LISTOS CALIFORNIA’S SOCIAL BRIDGING PROJECT

When COVID-19 disrupted the state of California’s peer-to-peer emergency preparedness campaign for vulnerable communities, Listos California, anchored at the Governor’s Office of Emergency Services, took action. (Listos means “ready” in Spanish.)

To meet the moment, we created the Social Bridging Project, a pioneering public health and safety campaign to counter social distancing through direct phone calls to people at risk. We harnessed the California voter file, and vibrant technology platforms usually reserved for voter engagement, to contact Californians in their homes.

When Governor Gavin Newsom asked all Californians to check in with older adults sheltering in place to save lives, the Social Bridging Project answered the call.

In addition to our disaster readiness outreach, the Social Bridging Project is calling thousands of Californians over age 60—in private homes, assisted living facilities and nursing homes—for wellness checks. Our callers, known as Bridgers, break through the pandemic’s isolation with friendly conversations and offer resources to help older adults cope with related social, emotional and financial stressors.

A County Resource Guide is paired with each California county we call, to match the needs of older Californians with the right referrals. These guides offer statewide and national resources, as well as customized local and regional referrals.

Listos California is happy to share its County Resource Guides as a model, and to help bridge the gap for others to find resources during the pandemic. Please note that this guide is accurate as of the date on its cover. Be sure to check the status of any resource for the latest updates.

For more information, go to LISTOSCALIFORNIA.ORG.

Karen Baker
Architect and Co-Chair of Listos California Emergency Preparedness Campaign
Senior Advisor in the Governor’s Office of Emergency Services (Cal OES)

Justin Knighten
Co-Chair of Listos California Emergency Preparedness Campaign
Assistant Deputy Director in the Governor’s Office of Emergency Services (Cal OES)
MAIN PHONE NUMBERS & WEBSITES

STATE OF CALIFORNIA

California Coronavirus (COVID-19) Response
COVID19.CA.GOV

Phone Number
COVID-19 Information line
(833) 544-2374

Phone Line Open
Monday-Friday, 8:00am-8:00pm
Saturday-Sunday, 8:00am-5:00pm

CALIFORNIA DEPARTMENT OF AGING

Website
COVID-19 Resources + Aging Information Services
AGING.CA.GOV

COVID-19 Resources
ENGAGECA.ORG

Phone Number
Aging and Adult Information Line for Aging and Disability Services
(800) 510-2020

Phone Line Open
Monday-Friday, 8:00am-5:00pm

2-1-1 DEL NORTE COUNTY

Website
211DELNORTECOUNTY.ORG

Phone Number
2-1-1

Phone Line Open
24/7

CALIFORNIA ADULT PROTECTIVE SERVICES

Phone Number
(833) 401-0832
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SECTION 1 FOOD

A. FOOD RESOURCES FOR ALL

CALFRESH

About
The CalFresh Program, formerly known as Food Stamps, can add to your food budget to put nutritious food on the table.

Eligibility
California citizens and some immigrants

Website
GETCALFRESH.ORG

Phone Number
(877) 847-3663

Phone Line Open
Monday-Friday, 8:00am-5:00pm

RURAL HUMAN SERVICES FOOD BANK

About
The Rural Human Services Food Bank can help you get food services and hygiene products. You can receive up to one emergency food box every 4 months. Hours may vary. Call for your local site and distribution hours.

Eligibility
All Del Norte County residents

Website
TINYURL.COM/RHSFOODBANK

Phone Number
(707) 464-7441

Phone Line Open
Monday-Friday, 9:00am-5:00pm
OUR DAILY BREAD MINISTRIES

About
Our Daily Bread Ministries offers hot, handmade, ready-to-eat meals for pickup only. Breakfast is available on Thursdays and Sundays from 8:00am-8:30am; dinner is available Mondays, Wednesdays and Fridays from 5:30pm-6:00pm.

Eligibility
All Del Norte County residents

Address
1135 Harold Street
Crescent City, CA 95531

Website
DAILYBREADCC.ORG

Phone Number
Contact Mike Justice, (707) 464-7771

COMMUNITY ASSISTANCE NETWORK

About
Food boxes and free clothing are available once a month. The food pantry is open on Mondays, Wednesdays and Fridays from 12:00pm-3:45pm.

Eligibility
All Del Norte County residents; an ID is required.

Address
355 Standard Vaneer Road
Crescent City, CA 95531

Website
TINYURL.COM/DELNORTEFOODPANTRY

Phone Number
(707) 464-9190

Phone Line Open
Tuesday, Wednesday and Friday, 12:00am-12:00pm
**DORCAS SOCIETY ADVENTIST COMMUNITY SERVICE**

**About**
The Dorcas Society also provides free clothing if you are in need. You can pick up one box of food every Wednesday from 1:00-3:00pm.

**Eligibility**
All Del Norte County residents; an ID is required

**Address**
1770 Northcrest Drive
Crescent City, CA 95531

**Phone Number**
(707) 464-2738 Ext.4

**Phone Line Open**
Monday-Friday, 9:00am-5:00pm

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**OPEN DOOR COMMUNITY HEALTH CENTER**

**About**
You can pick up a selection of non-perishable foods once a week.

**Eligibility**
All Del Norte County residents

**Address**
550 E Washington Blvd, Suite 100
Crescent City, CA 95531

**Phone Number**
(707) 465-1988 Ext. 6237

**Phone Line Open**
Monday, 8:00am-5:00pm
Tuesday-Sunday, 8:00am-8:00pm
TRUE NORTH ORGANIZING NETWORK

About
The True North Organizing Network provides a website and COVID-19 information line to connect you with food resources, such as local store hours for safer shopping, food bank pick-up hours and help arranging food deliveries.

Eligibility
All Del Norte County residents

Website
TINYURL.COM/TRUENORTHCOVID19

Phone Number
(707) 948-6999

Phone Line Open
Monday-Friday, 9:00am-5:00pm

B. FOOD RESOURCES FOR FAMILIES AND CHILDREN

CAL WORKS FOOD AID AND MORE FOR CHILDREN

About
If your family has children in the home and little or no cash, and you need food, housing, utilities, clothing or medical care, you may be able to get immediate short-term help. You could get money each month to pay for necessary expenses from CalWORKS, a public assistance program.

Eligibility
Assistance is based on income and other eligibility requirements listed on the website

Website
CDSS.CA.GOV/CALWORKS

Phone Number
(707) 464-3191

Phone Line Open
Monday-Friday, 8:00am-5:00pm
PACIFIC PANTRY

About
You can visit this food pantry to pick up emergency food boxes on Thursdays and Fridays from 2:00-6:00pm and on Saturdays from 10:00am-2:00pm.

Eligibility
All Del Norte County residents

Address
494 Pacific Ave
Crescent City, CA 95531

Website
TINYURL.COM/PACIFICPANTRY

Phone Number
(707) 464-0955

Phone Line Open
Thursday and Friday, 2:00pm-4:00pm

DEL NORTE UNIFIED SCHOOL DISTRICT SEAMLESS MEAL PROGRAM

About
The Del Norte Unified School District offers a Seamless Meal program for students affected by COVID-19 school closures. You can pick up lunch and breakfast meal packages for children enrolled in the Del Norte School District.

Eligibility
Children ages 0-18 enrolled in the Del Norte School District

Website
TINYURL.COM/DNSCHOOLMEALS

Phone Number
(707) 464-0246

Phone Line Open
Monday-Friday, 8:00am-5:00pm
C. FOOD RESOURCES FOR OLDER ADULTS, PEOPLE WITH DISABILITIES AND CAREGIVERS

DEL NORTE SENIOR CENTER NUTRITION PROGRAM

About
The Del Norte Senior Center has a nutrition program where you can receive home delivered meals or pick up packaged meals.

Eligibility
All Del Norte County adults, 60 and older

Address
1765 Northcrest Dr
Crescent City, CA 95531

Website
TINYURL.COM/DNSENIORCENTER

Phone Number
(707) 464-3069 Ext.203

Phone Line Open
Monday-Friday, 8:00am-5:00pm

GREAT PLATES DELIVERED PROGRAM

About
The county is looking to match eligible seniors and restaurants for this meal delivery program. If you meet the program’s eligibility requirements, you may be able to sign up to have up to three nutritious meals per day delivered to you from participating local restaurants at no charge.

Eligibility
All Del Norte County residents, age 60 or older who meet certain conditions

Website
TINYURL.COM/GREATPLATES

Phone Number
(707) 464-3191 Ext.2061

Open
Monday-Friday, 8:00am-5:00pm

Contact
Staff Services Manager, Dorothy Waddelow: DWADDELOW@CO.DEL-NORTE.CA.US
D. FOOD RESOURCES FOR TRIBAL COMMUNITIES

DNATL COMMUNITY FOOD COUNCIL

About
The DNATL Community Food Council provides a food pantry at the Family Resource Center of the Redwoods on Thursdays and Fridays from 2:00-6:00pm, and on Saturdays from 10:00am-2:00pm.

Eligibility
All Del Norte County residents

Website
DNATLFOOD.COM

Phone Number
(707) 464-0955

Phone Line Open
Monday-Friday, 8:00am-5:00pm

YUROK FOOD DISTRIBUTION

About
You can pick up fresh produce or have it delivered to your home. Call to apply and make an appointment for delivery.

Eligibility
Low-income tribal members or non-members residing on the Yurok reservation

Website
TINYURL.COM/YUROKFOOD

Address
190 Nelson Ln
Crescent City, CA 95531

Phone Number
(707) 464-1852

Phone Line Open
Monday-Friday, 8:00am-5:00pm
SECTION 2 HEALTH

A. HEALTH RESOURCES FOR OLDER ADULTS, PEOPLE WITH DISABILITIES AND CAREGIVERS

GET TESTED FOR CORONAVIRUS

About
If you think you have COVID-19, call your healthcare provider before going to a doctor’s office or clinic. You may also find testing locations near you at this website by entering your zip code in the map feature.

Eligibility
Check with your local government’s chief public health officer. For free, drive-through testing eligibility, take the Project Baseline screening at this website.

Website
TINYURL.COM/FINDTEST

Phone Number
(888) 634-1123

Phone Line Open
Monday-Friday, 8:00am-5:00pm

COMMUNITY BASED ADULT SERVICES (CBAS)

About
You can receive service plans based on your needs. Some of these include nursing services, therapies, transportation and nutritional counseling.

Eligibility
California residents, 18 and older, who are currently eligible for Medi-Cal and have certain medical conditions

Website
TINYURL.COM/CALIFCBAS

Phone Number
(707) 464-3069

Phone Line Open
Monday-Friday, 8:00am-5:00pm
MULTIPURPOSE SENIOR SERVICES PROGRAM (MSSP)

About
You and your family can get free, confidential one-on-one counseling, advice and legal assistance for your Medicare or long-term care insurance-related issues.

Eligibility
California residents, 65 years of age and older, who are eligible, or soon to be eligible, for Medi-Cal

Website
TINYURL.COM/CALMSSP

Phone Number
(707) 464-3069

Phone Line Open
Monday-Friday, 8:00am-5:00pm

HEALTH INSURANCE COUNSELING AND ADVOCACY PROGRAM (HICAP)

About
You and your family can get free, confidential counseling, advice and legal assistance for issues related to your Medicare or long-term care. Call this 800 number to leave your phone number, city, county and zip code and you will get a call back to refer you to your county’s Medicare counseling agency.

Eligibility
All Californians who are eligible, or soon to be eligible, for Medicare

Website
TINYURL.COM/CAHICAP

Phone Number
(800) 434-0222

Phone Line Open
24/7
**ALZHEIMER’S ASSOCIATION HELPLINE**

**About**
Clinicians offer free, confidential support for people living with Alzheimer’s Disease and their caregivers and family members. They can refer you to local programs and services.

**Eligibility**
All adults

**Website**
TINYURL.COM/ALZHELPLINE

**Phone Number**
(800) 272-3900
TTY: (866) 403-3073 for people who are deaf, hard of hearing or those with speech disabilities

**Phone Line Open**
24/7

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**LONG-TERM CARE OMBUDSMAN CRISIS LINE**

**About**
If you are experiencing issues or abuse in your long-term care facility—like violations of your rights, poor quality of care or problems with your benefits—the Ombudsman can help.

**Eligibility**
California residents of any age in long-term care facilities

**Website**
TINYURL.COM/LTCHELP

**Phone Number**
(800) 231-4024

**Phone Line Open**
24/7
**DEL NORTE COMMUNITY HEALTH CENTER**

**About**
You can receive health services and free assistance for public insurance programs and community resources.

**Eligibility**
All Del Norte County residents

**Address**
550 E Washington Blvd, Suite 100
Crescent City, CA 95531

**Website**
[TINYURL.COM/DNOPENHEALTH](TINYURL.COM/DNOPENHEALTH)

**Phone Number**
(707) 465-6925

**Phone Line Open**
Monday-Friday, 9:00am-12:00pm and 1:00-5:00pm

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**B. HEALTH RESOURCES FOR PEOPLE WHO ARE UNINSURED**

**HEALTHCARE THROUGH MEDI-CAL**

**About**
Uninsured people may now be eligible for health insurance through Medi-Cal. You can apply and enroll online or by phone.

**Eligibility**
California residents based on income and family size

**Website**
[TINYURL.COM/GETMEDICAL](TINYURL.COM/GETMEDICAL)

**Phone Number**
(877) 752-4737

**Phone Line Open**
Monday-Friday, 9:00am-5:30pm
HEALTHCARE THROUGH COVERED CALIFORNIA

About
You can shop for health plans, compare care options and access financial assistance if you qualify. You can apply and enroll online or by phone.

Eligibility
California residents who meet income requirements, including immigrants who are lawfully present

Website
 CoveredCA.com

Phone Number
(800) 300-1506
TTY: (888) 889-4500 for people who are deaf, hard of hearing or those with speech disabilities

Phone Lines Open
Monday-Friday, 8:00am-6:00pm

C. HEALTH RESOURCES FOR TRIBAL COMMUNITIES

UNITED INDIAN HEALTH SERVICES (UIHS)

About
You can receive testing for COVID-19, telehealth services and medical prescription deliveries. For more eligibility requirements and to find your local clinic, please visit the website or call.

Eligibility
Del Norte County residents registered as an “eligible Indian beneficiary”

Website
 TINYURL.COM/DNINDIANHEALTH

Phone Number
(707) 464-2750

Phone Line Open
Monday-Friday, 8:00am-5:00pm
SECTION 3 MENTAL HEALTH

A. MENTAL HEALTH RESOURCES FOR ALL

EACH MIND MATTERS / SANAMENTE

About
Each Mind Matters provides free, confidential counseling if you need information, referrals for treatment or are in a crisis. You can also find resources in English and Spanish for substance abuse, emotional health and other services.

Eligibility
All California residents

Websites
EACHMINDMATTERS.ORG  English
SANAMENTE.ORG  Spanish

Phone Numbers
(800) 662-HELP (4357)  English
(888) 628-9454  Spanish

Phone Lines Open
24/7

MENTAL HEALTH AMERICA

About
Take an online test to see if you are suffering from common illnesses, such as anxiety or depression. Get connected with mental health counselors and therapists near you. You can also find tips on maintaining good mental and emotional health.

Eligibility
All California residents

Website
MHANATIONAL.ORG
**CALHOPE COVID-19 Warline**

**About**
Call to talk about your stresses and worries related to COVID-19. You will find emotional support, coping strategies and resources to help you during these uncertain times.

**Eligibility**
All California residents

**Website**
[CALHOPE.DHCS.CA.GOV](http://CALHOPE.DHCS.CA.GOV)

**Phone Number**
(833) 317-HOPE (4673)

**Phone Line Open**
Monday-Friday, 7:00am-11:00pm

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**Disaster Distress Helpline**

**About**
The Substance Abuse and Mental Health Services Administration provides crisis counseling and support in English and Spanish if you are experiencing emotional distress related to COVID-19, or other disasters.

**Eligibility**
All United States residents

**Website**
[TINYURL.COM/CADISASTERHELP](http://TINYURL.COM/CADISASTERHELP)

**Phone Number**
(800) 985-5990
TTY: (800) 846-8517 for people who are deaf, hard of hearing or those with speech disabilities

**Phone Lines Open**
24/7
COVID-19 STRESS MANAGEMENT GUIDE

About
If you are feeling anxious, worried or stressed during the COVID-19 pandemic, this simple guide provides tips, strategies and resources to help support your mental and physical health. Visit the website to access the guide in many languages.

Eligibility
All California residents

Website
TINYURL.COM/CASTRESSMANAGE

VETERANS CRISIS LINE

About
The crisis line is a confidential service that connects you with Veterans Affairs responders, suicide prevention resources and counselors.

Eligibility
Del Norte County veteran residents

Phone Number
(877) 838-2838

Phone Line Open
24/7

DEL NORTE COUNTY BEHAVIORAL HEALTH BRANCH

About
The Del Norte Behavioral Health Branch provides services including crisis intervention and mental health services. Medi-Cal and other insurance coverage is accepted.

Eligibility
All Del Norte County residents

Website
TINYURL.COM/DNBHEALTH

Phone Number
(707) 464-7224

Phone Line Open
Monday-Friday, 8:00am-5:00pm
**DEL NORTE COUNTY BEHAVIORAL HEALTH BRANCH HOTLINE**

**About**
The Del Norte Behavioral Branch provides a confidential crisis hotline.

**Phone Number**
(888) 446-4408

**Phone Line open**
24/7

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**FRIENDSHIP LINE CALIFORNIA**

**About**
You can call this confidential line if you are in crisis or if you just need someone to talk to. You can also call to request that volunteers call you on a regular basis.

**Eligibility**
All adults, 60 and older

**Website**
TINYURL.COM/TALKFRIENDCA

**Phone Number**
(888) 670-1360

**Phone Line Open**
24/7
**DEAF AND HARD OF HEARING SUICIDE PREVENTION HOTLINE**

**About**
People who are deaf, hard of hearing or have hearing loss can connect with counselors through a 24/7 TTY hotline, or a video relay service, for mental health support. The website also enables online chats.

**Eligibility**
Anyone who is deaf, hard of hearing or has hearing loss

**Website**
[TINYURL.COM/DEAFLIFELINE](http://TINYURL.COM/DEAFLIFELINE)

**Phone Number**
(800) 273-8255 for video relay service
TTY: (800) 799-4889 for people who are deaf, hard of hearing or those with speech disabilities
(800) 273-8255 for voice/caption phone

**Phone Lines Open**
24/7

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**COVID-19 STRESS MANAGEMENT GUIDE FOR CAREGIVERS AND KIDS**

**About**
If you are caring for a loved one or child during the COVID-19 pandemic, this simple guide provides tips, strategies and resources to help you support their mental and physical health. Visit the website to access the guide in many languages.

**Eligibility**
All California residents

**Website**
[TINYURL.COM/CASTRESSKIDS](http://TINYURL.COM/CASTRESSKIDS)

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**INTERNET ACTIVITIES TO FILL YOUR DAY**

**About**
You can find free activities to stay engaged online, such as virtual tours of museums, theaters, theme parks, cultural landmarks or national parks. You can take a virtual roller coaster ride, audit an online Ivy League class, see a Broadway show or take a cooking class from a famous chef. You can play word games with friends, virtually visit a zoo or aquarium or even tour a NASA facility. You can enjoy art, music, yoga and other classes for free.

**Eligibility**
Anyone with internet access

**Website**
[TINYURL.COM/ACTIVEBRAINS](http://TINYURL.COM/ACTIVEBRAINS)
SECTION 4 HOUSING

FORECLOSURE MORATORIUM

About
If you need more time to pay your mortgage, more than 200 banks have agreed to a 180-day grace period. Find out if your financial institution can give you more time to pay.

Eligibility
California mortgage holders with participating institutions

Website
TINYURL.COM/MORTGAGECOVID

EVICITION MORATORIUM

About
The Governor has declared a moratorium on evictions due to COVID-19 through September 30, 2020. Local governments may offer other tenant protections, so check your county and city websites. If you need more time to pay rent, or are being threatened with eviction, you can find information on your rights, and tenant legal advisors, at this website.

Eligibility
All California residents

Website
TINYURL.COM/CASTOPEVICT

UTILITY ASSISTANCE

About
Some utility assistance programs offer you cash assistance to offset the costs of heating and cooling your home. Some plans can also help you manage your energy bills.

Eligibility
California residents can call for eligibility

Website
TINYURL.COM/UTILITYAID

Phone Number
Call the number provided on your utility bill or look it up on this website
DEL NORTE HOMELESS ASSISTANCE

About
The CalWORKs Homeless Assistance program provides temporary homeless assistance. If you are eligible, you can stay in a temporary shelter for up to 16 days.

Eligibility
Del Norte County residents who receive or are eligible for CalWorks

Website
TINYURL.COM/DNASSIST

Phone Number
(707) 464-3191

Phone Line Open
Monday-Friday, 8:00am-5:00pm

DEL NORTE SENIOR CENTER UTILITY SERVICES

About
The Del Norte Senior Center has a utility assistance service to help provide you with immediate home heating and cooling needs.

Eligibility
Del Norte County residents must apply to determine eligibility

Website
TINYURL.COM/DNEnergyAssist

Phone Number
(707) 464-9013

Phone Line Open
Monday-Friday, 9:00am-3:00pm

NORTH COAST VETERANS RESOURCE CENTER (NCVRC)

About
The NCVRC honors the Supportive Services for Veteran Families (SSVF) program to assist you with rent, utilities, security deposits and moving costs.

Eligibility
Del Norte County veterans

Phone Number
(707) 442-4322

Phone Line Open
Monday-Friday, 8:00am-5:00pm
SECTION 5 SAFETY (ABUSE AND NEGLECT)

ADULT PROTECTIVE SERVICES

About
You can get information here about physical, emotional and financial abuse. If you are concerned that any older adult may be a victim of abuse, neglect or exploitation, you can make an anonymous report. You can also make a report about any dependent adult who is disabled.

Eligibility
California adults over age 65
California dependent adults with disabilities age 18–64

Website
TINYURL.COM/APSCALIFORNIA

Phone Number
(833) 401-0832

Phone Line Open
24/7

AARP FRAUD WATCH HELPLINE

About
This free service can help you report a fraud or scam, get alerts about scams in your area and learn how to spot a scam.

Eligibility
AARP members and nonmembers

Website
AARP.ORG/MONEY/SCAMS-FRAUD

Phone Number
(877) 908-3360

Phone Line Open
Monday-Friday, 10:00am-8:00pm
DOMESTIC VIOLENCE EMERGENCY SHELTER: HARRINGTON HOUSE

About
You can receive housing, financial and counseling services if you are a victim of domestic abuse and need immediate assistance.

Eligibility
All Del Norte County residents in imminent danger of domestic abuse

Phone Number
(707) 465-3013

Phone Line Open
24/7

IN-HOME SUPPORTIVE SERVICES FRAUD PREVENTION

About
If you suspect fraud or abuse of the IHSS program, this free service can help you report it.

Eligibility
Del Norte County residents 65 or older who are eligible for Medi-Cal

Website
TINYURL.COM/DELNORTEFRAUD

Phone Number
(888) 717-8302

Phone Line Open
24/7
FREQUENTLY ASKED QUESTIONS

WORKER ISSUES

How can I get unemployment benefits?
Support is available for people who have lost their jobs or had their hours reduced by COVID-19. You can get information on benefits and more at COVID19.CA.GOV. Look under Get Help > Workers. This state website includes a guide to applying for unemployment benefits, and information for independent contractors and the self-employed.

How can I be safe if I have to go back to work?
The state of California has issued guidance for worker safety in a variety of workplaces. You can find that guidance for your workplace at this website: TINYURL.COM/SAFEJOBS

BUSINESS ISSUES

How can I find help for my small business?
A wide variety of state and federal programs are available to small businesses and employers. You can find information on tax relief, loans and other resources at COVID19.CA.GOV. Look under Get Help > Businesses and Employers. You can also find guidance on how to maintain a safe workplace during the pandemic.

MEAL DELIVERY PROGRAM

How can I learn more about the free meal delivery service for older adults that the governor announced?
In April, Governor Gavin Newsom announced the launch of a first-in-the-nation “Great Plates Delivered” program, a meal delivery service for California’s older adults. Its dual purposes are to bring meals to older adults who are not currently receiving food assistance and to provide economic stimulus for the local restaurant industry. It is not a state program. It is run by local counties who choose to participate. To find out if there is a program near you, and if you are eligible, go to: TINYURL.COM/GREATPLATES.