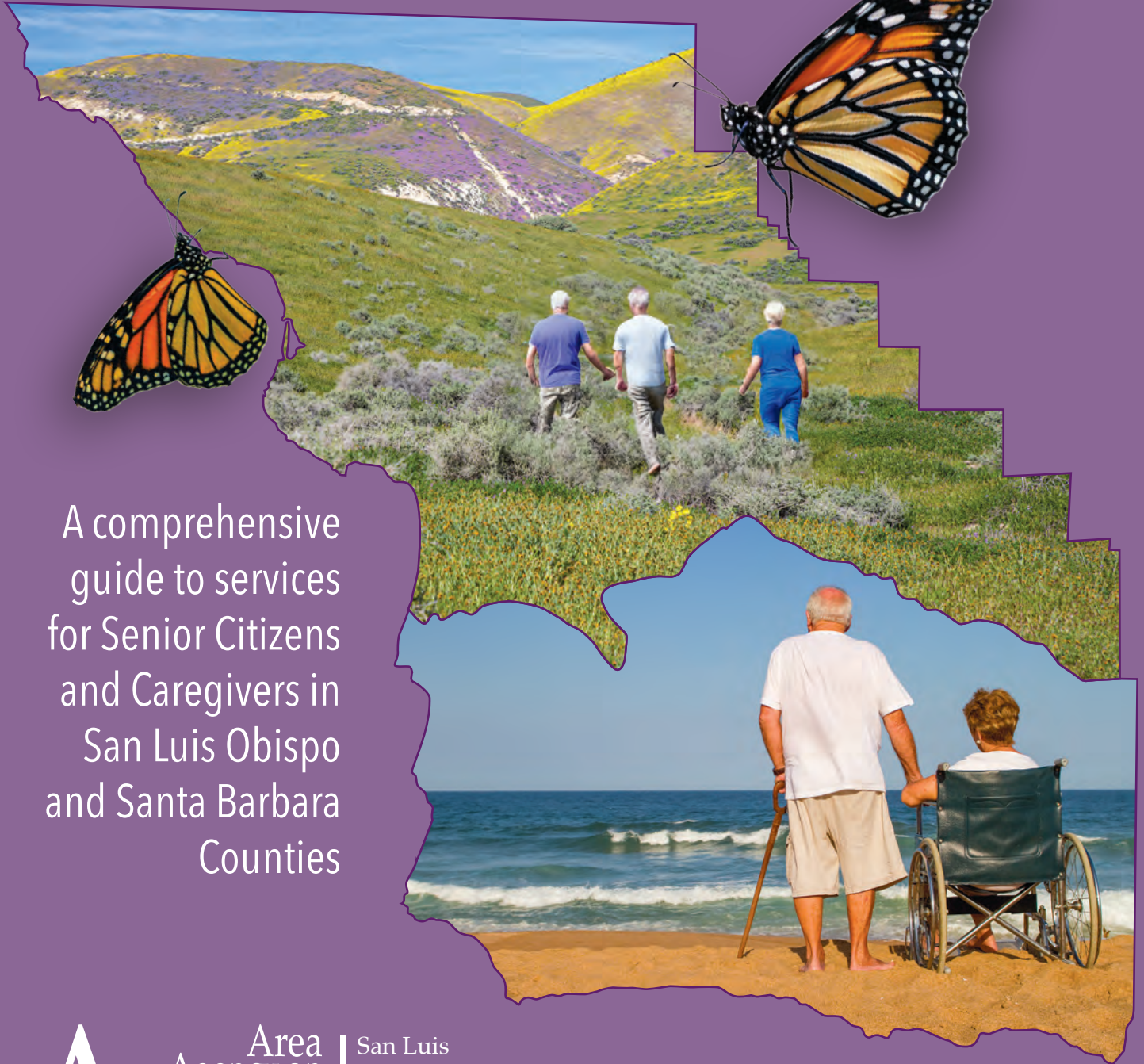


**CENTRAL COAST**

# Senior Resource GUIDE



A comprehensive  
guide to services  
for Senior Citizens  
and Caregivers in  
San Luis Obispo  
and Santa Barbara  
Counties

Area  
Agency on  
**Aging**

San Luis  
Obispo and  
Santa Barbara  
Counties

*Available Online*  
[www.CentralCoastSeniors.org](http://www.CentralCoastSeniors.org)

**FIRST EDITION**

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# ACKNOWLEDGMENTS

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*The* Central Coast Commission for Senior Citizens-Area Agency on Aging (AAA), the sponsor of the Central Coast Senior Resource Guide, is a non-profit organization responsible for allocating federal dollars to local agencies to ensure that supportive, nutrition and health promotion services to older adults and family caregivers in San Luis Obispo and Santa Barbara Counties are available.

The AAA is committed to the development of a comprehensive and coordinated continuum of care that will:

1. Secure and maintain maximum independence and dignity in a home environment for older persons capable of self care with appropriate supportive services
2. Remove individual and social barriers to economic and personal independence for older persons
3. Develop a continuum of care for the vulnerable elderly.

The AAA also sponsors projects to address needs identified in the community. The Central Coast Senior Resource Guide is one such project.

We would like to thank the organizations and businesses for their generous financial contributions. This Directory would not be possible without their sponsorship.

In addition to the community's financial generosity many individuals prepared the text of the Guide. This task can be quite laborious and I would like to extend a special thanks to the following people for taking the time to help make the information as accurate as possible:

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The Central Coast Senior Resource Guide is a community project with many people sharing their expertise and resources to help professionals, family members and older adults acquaint themselves with the resources available within our community. Your generosity is greatly appreciated.

Gary Suter  
Executive Director, Area Agency on Aging  
September 10, 2023



# HOW TO USE THIS GUIDE

**T**he first step in finding help for yourself or a loved one is simply figuring out where and how to start.

Opening the Senior Resource Guide is a great choice! The guide is comprehensive and will provide valuable information on a range of services available in San Luis Obispo and Santa Barbara Counties.

When a problem exists and you cannot easily resolve the problem alone, it helps to talk with someone who is experienced in identifying specific problem(s). No single source provides the complete scope of services. You may need to secure different services from different agencies. Get as much information as possible. You need time and energy to research what services may meet your needs. The most difficult time to try to assess a need and investigate community resources is during a crisis. The Guide is an opportunity to familiarize yourself with the community resources that may help.

## Important Things to Consider:

1. **Determining your need.**  
The Guide can help you consider a variety of options to meet your needs. If you call an agency you think may be able to help and they cannot, ask them for suggestions.
2. **Eligibility Requirements.** Each agency has different eligibility requirements. The most common are age and income. If you are assisting someone, it is important to find out from the agency exactly what income and asset information is required and what kind of documentation must be provided.
3. **Waiting Lists.** If there is a waiting list, get on it.
4. **Finally, cost will determine if you can afford the service.**  
Some agencies have a set cost, no matter what your income; others determine cost based on income and use a 'sliding scale' fee; some services are free, and others ask only for a donation.

Residents in San Luis Obispo and Santa Barbara Counties have a variety of community services available. It is not always easy to determine what services you or a loved one may need. Equally difficult may be the task of locating the appropriate agency. For a more personal approach, contact the Senior Connection Information and Referral Program at (805) 928-2552 for help finding the information you need and connect you to the services that best fit your situation.

## In Conclusion

Every effort has been made to verify the accuracy of the information included within these pages. However, services and information change due to many factors. Should you become aware of a discrepancy, please let us know.

***Inclusion of a listing or display ad does not imply an endorsement.***

Your suggestions for improving the Guide, or any information revealing new and/or not listed information as well as your opinions, are welcome. Your comments would be greatly appreciated. Send your comments to:

Senior Information Guide  
Area Agency on Aging  
528 South Broadway  
Santa Maria, CA 93454

# WARNING SIGN CHECKLIST

The following checklist can help determine whether or not a person is safe at home. These warning signs should alert you that an individual may not be capable of meeting all of his or her needs. Check each area that applies to your loved one. None of these warning signs should be ignored.



## EATING

Individual is not eating, or not eating right. See Food & Nutrition section.



## BATHING/HYGIENE

Individual is not bathing and is uninterested in personal hygiene. Individual has lost interest in appearance or does not dress all day.

See Home & Nursing Care section.



## DRESSING/GROOMING

Individual shows a loss of interest in life, daily activities and may neglect their own needs. See Mental Health/Counseling section.



## MEDICATIONS

Individual takes medicine at the wrong time or takes the wrong dosage.

See Alcohol/Drug/Medication section.



## HOUSEKEEPING

Individual is not able to keep or clean house as before.

See Home & Nursing Care section.



## MOBILITY

Individual cannot ambulate without some assistance, or has frequent falls.

See Transportation section.



## SECURITY/SAFETY

Individual is alone, vulnerable, and may require daily visits.

See Home & Nursing Care section.



## INDEPENDENCE

Individual is increasingly dependent on others for assistance with transportation, shopping, financial affairs, laundry, etc.



## SOCIALIZATION

Individual is not in contact with others, or lacks group interaction.

See Recreation and Support Group and Education Groups sections.

All of the above needs must be met to insure the success of the individual in any living environment. Please consider assessing how to change the situation so the person is safe and secure.

*Original Source: Garden Court*

## 24-Hour Crisis Intervention

DIAL 9-1-1 (V/TDD) for immediate emergency response by Police, Fire, Highway Patrol, Paramedics, and Sheriff.

## San Luis Obispo County

### SLO Hotline 24/7

(800) 783-0607  
(805) 549-4499  
Info@t-mha.org  
www.t-mha.org

Suicide Prevention and mental health crisis line staffed 24/7 via Transitions Mental Health. Confidential telephone services for anyone in suicidal crisis or emotional distress. Also answers non-emergency calls in need of emotional or mental health information or referrals. Sponsored by Transitions-Mental Health Association.

## Santa Barbara County

### CARES CRISIS TEAM of Santa Barbara

Behavioral Wellness  
(888) 868-1649

For individual in crisis with mental health or behavior issues who may be gravely disabled and cannot provide food, clothing or shelter for themselves, or, who may be a danger to themselves or others, call 9-1-1 and tell them you need the Santa Barbara County Behavioral Wellness CARES Crisis Team. The CARES CRISIS Team will provide an authorized person to do an evaluation.

### 9-8-8

988 offers 24-hour access to trained crisis counselors who can help people experiencing mental health-related distress. Call or text 988 or chat 988lifeline.org.

## Hospital Emergency Rooms

### San Luis Obispo County

Arroyo Grande Community Hospital  
345 S. Halcyon Rd.  
Arroyo Grande, CA 93420

(805) 473-7626 or call (805) 489-4261 and ask for ER  
www.arroyograndehospital.org

### French Hospital Medical Center

1911 Johnson Ave.  
San Luis Obispo  
(805) 542-6621 or call (805) 543-5353 and ask for ER  
www.frenchmedicalcenter.org

### Sierra Vista Regional Medical Center

1010 Murray Ave.  
San Luis Obispo  
(805) 546-7650 or call (805) 546-7600 and ask for ER  
www.sierravistaregional.com

Offers online service to choose the next available time to see a health care professional.

### Twin Cities Community Hospital

1100 Las Tablas Rd.  
Templeton  
(805) 434-4550 or call (805) 434-3500 and ask for ER  
www.twincitieshospital.com

Offers online service to choose the next available time to see a health care professional.

## Santa Barbara County

### Dignity Health/Marian Regional Medical Center

1400 E. Church St.  
Santa Maria, CA 93454  
(805) 739-3000  
www.marianmedicalcenter.org

### Goleta Valley Cottage Hospital

351 S. Patterson Ave.  
Santa Barbara, CA 93111  
(805) 967-3411  
www.cottagehealth.org

### Lompoc Valley Medical Center

1515 E. Ocean Ave.  
Lompoc, CA 93436  
(805) 737-3300  
www.lompocvmc.org

### Santa Barbara Cottage Hospital

400 W. Pueblo St.  
Santa Barbara, CA 93102  
(805) -682-7111  
www.cottagehealth.org

### Santa Ynez Valley Cottage Hospital

2050 Viborg Road  
Solvang, CA 93463  
(805) 688-6431  
www.cottagehealth.org

## Victims of Violence

If you are a victim or witness a situation where others are being seriously threatened or abused, you should immediately call 9-1-1 and report the incident to local law enforcement.

### San Luis Obispo County Adult Protective Services (APS)

County of San Luis Obispo Department of Social Services  
(805) 781-1790 or  
(800) 834-3002  
(800) 838-1381 (after hours)  
www.slocounty.ca.gov/dss/adult/htm

### Santa Barbara - Santa Maria - Lompoc Adult Protective Services (APS)

(844) 751-6729  
www.countyofsb.org/social\_services

To report suspected elder or dependent adult abuse, staff is available from 8:00am to 5:00pm. After 5:00pm and weekends, a recording will offer instructions.

APS investigates reports of suspected dependent adult abuse (18-59) and elder abuse (60+), including self-neglect, occurring in the community.

### Long Term Care Ombudsman

24 Hr State Ombudsman Crisis Line:  
(800) 231-4024

#### San Luis Obispo County

3232 S. Higuera St., #101B  
San Luis Obispo, CA 93401  
(805) 785-0132  
Info@Ombudsmanslo.org  
www.ombudsmanslo.org

#### Santa Barbara County

123 W. Gutierrez  
Santa Barbara, CA 93101  
120 E. Jones St.  
Santa Maria, CA 93454  
(805) 922-1236  
(805) 965-1001 Ext. 244  
ltoc@fsacares.org

Long Term Care Ombudsman investigates elder and dependent adult abuse allegations in licensed and long-term care facilities. They coordinate with law enforcement.



# EMERGENCY SERVICES

## **Lumina Alliance**

51 Zaca Lane, Ste. 140  
San Luis Obispo, CA 93401  
(805) 226-5400  
1030 Vine St (POB 630)  
Paso Robles, CA 93446  
(855) 886-7473 Toll Free Crisis Line  
[www.riseslo.org](http://www.riseslo.org)

A 24-hour toll-free Crisis Line staffed by CA State Certified Domestic Violence & Sexual Assault Counselors. Counselors provide crisis intervention, support and referrals to other community resources and agencies. All calls are confidential. The crisis line is available to all survivors of sexual assault and intimate partner violence, as well as their friends and loved ones.

## **North County Rape Crisis & Child Protection Center**

### *Lompoc*

511 E. Ocean Ave  
Lompoc, CA 93436  
(805) 736-7273 24-hour Hotline  
(805) 736-8535 Office

### *Santa Maria*

301 Miller St. 3206  
Santa Maria, CA 93454  
(805) 928-3554 24-hour Hotline:  
(805) 922-2994 Office

Provides case management, information and referral services to victims of sexual assault, child abuse and their families.

## **Santa Barbara Rape Crisis - Standing Together to End Sexual Assault (STESA)**

433 E Canon Perdido  
Santa Barbara, CA 93101  
(805) 564-3696 24-hour Hotline  
(805) 963-6832  
[www.sbstesa.org](http://www.sbstesa.org)

Offers a 24-hour confidential hotline staffed by trained volunteers to help victims of sexual assault and harassment. Medical and legal information are available, as is non-crisis counseling, and instruction in self-defense.

## **Domestic Violence Solutions - Santa Barbara County** County-wide Office

(805) 963-4458 (non-emergency calls)

Santa Barbara (South County)  
(805) 964-5245 24-hour Hotline  
Santa Maria (North County)  
(805) 925-2160 24-hour Hotline  
[www.dvsolutions.org](http://www.dvsolutions.org)

Offers temporary shelter to battered women and their children, victims of sexual assault and other trauma.

## **San Luis Obispo County District Attorney's Office - Elder/Dependent Adult Abuse Unit**

Victim Witness Assistance Program  
1035 Palm Street  
San Luis Obispo, CA 93408  
(805) 781-5821

## **Santa Barbara County District Attorney's Office**

Victim Services  
1112 Santa Barbara St.  
Santa Barbara, CA 93101  
(805) 568-2400  
(855) 840-3232

### *Santa Maria*

312 East Cook Street #D  
Santa Maria, CA 93454  
(805) 346-7529  
(855) 840-3233

### *Lompoc*

115 Civic Ctr. Plaza  
Lompoc, CA 93436  
(805) 737-7910  
[www.countyofsb.org/da](http://www.countyofsb.org/da)

From 8:00am to 5:00pm Monday - Friday, provides services to victims of violent and property crimes. Services include crisis intervention, referrals, information about the criminal justice system and support through the court process. Intervention on the victim's behalf with employers and creditors for problems created by a crime.

Assistance in applying for reimbursement for medical and counseling expenses, lost wages or loss of support, and funeral expenses for victims of violent crime. Aids in returning lost property and counsels clients. Advocates are available for sexual and family violence counseling.

## **Urgent Care Centers**

### **San Luis Obispo County Atascadero**

**Carbon Health Urgent Care**  
7330 El Camino Real  
Atascadero, CA 93422  
(805) 703-2501

**Urgent Care of Atascadero**  
9700 El Camino Real # 100  
Atascadero, CA 93422  
(805) 466-1330

### **Arroyo Grande**

**Community Health Center Immediate Care**  
1205 E Grand Ave,  
Arroyo Grande, CA 93420  
(805) 994-2300

### **Morro Bay**

783 Quintana Rd,  
Morro Bay, CA 93442  
(805) 771-0108

### **Paso Robles**

**Carbon Health Urgent Care**  
Formerly MedPost Urgent Care  
500 First Street  
Paso Robles, CA 93446  
(805) 226-4222  
[www.medpost.com](http://www.medpost.com)

### **Pismo Beach**

**Dignity Health Urgent Care**  
877 N Oak Park Blvd,  
Pismo Beach, CA 93449  
(805) 474-8450

**Urgent Care of Pismo Beach**  
2 James Way #214,  
Pismo Beach, CA 93449  
(805) 295-6594

### **San Luis Obispo**

**Cottage Health Urgent Care**  
3970 Broad Street, Suite 2  
San Luis Obispo, CA 93401  
(805) 762-4996  
3970 Broad St #2,  
San Luis Obispo, CA 93401  
(805) 762-4996  
777 E. Foothill  
San Luis Obispo, CA 93405  
(805) 762-4348

### **Med-Stop**

283 Madonna Rd., Ste. B  
San Luis Obispo, CA 93405  
(805) 549-8880

## **Family & Industrial Medical Center**

47 Santa Rosa St.  
San Luis Obispo, CA 93405  
(805) 542-9596

## **Santa Barbara County**

### **Cottage Urgent Care Centers**

1298 Coast Village Road  
Santa Barbara, CA 93108  
(805) 569-7847

3885 State Street, Ste. A  
Santa Barbara, CA 93105  
(805) 569-7351

328 McMurray Road, Ste. 102  
Buellton, CA 93427  
(805) 693-4017

5652 Calle Real  
Goleta, CA 93117  
(805) 879-4239

7070 Hollister Ave. #103  
Goleta, CA 93117  
(805) 324-9270

1606 E. Clark Ave. Bldg. C Ste. 102  
Orcutt, CA 93455  
(805) 354-5562

1846 N. Broadway, Ste. A  
Santa Maria, CA 93454  
(805) 361-4279

3596 Skyway Drive, Ste. A  
Santa Maria, CA 93455  
(805) 354-5563

### **Central Coat Med Plus**

2271 S. Depot St.  
Santa Maria, CA 93455  
(805) 614-9000

### **Medcenter, Inc**

2954 State St.  
Santa Barbara, CA 93105  
(805) 682-7411

319 N. Milpas St.  
Santa Barbara, CA 93103  
(805) 965-3011

### **Sansum Clinic Urgent Care**

215 Pesetas Lane  
Santa Barbara, CA 93110  
(805) 563-6110  
urgentcare@sansumclinic.org

Physicians provide minor emergency treatment without an appointment. Lab and X-ray on site. Weekend & extended hours. Medicare accepted.

## **Zugan Health Urgent Care**

1100 Chapala St.  
Santa Barbara, CA 93101  
(805) 395-4946

## **Emergency Assistance**

### **Material Assistance**

Sometimes we're unable to stretch our dollars as far as they need to go. Food, clothing, and shelter can be jeopardized because circumstances become difficult. The agencies below offer assistance to help people meet their immediate needs. Each agency operates different programs - call for specific information. During winter months, shelters open on a temporary basis to assist homeless persons trying to escape inclement weather.

### **40 Prado Homeless Services Center**

43 Prado Rd.  
San Luis Obispo, CA 93401  
(805) 544-4004  
www.capslo.org/40-prado

Open daily. Provides a safe haven for homeless individuals and their families. Also provides a hot meal at noon (Peoples Kitchen), showers, washing machines available and play area for children, housing referrals, local phone access, lockers, VM and message service. Applicants screened daily at the Center from 8:30 am to 4 pm, 7 days a week.

### **5 Cities Homeless Outreach**

POB 558  
Grover Beach, CA 93483  
(805) 574-1638  
www.5CHC.org

### **American Red Cross of the Pacific Coast**

2707 State St.  
Santa Barbara, CA 93105  
(805) 687-1331

Provides disaster relief and offers disaster preparedness and education classes.

### **Catholic Charities**

*San Luis Obispo*  
751 Palm Street  
San Luis Obispo, CA 93401  
(805) 541-9110

*Santa Barbara*  
609 E. Haley St.

Santa Barbara, CA 93103  
(805) 966-9659

### *Lompoc*

325 N Second St.  
Lompoc, CA 93436  
(805) 736-6226

### *Santa Maria*

607 West Main St.  
Santa Maria, CA 93454  
(805) 922-2059

### *Carpinteria*

941 Walnut St.  
Carpinteria, CA 93013  
(805) 684-8621

Food, clothing & utility/rent financial assistance.

### **Cuyama Valley Family Resource Center**

4689 Highway 166, Unit B  
PO Box 5  
New Cuyama, CA 93254  
(661) 766-2369

Provides emergency and basic services, such as food distribution center and community garden.

### **Department of Social Services, County of San Luis Obispo**

*San Luis Obispo*  
3433 S. Higuera St.  
(805) 781-1600

### *Atascadero*

9415 El Camino Real  
(805) 461-6000

### *Paso Robles*

406 Spring St.  
(805) 237-3110

### *Arroyo Grande*

1086 E. Grand Ave.  
(805) 474-2000

### *Nipomo*

681 W. Tefft St., Ste 1  
(805) 931-1800  
www.slocounty.ca.gov/dss

### **Santa Barbara County**

#### *Santa Barbara*

234 Camino del Remedio  
Santa Barbara, CA 93110  
(805) 681-4401

### *Lompoc*

1100 W Laurel Ave.  
Lompoc, CA 93430  
(805) 737-7080

### *Santa Maria*

2125 S Centerpointe Pkwy.

# EMERGENCY SERVICES

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Santa Maria, CA 93455  
(805) 346-7135  
[www.countyofsb.org](http://www.countyofsb.org)  
General relief, food stamps &  
Medi-Cal.

## **Jewish Family Services**

524 Chapala St.  
Santa Barbara, CA 93101  
(805) 957-1115

Food, clothing and financial  
assistance on one time basis.

## **Little House by the Park-North Family Service Agency**

Guadalupe Court  
4202 11th St  
Guadalupe, CA 93434  
(805) 343-1194

## **Little House by the Park-South**

Riverview Townhomes  
230 Calle Cesar E. Chavez  
Guadalupe, CA 93434  
(805) 343-1194

Provides emergency and basic  
services.

## **Lumina Alliance**

(805) 781-6401 Office  
(805) 545-8888 Crisis Line 24 hour  
hotline  
[www.luminaalliance.org](http://www.luminaalliance.org)

Program offers emergency shelter,  
food, clothing and counseling for  
women who are victims of domestic  
violence, sexual assault and other  
trauma, their children (boys to age  
12 only), and transitional housing.

## **People Helping People**

545 N Alisal Rd., STE 102  
Solvang 93463  
(805) 686-0295  
[www.SYVPHP.org](http://www.SYVPHP.org)

Food, clothing, utility assistance,  
education & shelter

## **Salvation Army**

[www.salvationarmy.org](http://www.salvationarmy.org)  
815 Islay St  
San Luis Obispo, CA 93401  
(805) 544-2401  
8420 El Camino Real Unit G  
Atascadero, CA 93422  
(805) 466-7201  
711 Paso Robles St.  
Paso Robles, CA 93446  
(805) 238-9591

1550 W. Branch St.  
Arroyo Grande, CA 93420  
(805) 481-0278

540 Quintana  
Morro Bay, CA 93442  
(805) 772-7062

423 Chapala St.  
Santa Barbara, CA 93101  
(805) 962-6281

4849 Hollister Ave.  
Goleta, CA 93117  
(805) 964-8738

200 W Cook St.  
Santa Maria, CA 93454  
(805) 349-2421

Food, Clothing & shelter

545 N Alisal Rd,  
Solvang 93463  
(805) 686-0295  
[www.SYVPHP.org](http://www.SYVPHP.org)

Food, clothing, utility assistance,  
education & shelter

## **Emergency Housing**

### **40 Prado Homeless Services Center**

43 Prado Rd.  
San Luis Obispo, CA 93401  
(805) 544-4004  
[www.capslo.org/40-prado](http://www.capslo.org/40-prado)

Open daily. Provides a safe haven  
for homeless individuals and their  
families. Also provides a hot meal  
at noon (Peoples Kitchen), showers,  
washing machines available and  
play area for children, housing  
referrals, local phone access,  
lockers, voicemail and message  
service. Applicants screened daily at  
the Center from 8:30 am to 4 pm, 7  
days a week.

### **Bridgehouse Emergency Shelter**

2025 Sweeney Rd. #9639  
Lompoc, CA 93436  
(805) 735-4390

401 W. Morrison, Ste. B  
Santa Maria, CA 93458  
(805) 347-3338 x101

Provides emergency, transitional  
and affordable housing with  
support services.

## **ECHO**

El Camino Homeless Organization  
First Baptist Church  
PO Box 2077  
Atascadero, CA 93423-2077

### **Services**

6370 Atascadero Ave.  
Atascadero, CA 93422  
(805) 462-FOOD (3663) Call between  
4:30 pm-6:30 pm or leave a message  
[Info@echoshelter.net](mailto:Info@echoshelter.net)  
[www.echoshelter.net](http://www.echoshelter.net)

Provides free meals daily from  
4:30-6 pm. Also provides overnight  
shelter and support services  
to the homeless and hungry of  
Northern SLO County. Provides case  
management, clothing vouchers,  
bus passes, laundry vouchers and  
other supportive services.

### **Good Samaritan Shelter**

245 E. Inger Dr. #103-B  
Santa Maria, CA 93454  
(805) 346-8185

Operates two emergency shelters:

### **Marks House Transitional Shelter**

Operated by Good Samaritan Shelter  
203 North N St.  
Lompoc, CA 93436  
(805) 735-9980

An alcohol and drug-free  
transitional shelter for homeless  
families and children.

### **Path Santa Barbara**

816 Cacique St.  
Santa Barbara, CA 93103  
(805) 979-8706  
[pathsantabarbara@epath.org](mailto:pathsantabarbara@epath.org)

An interim housing program serving  
homeless individual men and  
women.

## **Other**

### **California Poison Control System Hotline**

(800) 222-1222 24-hour Hotline:  
[www.calpoison.org](http://www.calpoison.org)

A statewide network of trained  
experts who provide the public  
and health professionals with  
information and advice about  
treating poisoning exposures.  
Interpreting services in more than  
100 languages.



## Friendship Line

(800) 971-0016

Calls are connected to a skilled, trained counselor, anytime 24/7. This crisis intervention and “warm line” offers emotional support to seniors and abled adults.

## National Suicide Prevention Lifeline

988 Hotline and (800) 273-TALK (8255)

Calls are connected to a skilled, trained counselor, anytime 24/7.

## Veterans Crisis Line

988 Hotline press 1  
Text-838255

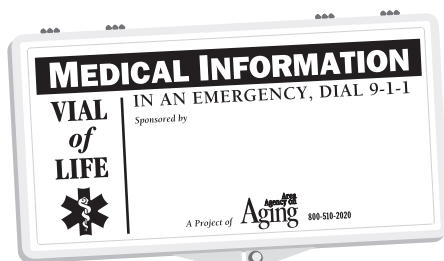
Connect to reach confidential, caring, qualified responders with the Department of Veterans Affairs. Many of them are Veterans themselves 24/7.

## Trans Lifeline

(877) 565-8860  
translifeline.org

Connect trans people to support, resources to survive and thrive.

## Vial of Life



## Be prepared for an Emergency with The Vial of Life Program

Emergencies are never planned. And that's why it's important to be as prepared as possible when one does strike. Emergency medical personnel responding to calls for assistance in the home need crucial and immediate information.

The Vial of Life provides instant, detailed information to emergency medical responders. Vial of Life is available free of charge. The labeled container has a magnet on the back which is placed on the front of the refrigerator.

You can pick up a Vial of Life at the local senior center.

*For more information call the Area Agency on Aging*

**800-510-2020**

# AGING AND DISABILITY RESOURCE CONNECTION (ADRC)

The Aging and Disability Resource Connection (ADRC) initiative is to provide a coordinated system for older adults and people with disabilities seeking reliable information and access to Long-Term Services and Supports (LTSS).

ADRCs are intended to act as a “No Wrong Door” system which enables people of all ages, incomes, and disabilities to connect with anyone. ADRC partner organization for accessing a wide array of Long-Term Services and Support options in the community.

California’s ADRCs are led by a core partnership between Independent Living Centers (ILC) and Area Agencies on Aging (AAA).

The Central Coast Aging and Disability Resource Connection (CCADRC) is the ADRC for San Luis Obispo and Santa Barbara Counties.

The CCADRC helps older adults, people living with disabilities and caregivers access long-term supports in their communities, regardless of age or income.

CCADRC specialists can help find the support and care needed for older adults and people with disabilities to live as independently as possible where you choose.

## Core services of CCADRC include:

- **Enhanced Information, and Assistance (I&A):** Provides access to I&A through multiple points of entry and a warm hand off if necessary.
- **Person-Centered Options Counseling:** Counseling provided by trained staff using person-centered practices that provide consumers guidance and assistance in their deliberations to make informed choices about Long-Term Services and Supports (LTSS).
- **Short-Term Service Coordination:** Personalized service coordination for the purpose of stabilizing a situation for individuals whose health, safety and welfare are at risk. Assistance to prevent unnecessary

admittance to emergency department or institutional placement.

- **Person-Centered Transition Support:** Transition Services support a person with information, decision support and coordination of multiple services in order to successfully move from a health care facility back to a community home. Includes both hospital/acute care to home, as well as nursing facility to home.

The following agencies provide information and assistance and are points of entry to the ADRC system:

## Area Agency on Aging Senior Connection

528 South Broadway  
Santa Maria, CA 93454  
(805) 928-2552  
(800) 510-2020  
seniors@kcbx.net  
www.CentralCoastSeniors.org

Provides comprehensive Information and Assistance (I&A), covering San Luis Obispo and Santa Barbara Counties. Maintains information library for distribution and offers community education to groups and community events. Free service.

## Independent Living Resource Center (ILRC)

1411 Marsh St., #109  
San Luis Obispo, CA 93401  
(805) 462-1162

423 W. Victoria St.  
Santa Barbara, CA 93101  
(805) 963-0595

222 W. Carmen Lane, Ste. 100  
Santa Maria, CA 93458  
(805) 925-0015 (V/TDD)

www.ilrc-trico.org

Provides comprehensive services for consumers to be able to make their own decisions and be as independent as possible.

## California I&A Programs

California Department of Aging  
800-510-2020

A call from anywhere in the state will be directed to the local Area Agency on Aging senior information and assistance program.

## National I&A Programs

### Eldercare Locator

800-677-1116

A collaborative project from the US Administration on Aging, National Association of Area Agencies and the National Association of State Units on Aging, the Elder Care Locator provides I&A on senior services for callers anywhere in the US, Puerto Rico and the US Virgin Islands.

## Aging & Disability Resource Connection



*Do you have*  
***Questions?***

*We have*  
***Answers!***

Let a friendly voice help you  
find the information  
you need.

- Long Term and Home Care Providers
- Housing Information
- Meals for Homebound Persons
- Door-to-Door Transportation
- Home Repair Assistance
- Legal Services and more

*Free and*  
***Confidential***



**Senior**

**Connection**  
LINKING PEOPLE & SERVICES



**www.CentralCoastSeniors.org**  
Serving San Luis Obispo & Santa Barbara County Seniors  
through the Area Agency on Aging

**805-928-2552**  
800-510-2020

**Area Agency on Aging**  
San Luis Obispo and  
Santa Barbara  
Counties



# You Are Not Alone

Learn how to come to grips with Senior Substance Abuse problems...

1<sup>st</sup>

Get information.

2<sup>nd</sup>

Educate yourself – learn about treatment options and the problems that abuse can cause.

3<sup>rd</sup>

Talk with your doctor.

## Information and Assistance

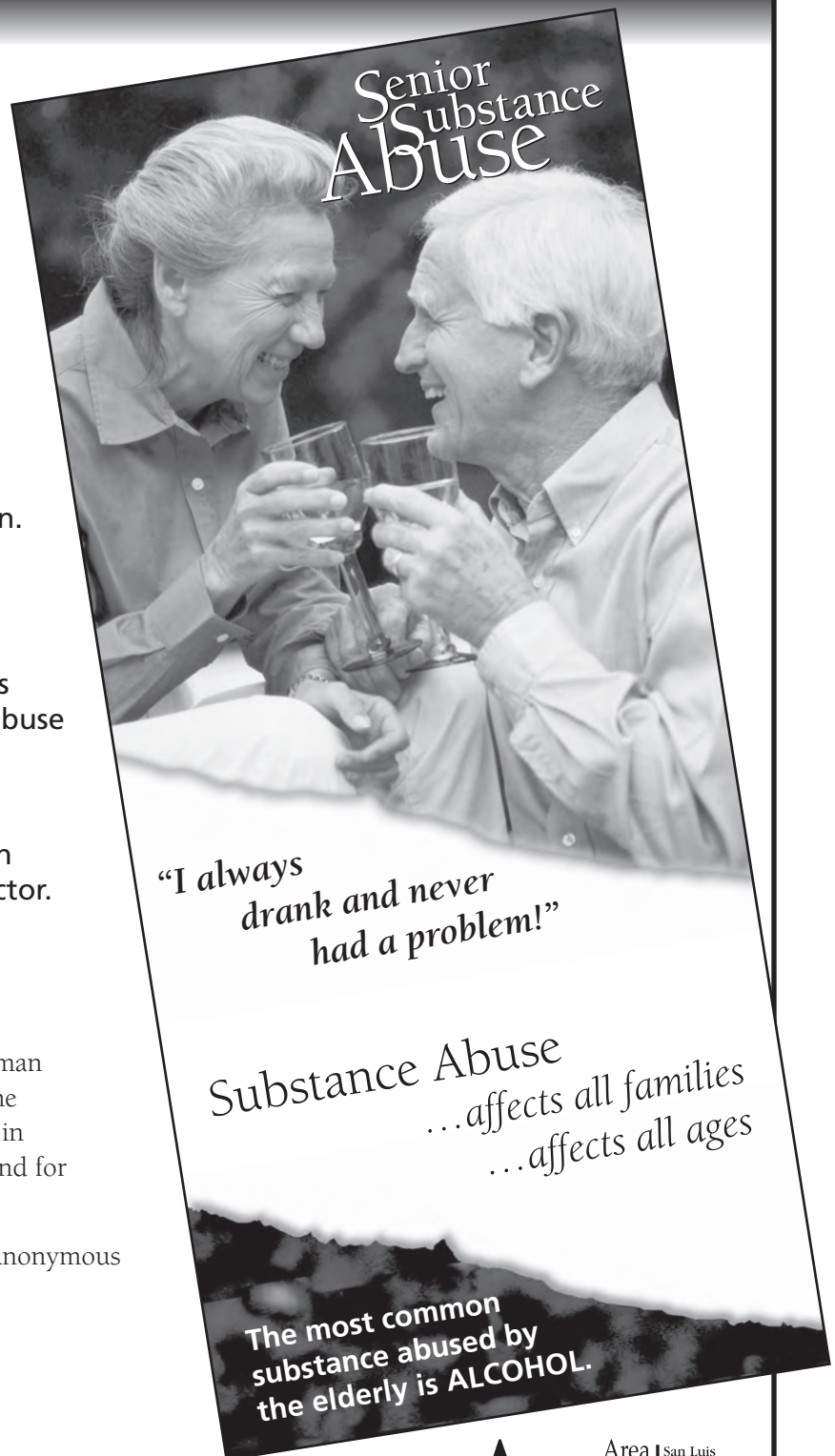
Take the first step – access the health and human services available in Santa Barbara County. The information in the **Resource Guide** can assist in obtaining needed services for older persons and for those acting on behalf of an older person.

For listings of local agencies like Alcoholics Anonymous and Al-Anon Family Groups. Call today.

Available in English and Spanish.

Call today for your free brochure

**805-925-9554**



Area Agency on Aging  
San Luis Obispo and Santa Barbara Counties

**B**ecause older experience many health changes and may also take medication, they need to be aware of the effects of combining medications with other drugs or alcohol. Medication misuse and abuse is one of the leading causes of loss of independence in frail older persons.

There are a variety of services if one is having trouble with alcohol and/or the misuse of prescription drugs. The two general types of services are out-patient and in-patient/residential.

## Out-Patient

Out-patient means that you go to the facility for the program or session(s), and then return home. These services are normally available 9 a.m. to 5 p.m., Monday through Friday. Services can include diagnosis and evaluation; group and/or family counseling, and self-help groups.

### COPE Intensive Outpatient Programs of San Luis Obispo

1035 Peach Street #203  
San Luis Obispo, CA 93401  
(805) 541-9113

Intensive family focused outpatient program offering individual, group and family counseling, education, and relapse prevention. Most insurance accepted, including Medicare. Experienced staff include licensed therapists.

### COPE Intensive Outpatient Programs of Santa Barbara

2403 Castillo Street, Suite 202  
Santa Barbara, CA 93105  
(805) 569-7434

Intensive family focused outpatient program offering individual, group and family counseling, education, and relapse prevention. Most insurance accepted, including Medicare. Experienced staff include licensed therapists.

### Good Samaritan/Recovery Point

245 Inger Dr. #103B  
Santa Maria, CA 93454  
(805) 346-8185

Residential detox, outpatient treatment for adults. Uses drug free social model with acupuncture for adult drug and alcohol clients.

## In-Patient or Residential Treatment

In-patient or residential treatment programs can include up to a week of detoxification and then an average of 30 days of treatment in a residential setting or in a medical facility. Longer term treatment is also available if needed.

Within Santa Barbara County both in-patient and out-patient services are available to seniors. Some programs accept Medicare, Medi-Cal, private insurance, or have a sliding fee schedule. These services are offered through private agencies, hospitals, and county clinic referrals.

## Adult Inpatient Psychiatry Service

### Cottage Hospital Emergency Psychiatric Services

(805) 569-8339

Emergency Psychiatric Services, based at Santa Barbara Cottage Hospital, offer 24-hour emergency mental health, psychiatric, and chemical dependency evaluations. Emergency consultations and crisis intervention. Triaging to the most appropriate level of follow-up care. Access to these services is available at the Emergency Departments of Santa Barbara Cottage Hospital or Goleta Valley Cottage Hospital.

## Adult Chemical Dependency Residential Rehabilitation Service

### Santa Barbara Cottage Hospital

Cottage Residential Center  
316 W. Montecito St.  
Santa Barbara, CA 93105  
(805) 569-7422

Intensive, family-focused four-week drug and alcohol residential rehabilitation service in a therapeutic environment that includes individual, group and family counseling, education, and relapse prevention. Experienced staff includes psychiatrists, internists, and licensed therapists/case managers. Specialized services

for dual diagnosis offered. Day program available.

## Counseling

### County of Santa Barbara Behavioral Wellness - Alcohol and Drug Program

315 Camino del Remedio,  
Building 3  
Santa Barbara, CA 93110  
(805) 681-5220

To obtain services, call the 24-Hour Toll-Free Access Line, 888-868-1649.

### San Luis Obispo County Drug & Alcohol Services

(800) 838-1381

The San Luis Obispo County Drug & Alcohol Services Division offers a variety of services and programs to help people with drug and alcohol problems, including public walk-in clinics, outpatient treatment, and court-mandated programs.

### Santa Barbara Council on Alcoholism and Drug Abuse

(805) 963-1836

Providing 24-hour withdrawal management and care and supervision from Certified Alcohol and Drug Counselors and on-call medical providers, as well as treating co-occurring psychological problems.

## 2-1-1

211 is a free telephone number providing access to local community services. 211 is available in multiple languages, allowing those in need to access information and obtain referrals to physical and mental health resources; housing, utility, food, and employment assistance; and suicide and crisis interventions.

## Bilingual Counseling

### Zona Seca

26 W. Figueroa  
Santa Barbara, CA 93101  
(805) 963-8961

Zona Seca is a nonprofit organization offering alcohol counseling in English and Spanish.

# ALCOHOL & DRUG MANAGEMENT

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## **Alcohol Anonymous Groups**

### **Al-Anon Family Groups**

(888) 4AL-ANON ((888) 425-2666)

[www.al-anon.org](http://www.al-anon.org)

A fellowship of relatives and friends of alcoholics.

### **Alcoholics Anonymous**

(800) 839-1686

### **Alcoholics Anonymous - San Luis Obispo County**

(805) 541-3211

[www.sloaa.org](http://www.sloaa.org)

### **Alcoholics Anonymous Santa Barbara County (North)**

(805) 925-3782

### **Alcoholics Anonymous Santa Barbara County (South)**

(805) 962-3332

[www.santabarbaraaa.com](http://www.santabarbaraaa.com)

## **Other Addiction / Substance Abuse Services/Treatment**

### **Cottage Outpatient Center**

628 California Blvd. Suite A

San Luis Obispo, CA 93401

(805) 541-9113

[www.cottagehealth.org/services/psychiatry-and-addiction-medicine/cottage-hospital-intensive-outpatient-program](http://www.cottagehealth.org/services/psychiatry-and-addiction-medicine/cottage-hospital-intensive-outpatient-program)

COPE (Cottage Outpatient Program Experience) Programs and Services offers a comprehensive range of structured services in an outpatient setting that allows the patient to remain at home and continue with work during treatment. Services and programs include: Free Initial Assessments, Intensive Outpatient Program, Case Management, Family Involvement, and Fitness for Duty.

### **Cottage Residential Center**

316 W. Montecito St.

Santa Barbara, CA 93101

(805) 569-7422

[www.cottagehealth.org](http://www.cottagehealth.org)

Offers residents a reasonable cost alternative to recovery in a hospital setting, with the resources of a major medical center close by. The program provides medically supervised care and is open to men and women 18 years and older.

### **Central Coast Area Narcotics Anonymous**

(800) 549-7730

[www.centralcoastna.org](http://www.centralcoastna.org)

For help with recovery from active addiction or to find an NA meeting, call the 24-hour help line.

Serving: Paso Robles, Atascadero, San Luis Obispo, Arroyo Grande, Santa Maria, Lompoc

### **Narcotics Anonymous of Santa Barbara**

24 Hour Helpline

(805) 569-1288 Call for meeting locations



**C**aregiving for members of our family affects persons from all walks of life. It is estimated that 80-85% of care provided is by family members. Whether the care receiver is over the age of 90 or in the final stages of Parkinson's Disease, has Alzheimer's Disease or some other physical or cognitive impairment, the role of the caregiver is a challenge. While it is a privilege to accept the responsibility to care for our mother, uncle or sister, caregiving has inherent challenges and stresses along its course, from logistical (where care is most appropriate) and financial, to emotional and spiritual. Caregiving truly affects the whole person in ways that no book or article can fully explain.

This introductory page is meant to help the reader understand the impact of caregiving, learn how to recognize changes (in either the caregiver or care receiver) that may affect health and safety of both parties and discover how to address and access critical resources.

## Taking care of yourself while caring for others

It is important to recognize the signs and symptoms of caregiver stress. This may include feeling overwhelmed and alone, isolated or deserted by others, sleeping too much or too little, gaining or losing a lot of weight, feeling tired most of the time or losing interest in activities you used to enjoy.

Caregiver stress may affect your physical and behavioral health. Studies show that stress can affect caregivers in a variety of ways. One may develop depression and anxiety, or a weakened immune system causing more sick days and slower recovery from illness. There may be an increased likelihood of obesity, especially in women, increased risk for chronic diseases, or problems with short-term memory or attentiveness skills.

Here is a message of importance to each and every caregiver. Make time for yourself - to take care of yourself! Exercise is important - and try to do this with others. Develop and nurture

new friends and social activities. When safe and practical, get your family member moving- take a group exercise class, join a mall walking club or walk the dog together.

## Your identity as caregiver needs to be recognized

Both federal legislation and good sense directs that the hospital consider the caregiver as part of the team. Many physician offices include the caregiver in the care

receiver's medical records and as part of the team. This is important for planning to meet care needs, such as bathing, eating and walking. It is imperative that the caregiver have access to appropriate medical records and information, so making this need known early in the caregiving experience is critically important.

And, if you are a working caregiver trying to balance employment and caregiving, ask your employer if they have any benefits that fit your



## Friendship Center

A non-profit, social day program for older adults

89 Eucalyptus Lane, Santa Barbara 93108 | [friendshipcentersb.org](http://friendshipcentersb.org)

- Cognitive & Physical Fitness Programs
- Live Music, Entertainment & Animal Therapy
- Guest Speakers & Presentations
- Nutritious & Delicious Meals
- Specialized Interest Groups:
  - CONNECTIONS Brain Fitness ~ Retired Engineers ~ Retired Healthcare Workers ~ Veterans ~ Grandparents ~ Gardening and More!
- Curated Community Outings
- Assistance with Personal Care
- Caregiver Respite & Support



Scan with your phone's camera to visit our website

No one is turned away for inability to pay.

Call today: 805.969.0859

[friendshipcentersb.org](http://friendshipcentersb.org)

# CAREGIVING

needs. Is there paid family leave? Paid sick leave? Scheduling flexibility and predictability? Remember, getting adequate and timely support is dependent upon making your needs known early in the caregiving experience.

## Assessing Needs

It is important to assess both the needs of the care receiver and the caregiver. This would include providing information and training about the tasks that the caregiver will be expected to complete. Based on the care receiver's health condition and skilled care needs, perhaps training can be provided by a home health nurse or physical therapist, as ordered by the physician. It is important to inquire about all potential resources at the outset of becoming a caregiver, so that appropriate care is given and mishaps avoided.

Last, consider the issue of safety of the care receiver in their living environment. As physical conditions change, it is important to re-evaluate the physical environment. This can be done through a home safety evaluation which, with a physician's order, can be conducted by a licensed physical and/or occupational therapist.

## These therapists will help the caregiver evaluate the following:

- Does the environment need to be adapted?
- Are there tripping hazards?
- Are any home or equipment repairs needed?
- Is the house well lit, inside and out?
- Is there clutter?
- Is there carpeting or safety grips on stairs?

Making needed modifications at the outset, or as needs change, will hopefully avoid injuries to the care receiver AND also help protect the caregiver.

## Shared Responsibility/ Involve other People

Involving other people in the caregiving responsibility is a benefit for both the caregiver and the care receiver. This can be achieved by holding a family conference, obtaining professional guidance and using community resources.

Although care may be provided primarily by one person, all family members, friends and significant others should be involved in all aspects of caregiving. Make a list of current roles and responsibilities. It's

unlikely that caregiving roles can be evenly divided, but a thorough list will help you consider roles that match each family member's preferences, resources, abilities and emotional capacity. Some might provide hands on care or make arrangements for the family member to move in with them. Others might be responsible for respite care, household chores or errands. Your family might designate someone to handle financial or legal issues. One person might research care facilities. Consider developing a Care Map. For more information on creating a Care Map visit [atlasofcaregiving.com](http://atlasofcaregiving.com).

## Meet Regularly

Holding family meetings to discuss care and other relevant issues. By meeting regularly, you can address a few concerns at a time, avoid burnout and be more prepared for any changes in care. These can be done in person or via phone or video conference. Invite everyone who is part of the caregiving team, including family, friends and other close contacts. When appropriate include the care receiver. If you can't resolve disagreements, consider inviting a social worker or clergy member to help facilitate a meeting. Create an agenda and share it before you meet. Make it clear that the goal of a meeting is to evaluate care and needs, identify problems and consider solutions. Be open to compromise and possibilities you hadn't considered. End family meetings with a clear understanding of what has been agreed upon, what each person has agreed to do and what needs to be addressed in the future. You might create a summary of a meeting or an audio recording for family members who can't attend. Being proactive rather than reactive can make the difference.

Remembering that Hospice care is a valuable resource to both the care receiver and the caregiver and is also great source of comfort and support at end-of-life. This support will enhance the capabilities of all involved in the circle of care. Bringing in an objective third party may also



**Are You a Caregiver? You are if you...**

- ☐ Assist a senior with household tasks or meals.
- ☐ Provide a neighbor, relative or friend with consistent emotional, financial or other support.
- ☐ Drive them to errands or appointments.
- ☐ Help them with bathing, dressing or grooming.

**CaringTogetherSBC.org**

**Need Help?  
Access to Resources?**



Visit us on the web

help to deal with conflicts or stressful situations that might arise.

Securing professional advice and assistance can help to reduce stress and ensure the 'best' course of action is underway. Reaching out and getting support can help to ensure objectivity and a clear perspective and may also enable one to be a better caregiver.

Contact Senior Connection at (805) 928-2552 for more information on caregiving services in San Luis Obispo and Santa Barbara Counties.

## Resources for Caregivers

### Coast Caregiver Resource Center (CCRC)

A Program of Cottage Rehabilitation Hospital

334 S. Patterson, Ste. 140  
Santa Barbara, CA 93111  
(805) 569-8950  
ccrc@sbch.org  
www.coastcrrc.org

Coast Caregiver Resource Center (CCRC) offers supportive services to help family members adjust to initial and ongoing challenges

related to caregiving for persons with adult-onset brain impairments and older adults with disabling conditions. Services include caregiver assessment, education, care planning, referrals, support groups, short-term mental health counseling, and short-term respite. CCRC is a program of Cottage Rehabilitation Hospital. CCRC serves the Tri-County coastal area of San Luis Obispo, Santa Barbara, and Ventura counties.

### Family Service Agency

www.fsacares.org

#### Lompoc

101 South B St.  
Lompoc, CA 93436  
(805) 735-4376

#### Santa Barbara

123 W. Gutierrez St.  
Santa Barbara, CA 93101  
(805) 965-1001

#### Santa Maria

105 N. Lincoln St.  
Santa Maria, CA 93458  
(805) 928-1707

#### Guadalupe

4202 11th St.  
Guadalupe, CA 93434  
(805) 343-1194

Offers free counseling – individual, family, and group support for seniors and family caregivers.

### Alzheimer's Association

24/7 Helpline (800) 272-3900  
alz.org/cacentalcoast

Support groups available at various locations throughout San Luis Obispo and Santa Barbara Counties.

Groups and programs are subject to change. Please visit website or call helpline to confirm.

### Coast Caregiver Resource Center

(CCRC) provides supportive services for family caregivers of adults with brain-impairments and older adults with disabling conditions.

#### SERVICES PROVIDED:

- consultation and education
- support groups
- mental health counseling
- respite care

*Se habla español*

PHONE: 805-569-8950

EMAIL: ccrc@sbch.org

WEBSITE: cottagehealth.org/ccrc





# CIVIC/COMMUNITY/CONSUMER

## Civic

An important tip to finding the appropriate government office is to refer to the front section of the white pages of your local telephone directory. The "Easy Reference List" provides information on Federal, State, County and City Government Services.

## Voter Registration

### San Luis Obispo County Clerk Recorder - Election Division

1055 Monterey St., D120  
San Luis Obispo, CA 93408  
(805) 781- 5080  
[www.slocounty.ca.gov/clerk](http://www.slocounty.ca.gov/clerk)

### Santa Barbara County - Clerk, Recorder, Assessor & Elections

4440 A Calle Real  
Santa Barbara, CA 93110  
(805) 568-2200  
(800) 722-8683  
[www.sbcrecorder.com](http://www.sbcrecorder.com)  
511 E. Lakeside Pkwy, # 134  
Santa Maria, CA 93455  
(805) 346-8374  
(800) 722-8683  
[www.sbcvote.com](http://www.sbcvote.com)

Registration forms are also available at Post Offices, DMV offices and Public Libraries.

## Community

## Libraries

### San Luis Obispo County

800 W. Branch St.  
Arroyo Grande, Ca 93420  
(805) 473-7161  
6555 Capistrano Ave  
Atascadero, CA 93422  
(805) 461-6161  
1043 Main St.  
Cambria, CA 93428  
(805) 927-4336  
310 B St.  
Cayucos, CA 93430  
(805) 995-3312  
6290 Adams  
Creston, CA 93432  
(805) 237-3010  
240 N. 9th St.  
Grover Beach, CA 93433  
(805) 481-4131

2075 Palisades Ave.  
Los Osos, Ca 93402  
(805) 528-1862

625 Harbor St.  
Morro Bay, CA 93442  
(805) 772-6394

918 W. Tefft St.  
Nipomo, CA 93444  
(805) 929-3994

1551 17th St.  
Oceano, CA 93445  
(805) 474-7478

1000 Spring St.  
Paso Robles, CA 93446  
(805) 237-3870

995 Palm St.  
San Luis Obispo, CA 93403  
(805) 781-5991

254 13th St.  
San Miguel, CA 93451  
(805) 467-3224

9630 Murphy Ave.  
Santa Margarita, CA 93453  
(805) 438-5622

195 N 2nd St.  
Shandon, CA 93461  
(805) 237-3009

230 Leeward Ave.  
Shell Beach, CA 93449  
(805) 773-2263

1000 Spring St.  
Paso Robles, CA 93446  
(805) 237-3870

### Santa Barbara County

[www.sbplibrary.org](http://www.sbplibrary.org)  
140 W. Highway 246  
Buellton, CA 93427  
(805) 688-3115

5141 Carpinteria Ave.  
Carpinteria, CA 93013  
(805) 684-4314

4689 Hwy 166  
Cuyama, CA 93254  
(661) 766-2490

500 N. Fairview Ave.  
Goleta, CA 93117  
(805) 964-7878

4719 W. Main St. #D  
Guadalupe, CA 93434  
(805) 343-1405

3755 Constellation Rd.  
Lompoc, CA 93436  
(805) 733-3323

501 E. North Ave.  
Lompoc, CA 93436  
(805) 875-8775

1469 East Valley Rd.  
Montecito, CA 93108  
(805) 969-5063

175 S. Union Plaza  
Orcutt, CA 93455  
(805) 937-6483

1102 E. Montecito  
Santa Barbara, CA 93103  
(805) 963-3727

40 E. Anapamu  
Santa Barbara, CA 93101  
(805) 962-7653

421 S. McClelland  
Santa Maria, CA 93454  
(805) 925-0994

1745 Mission Drive  
Solvang, CA 93463  
(805) 688-4214

## Senior Organizations

There are several organizations and groups which focus on the needs and interests of seniors. Some are for retired workers of a particular profession; some are involved in social or political advocacy and yet others offer special benefits for their members.

### AARP

American Association of Retired Persons

#### *Regional Headquarters*

1415 L St. #960  
Sacramento, CA 95814  
(866) 448-3614 (toll free)  
(800) 424-3410 National  
[casacramento@aarp.org](mailto:casacramento@aarp.org)  
[www.aarp.org](http://www.aarp.org)

### Area Agency on Aging (AAA) Central Coast Commission for Senior Citizens

528 S. Broadway  
Santa Maria, CA 93454  
(805) 925-9554  
(800) 510-2020

The Central Coast Commission for Senior Citizens is the Area Agency on Aging to serve and represent senior citizens in Santa Barbara County. The AAA has the responsibility of distributing federal monies from the Older Americans Act to support home and community-based services for seniors and adults with functional disabilities.



The Area Agency on Aging has an Advisory Council, composed of seniors from throughout the County, that provides information and advocacy on senior issues.

## **California Advocates for Nursing Home Reform (CANHR)**

1803 6th Street  
Berkeley, CA 94710  
(415) 974-5171  
(800) 474-1116 (toll-free; consumers only)

Since 1983, California Advocates for Nursing Home Reform (CANHR), a statewide nonprofit 501(c)(3) advocacy organization, has been dedicated to improving the choices, care and quality of life for California's long term care consumers.

## **California Commission on Aging**

1300 National Dr. #173  
Sacramento, CA 95834  
(916) 419-7591  
[www.ccoa.ca.gov](http://www.ccoa.ca.gov)

Advisory Council to the state Department of Aging advocates at the state level on behalf of older Californians.

## **California Retired Teachers Association**

1750 Howe Ave. #630  
Sacramento, CA 95825  
(916) 923-2200  
[www.calrta.org](http://www.calrta.org)

Advocates to enhance the welfare of and increase benefits to retired teachers in California.

## **California Senior Legislature**

1020 N Street #513  
Sacramento, CA 95814  
(916) 552-8056  
[www.4csl.org](http://www.4csl.org)

The Senior Legislature meets yearly in Sacramento to develop and promote legislation which responds to the needs and concerns of older Californians. Election of delegates is conducted by the Area Agency on Aging. For information, call Area Agency on Aging office at 800-510-2020

## **Central Coast National Association of Retired Federal Employees, District 1330**

Lompoc, Santa Maria, Santa Ynez Valley  
(805) 934-5986

Monthly meetings are held. Advisors and advocates on behalf of retired federal employees on issues relating to retirement and other public benefits.

## **Current CSL delegates**

See [www.centralcoastseniors.org](http://www.centralcoastseniors.org) website for current listings.

## **San Luis Obispo County Commission on Aging**

(805) 781-5000  
[www.slocounty.ca.gov/coa.htm](http://www.slocounty.ca.gov/coa.htm)

Provide current information about resources which meet the needs of the senior population

## **Santa Barbara County**

(805) 681-4678  
[www.sbcaan.org](http://www.sbcaan.org)

Advisory Council to the Santa Barbara County Board of Supervisors on long term care and aging issues.

## **Senior Assemblyman**

See [www.centralcoastseniors.org](http://www.centralcoastseniors.org) website for current listings.

## **Senior Senator**

See [www.centralcoastseniors.org](http://www.centralcoastseniors.org) website for current listings

## **The Seniors Coalition**

[www.seniors.org](http://www.seniors.org)  
Statewide nonprofit education and advocacy organization. Conducts research, analyzes issues and provides voter and consumer education.

## **Social Service/Advocacy Organizations**

### **Catholic Charities**

*San Luis Obispo County*  
(805) 541-9110

*Santa Barbara*

(805) 965-7045

*Santa Maria*

(805) 922-2059

Provides case management directed food, clothing, emergency utility/rental financial assistance, immigration referrals, and

counseling services for Spanish-speaking persons.

## **Family Services Agency**

(805) 965-1001

Bilingual Outreach Advocate provides in-home assessment, casework, counseling and translation services for Spanish speaking persons.

## **Gay And Lesbian Alliance of the Central Coast (GALA)**

1060 Palm Street  
San Luis Obispo CA 93401  
(805) 541-4252  
[galacc.org](http://galacc.org)

Providing resources and a community center for Gay, Lesbian, Bisexual and Transgender persons. GALA brings people together helping with diversity issues throughout the community.

## **Independent Living Resource Center (ILRC)**

1411 Marsh St., #109  
San Luis Obispo, CA 93401  
(805) 462-1162

423 W. Victoria St.  
Santa Barbara, CA 93101  
(805) 963-0595

222 W. Carmen Lane, Ste. 100  
Santa Maria, CA 93458  
(805) 925-0015 (V/TDD)

[www.ilrc-trico.org](http://www.ilrc-trico.org)

Provides comprehensive services for consumers to be able to make their own decisions and be as independent as possible.

## **League of Women Voters - California**

500 Capitol Mall, Suite 2350 - #5001  
Sacramento, CA 95814  
(916) 442-7215  
(888) 870-VOTE  
[lwvc@lwvc.org](mailto:lwvc@lwvc.org)  
[www.lwvc.org](http://www.lwvc.org)

The League is a nonpartisan organization which promotes political responsibility and informed participation in government. Membership open to all citizens aged 18 years and older.

# CIVIC/COMMUNITY/CONSUMER

## League of Women Voters of San Luis Obispo County

P.O. Box 4210  
San Luis Obispo, CA 93403  
(805) 242-6990  
info@lwvslo.org  
www.lwvslo.org

## League of Women Voters of Santa Barbara

328 A East Carrillo St.  
Santa Barbara, CA 93101  
(805) 965-2422  
league@lwvsantabarbara.org  
www.lwvsantabarbara.org  
PO Box 1388  
Santa Maria, CA 93456  
lwvsmv2012@gmail.com  
www.lwvsmv.org

## National Asian Pacific Center on Aging Los Angeles Office

3727 W. 6th St., Ste. 619  
Los Angeles, CA 90020  
(312) 913-0979  
www.napca.org  
Chinese (800) 582-4218  
English (800) 336-2722  
Korean (800) 582-4259  
Vietnamese (800) 582-4336

Advocate on behalf of the AAPI aging community at local, state and national levels. Educates AAPI seniors and general public on the unique needs of the APA aging community.

## Pacific Pride Foundation

600 Anacapa St. #A  
Santa Barbara, CA 93101  
(805) 963-3636  
105 N Lincoln St.  
Santa Maria, CA 93458.  
(805) 349-9947  
www.pacificpridefoundation.org

The LGBT organization in Santa Barbara County has services specialized for Lesbian, Gay, Bisexual and Transgender Elders. Services Include: monthly social/educational Pot-lucks, usually on the 4th Friday of the month at noon located at 2101 State Street, S.B.(First Congregational Church of S.B. auditorium) call (805) 963-3636 Ext. 230 and leave a phone number;Sensitivity trainings for staffs at residential and non-residential senior facilities so they can better understand the needs of LGBT elders

(assisting with new State and Federal Law compliance standards);and a Friendly Visitor Program to carefully match trained and screened volunteers with homebound LGBT elders in need of socialization with another LGBT community member.

## People Helping People

545 North Alisal Road, Ste. 102  
Solvang, CA 93463  
(805) 686-0295  
php@syvphp.org  
www.syvphp.org

People Helping People (PHP) provides social services, client advocacy and entitlement application assistance to persons living in the Santa Ynez Valley (Solvang, Buellton, Santa Ynez & Los Olivos), Los Alamos, Sisquoc and the Gaviota Coast.

## TranzCentralCoast (TCC)

(805) 242-3821  
tranzcentralcoast.org

Weekly groups and ongoing support services for anyone identifying as transgender, their families, children and friends.

## Community Centers

### Jewish Family Services

524 Chapala St.  
Santa Barbara, CA 93103  
(805) 957-1116  
jfs@sbjf.org  
www.jewishsbantabarbara.org

Jewish Family Service, a department of the Jewish Federation of Greater Santa Barbara, is dedicated to strengthening the quality of life for individuals and families throughout their life. Jewish Family Service offers a wide range of professional counseling and support services, without regard to religion, race, ethnicity, or disability.

## Consumer

### Consumer Complaints & Information

Many local agencies will speak on your behalf, support or defend a case or provide you with information about your rights.

The agencies listed below will help you to access consumer protection, political action and other assistance.

## Mediation

Mediators are neutral third parties who will meet with you to help you discuss issues and come to agreements. Household, business, neighbor, workplace, and small-claims disputes are among a few of the issues for which mediation may be appropriate.

### Creative Mediation

285 South St., Suite J  
San Luis Obispo, CA 93401  
(805) 547-7025  
www.creativemediation.org

### Conflict Solution Center

1530 Chapala Suite C  
Santa Barbara, CA 93101  
(805) 963-6765

120 E. Jones St., Suite 133  
Santa Maria, CA 93454  
(805) 349-8943  
www.cscsb.org

## Housing

### Fair Housing Enforcement Program

City of Santa Barbara  
630 Garden Street  
(805) 897-2624  
www.santabarbaraca.gov

A program within the City of Santa Barbara designed to assist people who believe they have experienced discrimination in the rental of housing.

### Rental Housing Mediation Program

City of Santa Barbara  
630 Garden Street  
(805) 564-5420

Provides basic information on California rules and regulations regarding tenant/landlord rights. Offers mediation services in rental housing disputes.

## Mobile Homes

### Golden State Mobile Home Owners League

14802 Beach Blvd.  
La Mirada, CA 90638  
(800) 888-1727  
(714) 994-9638  
www.gsmol.org

This organization is statewide and

lobbies for appropriate legislation at the state level. In addition, it works with local government to develop and implement standards on such issues as rent control.

## **Mobile Home Assistance Center** California Department of Housing & Community Development

PO Box 31  
Sacramento, CA 95812-0031  
(800) 952-8356  
www.hcd.ca.gov

Receives and processes complaints related to living in manufactured homes and mobile homes. Provides information, coordination, referrals to help resolve complaints related to operations, purchase, sale, financing, titling and registering and health and safety matters.

## **Mobile Home Registration - Registration/Titling**

2020 West El Camino Avenue  
Sacramento, CA 95833  
(800) 952-8356  
RD@hcd.ca.gov

## **Products and Services**

### **Better Business Bureau of the Tri-Counties**

5350 Hollister Ave., Ste. G  
Santa Barbara, CA 93111  
(805) 963-8657  
www.bbb.org/santa-barbara

Helps consumers identify trustworthy business, and those that aren't, through business reviews. Sets standards for and evaluates ads. San Luis Obispo, Santa Barbara and Ventura Counties.

### **Consumer Protection Unit**

District Attorney, Santa Barbara County

1112 Santa Barbara St.  
Santa Barbara, CA 93101  
(805) 568-2300

312 E. Cook St. Ste. D  
Santa Maria, CA 93454  
(805) 346-7540

Investigation of complaints from individuals and businesses. Mediation of consumer complaints by volunteer staff. Prosecution of civil and criminal fraud violations.

### **Federal Trade Commission**

600 Pennsylvania Ave., NW

Washington D.C. 20580  
(877) FTC-HELP (877-382-4357)  
(202) 326-2222  
(866) 653-4261 TTY  
www.ftc.gov

The Federal Trade Commission works for the consumer to prevent fraudulent, deceptive and unfair business practices in the marketplace and to provide information to help consumers spot, stop, and avoid them. To file a complaint or to get free information on consumer issues, visit website or call toll-free phone.

### **Small Claims Court Advisory** SLO County District Attorney's Office - Economic Crimes Unit

1035 Palm Street  
San Luis Obispo, CA 93408  
(805) 781-5856 Ext 3

Provides small claims and consumer counseling to all residents at no cost.

### **United States Consumer Product Safety Commission**

4330 East-West Highway, 4th floor  
Bethesda, MD 20814  
(800) 638-2772  
(301) 595-7054 TTY  
www.cpsc.gov

Investigates complaints of product safety, defects and hazards, as well as product safety-related injuries

### **Professional Services**

This state department investigates consumer complaints, and has numerous boards specializing in various areas that are responsible for the investigations. Some of these boards are:

#### **Bureau of Automotive Repairs**

District Office

10949 N. Mather Blvd.  
Rancho Cordova, CA 95670  
(800) 952-5210  
www.bar.ca.gov

#### **Bureau of Department of Motor Vehicles (DMV)**

Investigación

(805) 654-4711 - Ventura Office  
www.dmv.ca.gov

For information, directions, or to schedule an appointment to discuss criminal complaints, complaints against car dealers, victims of identity theft, or other consumer

protection issues involving the purchase of a vehicle or identity theft

### **California Department of Consumer Affairs**

(800) 952-5210  
(916) 445-1254  
www.dca.ca.gov  
DCA@dca.ca.gov

### **Consumer Financial Protection Bureau (CFPB)**

PO Box 27170  
Washington, DC 20038  
(855) 411-CRFB (2372)  
(855) 729-CFPB (2372) TTY/TDD  
Info@consumerfinance.gov  
www.consumerfinance.gov

The mission of the Consumer Finance Protection Bureau is to make markets for consumer financial products and services work for Americans - whether choosing among credit cards or using a number of other consumer financial products.

### **Contractor State License Board**

(800) 321-2752 (CSLB)

The Contractors State License Board (CSLB) protects California consumers by licensing and regulating the state's construction industry

### **Dental Board of California**

2005 Evergreen St #1550  
Sacramento, CA 95815  
(877) 729-7789  
(916) 263-2300

### **Medical Board of California**

2005 Evergreen St #1200  
Sacramento, CA 95815  
(800) 633-2322  
(916) 263-2528  
www.mbc.ca.gov

Licenses medical doctors, investigates complaints, disciplines those who violate the law, conducts physician evaluations and facilitates rehabilitation where appropriate. Also performs these functions for affiliated healing arts professionals including registered dispensing opticians, spectacle lens dispensers, contact lens dispensers, licensed midwives and research psychoanalysts.

### **Board of Optometry**

2450 Del Paseo Rd. #105



# CIVIC/COMMUNITY/CONSUMER

Sacramento, CA 95834  
(866) 585-2666  
(916) 575-7170  
[www.optometry.ca.gov](http://www.optometry.ca.gov)

## Board of Pharmacy

1625 N. Market Blvd. N219  
Sacramento, CA 95834  
(916) 574-7900



- **COLLABORATION**
- **CONNECTION**
- **ADVOCACY**
- **EDUCATION**

The Santa Barbara County Adult & Aging Network (AAN) is pleased to help sponsor this Directory.

AAN is comprised of organizations and individuals who serve older adults and people with disabilities. Together, we are setting priorities and taking action to create age-friendly communities throughout the County.

New members are welcome. Visit [sbcaan.org](http://sbcaan.org) or call (805) 681-4678.



## Board of Registered Nurses

1747 N. Market Blvd., Suite 150  
Sacramento, CA 95834-1924  
(916) 322-3350  
(800) 735-2929 TTY  
[www.rn.ca.gov](http://www.rn.ca.gov)

## Insurance

### California Dept. of Insurance

300 S. Spring St., 14th Floor  
Los Angeles, CA 90013  
(800) 927-HELP (4357)  
(800) 482-4833 TTY  
[www.insurance.ca.gov](http://www.insurance.ca.gov)

Responsible for gathering and responding to consumer inquiries regarding insurance company or producer activities. Includes a Senior Information Center.

Many other state departments have complaint units. Call your local legislator for information about the appropriate state department to contact for your particular need.

### Health Insurance Counseling and Advocacy Program (HiCAP)

528 S. Broadway  
Santa Maria, CA 93454  
(805) 928-5663  
(800) 434-0222  
[hicap@centralcoastseniors.org](mailto:hicap@centralcoastseniors.org)  
[www.centralcoastseniors.org](http://www.centralcoastseniors.org)

Informs and counsels about Medicare, supplemental, Medicare advantage and long-term care insurance.

### Residential Care Facilities for the Elderly

(Assisted Living and Board and Care Facilities)

For a list of RCFE's please contact Senior Connection at (805) 928-2552.

### Community Care Licensing Division

California State Dept. of Social Services  
6500 Hollister Ave Ste. 200  
Goleta, CA 93117  
(805) 562-0400  
[www.cclcd.ca.gov](http://www.cclcd.ca.gov)

Licenses and inspects residential care facilities. Complaints about these facilities can be made to this agency.

## Long-Term Care Ombudsman

This agency is responsible for investigating complaints about residential care and skilled nursing facilities. In addition, allegations of elder abuse in residential care and skilled nursing facilities are reported to and investigated by this agency

### California Department of Aging-Long Term Ombudsman

24-hour Statewide crisis line  
(800) 231-4024

The crisis line is available to receive complaints 24/7.

### Long-Term Care Ombudsman of San Luis Obispo County

3232 S. Higuera St., #101B  
San Luis Obispo, CA 93401  
(805) 785-0132  
[ombudsman@ombudsmanslo.org](mailto:ombudsman@ombudsmanslo.org)  
[www.ombudsmanslo.org](http://www.ombudsmanslo.org)

### Long Term Care Ombudsman Santa Barbara County

(Family Service Agency)

123 W. Gutierrez  
Santa Barbara, CA 93103  
(805) 965-1001  
[ltco@fsacares.org](mailto:ltco@fsacares.org)  
[www.fsacares.org](http://www.fsacares.org)

### Skilled Nursing Facilities (Nursing Homes)

For a list of skilled nursing facilities please contact Senior Connection at (805) 928-2552.

## Licensing and Certification

### State Department of Public Health

1889 N. Rice Ave. #200  
Oxnard, CA 93030  
(805) 604-2926  
(800) 547-8267  
[www.cdph.ca.gov](http://www.cdph.ca.gov)

Responsible for licensing and inspecting skilled nursing facilities, home health, hospitals, hospice, and most types of nursing facilities. Complaints about these facilities can be made to this agency. Also see Section on Long-Term Care Ombudsman



A variety of educational opportunities exist for seniors. Classes range from regular college courses to special physical fitness, English as a Second Language (ESL) and planning for retirement, to name a few. There are a number of different ways that you can take these courses. The following is a listing of the different types of programs and the schools and other organizations that offer them. Some programs offer special discounts for seniors.

## Road Scholar

PO Box 56033  
Boston, MA 02205-6033  
(800) 454-5768  
roadscholar.org

Road Scholar Program is a not-for-profit educational travel organization for people 40 and older, offering nearly 7,000 exciting educational programs throughout the United States, Canada and in 135 countries around the world. Programs range from one day to three weeks, depending on location and level of interest.

## Road Scholar Caregiver Grants

Recognizing the role of the caregiver and the value of the learning adventures provided, Road Scholar can help offset the costs of arranging substitute care while attending a Road Scholar program. There is an application to complete and there is eligibility criteria. Check the website for the details. [www.roadscholar.org/about/financial-assistance/caregiver-grants/](http://www.roadscholar.org/about/financial-assistance/caregiver-grants/)

## Adult Education Programs

These programs offer many courses of interest to seniors. Some classes are free; others have fees. The selection of course is extensive.

## Allan Hancock College Community Education

800 South College Drive, Bldg. T  
Santa Maria, CA 93454  
(805) 922-6966  
[www.hancockcollege.edu](http://www.hancockcollege.edu)

## Allan Hancock College - Lompoc Valley Center

One Hancock Drive  
Lompoc, CA 93436  
(805) 735-3366

## California Polytechnic State University

### Extended Education

1 Grande Avenue  
San Luis Obispo, CA 93407  
(805) 756-2053  
[www.extended.cal.poly.edu](http://www.extended.cal.poly.edu)

## Cuesta College

### Community Programs

Highway 1/PO Box 8106  
San Luis Obispo, CA 93403  
(805) 546-3132  
[communityprograms@cuesta.edu](mailto:communityprograms@cuesta.edu)  
[www.cuesta.edu/](http://www.cuesta.edu/)  
communityprograms

Career education, recreation opportunities and cultural development.

## Santa Barbara City College - School of Extended Learning

### Schott Campus

310 W. Padre Street  
Santa Barbara, CA 93105  
(805) 683-8205

## Selmer O. Wake Center

300 N Turnpike Rd  
Santa Barbara, CA 93111  
(805) 683-8205

Continuing education offers classes designed to promote and help maintain the mental, physical, emotional and social well-being of older adults to foster awareness and appreciation for aging as a lifelong developmental process. Instructional objectives are designed to encourage and assist with continued, healthful, meaningful engagement of the participant by broadening the scope of interests and increasing one's knowledge-base and enhancing coping skills and enriching self-awareness as we age.

## University of California, Santa Barbara

2160 Kerr Hall  
UCSB Main Campus  
Santa Barbara, CA 93106-1110  
(805) 893-4200  
[Studentservices@extension.ucsb.edu](mailto:Studentservices@extension.ucsb.edu)  
[www.extension.ucsb.edu](http://www.extension.ucsb.edu)

## University of California Agriculture and Natural Resources

### Cooperative Extension - San Luis Obispo County

2156 Sierra Way, Suite C  
San Luis Obispo, CA 93401  
(805) 781-5940  
[www.cesanluisobispo.ucanr.edu/](http://www.cesanluisobispo.ucanr.edu/)  
[cesantabarbara.uc2nr.edu](http://cesantabarbara.uc2nr.edu)

### Cooperative Extension - County of Santa Barbara

7127 Hollister Ave., Suite 7  
Goleta, CA 93117  
(805) 893-3410

The Cooperative Extension provides informal education through delivery of information in areas of agriculture, natural resources, home economics, marine sciences and youth development.

## Walter H. Capps Center UCSB

[www.cappscenter.ucsb.edu](http://www.cappscenter.ucsb.edu)

The center is designed to provide studies of ethics, religion and public life. It serves as a community forum for discussing issues of local, national and global significance. Its free public events are presented in downtown Santa Barbara and at UCSB main campus. Information about current offerings can be found on its website.

# EDUCATION

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## **Adult Literacy**

Adult Literacy Programs provide trained volunteer tutors who will teach adults to read, write and speak English on a one-to-one basis. Listed below are literacy programs accessible throughout San Luis Obispo and Santa Barbara Counties.

### **Adult Literacy Program - San Luis Obispo County**

#### **Literacy for Life**

992 Monterey St. #C/POB 1023  
San Luis Obispo, CA 93406  
(805) 541-4219  
literacy@charter.net  
www.literacyforlifeflo.org

### **Adult Literacy Program - Santa Barbara County**

Adult Literacy Programs are offered at all branches of the Santa Barbara Public Library. For more information or to register for the Program at any branch, call the main branch office of the Santa Barbara Public Library at (805) 564-5619 and for Spanish (805) 962-7653.

### **Central Coast Literacy Council**

421 S. McClelland Street  
Santa Maria, CA 93454  
(805) 925-0994 Ext. 2837  
Cclread@gmail.com

The Central Coast Literacy Council, a non-profit organization, provides one-on-one tutoring and small group adult basic literacy classes in seven centers throughout Santa Maria. There is also one center in Guadalupe, one in Solvang and another in Lompoc. Their mission is to teach adults in Northern Santa Barbara County to read, communicate and understand English so they can develop to their full potential to benefit themselves, their families and the community.

### **Carpinteria Branch Library**

5141 Carpinteria Avenue  
Carpinteria, CA 93013

### **East Side Branch**

1102 East Montecito Street  
Santa Barbara, CA 93103

### **Goleta Branch**

500 North Fairview Avenue  
Goleta, CA 93117

### **Montecito Branch Library**

1469 East Valley Road  
Santa Barbara, CA 93108

### **Lompoc Literacy Program**

501 E. North Ave.  
Lompoc, CA 93436  
(805) 875-8786  
lompocliteracy@gmail.com

### **Santa Barbara Public Library**

40 East Anapamu  
Santa Barbara, CA 93101  
(805) 564-5619  
www.sbplibrary.

### **Solvang Branch**

1745 Mission Drive  
Solvang, CA 93463

## **Other Adult Education Programs**

### **Liberty High**

810 Niblick Rd.  
Paso Robles, CA 93446  
(805) 769-1600  
www.pasoschools.org

### **Lucia Mar Adult Education**

1055 Mesa View Dr.  
Arroyo Grande, CA 93420  
(805) 474-3000, ext. 7680  
adulted.luciamarschools.org

### **Lompoc Adult School and Career Center**

320 North "J" Street  
Lompoc, CA 93436  
(805) 742-3100  
adulteducation.lusd.org  
  
Lompoc Adult School offers programs which include basic education, high school programs, vocational and occupational training and English as a Second Language (ESL). The school has a GED center which provides a high school diploma.

### **San Luis Coastal Adult School**

1500 Lizzie St.  
San Luis Obispo, CA 93401-3062  
(805) 549-1222  
Adulted@slcusd.org

## **Health Education**

### **American Red Cross**

225 Prado Road  
San Luis Obispo, CA 93401  
(805) 543-0696  
  
2707 State Street  
Santa Barbara, CA 93105  
(805) 687-1331

Offers classes in first aid, CPR, family caregiving, emergency preparedness and disaster response, as well as emergency communication resources for the armed forces and volunteer support.

### **Dignity Health - Marian Regional Medical Center**

TLC Conference Room  
1400 E. Church St.  
Santa Maria, CA 93454  
(805) 739-3973  
www.dignityhealth.org

Provides a offers a wide variety of programs about health. Visit their website for a information on classes.

### **Sansum Clinic Health & Wellness - Santa Barbara County**

(800) 472-6786  
www.sansumclinic.org/health-and-wellness

Offers free educational programs and resources open to the community to help you become an active participant in maintaining your health and wellbeing including help with advance directives, healthy recipes, exercise guide, community resources and more. Call or visit our website for current programs and schedule.

# ELDER AND DEPENDENT ADULT ABUSE

**I**ncreasing numbers of older adults and people with a disability are being cared for in their own homes, where resources to provide sufficient care may be limited. Substantial portions of older persons and people with disabilities are being cared for by elderly children and spouses. Elder/dependent adults abuse is not a new problem.

Older adults are individuals ages 60 or older. Dependent adults are individuals ages 18 to 59 with a physical or mental condition that restricts their ability to protect their rights.

## Definitions of Abuse:

**Abandonment:** The desertion of an elder or dependent adult.

**Abduction:** removing a person from their state of residence or restraint from returning to their state of residence.

**Neglect:** Denial of food, clothing, shelter or health care or the inability to provide basic needs.

**Mental Suffering:** Infliction of mental anguish by demanding, name-calling, insulting, ignoring, humiliating, frightening, threatening, isolating, harassment or coercion.

**Financial Abuse:** Theft, misuse of funds or property, extortion, duress, fraud.

**Abandonment:** Desertion or willful forsaking of an elder by anyone having care or custody of that person under circumstances in which a reasonable person would continue to provide care or custody.

**Physical Abuse:** assault, battery, restraint, deprivation of food or water, over/under medication, sexual assault.

**Isolation:** Intentionally preventing someone from receiving his or her mail or telephone calls. Telling a caller or prospective visitor that an elder is not present, or does not wish to talk or meet when the statement is false or is contrary to the express wishes of the elder, whether she/he is competent or not, and is made for the purpose of preventing the elder

from having contact with family, friends or concerned people. False imprisonment. Physical restraint for the purpose of preventing the elder from meeting with visitors.

**Self-Neglect:** The negligent failure of the person themselves to exercise the degree of care that a reasonable person in a like position would exercise. Includes: physical, medical care, health and safety, malnutrition and dehydration, financial.

## Toward Prevention – for Individuals

### Dos

- Stay sociable as you age; maintain and increase your network of friends and acquaintances.
- Keep in contact with old friends and neighbors if you move in with a relative or change to a new address.
- Develop a “buddy” system with a friend outside the home. Plan for at least a weekly contact and share openly with a person.
- Ask friends to visit you at home; even a brief visit can allow observations of your well-being.
- Accept new opportunities for activities. They can bring new friends.
- Participate in community activities as you are able.
- Take pictures of all your valuables for your records.
- Check your credit report every year-review for any accounts you did not open.
- Volunteer or become a member or officer of an organization. Participate regularly.
- Have your own telephone; post and open your own mail. If your mail is being intercepted, discuss the problem with postal authorities.
- Stay organized. Keep your belongings neat and orderly. Make sure others are aware that you know where everything is kept.
- Take care of your personal needs. Keep regular medical, dental,

barber, hairdresser, and other personal appointments.

- Arrange to have your Social Security or pension check deposited directly to a bank account.
- Get legal advice about arrangements you can make now for possible future disability, including powers-of-attorney or conservatorships.
- Keep records, accounts, and property available for examination by someone you trust, as well as the person you or the court has designated to manage your affairs.
- Review you will periodically. Give up control of your property or assets only when you decide you cannot manage them.
- Ask for help when you need it. Discuss your plans with your attorney, physician, or family members.

### Don'ts

- Don't live with a person who has a background of violent behavior or alcohol or drug abuse.
- Don't leave your home unattended. Notify police if you are going to be away for a long period.
- Don't leave messages on the door while you are away.
- Don't leave cash, jewelry, or prized possessions lying about.
- Don't accept personal care in return for transfer or assignments of your property or assets unless a lawyer, advocate, or another trusted person acts as a witness to the transaction.
- Don't sign a document unless someone you trust has reviewed it.
- Don't allow anyone else to keep details of your finances or property management from you.

Abuse and/or neglect may be intentional or due to a caregiver's lack of knowledge or capacity to care for the older person. Abuse also can be reflective of a stressed family or long-standing difficult home, in residential or convalescent facilities, or in other areas of the community. Abusers can be family members, caregivers, employees, or strangers.



# ELDER AND DEPENDENT ADULT ABUSE

If you suspect that an elder is being abused, contact:

**San Luis Obispo County  
Adult Protective Services**  
(805) 781-1790

**Santa Barbara County  
Adult Protective Services**  
(844) 751-6729

An investigation into the suspected abuse may be initiated based upon the information that you are able to provide. You may, if you choose, report anonymously or call to discuss your concerns without making a report. Elder-care custodians, health practitioners, or employees of any agency/business who, within their professional capacity or within the scope of the employment, have a reasonable suspicion of abuse, MUST REPORT immediately by telephone and in writing within two working days to Adult Protective Services. Long-Term Care Ombudsman Services, or to law enforcement.

## IN CASE OF AN EMERGENCY, CALL 9-1-1

**San Luis Obispo County  
Elder Abuse and  
Dependent Adult Abuse**

**Victim/Witness Assistance Center**  
San Luis Obispo County District  
Attorney's Office  
(866) 781-5821  
[www.slocounty.ca.gov/DA/Victim\\_Witness.htm](http://www.slocounty.ca.gov/DA/Victim_Witness.htm)

**Santa Barbara County  
District Attorney's Office**  
Elder and Dependent Adult Abuse Unit  
1112 Santa Barbara St.  
Santa Barbara, CA 93101  
(805) 568-2300

312-D East Cook Street  
Santa Maria, CA 93454  
(805) 346-7540

The District Attorney's Office has a specialized unit to prosecute crimes committed against vulnerable victims, including elders. The Unit is comprised of trained investigators and prosecutors who are familiar with dynamics which are common in elder abuse cases. In addition

to the assignment of specially trained Elder Abuse prosecutors and investigators, the District Attorney's Office has implemented an Advocacy Program comprised of crime victim advocates. The advocates offer services to victims and their families that include crisis intervention, orientation to the criminal justice system, case status information, court support, referral and resource information, assistance in obtaining state compensation for crime related expenses and emergency food and financial assistance.

**San Luis Obispo County  
Long Term Care Ombudsman**  
3232 S. Higuera St., #101B  
San Luis Obispo, CA 93401  
(805) 785-0132  
(800) 231-4024 (24 hour emergency services)  
[ombudsman@ombudsmanslo.org](mailto:ombudsman@ombudsmanslo.org)  
[www.Ombudsmanslo.org](http://www.Ombudsmanslo.org)

**Santa Barbara County  
Long Term Care Ombudsman**  
23 W. Gutierrez  
Santa Barbara, CA 93103  
(805) 965-1001 Ext. 1244  
[ltco@fsacares.org](mailto:ltco@fsacares.org)  
[www.fsacares.org](http://www.fsacares.org)

LTC Ombudsman investigate reports of alleged dependent adult abuse (18-59) and elder abuse (60+) that occurs in skilled nursing or residential care facilities. The Long-Term Care Ombudsman is also responsible for investigating complaints against skilled nursing and residential care facilities that pertain to a person's quality of care.

24-hour answering machine is available. Emergencies should be directed to local law enforcement by dialing 911. A statewide Ombudsman Hotline is also available at 800-231-4024, where an answering service will take your call and alert the appropriate agency.

**U.S. Senate  
Special Committee on Aging**  
Toll Free Fraud Hotline  
(855) 303-9470

A toll-free hotline to help seniors who have been victims of Investment scams, Identify theft, bogus sweepstakes and lottery schemes, Medicare and Social Security fraud, and a variety of other senior exploitation Issues. The hotline Investigators will directly examine complaints, and, if appropriate, refer them to the proper authorities.

## Reporting Elder/ Dependent Adult Financial Abuse

### Consumer Scams:

**San Luis Obispo County  
Elder Abuse and  
Dependent Adult Abuse  
Victim/Witness Assistance Center**  
San Luis Obispo County District  
Attorney's Office  
(866) 781-5821  
[www.slocounty.ca.gov/DA/Victim\\_Witness.htm](http://www.slocounty.ca.gov/DA/Victim_Witness.htm)

**Santa Barbara County  
District Attorney's Office**  
Elder and Dependent Adult Abuse Unit  
1112 Santa Barbara St.  
Santa Barbara, CA 93101  
(805) 568-2300

**U.S. Department of Justice  
Elder Fraud Hotline**  
(833) 372-8311

**The Consumer Financial Protection Bureau (CFPB):** You can submit a complaint about an issue you have with a company about a consumer financial product or service. The CFPB receives complaints about bank accounts or services, credit cards, credit reporting, money transfers, mortgages, student loans, and vehicle or consumer loans. Contact the CFPB by visiting: [www.consumerfinance.gov/complaint/](http://www.consumerfinance.gov/complaint/).  
(855) 411-2372  
(855) 729-2372 TTY/TDD



# ELDER AND DEPENDENT ADULT ABUSE

**Questionable Annuity or Insurance Practices:** Contact the State Insurance Commissioner's Office at (800) 927-4357 or visit [www.insurance.ca.gov/0300-fraud/index.cfm](http://www.insurance.ca.gov/0300-fraud/index.cfm). If an attorney sold the annuity, file a complaint with the State Bar Association at (800)843-9053 or [www.calbar.ca.gov/Attorneys/LawyerRegulation/FilingaComplaint.aspx](http://www.calbar.ca.gov/Attorneys/LawyerRegulation/FilingaComplaint.aspx).

**Reverse Mortgage Scams:** File a complaint with the Federal Trade Commission online or by phone, toll-free, at (877) FTC-HELP (382-4357). If you believe that a real estate professional has committed fraud having to do with your reverse mortgage, file a complaint with the California Department of Real Estate at [www.yourhome.ca.gov/file\\_complaint.shtml](http://www.yourhome.ca.gov/file_complaint.shtml).

**Filing a complaint with the Federal Bureau of Investigations Internet Crime Complaint Center (IC3):** The IC3 accepts online Internet crime complaints from either the actual victim or from a third party to the complainant. The following information is requested using the following website, [www.IC3.gov](http://www.IC3.gov):

- Victim's name, address, telephone and email
- Financial transaction information
- Subject's name, address, telephone, email, website and IP address
- Specific details on the victimization
- Email header(s)
- Any other relevant information supporting the complaint.

## ***To Request to Potentially Block Victims From Sending Further Wire Transfers Through Money Transmitters:***

### **Western Union Fraud Claim** (800) 448-1492

**For Family Members:** To block a sender (AKA: "interdiction") from transferring funds to scammers: If a family member or concerned third party (including law enforcement and Adult Protective Services) knows that someone is sending money to scammers, they may request that Western Union stop and black list any future wire transfers by calling Western Union Fraud Hotline Service at (800) 448-1492. Western Union will ask for the victim's name and phone number(s). Request should include variations of the victim's name (i.e., nicknames, abbreviations, misspellings) for the black list.

### **Money Gram**

**For Family Members:** To block a sender (AKA: "internal deny/watch list") from transferring funds to scammers: If a family member or concerned third part (including police and APS) knows that someone is sending money to scammers, they may request that Money Gram review and perhaps internally deny any future wire transfers. To do so, family members and other concerned third parties (including law enforcement and APS) can call Money Gram Consumer Service at (800) 926-9400 (select 5 "more options", select 5 "fraud") Money Gram will ask for the victim's name and phone number(s). Request should include variations of the victim's name (i.e., nicknames, abbreviations, misspellings) for the internal deny/watchlist.

## **Reporting health-related abuse**

### **Fraudulent Medi-Cal Practices:**

#### **Department of Health Care Services (DHCS)**

(800) 822-6222  
[www.dhcs.ca.gov/individuals/Pages/StopMedi-CalFraud.aspx](http://www.dhcs.ca.gov/individuals/Pages/StopMedi-CalFraud.aspx)  
Fraudulent Medicare Practices:

#### **Health Insurance Counseling & Advocacy Program (HiCAP)**

(805) 928-5663  
(800) 434-0222

#### **Medicare.gov**

(800) Medicare (800-633-4227)  
[www.medicare.gov/basics/reporting-medicare-fraud-and-abuse](http://www.medicare.gov/basics/reporting-medicare-fraud-and-abuse)

#### **U.S. Department of Health and Human Services**

[www.oig.hhs.gov/fraud/report-fraud/](http://www.oig.hhs.gov/fraud/report-fraud/)

Office of Inspector General - Submit a Complaint

### **Cyber Crime**

#### **US Federal Trade Commission Consumer Advice**

[www.onguardonline.gov](http://www.onguardonline.gov)

This site is an excellent source of information on cyber safety. It is designed to help anyone from the novice computer user to the expert.

# EMPLOYMENT

**O**lder adults are sometimes confronted with the need to change jobs, re-enter the workforce because of a change of status, or seek part-time employment to supplement a fixed income.

## Working While Receiving Social Security

Work does not reduce your Social Security benefit if you have reached full retirement age. You may receive your full benefit without any limit on your earnings. In fact, continued work often increases your benefit since you are still contributing to Social Security. You do not need to report these earnings to Social Security.

If you're younger than full retirement age, there is a limit to how much you can earn and still receive full Social Security benefits. If you're younger than full retirement age, a deduction of \$1. will be taken from your benefits for each \$2 earned above \$21,240 (for 2023)

If you reached full retirement age during 2023, the deduction will be \$1 from benefits for each \$3 earned above \$56,520 until the month you reach full retirement age. Beginning with the month you reach full retirement age, no limit applies.

Questions can be answered by calling (800)772-1213 or looking online at [www.socialsecurity.gov](http://www.socialsecurity.gov). If you start or stop working while you are under full retirement age and receiving benefits, you should report the change to Social Security.

## Training and Placement for Seniors

The following programs are designed to help you connect with meaningful employment, and/or provide specialized job training.

### One Stop Career Centers

#### America's Job Center

880 Industrial Way  
San Luis Obispo, CA 93401  
(805) 439-2557

### Workforce Resource Center

130 E. Ortega St.  
Santa Barbara, CA 93101  
(805) 568-1296  
1410 S. Broadway  
Santa Maria, CA 93454  
(805) 614-1550

The One Stop Career Centers provide job orientation, job assessment, counseling and job placement and referral. Classroom training is available for pre-employment skills and other specialized skills. Employer/employee self-help materials are available in the library/classroom.

## Other Training and Placement Programs

The following programs offer assistance to all people who qualify:

### Goodwill

880 Industrial Way  
San Luis Obispo, CA 93401  
(805) 788-2601  
[www.shorelineworks.org](http://www.shorelineworks.org)

### Senior Community Service Employment Program

315 South C St.  
Oxnard, CA 93030  
(805) 240-7771  
[www.anppm.org](http://www.anppm.org)

The Senior Community Service Employment Program (SCSEP) is authorized by Title V of the Older Americans Act. This program is designed to provide temporary part-time on-the-job training for low-income persons over the age of 55 years. This on-the-job training is provided at either nonprofit or government agencies.

### Department of Rehabilitation

3220 S. Higuera St., #102  
San Luis Obispo, CA 93401  
(805) 549-3361  
(805) 544-7367 TTY  
2615 South Miller St, Suite 101  
Santa Maria, CA 93455  
(805) 928-1891  
(844) 729-2800 TTY  
509 E Montecito St. # 101  
Santa Barbara, CA 93103  
(805) 560-8130  
(805) 560-8167 TTY  
[www.dor.ca.gov](http://www.dor.ca.gov)

Assists people with permanent disabilities with employment.

### Entrepreneurship training

Provides opportunities for entrepreneurs in every phase of the business life cycle: start up, launch, grow and sustain/exit. All services open to women and men.

### Women's Economic Ventures

21 East Canon Perdido  
Santa Barbara, CA 93103  
(805) 965-6073  
[www.wevonline.org](http://www.wevonline.org)

### Mission Community Services Corp. Women's Business Partners

71 Zaca Lane # 130  
San Luis Obispo, CA 93401  
(805) 595-1357  
(877) 831-9377  
[Info@mcscorp.org](mailto:Info@mcscorp.org)  
[www.MCSCorp.org](http://www.MCSCorp.org)

## CalJOBS

The State Employment Development Department (EDD) has implemented a primary matching tool for Job Service, the California Job Opening Browse System, commonly known as CalJOBS. CalJOBS is an electronic job listing and referral system developed by EDD to make customer self-service possible. CalJOBS is a computer link between employers and job seekers and is the primary matching tool for Job Service.

While CalJOBS is primarily a self-service tool, one can access CalJOBS at the local One Stop Career Centers. Staff is available to acquaint a person with CalJOBS and how to use it in seeking a job referral.

You can access CalJOBS at [www.caljobs.ca.gov](http://www.caljobs.ca.gov).

## **Employment Discrimination**

### **Americans with Disabilities Act (ADA) Information Line**

(800) 514-0301  
(800) 514-0383 TTY  
[www.ada.gov](http://www.ada.gov)

The U.S. Department of Justice provides information about the ADA through a toll-free information line. This service permits businesses, state and local governments and others to ask questions about general or specific ADA requirements and order ADA technical assistance materials.

## **Employment/Public Accommodation**

### **Fair Employment & Housing Department**

1055 W. 7th St., Suite 1400  
Los Angeles, CA 90017  
(800) 884-1684  
[www.dfeh.ca.gov](http://www.dfeh.ca.gov)  
(800) 884-1684 Housing  
(800) 884-1684 Hate Violence  
(800) 700-2320 TTY

Investigates allegations of discrimination on the basis of age, sex, color, national origin, marital status, creed, physical disability, medical condition, pregnancy, sexual orientation, genetic characteristics and religion when employment, housing, and public accommodations are affected.

Age discrimination complaints must be filed no later than two years from the date of "harm." All other complaints must be filed no later than one year from the date of "harm."

### **Labor Standards Enforcement (DLSE)**

411 E. Canon Perdido, Rm. 3  
Santa Barbara, CA 93101  
(805) 568-1222  
[www.dir.ca.gov](http://www.dir.ca.gov)

This agency enforces laws covering wages, hours and working conditions. They investigate problems concerning wage claims, minimum wage, overtime, hours and conditions.

# END OF LIFE

## Planning Ahead

Talking about end of life is not easy, but making a plan in advance can assure that you will get the type of care you want and give you peace of mind. Advanced Health Care Planning allows you to think about important issues when you don't need to make immediate decisions or aren't under great emotional stress. It is a gift for your family to know your wishes in advance of a health care crisis. In Santa Barbara County, your health care providers want to understand and honor your values and health care goals.

Some things you may consider and discuss with family:

- What type of medical treatment do I want or not want if I am critically ill?
- If it appears that I am at end-of-life, where do I prefer to die? At home, in a medical hospice environment or in a medical facility (hospital or nursing home).
- Who will be my caregiver? Family, friends or professionals. Do I prefer male or female, or are there other important considerations I want known about my caregiver(s)?
- Who do I want to have with me?
- Do I like to be surrounded by family and friends or do I prefer privacy and quiet?
- Do I want to donate organs or donate my body to science?
- What kind of funeral or memorial do I want? Do I want it open to the public or just for family?
- Do I want to be buried or cremated?

One tool to help you make a plan is an Advance Health Care Directive. Its main purpose is to let you choose someone ("agent") who will speak for you about your health decisions if you are too ill or injured to speak for yourself. When completed correctly, this legal document allows you to state what kind of treatment you want and don't want at end-of-life. It also enables you to give authority to your appointed agent to obtain information about your health issues, review care options and actually make decisions on your behalf. If you like, you can include information

about how you want to be remembered, what kind of memorial service you prefer, your instructions about organ donation and more. Although the Advance Health Care Directive is a legal document you can complete for yourself, your signature on the document must be witnessed by two people (special requirements must be followed) or notarized. A lawyer is not required. Copies of the completed document should be given to the appointed decision-maker (agent), primary care physician, hospital, and other appropriate family and health care providers. Accidents can happen, even to those who are in good health. If you are over the age of 18 it is a good idea to have an Advance Health Care Directive.

## Physician Order for Life Sustaining Treatment (POLST)

The POLST document should be completed by those who are frail (regardless of age), chronically ill, terminally ill, those enrolled in medical hospice care or are elderly. This document requires thorough discussion with one's physician or health provider (Nurse Practitioner or Physician's Assistant) at the time of completion. It enables the patient to be specific about end-of-life choices such as CPR, medical interventions, support for nutrition (such as feeding tubes for artificial nutrition), pain management and other treatments. Forms are available at many physician offices, local hospitals, licensed home health agencies, and hospice organizations.

## At the Time of Death

During the final moments, you may want to speak words of love, prayer, or sing a favorite song to the dying person. You may want to call family, friends or someone from the faith community to be present. After death, responsibilities may range from preparing/blessing the body, calling the mortuary, notifying other family and friends, to arranging a memorial, dealing with finances, canceling memberships and other practical "tasks." All of this is done while dealing with one's own feeling of sadness and grief. It is helpful if there are

significant others to help with these issues, so that no one person is overburdened. Below is a helpful checklist which can be used as a guide.

### Immediately:

- ✓ Arrange for organ donation. Plans should have been made in advance so that just a phone call is necessary, unless the death is sudden or unexpected.

- ✓ Contact close family members.

Arrange for the body to be handled according to the person's wishes. If there are no instructions, next of kin will most likely assume responsibility for decision-making.

- ✓ Consider funeral preparations. Follow the instructions of the deceased if possible or consult with key family members.

- ✓ Choose a funeral home and meet with the director regarding a service, if desired. Be sure that the deceased has not already made advanced funeral preparations.

- ✓ Contact the church, if appropriate.

- ✓ Notify close friends and extended family.

- ✓ Secure property – including home and vehicle. Assure that pets are cared for by someone.

- ✓ Notify the post office using the forward mail option.

- ✓ For a veteran, contact Veterans Affairs to inquire about participation in the service, if desired.

- ✓ Check with clubs, union or church of the deceased to see if financial assistance is available, if needed, for the funeral and burial (funeral homes may be able to assist with this).

- ✓ Ask friends and relatives to help with the funeral. This may include serving as pallbearers, creating a program for the funeral, making and serving a meal after the service. Other needs might include care for children, pets, monitoring the home of the deceased and providing support to other family members.

- ✓ Publicize the date, time, and



location of the scheduled service.

- ✓ Keep track of well-wishers who send cards, flowers, and donations so they can be acknowledged later.
- ✓ Prepare an obituary.

## After the funeral:

- ✓ Get duplicate death certificates (five or more originals) for life insurance, banks, financial advisors, attorneys, or others who may need verification of death.
- ✓ Send thank-you notes.
- ✓ Notify Social Security, who will notify Medicare.
- ✓ Stop health insurance, including Medicare Prescription Drug Coverage (Part D), Medicare Advantage (Part C) or Medigap if appropriate.
- ✓ Notify life insurance companies.
- ✓ Meet with a probate attorney.
- ✓ Make a list of important bills and prioritize by due date and order of importance.
- ✓ Contact financial advisors, stock-brokers, mortgage companies, banks, credit card accounts.
- ✓ Notify credit reporting agencies (Equifax, Experian and TransUnion). Follow-up in six weeks to check the deceased person's credit history to ensure no fraudulent accounts have been opened in their name.
- ✓ Cancel driver's license.
- ✓ Cancel email and website accounts.
- ✓ Cancel memberships such as clubs, professional organizations, gyms, etc.
- ✓ Contact an accountant for tax preparation.

## Advance Health Care Directives

If you were to become seriously ill, would the people who care most about you know your health care wishes and who is to be called if and when medical emergency occurs? An Advance Health Care Directive is a document that should be completed by everyone 18 years of age and over and is meant to direct your care in an

emergency, should you be unable to indicate your own health care wishes.

The process involves thinking about who would be your health care agent (surrogate decision-maker) and being sure that person is able and willing to act on your behalf in a medical emergency. The conversation about your health care wishes involves a clear and detailed discussion about the care you would or would not want in the event of a medical crisis. Instructions in the 'My Care Directive' should be specific, so that everyone is perfectly clear about your wishes and should include a discussion with your personal physician.

There are local programs and organizations that provide assistance to people in understanding and completing an Advanced Health Care Directive. A key component of the process involves defining techniques in how to have a meaningful conversation with family friends which will help in expressing wishes about end-of-life care.

## MyCare

MyCare is the name of an Advance Health Care Directive produced by Cottage Hospital in collaboration with a number of other local health care providers. It is a clear, easy-to-complete document that allows you to appoint an agent who will follow your wishes and directions about your future health care with your loved ones and health care providers. It doesn't require legal or financial experts, because the decision is yours.

Key components of the document provide for the following:

- Selection of a person you trust to be your health care agent; someone who can make decision for you should you become unable and would honor your wishes.
- Documenting your instructions about your future health care so that everyone is perfectly clear about treatments you would or would not want provided.
- Completion of the document requires that it be witnessed by two persons (see document for exclusions) or have it notarized.

MyCare is available free of charge from Cottage Health, as well as from a number of other local health care providers: Hospice of Santa Barbara, Sansum Clinic, Ridley Tree Cancer Center, VNA Health and other Home Health Care Agencies in your area. The MyCare document can also be downloaded at [cottagehealth.org/mycare](http://cottagehealth.org/mycare) website.

## Hospice of San Luis Obispo County

1304 Pacific Street  
San Luis Obispo, CA 93401  
(805) 544-2266  
[www.hospiceslo.org](http://www.hospiceslo.org)  
[hospiceslo@hospiceslo.org](mailto:hospiceslo@hospiceslo.org)

Provides Advance Health Care Directive Support by appointment

## Hospice of Santa Barbara

Hospice of Santa Barbara  
2050 Alameda Padre Serra, Ste. 200  
Santa Barbara, CA 93103  
(805) 563-8820  
[www.getitdonesb.org](http://www.getitdonesb.org)  
[www.miregalo.org](http://www.miregalo.org)

Hospice of Santa Barbara offers free workshops to businesses, churches, senior care communities and other organizations throughout the South Santa Barbara Community. Additionally, anyone can call for one-to-one support in one's home or other location and an Advance Care Planning (ACP) trained volunteer will come to you and will provide the My Care document and other supplemental information to help with document details. After careful review of the document and conversation about your agents and your wishes, the ACP volunteer will return to help assure correct document completion.

To request a one-to-one training session with an ACP volunteer or to inquire about programs that are scheduled in your area, call Hospice of Santa Barbara at (805) 563-8820 or go to the [www.getitdone.org](http://www.getitdone.org) website.

For assistance with document completion or to learn where programs are scheduled in Spanish, please visit the special website [www.miregalo.org](http://www.miregalo.org) or call the Hospice of Santa Barbara office listed above.

For further information, contact Hos-

# END OF LIFE

pice of Santa Barbara at (805) 563-8820 or go to [www.getitdonesb.org](http://www.getitdonesb.org) or in Spanish at [www.miregalo.org](http://www.miregalo.org) OR contact Advance Care Planning Services at Cottage Health by calling (805) 324-9102 or going to their website at [www.mycare@sbch.org](http://www.mycare@sbch.org).

## National Hospice & Palliative Care Organization

1731 King St.  
Alexandria, VA 22314  
(703) 837-1500  
[www.nhpco.org](http://www.nhpco.org)

Provides free consumer information on hospice care and puts the public in direct contact with hospice program.

## Sansum Clinic Advance Care Planning

(805) 681-7672  
[healthed@sansumclinic.org](mailto:healthed@sansumclinic.org)  
[www.acp.sansumclinic.org](http://www.acp.sansumclinic.org)

Call or email to sign up for a free Advance Directive Workshop or schedule an appointment for one-on-one assistance.

## Other Advance Care Planning Resources

There are other organization that have created Advance Health Care Directives. You may want to use one of these documents as an alternative. For more information, contact Senior Connection at (805) 928-2552.

## Benefits

### Social Security Administration

A family member or other person responsible for the beneficiary's affairs should do the following when a beneficiary dies:

- Promptly notify Social Security of the beneficiary's death by calling toll free (800) 772-1213.
- If monthly benefits were being paid via direct deposit, notify the bank or other financial institution of the beneficiary's death. Request that any funds received for the month of death and later be returned to Social Security as soon as possible.
- If benefits were being paid by check, do not cash any checks received for the month in which the beneficiary died or thereafter. Return the checks

to Social Security as soon as possible.

- Call Social Security for instruction on how/where to return checks that have been received.

## Other

Some unions and fraternal organizations have benefits. Contact any organizations that the decedent belonged to and ask if benefits are available.

The Public Administrator under certain conditions can administer a decedent's estate of a deceased person. Call for more information: (805) 568-2920 (Santa Barbara) or (805)-346-8330 (Santa Maria).

## Burial and Cremation Information

The first step is to be sure that the deceased has not already made advance plans regarding a funeral/service. In the event that none were made, review the Yellow Pages of the telephone directory under "Funeral Directors, Services" and "Cremation Services." If preferred, google "Funeral Directors/Service Santa Barbara County" and "Cremations Santa Barbara County." Contact the Funeral Consumer Alliance-Channel Cities Central Coast at [www.centralcoastmemorialsociety](http://www.centralcoastmemorialsociety) for information about low-cost and/or cremation services.

## Cemetery and Funeral Bureau Department of Consumer Affairs

1625 N. Market, Ste. S -208  
Sacramento, CA 95834  
(916) 574-7870  
[Emailcfb@dca.ca.gov](mailto:Emailcfb@dca.ca.gov)  
[www.cfb.ca.gov](http://www.cfb.ca.gov)

This organization licenses and regulates the California funeral and cemetery industries and also investigates complaints against funeral homes, cemeteries and individual licensees and publishes "Consumer Guide to Funeral & Cemetery Purchases."

## Federal Trade Commission

Consumer Response Center  
(877) FTC-HELP  
(866) 653-4261 TDD  
[www.ftc.gov](http://www.ftc.gov)

Provides information about funerals, funeral providers, fees and a

pricing checklist as well as where to file a complaint.

## Funeral Consumers Alliance

(888) 737-3911  
[Info@fcasocal.org](mailto:Info@fcasocal.org)  
[www.fcasocal.org](http://www.fcasocal.org)

Provides knowledge and tools to carry out meaningful, personalized and affordable funerals. Includes price comparisons.

## Death Certificates

A funeral director will usually obtain copies of the death certificate for you. Certified death certificates are usually required for benefits determination. Certified copies cost \$24.00 (in person) and \$26( by mail) each in Santa Barbara County. Costs will vary by jurisdiction. Obtain a death certificate by visiting or writing to:

## County of Santa Barbara Public Health Department, Office of Vital Records

345 Camino Del Remedio 3rd Floor,  
Rm 320  
Santa Barbara, CA 93110  
(805) 681-5150

## County of Santa Barbara Hall of Records

1100 Anacapa St  
(805) 568-2250  
[Countyofsb.org/739/Death-Records](http://Countyofsb.org/739/Death-Records)

## County of Santa Barbara - Santa Maria Office

511 E. Lakeside Prkwy. Ste. 115  
Santa Maria, CA 93455  
(805) 568-2250

The California Health and Safety Code Section 103526 permits only specific individuals to receive an authorized certified copy of a birth or death record. An authorized certified copy of a death may be required to obtain death benefits, claim insurance proceeds, notify social security, and obtain other services related to an individual's identity. Those that do not meet the criteria for an authorized certified copy may receive an informational certified copy that include the words, "INFORMATIONAL, NOT A VALID DOCUMENT TO ESTABLISH IDENTITY" imprinted across the face of the copy.

## San Luis Obispo County Public Health Vital Records

2191 Johnson Ave.  
San Luis Obispo, CA 93401  
(805) 781-5514  
[www.slocounty.ca.gov](http://www.slocounty.ca.gov)

## Indigent Death

Cremation services only are available through:

### Public Administration, Santa Barbara County

105 E Anapamu St, Rm 301  
Santa Barbara, CA 93101  
(805) -568-2790

511 E. Lakeside Pkwy.  
Santa Maria, CA 93455

## Unattended Death

If the deceased has not seen a physician within 20 days prior to the death or if the death is the result of an accident or of a suspicious nature, the County Coroner will become involved in the case. For more information contact:

### San Luis Obispo County Sheriff, Coroner's Office

835 Aerovista Pl,  
San Luis Obispo, CA 93401  
(805) 781-4513  
[www.slosheriff.org](http://www.slosheriff.org)

### Santa Barbara County Sheriff, Coroner's Office

66 S. San Antonio Rd.  
Santa Barbara, CA 93110  
(805) 681-4145  
[www.sbsheriff.org](http://www.sbsheriff.org)

It is important to report a death which occurs at home, or in another non-medical setting. Call 9-1-1.

## Organ Donation

Organ donation is the process of surgically removing an organ or tissue from one person (the organ donor) and placing it into another person (the recipient). Unfortunately, the need for organ donors is much greater than the number of people who actually designate themselves as organ donors. Whole body donations are used for medical research and education. These donations can be made to medical schools or private organizations that distribute the bodies to institutions to be used in their research or for teaching purposes.

It is critically important that provision for organ or whole-body donation be made well in advance of a person's death to eliminate any possible confusion or delay at the time of death. This choice should also be included in an Advance Health Care Directive.

**One Legacy** is a non-profit organization associated with the DMV "pink dot" on your driver's license enabling organ/tissue donation to people awaiting transplants. The body is then returned to the family for burial or cremation.

[www.onelegacy.org](http://www.onelegacy.org)

**Anthropology Center (FAC)** - A research center within the University of Tennessee that accepts bodies from the Southern California area for forensic anthropology research. Family is responsible for cost of transport of the body from California to Knoxville. Remains are not returned to family.

Pre-registration recommended.  
(865) 974-4408  
[www.fac.utk.edu](http://www.fac.utk.edu)

**Science Care** - A whole-body donation, for-profit organization based in Arizona that receives bodies from throughout the US (except New Jersey and Minnesota) for medical research, training and professional education nationwide. A short medical screening is done by phone at time of death to determine match with research criteria. If a person is on hospice care or is terminally ill, screening can be done ahead of time through HOPE Program. Cremated remains are returned to family.

(800) 417-3747 option 2 to register  
[www.sciencecare.com](http://www.sciencecare.com)

## Bereavement/Support Groups

Grief groups are offered to anyone experiencing the loss of someone special, particularly within the last year, and are held by a number of local organizations who specialize in end-of-life services. One-to-one counseling may also be available for those who require more intensive support. For a listing, see **Support Groups Section**.

## End of Life Option Act

The End of Life Option Act is a California law that permits terminally ill

adult patients with capacity to make medical decisions to be prescribed an aid-in-dying medication if certain conditions are met. Signed into law by Governor Brown in October 2015, the Law went into effect on June 9, 2016.

To be eligible to request a prescription for the aid-in-dying drugs, an individual must:

- Be an adult (18 years old or older).
- Be a California resident.
- Have a terminal illness with a prognosis of six months or less as determined by two qualified physicians.
- Be able to make medical decisions for themselves as determined by health professionals.
- Voluntarily request a prescription for an aid-in-dying drug without influence from others.
- Be able to self-administer (eat, drink, and swallow) the aid-in-dying drug.

The request must be made solely and directly by the patient to the attending physician, and cannot be made on behalf of the patient through a power of attorney, and advanced health care directive, a conservator, health care agent, surrogate, or any other legally recognized health care decision maker. Participation in the End of Life Option Act is voluntary for individual patients health providers (physicians, nurses, pharmacists, etc.) as well as health systems, HMOs, hospitals, medical offices, nursing homes, pharmacies and hospices. Insurance providers are not required to cover aid-in-dying drugs or related physician fees.

If the patient's provider or the organization where the patient receives care is not participating in the End of Life Option Act, the patient may request basic information or ask for a referral. A valuable resource is Coalition for Compassionate Care of California, an interdisciplinary collaborative of regional and statewide organizations and individuals dedicated to promoting high-quality, compassionate care for everyone who is seriously ill or nearing the end of life.

Contact Information: (916) 489-2222 or [www.coalitionccc.org](http://www.coalitionccc.org).



# BASIC STEPS TO PROTECT YOURSELF

## Basic Steps to Protect Yourself

1

**Obtain a free copy of your credit report.**

[www.annualcreditreport.com](http://www.annualcreditreport.com)  
1-877-322-8228

2

**Remove your name from direct mail lists.**

Send your name, address and \$1 to:  
DMA Choice  
P.O. Box 643  
Carmel, NY 10512  
[www.dmachoice.org](http://www.dmachoice.org)

3

**Remove your name from telemarketing lists; sign-up for the National Do Not Call Registry.**

Register online at [www.donotcall.gov](http://www.donotcall.gov),  
or call toll-free (888) 382-1222 (TTY (866) 290-4236)  
from the number you wish to register.

4

**Remove the name of a deceased family member from direct mail lists.**

Sign up for Deceased Do Not Contact  
at [www.ims-dm.com/cgi/ddnc.php](http://www.ims-dm.com/cgi/ddnc.php).

5

**Remove yourself from pre-approved offers of credit**

If you prefer not to receive pre-approved offers of credit, you can opt out of such offers by calling (888) 5 OPT OUT ((888) 567-8688).  
Or log onto: [www.optoutprescreen.com](http://www.optoutprescreen.com).

6

**Remove Unwanted E-mail and Internet Ads**

If you would like to remove your email address from unwanted e-mail or Internet ads, log onto: [www.dmachoice.org](http://www.dmachoice.org).



# BASIC STEPS TO PROTECT YOURSELF

## Free Annual Credit Reports

Under the Fair and Accurate Credit Transactions Act of 2003, all consumers are entitled to free annual credit reports from the three major credit bureaus: Equifax, Experian and TransUnion.

To order your free credit report, go to the government-mandated site:  
[www.annualcreditreport.com](http://www.annualcreditreport.com)

If you do not have internet access, call 1-877-322-8228 to request your credit report.

## Placing A Fraud Alert on Your Account

If you discover that someone else is taking out credit cards or loans in your name, immediately report the situation to the fraud units of the three credit bureaus. If you notify one bureau that you are a victim of identity theft, it is required to notify the other two bureaus. Ask that your file be flagged with a fraud alert. Add a statement to your report ("My ID has been used to apply for credit fraudulently. Contact me at [telephone number] to verify all applications.")

Fraud alerts are usually placed for 90-180 days. You can extend the time period to seven years by doing so in writing. You may cancel fraud alerts at any time.

## Placing A Freeze on Your Account

To place a freeze on your account so that no further credit accounts can be opened in your name, contact each of the three credit bureaus and complete the required paperwork for a freeze to be placed on your account. A credit report freeze costs \$10 (or \$30 for all three credit bureaus). You can suspend the freeze with a few days' notice if you are planning to seek additional credit yourself, but the cost is another \$10 to each of the three bureaus to suspend the freeze. If you are a victim of identity theft, the freeze is free.

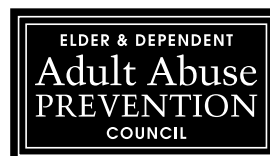
## Credit Reporting Bureaus

**Equifax**  
P.O. Box 740241  
Atlanta, GA 30374  
1-800-525-6285  
[www.equifax.com](http://www.equifax.com)

**Experian**  
475 Anton Blvd.  
Costa Mesa, CA 92626  
1-888-397-3742  
[www.experian.com](http://www.experian.com)

**TransUnion**  
P.O. Box 6790  
Fullerton, CA 92834  
1-800-680-7289  
[www.transunion.com](http://www.transunion.com)

*Prepared by Sharon Kennedy, Esq., Sharon Kennedy Estate Management, Updated June 2013*



# FINANCIAL ASSISTANCE

## Social Security Administration

(800) 772-1213

[www.socialsecurity.gov](http://www.socialsecurity.gov)

The Social Security Administration is responsible for programs that can provide financial assistance:

### Social Security Retirement Benefits

Retirement benefits are payable as early as age 62 for a worker who has Social Security credit for at least 10 years of work. Benefits are permanently reduced for each month of early benefits claimed before the full retirement age. The amount of a Social Security benefit is based on the average amount of the worker's earnings in jobs covered by Social Security, over a 35-year period. To assist in financial planning, a free benefit estimate, social security statement, retirement calculators, and other tools are available online at [www.socialsecurity.gov](http://www.socialsecurity.gov). Monthly benefits are also paid to eligible spouses, divorced spouses (for marriages lasting at least 10 years), children under 18, and adult children who were disabled before age 22. File online at [www.socialsecurity.gov](http://www.socialsecurity.gov) or call 800-772-1213 up to three months before you plan on claiming benefits.

### Social Security Survivors Benefits

Monthly benefits can be paid to survivors of deceased workers including a widow or widower, divorced widow or widower (for marriages lasting at least 10 years), children under 18, and adult children who were disabled before age 22. An additional one-time death payment of \$255.00 can be paid to an eligible widow, widower, or child. Call (800) 772-1213 to start the application process.

### Social Security Disability Benefits

Disability insurance benefits are payable to individuals who have worked in jobs or self-employment covered by Social Security. To be entitled to benefits, a worker must have a disability which

prevents that person from working, and which is expected to last at least 12 months or result in death. Benefits generally begin after 6 months of disability, but applications should be filed as soon as possible. Monthly benefits are also paid to eligible spouses, divorced spouses (for marriages lasting at least 10 years), children under 18, and adult children who were disabled before age 22. File online at [www.socialsecurity.gov](http://www.socialsecurity.gov) or call (800) 772-1213 to start the application process.

### Medicare

At age 65 most people are eligible for Medicare coverage regardless of their retirement status. Medicare will also start automatically after two years of entitlement to disability benefits. Medicare health insurance will help pay for medical expenses including doctor and hospital charges. Apply for Medicare up to three months before reaching age 65 at [www.socialsecurity.gov](http://www.socialsecurity.gov) or (800) 772-1213.

### Supplemental Security Income Program (SSI)

The Social Security Administration also handles a program that provides monthly financial assistance to persons in financial need who are 65 or older, blind, or disabled who have limited income and assets. A recipient must be a citizen, refugee, or a permanent legal immigrant who meets certain income eligibility requirements.

A person may be eligible for SSI benefits even if he or she receives a small Social Security check or other income. Those receiving SSI also received Medi-Cal.

### Appeals

#### Right of Appeal

If you feel that a decision about your benefits was not correct, go to the Social Security office and ask for a reconsideration. If you disagree with the reconsideration, you have the right to request a hearing. Be mindful of deadlines. Your Social Security office can explain the process. There are also sources of legal help listed in the Legal section of this directory.

Some private attorneys also help with Social Security problems for a fee.

### Overpayments

If you are sent a notice of overpayment, you can appeal the decision. Social Security may have made a mistake. If the notice is not in error, arrangements can sometimes be made to have the amount of over-payment gradually deducted from future checks to avoid hardship. Request for reconsideration must be filed promptly or Social Security will automatically deduct the overpayment from your next check. Call your Social Security office for details. You may want to get legal help.

To find out more about Social Security programs you may call, write, or visit any Social Security office. Social Security can be reached toll-free anytime between 7 am and 7 pm by calling 800-772-1213 or visit the web site at [www.socialsecurity.gov](http://www.socialsecurity.gov). You can apply for retirement and disability benefits online.

The best times to call are between 7 am and 9 am or between 5 pm and 7 pm especially in the last half of each month. Service Representatives can answer your questions, make an appointment for you and tell you what you will need to provide if you file an application for benefits. If you are not yet receiving benefits you may request a Social Security Statement which will show the Social Security work credits you have earned and the amount of future benefits you may be entitled to. Most Social Security business can be handled by telephone.

### Social Security Offices

#### San Luis Obispo District Office

3240 S. Higuera St., #A  
San Luis Obispo, CA 93401  
(855) 207-4865  
Toll Free (800) 772-1213  
[www.ssa.gov](http://www.ssa.gov)

#### Santa Barbara Office

122 W. Figueroa St.  
Santa Barbara, CA 93101  
(866) 695-6285

#### Santa Maria Office

2436 Professional Parkway  
Santa Maria, CA 93455  
(866) 331-2316

## County Programs

### Department of Social Services

The following are locations of the Department of Social Services:

#### San Luis Obispo County Department of Social Services

3433 S. Higuera St.  
San Luis Obispo, CA 93401  
(805) 781-1600  
Fax (805) 781-1846

9630 El Camino Real  
Atascadero, CA 93422  
(805) 461-6000  
Fax (805) 461-6036

1086 East Grand Ave.  
Arroyo Grande, CA 93420  
(805) 474-2000  
Fax (805) 474-2134

681 W. Tefft St. Suite 1  
Nipomo, CA 93444  
(805) 931-1800

406 Spring St.  
Paso Robles, CA 93446  
(805) 237-3110  
Fax (805) 237-3115

[www.slocounty.ca.gov](http://www.slocounty.ca.gov)

#### Santa Barbara County Department of Social Services

234 Camino del Remedio  
Santa Barbara, CA 93110  
(805) 681-4401

1100 W. Laurel Ave.  
Lompoc, CA 93436  
(805) 737-7080

2125 S. Centerpointe Parkway  
Santa Maria, CA 93455  
(805) 346-7135

[www.countyofsb.org](http://www.countyofsb.org)

### CalFresh

(formerly known as Food Stamps)

A supplemental program that helps low-income individuals and families buy the food they need in order to stay healthy. Benefits are provided on an electronic card that works like a bank debit card and is accepted at grocery stores and markets as well as some Farmer's Markets. The CalFresh Program can add to your food budget to put healthy and nutritious food on the table.

Who is eligible for CalFresh? In general, CalFresh is available to individuals and families with a gross income of 130% or less of the federal poverty line, but several factors can affect eligibility (such as net income, age, and other aid types received). The income level for age 60 and over or disabled household is 200% of the federal poverty level. Again, there are numerous factors that are involved with eligibility and the level of benefits.

You can use a pre-screening tool ([www.mybenefitsCalwin.org](http://www.mybenefitsCalwin.org)) to see if you are likely to be eligible. You must be a citizen or legal resident to receive CalFresh.

Medical deductions may increase your monthly CalFresh benefit. Maximize the medical deduction by providing verification of out-of-pocket medical expenses. Keep receipts, bills, and keep track of mileage to medical care and doctors' appointments.

How can I apply? You can visit one of the County Department of Social Service offices. The department has a telecommunication device that is designed for use by deaf, hearing and/or speech impaired individuals.

### General Relief

General Relief (GR) is a County-funded program that provides temporary

cash aid to indigent (very low income) adults who do not qualify for Federal or State programs. Applicants must be U.S. Citizens or legal permanent residents to qualify.

GR is a short-term loan. All clients applying for GR are asked to sign a lien to reimburse the County for the aid received. The lien is imposed on future payments awarded from Worker's Compensation and Supplemental Security Income/State Supplementary Payment (SSI/SSP) claims. Participation in the CalFresh Employment and Training (CFET) program will be counted to reduce the amount of repayment obligation.

### Categories of Application:

Adults applying for GR fall under two categories: employable or unemployable.

Unemployable participants must provide proof of disability. Many people in this group are awaiting federal government approval of their total disability claims (SSI/SSP). Our SSI/SSP Advocates provide participants with assistance with the SSI/SSP application process. The SSI/SSP Advocates may also help participants get to appointments and stabilize their living situations until the disability income is approved.



### QUINN FIDUCIARY SERVICES

601 East Arrellaga Street, Suite 102  
Santa Barbara, CA 93103  
Ph 805.845.5664 Fax 805.845.0860

Quinn Fiduciary Services' team acts in a position of trust and confidence for their clients in a variety of ways, including:

- ❁ As Trustee for Trust and Estate Administration
- ❁ As Agent under Powers of Attorney
- ❁ As Conservator
- ❁ As Personal Money Manager
- ❁ As Care Manager

Jackie Quinn, PhD, Owner

California Licensed Professional Fiduciary - CA License No. 192

[www.quinnfiduciaryservices.com](http://www.quinnfiduciaryservices.com)



# FINANCIAL ASSISTANCE

Unemployable participants are not required to participate in CFET.

Employable participants are required to participate in the CFET program. CFET is California's employment and training program for CalFresh applicants and recipients who do not receive assistance under the CalWORKS program. CFET activities include Workfare / Work Experience performing necessary labor at local community sites. Other employment services include referrals to Supervised Job Search offered by the Department of Social Services (DSS) or to America's Job Center of California (AJCC) services offered by the Workforce Development Board, where participants receive assistance in seeking and securing a job.

## **To Apply**

For General Relief, you must apply in person at your local Department of Social Services offices.

## **Veteran's Benefits**

There are Veteran's benefits for eligible veterans and/or spouses who are disabled or over the age of 65. The benefits available to a veteran depend on many factors, including time in service, discharge status, assets and income.

### **San Luis Obispo County Veteran's Service Office**

801 Grand Ave.  
San Luis Obispo, CA 93401  
(805) 781-5766  
[www.slocounty.ca.gov](http://www.slocounty.ca.gov)

### **Santa Barbara County Veteran's Service Office**

315 Camino Del Remedio, Bldg. Rm 251  
Santa Barbara, CA 93110  
(805) 681-4500  
401 E. Cypress St., Rm 101  
Lompoc, CA 93436  
(805) 737-7900  
624 W. Foster Rd., Ste. A  
Santa Maria, CA 93455  
(805) 346-7160

## **Financial Assistance**

### **Catholic Charities**

3220 S. Higuera Street, Suite 225  
San Luis Obispo, CA 93401  
(805) 541-9110

609 E. Haley  
Santa Barbara, CA 93103  
(805) 965-7045  
325 North Second Street  
Lompoc, CA 93436  
(805) 736-6226

607 W. Main St.  
Santa Maria, CA 93454  
(805) 922-2059

Provides financial assistance to qualified individuals. Financial assistance consists of rental assistance, utility assistance. Also provides supplemental food.

### **Money Management/ Bill Paying Service**

Some older people need help with bill paying, particularly medical bills and insurance claims. Senior Connection at (805) 928-2552 has a list of individuals and businesses which provide basic bookkeeping and bill paying services for those persons who are having difficulty.

## **Dealing with Debt**

### **Credit Counseling**

Consumer Credit Counseling Services provide counseling to families and individuals who are unable to meet their debt obligations. The California Department of Financial Protection and Innovation licenses and monitors consumer credit counseling organizations. You can find a list of licensed non-profit credit counseling organizations here: [dfpi.ca.gov/nonprofit-community-service-organizations](http://dfpi.ca.gov/nonprofit-community-service-organizations). If there are fees associated with the counseling they should be clearly stated and disclosed in advance of services. Also, Debtors Anonymous can provide support.

### **Department of Financial Protection and Innovation**

2101 Arena Boulevard  
Sacramento, CA 95834  
(866) 275-2677  
(916) 327-7585  
[Ask.DFPI@dfpi.ca.gov](mailto:Ask.DFPI@dfpi.ca.gov)  
[dfpi.ca.gov](http://dfpi.ca.gov)

Information on credit counseling services.

### **Debtors Anonymous Support Group**

#### **General Services Office**

PO Box 920888  
Needham, MA 02492  
(800) 421-2383 - Information Hotline  
[www.debtorsanonymous.org](http://www.debtorsanonymous.org)

Peer group that follows the 12-step method for mutual help in recovering from compulsive indebtedness.

### **Credit/Debt Counseling Agency**

#### **Money Management International (MMI)**

12603 Southwest Freeway, Suite 450  
Stafford, TX 77477  
(866) 889-9347

Non-profit agency providing credit/debt counseling and financial education. Some services are fee-based.

### **Professional Fiduciaries**

Fiduciaries practicing in the state of California are required to be licensed by the Professional Fiduciaries Bureau under the California Department of Consumer Affairs. Licensed, bonded & insured, they provide financial management services for a fee. You can find a listing at: [www.pfac-pro.org](http://www.pfac-pro.org)

Private fiduciaries serve by court appointment as guardians, conservators and personal representatives, payees and as agents under powers of attorney.

Professional fiduciaries provide critical services to seniors, persons with disabilities and children. They manage matters for clients including daily care, housing and medical needs, and other offer financial management services. There are requirements for licensing. While there are no right or wrong answers, the following questions may help to determine what services/qualities are important to you regarding medical bill management.

The Professional Fiduciaries Bureau was created by legislation that passed and was enacted into law in 2007 to regulate non-family member professional fiduciaries including conservators, guardians, trustees



and agents under durable power of attorney as defined by the Professional Fiduciaries Act.

## Professional Fiduciary Bureau State of California Dept. of Consumer Affairs

PO Box 989005  
West Sacramento, CA 95798-9005  
(916) 574-7340  
Spanish (800) 952-5210  
fiduciary@dca.ca.gov  
www.fiduciary.ca.gov

Professional fiduciaries provide critical services to seniors, disabled persons and children. They manage matters for clients including daily care, housing and medical needs and also offer financial management services ranging from basic bill paying to estate and investment management. Requirements for licensing include passing an examination and completing thirty (30) hours of approved education courses and earning fifteen (15) hours of continuing education credit each year for renewal. Licensees must comply with reporting requirements and must abide by the Professional Fiduciaries Code of Ethics so that client matters are handled responsibly and without conflict.

While there is no right or wrong answer, the following questions may help to determine what services/qualities are important to you regarding bill management.

### Operations

1. How long has the company been in business?
2. What is the background/ experience of the person(s) handling your finances? What types of insurance are they familiar with handling?
3. Is the company willing to provide references? Be sure to check them.
4. Does the company charge a flat rate, an hourly fee, or a percentage of what is being filed? Is there an initial, one-time set-up charge or an annual fee? What are the charges to file past claims?

5. Does the company guarantee confidentiality?
6. Does the company have a complaint process?
7. Where will your financial records be kept?
8. Are reports provided and are they easy to read?
9. Are home visits a necessary/ important service component?
10. Does the company provide regular reporting to clients on claims activity, e.g. monthly or quarterly? Does it supply year-end summaries for tax purposes?
11. Are the company's activity reports clear and comprehensive to you? Ask for a sample.
12. Will the company keep on file all the paper documentation that it receives?
13. Ask the company detailed questions about their fees and make sure you understand when, for what and how much you will be billed.
14. Will the company work with your current financial system or use only the company's method?

### Other Services You May Require

15. Do you want access to a toll-free 800 number?
16. Is it important that the company provide strong telephone support and assistance, i.e., take the time over the telephone to answer questions?
17. Do you need the company to do more than just file claims, i.e., to analyze coverage and make suggestions on improvements, if necessary, or to go as far as paying medical bills from a client's account?

### Processing & Reporting

18. On average, how much time lapses from when the company receives the claim to when the claim is processed and sent to the insurance company?
19. Will the company follow-up on a problem at no charge?
20. Does the client receive the reimbursement check directly or does the company first receive it from the insurance company?
21. Does the company provide regular reporting to clients on claims activity, e.g., monthly or quarterly? Does it supply year-end summaries for tax purposes?

**CI·FG**  
CHANNEL ISLANDS  
*fiduciary group*



Courtney DeSoto, JD, CLPF  
courtney@cifiduciarygroup.com  
www.cifiduciarygroup.com

**Private Professional Fiduciary  
serving as:**  
**Successor Trustee**  
**Executor**  
**Conservator**  
**POA Agent**  
**AHCD Agent**  
**Estate Administrator**

**805.804.3131**

\* The initial consultation is always free \*

# FINANCIAL ASSISTANCE

## Guide to Financial Planning Assistance

### Why Do I Need a Financial Planner?

The reasons people seek out a financial planner are many. A financial planner can help with questions that may include: Have I adequately planned for my elder years? Am I purchasing the right type and amount of life, disability, long-term-care and medical supplemental insurance? Are my life insurance beneficiary designations correct and advantageous? Are my investments right for me? Are my investment and tax planning programs coordinated? Could I earn a higher rate of return without taking more risk? If I were to become disabled or incompetent, who will keep my family informed about my financial affairs? What will my family's financial obligations and resources be if I die or become disabled? Are my estate planning documents in order and consistent with my wishes?

### What Does a Financial Planner Do?

Through a distinctive six-step process, the professional helps you to:

1. Clarify your present situation through collecting and assessing all relevant financial data such as all assets, liabilities, insurance coverages, wills, etc.
2. Identify both personal and financial goals and objectives.
3. Identify financial problems which create obstacles to you reaching your goals and objectives.
4. Provide a written plan and course of action.
5. Implement or coordinate the implementation of the strategy you decide is best to reach your goals. The professional may coordinate the implementation of your plan with other professional advisors.
6. Periodically review your plan to assure you that it is making progress toward the attainment of your goals.

### How Do I Select a Professional Financial Planner?

You need to select someone you can work with comfortably. It is your right and responsibility to fully investigate the person's background, methods of practice, credentials, etc.

The following questions should help you obtain information to help you make an informed decision:

1. What relevant education and/or credentials does the professional have in the financial planning field?
2. How long has the professional been working in the field you need assistance in?
3. What did the professional do before becoming a financial planner?
4. Ask for references.
5. What are the professional's areas of expertise?
6. Verify that the professional has good working relationships with your accountant, attorney, and others who may be needed to implement your plan.
7. What type of clientele does the professional serve?
8. How will the professional keep you informed of new financial information?
9. How will the professional be compensated; on a fee basis, charging an hourly rate, through commissions generated through the sale of financial products, or a combination? You must choose which method you are most comfortable with.
10. Talk with friends, business associates, and others who are involved in the financial services field. They can give insight into what to expect or perhaps a referral.
11. Has the planner ever had any regulatory action taken against him/her?

12. Has any client ever filed a claim or suit against the planner you are considering?
13. Has the planner ever had a claim filed against him/her involving employee relations?

The leading national industry organizations that can offer referrals for financial planning services are:

#### Financial Planning Association

1290 Broadway, Suite 1625  
Denver, CO 80203  
(800) 322-4237  
Info@onefpa.org  
www.financialplanningassociation.org

#### Certified Financial Planner Board of Standards, Inc.

1425 K Street, NW, Suite 800  
Washington, DC 20005  
Toll Free 800-487-1497  
(202) 379-2200  
www.cfp.net

## Taxes/Homeowner's & Renter's Assistance

### Homeowner's Property Tax Exemption

If you own your home and occupy it as your principal residence on January 1, you may apply for an exemption. New property owners will automatically receive an exemption application in the mail. A Homeowner's Exemption may also apply to a supplemental assessment if the property was not previously receiving a Homeowner's Exemption. There is no charge for filing for the Homeowner's Exemption. More information is available at:

#### Assessor's Office

1055 Monterey D 360  
San Luis Obispo, CA 93408  
(805) 781-5643

6565 Capistrano 2nd Floor  
Atascadero, CA 93422  
(805) 461-6143

105 E. Anapamu, Rm. 204  
Santa Barbara, CA 93101  
(805) 568-2550

511 E. Lakeside Parkway, Ste. 115  
Santa Maria, CA 93455  
(805) 346-8310

## Renter's Tax Credit

A tax credit or refund that is available for California tenants. For information call:

## Franchise Tax Board

(800) 852-5711  
(800) 735-2929 TDD for hearing impaired  
[www.ftb.ca.gov](http://www.ftb.ca.gov)

## Homeowner's Property Tax Postponement

The Property Tax postponement program allows eligible homeowners to postpone payment of property taxes on a primary residence. The interest rate for taxes postponed is 7% per year. Funding for the program is limited, and applications are processed on a first- come, first-served basis. Only current-year property taxes are eligible for postponement. To be eligible you must:

- Be at least 62, or blind or have a disability;
- Own and occupy the home as your primary residence;
- Have a total household income of \$35,500 or less;
- Have at least 40% equity in the property; and
- Other requirements.

More information is available on the State Controller's website: [www.sco.ca.gov](http://www.sco.ca.gov); or contact (800) 952-5661 or [postponement@sco.ca.gov](mailto:postponement@sco.ca.gov)

## Other Tax Assistance

### Volunteer Income Tax Assistance (VITA)

Available at locations throughout Santa Barbara County. Volunteers are trained by IRS and the Franchise Tax Board to assist in the preparation of your state and federal income tax, renter's credit, homeowner's assistance and renter's assistance forms and to answer questions regarding the various tax programs. An appointment is usually necessary. For information on the nearest site, call Senior Connection at (805) 928-2552.

## Tax Counseling for the Elderly (TCE)

Specially trained volunteers are available in local communities during tax time to help taxpayers 60+ complete their own federal tax forms.

This free program is sponsored by the Internal Revenue Service.

## AARP Tax Aide Program

(888) OUR-AARP (687-2277)  
(877) 434-7598 (TDD)  
[taxaide@aarp.org](mailto:taxaide@aarp.org)

For information about counseling sites provided by this program.

Call Senior Connection at (805) 928-2552 for the site and time most convenient for you.

## Franchise Tax Board

(800) 852-5711  
(800) 735-2929 (TDD)  
[www.ftb.ca.gov](http://www.ftb.ca.gov)

For questions regarding state tax Forms, tax information, or problem resolution, call:

## Internal Revenue Service

(800) 829-1040  
(800) 829-4059 (TDD)  
[www.irs.gov](http://www.irs.gov)

Federal tax forms, tax information and problem resolution.

**WALPOLE**  
FINANCIAL ADVISORS, LLC

*Committed to providing superior wealth management solutions that create value for our clients*

*Call to schedule a free consultation:  
(805) 845-6587*



# FOOD & NUTRITION

**G**ood nutrition enhances a person's health and wellbeing. Many Seniors face food insecurity and has become a pressing social and public health issue. There is an extensive network of food banks, food pantries, soup kitchens, and hot meal programs in our community.

## Meals in a Community Setting

### San Luis Obispo County

#### Meals That Connect

2180 Johnson Ave.  
San Luis Obispo, CA 93401  
(805) 541-3312  
info@mealsthatconnect.org  
www.mealsthatconnect.org

Hot lunches are provided to seniors 60 years of age and over at meal sites throughout San Luis Obispo County. No income qualifications. Please visit their website at [www.mealsthatconnect.org](http://www.mealsthatconnect.org) or call for a site near you. Donations to this program are voluntary, anonymous and confidential.

#### Peoples Kitchen

43 Prado Rd,  
San Luis Obispo, CA 93401  
(805) 235-9712  
(805) 440-2312  
Slopeopleskitchen.org

Free Noon meal in San Luis Obispo;  
Noon Monday - Sunday.

### Santa Barbara County

#### Central Coast Commission for Senior Citizens - Senior Nutrition Program

528 S. Broadway  
Santa Maria, CA 93454  
(805) 925-9554 - Option 1

Meals are provided to seniors 60 and over. There are no income qualifications and meals are provided Monday through Friday, excluding holidays. In some locations transportation may be available. Call to inquire and learn more about the program and for locations.

#### Santa Ynez Valley Community Outreach

164 Highway 246  
Buellton, CA 93427  
(805) 688-4571

### Free Methodist Church

1435 Cliff Dr.  
Santa Barbara, CA 93109  
(805) 965-4286

Lunch is served on the first and third Thursday for \$8.00, which includes lunch, fellowship, music, scripture, and presentations.

### Solvang Senior Center

1745 Mission Drive  
Solvang, CA 93463  
(805) 688-3793

\$6 meal available for pick-up

### Home-Delivered Meals

Home delivery can be arranged for frail and home-bound individuals through several local organizations. Special dietary needs can be accommodated by some providers.

### San Luis Obispo County

#### Cambria's

#### Anonymous Neighbors (CAN)

P.O. Box 1797  
Cambria, CA 93428  
(805) 927-5673

Home-delivered meals to clients in Cambria or San Simeon who are in need or have recently been released from a hospital or nursing home on a short-term basis.

### Five Cities Meals on Wheels

Five Cities Meals on Wheels provides daily, home-delivered meals to our homebound neighbors who cannot prepare nutritious meals for themselves, and who do not live with someone who can regularly provide balanced meals. Those in need include seniors and individuals with disabilities who need our meals to support their health and independence on a long-term basis. We also service adults with temporary needs such as recuperation from surgery or hospital stay. Five Cities Meals on Wheels services the areas of Arroyo Grande, Grover Beach, Oceano, Pismo Beach and Shell Beach.

#### Mailing Address:

PO Box 156  
Pismo Beach, CA 93448-0156

#### Site Address:

780 Bello St.  
Pismo Beach, CA 93449

(805) 773-2053  
5citiesmow.com

### Meals That Connect

2180 Johnson Ave.  
San Luis Obispo, CA 93401  
(805) 541-3312  
info@mealsthatconnect.org  
www.mealsthatconnect.org

Provides free, nutritious meals to seniors in San Luis Obispo County aged 60 and older who meet eligibility requirements.

### San Luis Obispo Meals on Wheels

1637 La Vineda Ct.  
San Luis Obispo, CA 93401  
(805) 541-1336

Delivers meals M-F to any homebound person. Hot meals delivered daily including holidays except Thanksgiving and Christmas. No age requirement. Within city of San Luis Obispo only.

### Santa Barbara County

#### Central Coast Commission for Senior Citizens

528 S. Broadway  
Santa Maria, CA 93454  
(805) 925-9554 - Option 1

Eligibility requirements apply. Call for more information.

### Food from the Heart

(805) 334-5292  
www.sbfoodfromtheheart.org

Provides adults with illness, frail health, or in a health crisis living in the City of Santa Barbara or Goleta home-delivered bountiful bags of prepared food which will usually feed one adult for a week and is free. Delivery is once a week.

### Meals-on-Wheels

Meals on Wheels Buellton  
(805) 688-4571

Meals on Wheels Lompoc  
(805) 736-3257

Meals on Wheels Santa Maria Valley  
(805) 938-1200  
www.mealsonwheelssmv.org

Meals on Wheels is a volunteer-based meal delivery service that delivers nutritious meals five days a week, including holidays, to seniors. All meals are prepared at Marian



Extended Care Center Kitchen and subsidized according to the client's income level.

**Meals on Wheels Santa Barbara**  
(805) 683-1565

Volunteers deliver hot meals to homebound seniors seven days a week. A meal fee is charged. Office is open between 9 a.m. and 11:30 a.m.

**Meals on Wheels Santa Ynez Valley**  
(805) 350-8478

Meals are delivered Monday through Friday. Fee is \$5.50 with limited financial assistance available.

**Organic Soup Kitchen**

608 Anacapa St.  
Santa Barbara, CA 93101  
(805) 364-2790  
contact@organicsoupkitchen.org  
www.organicsoupkitchen.org

Services low-income cancer patients and homebound seniors living in Santa Barbara, Goleta, and Carpinteria with weekly meals. Sliding scale fee, with proof on income required with application.

**Wisdom Nourish, Santa Maria Wisdom Center**

2255 S. Depot St.  
Santa Maria, CA 93455  
(805) 354-5332

The Center offers a Wisdom Nourish program which is a hot meal delivered in Santa Maria, Orcutt, Lompoc, Guadalupe, Nipomo, and Five Cities. Call for meal cost. Meal includes dinner. Open to all ages.

**Supplementary Food**

The following agencies provide supplementary food items. Each program has its own eligibility criteria.

**Cambria's**

**Anonymous Neighbors (CAN)**  
(805) 927-5673

Distribution of USDA and Food Bank of SLO County surplus food to eligible families and individuals in Cambria and San Simeon. Distribution is scheduled on the 1st Thursday of each month from 7:30 am to 8:30 am at the Joslyn Recreation Center. Home delivery is available to "shut ins."

**Five Cities**

**Christian Women's Food Bank**

946 Rockaway Ave.  
Grover Beach, CA 93483  
(805) 473-3368 (Site)  
www.fivecitieschristianwomenfoodpantry.org

Provides a free bag of groceries for home cooking. 2-4 pm M-F, except major holidays.

**Foodbank of Santa Barbara County Mobile Food Pantry and Farmers Market Program**

(805) 897-2566  
www.foodbanksbc.org

Foodbank administers weekly and monthly distribution sites that provide both fresh produce and pantry staples. Participants do not need to apply; simply show up at various community center locations to receive free groceries. Participants should bring their own bags or boxes to carry the food.

**Foodbank Santa Barbara County Brown Bag Program**

North County (805) 937-3422  
South County (805) 967-5741  
www.foodbanksbc.org

Program participants receive two bags of groceries and fresh produce each month.

**Grass Roots II**

1022 Mill Street  
San Luis Obispo, CA 93401  
(805) 544-2333

Emergency food pantry, Community clothes closet, Household items & furniture. Call for hours.

**Loaves and Fishes of Atascadero**

5411 El Camino Real  
Atascadero, CA 93422  
(805) 461-1504

Provides free groceries. 1-3 pm M-F.

**Loaves and Fishes of Paso Robles**

2650 Spring St.  
Paso Robles, CA 93446  
(805) 238-4742

Provides groceries. 2-4 pm M-Th; Th 5:30-7 pm Closed major holidays.

**Martha's Market**

St Peter's Episcopal Church  
402 S Lincoln St

Santa Maria, CA  
(805) 922-3575

Distributes staple food items every week on Thursdays 9:30a.m.-11:00a.m.

**San Luis Obispo Food Bank**

1180 Kendall Rd.  
San Luis Obispo, CA 93401  
(805) 238-4664  
www.slofoodbank.org

Offers several programs to distribute food to low-income residents in SLO County:

**People Helping People**

545 Alisal Rd., STE102  
Solvang, CA 93463  
(805) 686-0295  
www.syvphp.org

**The Salvation Army - Morro Bay**

540 Quintana Rd.  
Morro Bay, CA 93442-1938  
(805) 772-7062

Distributes groceries 1-4 pm M-F.

**The Salvation Army - Five Cities**

Arroyo Grande, Grover Beach, Nipomo, Pismo Beach, Oceano  
1550 W Branch St.  
Arroyo Grande, CA 93420  
(805) 481-0278

M-W 10-3 pm, Fri. 12-3 pm

**The Salvation Army -**

**San Luis Obispo**

815 Islay St  
Corner of Islay & Chorro  
San Luis Obispo, CA 93401  
(805) 544-2401

Distributes groceries. Limit is a monthly food box. Need Application, Driver's License & Social Security Card to receive food.

**Unity Shoppe**

1401 Chapala St.  
Santa Barbara, CA 93103  
(805) 965-4122

The Shoppe provides food, clothing and personal items upon referral.

**Additional Resources**

**Grocery Resources**

**Community Partners In Caring**

120 E. Jones Suite 123  
Santa Maria CA 93454  
(805) 925-8000

Volunteers provide shopping and

# FOOD & NUTRITION

errand service for older adults that cannot easily leave their homes and need assistance getting food, other supplies or running errands.

## **Wilshire Good Neighbor Program**

285 South Street Suite J  
San Luis Obispo, CA, 93401  
(805)547-7025

With the support of kind volunteers, older adults can receive assistance with activities such as transportation, grocery shopping, and pet care. Knowing that these basic human needs will be met contributes to security and a sense of belonging, which leads to an overall healthier aging experience.

## **Hospital Meals**

### **French Hospital Medical Center**

1911 Johnson Ave  
San Luis Obispo, CA 93401  
(805) 543-5353

Evening meals 4-6 pm. M-Thursday.  
Price varies with selection.

### **Sierra Vista Hospital**

1010 Murray Ave.  
San Luis Obispo, CA 93405  
(805) 546-7600

Evening meals 5-6:30 pm Price varies with selection. Discount for seniors.

### **Twin Cities Hospital**

1100 Las Tablas Rd.  
Templeton, CA 93465  
(805) 434-4546 Kitchen

Lunch & Evening meals 7 days a week. Discount for seniors.

### **Marian Regional Medical Center**

1400 East Church St.  
Santa Maria, CA 93454  
(805) 739-3514

Seniors are offered a 10% discount on meals in cafeteria.

### **Santa Barbara Cottage Hospital**

400 W Pueblo  
Santa Barbara, CA 93105  
(805) 682-7111

Seniors are offered a 20% discount in the hospital's cafeteria.

## **Community Gardens**

Community gardens are an ideal place to plant organic vegetables, fruits, herbs, and flowers, while getting to

know neighbors and enjoying the outdoors. This fun, outdoor activity open to all ages. Community gardens produce nutritious food, reduce food budgets, create opportunities for recreation and socialization, preserve green space, and conserves resources.

### **San Luis Obispo County Broad Street Community Garden**

(805) 781-7300  
533 Broad St.  
San Luis Obispo, CA 93405

Call the City of San Luis Obispo for more information on this garden.

### **Emerson Park Community Garden**

(805) 781-7300  
1341 Nipomo Street  
Nipomo, CA 93401

Call the City of San Luis Obispo for more information on this garden.

### **Rotary Community Garden at Meadow Park**

(805) 781-7300  
601-641 South Street  
San Luis Obispo, CA 93401

Call the City of San Luis Obispo for more information on this garden.

### **Kiwanis Centennial Garden**

(805) 781-7300  
1175 Los Osos Valley Road  
San Luis Obispo, CA 93405

Call the City of San Luis Obispo for more information on this garden.

### **Laurel Lane Community Garden**

(805) 781-7300  
1248 Laurel Lane  
San Luis Obispo, CA 93401

Call the City of San Luis Obispo for more information on this garden.

## **Santa Barbara County**

### **Alice Trefts Park/Community Garden**

510 East Park Ave  
(805)925-0951 Ext. 2260

### **Estero Park Community Garden**

Isla Vista  
(805) 968-2017

New gardeners are trained in organic methods. Quarterly fee.

### **Peace Community Garden**

Lompoc  
(805) 331-3483  
Annual fee of \$120.

### **Pilgrim Terrace Community Garden** Operated by the Pilgrim Terrace Foundation

(805)500-8442

### **Rancheria Community Garden**

(805) 897-2560

### **Yanonali Community Garden**

(805) 897-2560

## **Meal Kit Delivery Service**

Several local companies directly mail food and recipes to customers. There is a subscription cost. Some of the companies are: Blue Apron and Hello Fresh.

## **CalFresh**

CalFresh is a supplemental program that helps low-income individuals and families buy the food they need in order to stay healthy. Benefits are provided on an electronic card that works like a bank debit card, and is accepted at grocery stores and markets, as well as some Farmer's Markets.

### **Who is eligible for CalFresh?**

There are special rules for households with a member who has a disability or is over 60 years of age. There are numerous factors that are involved with eligibility and the level of benefits.

You can use a pre-screening tool ([www.mybenefitsCalwin.org](http://www.mybenefitsCalwin.org)) to see if you are likely to be eligible. You must be a citizen or legal resident to receive CalFresh.

### **How can I apply?**

#### **San Luis Obispo County**

Atascadero  
(805) 461-6000

Paso Robles  
(805) 237-3110

Arroyo Grande  
(805) 474-2000

Nipomo  
(805) 931-1800

San Luis Obispo  
(805) 781-1600

Morro Bay  
(805) 772-6405

#### **Santa Barbara County**

Lompoc  
(805) 737-7080

Santa Barbara  
(805)-681-4401

Santa Maria  
(805) 346-7135

**H**There are a variety of services to promote and maintain health in both San Luis Obispo and Santa Barbara Counties. Several specialized centers exist to address specific concerns as well as low-cost clinics to provide access for all residents.

## Health Care Centers

### American Indian Health & Services

4141 State St., # B-11  
Santa Barbara, CA 93110  
(805) 681-7356

American Indian Health & Services is committed to empowering our community by delivering accessible, socially responsive, and culturally appropriate health care. The clinic serves people of all ethnicities through the framework of the traditional circle of physical, social, emotional and spiritual well-being. Clients are cared for in an atmosphere that respects individuality and confidentiality.

### Community Action Partnership Health Services Clinics

Menopausal Services and Education  
[www.capslo.org](http://www.capslo.org)

**San Luis Obispo**  
705 Grand Ave.  
San Luis Obispo, CA 93401  
(805) 544-2478

**Arroyo Grande**  
1152 E. Grand Ave.  
Arroyo Grande, CA 93420  
(805) 489-4026

### Community Health Centers of the Central Coast

#### San Luis Obispo County

**Arroyo Grande (3 locations)**  
260 Station Way  
Arroyo Grande, CA 93420  
(805) 473-6201

1057 Grand Ave.  
Arroyo Grande, CA 93420  
(805) 270-1700  
1205 E. Grand Ave.  
Arroyo Grande, CA 93420  
(805) 994-2300

**Atascadero**  
7512 Morro Road  
Atascadero, CA 93422  
(805) 792-1400

**Cambria**  
2515 Main St., Ste B  
Cambria, CA 93428  
(805) 927-5292

**Grover Beach**  
555 South 13th St., Ste. B  
Grover Beach, CA 93433  
(805) 473-4712

**Nipomo**  
150 Tejas Place  
Nipomo, CA 93444  
(805) 929-3211  
Oceano Cienaga Street  
1941 & 1981 Cienaga St.  
Oceano, CA 93445  
(805) 473-4712

Oceano Del Mar - After Hours Care  
2120 Cienaga St.  
Oceano, CA 93445  
(805) 994-2100

**Paso Robles**  
416 Spring St., Ste. 201  
Paso Robles, CA 93446  
(805) 238-7250

**San Luis Obispo**  
77 Casa Street, Ste. 201  
San Luis Obispo, CA 93401  
(805) 269-1503

**San Luis Obispo Women's Health**  
1551 Bishop St, Ste B-240  
San Luis Obispo, CA 93401  
(805) 549-0402

**San Miguel**  
1385 Mission Street  
San Miguel, CA 93451  
(805) 467-2344

**Templeton**  
325 Posada Lane, Ste A  
Templeton, CA 93465  
(805) 542-6703

**Templeton Women's Health**  
292 Posada Ln., Ste. A  
Templeton, CA 93465  
(805) 542-6701

**Santa Barbara County**  
**CHC Guadalupe**  
4723 W. Main St.  
Guadalupe, CA 93434  
(805) 343-5577

**CHC Lompoc**  
425 W. Central #201  
Lompoc, CA 93436  
(805) 737-1169

**CHC Santa Maria (2 Locations)**  
2081 Santa Maria Way #A

Santa Maria, CA 93455  
(805) 934-5400  
1835 N. Broadway  
Santa Maria, CA 93454  
(805) 345-3701  
[www.chccc.org](http://www.chccc.org)

**Cottage Health**  
400 W. Pueblo St. (Cottage Virtual Care)  
Santa Barbara, CA 93105  
(805) 246-7774  
2030 Viborg Road #205  
Solvang, CA 93463  
(805) 688-2600

**Dignity Health**  
**Family Medicine Center**  
235 Palisades Dr.  
Santa Maria, CA 93454-4175  
(805) 739-3561

**Dignity Health Urgent Care - Lompoc**  
217 W. Central Ave Ste. G  
Lompoc, CA 93436  
(805) 735-4292

**Medical Clinic at West Mall**  
5920 West Mall  
Atascadero, CA 93422  
(805) 466-0676

**Medical Clinic at Peach**  
1250 Peach St Suite A  
San Luis Obispo, CA 93401  
(805) 543-4043

**Medical Clinic at Casa**  
100 Casa St Suite B  
San Luis Obispo, CA 93405  
(805) 242-0614

**Medical Clinic at Bayview**  
2238 Bayview Heights, #G  
Los Osos, CA 93402  
(805) 534-1305

**Medical Clinic at Posada**  
265 Posada Lane  
Templeton, CA 93465  
(805) 434-0900

### Pacific Central Coast Health Centers

**Marian Community Clinic**  
1745 N. Broadway  
Santa Maria, CA 93458  
(805) 739-3890

**Sansum Clinic**  
(800) 4-SANSUM (800) 472-6786  
[www.sansumclinic.org](http://www.sansumclinic.org)  
Sansum Clinic is an independent non-profit healthcare organization providing the full spectrum of health care. Services are provided at



# HEALTH SERVICES

23 patient care locations, including primary care and more than 30 specialties located in Santa Barbara, Goleta, Carpinteria, and Solvang.

**Sansum Clinic, Carpinteria**  
4806 Carpinteria Avenue  
Carpinteria, CA 93013  
(805) 566-5080

**Sansum Clinic, Pueblo Multi-Specialty**  
317 W. Pueblo Street  
Santa Barbara, CA 93105  
(805) 681-7500

**Sansum Clinic, Pesetas Multi-Specialty**  
215 Pesetas Lane  
Santa Barbara, CA 93105  
(805) 681-7500

**Sansum Clinic, Sansum County Clinic**  
2027 Village Lane, Suite 102  
Solvang, CA 93463  
(805) 688-3440

**San Luis Obispo County  
Public Health Department**  
Immunizations, public health issues,  
information and referral

**San Luis Obispo Office**  
2191 Johnson Ave.  
San Luis Obispo, CA 93401  
(805) 781-5500

**Paso Robles Office**  
723 Walnut Drive  
Paso Robles CA 93446  
(805) 237-3050

**Grover Beach Office**  
286 S. 16<sup>th</sup> St.  
Grover Beach, CA 93433  
(805) 473-7050

**Morro Bay**  
760 Morro Bay Blvd.  
Morro Bay, CA 93442  
(805) 781-5800

**San Luis Obispo Noor Foundation  
Dental Clinic**  
3071 S Higuera Street Suite 110  
San Luis Obispo, CA 93401  
(805) 592-2240

**Medical and Vision Clinic**  
428 Phillips Lane Suite 203  
San Luis Obispo, CA 93401  
(805) 439-1797

Providing free medical, dental and vision care to uninsured adults in San Luis Obispo County and northern Santa Barbara County.

**Santa Barbara County  
Health Care Services - Public Health**  
County Health Care Centers  
[www.countyofsb.org/phd](http://www.countyofsb.org/phd)

Clinical services are provided through federally qualified health care centers (FQHC's) located throughout the County. Services are available to all members of the community. Medi-Cal and Medicare are accepted. For those without Medicare or Medi-Cal, payment is on a sliding fee basis. No services are denied due to inability to pay. Specialty clinics available .

**Carpinteria**  
931 Walnut Ave.  
Carpinteria, CA 93013  
(805) 684-8681

**Franklin Center**  
1136 E. Montecito St.  
Santa Barbara, CA 93103  
(805) 568-2099

**Lompoc**  
301 North R St.  
Lompoc, CA 93436  
(805) 737-6400

**Santa Barbara**  
345 Camino del Remedio  
Santa Barbara, CA 93110  
(805) 681-5488

**Santa Maria**  
2115 S. Centrepointhe Pkwy.  
Santa Maria, CA 93455  
(805) 346-8410

## **Santa Barbara Neighborhood Clinics**

Call center: (844) 594-0343  
[www.sbclinics.org](http://www.sbclinics.org)

Santa Barbara Neighborhood Clinics is a private nonprofit corporation that have been designated as FQHC's. Services are funded by fee for service, grants and government programs. There are five freestanding clinics

**Eastside Neighborhood Clinic**  
915 N Milpas St.  
Santa Barbara, CA 93103

**Goleta Neighborhood Clinic**  
5580 Calle Real  
Goleta, CA 93111

**Isla Vista Neighborhood Clinic**  
970 Embarcadero del Mar

Isla Vista, CA 93117

**Westside Neighborhood Medical Clinic**  
628 W. Micheltorena St.  
Santa Barbara, CA 93101

**Santa Ynez Tribal Health Clinic**  
90 Via Juana Lane  
Santa Ynez, CA 93460  
(805) 688-7070  
[info@sythc.org](mailto:info@sythc.org)  
[www.sythc.com](http://www.sythc.com)

This clinic is located in the Santa Ynez Reservation and serves American Indians and is available to all members of the community. Offers sliding fees based on income and available programs.

## **Veteran's Outpatient Clinics**

**San Luis Obispo County VA Clinic**  
1288 Morro Street, Suite 200  
San Luis Obispo, CA 93401-6302  
(805) 543-1233  
Mental health care: (805) 543-1233 x76203

**Santa Barbara VA Clinic**  
4440 Calle Real  
Santa Barbara, CA 93110-1002  
(805) 683-1491  
Mental health care: (805) 268-4449

**Santa Maria VA Clinic**  
1550 East Main Street  
Santa Maria, CA 93454-4819  
(805) 354-6000  
Mental health care: (805) 354-6053

## **Palliative Care**

"Palliative care" is a way of caring for patients who are facing a life-threatening illness. By enhancing patients' comfort and controlling pain, palliative care ensures the highest possible quality of life regardless of the person's age, stage of disease or need for other therapies. Palliative care is provided in many different settings and professional fields.

**Central Coast Hospice**  
253 Granada, Suite D  
San Luis Obispo, CA 93401  
(805) 540-6020  
[Info@mycchh.com](mailto:Info@mycchh.com)  
[www.centralcoasthospice.com](http://www.centralcoasthospice.com)

**Marian Regional Medical Center  
(Dignity Health)**  
(805) 739-3950



Palliative Care is specialized medical care that focuses on relieving and preventing the suffering of patients with serious illnesses to improve quality of care for both patients and their families. This type of care focuses on providing patients with relief from pain, symptoms and the stresses caused by a serious illness.

Dignity Health (Marian Regional Medical Center) Palliative Care services are provided by an interdisciplinary team of physicians, registered nurses and other expert specialists who work with a patient's primary physician and any other physician specialists to provide added support. Palliative Care medicine is appropriate for patients at any age and in all disease stages including those undergoing treatment for curable illnesses, chronic diseases and patients nearing end-of-life.

Dignity Health Hospice is a comprehensive Medicare Certified Hospice Program serving Northern Santa Barbara County. Accreditation by Joint Commission. For more information, contact the Palliative Care team at (805) 739-3950.

## **Palliative Care Consultation Service at Cottage Hospital** (805) 569-8393

Cottage Hospital Palliative Care team works with the patient's primary care physician to address symptom management while the patient is in the hospital. The team also serves the patient by enhancing communication between caregivers and family members, providing an extra layer of emotional support during hospitalization. The team manages symptoms such as pain, shortness of breath, nausea, anxiety or depression, constipation or diarrhea, loss of appetite, fatigue, agitation or restlessness.

The program is open to any patient in the hospital who is coping with a chronic, progressive or life-threatening illness. Introduced early in the disease process, palliative care can be woven into the care

plan and can provide ongoing support during later hospital stays. Typically, all costs for palliative care services are covered by the partnership between the sponsoring organizations which include Cottage Health System, VNA Health and the St. Francis Foundation.

## **Sansum Clinic Palliative Care**

Located at the Ridley-Tree Cancer Center  
540 W. Pueblo Street  
Santa Barbara, CA 93105  
(805) 879-0670  
[palliativecare.snasumclinic.org/](http://palliativecare.snasumclinic.org/)

Palliative care services may be provided at any time during a person's illness, including at the time of diagnosis and at the same time as other treatments. Services may include assessment of your care plan and needs, care coordination, management of symptoms and help with difficult treatment decisions.

## **VNA Health**

512 East Gutierrez, Ste. A  
Santa Barbara, CA 93103  
(805) 965-5555

VNA Health provides an individualized Palliative Care program for people with palliative care needs with an emphasis on control of pain and other symptoms, advance care planning, and transition of care needs. Palliative Care is centered on both the patient and family or caregiver. Palliative Care personnel respect and respond to the unique differences in family, caregiver, lifestyle, values, culture, and wishes.

## **Wilshire Hospice**

277 South St., Suite R  
San Luis Obispo, CA 93401  
(805) 782-8608  
(800) 801-8019  
[www.wilshirehcs.org](http://www.wilshirehcs.org)

## **Non-Medical Hospice Services**

### **Hospice of San Luis Obispo County**

1304 Pacific Street  
San Luis Obispo, CA 93401  
(805) 544-2266  
[www.hospiceslo.org](http://www.hospiceslo.org)  
[hospiceslo@hospiceslo.org](mailto:hospiceslo@hospiceslo.org)

Hospice of SLO County, a volunteer

hospice, provides in-home hospice support to seriously and terminally ill individuals who have a greater than six months prognosis, are continuing curative care regardless of prognosis, or have been discharged from Medicare-reimbursed hospice agencies.

## **Hospice of Santa Barbara**

2050 Alameda Padre Serra, Ste. 100  
Santa Barbara, CA 93103  
(805) 863-8820

The Patient Care Services program at Hospice of Santa Barbara is an interdisciplinary approach which includes social work, spiritual care, and volunteer services. Their non-medical program which does not require a physician's order, coordinates highly individualized support that meets the immediate and critical needs of individuals and their families impacted by a life-threatening illness by addressing their emotional, social, spiritual, and practical concerns.

## **Physician Referral Central Coast Medical Association**

Santa Barbara And SLO Counties

5142 Hollister Ave #143  
Santa Barbara, CA 93110  
(805) 683-5333  
[www.ccmahealth.org](http://www.ccmahealth.org)

The Medical Association will refer you to physicians of various specialties who are members of the Association.

Contact HiCAP at (805) 510-2020 for information about Physician/Suppliers who accept Medicare Assignment.

## **Rehabilitative/ Therapeutic Services**

Rehabilitation centers provide professional restorative care designed to help people who have been disabled due to illness, accident, or injury.

Rehabilitation services fall into the following three categories: (1) in-patient hospital care; (2) out-patient care (the patient visits the facility for treatment but does not stay overnight.); and (3) in-home services (treatment is given in the patient's home - patient must be

# HEALTH SERVICES

“homebound”).

Medicare will pay for medical rehabilitation costs if patient has the potential for rehabilitation, and certain types of skilled care are required. Medicare Part A covers services for in-patient and home-bound persons; Part B covers 80% of out-patient costs. A physician's medical order is required.

Medicare covers the full cost of in-home visits by rehabilitation therapists when the patient is homebound, has rehabilitation potential, and the agency providing the service is a licensed Medicare Certified Home Health Agency.

## In Patient/Outpatient Services

### Cottage Rehabilitation Hospital

2415 De La Vina  
Santa Barbara, CA 93105  
(805)569-8999 Ext. 82317  
[www.cottagehealthsystem.org/rehab](http://www.cottagehealthsystem.org/rehab)

### Keck Center for Outpatient Services

(805) 569-8900

### The Tuohy Foundation Aquatic Center

(805) 569-8999

Cottage Rehabilitation Hospital (CRH) provides comprehensive medical rehabilitation services for both outpatient and inpatient care. The goal is to empower people with disabilities to achieve optimal quality of life. The rehabilitation team employs an interdisciplinary approach to the rehabilitation process to address the medical, physical, cognitive, and neuropsychological needs of the family and patient. Working together as a team, physicians, therapists and nurses develop individualized courses of treatment to help each patient set and reach practical, patient-focused goals.

Cottage Rehabilitation Hospital's full range of services include: Acute Rehabilitation, Pain Management, Physical Therapy, Occupational Therapy, Orthopedic Rehabilitation, Outpatient Brain Injury Services,

Psychology/Neuropsychology, Speech and Language Pathology, Stroke Rehabilitation and Therapeutic Recreation.

The Cottage Rehabilitation Hospital features the Tuohy Foundation Aquatic Center which offers a variety of aquatic therapy classes and programs for patients as well as community members.

Through its Keck Center for Outpatient Services, CRH offers adapted driving services including a pre-driving evaluation, behind-the-wheel evaluation, driver training and evaluation and training on adaptive equipment. The services are for any patient or community member whose physical or cognitive disability has the potential to impair driving ability.

*Plans are underway to relocate Cottage Rehabilitation Center including Inpatient and outpatient services and the Tuohy Foundation Aquatic Center at the Goleta Valley Cottage campus on Patterson Avenue in 2025.*

### Vista del Monte Fitness, Aquatics and Physical Therapy Center

3775 Modoc Road  
Santa Barbara, CA 93105  
(805) 687-0793

Vista del Monte's Fitness and Aquatic Center is committed to restoring functional capabilities and to maintaining the health and fitness of older adults and other residents of the Santa Barbara Community. The comprehensive wellness approach is provided by board certified therapists in a comfortable environment for older adults. Services include a heated pool, SwimEx hydrotherapy pool and a gym with senior-friendly fitness equipment. Vista del Monte accepts Medicare, HMO and most private insurances when therapy is ordered by a physician.

### Other Rehabilitative Services

#### Independent Living Resource Center

423 W. Victoria St.

Santa Barbara, CA 93101  
(805) 963-0595 (V/TDD)  
218 W. Carmen Lane #109  
Santa Maria, CA 93458  
(805) 925-0015 (V/TDD)  
[www.ilrc-trico.org](http://www.ilrc-trico.org)

ILRC provides a wide range of non-medical rehabilitative services to persons with disabilities. Services include peer/benefits counseling, independent living skills, training, personal assistant referral services, sign language interpreting, advocacy, employment and housing services, and information and referral to other service provider organizations.

### Jodi House Brain Injury Support Center

625 Chapala St.  
Santa Barbara, CA 93101  
(805) 563-2882  
[info@jodihouse.org](mailto:info@jodihouse.org)  
[www.jodihouse.org](http://www.jodihouse.org)

Jodi House supports and empowers brain injury survivors not merely to survive, but to thrive. The day program in Santa Barbara is open Monday-Friday, 11 am to 4 pm and includes a variety of classes geared toward strengthening a survivor's cognitive, physical and social function. Jodi House also offers employment services in partnership with the Department of Rehabilitation, case management services in the tri-counties and a resource and referral program for survivors, their families and loved ones. Adult survivors of traumatic and acquired brain injury are eligible for Jodi House services.

### Blood Pressure Screening

Most senior centers, clinics, hospitals, and some pharmacies in Santa Barbara County provide regularly scheduled blood pressure checks at low or no cost. Call facility for specifics.

### Cancer

#### Breast Cancer Early Detection

Medicare will pay for a mammogram every year. The State sponsors a program called “Every Woman Counts”

to encourage early detection of breast cancer. The woman must be age 40 or over and meet income requirements. The program applies to those with no other health insurance and who cannot afford the fee-for-service. To access Every Woman Counts Locator Service, go to [www.dhcs.ca.gov](http://www.dhcs.ca.gov). Call for information about a free clinical breast exam and mammogram.

Call (800) 511-2300 to reach a Cancer information specialist, available 24/7 to answer any specific questions about a cancer diagnosis or treatment.

## American Cancer Society

1432 Chapala Street  
Santa Barbara, CA 93101  
(805) 963-1576  
(800) 227-2345 (24/7, including holidays)  
[www.cancer.org](http://www.cancer.org)

The American Cancer Society provides programs and services for cancer patients, such as “Look Good, Feel Good” and “Road to Recovery.”

## Breast Cancer Resource Center

55 Hitchcock Way, Ste. 101  
Santa Barbara, CA 93105  
(805) 569-9693  
[www.bcrsbsb.org](http://www.bcrsbsb.org)

Programs & support for individuals with breast cancer.

## Hearst Cancer Resource Center

1941 Johnson Ave., Suite 201 A  
San Luis Obispo, CA 93401  
(805) 542-6234  
[www.frenchmedicalcenter.org](http://www.frenchmedicalcenter.org)

Information on cancer and related topics and family support services such as counseling, coaching and an Appearance Center. Affiliated with French Hospital Medical Center.

## Mission Hope Cancer Center - Dignity Health

Marian Regional Medical Center  
1325 Church Street  
Santa Maria, CA 93454  
(805) 219-HOPE (4673)  
[www.missionhopecancercenter.com](http://www.missionhopecancercenter.com)

Mission Hope Cancer Center is the only comprehensive state-of-art integrated oncology facility in the

region, uniting oncology treatment, imaging, research, education and outreach services. Their caring oncology nurse navigators are available to guide patients through services which include cancer prevention, risk, biopsy, treatment and survivorship, supporting patients at no charge.

## Ridley-Tree Cancer Center

540 W. Pueblo Street  
Santa Barbara, CA 93105  
(805) 879-0670  
2040 Viborg Road, Ste. 140  
Solvang, CA 93463  
(805) 686-5370  
[www.ridleytreecc.org/](http://www.ridleytreecc.org/)

Ridley-Tree Cancer Center is the only comprehensive cancer center in Santa Barbara. Our physicians and staff care for patients with the most advanced surgical, medical and radiation oncology treatments. Patients have access to cutting-edge technology, global clinical trials, and research-based supportive care and wellness programs. Ridley-Tree

# Healing with kindness.

At Arroyo Grande Community Hospital, French Hospital Medical Center, Marian Regional Medical Center, and Pacific Central Coast Health Centers we believe in advanced technology and expert doctors. We also believe in delivering this expertise and technology with kindness. Keeping you healthy may be our job. But treating you with kindness is our specialty.

Learn more at [dignityhealth.org/central-coast](http://dignityhealth.org/central-coast).

Hello humankindness®



Arroyo Grande Community Hospital | French Hospital Medical Center | Marian Regional Medical Center | Pacific Central Coast Health Centers



# HEALTH SERVICES

Cancer Center extends its reach with a branch in Solvang. This kind of care is made possible thanks to the generosity of community donors and our partnership with the Cancer Foundation of Santa Barbara.

## **Sansum Clinic Breast Imaging Center**

215 Pesetas Lane  
Santa Barbara, CA 93110  
(805) 681-7671  
[breastimaging.sansumclinic.org](http://breastimaging.sansumclinic.org)

Sansum Clinic provides the most advanced technology in mammography and breast imaging to evaluate breast concerns and diagnose breast cancer.

## **Dental Services**

Medicare does not cover routine dental care such as x-rays, cleaning, fillings, extractions, or dentures.

## **Routine Dental Referral and Emergency Care**

### **American Indian Health & Services**

4141 State St # C1  
Santa Barbara, CA 93110  
(805) 696-1002

5412 Carpinteria Ave.  
Carpinteria, CA 93013  
(805) 969-1002

The Dental Clinic is staffed with five full-time dentists and a registered dental hygienist. The Clinic offers preventative and restorative care for adults and children. They accept Medi-Cal and Cen Cal for adults and children.

### **Central Coast Dental Society**

(805) 544-1113

Referrals to SLO dentists that offer reduced rates for low-income seniors.

## **Community Health Centers of the Central Coast Dental Clinics**

150 Tejas Place  
Nipomo, CA 93444  
(805) 929-3254

325 Posada Lane, Ste. C  
Templeton, CA 93465  
(805) 542-6702

210N. Broadway  
Santa Maria, CA 93454  
(805) 347-1171

1304 N. Miller St.  
Santa Maria, CA 93454  
(805) 345-3702

## **Denti-Cal Dental Care Dentist Referral**

Services for those eligible for Medi-Cal  
(800) 322-6384

[www.denti-cal.ca.gov](http://www.denti-cal.ca.gov)

Current dental services include: exam and x-rays, cleanings, fluoride treatments, fillings, anterior root canals, prefabricated crowns, extractions, full dentures and other medically necessary services. There is an annual cap of \$1,800 for eligible dental services. Approved dental services may exceed allowable amount with prior authorization. For most current benefit information, go to [www.denti-cal.ca.gov](http://www.denti-cal.ca.gov) and access the "What's New" section on the website's home page.

### **Eastside Family Dental Clinic**

923 N. Milpas St  
Santa Barbara, CA 93103  
(805) 884-1998  
[www.sbclinics.org](http://www.sbclinics.org)

### **Goleta Neighborhood Dental Clinic**

164 Kinman Ave.  
Goleta, CA 93117  
(805) 617-7900  
[www.sbclinics.org](http://www.sbclinics.org)

Clinics at both sites provide full services through Medi-Cal and a sliding fee scale. Sponsored by the Santa Barbara Neighborhood Clinics.

### **People Helping People**

545 Alisal Rd.  
Solvang, CA 93463  
(805) 686-0295  
[www.syvphp.org](http://www.syvphp.org)

People Helping People is dedicated to improving the lives of men, women, and children in the Santa Ynez Valley, Los Alamos, and surrounding communities by addressing emergency and basic needs, furnishing comprehensive integrated family and individual support services.

### **San Luis Obispo Noor Foundation Dental Clinic**

3071 S Higuera Street Suite 110

San Luis Obispo, CA 93401  
(805) 592-2240

### **Santa Ynez Tribal Health**

90 Via Juana Lane  
Santa Ynez, CA 93460  
(805) 688-7070  
[www.sythc.com](http://www.sythc.com)

Provides cleanings, x-rays, fluoride, extractions and root canals. Services are available on a sliding fee scale. Low income, uninsured, Medi-Cal and some private insurances are accepted.

## **Flu Shots and Vaccinations**

Flu shots and vaccinations are generally available during the September – December period. Call California Aging and Adult Information Line at (800) 510-2020 for information about available clinics for flu shots.

## **Health Assessment & Health Promotion**

### **Santa Barbara Cottage Hospital Parish Nursing**

PO Box 689  
Santa Barbara, CA 93102  
(805) 563-8636  
[www.cottagehealth.org](http://www.cottagehealth.org)

Provides health education and support within participating faith communities in south Santa Barbara County area.

## **Health Screening Fairs**

Fairs are sponsored by local hospitals and other health care facilities. Call the nearest facility for more information.

## **Hearing**

Since hearing loss may be related to a number of causes, it is good to begin with a visit to a licensed physician or a specialist in diseases of the ear for a thorough examination. An audiometric examination will be an important part of the procedure. In-depth audiological testing intended to evaluate the nature and degree of hearing loss is reimbursable by Medicare at 80% of the approved charges after the deductible has been met. Part B is likely to cover the

additional 20% for those who have Medi-Gap.

Medicare does not cover hearing aids or routine hearing examinations directly related to the prescribing, fitting, or changing of hearing aids.

Medi-Cal and some supplemental insurance policies will cover hearing testing by an audiologist and any medically necessary hearing aids. Check with a Cen Cal Health representative or with your supplement insurance company.

## Definitions

Ear, Nose and Throat (ENT) physicians specialize in the care of these areas of the body. Otolaryngologist and otorhinolaryngologist are also technical terms for ENT physicians.

Audiologists have advanced training in testing and evaluation of hearing. They can prescribe individual hearing aids. Some audiologists also fill prescriptions for hearing aids.

Hearing Aid Company Representatives often offer free hearing tests; however, they are usually not audiologists.

For more Information on hearing loss services, go to [www.hearingservicesofSantaBarbara.com](http://www.hearingservicesofSantaBarbara.com)

## Independent Living Resource Center (ILRC)

1411 Marsh St., #109  
San Luis Obispo, CA 93401  
(805) 462-1162 (V/TDD)

423 W. Victoria St.  
Santa Barbara, CA 93101  
(805) 963-0595 (V/TDD)

218 W. Carmen Lane #109  
Santa Maria, CA 93458  
(805) 925-0015 (V/TDD)

[www.ilrc-trico.org](http://www.ilrc-trico.org)

ILRC provides many communication services for deaf and hearing-impaired persons. These services include interpreter registry, document translation, and other services.

## No/Low Cost Hearing Aids and Services

**Starkey Hearing Foundation**  
Hear Now Program  
(800) 354-3254

[www.hearnow@starkey.com](mailto:www.hearnow@starkey.com)  
[www.starkeyhearingfoundation.org](http://www.starkeyhearingfoundation.org)

Hearing Aid Assistance may be available- call to discuss eligibility and request an application.

## Other Hearing Resources

### Medical Board of California

Central Complaint Unit  
2005 Evergreen St # 1200  
Sacramento, CA 95815  
(800) 633-2322  
(916) 263-2382  
[www.mbc.ca.gov](http://www.mbc.ca.gov)

According to State law, licensed hearing aid dispensers must provide a specified warranty to customers covering the first thirty days from the purchase date. Hearing aid consumers should refer to their purchase contract to understand their rights. Complaints may be filed with this Board.

## Telephone Services

Deaf and Disabled

Telecommunications Program is a service of the California Public Utilities Commission.

## California Relay Service

Communicating with deaf and some hard-of-hearing people via a standard telephone can be difficult. Although

many deaf and hard-of-hearing people have electronic telephone devices, referred to as TTY or TDD that allow them to type their messages to others with similar devices, few hearing households and businesses have the telephone equipment to communicate with those devices.

The California Relay Service addresses this need. Hearing callers trying to contact the deaf by telephone can call an operator who will assist with the call. The operator acts as a middleman in an otherwise normal telephone call. You talk to the operator, the operator types your dialogue, the call recipient reads the message and types a response and the operator reads the message to you. Using the system is simple.

To access a CRS operator, dial 711  
English (800) 735-2929  
Spanish (800) 855-3000

To reach a person who has TTY:  
English - (800) 735-2922  
Spanish - (800) 855-3000  
Speech to Speech - (800) 854-7784  
[www.ddtp.org](http://www.ddtp.org)

This resource has TTY assistance available in seven languages. For more information, go to the website.



## Your Community, Your Choice

### Coastal Communities Physician Network

has been recognized as an innovator in our health care delivery system, with access to more than **60 Primary Care Providers** and **150 Specialists**.

*It's your choice. Choose the quality of life you deserve.*

CCPN is contracted with the following Medicare Advantage HMO health plans

 **ALIGNMENT**  **blue of california**  **Humana**  **UnitedHealthcare**

For more information, call (805) 540-6204 or visit [ccpnhpn.com](http://ccpnhpn.com)

# HEALTH SERVICES

## California Telephone Access Program (CTAP)

PO Box 30310  
Stockton, CA 95213  
(800) 806-1191  
(877) 806-4474 TTY

Mon-Friday 7:00 am to 6:00pm  
Saturday 9:00am- 4:00pm

CTAP offers specialized telephone equipment and network services at no cost to qualified California residents who have difficulty using the telephone. Eligibility includes being certified as having at least one of the following disabilities either temporarily or permanently: deaf/deafened, hard of hearing, cognitive loss, impaired mobility, blind/low vision, and speech impairment.

## Other Health Resources

### Access Support Network

(805) 781-3660  
[www.asn.org](http://www.asn.org)

Provides supportive services to residents living with HIV/AIDS and Hep C and their loved ones.

### HELP-4-HEP (Hepatitis C Helpline)

(877) 435-7443

Non-profit toll free helpline for those with concerns about Hepatitis C.

### HIV InfoLine

(800) 448-0440 National  
In California call: (916) 449-5900

### Tuberculosis Testing

Check with your Primary Care Provider, who should be able to provide TB testing upon request, or refer you to another resource for this service.

### Urinary Incontinence

An involuntary loss of bladder control, urinary incontinence is estimated to affect more than 20 million Americans. Unfortunately, most people who experience incontinence are either unaware that anything can be done, or are too embarrassed to seek help.

Incontinence is not a disease. Most incontinence can be cured or greatly improved after proper diagnosis. Many treatments such as bladder training, medications, pelvic muscle exercises,

surgery and outpatient procedures involving collagen injections, have been successful in restoring and enhancing bladder control.

Incontinence is a symptom with many causes, so it is important to seek treatment from a physician who specializes in treating incontinence. For more information on incontinence and/or reference to a specialist in your area, call the Bladder Control Hotline at 800-BLADDER (800-252-3337).

### Cottage Rehabilitation Hospital

#### Keck Center for Outpatient Services

2415 De La Vina Street  
Santa Barbara, CA 93105  
(805) 569-8900  
[www.cottagehealth.org/rehab](http://www.cottagehealth.org/rehab)

Provided by a licensed physical therapist, the program is an adjunct or alternative to medication or surgery. Services require an appointment and physician referral.

## Tobacco Prevention Services

The importance of quitting smoking is well known. Counseling to quit smoking is available via telephone and with web-based resources.

### Kick It California

English - (800) 300-8086 (800) NO BUTTS)  
Spanish - (800) 456-6386 (800) 45-NO FUME)  
(844) 8-NO-VAPE (1-844-866-8273)  
Vape Help  
(800) 844-CHEW (800) 844-2439)  
Tobacco Chewers

Kick It CA provides free services to help you quit smoking, vaping, or chew. Quit counseling is easy, convenient, and has been proven to double smokers' chances of quitting for good. Specially trained counselors are available to provide free information and support by telephone. Services are available in multiple languages.

### Nicotine Replacement Therapy (NRT)

You may qualify for NRT through your insurance. In most cases, Medi-Cal members can also get quitting aids (such as patches, lozenges, or gum)

from their pharmacy free of charge, with a prescription from their doctor

## Other Resources

### National Cancer Institute

(877) 44U-QUIT (8-7848)  
[www.TobaccoFreeCA.com](http://www.TobaccoFreeCA.com)  
[www.nobutts.org](http://www.nobutts.org)

### Smokefree.gov

(800) QUIT NOW (784-8669)

### Public Health Department

#### San Luis Obispo County

(805) 781-5564  
[www.slocounty.ca.gov](http://www.slocounty.ca.gov)

### Public Health Department

#### Santa Barbara County

(805) 681-5407  
[www.countyofsb.org/phd/tobacco](http://www.countyofsb.org/phd/tobacco)

The Tobacco Prevention Program provides a variety of prevention, enforcement and support services. Our goals are to prevent non-smokers from becoming tobacco users, to assist smokers to quit, and to protect the public from the harmful effects of tobacco and secondhand smoke.

## Smoking Cessation Program

### Cottage Health

#### Breathe Well

(805) 879-8500

If you are ready to quit, a Helpline counselor can set you up with a "how-to-quit plan" that's right for you. An intake screener will send you a packet of helpful information. The program provides information on arranging counseling sessions. A cessation counselor will return you call within 48 hours.

## Vision

Medicare is very specific about what it will and will not cover in the area of eye care and vision correction. Medicare does not cover routine testing directly related to the prescribing or fitting of eyeglasses, or the purchase of frames or lenses. Speak to an ophthalmologist or optometrist about conditions that are covered.

Medi-Cal and some supplemental insurance policies will cover vision



testing and any medically necessary glasses. Check with a CenCal Health Beneficiary Representative at your nearest County Social Services office or check with your insurance company.

## Specialist Referral

### EyeCare America

American Academy of Ophthalmology  
PO Box 7424  
San Francisco, CA 94142 -9098  
(877) 887-6327

The Project is for seniors age 65 and older who are U.S. Citizens or Legal Residents and have no access to an ophthalmologist (i.e. through an HMO or other prepaid health plan such as armed forces or VA). The Program links a person with a local volunteer ophthalmologist who will provide a medical eye exam at no out-of-pocket cost and up to one year follow-up care for any condition diagnosed during the initial exam. There is also a Glaucoma Program for those who have not had an eye exam in 12 months or more and are at increased risk for glaucoma, determined by age, race and family history.

Eyeglasses, prescriptions, hospital services and fees of other medical professionals are not covered.

### Definitions

**Ophthalmologist** - These are physicians (medical doctors) who also specialize in the diseases of the eye. In addition to vision exams, they can detect and treat other conditions of the eye. The Central Coast Medical Association makes referrals to ophthalmologists in Santa Barbara at (805) 683-5333.

**Optometrists** - American Optometric Association - These specialists have advanced training in eye care but are not medical doctors. They provide comprehensive vision exams, including glaucoma testing, and fill prescriptions for eyeglasses and contact lenses. Members are listed in the Yellow Pages under "Optician."

### Braille Institute of America

2031 De la Vina St.

Santa Barbara, CA 93105  
(805) 682-6222  
[www.brailleinstitute/santabarbara.org](http://www.brailleinstitute/santabarbara.org)

This organization serves Santa Barbara County and offers a variety of classes for persons with limited vision in independent living skills, arts, crafts, music, technology and general education. The institute provides a consultant to demonstrate low vision aids (magnifiers) to individuals with a doctor's referral. The Institute also has a library that provides a Talking Book service. Tape cassettes of books and records of magazines, along with the machines to play them, are available at the library. Machines are repaired on site. Reading materials can also be downloaded online at the Braille website. The Braille Institute provides counseling, mobility training, and use of assistance devices for visually impaired persons.

### Independent Living Resource Center (ILRC)

423 W. Victoria St.  
Santa Barbara, CA 93101  
(805) 963-0595 (V/TDD)  
218 W. Carmen Lane #109  
Santa Maria, CA 93458  
(805) 925-0015 (V/TDD)

ILRC provides many services for visually impaired persons through its "Older Individuals who are Blind" program. These include independent living skills training, help in finding funding for assistive devices, personal attendant care referral and placement, and much more. Call 1-(805) 650-5593 to contact the Older Individuals who are Blind program.

### Lions Sight Conservation Foundation

PO Box 6293  
Santa Maria, CA 93456  
[www.lscfsm.org](http://www.lscfsm.org)  
[lscfsm.inc@gmail.com](mailto:lscfsm.inc@gmail.com)

Provides vision acuity testing for children and adults. Assists in paying for eye exams, eye glasses, vision related aids and eye surgery. Request application via email.

## Vision Rehabilitation

As a result of a brain injury or stroke, one may need to improve visual skills necessary to perform activities of daily living, and vision rehabilitation may be needed. In consultation with a vision specialist, occupational therapists assist in retraining those



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# HEALTH SERVICES

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who have impairment with visual motor skills and assist in modifying tasks and/or the environment to help adaptation for those with low vision.

**Keck Center for Outpatient Services**  
Cottage Rehabilitation Hospital  
(805) 569-8900  
By appointment.

## **SHARP Disposal**

Home generated sharps ('sharps') are needles, syringes with needles, and disposable lancets. Improper disposal of sharps is a health and safety threat. Sharps should be placed in approved collection containers- leak-proof, red containers constructed of rigid, thick-walled plastics with a biohazards label. Sharps containers can be purchased at many local pharmacies and through medical supply companies. Sharp containers should never be thrown away in the trash or recycle bins. Bring sharp containers to the collection sites listed below. Most accept sharp containers free of charge. Call for days and hours of operation.

**San Luis Obispo County**  
[www.iwma.com/slo-take-back-program](http://www.iwma.com/slo-take-back-program)

In San Luis Obispo County, all 44 pharmacies provide free approved sharps containers to the public. Additionally, when sharps containers are full, they can be returned to the local pharmacies for free disposal.

**Santa Barbara County**  
**City of Santa Maria Household Hazardous Waste Collection Facility**

2065 E. Main St.  
Santa Maria, CA 93454  
(805) 925-0951 Ext. 7270

**County Health Care Center - Carpinteria**

931 Walnut Ave.  
Carpinteria, CA 93013  
(805) 560-1050

**County Health Care Center- Franklin**

1111 E. Mason St.  
Santa Barbara, CA 93103  
(805) 568-2099

## **MED - Project - Medication Education & Disposal**

Medicines help treat diseases, manage chronic conditions, and improve health and well-being for millions of Americans. It is important that patients take their medicines as prescribed by their health care provider. However, if you have expired or unwanted medicines, proper disposal is important and easy.

Community kiosk drop-off sites allow residents to bring expired or unwanted medicine to convenient locations for proper disposal. To find the drop-off site closest to you, go to find a location at [www.med-project.org](http://www.med-project.org) and type in your zip code to find a convenient location. Another option is to check with your pharmacy to see if they provide a drop-off site for your outdated or unused medications.

You can place medicines in a baggie and recycle the containers, or keep medicines in their original containers by removing or scratching out any personal information.

For more information, visit [www.med-project.org](http://www.med-project.org)

Perhaps you or someone you know has reached a point in life where living independently is not as easy as in the past. Assistance with housekeeping, shopping, or meal preparation may make all the difference in someone's ability to continue living comfortably at home. There are professionals who are trained to assist you in deciding the kind of help you need and then connecting you with the appropriate resources. The agencies listed will make home visits to complete these assessments.

## **Coast Caregiver Resource Center (CCRC)**

A Program of Cottage Rehabilitation Hospital

334 S. Patterson, Ste. 140  
Santa Barbara, CA 93111  
(805) 569-8950  
ccrc@sbch.org  
www.coastcrrc.org

Coast Caregiver Resource Center (CCRC) offers supportive services to help family members adjust to initial and ongoing challenges related to caregiving for persons with adult-onset brain impairments and older adults with disabling conditions. Services include caregiver assessment, education, care planning, referrals, support groups, short-term mental health counseling, and short-term respite. CCRC is a program of Cottage Rehabilitation Hospital. CCRC serves the Tri-County coastal area of San Luis Obispo, Santa Barbara, and Ventura counties.

## **Santa Barbara Cottage Hospital Parish Nursing**

Nursing Community Outreach Program  
PO Box 689

Santa Barbara, CA 93102  
(805) 563-8636  
www.stfrancisfoundationsb.org

Provides health education and support within participating faith communities and service organizations in south Santa Barbara County area.

## **VNA Health**

Santa Barbara North County  
2029 Village Lane  
Solvang, California 93463  
(805) 693-5555

## **Santa Barbara South County**

512 E. Gutierrez Street  
Santa Barbara, CA 93103  
(805) 965-5555  
info@vnhcsb.org  
www.vnhcsb.org

Skilled nursing, rehabilitation, hospice or personal care. Call directly or ask your doctor about services.

## **Care Management**

Care management services assist the frail elderly client to remain at home by developing and monitoring care plans to support safety and independence. Care managers work with family members and other professionals to provide access to health and social services and ensure coordinated delivery of services to the client.

Private Care Managers are available as a fee-based service. Call Senior Connection at (800) 510-2020 for information on finding local providers.

## **CenCal Health**

4050 Calle Real  
Santa Barbara, CA 93110  
(805) 814-1861  
Cencalhealth.org/ContactUs

Service for CenCal Health members who have complex medical or behavioral health conditions, high psychosocial risk factors or need assistance navigating through the health care system and continuum of care. Website has a downloadable referral form.

## **Dignity Health Family Caregiver Navigator**

124 S. College Dr.  
Santa Maria, CA 93454  
(805) 614-2085  
www.dignityhealth.org

Provides support and services to family caregivers who care for medically fragile adults. Works with caregivers to assess, support, guide, teach and make linkages to services for both the caregiver and the patient. Services are free.

## **Multipurpose Senior Service Program (MSSP)**

A Program of Partners in Care Foundation  
(818) 837-3775 x 162  
www.picf.org

ccates@picf.org

MSSP arranges services for a limited Medi-Medi population. Program qualifications: Age 65 or older, Medi-Cal recipient with appropriate aid code and no share of cost. Santa Barbara County.

## **Geriatric Care Managers**

### **Aging Life Care Association**

(520) 881-8008  
www.aginglifecare.org

Trade association for care managers, listing of local members.

## **Home Care**

Home care for the elderly includes many types of medical services such as nursing care, therapy, home health aides, medical social workers and nutritionists.

Homemaker and personal care services such as meal preparation, housework, help with personal needs and shopping are also available.

"Hiring In-Home Help: A Practical Guide for Seniors and their Families" is a free booklet that can help you determine what is needed and how to go about hiring help in the home. It provides information about both hiring through an agency or hiring directly. Copies can be secured from the local senior center or by calling Senior Connection at (800) 510-2020 or (805) 928-2552.

## **Home Health Care**

Home health agencies provide Skilled Nursing, Physical Therapy, Occupational Therapy, Speech Therapy and Home Health Aides as prescribed by a physician.

Home health agencies may be profit or nonprofit organizations. Some are hospital-based and serve as an outpatient extension for care needed at home after hospitalization. Others are free standing organizations. They must be licensed and certified by Medicare to entitle patients to receive benefits under Medicare and Medi-Cal. Medicare pays for home health services for patients when the following conditions are met:

1. In need of skilled nursing or therapy services



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Need help managing medications  
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**Need extra help around the house?**

If you need answers to your questions or help getting started  
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*Make the **SUPERIOR** Choice*

# HOME AND NURSING CARE

2. Medical status qualifies him or her as homebound, simply meaning it is taxing to get out or can't get out without help. Patients are still considered homebound even if they go out for medical appointments.
3. A face-to-face encounter related to the primary reason for home health occurs 90 days prior or 30 days after the start of home health care.
4. The home health agency serving you is certified by Medicare.

Medicare benefits for the homebound patient are paid for under Part A (Hospital). Medi-Cal also pays for some home health services provided by certified home health agencies. Discuss the benefits with the home health agency that you call.

A patient's physician may make suggestions about a particular agency. Discharge planning departments in hospitals can also help with referrals. Even if a hospital has its own home health agency, you are not obligated to utilize it. The choice is always yours. Look in the telephone directory Yellow Pages under "Home Health Services" for a listing of private agencies or telephone Senior Connection at (800) 510-2020 or (805) 928-2552.

The Medicare.gov website also has a feature to compare Medicare certified home health agencies. This comparison includes proprietary, non-profit and government sponsored agencies.

## Homemaker and Personal Care Services

These services are considered non-medical services. Some of these services are performed by home health agencies while also providing medical care. If the patient is receiving skilled medical services covered by Medicare, limited personal care, such as bath care may also be covered during the Medicare treatment episode. Personal care services i.e., help with personal hygiene, dressing, and other personal needs such as feeding. Homemaker services i.e., meal preparation, light housework, laundry, grocery shopping and errands.

The following programs offer homemaker services at no or low cost to eligible seniors.

### San Luis Obispo County In-Home Supportive Services (IHSS)

3433 S. Higuera St., #238  
San Luis Obispo, CA 93401  
(805) 781-1790

ihsspublicauthority@co.slo.ca.us  
www.slo.dss.org

### Santa Barbara County In-Home Supportive Services (IHSS)

234 Camino del Remedio  
Santa Barbara, CA 93110  
(805) 681-4550

1100 W. Laurel Ave.  
Lompoc, CA 93436  
(805) 737-7080

2125 Centerpointe Pkwy  
Santa Maria, CA 93455  
(805) 346-7135

Provides household help and



## SENIOR HOME CARE

- Companionship
- Assistance with personal care and hygiene
- Meal preparation and feeding
- Medication reminders
- Ambulation and transfer assistance
- Hospital sitting
- Light housekeeping and laundry
- Transportation to appointments and errands

### We also offer advanced care:

- Alzheimer's and Dementia Care
- Stroke Care
- Parkinson's Care
- Fall Prevention
- Hospital to Home Transition Care

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**(805) 701-0556**

2959 State St., Santa Barbara, CA 93105

[SantaBarbara.1HeartCares.com](https://www.SantaBarbara.1HeartCares.com)

or scan QR code



HCO license #424700026

# HOME AND NURSING CARE



LOCAL CARE TEAM AVAILABLE TO  
RESPOND TO YOUR NEEDS 24/7

**805-481-6081**

CALL FOR FREE CARE EVALUATION

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Family and Veteran owned licensed home care agency with nearly  
**40 years experience** providing quality home care services.



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Competitive Rates  
for Services



### Personal Care

Personal Introductions  
and On-Site Orientation



### No Deposit

Weekly Minimums  
or Hidden Fees



### Family Portal

Online Access to  
Schedules, Caregiver  
Bios, Notes & more



 [www.familyinhomecare.com](http://www.familyinhomecare.com)



# HOME AND NURSING CARE

personal care to enable low income elderly or disabled persons to remain safely in their own homes.

If you receive SSI or Medi-Cal you may be eligible for IHSS if you need services to remain safely in your home. Other aged, blind or disabled persons who meet the SSI resource limits (\$2,000 for an individual; \$3,000 for a couple), but have income above the SSI limit may still be eligible for IHSS. If this is the case you may have a share-of-cost (SOC). For more information on share-of-cost please contact the local IHSS office, listed above.

## Personal Care & Homemaker Services

### Life Steps Foundation

218 W. Carmen Ln., Ste. 108  
Santa Maria, CA 93458  
(805) 549-0150

[www.lifestepsfoundation.org](http://www.lifestepsfoundation.org)

Personal Care Services (PCS) offers personal assistance at home, including bathing, dressing, cooking, light housekeeping and errands.

Subsidized bath care and respite care are available. Life Steps Foundation offers personal care and homemaker services are available in Lompoc, San Luis Obispo, and the Santa Maria Valley (Orcutt, Guadalupe and Santa Maria) for eligible seniors 60 years of age or older. Free service with a donation requested.

## Independent Living Resource Renter (ILRC)

1411 Marsh St., #109  
San Luis Obispo, CA 93401  
(805) 462-1162

423 W. Victoria St.  
Santa Barbara, CA 93101  
(805) 963-0595

222 W. Carmen Lane, Ste. 100  
Santa Maria, CA 93458  
(805) 925-0015 (V/TDD)

[www.ilrc-trico.org](http://www.ilrc-trico.org)

Get connected to the assistance needed to be more independent; cleaning, cooking, bathing, etc. ILRC's Community Living Advocates are available to help with applying for personal assistance services.

This may be via In-Home Supportive Services (IHSS), ILRC's Personal Assistant Registry, or by exploring other options to get you the support you need.

## Other In-Home Services

### Center for Successful Aging

228 E. Anapamu St., Ste. 208  
Santa Barbara, CA 93101  
(805) 898-8080

The Center for Successful Aging offers a free telephone reassurance service (Careline) 7 days a week to frail and elderly people who are isolated in their homes. A daily phone call is made to check on the senior's welfare, remind them about daily chores and create a connection with them to the community.

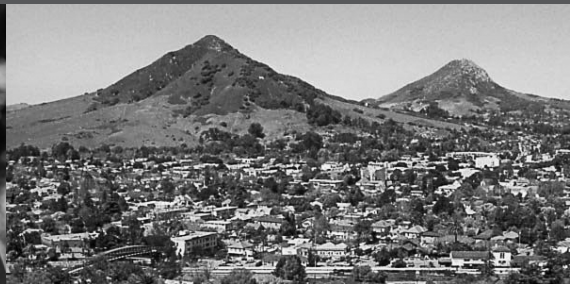
### Jewish Family Services

524 Chapala  
Santa Barbara, CA 93101  
(805) 957-1116 Ext. 115

Jewish Family Services provides advocacy, friendly visitor program, and referral sources for senior housing and caregiving services.



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A S S O C I A T E S



## Keeping Your Loved Ones in Their Home

### We do this by assisting with:

- Medication management
- Navigating the healthcare system
- Coordinating outside caregivers
- Providing communication with long-distance families
- Obtaining durable medical equipment
- Referrals to outside professionals as requested/needed
- And more!...



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### A Professional Healthcare Management Company

We teach that aging is a part of life's natural cycle. We provide support, knowledge and service thereby empowering individuals and families to manage their own care or their loved one's care at home.

**For a free consultation, contact**

**Paul Smith B.S.N., C.M.C.**

(805) 801-2512

[www.efaslo.com](http://www.efaslo.com)

[paul@efaslo.com](mailto:paul@efaslo.com)



All of our services are coordinated and implemented by an Aging Life Care Manager with over 40 years experience as an Registered Nurse and 20 years experience as an Aging Life Care Manager.



## Caring for your heart takes teamwork.

**VNA Health is proud to partner with your medical team to provide trusted care in the comfort of your home.**

Whether you are living with an irregular heartbeat, recovering from a heart attack or stroke, or caring for a loved one with a chronic heart condition, your VNA Health team of nurses, therapists, and certified aids works with your physician to provide a customized care plan to help you live well at home.

### HOW DO I CONTACT VNA HEALTH?

Call us anytime at **(805) 965-5555** and ask for our **INTAKE** team, email us at **info@vna.health**, or scan the QR code.



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# HOME AND NURSING CARE

## Real Help

A Program of Center for Successful Aging  
228 Anapamu St., Ste. 208  
Santa Barbara, CA 93101  
(805) 898-8080

For older adults who need assistance with home chores, cooking, cleaning, driving to appointments or running errands, we refer resources that have been vetted by our staff and provide discounted rates to our clients.

## Hospice

Hospice focuses on maximizing the quality of life for the terminally ill patient and providing emotional support to the patient and family.

Two models of hospice care are available. The first model provides hospice care under the Medicare benefit and are listed below under Certified Hospice programs. The second model is a volunteer-based program that focuses on counseling and addresses the emotional and spiritual needs of the patient and family.

## Certified Hospice

The philosophy of a certified hospice program is to provide the highest quality medical, psychological, emotional and spiritual care to individuals with a life-threatening illness. The focus of certified hospice is pain and symptom control to alleviate suffering. This allows individuals to live as fully as possible, with the support of family and friends. Services are reimbursed by Medicare, Medi-Cal, and private insurance. Following are some of the benefits of a certified hospice program:

- hour on-call nursing service
- Intermittent nursing visits
- Management of pain and symptoms
- Personal care, i.e., bathing, shampooing
- Physical and other therapies
- Medical supplies
- Trained volunteers
- Spiritual and emotional support
- Respite care
- Medical equipment

- Bereavement support
- Medications related to terminal illness.
- Medical social service

## Central Coast Home Health and Hospice

253 Granda Dr., Ste. D  
San Luis Obispo, CA 93401  
(805) 540-6020

Serving San Luis Obispo and Santa Barbara Counties

## Dignity Health Hospice

124 S. College  
Santa Maria, CA 93454  
(805) 739-3830

Serves northern Santa Barbara County and San Luis Obispo counties.

## VNA Health - Hospice Care

512 E. Gutierrez St.  
Santa Barbara, CA 93103  
(805) 965-5555  
hospice@vnhsb.org  
www.vnhsb.org

Serves Santa Ynez Valley to South Santa Barbara County

## Wilshire Hospice

277 South St., Ste. R  
San Luis Obispo, CA 93401  
(805) 782-8608  
(800) 801-8019  
www.wilshirehospicecc.org

Serves northern Santa Barbara County area (Santa Maria, Lompoc, Solvang and Santa Ynez Valley) and throughout San Luis Obispo County.

## In-Patient Hospice Services

For hospice patients whose needs cannot be met at home there are 2 inpatient hospice facilities.

## Sarah House

2612 Modoc Rd.  
PO Box 20031  
Santa Barbara, CA 93120  
(805) 682-1515  
office@sarahhousesb.org  
www.sarahhousesb.org

Primary focus is to provide compassionate end-of-life care for the low income community.

## VNA Health Hospice Care

Serenity House  
930 Miramonte Drive  
Santa Barbara, CA 93109  
(805) 617-7777  
hospice@vnhsb.org  
www.vnhsb.org  
Inpatient hospice facility.

## Non-Medical Hospice Programs

These agencies provide emotional and practical support for those with serious or life-threatening illnesses and their families; bereavement counseling for adults and children, workshops, and quality of life programs. Services are free.

## Seniors *Helping* Seniors®

LIKE GETTING A LITTLE HELP FROM YOUR FRIENDS®

## *Need Help or Want to Help?*

**Serving Seniors in  
San Luis Obispo, Five  
Cities, Paso Robles,  
& Surrounding  
Communities!**

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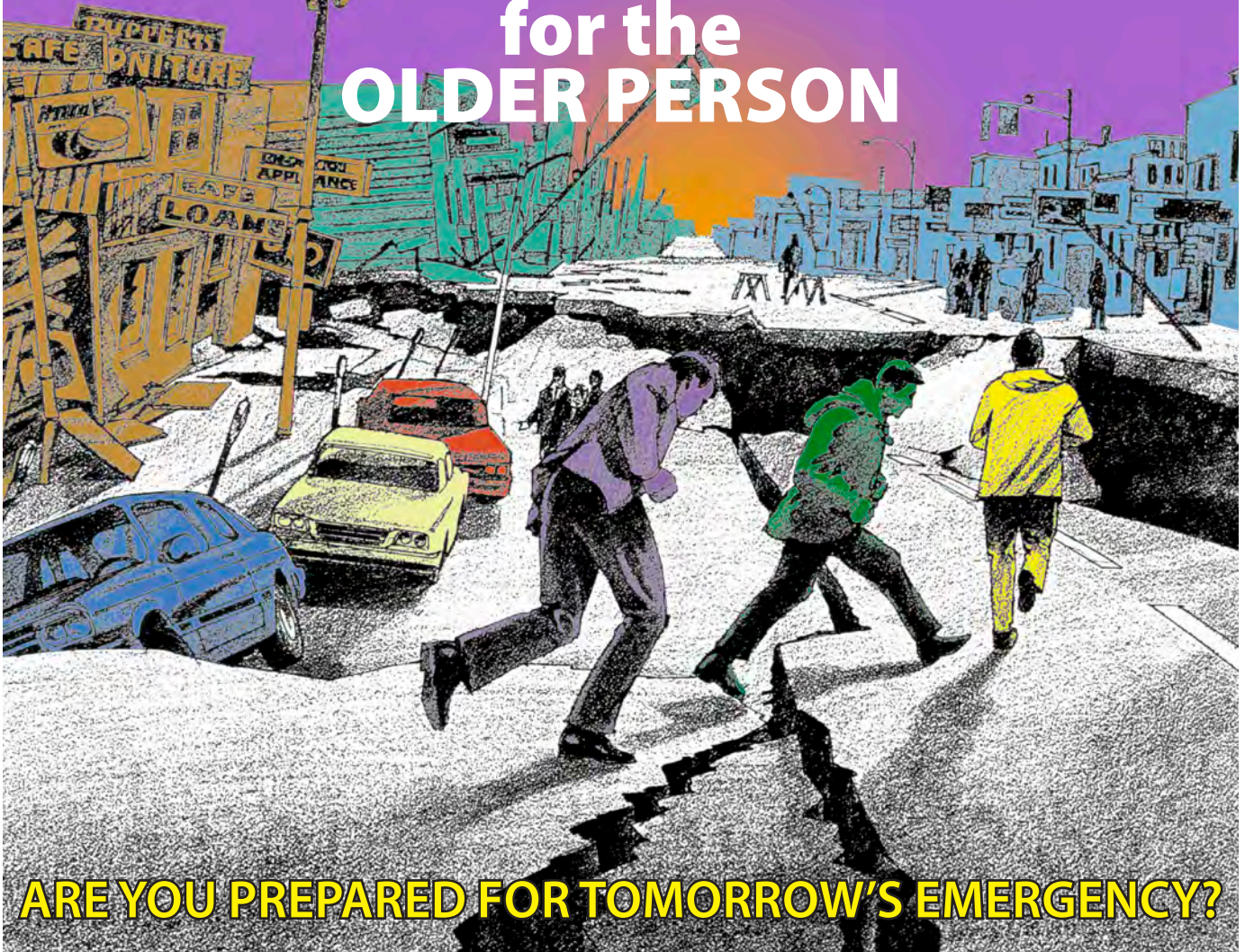
**Santa Barbara County**  
(805) 429-9566  
[HomeInstead.com/452](https://www.HomeInstead.com/452)

**San Luis Obispo County**  
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# EMERGENCY SURVIVAL GUIDE for the OLDER PERSON



**E**mergencies are a fact of life in California. For example, the state is crisscrossed with numerous major active faults that cause earthquakes. As citizens of the state, we must assume the responsibility for our own survival and self-reliance during and after a major emergency. There are many things that can be done to prepare for a safer response and a more rapid, less traumatic recovery. During an emergency local officials and relief workers will be on the scene, but

they cannot reach everyone immediately. You need to be prepared, because it could be hours or days before emergency assistance arrives. An emergency itself may not cause injury or death. Most casualties result from partial building collapse or falling objects, like chimneys, bricks, ceilings and light fixtures. Also, leaking gas and improper use of electricity can cause fires. Many of these conditions are easily preventable, and you should take steps now to help protect you and your family.

**LEARN THESE IMPORTANT STEPS NOW – BE PREPARED IN CASE OF EMERGENCY**



# BEFORE THE EMERGENCY

**D**evelop a family or immediate neighborhood disaster plan and supply kit, addressing the items listed. Have an agreement with neighbors or friends to check up on each other in case of an emergency. Prepare yourself, your family, and your home by completing these following activities.

## WATER

One gallon per person per day. Empty and refill with fresh water every six months. Use 2 liter plastic bottles. To purify water, add 1/8 teaspoon (or 8 drops) of regular unscented liquid household bleach for each gallon of water, stir it well and let it stand for 30 minutes before you use it. Store disinfected water in clean containers with covers.



## FLASHLIGHT

plus extra batteries. Do not use matches or candles after a disaster until you are certain no gas leaks exist.



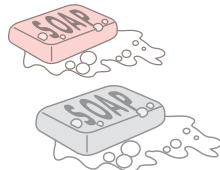
## RADIO

Battery powered or hand cranked radio and extra batteries so you can stay in touch with the Emergency Alert System (EAS). Also consider a radio that can broadcast National Weather Service information



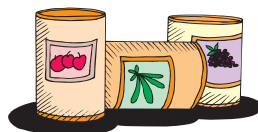
## HYGIENIC SUPPLIES

Soap, toilet paper, moist towelettes, personal hygiene items.



## FOOD

Non-perishable food for at least 3-7 days. Select foods that do not require refrigeration, cooking or preparation. Items such as canned or dehydrated food, powdered milk, nutrition bars and canned juices can be rotated with your daily diet and replenished on a regular basis. Include eating utensils.



## CAN OPENER

A hand-operated one.



## FIRST AID KIT

With items such as: gauze, bandages, scissors, tape, disinfectants, antiseptics, first aid manual and non-prescription medications.



## PRESCRIPTIONS

Medication for at least 7 days and a list of medications that you take, time of day you take them and name of pharmacy where you buy your prescriptions.



## EXTRA EYE GLASSES

In case one pair is broken.



## HEARING AIDS

Hearing aid and extra batteries.

## FIRE EXTINGUISHER

multipurpose, labeled A-B-C.



## SMOKE DETECTOR

Have a smoke detector and fire alarm system installed. If you have some difficulty hearing, install the system that has flashing strobe lights to get your attention. Check batteries. Carbon Monoxide Poisoning Prevention Act requires all single-family homes with an attached garage or a fossil fuel source to install carbon monoxide alarms within the home. Owners of multi-family leased or rental dwellings, such as apartment buildings, must also comply with the law.



## BLANKETS or SLEEPING BAGS

Have ready and available.





## LIFE SUPPORT EQUIPMENT

If your life-support equipment requires electricity, purchasing an emergency generator or alternative method is recommended.

## PHONE NUMBERS

Make a list of relatives or friends to call.

## STURDY SHOES

And a set of warm clothing. Store shoes at bedside.



## PETS

Store a two week supply of water, food and plastic disposal Bags. Replace food and water once a year.



## TRASH BAGS

Plastic bags and ties.

## GAS AND WATER TURN-OFF VALVE

Locate and tape a wrench near valve. Only turn off utilities if advised by emergency officials or you detect a leak.



## STORE SUPPLIES

In sturdy container, under table, bed, or in a closet.

## WHISTLE

Available for calling for help.



## PREPARE A 'TO GO' KIT.

It needs to be easily accessible and contain items needed to be away from home for several days. A checklist of items is available on [www.ready.gov](http://www.ready.gov).

## CONTACT PERSON

Choose an out-of-state friend or relative that separated family members can call after the emergency to report their whereabouts and condition.

## SECURE WATER HEATER

So that it will not rupture the utility line.

## CASH

Some cash to purchase emergency supplies until banks can reopen.

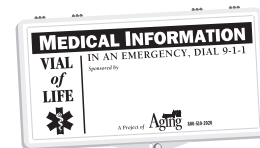


## CAREGIVER

If you have a personal care attendant, work with that person to decide how you will communicate with each other, such as by cell phone, if you are separated during an emergency.

## MEDICARE & MEDICAL INSURANCE CARDS

need to be available. Complete the Vial of Life.



## SPECIAL NEEDS EQUIPMENT

Information, such as style, serial number, operating information and instructions needs to be available.

## DUST MASK

To help filter contaminated air and plastic sheeting and duct tape.

## IMPORTANT DOCUMENTS

such as copies of insurance policies, identification and bank account records in a water proof, portable container. Consider renting a safe deposit box.

# DURING AN EARTHQUAKE

**I**f indoors, stay there. In an earthquake get under a desk, table or doorway or stand in a corner. Cover your head with your arms if you are not under a protective object.

If outdoors, get into an open area away from trees, buildings, walls, and power lines.

If driving, pull over to the side of the road and stop. Avoid overpasses and power lines. Stay inside until shaking is over.

If in a crowded public place, do not rush for the doors. Move away from display shelves containing objects that could fall.

If in a high-rise building, stay away from windows and outside walls. Get under a table. Do not use elevators.

If evacuation is ordered, do so as quickly as possible. Take your 'To Go' kit.

# AFTER THE EMERGENCY

Check for injuries.  
Apply first aid. Do not move seriously injured individuals unless they are in immediate danger.



Do not use the telephone immediately unless there is a serious injury or fire.

Hunt for hazards.

Check for gas and water leaks, broken electrical wiring or sewage lines. If there is damage, turn utility off at the source.

Check building for cracks and damage, including roof, chimneys, and foundation.

Check food and water supplies. Emergency water may be obtained from water heaters, melted ice cubes, toilet tanks, and canned vegetables.

Turn on your portable radio for instructions and news reports. Cooperate fully with public safety officials.



Various radio and some TV stations may broadcast information during an emergency; during disasters tune to a local radio station by scrolling through the AM and FM dials or local TV stations to find one that is broadcasting.

Do not use your vehicle when there is an emergency. Keep the streets clear for emergency vehicles.

Stay calm and lend a hand to others.

If you evacuate, post a message inside your home telling family members where you can be found.



## RESOURCES

### American Red Cross

San Luis Obispo  
805-543-0696

Santa Barbara  
805-687-1331

[www.redcross.org](http://www.redcross.org)

Section on Disaster Preparedness for Seniors by Seniors. Includes a website [www.prepare.org](http://www.prepare.org) and a 22-week supply purchase plan.

### Office of Emergency Services

#### Santa Barbara County

805-681-5526

[www.countyofsb.org](http://www.countyofsb.org)

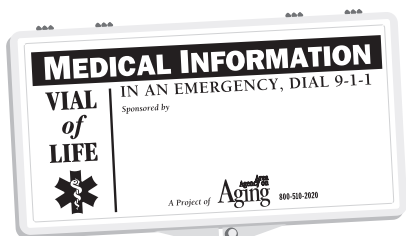
#### San Luis Obispo County

805-781-5011

[www.slocounty.ca.gov](http://www.slocounty.ca.gov)

### Vial of Life

Be prepared for any health emergency with the free Vial of Life program, which provides first responders with needed information. Pick up a Vial of Life at at your local senior center or at the Area Agency on Aging.



### [www.ready.gov](http://www.ready.gov)

Website that provides information with specifics for older Americans to:

1. Get a kit
2. Make a plan
3. Be informed

### Area Agency on Aging

528 S. Broadway  
Santa Maria, CA 93454  
805-925-9554  
805-965-3288  
800-510-2020

[www.centralcoastseniors.org](http://www.centralcoastseniors.org)

Area Agency on Aging  
**Aging** | San Luis Obispo and Santa Barbara Counties

# HOME AND NURSING CARE

## Hospice of San Luis Obispo County

1304 Pacific Street  
San Luis Obispo, CA 93401  
(805) 544-2266  
www.hospiceslo.org  
hospiceslo@hospiceslo.org

## Hospice of Santa Barbara, Inc.

2050 Alameda Padre Serra #100  
Santa Barbara, CA 93103  
(805) 563-8820  
info@hospiceofsb.org  
www.hospiceofsantabarbara.org

## Seniors Living Alone

### Emergency Response Systems

Seniors living alone and independently often feel concerned about how they might let others know if they should need assistance, or how they might communicate important health information in an emergency. Emergency response units are available throughout Santa Barbara County. These systems enable an individual to summon emergency assistance by means of a simple device worn around the neck or on the wrist.

Contact Senior Connection at (800) 510-2020 for information about emergency response systems available from commercial companies.

### Companions/Friendly Visitors

There are organizations in Santa Barbara County who will visit a frail, elderly person at home or in a nursing home.

## Adventures in Caring Foundation

1528 Chapala St. #202  
Santa Barbara, CA 93101  
(805) 962-4500  
www.adventuresincaring.org

Adventures in Caring: Student volunteers befriend the socially isolated elderly in local skilled nursing, assisted living, and memory care units, visiting on a weekly basis throughout the school year. The students are undergraduates who are pursuing careers in health care. They receive in-depth training in advanced listening skills, emotional intelligence, and how to make a heartfelt, meaningful connection with anyone, regardless of disability.

No fee. Please call to request a visit for a friend or family member.

## Cambria Anonymous Neighbors (CAN)

(805) 927-5673

Volunteer in-home support services for residents of Cambria and San Simeon.

## Community Partners in Caring

120 E. Jones St., Ste. 123  
Santa Maria, CA 93454  
(805) 925-8000

www.partnersincaring.org

Trains and supervises volunteers who visit in the home and take people on errands and to appointments.

## Hospice of San Luis Obispo County

1304 Pacific St  
San Luis Obispo, CA 93401  
(805) 544-2266  
www.hospiceslo.org

Provides respite and friendly visiting services for persons facing potentially life-threatening illness and for their families.

## Jewish Family Services

524 Chapala St.  
Santa Barbara, CA 93101  
(805) 957-1116 Ext. 115

Volunteers are sometimes available to visit elderly in their homes or in a nursing home.

## Wilshire Community Services - Caring Callers

285 South St., Ste. J  
San Luis Obispo, CA 93401  
(805) 547-7025  
www.wilshirehcs.org

Screened volunteers make home visits to frail, socially isolated, and home bound seniors. Available countywide.

## Out of Home Respite

Temporary respite care or permanent long-term care may become necessary when independent or assisted living is not possible.

When a person cannot continue to live in their own home, a decision must be made about the level of care which is the most appropriate. The following is a brief description of the two possible choices in San Luis Obispo and Santa Barbara Counties.

## Residential Care Facilities

Also known as "assisted living" or "board and care," residential care facilities provide room and board, some personal care assistance, monitoring of medication taking, and social opportunities. They are for people who can no longer live at home, yet do not need professional nursing care. These facilities are licensed and monitored by the State Department of Social Services. Call Senior Connection at (800) 510-2020 for a list of Residential Care Facilities



## Experience an individualized approach to memory care

At The Oak Cottage of Santa Barbara, our goal is to have our residents continue living their best lives. We specialize in providing unique activities such as gardening, walking clubs, yoga, movie nights, outdoor excursions and more through our **Vibrant Life®** program, designed to connect residents with family, friends and the local community.

Oak Cottage is specifically designed for residents with cognitive impairment, including Alzheimer's disease and age-related dementia.



Call (805) 324-4391 or visit [OakCottageSB.com](http://OakCottageSB.com) to schedule a personalized tour today!

1820 De La Vina Street, Santa Barbara, CA 93101 | (805) 324-4391 | [OakCottageSB.com](http://OakCottageSB.com)





# HOME AND NURSING CARE



**Central Coast**  
Home Health and Hospice

Home Health:  
(805) 543-2244

Hospice:  
(805) 540-6020



## Your Choice For Quality Home Health and Hospice Services

At Central Coast Home Health & Hospice, we provide skilled healthcare in the comfort of your own home. We provide these services while honoring each person's unique needs, freedom of choice and individuality.

### HOME HEALTH

#### Our Patient Services

- Registered nurse
- Physical therapy
- Occupational therapy
- Speech therapy
- Social Work
- Registered Dietitian

#### Our Specialty Programs

- Parkinson's Wellness
- Palliative Care
- Total Joint
- Wound Care
- Lymphedema Therapy
- Better Balance for Life
- Congestive Heart Failure

## The Choice is Easy

- Prompt start of care
- Locally owned and operated
- Medical staff available 24/7
- We say YES- we will make things as easy as possible for clients and referral sources

### HOSPICE

- Nursing services
- Home Health Aides
- Spiritual care
- Dietitian services
- Social work services
- Bereavement services
- Collaboration with nursing home staff
- Trained volunteers
- Support groups
- Music and art visits

Hospice provides end of life care so that people can live as fully and as comfortably as possible. Hospice affirms life and neither hastens nor postpones death.



[www.centralcoasthomehealth.com](http://www.centralcoasthomehealth.com)

We are licensed by the state of California, Medicare approved, and accredited by The Joint Commission.

in San Luis Obispo and Santa Barbara Counties.

## Placement Agencies

Businesses that refer a person or family member to a residential care facility for the elderly. This is a new business model that is currently unregulated in the State of California. Caution is suggested. Here are some questions to ask a referral agency:

- Do you receive a fee, commissioner any payment if a person you refer decides to move into a RCFE?
- Describe any agreement or contract you have with any referrals?
- Do you have any conflict of interest in any of the referrals you present?
- Do you provide a copy of recent licensing or monitoring visits by State Community Care Licensing?
- Does the referred facility meet the required licensing standards?
- What is the contact information for the long-term care ombudsman program?
- Do you have liability insurance coverage? If so, in what amount?
- When was the last time you visited this facility in person?

## Skilled Nursing Facilities (SNF)

Also known as “nursing homes” or “convalescent hospitals,” nursing facilities provide professional nursing services on a 24-hour basis as prescribed by the patient’s physician. In addition to medical nursing care, physical, occupational, and other therapies can be provided. These facilities are licensed by the State Department of Public Health. Call Senior Connection at (800) 510-2020 for a list of Skilled Nursing Facilities in San Luis Obispo and Santa Barbara Counties.

## Placement Information

### San Luis Obispo County Long Term Care Ombudsman

3232 S. Higuera St., #101B  
San Luis Obispo, CA 93401  
(805) 785-0132  
(800) 231-4024 (24 hour emergency services)

[ombudsman@ombudsmanslo.org](mailto:ombudsman@ombudsmanslo.org)  
[www.Ombudsmanslo.org](http://www.Ombudsmanslo.org)

### Santa Barbara County Long Term Care Ombudsman

23 W. Gutierrez  
Santa Barbara, CA 93103  
(805) 965-1001 Ext. 1244  
[ltco@fsacares.org](mailto:ltco@fsacares.org)  
[www.fsacares.org](http://www.fsacares.org)

Long-term Care Ombudsman Services provides information and assistance to persons who are making decisions about appropriate levels of care, available facilities, and other concerns having to do with placing a friend or family member. They can answer many questions that you may have about long-term care, provide you with a list of in-county facilities and/or out-of-county referrals, and advocate on behalf of residents of a long-term care facility.

Other sources of assistance for placement include hospital discharge planners for persons who are about to leave the hospital and home assessment case management programs if in-home evaluations are needed.

An unregulated, unlicensed cottage industry has grown of businesses providing placement services for residential care facilities for the elderly.

## Problems with Residential Care/Skilled Nursing Care Facilities

If there is a problem with the care someone is receiving in a residential care or skilled nursing facility, an attempt should be made first to resolve it with the facility’s administration. If the problem cannot be resolved, you can contact:

### Long-Term Care Ombudsman Services

Ombudsman Services investigates and resolves, when possible, complaints made by or on behalf of residents in residential care or skilled nursing facilities. Ombudsman Services is also officially designated by the state to receive and investigate reports of abuse in long-term care facilities.

Licensing and certification reports are public information and available either through the state departments listed below or through Long-Term Care Ombudsman Services.

Complaints about long-term care facilities can also be directed to:

### State Dept. of Public Health

#### Licensing and Certification

District Office  
1889 N. Rice Ave. #200  
Oxnard, CA 93036  
(805) 604-2926  
(800) 547-8267  
[www.cdph.ca.gov](http://www.cdph.ca.gov)

Investigates complaints in skilled nursing facilities.

### State Department of Social Services

#### Community Care Licensing

Central Coast Division- Goleta Unit  
6500 Hollister Ave., Ste. 200  
Goleta, CA 93117  
(805) 562-0400  
(844) 538-8766 Complaint hotline

## Other Services

### MedicAlert Safe Return

#### Alzheimer’s Association

(800) 432-5378  
[www.alz.org/cacentral](http://www.alz.org/cacentral)

The Alzheimer’s Association sponsors a nationwide, community-based program called Safe Return. The membership-based program helps identify, locate and return individuals who are memory impaired and become lost through wandering.

### Project Lifesaver

Santa Barbara County Sheriff’s Office  
(805) 681-4100  
[projectlifesaver@bsheriff.org](mailto:projectlifesaver@bsheriff.org)  
[www.sbsheriff.org/project-lifesaver/](http://www.sbsheriff.org/project-lifesaver/)  
Project Lifesaver serves patients with Alzheimer’s Disease, Dementia, Mental Dysfunction Disorders, Down’s Syndrome and Autism. Participants of the program are given wristbands with transmitters; in the event that a participant wanders or goes missing, trained Search and Rescue personnel are dispatched to use unique receivers and antennas to locate them. Out-of-pocket costs for initial equipment.



## WHEN SHOULD I CALL A LONG-TERM CARE OMBUDSMAN?

### VOLUNTEERS NEEDED

Ombudsman make a  
difference by:

- Visiting residents of long term care facilities
- Advocating for quality of care
- Preventing elder abuse
- Conducting investigations

**We're accepting  
applicants for our next  
training program.**

**Contact us today to  
learn more!**



### QUALITY OF CARE ISSUES

Ombudsman investigate complaints about nursing homes, residential care facilities, and assisted living facilities, acting as a neutral third party advocating for the care of the facility resident.



### INFORMATION & ASSISTANCE

Ombudsman can provide information or answer questions regarding billing and refunds, facilities, discharge and transfers, and abuse prevention either over the phone or in person.



### VIOLATION OF RESIDENT RIGHTS

If you believe that your rights or a family member's rights have been violated in a care facility, an Ombudsman will help address and resolve the violation free of charge.

**IF YOU HAVE CONCERNS ABOUT A FACILITY, CONTACT US AT:**

### SANTA BARBARA COUNTY



**FAMILY SERVICE AGENCY**  
Since 1899

**CALL: (805) 922-1236**

**VISIT: [ombudsmansb.com](http://ombudsmansb.com)**

### SAN LUIS OBISPO COUNTY



**CALL: (805) 785-0132**

**VISIT: [ombudsmanslo.org](http://ombudsmanslo.org)**



**H**ousing which is affordable, available and adequate is extremely limited in San Luis Obispo and Santa Barbara Counties. This makes finding housing very difficult for anyone but especially for individuals on low and extremely low incomes. The following section describes some of the programs available to assist you with housing.

## Low-Cost Rentals

### Federally Subsidized Housing

Housing Authorities develop and manage federally financed public housing projects and other below-market housing developments, and provide these units on a rental basis to eligible low-income persons and families.

The Housing Authorities also administer the Section 8 Housing Choice Voucher Program which provides rental subsidies to low-income individuals and families. The Housing Authority has a long waiting list for this program and enrollment is not always available.

There are other organizations that provide low-cost rentals and subsidized housing. A listing of those units and independent living facilities that are targeted to older adults is available from the Senior Connection at (800) 510-2020.

### Housing Authority of the City of Paso Robles

901 30th Street  
Paso Robles, CA 93446  
(805) 238-4015  
[www.pasoroblesha.org](http://www.pasoroblesha.org)

### Housing Authority of the City of Santa Barbara

808 Laguna Street  
Santa Barbara, CA 93101  
(805) 965-1071  
[www.hacsb.org](http://www.hacsb.org)

HACSB owns and/or manages several developments for low-income seniors within the City of Santa Barbara. Section 8 vouchers can be used to lease an apartment from a private landlord in the community.

### Housing Authority of San Luis Obispo County

487 Leff Street  
PO Box 1289  
San Luis Obispo, CA 93406  
(805) 543-4478  
[info@haslo.org](mailto:info@haslo.org)  
[www.haslo.org](http://www.haslo.org)

### Housing Authority of the County of Santa Barbara

5575 Armitos Avenue  
Goleta, CA 93117  
(805) 967-3402  
  
817 W. Ocean Ave.  
Lompoc, CA 93436  
(805) 735-8351  
200 W. Williams  
Santa Maria, CA 93456  
(805) 925-4393 or (805) 922-0902  
[www.hasbarco.org](http://www.hasbarco.org)

The Housing Authority of the County of Santa Barbara owns and manages low-income housing throughout Santa Barbara County. Call one of the offices listed above for details.

### Peoples' Self-Help Housing San Luis Obispo

1060 Kendall Road  
San Luis Obispo, CA 93401  
(805) 781-3088

### Santa Barbara:

26 E. Victoria St  
Santa Barbara, CA 93101  
(805) 781-3088

[Info@pshhc.org](mailto:Info@pshhc.org)  
[www.pshhc.org](http://www.pshhc.org)

Peoples' Self-Help Housing (PSHH) provides affordable housing and programs leading to self-sufficiency for low-income families, seniors, and other special needs groups on California's Central Coast. PSHH's Supportive Housing Program assists all residents in their housing with gaining access to community services and provides direct hands-on assistance.

### Waiting List Tips

Many apartment projects, both subsidized and non-subsidized, have long waiting lists and sometimes waiting lists are closed for a while if they have grown so large that the waiting times would be unreasonable.

Don't be discouraged! If they will take your name, give it. Waiting lists sometimes move surprisingly fast. Being number 400 on a list doesn't necessarily mean that there are actually 400 people ahead of you. Many people have already found a place to live, moved out of the area or are no longer interested in the apartment.

1. There is no limit to the number of waiting lists you can put your name on. It is best to sign up on several lists to increase your likelihood of receiving assistance.
2. Make sure that you keep the project informed of your current address and telephone number. One reason lists move quickly is that people cannot be reached easily when there is a vacancy.
3. Check back regularly, but don't be a pest. Let them know you are still interested.

## Reverse Mortgages

A Reverse Mortgage allows you to borrow against the equity in your home to provide you with tax-free income. You continue to own your home and live in it for the life of your loan. You typically make no loan payments, as the Reverse Mortgage becomes due only when you sell your home or move out of it.

A Reverse Mortgage operates in an opposite manner from a conventional mortgage. With a conventional mortgage, your equity grows and your debt shrinks as you repay the lender. In a Reverse Mortgage, your equity shrinks and your debt grows as the lender pays you.

Money obtained from a Reverse Mortgage can be distributed in a number of ways:

- As a single lump sum of cash.
- As regular monthly payments.
- As a credit line that lets you decide how much and when to draw it.
- As a combination of these payment plans.

### Why get one?

A Reverse Mortgage makes sense for some homeowners. It's a way of

# HOUSING

cashing in on that hard-earned equity that you've been building over the years. It can provide you with the extra income you need.

Some homeowners use the money to pay off debts, medical expenses or home care. Some want a line of credit they can draw upon as needed for unplanned expenses.

A Reverse Mortgage provides other advantages for some homeowners, including:

- You get to keep your home. As long as you abide by the loan requirements, you can never lose your home.
- You can never owe more than the value of your home. Although your debt grows larger the longer your loan lasts, it can never grow larger than the selling price of your home.
- You never have to repay your loan during the life of the loan.
- Your income is not a consideration

in obtaining the loan since you make no payments.

- The money you receive is tax-free, since it is not considered "income."

## Why NOT get one?

A Reverse Mortgage is not right for everyone. It can have significant disadvantages for some homeowners. These disadvantages need to be carefully weighed against the advantages.

Some reasons NOT to get a Reverse Mortgage include:

- It is more complicated than conventional mortgages and often not well understood, even by loan and legal professionals.
- It could have adverse tax consequences for some homeowners.
- These are very expensive loans and consumers need to be aware of all the costs. Cost for these loans typically include upfront fees (origination and closing costs), monthly account maintenance fees and interest on the principle (which compounds). It could be an expensive loan if you end up defaulting on the loan or need to move too soon (within a few years of the loan's closing.)
- It could affect your eligibility for public assistance.
- It could have a negative impact on the estate your heirs will inherit.
- Other solutions may be available and cost much less.

## How to decide?

The best way to decide if a Reverse Mortgage is right for you is to consult a Reverse Mortgage professional. The U.S. Department of Housing and Urban Development (HUD) can help you find a HUD-approved Reverse Mortgage counselor that you should consult BEFORE you contact a lender. This is so important that most lenders will require that you have a certificate showing that you have consulted with a counselor before they will approve your loan.

HUD-approved Reverse Mortgage counselors in California can be

**Santa Barbara Senior Living CONSULTANTS**  
*A Free Referral & Placement Agency*  
**(805) 963-6045 | sbslc.com**  
18 West Micheltorena Street, Suite C, Santa Barbara, CA 93101

**Katerina Marcellin**  
Elder Care Consultant

**Peggy Renker, CSA**  
Certified Senior Advisor

## Let us help you make informed decisions about Senior Living and navigate the local healthcare system

- We Specialize In Helping You Find Independent, Assisted Living and Alzheimer's Care Homes
- We Provide A Social, Financial and Medical Evaluation, and Coordinate All Medical Paperwork and Follow-Up
- We Offer Personalized Tours Of All Appropriate Homes

### NOW OFFERING

## Elder Care Consulting

Santa Barbara Senior Living Consultants acts as a liaison between older adults and the wide range of professionals in the field of elder care with the goal of attaining a sustainable and safe plan of care that best reflects their physical, mental and emotional needs.

**We Work With The Elderly In Different Care Settings And Environments:**

- Home care settings
- Continuing Care Facilities
- Emergency Room, Hospital, Skilled Nursing & Rehabilitation

**For over 25 years, we've been helping Santa Barbara-area seniors and their families find the best Independent Living, Assisted Living, Alzheimer's, and Dementia Care communities.**

found by going to the the HECM Counselor Roster at [answers.hud.gov/housingcounseling](http://answers.hud.gov/housingcounseling) or calling (800) 569-4287. Another option includes going through Money Management International at 1-877-614-2227 or visiting their site at [www.moneymanagement.org](http://www.moneymanagement.org). This consultation is completed by phone. Not all counselors are equally knowledgeable, so it's a good idea to ask them how long they have been doing Reverse Mortgage counseling and how many clients they have worked with. There is a fee for this service (usually around \$150).

### A good counselor will...

- Be unbiased, independent, and protect your privacy.
- Disclose all your options and help you decide what is right for you. There will be no pressure to apply for a Reverse Mortgage.
- Give you a "Personal Reverse Mortgage Analysis," and a written

comparison of all the Reverse Mortgage programs available in your area.

- Provide you with a "HUD Certificate of HECM Counseling," which some lenders will require before giving you a Reverse Mortgage.

### Other Helpful Resources

As you are thinking about whether a Reverse Mortgage is right for you, here are additional sources of information.

#### U.S. Department of Housing and Urban Development (HUD)

Housing Counseling Clearing House  
Washington, DC 20410-8000  
(800) 569-4287  
[www.hud.gov](http://www.hud.gov)

These websites include information about HECM and other senior housing issues. They also list HUD-approved counselors and lenders.

#### National Council on Aging (NCOA)

[www.ncoa.org](http://www.ncoa.org)

This website offers information and articles on reverse mortgages.

NCOA's official federally approved consumer guide for older homeowners who are considering using reverse mortgage is available to download and print.

### Shared Housing

Home sharing by two or more people is becoming increasingly practical.

HomeShareSLO  
P.O. Box 15034  
San Luis Obispo, CA 93406  
(805) 215-5474  
[info@smartsharehousingsolutions.org](mailto:info@smartsharehousingsolutions.org)  
[www.smartsharehousingsolutions.org](http://www.smartsharehousingsolutions.org)

A local non-profit that facilitates home share matches between those with an extra room and those looking for affordable housing within San Luis Obispo County.

### Discrimination

A landlord, manager or real estate agent cannot refuse to rent, sell or negotiate with a potential tenant because of age, race sex, national

## Senior Living CONSULTANTS

*A FREE Placement Agency*

**WE ARE YOUR LOCAL EXPERTS!**

Independent Living,  
Assisted Living,  
Alzheimer's, Dementia,  
& Memory Care Homes

5-STAR QUALITY RATED



Charmaine Petersen, CSA



*Explore Your Options From A Credible Source*  
**At No Cost To You!**  
*Serving Central Coast Families Since 1997*

**(805) 545-5901**  
**SENIORLIVINGCONSULTANTS.COM**  
3437 Empresa Drive, Suite D, San Luis Obispo, CA





**Create  
Meaningful  
Connections**



**Vista del Monte**  
a front porch retirement community

## **More Community ...Better Retirement**

**Wellbeing has many sides.** I find many of them here, including fitness and aquatics, tai chi, bridge, fine dining, art, music and more. I have cleared the path to find my heart's desire and enjoy the freedom of a true community.

**Schedule Your Tour Now!**

**3775 Modoc Road, Santa Barbara, CA 93105**  
**805.687.0793 | [vistadelmonte.org](http://vistadelmonte.org)**

**INDEPENDENT LIVING | ASSISTED LIVING | MEMORY CARE**



We're an equal opportunity housing provider.  
CA License #425800464 COA# 196

origin, religion, marital status, sexual orientation, physical disability or the presence of children in the family. File complaints or inquire about your rights with one of the following agencies:

## Fair Employment and Housing Department

(800) 884-1684  
(800) 700-2320 TTY  
[www.calcivilrights.ca.gov](http://www.calcivilrights.ca.gov)

Investigates discrimination complaints on the basis of race, color, sex, national origin, marital status, creed, and/or handicap regarding housing, employment or accommodation.

## SLO Legal Assistance Foundation (SLOLAF)

3232 S. Higuera St., Suite 101D  
San Luis Obispo, CA 93401  
(805) 543-5140  
[info@slolaf.org](mailto:info@slolaf.org)  
[www.slolaf.org](http://www.slolaf.org)

## Legal Aid Foundation of Santa Barbara County

201 S. Miller, Ste. 209  
Santa Maria, CA 93454  
(805) 922-9909

604 E. Ocean Ave., Ste. B  
Lompoc, CA 93436  
(805) 736-6582

301 E. Canon Perdido  
Santa Barbara, CA 93101  
(805) 963-6754

[www.lafsbcc.org](http://www.lafsbcc.org)

Provides legal assistance to senior citizens of Santa Barbara County on a case-by-case basis with housing concerns.

## Tenant/Landlord Mediation

For other Tenant/Landlord Problems the following agencies have trained staff available to provide you with current information and tenant/landlord counseling, their services may also include conciliation, mediation and/or arbitration. Conciliation means limited intervention by telephone or mail. Mediation is a process in which a voluntary agreement is reached with the assistance of a neutral third party. Arbitration is a hearing conducted by

a neutral third party who hears both sides and then issues a decision.

## CA Rural Legal Assistance

2050 "G" South Broadway  
Santa Maria, CA 93454  
(805) 922-4563  
[www.crla.org](http://www.crla.org)

Provides services that relate to unlawful detainer defense, substandard housing and tenant rights.

## Creative Mediation Services

285 South St., Suite J  
San Luis Obispo, CA 93401  
(805) 549-0442  
[www.creativemediation.org](http://www.creativemediation.org)

## Rental Housing Mediation Task Force

630 Garden St. 2nd Floor  
Santa Barbara, CA 93101  
(805) 564-5420  
[www.santabarbaraca.gov](http://www.santabarbaraca.gov)

The Task Force program purposes are to provide information on the

# Your TRUSTED Source in Elder Care



A **FREE** Service Helping You Find Independent, Assisted Living, or Alzheimer's Care



**Nicole Pazdan**, Certified Senior Advisor, started **Elder Placement Professionals** here on the Central Coast; and she now has qualified staff throughout the United States, to help you find care for your loved ones, nationwide!

*Epp*  
Elder  
Placement  
Professionals, Inc.  
Nationwide



[ElderPlacementProfessionals.com](http://ElderPlacementProfessionals.com)

**805.546.8777**

# HOUSING

California Rules and Regulations pertaining to Landlord/Tenants rights and responsibilities to parties in residential rental housing, and to provide an inexpensive and effective means to resolve rental housing disputes for City of Santa Barbara, City of Goleta, and City of Carpinteria residents without resorting to the State justice system.

## Safe Parking Program

Due to the alarming increase in vehicle dwellers in the area, coupled with the crackdown on overnight parking enacted by the counties, the safe parking program operates to provide safe overnight parking for individuals and families who find themselves living in their vehicles.

### Safe Parking Program

40 Prado Road  
San Luis Obispo, CA 93401  
(805) 458-2984

Available through Prado Day Center. Provides seven parking spots. Participants must undergo background check and participate in case management. Must be a SLO County resident

### New Beginnings - The Safe Parking Program

324 E. Carrillo St. #C  
Santa Barbara, CA 93101  
(805) 845-8492

The program is a cooperative between New Beginnings, area churches and non-profits whereby participating institutions provide parking places for vehicle dwellers registered with the New Beginnings program. The program currently includes various dispersed locations in the cities of Santa Barbara and Goleta. The purpose of the program is to provide a level of stability needed for vehicle dwellers to effectively make positive changes in their lives. A safe place to park, together with the social services and case management provided by New Beginnings case workers, are the tools used to achieve this end. Interested parties should direct their calls to The Safe Parking Program administrative office.

## Home Repair

### Community Action Partnership of San Luis Obispo

3970 Short Street, Suite # 110  
San Luis Obispo, CA 93401  
(805) 541-4122  
(800) 495-0501 ext. 2114  
[www.capslo.org](http://www.capslo.org)

Provides home repair, weatherization services in San Luis Obispo County and Santa Maria Valley. No fees; donations only.

### CommUnify

5681 Hollister Ave.  
Goleta, CA 93117  
(805) 617-2897  
(800) 655-0617  
[energyinfo@communifysb.org](mailto:energyinfo@communifysb.org)  
[www.communifysb.org](http://www.communifysb.org)

Provides minor home repairs in Mid or South Santa Barbara County

No fees; donations welcome.

### Habitat for Humanity

San Luis Obispo  
1264 Higuera St. #102  
San Luis Obispo, CA 93401  
(805) 782-0687  
[info@hfhsloco.org](mailto:info@hfhsloco.org)  
[www.habitatslo.org](http://www.habitatslo.org)

Can provide volunteer assistance for minor home repairs, grab bar installation, etc.

### South Santa Barbara:

Mailing Address: PO Box 176  
Goleta, CA 93116  
(805) 692-2226  
[mail@sbhabitat.org](mailto:mail@sbhabitat.org)  
[www.sbhabitat.org](http://www.sbhabitat.org)

Can provide volunteer assistance for minor home repairs. No fees; donations only. Serves South County of Santa Barbara from Gaviota to Carpinteria

## Utilities

If you are ever in danger of having your source of energy cut off because you are unable to pay your bill, it is best to call the billing dept. of the particular utility company before you are cut off and explain your situation. A payment plan may be available.

### Catholic Charities

#### San Luis Obispo County

3220 S. Higuera Street, Suite 225

San Luis Obispo, CA 93401  
(805) 541-9110

Provides emergency assistance to prevent cut-off of utility services. Service is dependent upon available funds. Requires appointment and application.

### Catholic Charities

#### Santa Barbara County

609 E. Haley Street  
Santa Barbara, CA 93103  
(805) 965-7045  
[www.catholiccharitiesla.org](http://www.catholiccharitiesla.org)

Catholic Charities provides utility assistance to low-income clients through their Gas Assistance Fund (GAF), Energy Assistance Fund (EAF), and utility assistance through FEMA when available.

### City of San Luis Obispo

(805) 781-7133  
[www.slocity.org/utilities](http://www.slocity.org/utilities)

CAP Program provides a 15% discount on the city water and sewer rate for low-income persons. Proof of low-income status must be provided. Call for more information.

### Community Action Partnership of San Luis Obispo

3970 Short Street, Suite # 110  
San Luis Obispo, CA 93401  
(805) 541-4122  
(800) 495-0501 ext. 2114  
[www.capslo.org](http://www.capslo.org)

Provides home repair, weatherization services in San Luis Obispo County and Santa Maria Valley. No fees; donations only.

Community Action Partnership of San Luis Obispo County (CAPSLO) operates the Home Energy Assistance Program (HEAP) which provides low-income households with a once-a-year payment toward their utility bills (gas, electric or propane). Utility assistance is available throughout the County; however, it is limited to water bills in the City of San Luis Obispo. Weatherization Services

Free home weatherization services designed to lower energy bills and increase comfort. Services include attic insulation, door weather-stripping, water heater repair or



replacement, and LED lighting. CAPSLO crews also perform carbon monoxide testing of gas appliances and furnaces, grab bar installation, and minor home repairs. Services are provided at no cost to qualified homeowners and renters.

## CommUnify Energy Services

5638 Hollister Ave., Rm. 301  
Goleta, CA 93117  
(805) 964-8857  
(805) 617-2897  
HEAP (800) 655-0617  
www.communifysb.org

CommUnify has a weatherization program and provides utility assistance through the Home Energy Assistance Program (HEAP). HEAP can provide for eligible persons a once-a-year payment to one energy account. HEAP does not provide crisis services; time to process applications is months.

Provides water assistance in County of Santa Barbara excluding City of Santa Barbara area

## Pacific Gas & Electric

(866) 743-2273  
www.pge.com

CARE Program: Available to single-family, low-income customers with accounts in their name. If your household meets certain requirements, you can apply to receive a 20% discount on your energy bills each month. Applications are required.

Medical Baseline: Additional energy baseline amounts may be added with a lower rate if you qualify by having life support equipment or medically-necessary heating or cooling needs. Application and physician's verification are required.

## Southern California Gas Company

(800) 427-2200  
(800) 342-4545 (Spanish)  
www.socalgas.com/save-money-and-energy/assistance-programs

Has a CARE Program which provides a 20% reduction in monthly bill for those eligible. Application must be completed. Provides energy efficient home improvements to help with energy usage if qualified. May

include repair and replacement of faulty furnaces (800-331-7593.) Will lite pilot lights and help with home appliances.

Assistance programs other than those listed below may be available in your area. Call the above phone number(s) to inquire. CARE and Medical Baseline program may be offered.

## Service Establishment Charge Discount

Provides \$15 discount on the Service Establishment Charge if qualified within 90 days of starting new gas service. Application required.

## Level Pay Plan

Allows a customer to pay energy costs averaged over twelve months to cover increased usage in the winter months. NOT A DISCOUNT PROGRAM.

## Direct Assistance Program

Provides energy-efficient home improvements if qualified as low-income, aged or disabled. Improvements may include repair or replacement of faulty furnaces, washers, and more at no cost if qualified. Call 800-331-7593.

## Southern California Edison

(800) 447-6620  
www.sce.com

Has several programs for people who qualify. Offers appliance upgrades and energy-saving services to eligible customers.

## Toilet Replacement Rebates

### City of Lompoc

100 Civic Center Plaza  
Lompoc, CA 93346  
(805) 875-8252

City will rebate up to \$100 per toilet to change old 3.5+ gallon per flush toilet to 1.28 gallon per flush toilet. Plumbing permit required.

### City of Lompoc Utility Conservation

100 Civic Center Plaza  
Lompoc, CA 93436  
(805) 875-8252

The city has a variety of programs to reduce utility bill, such as LED Holiday lights, Solar PV rebate, Electric rate Assistance program, and product replacement rebate.

## Foreclosure Education

### 995Hope

National Homeowner's HOPE™ hotline  
(888) 995-HOPE ((888) 995-4673)  
www.995hope.org

Provides counseling, lending services and preservation of homeownership. Assists



A future offering endless possibility is  
*a future filled with promise.*

Call 1-877-458-5439 or visit  
**CovLivingSamarkand.org** to schedule a personal tour.

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At The Villages, we provide the means to enjoy vibrant living full of connection, purpose, passion, and fun. Whether you are seeking worry-free independent or assisted living, or personalized memory care, our unique continuum of care allows all our residents to thrive.

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*of San Luis Obispo*

**Independent & Assisted Living**  
55 Broad St., San Luis Obispo  
805-543-2300 | [villagesofslo.com](http://villagesofslo.com)

Garden Creek Lic# 405800467

*The Village at*  
**Sydney Creek**

**Alzheimer's & Dementia Care**  
1234 Laurel Ln., San Luis Obispo  
805-543-2350 | [sydneycreek.com](http://sydneycreek.com)

Sydney Creek Lic# 405800577



homeowners in finding solutions to foreclosure.

## Foreclosure Fraud

### Avoiding Mortgage Fraud

Mortgage fraud is becoming increasingly common. Scam artists often target homeowners struggling to meet their mortgage commitments or anxious to sell their homes.

There is help available when facing financial problems or foreclosure, but make sure you are dealing with a reputable organization before getting involved. To protect your home and home equity and avoid falling victim to fraudulent schemes, recognize and understand the signs of mortgage fraud. Know how to report fraud to state and federal authorities so they can stop scam artists from preying on innocent borrowers.

If you are facing financial difficulties that are making it difficult to pay your mortgage, or if you feel you might be falling prey to a fraudulent scheme, the best solution is to talk to your lender or a reputable counselor. Also, be wary of individuals who promise to rescue you from financial difficulty or possible foreclosure.

### Foreclosure Rescue Scheme

If you have fallen behind on your mortgage payments, this may seem like an attractive solution - but beware. A foreclosure rescue scheme often begins with a scam artist offering a promise to pay off your delinquent mortgage, allowing you to stay in the home as a renter with the option to purchase the home back when your financial situation improves. But what really happens is a series of steps designed to cash out the equity in the home and disappear.

- As part of the “rescue,” the homeowner will be required to deed the property to a new borrower who is often “investing” in a rental property, but who is really part of the scam.
- The proceeds of the sale pay off the delinquent loan and the new borrower removes all the equity in the house, never to be seen again.

- The distressed homeowner is now merely a renter in a home they no longer own, unaware that the new borrower is not making payments.
- When the new borrower defaults on the loan, the homeowner is evicted from the home – they have lost the house and all the equity in it.
- Scam artists are very crafty and will often vary the scheme depending on the homeowner they are talking to, so be cautious. Some warning signs that a scam artist may be trying to set you up as a victim of a foreclosure rescue scheme include:
  - Being approached by a stranger with an unsolicited “rescue” offer.
  - Receiving an unsolicited call, mail or flyer about “foreclosure rescue” or saving your home.
  - Participating in a complicated deal that you don’t fully understand.
  - Signing documents that have blanks or false statements. Regardless of what you are told, this is never okay.
- The best solution when you face financial difficulties that may endanger your home is always to talk to your lender or a reputable counselor.

## Illegal Flipping

Flipping is a legitimate practice where

an investor purchases a property in need of repairs or upgrades, makes the necessary changes to the property in a very short amount of time and sells the home for a profit. We’ve all seen the TV shows about flipping and they’re fun to watch. But there are scam artists who use flipping to make money illegally.

Often times, the scam artist will offer much more than the asking price of a home with a stipulation that the “surplus” amount over the asking price is given back to the borrower at closing. At closing, the inflated value of the home will be attributed to home improvements that were never made. The scam artist will pocket that and default on the loan.

As a homeowner, especially one whose house has been on the market a long time, this may seem like an attractive deal but remember – falsifying documents is fraud.

## Reporting Mortgage Fraud

If you suspect that you have been a victim of mortgage fraud or are aware of a possible scam, you can file a complaint online with the California Attorney General’s Office or the Department of Financial Protection and Innovation or by calling the Mortgage Fraud Hotline at (800) 793-7724.



**CommUnify**

Empowering people. Transforming lives.

CommUnify (formerly the Community Action Commission) was formed in 1964 to address the causes and conditions of poverty within Santa Barbara County. CommUnify’s Community Services department provides innovative sustainable solutions for income eligible seniors and families to improve and maintain their health, resilience, safety, and financial security with programs and services including:

**Seniors Safe at Home** grab bars, ADA ramps, slip and fall prevention

**Weatherization** smoke/CO2 alarms, door/window replacement, furnaces/water heaters

**Utility Payment Assistance** up to \$1000 for help paying bills

**2-1-1 Helpline** free call line for information and referrals



Contractor License #621241

[www.CommUnifySB.org](http://www.CommUnifySB.org)



### NOW ENROLLING!

CommUnify’s programs enable income eligible seniors to live safely and independently in their own homes. We are currently accepting applications! For more info and to see if you qualify, call **805-617-2897** or visit us online.



# LEGAL

**F**inding an attorney. Elder law practitioners focus primarily on aging, incapacity, long term care, estate planning, for seniors, public benefits, planning for the future, and/or elder abuse and neglect or financial exploitation. Always ask a prospective attorney the nature of his or her practice and experience.

## Do You Need an Attorney?

Not all problems that arise require an attorney. Banks, real estate offices, accountants, financial advisors and social services departments, just to name a few, are often knowledgeable about and able to answer your questions in their fields.

The city-county library contains a number of reference books, as does the county law library, which are open to all county residents during regular business hours. These books include "how-to" manuals on a variety of topics. Both libraries have reference librarians, copy machines and on-line computers available.

## Alternative Dispute Resolution - Mediation

Most problems are better solved through non-adversarial procedures, such as mediation. Litigation should be the parties' last resort for solving a problem because it is expensive, time consuming and stressful. Creative Mediation is your local Community Mediation Center, providing conflict coaching, mediation, communication and conflict resolution training. Some problems Creative Mediation can help with include problems between neighbors over noise, parking, trash, parties, trees, dogs; problems between landlords and tenants about security deposits, lease agreements; problems between family members or roommates around communications, life style expectations, and financial concerns.

Other mediation providers are listed in the Yellow Pages.

In mediation, both parties to a dispute agree to work with a neutral mediator, who confidentially helps the parties reach their own resolution of the

problem in a confidential setting. Unlike litigation, the parties are in control of the outcome. Problems which are resolved through mediation more often stay resolved, because both parties have had the opportunity to fully explore the full range of options and agree on a solution.

### Conflict Solutions Center

1530 Chapala, Suite C,  
Santa Barbara, CA 93101  
(805) 963-6765

120 East Jones Suite 133  
Santa Maria, CA 93454  
(805) 349-8943

cscsb.org

### Creative Mediation Services

285 South St., Suite J  
San Luis Obispo, CA 93401  
(805) 549-0442  
www.creativemediation.org

### Rental Housing Mediation Task Force

630 Garden St. 2nd Floor  
Santa Barbara, CA 93101  
(805) 564-5420  
www.santabarbaraca.gov

The Task Force program purposes are to provide information on the California Rules and Regulations pertaining to Landlord/Tenants rights and responsibilities to parties in residential rental housing, and to provide an inexpensive and effective means to resolve rental housing disputes for City of Santa Barbara, City of Goleta, and City of Carpinteria residents without resorting to the State justice system.

### Locating a Notary Public

Notary publics can be found at many banks, UPS stores, real estate offices, title companies and in the Yellow Pages of the phone book under "Notaries." There is a small fee to have a document notarized. With the exception of travel fees, the fees to have documents notarized are set by law and should not vary depending on where you go. Some notaries will travel to your home for an additional fee. A notary public verifies only the identity of the individual who signed the document, not the truthfulness, accuracy, or validity of the document.

Unless a notary is also an attorney, the notary cannot explain to you the legal significance or consequence of signing the document or provide legal advice.

## Finding an Attorney

A personal referral is not a guarantee, but it is a good place to start. If you have utilized the services of an attorney in the past, even for an unrelated matter, and were satisfied with her/his services, start there. Ask that attorney for a recommendation of an attorney who practices in the area of law you need help with. A recommendation from a friend or co-worker with a similar problem may be helpful. It is a good practice to explore at least three referrals. You can check each attorney's license status, profile, and history by calling the California State Bar Association or on-line at [www.calbar.ca.gov](http://www.calbar.ca.gov).

Many attorneys advertise in the newspaper, senior magazines, and the Yellow Pages. Some offer free or low-cost initial consultation so you can interview them before committing to paying their fees. Attorneys are bound by a strict code of ethical responsibility not to reveal a client's confidences. The initial interview binds them to secrecy about your problem, even if you never go back to that attorney.

## Lawyers Referral Service

### California State Bar

845 South Figueroa Street  
Los Angeles, CA 90017  
(213) 765-1000  
www.calbar.ca.gov

### Lawyer Referral & Information Service

San Luis Obispo County Bar Association  
PO Box 585  
San Luis Obispo, CA 93406-4840  
(805) 541-5502  
LRIS@slobar.org  
slobarlr.org

The Lawyer Referral and Information Services (LRIS) is a program sponsored by the San Luis Obispo County Bar Association. LRIS performs intakes and provides referrals to attorneys on their panel in the areas of: appellate law,

bankruptcy, business, collection, criminal defense, employment, estate planning, family law, litigation, landlord-tenant, malpractice, personal injury, and real property. LRIS also offers referrals to other local resources. LRIS charges a \$50.00 fee for its referral service. Attorney's regular fee will apply following the initial appointment.

## Lawyer Referral & Information Service

Santa Barbara County Bar Association  
15 W. Carrillo Street  
Santa Barbara, CA 93101  
(805) 569-9400

The Santa Barbara County Bar Association sponsors a Lawyer Referral Service that assists people in Santa Barbara County who have legal problems and seek the advice of qualified attorneys. The Lawyer Referral Service has been serving Santa Barbara County since 1964 and is certified by the State Bar of California.

A person needing legal assistance calls the LRS and describes to the intake administrator the nature of his or her problem. The intake staff is trained to determine whether legal or non-legal assistance best suits the needs of the caller. If legal assistance is required, the person is then referred to a lawyer experienced in the necessary field of law for up to a 30-minute initial consultation. If further legal services are needed, a fee arrangement is made directly between the person and the lawyer.

## Criminal

### San Luis Obispo Defenders - Public Defenders

991 Osos Street, Ste. A  
(805) 541-5715  
Fax (805) 781-3064  
www.slodefend.com

If you are accused of a crime which carries a potential sentence of imprisonment, no matter how short (e.g., DUI - 48 hours in jail) and you cannot afford to pay for the services of an attorney, the court is required to appoint one for you. As soon

as possible after arrest, ask for a referral to the Public Defender.

## Public Defender

### Santa Barbara County Courthouse

1100 Anacapa Street, #3  
Santa Barbara, CA 93101  
(805) 568-3470

312 E. Cook St.  
Santa Maria, CA 93454  
(805) 346-7500

115 Civic Center Plaza  
Lompoc, CA 93436  
(805) 737-7770

The Santa Barbara County Public Defender office, upon court order or defendants' request, defends any person unable to financially employ counsel and who is charged with any contempt or criminal offense.

## Civil

### California Rural Legal Assistance

1880 Santa Barbara Ave  
Suite 240  
San Luis Obispo, CA 93401  
(805) 544-7997  
www.crla.org

2050 S Broadway, Ste G  
Santa Maria, CA 93454  
(805) 922-4565  
www.crla.org

California Rural Legal Assistance, Inc. (CRLA) is a nonprofit law firm providing free civil legal services to low-income residents of California's rural counties. **Note: office visits are by appointment only at this time.**

If you have a disability that requires a reasonable accommodation, CRLA staff can assist to ensure you are able to inquire about and access our services.

California Relay Service: dial 7-1-1 or from TTY dial (800) 735-2929 or visit California Relay Service for more information.

### SLO Legal Assistance Foundation (SLOLAF)

3232 S. Higuera St., Suite 101D  
San Luis Obispo, CA 93401  
(805) 543-5140  
info@slolaf.org  
www.slolaf.org

San Luis Obispo Legal Assistance Foundation (SLOLAF) provides free legal assistance on civil matters to eligible low-income residents of SLO County, including seniors (60+), veterans, people with disabilities, and other individuals/families in need.

Civil Law service areas include:

- Housing issues such as landlord/tenant, eviction, habitability, accessibility and discrimination
- Government benefit appeals
- Consumer finance and debt issues
- Planning for the future (advance health care directives, powers of attorney for finances, statutory wills)
- Conservatorships & guardianships of the person
- Elder Abuse

SLOLAF's Family Law program provides assistance with family law matters for survivors of intimate partner violence, sexual assault, and stalking with temporary restraining orders, advocacy, and court accompaniment.

For Civil Law matters, call (805) 543-5140 for an appointment with an attorney in the main office or at the senior centers located in San Luis Obispo, Nipomo, Morro Bay, or Paso Robles. For Family Law matters, call (805) 781-6418 for an appointment in our offices in San Luis Obispo or Paso Robles. All services are available in English and Spanish.

### Legal Aid Foundation of Santa Barbara County

www.lafsbc.org

#### Lompoc

102 E. Ocean Ave.  
Lompoc, CA 93436  
(805) 736-6582

#### Santa Barbara

301 E. Canon Perdido St.,  
Santa Barbara, CA 93101  
(805) 693-6754

#### Santa Maria

201 S. Miller St., Ste. 210  
Santa Maria, CA 93454  
(805) 922-9909

# LEGAL

Free legal services are provided by the Foundation in areas such as eviction, fair housing, domestic violence, elder abuse, guardianship and conservatorship of the person, financial abuse, and consumer protection. No criminal cases are handled.

## Small Claims Court

If you have a civil complaint involving a relatively small amount of money you may file your own lawsuit in small claims court. You may seek up to \$10,000 (with a few exceptions) per claim. Parties represent themselves without an attorney in Small Claims Court.

Clerks at the county courthouse can provide the forms necessary but may not give legal advice. Information and forms are also available at the California Courts Self Help Center: [www.courts.ca.gov](http://www.courts.ca.gov). The Small Claims Advisor provides assistance completing the forms, answers procedural questions and provides referrals to legal resources and publications.

## Small Claims Advisor

### San Luis Obispo Courthouse

1035 Palm Street  
San Luis Obispo, CA 93408  
(805) 781-5856 Ext. 3  
[www.slocounty.ca.gov/](http://www.slocounty.ca.gov/)

Departments/District-Attorney/  
Special-Prosecutions/Services/  
Small-Claims-Court-Advisory

See also California Court Online  
Self-help Center: [www.slo.courts.ca.gov/self-help](http://www.slo.courts.ca.gov/self-help)

## Santa Barbara County Small Claims Information

### Anacapa Division Clerk's Office

(805) 882-4520  
1100 Anacapa St., 2nd Floor  
Santa Barbara, CA 93101  
(805) 614-6414

### Cook Division Clerk's Office

(805) 614-6414  
312 East Cook Street, Building E  
Santa Maria, CA 93454

## California Courts Self-Help Centers

### San Luis Obispo County Law Library

County Courthouse Annex  
1050 Monterey Street  
San Luis Obispo, CA 93408  
(805) 706-3617  
[Info@sloccl.org](mailto:Info@sloccl.org)  
[www.slo.courts.ca.gov/self-help](http://www.slo.courts.ca.gov/self-help)

### Superior Court of County of Santa Barbara

Lompoc  
115 Civic Center Plaza  
Lompoc, CA 93436  
(805) 568-3303

### McMahon Law Library-2 nd Floor

1100 Anacapa St.  
Santa Barbara, CA 93101  
(805) 568-3303

### Santa Maria Law Library

312 E. Cooks St.  
Santa Maria, CA 93454  
(805) 691-2457

## Wills

A will is a document that specifies how you wish to have your assets distributed after you die and designates who will be responsible to carry out your wishes. A Will requires a court probate proceeding if your estate has more than \$150,000 worth of assets.

## Probate

Probate is the process by which title to your assets is transferred after your death to the persons entitled to them. The court reviews your estate's assets and your wishes (if expressed) and makes sure the distribution abides by the rules of law. The court issues orders that will permit title to property to be legally changed to the new owner.

At the time of your death, the person who has the original of your prepared Will should file it with the probate court in the county of your residence. The court will make a determination if it is valid and supervise the distribution of assets. The court will also ensure that the estate first complies with all federal, state and local tax requirements and pays your remaining creditors.

Probate proceedings take time

and money. Fees allowed by law will be deducted from your assets for the executor of your Will and for the attorney who handles the probate proceeding in court. All the transactions are public record and formal record keeping and accounting procedures are required.

There are simplified procedures for an estate with a value of \$150,000 or less and for transferring real property with a value of \$50,000 or less.

## Wills and Intestate Succession

A will is simply a document that specifies how you wish to have your assets distributed after you die and designates who will carry out your wishes. If you die without having prepared a will, your property will be probated and will be distributed by operation of law. This is called intestate succession. If you have prepared a will, but it is ruled not valid for any number of reasons, the law presumes you had no will and will cause your property to be distributed by intestate succession to those the state has designated as your heirs.

California is one of only a few states that recognize the holographic will, a term used to describe a will totally handwritten and hand-dated. No part of this document can be typed and it must be written entirely in the person's own hand. It is important to state that the document is intended as a will and that it is properly dated and signed. It must name an executor.

In an effort to provide a simple means of preparing a will without the help of an attorney, the State of California developed the "California Statutory Will." It includes all of the necessary language required and its use can avoid many of the pitfalls of a holographic will. The "California Statutory Will" can be obtained on the California State Bar Association website at [www.calbar.ca.gov/Portals/0/documents/CAStatutoryWillForm\\_ab\\_1986\\_bill\\_20100715\\_chaptered.pdf](http://www.calbar.ca.gov/Portals/0/documents/CAStatutoryWillForm_ab_1986_bill_20100715_chaptered.pdf). Your chosen beneficiaries must exactly match the choices allowed by the form. If you have any unique or special



desires about your estate, this form may not be sufficient to meet your needs.

### **The Revocable Living Trust (“RLT”)**

While the RLT can also be used to distribute assets after death without probate, it is also an important tool in managing your assets during your lifetime, if and when you become incapacitated.

The RLT is a trust created by you, the settlor, into which you transfer title of your assets, so that the trust, not you, becomes the owner. You may add to and subtract assets at any time, while you are still competent, and may amend or revoke the trust entirely. Any property or assets you own anywhere in the world may be transferred into the trust.

You may create the trust and “fund” it immediately, by preparing documents which transfer to the trust your title in property. Alternatively, you may draft the trust document and provide for the trust to be funded, and thereby created, at a later date; for instance, upon a finding of your incapacity, the death of any named person, or the passage of a specific amount of time.

Selection of the trustee to manage the trust is very important, as the trustee has complete power to dispose of all assets. Most often, the settlor, the person creating the trust, is also the initial trustee, with a named successor trustee to take over in the event of the settlor’s incapacity or death. Banks and financial institutions, family members and friends, business associates, are all possible trustees or successor trustees.

Creation of a trust raises no tax problems at the time of creation, because you, the settlor, keep control of the existence of the trust and can revoke it at any time. However, tax consequences do arise at the time the trust becomes irrevocable or upon your death. These tax consequences should be discussed with your attorney or tax accountant at the time you establish the trust.

The RLT avoids probate proceedings at your death because the title to your assets has already passed to the trust

and are then passed directly to the beneficiaries you have named in the trust document. The trust document can also be designed to continue beyond your death, with the trustee continuing to manage your assets for the benefit of the named beneficiaries.

The trust does not require court supervision or permission to operate and is administered privately, which protects the privacy of your family members. The RLT also avoids court proceedings to establish a conservatorship of the estate for you if you become incapacitated because you have already appointed a trustee to take care of your assets.

However, there are some disadvantages to the RLT. The first is that it covers only the property you transfer into it. The trustee has no power to dispose of assets held jointly with someone else, or to manage your personal affairs not covered in the trust.

Secondly, because this option avoids court scrutiny, it is extremely important you name a trustee you can trust. There are procedures to petition the court if one suspects overreaching or abuse by the trustee; however, this process seeks to remedy damage after it has occurred when it may already be too late.

Third, creation of this document may be a time-consuming, complex and expensive task. The attorney fees alone may be several thousand dollars. Besides the attorney fees, there are transfer fees, brokerage fees, recording fees, trustee fees, etc.

Additionally, in the event you require Medi-Cal benefits, the property in the trust is deemed to be available to you and may have to be spent first before you become eligible for Medi-Cal.

### **Joint Tenancy of Assets**

Joint tenancy is a form of ownership whereby two or more people own equal undivided interests in property. If one of the owners dies, the remaining owners continue to own the property without court approval or transfer documentation. While joint tenancy is efficient as a means of distributing assets to the co-owners at

death, there are pitfalls. The consent of all owners is required for any action involving the property. If friction develops between joint owners, it may be difficult or impossible to utilize the resource. A jointly-held bank account may be attached by the creditor of any of the owners, or a joint owner may take all the funds out of the account without consulting the other owners. There also may be adverse tax consequences if a child’s or spouse’s name is added as a joint tenant to real property.

## **Conservatorships of the Person**

Conservatorship of the Person is a court legal process for assuming control over an incapacitated individual’s personal (non-financial) affairs, including health care decisions. The conservators responsible for making sure the conservatee is properly fed, clothed, housed, cared for, and medically treated. Conservatorship is usually the last alternative considered and is often not necessary if one has signed a power of attorney for health care document such as an Advance Health Care Directive, but it may be necessary if the person is already unable to manage his or her own daily activities, care needs, and health decisions. A court hearing is required to appoint a conservator. Legal expenses are costly. The court decides who will be the Conservator of the Person and a family member is preferred. Where no family member is available or capable of serving as Conservator of the Person, a Licensed Professional Fiduciary may be appointed. The Public Guardian is the conservator of last resort for frail elderly and brain-impaired adults, but the Public Guardian may decline to serve if there are family members who are available to serve.

### **Conservatorship of the Person**

This petition seeks control over an incapacitated individual’s personal life. The conservator is responsible for making sure the conservatee is properly fed, clothed and housed. The conservatorship is usually the

last alternative considered, but may be necessary if the person is already unable to manage his/her own activities of daily living. If conservatorship of the person is requested, it is usually combined with conservatorship of the estate. A very strict definition of "incompetence" applies.

## **Representative Payee**

If you are unable to handle your own money, but not so incapacitated as to require a conservator, and your only income is from Social Security, you may appoint or have appointed, a Representative Payee. This person must be approved by the Social Security Administration. This person will receive your check, deposit it, and give you what funds he or she feels is appropriate. That person is also responsible to pay your legitimate bills and make sure you have the basic necessities, such as a place to live, food, health, clothing, etc. Call Social Security Administration for further information.

If you are caring for an incapacitated person without documentation, call Coast Caregiver Resource Center.

## **Conservatorship of Estate and Person**

If no trust, AHCD or DPA is in place, a conservatorship may become necessary. This is a court proceeding in which a conservator is named to become responsible for managing the affairs of someone else (the conservatee) who has been deemed incompetent to handle property and sometimes to make daily living decisions. The conservator must make a strict formal accounting to the probate court of all actions taken on behalf of the conservatee.

The potential conservatee has the right to have an attorney appointed to contest the proceeding. You may execute a written nomination of a particular conservator now, while you are competent, which the court must consider if and when the petition for conservatorship is ever filed. However, the court has broad discretion to select a conservator in the best interest of the proposed

conservatee. You may also spell out your preferences regarding management and disposition of your assets by the proposed conservator. The court supervises the actions of the conservator who is required to act for your benefit and for those for whom you have a support obligation.

The proceeding is supervised by the court, which must approve all actions taken by the conservator. This provides protection for the conservatee, but has some drawbacks. There are delays, waiting for the formalities to be completed and the court to hear the matter. There are substantial costs to pay for all the court required services. All the proceedings are a matter of public record and many individual rights are lost to the conservatee.

There are private professional fiduciaries who will manage an estate for a fee. A list of professional fiduciaries in San Luis Obispo County is provided at the end of this section. The probate clerk at the Superior Court has a listing of private conservators that are registered with the Court. The public guardian may also be available to act as conservator where a relative or other person is not able or willing. This usually happens if Adult Protective Services brings a suspected elder abuse situation to the court's attention, or where a conservatorship petition is brought under the provisions of the mental health code.

## **San Luis Obispo County Public Guardian**

(805) 781-5845  
PO Box 1489  
San Luis Obispo, CA 93406  
[www.slocounty.ca.gov/Departments/Health-Agency/Public-Guardian](http://www.slocounty.ca.gov/Departments/Health-Agency/Public-Guardian)

## **Santa Barbara County Public Guardian Office**

(805) 568-2790  
105 E Anapamu St Room 301  
Santa Barbara, CA 93101  
[www.countyofsb.org/422/Public-Guardian](http://www.countyofsb.org/422/Public-Guardian)  
Santa Maria Office  
(805) 568-2790

511 E Lakeside Pkwy  
Santa Maria, CA 93455

## **Private Fiduciaries**

### **Professional Fiduciary Association of California**

Find a local licensed professional fiduciary at:

[www.pfac-pro.org](http://www.pfac-pro.org)

Individuals serving as fiduciaries in the State of California are required to be licensed by the Professional Fiduciaries Bureau under the California Department of Consumer Affairs. Services include:

Trusteed, Executor or Administrator of an estate, bill payment and money management services, health care representation, Agent under a power of attorney for finance or for health care, Conservator of the Person, Conservator of the Estate.

## **Durable Power of Attorney**

A Durable Power of Attorney (for Property Management of Financial Affairs) may be considered an alternative to a Trust of a Conservatorship of the Estate to provide for management of financial affairs, legal affairs, and assets.

## **Planning for Incapacity**

While seniors are familiar with traditional estate planning, many have not considered what to do if they become disabled or incapacitated during their lifetime. The consequence can be loss of control over what decisions will be made and who will be making them. Planning will allow you to make financial and health care decisions without court intervention, ease the financial and emotional burden on your family, protect your resources if nursing home care is needed and give you control over decisions affecting your estate.

## **Durable Power of Attorney for Assets**

The state legislature created a statutory form for Durable Power of Attorney (DPA). This document allows you to name a person to manage your affairs for you in the event you become incapable of doing so

yourself, without formally transferring title to your assets and without the requirement of court approval. This document can be as simple or as complex as you desire. You keep control over your assets until such time as you no longer can. The DPA must be created and may be amended or revoked at any time while you are still competent. The document should carefully define under what circumstances it will come into effect, e.g., who is to determine if and when you become incompetent.

The DPA is a private document and requires no court supervision. The person you name as your agent will have complete control over your assets and affairs, and no formal accounting procedures are required. Therefore, while the DPA is easy, cheap and flexible, you should be careful in selecting your agent. The court does have authority to revoke the DPA if it determines that there has been mismanagement. However, revocation may be too late to recover assets. Thus, it is important to consult an attorney regarding the utilization of the DPA, even though it can be utilized without an attorney's assistance.

While form DPAs are available from stationery and web sites, caution is advised if you use one of these, because they do not necessarily take into account the specific needs of your family or the unique requirements of your assets. Senior Legal Services Project can discuss your particular needs and draft a Uniform Statutory Form DPA, as appropriate, at no cost to San Luis Obispo County senior residents age 60 and over. Care should also be used in relying solely on any one bank's DPA form. Unless you have a Uniform Statutory Form DPA, financial institutions may reject another bank's DPA as not having their specific, required language. It is important to check with your financial institution to determine what they will require.

Advance Health Care Directive

The California legislature established the Advance Health Care Directive

(AHCD) which permits you to make decisions now regarding your future health care. Medical technology has progressed to the point that we now have much more control over the dying process. This document allows you to make those decisions or appoint someone you trust to do it for you. Today patients are encouraged to make these decisions themselves, before they become incapacitated. A patient's own personal view and values should determine how much life-prolonging treatment he or she receives. When there is no hope of recovery, deciding whether to use life-sustaining technology is not really a clinical decision that the physician alone should make, but a philosophical one that the patient should determine.

An AHCD enables an individual to give another person legal authority to make medical decisions in the event of incapacity. It also allows one the ability to specify how he or she wants these decisions to be made. A person must be legally competent when creating this document; however, it will remain in effect throughout a person's mental or physical impairments. It is recommended that you discuss your AHCD with your agent(s). A copy of your AHCD should be given to your agent(s) and your medical care providers. Its location should be listed in your Vial of Life or in a readily accessible place.

Free copies of the Advance Health Care Directive are available from the Area Agency on Aging. Senior Legal Services Project can discuss your particular choices with you and draft a Statutory AHCD at no cost to San Luis Obispo County senior residents.

### **POLST**

The Physician's Order for Life-Sustaining Treatment (POLST) is a bright pink form that clearly states what kinds of specific medical treatment a person wants toward the end of life, based on a discussion with his or her doctor about the implication of certain treatments in light of the individual's particular condition and circumstances. Signed by a physician, nurse practitioner, or

physician's assistant working under the supervision of a physician it is a physician's order, and is intended to prevent unwanted or medically ineffective treatment, reduce patient and family suffering and ensure the patient's specific wishes are honored. California law requires that the doctor's orders in a POLST must be followed by health care providers. The POLST complements the AHCD; it does not replace it. An AHCD appoints a legal health care decision-maker and is recommended for all adults, regardless of health status. A POLST form is recommended for a seriously ill person. As with your AHCD, you also should discuss your POLST with your agent(s). A copy of your POLST should be given to each of your medical care providers and frequented hospitals, and posted with your Vial of Life, in order to accompany you to each care facility necessary.

### **Notary Public**

Notary Publics can be found at banks, real estate offices, title companies, online and through the telephone book. Call Senior Connection at (800) 510-2020 for more information.

### **Immigration and Naturalization**

#### **Immigration**

With the passage of welfare reform in 1996, the citizenship status of individuals is an important determinant of eligibility for publicly-funded programs. Programs which are means tested may be restricted to citizens and green card holders only.

As a result, many elderly and disabled non-citizens may not be eligible for these benefits, unless they are legal immigrants or under certain limited circumstances. To retain eligibility for some programs persons with legal status should consider citizenship. The citizenship process includes exams, processing, interview and an oath ceremony.



# LEGAL

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## **Catholic Charities**

### **San Luis Obispo**

3220 S. Higuera Street, Suite 225  
San Luis Obispo, CA 93401  
(805) 541-9110  
catholiccharitiesdom.org  
Assist in legal immigration &  
citizenship

### **Santa Barbara**

609 E. Haley St.  
Santa Barbara, CA 93103  
(805) 965-7045

## **Immigration Issues**

### **United States Citizenship and Immigration Services**

(800) 375-5283  
www.uscis.gov

Provides Information and forms  
for changing your status, becoming  
permanent resident, and filing a  
visa petition for a relative.

### **United States Dept. of Justice**

312 North Spring Street, Suite 1200  
Los Angeles, CA 90012  
(213) 894-2400  
www.justice.gov/usao-cdca

This office provides information  
and assistance on obtaining needed  
forms, changing your status,  
becoming a permanent resident,  
and filing a visa petition for a  
relative.

This office can advise you of the  
status of a pending application.  
Provide date of birth, date of filing,  
and alien registration number.

### **Santa Barbara City College**

#### **Free Immigration Legal Services**

300 North Turnpike Rd.  
Santa Barbara, CA 93111  
(805) 964-6853

## **Importa**

129 E. Carillo St.  
Santa Barbara, CA 93101  
(805) 683-8270  
604 E. Ocean Ave., Ste. G  
Lompoc, CA 93436  
(805) 886-2199

importasb@gmail.com  
www.importasb.org

Free representation for all DACA  
and naturalization applications.  
Authorized by the Justice  
Department to represent and  
provide legal counsel for low-  
income immigrants.

## **Other Legal**

### **Domestic Partnership Registry**

#### **Secretary of State**

PO Box 942870  
Sacramento, CA 94277-2870  
Sacramento Office: (916) 653-3984  
Los Angeles Office: (213) 897-5310  
www.sos.ca.gov/registries/  
domestic-partners-registry

### **Family Law Facilitator**

1050 Monterey Street  
San Luis Obispo, CA 93408  
(805) 706-3600

Recorded Information Line: (805)  
788-3418  
www.slo.courts.ca.gov/self-help/  
family-law

1100 Anacapa St.  
Santa Barbara, CA 93101  
(805) 882-4660

312 E. Cooks St.  
Santa Maria, CA 93454  
(805) 614-6442

Services: Free assistance in divorce,  
legal separation, nullity, paternity,  
restraining orders, guardianship  
and name change cases. Help obtain  
and modify child custody, visitation  
and support orders.

### **California Bar Complaint Hotline**

800-843-9053

A range of adaptive aids and adaptive equipment can help people. These may include aids for mobility, hearing, sight, exercise and entertainment. These devices can do more than make life easier.

## Adaptive Equipment

### Braille Institute of America

2031 De la Vina  
Santa Barbara, CA 93105  
(805) 682-6222  
sb@brailleinstitute.org  
www.brailleinstitute.org

Provides free low vision consultations. Consultations for magnification and special lighting as well as low vision aids at cost (e.g. canes, watches, clocks, kitchen accessories and learning materials). Audio book library. Independent living skills instructions. Wide variety of classes with emphasis on life enrichment.

### California Telephone Access Program: California Phones

PO Box 30310  
Stockton, CA 95213  
(800)806-1191  
TTY (800) 806-4474  
TTY 1-844-867-1135 Spanish  
www.californiaphones.org

Special telephones and telephone devices are available for deaf and deafened, vision, speech, cognitive, and motion-mobility impaired persons.

### Independent Living Resource Center (ILRC)

1411 Marsh St.,#109  
San Luis Obispo, CA 93401  
(805) 462-1162  
423 W. Victoria St.  
Santa Barbara, CA 93101  
(805) 963-0595  
222 W. Carmen Lane, Ste. 100  
Santa Maria, CA 93458  
(805) 925-0015 (V/TDD)

www.ilrc-trico.org

“ILRC’s Assistive Technology (AT) Program provides information and referral to assistive technology resources for seniors or individuals with any type of disability. The AT Program works with an individual

to achieve goals to obtain or use assistive technology devices that will increase their independence. Examples of assistive technology include durable medical equipment (wheelchairs, shower chairs, walkers), computers and software applications. ILRC will work with you by streamlining services to connect you with the specific devices that best fit your needs.”

## Loan of Medical Equipment

A number of agencies will loan equipment, such as wheelchairs, hospital beds and specialized equipment, to those who need it for a medical problem. Some of these agencies are listed below. Call Senior Connection at (80) 510-2020 for other loan closets near you.

### American Cancer Society

(800)227-2345  
www.cancer.org

The Cancer Society “tlc” (Tender Loving Care) program provides wigs, hairpieces, headwear and mastectomy products. .

### Central Coast Assistive Technology Center

11491 Los Osos Valley Road Ste. 202  
San Luis Obispo, CA 93405  
(805) 549-7420  
www.ccatc.org

The Central Coast Assistive Technology Center offers professional advice, assessment, and referral services to individuals with disabilities, families, and service providers. The goal is to lead people to the most appropriate sources for technology, help them access funding to purchase equipment, and follow-up to make sure they use assistive technology properly and effectively.

### Muscular Dystrophy Association

161 N. Clark, Ste. 3550  
Chicago, Illinois 60601  
(800) 572-1717  
(833)275-6321 (for equipment resources)  
ResourceCenter@mdausa.org  
www.mda.org

As neuromuscular diseases

progress, MDA Care Center team members are prepared to recommend and prescribe various types of medical equipment that can increase independence and quality of life. When such equipment is needed, MDA offers assistance in locating prescribed items through referrals to community resources. MDA’s Resource Specialists will be happy to refer you to other equipment loan resources as they are available and can be reached by phone or email above.

### VNA Health

602 E. Montecito Street  
Santa Barbara, CA 93103  
(805) 690-6235,  
info@vna.health  
loancloset@vna.health  
www.vna.health

Provides temporary, short-term loan of medical equipment such as walkers, wheelchairs, crutches, commodes. Available to all individuals within our service area.

Please call to make an appointment

Hours: Monday- Friday 8am-4pm

## Adapted Seating & Mobility Equipment

### Keck Center for Outpatient Services Cottage Rehabilitation Hospital

2415 De La Vina  
Santa Barbara, CA 93105  
(805) 569-8900  
www.cottagehealthsystem.org

To promote safe, independent living, a physical therapist or occupational therapist will work with you to identify the most appropriate equipment to optimize your function in your home and in the community. May provide specialized wheelchair and seating evaluations.

## Other

### Lifeline Assistance Program

Universal Service Fund  
(800) 395-2171  
www.assurancewireless.com

Free cellphone for California residents receiving Supplemental Security Income (SSI). With a federal grant and approval by the state’s Public Utilities Commission,

# MEDICAL EQUIPMENT

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Assurance Wireless is leading this program in California. To apply, residents must first request a phone from Assurance Wireless. Once the paperwork is submitted, residents will receive a free phone. After receiving the phones, they will receive an application from the State of California. They must return the complete form within 45 days along with proof of eligibility. If eligible, they can continue to receive free service.

## **National Multiple Sclerosis Society**

Southern California

5150 W. Goldleaf Circle Ste. 400

Los Angeles, CA 90056

(310) 479-4456

(800)344-4867

[www.nationalmssociety.org/](http://www.nationalmssociety.org/)

Chapters/cal

CALMS@NMSS.org

The MS Society will connect people to financial aid towards durable medical equipment and other needs and will provide limited financial aid if eligible.

## **10 Tips to Make Sure Your Contractor Measures Up**

1. Hire only state-licensed contractors.
2. Check a contractor's license number online at [www.cslb.ca.gov](http://www.cslb.ca.gov) or by calling 800- 321-CSLB (2752).
3. Get at least three bids.
4. Get three references from each bidder and review past work in person.
5. Make sure all project expectations are in writing and only sign the contract if you completely understand the terms.
6. Confirm that the contractor has worker's compensation insurance for employees.
7. Never pay more than 10% down or \$1,000, whichever is less. Don't pay in cash.
8. Don't let payments get ahead of the work.
9. Keep a job file of all papers relating to your project, including all payments.
10. Don't make the final payment until you're satisfied with the job.

*Source: Contractors State License Board  
[www.cslb.ca.gov](http://www.cslb.ca.gov) or 800-321-2752*



**M**ental health is more than the absence of mental illness; it is a state/condition characterized by a general sense of well-being, satisfying relationships with other people, and the ability to handle life's ups and downs and the feelings that accompany them. Throughout our lives, we all go through several experiences that affect our mental health. At one point or another, we all have had to adjust to change, we've all experienced loss, anger, fear, sadness, or worry about something. Both our genetic makeup as well as our learned ability to cope with these feelings effects our ability to enjoy optimal mental health.

The experience of changes in mood or the workings of the mind should never be assumed to be the result of the normal aging process - they are always a sign that something is not well with a person's health and that the individual needs medical help.

Fortunately, most mental and emotional health issues are treatable. And, as is true with any illness, the earlier the treatment of mental health problems, the more likely the individual will regain the capability of living a normal life. In this day and age, there is no justification for anyone to suffer needlessly because of lack of treatment.

Today community agencies and helping professionals provide assistance for those whose natural helping communities may not be available. People who have been self-reliant in their younger years may not recognize their need for help or wish to accept help even though they may see the need for assistance. For these reasons and the stigma associated with mental and emotional problems, older adults and their family members may not pursue the mental health care available to them which could significantly improve their enjoyment and their quality of life. Many people do not realize that such help is accessible to them and that it is much more effective than that what was provided less than a decade ago.

## Depression

Depression should not be confused with the transient feelings of unhappiness that everyone experiences, such as the periods of sadness associated with unhappy events and failures, or the emotional letdowns that occur commonly around holidays. Nor should depression be confused with the intense grief brought about by the loss of a loved one. Sadness and grief are normal and temporary reactions to life's stresses; time heals, the mood lifts, and people continue to function. Depression is not normal, at any age.

Individuals with true clinical depression do not feel better for weeks or months. Depression affects feelings, thoughts and behaviors. Symptoms of a clinical depression may include:

- Persistent sad, anxious or "empty" feelings
- Decreased energy, fatigue, being "slowed down"
- Loss of interest or pleasure in usual activities
- Sleep disturbances, (insomnia, early-morning waking, or oversleeping)
- Appetite and weight changes (either loss or gain)
- Feelings of guilt, worthlessness, helplessness
- Thoughts of death or suicide, suicide attempts
- Difficulty in concentrating, remembering, making decisions
- Chronic aches or persistent bodily symptoms that are not caused by physical disease.

Estimates of the occurrence vary widely; from 10 percent to 65 percent of the population report being depressed at some point in their lives. These varied estimates attest to the difficulties of diagnosing depression. Symptoms of depression are often misdiagnosed or mistaken for the everyday problems of the aged. For example, the memory loss, confused thinking, or apathy symptomatic of dementias may be due to depression. On the other hand, the early awakening and reduced

appetite typical of depression are also evident among many persons who are not depressed. Further complicating diagnosis, elderly persons rarely admit feelings of depression, even though they may have cause to be depressed. Often, they incorrectly attribute their depressive symptoms to physical ailments, and either ignore them or seek inappropriate treatment.

Depression does accompany many of the illnesses that afflict older persons, such as Parkinson's disease, cancer, arthritis, and the early stages of Alzheimer's disease. Treating depression in these situations can reduce unnecessary suffering and help afflicted individuals cope with their medical problems. Some medications or inadequate diets can also cause depression.

Careful observation by a knowledgeable person, in addition to sophisticated medical evaluation, may be necessary to recognize the depressed older person. A physician attempting to differentiate between dementia and depression may call on family members or longtime friends for information on the patient's history, since the onset of depression is usually more sudden than the slow and gradual process of dementia. Also, the individual with organic problems typically minimizes loss of mental function such as memory, while the depressed person exaggerates the loss.

Appropriate treatment of the depressed older person, as with younger individuals, can bring significant relief and offer a new lease on life and renewed productivity. There is no justification for anyone of any age to suffer needlessly from depression because of lack of treatment.

## The Grieving Process

Grief is a natural accompaniment to any significant loss in our lives. The grieving process may include feelings of shock or numbness, anger or irritation, fear or anxiety in addition to sadness. Having these feelings after the loss of a loved one is natural.

Feelings associated with grieving are also common with other losses as well; for example, retirement (loss

# MENTAL HEALTH

of job, social status, role as provider, level of income, etc.) or illness (loss of ability to function as before, loss of mobility, of physical stamina or energy, loss of certain activities and social contacts). Taking on the role of becoming a caregiver to a disabled or ill spouse or other family member can also trigger feelings of anger, fear or sadness. As the caregiver copes with the loss of the kind of relationship s/he used to have with the person, many feelings may arise, some unwelcome or even overwhelming.

Even though feelings of grief may be normal, there is support available which can prevent these feelings from becoming a more serious depression or affecting an individual's ability to function. Research (and common sense) has shown that there are certain steps that can be taken to enhance mental and emotional well-being. Primary among these is peer support. We need other people with whom we interact and connect and from whom we can give and receive care. Getting together with others who share your concerns and commit to taking positive steps to support each other can be very powerful medicine.

## Treatment

As with all illness, there are a variety of ways to treat mental illness. If the illness has gone untreated for a long period or the symptoms of the illness are threatening an individual's safety, hospitalization may be the best course to assess the need, stabilize the individual, and determine a follow-up out-patient treatment plan.

Another course of treatment may be individual, couple, group, or family counseling with a trained professional.

There are many kinds of counselors and therapists in California. A psychiatrist is a mental health professional who has been trained as a medical doctor (MD) and has received specialized training in treating mental disorders. Psychiatrists can prescribe medication as needed. Psychologists (PhD's and PsyD's) can provide both psychotherapy as well as clinical assessment. Marriage and Family Therapists (MFT's) and Licensed

Clinical Social Workers (LCSW's) also provide psychotherapy, generally with an emphasis on helping persons develop insight and build coping skills.

In choosing a therapist, it is important to determine if the therapist has had any special training or experience in working with older adults. For listing of private therapists look in the Yellow Pages under "Marriage, Family and Child Counselors," "Social Workers" or "Psychologists," and for a listing of Psychiatrists, look under "Physicians & Surgeons, M.D.- Psychiatry." You may also obtain a list of providers through your insurance. Additionally, you may find a list of providers online at [www.counselingcalifornia.com](http://www.counselingcalifornia.com) or at [www.psychologytoday.com](http://www.psychologytoday.com)

## Hoarding

**What is hoarding?** Hoarding is the acquisition of and failure to discard possessions that appear to be useless or of limited value. This chronic compulsive collecting can overrun a living space and create significant distress for the collector or other household residents. Often, collectors remark that items have (1) "sentimental" value or attachment, or (2) instrumental value (I may need it someday.), or (3) intrinsic appeal (It is beautiful). Hoarding may be accompanied by one or more of a host of mental conditions such as depression, obsessive compulsive disorder, dementia, and attention deficit disorder.

**Who is the typical hoarder?** Men are twice as likely as women to hoard. The condition knows no boundaries, it affects people of all ages, educational levels and economic classes.

**What are the consequences of hoarding?** In its benign manifestation, it is not threatening and may only be a topic of family joking. But as bags of used tissues, old newspapers and garbage amass to crowd out living space and vermin begin to nest in the clutter, the residents begin to face health and safety issues.

**Why is hoarding of concern to caregivers?** Besides the health and safety issues related to a residence

overrun with litter, a caregiver may use the chronic collecting behavior as an opportunity for a dialogue with the collector who may gain insight into and perhaps control of the behavior. While cognitive therapy has been a useful technique, hoarders are often stubbornly resistant to any changes.

## How do you respond to hoarding?

Chronic compulsive collecting is a complicated behavior because the collector may be ashamed, feels overwhelmed, has a cognitive impairment or a personality disorder. Avoid blaming or taking responsibility for the collector. Instead, educate yourself and talk with mental health experts and find sources of emotional support for yourself if you are distressed by the hoarding behavior. When a clear danger exists for residents of the living space, contact Adult Protective Services. A coordinated thoughtful intervention by professionals from mental health and public safety usually works best.

## Support Groups

Support groups consist of people with similar needs or goals who have come together to share information, coping skills and offer each other emotional support. Some support groups are "self-help" and do not include professional helpers. These groups depend exclusively on the expertise developed by the people involved in the group, or people who have experienced a particular life challenge in common. Other groups are organized by professional organizations, and meetings are facilitated by staff.

Support groups have grown in popularity with the idea that people who have experienced a similar difficulty, problem or challenge can most effectively help others in the same situation. As the value of support groups has become more widely known and appreciated, groups that address a variety of issues have evolved. There are groups for persons dealing with a wide range of life challenges, or for the people who support or care for them.

Support groups can be a valuable

emotional support network. In the right group, you will find many people who have experienced the same problems, frustrations or anxieties that you may find yourself feeling. Very often someone in the group has discovered a resolution or effective coping tool and they are happy to share with everyone what has worked for them and what may work for you too. Support groups will help you feel less isolated and alone. It may be helpful just knowing that others understand your difficulties and can be there to offer encouragement and support (see section on Education and Support Groups for more Information on locating support groups near you).

## Emergency Mental Health Services

If a person is demonstrating severe mental health or behavior problems, call 9-1-1. Describe the situation; as needed; the dispatch may enlist the support of the County Mental Health Mobile Crisis Team.

If a person is willing to receive emergency services, you may refer them to one of the following programs:

### Central Coast Hotline

(800) 783-0607

Central Coast Hotline is a confidential mental health guidance, crisis and suicide prevention Hotline which also provides mental health resource information. We are here for you 24 hours a day, 365 days a year. Free of charge. Text or Call, any time: 800-783-0607. Available for San Luis Obispo and Santa Barbara Counties.

### San Luis Obispo County Mental Health Evaluation Team (MHET)

(800) 838-1381

[www.slocounty.ca.gov/Departments/Health-Agency/Behavioral-Health](http://www.slocounty.ca.gov/Departments/Health-Agency/Behavioral-Health)

The MHET responds to psychiatric emergency calls throughout San Luis Obispo County. They provide assessments for any adult or child who has a psychiatric emergency, who is at psychiatric

risk or who may require psychiatric hospitalization.

### Santa Barbara County Department of Behavioral Wellness Crisis Line

(888) 868-1649

A 24-Hour Toll-Free Crisis Response and Service Access Line.

## Hospital Emergency Rooms/Other In-Patient Services

Hospital emergency rooms provide 24-hour assessment and crisis intervention or psychiatric and chemical dependency concerns.

### San Luis Obispo County

#### Arroyo Grande Community Hospital

(805) 489-4261

#### French Hospital Medical Center

(805) 543-5353

#### Sierra Vista Regional Medical Center

(805) 546-7600

#### Twin Cities Community Hospital

(805) 434-3500

### Santa Barbara County

#### Goleta Valley Cottage Hospital

(805) 681-6473

#### Lompoc Valley Medical Center

(805) 737-3300

#### Marian Regional Medical Center

(805) 739-3000

#### Santa Barbara Cottage Hospital

(805) 569-7210

#### Santa Ynez Valley Cottage Hospital

(805) 688-6431

## Cottage Hospital Emergency Psychiatric Services

(805) 569-8339

[www.cottagehealth.org](http://www.cottagehealth.org)

Provides 24-hour emergency mental health, psychiatric and chemical dependency evaluations, emergency consultations and crisis interventions and triage to the most appropriate level of follow-up care. Access this service at the Emergency Departments of Santa Barbara Cottage Hospital or Goleta Valley Cottage Hospital. Sanctuary Centers of Santa Barbara (805) 569-2785

[www.sanctuarycenters.org](http://www.sanctuarycenters.org)

Nonprofit program that offers crisis stabilization, residential treatment, supportive housing, and outpatient support.

## Out-Patient Counseling/Services

### Community Health Centers - Behavioral Health

(800) 838-1381

[www.communityhealthcenters.org](http://www.communityhealthcenters.org)

CHC operates state-licensed clinical sites in San Luis Obispo and Northern Santa Barbara Counties.

To contact a specific Community Health Center site, please call their Navigation Center toll-free number at 1 (866) 614-4636 or visit their site

## SAMHSA National Suicide Prevention/Mental Health Lifelines:

Immediate crisis counseling for those experiencing emotional distress related to any natural or human-caused disaster. 24/7

English: 988 or (800) 273-8255

Spanish: (888) 628-9454

For Deaf & Hard of Hearing: (800) 799-4889

For Veterans: (800) 273-8255, press 1  
Disaster Distress Helpline: (800) 985-5990

SAMHSA's Disaster Distress Line: (800) 985-5990 or text 'TalkWithUs' to 66746

## Transitions-Mental Health Association

### Services offered in both counties

#### San Luis Obispo

784 High Street  
San Luis Obispo, CA 93401  
(805) 540-6500

#### Santa Maria

225 E. Inger #101  
Santa Maria, CA 93454  
(805) 928-0139

#### Lompoc

513 North G Street  
Lompoc, CA 93436  
(805) 819-0460  
[info@t-mha.org](mailto:info@t-mha.org)  
[www.t-mha.org](http://www.t-mha.org)

Community based mental health support groups, classes, and activities for adults and seniors,





# Supporting Seniors and Caregivers

Family Service Agency offers older adults tools for meaningful, independent and healthy lives. Our services are free to Santa Barbara County residents who are 60 years and older, or are caring for someone who is.



## → Senior & Caregiver Mental Health Counseling

Individual and group counseling helps seniors overcome depression, isolation and anxiety and helps caregivers recognize, embrace, and manage their role.



"As I am getting older and feeling alone, FSA provided a safety net for me. Thank you!"

## → PEARLS-Program to Encourage Active, Rewarding Lives

PEARLS educates older adults about what depression is (and is not) and helps them develop the skills they need for self-sufficiency and more active lives.

## → INQUIRE ABOUT SERVICES

Santa Barbara:

(805) 965-1001 ext. 1408

(805) 965-1001 ext. 1407 (español)

Santa Maria / Lompoc / Guadalupe:

(805) 735-4376 ext. 3801

(805) 735-4376 ext. 3802 (español)

**FSAcare.org**

provided at Wellness Centers located in Arroyo Grande, San Luis Obispo, and Atascadero. Education and support for family members is also available. Public education, including Mental Health First Aid and suicide intervention training, provided throughout area. No cost; no referral necessary.

## Low-Cost Counseling Services

### San Luis Obispo County

#### Coast Caregiver Resource Center

Cottage Rehabilitation Hospital

1528 Chapala Street, Ste. 302

Santa Barbara, CA 93101

(805) 569-8950

(888) 488-6555

[ccrc@sbch.org](mailto:ccrc@sbch.org)

[www.cottagehealth.org/services/rehabilitation/caregiver-services](http://www.cottagehealth.org/services/rehabilitation/caregiver-services)

Service directed to families of brain-impaired adults, such as Alzheimer's, stroke, Parkinsons, head injury, etc. Services include caregiver assessment, education, care planning, referrals, support groups, short-term mental health counseling, and short-term respite. Services San Luis Obispo and Santa Barbara County.

### Cal Poly Community Counseling Service

California Polytechnic State University

1 Grand Avenue

San Luis Obispo, CA 93407-0329

(805) 756-1532

Offers short-term counseling and consultation for individuals, couples, child and family to San Luis Obispo County residents who do not qualify for County Mental Health Services or who cannot afford private psychotherapy. Services are provided by graduate students pursuing the Master of Science Degree in Psychology and MFT license under supervision of licensed faculty. Sliding scale fee applies.

### Community Counseling Center

San Luis Obispo

676 Pismo Street

San Luis Obispo, CA 93401

(805) 543-7969

### Paso Robles

1035 Vine Street, Suite #A

Paso Robles, CA 93446

(805) 543-7969

[www.cccslo.org](http://www.cccslo.org)

Low-cost short-term counseling for individuals, couples and families. Bilingual counselors available.

### National Alliance on Mental Illness

PO Box 3158

San Luis Obispo, CA 93403

(805) 286-0689

[namisanluisobispo@gmail.com](mailto:namisanluisobispo@gmail.com)

[www.namislo.org](http://www.namislo.org)

NAMI SLOCO is a charitable non-profit organization of consumers and families and friends of people with severe mental illnesses. Members provide educational and emotional support for each other and advocate for better understanding, treatment and care of people with mental illness.

### Wilshire Community Services - Senior Peer Counseling Program

285 South St., #J

San Luis Obispo, CA 93401

(805) 547-7025

[www.wilshirehcs.org/senior-peer-counseling](http://www.wilshirehcs.org/senior-peer-counseling)

Provides supervised trained volunteers 55 and over for confidential, free, in-home peer counseling and emotional support to seniors.

### Santa Barbara County

#### American Indian Health & Services

4141 State Street, Ste. A-3

Santa Barbara CA 93110

(805) 681-7144

Provides individual and group counseling.

### Center for Successful Aging

228 E. Anapamu St., Ste. 208

Santa Barbara, CA 93101

(805) 898-8080

[info@csasb.org](mailto:info@csasb.org)

[www.csasb.org](http://www.csasb.org)

Provides no-cost peer counseling for seniors, delivered by trained volunteer lay counselors.

### Coast Caregiver Resource Center

Cottage Rehabilitation Hospital

1528 Chapala Street, Ste. 302

Santa Barbara, CA 93101

(805) 569-8950

(888) 488-6555

[ccrc@sbch.org](mailto:ccrc@sbch.org)

[www.cottagehealth.org/services/rehabilitation/caregiver-services](http://www.cottagehealth.org/services/rehabilitation/caregiver-services)

Service directed to families of brain-impaired adults, such as Alzheimer's, stroke, Parkinsons, head injury, etc. Services include caregiver assessment, education, care planning, referrals, support groups, short-term mental health counseling, and short-term respite. Services San Luis Obispo and Santa Barbara County.

### Community Counseling & Education Center

923 Olive Street, Suite #1

Santa Barbara, CA 93101

(805) 962-3363

[www.ccecsb.org](http://www.ccecsb.org)

Provides individual, family, and group counseling. Offers a sliding fee scale.

### Family Service Agency

[www.fsacares.org](http://www.fsacares.org)

### Lompoc

101 South B St.

Lompoc, CA 93436

(805) 735-4376

### Santa Barbara

123 W. Gutierrez St.

Santa Barbara, CA 93101

(805) 965-1001

### Santa Maria

105 N. Lincoln St.

Santa Maria, CA 93458

(805) 928-1707

### Guadalupe

4202 11th St.

Guadalupe, CA 93434

(805) 343-1194

Offers free counseling – individual, family, and group support for seniors and family caregivers.

### Family Therapy Institute of Santa Barbara

111 E. Arrellaga

Santa Barbara, CA 93101

(805) 882-2400

[info@ftisb.org](mailto:info@ftisb.org)

[www.ftisb.org](http://www.ftisb.org)

Provides individual, group, and family counseling. Sliding fee scale; private insurance accepted.

# MENTAL HEALTH

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## **Jewish Federation of Greater Santa Barbara**

524 Chapala St.  
Santa Barbara, CA 93101  
(805) 957-1115

Provides individual and family counseling. Offers a sliding fee scale; accepts Medicare and some insurance plans.

## **Mental Wellness Center**

617 Garden St.  
Santa Barbara, CA 93105  
(805) 884-8440  
[www.mentalwellnesscenter.org](http://www.mentalwellnesscenter.org)

Provides recovery, education, and family support classes for adults with mental illness. No fees.

## **New Beginnings Counseling Center**

530 E. Montecito Street, Ste. 101  
Santa Barbara, CA 93101  
(805) 963-7777  
[www.sbnbcc.org](http://www.sbnbcc.org)

Provides individual, group, and family counseling as well as educational classes. Offers a sliding fee scale.

## **Pacific Pride Foundation**

608 Anacapa St. Ste., A  
Santa Barbara, CA 93101  
(805) 963-3636  
105 N. Lincoln St.  
Santa Maria, CA 93458  
(805) 963-3636

Provides both clinical groups and peer-led groups.

## **Tribal Health Clinic**

90 Via Juana Lane  
Santa Ynez, CA  
(805) 688-7070  
[www.sythc.org](http://www.sythc.org)

Provides mental health, drug, alcohol, tobacco counseling. Drug alcohol and tobacco counseling available for Native Americans only.

## **UCSB Hosford Clinic**

(805) 893-8064

Provides individual and family counseling. Available to community members. Training site for students of Department of Counseling. Offers a sliding fee scale.

## **Other National Mental Health Resources**

### **California Peer Support WarmLine**

(855) 845-7415.

Available for non-crisis calls

### **CalHOPE Warmline**

(833) 317-HOPE (4673)

Support for people experiencing stress from the pandemic or other California crisis. Call/text 24 hours a day. Assistance In many languages.

### **National Suicide Prevention Lifeline**

9-8-8

Free, confidential, 24/7 support for people in distress, as well as provides crisis resources and best practices for professionals.

### **SAMHA's National Helpline**

(800) 662-HELP (4357)

Free, confidential, 24/7, 365 days a year treatment referral and Information services (In English and Spanish) for individuals and families facing mental and/or substance use disorders.

### **Peer-Run Warm Line**

(855) 845-7415

### **Mental Health Association San Francisco**

[www.mentalhealthsf.org](http://www.mentalhealthsf.org)

Free, peer-run, non-emergency support and referrals for California residents. This is meant to be used BEFORE an individual reaches a crisis point.

### **The Friendship Line**

Crisis Intervention Program for the Elderly

(888) 670-1360

[friendshipline@ioaging.org](mailto:friendshipline@ioaging.org)  
[www.ioaging.org/services/all-inclusive-health-care/friendship-line](http://www.ioaging.org/services/all-inclusive-health-care/friendship-line)

24-hour telephone Hotline

Confidential telephone discussion for people 60+ who may be lonely, isolated, grieving, depressed, anxious, and/or thinking about death or suicide, their caregivers and/or younger disabled adults.

### **Veterans Crisis Line**

9-8-8-1

text: 8382555

Connects Veterans In crisis and their families and friends with qualified, caring Department of Veterans Administration responders.

Is a one-stop resource in English and Spanish for identifying, preventing, and resolving issues of bullying for community members and educators.



Access to health care is important for all ages. As people age its importance increases. For some it is difficult to access health care due to a variety of reasons. There are significant changes in the payment for health care in recent years.

## Health Insurance Counseling

The following organization provides health insurance counseling:

### HiCAP (Health Insurance Counseling and Advocacy Program) Central Coast Commission for Senior Citizens

528 S. Broadway  
Santa Maria, CA 93454  
(805) 928-5663  
(800) 434-0222

hicap@centralcoastseniors.org  
www.centralcoastseniors.org

Free information and assistance with understanding Medicare benefits and rights, solving medical billing problems, filing claims and appeals, and comparing insurance policies. Trained volunteer counselors provide assistance. Call for more information or an appointment. Counseling sites are located in San Luis Obispo and Santa Barbara Counties.

## Medicare

Medicare was established in 1965 under Title XVIII of the Social Security Act and was initially established to provide health insurance to individuals age 65 and older regardless of income or medical history. The program was expanded in 1972 to include individuals under age 65 receiving Social Security Disability Insurance payments for long term disabilities and people diagnosed with end-stage renal disease (ESRD) or Amyotrophic lateral sclerosis (ALS).

### Enrolling in Medicare

The 7-month initial Medicare enrollment period begins three months prior to the month in which you reach age 65 and continues three months after your birth month. Individuals currently receiving Social

Security payments will automatically be enrolled in Medicare Part A and Part B. Otherwise, individuals can enroll on-line at [www.ssa](http://www.ssa). If preferred, local Social Security offices can take Medicare applications and provide information and assistance.

If an individual does not enroll in Medicare Part A and Part B and does not have other credible coverage, the individual will have to wait for General Enrollment Period (January 1<sup>st</sup> – March 31<sup>st</sup>). Although enrolling in Part A and Part B is optional, a penalty could apply if you sign up after your initial enrollment period and do not have other credible coverage.

### Original Medicare

**Part A** hospital coverage is a fee for service benefit and covers inpatient hospital services, rehabilitation in a skilled nursing facility, home health, and hospice care. There is a zero monthly premium for individuals who have earned a minimum of 40 Social Security quarters (10 Years). Some may qualify if a spouse is eligible. Otherwise, the monthly premium is \$506 (2023) per month.

If admitted to a hospital, a per benefit period deductible of \$1,600 (2023) will be charged. Medicare Part A pays in-patient hospital costs from day 1 through day 60. Day 61 through day 90 has a co-insurance cost of \$400 (2023) per day. After day 90, a co-insurance cost of \$800 (2023) per day will be charged.

Part A also covers rehabilitation in a Skilled Nursing Facility following a hospital stay of at least 3 nights. Day 1 through day 20 is covered 100% by Part A. Day 21 – 100 has a co-insurance cost of \$200 (2023) per day. After day 100, an individual will have to pay 100%.

**Part B** outpatient services benefit is a fee for service benefit and covers a portion of the Medicare approved costs for out-patient medical services such as doctors, hospital outpatient procedures, laboratory tests, outpatient therapy, home health care, ambulance services, and durable medical equipment. Part B monthly premium for most is \$164.90 (2023)

per month. Individuals with annual income greater than \$97,000 (2023) may pay a higher premium. Those with a modest income and assets may be eligible for assistance paying the Part B premium.

Part B pays 80% of approved Medicare charges with an annual deductible of \$226 (2023). Many preventive services are provided 100% and are not subjected to the annual deductible.

### Choosing a Medicare Provider

It is important to ensure that providers are contracted with Medicare. If not, Medicare will not pay for the services received. There are three options. First, if a provider accepts Medicare assignment, the provider agrees to accept Medicare approved amount as payment for submitted claims. Second, if a provider does not accept Medicare assignment, the provider will still process the paperwork. However, the individual pays the provider directly and then requests reimbursement from Medicare. Providers who do not accept assignment are able to charge 15% in excess of the Medicare approved rate. Lastly, there are providers who opt out and do not participate with Medicare. They are required to provide prior written notification of this and it then becomes the individual's responsibility to pay the doctor privately. Medicare will not reimburse the individual.

**Part D** prescription drug benefit is provided through private plans that contract with Medicare. Monthly premiums, deductibles and co-pays apply depending on the plan. There are 26 plans available (2023). Those with a modest income and assets may be eligible for assistance with premiums and cost-sharing amounts. For assistance in selecting a plan, contact your local HiCAP office 800-434-0222.

The Part D 7-month initial Medicare enrollment period begins three months prior to the month in which you reach age 65 and continues three months after your birth month. Most people choose to enroll in Part D when becoming eligible for Medicare.

# PAYING FOR HEALTH CARE

Although Part D is optional, there may be a penalty when enrolling in a Part D in the future. If an individual does not enroll in Part D when eligible, the individual will have to wait for Annual Open Enrollment to enroll. With credible employer prescription drug coverage or VA drug coverage benefits, enrollment in Part D can be deferred without a penalty.

The Annual Enrollment Period (October 15th through December 7th) allows the opportunity to review available Part D plans to compare premiums and prescription drug coverage for the following calendar year. It is recommended to have a free and unbiased Part D drug plan search during the Annual Enrollment Period and HiCAP 800-434-0222 can assist you.

**Medigap Plans (Supplemental Insurance)** provide a choice of ten Medicare standardized insurance plans sold by private insurance companies to help cover approved Medicare expenses not fully covered by Medicare Part A and Part B. If Medicare approves the payment of the service, the Medigap will automatically cover additional expenses. If Medicare denies the payment, the Medigap will not cover any portion of the expense. Since the plans are standardized by Medicare, the only difference is the premium charged. HiCAP 800-434-0222 can assist in searching for the least expensive plan.

Enrollment in Part A and Part B is required to enroll in a Medigap plan. Individuals can enroll in a Medigap at any time throughout the year. However, the insurance company can require medical underwriting and deny enrollment based on the results of the underwriting. To ensure acceptance without medical underwriting, Medicare beneficiaries are allowed 6 months after enrolling in Part B (Medigap Enrollment Period) to enroll in a Medigap without medical underwriting and cannot be denied enrollment. This is referred to as Guaranteed Issue. Additional Special Enrollment Periods provide Guaranteed Issue in addition to the

Medigap Enrollment Period.

In California, individuals who are currently enrolled in a Medigap plan have 60 days of guaranteed issue each year following their birthday to find a less expensive plan that provides the same or lesser coverage without medical underwriting and cannot be denied enrollment.

**Part C** also referred to as a Medicare Advantage (MA) plan is a type of Medicare health plan offered by a private company that contracts with Medicare. MA Plans provide Part A and Part B benefits and most include prescription drug coverage. Individuals enrolled in MA plans retain full rights and protections entitled to all Medicare beneficiaries. MA plans are available in specific geographic areas and zip codes. Plans offered in our area include HMO and PPO plans.

To join a MA plan, you must be enrolled in both Medicare Part A and Part B and continue to pay the Part A and/or Part B premiums. There may be an additional monthly premium paid to the MA plan.

The initial Medicare Advantage plan enrollment period begins three months prior to the month in which you reach age 65 and continues three months after your birth month.

Each year during the Annual Open Enrollment Period (October 15 – December 7) beneficiaries can change to another MA plan or return to Original Medicare. In addition, individuals with a MA plan on January 1<sup>st</sup> of each year can switch to another MA plan or return to Original Medicare during the MA Open Enrollment Period (January 1<sup>st</sup> – March 31<sup>st</sup>). It is recommended to have a free and unbiased plan search and HiCAP 800-434-0222 can assist you.

When enrolling in a MA plan, a primary doctor is assigned and beneficiary is required to (in most cases) obtain a referral from the primary doctor prior to receiving any other services. It is important to ensure doctors and providers accept a specific MA plan prior to

enrolling. Since each plan typically includes a Part D drug plan, it is also important to ensure prescription drugs are covered. Plans include co-pays, maximum out of pocket limits and offer extra services within their network.

## Understanding Your Medicare Benefits

Medicare provides free booklets to Medicare beneficiaries that describe Medicare benefits. The publication entitled “Medicare and You” is updated and distributed annually. Your local HiCAP office also provides Medicare and You booklets in English, Spanish, and English Large Print.

The Medicare helpline can be reached at 800-MEDICARE (800-633-4227). Calls to Medicare are accepted 24 hours a day 7 days a week. Calling later in the evening may shorten any on-hold wait time. Should you prefer to meet one-on-one with a HiCAP registered counselor in your local community or attend a local seminar on benefits, contact HiCAP at 800-434-0222 or [www.CentralCoastSeniors.org](http://www.CentralCoastSeniors.org).

## Appealing a Claim

Medicare beneficiaries have the right to appeal a Medicare claim denial. If enrolled in Original Medicare and denied a claim, submit the Appealing a Claim section of the Medicare Summary Notice (denial) to Medicare. If enrolled in a Medicare Advantage plan and denied a claim, contact the individual plan and follow their established appeal process. HiCAP at (800) 434-0222 provides free one-on-one assistance for help filing an appeal or reviewing your claim.

## Being released early from a hospital or skilled nursing facility

If in a hospital or skilled nursing facility and believe discharge date is premature, the local Beneficiary and Family Centered Care Quality Improvement Organization (BFCC-QIO) can conduct an immediate review. The hospital cannot force anyone to leave prior to the BFCC-QIO decision. Within 2 days of admission and prior to discharge, a notice is



provided. It is called «An Important Message from Medicare» that lists the BFCC-QIO's contact information. If not provided, ask for one. This notice provides the information needed to request a review from the BFCC-QIO.

## Medicare Fraud

Medicare fraud costs taxpayers billions of dollars per year. Contact Medicare 800- 633-4227, Senior Medicare Patrol 855- 613-7080 or your local HiCAP 800-434-0222 for any Medicare fraud concerns.

Do not give out Medicare card numbers over the phone or to unknown callers. Do not respond to callers claiming to be from Medicare. Medicare will never call you on the phone unless previously requested.

## Medi-Cal

Medi-Cal is the medical assistance program for persons with limited assets in the State of California. It is a joint federal and state program called Medicaid in other states. People who have both Medicare and full Medi-Cal are referred to as "dual eligible." If you qualify for both, you do not need additional health insurance to pay medical costs. You will, however, need to enroll in a Medicare Part D plan for prescription coverage.

Two agencies, the Social Security Administration and County Departments of Social Services, determine eligibility for Medi-Cal. This eligibility is based on federal and state guidelines of income and real and personal property limits. If you are blind, disabled or age 65 or older and qualify for Supplemental Security Income (SSI), Medi-Cal coverage is automatic. To apply for SSI, contact the Social Security Administration office in your area. (See the Financial Matters section for further detail on SSI.)

There are additional ways to qualify for a Medi-Cal. To qualify for any Medi-Cal program, you can have up to \$130,000 (2023) in assets as an individual, or \$195,000 (2023) in assets as a couple. Some assets including your home and one car are not counted when determining

your eligibility. To determine your eligibility for Medi-Cal under any of the following programs, contact your county Department of Social Services. Be sure to call ahead to learn what documents you will need to complete your application. (Note: Nursing home Medi-Cal is discussed in the section on Long Term Care.)

## Aged and Disabled Federal Poverty Level Program

If you are over 65 or disabled and your assets meet the limits but your income is higher than SSI limits in California, you may qualify for Medi-Cal under the Aged and Disabled Federal Poverty Level Program. In 2023, the monthly income limits to qualify under this program are \$1,677 (single) and \$2,269 (couples).

## Medi-Cal with Share of Cost

You may qualify for Medi-Cal with a "share of cost" (SOC) if you meet the asset limits but exceed these income limits. The SOC is the amount you must pay each month before Medi-Cal will pay the remainder of your medical bills. The recent formula used to determine your SOC is to take your total income and subtract \$20 (this is called a disregard). This figure is your net income. Now subtract the Medi-Cal "Maintenance Need" (\$600 for an individual, \$934 for a couple) from your net income. The remaining amount is your share-of-cost. Most medical expenses as well as your Medicare Part B premium can be used to reduce your share-of-cost.

## Problems in Medi-Cal Application/Appeals Process

If you have been told you do not meet the qualifications for any of these Medi-Cal benefits and you disagree, you should first discuss this with a Social Worker at the Department of Social Services. If you are still not satisfied, you have the right to appeal your eligibility or any other decision about your Medi-Cal benefits. Information about the appeals process should be included with any notice of denial; if not, contact the Department of Social Services. For

additional information, contact the State Department of Social Services at 800-952-5253.

## CenCal Health

CenCal Health has an agreement with the federal and state governments to locally administer the Medi-Cal program in Santa Barbara and San Luis Obispo Counties. If eligible for Medi-Cal, an individual may receive health care in conjunction with CenCal Health.

## Medicare Savings Programs

Qualified Medicare Beneficiary (QMB), Specified Low-Income Medicare Beneficiary (SLMB), and Qualified Individual (QI) programs were created by federal law requiring that State Medicaid (Medi-Cal) programs pay Medicare costs for elderly and disabled persons with low incomes and limited assets.

(QMB) benefit is included in Medi-Cal benefits for individuals who have full dual eligible Medi-Cal. Full dual eligible individuals do not pay the monthly Medicare Part A or Part B premium, deductibles, co-payments and coinsurance as long as provider accepts Medicare and Medi-Cal.

To be eligible for the QMB benefit, individuals must be eligible for Medicare and have monthly income of less than \$1,215 (2023) single or \$1,643 (2023) couple. Income includes Social Security plus any other income sources. To be eligible assets cannot exceed \$130,000 (2023) single or \$195,000 (2023) couple. The home in which you live, one automobile, prepaid burial plot, home furnishings, personal jewelry and some life insurance policies do not count as resources.

If income exceeds QMB limit, an individual may qualify for (SLMB). To be eligible for the SLMB benefit, individuals must be eligible for Medicare and have monthly income of less than \$1,458 (2023) single or \$1,972 (2023) couple. If eligible, under the SLMB program, the State is required to pay the Medicare Part B monthly premium and Part D Low Income Subsidy (LIS). Deductibles, co-payments and co-insurance charges



# PAYING FOR HEALTH CARE

are not covered by SLMB.

(QI) program allows greater income limits than QMB and SLMB programs. QI assists with Part B premium costs. To be eligible for the QI benefit, individuals must be eligible for Medicare and have monthly income of less than \$1,640 (2023) single or \$2,219 (2023) couple. Contact the local Department of Social Services for additional information.

## Covered California

Covered California™ is a marketplace to implement the federal Patient Protection and Affordable Care Act in California. Through Covered California, affordable, qualify health insurance options can be compared. By law, coverage can't be dropped or denied because of pre-existing medical conditions or illness. Financial assistance through Covered California is available.

Eligibility for Covered California ends once an individual is eligible for Medicare. Once eligible for Medicare, individual is required to disenroll in Covered California within 30 days or may have repayment subsidies.

## Covered California

English (800) 300-1506

Spanish (800) 300-0213

## Planning for Long Term Care Needs

Long-term care is assistance with daily activities such as bathing, dressing, and eating, or supervision of these activities when someone has physical or cognitive impairment. Many people live at home with help from family or paid caregivers. Others go to a skilled nursing facility, assisted living or other residential facility to receive this care. Long-term care can be expensive and is not covered by Medicare. There are many ways to finance long-term care services and there is no single answer for everyone.

Some will never need this kind of care. However, those who do are likely to use a combination of payment sources including their

own resources to pay for care. This section discusses two of these sources: long-term care insurance and the public program under Medi-Cal.

## Long-Term Care Insurance

Long Term Care Insurance (LTCI) can be purchased from a number of companies through insurance agents or a variety of groups or employers. All long-term care policies marketed in California must meet certain consumer standards established by state law.

Policies in California are labeled according to where benefits will be paid. General types are:

### Home Care Only

Benefits are paid only for home health, adult day health care, hospice, respite care, personal care and homemaker services

## Skilled Nursing Facility and Residential Care Facility

Will only pay for care in a skilled nursing facility and in a place that is licensed as a Residential Care Facility for the Elderly (RCFE)

### Comprehensive

Benefits include both home care and skilled nursing facility/residential facility care

Assessing your needs and ability to pay for long-term care insurance is a complex process.

Contact HiCAP 800-434-0222 for a free and unbiased counseling session.

## Medi-Cal and Long-term Care

In California, Medi-Cal can help pay for long-term care for people who fall within income and asset limits. Medi-Cal, known as Medicaid in other states, is a joint federal-state program that provides health care services to those who cannot afford to pay for these services. Medi-Cal helps assist with skilled nursing facility care costs and provides home care through the In-Home Supportive Services (IHSS) program.

The expense of a nursing home can rapidly deplete the lifetime savings of elderly couples. Congress enacted provisions to prevent what has come to be called "spousal impoverishment," leaving the spouse who is still living at home in the community with little or no income or resources. These provisions help ensure that this situation will not occur and that community spouses are able to live out their lives with independence and dignity.

Under the Medicaid spousal impoverishment provisions, a portion of the couple's combined resources is protected for the spouse living in the community. For 2023 the monthly maintenance needs allowance for the spouse living at home is \$3,715.50. This is the most monthly income that a community spouse is allowed to have if their own income is not enough to live on and they must take some or all of the institutionalized spouse's income.

In 2023, an individual's principal residence will not be counted as an asset by Medi-Cal if the equity interest in the home is less than \$688,000. States have the option of raising this limit to \$1,033,000. While a home is not counted as an asset in qualifying for Medi-Cal, the state can include the home's value in any "estate recovery" action after an individual dies. A home is not subject to estate recovery if a spouse or a disabled child lives in the home.

California Advocates for Nursing home reform provides information and assistance regarding Medi-Cal for Long Term Care. (800) 474-1116 or [www.canhr.org](http://www.canhr.org).

## Lompoc Valley Community HealthCare Organization

(805) 736-4580

The Lompoc Valley Community HealthCare Organization is a community-based organization that formed in 1995 to assure quality health care services are available locally for residents of the Lompoc Valley. The Community HealthCare Organization works with employers, organizations and individuals

to improve the health of the community by assuring local access to a coordinated system of health promotion, disease prevention and treatment services.

## **Covered California Certified Enrollment Counselor Help Desk**

(855) 324-3147

CommunityPartnerCertSupport@covered.ca.gov

## **Pharmaceutical Assistance**

### **Alliance for Pharmaceutical Assistance (APA)**

#### **San Luis Obispo Location**

(Inside SLO Noor Clinic)  
1428 Phillips Lane, Suite B-4  
San Luis Obispo, CA 93401  
(805) 548-0894

Tuesday 1:00-5:00pm

#### **Santa Maria Location**

(Former hospice building)  
506 E. Plaza Drive, Suite #5  
Santa Maria, CA 93454  
(805) 614-2040

M-Thurs. 11-5pm

#### **Lompoc Location**

LVMC-Main Entrance  
1515 E. Ocean Ave.  
Lompoc, CA 93436  
(805) 350-2622

Tuesday 3:00-7:00pm

Thursday 3:00-6:00pm

The Alliance for Pharmaceutical Access is a local non-profit organization which assists individuals who struggle to meet their basic health needs and are unable to afford their medications. APA provides access to brand-name medication for chronic conditions, at no cost to individuals and in collaboration with their physician by accessing Patient Assistance Programs (PAPs) offered by the Pharmaceutical Companies.

APA has also a partnership with Dignity Health and Abbott Diabetes Care Program to provide low cost diabetic supplies ( free meter and low cost glucose strips) for up to one year; prescription from your physician required. This is not a government program or insurance

plan. All services provided in English and Spanish.

## **Pharmacy Discount Programs**

There are many programs that provide a discount, some provided by large retail stores. If you are considering a drug discount program, you should shop around for the best value since not every program is as cost-effective. Check the fine print before enrolling. Consider: 1. Knowing what you have signed up for; 2. Asking about restrictions; 3. Reviewing discount lists frequently and 4. Consider your local independent drug store.

### **America's Pharmacy**

(888) 495-3181

www.americaspharmacy.com

Search prescription, download coupon and take to pharmacy

### **Blink Health prescription Savings Plan**

(844) 366-2211

www.blinkhealth.com

No membership fees. Find savings up to 95% for over 15,000 medications. Go on-line to search and pay for your prescription and obtain a Blink card. Take Blink card to pharmacy as payment.

### **BuzzRx**

(844) 749-1019

www.buzzrx.com

Download card and take to pharmacy

### **Choice Drug Card**

www.choicedrugcard.com

Download card and take to pharmacy

### **Coast2Coast RX Card**

(800) 931-8872

coast2coastrx.com

Receive a free discount Rx card for individuals and families, everyone qualifies. To locate a participating pharmacy, for drug prices, to print a card or for more information call above phone.

### **Good RX**

(855) 268-2822

www.goodrx.com

Search online for drug, print coupon

and take to pharmacy. Medicare beneficiaries may use this program. Mobile app available.

### **Optum Perks**

(866) 407-8901

www.perks.optum.com

Download card and take to pharmacy

### **Rite Aid Rx Savings Program**

(844) 550-6822

This program may be helpful if uninsured or medication not covered by any insurance. Price for a 30-day supply of select generics is \$9.99 and a 90-day supply is \$15.99.

### **RxSaver**

(855) 569-6337

www.rxsaver.com

Download card and take to pharmacy

### **SingleCare**

(844) 234-3057

www.singlecare.com

Download card and take to pharmacy

### **Scriptsave WellRx**

(800) 407-8156

www.wellrx.com

Download card and take to pharmacy

Online – print Rx card and take to pharmacy.

### **State of California - Dept. of Health Care Services**

(800) 541-5555

Sb393inquiry@dhs.cs.gov

Do not have to be a Medi-Cal recipient, applies to prescriptions not covered by insurance. Provide Medicare card and prescription to pharmacy staff. As for the Medi-Cal reimbursement price and is it the lowest price they will accept. If yes, pay the Medi-Cal price and a processing fee of \$0.15. No affect to Medicare coverage.

### **ValPakRX**

www.valpakrx.com

Download card and take to pharmacy

# PAYING FOR HEALTH CARE

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## Financial Help with Medical Expenses

In addition to medical costs covered by Medicare, Medi-Cal, or private insurance people occasionally come up against extraordinary health care costs that they cannot afford. There are “funds of last resort” available through charitable organizations in Santa Barbara County.

### The Jefferson Foundation

114 E. De la Guerra Street #3  
Santa Barbara, CA 93101  
(805) 963-8822

This is an endowment fund that helps needy people who are not on public assistance of any kind. Not limited to medical expenses. South County only.

### Cecilia Fund

P O Box 92213  
Santa Barbara, CA 93190-2213  
[www.ceciliafund.org](http://www.ceciliafund.org)

This is a secular organization whose mission is to provide funds for unmet medical and dental care for Santa Barbara County residents. They may fund diagnostic testing, prescription medications, mental health care, dental care, hearing aids or other medical devices, in addition to paying for hospital stays and physician care. Referrals for financial help must come from hospitals, healthcare providers, social service agencies, and others throughout all of Santa Barbara County.

## Other Resources

### Center for Medicare Advocacy

(860) 456-7790 (not toll free)  
[www.MedicareAdvocacy.org](http://www.MedicareAdvocacy.org)

### Centers for Medicare and Medicaid Services

(800) 633-4227  
[www.Medicare.gov](http://www.Medicare.gov)

### Health Insurance Counseling and Advocacy Program (HiCAP)

528 S. Broadway  
Santa Maria, CA 93454  
(800) 434-0222  
(805) 928-5663  
[www.CentralCoastSeniors.org](http://www.CentralCoastSeniors.org)



**H**aving a pet is a wonderful experience, at any age. Especially as one ages, one may find companionship contributes to better well-being and health. A reduction in stress, greater physical activity, and stronger community engagement may all be enhanced with a pet.

## Animal Control

The Animal Control offices listed below offer a variety of services: rabies control, animal bite quarantine, stray animal patrol, dead animal pick-up, leash law enforcement, animal euthanasia, licensing of dogs, issue of permits and inspection for pet-related business. This agency investigates reports of barking or roaming dogs. All County Animal Shelters also offer adoption programs.

### San Luis Obispo Animal Service

865 Oklahoma Avenue  
San Luis Obispo, CA 93405  
(805) 781-4400  
[www.slocounty.ca.gov/Departments/Health-Agency/Animal-Services](http://www.slocounty.ca.gov/Departments/Health-Agency/Animal-Services)

### Santa Barbara County Animal Service

5473 Overpass Road  
Goleta, CA 93111  
(805) 681-5285  
1501 West Central  
Lompoc, CA 93436  
(805) 737-7755  
548 W. Foster Rd  
Santa Maria, CA 93455  
(805) 934-6119  
[www.countyofsb.org/415/Animal-Services](http://www.countyofsb.org/415/Animal-Services)

Santa Barbara County Animal Services has many dedicated volunteer groups that assist them with lost and found services as well as adoption counseling. Groups like, Animal Shelter Assistance Program (ASAP), K9 PALS, Bunnies Urgently Needing Shelter (BUNS), Companion Animal Placement Assistance (CAPA), and the Santa Barbara County Animal Care Foundation (SBCACF) help Animal Service. Volunteers are available to help match animals with their

potential adopters. A senior facilitated adoption program is available through these volunteer groups as well.

### Animal Control

**Santa Barbara City Limits**  
(805) 963-1513 Non-Emergency  
(805) 882-8900 After Hour  
Emergency

### Adoption

Owner-relinquished animals are available for adoption at the Humane Society and Animal Control shelters. The following agencies offer animal adoption services.

### San Luis Obispo County

#### Woods Humane Society

Atascadero  
2300 Ramona Road  
Atascadero, CA 93422  
(805) 466-5403

#### San Luis Obispo

875 Oklahoma Ave  
San Luis Obispo, CA 93405  
(805) 543-9316

[www.woodshumanesociety.org](http://www.woodshumanesociety.org)

Offers pet pantry food assistance, spay/neuter service, training and behavioral classes, and surrendering services.

### Santa Barbara County

#### Humane Society of Santa Barbara

Santa Barbara  
5399 Overpass Rd  
Santa Barbara, CA 93111  
(805) 964-4777

#### Santa Maria

1687 West Stowell Road  
Santa Maria, CA 93458  
(805) 964-4777

[info@sbhumane.org](mailto:info@sbhumane.org)  
[www.sbhumane.org](http://www.sbhumane.org)

Low-cost vaccinations, deworming, microchipping, and spay/neuter services are available on-site.

Owner-relinquished animals accepted and cared for until adopted. Provides education and training classes and wellness clinic.

Can assist with obtaining pet food, crates, and other pet supplies.

### Humane Society of Santa Ynez Valley

111 Commerce Drive  
Buellton, CA 93427  
(805) 688-8224  
[www.syvhumane.org](http://www.syvhumane.org)

In addition to adoption services, this agency will provide affordable vaccinations, as well as spaying and neutering services.

### VIVA

#### Volunteers for Inter-Valley Animals

133 North D St.  
Lompoc, CA 93436  
(805) 735-6741  
[www.vivashelter.org](http://www.vivashelter.org)

Rescue and adoption for cats. Also operates a retirement home, Sylvester House, for cats of people who have passed away or can no longer take care of them. Donation required to place cat in Sylvester House.

### Other Resources

#### C.A.R.E.4Paws

PO Box 60524  
Santa Barbara, CA 93160  
(805) 968-CARE (2273)  
[info@care4paws.org](mailto:info@care4paws.org)  
[www.care4paws.org](http://www.care4paws.org)

Works to reduce pet overpopulation and keep animals out of shelters in Santa Barbara County. Offers a range of services to support pets and pet owners in need, including spay/neuters, bilingual community outreach and intervention programs that allow dogs and cats to stay in their homes. Provides low-cost mobile veterinary care for low-income, senior, disabled and homeless pet families in Santa Barbara County and San Luis Obispo County.

Distributes emergency pet food for families in need through several Pet Resource Centers countywide as well as during special events and (in limited supply) through the mobile clinic. Find all of the access points on their website.

C.A.R.E.4Paws is not a shelter.

# PETS AND ANIMALS

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## Disaster Planning for Your Pets

### Have a Plan

- Make a safe place to take your pets.
- If it isn't safe for you, it isn't safe for your pets. Take your pets with you when a disaster strikes.
- Have current information on identification tags and have them securely fastened to your pet's collar.
- If you are unable to return to your home right away, find boarding for your pet. Contact hotels and motels outside your immediate area to find out if they accept pets. Some shelters may be able to provide foster care or shelter for pets in an emergency.

### Pet Survival Kit Checklist

- Veterinary records.
- Registration information.
- Cat litter pan, and garbage bags.
- Can opener, food dish, pet food and bottled water to last five days.
- Leash or harness, muzzle and toys.
- Medications.
- Cage or carrier.
- Grooming items.
- Keep emergency phone numbers in a small address book inside the kit.

**T**here are many special recreation activities for seniors. A good place to begin finding out about these activities is your nearest senior center or city recreation department.

Adult education classes offered through the high school districts, the community colleges and local universities are other sources of activities. Road Scholar offers a wide variety of programs all over the world.

## Travel

Amtrak, Greyhound, airlines, and others have special discounts for senior citizens. Check with your travel agent or call directly regarding special tours and rates for seniors. Organizations that offer group travel for seniors or handicapped persons are available.

## Immunizations for Foreign Travel

### CDC

(800) 232-4636  
(888) 232-6348 TTY  
[www.cdc.gov/travel](http://www.cdc.gov/travel)

Information on vaccinations, outbreaks and cruise ship sanitation.

### Sansum Clinic

#### Infectious Disease & Travel

317 W. Pueblo  
Santa Barbara, CA 93105  
(805) 681-7500

Free information available on immunization requirements. Call and make an appointment to get information on immunizations.

## Real ID

As of May 2025, if you want to use your driver's license to board a flight in the United States or enter a secure federal facility, you will need a Real ID Card.

Watch the step-by-step video on the [REALID.dmv.ca.gov](http://REALID.dmv.ca.gov). Website to see what the document requirements are for securing a Real ID: [www.youtube.com/watch?v=N23rH3L0eIQ](http://www.youtube.com/watch?v=N23rH3L0eIQ)

## Passport

A passport be secured from designated offices of the United State Postal Service. (Check [www.usps.com/](http://www.usps.com/)

international/passports). To apply for your passport, take original or certified copy of your birth certificate, a passport photo, a Driver's License or other select government-issued identification. The cost is \$130.00 for book or \$160.00 for Book and Card. Card is \$30.00. Payment is to the Department of State. A \$35.00 processing fee applies to non-renewal passport application. Your passport will take 6-9 weeks to obtain and will be valid for 10 years.

## Free Advice

The Consular Information Program offer advice about specific areas of the world. They include facts about currency and customs regulation, entry requirements, dual nationality, import and export controls, health and medical considerations, crime and security information, and warnings on the use of drugs.

[www.travel.state.gov](http://www.travel.state.gov)

## Recreation

### City Parks and Recreation Departments

#### San Luis Obispo County

1221 Ash St.  
Arroyo Grande, CA 93420  
(805) 473-5474

6500 Palma  
Atascadero, CA 93422  
(805) 461-5000

154 South 8th St.  
Grover Beach, CA 93433  
(805) 473-4580

1001 Kennedy Wy.  
Morro Bay, CA 93442  
(805) 772-6278

600 Nickerson Dr.  
Paso Robles, CA 93446  
(805) 237-3988

760 Mattie Rd  
Pismo Beach, CA 93449  
(805) 773-7039

1341 Nipomo St  
San Luis Obispo, CA 93401  
(805) 781-7300

#### Santa Barbara County

5775 Carpinteria Ave.  
Carpinteria, CA 93013  
(805) 684-5405

918 Obispo St.  
Guadalupe, CA 93434  
(805) 356-3894

125 W Walnut  
Lompoc, CA 93436  
(805) 875-8100

4885 Primero  
PO Box 270  
New Cuyama, CA 93254  
(805) 766-2270

620 Laguna Street  
Santa Barbara, CA 93101  
(805) 564-5418

615 S. McClelland St.  
Santa Maria, CA 93454  
(805) 925-0951 Ext. 2260

1644 Oak Street  
Solvang, CA 93463  
(805) 688-7529

## YMCA

### Young Men's Christian Association

YMCA provides physical education and recreation programs and facilities for all ages.

#### San Luis Obispo County

1020 Southwood Dr.  
San Luis Obispo, CA 93401  
(805) 543-8235  
[www.sloymca.org](http://www.sloymca.org)

#### Santa Barbara County

36 Hitchcock Way  
Santa Barbara, CA 93105  
(805) 687-7727

201 W. College  
Lompoc, CA 93436  
(805) 736-3483

591 Santa Rosa Lane  
Montecito, CA 93108  
(805) 969-3288

900 N. Refugio Rd.  
Santa Ynez, CA 93460  
(805) 686-2037

3400 Skyway Drive  
Santa Maria, CA 93455  
(805) 937-8521

## Activities

Discounts are offered at many facilities for older adults. Please check your telephone directory for desired entertainment in your area. For more information about joining a senior citizens club, telephone the local senior center.



# RECREATION AND FITNESS

## Lawn Bowling

### MacKenzie Park Lawn Bowls Club

Las Positas Road at McCaw Avenue  
Santa Barbara, CA 93105  
(805) 563-2143  
www.mplbc.com

1216 De la Vina Street  
Santa Barbara, CA 93101  
(805) 965-1773  
www.santabarbaralbc.org

Lawn bowling in the morning on  
Tuesdays, Thursdays, Saturdays and  
Sundays

### Santa Maria Lawn Bowling

420 S. McClelland St.  
Santa Maria, CA 93454  
(805) 349-9838

Lawn bowling daily, except Tuesday  
morning

## Bicycling

### Santa Barbara Cyclists

www.meetup.com/Santa-Barbara-  
Cyclists

Get a good workout, maintain a  
hobby that includes socializing,  
the outdoors, and share inspiration  
by riding with a group who love  
cycling. All levels are welcomed.

## Senior Softball

### Santa Barbara Senior Softball at Elings Park

1298 Las Positas Road  
Santa Barbara, CA  
(805) 569-5611  
Info@elingspark.org

All players age 50 and over and  
games are played on Monday nights.

## Fishing Licenses

Annual and short-term sport fishing  
licenses can be purchased at the  
California Department of Fish and  
Wildlife regional license counters  
or online. Discounts are available to  
seniors who are age 65 and over, on  
SSI, or on a limited income. If on SSI,  
application must be accompanied  
by Form 2458, completed by Social  
Security, to verify income. Last  
year's license can serve as proof  
of eligibility: [www.wildlife.ca.gov/  
Licensing/Fishing](http://www.wildlife.ca.gov/Licensing/Fishing). Free licenses  
available for persons with disabilities  
(legally blind, mobility impairments,  
or Developmentally Disabled). A

fishing license may also be purchased  
from some tackle or sporting goods  
store. For more information, please  
call (858) 467-4201.

## Camping Parks

Reservations can be made up to six  
months in advance of your arrival  
date, starting midnight Pacific Time,  
for all camping sites. There is a 2 night  
minimum stay on weekends and a  
3 night minimum stay on holiday  
weekends.

1144 Monterey Street  
San Luis Obispo, CA 93401  
(805) 781-5930  
slocountyparks.com/

123 E Anapamu St, 2nd Floor  
Santa Barbara, CA 93101  
(805) 568-2460  
www.countyofsb.org/parks

## Day Use Parks

Group reservations are available by  
calling (805) 568-2460. Fee rate is  
determined by the size of the area. All  
reservable areas have BBQ pits, picnic  
tables, and electrical outlets.

### San Luis Obispo County Parks

(805) 781-5930  
www.slocountyparks.com

### Santa Barbara County Parks

(805) 568-2460  
www.countyofsb.org/334/Parks  
Contact@sbparks.org

The City of Santa Barbara currently  
has two beach wheelchairs (one  
manual and one motorized)  
available to the public and visitors  
free of charge seven days a week  
during regular operational hours;  
they are located at the Cabrillo  
Pavilion at East Beach.

Requests for the wheelchair can  
be made online; for help please  
call Cabrillo Pavilion staff at (805)  
897-2680. Completion of a liability  
waiver and identification is required  
for reservations.

The beach wheelchairs were funded  
by a grant from the California State  
Coastal Conservancy in 2019.

### State Parks and Recreation District Office

San Luis Obispo Coast District Office  
Hearst Castle State Park

(805) 927-2065

### Santa Barbara County

#### Refugio State Park

(805) 968-1033  
www.parks.ca.gov

State Park camping reservations are  
made through Reserve California at  
(805) 444-7275 or [reservecalifornia.  
com/web](http://reservecalifornia.com/web). A variety of discount  
passes are available.

### Golden Bear Pass

(916) 651-0515  
calworksoutreach@dss.ca.gov

This pass allows entry to most  
California State Park operated  
units where vehicle day use fees are  
collected at no charge. Passes are  
issued at any state park for a \$5.00  
fee. You must be 62 or older and  
income eligible.

### Disabled Discount Pass

www.parks.ca.gov/

This \$3.50 pass entitles the bearer to  
a 50% discount for vehicle day-use,  
family camping and boat-use fees  
at over 100 California State Parks-  
operated units. For questions or  
more information, please contact  
the Park Pass Sales Office via email  
at [parkpassinfo@parks.ca.gov](mailto:parkpassinfo@parks.ca.gov).

### Distinguished Veterans Pass

Honorably discharged war veterans  
who are residents of California  
with an overall/combined rating at  
50% or greater service-connected  
disability, or were held as prisoners  
of war by forces hostile to the  
United States, or recipients of the  
Congressional Medal of Honor are  
eligible to receive the Distinguished  
Veteran Pass. Entitles the holder  
to the use of all basic facilities  
(including day use and camping)  
in California State Park operated  
units at no charge. Admittance  
and use subject to available space.  
Application is available from [www.  
parks.ca.gov](http://www.parks.ca.gov).

### National Parks

National Parks are usually on a  
first come, first served basis. More  
information and applications can be  
obtained from the following:

## **Interagency Senior Pass**

1980 Old Mission Drive  
Solvang, CA 93463  
(805) 968-6640 or (805) 448-6487  
fedrecpass@usgs.gov

Honored nationwide at national parks and national wildlife refuges. When you visit a National Park, you may request to purchase an Inter Agency Senior Pass. You must have proof of age and be 62 or older and have proof of citizenship and age. The pass waives most day use fees and most entrance fees to the national parks and a fifty percent discount on some amenity fees. The pass can be obtained in person for \$10, or for \$20 online or by mail. (\$10 pass, and \$10 processing fee)

## **Special Needs Recreation**

Many recreational activities are available to people with special physical, psychological or neurological needs. These activities are often sponsored by specific disease associations such as the Ostomy Association through Rehabilitation Programs, City Recreation programs, or through Senior Day Care Centers.

## **Cottage Rehabilitation Hospital**

(805) 569-8999 Ext. 82552

Offers opportunities for individual or group aquatic exercise at the Tuohy Foundation Aquatic Center; a warm water therapy pool. Adapted cycling, golf lessons, yoga, kayaking, and wheelchair sports are available by appointment. These programs are held on the UCSB campus. Project Re-Entry provides a weekly recreation and socialization program for people who have had strokes or other disabling conditions that limit their community participation.

## **Hearts Therapeutic Equestrian Center**

4420 Calle Real  
Santa Barbara, CA 93130  
(805) 964-1519  
www.heartsriding.org

A recreational and therapeutic horseback riding program designed to promote self-confidence and physical fitness for people of all ages with a wide variety of disabilities.

## **City of Santa Barbara Parks and Recreation Adapted Programs**

100 E. Carrillo St.  
Santa Barbara, CA 93101  
(805) 564-5421  
www.santabarbaraca.gov/adapted

The Adapted Recreation Program gives people special needs the opportunity to travel, play, compete and network in a safe and supportive environment that fosters a positive experience. Activities include yoga, dances, bowling, excursions, and beach wheelchairs.

## **Physical Activity is Essential to Healthy Aging**

As an older adult, regular physical activity is one of the most important things you can do for your health. It can prevent many of the health problems that seem to come with age. It also helps your muscles grow stronger so you can keep doing your day-to-day activities without becoming dependent on others.

Keep in mind, some physical activity is better than none at all. Your health benefits will also increase with the more physical activity that you do. Be sure to consult your MD.

# SENIOR AND COMMUNITY CENTERS

**C**ommunity Centers serve as focal points of information and services for older adults.

Each center has a unique array of services and means to respond to the needs of the community. Services that are available may include: computer training, senior lunch and nutrition programs, education, recreation activities, socialization, music, health screening, arts and crafts, and financial, legal or medical counseling. San Luis Obispo County

## **San Luis Obispo County**

### **Atascadero Senior Center**

(805) 466-4674  
5905 East Mall  
Atascadero, CA 93422

### **Cayucos Senior Citizen Center**

(805) 995-3543  
200 South Ocean Ave.  
PO Box 134  
Cayucos, CA 93430-0134  
cayucosseniors.org

### **Central Coast Senior Center**

(805) 481-7886  
1580 Railroad Ave.  
Oceano, CA 93445-9634

### **Heritage Ranch Community Services**

(805) 238-0306 (public phone/  
library)  
Heritage Ranch Rd.  
Paso Robles, CA 93446

### **Morro Bay Senior Center**

(805) 772-4421  
1001 Kennedy Way  
Morro Bay, CA 93442-1954  
www.morrobayseniors.org

### **Nipomo Area Senior Center**

(805) 929-1615  
200 E. Dana St.  
Nipomo, CA 93444-5104  
Nipomoseniorcenter.org

### **Paso Robles Senior Center**

(805) 237-3880  
270 Scott St.  
Paso Robles, CA 93446-3500  
www.prcity.com/293/Senior-  
Services

### **Santa Margarita Area Senior Citizens Club**

(805) 438-5854  
22102 "H" St.  
Santa Margarita, CA 93453-0507

### **San Luis Obispo Senior Center**

(805) 781-7306  
1445 Santa Rosa St.  
San Luis Obispo, CA 93401

### **Seniors San Miguel Club**

(805) 467-3445  
601 Twelfth St.  
San Miguel, CA 93451

### **CW Clark Park (Shandon)**

(805) 781-5930  
101 W. Centre St  
Shandon, CA 93461

### **South Bay Community Center, Inc.**

(805) 528-4169  
2180 Palisades Ave.  
Los Osos, CA 93402  
www.southbaycommunitycenter.  
com

## **Santa Barbara County**

### **Buellton Senior Center**

(805) 688-4571  
164 West Highway 246  
Buellton, CA 93427  
www.buelltonseniorcenter.org

### **Carrillo Recreation Center**

(805) 897-2519  
100 E. Carrillo St.  
Santa Barbara, CA 93101  
www.santabarbaraca.gov

### **DeWees Community & Senior Center**

(805) 875-8085  
1120 Ocean Ave.  
Lompoc, CA 93436  
www.cityoflompoc.com

### **Franklin Neighborhood Community Center**

(805) 897-2582  
1136 E. Montecito St.  
Santa Barbara, CA 93101  
www.santabarbaraca.gov

### **Goleta Community Center**

(805) 961-7500  
5679 Hollister Ave Ste. 1  
Goleta, CA 93117  
cityofgoleta.org

### **Guadalupe Senior Center**

(805) 617-2897  
4545 - 10th St.  
Guadalupe, CA 93434

### **Louise Lowry Davis Recreation Center**

(805) 897-2568  
1232 De la Vina St.  
Santa Barbara, CA 93101  
www.santabarbaraca.gov

### **Luis OASIS Senior Center**

(805) 937-9750  
420 Soares Ave  
PO Box 2637  
Orcutt, CA 93457  
www.oasisorcutt.org

### **Santa Maria Senior Center Elwin E. Mussell Center**

(805) 925-0951 Ext. 2207  
510 E. Park Ave.  
Santa Maria, CA 93454  
www.cityofsantamaria.org

### **Solvang Senior Center**

(805) 688-3793  
1745 Mission Dr.  
Solvang, CA 93463  
www.solvangseniorcenter.org

### **Westside Community Center/ Senior Center**

(805) 897-2560  
423 W Victoria St.  
Santa Barbara, CA 93101  
www.santabarbaraca.gov

## **Virtual**

### **Well Connected**

1285 N. California Blvd., Ste. 215  
Walnut Creek, CA 94596  
(877) 797-7299  
(877) 400-5867 Spanish  
wellconnectedprogram.org

Offers activities friendly conversation, and an assortment of free classes and support groups online and by phone to adults 60+ throughout California who find it difficult to travel to a community senior center.



# SUPPORT/EDUCATION GROUPS

**E**ducation and support groups consist of people with similar needs or goals who have come together to share information, coping skills and offer each other emotional support. Some groups are “self-help” and do not include professional helpers. These groups depend exclusively on the expertise developed by the people involved in the group, people who have experienced a particular life challenge in common. Other groups are organized by professional organizations, and meetings and other support services are facilitated by staff of those organizations.

Education and support groups have grown in popularity with the idea that people who have experienced a similar difficulty, problem or challenge can most effectively help others in the same situation.

As the value of support and education groups has become more widely known and appreciated, groups that address a variety of issues have evolved. There are groups for persons dealing with a wide range of life challenges, or for the people who support or care for them.

Education and support groups can provide a valuable emotional support network. In the right group, you will find many people who have experienced the same problems, frustrations and anxieties you may find yourself feeling from time to time, or all the time. Very often someone in the group has discovered a resolution or effective coping tool and they are happy to share with everyone what has worked for them and what may work for you too.

Education and support groups can help to reduce participants feelings of isolation. It may be helpful just knowing that others understand your difficulties and can be there to offer encouragement and support.

Many groups also offer an educational component, with instruction on topics of relevance to the group provided by the group facilitator or outside speakers.

The following is a list of education

and support groups throughout San Luis Obispo and Santa Barbara Counties. Please contact the group for current details. New groups are always forming. If you wish to find out if there's a support group not listed here, please call Senior Connection at (800) 510-2020.

## Aging

### Center for Successful Aging

228 E. Anapamu St. Ste. 203  
Santa Barbara, CA 93101  
(805) 898-8080  
[www.csasb.org](http://www.csasb.org)

Support groups for older adults wanting to share experiences, get support or seek the guidance of other seniors. Groups are co-led by trained and supervised volunteer group facilitators and are free of charge.

## Alzheimer's Disease

### Alzheimer's Association

24/7 Helpline (800) 272-3900  
[alz.org/cacentalcoast](http://alz.org/cacentalcoast)

Support groups available at various locations throughout San Luis Obispo and Santa Barbara Counties.

Groups and programs are subject to change. Please visit website or call helpline to confirm.

## Alcohol & Drug

*(See Alcohol & Drug Management Section for support group information)*

## Bereavement

### Dignity Home Health and Hospice

Marian Regional Medical Center  
124 S. College Dr.  
Santa Maria, CA 93454  
(855) 657-1105  
[www.dignityhealth.org/centralcoast](http://www.dignityhealth.org/centralcoast)

Offers a number of support groups and other services throughout San Luis Obispo and North Santa Barbara Counties, including:

- Grieving our parents
- Men in grief
- Newly bereaved
- Parent's grief support group
- Second year loss & beyond

## Hospice of San Luis Obispo County

1304 Pacific Street  
San Luis Obispo, CA 93401  
(805) 544-2266  
[www.hospiceslo.org](http://www.hospiceslo.org)  
[hospiceslo@hospiceslo.org](mailto:hospiceslo@hospiceslo.org)

Grief counseling and support groups available.

## Hospice of Santa Barbara

2050 Alameda Padre Serra Ste. 100  
Santa Barbara, CA 93103  
(805) 563-8820  
[info@hospiceofsb.org](mailto:info@hospiceofsb.org)  
[www.hospiceofsb.org](http://www.hospiceofsb.org)

Offers grief support services in English and Spanish for adults and children that have experienced loss of a loved one. All are free of charge and donations are accepted. Call for details on a variety of support groups which include:

- Loss of a Loved
- Loss of Adult Child
- Loss to Suicide
- Loss of Spouse or Partner
- Pet Loss
- Healing Through Poetry
- Healing Grief Through Art

## VNA Health

505 E. Montecito Street  
Santa Barbara, CA 93103  
(805) 308-9602  
[bereavement@vnahealth.org](mailto:bereavement@vnahealth.org)

Support groups are available to anyone in the community who is facing or grieving a loss. Many programs are offered in Santa Barbara and Santa Ynez. All services are free of charge. Bereavement services are available in English and Spanish. Call for details.

Groups offered include:

- Loss of a loved one
- Loss of a parent
- Loss of a spouse or partner
- Grief walk & talk

## Wilshire Hospice Grief Support Group

(805) 269-0141  
[griefsupport@wilshirehcs.org](mailto:griefsupport@wilshirehcs.org)  
[www.wilshirehospicecc.org/grief-workshops-and-education](http://www.wilshirehospicecc.org/grief-workshops-and-education)

# SUPPORT/EDUCATION GROUPS

This group is for anyone who is experiencing or anticipating the loss of a loved one nearing death, and the complex emotions that may emerge. Sponsored by Wilshire Center for Grief Education and Healing, San Luis Obispo County.

## Cancer

### Breast Cancer Resource Center

55 Hitchcock Way, Ste. 101  
Santa Barbara, CA 93105  
(805) 569-9693  
[www.bcrsbsb.org](http://www.bcrsbsb.org)

Breast Cancer Support Group & Survivor Support Group for Women diagnosed with Breast Cancer. Free of charge and open to the community. Call for dates, times and locations or visit the above website.

### Cancer Support Community - California Central Coast

1051 Las Tablas Rd.  
Templeton, CA 93465  
(805) 238-4411  
[www.cscslo.org](http://www.cscslo.org)

Provides emotional support and education to help people with cancer and their loved ones.

### Hearst Cancer Resource Center French Hospital Medical Center

1911 Johnson Ave  
San Luis Obispo, CA 93401  
(805) 542-6234  
[www.dignityhealth.org/central-coast/locations/frenchhospital/services/hearst-cancer-resource-center](http://www.dignityhealth.org/central-coast/locations/frenchhospital/services/hearst-cancer-resource-center)

Offering education and support resources in person, by phone or virtual in San Luis Obispo County. Call or visit website for locations.

### Mission Hope Cancer Center

850 Fair Oaks Ave.  
Arroyo Grande, CA 9342  
(805) 474-5300  
1325 Church St.  
Santa Maria, CA 93454  
(805) 219-HOPE (4673) (English and Spanish)  
[www.missionhopecancercenter.com](http://www.missionhopecancercenter.com)

Offers many support groups and education programs to the community free of charge. Please call for dates, times and locations.

Programs include:

- Bilingual Cancer Support Group
- Bilingual Nutrition Class
- Cancer Rehab Classes
- Caregiver Support Group
- Family Caregiver Support Group
- First Steps in Nutrition and Physical Activity:
- Gentle Stretching
- Learn Golf
- Lymphedema Prevention Exercise
- Men's Cancer Discussion Group
- Pelvic floor strengthening for men with Prostate Cancer
- Powerful Tools for Family Caregivers
- TRX workouts - A form of suspension training that uses training that uses strength balance, flexibility and core stability simultaneously
- Support for People with Oral, Head and Neck Cancer
- Warm Yarns Knitting and Crocheting Support Group

For an update on new groups, please contact Mission Health Cancer Center.

### Ridley Tree Cancer Center Wellness and Support Groups

Santa Barbara and Solvang  
(805) 879-5678  
[calendar.ridleytreecc.org/](http://calendar.ridleytreecc.org/)

Ridley-Tree Cancer Center offers a wide range of supportive care services including counseling, support groups, mind-body classes, exercise programs, library resources, and education. Services and classes are free. Call for eligibility information.

### Caregiver Support Groups

#### Center for Successful Aging

228 E. Anapamu St. Ste. 103  
Santa Barbara, CA 93101  
(805) 898-8080  
[www.csasb.org](http://www.csasb.org)

Programs include: Caregivers' Circle and Adult Children of Aging Parents. Call for dates and locations.

### Coast Caregiver Resource Center

334 S. Patterson, Ste. 140  
Santa Barbara, CA 93111  
(805) 569-8950  
[ccrc@sbch.org](mailto:ccrc@sbch.org)  
[www.coastcrc.org](http://www.coastcrc.org)

### Dignity Health Family Caregiver Support Program

(805) 332-8590 or (805) 614-2085  
[www.dignityhealth.org](http://www.dignityhealth.org)  
[www.dignityhealth.org/central-coast/locations/marianregional/services/home-health-hospice-and-infusion/family-caregiver-support-program](http://www.dignityhealth.org/central-coast/locations/marianregional/services/home-health-hospice-and-infusion/family-caregiver-support-program)

Marian Regional Medical Center/ Dignity Health offers a Family Caregiver Support Program, which is unique since its focus is on the Caregiver. A Licensed Medical Social Worker provides in-depth support to Caregivers who care for medically fragile adults. The support includes an initial assessment and ongoing case management. The Social Worker links Caregivers to community resources for services such as counseling, respite, Caregiver support groups, education, transportation, meals and home safety. Powerful Tools for Caregivers, is a free educational series of six (6) weekly classes. Caregivers develop a wealth of self-care tools to reduce personal stress, change negative self-talk, communicate their needs to family and healthcare or service providers, communicate effectively in challenging situations, recognize the messages in their emotions, deal with difficult feelings, and make tough caregiving decisions. Class participants also receive a copy of The Caregiver Helpbook. This innovative program has no cost, lasts up to 3 months, and is available in Northern Santa Barbara and San Luis Obispo Counties.

### Family Caregiver Support Network

Lompoc Valley Medical Center  
233 S. C St.  
Lompoc, CA 93436  
(805) 875-8875  
[fcsn@lompocvmc.com](mailto:fcsn@lompocvmc.com)  
[www.lompocvmc.com](http://www.lompocvmc.com)

### Family Service Agency

123 W. Gutierrez St.

# SUPPORT/EDUCATION GROUPS

Santa Barbara, CA 93101  
(805) 965-1004

105 N. Lincoln Dr.  
Santa Maria, CA 93458  
(805) 735-4376

101 S. B St.  
Lompoc, CA 93436  
(805) 735-4376

[www.fsacares.org](http://www.fsacares.org)

Programs include Individual Counseling and Caregiver Support Groups in Santa Barbara, Santa Maria, and Lompoc. We serve English and Spanish speakers. Call for dates and locations.

## **Oasis Center Caregiver Support Group**

Oasis Community Center

420 Soares Avenue  
Old Orcutt, CA 93455  
(805) 937-9750

[www.oasisorcutt.org](http://www.oasisorcutt.org)

Learn coping strategies and gain support from a professional social worker.

## **Cerebral Palsy**

### **Momentum Work, Inc.**

423 W. Victoria St.  
Santa Barbara, CA 93101  
(805) 962-7201

3070 Skyway Dr., Ste. 102  
Santa Maria, CA 93455  
(805) 739-0451

[www.momentum4work.org](http://www.momentum4work.org)

Offers Health and Wellness Programs, Aging with Grace Programs and employment/community volunteer opportunities. Please call for details.

## **Diabetes**

### **Diabetes Education Support Group**

Dignity Health

French Hospital  
1911 Johnson Ave.  
San Luis Obispo, CA 93401  
(805) 597-6780  
[www.dignityhealth.org/central-coast](http://www.dignityhealth.org/central-coast)

For anyone who has been diagnosed with diabetes, pre-diabetes or is a caregiver for someone diagnosed with diabetes.

### **Diabetes Self-Management Program**

Dignity Health

Marian Regional Medical Center  
1400 E. Church St.  
Santa Maria, CA 93454  
(805) 739-3561  
[www.dignityhealth.org/central-coast](http://www.dignityhealth.org/central-coast)

To enroll in the program, participants must be referred by their doctor.

### **Nutrition and Diabetes Education Classes**

Sansum Diabetes Research Institute  
2219 Bath Street  
Santa Barbara, CA 93105  
(805) 682-7638  
[www.sansum.org](http://www.sansum.org)

### **ONETALK**

Sansum Diabetes Research Institute  
2219 Bath Street  
Santa Barbara, CA 93105  
(805) 682-7638  
[www.sansum.org](http://www.sansum.org)

The ONETALK Program is a Support Group where participants have the opportunity to share their ideas, experiences and explore ways to enhance their health and lifestyle.

### **Sansum Clinic Diabetes Basics**

(805) 681-7820  
[healthed@sansumclinic.org](mailto:healthed@sansumclinic.org)  
[diabetes.sansumclinic.org](http://diabetes.sansumclinic.org)

This free 4-week program is recommended for anyone with pre-diabetes or diabetes, especially newly diagnosed. You will learn how you can manage your blood sugar, nutrition information, the importance of physical activity, and how to stress and sleep can affect your blood sugar. Call, e-mail or visit our website to sign up.

## **Domestic Violence, Sexual Assault and other Trauma**

### **Santa Barbara County**

#### **Domestic Violence Solutions**

24 Hour Crisis & Information Line  
(805) 964-5245  
[info@dvsolutions.org](mailto:info@dvsolutions.org)  
[www.dvsolutions.org](http://www.dvsolutions.org)

Confidential emergency shelters

for women and children provide emotional support, food, clothing, goal planning and help with medical, legal, financial and other concerns. 24-hour telephone hotline available.

### **San Luis Obispo County**

#### **Lumina Alliance**

24 Hour Crisis Hotline

(805) 545-8888

Program offers emergency shelter, food, clothing and counseling for individuals who are victims of domestic violence, sexual assault and other trauma, their children (boys to age 12 only, and transitional housing).

## **Eating Disorders**

### **National Eating Disorders**

(212) 575-6200  
[info@NationalEatingDisorders.org](mailto:info@NationalEatingDisorders.org)

## **Fitness and Health**

### **Cottage Health**

#### **A Matter of Balance**

(805) 319-5772

#### **Healthy Balance Weigh Management**

(805) 569-7201

#### **Pre-Operative Joint Replacement Information**

(855) 366-7246

Offers a variety of health programs.

### **Dignity Health Community Education**

#### **Dignity Health**

Marian Regional Medical Center  
1400 E. Church  
Santa Maria, CA 93454  
(805) 739-3900  
[www.dignityhealth.org/central-coast](http://www.dignityhealth.org/central-coast)

Offers a variety of programs:

#### **Balance and Fall Prevention**

(805) 739-3973

#### **Neuroboxing - Fighting Back Against Parkinson's**

(805) 698-1983

#### **Yoga**

(805) 739-3366

#### **Sansum Clinic Health and Wellness**

(805) 681-7672  
[healthed@sansumclinic.org](mailto:healthed@sansumclinic.org)



# SUPPORT/EDUCATION GROUPS

Offers free educational programs and resources open to the community to help you become an active participant in maintaining your health and wellbeing. Call, e-mail or visit our website for current programs and schedule.

## Gambling

### Gamblers Anonymous

1306 Monte Vista Ave., Ste. 5  
Upland, CA 91786  
(909) 931-9056

## Grandparents Raising Grandchildren

### Kinship Programs

#### Allan Hancock College

Foster and Kinship Care Program (FKCE)

800 South College Drive, Santa Maria, CA 93454  
(805) 922-6966 Ext 3959

Provides Classroom based courses for kin and foster care in North Santa Barbara County.

#### California Kinship Navigator

Department of Social Services

(800) 546-0047 Information Line  
CaregiversForYouth@dss.ca.gov

The program provides caregivers with comprehensive, personalized, and free phone support with access to services that they need in their local communities--across the state. Current or previous kinship caregivers answer the toll-free line at They will help the caller "navigate" the system to find the resources required to meet the family's needs and empower them to navigate often complex social services themselves.

### Seneca Family of Agencies

6850 Morro Road  
Atascadero, CA 93422  
(805) 434-2449

Seneca offers programs in San Luis Obispo County including foster care and adoption, children's mental health, and relative caregiver services.

## Hearing and Vision

### Braille Institute

2031 De La Vina St.  
Santa Barbara, CA 93105

(805) 682-6222

[www.brailleinstitute.org](http://www.brailleinstitute.org)

Offers a wide variety of free programs for blind & those with low vision, including

- Basketry
- Ceramics
- Cooking
- Crochet/Knitting
- Guitar
- Painting
- Piano
- Balance & Mobility
- Bariatric Surgery Orientation
- Diabetes Basics

### Hearing Loss Association of America, Santa Barbara Chapter

[info@hlaa-sbc.org](mailto:info@hlaa-sbc.org)  
[www.hearinglossca.org/support/southern-ca-chapters/santa-barbara-chapter/](http://www.hearinglossca.org/support/southern-ca-chapters/santa-barbara-chapter/)

Providing help for those who face the challenge of living with hearing loss along with their family and friends. Call for meeting times and location.

### Tri County G.L.A.D.

702 County Square Dr., Suite 101  
Ventura, CA 93003  
(805) 644-6322  
(805) 644-6323 TTY  
[info@tcglad.org](mailto:info@tcglad.org)  
[www.tcglad.org](http://www.tcglad.org)

Provides free services to deaf, hard-of-hearing, deaf blind, and deaf disabled individuals residing in San Luis Obispo, Santa Barbara and Ventura Counties. Services include: Advocacy, Communication Access, Peer Counseling, Employment Development, Information and Referrals, Independent Living Skills, and Community Education services.

## Heart Disease

### American Heart Association-San Luis Obispo Chapter

(805) 963-8862

### American Heart Association-Santa Barbara Chapter

(805) 963-8862

## Mended Hearts

[www.mendedhearts.org](http://www.mendedhearts.org)

Provides peer-to-peer education and support for those with heart disease and their families and friends.

## WomenHeart Support Group

Sansum Clinic  
(805) 681-7672  
[WH-SantaBarbara@womenheart.org](mailto:WH-SantaBarbara@womenheart.org)  
[healthed@sansumclinic.org](mailto:healthed@sansumclinic.org)

Providing community support and connection to women living with or at risk of heart disease. Call, e-mail or visit our website for more information and upcoming dates.

## LGBTQ

### Gala Pride & Diversity Center

1060 Palm Street  
San Luis Obispo, CA 93401  
(805) 541-4252  
[www.galacc.org](http://www.galacc.org)

### Pacific Pride Foundation

608 Anacapa St.  
Santa Barbara, CA 93101  
(805) 963-3636  
105 N. Lincoln St.  
Santa Maria, CA 93454  
(805) 963-3636

[www.pacificpridefoundation.org](http://www.pacificpridefoundation.org)

Provides services, education & support groups to the HIV/AIDS and LGBTQ communities of Santa Barbara County. All programs are free or low cost and are offered in English and Spanish through the Santa Barbara and Santa Maria offices.

### PFLAG - Parents, Families, Friends and Allies United with LGBT People

(805) 364-2830  
[www.pflagsantabarbara.org](http://www.pflagsantabarbara.org)

Provides peer-to-peer support to family members of people who are LGBTQ. Call for details.

## Lung Disease

### American Lung Association

(800) 586-4872  
[www.lung.org](http://www.lung.org)

Sponsors self-help programs for those wishing to stop smoking and support groups for those suffering from chronic lung diseases.

# SUPPORT/EDUCATION GROUPS

## Multiple Sclerosis

### National Multiple Sclerosis Society

(800) 344-4867  
www.nationalmssociety.org

Offers programs, services, resources & connection opportunities for people living with and affected by MS, including family members, caregivers & other members of their support systems. Call for details on monthly support groups and exercise programs in Santa Barbara.

## Muscular Dystrophy

### Muscular Dystrophy Association MDA Resource Center

(833) 275-6321  
www.mda.org

For individuals who have been diagnosed with any of the 40 neuromuscular diseases & for their families.

## Parkinson's Disease

### Central Coast Parkinson Association

PO Box 3812  
San Luis Obispo, CA 93403  
(805) 994-0425  
myccpa@yahoo.com  
www.myccpa.org/support-groups

Offers variety of support groups throughout San Luis Obispo and North Santa Barbara Counties. Visit website or call for locations.

### Parkinson Association of

#### Santa Barbara

PO Box 6254  
Santa Barbara, CA 93160-6254  
(805) 683-1326  
Mypasb@gmail.com  
www.mypasb.org

### Parkinson Support Groups,

#### Santa Barbara

(805) 898-8080

Facilitated by Center for Successful Aging Trained Volunteers

## Stroke and Brain Injury

### American Stroke Association

(888) 478-7653  
www.stroke.org

Website offers a support group finder where you can find groups near you.

### Coast Caregiver Resource Center

2415 De la Vina St.  
Santa Barbara, CA 93105  
(805) 962-3600,  
(888) 488-6555  
info@coastcrc.org

For non-paid family or friend caregivers, age 18 and over, of those recovering from stroke and other brain injury. Services in San Luis Obispo and Santa Barbara Counties.

### Jodi House

625 Chapala St.  
Santa Barbara, CA 93101  
(805) 563-2882  
info@jodihouse.org

Provides supportive programming, including classes, support groups and case management services information, referrals, education & support to adult brain injury survivors & their family, friends & and caregivers. Groups offered in Santa Barbara & Santa Ynez.

### Project Re-Entry for Stroke Survivors

Cottage Rehabilitation Hospital  
(805) 569-8999 Ext. 82101

### Spinal Cord Injury Life Series Group

Cottage Rehabilitation Hospital  
(805) 569-8999 Ext. 82101

### Outlook Speakers Series

Cottage Rehabilitation Hospital's Therapeutic Recreation Services presents a monthly virtual meeting featuring adapted sports, recreation, wellness and inspiring life stories. For people with disabilities, family members and health care providers.

Zoom meetings are held the second Monday of each month at 5:30 p.m. For more information, call (805) 568-8999 Ext. 82101.

Register at: [cottagehealth.org/outlook](http://cottagehealth.org/outlook)

### Other Support Groups

#### ACCESS Support Network

1320 Nipomo Street  
San Luis Obispo, CA 93401  
(805) 781-3660  
Toll Free: (800) 491-9141  
www.asn.org

A clinical support group for those who have tested positive to the AIDS antibody test, or who have HIV

or AIDS. Not a drop-in group. Also have benefits counselor, housing services and health counselor. Call for information.

### ALS Support Group

(866) 750-2572  
info@alsagoldenwest.org  
www.alsagoldenwest.org/  
navigating-als/our-care-services

Support group for those who have Lou Gehrig's Disease (Amyotrophic Lateral Sclerosis) and their families and caregivers.

### Arthritis Foundation

(800) 283-7800  
www.arthritis.org

The Arthritis Foundation provides support/education groups.

### The Cambria Connection

UPSTAIRS In the Cambria Galleria  
1069 Main St., Unit B  
Cambria, CA 93428  
(805) 927-1654  
cambriacconnection1@gmail.com  
www.thecambriacconnection.org

Support groups offered online and in person.

The Cambria Connection is a community resource center serving families and individuals seeking solutions to the challenges of substance abuse, and other additions and related issues.

### Huntington's Disease Society of America

800-345-HDSA (4372)  
HDSAINfo@HDSA.org  
www.hdsa.org

### Transitions - Mental Health Association

784 High Street  
San Luis Obispo, CA 93401  
(805) 540-6500  
info@t-mha.org  
www.t-mha.org

Support groups for people experiencing depression, bi-polar disorder, anxiety, and other forms of mental illness. Weekly family support groups and orientation classes. Individual support and system navigation for adults and family members. No cost; no referral necessary.

# TRANSPORTATION

**S**an Luis Obispo and Santa Barbara Counties offers many transportation choices to seniors including fixed route bus service, shuttles, dial-a-rides, and volunteer drivers. Services are broken down by counties In the following pages. Agencies that provide services across both counties are listed at the end of this section.

## San Luis Obispo County

### Know How to Go!

(805) 781-1385

[www.knowhowtogoslo.org](http://www.knowhowtogoslo.org)

Know How to Go! is a program that can help you navigate the transportation options available in SLO County. Staff at Know How to Go! can help you with personalized trip planning by phone, one-on-one or group transit travel training, print transportation information (e.g., bus schedules and pamphlets), organized group field trips, mobility training to become a travel trainer for your clients, and application and distribution of VIP bus passes.

### 5-1-1

The three-digit phone number, 5-1-1, that provides transportation information on road conditions, public transportation, rides haring, and roadside assistance in English and Spanish and the website [www.slo511.org](http://www.slo511.org) are also useful tools when looking for transportation information in SLO County.

## Fixed Route Service - San Luis Obispo County

There are multiple fixed route buses available throughout the San Luis Obispo County region. Bus fare can be paid with exact change on each bus. Bus passes for multiple rides and multiple operators can be purchased at various walk-up pass outlets throughout the county and online at [www.slo511.org](http://www.slo511.org). For a full list of walk-up bus pass outlets please go to [www.slo511.org](http://www.slo511.org) or call 5-1-1. Seniors aged 65 - 79, are eligible for discounted bus passes. Seniors aged 80 and older are eligible for a VIP Pass. A VIP pass allows you to ride free on all SLO County fixed route buses. To apply

for the VIP pass, seniors must have a picture ID, complete a short form, and have their photo taken at the RTA Main Office at 179 Cross Street, Suite A, San Luis Obispo, 93401 or at the San Luis Obispo Council of Governments (SLOCOG) at 1114 Marsh Street, San Luis Obispo, CA, 93401.

### Avila Beach Trolley

(805) 541-2228

The Avila Beach Trolley is a free trolley service available during the Spring, Summer, and Fall.

### Old SLO Trolley

(805) 541-2877

The Old SLO Trolley serves Downtown and upper Monterey Street.

### Paso Express

(805) 541-2228

Paso Express is a bus that operates within the City of Paso Robles.

### Regional Transit Authority (RTA)

(805) 541-2228.

The Regional Transit Authority (RTA) operates bus service connecting cities throughout San Luis Obispo County (and beyond), including Arroyo Grande, Atascadero, Grover Beach, Morro Bay, Paso Robles, Pismo Beach, San Luis Obispo and more.

### SLO Transit

(805) 541-2877

SLO Transit is a bus that operates within the City of San Luis Obispo.

### South County Transit (SoCoTransit)

(805) 541-2228.

South County Transit (SoCo Transit) is the transit system serving the Five Cities / South San Luis Obispo County area.

### Runabout

(805) 541-2544

Runabout is the ADA (Americans with Disabilities Act) paratransit service to all fixed route bus operations in the county; it is an option for people who are unable to use the fixed route service because of a disability. Pick-up and destination points are within 3/4 mile of the regular fixed route

bus lines. Trips are offered during the regular fixed route bus service time span. Reservations must be made at least 24 hours in advance. To use this service, you must be ADA certified. To be ADA certified, contact the Mobility Specialist at (805) 781-1170.

## Shuttles/Curb-to-Curb Service

There are multiple shuttles/curb-to-curb services available throughout San Luis Obispo County.

### Atascadero Dial-A-Ride

(805) 466-7433.

The Atascadero Dial-A-Ride offers riders curb-to-curb transportation within the City of Atascadero.

### Cambria Community Bus

(805) 927-4173

The Cambria Community Bus operates one bus locally on weekdays, Monday - Friday, 8:00 AM to 4:30 PM. A second bus makes a day trip to San Luis Obispo once a week on Tuesdays. Medical appointments have priority seating. This second bus also makes a day trip to Paso Robles and Templeton on the fourth Thursday of each month. Both buses are ADA equipped. Drivers will provide assistance if necessary for riders entering and exiting the bus as well as transporting packages and groceries into the rider's home. All drivers are volunteers from the community and all rides are free. Multiple stops are encouraged. Reservations for this service should be made at least one day in advance.

### Cayucos Senior Van

(805) 995-3543

The Cayucos Senior Van is a curb-to-curb service for senior residents of Cayucos. Passengers must be able to get in and out of the van without assistance. Ride requests must be in San Luis Obispo County, Monday - Friday, 9:00 AM to 4:00 PM. Reservations for this service must be made at least 48 hours in advance. All appointments are subject to van and volunteer driver availability.



## Morro Bay Call-A-Ride

(805) 772-2744

Morro Bay Call-A-Ride is a curb-to-curb service available to everyone. The fixed route bus will flex off route up to 3/4 of a mile to pick-up/drop-off the rider, then return on route before the next scheduled stop. Be ready when the bus arrives by being out at the curb at your scheduled pick-up time. The fare is \$2.50 per one-way trip. For questions about this service, or to book a ride, call between 8:00 AM and 10:00 AM, Monday - Friday. Saturday and Monday trips will need to be scheduled on the Friday before.

## Nipomo Dial-A-Ride

(805) 929-2881.

The Nipomo Dial-A-Ride offers riders curb-to-curb transportation within Nipomo Monday - Friday, 7:00 AM to 6:30 PM. The fare is \$2.25 per one-way trip for adults and \$1.75 for seniors, individuals with disabilities, and children. Same-day

service must be arranged at least 2 hours before your pick-up time.

## Paso Robles Dial-A-Ride

(805) 239-8747

The Paso Robles Dial-A-Ride offers riders curb-to-curb transportation within Paso Robles Monday - Friday, 7:00 AM to 1:00 PM. The fare is \$5.00 per one-way trip for adults and \$2.50 for seniors and individuals with disabilities. Same-day service must be arranged at least 2 hours before your pick-up time.

## Ride-On Senior Shuttle

(805) 541-8747

The Ride-On Senior Shuttle is offered to seniors aged 65 and older. It operates throughout San Luis Obispo County, Monday - Friday, 8:00 AM to 5:00 PM. Reservations for this service should be made 3-4 days in advance. The fare is \$3.00 per one-way trip.

## Senior Go!

(805) 471-3333

Senior Go! is a door-to-door or

curb-to-curb transportation service that operates from 7:00 AM to 5:00 PM, Monday through Friday and 10:00 AM to 3:00 PM on Saturdays for seniors, 65+, in San Luis Obispo. Starting fare is \$2.50 which increases with distance. Users are permitted up to four (4) round trips within each month of the calendar year.

## Shandon-Paso Robles Dial-A-Ride

(805) 541-2544

The Shandon-Paso Robles Dial-A-Ride is a curb-to-curb service that operates between Shandon and Paso Robles on Monday, Wednesday, and Friday from 8:00 AM to 5:00 PM. Reservations must be made at least one in advance. The fare is \$5.00 per one-way trip.

## Templeton-Paso Robles Dial-A-Ride

(805) 541-2544

The Templeton-Paso Robles Dial-A-Ride is a curb-to-curb service that operates between Templeton and Paso Robles on Tuesday and Thursday from 8:00 AM to 5:00 PM.



Transportation information for  
**SENIORS \* VETERANS \* CAREGIVERS**  
and persons with specialized  
transportation needs



Call 5-1-1 or visit  
**KnowHowToGoSLO.org**

# TRANSPORTATION

Reservations must be made at least one in advance. The fare is \$2.50 per one-way trip.

## **Other Transportation In San Luis Obispo County**

### **Wilshire Community Services -**

#### **Good Neighbor Program**

(805) 547-7025

The Wilshire Good Neighbor program assists seniors and individuals with disabilities with every day needs, including transportation. An application process is required. Volunteers not only drive their passenger to their appointments; they are also on hand to be a companion and aide if needed.

## **Santa Barbara County**

### **Fixed Route Service -**

#### **Santa Barbara County**

##### **SMOOTH, Inc.**

(805) 922-8476.

240 E. Roemer Way

Santa Maria, CA 93454

##### **Metropolitan Transit District (MTD)**

(805) 963-3366

1020 Chapala St. (Transit Center)

Santa Barbara, CA 93101

[www.sbmtd.gov](http://www.sbmtd.gov)

Adult Basic fare is \$1.75; Senior (62+) and disabled, \$0.85. Eligible passengers with disabilities pay a reduced fare to ride MTD buses. A special photo identification card or Medicare card must be shown to the driver upon boarding.

To obtain a reduced fare MTD photo ID card, passengers must have a certification form completed by a qualified physician or an MTD-certified social service agency. You may get one at the MTD Transit Center, or call (805) 963-3366 for more information.

To plan a trip, contact MTD Customer Service Representative at (805) 963-5624.

##### **Santa Maria Area Transit**

(805) 928-5624

1303 Fairway Dr

Santa Maria, CA 93455

Both fixed route and door-to-

door service (for elderly and handicapped) is available. Fare is \$1.50 one way, \$.75 for older adults (over 60) and persons with a disability.

Public schedules are available at the Santa Maria Transit Center. Schedules are also available on the buses. Schedules for individuals with visual impairments, please call (805) 928-5624.

## **Shuttles/Curb-to-Curb Service**

If you need special transportation to take you to the doctor, the market and other important places, and you are unable to ride the bus, you may be eligible for these specialized transportation programs for seniors and handicapped individuals. These special services are called "para-transit" and they use vans with lifts for wheelchair users and volunteers.

Services of this type are limited in this county, and so these agencies are often booked far in advance. It is best to plan ahead as much as possible and for medical appointments, try to coordinate your visit with a time that transportation is available.

##### **COLT (City of Lompoc Transit)**

(805) 736-7666

1300 W. Laurel Ave.

Lompoc, CA 93436

Fixed route and Door-to-door service is available from 6:30am to 7:00pm, Monday through Friday. Saturday hours are 9:00am to 5:00pm. One-way fare in the City of Lompoc is \$1.25 and \$.60 cents for seniors/disabled. All buses are wheelchair lift equipped. Call at least 24 hours to three days ahead for curb to curb service. Bus service to Santa Barbara is scheduled on Tuesday & Thursday and reservations are required.

##### **Easy Lift Transportation**

(805) 681-1181

53 Cass Place #D

Goleta, CA 93117

[info@easylift.org](mailto:info@easylift.org)

[www.easylift.org](http://www.easylift.org)

Door-to-door service for frail elderly citizens and handicapped persons

who are unable to use existing fixed route transportation. Service is available Monday through Friday 5:50 a.m. to 11:45 p.m. Saturday service is available from 5:50 a.m. to 10:45 p.m. Sunday service is available from 6:50 a.m. to 9:45 p.m. Service in Carpinteria is available Monday through Friday 6:10 a.m. to 11:30 p.m. Saturday 6:10 a.m. to 10:30 p.m. Sunday 7:10 a.m. to 9:45 p.m. Vehicles are wheelchair accessible. Service is provided from Carpinteria to Winchester Canyon. Special group charters are available upon request. Reservations can be made between 8:00am to 12:00pm and 1:00pm to 5:00pm and can be made up to two weeks in advance. The fare is \$3.50 per ride. Ticket books are available by advance purchase at a cost of \$32.50 for 10 tickets.

##### **Help of Carpinteria, Inc.**

(805) 684-0065

##### **Shepard's Place**

1069 Casitas Pass Rd.

Carpinteria, CA 93013

Volunteer organization offers door-to-door transportation services for non-driving Carpinteria residents. Reservations can be made up to two weeks in advance. Offering service within the city limits of Carpinteria, and medical and social service visits to Santa Barbara. Donations are welcomed.

##### **Santa Ynez Valley Transit**

(805) 688-5452

595 Alamo Pintado Rd.

Solvang, CA 93463

Dial a ride and fixed route service provided Monday thru Saturday 7:00am to 7:00pm in Solvang, Buellton, Santa Ynez and Los Olivos. Reservations may be made up to two weeks in advance. Fixed route fares are \$1.75 for seniors and \$1.75 for ADA-certified. Dial a Ride fares for seniors and ADA-certified are \$1.75 each way.

##### **SMOOTH Senior Dial A Ride**

(805) 922-0146

240 E. Roemer Way

Santa Maria, CA 93454

[www.smoothinc.org](http://www.smoothinc.org)

Origin-to-destination service available for seniors 60 years or greater to Nutrition Program sites, medical appointments, hair appointments, shopping, etc., within Santa Maria and Orcutt areas. Requested fair is \$2.00 per trip, \$4.00 per round trip. All vehicles are wheelchair accessible and lift equipped. Service hours are from 9:00am to 4:00pm Monday through Friday. One week or more in advance notice is requested for reservations.

## Other Transportation Information/Options Santa Barbara County

### Breeze

(800) 417-2137  
1303 Fairway Dr.  
Santa Maria, CA 93455

Commuter bus service linking Santa Maria, Vandenberg AFB and Lompoc. 15 trips each weekday. One-way fare of \$1.00 for seniors (60+), Medicare cardholders and ADA-certified.

### Clean Air Express

(805) 692-1902  
[www.cleanairexpress.com](http://www.cleanairexpress.com)

Bus service from Santa Maria to Santa Barbara, from Lompoc to Santa Barbara, and from Santa Maria/Buellton and Santa Barbara. Subscription bus service for \$150.00 per month, and 10-ride pass book can be purchased for \$50.

### Community Partners in Caring

(805) 925-8000  
[www.partnersincaring.org](http://www.partnersincaring.org)

Trains and supervises volunteers who provide transportation throughout Santa Barbara County.

Offers information and matching for ride sharing, car and van pools countywide.

### Traffic Solutions

(805) 963- SAVE (7283)  
260 N. San Antonio Rd. Ste. B  
Santa Barbara, CA 93110  
[info@trafficsolutions.info](mailto:info@trafficsolutions.info)  
[www.trafficsolutions.info](http://www.trafficsolutions.info)

## Services In both San Luis Obispo and Santa Barbara Counties

### CenCal Health Transportation

(855) 659-4600  
(833) 556-2560 TTY

CenCal Health partners with Ventura Transit System to provide free non-medical transportation (NMT) to members who have no transportation to any Medi-Cal benefit service. In addition to doctor appointments, covered services include mental health appointments, substance abuse programs, dental appointments, pharmacy and medical supply pick ups, and other contracted providers.

Members requiring transportation service should call Ventura Transit System (VTS) 48 hours in advance of needing service in the Coastal Tri Counties (San Luis Obispo, Santa Barbara and Ventura). For a longer distance, e.g. Los Angeles, call five to seven days in advance of needing service. VTS will then screen the request to determine the level of need, coordinate with the member's physician for appropriate transport and authorization, and contact local contracted providers. Local

transportation contractors include Easy Lift, Smooth Transportation, and Ride On.

### Community Health Care Transportation Services

(877) 743-3242

If you are a CHC patient, and need a ride to your appointment at the CHC, shuttle service or an RTA bus pass is available for qualifying patients. The CHC Shuttle is a door-to-door service, with pick-up from your home and drop off at the clinic. Eligible patients should have an appointment and live in the area of the clinic site's location. A minimum 48-hour notice is required.

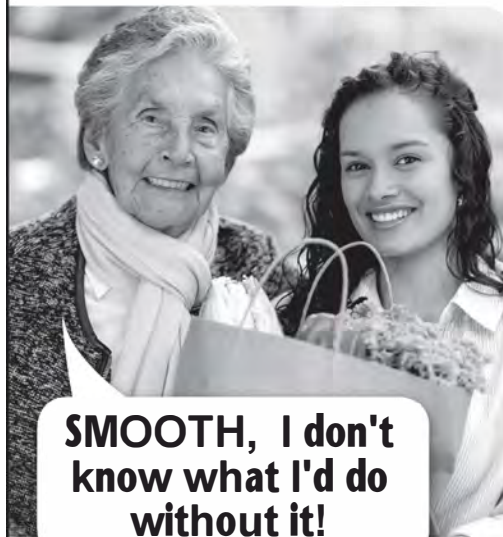
### Ride-on Veterans' Shuttle

(805) 541-8747

Their Veteran's Shuttle is a door-to-door service, with pick-up from home and drop off at the local VA Clinics in San Luis Obispo or Santa Maria. The fare is \$3.00 each way. It operates Monday - Friday, 6:30 AM to 5:00 PM. Reservations must be made at least 2 days in advance. You will be required to present your VA card to the driver when you are picked up. To make a reservation, call (805) 541-8747.

**SERVING CENTRAL COAST SENIORS SINCE 1974**

## One of the Many Faces of SMOOTH...



**SMOOTH**  
**Senior Dial A Ride**

**\$2 One Way**  
**(\$4 Round Trip)**  
**Aides ride free!**

**922-8476**

**ANYWHERE**

**in Santa Maria and Orcutt!**  
**Monday-Friday 9:00-4:00**

SMOOTH, Inc., 240 E. Roemer Way, Santa Maria, CA 93454 [www.smoothinc.org](http://www.smoothinc.org)



# TRANSPORTATION

## **Veteran's Shuttle**

San Luis Obispo VA Clinic  
(805) 543-1233

Santa Maria VA Clinic  
(805) 543-1233

The Veteran's Shuttle is a curb-to-curb service, with pick-up from their home and drop off at the local VA Clinics in San Luis Obispo or Santa Maria. It is for Veteran's going to their VA Clinic appointments only. Veterans will need to arrange for the transportation through their local VA Clinic while they are making their appointment at least five working days in advance of their appointment. This service is free.

## **Handicap License Plate/Placard**

For those who have a handicap and use an automobile, specialized license plates, and handicap placards are available through the Department of Motor Vehicles. If you wish to apply for a placard or plate, call the DMV in your area to obtain an application form and to find out what you need to bring with you in order to apply for a placard and/or plate. Depending upon your disability, you may be required to get a doctor's authorization.

## **AARP Driver Safety Program**

[www.aarpdriversafety.org](http://www.aarpdriversafety.org)

AARP developed a classroom course especially for older drivers. The course is conducted throughout the county by trained volunteer instructors in two four hour sessions and costs \$26.95 for AARP members and \$29.95 for non-members (The New York course is \$31.95 for members and \$34.95 for non-members). An additional benefit will be a reduction in your car insurance since insurance companies are required to give a discount to seniors who have taken this and other approved courses. To locate a class in your community, telephone (888) 227-7669 and follow the prompts. Be ready to provide your 5-digit postal zip code. A local volunteer will call you back within

3-5 business days to provide you with the information about the nearest class.

You can also register online. Another AARP course is AARP Smart Driver which is an online course.

## **Adapted Driving**

Pre-driving and behind the wheel assessment for those who may be concerned about their driving ability due to health-related conditions. An objective assessment of driving capabilities and a report regarding the need for training or specialized equipment is provided to the prescribing physician.

For further information, contact:

**Keck Center for Outpatient Services**  
Cottage Rehabilitation Hospital  
Driver Training Program

2415 De La Vina St.  
Santa Barbara, CA 93105  
(805) 569-8900

By appointment and physician referral.

## **Long Distance Travel**

### **Amtrak Train**

Amtrak is a nationwide train service. The Pacific Surfliner runs from San Luis Obispo to San Diego with stops on the Central Coast in San Luis Obispo, Grover Beach, and Guadalupe. The Coast Starlight runs from Los Angeles to Seattle, Washington with stops on the Central Coast in San Luis Obispo and Paso Robles.

Accessible space is available on all trains for passengers with disabilities and mobility impairments. Often referred to as Transfer Seats, accessible seats offer extra room making it easier for a passenger to transfer from a wheelchair into the seat, a passenger who uses a walker, a passenger with a leg in a cast that doesn't bend and thereby requires additional legroom or a passenger with a large service animal, etc. There is room nearby to store a passenger's folded wheelchair. There is no seat in the wheelchair space area, but passengers may park, and remain in, an occupied wheelchair here. There is no wheelchair lockdown device.

Amtrak travelers 62 years of age and over are eligible to receive a 15% discount on the lowest available rail fare on most Amtrak trains. On cross-border services operated jointly by Amtrak and VIA Rail Canada, a 10% senior discount is applicable to travelers aged 60 and over. For questions about this service, or to make a reservation, call (800) 872-7245.

## **Greyhound Bus**

The Greyhound bus is a nationwide bus service. There are two primary bus stops in our region in Paso Robles and Santa Maria. Greyhound passengers aged 62 and older can ask for a 5% discount on passenger fares. You will need to show photo identification to prove your age. Drivers can help passengers with wheelchairs or mobility scooters. There is a 50% discount for Personal Care Attendants traveling with Greyhound passengers with disabilities. For questions regarding ADA services for the Greyhound bus, call (800) 752-4841. For more information about this service, or to make a reservation, call (800) 231-2222 or go to [www.greyhound.com](http://www.greyhound.com).

## **Airports and Airlines**

There are two airports in our region that have commercial airline services,

1. San Luis Obispo County Regional Airport (SBP) - Alaska, American, and United Airlines operate at SBP. There are direct flights to Los Angeles (LAX); Phoenix, AZ (PHX); Denver, CO (DEN); Seattle, WA (SEA); and San Francisco (SFO). For more information about the airport, call (805) 781-5205 or go to [www.sloairport.com](http://www.sloairport.com).
2. Santa Maria Public Airport (SMX) - Allegiant Air and Mokulele Airlines operate at SMX. There are direct flights to Los Angeles (LAX) and Las Vegas, NV (LAS). For more information about the airport, call (805) 922-1726 or go to [www.santamariaairport.com](http://www.santamariaairport.com).

## Transportation Security Administration (TSA)

### Request for TSA Cares Assistance

(855) 787-2227

[www.tsa.gov/contact-center/form/cares](http://www.tsa.gov/contact-center/form/cares)

TSA Cares is a helpline to assist travelers with disabilities and/or medical conditions. Call at least 72 hours prior to traveling with questions about screening policies, procedures and what to expect at the security checkpoint.

### Caltrans Hotline

The Caltrans hotline at (800) 427-7623 will provide you with information on freeway conditions and closures.

## Walking As A Way of Life

“Use it or Lose it” - According to Dr. Michael Pratt, a member of the “Partnership for a Walkable America” and the Centers for Disease Control and Prevention in Atlanta, walking is a tremendously good activity for senior citizens. It is cheap, it is simple, and almost anybody can do it. Walking also helps seniors maintain mobility and independence.

## Safety Tips and Other Ways to Get Around

By following these helpful tips and taking a few simple precautions, you can enjoy independence and the economical travel options that public transportation offers:

1. When you enter or leave a vehicle, watch for slippery or uneven pavement and other hazards that could cause injury.
2. Have your bus fare ready in advance of boarding to avoid losing your balance while looking for correct change.
3. When you board or leave a bus, be sure to “mind the gap” and watch your step.
4. Do not carry too many packages; always leave one hand free to grasp handles.
5. Allow extra time to cross streets, especially in bad weather.
6. When you take a taxi, buckle up.

## Getting Around

For many seniors, transportation is a critical concern. Many people consider driving essential to maintain an independent lifestyle, especially those in rural areas who rely on driving for many of their needs. However, at some point in life, driving may be curtailed. Talk with your doctor about vision, hearing and reaction time, as well as medical changes. There may be a need to make decisions about driving – such as not driving at night, in heavy traffic, or having to make the decision to stop driving altogether.

### Driver Safety

For a refresher course in driving, check out AARP’s Smart Driver program. The program covers information on the effects of medication on driving, preventive measures to reduce driver distractions, state-specific rules and regulations for construction zones, child safety seats, school buses, cellphone use and more. Some car insurance companies offer a discount to seniors who have completed the course. Check with your insurance company or agent prior to taking the course for any additional requirements for eligibility. The course is offered in-person or online. For more information about the program or to sign-up, contact AARP at (800) 424-3410 or go to [www.aarp.org](http://www.aarp.org)

### Senior DMV Ombudsman

The California Department of Motor Vehicles has created a Senior Ombudsman Program. The primary function is to represent the interest of public safety for all Californians with a special interest in addressing the concerns of senior citizens. The ombudsman can assist as a ‘go-between’ to ensure that senior drivers are treated fairly, consistent with laws and regulations, and with the dignity and respect they deserve. For more information about this program, call (310) 615-3552.

## Car Safety Guides

The Hartford Center for Mature Market Excellence and the MIT Age Lab have developed several Guides to help families initiate productive conversations with older adults about driving safety. They Include: ‘Families Conversations About Alzheimer’s Disease, dementia & Driving’ and ‘Family Conversations with Older Drivers’. Access at [www.thehartford.com](http://www.thehartford.com).

# VETERAN'S SERVICES

**U**nited States veterans and their families may be eligible for programs and services provided by the Department of Veterans Affairs (VA). Benefits are legislated in Title 38 of the United States Code, which can be found at [www.va.gov](http://www.va.gov).

Eligibility for most VA benefits is based on active military service discharge under other than dishonorable conditions. Active service means full-time service, other than active duty for training, as a member of the Army, Navy, Air Force, Marine Corps, Coast Guard, or as a commissioned officer of the Public Health Service, Environmental Science Services Administration or National Oceanic and Atmospheric Administration, or its predecessor, the Coast and Geodetic Survey. Dishonorable and bad conduct discharges may bar VA benefits. Veterans and dependents with an outstanding felony warrant aren't eligible for benefits.

## Important Documents

Those seeking VA benefits for the first time need a copy of their discharge form (DD-214, DD-215, or WWII veteran's WD form), documenting service dates and type of discharge, or give their name, military service number, and branch and dates of service.

There are benefits such as life insurance, burial expense reimbursement, burial flag, burial in national cemeteries, headstones/markers and certain widow's/widower's benefits. The following documents are needed for processing claims related to a veteran's death:

1. Veteran's marriage certificate for claims of a surviving spouse.
2. Veteran's death certificate if the veteran did not die in a VA health care facility.
3. Children's birth certificates or adoption papers to determine children's benefits.
4. Veteran's birth certificate to determine parents' benefits.

Call your local Veterans Service Office for information on benefits and services available. These offices

assist veterans in obtaining benefits from federal and state agencies. They assist in submitting claims and provide follow-up, if needed, to assure that you receive the benefits you are entitled to. They provide information and assistance with any claim to the VA. Home visits by a veterans' representative may be arranged.

## Veterans Service Offices

### Veterans Benefits Administration

(800) 827-1000  
[benefits.va.gov](http://benefits.va.gov)

You can call the VA office to report the passing of a Veteran or beneficiary, check on the status of your claim, obtain financial documentation, request information on burial and mortuary benefits, and more.

### San Luis Obispo County

#### Veterans Service Office

801 Grand Ave.  
San Luis Obispo, CA 93401  
(805) 781-5766

800 West Branch St.  
Arroyo Grande, CA 93420  
(805) 781-5766

240 Scott St.  
Paso Robles, CA 93446  
(805) 781-5766

[www.slocounty.ca.gov/Departments/Veterans-Services](http://www.slocounty.ca.gov/Departments/Veterans-Services)

### Santa Barbara County

#### Veteran's Service Office

315 Camino del Remedio, Bldg. 3  
Rm 251  
Santa Barbara, CA 93110  
(805) 681-4500  
[www.countyofsb.org/421/Veterans-Services](http://www.countyofsb.org/421/Veterans-Services)

624 W. Foster Rd., Ste. A  
Santa Maria, CA 93455  
(805) 346-7160

401 E Cypress St., Room 101  
Lompoc, CA 93436  
(805) 737-7900

This office was established to assist veterans and their dependents in obtaining veterans' benefits from federal and state agencies. They will assist in submitting claims and provide follow-up service, if needed, to assure that you receive

the benefits to which you are entitled. They can provide you with information and assistance with any claim to the Veterans Administration.

### Legal Help for Veteran's

[www.statesidelegal.org](http://www.statesidelegal.org)

Created for specifically for veterans, service members, and their families, get legal help with benefits and claims. They explain your legal rights in several areas of the law and will help you navigate both the VA and court.

## Health Care Benefits for Veterans

VA provides a medical benefits package to all enrolled veterans. This plan emphasizes preventive and primary care, and offers a range of outpatient and inpatient services within the VA health care system.

Veterans with service-connected disabilities and those below the low-income threshold can be enrolled in VA's health care system at [www.va.gov/health-care](http://www.va.gov/health-care).

VA enrollment allows health care benefits to be portable throughout the entire VA system. Enrolled veterans who are traveling or who spend time away from their primary treatment facility may obtain care at any VA health care facility. For eligibility, see your local county Veteran Service Representative or contact the Community Based Outpatient Clinic in your area.

## Veterans' Health Benefits

### Veterans Outpatient Clinic

#### San Luis Obispo

1288 Morro Street, STE 200  
San Luis Obispo, CA 93401  
(805) 543-1233

#### Santa Barbara

4440 Calle Real  
Santa Barbara, CA 93110  
(805) 683-1491

#### Santa Maria

1550 E. Main St.  
Santa Maria, CA 93454  
(805) 354-6000  
[www.va.gov](http://www.va.gov)



Provide medical and/or mental health services and facilitates admission to VA hospitals, residential care and nursing home facilities. The VA Social Work and Mental Health Services are at the same address. Veterans, their widows, widowers or dependents may call for information or walk in for assistance.

## Transportation to VA Clinics

Transportation to medical appointments at the VA Clinics in Santa Maria and San Luis Obispo are available. Also available is a connection to a shuttle bus to Santa Barbara and Los Angeles VA clinics. These options are available through the Veterans' Express operated by Ride-On Transportation through donations and a cost per trip.

For transportation to VA Clinic in San Luis Obispo or Santa Maria call Ride-On at (805) 541-8747 two to three days before your appointment. Cost is \$3.00 each way.

The Disabled American Veterans (DAV) also offers transportation in Santa Barbara County. For VA reservations from Santa Maria south call (805) 683-1491

## Counseling Services

San Luis Obispo Vet Center  
1070 Southwood Dr.  
San Luis Obispo, CA 93401  
(805) 782-9101  
(877) 927-8387 After hours 24/7

Vet Centers are a program of the VA's Readjustment Counseling Service. Vet Centers provide services to all war zone Vets and to those that experienced military sexual harassment/assault while on active duty. Counseling services include: Individual, group, as well as marital and family. Other services include: education/outreach, assistance with applying for VA benefits, referral to medical services, alcohol/drug treatment referral, employment referral and referral to community resources. The Vet Center also furnishes bereavement counseling to surviving family of service members who die of any cause while on active duty.

## VA Aid and Attendance

This program provides supplemental income to help a qualified veteran and/or spouse, widow and/or widower pay for in-home care or an assisted living facility. A veteran and/or spouse, widow and/or widower may qualify for aid and attendance benefits if he or she:

- Is blind or so nearly blind as to have corrected visual acuity of 5/200 or less, in both eyes, or concentric contraction of the visual field to 5 degrees or less; or
- Is a patient in a nursing home because of mental or physical incapacity; or
- Proves a need for aid and attendance under established criteria
- Served at least one day during a war time era
- Income requirement

It can take some time to receive benefits, so if you feel that you fall into anyone of these categories or have questions regarding benefits, please call your county Veteran Service Office.

## VA Caregiver Support

(855) 260-3274

Caregiver Support Line is available to provide supportive counseling, education on topics related to caregiving, and help to connect caregivers to local supports and services to assist them in their caregiving role.

## VA Office of Geriatrics & Extended Care

Geriatrics and Extended Care's functional service lines are: Community-Based Long-Term Care, Nursing Home Care, Geriatric Care, and Residential Rehabilitation Care.

VA Aid and Attendant program is supplemental income to help qualified veterans and/or spouse pay for in-home care or assisted living facilities. There are significant qualifying criteria, including income. (877) 222-8387 for information or contact your local Veterans Services Office.

## VA Caregiver Line

(855) 260-3274

The Department of Veteran Affairs (VA) Caregiver Support Program (CSP) offers clinical services to caregivers of eligible and covered Veterans enrolled in the VA health care system. The program's mission is to promote the health and well-being of family caregivers who care for our Nation's Veterans, through education, resources, support, and services

## Supportive Services for Veterans Families program (SSVF)

### Serving South County & SLO Clients

#### Good Samaritan Shelter SSVF Office

150 S. 6th St. Suites A-B.  
Grover Beach, CA 93433  
(805) 202-3056  
[www.goodsamaritanshelter.org](http://www.goodsamaritanshelter.org)

### Serving San Luis Obispo and Coastal Areas

#### CAPSLO SSVF

265 South St., Suite H  
San Luis Obispo, CA 93401  
(805) 534-1698

### Serving North County Clients

#### CAPSLO SSVF

935 Riverside Ave #6  
Paso Robles, Ca 93446  
(805) 237-0352

### Serving Santa Barbara County Clients

#### New Beginnings SSVF

530 E. Montecito Sr., Ste 101  
Santa Barbara, CA 93103  
(805) 963-7777

Provides a range of supportive services to address barriers to stable housing for veterans with low income and at risk of becoming homeless; and, to assist veterans who are homeless make a successful transition to permanent housing. Supportive services are available to eligible veterans and other members of the household based on an assessment of their needs and individualized housing stability plan. Participation in case management is required.

# VOLUNTEER

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**M**ost human service programs rely on volunteers. Is there a non-profit or organization you feel passionately about?

Opportunities exist in any field in which you have training, talent or interest. Almost all of the programs in this directory use volunteers.

Listed below are agencies that serve as a clearinghouse of volunteer opportunities. It is a place for you to begin. You may also want to consider auxiliary services at almost any hospital or clinic, or docent opportunities at most museums; or contact an organization that interests you and ask if they need volunteers.

## **San Luis Obispo County**

### **Senior Volunteer Services**

#### **San Luis Obispo County**

270 Scott Street  
Paso Robles, CA 93446  
(805) 544-8740  
[www.seniorvolunteers.org](http://www.seniorvolunteers.org)

Countywide clearinghouse for volunteer opportunities. Matches persons aged 55 and over with volunteer opportunities in over 180 service agencies. Will match your skills, interest and experience with the needs of an organization to find a satisfying match. No fee to the agency(ies) or the volunteer.

## **Santa Barbara County (North)**

### **Retired and Senior Volunteer Program (RSVP)**

(805) 544-9146  
[www.seniorvolunteer.org/the-retired-senior-volunteer-program](http://www.seniorvolunteer.org/the-retired-senior-volunteer-program)

Recruits and places seniors in a variety of community organizations that can benefit from senior volunteers.

## **Volunteermatch.org**

Web based site that matches volunteers with local organizations (non profit and government).

# HiCAP

HEALTH INSURANCE COUNSELING  
AND ADVOCACY PROGRAM

## Free Service to Medicare Beneficiaries

SERVING SAN LUIS OBISPO AND  
SANTA BARBARA COUNTIES SINCE 1986.

## Did You Know?

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### WE assist thousands of clients each year with:

- Benefits and Enrollment
- Prescription Drug Plan Coverage
- Medicare Advantage Plans
- Supplemental Policies (MediGap)
- Long-Term Care Insurance
- Medicare Appeals, Fraud and Abuse

*HICAP Counselors do not sell any type of health care coverage, endorse or recommend any specific plan or policy.*

To arrange a group presentation in your community, or for more info:



**1-800-434-0222 • 805-928-5663**  
**[hicap@centralcoastseniors.org](mailto:hicap@centralcoastseniors.org)**

The Senior Medicare Patrol (SMP) program empowers and assists Medicare beneficiaries to prevent health care fraud, errors, and abuse. We serve beneficiaries of all ages, their family members, and caregivers. Whether you have questions about how to prevent fraud or you need assistance determining if it has occurred, SMP can help you to protect yourself and your loved ones.

This project was supported, in part, by grant number 90-SAPG0094-03 from the U.S. Administration for Community Living, Department of Health and Human Services, Washington D.C. 20201. Grantees undertaking projects under government sponsorship are encouraged to express freely their findings and conclusions. Points of view or opinions do not, therefore, necessarily represent official Administration for Community Living policy.

HICAP counseling services are provided by Counselors registered by the California Department of Aging who are acting in good faith to provide information about health insurance policies and benefits to you, the client. This information shall not be construed to be legal advice, and the HICAP Counselor is generally, not liable for acts and omissions in providing counseling to recipients of this service, Welfare and Institutions Code, Section 9541 (f).



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***Questions?***

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***Answers!***

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*Confidential*



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