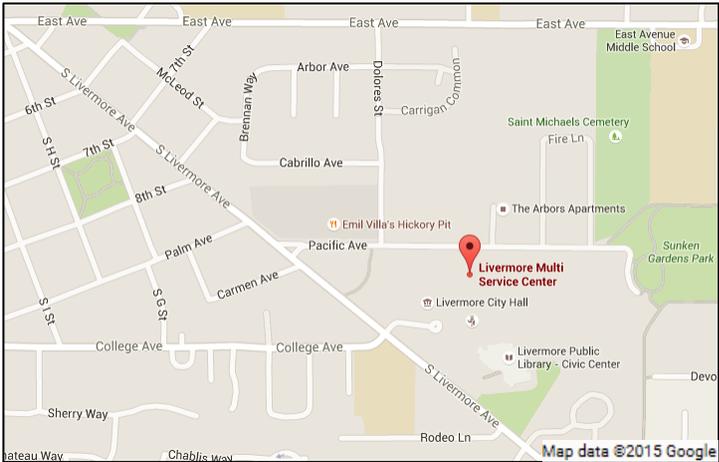
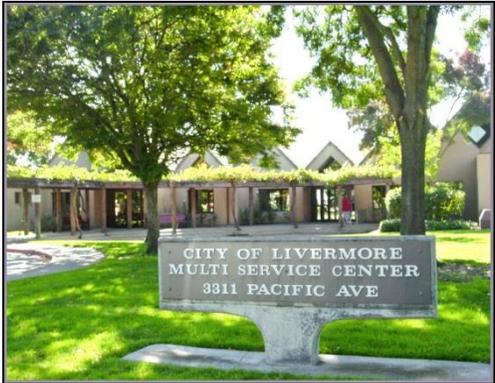




### Mission Statement

The mission of the Livermore Multi-Service Center is to help individuals, teens and families improve the quality of their life by building on their strengths.

*The Multi-Service Center provides Tri-Valley residents with access to critical community organizations and government agencies which serve at-risk populations, families in need, and people seeking supportive resources. The agencies at the Multi-Service Center provides a wide variety of services, including medical care, housing assistance, counseling, legal aid, financial assistance, homeless services, and services for persons with disabilities.*



### Finding Us

**Location:**

The Multi-Service Center can be found at Livermore Civic Center near City Hall at 3311 Pacific Avenue.

**Wheels Bus Route 14:**

The Multi-Service Center is located along the Wheels Bus Route 14 at stop #6. For a bus map and schedule, [click here](#).

### Agencies at the Multi-Service Center

- [Abode Services](#) • Case management and other resources for persons experiencing homelessness
- [Alameda County Social Services](#) • Economic support services (CalWorks, cash aid, Medi-Cal, Food Stamps)
- [Axis Community Health Center](#) • Primary medical care services for low-income residents
- [CRIL](#) • Advocacy, support, and resources for persons with disabilities
- [Department of Rehabilitation, State of California](#) • Employment assistance for persons with disabilities
- [East Bay Innovations](#) • Living, work, and community support services for persons with disabilities
- [ECHO](#) • Housing counseling services, including legal and rental assistance
- [Community group meetings](#) • Alcoholics Anonymous, Peer Support Group for People with Disabilities, etc.

*For more information, please contact the City of Livermore’s Housing & Human Services Division of the Community Development Department at (925) 960-4590.*



# Abode Services

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Phone: (510) 358-9820

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Office Hours: Call for appointment

Website: [www.abodeservices.org](http://www.abodeservices.org)

## ABOUT

Our agency secures permanent homes for individuals and families experiencing homelessness. We apply the innovative Housing First approach to go beyond the temporary solutions that shelters and transitional housing programs offer. We do whatever it takes to help our clients obtain and keep permanent housing, including: working with landlords to open up the rental market, managing government rental assistance programs, providing case management services to ensure people can maintain housing, and even building new housing stock.

## PROGRAMS

### Housing Scholarship Program

The Housing Scholarship Program (HSP) provides rental assistance in the form of a scholarship to low-income students. Students must be:

- age 18 or older
- have a connection to Livermore or Pleasanton through work, school, or family
- demonstrate the ability to become self sufficient with 24 months of receiving the scholarship

*Services Provided:*

- Monthly case management contact
- Customized goal planning
- Links to community resources
- Job search preparation and supported search
- Rental housing resources
- Budget planning

### Project Independence

Project Independence provides transitional housing, mentoring, educational, and job training opportunities that help former foster youths over age 18 to achieve self-sufficiency.

*Services Provided:*

- Weekly case management contact
- Customized goal planning
- Transitional housing
- Educational/job training opportunities

*For more information, please contact the City of Livermore's Housing & Human Services Division of the Community Development Department at (925) 960-4590.*

# Alameda County Social Services



Phone: (925) 455-0747

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Office Hours: Monday-Friday, 8:30am-5:00pm

Website: [www.alamedasocialservices.org](http://www.alamedasocialservices.org)

Languages: English, Spanish and Sign Language interpretation

## ABOUT

Our mission is to promote the economic social well-being of individuals, families, neighborhoods and communities. The Alameda County Social Services Agency is comprised of 2,200 men and women working collectively and in partnership with community-based organizations, neighborhood groups and policy makers to serve the needs of the community.

## SERVICES PROVIDED

- Application assistance for new applicants
- Assistance for ongoing benefits provided onsite

## PROGRAMS

### CalWORKs

CalWORKs is a welfare program that gives cash aid and services to eligible needy California families. If a family has little or no cash and needs housing, food, utilities, clothing or medical care, they may be eligible to receive immediate short-term help. Families that apply and qualify for ongoing assistance receive money each month to help pay for housing, food and other necessary expenses.

### General Assistance

General Assistance (GA) provides cash aid to indigent adults and emancipated minors who are legal residents of Alameda County and who have no other means of support.

### CalFresh/Food Stamps

The CalFresh Program helps to improve the health and well-being of qualified households and individuals by providing them a means to meet their nutritional needs. The program issues monthly electronic benefits that can be used to buy most foods at many markets and food stores.

### Medi-Cal

Medi-Cal is California's Medicaid program. This is a public health insurance program that provides free or low cost medical services for children and adults with limited income and resources.

*For more information, please contact the City of Livermore's Housing & Human Services Division of the Community Development Department at (925) 960-4590.*



# Axis Community Health Center

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Phone: (925) 462-1755

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Office Hours: Monday-Friday, 8:30am-5:00pm

Website: [www.axishealth.org](http://www.axishealth.org)

Languages: English and Spanish

## ABOUT

We are dedicated to promoting the health and well-being of the Tri-Valley community by providing medical and mental health care that is responsive, affordable and of the highest quality. Reflecting the rich fabric of this region, the people we serve represent all ages, cultures and income levels. We believe that health care is a right, not a privilege, and that the vitality of a community begins with the wellness of the families and individuals within it. We are proud to have served our community with skill and compassion since 1972.

## SERVICES PROVIDED

- General medical
- Family planning
- Prenatal care
- Health education
- Pediatrics
- Sexually Transmitted Disease (STD) screening
- TB testing
- Immunizations
- Pregnancy testing
- Blood pressure checks
- Anger management
- Drug diversion program
- Youth programs
- Child abuse prevention program

## FEES

Fees are based on a sliding scale according to the client's income. Medi-Cal is accepted.

*For more information, please contact the City of Livermore's Housing & Human Services Division of the Community Development Department at (925) 960-4590.*

Phone: (925) 371-1531

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Office Hours: Monday – Thursday, 9:00am - 5:00pm, Friday, 9:00am-3:00pm

Drop In Hours: Tues & Thursday

Website: [www.cril-online.org](http://www.cril-online.org)

Languages: English and Spanish

## ABOUT

CRIL (Community Resources for Independent Living) advocates and provides resources for people with disabilities to improve the quality of life and make communities fully accessible. CRIL serves any person with a disability, of any age, living in southern Alameda County.

## SERVICES PROVIDED

### Information and referral

Centers maintain comprehensive information files on availability in their communities of accessible housing, transportation, employment opportunities, rosters of persons available to serve as personal care attendants, interpreters for hearing impaired people, or readers for visually impaired people, and many other services.

### Benefits advocacy

*Consumer advocacy*: which involves center staff working with persons with disabilities to obtain necessary support services from other agencies in the community

*Community advocacy*: which involves center staff, board members, and volunteers initiating activities to make changes in the community that make it easier for all persons with disabilities to live more independently.

### Peer support

Centers offer a service in which a person with a disability can work with other persons who have disabilities and who are living independently in the community. The objective is to explore options and to solve problems that sometimes occur for people with disabilities.

### Independent living skills training

Centers provide training courses to help people with disabilities gain skills that would enable them to live more independently. Courses may include using various public transportation systems, managing a personal budget, dealing with insensitive and discriminatory behavior by members of the general public, and many other subjects.

*For more information, please contact the City of Livermore's Housing & Human Services Division of the Community Development Department at (925) 960-4590.*

Phone: (510) 794-2458

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Office Hours: Call for appointment

Website: [www.dor.ca.gov](http://www.dor.ca.gov)

Languages: English and Spanish

## ABOUT

The California Department of Rehabilitation (DOR) is an employment and independent living resource for people with disabilities. The Department of Rehabilitation offers a variety of services for both individuals with disabilities and employers looking to hire qualified candidates. DOR services are tailored to each person to help reach their employment goal. Individuals with disabilities and rehabilitation counselors work together to determine which services will provide the best support to prepare for, find, or retain a job.

## ELIGIBILITY

An individual may be eligible for our program if they have a physical or mental impairment, if impairment makes it significantly difficult to get or keep a job, or if the individual needs vocational rehabilitation services to obtain or retain employment.

## PROGRAMS

### **Supported Employment Program (SEP)**

The Supported Employment Program provides activities and services, including ongoing support services, needed to support and maintain an individual with a significant disability in an integrated employment setting for the term of employment.

### **Limited Examination and Appointment Program (LEAP)**

The Limited Examination and Appointment Program (LEAP) is an alternate examination and appointment process for the recruitment and hiring of individuals with disabilities into State service. State Departments can utilize LEAP when filling vacant positions.

*For more information, please contact the City of Livermore's Housing & Human Services Division of the Community Development Department at (925) 960-4590.*

Phone: (510) 618-1580

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Office Hours: Call for agency information

Website: [www.eastbayinnovations.com](http://www.eastbayinnovations.com)

## ABOUT

Our mission is “to arrange and provide personalized support that enables individuals with disabilities to live in their own homes, work in jobs of their choosing, and feel a sense of membership in their community.” We strive to understand each person’s hopes and aspirations as well as needs for support. We work in partnership with the person and their close friends and family to provide services that reflect what the individual wants. The people we serve direct their EBI services as much as they can. We help people strive for independence when possible, and we provide assistance when independence is not possible. We believe in services that are flexible and change over time as people change.

## SERVICES PROVIDED

### Supported Living Services and Independent Living Services

Supported Living Services (SLS) assist people with developmental disabilities to live on their own, serving people who need more than nine hours per week of support and as much as 24 support hours per day.

Independent Living Services (ILS) provide support to people with developmental disabilities who wish to live on their own. To be a match for ILS, people need to be able to demonstrate an ability to recognize and respond to emergencies independently.

### Supported Employment Services

Supported Employment Services assist people with developmental disabilities to become successfully employed in businesses in the community. EBI helps people identify the type of employment they desire and then networks with local employers to develop a match. Once hired, EBI provides one on one on-the-job training and support to assist the person to be successful in their work.

### Project SEARCH

Project SEARCH Children’s Hospital and Research Center Oakland and the County of Alameda, are part of an innovative collaboration with EBI and the Oakland Unified School District that introduces adults with autism and other developmental disabilities to careers in healthcare.

### Community Day Support

Community Day Support is a community-based day service where individuals who have significant physical disabilities or intensive medical needs receive individualized support to participate in variety of activities, including adaptive communication instruction, physical therapies, independent living skills instruction, art classes, movement/dance class, and fitness activities.

*For more information, please contact the City of Livermore’s Housing & Human Services Division of the Community Development Department at (925) 960-4590.*



Eden Council for Hope & Opportunity

770 A Street • Hayward, CA 94541

# ECHO

Phone: (925) 449-7340

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Office Hours: Monday-Friday, 9:00 am - 5:00 pm (call for an appointment)

Website: [www.echofairhousing.org](http://www.echofairhousing.org)

Languages: English, Spanish, and Language Line for other languages

## ABOUT

ECHO (Eden Council for Hope and Opportunity) provides comprehensive housing counseling services. ECHO's ultimate goal is to promote equal access in housing and provide support services which would aid in the prevention of homelessness and promote permanent housing conditions.

## PROGRAMS

### Fair Housing Services

ECHO is committed to ending discrimination in housing by providing counseling, investigation, mediation, enforcement, and education through our Fair Housing Program.

### Home-seeking Counseling

ECHO's home-seeking services, offered to all residents of Livermore and Pleasanton, include information and referral to available housing, and counseling and education on the home-seeking process.

### Shared Housing Counseling & Placement

ECHO's shared housing services, offered to all residents of Livermore and Pleasanton include referral and matching services, counseling on shared living, supportive services, and information and referral to other services. Staff also provides educational workshops on shared living.

### Pre-Purchase Counseling

ECHO's Pre-Purchase Counseling provides one-on-one counseling on the home-buying process.

### Rental Assistance Program

ECHO's Rental Assistance Program assists Alameda County renters with move-in costs or delinquent rent due to a temporary financial setback. The RAP program helps by arranging a guaranteed repayment contract between the tenant and the landlord. ECHO staff also processes emergency grant applications.

### Tenant/Landlord Services

ECHO's Tenant/Landlord Counseling Program provides information to tenants and landlords on their housing rights and responsibilities. Additionally, ECHO has trained mediators to assist in resolving housing disputes through conciliation and mediation. The primary objective of the program is to build awareness of housing laws and prevent homelessness.

*For more information, please contact the City of Livermore's Housing & Human Services Division of the Community Development Department at (925) 960-4590.*

# Community Group Meetings

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In addition to the various community services offices located at the Multi-Service Center, the conference room at the MSC hosts a number of community group meetings.

**The Afghan Woman's Health Program** aims to bridge the two cultures and helps Afghan immigrant women overcome the cultural barrier and find resources to get help for themselves. Meetings are held in the conference room on every fourth Thursday of each month from 11am-2:00pm. For more information, please contact Rahima Haya at 925-600-8573.

**CRIL** sponsors a Tri-Valley Peer Support Group for People with Disabilities. The support group provides a safe place for consumers to come and meet other people with disabilities, and discuss topics decided by group members in a confidential setting. Meetings are held in the conference room on the first and third Wednesday of each month from 2:00pm-3:30pm. For more information, please call: 925-373-5034.

**Alcoholics Anonymous (Al-Anon or AA)** meetings are available to anyone interested in the Alcoholics Anonymous program of recovery from alcoholism. They are held in the conference room every Wednesday of each month from 12:00pm-1:00pm. For more information, please contact Chris Rapp at 925-447-1218.

**Grupo AA** (Spanish-speaking AA meetings) are available to anyone interested in the Alcoholics Anonymous program of recovery from alcoholism. Meetings are held in the MSC Cafeteria Monday-Friday from 7:00pm-9:00pm. For more information, please contact Sergio Valasquez at: 925-567-8133.

**Grupo AA for women** meetings are held in the conference room on Monday, Wednesday, and Friday from 7:00pm-8:30pm. For more information, please contact Isabel Valasquez at: 925-525-7908.

**FA (Food Addicts in Recovery Anonymous)** offers free weekly meetings for anyone having trouble controlling eating habits. Meetings are held in the conference room on Tuesday from 7:00pm-8:30pm. For more information, please contact Betty M. at (510) 886-9151 or Rebecca C. at (925) 786-8394.

*For more information, please contact the City of Livermore's Housing & Human Services Division of the Community Development Department at (925) 960-4590.*