

# Resource Guide

Agency	Responsibilities	Contact Information
<b>Adult Protective Services (APS)</b>	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."
<b>Alzheimer's Association</b>	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>
<b>American Association of Retired Persons (AARP)</b>	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>
<b>Area Agencies on Aging</b>	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>
<b>CA Advocates for Nursing Home Reform</b>	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>
<b>CA Association of Food Banks</b>	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>
<b>CA Board of Accountancy</b>	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>
<b>CA Contractors State License Board</b>	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>

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<b>CA Department of Consumer Affairs</b>	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 <b>www.dca.ca.gov</b>  Cemetery & Funeral Bureau (916) 574-7870 www.cfb.ca.gov
<b>CA Department of Corporations</b>	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 <b>www.corp.ca.gov</b>
<b>CA Department of Financial Institutions</b>	Licenses & Regulates: banks and credit unions.	Toll-Free 1-800-622-0620 www.dfi.ca.gov
<b>CA Department of Health Services</b>	Licenses & Regulates: various public health and medical care services, including Medi-Cal, nursing homes, and long-term care.	Medi-Cal Fraud Toll-Free 1-800-822-6222 <b>www.stoppedmedi-calfraud.dhs.ca.gov</b> Nursing Home Complaints Toll-Free 1-800-236-9747 Partnership for Long-Term Care Toll-Free 1-800-227-3445 <b>www.dhs.ca.gov</b>
<b>CA Department of Insurance</b>	Licenses & Regulates: insurance agents, brokers, and companies, viaticals, and annuities.	Toll-Free 1-800-927-HELP (1-800-927-4357) <b>www.insurance.ca.gov</b>
<b>CA Department of Justice—Office of the Attorney General</b>	Oversees charities and fundraisers, medical fraud, and identify theft.	<b>www.caag.state.ca.us</b> Identity Theft Victims 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
<b>CA Department of Managed Health Care</b>	Information about health care rights & benefits.	Toll-Free 1-888-466-2219 www.dmhc.ca.gov
<b>CA Department</b>	Licenses & Regulates:	(559) 445-5009 Fresno

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<b>of Real Estate</b>	real estate brokers and salespeople, and mortgage lender/broker activities.	(213) 620-2072 Los Angeles (510) 622-2552 Oakland (619) 525-4192 San Diego <b>www.dre.ca.gov</b>
<b>CA Department of Social Services</b>	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 <b>www.dss.cahwnet.gov</b>
<b>CA Department of Veterans Affairs</b>	Provides benefits & services to CA veterans, including dependents and survivors.	Toll-Free 1-800-952-5626 <b>www.cdva.ca.gov</b>
<b>CA Medical Board</b>	Make inquiries or file complaints about CA physicians.	Toll-Free 1-800-633-2322 <b>www.medbd.ca.gov</b>
<b>CA Office of Information Security and Privacy Protection</b>	Information on privacy issues; works with law enforcement on identity theft investigations.	Toll-Free 1-866-785-9663 <b>www.oispp.ca.gov</b>
<b>CA Professional Fiduciaries Bureau</b>	Licenses & Regulates: Non-family member private fiduciaries.	(916) 574-7340 <b>www.fiduciary.ca.gov</b>
<b>CA Public Utilities Commission</b>	Regulates privately-owned utilities, telecommunications, transit, and transportation companies. Provides weatherization and other energy efficiency for low-income households.	(415) 703-2782 <b>www.cpuc.ca.gov</b> <b>Utility &amp; Telephone Fraud Hotline</b> Toll-Free 1-800-649-7570
<b>Deaf and Disabled Telecommunications Services</b>	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 <b>www.ddtp.org</b>
<b>Cal Phone Info</b>	Assists consumers on telephone services.	<b>calphoneinfo.com</b>
<b>California Registry</b>	Referrals for assisted living facilities, residential care homes, Alzheimer's facilities, & continuity care communities.	Toll-Free 1-800-777-7575 <b>www.calregistry.com</b>
<b>Consumer Credit Reporting – “Opt-Out”</b>	Info. to remove your name from lists used by creditors and insurers to make	Toll-Free 1-888-567-8688 TDD 1-877-730-4105

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	offers of credit or insurance.	<a href="http://www.optoutprescreen.com">www.optoutprescreen.com</a>
<b>Direct Marketing Association</b>	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>
<b>Eldercare Locator Service</b>	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>
<b>Financial Industry Regulatory Authority (FINRA)</b>	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
<b>Health Insurance Counseling &amp; Advocacy Program (HICAP)</b>	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>
<b>Meals-on-Wheels and other CA Senior Meals Programs</b>	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>
<b>Medicare</b>	See U.S. Dept. of Health & Human Services listing on page 21.	Medicare Information Hotline Toll-Free 1-800-633-4227 <a href="http://www.medicare.gov">www.medicare.gov</a>
<b>National Center on Elder Abuse (NCEA)</b>	Info. & links on crimes against the elderly, including financial abuse.	Toll-Free 1-800-677-1116 <a href="http://www.ncea.aoa.go">www.ncea.aoa.go</a>
<b>National Center for Victims of Crime</b>	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>
<b>National Foundation for Credit Counseling</b>	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>
<b>Phone Busters –</b>	Report Canadian lottery scams,	Toll-Free 1-888-495-8501

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Canadian Anti-Fraud Call Center	identity theft, and telemarketing crimes. Ontario Police refer calls to law enforcement.	<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.	Legal Assistance Toll-Free 1-800-222-1753 Other (not legal) (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.	License Verification & Complaints Toll-Free 1-800-843-9053 Senior Information Hotline 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.	Fraud Hotline Toll-Free 1-800-447-8477 <a href="http://www.oig.hhs.gov">www.oig.hhs.gov</a> Medicare Information Hotline 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.	VA Benefits 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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<b>U.S. Federal Trade Commission (FTC)</b>	Provides consumer protection on: loans, credit cards, identity theft, telemarketing, funerals & cemeteries.	Toll-Free 1-877-FTC-HELP (1-877-382-4357) <b>www.ftc.gov</b>
<b>Identity Theft Hotline</b>	Help for identity theft victims to resolve financial and other problems & file complaints.	Toll-Free 1-877-438-4338 <b>www.consumer.gov/idtheft</b>
<b>“Do Not Call” Registry</b>	Register phone numbers to reduce telemarketing.	Toll-Free 1-888-382-1222 TTY 1-866-290-4236 <b>www.donotcall.gov</b>
<b>U.S. Internal Revenue Service (IRS)</b>	Information on legitimate charities, tax-related fraud schemes, fraudulent federal tax returns, and other information.	Hotline for Charities Information Toll-Free 1-877-829-5500 Hotline for Tax Fraud Reporting Toll-Free 1-800-829-0433 <b>www.irs.gov</b>
<b>U.S. Postal Service (USPS) Inspector General</b>	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 <b>www.postalinspectors.uspis.gov</b> <b>Sweepstakes/Mail Fraud Hotline</b> Toll-Free 1-800-372-8347
<b>U.S. Securities and Exchange Commission (SEC)</b>	Regulates: National securities exchanges, investment companies, investment advisors (managing over \$25M in client assets).	Toll-Free 1-800-732-0330 <b>www.sec.gov</b>
<b>U.S. Social Security Administration</b>	Provides economic protection for all Americans, social security information, fraud prevention related to social security.	Information on Earnings/Benefit Status Toll-Free 1-800-772-1213 TDD 1-800-325-0778 Report Social Security Fraud Toll-Free 1-800-269-0271 <b>www.ssa.gov</b>