucose levels at home.

NATIONAL MULTIPLE SCLEROSIS SOCIETY

2589 Scott Boulevard
Santa Clara, CA 95050
Tel: (408) 988-7557 or
(800) 344-4867

Websites: www.nmss.org (National)
www.nationalmssociety.org/cau (Silicon Valley)

Hours: 9:00-5:00, Monday thru Friday

Services include referrals to community resources, education, counseling, self-service groups, temporary care so families can have a break (respite care) and equipment loans.

THE PARKINSON'S INSTITUTE

1170 Morse Avenue
Sunnyvale, CA 94089-1605
Tel: (408) 734-1593

Website: www.thepi.org

Hours: 8:30-5:00, Monday thru Friday

Provides assessment and training programs for people with Parkinson's and related movement disorders (like essential tremors and dystonia). Also provides support and information for families.

10 . HOUSING AND LIVING SERVICES, LIKE:

Out-of-Home Placement for Supervised Care

If your conservatee requires a supervised living arrangement, please ask the conservatee's doctor to recommend the type of placement that is appropriate for this person's safety and physical and mental health. The choices are:

RESIDENTIAL CARE HOME (RCH) FACILITIES: These homes provide room and meals, supervise self-care and the taking of medications, but do not offer professional nursing care. These facilities are licensed by the,

**STATE DEPARTMENT OF SOCIAL SERVICES
COMMUNITY CARE LICENSING**
2580 North First Street, Suite 350,
San Jose, CA 95131
Tel: (408) 324-2112
Hours: 8:00-5:00, Monday thru Friday

Please consult this agency for a listing of available licensed facilities, and call them to report any problems in a residential care home.

INTERMEDIATE CARE FACILITIES (ICF): These facilities offer more supervision and some nursing care. They are licensed by the,

**DEPARTMENT OF HEALTH SERVICES
LICENSING AND CERTIFICATION**
100 Paseo de San Antonio
San Jose, CA 95113
Tel: (408) 277-1784

Website: www.dhs.ca.gov

Hours: 8:00-5:00, Monday thru Friday

Please consult this office for a listing, and contact them if you have any complaints about an intermediate care facility or a skilled nursing facility, or any licensed medical institution.

SKILLED NURSING FACILITIES (SNF): These facilities provide professional nursing care as well as physical and occupational therapy and other treatment as prescribed by a physician. They are licensed by the STATE DEPARTMENT OF HEALTH, address as above, for ICFs.

REGISTRY SERVICES: These services can assist you in finding the right placement for your conservatee's needs, at no charge to you. Look for listing in the SENIOR HANDBOOK under "Registries regarding: RCH, ICF, SNF care: if you have problems with the care given to your conservatee in any of these facilities, in addition to it to the proper licensing agency, please call:

LONG TERM CARE OMBUDSMAN PROGRAM (CATHOLIC CHARITIES)
2625 Zanker Road, Suite 200
San Jose, CA 95134-2107

Tel: (408) 944-0567
Fax: (408) 944-0776

Website: www.ccsj.org

Another source of help if you have concerns about the rights of residents in a nursing home, or need a support group of people who care about these issues, contact the,

CALIFORNIA ADVOCATES FOR NURSING HOME REFORM (CANHR)

650 Harrison Street, 2nd Floor
San Francisco, CA 94107
Tel: (415) 974-5171
(800) 474-1116

Website: www.canhr.org

Hours: 9:00-5:00, Monday thru Friday

[Housing Services for Persons with Various Disabilities](#)

The section on the following pages lists placement services for persons impaired in some special way. There are a great many agencies serving the physically, mentally or developmentally disabled. Please check with each one as to its specific housing eligibility requirements. Additional information in this supplement may apply. For example, if your conservatee suffers from alcohol or drug related disabilities, see the section on ALCOHOLISM AND DRUG ABUSE SERVICES, etc.

AIDS RESOURCES INFORMATION AND SERVICES (ARIS)

Website: www.aris.org

ALLIANCE FOR COMMUNITY CARE

2001 The Alameda
San Jose, CA 95126-1136 (and other sites)
Tel: (408) 261-7777

Hours: 8:30-5:00, Monday thru Friday

Provides temporary housing and assists the mentally ill in finding permanent housing.

COMMUNITY HOUSING DEVELOPERS

255 North Market Street, Suite 290
San Jose, CA 95110
Tel: (408) 279-7676
Rentals: (408) 279-7657

Hours: 8:00-5:00, Monday thru Friday

Provides below-market apartments for low-income qualified persons including seniors and the physically challenged.

COMMUNITY SOLUTIONS (formerly "BRIDGE COUNSELING CENTER")
16264 Church Street, Suite 103
Morgan Hill, CA 95037
Tel: (408) 779-2113

Mail to: P.O. Box 546
Morgan Hill, CA 95038-0546

Hours: 9:00-5:00, Monday thru Friday

Among the many services offered by this agency, its **COMMUNITY SUPPORTIVE HOUSING PROGRAM** provides case management and has supportive rental units for qualified clients. In addition, **LA CASA DEL PUENTE** provides residential mental health treatment and rehabilitation for bilingual and bi-cultural eligible clients.

HOUSING AUTHORITY OF THE COUNTY OF SANTA CLARA

505 West Julian Street
San Jose, CA 95110
Tel: (408) 275-8770

Hours: 8:00-5:00, Monday thru Friday

This agency services the listings for Santa Clara County funded by the **Department of Housing and Urban Development (HUD)** for eligible low-income seniors and the disabled.

HOUSING FOR INDEPENDENT PEOPLE

481 Valley Way
Milpitas, CA 95035
Tel: (408) 941-1850

Hours: 9:00-5:00, Monday thru Friday

Provides housing for adults with physical, mental and developmental disabilities, to low-income seniors and persons with AIDS.

SANTA CLARA VALLEY MEDICAL CENTER, REHABILITATION CENTER

751 South Bascom Avenue
San Jose, CA 95128
Tel: (408) 885-2000 (Ask for a Social Worker at Valley Medical Center)

Hours: 8:00-5:00, Monday thru Friday (Physicians are on call 24-hours)

A nationally known rehabilitation program, which, under the sponsorship of the Santa Clara Valley Medical Center, provides clients recovering from spinal cord or head injuries training in independent living skills in preparation to leaving hospital care.

SENIOR HOUSING SOLUTIONS (formerly known as Project Match)

512 Valley Way
Milpitas, CA 95035
Tel: (408) 416-0271

Website: www.srhousingsolutions.org

Hours: 8:00-5:00, Monday thru Friday

Provides shared housing for independent seniors 60 years and older.

[Help for Living at Home](#)

People with disabilities living at home need different services. You can get these services from many agencies. You can find personal non-medical services on the list below.

HEALTH TRUST

1701 A South Bascom Avenue
Campbell, CA 95008
Tel: (408) 961-9850

Website: www.healthtrust.org

Provides non-medical homemaker and personal care services. These services are for physically weak people and people with physical disabilities. Services include Meals-on-Wheels (hot meals), family health insurance, school based health clinics and community wellness: health care professionals who provide immunizations, health screening and wellness training.

HOSPICE OF THE VALLEY, SANTA CLARA COUNTY

4850 Union Avenue
San Jose, CA 95124
Tel: (408) 559-5600

Hospice of the Valley is the oldest non-profit hospice in Santa Clara County, providing compassionate end-of-life care to patients and their families. Age-specific and loss-specific grief programs are also available. Services are covered by Medicare, Medi-Cal or other insurance: no one is denied care based on inability to pay.

PATHWAYS HOME HEALTH HOSPICE

585 North Mary Avenue
Sunnyvale, CA 94085
Tel: (408) 730-5100
(650) 949-3029
(888) 755-7855

Provides low-cost services such as temporary/continuous homecare, nursing and hospice care. Pathways accepts Medi-Cal payment or for those whom need hospice care, but do not have insurance. The Hospice Foundation will provide free Hospice care.

SANTA CLARA COUNTY, IN-HOME SUPPORTIVE SERVICES SOCIAL SERVICES AGENCY

333 West Julian Street, 4th Floor
San Jose, CA 95110
Tel: (408) 975-4899

Services to help the elderly and people with disabilities stay at home include, help around the house (cooking, laundry, cleaning), shopping, help with dressing, bathing, and other non-medical personal services. Any person who is blind, disabled, or older than 65 and has low income is eligible. If your income is higher, you may be able to get services, but you may have to pay part of the cost.

SANTA CLARA COUNTY, MEALS-ON-WHEELS AND SENIOR NUTRITION PROGRAM
Tel: (408) 975-4860

Provides services for people over 60 years old (and their spouses). Also provides planned meals administered and monitored by a staff of registered dietitians, senior day care centers and has a meals-on-wheels program. People who qualify can get seven frozen lunches/dinners and seven breakfasts every week from the Meals-on-Wheels program (suggested donation \$1.80). If you need one, you may also be able to get a microwave oven. The Senior Nutrition Program specializes in ethnic meals including Chinese, Asian, Indian, Korean, Japanese, Mexican, Portuguese and vegetarian (Asia-Indian) food (suggested donation \$2.00).

Home Equity Programs

You may need to use the equity in your home or a family member's home to get money to pay for the services and equipment needed for you or a family member to live at home.

You can do this by arranging a simple equity line of credit, a sale-leaseback or a reverse mortgage.

For Home Equity Loan Programs, contact your bank or real estate broker. You can also look at the Senior Service Directory.

House Repair Help

ECONOMIC AND SOCIAL OPPORTUNITIES (ESO)
1445 Oakland Road
San Jose, CA 95112
Tel: (408) 971-2560 (for housing services information)

Services for low-income residents include energy conservation work (like weather stripping and insulation, minor repairs, installation of safety devices and construction of wheelchair ramps, grab-bars, handrails and adaptive steps, etc.

House Repair and Rehabilitation Loans

Within Santa Clara County, most cities have specific requirements and income criteria for loans or grants. Call your local city for information, listed below:

Campbell	(408) 866-2137	Palo Alto	(650) 329-2428
Cupertino	(408) 777-3251	San Jose	(408) 535-3860
Gilroy	(408) 846-0290	Santa Clara	(408) 441-0261
Los Gatos	(408) 441-0261	Saratoga	(408) 441-0261
Milpitas	(408) 586-3071	Sunnyvale	(408) 730-7442
Morgan Hill	(408) 776-7373	Mt. View	(650) 903-6459

For **Los Altos** and **Los Altos Hills**, as well as all *unincorporated areas* of the county, call:
HOUSING AND COMMUNITY DEVELOPMENT DEPARTMENT of Santa Clara County
Tel: (408) 441-0261

AVENIDAS

(Senior Home Repair)
450 Bryant Street
Palo Alto, CA 94301
Tel: (650) 289-5400

Hours: 9:00-5:00, Monday thru Friday

Provides minor home repair services, available to Palo Alto and Stanford senior (over 55) homeowners. Payment for services is assessed on a sliding scale, depending on the total household income. Some subsidies available.

PALO ALTO HOUSING CORPORATION

725 Alma Street
Palo Alto, CA 94301 -2403
Tel: (650) 321-9709
Fax: (650) 321-4341

Hours: 8:00-5:00, Monday thru Friday

Offers various housing services and information/referral on the subject of housing to low and moderate-income families, disabled persons and seniors in Palo Alto.

REBUILDING TOGETHER-SILICON VALLEY (formerly “Christmas in April”)

2885 Aiello Drive, Suite A
San Jose, CA 95111-2188
Tel: (408) 578-9519

Hours: 8:30-5:00, Monday thru Friday

For qualifying low-income, home-owning seniors, this volunteer group provides electrical, plumbing, painting and greater accessibility work at no cost. Work is done in April and October. Also has a year round safety modification program. Applications should be submitted early, because they are considered on a first come-first served basis.

11. TRANSPORTATION SERVICES

Special para-transit services are available for those whose disabilities render them unable to take public transportation to medical appointments or for other important reasons. Please refer to the SPECIAL TRANSPORTATION section of the SENIOR HANDBOOK included in this folder. Among those listed are:

AMERICAN CANCER SOCIETY (Road to Recovery)

Tel: (408) 879-1032 (24-hour service, Monday thru Sunday)

Volunteers provide free of charge assistance to cancer patients needing a drive to medical appointments.

COMMUNITY SERVICES AGENCY OF MOUNTAIN VIEW AND LOS ALTOS

Tel: (650) 968-0836

Provides low-cost pre-scheduled transportation to the elderly and the disabled in Mountain View, Los Altos and Los Altos Hills. Call for eligibility requirements; ask for the senior department.

EL CAMINO HEALTH CARE SYSTEM ("Roadrunners")

Tel: (650) 940-7016

Offers transportation within 10-mile radius for medical appointments at El Camino Hospital. Does not provide transportation service to Milpitas or Downtown San Jose.

HEART OF THE VALLEY

Tel: (408) 241-1571

Serves the "West Valley" corridor of Santa Clara County: including cities of Sunnyvale, Saratoga, Cupertino, Los Gatos and Santa Clara. Uses volunteers to provide escorted transportation for persons over 59. Cannot transport persons in wheelchairs or those needing walkers or canes. No financial eligibility requirements. Call for details.

JAPANESE AMERICAN COMMUNITY SENIOR SERVICES (YU-AI-KAI)

Tel: (408) 294-2505

Very limited transportation assistance by a volunteer at the center. Available to central San Jose seniors for medical appointments. Help translating in Japanese.

OUTREACH (Cities' Consolidated Para-transit Service Project)

926 Rock Avenue, Suite 10

San Jose, CA 95131

Tel: (408) 436-2865 - San Jose

(800) 400-6222 - South County

Provides pre-scheduled transportation to medical appointments and limited shopping to individuals who qualify per the Americans with Disabilities Act (ADA). Serves all of Santa Clara County.

12. EMPLOYMENT TRAINING

Please consult also the section called "EMPLOYMENT" in the SENIOR HANDBOOK: it offers information primarily concerning seniors but also some listings applicable to other adults. For conservatee's suffering from developmental disabilities, consult the section entitled SERVICES FOR THE DEVELOPMENTALLY DISABLED.

ALLIANCE FOR EMPLOYMENT SERVICES

150 - A So. Autumn Street

San Jose, CA 95110

Tel: (408) 938-8500

Hours: 8:00-5:00 on Mondays, Tuesdays, Thursdays and Fridays and 9:00-5:00 on Wednesdays

Provides career opportunities for the mentally disabled population and helps find employment in the community.

CALIFORNIA STATE DEPARTMENT OF REHABILITATION

100 Paseo de San Antonio, Room 324

San Jose, CA 95113

Tel: (408) 277-1355

TTY: (408) 277-4129

Fax: (408) 277-1270

Website: www.rehab.ca.gov also www.dor.ca.gov

Hours: 8:00-5:00, Monday thru Friday

Aims to assist Californians with disabilities to obtain and retain employment and to maximize their ability to live independently in their communities. Provides diagnostic and testing services to persons with physical and mental impairments, (including alcoholism and drug dependence), offers counseling, job training and placement, and provides tools, supplies and licenses. Services are provided at several locations in the county. Process starts at completion and submission of an application(available on the internet).

Website: www.rehab.cahwnet.gov.

CALIFORNIA STATE EMPLOYMENT DEVELOPMENT DEPARTMENT (EDD)

2450 South Bascom Avenue

Campbell, CA 95008

Tel: (800) 300-5616

Website: www.caljobs.ca.gov also www.ajb.dni.us (American Job Bank)

Provides job testing and placement services. Computer terminals with listings and services are provided at several locations in the county. Call for the address.

CATHOLIC CHARITIES OF SANTA CLARA COUNTY ("FOCUS FOR WORK")

2625 Zanker Road, Suite 101

San Jose, CA 95134

Tel: (408) 325-5285

Hours: 8:00-4:30, Monday thru Friday

1215 First Street

Gilroy, CA 95020

Tel: (408) 842-3404

Hours: Open Tuesdays and Thursdays by appointment only

Website: www.ccsj.org

Offers vocational services to adults with chronic mental illness. A referral is required from a mental health provider. A 30-minute orientation given every Tuesday at 1:00 p.m. in the main office.

INSTITUTE FOR CAREER DEVELOPMENT

(A division of Goodwill of Santa Clara County)

1080 North 7th Street

San Jose, CA 95112

Tel: (408) 998-5787 (Career Development)

TTY: (408) 294-5561

Fax: (408) 283-9093

Hours: 8:30-5:00, Monday thru Friday

The agency offers some on-the-job training for learning disabled or physically disabled individuals in accounting, computer data entry, general clerical and clerical word-processing. Also, assists in job-search and job-placement. Counseling is provided for individuals in the job-training program.

NOVA

505 W. Olive Avenue, Suite 550
Sunnyvale, CA 94086
Tel: (408) 730-7232
TTY: (408) 774-5448

Website: www.novapic.org

Hours: 8:00-5:00, Monday thru Friday

NOVA is funded primarily by grants from the state and federal government and by local industry. Those who meet the criteria are interviewed and assessed in their basic skills, interests, employability, and supportive services they would need to work. Call for eligibility requirements.

VTF SERVICES

918 North Rengstorff Avenue
Mountain View, CA 94043
Tel: (650) 934-9091
Fax: (650) 934-9092

Website: www.vtfservices.org

Hours: 8:00-4:30, Monday thru Friday

This is a community rehabilitation program, not government funded, which provides supervised employment training in grounds maintenance, janitorial and assembly packaging for people with disabilities and the mentally impaired.

13. DOMESTIC VIOLENCE

What is Domestic Violence?

Domestic violence is an escalating pattern of “abuse.” Often the abusive partner’s behavior is driven by the need to have power and control over their victim. Domestic violence is a type of abuse, which takes many different forms. The abusive behaviors can be physical (pushing, shoving, slapping, punching, kicking, assault with a weapon), sexual, verbal, emotional/psychological and/or destructive (destroying personal property). The abuse may include economic control as well.

Domestic violence can happen to persons of all ages, economic brackets, ethnic, educational and religious backgrounds. It also affects same sex as well as heterosexual relationships.

“Abuse” is defined in Penal Code Section 13700 (a) as intentionally or recklessly causing or attempting to cause bodily injury, or placing another person in reasonable apprehension of imminent serious bodily injury to himself or herself, or another.

“Domestic Violence” is defined in Penal Code Section 13700 (b) as abuse committed against an adult or a minor who is a spouse, former spouse, cohabitant (two unrelated adult persons living together for a substantial period of time, resulting in some permanency of relationship), former cohabitant, or person with whom the suspect has had a child or is having or has had a dating or engagement relationship.

Domestic Violence is a crime! Seeking help can be a difficult step, but is the first step towards a more peaceful family life.

How to Get an Emergency Protective Order

Call 911 if you are in immediate danger!

If you are in danger, ask a law enforcement officer to ask for an **Emergency Protective Order (EPO)** from a Judge. **Emergency Protective Orders** are available 24-hours a day. An **Emergency Protective Order** only lasts for five (5) court days or seven (7) calendar days. To get a restraining order that lasts longer, you must go to Superior Court or Family Court, to file for a civil restraining order.

How to Get a Domestic Violence Restraining Order

To get a **Domestic Violence Restraining Order**, you must fill out Domestic Violence Prevention forms. To obtain forms contact:

- **The Restraining Order Help Center** (free), located on the lower level of Family Court, 170 Park Center Plaza, San Jose, CA, 95113, (408) 534-5709, Hours: 8:30-4:00 (closed 12:30-1:30), Monday thru Friday.
- **The Clerk’s Office at Family Court** (free), main number (408) 534-5600
- **Superior Court CourtMobile** (free), for more information call, (408) 882-2900, ext. 2926
- **Judicial Council Forms** (free), Website: www.courtinfo.ca.gov/forms (select “Domestic Violence” from the dropdown menu). Forms are available in English, Chinese, Korean, Japanese, Vietnamese and Spanish, but the forms must be filled out in English.
- **EZLegalFile**, Website: www.ezlegalfile.org
- **Bookstores and Print Shops** that have legal forms

For help filling out the forms:

- Contact one of the agencies listed below. Most agencies will send a support person to go to court with you. That person can also write up your restraining order after the court hearing.
- Visit the **Restraining Order Help Center**.
- Visit the **Superior Court CourtMobile**.
- You can also contact a lawyer for legal advice or representation by looking in the telephone book or calling **Santa Clara County Bar Association Lawyer Referral Service, (408) 971-6822**

For additional information, read the **Judicial Council** information sheets:

- Can a Domestic Violence Restraining Order Help Me? (Form DV-500 INFO)
- Forms you Need for a Temporary Restraining Order (Form DV-505), and

For more information on domestic violence, go to the California Courts, Self Help Center, Website: www.courtinfo.ca.gov/selfhelp

If you have children together, but were never married, file a parentage action at the same time to ask for custody and visitation orders.

Where to Turn for Help

Crisis Hotlines	
Asian Americans for Community Involvement	(408) 975-2739
Community Solutions (South County)	(408) 683-4118
Community Solutions - Rape Crisis	(408) 779-2115
CONTACT (Bill Wilson Center – DV hotline)	(408) 850-6125
Parental Stress (Bill Wilson Center)	(408) 850-6125
National Domestic Violence Hotline	(800) 799-SAFE
Next Door Solutions to Domestic Violence	(408) 279-2962
Santa Clara County Mental Health - Suicide and Crisis Service	(408) 279-3312
Support Network for Battered Women	(800) 572-2782
W.O.M.A.N., Inc. (includes Lesbian / Bi-sexual)	(415) 864-4722
YWCA of Silicon Valley Rape Crisis Center	(408) 287-3000
24-7 Line (Youth Crisis)	(888) 247-7717
Drop-In Support Groups	
COMMUNITY SOLUTIONS 16264 Church Street, Ste. 103 Morgan Hill, CA 95037 Cost: Free	(408) 779-2113

<p><u>NEXT DOOR SOLUTIONS TO DOMESTIC VIOLENCE</u> 234 E. Gish Road, Ste. 200 San Jose, CA 95112 Voluntary donation Limited free childcare</p>	<p>(408) 279-2962 (408) 501-7550 (Office)</p>
<p><u>SUPPORT NETWORK FOR BATTERED WOMEN</u> 1257 Tasman Drive, Ste. C Sunnyvale, CA 94089 Cost: Free with free childcare</p>	<p>(408) 541-6100</p>

Shelters - Battered Women and Children

<p>Asian Americans for Community Involvement Community Solutions (South County) Next Door Solutions to Domestic Violence Support Network for Battered Women</p>	<p>(408) 975-2739 (408) 683-4118 (408) 501-7550 (800) 572-2782</p>
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Legal Information / Restraining Orders (TRO's)

<p>Asian Law Alliance Bay Area Legal Aid Community Solutions Lawyers Referral/Modest Means Legal Advocates for Children & Youth (LACY) Legal Aid Society (Family Law Division) Next Door Solutions to Domestic Violence Pro Bono Project Senior Adults Legal Assistance (SALA)-60 yrs+ Superior Court, Family Court, RO Help Center Support Network for Battered Women</p>	<p>(408) 287-9710 (408) 850-7066 (408) 683-4118 (408) 971-6822 (408) 293-4790 (408) 998-5200 (408) 501-7542 (408) 998-5298 (408) 295-5991 (408) 534-5600 (800) 572-2782</p>
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Counseling / Information

<p>Alum Rock Counseling Center (youth/children) Asian Americans for Community Involvement Billy DeFrank Community Center (Lesbian/Gay) Catholic Charities - Immigration Legal Services Centre for Living with Dying-Bill Wilson Center Community Solutions (Gilroy) Community Solutions (Morgan Hill) Consumer Credit Counseling Service Department of Family and Children's Services Domestic Violence Counseling & Intervention Korean American Community Services Maitri (group counseling) Next Door Solutions to Domestic Violence San Jose State University Counseling Service (for students only) Support Network for Battered Women Victim / Witness Program W.O.M.A.N., Inc. (including Lesbian / Bisexual)</p>	<p>(408) 294-0500 (408) 975-2739 (408) 293-2429 (408) 944-0691 (408) 553-6950 (408) 842-7138 (408) 779-2113 (800) 540-2227 (408) 292-9353 (408) 261-5890 (408) 920-9733 (408) 436-8398 (408) 501-7550 (408) 924-5910 (800) 572-2782 (408) 295-2656 (415) 864-4722</p>
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Law Enforcement	
Adult Probation	(408) 435-2100
Child Abuse Hotline	(408) 299-2071
District Attorney's Child Abduction Unit	(408) 792-2921
District Attorney's Domestic Violence Unit	(408) 792-2546
California Department of Correction and Rehabilitation – State Parole	(408) 629-5980
California Highway Patrol	(408) 467-5400
Campbell Police	(408) 866-2101
Gilroy Police	(408) 846-0350
Los Altos Police	(650) 947-2770
Los Gatos/Monte Sereno Police	(408) 354-8600
Milpitas Police	(408) 942-2400
Morgan Hill Police	(408) 779-2101
Mountain View Police	(650) 903-6344
Palo Alto Police	(650) 329-2413
San Jose Police	(408) 277-8900
San Jose Police - Family Violence Center	(408) 277-3700
Santa Clara Police	(408) 615-4700
Santa Clara County Main Jail - Booking	(408) 299-2306
Santa Clara County Sheriff	(408) 299-3233
Sunnyvale Department of Public Safety	(408) 730-7100

14. ELDER/DEPENDENT ADULT ABUSE

The courts are seeing more and more assaults, neglect, financial abuse of older people and situations where older Americans can no longer care for themselves.

The Court also sees many adults who have physical or developmental disabilities or failing physical or mental abilities caused by age. Their conditions often make it hard for them to do normal activities or to protect their rights. They are called dependent adults.

What is Elder or Dependent Adult Abuse?

In general terms, it is when someone mistreats an elderly person or a dependent adult, whether or not that person is at home or in an institution.

In California, elder or dependent adult abuse is a crime. Someone who abuses an elderly person or dependent adult can be fined and go to prison/jail. (Welfare and Institutions Code 15656)

The most common kinds of elder or dependent adult abuse are:

- **Physical** - Causing pain or injury, using unreasonable physical restraints, or not allowing the person enough food or water.
- **Psychological** – Causing mental pain (threats, humiliation and/or intimidation).
- **Sexual** – Non-consensual sexual contact of any kind

- **Financial** – Using an elderly or dependent person’s money or property illegally or improperly, without their consent, for someone else’s benefit.
- **Abandonment** – When a caregiver deserts an elderly person or dependent adult.
- **Neglect** – Is the refusal or failure of a caregiver to provide food, shelter, health care or protection for an elderly or dependent adult.
- **Abduction** – Taking an elderly or dependent adult out of the state if that person does not have the capacity to give consent to move.
- **Isolation** – Intentionally preventing an elderly person or dependent adult from receiving mail, telephone calls or having visitors.
- **Self-neglect** – When an elderly person does not care for him/herself to the point that his/her health and safety are at risk.

How Do I Report Elder or Dependent Adult Abuse?

If you suspect an older or dependent adult is in imminent danger call the police. If you are not aware of immediate danger, but you suspect an older or dependent adult is being abused contact:

ADULT PROTECTIVE SERVICES (APS)
Department of Aging and Adult Services
Santa Clara County Social Service Agency
 Tel: 1-800-414-2002 (Hotline)

Adult Protective Services investigates reports of elder or dependent adult abuse. They respond to emergencies when the victim needs medical attention, medications, shelter, food, housekeeping, electricity and heat, and short-term help after the immediate crisis. Bilingual staff is available to help translate.

CALIFORNIA STATE LONG-TERM CARE OMBUDSMAN PROGRAM
 Tel: (408) 944-0567
 Tel: 1-800-231-4024 (Hotline)

The primary responsibility of the program is to investigate and endeavor to resolve complaints made by or on behalf of, individual residents in long-term care facilities. These facilities include nursing homes, residential care facilities for the elderly and assisted living facilities.

NATIONAL AND STATE INFORMATION
 Tel: 1-800-677-1116 (toll free)

Family members who live in different cities or states can call the nationwide toll free elder care locator number, to find support and resources that can help them in their area. Website: www.eldercare.gov.

FINANCIAL ABUSE SPECIALIST TEAM (FAST)

Tel: (408) 928-3860 or 1-800-414-2002 (toll free)

The Department of Aging and Adult Services has formed a team (Financial Abuse Specialist Team – FAST) to respond quickly to instances of financial abuse.

FAST teams include people from the Public Guardian’s Office, Adult Protective Services, District Attorney’s Office, County Counsel’s Office and local law enforcement.

Who Has to Report Elder or Dependent Adult Abuse?

The law says some people must report any elder or dependent adult abuse they see or suspect (Welfare and Institutions Code 15630).

These people must report abuse:

- Anyone who cares for an elderly person, whether at home or in an institution
- Employees of any social service agency
- Health Practitioners
- Law Enforcement

The identity of the person reporting the abuse is always confidential.

How a Restraining Order Can Help Protect You Against Elder or Dependent Adult Abuse

If you are in danger, call 911!

If you are in danger, ask a law enforcement officer for an **Emergency Protective Order**. You can ask for an Emergency Protective Order any time of the day or night.

However, an **Emergency Protective Order** only lasts for 5 - 7 days. To get a **Restraining Order** that lasts longer, you must file papers in Court.

If you need emergency shelter, food or medical care, or to report elder or dependent adult abuse, call **Adult Protective Services**, (408) 928-3860, or 1-800- 414-2002 (*toll-free*)

- A **Restraining Order** can protect you from physical, emotional or financial abuse. It can also order someone not to harass you or destroy your property.

- A **Restraining Order** can also prevent someone from staying in your home unless that person is an owner in the property where you live. ([Welfare and Institutions Code 15657.03](#))

To get a **Restraining Order**, you must fill out court forms. To obtain forms contact:

- **The Restraining Order Help Center** (free), located on the lower level of Family Court, 170 Park Center Plaza, San Jose, CA, 95113, (408) 534-5709, Hours: 8:30-4:00 (closed 12:30-1:30), Monday thru Friday.
- **Superior Court CourtMobile** (free), for more information call, (408) 882-2900, ext. 2926
- **Judicial Council Forms** (free), Website: www.courtinfo.ca.gov/forms (select “Elder or Dependent Abuse” from the dropdown menu).
- **Bookstores and print shops** that have legal forms.

For help filling out the forms contact:

SENIOR ADULT LEGAL ASSISTANCE (SALA)

160 East Virginia St., Suite 260
San Jose, CA 95112

Tel: (408) 295-5991 – San Jose

Tel: (650) 969-8656 – North County

Tel: (408) 847-7252 – South County

Website: <http://www.sala.org/>

RESTRAINING ORDER HELP CENTER

170 Park Center Plaza
San Jose, CA 95113

Tel: (408) 534-5709

You can also contact a lawyer for legal advice or representation by looking in the telephone book or calling **Santa Clara County Bar Association Lawyer Referral Service, (408) 971-6822.**

