

# Resource Guide

Agency	Responsibilities	Contact Information
Adult Protective Services (APS)	Assists seniors and dependent adults; investigates reports of physical, emotional and/or financial abuse.	To locate APS in your County, see listing in the white pages of your telephone directory under "County Government."
Alzheimer's Association	Information, referrals, and support for individuals and families coping with Alzheimer's and other dementia.	To find your local chapter: Toll-Free 1-800-272-3900 <a href="http://www.alz.org">www.alz.org</a>
American Association of Retired Persons (AARP)	A nonprofit organization for people age 50 and older. Provides benefits, products, and services for members.	Toll-Free 1-888-687-2277 <a href="http://www.aarp.org">www.aarp.org</a>
Area Agencies on Aging	Information about senior programs and rebates for energy costs, home maintenance, health costs, and taxes.	Toll-Free 1-800-677-1116 <a href="http://www.c4a.info/">www.c4a.info/</a>
CA Advocates for Nursing Home Reform	Helps residents and their families find legal services and provides accurate info. on Medi-Cal and long-term care issues.	<b>Consumer Information Hotline</b> Toll-Free 1-800-474-1116 <a href="http://www.canhr.org">www.canhr.org</a>
CA Association of Food Banks	Provides coordination among CA food banks.	To find your nearest food bank: see listing in the white pages of your telephone directory under "County Government." <a href="http://www.cafoodbanks.org/">www.cafoodbanks.org/</a>
CA Board of Accountancy	Licenses & Regulates: <ul style="list-style-type: none"> <li>• Certified Public Accountants</li> <li>• Public Accountants</li> <li>• Accounting Firms</li> </ul>	(916) 263-3680 <a href="http://www.dca.ca.gov/cba">www.dca.ca.gov/cba</a>
CA Contractors State License Board	Licenses & Regulates: 43 classifications of contractors and home improvement sales.	Toll-Free 1-800-321-2752 <a href="http://www.cslb.ca.gov">www.cslb.ca.gov</a>
CA Department of Consumer Affairs	Licenses & Regulates: various professions including doctors, dentists, contractors, funeral and cemetery providers, auto repair technicians and repair shops, and cosmetologists.	Toll-Free 1-800-952-5210 <a href="http://www.dca.ca.gov">www.dca.ca.gov</a>  <b>Cemetery &amp; Funeral Bureau</b> (916) 574-7870 <a href="http://www.cfb.ca.gov">www.cfb.ca.gov</a>
CA Department of Corporations	Licenses & Regulates: individuals and companies conducting various financial activities, including advisors, brokers, and franchises.	Toll-Free 1-866-ASK-CORP (1-866-275-2677) TTY 1-800-735-2922 <a href="http://www.corp.ca.gov">www.corp.ca.gov</a>

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CA Department of Financial Institutions	Licenses & Regulates: banks and credit unions.	Toll-Free 1-800-622-0620 <a href="http://www.dfi.ca.gov">www.dfi.ca.gov</a>
CA Department of Health Services	Licenses & Regulates: various public health and medical care services, including Medi-Cal, nursing homes, and long-term care.	<b>Medi-Cal Fraud</b> Toll-Free 1-800-822-6222 <a href="http://www.stopmedi-calfraud.dhs.ca.gov">www.stopmedi-calfraud.dhs.ca.gov</a> <b>Nursing Home Complaints</b> Toll-Free 1-800-236-9747 <b>Partnership for Long-Term Care</b> Toll-Free 1-800-227-3445 <a href="http://www.dhs.ca.gov">www.dhs.ca.gov</a>
CA Department of Insurance	Licenses & Regulates: insurance agents, brokers, and companies, viaticals, and annuities.	Toll-Free 1-800-927-HELP (1-800-927-4357) <a href="http://www.insurance.ca.gov">www.insurance.ca.gov</a>
CA Department of Justice–Office of the Attorney General	Oversees charities and fundraisers, medical fraud, and identify theft.	<a href="http://www.caag.state.ca.us">www.caag.state.ca.us</a> <b>Identity Theft Victims</b> Toll-Free 1-888-880-0240 <b>Elder Abuse Reporting Hotline</b> Toll-Free 1-888-436-3600 <b>Registry of Charitable Trusts</b> (916) 445-2021
CA Department of Managed Health Care	Information about health care rights & benefits.	Toll-Free 1-888-466-2219 <a href="http://www.dmhc.ca.gov">www.dmhc.ca.gov</a>
CA Department of Real Estate	Licenses & Regulates: real estate brokers and salespeople, and mortgage lender/broker activities.	(559) 445-5009 Fresno (213) 620-2072 Los Angeles (510) 622-2552 Oakland (619) 525-4192 San Diego <a href="http://www.dre.ca.gov">www.dre.ca.gov</a>
CA Department of Social Services	Information about various social services, including: food, transportation, housing, health, residential care, day care, foster care, adoption, disaster services, refugee services, and in-home care.	Toll-Free 1-800-722-0432 <a href="http://www.dss.cahwnet.gov">www.dss.cahwnet.gov</a>
CA Department of Veterans Affairs	Provides benefits & services to CA veterans, including dependents and survivors.	Toll-Free 1-800-952-5626 <a href="http://www.cdva.ca.gov">www.cdva.ca.gov</a>
CA Medical Board	Make inquiries or file complaints about CA physicians.	Toll-Free 1-800-633-2322 <a href="http://www.medbd.ca.gov">www.medbd.ca.gov</a>
CA Office of Information Security and Privacy Protection	Information on privacy issues; works with law enforcement on identity theft investigations.	Toll-Free 1-866-785-9663 <a href="http://www.oispp.ca.gov">www.oispp.ca.gov</a>

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CA Professional Fiduciaries Bureau	Licenses & Regulates: Non-family member private fiduciaries.	(916) 574-7340 <a href="http://www.fiduciary.ca.gov">www.fiduciary.ca.gov</a>
CA Public Utilities Commission	Regulates privately-owned utilities, telecommunications, transit, and transportation companies. Provides weatherization and other energy efficiency for low-income households.	(415) 703-2782 <a href="http://www.cpuc.ca.gov">www.cpuc.ca.gov</a>  <b>Utility &amp; Telephone Fraud Hotline</b> Toll-Free 1-800-649-7570
Deaf and Disabled Telecommunications Services	Provides free special equipment to consumers with hearing, vision, speech, mobility, and cognitive disabilities.	Toll-Free 1-877-546-7414 TTY 1-800-867-4323 <a href="http://www.ddtp.org">www.ddtp.org</a>
Cal Phone Info	Assists consumers on telephone services.	<a href="http://calphoneinfo.com">calphoneinfo.com</a>
California Registry	Referrals for assisted living facilities, residential care homes, Alzheimer's facilities, & continuity care communities.	Toll-Free 1-800-777-7575 <a href="http://www.calregistry.com">www.calregistry.com</a>
Consumer Credit Reporting – "Opt-Out"	Info. to remove your name from lists used by creditors and insurers to make offers of credit or insurance.	Toll-Free 1-888-567-8688 TDD 1-877-730-4105 <a href="http://www.optoutprescreen.com">www.optoutprescreen.com</a>
Direct Marketing Association	Provides information on how to remove your name from mailing lists, telemarketing lists, e-mail lists and other marketing lists.	<a href="http://www.dmachoice.org">www.dmachoice.org</a>
Eldercare Locator Service	Provides nationwide assistance for seniors, their families, and caregivers, with referrals to local agencies.	Toll-Free 1-800-677-1116 <a href="http://www.eldercare.gov">www.eldercare.gov</a>
Financial Industry Regulatory Authority (FINRA)	Licenses & Regulates: individuals and companies conducting various securities activities; establishes rules and conducts audits.	(301) 590-6500 <a href="http://www.finra.org">www.finra.org</a> <b>FINRA Broker Check Hotline</b> Toll-Free 1-800-289-9999
Health Insurance Counseling & Advocacy Program (HICAP)	Provides unbiased info. to help Medicare beneficiaries make the best choices for their individual health care needs.	Toll-Free 1-800-434-0222 <a href="http://www.calmedicare.org/counseling/index.html">www.calmedicare.org/counseling/index.html</a>
Meals-on-Wheels and other CA Senior Meals Programs	Locate senior meal programs.	<a href="http://www.mealcall.org/meals-on-wheels/ca/index.htm">www.mealcall.org/meals-on-wheels/ca/index.htm</a>
Medicare	See U.S. Dept. of Health & Human Services listing on page 21.	<b>Medicare Information Hotline</b> Toll-Free 1-800-633-4227 <a href="http://www.medicare.gov">www.medicare.gov</a>
National Center on Elder Abuse (NCEA)	Info. & links on crimes against the elderly, including financial abuse.	Toll-Free 1-800-677-1116 <a href="http://www.ncea.aoa.gov">www.ncea.aoa.gov</a>

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National Center for Victims of Crime	Provides national advocacy for victims of all crimes.	Toll-Free 1-800-394-2255 TTY 1-800-211-7996 <a href="http://www.ncvc.org">www.ncvc.org</a>
National Foundation for Credit Counseling	Assists with credit problems & creditors.	Toll-Free 1-800-388-2227 (In Spanish: 1-800-682-9832) <a href="http://www.nfcc.org">www.nfcc.org</a>
Phone Busters – Canadian Anti-Fraud Call Center	Report Canadian lottery scams, identity theft, and telemarketing crimes. Ontario Police refer calls to law enforcement.	Toll-Free 1-888-495-8501 <a href="http://www.phonebusters.com">www.phonebusters.com</a>
Privacy Rights Clearinghouse	Information on privacy issues and identity theft.	(619) 298-3396 <a href="http://www.privacyrights.org">www.privacyrights.org</a>
Rebuilding Together	Provides free home repair for low-income homeowners, especially at-risk seniors.	Toll-Free 1-800-473-4229 <a href="http://www.rebuildingtogether.org">www.rebuildingtogether.org</a>
Senior Legal Hotline	Provides seniors (over age 60) with fast, accurate advice on any legal subject (by phone and internet) and makes referrals.	<b>Legal Assistance</b> Toll-Free 1-800-222-1753 <b>Other (not legal)</b> (916) 551-2145 <a href="http://www.seniorlegalhotline.org">www.seniorlegalhotline.org</a>
State Bar of California	Info. to help you find an attorney, including elder law or trust specialists. Also, file complaints and help to gain reimbursement for attorney misconduct.	<b>License Verification &amp; Complaints</b> Toll-Free 1-800-843-9053 <b>Senior Information Hotline</b> Toll-Free 1-888-460-7364 <a href="http://www.calbar.ca.gov">www.calbar.ca.gov</a>
U.S. Department of Health & Human Services	Report fraud, waste or abuse, including Medicare, child support, and food stamps, and complaints about employees and contractors. Info about Medicare and up-to-date information regarding the health plans in your area.	<b>Fraud Hotline</b> Toll-Free 1-800-447-8477 <a href="http://www.oig.hhs.gov">www.oig.hhs.gov</a> <b>Medicare Information Hotline</b> Toll-Free 1-800-633-4227 <a href="http://www.medicare.gov">www.medicare.gov</a>
U.S. Department of Veterans Affairs	Provides benefits and services to U.S. veterans, including dependents and survivors.	<b>VA Benefits</b> Toll-Free 1-800-827-1000 TDD 1-800-829-4833 <a href="http://www.va.gov">www.va.gov</a>

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U.S. Federal Trade Commission (FTC)	Provides consumer protection on: loans, credit cards, identity theft, telemarketing, funerals & cemeteries.	Toll-Free 1-877-FTC-HELP (1-877-382-4357) <a href="http://www.ftc.gov">www.ftc.gov</a>
Identity Theft Hotline	Help for identity theft victims to resolve financial and other problems & file complaints.	Toll-Free 1-877-438-4338 <a href="http://www.consumer.gov/idtheft">www.consumer.gov/idtheft</a>
"Do Not Call" Registry	Register phone numbers to reduce telemarketing.	Toll-Free 1-888-382-1222 TTY 1-866-290-4236 <a href="http://www.donotcall.gov">www.donotcall.gov</a>
U.S. Internal Revenue Service (IRS)	Information on legitimate charities, tax-related fraud schemes, fraudulent federal tax returns, and other information.	<b>Hotline for Charities Information</b> Toll-Free 1-877-829-5500 <b>Hotline for Tax Fraud Reporting</b> Toll-Free 1-800-829-0433 <a href="http://www.irs.gov">www.irs.gov</a>
U.S. Postal Service (USPS) Inspector General	Investigates identity theft involving the mail. Call if your mail was stolen, your mailing address was fraudulently changed, or mail was used in an identity theft scheme.	Toll-Free 1-800-654-8896 <a href="http://www.postalinspectors.uspis.gov">www.postalinspectors.uspis.gov</a> <b>Sweepstakes/Mail Fraud Hotline</b> Toll-Free 1-800-372-8347
U.S. Securities and Exchange Commission (SEC)	Regulates: National securities exchanges, investment companies, investment advisors (managing over \$25M in client assets).	Toll-Free 1-800-732-0330 <a href="http://www.sec.gov">www.sec.gov</a>
U.S. Social Security Administration	Provides economic protection for all Americans, social security information, fraud prevention related to social security.	<b>Information on Earnings/Benefit Status</b> Toll-Free 1-800-772-1213 TDD 1-800-325-0778 <b>Report Social Security Fraud</b> Toll-Free 1-800-269-0271 <a href="http://www.ssa.gov">www.ssa.gov</a>