



SAN DIEGO & CHULA VISTA, CALIFORNIA **CAREGIVER** RESOURCE GUIDE

AARP[®]
Real Possibilities

I  CaregiversSM

SAN DIEGO & CHULA
VISTA, CALIFORNIA
CAREGIVER
RESOURCE GUIDE



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.

"I'm so grateful to have cared for her."

—Z of Coalinga



SAN DIEGO AND CHULA VISTA 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.

Aging and Independence Services in San Diego, also Aging and Disability Resource Centers (ADRC)

Comprehensive information about long-term care services and support options; and access to important planning and communication tools, programs, resources, and services for seniors and people of all ages with a disability. Provides a no-

wrong door, single point of entry system for long-term care services and supports including home-delivered meals.

9335 Hazard Way
San Diego, CA 92193
1-800-510-2020

www.sandiegocounty.gov/content/sdc/hhsa/programs/ais.html

Alzheimer's Association San Diego/Imperial

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

Shiley Center for Education and Support
6632 Convoy Court
San Diego, CA 92111

24/7 Helpline for information, referral and support:
1-800-272-3900

Southern Caregiver Resource Center

Provides support and services to individuals with brain-impairing chronic conditions and their families.

3675 Ruffin Rd, Ste 230
San Diego, CA 92123

TEL: 858-268-4432
FAX: 858-268-7816

<http://caregivercenter.org>

In-Home Supportive Services San Diego Public Authority

The In-Home Supportive Services (IHSS) Program helps pay for services provided to low-income older adults, people who are blind or have disabilities, including children, so that they can remain safely in their own home. Services

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

80 Bay Boulevard, Suite 200
Chula Vista, CA 91910

Toll Free: 1-866-351-7722
www.sdihsspa.com

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>

Transportation Services Facilitating Access to Coordinated Transit (FACT)

Provides van and taxi services to people with disabilities, unable to independently use public transit due to a disability or disabling health condition.

1-877-232-7433
www.adaride.com

Adult Protective Services (APS) San Diego County

APS serves adults 65 and older and dependent adults 18 and older, who are harmed, or threatened with harm, to ensure their right to safety and dignity. APS investigates elder and dependent adult abuse, including cases of neglect and abandonment, as well as physical, sexual and financial abuse.

1-800-510-2020 (within the county)
1-800-339-4661 (outside the county)

www.sandiegocounty.gov/hhsa/programs/ais/adult_protective_services/index.html

Covered California

The health insurance marketplace helps guide Californians as they shop and compare health plans available in California.

1-800-300-1506
www.coveredca.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.

Call San Diego Gas & Electric:
1-800-411-7343

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 older 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

San Diego Long-Term Care Ombudsman Program

The Long-Term Care Ombudsman program advocates for residents in long-term care facilities, such as nursing homes, as well as investigates abuse in other licensed facilities.

1-800-640-4661

www.sandiegocounty.gov/hhsa/programs/ais/ombudsman_long_term_care/index.html

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.

San Diego Housing Commission

Low-income families and individuals who live or work in the City of San Diego, as well as veterans, seniors 62 and older, the disabled and the homeless may be eligible for rental assistance. The assistance comes in the form of a rental subsidy called a Housing Choice or Section 8 voucher.

619-231-9400

<http://sdhc.org/Rental-Assistance/>

Chula Vista Affordable Rental List

www.chulavistaca.gov/home/showdocument?id=7348



HICAP (Health Insurance Counseling and Advocacy Program) Elder Law & Advocacy

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.

5151 Murphy Canyon Road
Suite 100
San Diego, CA 92123

858-565-8772
1-800-434-0222

Local Medi-Cal Office: San Diego County Health & Human Services Agency

Medicaid (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.



San Diego:
1255 Imperial Avenue
San Diego, CA 92101
Phone: 211

www.sandiegocounty.gov/content/sdc/hhsa/facilities/central/mills_building_trolley_towers.html

Chula Vista:
690 Oxford Street
Chula Vista, CA 91911
Phone: 211

www.sandiegocounty.gov/content/sdc/hhsa/facilities/south/south_region_center.html

Supplemental Nutrition Assistance Program (SNAP) San Diego County Health & Human Services Agency

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.

San Diego:
1255 Imperial Avenue
San Diego, CA 92101
Phone: 211

www.sandiegocounty.gov/content/sdc/hhsa/facilities/central/mills_building_trolley_towers.html

Chula Vista:
690 Oxford Street
Chula Vista, CA 91911
Phone: 211

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.aging.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



AARP California


200 S. Los Robles Avenue, Suite 400

Pasadena, CA 91101-2422

1-866-448-3616

aarp.org/ca

 facebook.com/aarpcalifornia

 twitter.com/aarpca