



# Information and Referral

## Your Link to the Community

### Information and Referral

4000 Middlefield Road, T2, Palo Alto, CA 94303

Open by Appointment

Phone: 650 463-4906

Fax: 650 856 8756

E-mail: [human.services@paloalto.gov](mailto:human.services@paloalto.gov)

<http://www.paloalto.gov/information-and-referral>



CITY OF  
**PALO ALTO**

## Table of Contents

1	Emergency and Crisis Information
2-3	Food and Grocery Programs
4-5	Homeless Shelters, Emergency Housing and Clothing
6-7	Rental Assistance and Housing
8	Utilities Rate Assistance Program
9	Legal Services
10-12	Employment Training and Placement Resources
13	Transportation Resources
14-15	Senior Services
16-20	Disability Resources
21-23	Health Care Services
24-25	Mental Health and Counseling Services
26	Child Care Resources
27	Child Care FAQ's
28-32	List of Licensed Child Care Centers
33	Parent Education Opportunities
34	Public Education
35-36	Private Education
37	Colleges, Universities, and Adult Learning
38	City of Palo Alto Community Services Department
39-40	Recreation Fee Reduction Program
41-42	Community Resources
43	Palo Alto City Library
44	Earthquake Preparedness
45	Winter Storm Preparedness
46	Residential Fire Information
47	Neighborhood Associations
48-49	Quick Reference Directory

## Emergency/Crisis Information

**Police, Fire, Ambulance– Emergency Only: 911 or Cellphone (650) 321-4433**  
**Non-Emergency– 650-329-2413**

### Crisis Lines/ Crisis Intervention:

24-Hour Suicide and Mental Health Crisis Line	9-8-8
Contact Cares Crisis Line - Bill Wilson Center	(408) 850-6125
Rape Trauma Services	(650) 692-7273

### Emergency Helplines:

Food Connection Hotline – Second Harvest Food Bank	(800) 984-3663
Here4You Shelter Hotline	(408) 385-2400
Opportunity Services Center, LifeMoves	(650) 853-8672
Poison Control Center	(800) 222-1222
Urgent Care Center- Palo Alto Medical Foundation	Adult: (650) 853-2958 Pediatric: (650) 853-6558

### Disaster Information:

American Red Cross, Palo Alto Chapter	(650) 688-0415
City of Palo Alto's Office of Emergency Services <a href="https://www.cityofpaloalto.org/Departments/Emergency-Services">https://www.cityofpaloalto.org/Departments/Emergency-Services</a>	(650) 617-3197
City Storm and Public Information Hotline	(650) 329-2420
Disaster Safety & Preparation	<a href="http://www.redcross.org/prepare">www.redcross.org/prepare</a>
Emergency Radio Stations:	KCBS 740 AM and KZSU 90.1 FM

### Substance Abuse Services:

Al-Anon	(650) 592-7935
Alcoholics Anonymous	(408) 374-8511
Narcotics Anonymous	(650) 802-5950
County of Santa Clara County Substance Use Services	(800) 704-0900

### Domestic and Sexual Violence:

Adult Protective Services & Senior Abuse Reporting (24-hour crisis/help line)	(800) 414-2002
Child Abuse Hotline – Santa Clara County Social Services Agency	(833) 722-5437
Family and Children Services of Silicon Valley (Prevention and Survivor Services)	(650) 326-6576
Next Door: Solutions to Domestic Violence	(victim hotline) (408) 279-2962 (general information) (408) 501-7550
SafeChat for those impacted by domestic violence or intimate partner abuse (text helpline)	(833) 488-1236
YMCA of Silicon Valley Domestic Violence/Support Network for Battered Women Crisis Line (English and Spanish)	(800) 572-2782

## Food and Grocery Programs in Palo Alto

### Groceries

- Downtown Food Closet:** 425 Hamilton Ave, Palo Alto (650) 325-3663  
Mon-Fri 10 am - 2:30 pm; Closed Thurs 12 - 1 pm
- Ecumenical Hunger Program:** 2411 Pulgas Ave., East Palo Alto (650) 323-7781  
Monday-Thursday 9 am -12 pm & 2:30 - 5:30 pm
- Jewish Family Community Services Food Bank:** For seniors on a fixed income, (415) 449-3700  
adults with disabilities, young families with low incomes, and others facing temporary crisis.
- Palo Alto Community Child Care:** 3990 Ventura Court, Palo Alto (650) 493-2361  
2<sup>nd</sup> and 4<sup>th</sup> Tuesdays of the month 11am - 1 pm
- South Palo Alto Food Closet:** E. Meadow Dr., Room 9, Palo Alto (650) 494-9310  
Available by appointment, email [southpaloaltofoodcloset@gmail.com](mailto:southpaloaltofoodcloset@gmail.com)
- St. Andrew's United Methodist Church:** 4111 Alma Street, Palo Alto (650) 493-0900  
Fridays 4 - 6 pm
- St. Athanasius Church:** 160 N. Rengstorff Ave, Mountain View (650) 961-8600  
2<sup>nd</sup> and 4<sup>th</sup> Saturdays 10 am - 12 pm
- WeHOPE:** 1854 Bay Rd., East Palo Alto - Tuesdays 11:30 am - 1 pm (650) 779-4635

### Meals

- Ecumenical Hunger Program:** 2411 Pulgas Ave., East Palo Alto (650) 323-7781  
Monday-Thursday 12 - 1 pm
- LifeMoves Opportunity Center:** 33 Encina Avenue, Palo Alto (650) 853-8672  
Monday-Friday 8:30 - 10:30 am and 12:30 - 2 pm
- St. Anthony's Church:** 3500 Middlefield Rd., Menlo Park (650) 365-9664  
Monday-Saturday 11 am - 1 pm
- Streetlife Ministries:** (650) 241-8865  
1120 Merrill Street, Menlo Park. Tuesdays and Thursdays 6:45 - 8 pm  
2890 Middlefield Road, Palo Alto. Mondays 6:45 - 8 pm
- Mount Olive Apostolic Holy Church:** 605 Hamilton Ave., Menlo Park (650) 630-4639  
Monday-Thursday 4 - 6 pm

# Food and Grocery Programs in Palo Alto

## Seniors

### **La Comida de California**

(650) 322-3742

Provides hot lunches for adults age 60 & above. Meals are free, suggested contribution \$3.  
Stevenson House 455 East Charleston: Monday-Friday 11:15 am - 12:15 pm  
First United Methodist Church 625 Hamilton Ave: Monday-Friday 11:45 am - 12:15 am

### **Loaves and Fishes: Meals on Wheels**

(408) 961-9870

Delivers fresh, nutritious meals to the homes of seniors 60 years of age or older who, due to illness or disability, cannot buy or cook meals for themselves.

### **Operation Brown Bag**

(800) 984-3663

Provides a weekly bag of groceries to seniors (ages 60+, 55+ with a disability).

### **Santa Clara County's Senior Nutrition Program**

(408) 755-7680

Provides mid-day group meals at various sites.

### **Self Help for the Elderly**: 550 East Remington, Sunnyvale

(408) 733-1883

Provides a Chinese-style noon meal for seniors age 60 or over.  
Monday-Friday, \$3 suggested donation.  
1<sup>st</sup> round seating register in person at 10:30 a.m.  
2<sup>nd</sup> round seating register in person at 11:45 a.m.

## Additional Resources

**CalFresh**: A government program offered through the County of Santa Clara Social Services Agency that offers food vouchers for low-income households.

(408) 758-3800

### **Second Harvest Food Bank: Food Connection Hotline**

(800) 984-3663

Phone referral hotline for those seeking food assistance.

**Women, Infants, Children (WIC)**: A Santa Clara County Public Health program that gives free healthy eating support to pregnant people, new parents, and children up to age 5. Services include monthly help to buy health foods.

(408) 792-5101

## Clothing

**EHP “Clothes Closet”**: 2411 Pulgas Avenue, East Palo Alto (650) 323-7781  
Distributes clothing, furniture, appliances, and household essentials, such as blankets, sheets, and dishes.

**Sacred Heart Community Services “Clothes Closet”**: 1381 South First St, San Jose (408) 278-2160  
Distributes free clothing, shoes, accessories, and linens Monday, Wednesday, Thursday 9am-4pm;  
Tuesday 9am-6pm; Friday 9am-12pm. Families may visit twice per month and take up to 5 items per visit.

**St. Anthony's** – Clothing Distribution Center: 3500 Middlefield Road, Menlo Park (650) 365-9664  
Distributes free clothing 10-11 am 1<sup>st</sup> & 3<sup>rd</sup> Wednesdays (women and children) and 1<sup>st</sup> & 3<sup>rd</sup> Thursdays  
(men).

## Homeless Shelters and Emergency Housing

**Here4You Hotline**: 9 a.m. – 7 p.m. (408) 385-2400  
Provides referrals for openings at emergency shelters and temporary housing programs

**Homeless Prevention Services** (408) 786-8538  
A countywide network of agencies working together to prevent homelessness. Resources for connecting to services

**Shelter Bed Hotline** (800) 774-3583  
The homeless shelter hotline is available 24-hours a day and has information about Bay Area shelters.

**Bill Wilson Center**: 3490 The Alameda, Santa Clara (408) 243-0222  
Runaway and Homeless Youth Shelter for youth ages 12-17

**StarVista Daybreak Shelter**: (650) 771-0782  
StarVista Office - 610 Elm Street, Suite 212, San Carlos  
Transitional housing program for homeless teens aged 16-21

**Heart and Home Collaborative**: Alternating locations in Palo Alto (650) 600-1555  
Seasonal (Nov.-April) shelter for single women

**Family Supportive Housing**: 692 N. King Road, San Jose (408) 926-8885  
Provides a variety of services for overcoming poverty, hunger and homelessness for families with children

**LifeMoves - Haven Family House**: 260 Van Buren Rd, Menlo Park (650) 325-8719  
Interim shelter and services for families

**LifeMoves Mountain View**: 2500 Leghorn Street, Mountain View (650) 853-8672  
Interim housing community, with private units, and services for families and single adults

**LifeMoves – Montgomery Street Inn**: 358 N. Montgomery Street, San Jose (408) 271-5160  
Emergency and transitional housing for single adult men

**LifeMoves – Julian Street Inn**: 546 W. Julian Street, San Jose (408) 271-0820  
Emergency and transitional housing for adults working to overcome homelessness and severe mental illness

**LifeMoves – Villa**: 184 South 11<sup>th</sup> Street, San Jose (408) 271-0685  
Interim shelter and services for families and single adult women

**LifeMoves – Georgia Travis House**: 260 Commercial Street, San Jose (408) 271-1630  
Interim shelter and services for families and single adult women

## Homeless Shelters and Emergency Housing, Cont.

**Salvation Army – Emmanuel House:** 405 N. 4<sup>th</sup> Street, San Jose (408) 282-1165  
Transitional shelter, homeless shelter for single men

**WeHope:** 1854 Bay Road, East Palo Alto (650) 330-8000  
Emergency and transitional housing for single men and women.

**YWCA Crisis Support Line** – Sexual Assault, Domestic Violence, Human Trafficking (800) 572-2782  
Emergency shelter for individuals and families fleeing or attempting to escape domestic violence.

### Drop-in Services

**Bill Wilson Drop-In Center:** 693 South 2nd Street, San Jose (408) 925-0231  
For homeless youth ages 14-25. Services include food, personal care items, access to phones/computers, showers, laundry facilities, housing referrals, mental health services, and counseling. Call for current operating hours.

**LifeMoves - Opportunity Center:** 33 Encina Ave., Palo Alto (650) 853-8672  
Drop-in services for single adults including food, clothing, laundry/shower facilities, and case management. Open Monday-Friday from 8 a.m.-4 p.m.

### Free Healthcare Providers

**Gardner Health Services: Healthcare for the Homeless Project** - various locations (408) 935-3908  
Provides preventative and primary healthcare services to homeless individuals, including substance use treatment and counseling, case management, and urgent care referrals.

**Peninsula Healthcare Connection** - Opportunity Center, 33 Encina Ave, Palo Alto (650) 853-0321  
Offers free healthcare and wellness services for people experiencing homelessness and low-income households. Insurance is not required, however private insurance, Medi-Cal, and Medicare insurance are accepted

**Stanford Medicine: Arbor Free Clinic** - 114 Fifth Ave., Redwood City (650) 724-1332  
Provides transitional health care at no charge to underserved population on Sundays from 8-10 am on a first-serve basis. Clients are referred to resources for long-term care

## Affordable Housing

**Alta Housing**: 725 Alma Street, Palo Alto, (650) 321-9709

Fosters, develops, acquires, rehabilitates and operates affordable housing benefiting low- and moderate-income families, seniors, and the disabled in Palo Alto. Provides onsite educational and wellness programs for residents. Maintains a waiting list for Palo Alto residents/workers for Below Market Rate (BMR) home purchase program.

**Eden Housing**: 22645 Grand Street, Hayward, (510) 582-1460

Operates affordable housing properties and provides residents services such as education, health, wellness, and economic empowerment programs.

**Housing Industry Foundation - Affordable Housing Initiative**: info@hifinfo.org

Matches individuals and households who fall in the 50-80% of Average Median Income (AMI) to affordable housing at up to 50% below market rates for up to three years. Special focus on teachers, non-profit professionals and other public workers.

**Mid-Peninsula Housing Coalition**: 303 Vintage Park Drive, Suite 250, Foster City, (650) 356-2900

Develops and manages low-income and subsidized housing. Persons interested in low-income, Section 8 or subsidized housing must contact the individual property where they wish to rent for information.

## Subsidized Housing in Palo Alto

801 Alma Street (Family): 801 Alma Street, (650) 600-8885

Alma Garden Apartments (Families, Studio): 2507-2533 Alma Street, (650) 813-1369

Alma Place (Single Room Occupancy): 753 Alma Street, (650) 473-9195

Alma Village Apartments (Families): 3445 Alma Street, (650) 858-1101

Alta Tore (Seniors): 3895 Fabian Way, (650) 493-4700

Arastradero Park Apartments (Seniors, Families, Handicapped): 574 Arastradero Road, (650) 493-4376

Barker Hotel (Single Room Occupancy, Handicapped): 439 Emerson Street, (650) 327-5327

California Park Apartments (Families, Handicapped): 2301 Park Boulevard, (650) 321-2730

College Terrace (1 bedroom): 2123 Staunton Court, (650) 326-1240

Colorado Park Apartments (Seniors, Families, Handicapped): 1141 Colorado Avenue, (650) 856-9377

Curtner Apartments (Seniors, Families, Handicapped): 300 & 310 Curtner Avenue, (650) 858-2199

El Dorado Place (Families): 2811-2825 Alma Street; 110-130 El Dorado, (650) 858-1101

Elm Apartments (Seniors, Families, Handicapped): 129 Emerson Street, (650) 858-2199

Emerson House (1-bdrm units): 330 Emerson Street, (650) 858-2199

Emerson North Apartments (Studios): 3051-3061 Emerson Street, (650) 858-2199

Emerson South Apartments (Families, Studios): 3067-3077 Emerson Street, (650) 858-2199

Ferne Apartments (Families): 101-131 Ferne Avenue, (650) 858-2199

Hotel California (Residential Hotel Rooms): 2431 Ash Street, (650) 322-7666

Lytton Gardens (Seniors): 656 Lytton Avenue, (650) 617-7373

Oak Court Apartments (Families, Handicapped): 845 Ramona Street, (650) 326-3211

## **Subsidized Housing in Palo Alto Cont.**

Oak Manor Townhouses (Families, Handicapped): 630 Los Robles Avenue, (650) 858-2199

Page Mill Court (Special Needs): 2700 Ash Street, (650) 322-0149

Palo Alto Gardens (Families, Seniors): 650 San Antonio Road, (650) 494-2225

Plum Tree Apartments (Families): 3020-3038 Emerson Avenue, (650) 858-2199

Sheridan Apartments (Seniors, Disabled): 360 Sheridan Avenue, (650) 326-1240

Stevenson House (Seniors): 455 E. Charleston Road, (650) 494-1944

Tree House Apartments (Studio and 1 bedroom): 488 West Charleston Road, (650) 858-1101

Ventura Apartments (Families): 290 and 310 Ventura Avenue, (650) 858-2199

Waldo Apartments (1 and 2 bedrooms): 3039-3049 Emerson Street, (650) 858-2199

Webster Wood Apartments (Families, Handicapped): 941 Webster Street, (650) 326-9271

Wilton Court (Studio and 1 bedroom): 3705 El Camino Real, (650) 318-6856

## **Rental & Utilities Financial Assistance**

**City of Palo Alto Department of Utilities - Project Pledge:** (650) 329-2161

Offers a one-time utility bill assistance to Palo Alto residential customers for past due amounts, up to \$750, who have experienced sudden job loss, the death of a spouse, or unexpected substantial medical expenses.

**City of Palo Alto Utilities - Rate Assistance Program (RAP):** (650) 329-2161

Provides a 25% discount on gas and electricity charges and a 20% discount on storm drain service fees to Palo Alto residential customers. Eligibility is based on either medical need, treatment or medical equipment causes higher than normal utilities consumption, or financial need.

**Housing Industry Foundation – Emergency Housing Fund:** [info@hifinfo.org](mailto:info@hifinfo.org)

Awards emergency aid fund money to low-income individuals/families that are at risk of losing their housing. Only accepts applications from partner agencies. View a list of partner agencies: <https://www.hifinfo.org/about/current-partners/>

**Sacred Heart Community Service - Home Energy Assistance Program:** (877) 278-6455

Offers a credit to the utility bill of income-eligible residents in Santa Clara County who purchase energy from the City of Palo Alto (as well as other vendors).

**Saint Vincent de Paul Society - Saint Thomas Aquinas Conference:** (650) 424-8155

Provides rent, utilities, and other emergency assistance to individuals and families in need. For in-person assistance, visit the Pastoral Center located at 3290 Middlefield Road in Palo Alto on Wednesdays from 3-5 p.m.

**Santa Clara County Homeless Prevention System:** (408) 926-8885

Provides assistance to low-income families or individuals who are at risk of losing their housing, including: temporary financial assistance, legal support, case management and other services. The local provider for Palo Alto is the LifeMoves Opportunity Center (650) 853-8672.

**Santa Clara County Housing Authority (SCCHA):** (408) 275-8770

Administers two federally funded rental assistance programs, Housing Choice Vouchers (formally known as Section 8) and Property Based Vouchers.



## RATE ASSISTANCE PROGRAM (RAP)

The City of Palo Alto Utilities offers a 25 percent discount to provide financial relief to residents who meet special medical or financial qualifications. **Call the Customer Service Center at (650) 329-2161** for additional assistance. The form can be found online at: <https://www.paloalto.gov/Departments/Utilities/Residential/Utilities-Assistance/Rate-Assistance-Program-RAP>

**DISCOUNT BASED ON MEDICAL NEED:** You may qualify for a medically-based 25 percent discount on gas, and/or electricity charges if you have a physician’s certification supporting the fact that your medical condition, treatment or equipment causes higher than normal utilities consumption.

**DISCOUNT BASED ON FINANCIAL NEED:** If you are experiencing financial hardship, you may be eligible for a 25 percent discount on gas and electricity charges and 20% on storm drain charges. All customers will qualify if their total monthly or annual household income is equal to or less than the income guidelines described below. Customer's discount eligibility is based on monthly income received in the most current months. Households with Social Security Income (SSI), Temporary Assistance for Needy Families (TANF), and Food Stamp recipients automatically qualify for the discount even if the total household income exceeds the income guidelines described below. However, SSI, AFDC, and Food Stamp recipients are still required to complete an application and attach documentation showing receipt of aid.

Size of Household (as of 7/1/25)	Monthly	Yearly
1	\$5,850	\$70,350
2	\$6,700	\$80,400
3	\$7,550	\$90,450
4	\$8,350	\$100,450
5	\$9,050	\$108,500
6	\$9,700	\$116,550
7	\$10,400	\$124,600
8	\$11,050	\$132,600
Each Additional Person Add		\$ 9,050

- Customers who qualify for both the financial and medical discount should apply for the financial discount as it provides the most comprehensive benefits.
- An applicant may not receive a financial or medical discount in conjunction with any other discounts.
- The discount does not apply to the Utility User Tax or towards any other utilities. The Utilities User Tax will be calculated before the discount is applied.
- Applicants may be required to establish eligibility on an annual basis, and it is the responsibility of the customer to notify the Utilities Department should their eligibility change.
- Discount can only be applied to one utility account per customer.
- Proof of income (i.e. paycheck, bank statement, copy of tax return, government aid) for each household member is required for application approval (such as a copy of the prior-year tax return, a prior-year transcript of the “Verification of Non-filing” from the Internal Revenue Service, or a verification of government aid). Please do not send original documents.

## Legal Services

**Asian Law Alliance:** (408) 287-9710

Provides consultation and legal representation on a free or low-cost basis, with a focus on making legal services accessible to Asian/Pacific and low-income people. Services provided in various Asian languages in the areas of housing, public benefits, immigration and deportation defense, domestic violence/victims of violent crimes, and civil rights.

**Bay Area Legal Aid:** Office (408) 283-3700 | Legal Advice Line (800) 551-5554

Provides legal advice and representation for housing, public benefits, consumer law, and health care access. Clients are low-income individuals and families.

**Elevate Community Center:** (408) 357-9538

Offers free and low-cost legal services to small businesses and low-income individuals in the areas of criminal record related services, small business-related services, domestic violence and family law, and housing.

**Katherine and George Alexander Community Law Center:** (408) 288-7030

Santa Clara University law students, under the supervision of supervising attorneys, provide pro bono advice and representation for workers' rights, consumer rights, and immigration rights.

**Law Foundation of Silicon Valley:** (408) 280-2424

Legal services for housing, children and youth (legal advocates for children and youth), health access for people who identify as living with mental health, developmental disabilities, and/or HIV. Provides free legal help for healthcare to people experiencing homelessness in Santa Clara County.

**Palo Alto Area Bar Association:** (650) 326-8322

Provides referrals to local attorneys and offers a free drop-in legal clinic to the Palo Alto community. Association members also participate in the Lawyers in the Library program.

**Pro Bono Project of Silicon Valley:** (408) 998-5298

Specializes in pro bono cases in family law, domestic violence, and consumer law.

**Project Sentinel:** (800) 339-6043

Provides housing solutions and community mediation. Palo Alto residents experiencing a dispute between landlords and tenants should directly contact the Palo Alto Mediation Program (650) 856-4062. Services are free and confidential.

**Senior Adults Legal Assistance:** (408) 295-5991

Provides a range of free legal assistance to Santa Clara County seniors (60 years or older). Areas of expertise include (not limited to) elder abuse, public benefits, housing, skilled nursing/assisted living and alternatives to institutionalization, advance health care directives, and consumer/finance.

**Stanford Community Law Clinic:** (650) 725-9200

Stanford law students, under the supervision of the clinic instructors, represent clients in housing, social security disability, and criminal record expungement matters.

**Step Forward Foundation:** (408) 915-8698

Provides free legal consultations, advice, assistance, and in some cases pro-bono legal representation for immigration, family and employment law.

# Employment Training and Placement

## General

<u>California State Employment Development Department (EDD)</u>	(916) 654-7799
<u>CalJOBS</u>	(800) 758-0398
<u>Center for Employment Training</u>	(408) 534-5360
<u>Goodwill of Silicon Valley Career Development Program</u>	(408) 998-5774
<u>Goodwill of Silicon Valley Career Technical Education</u>	(408) 998-5774
<u>Jewish Vocational and Career Counseling Services</u>	(415) 391-3600
<u>Job Train</u>	(650) 330-6429
<u>North Valley Workforce Board (NOVA) Job Center</u>	(408) 730-7232
<u>Southeast Asian Community Service Center (SEACC)</u>	(415) 885-2743
<u>Work2Future</u>	(408) 749-1101
<u>Vietnamese Voluntary Foundation</u>	(408) 532-7755

## Adolescents/Youth

Bill Wilson Center: 693 South 2nd Street, San Jose (408)925-0231  
The Drop-In Center serves youth ages 14-24, services include job readiness training, education support, and mental health services.

California Conservation Corp (800) 952-5627  
Young adults 18-25 years old, or military veterans up to the age of 29, participate in a wide variety of projects. Participants are offered education opportunities, training, and career pathways.

NOVA Youth Employment Center (408) 730-7640  
Helps young adults ages 17-24 to set education goals, explore careers, and find job and volunteer opportunities.

San Jose Job Corps Center (408) 254-5627  
Offers youth ages 16-24 training and education, including earning a high school diploma, and helps with job placement.

## Seniors

Avenidas (650) 289-5437  
As the local provider of senior services, Avenidas can provide general information and referral.

Sourcewise: Senior Employment Services (408) 350-3200

# Employment Training and Placement

## Persons with a Disability

### AbilityPath

(650) 259-8500

Individual and group placement, and job development.

### Ada's Cafe

(650) 327-2327

Hires and trains employees with disabilities in their cafe located at the Mitchell Park Community Center and catering services.

### California Department of Rehabilitation- San Jose District Office

(408) 277-1355

Services include the Supported Employment Program, Career Counseling, and Information and Referral Services for Blind, Deaf and Hard of Hearing, and Disabled persons.

### California State Employment Development Department (EDD)

(916) 654-7799

Provides access to services so that all job seekers with disabilities receive equal employment opportunities.

### Catholic Charities of Santa Clara County: Focus for Work

(408) 325-5285

Assists adults with a mental health diagnosis to find and keep employment. Contact the Department of Rehabilitation or Santa Clara County Behavioral Health Services for a referral.

### Deaf Counseling Advocacy and Referral Agency (DCARA)

(510) 343-6670

Provides deaf and hard of hearing job seekers information, resources, and tools to seek and maintain employment.

### Goodwill of Silicon Valley: Neurodivergent Pathways

(408) 869-9265

Teaches essential personal and workplace skills for those with a two or four year degree and are underemployed or unemployed.

### Goodwill of Silicon Valley: Expandability

(408) 869-9267

Provides individualized employment preparation, life management, job placement, and support services.

### Hope Services

(408) 284-2850

Offers job development, placement, and on-the-job coaching for individuals with developmental disabilities and mental health needs. Services provided by referral from a local regional center. The regional center for Santa Clara County is the San Andreas Regional Center.

### Kainos

(650) 363-2423

Provides skill building, job placement, and ongoing employment support.

### Momentum for Health Employment Services

info@momentumforhealth.org

Services for Santa Clara County residents with a behavioral health diagnosis. Must be referred by a case manager. Contact the Santa Clara County Behavioral Health Services for case management.

### Silicon Valley Independent Living Center (SVILC)

(408) 894-9041

Offers independent living skills such as resume writing, interviewing skills, and basic computer skills.

### Vista Center for the Blind and Visually Impaired

(650) 858-0202

The Independent Immersion Program provides guidance and orientation, adaptive living skills, assistive technology training, and travel training (orientation and mobility).

## Employment Training and Placement

### Unhoused

LifeMoves Opportunity Center

(650) 853-8672

Case management support, including resources for employment.

### Veterans

Goodwill of Silicon Valley Veterans Employment Program

(408) 869-9247

Nation's Finest – Veteran Resource Center

650) 566-0240

NOVA Veteran Services

(408) 730-7232

## Transportation Resources

### **Avenidas Door-to-Door** (650) 289-5411

Low-cost transportation and free essential deliveries for Senior Citizens.

<https://www.avenidas.org/programs/door-to-door/>

### **Bay Area Rapid Transit District (BART) Trip Planning Assistance** (510) 465-2278

[www.bart.gov](http://www.bart.gov)

**Caltrain/SamTrans Customer Service** (800) 660-4287 Caltrain is a commuter rail line that runs from San Francisco down to Gilroy. [www.caltrain.com](http://www.caltrain.com) or [www.samtrans.com](http://www.samtrans.com)

### **Clipper Card Discounts**

The Clipper discount cards offer discounted rides to 24 Bay Area transportation providers. Including (not limited to) BART, Caltrain, SamTrans, and VTA. [www.clippercard.com/ClipperWeb/discounts](http://www.clippercard.com/ClipperWeb/discounts)

- Clipper START Card: For riders ages 19-64 with qualifying income
- Youth Clipper Card: For riders ages 5-18
- Senior Clipper Card: For riders age 65 and older

### **Marguerite Shuttle** (650) 564-3336

Stanford University's free public shuttle serves both Palo Alto train stations.

<https://transportation.stanford.edu/marguerite>

### **511 Merge** 511

511 Merge Service includes thousands of Bay Area residents looking for carpool partners. [Merge.511.org](http://Merge.511.org)

### **Palo Alto Link** (650) 505-5772

A City of Palo Alto rideshare service for the Palo Alto area. Wheelchair accessible vehicles are available. Standard fares are \$3.50 per trip with discounts available for youth, seniors, low-income, and disabled fare rides.

[www.cityofpaloalto.org/Departments/Transportation/Palo-Alto-Link](http://www.cityofpaloalto.org/Departments/Transportation/Palo-Alto-Link)

### **Ride PVI** (650) 272-5040

Low-cost transportation for seniors. <https://1pvi.org/ridepvi/>

### **Santa Clara Valley Transit Authority (VTA)** (408) 321-2300

[www.vta.org](http://www.vta.org)

### **Santa Clara Valley Transit Authority – Paratransit** (408) 321-2380

Provides paratransit, an exterior door-to-door service, to persons who are unable to independently use local bus or light rails services due to physical, visual, or cognitive disabilities. [www.vta.org/go/paratransit](http://www.vta.org/go/paratransit)

### **Senior Nutrition Mobility Management Program** (408) 755-7680

Provides free transportation benefits for eligible, registered senior dining program participants to access [meal sites](#) and engage in social interaction with others. [socialservices.sccgov.org/food-assistance/senior-nutrition-program/transportation-services-older-adults](http://socialservices.sccgov.org/food-assistance/senior-nutrition-program/transportation-services-older-adults)

## Senior Services

**Alta Housing** 725 Alma Street, Palo Alto (650) 321-9709  
Fosters, develops, acquires, rehabilitates, and operates affordable housing, including Sheridan Apartments, an affordable complex for seniors.

**Avenidas** 450 Bryant Street, Palo Alto (650) 289-5400  
Case management, adult day health, housing counseling, peer counseling, caregiver support, home repair, health screening, transportation, training, assisted living, information & referral, and enrichment services.

**Catholic Charities** 2625 Zanker Road, San Jose (408) 468-0100  
Provides ombudsman care for seniors in long term care residences, transportation for adults with disabilities, a variety of social opportunities for all seniors, and serves hot meals at select locations.

**Charities Housing San Jose** 1400 Parkmoor Avenue, Suite 190, San Jose (408) 550-8300  
Manages and develops affordable housing, including Belovida Santa Clara and The Veranda, affordable apartment complexes for seniors.

**City of Palo Alto, Community Services Department** 1305 Middlefield Road, Palo Alto (650) 463-4900  
Health maintenance, enrichment services and personal improvement.

**Jewish Family and Children's Service**  
Koret Family Resource Center, 200 Channing Ave, Palo Alto (415) 449-3700  
Services include home care, care management, palliative care, fiduciary services, money management, dementia care, skilled nursing, futures program, healthcare advocacy, counseling, caregiver support.

**La Comida de California** 455 East Charleston Road, Palo Alto (650) 322-3742  
Serves hot, nutritious lunches Monday – Friday in the Main Dining Room at Stevenson House and to-go boxes at the Methodist Church (625 Hamilton Ave, Palo Alto). Participants must be 60 and older and their caregivers. \$3.00 suggested donation.

**Meals on Wheels - County of Santa Clara Social Services Agency** (408) 350-3200 ext. 4  
Provides home-delivered meals to homebound seniors.

**Oshman Family Jewish Community Center** 3921 Fabian Way, Palo Alto (650) 223-8700  
Daytime and senior programs include community concerts, day trips and excursions, and virtual programs.

**Palo Alto Unified School District, Adult School**  
50 Embarcadero Road, Room #P11, Palo Alto (650) 329-3752  
Provides a large variety of accessible and flexible programs for adults in the community

**Pathways Home Health, Hospice & Continuous Care**  
585 North Mary Avenue, Sunnyvale (888) 978-1306  
Manages home care and hospice services.

**Peninsula Volunteer Inc. (PVI)** 800 Middle Avenue, Menlo Park (650) 272-5000  
Provides a range of activities and supports for seniors. The Little House program offers a variety of health and wellness services through fitness classes, art activities, educational lessons, and more. The Rosener House provides therapeutic interventions to promote health, independence, and dignity for those living with Alzheimer's, Parkinson's, dementia, stroke, and other conditions. Meals on Wheels and a Ride program are also available.

## Senior Services

### **Santa Clara County Social Services Agency- Adult Protective Services (APS)**

333 West Julian St, San Jose

APS 24/7 hotline: (800) 414-2002

Provides protection for frail, elderly and/or dependent adults

### **Santa Clara County Social Services Agency – Senior Nutrition Program**

(408) 755-7680

The county partners with cities and community-based organizations to provide meals, transportation services, and additional resources. Programs include Cafe sites, Meals on Wheels (for homebound seniors), Friends from Meals on Wheels (friendly visits or phone calls to homebound seniors), and transportation services to cafe sites

### **Santa Clara County Social Services Agency - In-Home Supportive Services (IHSS)**

353 W. Julian Street, San Jose

(408) 792-1600

Recipients can get services at home from family, friends, or a provider and IHSS pays for the services. To qualify, you must be blind, live with a disability, or are 65 years or older. You must also have a Medi-Cal eligibility determination - if you do not have Medi-Cal, call (877) 962-3633 for details or to apply

### **Second Harvest Food Bank** – Bing Center, 1051 Bing Street, San Carlos

(650) 610-0800

Food & nutrition program, free groceries, and health screenings

### **Self Help for the Elderly** 50 East 5<sup>th</sup> Avenue, San Mateo

(650) 342-0822

Provides Alzheimer's care, employment training and placement, nutritional meals, recreational activities, health insurance counseling and advocacy, homecare and hospice, house cleaning, senior housing and social services.

### **Senior Adults Legal Assistance (SALA)** Multiple locations

(650) 969-8656

Free legal services in SS, SSI, Medicare, Medi-Cal, in-home support, elder abuse, housing, care facilities, incapacity planning, health insurance, simple wills and advance directives.

### **Senior Seasons**

(408) 737-2049

A free referral service for seniors and their families to help them evaluate and choose senior housing options. Also provides referrals for elder law, estate sales management, fiduciary, financial planning, geriatric care management, Medi-Cal planning, in-home care givers, and long-term care insurance.

### **Stevenson House** 455 E. Charleston Rd, Palo Alto

(650) 494-1944

Offers affordable, independent housing for low-income seniors.

### **Stroke and Brain Injury Services at Ability Path**

Cubberley Community Center, 4000 Middlefield Rd, Building P, Palo Alto

(650) 509-9530

Offers therapeutic services and programming for people with stroke and brain injuries.

### **Sourcewise** 2115 The Alameda, San Jose

(408) 350-3200

Services include congregate and home-delivered meals, legal aid, transportation, in-home nursing and homemaker care, adult day and adult day health care and case management services.

### **Tele-Care Service**

(650) 988-7558

Free program for older adults who live alone. Volunteers from El Camino Hospital Auxiliary call participants daily at a pre-arranged time to check on their well-being.

### **Vista Center for the Blind and Visually Impaired** 2500 El Camino Real, Palo Alto

(650) 858-0202

Independent living skills, computer training, case management, mental health, transportation, low vision optometry, braille classes

## Disability Resources

### Assistive Technologies

California Telephone Access Program (800) 806-1191  
Provides free specialized phones and accessories to make it easier to hear, dial, and call.

Department of Rehabilitation - San Jose District Office (408) 277-1355  
Resources, device loans, low and no cost devices

Parents Helping Parents (PHP) - Assistive technology demonstration and training center (408) 727-5775

Vista Center for the Blind and Sight Impaired - Assistive technology training (650) 858-0202

Silicon Valley Independent Living Center (408) 894-9041  
Equipment for loan; daily living and mobility aids

### Interpretation

Department of Rehabilitation: Deaf and Hard of Hearing Services (916) 558-5670  
Services include interpreter services, audiologic and hearing aid assessments, and referrals to specialized agencies.

Deaf Counseling Advocacy and Referral Agency (DCARA): Interpreting Services (510) 722-7004  
Provides affordable, qualified interpreters for on-site and video communication.

### Employment Assistance

AbilityPath (650) 259-8500  
Individual and group placement, and job development

Ada's Cafe (650) 327-2327  
Hires and trains employees with disabilities in their cafe and catering services.

California Department of Rehabilitation - San Jose District Office (408) 277-1355  
Services include the Supported Employment Program, Career Counseling, and Information and Referral Services for Blind, Deaf and Hard of Hearing, and Disabled persons.

California State Employment Development Department (EDD) (916) 654-7799  
Provides access to services so that all job seekers with disabilities receive equal employment opportunities.

Deaf Counseling, Advocacy and Referral Agency (DCARA) (510) 343-6670  
Provides deaf and hard of hearing job seekers information, resources, and tools to seek and maintain employment.

Goodwill of Silicon Valley Neurodivergent Pathways (408) 869-9265  
Teaches essential personal and workplace skills for those with a two or four year degree and are underemployed or unemployed.

Goodwill of Silicon Valley Expandability (408) 869-9267  
Provides individualized employment preparation, life management, job placement, and support services.

Kainos (650) 363-2423  
Provides skill building, job placement, and ongoing employment support.

Project Hired: Ability at Work (408) 557-0880  
Provides a wide variety of programs including training, resources, and retention support.

## Disability Resources

Silicon Valley Independent Living Center (SVILC) (408) 894-9041

Offers independent living skills such as resume writing, interviewing skills, and basic computer skills.

Vista Center for the Blind and Visually Impaired (650) 858-0202

The Independent Immersion Program provides guidance and orientation, adaptive living skills, assistive technology training, and travel training (orientation and mobility).

### Legal Services and Advocacy

Disability Rights California - Advocacy and Information on Legal Rights (800) 776-5746

Deaf Counseling, Advocacy and Referral Agency (DCARA) (510) 343-6670

Disability Rights Advocates (DRA) - Advocacy and Legal Services (510) 665-8644

Bay Area Legal Aid - Advocacy and Legal Services (800) 551-5554

San Andreas Regional Center - Advocacy and Diagnostic Services (408) 374-9960

Americans with Disabilities Act (ADA) - Information Hotline for ADA compliance (800) 949-4232

### Housing and Rental Assistance

Silicon Valley Independent Living Center (408) 894-9041

Offers referrals for housing opportunities and provides emergency services such as one-time rent and mortgage payment assistance, and move-in costs for rental deposits.

Housing Choice Coalition (408) 498-5777

Works with clients to determine individualized housing plans and helps submit completed housing applications.

### Group Residences

Parents and Advocates for Remarkable Children and Adults (PARCA) (650) 312-0730

Offers independent living residences, assisted living residences, and a weekend out-of-home respite care program.

### Subsidized Housing in Palo Alto with Wheelchair Accessible Units:

Alma Place - 753 Alma Street (650) 473-9195

Arastradero Park Apartments - 574 Arastradero Road (650) 493-4376

Barker Hotel - 439 Emerson Street (650) 327-5327

California Park Apartments - 2301 Park Boulevard (650) 321-2730

Colorado Park Apartments - 1141 Colorado Avenue (650) 856-9377

Curtner Apartments - 300 and 310 Curtner Avenue (650) 858-2199

Elm Apartments - 129 Emerson Street (650) 858-2199

Lytton Gardens (seniors only, assisted and independent living) - 649 University Ave (650) 617-7373

Oak Court Apartments - 845 Ramona Street (650) 326-3211

Oak Manor Townhouses - 630 Los Robles Avenue (650) 858-2199

Page Mill Court (for developmentally disabled adults) - 2700 Ash Street (650) 322-0194

Sheridan Apartments - 360 Sheridan Avenue (650) 326-1240

Webster Wood Apartments - 941 Webster Street (650) 326-9271

## Disability Resources

### Independent Living Skills Instruction

<u>AbilityPath</u>	(650) 259-8500
<u>Deaf Counseling, Advocacy and Referral Agency (DCARA)</u>	(510) 343-6670
<u>Greater Opportunities for the Developmentally Disabled</u>	(408) 248-4464
<u>Parents and Advocates for Remarkable Children and Adults (PARCA)</u>	(650) 312-0730
<u>Silicon Valley Independent Living Center</u>	(408) 894-9041
<u>Vista Center for the Blind and Visually Impaired</u>	650-858-0202

### Counseling

<u>Silicon Valley Independent Living Center</u> - Individual, family, and group	(408) 894-9041
<u>Vista Center for the Blind and Visually Impaired</u> - Support groups	(650) 858-0202

### Rehabilitation/Habilitative Services

<u>AbilityPath</u> - Speech and occupational therapy for youth (ages 0-22).	(650) 259-8500
<u>AbilityPath</u> - Stroke and brain injury services; group and one-on-one sessions.	(650) 509-9530
<u>California Children's Services (CCS), Santa Clara County Public Health</u> For youth (ages 0-21) with certain diseases/diagnosis. CCS has two parts, a Nurse Case Management Program (eligibility process, navigating health systems, referrals) and a Medical Therapy Program (occupational and physical therapy, durable medical equipment consultation).	(408) 793-6200
<u>Santa Clara Valley Medical Center: Rehabilitation Center</u> Rehabilitation services for brain injuries, spinal cord injuries, stroke, and other disabling neurological conditions.	(408) 885-2032
<u>Stanford Medicine Health Care</u> Rehabilitation treatments for many conditions including assistive devices and stroke.	(650) 723-5462
<u>ViaServices: First Step</u> - Speech and occupational therapy for youth (ages 0-10).	(408) 243-7861
<u>Weingarten Children's Center</u> Speech, language, and occupational therapy for children who are deaf or hard of hearing.	(650) 365-7500

### Transportation

<u>Access Options, Inc, Palo Alto Office</u> - Mobility van rentals and custom vehicle adaptations	(888) 593-8175
<u>Santa Clara Valley Transit Authority Paratransit</u> Provides paratransit, an exterior door-to-door service, to persons who are unable to independently use local bus or light rails services some or all of the time due to physical, visual, or cognitive disabilities	(408) 321-2380

## Disability Resources

### Parent Resources

Parents Helping Parents (PHP) (408) 727-5775  
Parenting skills development, support groups, workshops, and networking.

Partners and Advocates for Remarkable Children and Adults (PARCA) (650) 312-0730  
Programs for youth and adults, support groups, and networking opportunities.

Palo Alto Adult School - Parenting and Family Classes (650) 329-3752  
Offers classes in teaching students with autism, ADHD, and other educational areas.

Schwab Learning Center - Children's Health Council (CHC) (650) 617-3800  
Offers evaluations and assessments for suspected learning disabilities. Also provides parenting education and workshops.

San Andreas Regional Center (SARC): Santa Clara County Office (408) 374-9960  
Service-coordination and free diagnostic evaluations for those living with learning disabilities.

### Special Education

AchieveKids - 3860 Middlefield Rd., Palo Alto (650) 494-1200  
Operates two private schools, one in Palo Alto and the other in East San Jose, for students with learning disabilities. Enrollment is done through referrals from partnering school districts. Programs include special education, behavioral health, speech and language, and transition services.

Athena Academy - 525 San Antonio Ave, Palo Alto (650) 543-4560  
For students in grades 1-8 with dyslexia or twice exceptional (students with a high IQ who also struggle with learning).

Esther B. Clark Schools - 650 Clark Way, Palo Alto (650) 688-3634  
A therapeutic day school for children in grades K-10 who struggle emotionally or behaviorally.

Palo Alto Unified School District (PAUSD) Special Education Department (650) 833-4260  
Services are provided for eligible students from ages 3 to 22.

Santa Clara County Office of Education Special Education Department (408) 453-6500  
Partners with the county's schools to serve students with disabilities from birth to age 22. Operates classes on public school campuses and acts as the Local Education Agency (LEA) for students who attend institutional schools, community schools and pediatric-skilled nursing facilities.

### Therapeutic and Recreation Activities

B.O.K Ranch- Therapeutic horseback riding program in Woodside. (650) 366-2265

Catholic Charities Handicapables Program (408) 325-5257  
Events for adults with disabilities, based in San Jose.

Easterseals Central California: Camp Harmon (831) 681-2166  
An overnight summer camp in Boulder Creek for children with developmental and/or physical disabilities.

Environmental Traveling Companions (ETC) (415) 474-7662  
Offers white water rafting, cross-country skiing, and seas kayaking trips to people with disabilities and under-resourced youth. Based in San Francisco with trips in the Bay Area and throughout California.

## Disability Resources

- Jewish Family and Children's Services: Shupin Social Club (415) 449-3805  
Offers group events for neurodiverse young adults, events are held in the San Francisco area.
- Magical Bridge Playground  
A playground inclusive of all ages and abilities located at Mitchell Park in Palo Alto.
- Morgan Autism Center: Adult Day Program (408) 241-8161  
Activities and education for adults with autism. Clients referred by the San Andreas Regional Center.
- National Center for Equine Facilitated Therapy (NCEFT)
- PARCA Recreational Experiences for all Children (REACH) Summer Program (650) 871-8402  
A summer day camp in San Bruno for children with developmental disabilities.
- PARCA Family Support Services (650) 278-1606  
Offers recreational activities, services are based in Burlingame.
- Shared Adventures (831) 459-7210  
Outdoor recreational activities, overnight camps, and arts activities for people with developmental and/or physical disabilities, based in Santa Cruz. Many activities are free or low-cost.
- Special Olympics Northern California (925) 944-8801  
Enriches the lives of children and adults with intellectual disabilities through sports, education, and athlete health.
- Team River Runner - Palo Alto Chapter (207) 266-3544  
Adaptive and therapeutic paddling program for veterans, active-duty military, and their families.
- Via Services: Via West (408) 243-7861  
Provides residential respite care at a campus in Cupertino for children with disabilities and special needs.
- Vista Center (650) 858-0202  
Social clubs and events for the blind and visually impaired, services in Palo Alto and San Jose.
- Westwind Riding Institute (650) 947-8680  
Therapeutic horseback riding program in Los Altos.

## Health Care Services

### Information & Services:

AIDS Community Research Consortium (ACRC) - 850 Douglas Ave, Redwood City (650) 364-6563  
Provides education on HIV/AIDs treatments, local resources, group classes, individual counseling, and referrals to other agencies.

Bay Area Cancer Connection - 1511 S. Claremont Street, San Mateo (650) 326-6686  
Provides personalized information, education, and care services to people affected by breast and ovarian cancer.

County of Santa Clara: Public Health Department - 976 Lenzen Ave, San Jose (408) 792-5040  
Works to prevent disease and injury, promote healthy lifestyles, create healthy environments, and advocate for policy and systems changes. Services include information and referral, public health pharmacies, STD and HIV testing and support, and California Children's Services (CCS).

The Health Library at Stanford - Hoover Pavilion, 211 Quarry Rd., Suite 201, Palo Alto (650) 725-8400  
Provides scientifically based medical information to help people make informed decisions about their health and health care. All services are free and provided for by the Stanford University Hospital.

The Health Trust - 3180 Newberry Drive, Suite 200, San Jose (408) 513-8700  
Provides case management, care coordination, and food assistance to low-income individuals living with HIV/AIDS. Provides housing services to people living with HIV/Aids and formally homeless individuals.

### Clinics:

Ravenswood Family Health Center: MayView Palo Alto Clinic - 270 Grant Ave, Palo Alto (650) 330-7400  
Provides comprehensive Primary Care, Behavioral Health, Optometry, Chiropractic, and Dental services. Under and uninsured patients are welcome, sliding scale payments available.

Foothill College: Dental Hygiene Clinic (650) 949-7335  
12345 El Monte Rd, Bldg. 5300, Room 5312, Los Altos  
Provides low-cost patient services as a learning experience for the Dental Hygiene students, under the supervision of a licensed dentist. Insurance cards not accepted, Medi-Cal patients get a 50% adjustment for teeth cleaning only.

Peninsula Healthcare Connection - Opportunity Center, 33 Encina Ave, Palo Alto (650) 853-0321  
Offers free healthcare and wellness services for people experiencing homelessness and low-income households. Insurance is not required, however private insurance, Medi-Cal, and Medicare insurance are accepted.

Planned Parenthood of Mountain View - 2500 California Street, Mountain View (650) 948-0807  
Provides affordable reproductive health care to individuals with or without insurance.

RotaCare Bay Are: San Jose Clinic - 100 Oak Street, San Jose (408) 715-3088  
Free medical services for minor injuries/illness, physical exams, gynecological, and referral services.

Stanford Medicine: Arbor Free Clinic - 114 Fifth Ave., Redwood City (650) 724-1332  
Provides transitional health care at no charge to underserved population on Sundays from 8-10 am on a first-serve basis. Clients are referred to resources for long-term care.

### Emergency Rooms:

El Camino Health: Mountain View Emergency Room - 2500 Grant Rd, Mountain View (650) 940-7055

#### Stanford Medicine:

Marc and Laura Andreesen Adult Emergency Department - 1199 Welch Rd, Palo Alto (650) 723-5111  
Pediatric Emergency Department - 900 Quarry Road Extension, Palo Alto (650) 723-5111

## Health Care Services

### Specialty Care:

Lucile Packard Children's Hospital at Stanford - 725 Welch Rd, Palo Alto (650) 497-800  
Offers the full range of medical and surgical services for infants, children and adolescents and pregnant women.

Pathways Home Health, Hospice and Palliative Care - 585 N. Mary Ave, Sunnyvale (888) 978-1306  
Offers home health, hospice, palliative care, bereavement support, and veteran services.

U.S. Dept. of Veteran Affairs: Palo Alto VA Medical Center - 3801 Miranda Ave, Palo Alto (650) 493-5000  
Provides primary care and specialty health services to veterans.

### Health Insurance:

Bay Area Legal Aid: Health Consumer Center (855) 693-7285  
Provides independent consumer assistance for health care access, including counsel to help people enroll in public and private health insurance programs. Also addresses problems with medical bills and receiving care.

County of Santa Clara Department of Social Services: Medi-Cal (408) 758-3800  
Determines eligibility for Medi-Cal, a public health care program for California residents with low income

County of Santa Clara Healthcare Access Program (HAP) (866) 967-4677  
Offers emergency and other medically necessary services and supplies at low or no cost to qualified patients. Patients with a family income below 650% of the Federal Poverty Level and with high out-of-pocket medical expenses may be eligible.

Covered California - Offers private health insurance coverage at federally subsidized rates (800) 300-1506

Gardner Health Services: Certified Enrollment Counselors (669) 444-5468  
Counselors help people (including undocumented persons) to understand their health care options by determining eligibility and determining if people qualify for low or no cost health insurance. Provides enrollment services for: Santa Clara Family Health Plan; Assistance for Infants and Mothers; Preferred Provider Organization Health Plans; Valley Health Plan; Healthy Families; Healthy Kids; Primary Care Access Program; Anthem Blue Cross Partnership Plan; Medi-Cal Access Program; Covered California; Medi-Cal; Cal Fresh; and 2<sup>nd</sup> Harvest Food Bank

Health Insurance Counseling and Advocacy Program (HICAP)  
Santa Clara County HICAP services provided by Sourcewise (408) 350-3200  
Sourcewise provides residents of Santa Clara County access to one-on-one counseling to assist Medicare beneficiaries, their families, and caregivers in understanding their Medicare benefits and healthcare options

Santa Clara Valley Medical Center - MedAssist Program (408) 970-2001  
Provides financial assistance for people with valid prescriptions for the following medications: diabetes medications, asthma inhalers, epinephrine auto-injectors (EPI pens).

### Habilitative and Rehabilitation Services:

AbilityPath - Speech and occupational therapy for youth (ages 0-22) (650) 259-8500

AbilityPath - Stroke and brain injury services; group and one-on-one sessions (650) 509-9530

California Children's Services (CCS), Santa Clara County Public Health (408) 793-6200  
For youth (ages 0-21) with certain diseases/diagnosis. CCS has two parts, a Nurse Case Management Program (eligibility process, navigating health systems, referrals) and a Medical Therapy Program (occupational and physical therapy, durable medical equipment consultation).

## Health Care Services

Pathways Home Health Services: Rehabilitation at Home (888) 978-1306

Provides physical, occupational, and speech therapy to help patients regain their former level of function.

Santa Clara Valley Medical Center: Rehabilitation Center (408) 885-2032

Rehabilitation services for brain injuries, spinal cord injuries, stroke, and other disabling neurological conditions. Accepts Medicare, Medi-Cal, Health Maintenance Organizations (HMOs), Commercial Worker's Compensation, California Children's Services (CCS), and private pay.

Stanford Medicine Health Care (650) 723-5462

Rehabilitation treatments for many conditions including assistive devices and stroke. Accepts most major health insurance carriers, including Medi-Cal and Medicare.

U.S. Department of Veteran Affairs: Palo Alto VA Medical Center (650) 493-5000

Respite & hospice care, caregiver assistance, sight loss rehabilitation, therapy & treatment programs.

ViaServices: First Step - Speech and occupational therapy for youth (ages 0-10). (408) 243-7861

Weingarten Children's Center (650) 365-7500

Speech, language, and occupational therapy for children who are deaf or hard of hearing.

## Mental Health and Counseling Services



### Hotlines:

California AIDS Hotline	(800) 367-2437
Crisis Line – Bill Wilson Center	(408) 850-6125
Domestic Violence and Sexual Assault YWCA Crisis Line	(800) 572-2782
National Runaway Safeline	(800) 786-2929
Suicide and Crisis Line	9-8-8

### Services:

#### AACI: Behavioral Health Services

(408) 975-2730

Offers linguistically and culturally sensitive behavioral health services. Referrals through the Santa Clara County Behavioral Health Services Call Center (800) 704-0900.

#### allcove Palo Alto

(650) 798-6330

Serves youth ages 12-25 by providing mental health, physical health, substance use support, peer and family support, and education and employment services.

#### Adolescent Counseling Services (ACS)

(650) 424-0852

Crisis Intervention, Direct Counseling, On-Campus Programs at Middle & High Schools, Outpatient Substance Abuse Counseling, LGBTQIA+ Support and Advocacy.

#### Avenidas: Care Partners

(650) 289-5438

Elder Care Consultations, Case Management, Individual and Family Counseling, Family Caregiver Support Groups, Information and Referral Services, and Community Presentations.

#### Bill Wilson Center: Youth and Family Mental Health Services

(408) 243-0222

Services for youth experiencing behavioral and/or mental health issues. Available for children, adolescents and adults up to age 21 and their families who have full scope MediCal insurance as their primary insurance provider.

#### Center for Children and Youth - A division of Jewish Family and Children's Services

(888) 927-0839

Offers a full range of childhood assessment and diagnostic testing, and subsequent actions plans, for development and mental health challenges. Clinical services include Child and Family Therapy, Child and Adolescent Psychiatry, Occupational Therapy, and School and Learning Challenges.

#### Children's Health Council

(650) 688-3625

Counseling & Intervention for infants and youth with emotional, behavioral, and learning challenges. Services also include screenings for Autism/Kindergarten Readiness/Speech-Language/Fine Motor Skills, evaluations for concerns related to Autism/Anxiety/Depression/ADHD/Learning Challenges, educational services to help children and teens adapt to challenges in the classroom, and a parent resource center.

#### Counseling and Support Services for Youth (CASSY)

(408) 493-5289

On-campus individual, family and group counseling sessions, crisis intervention and treatment, proactive mental health education and peer mediation, free of charge. Provides school staff with training on mental health issues and support staff in handling issues. Provides parent education and community outreach.

#### County of Santa Clara Behavioral Health Services

(800) 704-0900

The Behavioral Health Call Center is the entry point to all Santa Clara County behavioral health services. Services for individuals and families include behavioral health urgent care, emergency psychiatric services, inpatient and outpatient services, community mobile response team, substance use services, suicide crisis and prevention, and a behavioral health navigator program.

#### Family and Children Services of Silicon Valley

(650) 326-6576

Individual and family counseling for children, teens and adults in the areas of depression, anxiety, trauma, relationships, and other emotional and mental health concerns - sliding fee scale services are available. Also offers

## Mental Health and Counseling Services

services in family violence and abuse prevention, substance use disorder, LGBTQ support and counseling, and school-based services. Provides specialized services for children and adults who are deaf or hard-of-hearing.

### Gronowski Center (Palo Alto University)

(650) 961-9300

Counseling, psychotherapy, and assessment services for adults, children, adolescents, older adults, couples and families on a sliding scale fee basis. Services are provided by doctoral-level student therapists under the close supervision of licensed clinical psychologists. Includes specialty services for the LGBTQ and LatinX communities.

### La Selva Group - Associated with Momentum for Health

Outpatient Admissions (650) 617-8349 | Residential Admissions (650) 323-1401 | Community Clinic (650) 617-8350  
Accepts self-referrals and is in network with many insurance providers and will also work with out of network providers. Programs available are Functional Neurologic Symptom Disorder (FND) Track, free of charge  
Community Clinic, Outpatient Services, Supportive Housing, Dual Recovery, and Residential Services.

### Momentum for Health

info@momentumforhealth.org

Services are provided through referral only. Referrals accepted from the County of Santa Clara Behavioral Health Call Center (800-704-0900), case managers, or a care provider. Services include Youth Acute Outpatient Program, Youth Drop-In Center, Adult Outpatient Program, Adult Acute Outpatient Program, Addiction Treatment, Intensive Outpatient Program, Adult Residential Treatment, Crisis Residential Treatment, and Supportive Services.

### Pacific Clinics

(408) 379-3790

Offers many different kinds of mental health services and psychotherapy for children, adolescents, adults, older adults, couples. Provides psychological assessment services. Many services are provided on a sliding scale.

### Peninsula Healthcare Connection

(650) 853-0321

Offers free healthcare and wellness services for people experiencing homelessness and low-income households. Behavioral health services include individual counseling, referrals to case management and other resources, substance abuse disorder treatment, and psychiatric medication management.

### REACH (Raising Early Awareness and Creating Hope)

(855) 273-2248

Associated with Momentum for Health and Starlight Community Services - Provides intervention and prevention services for individuals, aged 10-25, who are at risk for or experiencing early psychosis. Services include psycho-education for the community, phone and in-person consultations, multi-disciplinary assessments, individual and family counseling, crisis management, medication management, and occupational therapy.

## **Grief Support:**

### Bill Wilson Center: Centre for Living with Dying

(408) 243-0222

Provides emotional support for people facing life-threatening illness or the trauma of having a loved one die.

### HAND (Helping After Neonatal Death) of the Bay Area

(650) 367-6993

Support and information to bereaved parents, their families and friends. Offers Grief Support Group Meetings, Early Pregnancy Loss Support Group Meetings, Subsequent Pregnancy Support Group Meeting, and Parenting After Loss Support.

### Kara

(650) 321-5272

Provides emotional support needed by persons dealing with loss by offering one-to-one counseling, grief support groups, grief therapy, crisis response, support at end-of-life, caregiver support and grief education and training.

## **Resources:**

### NAMI (National Alliance on Mental Health Illness) of Santa Clara County

(408) 453-0400

The Help Desk is a free peer-support service providing support, information, and resource referrals to people living with mental health conditions, their family members, caregivers, mental health providers and the public.

### Project Safety Net

(650) 460-8302

Provides resources and mobilizes community support for youth suicide prevention and mental wellness.

## Child Care Resources in Palo Alto

### Child Care Resource and Referral

<u>City of Palo Alto, Child Care Resources</u>	(650) 463-4906
<u>Palo Alto Community Child Care (PACCC)</u>	(650) 493-2361
<u>Santa Clara County Childcare Resource and Referral</u>	(669) 212-5437

### Child Care Licensing

#### California Department of Social Services (CDSS) - Community Care Licensing Division

Complaint Hotline	(844) 538-8766
Child Care Advocate Program	(916) 654-1541
Community Care Licensing (CCL) Regional Office	(510) 622-2602
Find Licensed Child Care Facilities - <a href="https://www.cclcd.dss.ca.gov/carefacilitysearch/">https://www.cclcd.dss.ca.gov/carefacilitysearch/</a>	

### Palo Alto Unified School District (PAUSD)

District Office - Main Number	(650) 329-3700
Registration Services (Enrollment)	(650) 329-3707
Pre-School Family Parent Education Program	(650) 856-0833

### Child Care Provider Resources

<u>PACCC Provider Connection: Professional Development</u>	(650) 493-2361
<u>CDSS Orientations for New Providers</u>	(510) 622-2602

### School Age Child Care Located at PAUSD Sites

<u>Kids Choice After School Care</u>	(650) 656-8170
<u>Palo Alto Community Child Care (PACCC)</u>	(650) 493-2361
<u>Right at School</u>	(855) 287-2466

### Stanford Child Care Programs

<u>Stanford University Work-Life Center</u>	(650) 723-2660
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### Child Care Subsidy Programs in Palo Alto

<u>Choices for Children</u>	(408) 297-3295
<u>Palo Alto Community Child Care (PACCC)</u>	(650) 493-2361

For more information on child care in Palo Alto, visit the following web sites:

<https://www.paloalto.gov/Departments/Community-Services/Human-Services/Child-Care-Resource>

[www.paccc.org](http://www.paccc.org)

## Child Care Frequently Asked Questions and Answers

- **What programs does the City run?**

The City of Palo Alto does not operate any licensed child care programs. The City's Recreation Division does offer classes for preschoolers through its Enjoy! catalog. For more information about these classes call (650) 463-4949.

- **Is PACCC part of the City of Palo Alto?**

No, Palo Alto Community Child Care (PACCC) is a separate non-profit organization which operates licensed child care centers in Palo Alto. PACCC also offers technical assistance, trainings, and support to child care providers through "The Provider Connection," a resource room open to all child care providers. Additionally, PACCC administers the City of Palo Alto's Child Care Subsidy Program, available to income-eligible Palo Alto residents.

- **How do I find out if a particular child care center has had any complaints filed?**

The California Department of Social Services, Community Care Licensing Division is the statewide licensing authority for child care. Parents who are interested in reading through a program's licensing file may do so online or by calling (800) 543-7793. In addition, all child care centers are visited by a Licensing Analyst, who prepares a written report. Recent legislation now requires child care providers to make these licensing reports available to parents if they request it.

- **What is the difference between licensing and accreditation?**

Licensing is a requirement imposed by the state, and mainly focuses on minimum health and safety standards. Accreditation is a voluntary process in which a program participates in a "self study", which is then reviewed by a panel of child care experts. Accredited programs generally far exceed licensing standards, because of the level of detail at which a program is evaluated and rated.

- **Where can I find financial assistance to help pay for my child care?**

There are several options for obtaining financial assistance for child care. Palo Alto residents may participate in the City of Palo Alto's Child Care Subsidy Program if they meet the income guidelines. Call the PACCC Subsidy Coordinator at (650) 493-2361. Non-residents may participate in the Choices for Children Alternative Payment Program which is also based on income eligibility: Contact Choices for Children at (408) 297-3295.

- **I am new to the area and would like to enroll my child in PAUSD schools. What do I do?**

The City of Palo Alto and Palo Alto Unified School District are two separate entities. For information about school enrollment, call the Registration Services at the PAUSD: (650) 329-3707.

- **Is there an after-school program at my child's elementary school where he/she can go in between the time that school lets out and the end of the work day?**

Yes, all twelve elementary schools in Palo Alto offer on-site after-school programs. Space is limited so it is suggested you register as soon as you know where your child will be attending school. For more information about these after-school programs, see the resource & referral listing for school age programs in this Kiosk or call (650) 463-4906.

- **How far in advance must I sign up to get into the child care program of my choice?**

In recent years, the demand for child care in Palo Alto is high, resulting in waiting lists at many centers and family child care homes. Therefore, it is suggested that you begin the application process for the program(s) of your choice as soon as possible. Each child care program has its own enrollment and waiting list process, so it is best to check in with the program on a regular basis until a space becomes available.

- **How do I establish a new child care program in Palo Alto?**

The California Department of Social Services, Community Care Licensing Division is the licensing authority for child care in Palo Alto. They offer orientations for child care start-up. Call (510) 622-2602 to sign up or to obtain a copy of the licensing regulations.

**Resource & Referral Listing**  
**Licensed Child Care Centers & Family Homes in Palo Alto**

Licensed Child Care

Centers:

**Addison Elementary School  
Kids' Club – PACCC**

650 Addison Avenue  
Palo Alto, CA 94301  
(650) 323-4007  
akc@paccc.org  
[paccc.org](http://paccc.org)  
S-A

**Amigos de Palo Alto**

1611 Stanford Avenue  
Palo Alto, CA 94306  
(650) 493-4300  
info@amigosdepaloalto.co  
[www.amigosdepaloalto.com](http://www.amigosdepaloalto.com)  
P

**Barron Park Children's Center-  
PACCC**

800 Barron Ave  
Palo Alto, CA 94306  
(650) 856-7559  
bpcc@paccc.org  
[paccc.org](http://paccc.org)  
P

**Barron Park Elementary School  
Kids' Club – PACCC**

800 Barron Ave  
Palo Alto, CA 94306  
(650) 856-1220  
bpkc@paccc.org  
[paccc.org](http://paccc.org)  
S-A

**Barron Park Playschool**

3650 La Donna Avenue  
Palo Alto, CA 94306  
(650) 493-7597  
[www.barronparkpreschool.com](http://www.barronparkpreschool.com)  
T/P

**Besse Bolton Kids' Club -  
PACCC**

Fairmeadow Elementary School  
500 East Meadow  
Palo Alto, CA 94306  
(650) 856-0847  
bbkc@paccc.org  
[paccc.org](http://paccc.org)  
S-A

**Bing Nursery School**

850 Escondido Road  
Stanford, CA 94305  
(650) 723-4865  
bingschool@stanford.edu  
[www.bingschool.stanford.edu](http://www.bingschool.stanford.edu)  
NAEYC Accredited  
P (Stanford Affiliates Only)

**Bowman School Children's  
House**

693 Arastradero Road  
Palo Alto, CA 94306  
(650) 813-9131  
gaggan@bowmanschool.org  
[bowmanschool.org](http://bowmanschool.org)  
P

**Bright Horizons at  
Palo Alto Shoreline**

991 Commercial Street  
Palo Alto, CA 94303  
(650) 331-6347  
[brighthorizons.com](http://brighthorizons.com)  
NAEYC Accredited  
T/P

**Building Kidz Palo Alto**

415 Lambert Avenue  
Palo Alto, CA 94306  
(650) 673-3700  
[www.buildingkidzschool.com](http://www.buildingkidzschool.com)  
I/T/P

**Building Kidz Palo Alto South**

569 San Antonia Road  
Palo Alto, CA 94306  
(650) 966-6400  
[www.buildingkidzschool.com](http://www.buildingkidzschool.com)  
T/P/S-A

Age Group Key Code

I – Infant  
T – Toddler  
P – Preschool and/or PreKinder  
K – Kindergarten  
S-A - School Age

Accreditation Abbreviations

AMI - Association Montessori  
International  
NAEYC - National Association  
for the Education of Young  
Children

**Casa Del Bambini School Inc.**

457 College Avenue  
Palo Alto, CA 94306  
(650) 473-9401  
email@casadeibambini.net  
[www.cdeib.com](http://www.cdeib.com)  
T/P, AMI Accredited

**Challenger School**

3880 Middlefield Rd.  
Palo Alto, CA 94303  
(650) 213-8245  
skrishnan@challengerschool.com  
[www.challengerschool.com](http://www.challengerschool.com)  
P/K-8

**Children's Center of the Stanford  
Community (Parent Co-op)**

140 Comstock Circle  
Stanford, CA 94305  
(650) 853-3099  
kim@ccscparentcoop.org  
[www.ccscparentcoop.org](http://www.ccscparentcoop.org)  
I/T/P (Stanford Affiliates Only)  
NAEYC Accredited

**Children's Pre-School Center**

4000 Middlefield Road, T1  
Palo Alto, CA 94303  
(650) 493-5770  
ollia@cpscstaff.com  
[www.cpscscare.org](http://www.cpscscare.org)  
I/T/P

**Resource & Referral Listing**  
**Licensed Child Care Centers & Family Homes in Palo Alto**

**Club J**

3921 Fabian Way  
Palo Alto, CA 94303  
(650) 223-8674  
[www.paloaltojcc.org/club-j](http://www.paloaltojcc.org/club-j)  
S-A

**College Terrace Children's Center –PACCC**

2300 Wellesley  
Palo Alto, CA 94306  
(650) 858-1580  
ctc@paccc.org  
[paccc.org](http://paccc.org)  
T/P

**Cornerstone Learning Foundation**

4243 Manuela Avenue  
Palo Alto, CA 94306  
(650)215-0208  
enroll@cornerstonelearningfoundation.com  
[www.cornerstonelearningfoundation.com](http://www.cornerstonelearningfoundation.com)  
P/K/S-A

**Country Day Little School**

3990 Ventura Court  
Palo Alto, CA 94306  
(650) 494-8044  
countrydaylittleschoolinfo@gmail.com  
[www.countrydaylittleschool.com](http://www.countrydaylittleschool.com)  
T/P

**Covenant Children's Center**

670 East Meadow Drive  
Palo Alto, CA 94306  
(650) 493-9505  
cccoffice@covenantchildrenscenter.com  
[www.covenantchildrenscenter.com](http://www.covenantchildrenscenter.com)  
I/T/P

**Discovery Children's House**

437 Webster St.,  
Palo Alto, Ca 94301  
(650) 329-8023  
dchouse@earthlink.net  
[www.dchmontessori.com](http://www.dchmontessori.com)  
T/P

**Downtown Palo Alto**

**KinderCare**  
848 Ramona Street  
Palo Alto, CA 94305  
(650) 473-1100  
nfris@kc-education.com  
[www.kindercare.com](http://www.kindercare.com)  
I/T, P NAEYC Accredited

**Downtown Children's Center – PACCC**

555 Waverley Street  
Palo Alto, CA 94301  
(650)321-9578  
dcc@paccc.org  
[paccc.org](http://paccc.org)  
T/P

**Duveneck Elementary School Kids' Club - PACCC**

705 Alester Avenue  
Palo Alto, CA 94303  
(650)328-8356  
dkc@paccc.org  
[paccc.org](http://paccc.org)  
S-A

**Edgewood House Preschool**

493 W. Charleston Rd  
Palo Alto 94306  
(650) 690-2347  
ehs.janessa@gmail.com  
[www.edgewoodhousepreschool.com](http://www.edgewoodhousepreschool.com)  
P

**El Carmelo Kids' Club – PACCC**

3024 Bryant Street  
Palo Alto, CA 94306  
(650) 856-6150  
eckc@paccc.org  
[paccc.org](http://paccc.org)  
S-A

**Ellen Thatcher Children's Center-PACCC**

505 Charleston Road  
Palo Alto, CA 94306  
(650) 494-1467  
etcc@paccc.org  
[paccc.org](http://paccc.org)  
P

**Escondido Elementary School**

**Kids' Club –PACCC**  
890 Escondido Road  
Palo Alto, CA 94305  
(650) 855-9828  
ekc@paccc.org  
[paccc.org](http://paccc.org)  
S-A

**First Congregational Church Nursery School**

1985 Louis Road  
Palo Alto, CA 94303  
(650) 493-1915  
info@firstcongonurseryschool.org  
[firstcongonurseryschool.org](http://firstcongonurseryschool.org)  
P (Part-Day Only)

**Grace Lutheran Preschool**

3149 Waverley Street  
Palo Alto, CA 94306  
(650) 493-894  
preschool@gracepa.com  
[www.gracepre.org](http://www.gracepre.org)  
P

**Greendell Preschool Family**

Palo Alto Unified School District  
4120 Middlefield Road  
Palo Alto, CA 94303  
(650) 856-0833  
<https://greendell.pausd.org/programs/preschool-family>  
I/T, P (Part-Day Only) (Parent Education/Participation)

**Heads Up! C.D.C**

2800 West Bayshore Road  
Palo Alto, CA 94303  
(650) 424-1221  
kkostepen@headsup.org  
[www.emersonmontessori.com](http://www.emersonmontessori.com)  
I/T, P

**Hearts and Hands Palo Alto**

701 East Meadow Drive  
Palo Alto, CA 94303  
(650) 800-6870  
hhpaloalto@hhpreschool.com  
[www.hhpreschool.com](http://www.hhpreschool.com)  
T/P

**Resource & Referral Listing**  
**Licensed Child Care Centers & Family Homes in Palo Alto**

**Heffalump School**  
3990 Ventura Court  
Palo Alto, CA 94306  
(415) 425-4340  
heffalumpschool@gmail.com  
[www.heffalumpschool.com](http://www.heffalumpschool.com)  
P/K

**Hoover Elementary School  
Kids' Club- PACCC**  
445 E. Charleston Rd.  
Palo Alto, CA 94303  
(650) 565-8847  
hkc@paccc.org  
[paccc.org](http://paccc.org)  
S-A

**Hope Technology School**  
2525 E. Bayshore Rd.  
Palo Alto, Ca 94303  
(650) 565-8391  
tellmemore@hopetech.org  
[www.hopetechschool.org](http://www.hopetechschool.org)  
T/P/ K-8

**Infant/Toddler Center -PACCC**  
4111 Alma Street  
Palo Alto, CA 94306  
(650) 493-2240  
itc@paccc.org  
[paccc.org](http://paccc.org)  
I/T

**Juana Briones Elementary  
School\_Kids' Club – PACCC**  
4100 Orme Street  
Palo Alto, CA 94306  
(650)856-3874  
jbkc@paccc.org  
[paccc.org](http://paccc.org)  
S-A

**Kids Choice Afterschool Care at  
Nixon**  
1711 Stanford Avenue  
Stanford, CA 94305  
(650)656-8170  
lscatena@kidschoiceafterschoolcare.org  
[Kidschoiceafterschoolcare.org](http://Kidschoiceafterschoolcare.org)  
S-A

**(The) Learning Center**  
Paula Evans-Fitch  
459 Kingsley Avenue  
Palo Alto, CA 94301  
(650) 325-6683  
info@tlcpaloalto.org  
[www.tlcpaloalto.org](http://www.tlcpaloalto.org)  
T/P

**Learning Links – AbilityPath**  
3864 Middlefield Road  
Palo Alto, CA 94303  
(650) 618-3342  
enroll@learninglinks.org  
[www.learninglinks.org](http://www.learninglinks.org)  
P

**Leslie Family Preschool at the  
Oshman Family Jewish  
Community Center**  
3921 Fabian Way  
Palo Alto, CA 94303  
(650) 223-8788  
earlychildhood@paloaltojcc.org  
[www.paloaltojcc.org/preschool](http://www.paloaltojcc.org/preschool)  
T/P

**Lilliput Infant and Preschool**  
3789 Park Blvd  
Palo Alto, CA. 94306  
(650) 856-7407  
lilliputpaloalto@gmail.com  
[sites.google.com/view/lilliputininfantpreschool](https://sites.google.com/view/lilliputininfantpreschool)

**Montessori School of Los Altos**  
303 Parkside Drive.  
Palo Alto, Ca 94306  
(650) 493-7200  
Hello@losaltosmontessori.org  
[www.montessorischooloflosaltos.org](http://www.montessorischooloflosaltos.org)  
P/K AMI Accredited

**Odyssey Montessori**  
100 Addison Street  
Palo Alto, CA 94301  
(650) 321-2747  
[www.odysseypreschool.com](http://www.odysseypreschool.com)  
T/P

**Ohlone Elementary School  
Kids' Club - PACCC**  
950 Amarillo Avenue  
Palo Alto, CA 94303  
(650) 493-0774  
okc@paccc.org  
[www.paccc.org](http://www.paccc.org)  
S-A

**Palo Alto Bilingual Montessori  
Academy**  
4232 El Camino Real  
Palo Alto, CA 94306  
(650) 739-0137  
info@pabilingualmontessori.com  
[www.pabilingualmontessori.com](http://www.pabilingualmontessori.com)  
T/P/K

**Palo Alto Friends Nursery  
School**  
957 Colorado Avenue  
Palo Alto, CA 94303  
(650) 856-6152  
info@pafns.org  
[www.pafns.org](http://www.pafns.org)  
P, (Part-Day Only)

**Palo Alto Montessori School**  
575 Arastradero Road  
Palo Alto, CA 94306  
(650) 493-5930  
info@pamontessori.com  
[www.pamontessori.com](http://www.pamontessori.com)  
P, AMI Accredited

**Palo Verde Elementary School  
Kids' Club - PACCC**  
3450 Louis Road  
Palo Alto, CA 94303  
(650) 852-9475  
pvkc@paccc.org  
[paccc.org](http://paccc.org)  
S-A

**Parents' Nursery School**  
2328 Louis Road  
Palo Alto, CA 94303  
(650) 856-1440  
info@parents nurseryschool.org  
[www.parents nurseryschool.org](http://www.parents nurseryschool.org)  
(Parent Co-op)  
T/P

**Resource & Referral Listing**  
**Licensed Child Care Centers & Family Homes in Palo Alto**

**Sojourner Truth Child  
Development Center - PACCC**

3990 Ventura Court  
Palo Alto, CA 94306  
(650) 493-5990 – I/T  
stcdc@paccc.org  
[paccc.org/stcdc](http://paccc.org/stcdc)  
(650) 493-4733 – P  
stcdc-ps@paccc.org  
[paccc.org/stcdc-ps](http://paccc.org/stcdc-ps)

**Stanford Arboretum Children's  
Center**

215 Quarry Road  
Stanford, CA 94305  
(650) 725-6322  
allison@icrichild.org  
[www.icrichild.org](http://www.icrichild.org)  
I/T/P (Stanford Affiliates Only)

**Stanford Madera Grove  
Children's Center**

751 Olmstead Road  
Stanford CA 94305  
(650)721-6632  
sally@icrichild.org  
[www.icrichild.org](http://www.icrichild.org)  
I/T/P (Stanford Affiliates Only)

**Stock Farm Road Children's  
Center CCLC**

183 Stock Farm Road  
Stanford, CA 94305  
(650) 736-8465  
senchal@icrichild.org  
[www.icrichild.org](http://www.icrichild.org)  
I/T/P, (Stanford Affiliates Only)

**Stanford West Children's  
Center**

Operated by Bright Horizons  
625 Clark Way  
Palo Alto, CA 94304  
(650) 723-8700  
stanfordwest@brighthorizons.com  
[cardinalatwork.stanford.edu](http://cardinalatwork.stanford.edu)  
I/T, P (Stanford Affiliates Only)

**Stratford School**

870 North California Avenue  
Palo Alto, CA 94303  
(650) 405-1244  
pa@stratfordschools.com  
[www.stratfordschools.com](http://www.stratfordschools.com)  
P/K

**Walter Hays Elementary School  
Kids' Club - PACCC**

1525 Middlefield Road  
Palo Alto, CA 94301  
(650) 325-5350  
whkc@paccc.org  
[paccc.org](http://paccc.org)  
S-A

**(The) Whistle Stop Child  
Development Center**

3801 Miranda Avenue, #T-6B  
Palo Alto, CA 94304  
(650) 852-3497  
[https://whistle-  
stop.membershiptoolkit.com/home](https://whistle-stop.membershiptoolkit.com/home)  
I/T, P

**Family Child Care Homes:**

Large=14 kids; Small=8 kids  
(Licensed Capacity)

**A Bilingual and Multicultural  
Home Day Care- Large**

Venus Lara  
(650) 714-6173  
<http://www.Venuslittlestars.org>  
Vlittlestars@gmail.com

**(The) Frog Pond - Large**

Maybeline Gaspay  
(650) 857-0126  
thefrogponddaycarepa@gmail.com  
[www.thefrogponddaycare.com](http://www.thefrogponddaycare.com)

**Giggles Home Day Care - Large**

Yissela Alvirez  
(650) 331-0770  
Giggleshomedaycare@hotmail.com

**Gan Preschool Daycare - Large**

Devorah Levin  
(650) 561-6013  
[www.chabadpaloalto.com/gan-  
preschool](http://www.chabadpaloalto.com/gan-preschool)

**Imagine Daycare - Large**

Esther Corona  
(650) 739-5962  
[imaginadaycare.net](http://imaginadaycare.net)

**Imaginemos Oruguitas - Large**

(650) 537-8373  
[www.imaginemosoruguitas.com](http://www.imaginemosoruguitas.com)

**Just 4 Kids Child Care - Large**

Sorina Prisacaru  
(650) 960-5859  
info@just4kidschildcare.us  
<http://www.just4kidschildcare.us>

**Kathy's Day Care- Large**

Kathy Lashkari  
(510) 304-5859  
Kathy\_Lashkari@yahoo.com  
[www.kathysdaycare.net](http://www.kathysdaycare.net)

**Resource & Referral Listing**  
**Licensed Child Care Centers & Family Homes in Palo Alto**

**Little Angels Home Daycare -**  
*Large*  
Katia Perez Palma  
(650) 490-3082 or (650) 283-3805  
KatiappL21@hotmail.com  
[www.littleangelshomedaycare.com](http://www.littleangelshomedaycare.com)

**Little Ducks Home Day Care–**  
*Large*  
Johana Barrenechea  
(650) 494-1262  
(408) 806- 4794 (cell)  
jbfalconi28@hotmail.com  
<https://littleducksdaycare.org>

**Mi Casita de Español - Large**  
Amor Terrazas  
(650) 468-1788  
[micasitadeespanol.com](http://micasitadeespanol.com)

**Mitchie’s Home Daycare –**  
*Large*  
Michelle Maza-Ochoa  
(650) 255-6368  
Mazamichelle15@yahoo.com  
[www.mitchieshomedaycare.com](http://www.mitchieshomedaycare.com)

**Palo Alto Rainbow Family**  
**Daycare - Large**  
Ren Hui  
(650) 316-0297

**Sibel’s Family- Large**  
Nolvia Carcamo  
(650) 493-1127  
[www.sibelsdaycare.com](http://www.sibelsdaycare.com)

**Sunshine Preschool-Montessori**  
*- Large*  
Chrystie Tzugaris  
& Shawn Felsch  
(650) 493-0665  
ShawnFelch@yahoo.com  
<http://sunshine-preschool.com>

**Thumbling Child Care -Large**  
Mali Chekeni  
(650) 326-2695/(650) 223-3771  
malichekeni@gmail.com

**Tikiland Daycare & Preschool –**  
*Large*  
(408) 475-6102  
tikilanddaycare@gmail.com  
[www.tikilanddaycare.com](http://www.tikilanddaycare.com)

**Tiny Toes Home Daycare -**  
*Large*  
Karla Falconi  
(408) 806-0403  
Karla.tinytoeshomedaycare@gmail.com

Updated 3/2/26

## Parent Education Opportunities

<u>Adolescent Counseling Services</u> Parent education about Youth mental health and addiction.	(650) 424-0852
<u>Blossom Birth Services</u> Pre-natal and newborn support classes and resources.	(650) 321-2326
<u>Children's Health Council</u> Classes and resources for parents of children who need help with learning differences and mental health.	(650) 326-5530
<u>Community Health Awareness Council Family Resource Center</u> Classes for families of children from birth to 5 years old. Partners with First 5 Santa Clara County.	(650) 967-4813
<u>First 5 Santa Clara County</u> - Family resources, events and activities, and parent education	<a href="http://www.first5kids.org">www.first5kids.org</a>
<u>Hand in Hand Parenting</u> Resources, classes, and support groups for families of children birth to 6 years old.	(650) 322-5323
<u>Jewish Family and Children's Services - Parent's Place</u> Parent coaching and workshops for parents, caregivers, and professionals.	(650) 688-3040
<u>Lucile Packard Children's Hospital Family Resource Center</u> Stanford Medicine Children's Health offers comprehensive classes to enhance the lives of parents, children, and caregivers.	(650) 721-0874
<u>Palo Alto Adult School</u> Parenting and family classes, including language development and academic achievement.	(650) 329-3752
<u>Palo Alto Community Child Care</u> Offers workshops, trainings, CPR and reflective discussion groups for teachers.	(650) 493-2361
<u>Palo Alto Council of Parent-Teacher Associations</u> A way for parents to participate in their child's education.	<a href="mailto:president@paloaltopta.org">president@paloaltopta.org</a>
<u>Parents Helping Parents</u> Events and resources for parents of children with disabilities.	(408) 727-5775
<u>Parent Venture</u> Parent education events and resources.	(650) 868-0590

## Parent Participation Preschools

<u>First Congregational Church Nursery School</u>	(650) 493-1915
<u>Grace Lutheran Preschool</u>	(650) 494-1212
<u>Heffalump Cooperative Preschool</u>	(415) 425-4340
<u>Greendell Preschool Family - Palo Alto Adult School</u>	(650) 856-0833
<u>Palo Alto Friends Nursery School</u>	(650) 856-6152
<u>Parents Nursery School</u>	(650) 856-1440
<u>Whistle Stop Child Development Center</u>	(650) 852-3497

## Education: Public Elementary, Middle and High Schools

The Palo Alto Unified School District (PAUSD) operates 12 elementary schools, three middle schools and two high schools.

### District Office

25 Churchill Avenue  
(650) 329-3700 | [www.pausd.org](http://www.pausd.org)

### Elementary Schools:

- Addison - 650 Addison Ave. (650)322-5935
- Barron Park - 800 Barron Ave. (650) 858-0508
- Duveneck - 705 Alester Ave. (650) 322-5946
- El Carmelo - 3024 Bryant St. (650) 856-0960
- Escondido - 870 Escondido Rd. (650) 856-1337
- Fairmeadow - 500 E. Meadow Dr. (650) 856-0845
- Herbert Hoover - 445 E. Charleston Rd. (650) 320-8106
- Juana Briones - 4100 Orme St. (650) 856-0877
- Lucille M. Nixon - 1711 Stanford Ave. (650) 856-1622
- Ohlone - 950 Amarillo Ave. (650) 856-1726
- Palo Verde - 3450 Louis Rd. (650) 856-1672
- Walter Hays - 1525 Middlefield Rd. (650) 322-5956

### Middle Schools:

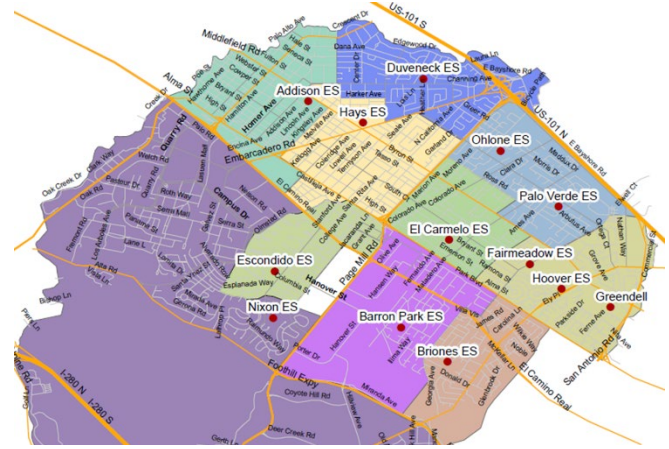
- Ellen Fletcher - 655 Arastradero Rd. (650) 856-9810
- Frank S. Greene Jr. - 750 N. California Ave. (650) 494-8120
- Jane Lathrop Stanford - 480 E. Meadow Dr. (650) 856-5188

### High Schools:

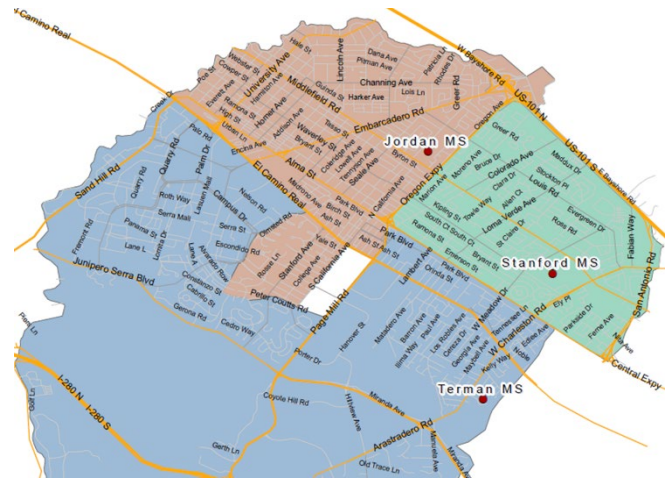
- Henry M. Gunn - 780 Arastradero Rd. (650) 354-8200
- Palo Alto - 50 Embarcadero Rd. (650) 329-3701

### Special District Programs:

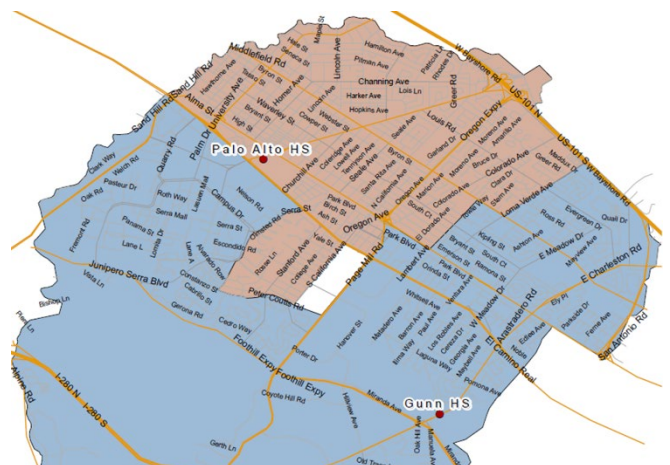
- Greendell School - 4120 Middlefield Rd. (650) 856-0833  
Pre-School and Young Fives
- Packard Children's Hospital School (650) 497-8000  
725 Welch Rd.
- Palo Alto Adult School (650) 329-3752  
50 Embarcadero Rd.
- Alta Vista High School (650) 691-2433  
1325 Bryant Ave., Mountain View
- Foothill Middle College (650) 917-8665  
12345 El Monte Rd., Los Altos Hills



Elementary School



Middle School



## Education: Private Elementary, Middle and High Schools

### **AchieveKids:** Grades K-12

3860 Middlefield Rd, Palo Alto | (650) 494-1200  
Special education, placement is through referrals from participating school districts

### **Athena Academy:** Grades 1-8

525 San Antonio Ave, Palo Alto | (650) 543-4560  
For children with dyslexia

### **Beechwood School:** Grades K-8

50 Terminal Avenue, Menlo Park | (650) 327-5052

### **Bowman International School:** Grades K-8

4000 Terman Drive, Palo Alto | (650)813-9131

### **Castilleja School:** Grades 6-12 (all girls)

1310 Bryant Street, Palo Alto | (650) 328-3160

### **Challenger School:** Grades Preschool-8

3880 Middlefield Road, Palo Alto | (650) 213-8245

### **Cornerstone School:** (650) 215-0202

Grades PreK-1: 4243 Manuela Ave, Palo Alto  
Grades 2-5: 1985 Louis Rd, Palo Alto

### **Eastside College Preparatory School:** Grades 9-12

1041 Myrtle St, East Palo Alto | (650) 688-0850  
For students who will be the first in their families to attend college, offers free tuition

### **Esther B. Clark School:** Grades K-10

650 Clark Way, Palo Alto | (650) 688-3634  
Therapeutic day school for kids who struggle emotionally or behaviorally

### **Fusion Academy:** Grades 7-12

2191 E. Bayshore Rd, Suite 100, Palo Alto  
(650) 857-0634

### **German-American International School**

Grades: PreK-8  
1250 Laurel Street, Menlo Park | (650) 200-3464  
Classes held in German and English

### **Gideon Hausner Jewish Day School:** Grades K-8

450 San Antonio Road, Palo Alto | (650) 494-8200

### **The Girl's Middle School:** Grades 6-8

3400 W. Bayshore Road, Palo Alto | (650) 968-8338

### **Heads Up! Emerson School:** Grades PreK-8

2800 W. Bayshore Road, Palo Alto | (650) 424-1267

### **Hope Technology School:** Grades PreK-12

2525 E. Bayshore Rd, Palo Alto | (650) 565-8391

### **Imagination Lab School:** Grades K-8

4050 Middlefield Rd, Palo Alto | (650) 460-8940

### **Kehillah Jewish High School:** Grades 9-12

3900 Fabian Way, Palo Alto | (650) 213-9600

### **Keys School**

Grades K-4: 2890 Middlefield Rd, Palo Alto  
(650) 328-1711 ext. 0

Grades 5-8: 3981 El Camino Real, Palo Alto  
(650) 328-1711 ext. 1

### **Living Wisdom School:** Grades K-8

456 College Avenue, Palo Alto | (650) 462-8150

### **Living Wisdom High School:** Grades 9-12

4000 Middlefield Rd, K5, Palo Alto | (650) 646-1066

### **Los Altos Christian School:** Grades K-12

625 Magdalena Avenue, Los Altos | (650) 948-3738

### **Meira Academy:** Grades 9-12 (all girls)

3921 Fabian Way, Palo Alto | (650) 485-3589

### **Menlo School:** Grades 6-12

50 Valparaiso Avenue, Atherton | (650) 330-2001

### **Mid-Peninsula High School:** Grades 9-12

1340 Willow Road, Menlo Park | (650) 321-1991

### **Mountain View Academy:** Grades 9-12

360 Shoreline Blvd, Mountain View | (650) 967-2324

### **Nativity School:** Grades K-8

1250 Laurel Street, Menlo Park | (650) 325-7304

### **Palo Alto Prep School:** Grades 8-12

2462 Wyandotte St, Mountain View | (650) 493-7071

### **Peninsula School:** Grades PreK-8

920 Peninsula Way, Menlo Park | (650) 325-1584

### **The Phillips Brooks School:** Grades PreK-5

2245 Avy Avenue, Menlo Park | (650) 854-4545

## Education: Private Elementary, Middle and High Schools

### **Pinewood School**

Grades K-2: 477 Fremont Ave, Los Altos  
(650) 209-3050

Grades 3-6: 327 Fremont Ave., Los Altos  
(650) 209-3030

Grades 7-12: 26800 Fremont Road, Los Altos Hills  
(650) 209-3010

### **Sacred Heart Preparatory School:** Grades PreK-12

150 Valparaiso Ave, Atherton | (650) 322-1866

### **Saint Elizabeth Seton School:** Grades K-8

1095 Channing Avenue, Palo Alto | (650) 326-9004

### **Saint Raymond's School:** Grades K-8

1211 Arbor Road, Menlo Park | (650) 322-2312

### **Stratford School:** PreK-8

870 N. California Ave, Palo Alto | (650) 770-1685

### **Silicon Valley International School**

Grades PreK and 6-12: 475 Pope St, Menlo Park  
(650) 324-8617

Grades K-5: 151 Laura Ln, Palo Alto | (650)251-8500  
Programs in Chines, French, and German

### **Trinity School**

Grades K-8: 2650 Sand Hill Rd, Menlo Park  
(650) 854-0288

Grades PreK and transitional Kindergarten:  
330 Ravenswood Ave, Menlo Park | (650) 322-2628

### **Tru Elementary School:** Grades K-5

1295 Middlefield Road, Palo Alto | (650) 469-3656

### **Waldorf School of the Peninsula**

Grades PreK-5: 11311 Mora Drive, Los Altos  
(650) 209-9400

Grades 6-12: 180 N. Rengstorff Ave, Mountain View  
(650) 417-7600

## Education: Colleges, Universities, and Adult Education

### Colleges:

<u>Cañada College</u> - 4200 Farm Hill Blvd., Redwood City	(650) 306-3100
<u>De Anza College</u> - 21250 Stevens Creek Blvd., Cupertino	(408) 864-5300
<u>Foothill College</u> - 12345 El Monte Road, Los Altos Hills	(650) 949-7777
<u>Foothill College Sunnyvale</u> - 1070 Innovation Way, Sunnyvale	(408) 745-8000
<u>Menlo College</u> - 1000 El Camino Real, Atherton	(800) 543-3753

### Universities:

<u>San Francisco State University</u> - 1600 Holloway Avenue, San Francisco	(415) 338-1111
<u>San José State University</u> - 1 Washington Square, San Jose	(408) 924-1000
<u>Santa Clara University</u> - 500 El Camino Real, Santa Clara	(408) 554-4000
<u>Stanford University</u> - 450 Serra Mall, Stanford	(650) 723-2300
<u>University of California, Berkeley</u> - 2207 Piedmont Ave, Berkeley	(510) 642-6000
<u>University of California, Santa Cruz</u> - 1156 High Street, Santa Cruz	(831) 459-0111
<u>University of California, Santa Cruz Ext</u> - 3175 Bowers Ave, Santa Clara	(408) 861-3700

### Adult Education:

<u>Avenidas: Learning and Leisure</u> - 450 Bryant St, Palo Alto Continuous learning for seniors, classes include fitness, art, and social clubs	(650) 289-5436
<u>Job Train</u> - 1200 O'Brien Drive, Menlo Park Provides career training at no cost in high-demand fields	(650) 330-6429
<u>Mountain View Adult School</u> - 333 Moffett Blvd, Mountain View Offers classes for personal and career development, includes GED and career technical education	(650) 940-1333
<u>Palo Alto Adult School</u> - 50 Embarcadero Road, Palo Alto Provides classes for parents, job seekers, travelers, hobbyists, and others who want to expand their skills	(650) 329-3752
<u>PVI Little House</u> - 800 Middle Avenue, Menlo Park Fitness classes, art activities, educational lessons and more for older adults	(650) 326-9547

### English as a Second Language (ESL):

<u>Language Pacifica</u> - 824 San Antonio Road, Palo Alto	(650) 880-9029
<u>Job Train</u> - 1200 O'Brien Drive, Menlo Park	(650) 330-6429
<u>Mountain View Adult School</u> - 333 Moffett Blvd, Mountain View	(650) 940-1333
<u>Palo Alto Adult School</u> - 50 Embarcadero Road, Palo Alto	(650) 329-3752
<u>Palo Alto City Library</u> - 270 Forest Ave, Palo Alto	(650) 838-2931
<u>Sequoia District Adult School</u> - 3247 Middlefield Rd, Menlo Park	(650) 479-1754

**Community Services**  
Lucie Stern Community Center  
1305 Middlefield Road, Palo Alto, CA 94301  
Phone: 650-463-4900  
Fax: 650-321-5612  
[csd@palocalto.gov](mailto:csd@palocalto.gov)

## ***"Engage, Create, Enjoy!"***

Enjoy all that Palo Alto has to offer!

Your Community Services Department offers you dozens of community parks; outstanding classes for adults and kids; 40 miles of hiking trails; a world class 18-hole golf course; fascinating art exhibits; pools, fields and gyms for peak fitness. Whether you're looking for educational activities for your kids, a place to relax or place to explore the world around you, Palo Alto's Community Services Department is proud to offer programs, activities and parks to meet all the needs of your family and to sustain a positive quality of life!

We are a staff that is committed to providing outstanding educational and physical fitness opportunities for the whole family, beautiful and inviting community facilities for your rental needs, and a multitude of exhibits, shows and special events to entertain, inspire and enjoy!

Besides offering the very best array of fun, educational and life-enriching programs that we can provide, there's nothing more important to the Enjoy! Team than your complete satisfaction with our services, programs and activities.

Please send your comments or suggestions on our programs and services to [csd@palocalto.gov](mailto:csd@palocalto.gov). We'd love to hear your feedback!

### **Open Space, Parks and Golf-**

Municipal Service Center  
3201 East Bayshore Road  
Palo Alto, CA 94303  
Phone: 650-496-6962  
Fax: 650-496-5925  
[parks@palocalto.gov](mailto:parks@palocalto.gov)

### **Recreation Services and Arts & Sciences**

Lucie Stern Community Center  
1305 Middlefield Road  
Palo Alto, CA 94301  
Phone: 650-463-4900  
Fax: 650-321-5612  
[LSCC@palocalto.gov](mailto:LSCC@palocalto.gov)

### **Human Services Department**

Cubberly Community Center  
4000 Middlefield Road, T2  
Palo Alto, CA 94303  
Phone: 650-463-4906  
Fax: 650-856-8756  
[human.services@palocalto.gov](mailto:human.services@palocalto.gov)

## **City of Palo Alto Activities and Classes Fee Reduction Program for Income Eligible and Disabled Residents**

The Fee Reduction program offers a 50% discount on class, camp, or workshop fees to those who meet income eligibility requirements based off Santa Clara County HUD Income Guidelines or have a disability. Palo Alto residents, PAUSD Students, City of Palo Alto employees, and children of City of Palo Alto employees may apply to receive the discount.

A \$600 subsidy cap will be applied per eligible youth, persons with disabilities, and adults over the age of 60. Other eligible adults (age 18-59) will receive a subsidy cap of \$300. Discounts are available for most Art Center, Children's Theatre, Junior Museum & Zoo, Recreation, and Open Space classes and camps, and Boost! memberships.

Palo Alto residents and non-residents\*, that are income eligible may apply for a free Foothills Nature Preserve Annual Pass.

### **Eligibility:**

- Residents of Palo Alto who meet the total household income guidelines and are able to provide the documentation required to verify income eligibility and/or disability.
- PAUSD students, City of Palo Alto employees, or children of City of Palo Alto employees. The household must meet the income eligibility guidelines and/or disability qualifications. Documentation must be provided.
- \*Non-Residents applying for Foothills Nature Preserve Annual Pass, only income verification is required. NO subsidy cap will be provided for income eligible non-residents.

### **Application Process:**

Complete application and submit required eligibility verification documentation. Supporting documents (listed below) can be attached to the form or e-mailed to [enjoyonline@paloalto.gov](mailto:enjoyonline@paloalto.gov), mailed in, or dropped off at the Lucie Stern Community Center. Printed copies of the application are available at all registration sites. Discount is valid for one year. Participants must re-apply annually. Application forms will only be accepted after current discount has expired. Reductions will only be applied to future registrations.

### **Supporting Documents**

Residency Verification (Please provide one of the following):

- VALID (not expired) CA Drivers License or Identification Card
- City of Palo Alto Utility Bill
- Current Lease showing address

## City of Palo Alto Activities and Classes Fee Reduction Program for Income Eligible and Disabled Residents

- Telephone Bill (landline)
- Proof of employment with the City of Palo Alto
- If you do not live in Palo Alto, but your child(ren)/dependents are enrolled in PAUSD, please provide proof of enrollment

### Income Eligibility (Please provide one of the following):

- Current utility bill if a participant of the Utility Rate Assistance Program
- Current Social Services Award Letter (or Medi-Cal Card)
- PAUSD Free/Reduced Price Lunch Program documentation
- Two current pay stubs for all current earners

\*\*If you do not have ANY of the above, please provide a copy of your previous years Tax Return (two years if self-employed)

### Disability Verification (If not applying based off income eligibility, please include one of the following):

- Letter from M.D. or licensed letter from M.D. or licensed psychologist certifying disability status
- Disability documentation from the Department of Motor Vehicles
- Copy of your current Social Services Award Letter

### **For more information contact the Community Services Department:**

Phone: (650) 463-4949

Email: [enjoyonline@paloalto.gov](mailto:enjoyonline@paloalto.gov)

Applications are available at the Lucie Stern Community Center (1305 Middlefield Road) and the Mitchell Park Community Center (3700 Middlefield Road).

Online application: <https://us.openforms.com/Form/42f1edc2-c2c3-45be-b269-318904018a6a>

## Community Resources

### City of Palo Alto Resources:

Arts and Sciences:	
Children's Theatre	(650) 463-4930
Cubberley Artist Studio Program	(650) 617-3506
Palo Alto Art Center	(650) 329-2366
Palo Alto Junior Museum & Zoo	(650) 329-2111
Canopy- Community resource for tree planting and care	(650) 964-6110
GreenWaste of Palo Alto	(650) 493-4894
Human Services:	
Information & Referral	(650) 463-4906
Library Services Department (See "Palo Alto City Library" page 31)	(650) 329-2436
Open Space, and Parks:	
Park/picnic reservations	(650) 496-6962 (650) 463-4949
Reserve a campsite	(650) 329-2423
Palo Alto Golf Course	(650) 856-0881
Palo Alto Zero Waste Program	(650) 496-5910
Public Works Department	(650) 329-2151
Recreation Services:	(650) 463-4949
Enjoy Catalog- Registration for City Classes/ Summer Camps	(650) 463-4900
Facility Reservations	
Cubberley Community Center	(650) 329-2418
Mitchell Park Community Center	(650) 329-2400
Lucie Stern Community Center	(650) 463-4900
Peers Park Field House & Lawn Bowling Green	(650) 463-4900
Fields and Tennis Courts	(650) 463-4905
Mitchell Park Teen Services	(650) 329-2400

### Support Services

Respite Care, In-Home Assistance	
Sourcewise (Referral to in-home assistance for seniors)	(408) 350-3200
Jewish Family and Children's Services (In-home assistance for seniors)	(650) 931-1800
PARCA (Developmental disabilities)	(650) 312-0730
Pathways – Home Health	(888) 978-1306
ViaServices – ViaWest Program	(408) 243-7861

## Community Resources

### Support Groups and Day Services

AbilityPath (Developmental disabilities)	(650) 259-8500
Avenidas Rose Kleiner Center (Daytime care for seniors)	(650) 289-5499
Community Health Awareness Council Family Resource Center	(650) 967-4813
Family and Children Services of Silicon Valley	(650) 326-6576
Greater Opportunities (Developmental disabilities)	(408) 248-4464
Jewish Family and Children's Services	(650) 688-3030
Kinship, Adoptive and Foster Parent Association	(408) 501-6365
La Leche League - Oakland	(510) 545-3840
Las Madres	ContactUs@lasmadres.org
Oshman Family Jewish Community Center	(650) 223-8700
Parents' Club of Palo Alto- Menlo Park	info@pampclub.org
Palo Alto Medical Foundation (PAMF) (Pregnancy, birth, parenting groups, Lamaze & pre-natal groups)	(650) 853-2935
PARCA (Developmental disabilities)	(650) 312-0730
Parents Helping Parents (Support for parents of children with developmental, learning, attention, or health issues)	(408) 727-5775
Peninsula Volunteers (for seniors)	(650) 272-5000
YMCA, Palo Alto Family	(650) 856-9622

### Telephone Reassurance

El Camino Hospital Tele-Care (For people who live alone)	(650) 988-7558
Suicide and Crisis Line	9-8-8
Bill Wilson 24/7 Teen Line	(650) 579-0353
Rape Crisis Center YWCA	(855) 278-4204

### Volunteering, Community Service

Avenidas Volunteer Corp	(650) 289-5412
El Camino Hospital Auxiliary	(650) 940-7214
Hands on Bay Area (Online matching service for volunteers and non-profits)	(415) 541-9616
Midpeninsula Community Media Center (Public access cable TV station)	(650) 494-8686
Palo Alto Online (Online community information resource)	(650) 326-8210
St. Anthony's Padua Dining Room	(650) 365-9664
Volunteer Match	www.volunteermatch.org
YMCA, Palo Alto Family	(650) 856-9622
Youth Community Services (YCS)	(650) 858-8019

## City of Palo Alto Library

### Children's Library

1276 Harriet Street

Tues-Thurs, & Sat: 10 a.m. –6 p.m.

### College Terrace Library

2300 Wellesley Street

Tues-Sat: 10 a.m.-6 p.m.

### Downtown Library

270 Forest Avenue

Tues-Sat: 10 a.m.-6 p.m.

### Mitchell Park Library

3700 Middlefield Road

Mon-Thurs: 10 a.m.-9 p.m.

Fri-Sun: 10 a.m.-6 p.m.

### Rinconada Library

1315 Newell Road

Mon, Tues, Wed, Fri, Sat, Sun:

10 a.m.-6 p.m.

Thurs: 12-8 p.m.

### Contact:

Online: <https://library.paloalto.gov>

Email: [pa.library@paloalto.gov](mailto:pa.library@paloalto.gov)

Phone: (650) 329-2436

### Volunteer:

Volunteers enable the libraries to provide diverse collections and services on a daily basis. To apply, fill out the volunteer application form from the [library website](#) and return it to one of the Palo Alto Libraries.

### Friends of the Palo Alto Library (FOPAL):

FOPAL is a member-supported non-profit organization dedicated to supporting the Palo Alto Public Library users through volunteerism, book sales, and advocacy. (650) 213-8755

### Upskill:

With your library card, you can access online learning platform: LinkedIn Learning, Coursera, Skillshare, GetSetup, Northstar, and Learning Express.

### Teen Library Advisory Board (TLAB):

Are you in Grades 8-12 and have a passion for reading or libraries?

Consider joining TLAB by emailing [LibraryTeens@paloalto.gov](mailto:LibraryTeens@paloalto.gov)

**Book Clubs:** check online for upcoming meetings <https://library.paloalto.gov/book-clubs/>

Brown Bag Book Club - Meets monthly and reads a mix of fiction and nonfiction titles. Online event.

Graphic Novel Book Club - Monthly book discussion on a graphic novel selected by the group! This program is for readers age 16 and up. Mitchell Park Library.

Stay Woke: A Social Justice Book Club - Read and respectfully discuss books around social justice and politically relevant themes, with the aim of creating community and connection. Online event.

Pageturners - The group discusses fiction, nonfiction, biography and memoir. They meet monthly at the Rinconada Library.

**Storytimes:** check online for times and locations

Family Storytime –Come sing, rhyme, and read stories with us! While this storytime will be geared towards those older than 2 years, all ages are welcome!

Little Ones Storytime –Storytime includes a variety of early literacy activities such as stories, songs, rhymes, and movement activities. This program is targeted to children under the age of two and their caregivers.

For all library events, check-out the online events calendar:

<https://paloalto.bibliocommons.com/v2/events>

## How to Prepare for an Earthquake

- Identify a safe place in every room with your family- under a sturdy table or desk or against an inside wall where nothing can fall on you.
- Practice **DROP, COVER, and HOLD ON** at least twice a year. Drop under a sturdy desk or table, hold on, and protect your eyes by pressing your face against your arm. If there's no table or desk nearby, sit on the floor against an interior wall away from windows, bookcases, or tall furniture that could fall on you. Teach children to **DROP, COVER, and HOLD ON!**
- Identify with your family an out-of-town and out-of-state family contact.
- Consult a professional to find out additional ways that you can protect your home, such as bolting the house to its foundation and other structural mitigation techniques.
- Take a first aid class from your local Red Cross chapter. Keep your training current.
- Get training on how to use a fire extinguisher from your local fire department.
- Inform babysitters and caregivers of your plan.



### Practice with Your Family What to Do When the Shaking Begins:

- **DROP, COVER, and HOLD ON!** Move only a few steps to a nearby safe place. Stay indoors until the shaking stops and you're sure it's safe to exit. Stay away from windows. In a high-rise building, expect the fire alarms and sprinklers to go off during a quake.
- If you are in bed, hold on and stay there, protecting your head with a pillow.
- If you are outdoors, find a clear spot away from buildings, trees, and power lines. Drop to the ground.
- If you are in a car, slow down and drive to a clear place. Stay in the car until the shaking stops.

### Practice with Your Family What to Do After the Shaking Stops:

- Check yourself for injuries. Protect yourself from further danger by putting on long pants, a long-sleeved shirt, sturdy shoes, and work gloves.
- Check others for injuries. Give first aid for serious injuries.
- Look for and extinguish small fires. Eliminate fire hazards. Turn off the gas if you smell gas or think it's leaking. (Remember, only a professional should turn it back on)
- **Listen to the radio for instructions - KCBS 740 AM, KZSU 90.1 FM**
- Expect aftershocks. Each time you feel one, **DROP, COVER, and HOLD ON!**
- Inspect your home for damage. Get everyone out if your home is unsafe.

### Prepare a Disaster Supplies Kit for Home and Car:

- First Aid Kit with essential medicines; include an extra pair of glasses or contacts if needed.
- Canned food and can opener.
- At least three gallons of water per person.
- Protective clothing, rainwear and bedding or sleeping bags.
- Battery-powered radio, flashlight and extra batteries.
- Special items for infants, elderly or disabled family members.
- Written instructions for turning off gas, electricity, and water.
- Keep a flashlight and sturdy shoes by your bedside.

Visit the City of Palo Alto's Emergency Website at:  
<https://www.paloalto.gov/Departments/Emergency-Services>

## Winter Storm Preparedness

### Palo Alto Flood Alert Information:

**Fire/Police (emergency only)** 911  
**(from cellphone)** (650) 321-4433  
**(non-emergency)** (650) 329-2413

### Blocked Storm Drains, Slides:

Palo Alto Public Works  
Weekdays 7a.m. - 4p.m (650) 496-6974  
After hours (650) 329-2413

### Fallen Trees

Palo Alto Public Works  
Weekdays 7a.m. – 4p.m. (650) 496-5953  
After hours (650) 329-2413

### Building Inspection & Permits:

Palo Alto Building Division (650) 329-2496

### Public Information Hotline (During Emergencies)

(650) 329-2420

### Creek Levels:

<https://www.paloalto.gov/Departments/Public-Works/Engineering-Services/Creek-Monitor-Cam>

Santa Clara Water District (408) 265-2600

### Debris Boxes & Trash Pick-up:

GreenWaste of Palo Alto (650) 493-4894

### FEMA:

(800) 621-3362

### Gas Leaks, Sewer Spills:

Palo Alto Communications (650) 329-2579

### Hazardous Waste:

Palo Alto Public Works (650) 496-5910

### Power Outages & Electrical Problems:

P.A Electric Operations (650) 496-6914

### Pumping Basements:

Palo Alto Fire Department (650) 329-2184

### Road Conditions:

Palo Alto Public Works (650) 329-2295  
Caltrans (800) 427-7623

### Turn Gas Back On & Utilities Questions:

Palo Alto Utilities Dispatch (650) 329-2161

### Weather Report:

National Weather Service (831) 656-1725



#### **If Flooding is Present or Imminent:**

- Stay informed about weather conditions. Use the radio as your primary source of information and instruction.
- Make sure your family and pets are safe. If time permits, move possessions off the floor.
- Do not try to drive across a flooded road. You could become stranded or trapped.
- Report downed power lines, leaking gas lines, or blocked storm drains to the City of Palo Alto immediately.
- Be ready to evacuate if directed by emergency personnel

For more information on current situations, emergency preparedness information and links to related agencies, visit the State of California Governor's Office of Emergency Services at: <https://www.caloes.ca.gov/>

**Listen to the radio for instructions - KCBS 740 AM, KZSU 90.1 FM – as your primary source of information.**

Visit the City of Palo Alto's Office of Emergency Services Website at:  
<https://www.paloalto.gov/Departments/Emergency-Services>

## Are You Ready for a Residential Fire?

### Make Your Home Fire Safe:

- Smoke alarms save lives. Install a smoke alarm outside each sleeping area and on each additional level of your home.
- If people sleep with doors closed, install smoke alarms inside sleeping areas, too.
- Use the test button to check each smoke alarm once a month. When necessary, replace batteries immediately.  
Replace all batteries at least once a year.
- Vacuum and dust away cobwebs from your smoke alarms monthly.
- Smoke alarms become less sensitive over time. Replace your smoke alarms every ten years.
- Consider having one or more working fire extinguishers in your home. Get training from the fire department in how to use them.
- Consider installing an automatic fire sprinkler system in your home.



### Plan Your Escape Routes:

- Determine at least two ways to escape from every room of your home.
- Consider escape ladders for sleeping areas on the second or third floor. Learn how to use them and store them near the window.
- Select a location outside your home where everyone can meet after escaping.
- Practice your escape plan at least twice a year.

### Escape Safely:

- Once you are out, stay out! Call the fire department from a neighbor's home.
- If you see smoke or fire in your first escape route, use your second way out. If you must exit through smoke crawl low under the smoke to your exit.
- If you are escaping through a closed door, feel the door before opening it. If it is warm, use your second way out.
- If smoke, heat, or flames block your exit routes, stay in the room with the door closed. Signal for help using a bright-colored cloth at the window. If there is a telephone in the room, call the fire department and tell them where you are.

For more information on current situations, emergency preparedness information and links to related agencies, visit the State of California Governor's Office of Emergency Services at: <https://www.caloes.ca.gov/>

**Listen to the radio for instructions- KCBS 740 AM, KZSU 90.1 FM - as the primary radio stations.**

Visit the City of Palo Alto's Office of Emergency Services Website at:  
<https://www.paloalto.gov/Departments/Emergency-Services>

Source: American Red Cross- Palo Alto Chapter

## Palo Alto Neighborhood Associations

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**Adobe Meadow Neighborhood Assn.**  
[www.adobemeadow.org](http://www.adobemeadow.org)

**Barron Park Assn.**  
[www.BPApaloalto.org](http://www.BPApaloalto.org)

**Charleston Gardens**

**Charleston Meadows Resident Assn.**  
Contact: vacant  
Email:

**Charleston Village HOA**

**College Terrace Residents' Assn.**  
[www.collegeterrace.org](http://www.collegeterrace.org)

**Community Center Neighbors Assn.**

**Crescent Park Neighborhood Assn.**

**Downtown North Neighborhood Assn.**

**Duveneck—St. Francis Neighborhood Assn.**

**Evergreen Park Neighborhood Assn.**  
[www.epna.palo-alto.ca.us](http://www.epna.palo-alto.ca.us)

**Fairmeadow Neighborhood Assn.**

**Greenacres I**

**Green Acres II**

**Greendell Neighborhood Assn.**

**Greenhouse HOA**

**Greenmeadow Community Assn.**  
[www.greenmeadow.org](http://www.greenmeadow.org)

**Leland Manor**

**Mayfield**

**Meadow Park**

**Midtown Residents Assn.**  
[www.midtownresidents.org](http://www.midtownresidents.org)

**Miranda Neighbors**

**Monroe Park**

**Old Palo Alto Neighborhood Assn.**

**Palo Alto Central Association**

**Palo Alto Hills Neighborhood Assn.**  
[www.pahna.org/](http://www.pahna.org/)

**Palo Alto Orchards**

**Palo Verde Residents Assn.**

**Southgate Neighborhood Watch**

**Triple El Neighborhood**

**University South Neighborhoods Groups**

**Ventura Neighborhood**  
<https://venturapaloalto.org/>

**Walnut Grove Homeowners Assn.**

For more information on Palo Alto Neighborhoods and to find the current contact information for all neighborhood associations, visit <https://paneighborhoods.org>

## Quick Reference Directory

### City Phone List

Palo Alto  
(650) 329-2100

East Palo Alto  
(650) 853-3100

Los Altos  
(650) 947-2700

Los Altos Hills  
(650) 941-7222

Menlo Park  
(650) 330-6600

Mountain View  
(650) 903-6300

Portola Valley  
(650) 851-1700

Redwood City  
(650) 780-7000

Sunnyvale  
(408) 730-7500

### Santa Clara County Departments

Adult Protective Services  
(408) 755-7600

Aging & Adult Services  
(408) 755-7600

Behavioral Health Services  
(800) 704-0900

Child Support Services  
(866) 901-3212

Employment & Benefit Services (408) 758-3800

Family Services Center  
(408) 793-8800

Report Child Abuse  
(833) 722-5437

Report Elder Abuse  
(408) 975-4900

Social Services Agency Administration  
(408) 755-7100

### Key City of Palo Alto Numbers

Police/Fire/Paramedics 911

Animal Services  
(650) 496-5971

Building Inspection  
(650) 329-2496

Use & Occupancy Permits  
(650) 329-2496

City Attorney  
(650) 329-2171

City Clerk  
(650) 329-2571

City Manager  
(650) 329-2392

Fire Department  
(650) 329-2184

FEMA Flood Zones  
(650) 329-2295

HR – Employment  
(650) 329-2376

Human Services  
(650) 463-4906

Library  
(650) 329-2436

Palo Alto Art Center  
(650) 329-2366

## Quick Reference Directory

Parking Permits  
(650) 329-2317

Parking Citations  
(650) 329-2252

Planning Department  
(650) 329-2441

Police Non-Emergency  
(650) 329-2413

Property Ownership/Address  
(650) 329-2496

Public Works  
(650) 329-2151

Real Estate Division  
(650) 329-2264

Recreation Services  
(650) 463-4900

Trees  
(650) 496-5953

Utilities  
(650) 496-6914

Zero Waste  
(650) 496-5910

Wildlife Rescue  
(650) 494-7283

### **Non-City Agencies**

SCC = Santa Clara County

Better Business Bureau of Silicon Valley  
(408) 278-7400

SCC Clerk Recorder: Birth, Marriage, Death  
Certificates and Marriage Licenses  
(408) 299-5688

Palo Alto Chamber of Commerce  
(650) 324-3125

Department of Motor Vehicles Mountain View Branch  
(650) 623-3200

Palo Alto Airport  
(650) 329-2444

Palo Alto Unified School District  
(650) 329-3700

Post Office - Palo Alto Branch  
(650) 321-1423

Red Cross of Silicon Valley  
(877) 727-6771

SCC Registrar of Voters  
866) 430-8683

SCC Small Claims Court  
(408) 882-2100

SCC Tax Assessor  
(408) 299-5500

SCC Traffic Court  
(408) 556-3000

### **24-Hour Hotlines**

Suicide Prevention & Crisis  
9-8-8

Bill Wilson Center Crisis Line  
(408) 850-6125

Disaster & Emergency Information  
2-1-1