



# CALIFORNIA CAREGIVER RESOURCE GUIDE

**AARP** Real Possibilities in  
**California**

# 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 am my parents' caregiver 100% of the time. I am their medicine dispenser, cook, driver, entertainment and constant companion. It is a financial hardship."*

—L. of Cerritos



### **USC Los Angeles Family 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 90089-0191  
1-855-872-6060  
<http://fcscgero.org>

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### **In-Home Supportive Services (IHSS; Los Angeles Department of Public Social Services)**

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

Offices are located throughout Los Angeles County. Please ask for the office nearest you.

1-888-944-IHSS (4477) or  
213-744-4477

<http://dpss.lacounty.gov/dpss/ihss/default.cfm>

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### **Transportation Services: Access Los Angeles**

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

To apply, contact 1-800-827-0829 or (Hearing Impaired) TDD 1-800-827-1359

General Transportation hotline: 511  
<http://accessla.org/home>

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## **LOS ANGELES COUNTY RESOURCES**

### **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/>

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### **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 (Call from within Los Angeles County)  
1-888-202-4248

General reference line: 211

<http://css.lacounty.gov>

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### **Covered California**

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

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

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## **ARTESIA AND CERRITOS 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.

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### **Cerritos Senior Center at Pat Nixon Park**

- Recreation
- Information and Referrals
- Home Delivered Meals
- Congregate Meals

12340 South Street  
Cerritos, CA 90703  
562-916-8550

[www.cerritos.us/RESIDENTS/seniors/cerritos\\_senior\\_center.php](http://www.cerritos.us/RESIDENTS/seniors/cerritos_senior_center.php)



### **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.

Southern California Edison  
1-800-655-4555 | [www.sce.com](http://www.sce.com)

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

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

3250 Wilshire Blvd., 13th Floor  
Los Angeles, CA 90010  
323-939-0506  
[www.bettzedek.org](http://www.bettzedek.org)

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### **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](http://www.canhr.org)

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### **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.

1527 4th Street, 2nd Floor  
Santa Monica, CA 90401  
310-394-9871

<http://www.wiseandhealthyaging.org/city-and-county-of-los-angeles-long-term-care-ombudsman>

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### **Los Angeles County Housing Resource Center**

**Housing.LACounty.gov**, the Los Angeles County Housing Resource Center, was 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>

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### **Mercy Housing California**

1500 South Grand Ave., Suite 100  
Los Angeles, California 90015  
213-743-5820

<https://www.mercyhousing.org/california>

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### **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 Place  
Suite 214  
Los Angeles, CA 90057  
213-383-4519  
[www.cahealthadvocates.org/HICAP/index.html](http://www.cahealthadvocates.org/HICAP/index.html)

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### **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](http://www.edd.ca.gov/pdf_pub_ctr/de2511.pdf)

### **Local Medi-Cal Office Norwalk Social Services 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.

12727 Norwalk Boulevard  
Norwalk, CA 90650

(must call from within  
Los Angeles County)

Participant Help Line  
626-569-1399 | 310-258-7400

<http://dpss.lacounty.gov/dpss/offices/default.cfm?orgid=452>

### **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.

12727 Norwalk Boulevard  
Norwalk, CA 90650

(must call from within  
Los Angeles County)

Participant Help Line  
626-569-1399 | 310-258-7400

<http://dpss.lacounty.gov/dpss/offices/default.cfm?orgid=452>

## **NATIONAL RESOURCES**

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

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### **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](http://www.alz.org) | 1-800-272-3900

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### **Alzheimers.gov**

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

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

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### **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](http://www.archrespite.org)

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### **Caregiver Action Network**

Information, educational materials, and support for family caregivers.

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

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### **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](http://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](http://www.caregiver.org)  
1-800-445-8106

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## 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](http://www.medicare.gov)  
1-800-633-4227

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## 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](http://www.naela.org)

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## The National Clearinghouse for Long-Term Care Information

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

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

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## Social Security Administration

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

[www.ssa.gov](http://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](http://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](http://www.aarp.org/caregiving)  
For Spanish visit  
[www.aarp.org/cuidar](http://www.aarp.org/cuidar)

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### 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

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### Advance Directive Forms

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

[www.aarp.org/advancedirectives](http://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](http://www.aarp.org/caregivingapp)

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## 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](http://www.aarp.org/rxapp)

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## 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](http://www.aarp.org/iheartcaregivers)

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## Living Longer, Living Smarter

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

[www.aarp.org/decide](http://www.aarp.org/decide)

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## 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](http://www.aarp.org/quicklink)


**AARP**® Real Possibilities in

# California

200 S. Los Robles Avenue, Suite 400  
Pasadena, CA 91101-2422  
1-866-448-3616

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