

SOCIAL BRIDGING PROJECT RESOURCE GUIDE

SAN FRANCISCO COUNTY



ENGAGE CA:
EngAgeCa.org



LISTOS CALIFORNIA:
ListosCalifornia.org



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



CALIFORNIA
DEPARTMENT
OF AGING:
Aging.ca.gov



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](https://listoscalifornia.org).

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MAIN PHONE NUMBERS & WEBSITES

STATE OF CALIFORNIA

California Coronavirus (COVID-19) Response

[COVID19.CA.GOV](https://www.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](https://aging.ca.gov)

COVID-19 Resources

[ENGAGECA.ORG](https://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 SAN FRANCISCO COUNTY

Website

[211BAYAREA.ORG/SANFRANCISCO](https://211bayarea.org/sanfrancisco)

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](https://getcalfresh.org)

Phone Number

(877) 847-3663

Phone Line Open

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

SF FOOD INFORMATION LINE

About

The SF Food Information Line can help you get groceries, including fresh produce, prepared meals and other food-related services.

Eligibility

All San Francisco County residents

Website

[SF.GOV/GET-FOOD-RESOURCES](https://sf.gov/get-food-resources)

Phone Number

3-1-1

Phone Line Open

24/7

FREE GROCERIES AND PRODUCE AT LOCAL FOOD BANKS

About

Food pantries are open Monday through Saturday and offer you free groceries and produce.

Eligibility

All San Francisco County residents

Website

[TINYURL.COM/FINDFOODSF](https://tinyurl.com/findfoodsf)

Phone Number

(415) 282-1900

Phone Line Open

Monday-Friday, 8:00am-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](https://cdss.ca.gov/calworks)

Phone Number

(855) 355-5757

BAY AREA SCHOOL MEALS PICK-UP MAP

About

View a map showing where you can pick up school meals in San Francisco and throughout the Bay Area. Contact pick-up site or school district directly for the latest update.

Eligibility

All San Francisco County residents with children 18 and younger

Website

[TINYURL.COM/MEALSMAP](https://tinyurl.com/mealsmap)

FIND FREE MEALS FOR CHILDREN

About

San Francisco Unified School District will provide free meals to all children 18 and younger during the school closure. You don't need ID, or a child with you, to pick up meals.

Eligibility

All San Francisco County residents with children 18 and younger

Website

[TINYURL.COM/SFKIDSEAT](https://tinyurl.com/sfkidseat)

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

SF DISABILITY AND AGING SERVICES HELPLINE

About

You can get access to food, home care, social engagement, protection and safety and other essential support from San Francisco's Department of Disability and Aging Services (DAS).

Eligibility

All San Francisco County residents

Website

[TINYURL.COM/HUBDAS](https://tinyurl.com/hubdas)

Phone Number

(415) 355-6700

Phone Line Open

Every day, 8:00am-5:00pm

FOOD DELIVERY SERVICE

About

The Congregate Meals Program offers you takeaway meals, home-delivered meals, emergency food boxes, groceries and support with online food delivery services.

Eligibility

All San Francisco County residents, age 60 and over

Website

[TINYURL.COM/SFSMEALS](https://tinyurl.com/sfsmeals)

Phone Number

(415) 355-6700

Phone Line Open

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

OLDER ADULT STORE HOURS INFORMATION

About

Stores that offer you early admittance or alternative hours for safer shopping.

Eligibility

Most stores welcome for early admittance anyone over age 60 or 65, and people of any age with high-risk health conditions. Call your store for details.

Website

[TINYURL.COM/SFSHOURS](https://tinyurl.com/sfshours)

MEALS ON WHEELS SF

About

You can apply to get on a waiting list for home-delivered meals twice per day, seven days per week.

Eligibility

All San Francisco County residents, age 60 and over

Website

[TINYURL.COM/SFWHEELS](https://tinyurl.com/sfwheels)

Phone Number

(415) 920-1111

Phone Line Open

Monday-Friday, 8:30am-4:30pm

FREE FOOD AT 30TH STREET SENIOR CENTER

About

You can apply to receive to-go lunches and home-delivered meals from the 30th Street Senior Center.

Eligibility

All San Francisco County residents, age 60 and over

Website

30THSTREETSENIORCENTER.ORG

Phone Number

(415) 550-2210

Phone Line Open

Monday-Saturday, 9:30am-1:30pm

FREE FOOD IN BERNAL HEIGHTS

About

If you live in or near Bernal Heights in San Francisco, the Bernal Heights Neighborhood Center distributes free food several times each month.

Eligibility

All San Francisco County residents, in Bernal Heights or surrounding neighborhood, age 60 and over

Address

515 Cortland Ave
San Francisco, CA 94110

Website

TINYURL.COM/FOODBERNAL

Phone Number

(415) 206-2140

Phone Line Open

Monday-Saturday, 9:30am-1:30pm

Email

RLARA@BHNC.ORG

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](https://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](https://tinyurl.com/califcbas)

Phone Number

(415) 355-3555

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](https://tinyurl.com/calmssp)

Phone Number

(415) 750-4111

Phone Line Open

Monday-Friday, 8:30am-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](https://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](https://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 CRISISLINE

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/LTCHHELP](https://tinyurl.com/lchelp)

Phone Number

(800) 231-4024

Phone Line Open

24/7

GET HEALTHCARE DURING THE CORONAVIRUS OUTBREAK

About

You can get information on how to get different kinds of medical care during the outbreak, such as what appointments to reschedule, which visits you may schedule by phone or computer and how to get emergency help.

Eligibility

All San Francisco County residents

Website

[TINYURL.COM/SFHEALTHCARE](https://tinyurl.com/sfhealthcare)

Phone Number

3-1-1

Phone Line Open

24/7

SAN FRANCISCO HEALTH PLAN

About

You can get affordable access to healthcare coverage plans, education resources and transportation services.

Eligibility

California residents based on income and family size

Website

[SFHP.ORG](https://sfhp.org)

Application: [TINYURL.COM/SFHPAPPLY](https://tinyurl.com/sfhpapply)

Phone Number

(415) 547-7818

Phone Line Open

Monday-Friday, 8:30am-5:30pm

SAN FRANCISCO BENEFITS AND RESOURCES HUB

About

You can call the San Francisco Department of Disability and Aging Services for information on benefits and referrals.

Eligibility

San Francisco older adults, and adults with disabilities, regardless of income

Website

[SFDAAS.ORG](https://sfdaas.org)

Phone Number

(415) 355-6700

TTY: (415) 355-6756 for people who are deaf, hard of hearing or those with speech disabilities

Email

DAAS@SFGOV.ORG

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](https://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](https://www.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

HEALTHY SAN FRANCISCO

About

If you are not eligible for health insurance, you may be eligible for healthcare through Healthy San Francisco. If your income qualifies, they do not ask about your immigration status.

Eligibility

Available to residents of San Francisco, regardless of immigration status

Website

[HEALTHYSANFRANCISCO.ORG](https://www.healthysanfrancisco.org)

Phone Number

(415) 615-4555

TTY: (415) 547-7830 for people who are deaf, hard of hearing or those with speech disabilities

Phone Line Open

Monday-Friday, 8:30am-5:30pm

C. HEALTHCARE FOR SAN FRANCISCO EMPLOYEES

HEALTHCARE FUNDS FOR EMPLOYEES WORKING IN SAN FRANCISCO

About

Your employer may have contributed healthcare funds on your behalf. Funds can be used to pay for healthcare expenses through a Medical Reimbursement Account (SF MRA). You do not lose the money when you leave your employer.

Eligibility

Current San Francisco employees can access their funds for healthcare expenses. Call to see if you have funds and are eligible

Website

SFCITYOPTION.ORG

Phone Number

(415) 615-5720

TTY: (415) 547-7830 for people who are deaf, hard of hearing or those with speech disabilities

Phone Line Open

Monday-Friday, 8:30am-5:30pm

D. HEALTH RESOURCES FOR LGBTQ+ COMMUNITY

HEALTH SERVICES FOR LGBTQ+ COMMUNITY

About

You can find health services, a crisis hotline and social and emotional support.

Eligibility

All LGBTQ+ residents of San Francisco County

Website

TINYURL.COM/SFLGBTQCOMMUNITY

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](https://tinyurl.com/castressmanage)

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](https://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](https://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](https://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](https://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](https://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](https://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](https://tinyurl.com/utilityaid)

Phone Number

Call the number provided on your utility bill or look it up on this website

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](https://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](https://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](https://www.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](https://www.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](https://www.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](https://www.tinyurl.com/greatplates).