SOCIAL BRIDGING PROJECT
RESOURCE GUIDE

HUMBOLDT COUNTY

LISTOS CALIFORNIA ALL CALIFORNIA

ENGAGE CA:
EngAgeCa.org

LISTOS CALIFORNIA:
ListosCalifornia.org

GOVERNOR’S OFFICE OF EMERGENCY SERVICES:
CalOES.ca.gov

CALIFORNIA DEPARTMENT OF AGING:
Aging.ca.gov

P-VER. 5_7/27/20
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

CALIFORNIA ADULT PROTECTIVE SERVICES

Phone Number
(833) 401-0832
CONTENTS

SECTION 1 FOOD .............................................................. .5

A. FOOD RESOURCES FOR ALL ................................................. .5

- CALFRESH
- FOOD FOR PEOPLE
- ARCATA HOUSE PARTNERSHIP ANNEX
- TRUE NORTH ORGANIZING NETWORK

B. FOOD RESOURCES FOR FAMILIES AND CHILDREN ....................... .7

- CALWORKS FOOD AID AND MORE FOR CHILDREN
- HUMBOLDT COUNTY OFFICE OF EDUCATION MEAL SERVICES
- HUMBOLDT NETWORK OF FAMILY RESOURCE CENTER

C. FOOD RESOURCES FOR OLDER ADULTS,
   PEOPLE WITH DISABILITIES AND CAREGIVERS ....................... .8

- EUREKA SALVATION ARMY
- HUMBOLDT SENIOR RESOURCE CENTER
- STORES OFFERING SPECIAL SHOPPING HOURS
- HEALY SENIOR CENTER

SECTION 2 HEALTH ........................................................... .11

A. HEALTH RESOURCES FOR OLDER ADULTS,
   PEOPLE WITH DISABILITIES AND CAREGIVERS ....................... .11

- GET TESTED FOR CORONAVIRUS
- COMMUNITY BASED ADULT SERVICES (CBAS)
- MULTIPURPOSE SENIOR SERVICES PROGRAM (MSSP)
- HEALTH INSURANCE COUNSELING AND ADVOCACY PROGRAM (HICAP)
- ALZHEIMER’S ASSOCIATION HELPLINE
- LONG-TERM CARE OMBUDSMAN CRISIS LINE

B. HEALTH RESOURCES FOR PEOPLE WHO ARE UNINSURED .................. .14

- HEALTHCARE THROUGH MEDI-CAL
- HEALTHCARE THROUGH COVERED CALIFORNIA
- HUMBOLDT HEALTH FOUNDATION: ANGEL FUND
SECTION 3 MENTAL HEALTH .................................................. 15
A. MENTAL HEALTH RESOURCES FOR ALL ................................. 15

  EACH MIND MATTERS / SANAMENTE
  MENTAL HEALTH AMERICA
  CALHOPE COVID-19 WARMLINE
  DISASTER DISTRESS HELPLINE
  COVID-19 STRESS MANAGEMENT GUIDE

24-HOUR MENTAL HEALTH CRISIS LINE OF HUMBOLDT COUNTY
COMMUNITY BEHAVIORAL HEALTH SUPPORT FOR COVID-19

B. MENTAL HEALTH RESOURCES FOR OLDER ADULTS,
PEOPLE WITH DISABILITIES AND CAREGIVERS ............................ 18

  FRIENDSHIP LINE CALIFORNIA
  DEAF AND HARD OF HEARING SUICIDE PREVENTION HOTLINE

  COVID-19 STRESS MANAGEMENT GUIDE FOR CAREGIVERS AND KIDS
  INTERNET ACTIVITIES TO FILL YOUR DAY

SECTION 4 HOUSING ............................................................ 20

  FORECLOSURE MORATORIUM
  EVICTION MORATORIUM
  UTILITY ASSISTANCE
  REACH: UTILITY FINANCIAL ASSISTANCE

SECTION 5 SAFETY (ABUSE AND NEGLECT) ................................. 22

  ADULT PROTECTIVE SERVICES
  AARP FRAUD WATCH HELPLINE

FAQS .................................................................................... 23

  WORKER ISSUES
  BUSINESS ISSUES
  MEAL DELIVERY PROGRAM
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

FOOD FOR PEOPLE

About
You can pick up free groceries and produce from several food pantries in Humboldt County. Please visit the website to find your local food pantry phone number and distribution hours.

Eligibility
All Humboldt County residents

Website
FOODFORPEOPLE.ORG

Phone Number
(707) 445-3166

Phone Line Open
Monday-Friday, 9:00am-5:00pm
**ARCATA HOUSE PARTNERSHIP ANNEX**

**About**
Arcata House Partnership Annex provides a food pantry where you can pick-up meals or have them delivered to your home. You can also receive housing services and case management assistance.

**Eligibility**
All Humboldt County residents

**Website**
[ARCATAHOUSE.ORG](http://ARCATAHOUSE.ORG)

**Phone Number**
(707) 633-6236

**Phone Line Open**
Monday-Friday, 9:00am-4:30pm

---

**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 Humboldt County residents

**Website**
[TINYURL.COM/TRUENORTHCOVID19](http://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
(877) 410-8809

Phone Line Open
Monday-Friday, 7:30am-5:30pm

HUMBOLDT COUNTY OFFICE OF EDUCATION MEAL SERVICES

About
Humboldt County School Districts provide prepared meals for you and your child(ren). Visit the website for your local pick-up location, phone number and distribution hours.

Eligibility
All Humboldt County residents with a child

Website
TINYURL.COM/HUMBOLDTSCHOOL

Phone
(707) 445-7000

Phone Line Open
Monday-Friday, 8:00am-5:00pm
**HUMBOLDT NETWORK OF FAMILY RESOURCE CENTERS**

**About**
You can receive resources and referral services including access to food pantries, hygiene products and laundry vouchers. Please visit the website to find your local family resource center and hours of operation.

**Eligibility**
All Humboldt County residents

**Website**
[HNFRC.ORG](http://HNFRC.ORG)

**Email**
LEADERSHIP@HNFRC.ORG

---

**C. FOOD RESOURCES FOR OLDER ADULTS, PEOPLE WITH DISABILITIES AND CAREGIVERS**

**EUREKA SALVATION ARMY**

**About**
The Eureka Salvation Army provides a meal distribution service where you can receive weekly food bags, activity packs for kids and limited hygiene kits. You can also have food bags delivered to your home. Please call to schedule a delivery appointment.

**Eligibility**
All Humboldt County residents

**Website**
[EUREKA.SALVATIONARMY.ORG](http://EUREKA.SALVATIONARMY.ORG)

**Phone Number**
(707) 442-6475

**Open**
Monday-Friday, 8:00am-5:00pm
HUMBOLDT SENIOR RESOURCE CENTER

About
You can receive fresh produce, meal deliveries, access to food pantries, transportation and other resources from the Humboldt Senior Resource Center. You may also get referred to dining programs throughout the county. Call or visit the website to find meal services near you.

Eligibility
Humboldt County residents, 60 and older

Website
TINYURL.COM/HUMSENIOR

Phone Number
(707) 443-9747 Ext.1221

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

STORES OFFERING SPECIAL SHOPPING HOURS

About
Many stores are offering early admittance or alternative hours for older adults and people who are especially at risk.

Eligibility
All Humboldt County residents, age 60 or older, and people with high-risk health conditions; call individual stores for details

Website
TINYURL.COM/HUMBOLDTSHOURS
HEALY SENIOR CENTER

About
Healy Senior Center provides a Meals on Wheels program where you may order meals for curbside pick up or home delivery. Visit the website to view menus for the month. Please call to schedule an appointment.

Eligibility
Humboldt County residents, 60 and older

Address
456 Briceland Rd.
Redway, CA 95560

Website
TINYURL.COM/HUMHEALYCTR

Phone Number
(707) 923-2399 Ext. 3

Open
Monday, Wednesday and Thursday, 9:30am-3:30pm
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) 442-3763

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) 442-3763

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](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

---

**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](TINYURL.COM/LTCHELP)

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

**Phone Line Open**
24/7
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

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
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 WARMLINE**

**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

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

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

---

**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

**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

24-HOUR MENTAL HEALTH CRISIS LINE OF HUMBOLDT COUNTY

About
If you are experiencing a psychiatric emergency, you can call this 24/7 crisis line. You can also receive other services including assessments, referrals and emergency services.

Eligibility
All Humboldt County residents

Website
TINYURL.COM/HUMBOLDTCRISIS

Phone Number
(707) 445-7715

Open
24/7

COMMUNITY BEHAVIORIAL HEALTH SUPPORT FOR COVID-19

About
Professional staff members are available to help you cope with the COVID-19 pandemic and other mental health related crises.

Eligibility
All Humboldt County residents

Website
TINYURL.COM/HUMBOLDTMENTAL

Phone Number
(707) 268-2999

Open
Monday to Friday, 8:00am-5:00pm
B. MENTAL HEALTH RESOURCES FOR OLDER ADULTS, PEOPLE WITH DISABILITIES AND CAREGIVERS

**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

**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
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

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
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

EVICTION 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
REACH: UTILITY FINANCIAL ASSISTANCE

About
If you have been impacted by COVID-19, you may be eligible to receive utility payment relief with the REACH program—in partnership with PG&E. Apply online or by phone.

Eligibility
All Humboldt County residents, based on income criteria; must have received either a 15-day or a 48-hour disconnection notice

Website
TINYURL.COM/HUMBOLDTREACH

Phone Number
(800) 933-9677

Open
Monday-Friday, 7:00am-9:00pm
Saturday, 8:00am-6:00pm
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, age 65 and older
California dependent adults with disabilities, ages 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
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.