



SAN FRANCISCO, CALIFORNIA CAREGIVER RESOURCE GUIDE

AARP Real Possibilities in
California

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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.

“Why do I do it? ... I do it because it is the right thing to do. I do it because I want to set an example of forgiveness for my children. I do it because I wouldn't want to be left scared and all alone.”

—Marci from California



1650 Mission Street, 5th Floor
San Francisco, CA 94103
415-355-3555
www.agingcare.com

Aging and Disability Resource Centers (ADRC)

ADRCs empower consumers to consider all options, make informed decisions, and access community Long-Term Supportive Services that help them meet their personal goals for independence. San Francisco uses an outstation model to bring ADRC services and information to many neighborhoods and cultures.

Institute on Aging
3575 Geary Boulevard
San Francisco, 94121
415-750-4111
www.ioaging.org/collaborations-elder-protection/aging-and-disability-resource-centers-adrc

Alzheimer's Association

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

24 hour hotline: 1-800-272-3900
www.alz.org/norcal

Family Caregiver Alliance

For residents of the six county San Francisco Bay Area [Alameda, Contra Costa, Marin, San Francisco, San Mateo and Santa Clara], FCA serves as a point of entry to specialized caregiver services. Works with families caring for someone with adult-onset brain impairment such as Alzheimer's disease, stroke, Parkinson's, dementia and brain tumor, regardless of the care recipient's age. They also assist

family caregivers of adults 60 years old or above, regardless of caregiver income.

785 Market St., Suite 750
San Francisco, CA 94103
1-800-445-8106
www.caregiver.org

Meals on Wheels of San Francisco

Assists low-income older adults and people with disabilities in San Francisco to stay in their homes and communities.

1375 Fairfax Avenue
San Francisco, CA 94124
415-920-1111
www.mowssf.org

Adult Protective Services Human Services Agency of San Francisco

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.

415-355-6700 (24 hours)
1-800-814-0009 (24 hours – must call from within San Francisco)
www.sfhsa.org/138.htm

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

THE CITY AND COUNTY OF SAN FRANCISCO 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.

San Francisco Department of Aging and Adult 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.

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.

[www.cpuc.ca.gov/PUC/energy/Low+ Income/care.htm](http://www.cpuc.ca.gov/PUC/energy/Low+Income/care.htm)

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
<http://www.canhr.org>

San Francisco Long-Term Care Ombudsman Program

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.

415-751-9788 | 24 Hour CRISISline:
1-800-231-4024
www.sanfranciscoltombudsman.org/home.html

HICAP (Health Insurance Counseling and Advocacy Program) of San Francisco

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.

601 Jackson Street, 2nd Floor
San Francisco, CA 94133
415-677-7520
www.hicap.org

Local Medi-Cal Office

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 Francisco
Human Services Agency
SF Benefits Net
1440 Harrison Street
San Francisco, CA 94120
415-557-5000
1-855-355-5757 Toll Free
www.sfhsa.org

Supplemental Nutrition Assistance Program (SNAP)

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 Francisco Human
Services Agency | SF Benefits Net
1440 Harrison Street
San Francisco, CA 94120
415-557-5000
855-355-5757 Toll Free
www.sfhsa.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.aging.gov

Social Security Administration

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

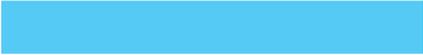
www.ssa.gov | 1-800-772-1213

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

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California

150 Post Street, Suite 450
San Francisco, CA 94108
1-866-448-3616
aarp.org/ca

 facebook.com/aarpca

 twitter.com/aarpca