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.

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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 MONTEREY COUNTY

Website
UNITEDWAYMCCA.ORG/211

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

THE MONTEREY COUNTY FOOD BANK

About
You can drive-through to receive free bags of food essentials at one of 26 locations throughout Monterey County. From April until October, you can also get fresh produce through the bank’s Family Market Program available at 10 countywide locations.

Eligibility
All Monterey County residents

Website
TINYURL.COM/MONTFDBK

Phone Number
(831) 758-1523

Phone Line Open
Monday-Friday, 7:30am-4:30pm
**DOROTHY’S KITCHEN**

**About**  
Dorothy’s Kitchen can provide you with daily, to-go breakfast from 8:30-9:30am and lunch from 1:00-2:00pm.

**Eligibility**  
All Monterey County residents

**Website**  
[DOCTORYSPLACE.ORG](http://DOROTHYSPLACE.ORG)

**Address**  
30 Soledad St.  
Salinas, CA 93901

**Phone Number**  
(831) 757-3838

**Phone Line Open**  
Monday-Friday, 8:00am-4:30pm

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**SHORELINE CHURCH FOOD PANTRY**

**About**  
You can pick up free food items on Tuesdays and Thursdays from 12:30-2:30pm at the Shoreline Church.

**Eligibility**  
All Monterey County residents

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

**Address**  
2500 Garden Rd.  
Monterey, CA 93940

**Phone Number**  
(831) 655-0100

**Phone Line Open**  
Monday-Thursday, 9:00am-5:00pm  
Friday, 9:00am-4:00pm
**ST. VINCENT DE PAUL FOOD PANTRY**

**About**
You can pick up free food items at the St. Vincent de Paul Food Pantry on Mondays and Fridays from 9:00am-11:00am.

**Eligibility**
All Monterey County residents

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

**Address**
26 Stone St.
Salinas, CA 93901

**Phone Number**
(831) 424-1959

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

**BETHEL BAPTIST CHURCH FOOD PANTRY**

**About**
The Bethel Baptist Church provides you with free to-go meals three times a week on Tuesdays from 4:00-6:00pm, Thursdays from 4:30-6:00pm and Saturdays from 12:00-2:30pm.

**Eligibility**
All Monterey County residents

**Address**
390 Elm Ave.
Seaside, CA 93955

**Phone Number**
(831) 899-3313

**Phone Line Open**
Monday-Friday, 8:00am-5:00pm
**ST. FRANCIS XAVIER CHURCH FOOD PANTRY**

**About**
This drive-up food pantry provides you with free food bags once a week on Tuesdays at 9:00-10:30am.

**Eligibility**
All Monterey County residents

**Website**
STFXAVIER.ORG

**Address**
1475 La Salle Ave.
Seaside, CA 93955

**Phone Number**
(831) 394-8546

**Phone Line Open**
Monday-Thursday, 10:00am-12:30pm and 1:30-4:00pm
Saturdays, 9:00am-1:00pm

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**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**
(831) 755-4448

**Phone Line Open**
Monday-Friday, 8:00am-5:00pm
OFFICE OF EDUCATION NUTRITION SERVICES

About
Many school districts are providing your child/student with free to-go meals. Check the website for participating school districts, days of distribution and instructions.

Eligibility
All Monterey County children, age 18 and younger, registered in public schools

Website
TINYURL.COM/OOENUMTR

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

MEALS ON WHEELS OF THE MONTEREY PENINSULA, INC.

About
You can schedule free meals delivered to your home through the Meals on Wheels program, Monday-Friday from 11:00am-12:00pm. You can also get free bags of produce and to-go lunches on Wednesdays from 9:00-9:30am at the Sally Griffin Center.

Eligibility
All Monterey County residents, age 60 and older

Website
MOWMP.ORG

Phone Number
(831) 375-4454

Phone Line Open
Monday-Friday, 8:00am-4:00pm
**NORTH COUNTY RECREATION AND PARK DISTRICT FOOD BANK**

**About**
You can pick up free weekly food essentials on Wednesdays from 11:00am-12:00pm at the North County Recreation Center.

**Eligibility**
All Monterey County residents, age 60 and older

**Address**
11261 Crane St.
Castroville, CA 95012

**Phone Number**
(831) 633-3084

**Phone Line Open**
Monday-Friday, 10:00am-6:00pm

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**ALLIANCE ON AGING**

**About**
You can get information on COVID-19 testing sites, referrals, programs, and assistance for older adults and individuals with disabilities. Including food and medicine delivery.

**Eligibility**
All Monterey County residents, age 60 and older

**Website**
ALLIANCEONAGING.ORG

**Phone Number**
(831) 655-1334

**Phone Line Open**
Monday-Friday, 9:00am-12:00pm, 1:00-5:00pm
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
(831) 998-8130

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*
(831) 424-4359

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

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**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

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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](TINYURL.COM/LTCHELP)

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

**Phone Line Open**
24/7
HEALTH PROJECTS CENTER

About
If you are isolated, frail and underinsured, you can receive free nursing services for your daily living needs, in addition to scheduling home-delivered meals.

Eligibility
All Monterey County residents, age 65 and older, who are eligible for Medi-Cal

Website
TINYURL.COM/HPCMONTEREY

Phone Number
(831) 459-6639

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

HEALTH DEPARTMENT – COVID-19 INFORMATION

About
You can get up-to-date information on COVID-19 in addition to drive-through testing sites through the Monterey Health Department.

Eligibility
All Monterey County residents

Website
TINYURL.COM/MCDEPTHEALTH

Phone Number
(831) 769-8700

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

Email
COVID-19@CO.MONTEREY.CA.US
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
MONTEREY HEALTH DEPARTMENT CLINIC SERVICES

About
If you are uninsured, you may be eligible to receive free healthcare services, such as immunizations and hearing/vision screenings at various public health clinics in Monterey County.

Eligibility
All Monterey County residents

Website
MONTEREYCOUNTYCLINICSERVICES.ORG

Phone Number
(831) 796-1386

Phone Line Open
Monday–Friday, 8:00am-5:30pm
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

MONTEREY COUNTY BEHAVIORAL HEALTH

About
You can get free mental health services such as counseling and family support over the phone.

Eligibility
All Monterey County residents

Website
TINYURL.COM/MCBHLTH

Phone Number
(888) 258-6029

Phone Line Open
24/7

PAPILLON CENTER FOR LOSS AND TRANSITION

About
If you are dealing with the loss of a loved one, the Papillion Center offers free support groups and one-on-one phone calls with certified professionals.

Eligibility
All Monterey County residents

Website
PAPILLON-CENTER.ORG

Phone Number
(831) 657-9149

Phone Line Open
Monday-Thursday, 10:00am-1:00pm
**VNA & HOSPICE – BEREAVEMENT AND GRIEF ASSISTANCE**

**About**
If you have lost a loved one and are grieving, you can receive free counseling and group support via Microsoft Teams Virtual Meetings on Tuesdays from 3:30-5:00pm and on Thursdays from 4:30-6:00pm.

**Eligibility**
All Monterey, San Benito, Santa Cruz and South Santa Clara County residents

**Website**
[CCVNA.COM](http://CCVNA.COM)

**Phone**
(831) 751-5500

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

**Email**
[VNAINFO@CCVNA.COM](mailto:VNAINFO@CCVNA.COM)

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**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](http://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](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](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](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
HOUSING AUTHORITY COUNTY OF MONTEREY

About
You can get rental assistance and locate affordable housing throughout Monterey County.

Eligibility
All Monterey County residents

Website
HAMONTEREY.ORG

Phone Numbers
(831) 775-5000
TTY: 831-754-2951 for people who are deaf, hard of hearing or those with speech disabilities

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

COMMUNITY HOMELESS SOLUTIONS

About
You can receive free, safe housing, support, and opportunities for self-sufficiency through outreach, emergency shelter, transitional housing, permanent housing and supportive services throughout Monterey County.

Eligibility
All Monterey County residents

Website
COMMUNITYHOMELESSSOLUTIONS.ORG

Phone
(831) 384-3388

Phone Line Open
Monday-Friday 8am-5pm
DOMESTIC SHELTERS

About
You can search for numerous domestic violence programs and shelters that are closest to you through an online database provided by the Domestic Shelters website.

Eligibility
All Monterey County residents.

Website
DOMESTICSHelters.ORG

Phone
(800) 799-7233

Phone Line Open
24/7

GATHERING FOR WOMEN MONTEREY

About
If you are homeless or at risk of homelessness, you can get free food, access to showers, emergency clothing and supplies for women on the peninsula.

Eligibility
All women residing on Monterey Peninsula

Address
147 El Dorado St.
Monterey, CA 93940

Website
GATHERINGFORWOMEN.ORG

Phone
(831) 241-6154

Phone Line Open
Monday-Thursday, 8:00am-2:00pm
Friday, 8:00am-12:00pm
SECTI0N 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
AGING AND ADULT SERVICES

About
If you need help or support while living at home, you can call for emergency response, referral assistance, in-home support services and to get protection from abuse.

Website
TINYURL.COM/AGINGHELPMC

Phone Number
(831) 755-4466

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

LEGAL SERVICES FOR SENIORS

About
You can receive free legal services related to elder abuse, estate planning, Medi-Cal/Medicare issues, small claims and social security, in addition to legal counsel on Corona Virus scams.

Eligibility
All Monterey County residents, age 60 and older

Website
LSSMC.NET

Phone
831-899-0492

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

Email
COVID-19@CO.MONTEREY.CA.US
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.