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Senior Capstone Project final research report : quick referral guide

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CHHS 400B/ 496B

Senior Capstone/ Field Seminar

Senior Capstone Project Final Research Report

Quick Referral Guide

Keywords: agency referral guide, aging adult services, disabled elderly, preventing institutionalization.

Abstract: The Quick Referral Guide is a compilation of agencies used by the Case Managers at Aging and Adult Services - Monterey County Department of Social and Employment Services. First, it aids the social worker to refer the client to the appropriate agency. Second, it empowers the client to self-refer.

Executive Summary

For my capstone project, I developed a user-friendly agency referral guide—titled Quick Referral Guide (QRG)—that will be available on paper and on the website of the Monterey County Department of Social and Employment Services/Aging and Adult Services. This referral guide includes contact information for local community agencies that provide services the clients request from the following programs: In Home Supportive Services, Linkages, Multipurpose Seniors Services Program, and Adult Protective Services.

The QRG includes two components. The first component assists Case Managers with the referral process. It includes the referral agency contact information, services offered, and eligibility information. The second component will be a simple, user-friendly page with agency name, contact information, and a summary of services. This document is to be photocopied and given to a client if the Case Manager feels it is appropriate. The goal is to encourage the client to remain self-sufficient by accessing resources independently. These client self-refer pages are in English and Spanish to meet the needs of the diverse ethnic backgrounds of the clients served at Aging and Adult Services (AAS). The Quick Referral Guide contains useful information that can be of great value to the Case Managers as well as the clientele served.

The purpose of this user-friendly guide is to assist Case Managers with the referral process. In addition, the QRG is a way of providing referral information directly to the client so that he/she can self-refer. This referral guide is different than the other resource guides currently available. This guide highlights the agencies that receive the most referrals from AAS staff. Because many clients face the same challenges, the QRG allows Case Managers to provide information directly and quickly to the client.

The QRG evaluation proved its effectiveness by a 57 % increase on expediting service delivery to AAS' clients after its use by the Case Managers. Though challenging the QRG needs regular updates. I recommend for the assigned desk duty Case Manager to update the QRG monthly according to an online forum with the input of all Case Managers. Making sure the QRG's information is current will ensure its lasting value to Aging and Adult Services.

Description of the agency and the program

The Aging and Adult Services department within Monterey County Department of Social Services (MCDSES) is where I am doing my Collaborative Health and Human Services internship. This is the selected department to do this Capstone project. The MCDSES serves an estimated 60,000 residents through a variety of services. These services include public benefit programs, employment services, supportive services for children and their families, Veterans, the elderly, and adults with disabilities. This is the designated agency in charge of the prevention and investigation of child, dependent adult and elder abuse in Monterey County (Monterey County Department of Social and Employment Services brochure).

The Aging and Adult Services department within MCDSES provides assistance to adults with disabilities, seniors, and their family caregivers. According to the U.S. Census Bureau, the number of elderly and dependent adults continues to increase, and the post second world war, 78.2 million baby boomers will be requiring help with their daily tasks as they are aging (High Quality Institute, 2006). Health care and social services for this growing population are necessary. The Aging and Adult Services department provides a number of services to this population through the following programs: In Home Supportive Services, Linkages Case Management Services, Multipurpose Senior Services Program (MSSP), AIDS Case Management Services, the Supplemental Security Income (SSI) Advocacy Program, Adult Protective Services, and senior information/ referral services (Monterey County Department of Social and Employment Services brochure).

Population served

In addition to working with the elderly and the disabled the Aging and Adult Services department also works with a culturally and ethnically diverse population. The largest group is Hispanic, though other ethnic populations include Caucasian, African-American, Asian, European and Pacific Islanders. While working with a diversity of cultures, Case Managers need to be aware of the different cultures and customs in order to meet the needs of each client in a respectful and ethical manner. Writer Gelfand promotes culture sensitivity while working with clients from different ethnic backgrounds in his book *Aging and ethnicity: Knowledge and services* (1994). This is the key to understand the many immigrants living in the United States using the services of the Aging and Adult Services.

It is important to learn about the services needed by the disabled and senior population being served by Aging and Adult Services. Gelfand provides a broad overview of the public and private programs and services offered to the older population in the United States to understand the services being offered to this population. Income maintenance, health insurance, examining private pension plans and public programs such as Social Security, Supplemental Security Income, and Medicare are topics addressed in this book that are of relevant interest to understanding the elderly population being served by the Aging and Adult Services (2006). This writer broadens the reader's view of the possible programs and services available to the elderly in the United States. On the final chapters, the author introduces services in the areas of in home support services, adult day care versus long-term care residences which are the core of Aging and

Adult Services - to keep clients in their houses providing in home care services to avoid institutionalization.

Issue to be addressed

The need to expedite services to clients is the issue to be addressed. Requests for services and/or supplies sit on MCSES Aging and Adult Services program managers' desks for up to two months before the program managers meet these clients' needs or requests. Additionally, there is the time that it takes to purchase the items or contact the agency providing the requested service due to the Case Managers (social workers) not having access to the information when being at a client's house. Some services and supplies provided to clients do not need prior referral from the program managers. Many times services could be expedited if Case Managers would have the knowledge of which services can be provided to the clients without having to wait for the program manager's referral.

Capstone Project Description

My Capstone project provides a user-friendly Quick Referral Guide (QRG) for clients of In Home Supportive Services, Linkages, MSSP, and Adult Protective Services programs. The QRG identifies the local participating agencies and their available services and supplies. The QRG is also available to AAS staff as an intranet resource within the agency's website.

The Aging and Adult Services currently utilizes the Alliance on Aging Senior Resource Guide. It is a very descriptive tool that focuses on providing community

agencies services information for Case Managers to do referrals (Alliance on Aging Guide to Resources for Seniors, 2007). The QRG was designed with the AAS's Case Managers' feedback to be tailored specifically for the clients they serve. It is user friendly, summarized and straightforward where one can access all the information at once.

My project has two components, the QRG page for the Case Manager and a simplified informational page for the clients. The first component includes the participating referral agencies, their contact information, and their scope of services. It also indicates whether or not the Case Manager can refer the services or supplies at the time of the client's home visit or phone call and the process to access it. The second component is a simple, user-friendly page with agency name, contact information, and a summary of their services to be given to the client or the client's primary caregiver to self-refer if the Case Manager feels that is appropriate. The client referral page is provided both in English and Spanish in order to meet the needs of the diverse clients.

According to *Resources for People with Disabilities and Chronic Conditions* if regularly updating the "products and services that contribute to achieving the maximum level of independence possible for people with disabilities, one is being sensitive to the variety of needs and circumstances of each client (Seaman, 1991). By referring the client to the appropriate community agency, the Case Manager is empowering the client to be self-sufficient and to advocate for himself/herself.

The initial step for this Capstone project was to obtain the correct information about each of the participating agencies, including their scope of services and contact information. The primary agencies that provide services and supplies for MCDSES

Aging and Adult Services' clients are Monterey Peninsula Meals on Wheels, Salinas Valley Meals on Wheels, Alliance on Aging, Health Projects Center/Del Mar Caregivers Resource Center, Kinship Center: Family Ties, Visiting Nurse's Association and Hospice - Salinas Adult Day Center, Alzheimer's Association – Northern California, Carmel Foundation, Salinas Adult School - Creative Living Center/Rejuvenation and Education Assistance Program (REAP), and Legal Services for Seniors.

The second step for this project involves an educational component. This is important since this is a change in how services are provided where the Case Managers directly give services and/or supplies to clients instead of waiting for referrals from program managers. I conducted a workshop with Case Managers to instruct them on how to utilize both the computer and the QRG binder containing the agencies referral information. They also gained knowledge of the client referral page to be handed out to clients empowering them to request the services or supplies themselves. “This is a way to improve a public health agency performance and create healthier communities... [by] having trained staff and dedicated resources” (Public Health Foundation, 2000). Empowering clients to advocate for themselves is part of creating healthier communities.

Addressing the connection of the Capstone to the University Vision Statement

This capstone addresses the vision and goals of California State University of Monterey Bay. Reflecting on this university's vision “where all learn from one another in an atmosphere of mutual respect and pursuit of excellence” is the vision model I used for my Capstone project (Vision Driven: CSUMB Vision Statement, 1994). I worked with representatives from several agencies, as well as social workers at MCDSES Aging and

Adult Services in an environment of mutual respect for each other to achieve the goal of creating a professional tool - the Quick Referral Guide - to help the Case Managers excel in their job as advocates for their clients.

As a future graduate of CSUMB's I have the goal of having "...an understanding of interdependence and global competence, distinctive technical and educational skills, the experience and abilities to contribute to California's high quality work force, the critical thinking abilities to be [a] productive citizen, and the social responsibility and skills to be [a] community builder" (Vision Driven: CSUMB Vision Statement, 1994). My capstone addresses "interdependence" when developing the client referral page to empower clients to seek the services and/or supplies for themselves with the help of this professional tool. My capstone project gives the appropriate tool to the Case Managers for them to promote "social responsibility" and be "community builders". On the other hand, I am the "community builder" leader behind this project that hopefully will be of lasting value to MCDSSES Aging and Adult Services and will make a difference in the lives of Monterey County residents.

Major Learning Outcomes addressed on Capstone

Collaboration Major Learning Outcome

The Collaboration major learning outcome is being addressed on this project by working collaboratively with staff at MCDSSES Aging and Adult Services, as well as local community agencies providing the services or supplies for MCDSSES's clients. I met with a variety of staff members from participating agencies to learn about their services

and gather all necessary information for the QRG. The ability to share resources, expertise and responsibility between all of the participating agencies included in this referral guide are the primary purpose of this major learning outcome (Collaboration MLO).

Information Management Major Learning Outcome

The Information Management major learning outcome states “Information management is the ability to apply computer and Internet technology to health and human services practice” (Information Management MLO). Developing the Quick Referral Guide required computer and Internet technology. I used Microsoft WordPerfect to develop the Quick Referral Guide. I also used Microsoft PowerPoint to deliver a presentation to the Case Managers and another one in the classroom. . The QRG is a professional tool to be used at MCDSSES Aging and Adult Services.

Cross-Cultural Competency Major Learning Outcome

The Cross-Cultural Competency major learning outcome includes the following statement - “...to engage in a process characterized by mutual respect and sensitivity, to assess the needs and capabilities of culturally diverse populations, and communicate effectively across cultural groups to deliver appropriate health and human services.” This statement expresses my awareness of being culturally sensitive to the populations served by MCDSSES (Cross-Cultural Competency MLO). More than half of the population served by this agency is of Hispanic origin and either speak Spanish only or have limited English language speaking ability (A. Jones, personal communication, October 24, 2007).

The QRG referral page is written in Spanish, as well as in English; therefore being of great value to these individuals, as well as the Case Managers working with them.

Evaluation of the Quick Referral Guide

I conducted pre and post-assessment surveys to evaluate the impact and usefulness of the Quick Referral Guide. I created a list of standard questions about the Quick Referral Guide as a tool to facilitate the Case Managers' job. The questions focused on the effectiveness of having a user friendly referral guide on hand when doing home visits. This was an outcome based evaluation (McNamara, 2002). The focus was to evaluate the time in delivering services before and after the use of the QRG. By improving the delivery of services to the clients with the use of the QRG, I would be enhancing Case Managers' work. Carrying out a useful program evaluation like the McNamara's "20-80" rule – 20 percent of the effort generates 80 percent of the results - applies to the evaluation of the QRG (2002). A simple and straightforward evaluation was conducted to reveal the big impact of the project. According to the pre-assessment surveys 35% of the Case Managers stated that the use of a user friendly referral guide would help them expedite services to clients. The majority of the Case Managers were unsure that creating such a tool would be a good idea doubting of its effectiveness. After the six-week implementation period of the QRG, the same question was asked to the Case Managers on the post-assessment surveys. The result was 92%. After using the QRG the Case Managers stated that it had helped them with the referral process. They also stated how useful it is to access all the information from one only one source, saving time to deal with the big case loads each one has.

Recommendations

My recommendation for the continuous usefulness of the QRG is regular updates. Updating the QRG will be a challenge, but a necessity because agency information changes over time. I recommend an online forum within the agency's website where all Case Managers can post and share information with each other. On the last week of every month the assigned desk duty Case Manager can update the online QRG file, which then can be printed and inserted in the QRG binders of all Case Managers of the entire Aging and Adult Services department. The regular updates of the QRG will ensure current information to continue making a difference in the lives of the clients of Aging and Adult Services.

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Quick Referral Guide

for

Aging and Adult Services

Monterey County Department of Social and Employment Services

ADULT DAY CARE

VNA & Hospice – Alzheimer’s Day Care Resource Center
VNA & Hospice – Hilltop Park Adult Day Care Center
VNA & Hospice – Salinas Adult Day Services Center

CAREGIVER SERVICES

Alzheimer’s Association
Health Projects Center/ Del Mar Caregiver Resource Center
Maxim

DISABILITY/ REHABILITATION

Salinas Adult School – Creative Learning Center

ENERGY ASSISTANCE

Central Coast Energy Services – Home Energy Assistance Program (HEAP)

FOOD

Carmel Foundation
Meals on Wheels of the Monterey Peninsula
Meals on Wheels of the Salinas Valley

HOUSING

Alliance on Aging
Housing Authority of the County of Monterey

INCONTINENCE SUPPLIES

Shield Healthcare
Valley Patient Care

IV PHARMACY/ NUTRITION

Access IV

LEGAL SERVICES

Legal Services for Seniors

PHYSICIANS

Central Coast Alliance for Health

MEDICAL ALERT SYSTEM

Lifeline Healthcare Services

MEDICAL EQUIPMENT

AdvantaCare

TELEPHONE DEVICES

California Telephone Access Program – CTAP

TRANSPORTATION

Monterey Salinas Transit - RIDES

ADULT DAY CARE

Agency name Visiting Nurse Association and Hospice
Alzheimer’s Day Care Resource Center

Location 200 Coe Street (at former Ford Ord)
Seaside, CA 93955

Phone number **(831) 899-7178**

Services provided

Adult day care includes:

- Socialization
- Light exercise
- Snack & lunch
- Music, games, crafts
- Guest entertainers
- VNA nurse consultations
- Assistance with toileting and eating
- Caregiver support group (Rehabilitation program)

Program hours 9:00am – 2:00pm

Eligibility Dementia diagnosis
Frail Elderly

Note: This adult day center focuses on clients with Alzheimer’s disease and individuals recovering from a stroke

Access

- There is a cost for attendance
- Attendance can also be paid by MSSP, Linkages (although only for limited time) and Del Mar. Client must have other case management needs, however, for MSSP/Linkages and Del Mar to pay for attendance.

Notes

REFERRAL FOR ADULT DAY CARE

Agency name Visiting Nurse Association and Hospice
Alzheimer's Day Care Resource Center

Location 200 Coe Street (at former Ford Ord)
Seaside, CA 93955

Phone number **(831) 899-7178**

Services provided

Adult day care includes:

- Socialization
- Light exercise
- Snack & lunch
- Music, games, crafts
- Guest entertainers
- VNA nurse consultations
- Adult education teaching
- Assistance with toileting and eating
- Caregiver support group (Rehabilitation program)

Program hours 9:00am – 2:00pm

Eligibility Memory loss (dementia) diagnosis
Frail Elderly

Note: This adult day center focuses on clients with Alzheimer's disease, as well as rehabilitation and education of individuals recovering from a stroke.

RECOMENDACION PARA LA GUARDERÍA DE ADULTO

Nombre de la agencia	Visiting Nurse Association and Hospice Alzheimer's Day Care Resource Center
Localización	200 Coe Street (el antiguo Ford Ord) Seaside, CA 93955
Número de teléfono	(831) 899-7178
Servicios proporcionados	La guardería del adulto incluye: <ul style="list-style-type: none">• Socialización• Ejercicio ligero• Bocado y almuerzo• Música, juegos, artes• Entretenimiento para los huéspedes• Consultas con enfermera VNA• Educación para adultos• Ayuda con el ir al baño y comer• Grupo de ayuda para el Caregiver (programa de rehabilitación)
Horas del programa	9:00 AM - 2:00 P.M.
Elegibilidad	Diagnóstico de la pérdida de la memoria (“demencia”) Ancianos frágiles
Nota:	Este centro de cuidado de día para adultos se centra en clientes con la enfermedad de Alzheimer, así como la rehabilitación y la educación de individuos que han sufrido un derrame cerebral.

ADULT DAY CARE

Agency name Visiting Nurse Association and Hospice
Hilltop Park Adult Day Care Center

Location 871 Jessie Street
Monterey, CA 93940

Phone number **(831) 643-0278**

Services provided Adult day care includes:

- Socialization
- Light exercise
- Snack & lunch
- Music, games, crafts
- Guest entertainers
- VNA nurse consultations
- Adult education teaching
- Visiting pet program

Program hours 9:30am – 3:00pm

Eligibility Early memory loss
Frail elderly
Eat independently
No wandering

Access

- Client must pay daily rate
- Attendance can also be paid for by MSSP, Linkages (for limited time) and Del Mar. Client must have other case management needs, however, for MSSP/Linkages and Del Mar to pay for attendance

Notes

REFERRAL FOR ADULT DAY CARE

Agency name	Visiting Nurse Association and Hospice Hilltop Park Adult Day Care Center
Location	871 Jessie Street Monterey, CA 93940
Phone number	(831) 643-0278
Services provided	Adult day care includes: <ul style="list-style-type: none">• Socialization• Light exercise• Snack & lunch• Music, games, crafts• Guest entertainers• VNA nurse consultations• Adult education teaching• Visiting pet program
Program hours	9:30am – 3:00pm
Eligibility	Early memory loss Frail Elderly Eat independently No wandering

RECOMENDACION PARA LA GUARDERÍA DEL ADULTO

Nombre de la agencia Visiting Nurse Association and Hospice
Hilltop Park Adult Day Care Center

Localización 871 Jessie Street
Monterey, CA 93940

Número de teléfono **(831) 643-0278**

Servicios proporcionados

La guardería del adulto incluye:

- Socialización
- Ejercicio ligero
- Bocado y almuerzo
- Música, juegos, artes
- Entretenimiento para los huéspedes
- Consultas con la enfermera VNA
- Educación para adultos
- Programa de visita de animales domésticos

Horas del programa 9:30 AM - 3:00 P.M.

Elegibilidad Pérdida temprana de la memoria
Ancianos frágiles
Que coma independientemente
Que no se anden moviendo desubicados

ADULT DAY CARE

Agency name Visiting Nurse Association and Hospice
Salinas Adult Day Services Center

Location 45 Plaza Circle
Salinas, CA 93901

Phone number **(831) 424-7930**

Services provided

Adult day care includes:

- Socialization
- Light exercise
- Snack & lunch
- Music, games, crafts
- Guest entertainers
- VNA nurse consultations
- Assistance with toileting

Program hours 9:00am – 2:30pm

Eligibility Early memory loss
Confusion
Frail elderly

Access

- Client must pay daily rate (sliding scale).
- Attendance can also be paid for by MSSP, Linkages (although only for limited time) and Del Mar Caregivers Association. Client must have other case management needs, however, for MSSP/Linkages and Del Mar to pay for attendance.

Notes

REFERRAL FOR ADULT DAY CARE

Agency name	Visiting Nurse Association Salinas Adult Day Services Center
Address	45 Plaza Circle Salinas, CA 93901
Phone number	(831) 424-7930
Services provided	Adult day care includes: <ul style="list-style-type: none">• Socialization• Light exercise• Snack & lunch• Games• Activities
Program hours	9:00am – 2:30pm
Eligibility	Early memory loss Confusion Frail elderly Private Pay (unless participating in MSSP, Linkages or Del Mar Caregivers Programs)

RECOMENDACION PARA LA GUARDERÍA DEL ADULTO

Nombre de la agencia	Visiting Nurse Association Salinas Adult Day Services Center
Dirección	45 Plaza Circle Salinas, CA 93901
Número de teléfono	(831) 424-7930
Los servicios proporcionados	La guardería del adulto incluye: <ul style="list-style-type: none">• Socialización• Ejercicio ligero• Bocado y almuerzo• Juegos• Actividades
Horas del programa	9:00 - 2:30 P.M.
Elegibilidad	Pérdida temprana de la memoria Confusión Ancianos frágiles Paga privada (a menos que participe en MSSP, Linkages o Del Mar Caregivers programas)

CAREGIVER SERVICES

Agency name **Alzheimer’s Association**

Location 182 El Dorado St.
Monterey CA, 93940

Phone number **(831) 647-9890**

Services Provided

- Support to those living with Alzheimer’s disease individuals
- Lending library
- Lectures
- Workshops

Eligibility Anyone interested in learning about Alzheimer’s disease

Access No specific enrollment process.
Call for information.

Notes

REFERRAL FOR CAREGIVER SERVICES

Agency name

Alzheimer's Association

Address

182 El Dorado St.
Monterey CA, 93940

Phone number

(831) 647-9890

Services Provided

- Support to those living with Alzheimer's disease individuals
- Lending library
- Lectures
- Workshops

Eligibility

Anyone interested in learning about Alzheimer's disease

**RECOMENDACION PARA LOS SERVICIOS DE PROVEDOR DE
CUIDADO (“CAREGIVER”)**

Nombre de la agencia

Alzheimer’s Association

Dirección

182 EL Dorado st
Monterey CA, 93940

Número de teléfono

(831) 647-9890

Los servicios proporcionados

- Ayuda a éstos que viven con los individuos de la enfermedad de Alzheimer
- Biblioteca
- Conferencias
- Talleres

Elegibilidad

Cualquier persona interesada en aprender sobre la enfermedad de Alzheimer

CAREGIVER SERVICES

Agency name

**Health Projects Center/
Del Mar Caregiver Resource Center**

Location

5 E. Gabilan Street, Suite 218
Salinas, CA 93901

Phone number

(831) 424-4359

Services Provided

- Caregiving Services - to allow the caregiver time away to rest and care for themselves (grants available)
- Counseling - for emotional support to cope with the strain of caregiving (sliding scale)
- Legal and Family Consultation - for financial planning, long-term care, and durable power of attorney
- Support Groups - to share experiences with other caregivers and reduce the sense of isolation
- Workshops - on behavior management, stress reduction and related issues for caregivers
- Daycare - limited funding for Adult Day Care

Eligibility

Anyone caring for an adult with a chronic and/or disabling condition

Access

No cost to participate
Caregiver must participate in an assessment process completed by a Family Resource Specialist

Notes

REFERRAL FOR CAREGIVER SERVICES

Agency name

**Health Projects Center/
Del Mar Caregiver Resource Center**

Address

5 E. Gabilan Street, Suite 218
Salinas, CA 93901

Phone number

(831) 424-4359

Services Provided

- Caregiving Services - to allow the caregiver time away to rest and care for themselves (grants available)
- Counseling - for emotional support to cope with the strain of caregiving (sliding scale)
- Legal and Family Consultation - for financial planning, long-term care, and durable power of attorney
- Support Groups - to share experiences with other caregivers and reduce the sense of isolation
- Workshops - on behavior management, stress reduction and related issues for caregivers

Eligibility

The caregivers are the clients at this agency
Caregivers must participate in an assessment process completed by a Family Resource Specialist

RECOMENDACION PARA LOS SERVICIOS DE PROVEEDOR DE CUIDADO ("CAREGIVER")

Nombre de la agencia **Health Projects Center/
Del Mar Caregiver Resource Center**

Dirección 5 E. Gabilan Street, Suite 218
Salinas, CA 93901

Número de teléfono **(831) 424-4359**

Los servicios proporcionados

- Servicios de proveedor de cuidado - para dar un plazo de tiempo libre al "caregiver" lejos del resto y cuidado para sí mismo (concesiones disponibles)
- Asesoramiento - para la ayuda emocional a hacer frente a la tensión de cuidar de un individual (resbalando la escala)
- Consulta de temas legales y de la familia - para planes financieros, el cuidado a largo plazo, y poder a un abogado.
- Grupos de ayuda - para compartir experiencias con otros "caregivers" y reducir el sentido de aislamiento
- Talleres - en el manejo del comportamiento, la reducción de la tensión y puntos relacionados a los "caregivers".

Elegibilidad

Los "caregivers" son los clientes en esta agencia "Caregivers" deben participar en programas de progreso llevado a cabo por un especialista de recursos de la familia.

CAREGIVER SERVICES

Agency name **Maxim Healthcare Services**

Location 700 Cass St. Suite 122
Monterey, CA 93940

Phone number **(831) 641-9565**

Services provided

- Home Health Aid
- Personal Care/ Chore Assistance
- Respite

Eligibility No eligibility requirements

Access MSSP/Linkages can pay for home health aid assistance depending upon client need. Maxim is also available for private pay individuals.

Notes

REFERRAL FOR CAREGIVER SERVICES

Agency name **Maxim Healthcare Services**

Address 700 Cass St. Suite 122
Monterey, CA 93940

Phone number **(831) 641-9565**

Services provided

- Home Health Aid
- Personal Care/ Chore Assistance
- Respite

Eligibility

- No eligibility requirements

Note:

MSSP/Linkages can pay for home health aid assistance depending upon client need. Maxim is also available for private pay individuals.

RECOMENDACION PARA SERVICIOS DE PROVEDOR DE CUIDADO

Nombre de la agencia **Maxim Healthcare Services**

Dirección 700 Cass St. Suite 122
Monterey, CA 93940

Número de teléfono **(831) 641-9565**

Los servicios proporcionados

- Ayuda casera en la salud
- Cuidado personal/asistencia con tareas diarias
- Sustitutos

Elegibilidad

- Ninguna requerida

Nota: MSSP/ Linkages pueden pagar cuidado medico casero dependiendo de la necesidad del cliente. MAXIM está también disponible para los individuos de paga privada.

DISABILITY/ REHABILITATION/ FOOD SERVICES

Agency name **Salinas Adult School -
Creative Learning Center**

Location 20 Sherwood Place
Salinas, CA 93906

Phone number **(831) 796-6920**

Services provided

- Rehabilitation Education Assistance Program (REAP)
Adults with physical disabilities learn and practice the basic skills needed to maintain or improve their level of independence including:
 - Cognitive skills training
 - Strength training
 - Health education
 - Gardening
 - Crafts (ie. quilting, knitting)
 - Computer classes

- Parkinson’s disease support group
- Stroke support group
- Lunch on Mondays, Wednesdays, and Fridays at noon

Eligibility Physical disability diagnosis for disability/ rehabilitation program
Seniors over 60 years old for lunch program

Access Client can enroll by calling main number.
Annual enrollment fee of \$40.00
Lunch donation: \$2.25 for seniors over 60 years old
 \$3.00 for individuals under 60

Notes

REFERRAL FOR DISABILITY/ REHABILITATION/ FOOD SERVICES

Agency name **Salinas Adult School -
Creative Learning Center**

Address 20 Sherwood Place
Salinas, CA 93906

Phone number **(831) 796-6920**

Services provided

- Rehabilitation Education Assistance Program (REAP)
Adults with physical disabilities learn and practice the basic skills needed to maintain or improve their level of independence including:
 - Cognitive skills training
 - Strength training
 - Health education
 - Gardening
 - Crafts (ie. quilting, knitting)
 - Computer classes
- Parkinson's disease support group
- Stroke support group
- Lunch on Mondays, Wednesdays, and Fridays at noon

Eligibility Physical disability diagnosis for disability/ rehabilitation program
Seniors over 60 years old for lunch program
Annual enrollment fee \$40
Lunch donation: \$2.25 for seniors over 60
 \$3.00 for individuals under 60

**RECOMENDACION PARA LOS SERVICIOS DE ALIMENTACION/
DISCAPACIDAD/ REHABILITACION**

Nombre de la agencia **Salinas Adult School -
Creative Learning Center**

Dirección 20 Sherwood Place
Salinas, CA 93906

Número de teléfono **(831) 796-6920**

Los servicios proporcionados

- Rehabilitation Education Assistance Program (REAP)
Los adultos con inhabilidades físicas aprenden y practican las habilidades básicas necesitadas para mantener o para mejorar su nivel de independencia incluyendo:
 - Entrenamiento cognoscitivo de habilidades
 - Entrenamiento de fuerza
 - Educación sobre salud
 - Jardinería
 - Artes (coser y bordar)
 - Clases de computación

- Grupo de ayuda de la enfermedad de Parkinson
- Grupo de ayuda para derrames
- Almuerzos los lunes, miércoles, y viernes al medio día

Elegibilidad Discapacidad física y diagnóstico de discapacidad/
programa de rehabilitación
Ancianos mayor de 60 años para el programa del almuerzo
Honorario anual \$40 por la inscripción
Donación para el almuerzo:
 \$2.25 para los seniors mayores de 60
 \$3.00 para los individuos menores de 60

ENERGY ASSISTANCE

Agency name **Central Coast Energy Services**

Address P.O. Box 2707
Watsonville CA, 95076

Phone number **(831)761-7081**

Tool free number **1 888-728-3637** (to request application)

Services Provided
Home Energy Assistance Program (HEAP)
Provides client with energy efficient home modifications, including:

- New refrigerators
- Home weatherization: new windows, doors etc.
- New stoves

PG&E CARE Program

- Reduction of monthly PG&E bill based on income
- Payment toward utility

Eligibility

- Income
- Household size

Access

- Federally funded PG&E program available through Central Coast Energy Services
- Requires landlord documentation if utilities are included in the rent payment
- Additional rebate programs also available

Notes

REFERRAL FOR ENERGY ASSISTANCE

Agency name	Central Coast Energy Services
Address	P.O. Box 2707 Watsonville CA, 95076
Phone number	(831)761-7081
Tool free number	1 888-728-3637 (to request application)
Services Provided	<u>Home Energy Assistance Program (HEAP)</u> Provides client with energy efficient home modifications, including: <ul style="list-style-type: none">• New refrigerators• Home weatherization: new windows, doors etc.• New stoves <u>PG&E CARE Program</u> <ul style="list-style-type: none">• Reduction of monthly PG&E bill based on income• Payment toward utility
Eligibility	<ul style="list-style-type: none">• Income• Household size

RECOMENDACION PARA AYUDA CON LA ENERGÍA

Nombre de la agencia **Central Coast Energy Services**

Dirección P.O. box 2707
Watsonville CA, 95076

Número de teléfono **(831) 761-7081**

Número sin cargas **1 888-728-3637** (para solicitar aplicación)

Servicios proporcionados

Programa casero de la ayuda de la energía (HEAP)

Provee al cliente con modificaciones eficientes en energía en sus casas, incluyendo:

- Refrigeradores nuevos
- Protección contra el clima: ventanas nuevas, puertas etc.
- Estufas nuevas

Programa de ayuda para PG&E

- Reducción de la cuenta mensual de PG&E basada en renta
- Pago hacia utilidades

Elegibilidad

- Renta
- Tamaño de la casa

FOOD/ TRANSPORTATION/ HOUSING/ ACTIVITIES

Agency name **Carmel Foundation**

Location 3080 Rio Road
Carmel-By-The-Sea, CA 93923

Phone number **(831) 624-1588**

Services provided

- Low cost lunch 4 days/wk
- Home delivered meals to homebound clients
- Transportation to medical appointments and errands
- Affordable housing for qualified seniors
- Medical equipment loans
- Classes in art, fitness, literature, and music appreciation
- Activities (ie. day excursions to museums, plays)

Eligibility

- Over 55 years of age
- Resident of Carmel, Carmel Valley, PG, Monterey

Access No cost

Notes

REFERRAL FOR FOOD/ TRANSPORTATION/ HOUSING/ ACTIVITIES

Agency name

Carmel Foundation

Address

3080 Rio Road
Carmel-By-The-Sea, CA 93923

Phone number

(831) 624-1588

Services provided

- Low cost lunch 4 days/wk
- Home delivered meals to homebound clients
- Transportation to medical appointments and errands
- Affordable housing for qualified seniors
- Medical equipment loans
- Classes in art, fitness, literature, and music appreciation
- Activities (ie. day excursions to museums, plays)

Eligibility

Over 55 years of age
Resident of Carmel, Carmel Valley, PG and Monterey

**RECOMENDACION PARA COMIDA/ TRANSPORTACIÓN/ VIVIENDA/
ACTIVIDADES**

Nombre de la agencia

Carmel Foundation

Dirección

3080 Rio Road
Carmel-By-The-Sea, CA 93923

Número de teléfono

(831) 624-1588

Los servicios proporcionados

- Almuerzo de bajo costo 4 días/ semana
- Comidas servicio a domicilio para clientes que no puede salir de sus casas
- Transporte a las citas y a las diligencias médicas
- Vivienda barata para los ancianos calificados
- Préstamos para equipo medico
- Clases en arte, aptitud, literatura, y el aprecio de la música
- Actividades (por ejemplo: excursiones de día a los museos, los juegos)

Elegibilidad

Mayores de 55 años de la edad
Residente de Carmel, Carmel Valley, PG y de Monterey

FOOD/ FITNESS/ SOCIALIZATION

Agency name **Meals on Wheels of the Monterey Peninsula**

Location Sally Griffin Active Living Center
700 Jewel Avenue
Pacific Grove, CA 93950

Phone number **(831) 375-4454**

Services provided

- Home delivered nutritious meals (warm meals, frozen for weekends and holidays)
- Group meals at Sally Griffin Center
Food and wellness classes
- Collaborative assistance: social security, legal services, insurance counseling (all scheduled monthly)
- Fitness classes
- Technology classes (one-on-one training for word processing, internet, and e-mail)
- Enrichment: art exhibits, art instruction, poetry, book discussion groups
- Financial seminars: estate planning presentations
- Social interaction: network of relationships and friendships

Eligibility

Homebound
Frail Elderly
Disabled adults (18+)

Access

- Call main number to enroll
- Meals delivered to Monterey, Sand City, Seaside, PG, Carmel Valley, Carmel, Carmel Highlands
- Client may be asked to make a donation per meal – this is not a requirement to participate

Notes

REFERRAL FOR FOOD/ EXERCISE/ SOCIALIZATION

Agency name **Meals on Wheels of the Monterey Peninsula**

Address

Sally Griffin Active Living Center
700 Jewel Avenue
Pacific Grove, CA 93950

Phone number **(831) 375-4454**

Services provided

- Home delivered nutritious meals (warm meals, frozen for weekend and holidays)
- Group meals at Sally Griffin Center
- Food and wellness classes
- Collaborative assistance: social security, legal services, insurance counseling (all scheduled monthly)
- Exercise classes
- Technology classes (one-on-one training for word processing, internet, and e-mail)
- Enrichment: art exhibits, art instruction, poetry, book discussion groups
- Financial seminars: estate planning presentations
- Social interaction: network of relationships and friendships

Access

- Meals delivered to Monterey, Sand City, Seaside, Carmel, Carmel Valley, Pacific Grove, Carmel Highlands

RECOMENDACION PARA COMIDA/ EJERCICIO/ SOCIALIZACION

Nombre de la agencia **Meals on Wheels of the Monterey Peninsula**

Dirección Sally Griffin Active Living Center
700 Jewel Avenue
Pacific Grove, CA 93950

Número de teléfono **(831) 375-4454**

Los servicios proporcionados

- Comidas nutritivas entregadas a domicilio (comidas calientes, congeladas para fin de semana y días de fiesta)
- Comidas en grupo en el Sally Griffin Center
- Clases del alimentacion y de la salud
- Ayuda de colaboración: Seguro Social, servicios jurídicos, asesoramiento del seguros (publicación mensual)
- Clases de ejercicio
- Clases de tecnologia (intrucciones uno a uno de procesador palabras “Word”, ”Internet”, y “e-mail”)
- Enriquecimiento: objetos expuestos del arte, instrucción del arte, poesía, grupos de discusión de libros
- Seminarios financieros: presentaciones de planeamiento de estado
- Interacción social: rede de relaciones y amistades

Acceso

- Las comidas se entregan en, Monterey, Sand City, Seaside, Carmel, Carmel Valley, Pacific Grove, Carmel Highlands

FOOD

Agency name

Meals on Wheels of the Salinas Valley

Address

40 Clark Street, Suite C
Salinas, CA 93901

Phone number

(831) 758-6325

Services provided

- Home delivered frozen meals delivered twice a week
- Breakfast also delivered (dry cereal, crackers, frozen milk)
- Meals are designed for diabetics and people with dietary restrictions
- Five-day or seven-day supply of meals delivered
- Pet meals delivered along with clients' meals

Eligibility

Homebound
Frail Elderly
Disabled adults (18+)

Communities served

Salinas Valley (from Pajaro and Aromas in the north to San Lucas and Bradley in the south, Salinas) and unincorporated areas of Monterey County

Access

- Call main number to enroll
- Client may be asked to make a donation per meal – this is not a requirement to participate

Notes

REFERRAL FOR FOOD SERVICES

Agency name

Meals on Wheels of the Salinas Valley

Address

40 Clark Street, Suite C
Salinas, CA 93901

Phone number

(831) 758-6325

Services provided

- Home delivered frozen meals delivered twice a week
- Breakfast also delivered (dry cereal, crackers, frozen milk)
- Meals are designed for diabetics and people with dietary restrictions
- Pet meals delivered along with clients' meals

Communities served

Salinas Valley (from Pajaro and Aromas in the north to San Lucas and Bradley in the south) and other isolated areas of Monterey County

RECOMENDACION PARA SERVICIOS DE ALIMENTACION

Nombre de la agencia **Meals on Wheels of the Salinas Valley**

Dirección 40 Clark Street, Suite C
Salinas, CA 93901

Número de teléfono **(831) 758-6325**

Los servicios proporcionados

- Comidas congeladas a domicilio entregadas dos veces a la semana
- Desayuno también entregado (cereal seco, galletas, leche congelada)
- Las comidas se diseñan para los diabéticos y la gente con restricciones dietéticas
- Comidas para mascotas entregadas junto con comidas de los clientes

Las comunidades servidas

Salinas Valley (desde Pajaro y Aromas en el norte hasta San Lucas y Bradley en el sur) y otras areas alejadas de Monterey County

HOUSING/ SENIOR SERVICES

Agency name **Alliance on Aging**

Location 280 Dickman Avenue 36 Quail Run Circle, Suite 100P
Monterey, CA 93940 Salinas, CA 93907

Phone number **(831) 646-1458** **(831) 758-2811**

Services provided

- Homeshare
- Senior Peer Counseling
- Health Insurance Counseling & Advocacy Program (HICAP)
- Tax Counseling
- Senior Employment
- Ombudsman

Eligibility

- No eligibility requirements

Access

- No specific enrollment process
- Call for specific program details

Notes

REFERRAL FOR HOUSING/ SENIOR SERVICES

Agency name **Alliance on Aging**

Address 280 Dickman Avenue 36 Quail Run Circle, Suite 100P
Monterey, CA 93940 Salinas, CA 93907

Phone number **(831) 646-1458** **(831) 758-2811**

Services provided

- Homeshare
- Senior Peer Counseling
- Health Insurance Counseling & Advocacy Program (HICAP)
- Tax Counseling
- Senior Employment
- Ombudsman

Eligibility

- No eligibility requirements

**RECOMENDACION PARA LOS SERVICIOS VIVIENDA/
SERVICIOS PARA ANCIANOS**

Nombre de la agencia **Alliance on Aging**

Dirección 280 Dickman Avenue 36 Quail Run Circle, Suite100P
Monterey, CA 93940 Salinas, CA 93907

Número de teléfono **(831) 646-1458** **(831) 758-2811**

Los servicios proporcionados

- “Homeshare” (compartir la vivienda)
- Asesoramiento para ancianos
- Asesoramiento de seguro médico y programa de la defensa (HICAP)
- Asesoramiento para impuesto
- Trabajo para ancianos
- Ombudsman (un individuo que representa los intereses del cliente).

Elegibilidad

- Ninguna requerida

HOUSING

Agency name **Housing Authority of the County of Monterey**

Location 123 Rico Street
Salinas, Ca 93907

Phone number **(831) 775-5000**

Services provided

- Rental assistance
- Housing Choice Voucher (formerly Section 8)

Eligibility

Low-income families and individuals.

Eligibility is based on:

- Gross income
- Elderly
- Disability
- Must be US citizen or have eligible immigration status

Access

A special program at the Housing Authority allows MSSP clients to participate in the Housing Choice Voucher Program, granting MSSP clients priority status, if they qualify.

Notes

REFERRAL FOR HOUSING

Agency name **Housing Authority of the County of Monterey**

Address 123 Rico Street
Salinas, Ca 93907

Phone number **831-775-5000**

Services provided

- Rental assistance
- Public Housing
- Housing Choice Voucher (formerly Section 8)

Eligibility

Low-income families and individuals

Eligibility is based on:

- 1) Income
- 2) Elderly
- 3) Disability
- 4) U.S. citizenship or eligible immigration status

RECOMENDACION PARA VIVIENDA

Nombre de la agencia **Housing Authority of the County of Monterey**

Dirección 123 Rico Street
Salinas, Ca 93907

Número de teléfono **831-775-5000**

Los servicios proporcionados

- Ayuda de alquiler
- Vivienda pública
- Vaucher de seleccion de vivienda (conocida como sección 8)

Elegibilidad

Familias e individuos de bajos recursos

La elegibilidad se basa en:

- 1) Salario
- 2) Edad
- 3) Incapacidad
- 4) Cuidadania de los Estados Unidos o ser elegible por su estatus migratorio

INCONTINENCE SUPPLIES

Agency name

Shield Healthcare

Location

2950 Buskirk Ave.
Suite 180
Walnut Creek, CA 94597

Phone number

Order toll free

1(800) 266-7220
Monday - Friday, 8 am to 5 pm

Website

www.shieldhealthcare.com

Services provided

Incontinence supplies including:

- Adult Briefs
- Pull-ups
- Chux, mattress liners
- Skin Care Products

Eligibility

Medical approval required

Access

- Client can be provided with 800 number for Shields Healthcare and can self-refer.
- Medi-Cal will cover a certain amount of incontinence with the appropriate documentation. In particular circumstances, pull-up type diapers can be provided through Medi-Cal, with proper diagnosis.

Notes

REFERALL FOR INCONTINENCE SUPPLIES

Agency name

Shield Healthcare

Address

2950 Buskirk Ave.
Suite 180
Walnut Creek, CA 94597

Phone number

Order toll free

1(800) 266-7220

Monday - Friday, 8 am to 5 pm

Services provided

Incontinence supplies including:

- Adult Briefs
- Pull-ups
- Chux, mattress liners
- Skin care products

Eligibility

Medical approval required

RECOMENDACION PARA SUPLEMENTOS DE INCONTINENCIA

Nombre de la agencia	Shield Healthcare
Dirección	2950 Buskirk Ave. Suite 180 Walnut Creek, CA 94597
Número de teléfono	1(800) 266-7220
Orden gratis	Lunes – Viernes 8 de la mañana as 5 de la tarde
Servicios proporcionados	Suplementos de incontinencia incluye: <ul style="list-style-type: none">• Calzones de adulto• “Pull-ups”• “Chux,” colchones de cama• Productos del cuidado de la piel
Elegibilidad	Aprobación médica requerida

MEDICAL EQUIPMENT/ INCONTINENCE SUPPLIES

Agency name **Valley Patient Care**

Location 401 Victor Way, Suite 2
Salinas, CA 93907

Phone number **(831) 757-3268**

Services provided Medical supplies including:

- Incontinence supplies
- Specialty items
- Medical equipment

Eligibility Client responsible for payment

Access Linkages/MSSP purchases miscellaneous goods (not covered by Medi-Cal) from Valley Patient Care.

Notes

REFERRAL FOR MEDICAL EQUIPMENT & INCONTINENCE SUPPLIES

Agency name **Valley Patient Care**

Location 401 Victor Way, Suite 2
Salinas, CA 93907

Phone number **(831) 757-3268**

Services provided Medical supplies including:

- Incontinence supplies
- Specialty items
- Medical equipment

Eligibility
Private pay

RECOMENDACION PARA EQUIPO MÉDICO Y LOS SUPLEMENTOS DE INCONTINENCIA

Nombre de la agencia **Valley Patient Care**

Localización 401 Victor Way, Suite 2
Salinas, CA 93907

Número de teléfono **(831) 757-3268**

Servicios proporcionados Suplementos médicos incluyendo:

- Suplemento de incontinencia
- Artículos especializados
- Equipo médico

Elegibilidad Pago privado

IV PHARMACY/ NUTRITION

Agency name

Access I.V.

Location

455 Reservation Rd, Suite A
Marina, CA 93933

Phone number

(831) 384-8080

Services provided

Medication and/or nutrition infusion services at the clients own home including:

- Nutrition therapy via tube feeding
- Liquid nutrition such as, Boost or Ensure
- Nutrition education
- Cancer management therapy
- Pain management
- Antibiotics
- Tailored services in collaboration with home health agencies to best serve the clients' needs
- Other therapies:
 - Human Growth Factor
 - Central Line Supplies

Eligibility

Qualifying diagnosis by MD

Access

- Client can get nutritional supplements covered by Medi-Cal with paperwork completed by Access IV.

Notes

REFERRAL FOR IV PHARMACY/ NUTRITION

Agency name

Access I.V.

Address

455 Reservation Rd, Suite A
Marina, CA 93933

Phone number

(831) 384-8080

Services provided

Medication and/or nutrition infusion services at the clients own home including:

- Nutrition therapy via tube feeding
- Liquid nutrition such as, Boost or Ensure
- Nutrition education
- Cancer management therapy
- Pain management
- Antibiotics
- Tailored services in collaboration with home health agencies to best serve the clients' needs
- Other therapies:
 - Human Growth Factor
 - Central Line Supplies

RECOMENDACION PARA NUTRICIÓN Y FARMACIA INTRAVENOSA

Nombre de la agencia

Access I.V.

Dirección

455 Reservation Rd, Suite A
Marina, CA 93933

Número de teléfono

(831) 384-8080

Servicios proporcionados

Medicinas y/o servicios de infusión de la nutrición en las casas de los clientes incluyendo:

- Terapia de nutrición vía la alimentación del tubo
- La nutrición líquida por ejemplo, Boost y Ensure
- Educación de nutrición
- Terapia de manejo del cáncer
- Control del dolor
- Antibióticos
- Servicios adaptados en colaboración con las agencias caseras de la salud para servir lo mejor posible a los clientes y sus necesidades
- Otras terapias:
 - Factor humano del crecimiento
 - Línea central fuentes

LEGAL SERVICES

Agency name **Legal Services for Seniors**

Location 915 Hilby Avenue, Suite 2 21 W. Laurel Avenue, Suite 83
Seaside, CA 93955 Salinas, CA 93906

Phone number **(831) 899-0492** **(831) 442-7700**

Services provided

Advice on the following:

- Social Security and private pension problems
- Health care, Medi-Care, Medi-Cal and private insurance problems
- Elder abuse (financial and physical)
- Housing rights and landlord/tenant disputes
- Advanced Health Care Directives and long-term care problems
- Simple wills
- Consumer and debt collection problems
- Grandparent/ relative and non-relative guardianships

Eligibility Over 60 years old

Communities served Monterey County

Access

- Depending on current workload, preference is given to those in greatest social and economic need
- No cost, but donations accepted

Notes

REFERRAL FOR LEGAL SERVICES

Agency name **Legal Services for Seniors**

Address 915 Hilby Avenue, Suite 2 21 W. Laurel Avenue, Suite 83
Seaside, CA 93955 Salinas, CA 93906

Phone number **(831) 899-0492** **(831) 442-7700**

Services provided

Advice on the following:

- Social Security and private pension problems
- Health care, Medi-Care, Medi-Cal and private insurance problems
- Elder abuse (financial and physical)
- Housing rights and landlord/tenant disputes
- Advanced Health Care Directives and long-term care problems
- Simple wills
- Consumer and debt collection problems
- Grandparent/ relative and non-relative guardianships

Eligibility

Over 60 years old

RECOMENDACION PARA SERVICIOS JURÍDICOS

Nombre de la agencia **Legal Services for Seniors**

Dirección 915 Hilby Avenue, Suite 2 21 W. Laurel Avenue, Suite 83
Seaside, CA 93955 Salinas, CA 93906

Número de teléfono **(831) 899-0492** **(831) 442-7700**

Servicios proporcionados

Consejo en lo siguiente:

- Seguro Social y problemas pensión privada
- Cuidado médico, problemas de Medi-Care, Medi-Cal, y aseguransas privadas.
- Abuso de ancianos (financiero y fisico)
- Derecho a vivienda y a disputas con el propietario/del arrendatario
- Directorios avanzados de cuidado médico y problemas de cuidado a largo plazo
- Testamentos simples
- Problemas de deudas y consumidores
- Tutela por familiares y no familiares

Elegibilidad Mayor de 60 años

PHYSICIANS

Agency name **Central Coast Alliance for Health (CAAH)**

Location 1000 S. Main St., Suite 313
Salinas, CA 93901

Phone number **(831) 755-8220**

Services Provided Health maintenance organization (HMO) for Medi-cal recipients in Monterey and Santa Cruz Counties

- Preventive care
- Referrals for specialty care
- Assistance with Medicare Part D prescription plans

Eligibility Based on Medi-Cal requirements
Programs available:

- Medi-Cal
- Alliance Care IHSS
Medi-Cal coverage based on participation in IHSS program

Access Call CCAH Member Services at 755-8220

Notes

REFERRAL FOR A MEDICAL DOCTOR

Agency name **Central Coast Alliance for Health (CAAH)**

Address 1000 S. Main St., Suite 313
Salinas, CA 93901

Phone number **(831) 755-8220**

Services Provided

- Medical care by a doctor
- Referral to a specialty doctors
- Assistance with Medicare Part D Prescription Drug Plans

Eligibility

CAAH is the Health Maintenance Organization (HMO) for Medi-Cal recipients and offers two programs:

- Medi-Cal
- Alliance Care In Home Supportive Services

RECOMENDACION PARA UN DOCTOR MÉDICO

Nombre de la agencia **Central Coast Alliance for Health (CCAH)**

Dirección 1000 S. Main St., Suite 313
Salinas, CA 93901

Número de teléfono **(831) 755-8220**

Los servicios proporcionados

- Asistencia médica de un doctor
- Recomendación a los doctores de una especialidad
- Ayuda con Medi-Care parte D planes de prescripción de medicinas

Elegibilidad

CCAH es la organización del mantenimiento de la salud por sus siglas en ingles (HMO) para personas con Medi-Cal hay dos programas:

- Medi-Cal
- Alliance Care In Home Supportive Services

MEDICAL ALERT SYSTEM

Agency name **Lifeline Healthcare Services**

Salinas location Salinas Valley Memorial Hospital
450 East Romie Lane
Salinas, CA 93901
Attn: Volunteer Services and
Service League Emergency Response Services

Phone number **755-0788**

Monterey location Community Hospital of the Monterey Peninsula
23625 Holman Highway
PO Box HH
Monterey, CA 93942

Phone number **625-4516**

Services Provided

- Emergency assistance call button
- Help available 24 hours a day, 7 days a week to answer emergency calls

Eligibility/ Cost

Monthly fee

Access

MSSP/ Linkages can purchase the monthly subscription to the Lifeline program. In Salinas, client is responsible for paying the installment fee. MSSP/Linkages also have vouchers available.

Notes

REFERRAL FOR MEDICAL ALERT SYSTEM

Agency name

Lifeline Healthcare Services

Location

Salinas Valley Memorial Hospital
450 East Romie Lane
Salinas, CA 93901
Attn: Volunteer Services and
Service League Emergency Response Services

Phone number

755-0788

Location

Community Hospital of the Monterey Peninsula
23625 Holman Highway
PO Box HH
Monterey, CA 93942

Phone number

625-4516

Services Provided

- Emergency assistance call button
- Help available 24 hours a day, 7 days a week to answer emergency calls

Eligibility/ Cost

Monthly fee

RECOMENDACION PARA EL SISTEMA DE ALERTA MÉDICO

Nombre de la agencia	Lifeline Healthcare Services
Localización	Salinas Valley Memorial Hospital 450 East Romie Lane Salinas, CA 93901 Attn: Volunteer Services and Service League Emergency Response Services
Número de teléfono	755-0788
Localización	Community Hospital of the Monterey Peninsula 23625 Holman Highway PO Box HH Monterey, CA 93942
Número de teléfono	625-4516

Los servicios proporcionados

- Botón de emergencia para llamada de ayuda
- Ayuda disponible 24 horas al día, 7 días a la semana para contestar a llamadas de emergencia

Coste de la elegibilidad

Pago mensual

MEDICAL EQUIPMENT

Agency name

AdvantaCare

Location

331 Main St.
Salinas, CA 93901

798 Cass St.
Monterey, CA 93940

Phone number

(831) 422-4663

(831) 646-0303

Services Provided

Medical equipment including:

- Grab bars
- Bath Seats
- Walkers
- Canes
- Wheelchairs
- Hospital beds

Eligibility

See access

Access

- Client can obtain equipment covered by Medi-Cal if the client has a prescription from the MD.
- Medi-Cal will only cover the very basic versions of grab bars, bath seats or benches, canes, aluminum walkers, wheelchairs.
- MSSP/Linkages can purchase certain items NOT covered by Medi-Cal.

Notes

REFERRAL FOR MEDICAL EQUIPMENT

Agency name	AdvantaCare	
Address	331 Main St. Salinas, CA 93901	798 Cass St. Monterey, CA 93940
Phone number	(831) 422-4663	(831) 646-0303
Services Provided	Medical equipment available with prescription from MD including: <ul style="list-style-type: none">• Grab bars• Bath Seats• Walkers• Canes• Wheelchairs• Hospital beds	
Communities served	All	

RECOMENDACION PARA EL EQUIPO MÉDICO

Nombre de la agencia	AdvantaCare	
Dirección	331 Main St Salinas, CA 93901	798 Cass St Monterey, CA 93940
Número de teléfono	(831) 422-4663	(831) 646-0303

Los servicios proporcionados

Equipo médico disponible con prescripción médica incluyendo:

- Barras del gancho agarrador
- Asientos del baño
- Walkers
- Bastones
- Sillones de ruedas
- Camas de hospital

Comunidades servidas	Todas
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TELEPHONE DEVICES

Agency name **CTAP - California Telephone Access Program**

Address CTAP Call Center
P.O. Box 30310
Stockton, CA 95213

Phone number **1(800) 806-1191**

Services provided Telephone equipment and related services for individuals certified as having functional limitations of hearing, vision, mobility, speech and/or interpretation of information.

Eligibility

- California resident
- Hearing impaired
- Speech disabled
- Vision impaired
- Restricted mobility
- Certified by a medical doctor, a licensed audiologist, a qualified state agency, or a hearing aid dispenser.

Access

- This is a free service.
- Telephones and related equipment for those who have visual and hearing problems available
- CTAP certification form is available at DSES Aging and Adult Services

Additional information

Local assistance available through the Deaf and Hard of Hearing Service Center located at 339 Pajaro Street, Suite B. (755-6540). Equipment samples available and CTAP information and application assistance available.

Notes

REFERRAL FOR TELEPHONE DEVICES

Agency name **CTAP - California Telephone Access Program**

Address CTAP Call Center
P.O. Box 30310
Stockton, CA 95213

Phone number **1(800) 806-1191**

Services provided Telephone equipment and related services for individuals certified as having functional limitations of hearing, vision, mobility, speech and/or interpretation of information.

Eligibility

- California resident
- Hearing impaired
- Speech disabled
- Vision impaired
- Restricted mobility
- Certified by a medical doctor, a licensed audiologist, a qualified state agency, or a hearing aid dispenser.

Additional information

Local assistance available through the Deaf and Hard of Hearing Service Center located at 339 Pajaro Street, Suite B. (755-6540). Equipment samples available and CTAP information and application assistance available.

RECOMENDACION PARA DISPOSITIVOS TELÉFONICOS

Nombre de la agencia **CTAP - California Telephone Access Program**

Dirección CTAP Call Center
P.O. Box 30310
Stockton, CA 95213

Número de teléfono **1(800) 806-1191**

Los servicios proporcionados

Equipo telefónico y servicios relacionados para individuos certificados de tener limitaciones funcionales de la audición, de la visión, de la movilidad, del discurso y/o de la interpretación de la información.

Elegibilidad

- Residente de California
- Audiencia deteriorada
- El discurso inhabilitado
- Visión deteriorada
- Movilidad restringida
- Certificado por un doctor médico, un audiólogo licenciado, una agencia calificada del estado, o un dispensador para problemas del oído.

Información adicional

Ayuda local disponible a través de the Deaf and Hard of Hearing Service Center situado en la 339 Pajaro Street, Suite B (755-6540). El equipo de muestra disponible y información acerca de CTAP y asistencia para aplicaciones también disponible.

TRANSPORTATION

Agency name **Monterey Salinas Transit - RIDES**

Location MST RIDES ADA
One Ryan Ranch Road
Monterey, CA 93940

Phone number **(831) 899-2555** (to request application)
Trip planning **1-888-678-2871**

Services Provided Curbside-to-curbside transportation service to eligible passengers as a ride-share program.
- Reservation requests may be made up until 5:00PM the day before or up to 14 days in advance of the day of service. There are no restrictions on the purpose of the trip.
- Based on vehicle availability, MST RIDES may need to schedule passenger trips within one hour of the requested pick-up time.

Eligibility Unable to ride regular bus due to disability

Communities served

Monterey: Monterey Peninsula, Carmel Valley, Marina and Castroville

Salinas: Marina, Castroville, Prunedale, Salinas, and Chualar

South County : Chualar, Gonzales, Soledad, Greenfield, and King City

North County : Watsonville, Moss Landing, Castroville, Marina, and Prunedale

Access Must be linked to Medi-Cal to receive assistance.
Client needs to call Client Services at Central Coast Alliance for Health at **755-8220** to inquire about enrollment. If client is using the service for “social” errands, there is a \$2.50 charge each way.
There is an application process.

Notes

REFERRAL FOR TRANSPORTATION SERVICES FOR THE DISABLED

Agency name **Monterey Salinas Transit - RIDES**

Location MST RIDES ADA
One Ryan Ranch Road
Monterey, CA 93940

Phone number **(831) 899-2555** (to request application)

Trip planning **1-888-678-2871**

Services Provided

- Curbside-to-curbside transportation service to eligible passengers as a ride-share program.

Note:

- Reservation requests may be made up until 5:00PM the day before or up to 14 days in advance of the day of service. There are no restrictions on the purpose of the trip.
- Based on vehicle availability, MST RIDES may need to schedule passenger trips within one hour of the requested pick-up time.

Eligibility Unable to ride regular bus due to disability

Communities served

Monterey: Monterey Peninsula, Carmel Valley, Marina and Castroville

Salinas: Marina, Castroville, Prunedale, Salinas, and Chualar

South County : Chualar, Gonzales, Soledad, Greenfield, and King City

North County : Watsonville, Moss Landing, Castroville, Marina, and Prunedale

**RECOMENDACION A LOS SERVICIOS DEL TRANSPORTE PARA LOS
LISIADOS**

Nombre de la agencia **Monterey Salinas Transit - RIDES**

Localización MST RIDES ADA
One Ryan Ranch Road
Monterey, CA 93940

Número de teléfono **(831) 899-2555** (para solicitar el uso)

Planeamiento del viaje **1-888-678-2871**

Servicios proporcionados

- Servicio de acera para acera del transporte a los pasajeros elegibles como programa de la montarparte.

Nota:

- Las peticiones de la reservación se pueden componer hasta 5:00 P.M. el día antes o hasta 14 días antes del día del servicio. No hay restricciones en el propósito del viaje.
- De acuerdo con disponibilidad del vehículo, los RIDES de MST pueden necesitar programar viajes del pasajero en el plazo de una hora del tiempo pedido de la recogida.

Elegibilidad Incapaz montar el autobús regular debido a la inhabilidad

Las comunidades sirvidas

Monterey: Monterey Península, Carmel Valley, Marina y Castroville

Salinas: Marina, Castroville, Prunedale, Salinas, y Chualar

**Del sur
Condado :** Chualar, Gonzales, Soledad, Greenfield, y King City

**Del norte
Condado :** Watsonville, Moss Landing, Castroville, Marina, y Prunedale