

# California Department of Corporations

## Senior Resource Guide

### Oct 2011

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 find your local APS, look under "County Government" in the white pages of your phone book.
<b>Alzheimer's Association</b>	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 <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>Annual Credit Report</b>	Only way to get <b>free</b> credit report (without gimmicks or fees) – your right under federal consumer protection laws.	Toll-Free 1-877-322-8228 <a href="http://www.annualcreditreport.com">www.annualcreditreport.com</a>
<b>CA Advocates for Nursing Home Reform</b>	Helps nursing home residents and their families find legal services and provides accurate information 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 Area Agencies on Aging</b>	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 <a href="http://www.c4a.info">www.c4a.info</a> <b>Senior Information Hotline</b> Toll-Free 1-800-510-2020
<b>CA Association of Food Banks</b>	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. <a href="http://www.cafoodbanks.org">www.cafoodbanks.org</a>
<b>CA Board of Accountancy</b>	Licenses & Regulates: certified public accountants, public accountants, and accounting firms.	(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 specialties.	Toll-Free 1-800-321-2752 <a href="http://www.cslb.ca.gov">www.cslb.ca.gov</a>
<b>CA Department of Aging</b>	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 <b>Senior Information Hotline</b> Toll-Free 1-800-510-2020 <b>Long-Term Care Facilities Crisis Hotline</b> Toll-Free 1-800-231-4024 <a href="http://www.aging.ca.gov">www.aging.ca.gov</a>

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<b>CA Department of Consumer Affairs</b>	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 <a href="http://www.dca.ca.gov">www.dca.ca.gov</a> <b>Cemetery and Funeral Bureau</b> (916) 574-7870 <a href="http://www.cfb.ca.gov">www.cfb.ca.gov</a>
<b>CA Department of Corporations</b>	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 <a href="http://www.corp.ca.gov">www.corp.ca.gov</a>
<b>CA Department of Financial Institutions</b>	Licenses & Regulates: CA banks and credit unions.	Toll-Free 1-800-622-0620 <a href="http://www.dfi.ca.gov">www.dfi.ca.gov</a>
<b>CA Department of Health Care Services</b>	Oversees Medi-Cal and other programs that provide a health care safety net for low-income and disabled Californians.	<b>Medi-Cal and In-Home Support Services (IHSS) Fraud Hotline</b> Toll-Free 1-800-822-6222 <a href="http://www.dhcs.ca.gov">www.dhcs.ca.gov</a>
<b>CA Department of Insurance</b>	Licenses & Regulates: insurance agents, brokers, 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>
<b>CA Department of Justice – Attorney General’s Office</b>	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.	<b>Public Inquiry Unit</b> Toll-Free 1-800-952-5225 TTY 1-800-735-2929 <a href="http://www.oag.ca.gov">www.oag.ca.gov</a> <b>Medi-Cal Fraud and Elder Abuse Reporting Hotline</b> Toll-Free 1-800-722-0432
<b>CA Department of Managed Health Care</b>	Information about health insurance, and patient rights and benefits.	Toll-Free 1-888-466-2219 <a href="http://www.dmhc.ca.gov">www.dmhc.ca.gov</a>
<b>CA Department of Mental Health</b>	Oversees mental health programs and facilities throughout CA.	<b>Main Number:</b> (916) 654-3890 TTY 1-800-896-2512 <a href="http://www.dmh.ca.gov">www.dmh.ca.gov</a>
<b>CA Department of Privacy Protection</b>	Information on privacy issues; works with law enforcement on identity theft cases.	Toll-Free 1-866-785-9663 <a href="http://www.privacy.ca.gov">www.privacy.ca.gov</a>
<b>CA Department of Public Health</b>	Licenses & Regulates: hospitals, health care facilities, skilled nursing facilities.  Also oversees CA and local public health programs and vital records information.	<b>Main Number:</b> (916) 875-5881 <b>Licensing/Complaints</b> for Facilities Toll-Free 1-800-236-9747 <b>Vital Records</b> (916) 445-2684 <a href="http://www.cdph.ca.gov">www.cdph.ca.gov</a>
<b>CA Department of Real Estate</b>	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 <a href="http://www.dre.ca.gov">www.dre.ca.gov</a>

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<b>CA Department of Social Services</b>	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 <a href="http://www.dss.cahwnet.gov">www.dss.cahwnet.gov</a>
<b>CA Department of Veterans Affairs</b>	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>
<b>CA Managed Risk Medical Insurance Board</b>	Oversees operation of four programs that serve lower income and high health risk individuals in CA.	(916) 324-4695 TTY 1-800-735-2929 <a href="http://www.mrmib.ca.gov">www.mrmib.ca.gov</a>
<b>CA Medical Board</b>	Licenses & Regulates: CA physicians and other allied health care professionals.	Toll-Free 1-800-633-2322 <a href="http://www.medbd.ca.gov">www.medbd.ca.gov</a>
<b>CA Professional Fiduciaries Bureau</b>	Licenses & Regulates: non-family member private fiduciaries.	(916) 574-7340 <a href="http://www.fiduciary.ca.gov">www.fiduciary.ca.gov</a>
<b>CA Public Utilities Commission</b>	Regulates privately owned utilities, telecommunications, transit, and transportation companies. Provides weatherization and other energy efficiency improvements 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
<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 <a href="http://www.ddtp.org">www.ddtp.org</a>
<b>Cal Phone Info</b>	Assistance with telephone company problems.	<a href="http://calphoneinfo.com/">http://calphoneinfo.com/</a>
<b>California Registry</b>	Referrals for assisted living facilities, residential care homes, Alzheimer's facilities, & continuing care communities.	Toll-Free 1-800-777-7575 <a href="http://www.calregistry.com">www.calregistry.com</a>
<b>Charity Navigator</b>	Research charities to confirm their legitimacy and review expenditures on fundraising, administrative costs, and actual programs/beneficiaries.	<a href="http://www.charitynavigator.org">www.charitynavigator.org</a>
<b>Consumer Credit Reporting – “Opt-Out”</b>	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 <a href="http://www.optoutprescreen.com">www.optoutprescreen.com</a>
<b>Direct Marketing Association</b>	Remove your name from marketing lists, including telemarketing, USPS mail, e-mail, and catalogs.	<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>

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<b>FICO</b>	Get a copy of your credit score information for a modest fee.	Toll-Free 1-800-319-4433 <a href="http://www.myfico.com">www.myfico.com</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 information to help Medicare members make the best choices for their individual health care needs.	Toll-Free 1-800-434-0222 <a href="http://www.cahealthadvocates.org">www.cahealthadvocates.org</a>
<b>Legal Services and Forms</b>	Provides a guide to free and low-cost legal aid, forms, assistance, and services in CA.	<a href="http://www.lawhelpcalifornia.org">www.lawhelpcalifornia.org</a>
<b>Meals-on-Wheels and other CA Senior Meals Programs</b>	Find local 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 Program</b>	See U.S. Dept. of Health & Human Services listing below.	
<b>National Center on Elder Abuse (NCEA)</b>	Information and assistance with crimes against the elderly, including elder abuse and elder financial abuse.	<b>Eldercare Locator Hotline</b> Toll-Free 1-800-677-1116 <a href="http://www.ncea.aoa.gov">www.ncea.aoa.gov</a>
<b>National Center for Victims of Crime</b>	Provides attorney referrals for victims of crime.	(202) 467-8700 <a href="http://www.ncvc.org">www.ncvc.org</a>
<b>National Domestic Violence Hotline</b>	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 <a href="http://www.thehotline.org">www.thehotline.org</a>
<b>National Foundation for Credit Counseling</b>	Assistance with credit problems and 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 – Canadian Anti-Fraud Call Center</b>	Report Canadian lottery scams, identity theft, and telemarketing crimes.	Toll-Free 1-888-495-8501 <a href="http://www.phonebusters.com">www.phonebusters.com</a>
<b>Privacy Rights Clearinghouse</b>	Information on privacy issues and identity theft.	(619) 298-3396 <a href="http://www.privacyrights.org">www.privacyrights.org</a>
<b>Rebuilding Together</b>	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>
<b>State Bar of California</b>	Information to help you find an attorney, including elder law or trust specialists. Also, file complaints and get assistance with 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>

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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.	<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 TTY 1-800-829-4833 <a href="http://www.va.gov">www.va.gov</a>
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 <a href="http://www.ftc.gov">www.ftc.gov</a>
Identity Theft Hotline	Help for identity theft victims to resolve financial and other problems and 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) 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 <a href="https://postalinspectors.uspis.gov/">https://postalinspectors.uspis.gov/</a> <b>Sweepstakes/Mail Fraud Hotline</b> 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 <a href="http://www.sec.gov">www.sec.gov</a>
U.S. Social Security Administration (SSA)	Provides economic protection for Americans, Social Security information, and fraud prevention related to Social Security.	<b>Earnings/Benefit Status Info</b> Toll-Free 1-800-772-1213 TTY 1-800-325-0778 <b>Report Social Security Fraud</b> Toll-Free 1-800-269-0271 TTY 1-866-501-2101 <a href="http://www.ssa.gov">www.ssa.gov</a>