

**Topics Include:** Emergency, Abuse & Neglect, Credit, Food & Clothing, Housing Programs & Information, Legal Information, Renter & Landlord Information, Senior Services, and Utilities & Assistance Programs.

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## Emergency

### 911 Emergency Police, Fire, Ambulance

**Child Abuse Hotline (ChildHelp National)** 1(800) 422-4453 (24-hours)

**Domestic Violence Hotline (National)** 1(800) 799-SAFE (7233) or TTY 1(800) 787-3224

**Poison Control Center** (Centro de Control Antitoxico)

<http://www.calpoison.org/> 1(800) 222-1222 / TDD 1(800) 972-3323 toll-free, 24 hour.

**Sexual Assault Hotline (National)** 1(800) 656-4673 (24-hours)

**Suicide & Crisis Hotline (National)**

1(800) SUICIDE /1(800) 784-2433 (24-hours) [Http://suicidehotlines.com/national.html](http://suicidehotlines.com/national.html)  
1(800) 273-TALK /1(800) 273-8255 (24-hours) [Http://www.suicidepreventionlifeline.org/](http://www.suicidepreventionlifeline.org/)  
TTY 1(800) 799-4889. Call if you are in suicidal crisis, emotional crisis, or a family crisis.

**Suicide Prevention** (209) 558-4600 24-hr (Eng. & Span.) Crisis Intervention-Not talk line.

## Abuse & Neglect

### Adult Protective Services - Stanislaus County Community Services Agency

(800) 336-4316 or (209) 558-2637 Calls accepted 24 hour 7 days per week

CSA investigates reports of abuse of elder adults (65 years and older) and dependent adults.

### Catholic Charities "SEAPA" Stanislaus Elder Abuse Prevention Alliance

400 12th St., Suite 4, Modesto, CA 953584, (209) 529-3784, E-mail: [vdonoso@ccstockton.org](mailto:vdonoso@ccstockton.org)  
SEAPA works to educate and train the public and agencies on recognition, reporting obligations, options, and referrals for victims' assistance.

### Friends are Good Medicine Self-Help Groups in Stanislaus County Guide

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

A searchable and downloadable Guide to Self-Help Groups in Stanislaus County and downloadable Family Resource Directory and a Safety Guide (Eng./Span.)



### Haven Women's Center of Stanislaus

<http://hwcstan.squarespace.com/>

Crisis Line for domestic assault and sexual assault (24 hour) (209) 577-5980.

Modesto: (209) 524-4331, Turlock: (209) 664-9131

Services for victims/survivors of sexual assault (adults and children) and for women and children experiencing domestic violence.

## Abuse & Neglect (continued)

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### **Long-Term Care Ombudsman Program - CA Department of Aging**

<http://www.aging.ca.gov/> or <http://www.aging.ca.gov/programs/LTCOP/>

State CRISIS line: 1(800) 231-4024 call 24 hours/7 days to receive complaints.

They investigate and endeavor to resolve complaints made by, or on behalf of, individual residents in long-term care facilities (includes nursing homes, elderly residential care facilities, and assisted living facilities. Call to file a complaint. If not an emergency please call (209) 529-3784 for Ombudsman Program (Catholic Charities), Modesto.

### **Long-Term Care Ombudsman Program - Catholic Charities**

400 12th Street, Suite 4, Modesto, CA 95354, (209) 529-3784

Advocate for quality of care and life of residents in nursing facilities & residential care homes.

## Credit

### **AnnualCreditReport.com**

[www.AnnualCreditReport.com](http://www.AnnualCreditReport.com) 1(877) 322-8228

AnnualCreditReport.com (created by the three credit reporting companies, Equifax, Experian and TransUnion) processes requests for free credit file disclosures (credit reports). Under the FACT Act consumers can request and obtain a free credit report once every 12 months from each of the three consumer credit reporting companies.

### **Credit Reporting Agency - Equifax**

<http://www.equifax.com/>

Order credit report by phone: 1(800) 685-1111 or access your credit information online

To place a fraud alert on your credit report call 1(888) 766-0008

### **Credit Reporting Agency – Experian**

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

To order your credit report and credit score call 1(888) 397-3742 or go to the website. To report fraud, identity theft call 1(888) 397-3742.

### **Credit Reporting Agency - TransUnion**

<http://www.transunion.com/> Fraud Victim Assistance: 1(800) 680-7289,

or write: P.O. Box 6790, Fullerton, CA 92634. <https://fraud.transunion.com>

For a credit report by phone for mail delivery call: 1(877) 322-8228,

<https://www.annualcreditreport.com>

## Food & Clothing



### **CalFresh - Catholic Charities CalFresh and SNAP-ED Programs**

400 12th Street, Suite 4, Modesto, CA 95354, (209) 529-3784, Fax (209) 529-6083

CalFresh (formerly Food Stamps) - Education, assistance with the application process and case management to maintain benefits. Nutrition Education classes.

## Food & Clothing (continued)

### **CalFresh - Community Services Agency, Turlock**

<http://www.stanworks.com/> Turlock: 101 Lander Ave., Turlock, CA 95380, 1(877) 652-0734  
County Agency providing assistance, employment programs, food stamps (CalFresh), and Medi-Cal. Other Location: Modesto 1(877) 652-0734

### **Central Valley Opportunity Center (CVOC)**

<http://www.cvoc.org/> (website available in English and Spanish)  
1581 Cummins Drive, Modesto, CA 95358, (209) 577-3210  
Vocational training school offering supportive services, job placement, and job training. Support services include rental assistance, food vouchers and emergency shelter.

### **Commodity Supplemental Food Program (CSFP)**

<http://www.cde.ca.gov/ls/nu/fd/csfp.asp> (916) 445-4850, Fax (916) 327-4004  
Provides nutritious food supplements for low-income pregnant, postpartum, and breast feeding women, their infants and children up to age six, and the elderly. The program is operated locally by The Modesto Love Center Ministries in Modesto (209) 524-5488

### **Inter-Faith Ministries**

[www.interfaithmodesto.org](http://www.interfaithmodesto.org) 120 Kerr Ave., Modesto CA 95354, (209) 572-3117  
A group of faith based congregations, organizations and individuals who want to help those in the greater Modesto area who are in need of food, clothing and other humanitarian services.

### **Modesto Gospel Mission**

[www.homelessmission.org](http://www.homelessmission.org) 1400 Yosemite Blvd., Modesto, CA 95354, (209) 529-8259  
They offer a variety of services and classes including the following.

Food- breakfast and dinner prepared daily.

Shelter- Men, women, mothers with children, fathers with children

Clothing- clothing and small household items weekdays except for Wednesdays at the

### **Need Help Paying Bills.com**

<http://www.needhelppayingbills.com/index.html> Find information and resources on help paying your bills. They offer a Food Pantries listing for Stanislaus County and Modesto.

### **Salvation Army**

[www.salvationarmyturlock.org](http://www.salvationarmyturlock.org) 893 Lander Ave., Turlock, CA 95381 (P.O. Box 3576)  
Social Services phone (209) 669-5366, Recreation and Senior Programs (209) 667-6091  
Emergency food pantry, utility assistance and referring agency for families and individuals, crisis family counseling available by appointment, Handicapped accessories, Senior Meals.

### **Salvation Army (Modesto Citadel)**

625 "I" Street, Modesto CA 95353 (P.O. Box 1663), Social services (209) 523-7577  
They provide programs to Modesto, Ceres, and Salida residents: VITA-income tax preparation, Information and Referral, Bingo Wednesdays, noon meals (Monday-Friday), Breakfast every Saturday except first Saturday (8 a.m.).

Emergency Food Assistance & Emergency Utilities Assistance-Crisis oriented assistance

## Food & Clothing (continued)

### **Stanislaus County - Website Link to Emergency Shelter & Food List**

Emergency Shelter List

<http://www.stancounty.com/living-and-working/emergency-shelter.shtm>

Food Assistance List at <http://www.stancounty.com/living-and-working/food-assistance.shtm>

Senior Meals List-Aging and Veterans Services (209) 558-8698,

<http://www.agingservices.info/htc-senior-meals.shtm>

### **United Samaritans Foundation (USF)**

[www.unitedsamaritans.org](http://www.unitedsamaritans.org) 220 South Broadway, Turlock, CA 95380, (209) 668-4853

Mobile free Lunch Program provides lunches at 11 locations in Turlock and locations in Hughson, Empire, Waterford, Hickman, Denair, Ceres, Keyes and Modesto. Emergency Food boxes. Clothes Closet Program. Homeless Support Services (shower/laundry at Turlock Site). Call for information on eligibility.

## **Housing Programs & Information**

(Includes Home Purchase and Home Repair)



### **CA Department of Fair Employment and Housing (DFEH)**

(800) 884-1684. Hearing impaired, Videophone (916) 226-5285 or TDD at (800) 700-2320  
Protects the people of California from employment, housing and public accommodations discrimination and hate violence.

### **Central Valley Association of Realtors (CVAR)**

<http://www.cvar.org/> 16980 South Harlan Road, Lathrop, CA 95330-8738, (209) 858-1700

### **Central Valley Opportunity Center (CVOC)**

<http://www.cvoc.org/> (website available in English and Spanish)

1581 Cummins Drive, Modesto, CA 95358, (209) 577-3210

Vocational training school offering supportive services, job placement, and job training. Call (209) 537-9217 for the Home Energy Assistance Program (HEAP), home energy (utilities) assistance program and a Home Repair program.

### **City of Ceres**

<http://www.ci.ceres.ca.us/> 2720 Second Street, Ceres, CA 95307, (209) 538-5755

First Time Home Buyers Program (FTHB) down payment loan to purchase a home and funding for Housing Rehabilitation and emergency repairs to income eligible households.

### **City of Merced - Housing Program**

[www.cityofmerced.org](http://www.cityofmerced.org) 678 West 18th St., Merced, CA 95340, (209) 385-6863

First Time Home Buyer Program- Loan to assist with down payment and closing costs.

Rehabilitation Loan Program- Provides low interest loans. Income and other limits apply.

## Housing Programs & Information (continued)

### **City of Modesto - Recreation and Neighborhood Services Division**

1010 Tenth Street, Suite 4300, Modesto CA 95354, (209) 577-5344, TDD (209) 526-9211  
Call for information, target areas and qualifications for these programs:

- Homebuyer Assistance Program (HAP): Assists low/moderate-income families.
- Housing Maintenance (Rehabilitation) Program (HMP): Low interest loans for target areas.
- Emergency Home Repair Program/Disabled Access Assistance Program (EHRP/DAAP): Low interest loan to correct emergency health and safety hazards and provide disabled access.
- Property Enhancement Program (PEP): Financial assistance, in the form of rebates.

### **City of Newman**

[www.cityofnewman.com](http://www.cityofnewman.com) 938 Fresno St., P.O. Box 787, Newman, CA 95360, (209) 862-3725  
Call to see if they have funding available for First Time Home Buyers or Rehabilitation Loans.

### **City of Oakdale**

455 South 5th Ave., Oakdale, CA 95361, (209) 845-3625  
Low-interest loans for down payment assistance to qualified first-time homebuyers.

### **City of Patterson - Planning Division**

[www.ci.patterson.ca.us](http://www.ci.patterson.ca.us) Contact: Teresa Rodriguez (209) 895-8026  
First Time Homebuyers Program: Loans to assist income eligible buyers purchase in Patterson.  
Minor Home Rehab Program: Grants or loans for health and safety modifications to income eligible homeowners.

### **City of Riverbank**

[www.riverbank.org](http://www.riverbank.org) 6707 Third Street, Riverbank, CA 95367, (209) 863-7126  
Housing Rehabilitation Program to assist with home repairs and rehabilitation. Home Buyers Assistance Program for qualified low-income families to buy their own home in Riverbank.

### **City of Turlock - First Time Home Buyers Program**



<http://www.cityofturlock.org/>  
156 S. Broadway, Suite 250, Turlock, CA 95380, (209) 668-5610, TDD 1(800) 735-2929.  
Low interest rate loan toward the purchase of a home within designated areas of Turlock.  
Income limits and other requirements apply.

### **City of Turlock - Housing Rehabilitation Program**



<http://www.cityofturlock.org/>  
156 S. Broadway, Suite 250, Turlock, CA 95380, (209) 668-5610, TDD 1(800) 735-2929.  
Low interest rate loans are available to home-owners and to property owners within Turlock's city limits. Eligible home improvements include: roofing, electrical, plumbing, flooring, bathroom and kitchen remodeling. Income limits and other requirements apply.

### **Contractors State License Board (CSLB)**

[www.cslb.ca.gov](http://www.cslb.ca.gov) or [www.CheckTheLicenseFirst.com](http://www.CheckTheLicenseFirst.com) (800) 321-CSLB (2752)  
CSLB protects consumers before and after they hire building contractors. Either call or check the online "Instant License Check" feature to verify they are state-licensed in the appropriate trade and that the license is in good standing. Any construction project valued at \$500 or more in combined material and labor costs requires the use of a state-licensed contractor.

## Housing Programs & Information (continued)

### **Department of Real Estate (DRE) California**

<http://www.dre.ca.gov/> Call center 1(877) DRE-4LIC (English), 1(877) DRE-4321 (Spanish)  
Look online to inquire about the status of a salesperson's, broker's or corporation's CA real estate license. Consumers can learn about buying a home, borrower information, filing a complaint, advocacy program and consumer guides (available in English, Spanish, & Chinese).

### **Fair Housing - Project Sentinel and Stanislaus County Mediation Center**

<http://www.housing.org> 1409 H Street, Modesto, CA 95354, (209) 236-1577  
See Project Sentinel description under "Renters and Landlords" section on page 10.

### **Flood Insurance – National Flood Insurance Program (NFIP)**

<http://www.floodsmart.gov> 1(888) 379-9531 toll free or Help Center at 1(800) 427-4661  
Since standard homeowners insurance doesn't cover flooding. The NFIP offers flood insurance to homeowners, renters, and business owners if their community participates in the NFIP.

### **Habitat for Humanity**

[www.stanislauhahabitat.org](http://www.stanislauhahabitat.org) 630 Kearney Ave., Modesto CA 95350, (209) 575-4585  
Habitat for Humanity is a faith based nonprofit organization that works in partnership with low-income families to build decent affordable homes.

### **Housing Authority of the County of Stanislaus**

[www.stancoha.org](http://www.stancoha.org) 1701 Robertson Road, Modesto, CA 95351, (209) 557-2000  
They provide a variety of [housing programs](#) to assist low-income families. Eligibility is based on household income. Programs include: [Section 8 rental assistance](#) program, Conventional Low Rent program, Farm labor program, and Conant Place Senior Community.

### **Merced County - Planning and Community Development**

2222 M Street, Merced, CA 95340, (209) 385-7686  
[First Time Homebuyers Assistance Program](#) and a [Home Rehabilitation Program](#). Income limits and other qualifications apply.

### **Mobile Homes - Housing and Community Development (HCD)**

Housing and Community Development (HCD) State of CA <http://www.hcd.ca.gov/codes/rt/>  
1800 Third Street, Sacramento, CA 95811-6942, General number 1(916) 445-4782  
Registration and Titling 1(916) 323-9224 or toll free 1(800) 952-8356  
[Mobile home Ombudsman](http://www.hcd.ca.gov/codes/ol/ombpg-menu.html) (Complaints) <http://www.hcd.ca.gov/codes/ol/ombpg-menu.html>  
(Phone Hours 9-11:30 a.m. & 1:30-4 p.m.) 1(916) 323-9801 or toll free 1(800) 952-5275  
They receive and process complaints from the public and from public officials related to living in manufactured homes and mobile homes.  
[Mobile Home Building Permits and Inspections](#): 1(916) 255-2501

### **Self-Help Enterprises**

[www.selfhelpenterprises.org](http://www.selfhelpenterprises.org) Main Office: 8445 West Elowin Court (559) 651-1000  
Their mission is to improve the living conditions of low-income residents in the San Joaquin Valley. They provide services in different areas such as: New Homes, Housing Rehabilitation, Multifamily Housing development, Community Development, and Homebuyer assistance.

## Housing Programs & Information (continued)

### **Stanislaus County Affordable Housing Corp. (STANCO)**

<http://stancoahc.com/> 1207 13th Street, Modesto, CA 95354, (209) 574-1155

They are a private non-profit housing and community development organization that facilitates affordable housing benefitting Stanislaus County's very low, low and moderate-income citizens. They operate the following programs:

- Transitional Housing contracted with Behavioral Health and Recovery Services (BHRS) to provide supportive services for homeless families and individuals with special needs.
- Assist in the development and construction of affordable housing with community partners.

### **Stanislaus County Planning and Community Development**

1010 10th Street, Suite 3400, Modesto, CA (209) 525-6330

Down Payment Assistance Program: For first time home buyers. Call (209) 525-6330.

Housing Rehabilitation Program: Assists low-income home owners address health and safety repairs in their home. For information call (209) 557-2000.

All programs have income limit requirements and are restricted to Stanislaus County unincorporated areas.

### **Salvation Army (Modesto Citadel)**

625 "I" Street, Modesto CA 95353 (P.O. Box 1663), Social services (209) 523-7577

They provide the following programs to Modesto, Ceres, and Salida residents: VITA-income tax preparation, Information and Referral, Bingo Wednesdays, noon meals (Monday-Friday), Breakfast every Saturday except first Saturday (8 a.m.).

Emergency Food Assistance & Emergency Utilities Assistance-Crisis oriented assistance

Emergency Homeless Shelter-320 9th Street (9th & "D") Modesto, (209) 525-8954 office until 4:00 p.m., (209) 529-7507 site on weekends and after 4:00 p.m.

Transitional Living Center-320 9th Street (9th & "D") Modesto, (209) 525-8954 office until 4:00 p.m., (209) 529-7507 site on weekends and after 4:00 p.m.

### **Turlock Family Resource Center (Aspiranet)**

352 East Olive Ave., Turlock, CA 95380, (209) 668-6118

Provides a variety of services to families in the Turlock community including but not limited to: case management services, parenting classes, classes for pregnant women, assistance with housing, daycare, resource searches, assistance with completing applications for aide. Participation requirements. Resource and referral information available to community.

## **Legal Information**

### **California Courts Self-Help Center**

[www.courtinfo.ca.gov/selfhelp/](http://www.courtinfo.ca.gov/selfhelp/) (Available in multiple languages)

This site will help you find assistance and information, work better with an attorney, and represent yourself in some legal matters. The site does not provide legal advice.



### **California Rural Legal Assistance, Inc. (CRLA)**

[www.crla.org](http://www.crla.org) 1111 "I" Street, #310, Modesto, CA 95354 (209) 577-3811

Our office provides free legal assistance to qualified applicants in the areas of housing, labor, education, public benefits and civil rights.

## Legal Information (continued)

### **Clerk Recorder & Registrar of Voters - Stanislaus County**

<http://www.stanvote.com/>    <http://www.stancounty.com/clerkrecorder/>

Online services at <http://www.criis.com/stanislaus.html>

1021 "I" St., Suite 101, Modesto, CA 95354. Elections (209) 525-5200, Span (209) 525-5230

Clerk Recorder (209) 525-5250, Spanish (209) 525-5230

Recorder Functions: Records and microfilms official real property records, maps, and more.

Clerk/Vital Records Functions: Issues marriage licenses; registers births, deaths, and marriages; files fictitious business name statements. Acts as passport agent for applications.

Elections Functions: Registers voters, files candidate papers, and conducts elections.

Administers federal, state, county, and local district elections within Stanislaus County.

### **Fair Housing - Project Sentinel and Stanislaus County Mediation Center**

<http://www.housing.org> 1409 H Street, Modesto, CA 95354, (209) 236-1577

See "Project Sentinel" description under "Renters and Landlords" section on page 10.

### **Lawyers Referral Service - Stanislaus County Bar Association**

<http://www.stanbar.org> or <http://stanbar.org/lawyer-referral-service/>

(209) 571-5727 between 9 a.m. to 4 p.m., Monday through Friday

Service to assist people within Stanislaus County who do not have an attorney but have legal problems. They will schedule an appointment for you with a local qualified lawyer for a 30-minute consultation (we cannot give legal advice). Administrative fee of \$50.

### **Project Sentinel and Stanislaus County Mediation Center**

<http://www.housing.org> 1409 H Street, Modesto, CA 95354, (209) 236-1577

See Project Sentinel description under "Renters and Landlords" section.

### **Public Defender (Office of the Public Defender Stanislaus County)**

<http://www.stancounty.com/publicdefender/index.shtm>

Main Office: 1021 I Street, Suite 201, P.O. Box 3428, Modesto, CA 95353, (209) 525-4200

They provide representation to indigents accused of crimes.

### **Small Claims Advisor (Stanislaus County Superior Court)**

[http://www.stanct.org/Content.aspx?page=small\\_claims\\_advice\\_advisor](http://www.stanct.org/Content.aspx?page=small_claims_advice_advisor) (Eng./Span)

(209) 530-3178 For the most effective assistance by phone please provide your full name, a case number (if any), telephone number and briefly describe the reason for your call.

E-mail: [SmallClaims.Advisor@Stanct.org](mailto:SmallClaims.Advisor@Stanct.org)

They provide general assistance on small claims forms, procedures, and common small claims issues. Please view the website for information.

### **Small Claims Court - Stanislaus County**

<http://www.stanct.org/courts/smallclaims/index.html>

Small claims courts are specially created to resolve disputes over relatively small amounts quickly, simply, and inexpensively. Small Claims are limited to disputes of \$10,000 for individuals and \$5,000 for businesses.



## Legal Information (continued)

### **Stanislaus Family Justice Center**

<https://www.stanislausfamilyjustice.org/home/> 1625 I St., Modesto, CA (209) 525-5130  
They serve victims and survivors of domestic violence, sexual assault, child abuse, and elder abuse. They offer advocacy, safety planning, crisis intervention, counseling, shelter assistance, criminal investigation, legal assistance, food stamps (CalFresh), childcare, and more.

## **Renters & Landlords Information**

(includes Apartments, Fair Housing, Housing Discrimination, & Rental Assistance)



### **Apartments - Avena Bella Apartments**

[www.avenabella.com](http://www.avenabella.com) 500 W. Linwood, Turlock, CA, (209) 496-9961  
Affordable housing offering 2 & 3 bedroom apartments. Income restricted, non-smoking.

### **Apartments - Cherry Tree Village Apartments**

139 West Minnesota Turlock, CA 95382 Contact: Yeshi Wisniewski at (209) 667-5388  
Multi-family Community, featuring 1 & 2 bedroom units with 3 & 4 bedroom Townhomes.  
Income and lease restrictions. Handicap accessible units available. Equal Housing Opportunity.

### **Apartments - Crane Terrace Apartments**

1318 East Canal Drive, Turlock, CA 95380, Community Manager at (209) 669-4747  
Senior Community for those 62 and over. Featuring 1 & 2 bedroom apartments. Units are handicap accessible. Income & Lease Restrictions apply. Equal Housing Opportunity.

### **Apartments - Silvercrest Residence (Salvation Army) Seniors**

865 Lander Ave., Turlock CA Contact Property Manager at (209) 669-8863  
Senior 77 unit complex contains 1 bedroom units for low income seniors 62 and over.  
Income limits apply. No application fees. Two commodity food programs.

### **Apartments – Stanislaus County Aging & Veterans Services Call for listing of Housing Options**

[www.agingervices.info](http://www.agingervices.info) 121 Downey Ave., Suite 101 & 102, Modesto, 95354  
Senior Information Line: (209) 558-8698 or 1(800) 510-2020  
Services for Seniors, Caregivers and Veterans. Program eligibility varies.

Senior Housing Options: Call (209) 558-8698 or toll free 1(800) 510-2020 to request a copy of the current listings of Senior Residential & Assisted Living, Skilled Nursing Facilities, and Apartments. Website at <http://www.agingervices.info/senior-housing-assistance.shtm>



### **Community Housing and Shelter Services (CHSS)**

936 McHenry Ave., Room 131, Modesto CA 95350  
Shelter and Housing Counseling (209) 527-0444, Rental Assistance (209) 527-0415  
CHSS provides Housing Counseling to assist households with search for permanent housing, Rental Assistance to avoid eviction or move-in rent, deposit assistance for eligible households. Permanent Supportive Housing and short-term Emergency Shelter is provided to eligible families with children, seniors and the disabled.

## Renters & Landlords Information (continued)

### **Environmental Resources - Stanislaus County (Department of) (DER)**

[www.stancounty.com](http://www.stancounty.com) 3800 Cornucopia Way, Suite C, Modesto, CA 95358, (209) 525-6700  
DER strives to promote a safe and healthy environment and improve the quality of life. DER investigates tenant-reported Housing complaints. Call to report a Housing complaint.

**Fair Housing** - See Project Sentinel and Housing Discrimination Complaints below.

### **Housing Authority of the County of Stanislaus**

[www.stancoha.org](http://www.stancoha.org) (209) 557-2000, 1701 Robertson Road, Modesto, CA 95351  
Housing programs to assist low-income families. Eligibility is based on household income. Programs include: Section 8 rental assistance, Conventional Low Rent program, Farm labor program, Migrant Farm labor program, & Conant Place Senior Community.

### **Housing and Urban Development (HUD) - Rental Assistance Information**

<http://portal.hud.gov>

Website information topics including: Buy a Home, Avoid Foreclosure, Search for an Affordable Apartment, Find Rental Assistance, Talk to a Housing Counselor.

### **Housing Discrimination Complaints - HUD**

<http://www.hud.gov/complaints/housediscrim.cfm> 1(800) 669-9777, TTY 1(800) 927-9275  
Housing discrimination based on your race, color, national origin, religion, sex, family status, or disability is illegal by federal law. If you have been trying to buy or rent a home or apartment and you believe your rights have been violated, you can file a fair housing complaint.

### **Project Sentinel and Stanislaus County Mediation Center**

<http://www.housing.org> 1409 H Street, Modesto, CA 95354, (209) 236-1577  
Fair housing agency promoting and developing fairness and equality of opportunity for all people. The program covers Turlock, Modesto, and Stanislaus County residents. They can mediate Landlord/Tenant disputes, inform the owner or manager of the law, refer you to a state or federal enforcement agency or to a fair housing attorney for legal assistance and are a HUD approved mortgage counseling agency. There is no charge for any of these services.

### **Tenant Information - Department of Consumer Affairs (DCA)**

[www.dca.ca.gov](http://www.dca.ca.gov) 1(866) 320-8652 or 1(916) 574-7378  
The DCA provides publications on a variety of topics including "California Tenants-A Guide to Residential Tenant and Landlord Rights and Responsibilities". Contact them to order a copy or visit the website to view and or download a copy.

## Senior Services

### **AARP (American Association of Retired Persons)**

<http://www.aarp.org/> (website available in English and Spanish)  
Toll-Free Nationwide: 1(888) OUR-AARP (1-888-687-2277)  
Toll-Free TTY: 1(877) 434-7598, Toll-Free Span.: 1(877) 342-2277, Hours M-F, 7am-11 pm ET  
Nonprofit membership organization dedicated to persons 50 years old and older.



## Senior Services (continued)

### **Catholic Charities "Homemaker Service"**

400 12th Street, Suite 4, Modesto CA 95354, (209) 529-3784, Fax (209) 529-6083  
Homemakers provide up to four hours per month of homemaker chore service for seniors 60 years and older. The service targets those who live independently but are at risk of needing institutionalized care without some assistance. Homemakers primarily provide housecleaning, laundry and meal preparation. No fee. Donations appreciated.

### **Catholic Charities - Senior Options**

400 12th Street, Suite 4, Modesto CA 95354, (209) 529-3784, Fax (209) 529-6083  
Senior Options supports a senior's desire to safely and independently remain in his/her own home and community. With assistance, the at-risk senior's needs are identified and direct services are either arranged or provided. Fee for service.

### **Health Services Agency of Stanislaus County**

<http://www.schsa.org/> (select the Data & publications link) or for other Stanislaus County Services see <http://www.stancounty.com/services.shtm>  
Website documents include: Family Resource Directory, Family Safety Guide (English/Spanish), Optometrists and Dental providers in Stanislaus County, and Fall Prevention Resource Guide.

### **In-Home Support Services (IHSS)**

<http://www.stanworks.com/> Then look under Adult Services  
Community Services Agency- Stanislaus County (Stanislaus County Adult Services)  
251 East Hackett Road, Modesto, CA 95358 Main Phone Number: (209) 558-2500  
IHSS Phone Number: (209) 558-2637 Monday-Friday 8:30 a.m. to 4:30 p.m.  
There are aged, blind, or disabled persons who are limited in their ability to care for themselves and cannot live safely at home without help. IHSS provides assistance that may include housekeeping, meal preparation, shopping, laundry, and personal care.

**Long-Term Care Ombudsman Program** (See Abuse & Neglect section above).

### **Medicare**

<http://www.medicare.gov/> 1(800) MEDICARE 24 hours a day, 7 days a week  
Medicare is the federal health insurance program for people who are 65 or older.

### **Multipurpose Senior Services Programs (MSSP)**

121 Downey Ave., Suite 102, Modesto, CA 95354, (209) 558-2346  
Provide comprehensive case management services for low-income, frail seniors with the goal of preventing, or at least delaying placement in institutional settings. Services include: personal care, specialized transportation, counseling, minor home safety repairs, communication devices, respite for the caregiver, and advocacy.

### **Senior Center – Turlock**

<http://www.turlockseniors.org/>  
1191 Cahill Ave., Turlock, CA 95380, (209) 202-3872, E-mail: [Info@TurlockSeniors.org](mailto:Info@TurlockSeniors.org)  
Garden club, line dancing, low aerobic exercise, tai chi, acrylic painting, quilting, pinochle & bridge, bingo, pool, ball room dancing to live music and pot luck and/or catered dinners.

## Senior Services (continued)

### **Senior Hotline for Pension/Retirement Issues**

<http://slh.linc.net/> or <http://slh.linc.net/contact-us/> Toll Free: (800) 222-1753  
They help with pension/retirement issues to clients 60 years and over.

### **Stanislaus County 2-1-1** United Way of Stanislaus County

Dial 2-1-1 or 1(877) 211-7826 or website at [www.uwaystan.org](http://www.uwaystan.org) (click the 211 logo for search)  
2-1-1 Stanislaus is an information and referral line that connects callers with a wide range of referral information. For example: 2-1-1 can connect callers to food banks and hot meals, shelters, rent assistance programs, utility assistance programs, health care services, crisis intervention, substance abuse intervention, child care, and services for seniors.

### **Stanislaus County Aging & Veterans Services**

[www.agingservices.info](http://www.agingservices.info)

121 Downey Ave., Suite 101 & 102 (Woodside Professional Offices) Modesto, 95354

Senior Information Line: (209) 558-8698 or 1(800) 510-2020

Veterans Service Office (VSO) (209) 558-7380

Health Insurance Counseling and Advocacy (HICAP) (209) 558-4540

There is no charge or cost for services but donations are encouraged. Program eligibility varies; call the Senior & Caregiver line for information (209) 558-8698. Direct services provided:

- Senior & Caregiver information help line- Connecting people to programs and services available for seniors and their caregivers (209) 558-8698 or toll-free 1(800) 510-2020.
- Family Caregiver Support Program - offering respite hours and supplemental services for non-paid family caregivers of a senior 60+ or caring for Alzheimer family member-any age.
- Health Insurance Counseling and Advocacy (HICAP) (209) 558-4540 to help answer Medicare questions and compare Medicare insurance plans.
- Program to Encourage Active and Rewarding Lives for Seniors (PEARLS) offer in-home counseling to help seniors resolve problems associated with depression.
- Senior Peer Counseling- Peer senior volunteers, 55 and older, trained to provide counseling.
- Friendly Visitor program- Volunteers that provide social visits to seniors twice a month.
- Senior Center Without Walls- telephone reassurance in conjunction with a phone based activities just like what you would find at a senior center. Seniors call in to participate.
- Multi-Purpose Senior Services Program (MSSP)- Provides case management support to Medi-Cal eligible frail, elderly age 65 or older, in the community to allow them to avoid costly Board and Care placements and to remain safely in their own home.
- Veterans Services Office (VSO) -helps Veterans and their family members apply for the benefits for which they may be eligible. Call (209) 558-7380 to make an appointment.
- Senior Housing Options: Call (209) 558-8698 or toll free 1(800) 510-2020 to request a copy of the current listings of Senior Residential & Assisted Living, Skilled Nursing Facilities, and Apartments. Website at <http://www.agingservices.info/senior-housing-assistance.shtm>

### **Salvation Army**

[www.salvationarmyturlock.org](http://www.salvationarmyturlock.org) 893 Lander Ave., Turlock, CA 95381 (P.O. Box 3576)

Social Service phone (209) 669-5366, Recreation and Senior Programs (209) 667-6091.

Emergency food pantry, utility assistance and referring agency for families and individuals, crisis family counseling available by appointment, Handicapped accessories, Senior Meals, Senior Clubs, After School Kids program, Volunteers needed for programs.

## Senior Services (continued)

### **Salvation Army (Modesto Citadel)**

625 "I" Street, Modesto CA 95353 (P.O. Box 1663), Social services (209) 523-7577  
They provide the following programs to Modesto, Ceres, and Salida residents: VITA-income tax preparation, Information and Referral, Bingo Wednesdays, noon meals (Monday-Friday), Breakfast every Saturday except first Saturday (8 a.m.).

Emergency Food Assistance and Emergency Utilities Assistance-Crisis oriented assistance  
Child Development Center-ages 3-4 years (209) 342-5220. Seasonal Programs

Emergency Homeless Shelter-320 9th Street (9th & "D") Modesto, (209) 525-8954 office until 4:00 p.m., (209) 529-7507 site on weekends and after 4:00 p.m.

Transitional Living Center-320 9th Street (9th & "D") Modesto, (209) 525-8954 office until 4:00 p.m., (209) 529-7507 site on weekends and after 4:00 p.m.

### **Turlock Library**

[www.stanislauslibrary.org](http://www.stanislauslibrary.org) 550 Minaret Ave., Turlock, CA 95380, (209) 664-8100

Provides free access to the internet.

### **USA.gov for Seniors**

<http://www.usa.gov/> (website available in English and Spanish) 1(800) FED INFO 333-4636

Senior Resources: <http://www.usa.gov/Topics/Seniors.shtml>

Find a online information, services, and resources. Government information is listed by topic.

Topics include: Money & taxes, business & non-profits, jobs & education, voting & elections, health & nutrition. Senior resource links are found on their website.

## Transportation



**BLAST (Bus Line Service of Turlock)** [www.blastbus.com](http://www.blastbus.com) (209) 668-5600

### **Catholic Charities "Senior Connection/Senior Assisted Transportation"**

400 12th Street, Suite 4, Modesto CA 95354 (209) 593-6112, E-mail: [lewen@ccstockton.org](mailto:lewen@ccstockton.org)

The Program is designed to assist seniors age 60 years and older with door through door transportation throughout all of Stanislaus County.

### **Community Activities and Rehabilitation Transportation (CART)**

<http://www.tpcp.org/CART> (Turning Point Community Programs) (209) 238-9436.

Transit service providing consumers and their family members who do not have their own and/or have limited or no access to public transportation. By appointment only, at least 24 hours advance notice required. Travels throughout Modesto (in-town rides on a limited basis) and Ceres, Oakdale, Riverbank, Turlock, and Patterson. 18 years and over only.

### **DART (Dial-A-Ride of Turlock)**

[www.blastbus.com](http://www.blastbus.com) (209) 668-5600

Personalized transportation in the Turlock and Denair area. For trips inside the BLAST route area of central Turlock, DART service is limited to persons with disabilities, seniors ages 65 and older, and elementary students. For trips outside the BLAST route area, DART service is available to everyone. Pay as you board the bus, or purchase ticket books at Turlock Finance Division at City Hall 156 S. Broadway, Turlock (209) 668-5570.

## Transportation (continued)

### **Department of Motor Vehicles (DMV)**

[www.dmv.ca.gov](http://www.dmv.ca.gov) Call 1(800) 777-0133, hearing impaired call TTY 1(800) 368-4327

### **Dial-A-Ride (Surrounding Areas)**

Dial-A-Ride is a general public, curb-to-curb demand responsive public transit service. Vehicles are wheelchair accessible and bicycle accessible. Call in advance to make a reservation.

Ceres Dial-A-Ride and CAT (209) 527-4991

Escalon Dial-A-Ride (ETRANS) (209) 541-6645

Modesto Area Express (MAX) (209) 521-1274

Modesto Area Dial-A-Ride (209) 527-4900

Newman-Stanislaus Regional Transit (StaRT) 1(800) 262-1516

Oakdale-Stanislaus Regional Transit (StaRT) (209) 869-7444

Patterson-Stanislaus Regional Transit (StaRT) 1(800) 262-1516

Riverbank-Stanislaus Regional Transit (StaRT) (209) 869-7444

Patterson-Stanislaus Regional Transit (StaRT) 1(800) 262-1516

Stanislaus Regional Transit (StaRT) 1(800) 262-1516 <http://www.srt.org/>

Offers Oakdale or Riverbank to Modesto for seniors and disabled Mon-Sat.

Waterford-Stanislaus Regional Transit (StaRT) 1(800) 262-1516

Medivan (800) 262-1516 Service from Modesto to Bay Area Medical Centers (non-emergency)

<http://www.srt.org/medivaninfo2.html>

### **Greyhound Bus Lines**

<http://www.greyhound.com> (website available in English and Spanish)

Fare & Schedule toll-free number 1(800) 231-2222 and E-mail: [ifsr@greyhound.com](mailto:ifsr@greyhound.com),

En Espanol 1(800) 531-5332, TDD/TTY 1(800) 345-3109

Turlock-243 South Golden State Blvd., Turlock, CA 95380, (209) 634-6579

Modesto-1001 9th Street Suite C, Modesto, CA 95354, (209) 526-4314

Merced- 710 West 16th Street, Merced, CA 95340, (209) 722-2121

### **Multipurpose Senior Services Programs (MSSP)**

121 Downey Ave., Suite 102, Modesto, CA 95354, (209) 558-2346, Fax (209) 558-8152

Services include: personal care, specialized transportation, counseling, minor home safety repairs, communication devices, respite for the caregiver, and advocacy.

**Public Transportation** -see your local yellow pages list local transportation options.

## Utilities & Assistance Programs

### **AT & T**

[www.att.com](http://www.att.com) (website available in English and Spanish)

Residential Customer Service 1(800) 288-2020, For hearing, speech, vision or mobility impaired call 1(800) 772-3140, TTY access, dial 1(800) 651-5111.

California LifeLine -Discounted rates based. Call for information 1(800) 377-9450.

## Utilities & Assistance Programs

### **Central Valley Opportunity Center (CVOC)**

<http://www.cvoc.org/> (website available in English and Spanish)

1581 Cummins Drive, Modesto, CA 95358, (209) 577-3210

Vocational training school offering supportive services, job placement, and job training.

Support services such as rental assistance, food vouchers and emergency shelter are offered.

Applicants must meet low-income requirements.

**Charter Communications (Cable TV)** [www.charter.com](http://www.charter.com) 1(866) 731-5420 toll free

### **Modesto Irrigation District (MID)**

<http://www.mid.org/> 1231 11th St. (P.O. Box 4060) Modesto, CA 95352 (209) 526-7373

M I D CARES: (Community Alternative Rates for Electric Service) Qualified low-income residential electric customers can get a discount on their monthly electric bill. Applications online or by calling toll free: 1(866) 645-6625. Deaf or hearing impaired customers may call 1 (916) 327-6318 TDD/TTY or CA Relay Service at 1(800) 735-2929 TTY.

Medical Life Support Rate: If your medical condition requires items that increase your electric bill, you may qualify for the medical life support rate - Call (209) 526-7435.

MID-customers eligible for rebates on qualified energy-efficient products.

### **PG & E (Pacific Gas & Electric)**

<http://www.pge.com/> (website available in English, Spanish, & other languages)

In an emergency situation, leave the area then call 911 and PG&E at 1(800) 743-5000.

Residential Customer Service Center (Emergency & Customer Service 24hr)

1(800) PGE-5000 or 1(800) 743-5000

California Alternate Rates for Energy (CARE) program: CARE Hotline at 1(800) 239-5170

<http://www.pge.com/myhome/customerservice/financialassistance/care/>

The CARE program provides a monthly discount on energy bills for income-qualified households and housing facilities. Visit website or call Hotline or e-mail CAREandFERA@pge.com.

### **Salvation Army**

[www.salvationarmyturlock.org](http://www.salvationarmyturlock.org) 893 Lander Ave., Turlock, CA 95381 (P.O. Box 3576)

Social Services (209) 669-5366; Emergency food pantry, utility assistance and referring

agency for families and individuals, crisis family counseling available by appointment.

### **Salvation Army (Modesto Citadel)**

625 "I" Street, Modesto CA 95353 (P.O. Box 1663), Social services (209) 523-7577

Emergency Utilities Assistance-Crisis oriented assistance

### **Turlock Irrigation District (TID) Water and Power**

[www.tid.com](http://www.tid.com) E-mail: [info@tid.org](mailto:info@tid.org) (209) 883-8300 or (209) 883-8222 customer service

Serving Irrigation Water and Electricity -333 East Canal Dr. Turlock, CA 95380

TID offers discounts for residential electric customers who meet the income guidelines as well as eligible customers with life support equipment in their homes or medical conditions requiring special heating or air conditioning temperatures.

## Utilities & Assistance Programs (continued)

### **Turlock Scavenger Company (garbage service)**

[www.turlockscavenger.com](http://www.turlockscavenger.com) 1200 S. Walnut Road (Turlock, CA 95380), (209) 668-7274  
Turlock Scavenger provides Residential, Commercial and Industrial Solid Waste and Recycling pickup service.

### **Utilities- City of Turlock**

<http://www.turlock.ca.us>

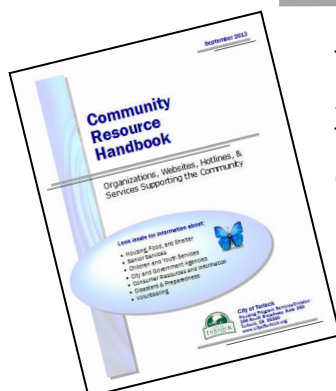
Finance Division at Turlock City Hall- 156 S. Broadway, Turlock, CA 95380, (209) 668-5570  
They process utility bill statements and payments for the City's customers. Water/sewer/garbage payments can be made in person at the Finance Division, online, at drop off locations (156 S. Broadway - Drop Slot on Front of the City Hall Building and 333 E. Canal Dr. - Near the TID Drop Box) and/or by mail.

Senior Discount Available on Garbage Service Fees: Senior Citizens (65 years and older) are eligible to receive a discount on their Turlock garbage service. Contact the City of Turlock Finance Division for more information and requirements (209) 668-5570.



## Other Community Resource Directories & 2-1-1 Referral Line:

- Stanislaus County Health Services Agency: Family Resource Directory and Support Group Search available at <http://www.friendsaregoodmedicine.com/>
- Stanislaus County 211: Call 2-1-1 or 1(877) 211-7826 or [www.uwaystan.org](http://www.uwaystan.org) for Information and Referrals for social services



This information was condensed from the 2013 *Community Resource Handbook* available online and downloadable at the City of Turlock website. This is not an endorsement of the organizations or services listed. Please contact the organizations directly for current information and services.



City of Turlock  
Housing Program Services Division  
156 South Broadway, Suite 250, Turlock, CA 95380  
(209) 668-5610, TDD 1(800) 735-2929, [www.cityofturlock.org](http://www.cityofturlock.org)