



LOS ANGELES CAREGIVER RESOURCE GUIDE

AARP Real Possibilities in
Los Angeles

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Caregiving may be one of the most important roles you will ever take on in your life. You may have become a caregiver suddenly or perhaps your role has evolved over time. No matter where you are in the continuum of caregiving—starting to plan, helping to coordinate a big move, or taking care of a family member in your home—having resources at your fingertips will make the process easier.

With many organizations offering different types of help and services, it can be a challenge to sort out the specific type of help or services best suited for your needs. AARP developed this resource guide with you—the caregiver—in mind as a starting point to help you find the services and supports you need throughout your caregiving journey.

We hope this resource guide can assist you in the following ways:

- > **Help you get the type of assistance you need.** This directory lists many government and nonprofit resources, which you can access both in-person and online.
- > **Help you connect with others.** You'll discover, if you have not already, that you're a part of a community of caregivers and caregiver supporters. You are truly not alone.
- > **Help take care of yourself.** This is vitally important but something that many caregivers often overlook. The act of caregiving can take a physical and mental toll on the caregiver. So, it's important that you make self-care a top priority.

Tips to Find Services and Supports

Here are a few pointers to keep in mind as you begin to look for resources and support.

Ask for help.

Friends and family will often ask you if there is anything that they can do to help. Use your network and ask others to help you look for resources and information in your area.

If possible, use the Internet.

The Internet is an easy and quick way to get information. Because information can vary, it is important not to rely on one site alone. Also, make sure the sponsoring organization is a reputable and reliable source of information.

Talk to a real person.

Many phone numbers will lead to voicemail. It's important to leave a message, but don't wait for someone to call you back. Keep in mind that some services have backlogs of calls to return. Keep calling back until you connect with someone who can help you. Usually a second request receives prompt attention.

Write down your questions in advance.

Before you call, write down specific questions and try to be as concrete and detailed as possible.

Keep track of your conversations.

Keep a notebook of who you talked to. Write down names, phone numbers, and notes from each call. You never know when you will need the information down the road.

No one person or organization has all the answers.

The person you get on the phone or the website you visit may have expertise in certain areas, but not in others. It is always smart to be prepared with other resources and organizations that can help.

Use your creativity.

Create your own personal resource network. This could include contacting community-based agencies to find out what kinds of support services are available in your area. Consider asking friends or other caregivers what resources they found to be useful.

Many services are local.

Services can vary widely from state to state and region to region. Make sure you look for resources that provide services where you live.

“Was it worth it, letting mom stay at home? Absolutely. This was our gift to her and she greatly appreciated it, more than she could ever say.”

—Jill from California



LOS ANGELES COUNTY RESOURCES

Following are local resources that can help to make caregiving easier. Some provide helpful information and others offer direct services such as help in the home, adult day care, social services and support groups.

Area Agency on Aging for Los Angeles County Community and Senior Services

Designs and manages resources for older adults and persons with disabilities and caregivers. This county agency can provide an overview of aging and caregiver services in the county.

3175 West 6th Street
Los Angeles, CA 90020
1-800-510-2020 | 1-888-202-4248

General reference line: 211
<http://css.lacounty.gov>

Los Angeles City Department of Aging

Designs and manages resources for older adults and persons with disabilities and caregivers. This county agency can provide an overview of aging and caregiver services in the City of Los Angeles.

Temporary Address:
350 S. Grand Avenue, Suite 4502
Los Angeles, CA 90071
213-482-7252 | 1-800-510-2020
General Reference Line: 211

The Alzheimer's Association

Enhances care and support for all those affected by Alzheimer's and other dementias. Support groups, resources, information and more.

5900 Wilshire Blvd., Ste. 1100
Los Angeles 90036
1-800-272-3900
www.alz.org/socal

Los Angeles Caregiver Support Center

Provides support and services to individuals with brain-impairing chronic conditions and their families. Includes caregiver supports, respite care.

3715 McClintock Avenue
Los Angeles, CA 90089-019
1-855-872-6060
<http://fcscgero.org>

In-Home Supportive Services (IHSS)

Home Care Services for low-income individuals who are disabled, blind or elderly. Services

may include housecleaning, meal preparations, laundry, grocery shopping, personal care services, and accompaniment to medical appointments.

2707 S. Grand Avenue
Los Angeles, CA 90007
1-888-944-IHSS (4477)
or 213-744-3300
<http://dpss.lacounty.gov/dpss/ihss/default.cfm>

Transportation Services: Access Services

Reasonably priced van & taxi services for the disabled for most of LA County.

1-800-827-0829
TDD 1-800-827-1359
General Transportation hotline: 511
<http://accessla.org/home>

Kinship Care Services

For families raising relative children, such as grandparents raising grandchildren.

1-888-MY-GRAND (694-7263)
<http://dcfs.co.la.ca.us/kinshippublic/default.html>

OTHER CITY & COUNTY RESOURCES

Many of the organizations in your area can help provide you with the big picture of what is going on in the community. These organizations can refer you to local organizations that provide resources and services in your local community.

Adult Protective Services— Los Angeles County Community & Senior Services

Provides education about and investigates allegations of elder abuse and neglect. Forms of abuse include physical, sexual abuse, financial exploitation and emotional and verbal abuse.

3333 Wilshire Blvd., Suite 400
Los Angeles, CA 90010
24-hour Hotline: 1-877-477-3646
<http://css.lacounty.gov/programs/adult-protective-services-aps>

Area Agency on Aging for Los Angeles County Community and Senior Services

Designs and manages resources for older adults and persons with disabilities and caregivers. This state agency can provide an overview of aging and caregiver services in the state.

3175 West 6th Street
Los Angeles, CA 90020
1-800-510-2020 or 1-888-202-4248
<http://css.lacounty.gov/programs/area-agency-on-aging>

Covered CA

The health insurance marketplace helps guide Americans as they shop and compare health plans available in the state.

1-800-300-1506
<http://www.coveredca.com>

California Alternative Rates for Energy (C.A.R.E.)

Provides financial assistance for residents who are unable to pay utility bills. Weatherization resources also may be available.

Los Angeles Department
of Water and Power.
111 N. Hope Street
Los Angeles, CA 90012
Phone: 1-800-342-5397
Web: www.ladwp.com

Los Angeles County Legal Services: Bet Tzedek (House of Justice)

Provides free, comprehensive legal services for low-income individuals and families in Los Angeles.

3250 Wilshire Blvd., 13th Floor
Los Angeles CA 90010
323-939-0506
www.bettzedek.org

Legal Advice: California Advocates for Nursing Home Reform (CANHR)

Offers free or low-cost legal services for older adults. Provides legal advice, information and assistance with non-criminal problems.

650 Harrison St, 2nd Floor
San Francisco, CA 94107
415-974-5171
www.canhr.org

Long-Term Care Ombudsman— WISE Senior Services

Long-term care ombudsmen are advocates for residents of nursing homes, board and care homes and assisted living facilities. Ombudsmen provide information about how to find a facility and what to do to get quality care. They are trained to resolve problems and can assist you with complaints.

<http://www.wiseandhealthyaging.org>

Senior Housing Assistance

There are many types of housing for seniors; some are quite costly and others are based on the senior's income. Senior home modification and repair programs also are available.

Los Angeles County Housing Resource Center

Created to help people list and find affordable, special-needs, accessible, and emergency housing within the County of Los Angeles. This web-based service, supported by a toll-free call center, provides information for the general public as well as for housing professionals seeking vital resources for their clients.

1-877-428-8844
<http://housing.lacounty.gov/index.html>

Mercy Housing California

1500 South Grand Ave., Suite 100
Los Angeles, CA 90015
213-743-5820
[@mercyhousing](http://www.mercyhousing.org/california)
www.facebook.com/mercyhousing



Health Insurance Counseling and Advocacy Program (HICAP)

Provides one-on-one counseling and assistance to people with Medicare and their families. The agency can help with obtaining benefits, filing claims and understanding health care options.

Center for Healthcare Rights
520 S. Lafayette Park Pl., Suite 214
Los Angeles, CA 90057
213-383-4519
www.cahealthadvocates.org/HICAP/losangeles.html

Local Medi-Cal Office

Medi-Cal is a joint federal and state health care program for people with low income and limited resources insufficient to pay for health care. Through the Medicaid Waiver program, older adults who are eligible for nursing home payments can receive medical and support services that enable them to continue living at home. Waiver services prevent or delay nursing home admission.

Call for the office nearest you:
1-866-613-3777 (From within Los Angeles County)
<http://dpss.lacounty.gov/dpss/maps/maps.cfm?program=medical>

Home Care Services Registry (Home Care Services Consumer Protection Act)

California now requires that home care organizations be licensed and creates a public online registry for Home Care Aides who have been background checked. This law is intended to promote consumer protection for older adults and people who are blind or with disabilities who hire private aides to come into their homes to provide assistance with activities of daily living such as bathing and dressing.

To access the registry, you must have the first and last name of the caregiver, along with the caregiver's personnel ID.

1-877-424-5778
<https://secure.dss.ca.gov/cclid/hcsregistry/registrysearch.aspx>

Paid Family Leave

California Law provides eligible workers with partial wage replacement when taking time off work to care for a child, parent, parent-in-law, grandparent, grandchild, sibling, spouse, or registered domestic partner.

Employment Development Department
1-877-238-4373
http://www.edd.ca.gov/pdf_pub_ctr/de2511.pdf

Supplemental Nutrition Assistance Program (SNAP)– CalFresh in California

SNAP, or CalFresh, formerly known as Food Stamps, provides monthly nutritional assistance to people who have low income and limited assets to pay for food. SNAP also provides nutritional education.

Call for the office nearest you:
1-866-613-3777 (From within Los Angeles County)
<http://dpss.lacounty.gov/dpss/maps/maps.cfm?program=medical>

NATIONAL RESOURCES

The national resources below provide valuable information and can connect you to programs and services in your state and local community.

Alzheimer's Association

Information and support for people with Alzheimer's disease and their caregivers. Operates a 24/7 helpline and care navigator tools.

www.alz.org | 1-800-272-3900

Alzheimers.gov

A free federal information resource about Alzheimer's disease and related dementias.

www.alzheimers.gov

ARCH Respite Network

The ARCH National Respite Network includes the National Respite Locator, a service to help caregivers and professionals locate respite services in their community.

www.archrespite.org

Caregiver Action Network

Information, educational materials, and support for family caregivers.

www.caregiveraction.org



Eldercare Locator

A public service of the U.S. Administration on Aging that connects caregivers to local services and resources for older adults.

www.eldercare.gov
1-800-677-1116

Family Caregiver Alliance

Tools and resources for family caregivers, including the Family Care Navigator, a state-by-state list of services and assistance.

www.caregiver.org
1-800-445-8106

Medicare

Provides information about the Medicare program and how to find Medicare plans and providers. Caregivers will also find a tool on the website to compare home health care agencies and nursing homes.

www.medicare.gov
1-800-633-4227

National Academy of Elder Law Attorneys

A professional association of attorneys who specialize in legal services for older adults and people with special needs. Find a database of elder law attorneys by state.

www.naela.org

The National Clearinghouse for Long-Term Care Information

Information and tools to help plan for future long-term care needs.

www.longtermcare.gov

Social Security Administration

Information on retirement and disability benefits, including how to sign up for Social Security.

www.ssa.gov | 1-800-772-1213

Veterans Administration

Provides supports and services for families caring for veterans. Connects caregivers with local caregiver supports programs for veterans.

www.caregiver.va.gov
855-260-3274

AARP RESOURCES FOR CAREGIVERS

AARP Caregiving Resource Center

One-stop shop for tips, tools and resources to use while caring for a loved one.

www.aarp.org/caregiving
For Spanish visit
www.aarp.org/cuidar

AARP Caregiving Support Line

Connects you directly with an information specialist who can talk with you about services and support available in your community.

1-877-333-5885
For Spanish call 1-888-971-2013
Monday-Friday,
7:00 a.m.– 11:00 p.m., EST

Advance Directive Forms

Free, downloadable state-specific advance directive forms and instructions.

www.aarp.org/advancedirectives

AARP Caregiving App

Helps you manage your to-do list, calendar of appointments and support scheduling.

You can download it at
www.aarp.org/caregivingapp

AARP Rx App

Helps you manage your loved one's medications. You can also use it to help manage your own medications.

You can download it at
www.aarp.org/rxapp

I Heart Caregivers

An initiative to recognize family caregivers by providing them a place to share their stories and learn how they can help improve caregiver support in their state.

www.aarp.org/iheartcaregivers

Living Longer, Living Smarter

An educational series that helps caregivers and older adults create a plan for their future.

www.aarp.org/decide

AARP Benefits Quick Link

Find public benefits that can help you pay for food, medicine, health care, utilities and more by using AARP Foundation's Benefits QuickLINK tools.

www.aarp.org/quicklink

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AARP California
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Pasadena, CA 91101
1-866-448-3614 | aarp.org/losangeles

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