

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 www.alz.org
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 www.aarp.org
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 www.c4a.info/
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.	Consumer Information Hotline Toll-Free 1-800-474-1116 www.canhr.org
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." www.cafoodbanks.org/
CA Board of Accountancy	Licenses & Regulates: • Certified Public Accountants • Public Accountants • Accounting Firms	(916) 263-3680 www.dca.ca.gov/cba
CA Contractors State License Board	Licenses & Regulates: 43 classifications of contractors and home improvement sales.	Toll-Free 1-800-321-2752 www.cslb.ca.gov
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 www.dca.ca.gov Cemetery & Funeral Bureau (916) 574-7870 www.cfb.ca.gov
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 www.corp.ca.gov

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CA Department of Financial Institutions	Licenses & Regulates: banks and credit unions.	Toll-Free 1-800-622-0620 www.dfi.ca.gov
CA Department of Health Services	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 www.stopmedi-calfraud.dhs.ca.gov Nursing Home Complaints Toll-Free 1-800-236-9747 Partnership for Long-Term Care Toll-Free 1-800-227-3445 www.dhs.ca.gov
CA Department of Insurance	Licenses & Regulates: insurance agents, brokers, and companies, viaticals, and annuities.	Toll-Free 1-800-927-HELP (1-800-927-4357) www.insurance.ca.gov
CA Department of Justice–Office of the Attorney General	Oversees charities and fundraisers, medical fraud, and identify theft.	www.caag.state.ca.us Identity Theft Victims Toll-Free 1-888-880-0240 Elder Abuse Reporting Hotline Toll-Free 1-888-436-3600 Registry of Charitable Trusts (916) 445-2021
CA Department of Managed Health Care	Information about health care rights & benefits.	Toll-Free 1-888-466-2219 www.dmhc.ca.gov
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 www.dre.ca.gov
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 www.dss.cahwnet.gov
CA Department of Veterans Affairs	Provides benefits & services to CA veterans, including dependents and survivors.	Toll-Free 1-800-952-5626 www.cdva.ca.gov
CA Medical Board	Make inquiries or file complaints about CA physicians.	Toll-Free 1-800-633-2322 www.medbd.ca.gov
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 www.oispp.ca.gov

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CA Professional Fiduciaries Bureau	Licenses & Regulates: Non-family member private fiduciaries.	(916) 574-7340 www.fiduciary.ca.gov
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 www.cpuc.ca.gov Utility & Telephone Fraud Hotline 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 www.ddtp.org
Cal Phone Info	Assists consumers on telephone services.	calphoneinfo.com
California Registry	Referrals for assisted living facilities, residential care homes, Alzheimer's facilities, & continuity care communities.	Toll-Free 1-800-777-7575 www.calregistry.com
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 www.optoutprescreen.com
Direct Marketing Association	Provides information on how to remove your name from mailing lists, telemarketing lists, e-mail lists and other marketing lists.	www.dmachoice.org
Eldercare Locator Service	Provides nationwide assistance for seniors, their families, and caregivers, with referrals to local agencies.	Toll-Free 1-800-677-1116 www.eldercare.gov
Financial Industry Regulatory Authority (FINRA)	Licenses & Regulates: individuals and companies conducting various securities activities; establishes rules and conducts audits.	(301) 590-6500 www.finra.org FINRA Broker Check Hotline 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 www.calmedicare.org/counseling/index.html
Meals-on-Wheels and other CA Senior Meals Programs	Locate senior meal programs.	www.mealcall.org/meals-on-wheels/ca/index.htm
Medicare	See U.S. Dept. of Health & Human Services listing on page 21.	Medicare Information Hotline Toll-Free 1-800-633-4227 www.medicare.gov
National Center on Elder Abuse (NCEA)	Info. & links on crimes against the elderly, including financial abuse.	Toll-Free 1-800-677-1116 www.ncea.aoa.go

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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 www.ncvc.org
National Foundation for Credit Counseling	Assists with credit problems & creditors.	Toll-Free 1-800-388-2227 (In Spanish: 1-800-682-9832) www.nfcc.org
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 www.phonebusters.com
Privacy Rights Clearinghouse	Information on privacy issues and identity theft.	(619) 298-3396 www.privacyrights.org
Rebuilding Together	Provides free home repair for low-income homeowners, especially at-risk seniors.	Toll-Free 1-800-473-4229 www.rebuildingtogether.org
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 www.seniorlegalhotline.org
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 www.calbar.ca.gov
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 www.oig.hhs.gov Medicare Information Hotline Toll-Free 1-800-633-4227 www.medicare.gov
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 www.va.gov

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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) www.ftc.gov
Identity Theft Hotline	Help for identity theft victims to resolve financial and other problems & file complaints.	Toll-Free 1-877-438-4338 www.consumer.gov/idtheft
"Do Not Call" Registry	Register phone numbers to reduce telemarketing.	Toll-Free 1-888-382-1222 TTY 1-866-290-4236 www.donotcall.gov
U.S. Internal Revenue Service (IRS)	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 www.irs.gov
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 www.postalinspectors.uspis.gov Sweepstakes/Mail Fraud Hotline 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 www.sec.gov
U.S. Social Security Administration	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 www.ssa.gov