



# Resource Directory for Assistance with Vision and Hearing Disabilities

## San Francisco, Greater Bay Area and National

*Provided by the Community Living Campaign's Francis Goldsmith Vision and Hearing Initiative*

**About the Community Living Campaign's Francis Goldsmith Vision and Hearing Initiative:** The Community Living Campaign (CLC) is pleased to provide this directory of resources for seniors living—or newly living—with a hearing or vision disability. The following resources are listed in alphabetical order with contact information and brief summary of services. This directory is supported by United Way of the Bay Area's (UWBA) Francis Goldsmith Fund. For more information, please contact Community Living Campaign at our phone number of 415-821-1003 ext. 111, or our email of [sherri@sfcommunityliving.org](mailto:sherri@sfcommunityliving.org) or our website of [www.sfcommunityliving.org](http://www.sfcommunityliving.org). CLC transforms lives by building aging- and disability-friendly neighborhoods through activities including free and low-cost computer classes, healthy aging workshops, hearing and vision resources, grocery delivery, and other community-building activities. Together, we create connections citywide and beyond to reduce isolation and end economic and other barriers to aging in place.

| Agency Name and Contact Information  | Brief Information about the Services provided by the Agency   |
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| <p><b>211 San Francisco</b><br/>           First Phone Number: Dial 211 if living in San Francisco County<br/>           Second Phone Number for the local office is 415-808-4300<br/>           Hyperlink to 211 San Francisco website:<br/> <a href="http://211bayarea.org/san-francisco/">http://211bayarea.org/san-francisco/</a></p>  | <p>San Francisco 211 is available 24 hours a day and seven days a week in 150 languages. The 211 helpline connects callers with hundreds of programs to find food, housing, health care, senior services, legal aid, volunteer opportunities and assistance with vision and hearing disabilities resources.</p>   |
| <p><b>311 San Francisco</b><br/>           First Phone Number: Dial 311 within San Francisco only<br/>           Second Phone Number: 415-701-2311<br/>           TTY Phone Number: 415-701-2323<br/>           Hyperlink to San Francisco 311 website: <a href="http://www.sf311.org/">http://www.sf311.org/</a></p>  | <p>The City and County of San Francisco established 311 to provide an easy-to-remember telephone number that connects residents, businesses, and visitors to Customer Service Representatives ready to help with general government information and services. Available 24 hours a day and seven days a week.</p> |
| <p><b>American Foundation for the Blind, San Francisco</b><br/>           44 Montgomery Street Suite 1305, San Francisco 94104<br/>           Main Phone Number: 415-392-4845<br/>           Hyperlink to website: <a href="http://www.afb.org">www.afb.org</a></p>  | <p>Provides local, state, and national information and referrals for people who are blind or visually impaired.</p>   |
| <p><b>AT&amp;T National Center for Customers with Disabilities (NCCD)</b><br/>           Toll Free Phone Number: 866-241-6568<br/>           Toll Free TTY Number: 866-241-6567<br/>           Hyperlink to national website:<br/> <a href="http://www.wireless.att.com/learn/articles-resources/disability-resources/disability-resources.jsp">http://www.wireless.att.com/learn/articles-resources/disability-resources/disability-resources.jsp</a></p> | <p>Variety of free services to those with hearing impairments. Call for details.</p>  |



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| <p><b>AudioVision, Inc.</b><br/>           5533 Del Oro Ct., San Jose 95124<br/>           Contact Margaret Hardy: 408-265-2203<br/>           Email: <a href="mailto:katiemags@aol.com">katiemags@aol.com</a><br/>           Contact Diane Di Salvo: 408-656-0508<br/>           Email: <a href="mailto:Didisalvo@msn.com">Didisalvo@msn.com</a><br/>           Hyperlink to AudioVision website: <a href="http://www.audiovision.org/">http://www.audiovision.org/</a></p>  | <p>Advocates and provides description services for movies, videos, and television; live theater, education, media, exhibits, public meetings and other venues to make these events more accessible.</p>   |
| <p><b>California Department of Rehabilitation – San Francisco</b><br/>           455 Golden Gate Ave, Suite 7727, San Francisco 94102<br/>           Local Phone Number: 415-904-7100<br/>           Toll Free TTY Number: 844-729-2800<br/>           Hyperlink to website: <a href="http://www.rehab.cahwnet.gov/DOR-Locations/code/county.asp?county=San-Francisco">http://www.rehab.cahwnet.gov/DOR-Locations/code/county.asp?county=San-Francisco</a></p>  | <p>Provides and advocates for programs and services in vocational rehabilitation and independent living with a priority on service for persons with the most significant disabilities. Services may include counseling and guidance, referrals and assistance to get services from other agencies, job search and placement assistance, vocational and other training services, transportation, on-the-job personal assistance services, interpreter services, orientation/mobility services for individuals who are blind, technical assistance for self-employment, assistive technology, supported employment services and services to the family.</p>   |
| <p><b>California Public Utilities Commission — Deaf and Disabled Telecommunications Program and California Telephone Access Program</b><br/>           Berkeley Address: Ed Roberts Campus, 3075 Adeline Suite 260, Berkeley 94703<br/>           Stockton Mailing Address: P.O. Box 30310, Stockton 95213 Toll Free Phone Number: 800-806-1191<br/>           Toll Free Spanish Language Phone Number: 800-949-5650 Toll Free TTY Phone Number: 800-806-4474<br/>           Hyperlink to Telephone Access website: <a href="http://ddtp.cpuc.ca.gov/homepage.aspx">http://ddtp.cpuc.ca.gov/homepage.aspx</a></p> | <p>A public program mandated by the California State Legislature and administered by the California Public Utilities Commission (CPUC). DDTP has two components: California Relay Service (CRS), which includes Speech to Speech, and the California Telephone Access Program (CTAP) which provides assistive telecommunications equipment. Offers specialized telephone equipment and network services at no cost to qualified California residents who have difficulty using a standard telephone. To be eligible, you must be certified as having a permanent or temporary disability, must live in California and have access to telephone service.</p> |



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| <p><b>Community Youth Center (CYC)</b><br/>           Seismic Safety Outreach Program (SSOP)<br/> <b>Main Office:</b> 1038 Post Street, San Francisco 94109<br/> <b>Phone Number:</b> 415-775-1345<br/> <b>Hyperlink to Website:</b> <a href="http://ssop@cycsf.org/">http://ssop@cycsf.org/</a></p>   | <p>SSOP provides free seismic safety community outreach training, earthquake safety trainings/workshops, and education to San Francisco's diverse cultural and multilingual communities of residents including seniors and people with disabilities. Informational materials are available to assist in preparing t for a seismic or natural disaster and an understanding of what to do to create disaster preparedness communities.</p>  |
| <p><b>Deaf Community Counseling Services (DCCS)</b><br/>           Felton Institute (formerly Family Service Agency)<br/>           1500 Franklin Street, San Francisco 94109<br/>           Main Phone Number: 415-474-7310<br/>           Video Phone for Deaf and Hearing Callers:<br/>           415-255-5848<br/>           Hyperlink to Family Services Agency website:<br/> <a href="http://felton.org/social-services/adult/dccs/">http://felton.org/social-services/adult/dccs/</a></p> | <p>Provides deaf counseling services in partnership with SF City and County, Department of Public Health (DPH) and Community Behavioral Health Services (CBHS). Dedicated to serving deaf and hard-of-hearing clients with culturally sensitive providers and all needed communication assistance, including staff fluent in ASL. Services include mental health and substance abuse assessment and therapy, psychiatric and medication services, drop-in case management to help deaf and hard-of-hearing persons to access services.</p> |
| <p><b>Deaf Counseling Advocacy and Referral Agency (DCARA)</b><br/>           San Leandro Address: 14895 East 14th Street, Suite 200,<br/>           San Leandro 94578<br/>           Toll Free TTY Number: 877-322-7288<br/>           VP &amp; Toll Free Voice Number: 510-343-6670<br/>           Hyperlink to Deaf Counseling website: <a href="http://www.dcara.org">http://www.dcara.org</a></p>   | <p>A non-profit, community-based social service agency serving the Deaf, Hard of Hearing, Late-Deafened and Deaf-blind community. Provides a comprehensive range of programs and services to the Deaf community living in the Greater San Francisco Bay Area of California. Services include communication access assistance, independent living skills, employment services, peer counseling, information &amp; referral services, advocacy, and community education.</p>   |



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| <p><b>Disability Rights California - Bay Area Regional Office</b><br/>           Oakland Address: 1330 Broadway, Suite 500 Oakland 94612<br/>           Toll Free Phone Number: 800-776-5746 or<br/>           Toll Free TTY Phone Number: 800-719-5798<br/>           Local Phone Number: 510-267-1200<br/>           Hyperlink to Disability Rights website:<br/> <a href="http://www.disabilityrightsca.org/">http://www.disabilityrightsca.org/</a></p>  | <p>Advocacy efforts to address the needs of traditionally underserved and underrepresented communities through partnership with such communities. Advocate for change in laws, regulations, and public policy. A variety of advocacy approaches will be taken in all of the work, including self-advocacy, legal, non-legal, media, public policy, legislative and investigatory.</p>   |
| <p><b>Employment Development Department (EDD)- San Francisco</b><br/>           Also known as WorkForce Development SF<br/>           801 Turk Street, San Francisco 94102<br/>           Local Phone Number: 415-749-7503<br/>           First Local Video Phone Number: 415-255-5867<br/>           Second Local Video Phone Number: 415-255-5866<br/>           Hyperlink to California EDD website: <a href="http://www.edd.ca.gov/">http://www.edd.ca.gov/</a><br/>           Hyperlink to local EDD office website:<br/> <a href="http://www.workforcedevelopmentsf.org/">http://www.workforcedevelopmentsf.org/</a></p> | <p>DCARA/EDD Employment Services, Employment Assessment, Individualized Career Counseling, Job Search Training and Assistance, Resume Building, Job Development, Interview Preparation, Advocacy, Document Translation (hiring documents, Unemployment Insurance), Interpreting and Communication Assistance, Workshops, Information and Referral, Conflict Resolution Assistance.</p>  |
| <p><b>eyeCare of America Foundation of American Academy of Ophthalmology</b><br/>           655 Beach St., San Francisco, 94109<br/>           Mailing Address: P.O. Box 429098, San Francisco 94142<br/>           Toll Free Phone Number: 877-887-6327<br/>           Hyperlink to eyecare's website: <a href="http://www.eyecareamerica.org">http://www.eyecareamerica.org</a></p>  | <p>Public service program of the Foundation of the American Academy of Ophthalmology. Provides eye care through volunteer ophthalmologists (eye doctors) at no cost to U.S. citizens or legal residents, age 65 or older, who are without an eye doctor and who do not belong to an HMO or do not have eye care coverage through the Veterans Administration.</p>   |
| <p><b>Hearing and Speech Center of Northern California</b><br/>           1234 Divisadero Street, San Francisco 94115<br/>           Phone Number: 415-921-7658<br/>           TTY Phone Number: 415-921 8990<br/>           Hyperlink to center's website:<br/> <a href="http://www.hearingspeech.org">http://www.hearingspeech.org</a></p>   | <p>Provides educational outreach, guidance, counseling and support for older adults, their families and caregivers. Services include information and referrals to medical and social services, individual counseling, group educational programs for seniors, group support services for seniors, consultation to families and caregivers, and assistive technology education. Assistive devices, such as pocket talkers, available for purchase. Onsite public computer lab is also available.</p> |



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| <p><b>Hearing Loss Association of America – California</b> National Office Address: 7910 Woodmont Avenue Suite 1200 Bethesda, MD 20814 National Phone Number: 301-657-2248 Hyperlink to Hearing Loss Association of America’s website: <a href="http://www.hearingloss.org">www.hearingloss.org</a></p> <p><b>San Francisco Chapter Support Group</b> meets at The Sequoia, 1400 Geary Boulevard, California Room, Level A, San Francisco on the second Saturday of each month except for June, July, August and December. San Francisco Chapter Phone Number: 707-291-0709</p> | <p>The HLAA national office, state organizations and local HLAA Chapters are a united effort of people working to make hearing loss an issue of national concern and to provide information, education, advocacy, and support.</p> <p>The San Francisco HLAA Chapter is where you can meet and talk with others who also have hearing loss. Provides peer support, educational programs, all in a communication accessible environment. People with all degrees of hearing loss come to learn about coping strategies, technology, and about local resources that help you live successfully with hearing loss.</p>   |
| <p><b>Independent Living Resource Center San Francisco (ILRCSF)</b><br/>825 Howard Street, San Francisco 94103<br/>Phone Number: 415-543-6222<br/>TTY Phone Number: 415-543-6698<br/>Email Address: <a href="mailto:info@ilrcsf.org">info@ilrcsf.org</a><br/>Hyperlink to Independent Living’s website: <a href="http://www.ilrcsf.org/">http://www.ilrcsf.org/</a><br/>Independent Living Resource - San Francisco is the local AT Exchange Market Place and Device Lending Library.</p>   | <p>ILRCSF provides services for the individuals with disabilities while simultaneously advocating for communications access for these individuals. Assistance and support are available to individuals who wish to access a variety of agency services, including housing counseling and applying for emergency housing funds; Assistive Technology (AT); information regarding medical and financial benefits, In Home Support Services (IHSS) and HMO rights; information and referral; and individual advocacy. Work with individual consumers is carried out utilizing American Sign Language (ASL), English, CA Relay Service, Web Cam-technology, and a dedicated TTY line.</p> |
| <p><b>Lighthouse for the Blind and Visually Impaired</b><br/>1155 Market St., 10<sup>th</sup> Floor, San Francisco 94103<br/>Toll Free Phone Number: 888-400-8933<br/>Local Phone Number: 415-431-1481<br/>Local TTY Phone Number: 415-431-4572<br/>Local Video Phone: 415-255-5906<br/>Hyperlink to Lighthouse’s website: <a href="http://www.lighthouse-sf.org">www.lighthouse-sf.org</a></p>   | <p>The Lighthouse offers a wide array of opportunities for clients to strengthen their independence. Services include strategies from white cane training, orientation and mobility training, cooking classes, adaptive technology training, Braille training and translation, support for housing, civil rights and accessibility and employment access. The Lighthouse also provides training, resources and support to persons who are both vision- and hearing-impaired.</p> <p>Adaptions Lighthouse Store has an inventory of many assistive devices.</p>  |



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| <p><b>LightHouse Employment Immersion Program</b><br/>           1155 Market St., 10<sup>th</sup> Floor, San Francisco 94103<br/>           Local Phone Number: 415-431-1481<br/>           Employment Immersion Program: 415-694-7324<br/> <a href="http://lighthouse-sf.org/programs/employment-immersion/">http://lighthouse-sf.org/programs/employment-immersion/</a></p>  | <p>Four week training program for blind or low vision individuals, combining short lectures, interactive activities, expert speakers and free-form conversations, with coaching in creating resumes and cover letters, using online job search tools, and mock interviews.</p>  |
| <p><b>Lions Club International</b><br/>           Hyperlink to Lion's Club list of clubs:<br/> <a href="https://directory.lionsclub.org/?language=EN">https://directory.lionsclub.org/?language=EN</a></p>   | <p>The mission of the Sight Preservation, Awareness and Action program is to provide programs and assistance to aid people who are blind and visually impaired, and to work at eliminating preventable and reversible blindness. Provide recycled eyeglasses, vision screening and other assistance.</p>  |
| <p><b>Prevent Blindness Northern California (PBNC)</b><br/>           550 Kearney St. Suite 1000, San Francisco 94108<br/>           Phone Number: 415-567-7500<br/>           Toll Free Number from inside California: 1-800-338-3041<br/>           Email Address: <a href="mailto:q@eyeinfo.org">q@eyeinfo.org</a><br/>           Hyperlink to Prevent Blindness's website: <a href="http://www.eyeinfo.org/">http://www.eyeinfo.org/</a></p> | <p>The PBNC Adult Vision Screening Program, held in health fairs, senior centers, and the PBNC Office, stresses the early identification of possible eye disorders. Besides glaucoma, the screening program detects signs of other conditions needing immediate medical attention, such as macular degeneration and diabetic retinopathy, as well as conditions such as cataracts or refractive errors, which then should be further evaluated by an eye care professional. Program staff and volunteers conducting the screenings take time with each participant to explain the results of the screenings and to educate them on the importance of preventative eye care.</p> |
| <p><b>San Francisco Department of Emergency Management (DEM)</b><br/>           30 Van Ness Avenue, suite 3300<br/>           San Francisco, CA 94102<br/>           Phone Number: (415) 487-5000 Main line<br/> <b>Website:</b> <a href="http://www.sfdem.org/get-prepared">www.sfdem.org/get-prepared</a></p>  | <p><b>SF72 Get Prepared</b> is a hub under DEM and provides simple steps for emergency preparedness including tips for people with disabilities: guides for action to take, steps to get connected to help and resources and emergency preparedness. <b>AlertSF</b> is a 24/7 emergency notification system to your wireless device via text (cell phone, tablet or iPad) and email account. Also DEM's Public Safety dispatchers are first responders to 911 emergency assistance calls.</p>   |





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| <p><b>San Francisco Office of Economic and Workforce Development – Adults with Disabilities Program (OWED)</b><br/>           Disability Employment Initiative Coordinator: Toolworks Inc.,<br/>           25 Kearney St., San Francisco 94108<br/>           Phone: 415-733-0990<br/>           Website: <a href="http://www.toolworks.org">www.toolworks.org</a><br/> <a href="http://oewd.org/disability-employment-initiative">http://oewd.org/disability-employment-initiative</a></p>             | <p>OEWD’s Disability Employment Initiative (DEI) provides education, training, and employment opportunities for adults with disabilities and services to adults who are unemployed, underemployed, and/or receiving Social Security Disability benefits.</p>  |
| <p><b>San Francisco Public Library for the Blind and Print Disabled</b><br/>           100 Larkin Street, 2<sup>nd</sup> Floor, San Francisco 94102<br/>           Phone Number: 415-557-4253<br/>           Hyperlink to Library for the Blind and Print Disabled’s webpage:<br/> <a href="http://sfpl.org/index.php?pg=0200002301">http://sfpl.org/index.php?pg=0200002301</a></p>  | <p>Book Holders, Braille display and embosser (printer), Braille signs, CCTVs (closed-circuit televisions), Descriptive videos for home or Library use, Free mail service of special playback equipment, audio books and periodicals. Large print newspapers and books. Magnifiers. NFB-NEWSLINE for local and national newspapers read over the telephone. Personal computers with screen magnification and voice output/screen readers. Scanners with OCR and printers. Reading machines. Talking library catalogs with voice output and screen magnification.</p>  |
| <p><b>San Francisco Public Library for Deaf Services Center</b><br/>           100 Larkin Street 6th Floor, San Francisco 94102<br/>           Phone Number: 415-557-4434<br/>           Videophone Number: 415-625-9082<br/>           Hyperlink to Library website: <a href="http://www.sfpb.org">www.sfpb.org</a> Click on <b>Accessibility</b><br/>           Hyperlink to Library for the Deaf’s webpage:<br/> <a href="http://www.sfpl.org/deafservices">http://www.sfpl.org/deafservices</a></p> | <p>Provides in-depth resources for adults and children who are deaf or hard of hearing, their families, friends and professionals. Provides services in American Sign Language and English. An extensive collection of books, magazines, videos and DVDs about American Sign Language, Deaf culture, interpreting, parenting, hearing loss, deafness and other related subjects. Resource files of magazine articles, newspaper clippings, book and video reviews, brochures and flyers. Information about other organizations that provide services for people who are deaf or hard of hearing. Video/DVD viewing on televisions equipped with closed-caption decoders. Public pay TTY and amplified telephones available.</p> |



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| <p><b>St. Benedict Parish for the Deaf</b><br/>           1801 Octavia Street, San Francisco 94109<br/>           Voice/TTY Phone Number: 415-567-9855<br/>           First Video Phone Number: 415-255-5837<br/>           Second Video Phone Number: 415-255-5768<br/>           Hyperlink to Parish's website:<br/> <a href="http://www.sfdeafcatholics.org/index.htm">http://www.sfdeafcatholics.org/index.htm</a></p> | <p>Offers outreach, advocacy, sign language interpreters, and visitation. All masses are signed.</p>   |
| <p><b>San Francisco Department of Aging and Adult Services – Senior Information and Referral Intake Services</b><br/>           1650 Mission Street, Fifth Floor, San Francisco 94103 Information and Referral Phone Number: 415-355-6700<br/>           Administrative Office Phone Number: 415-355-3555</p>  | <p>Intake Services provides 24 hours services for older adults and adults with disabilities, caregivers and community-based organizations serving older adults and adults with disabilities.</p> |
| <p><b>Strategies for Devices Accessibility</b><br/>           Microsoft-Hyperlink: <a href="http://www.microsoft.com/enable">www.microsoft.com/enable</a><br/>           Apple-Hyperlink: <a href="http://www.apple.com/accessibility">www.apple.com/accessibility</a><br/>           Google-Hyperlink: <a href="http://www.google.com/accessibility">www.google.com/accessibility</a></p>                                 | <p>Offers accessibility tools for Smartphones, tablets and personal computers.</p>   |
| <p><b>Toolworks</b><br/>           25 Kearny Street Suite 400, San Francisco 94108<br/>           Phone Number: 415-733-0990<br/>           Video Phone Number: 415-255-5857<br/>           Hyperlink to Toolworks' website: <a href="http://www.toolworks.org/">http://www.toolworks.org/</a></p>   | <p>Services for Deaf and hard-of-hearing individuals. Offers job training, job placement, volunteer placement, college preparation, independent living skills training and support.</p>          |
| <p><b>University of the Pacific – Hearing and Balance Center</b><br/>           155 Fifth St., San Francisco 94103<br/>           Phone Number: 415-400-8225<br/>           Hyperlink to center's website: <a href="http://www.pacific.edu/aud">http://www.pacific.edu/aud</a></p>   | <p>The University provides hearing screening and testing; assistance with information and referral to medical and/or social services and counseling/educational programs.</p>                    |