

California Department of Corporations

Senior Resource Guide

Oct 2011

Agency	Responsibilities	Contact Information
Adult Protective Services (APS)	Assists seniors and dependent adults; investigates reports of physical, emotional and/or financial abuse.	To find your local APS, look under "County Government" in the white pages of your phone book.
Alzheimer's Association	Information, referrals, and support for individuals and families coping with Alzheimer's and other forms of 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
Annual Credit Report	Only way to get free credit report (without gimmicks or fees) – your right under federal consumer protection laws.	Toll-Free 1-877-322-8228 www.annualcreditreport.com
CA Advocates for Nursing Home Reform	Helps nursing home residents and their families find legal services and provides accurate information on Medi-Cal and long-term care issues.	Consumer Information Hotline Toll-Free 1-800-474-1116 www.canhr.org
CA Association of Area Agencies on Aging	Information for seniors, caregivers, and family members about senior programs and services. Call Toll-Free number to locate senior services in your local area.	(916) 443-2800 www.c4a.info Senior Information Hotline Toll-Free 1-800-510-2020
CA Association of Food Banks	Provides information about and coordination among CA food banks.	Toll-Free 1-866-321-4435 Or look under "County Government" in the white pages of your phone book to find the nearest food bank. www.cafoodbanks.org
CA Board of Accountancy	Licenses & Regulates: certified public accountants, public accountants, and accounting firms.	(916) 263-3680 www.dca.ca.gov/cba
CA Contractors State License Board	Licenses & Regulates: 43 classifications of contractors and home improvement specialties.	Toll-Free 1-800-321-2752 www.cslb.ca.gov
CA Department of Aging	Oversees programs that serve older adults, adults with disabilities, family caregivers, and residents in long-term care facilities throughout CA.	(916) 419-7500 TDD 1-800-735-2929 Senior Information Hotline Toll-Free 1-800-510-2020 Long-Term Care Facilities Crisis Hotline Toll-Free 1-800-231-4024 www.aging.ca.gov

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CA Department of Consumer Affairs	Licenses & Regulates: over 100 professions including doctors, dentists, contractors, funeral and cemetery providers, auto repair technicians and auto repair shops, and cosmetologists.	Toll-Free 1-800-952-5210 www.dca.ca.gov Cemetery and Funeral Bureau (916) 574-7870 www.cfb.ca.gov
CA Department of Corporations	Licenses & Regulates: individuals and companies conducting various financial activities, including investment advisors, brokers, payday lenders, and franchises.	Toll-Free 1-866-ASK-CORP (1-866-275-2677) TTY 1-800-735-2922 www.corp.ca.gov
CA Department of Financial Institutions	Licenses & Regulates: CA banks and credit unions.	Toll-Free 1-800-622-0620 www.dfi.ca.gov
CA Department of Health Care Services	Oversees Medi-Cal and other programs that provide a health care safety net for low-income and disabled Californians.	Medi-Cal and In-Home Support Services (IHSS) Fraud Hotline Toll-Free 1-800-822-6222 www.dhcs.ca.gov
CA Department of Insurance	Licenses & Regulates: insurance agents, brokers, companies, viaticals, and annuities.	Toll-Free 1-800-927-HELP (1-800-927-4357) www.insurance.ca.gov
CA Department of Justice – Attorney General’s Office	Oversees consumer complaints, public records act requests, charities and fundraisers, criminal justice information, and identify theft. Also investigates Medi-Cal fraud and elder abuse in long-term care facilities.	Public Inquiry Unit Toll-Free 1-800-952-5225 TTY 1-800-735-2929 www.oag.ca.gov Medi-Cal Fraud and Elder Abuse Reporting Hotline Toll-Free 1-800-722-0432
CA Department of Managed Health Care	Information about health insurance, and patient rights and benefits.	Toll-Free 1-888-466-2219 www.dmhc.ca.gov
CA Department of Mental Health	Oversees mental health programs and facilities throughout CA.	Main Number: (916) 654-3890 TTY 1-800-896-2512 www.dmh.ca.gov
CA Department of Privacy Protection	Information on privacy issues; works with law enforcement on identity theft cases.	Toll-Free 1-866-785-9663 www.privacy.ca.gov
CA Department of Public Health	Licenses & Regulates: hospitals, health care facilities, skilled nursing facilities. Also oversees CA and local public health programs and vital records information.	Main Number: (916) 875-5881 Licensing/Complaints for Facilities Toll-Free 1-800-236-9747 Vital Records (916) 445-2684 www.cdph.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 (916) 227-0864 Sacramento (619) 525-4192 San Diego www.dre.ca.gov

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CA Department of Social Services	Information about various social services, including: food, food stamps, transportation, housing, health, residential care, day care, foster care, adoption, disaster services, refugee services, services for blind and disabled, and in-home care.	(916) 651-8848 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 Managed Risk Medical Insurance Board	Oversees operation of four programs that serve lower income and high health risk individuals in CA.	(916) 324-4695 TTY 1-800-735-2929 www.mrmib.ca.gov
CA Medical Board	Licenses & Regulates: CA physicians and other allied health care professionals.	Toll-Free 1-800-633-2322 www.medbd.ca.gov
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 improvements 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	Assistance with telephone company problems.	http://calphoneinfo.com/
California Registry	Referrals for assisted living facilities, residential care homes, Alzheimer's facilities, & continuing care communities.	Toll-Free 1-800-777-7575 www.calregistry.com
Charity Navigator	Research charities to confirm their legitimacy and review expenditures on fundraising, administrative costs, and actual programs/beneficiaries.	www.charitynavigator.org
Consumer Credit Reporting – “Opt-Out”	Remove your name from lists used by creditors and insurers to make offers of credit or insurance.	Toll-Free 1-888-567-8688 TTY 1-800-821-7232 www.optoutprescreen.com
Direct Marketing Association	Remove your name from marketing lists, including telemarketing, USPS mail, e-mail, and catalogs.	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

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FICO	Get a copy of your credit score information for a modest fee.	Toll-Free 1-800-319-4433 www.myfico.com
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 information to help Medicare members make the best choices for their individual health care needs.	Toll-Free 1-800-434-0222 www.cahealthadvocates.org
Legal Services and Forms	Provides a guide to free and low-cost legal aid, forms, assistance, and services in CA.	www.lawhelpcalifornia.org
Meals-on-Wheels and other CA Senior Meals Programs	Find local senior meal programs.	www.mealcall.org/meals-on-wheels/ca/index.htm
Medicare Program	See U.S. Dept. of Health & Human Services listing below.	
National Center on Elder Abuse (NCEA)	Information and assistance with crimes against the elderly, including elder abuse and elder financial abuse.	Eldercare Locator Hotline Toll-Free 1-800-677-1116 www.ncea.aoa.gov
National Center for Victims of Crime	Provides attorney referrals for victims of crime.	(202) 467-8700 www.ncvc.org
National Domestic Violence Hotline	Confidential referrals, crisis intervention, advocacy, safety planning, resources and hope to everyone affected by domestic violence.	Toll-Free 1-800-799-7233 TTY: 1-800-787-3224 www.thehotline.org
National Foundation for Credit Counseling	Assistance with credit problems and 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.	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
State Bar of California	Information to help you find an attorney, including elder law or trust specialists. Also, file complaints and get assistance with 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

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U.S. Department of Health & Human Services	Report fraud, waste or abuse, including Medicare, child support, and food stamps, and file complaints about employees and contractors. Up-to-date Information about Medicare and health plans in your geographic 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 TTY 1-800-829-4833 www.va.gov
U.S. Federal Trade Commission (FTC)	Provides consumer protection on: loans, credit cards, identity theft, telemarketing, funerals and cemeteries.	Toll-Free 1-877-382-4357 www.ftc.gov
Identity Theft Hotline	Help for identity theft victims to resolve financial and other problems and 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) Inspection Services	Call if your mail was stolen, your mailing address was fraudulently changed, or if the U.S. mail was used in an identity theft scheme.	Toll-Free 1-800-654-8896 https://postalinspectors.uspis.gov/ Sweepstakes/Mail Fraud Hotline Toll-Free 1-877-876-2455 (ext 3)
U.S. Securities & Exchange Commission (SEC)	Licenses & Regulates: national securities exchanges, investment companies, investment advisors managing over \$100M in client assets.	Toll-Free 1-800-732-0330 www.sec.gov
U.S. Social Security Administration (SSA)	Provides economic protection for Americans, Social Security information, and fraud prevention related to Social Security.	Earnings/Benefit Status Info Toll-Free 1-800-772-1213 TTY 1-800-325-0778 Report Social Security Fraud Toll-Free 1-800-269-0271 TTY 1-866-501-2101 www.ssa.gov