



City of
Mountain View

AGE FRIENDLY MOUNTAIN VIEW
SENIOR RESOURCE GUIDE



**FINANCIAL SERVICES
& LEGAL RESOURCES**

- All information is subject to change
- Please call to confirm pricing

**Revised December
2023**

FINANCIAL SERVICES

General services, including emergency financial help

Community Service Agency of Mountain View & Los Altos

Free

Low-income

Emergency Financial (Rent & Utilities) Assistance; Senior Case Management including budget management help.

<https://www.csacares.org>

(650) 968-0836

St. Vincent de Paul, Santa Clara County

Free

Low income

Homeless Services; Rent, Utility or Food Assistance

St. Joseph, Mountain View 94041

<http://www.svdop.org>

(650) 967-3831

Salvation Army

Free

Low income

Bill Pay Assistance

3090 Homestead Rd, Santa Clara

https://siliconvalley.salvationarmy.org/silicon_valley

(408) 247-4588

Life Moves

Free

Homeless and at risk of becoming homeless

Emergency & Transitional Shelter; Food services

<https://lifemoves.org/>

(408) 271-1630



Sourcewise

Sourcewise compiled a list of the most requested resources based on the frequency these services are requested. Legal services include: programs that provide assistance in the form of advocacy, arbitration, class action litigation, legal counseling, legal representation, mediation, paralegal counseling, self-representation assistance and/or court watching which focus on a particular area of law.

www.mysourcewise.com

(408) 350-3200

- Conservatorship/Public Guardian
- Consumer Protection Assistance
- Courts
- Dispute Resolution/Mediation
- Domestic Violence Resources
- Elder Law Attorneys
(Conservatorship, Probate, Trust, Wills)
- End-of-Life Legal Documentation
- Estate Planning
- Family Law
- Identity Theft Information
- Immigration
- Lawyer Referral Services
- Legal Aid/Advocacy
- Notary Services
- Patient Rights/Advance Medical Directives
- Victim Assistance Programs
- Vital Records

Senior Adult Legal Assistance – SALA

SALA is a non-profit elder law office whose mission is to support older persons in their efforts to live safely, independently, non-institutionalized, and with dignity. Established in 1973, SALA provides free legal services and community education to Santa Clara County residents who are age 60 or older. There is no income eligibility qualification to use SALA's services.

www.sala.org

(408) 295-5991

SALA Specializes in These Legal Matters:

- Public Benefits
- Long Term Care
- Elder Abuse
- Housing
- Consumer
- Incapacity Planning
- Probate Alternatives
- Simple Wills

UTILITIES REBATES & ASSISTANCE

Pacific Gas & Electric Company (PG&E): Assistance Programs

Low income

Financial assistance in case of hardship

<https://energyinsight.secure.force.com>

(800) 743-5000

California Department of Community Services & Development (CSD): Home Energy Assistance Program (HEAP) - Low-Income Home Energy Assistance Program (LIHEAP)

Details: LIHEAP is a federal program that provides assistance to eligible low-income households to manage and meet their immediate home heating and/or cooling needs.

<https://www.benefits.gov/benefit/1540>

(866) 675-6623

California Alternate Rates for Energy Program (CARE)

Low income PG&E customers

Deep discounts on energy bills for low income families (<\$32,500 for 2 person household)

<https://www.pge.com>

(866) 743-2273

Family Electric Rate Assistance Program (FERA)

Low income PG&E customers

12% discount on their electricity bill for families of 3+ with limited income.

<https://www.pge.com>

(866) 743-2273



PHONE SERVICES

SafeLink

Free - Low Income

Low income

Free wireless program.

Household Yearly Gross Income: 1 or 2 persons: \$28,700, 3 persons: \$33,300,

4 persons: \$40,600 Each additional member \$7,300 Call for current rates.

<http://www.safelink.com>

(800) 723-3546

California LifeLine

Cost: Free - Low Income

Public: Low income

Details: State program that provides discounted home/cell phone services to eligible households

www.californialifeline.com/

English 1 (866) 272-0349, Spanish 1(866) 272-0350, Lao/Hmong 1(866) 272-0351, Khmer (Cambodian) 1(866)272-0352, Tagalog 1(866)272-0353, Korean1(866) 272-0354, Vietnamese 1(866) 272-0355, Chinese (Mandarin/Cantonese) 1(866)272-0356, Japanese 1(866) 296-0860

Internet Access

Access from AT&T

Low Income

Internet service for \$30/mo. or less based on the maximum speed available at your address up to 100Mbps.

www.att.com

English (855) 220-5211 Spanish (855) 220-5225

Internet Essentials from Comcast

Seniors 62 and above & low income

Call for current rates.

(855) 846-8376

<https://internetessentials.com/seniors>

PCs for People

Low Income

Refurbished PCs and/or Internet for \$15.00/month

Maximum income to qualify: \$27,180 for one person households, \$36,220 for 2 persons.

<https://www.pcsforpeople.org/>

(651) 354-2552

Auto Repair

Consumer Assistance Program

Repair Assistance - Low Income

Assistance of up to \$1200 for vehicles needing emissions-related repairs in order to comply with Smog Check standards.

<https://www.bar.ca.gov/>

(800) 952-5210 or (866) 272-9642

LOW COST FINANCIAL HELP/ COACHING

Representative Payee Program

Adult and Older Adult Division (Santa Clara County)

Representative payee program

Behavioral Health Services Administration

828 South Bascom Avenue, Suite 200

San Jose, CA 95128

<https://bhsd.sccgov.org/about-us/adult-and-older-adult-division>

(408) 823-8075 & (408) 885-5770

Sacred Heart Community Service

Low cost

Low income

Public benefits screening and financial coaching

1381 South First St.

San Jose, CA 95110

<https://www.sacredheartcs.org/programs>

(408) 278-2160

Fiduciary Services

Jewish Family and Children's Services of San Francisco, the Peninsula, Marin, and Sonoma Counties.

Help paying bills, depositing checks, balancing bank statements, budgeting, dealing with health insurances, benefits and taxes + long-term planning and real property matters.

Koret Family Resource Center

200 Channing Avenue

Palo Alto, CA 94301

<https://www.jfcs.org/find-help/seniors/fiduciary-services/>

(650) 688-3030 & (844) 222-3212

Seniors at home (650) 688-3000

General Financial Information and link to resources

California Senior Gateway

Resources regarding reverse mortgages, Fiduciaries, Financial Education, Financial Abuse, Fraud & Scams, Health care.

www.seniors.ca.gov/

DEBT MANAGEMENT & CONSUMER PROTECTION

Consumer Protection Unit (Santa Clara County District Attorney's Office)

Address: 70 W. Hedding St., West Wing 4th Floor San Jose, CA 95110

Details: The Consumer Protection Unit is responsible for processing all inquiries received from consumers who are complaining about businesses. The unit has two divisions: mediation and enforcement.

[Consumer Protection Unit - Office of the District Attorney - County of Santa Clara \(sccgov.org\)](http://sccgov.org)
(408) 792-2880

Consumer Credit Counseling Service CCCS of San Francisco

Cost: Free or low fee

Details: Assistance with: Budgeting, Debt Management, Housing, Bankruptcy.
Spanish, Chinese, and Tagalog spoken.

Counseling by phone, mail & Chat.

www.cccsf.org/
(800) 777-7526

California Department of Consumer Affairs

Address: Consumer Information Division 1625 North Market Boulevard, Suite N 112
Sacramento, CA 95834

<http://www.dca.ca.gov/consumers/index.shtml>
(800) 952-5210 Voice & (800) 326-2297 TTY/TDD

Consumer Financial Protection Bureau (CFPB)

Address: PO Box 2900, Clinton, IA 52733-2900

Details: The CFPB has gathered resources to help older adults and those who serve them manage their finances.

[Working with older adults | Consumer Financial Protection Bureau \(consumerfinance.gov\)](http://consumerfinance.gov)
(855) 411-2372; TTY/TDD: (855) 729-2372

California Department of Business Oversight

Address: One Sansome Street, Suite 600, San Francisco, CA 94104-4428

Details: The DBO has gathered resources regarding Elder Financial Abuse.

[Preventing and Reporting Elder Financial Abuse | The Department of Financial Protection and Innovation \(ca.gov\)](http://ca.gov)
(866) 275-2677 or (415) 972-8565



TAX ASSISTANCE

The Volunteer Income Tax Assistance (VITA)

Taxpayers with income lower than \$54, 000, persons with disabilities or limited English IRS-certified volunteers provide free basic income tax return preparation with electronic filing. Mountain View Library hosts this service once a week between February and April.

Call for more information

<https://www.benefits.gov/benefit/1543>

<https://irs.treasury.gov/freetaxprep/>

(800) 906-9887

Tax Counseling for the Elderly (TCE)

In collaboration with AARP

Public: Taxpayers who are 60 years of age and older

Details: Once a week or so at each location between February and April. Call for more information & to make an appointment.

Nearby locations:

Mountain View Senior Center

266 Escuela ave,

Mountain View, CA 94040

Los Altos Senior Center

97 Hillview Ave

Los Altos, CA 94022

Avenidas, Cubberley Community Center

4000 Middlefield Rd

Palo Alto, CA 94303

Trinity Church of Sunnyvale

477 N Mathilda Ave,

Sunnyvale, CA 94085

www.aarp.org/applications/VMISLocator/searchTaxAideLocations.action

(888) 227-7669.

LEGAL RESOURCES

LawHelpCa

LawHelpCA is California's official and free legal resource where reliable and updated information can be found.

www.lawhelpca.org

Legal Services of Northern California: Senior Legal Hotline (SLH) Program

Housing, estate planning, grandparent's rights, pension, public benefits.

517 - 12th Street

Sacramento CA 95814

<https://lsnc.net/office/senior-legal-hotline>

(916) 551-2150

Tenants

Mountain View Tenants Coalition

Advocating for the rights, security and dignity of renters

<https://mvtenantscoalition.org/legal-resources/>

Community Legal Services East Palo Alto: 650-326-6440 (now serving Mountain View)
provides free legal aid to tenants

Tenants Together: (415) 495 8100

Provides tenant counseling over the phone to tenants across the state certain days of the week

Law Foundation of Silicon Valley services:

Housing: (408) 280-2424

Provides legal representation to victims of housing discrimination

Children and Youth: (408) 280-2416

Provides free legal representation to victims of housing discrimination.

Health/Mental Health: (408) 280-2420

Provides free legal representation to mental health and developmental services consumers who have housing problems.

For all other inquiries: (408) 293-4790

Provides free legal representation to individuals with HIV/AIDS or diabetes who have housing problems.

Project Sentinel: (408) 720-9888 Provides a variety of services (including mediation services) and advice regarding landlord-tenant problems in some jurisdictions. Investigates claims of housing discrimination.

Bay Area Legal Aid: (408) 283-3700 Provides free legal representation to low-income tenants with housing problems.

Asian Law Alliance: (408) 287-9710 Provides free legal representation to tenants with housing problems.

**Pro Bono Project Lawyers in the Library:
(408) 998-5298**

Provides free 20-minute legal consultation on a variety of legal matters.

<https://www.probonoproject.org/legal-clinics/>

Eviction Information: Santa Clara County Superior Court Self-Service Center:

In-person; M-Th 8:30am-1:30pm Friday 8:30am – 12pm

201 N. First Street

San Jose, CA 95113

Provides assistance to tenants and landlords with eviction paperwork.

**SCC Department of Human Relations, Dispute Resolution Services:
(408) 792-2314**

Provides low cost neutral-third-party dispute resolution services between tenants and landlords, tenants and other tenants, and neighbors.

**California Department of Fair Employment and Housing:
1-800-233-3212**

State agency responsible for taking complaints of housing discrimination.

Superior Court Small Claims Advisor:

Provides information about how to bring a small claims case (e.g. for tenants: improper security deposit withholding, habitability problems; for landlords: unpaid rent, damages).

http://www.sccscourt.org/self_help/small_claims/small_claims_advisor.shtml

Online Handbook: *California Tenants – A Guide to Residential Tenants’ and Landlords’ Rights and Responsibilities*: <https://www.courts.ca.gov/documents/California-Tenants-Guide.pdf>

Mediation

County of Santa Clara: Senior and Families and Special Needs Mediation

Free

Seniors and their families

Mediating family disputes, relations with conservators, probate court process.

<https://omos.sccgov.org/home>

(408) 993-4123

Dispute Resolution Program Services

(County of Santa Clara)

Free

Help with disputes involving contractors, housing, small claims, workplace, landlord/tenant, family members, elders & special needs, relationships, environment, real estate, labor, business, discrimination, harassment, criminal retaliation, consumers, etc.

[Santa Clara County Dispute Resolution Program Services - San Jose - Santa Clara County, California \(networkofcare.org\)](http://www.networkofcare.org)

Main Office: 408-993-4100

Community Mediation: (408) 993-4130

Mountain View Mediation – Project Sentinel

Project Sentinel is a non-profit organization. Our primary function is to assist individuals with housing problems such as discrimination, mortgage foreclosure & delinquency, rental issues including repairs, deposits, privacy, dispute resolution, home buyer education, post purchase education and reverse mortgages.

<https://www.housing.org/>

(408) 720-9888

Referral services

Santa Clara County Bar Association

Lawyer Referral Services

30-minute consultation from a qualified, local lawyer for \$41.

Santa Clara County Bar Association

31 North 2nd St, Ste. 400

San Jose, CA 95113

<https://sccbba.community.lawyer/>

(669) 252-6014



Palo Alto Area Bar Association

Lawyer Referral Service

30-minute consultation from a qualified, local lawyer for \$50.

Family Law, Landlord-Tenant, Probate, Trusts, Wills, and Estate Planning, Real Property, Bankruptcy, Business Law, Personal Injury/Tort, Employment/Labor Law, Criminal Law, Immigration, Mediation.

855 El Camino Real Ste 131 #309 Palo Alto, CA 94301

www.paaba.org

(650) 326-8322

SENIOR FOCUSED RESOURCE**Senior Adults Legal Assistance (SALA)**

Santa Clara County residents who are age 60 or older (regardless of income)

Help regarding PUBLIC BENEFITS, LONG TERM CARE, ELDER ABUSE, HOUSING, CONSUMER Disputes, INCAPACITY PLANNING, some Affidavits, SIMPLE WILLS.

Call to schedule appointments at those locations (among others): Mountain View Senior Center (650) 903-6330, Avenidas Senior Center in Palo Alto (650) 289-5400, Stevenson House in Palo Alto (650) 494-1944, Sunnyvale Community Services (408) 738-4321.

<http://sala.org/>

408 295-5991 SALA main phone number.

National Academy of Elder Law Attorneys (NAELA)

Access to a free directory

1577 Spring Hill Road, Suite 310, Vienna, Virginia 22182

Find an experienced NAELA member attorney to assist you with your elder law or special needs planning issues.

<https://www.naela.org/>

(703) 942-5711

Elder Fraud Unit

(Santa Clara County District Attorney's Office)

Please call should you have any questions about Elder Financial Abuse

Free

70 West Hedding Street

West Wing

San Jose, CA 95110

<https://countyda.sccgov.org/prosecution/departments/elder-fraud-unit>

(855) 323-5337

Elder and Dependent Adult, Physical Abuse, Endangerment and Neglect Unit of the Family Violence Division

(Santa Clara County District Attorney's Office)

Free

This unit handles all criminal cases involving physical abuse, endangerment and neglect of Elders, and Dependent Adults.

<https://countyda.sccgov.org/prosecution/departments/elder-and-dependent-adult-physical-abuse-endangerment-and-neglect-unit>

70 W. Hedding St.

West Wing

San Jose, CA 95110

(408) 792-2969

California Advocates for Nursing Home Reform

Elder Law Attorney referral service & guides

1803 6th Street

Berkeley, CA 94710

<http://www.canhr.org>

(415) 974-5171 (800) 474-1116 (toll-free; consumers only)

Santa Clara County's Adult Protective Services (APS)

Adult Protective Services is mandated by the State of California, Welfare and Institutions code to receive and investigate reports of abuse or neglect regarding elders (anyone age 65 or older).

Free

333 West Julian St.

4th Floor

San Jose, CA 95110-2314

<https://socialservices.sccgov.org/protective-services/adult-protective-services>

(800) 414-2002 + (408) 755-7690 + (408) 975-4900

LOW/NO COST LEGAL SUPPORT

Modest Means Program

Santa Clara County Bar Association

Bankruptcy, Criminal, Family, Guardianship, Immigration, Juvenile, Landlord / Tenant.

Experienced lawyers at a reduced rate.

Low income

Santa Clara County Bar Association

31 North 2nd St, Ste. 400

San Jose, CA 95113

<https://sccba.community.lawyer/pages/reduced-fee>

(669) 302-7803

Katharine & George Alexander Community Law Center

Pro Bono Advice and Representation (Workers' Rights, Consumer Rights & sales fraud, Identity fraud and Immigration Rights, Debts)

Spanish available. Free to the exception of court fees, mailing fees, interpreting fees, etc. Low-income individuals

Katharine & George Alexander Community Law Center

1030 The Alameda

San Jose, CA 95126

<http://law.scu.edu/kgac/c/>

(408) 288-7030

Pro Bono Project Silicon Valley

Live in this County of Santa Clara, but cannot afford a private attorney

Details: Limited Scope & Full Representation, Family Law & Debtors' Rights. Free legal clinics for debtors in bankruptcy the first and third Tuesdays of each month from 5:00 to 7:00 p.m.

Appointments are required.

25 N. 14th Street Suite 506

San Jose, CA 95112

<http://probonoproject.org/>

(408) 998-5298

Bay Area Legal Aid

Low income Santa Clara County Residents

Domains covered: Homelessness Prevention, including landlord-tenant matters, unlawful evictions, Fair Housing Law Enforcement, Domestic Violence Prevention and Immigration (VAWA) related matters, Youth Justice Project, Economic Justice Project - Public Safety-Net Programs, Consumer Law - Debtor's Rights, Fair Credit Reporting, Health Care Access, and Legal Barriers to Employment Project

Help available in various languages, including Hindi, Spanish & Vietnamese.

4 North Second Street, Suite 600

San Jose, CA 95113

<https://baylegal.org>

(408) 283-3700 Legal Advice Line: (800) 551 5554 Health Consumer Center: (855) 693-7285

Community Legal Services in East Palo Alto

Low-income families

Immigration, housing, workers' rights, records clearance, and consumer protection.

Walk-in Hours: M-F 9 a.m.-1 p.m.

1861 Bay Rd.,

East Palo Alto, CA 94303

<https://clsepa.org>

(650) 326-6440

Law Foundation of Silicon Valley

Free to low cost

Low income or at risk

Free legal advice and representation regarding: Housing, Health (Insurance, Estate Planning, etc.), Mental Health Advocacy, Civil rights, Consumer Protection, Disability access.

152 N. 3rd Street, 3rd Floor

San Jose, CA 95112

www.lawfoundation.org

(408) 293-4790 Fair housing program (408) 280-2424

Fenwick & West

Pro Bono: Making a Difference in Our Communities

Silicon Valley

801 California Street

Mountain View, CA 94041

www.fenwick.com

(650) 988-8500

LEGAL HELP FOR PEOPLE WITH HEALTH IMPAIRMENTS**AIDS Legal Referral Panel**

Cost: Free and low-cost

Public: People with HIV/AIDS in the San Francisco Bay Area

Details: Help & referral

Housing, bankruptcy/credit, immigration, employment, insurance, confidentiality matters, family law, government benefits, and public accommodations.

Address: 1663 Mission Street, Suite 500 San Francisco, CA 94103

www.alrp.org

Client Line: (415) 701-1100 Office Line: (415) 701-1200

Disability Rights California

Cost: Free & low cost.

Public: Have a physical, learning, or sensory disability

Details: Rights to basic support, discrimination (in housing, transportation, etc.)

Address: 1000 Broadway, Suite 395 Oakland, CA 94612

www.disabilityrightsca.org/

(510) 267-1200

California Department of Business Oversight

Address: One Sansome Street, Suite 600, San Francisco, CA 94104-4428. The DBO has gathered resources regarding Elder Financial Abuse.

<https://dfpi.ca.gov/preventing-and-reporting-elder-financial-abuse/>

(866) 275-2677 or (415) 972-8565

IMMIGRATION

Social Justice Collaborative

Immigrants and their families

1832 Second Street

Berkeley, California 94710

Representation in immigration and criminal courts.

<http://socialjusticecollaborative.org/>

(510) 992-3964

Brazilian Alliance

Reasonable cost

Santa Clara County, It targets the Portuguese-speaking population, but does not refuse services on the basis of language.

1368 Lincoln Ave STE 209, San Rafael, CA 94901

Nonprofit Community Law Firm offering legal assistance, education and advocacy.

(415) 283-6320

Catholic Charities of Santa Clara County - Immigration Legal Services

Consultation: \$50

All low-income immigrants regardless of culture, belief or religion

Helps eligible immigrants navigate the often daunting process of becoming a U.S. Citizen

2625 Zanker Road Suite 201 San Jose, CA 95134

<http://catholiccharitiesscc.org/>

(408) 468-0100

Central American Resource Center (CARECEN) San Francisco, San Francisco

Free or low cost

Low-income immigrants

3101 Mission Street

Suite 101

San Francisco, CA 94110

Helps with most immigration processes.

<https://carecensf.org/>

(415) 642-4400

Centro de Ayuda Legal para Immigrants (CALI)

Small fee

Low-income

1125 Benton St Santa Clara, CA 95050

Helps with most immigration processes.

<http://cali-immigration.org/>

(650) 938-4041

Immigration Services of Mountain View

Low bono legal work

1058 W Evelyn Ave Suite 30 Sunnyvale, CA 94086

Helps with most immigration processes.

<http://ismv.org/>

(650) 938-4911

Immigration Institute of the Bay Area

Cost: Free or Low cost (first time consultation fee is \$30)

Free Workshops are held every second Tuesday of the month

600 Allerton St Suite 101 Redwood City, CA 94063

Helps with most immigration processes.

<https://iibayarea.org>

(650) 780-7530

The International Rescue Committee

Free/low fee

Immigrants

1210 South Bascom Ave, Suite 227, San Jose, CA 95128

Comprehensive immigration services: eligibility consultations, full case management services, and legal representation.

www.rescue.org/united-states/san-jose-ca

(408) 277-0255

Pangea

Free/low fee

Immigrants at risk for deportation

391 Sutter St. Suite 500, San Francisco, CA 94108

Provides representation in the area of deportation defense.

www.pangealegal.org/

(415) 254-0475

Services Immigrant Rights & Education Network (SIREN)

Free Clinics

Immigrants

Immigration Legal Services.

1415 Koll Circle, Suite 108, San Jose, CA 95112

<http://www.siren-bayarea.org/>

(408) 453-3003

Asian Americans Advancing Justice – Asian Law Caucus

Low Income

55 Columbus Ave San Francisco, CA 94111

ALC is the nation's first legal and civil rights organization serving low-income Asian and Pacific Islander (API) communities.

Domains of intervention include Housing, Immigrant Rights & Workers Rights

www.advancingjustice-alc.org/

(415) 896-1701

Asian Law Alliance

Low income & limited English

991 West Hedding Street Suite #202 San Jose, CA 95126

Help regarding Housing, Public Benefits, Immigration and Citizenship, Protection for Domestic Violence Victims, Civil Rights.

<http://asianlawalliance.org/>

(408) 287-9710

FAMILY LAW

Santa Clara County Self-Help Center / Family Law Facilitator

Free

Self-represented individuals

201 N. First Street, San Jose, CA 95113

Walk-in services from Monday to Thursday: 8:30 am – 1:30 pm, Friday: 8:30 am - 12 pm

Workshops on various issues like Divorce, Custody, Restraining Orders, etc.

www.scscourt.org/self_help/shcflfo.shtml/

www.scscourt.org/documents/shflyers/SHC-024.pdf

(408) 792-4200

SMALL CLAIMS

Santa Clara Superior Court Small Claims Advisor

Online Resource

https://www.scscourt.org/self_help/small_claims/small_claims_help.shtml

sssclaimsinfo@scscourt.org

