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.

“You never imagine that life will be all that it turns out to be, but with love and good people in your life you somehow get through it with humility and dignity.”

E. of Sacramento
SACRAMENTO AND YOLO 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 4 Agency on Aging – Nevada, Placer, Sacramento, Sierra, Sutter, Yolo and Yuba Counties

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.

2260 Park Towne Circle, Suite 100
Sacramento, CA 95825
916-486-1876
www.a4aa.com

Del Oro Caregiver Resource Center

Del Oro Caregiver Resource Center offers services to family caregivers of adults with chronic and disabling conditions or diseases. Del Oro helps families through a full range of programs and services. To be eligible for services, a client must be caring for an adult with a cognitive impairing condition that occurred after the age of 18 (for example, dementia, Alzheimer’s disease, stroke, traumatic brain injury, Parkinson’s disease) or caring for someone 60 and over regardless of diagnosis and requiring assistance with two or more activities of daily living. Services are for residents of our 13-County service area—Alpine, Amador, Calaveras, Colusa, El Dorado, Nevada, Placer, Sacramento, San Joaquin, Sierra, Sutter, Yolo and Yuba counties.

8421 Auburn Boulevard, Suite 265
Citrus Heights, CA 95610
916-728-9333
www.deloro.org

Ethel Hart McLeod Senior Center Supportive Services

Provides a range of services and resources, most of which are held at the Hart Senior Center.

915 27th Street
Sacramento CA 95816
(Located on 27th and J Streets in midtown Sacramento)
Home: (916) 808-5462
http://www.cityofsacramento.org/ParksandRec/Recreation/older-adult-services/Hart-Senior-Center/Supportive-Services

In-Home Supportive Services (IHSS) (Sacramento Health and Human Services)

Home Care Services for low-income individuals who are disabled, blind or elderly. Services may include housecleaning, meal preparation, laundry, grocery shopping, personal care services, and accompaniment to medical appointments.

1-888-944-IHSS (4477) or 916-874-9471
www.dhhs.saccounty.net/SAS/Pages/In-Home-Supportive-Services/SP-In-Home-Supportive-Services.aspx

Yolo County Public Authority (IHSS)

25 North Cottonwood Street
Woodland, California 95695
530-661-2676 or 1-800-630-2224
TTY 530-661-2676
http://yolopa.org

For IHSS elsewhere in the Sacramento Metro Area:

Please refer to 211 or call the AARP Caregiving Resource Center.

Transportation Services in Sacramento: Paratransit, Inc.

Dedicated to providing transportation services to individuals with disabilities, the elderly and related agencies throughout the Sacramento County area.

2501 Florin Road
Sacramento, CA 95822
916-429-2009
www.paratransit.org

Transportation: Yolo County: Yolobus Special Complementary Paratransit Service is a door-to-door, lift-equipped transportation service.

530-666-2877 or 916-371-2877
www.yolobus.com/riderinformation/yolobusspecial.php

Adult Protective Services – Sacramento County Health and Human Services

Dedicated to maintaining the health and safety of elderly and dependent adults subjected to neglect, abuse, or exploitation, or
who are unable to protect their own interests.

24-hour hotline: 916-874-9377
www.dhhs.saccounty.net/SAS/Pages/Adult-Protective-Services/SP-Adult-Protective-Services.aspx

Yolo County Adult Protective Services 24-Hour Hotline:
24-Hour Abuse Hotline:
1-888-675-1115 or 530-661-2727
530-661-2750

For other counties, individuals can find the information by calling 211 or visiting the link listed below.

STATEWIDE RESOURCES

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

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

1-800-300-1506
www.covereddca.com

California Alternative Rates for Energy - C.A.R.E. - Utilities Assistance
Provides financial assistance for residents who are unable to pay utility bills. Weatherization resources also may be available.

To request an application form and more information, please contact your utility company or check out their websites for more information.
Sacramento Municipal Utility District (SMUD): 1-888-742-7683
Yolo County: Pacific Gas & Electric: 1-800-743-5000

Legal Advice: California Advocates for Nursing Home Reform (CANHR)
CANHR provides advice, counseling, technical assistance, publications, and training in the areas of public benefits, and long-term care, including nursing homes, residential care, continuing care retirement communities, Medi-Cal, Medicare, elder abuse, fiduciary abuse, and other legal issues affecting low-income, disabled, and elderly California consumers. CANHR has established a statewide hotline for legal services staff and consumers: 1-800-474–1116 and websites with information on every nursing home and residential care/assisted living facility in California.
650 Harrison Street, 2nd Floor
San Francisco, CA 94107
415-974-5171
www.canhr.org

Long-Term Care Ombudsman
Ombudsman Services of Northern California (Nevada, Placer, Sacramento, Sierra, Sutter, Yolo and Yuba counties)
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.
13950 Industrial Boulevard, Suite 500
West Sacramento, CA 95691
916-376-8910
www.osnc.net

Senior Housing
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.

Sacramento Housing & Redevelopment Agency (SHRA)

Housing Choice Voucher (HCV) programs and Conventional Housing applications
630 I Street
Sacramento, CA 95814
916-440-1390
http://www.shra.org
Yolo County Housing
147 W. Main Street
Woodland, CA 95695
530-662-5428
www.ych.ca.gov/index.php

State Health Insurance Program (SHIP) (HICAP in California)
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.
California Health Advocates
3950 Industrial Blvd., Suite 500
West Sacramento, CA 95691
1-800-434-0222
916-376-8915
www.cahealthadvocates.org/HICAP
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/ccld/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

Local Medi-Cal Office

Medicaid 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.

Sacramento County Department of Human Assistance
1725 28th Street
Sacramento, 95816-9915
916-874-3100
209-744-0499
www.dha.saccounty.net/benefits/Pages/default.aspx#ma

Yolo County:
Department of Employment & Social Services
25 N. Cottonwood Street
Woodland, CA 95695
530-661-2750

West Sacramento Office
500-A Jefferson Boulevard
West Sacramento, CA 95605
916-375-6200
www.yolocounty.org

Supplemental Nutrition Assistance Program (SNAP) – apply through the local Social Services Office

SNAP, 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.

Sacramento County Department of Human Assistance
1725 28th Street
Sacramento, 95816-9915
916-874-3100
209-744-0499
www.dha.saccounty.net/benefits/Pages/default.aspx#ma

Yolo County:
Department of Employment & Social Services
25 N. Cottonwood Street
Woodland, CA 95695
530-661-2750

West Sacramento Office
500-A Jefferson Boulevard
West Sacramento, CA 95605
916-375-6200
www.yolocounty.org

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 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

Advance Directive Forms
Free, downloadable state-specific advance directive forms and instructions.
www.aarp.org/advancedirectives

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

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.benefitscheckup.org