

Resident Resource Guide
















Fourth Edition



Your guide to finding health, education
and social services in the state of
California.

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 This helping hand labels government operated programs

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Find Services

Need to find Help? Dial [2-1-1](tel:211) or visit [211ca.org](http://www.211ca.org).

Dial [2-1-1](tel:211) for a free, 24-hour information and referral helpline in multiple languages to find resources in your area. To find resources online, visit <http://www.211ca.org> and type your city or zip code to be directed to local services.

- **Basic Human Needs**: Food banks, clothing, emergency shelters, rent assistance, utility assistance.
- **Physical and Mental Health**: Medical information, crisis intervention services, support groups, counseling, drug and alcohol detox and rehabilitation, health insurance programs, Medicaid and Medicare, maternal health, children's health insurance programs.
- **Employment**: Unemployment benefits, financial assistance, job training, transportation assistance, education programs.
- **Support for Older Americans and Persons with Disabilities**: Home health care, adult day care, congregate meals, Meals on Wheels, respite care, transportation, and homemaker services.
- **Support for Children, Youth and Families**: Childcare, Success by 6, after school programs, Head Start, family resource centers, summer camps and recreation programs, mentoring, tutoring, protective services, developmental and behavior support.

Tips for applying for help:

- ✓ Understand the program requirements:
 - *What paperwork or documents are needed for the application process?*
- ✓ Understand the program offerings:
 - *Who is the program intended for and do you meet the basic requirements?*
- ✓ Follow-up:
 - *After submitting application, what records need to be kept, and what is the process for next steps?*
- ✓ Contact information:
 - *What is the best way to contact the agency?*

Get Food Stamps

For CalFresh info, call **1-877-847-FOOD (3663)**

Get Food Stamps from:

1. CalFresh a.k.a. **SNAP** (Supplemental Nutrition Assistance Program) issues monthly electronic benefits that can be used to buy most foods at participating food stores.

To qualify, you must participate in certain government assistance programs or meet household income qualifications. For more information, go to www.cdss.ca.gov/calfresh

2. WIC (Women, Infant and Children) is for pregnant women and children ages 0-5 (including their unborn children) and provides monthly food coupons, nutrition education breastfeeding support and referrals to medical and social services in the community.

For live help, call **800-852-5770**. To apply online, visit <https://myfamily.wic.ca.gov/Home/Anniversary> and scroll down to Am I eligible for WIC? To find your WIC office click on Find Your WIC office.

APPLICATION Submitted:

_____ Applied to _____
Date _____ SNAP

APPLICATION Submitted:

_____ Applied to _____
Date _____ WIC

NOTES:

Get Free Food from Food Banks

Did you know food banks provide food for free?

Contact your **local food bank** to see if you qualify for free food.

To find a food bank near you and understand if you're eligible, call **2-1-1** or go to <https://www.cafoodbanks.org/> and click on "Find a Food Bank." You might also try your local family and/or senior resource centers, churches, etc. to find food programs.

Where are my local food bank(s)?

1.	_____	_____	_____
	Food Bank	Phone	Address
2.	_____	_____	_____
	Food Bank	Phone	Address

NOTES:

Find Shelter

*Need to find **shelter** or know someone who does?*

On your phone, call **2-1-1** or text the phone number of **99000**. Then, type **SHELTER** and your **ZIP CODE** to get a list of nearby shelter locations.

Note that you can text as follows:

- Text SHELTER**: Local shelters near the Zip Code entered.

- Text ABUSED**: Shelter for women and children in abusive relationships.

- Text SOBER**: For low- to no-cost sober living shelter options.

No matter where you are, help is nearby.

Don't have a cell phone to text? Use a landline or payphone to call **2-1-1** to find the best fit shelter for the situation.

NOTES:

Find Affordable Housing

*Tip: Contact a **Housing Counselor** for help in finding housing. Call **1-800-569-4287**.*

Affordable housing options, such as the following, are available:

1. Housing Choice Vouchers (Section 8)

Find your own unit with a landlord that accepts Section 8 Housing Vouchers to pay for all or part of your rent. Once you qualify and receive a housing voucher, this voucher follows you to where you live. *(If you are planning to move, be sure to first seek approval from your issuing housing authority.)*

How Do I Apply for This Affordable Option?

Contact your local **Housing Authority** to apply for affordable housing for low-income families, the elderly and persons with disabilities. Note: There are many more applicants than number of vouchers available, so the wait period for a unit could be extensive.

To find your local Housing Authority and for an application, go to https://hud.gov/sites/dfiles/PIH/documents/PHA_Contact_Report_CA.pdf

You may also call the Public and Indian Housing Department for additional information at **1-800-955-2232**.

2. Section 8 Apartments/Other Government-Subsidized Housing

These are designated properties that the federal government subsidizes that allows apartment owners to offer reduced rents by providing owners a contracted subsidy.

How Do I Apply for This Affordable Option?

You must apply directly with the property's management office to qualify and rent one of these units. For a list of properties, go to www.hud.gov/apps/section8/ and select “Find Affordable Housing Opportunities Near Me” or “Find Affordable Elderly and Special Needs Housing.”

How to Keep my Property Manager Happy

Tip: Follow the rules of your lease!

A few tips to living in a healthier and happier home, and to keep your apartment manager happy!

1. Frequently open windows to circulate air into your home.
2. Keep noise down to a minimum.
3. Report leaky faucets and shower heads to property management immediately.
4. Have a monthly clean up with members of your household. Go through stacks and piles and keep what you need and recycle, donate or dispose of the items you no longer want.
5. Organize your apartment regularly, clean the surfaces from dust and grime by using eco-friendly cleaners.
6. Read the signs posted around your community and follow the rules.

Affordable Healthcare

Tip: Apply through Covered-California to potentially qualify for a Federal subsidy on your monthly premium.

What is the **Affordable Health Care Act** aka **Obamacare**?

Covered California is a state insurance exchange that lays out a standard set of benefits to simplify shopping for insurance by comparing apples to apples in each different plan and allows you to also qualify for a federal subsidy to help you pay for your premium. Sign up for new insurance coverage at <http://www.coveredca.com> or call **1-800-300-1506** to find out more. Or, locate a certified enrollment site for one-on-one in-person assistance with your application.

Apply for **Medi-CAL** (also known as "Medicaid")

Medi-Cal is California's Medicaid health insurance program. This program pays for a variety of medical services for children and adults with limited income and resources. To find more information, go to www.dhcs.ca.gov or call **1-800-541-5555**. To apply for Medi-Cal, visit the Social Services office for the county where you live or apply online at <https://www.dhcs.ca.gov/services/medi-cal/pages/applyformedi-cal.aspx>

Healthcare information continued on the next page...

MediCare: Insurance for 65+

Apply for *Medicare* if you are 65+

Medicare is health insurance for people who are legally disabled or 65 years of age or older, regardless of income. It is possible to be dual eligible for both programs. This is called Medi-Medi, whereas the beneficiary is over 65 and income qualifies for MediCal.

To learn more and apply online, go to <http://www.medicare.gov> or Call **1-800-633-4227**.

** Remember: Keep a list of your doctors and their phone numbers to keep track of your health records.*

✓ **Who are my doctors and do they accept Medi-Cal and/or Medicare?**

Medi-Cal	Medicare	Doctor's Name & Phone #
<input type="checkbox"/>	<input type="checkbox"/>	_____
<input type="checkbox"/>	<input type="checkbox"/>	_____
<input type="checkbox"/>	<input type="checkbox"/>	_____

Seek Healthcare at Community Clinics

For common illness, don't go to the Emergency Room!

Go to a community clinic first.

There are government and private organizations that provide **low-** to **no-cost** medical services for you and your family such as:

- Medical
- Dental
- Mental Health

Call 2-1-1 to find affordable healthcare near you.

Call 9-1-1 for emergencies only!

Or, go to <http://findahealthcenter.hrsa.gov/> to find low- to no-cost healthcare providers near you.

These are my nearest clinics:

Name	Phone	Address

NOTES:

Get a Free Cell Phone

Unlimited talk, text and up to 5 GB of data

The California Lifeline Program is a government-subsidized program that gives qualifying Americans access to free cell phones and reduced-rate cell phone plans. The list of participating carriers varies depending on where you live.

To view program guidelines and find out which carriers participate in your area, visit <https://californialifeline.com>. Enter your zip code to compare plans. For questions call **1-866-272-0349**.

To qualify, you must participate in certain government assistance programs or meet household income qualifications. You must be ready to show proof of your participation in these programs.

APPLICATION Submitted:

_____ Applied to _____
Date Name of Cell Phone Carrier

NOTES:

Reduced Rates on Home Internet Service

Find affordable internet services

If you are not using the Lifeline benefit for a cell phone plan, you may be able to use the benefit to reduce the cost of your home internet service. Or, your internet service provider (ISP) may offer their own assistance program to qualifying customers instead. Contact your existing ISP to find out whether they participate in the Lifeline program or offer one of their own.

EveryoneOn is a program that connects low-cost internet service programs to qualifying individuals and families. To find internet providers in your area that offers assistance programs, visit <https://www.everyoneon.org/find-offers>.

APPLICATION Submitted:

_____ Applied to _____
Date Name of ISP

NOTES:

Continue Your Education

Go to the Library!

- Free Access to Computers
- Free Classes (English, Computer Skills, Budgeting, etc.)
- Free Books, DVDs, Music
- Free Story Telling for Children
- Free SAT/ ACT Test Preparation Classes

To find nearby libraries, visit <https://www.worldcat.org/libraries>

Where is my Local Library? _____

Want to finish high school?

- ✓ **Take the GED test and receive a California High School Equivalency Certificate.**

The GED test is for adults who do not have a high school diploma. Employers consider the California High School Equivalency Certificate to be the same as a high school diploma. If you need a diploma for a job or to go back to school, find your local adult school or testing center to register for the GED test. For more information, visit www.ged.com, <https://www.cde.ca.gov/ta/tg/gd/> or call **1-916-445-9438**.

Go to Community College!

Community Colleges offer financial aid so you can go to school part-time or full-time.

- ✓ **If you need money for college, it costs nothing to apply for financial aid.**

For a list of community colleges go to <https://www.cccco.edu>

- Complete the Free Application for Federal Student Aid (FAFSA) at <https://studentaid.gov/h/apply-for-aid/fafsa>

Need to File for Unemployment?

*Claim **EDD benefits** while looking for a job.*

Who qualifies for **Unemployment**?

- A person who is laid off and is out of work through no fault of his/her own.
- A person who quits work or is fired from work for one of the six “good cause” reasons including relocation with a spouse, caring for family member, another job, health and safety, domestic violence, or constructive discharge (poor working conditions).

Individuals must meet eligibility requirements each week that they claim benefits (such as continuing to look for a job). For more information, go to www.edd.ca.gov/unemployment/eligibility.htm

The individual may file a claim for Unemployment Insurance (UI) benefits by visiting https://www.edd.ca.gov/unemployment/Filing_a_claim.htm. Scroll to the heading “Apply Now” near the bottom of the page to apply using one of the following methods:

1. To complete an **online** application, click Create Account at the right side of the page.
2. Contact EDD by **telephone** at **1-800-300-5616**. You will speak to a Department representative who will ask a series of questions and record the responses.
3. To complete a **paper** application, click By Fax or Mail near the bottom of the page and select the application that best describes your employment. The application can be completed online and printed, or it can be printed and completed by hand. The application can then be faxed or mailed to an EDD office for processing.

Find a Job

Resources to help you find a job.

You can find employment opportunities and labor market information at **CalJobs**. For more information, go to www.caljobs.ca.gov

Job Search Tools

Go to <https://www.edd.ca.gov/jobs.htm> to find the following job search resources:

- CalJOBS
- Job Fairs and Workshops
- Occupational Guides
- Training Resources for Job Seekers
- Job Search and Training Services

NOTES:

Immigration and U.S. Citizenship

There are several ways to become a U.S. citizen.

1. To become a citizen at birth:
 - You must be born in the U.S.A. or had a parent or both parents who were citizens at the time of your birth.
2. To become a citizen after birth:
 - You must apply for "derived" or "acquired" citizenship through your parents (they must be U.S. citizens) before you turn 18, or
 - You must apply for Naturalization (see below).

10 Steps to Naturalization

1. Determine if you are already a U.S. citizen.
2. Determine your eligibility to become a U.S. citizen.
3. Prepare Form N-400 *Application for Naturalization*.
4. Submit Form N-400 *Application for Naturalization*.
5. Go to the biometrics appointment, if applicable.
6. Complete the interview.
7. Receive a decision from USCIS on your Form N-400.
8. Receive a notice to take the Oath of Allegiance.
9. Take the Oath of Allegiance to the United States.
10. Understanding U.S. citizenship.

U.S. Citizenship Resources:

www.uscis.gov/citizenship

Application for Naturalization:

www.uscis.gov/n-400

Non-profit Immigration Services:

Immigration Center for Women & Children (ICWC) <http://icwclaw.org/>

Kids In Need of Defense (KIND) - <https://supportkind.org/>

Get a Free Credit Report

Free credit reports authorized by federal law.

Federal law allows you to access your credit report for free once every 12 months from each credit reporting company. For more information, go to <http://www.annualcreditreport.com>. This is the only website directed by law to provide your credit report for free.

Why check your credit?

It is important to check your credit report so that you may report any errors or catch any signs of identity theft. Your credit report can impact many different aspects of your life including:

- Renting an apartment
- Getting approved for a credit card
- Getting a car loan
- Being hired for a new job

NOTES:

PERSONAL BUDGET WORKSHEET

For the Month of: _____

INCOME (list all member of household's income)

Gross Paycheck #1 (for one month)*	_____
Gross Paycheck #2 (for one month)*	_____
Rent Assistance (Source: _____)	_____
Social Security	_____
Disability	_____
Unemployment	_____
Cal Fresh	_____
Other Income (_____)	_____
Total Income	\$ _____

EXPENSE

Housing	
Rent	_____
Electricity	_____
Gas	_____
Water and Sewer	_____
Cable and Internet	_____
Cell Phone	_____
Transportation	
Car Payment	_____
Car Insurance	_____
Gasoline	_____
Public Transportation	_____
Insurance	
Health Insurance	_____
Renter Insurance	_____
Food & Personal Care	
Groceries	_____
Clothing	_____
Entertainment	_____
Loans	
Credit Card	_____
Other	
Late Fees	_____
Other Expenses (_____)	_____
Total Expense	_____

NET INCOME (subtract expenses from income) **\$ _____**

If you have a positive Net Income, what do you do with these savings?

PERSONAL BUDGET WORKSHEET

For the Month of: _____

INCOME (list all member of household's income)

Gross Paycheck #1 (for one month)*	_____
Gross Paycheck #2 (for one month)*	_____
Rent Assistance (Source: _____)	_____
Social Security	_____
Disability	_____
Unemployment	_____
Cal Fresh	_____
Other Income (_____)	_____
Total Income	\$ _____

EXPENSE

Housing	
Rent	_____
Electricity	_____
Gas	_____
Water and Sewer	_____
Cable and Internet	_____
Cell Phone	_____
Transportation	
Car Payment	_____
Car Insurance	_____
Gasoline	_____
Public Transportation	_____
Insurance	
Health Insurance	_____
Renter Insurance	_____
Food & Personal Care	
Groceries	_____
Clothing	_____
Entertainment	_____
Loans	
Credit Card	_____
Other	
Late Fees	_____
Other Expenses (_____)	_____
Total Expense	_____

NET INCOME (subtract expenses from income) \$ _____

If you have a positive Net Income, what do you do with these savings?

PERSONAL BUDGET WORKSHEET

For the Month of: _____

INCOME (list all member of household's income)

Gross Paycheck #1 (for one month)* _____
Gross Paycheck #2 (for one month)* _____
Rent Assistance (Source: _____) _____
Social Security _____
Disability _____
Unemployment _____
Cal Fresh _____
Other Income (_____) _____
Total Income \$ _____

EXPENSE

Housing
Rent _____
Electricity _____
Gas _____
Water and Sewer _____
Cable and Internet _____
Cell Phone _____
Transportation
Car Payment _____
Car Insurance _____
Gasoline _____
Public Transportation _____
Insurance
Health Insurance _____
Renter Insurance _____
Food & Personal Care
Groceries _____
Clothing _____
Entertainment _____
Loans
Credit Card _____
Other
Late Fees _____
Other Expenses (_____) _____
Total Expense _____

NET INCOME (subtract expenses from income) \$ _____

If you have a positive Net Income, what do you do with these savings?

PERSONAL BUDGET WORKSHEET

For the Month of: _____

INCOME (list all member of household's income)

Gross Paycheck #1 (for one month)*	_____
Gross Paycheck #2 (for one month)*	_____
Rent Assistance (Source: _____)	_____
Social Security	_____
Disability	_____
Unemployment	_____
Cal Fresh	_____
Other Income (_____)	_____
Total Income	\$ _____

EXPENSE

Housing	
Rent	_____
Electricity	_____
Gas	_____
Water and Sewer	_____
Cable and Internet	_____
Cell Phone	_____
Transportation	
Car Payment	_____
Car Insurance	_____
Gasoline	_____
Public Transportation	_____
Insurance	
Health Insurance	_____
Renter Insurance	_____
Food & Personal Care	
Groceries	_____
Clothing	_____
Entertainment	_____
Loans	
Credit Card	_____
Other	
Late Fees	_____
Other Expenses (_____)	_____
Total Expense	_____

NET INCOME (subtract expenses from income) \$ _____

If you have a positive Net Income, what do you do with these savings?

Understanding Your Car Loan

*Before you buy a car, double-check the **APR!***

When you finance a car, a **lender** loans you the money to buy the car. A lender can be the auto dealer, bank, or credit union. One of the factors that determines the interest rate is your credit score.

***Tip:** Get quotes from multiple lenders and compare.*

By financing, you agree to pay back the loan amount plus **interest** over a specific amount of **time** (the term).

- The **interest** rate plus lender fees is known as the annual percentage rate (APR). Your credit score can directly impact how high your APR is.
- The amount of time you have to pay back your loan is called the **term**. If your term is 72 months, that means you will pay the monthly payment for six years.

Source: Bank of America – Auto Loan Basics

<https://www.bankofamerica.com/auto-loans/financing-car/>

Below is an example of how the APR can change the total cost of a \$15,000 car by the end of your loan.

BAD APR CAR LOAN EXAMPLE:

Car price (w/ tax included):
\$15,000
Down payment: \$500
APR: **22.75%**
Term: 72 months
Monthly payment: \$370.81
Total paid after 72 months:
\$26,698.32
Total interest paid after 72 months: \$12,198.32

GOOD APR CAR LOAN EXAMPLE:

Car price (w/ tax included):
\$15,000
Down payment: \$500
APR: 4.00%
Term: 72 months
Monthly payment: \$226.86
Total paid after 72 months:
\$16,333.92
Total interest paid after 72 months: \$1,833.92

Financial Support for Caretakers

Are you caring for a sick or elderly person at home?

You may be eligible for cash-aid.

The California Department of Social Services offers assistance for disabled persons and those who take care of them.

In-Home Supportive Services (IHSS) Program

The IHSS Program assists California residents by helping to pay for in-home care for those who are over 65 years of age, disabled, or blind.

To apply, go to <http://www.cdss.ca.gov/In-Home-Supportive-Services> to find your local county IHSS Office.

Cash Assistance Program for Immigrants (CAPI)

CAPI provides monthly cash benefits to aged, blind, and disabled non-citizens who are ineligible for other programs. To find out if you are eligible for this benefit, go to <http://www.cdss.ca.gov/CAPI>

Source: <https://www.cdss.ca.gov>

APPLICATION Submitted:

_____ Applied to _____
Date IHSS

APPLICATION Submitted:

_____ Applied to _____
Date CAPI

How to Apply for Disability Benefits

*Want to apply for **SSDI**? Call **1-800-772-1213***

Social Security pays **disability benefits** to you and certain members of your family if you have contributed to the system long enough and have a medical condition that prevents you from working or is expected to prevent you from working for at least 12 months or end in death. You should apply for disability benefits as soon as you become disabled. There are two ways that you can apply for disability benefits, as follows:

1. Call **1-800-772-1213** (TTY 800-325-0778) to make an appointment to file a disability claim at your local Social Security office, complete an application online or to set up an appointment for someone to take your claim over the telephone. If you schedule an appointment, you will be sent a Disability Starter Kit to help you get ready for your disability claims interview, which can also be found as follows:

Adult Starter Kit:

https://www.ssa.gov/disability/disability_starter_kits_adult_eng.htm

Child Starter Kit:

https://www.ssa.gov/disability/disability_starter_kits_child_eng.htm

To find or contact your **local Social Security office**, go to

<https://www.ssa.gov/locator>

2. Or, you can start your disability application immediately online at

<https://www.ssa.gov/benefits/disability/>

Veteran in Need?

Call the *Veterans Crisis Hotline* at **1-800-273-8255**.

Eligibility for most **Veteran Affairs benefits** is based on discharge from active military service under conditions other than dishonorable. Active service means full-time service as a member of the Army, Navy, Air Force, Marine Corps, Coast Guard, or as a commissioned officer of the Public Health Service, the Environmental Services Administration or the National Oceanic and Atmospheric Administration.

You may be eligible for certain benefits, such as home loan guarantees and education, if you meet the time-in-service and other criteria.

Get connected to the benefits you have earned, such as:

- *State benefits*
- *Education/Training, Employment, and Housing*
- *Healthcare, Transportation*
- *Financial & Legal Assistance*
- *Agent Orange, DDO-214 Requests*
- *College Fee Waiver for Dependents*
- *TBI/PTSD*
- *Veteran's License Plates*
- *Minority Veterans and much more*

Veterans and their family members who wish to contact the Veterans Department regarding a claim, benefits, or services can call the VA at **1-800-827-1000** (TDD Dial 7-1-1), or go to www.va.gov

Veterans can also register with CA's Department of Veterans Affairs at <https://www.calvet.ca.gov/> and a Veterans Services representative will contact you to answer your questions, and connect you with the appropriate service providers.

To find a professional veteran's advocate, contact a local veteran's service office of the California Association of County Veterans Service Officers, Inc. (CACVSO) nearest you. Go to <http://www.cacvso.org> for more information.

Free Tax Preparation

Need help preparing your taxes?

Taxes are due each year in mid-April. The IRS Volunteer Income Tax Assistance (**VITA**) and the Tax Counseling for the Elderly (**TCE**) Programs *offer free tax help for taxpayers who qualify.*

To learn more and find a tax site near you, call 2-1-1 or visit <http://irs.treasury.gov/freetaxprep/> or call **1-800-906-9887**.

Or go to www.myfreetaxes.com for free state and federal tax preparation.

For those individuals 60 years of age or older, you can also call the American Association of Retired Persons (AARP) Tax Program at **1-888-227-7669**.

Where are my local tax sites?

Name	Phone	Address

Free Legal Assistance

Having legal troubles? Need help with family-related legal issues?

There are organizations that provide **free and/or reduced costs legal assistance** to qualifying individuals.

To find a legal aid organization in your area, call **2-1-1** or visit www.LawHelpCA.org

If you are a single parent and in need of child support and need information about how to get help, call **Local Child Support Agency (LCSA)** office at **1-866-901-3212** to find the agency nearest you. You can also visit <https://childsupport.ca.gov/apply-for-child-support/> and submit an easy and secure statewide online application for child support services.

Where are my local low- to no-cost legal aid organizations?

Name	Phone	Address

Name	Phone	Address

NOTES:

Qualify for Reduced Pricing on your Energy Bill

Tip: You may qualify for savings on your monthly energy and gas bill!

There are state programs that provide assistance to low-income customers with residential utility bill payment, emergency assistance with residential energy-related crisis and home weatherization. For more information, contact the California Department of Community Services and Development Home Energy Assistance Program at **1-866-675-6623** or go to <https://www.csd.ca.gov/programs>

To qualify, you must be a California resident, be responsible for your energy bills, and low-income based on eligibility guidelines. To apply, you must contact your local Utility Assistance & Weatherization Provider directly. To find the provider in your area, go to <https://www.csd.ca.gov/Pages/FindServicesInYourArea.aspx>

Who is my energy provider(s)?

Name	Phone	Website

APPLICATION Submitted:

_____ Applied to _____
Date Energy Company

_____ Applied to _____
Date Energy Company

Energy Saving Tips

Tip: Save on your utility bill by conserving energy

- ✓ Use dishwashers, electric stoves, and irons after 8 p.m. for reduced utility bills.
- ✓ Set your thermostat to 78° on hot days, and 84° on days over 100°. Use room fans to feel even cooler.
- ✓ If your sink or showers are leaking, contact property management immediately to repair or you could be liable.
- ✓ Decrease your lighting bill by converting to energy-efficient low-wattage compact fluorescent lighting and fixtures.
- ✓ Use shades, curtains, awnings or sunscreens on windows and close on warm days.
- ✓ Check your utility company website for other ways to save on your utility bill.

NOTES:

Affordable Childcare

Find help with childcare when you are at work or school.

Some California families may qualify to receive financial assistance from the government to help pay for childcare. Your local **Child Care Resources and Referral** program can tell you if you qualify. You will need to provide proof of income and employment.

To find the program nearest you, call the toll-free Consumer Education line at **1-800-543-7793** or visit <https://rrnetwork.org/family-services/find-child-care>

Where are my local affordable childcare programs?

Name	Phone	Address

NOTES:

Affordable Elder Care

Aging Adult Services

Whether an older person (65+) needs help meeting basic needs (food, clothing, shelter), activities of daily living (cooking, cleaning, bathing) or transportation, or a caregiver needs training, education or a well-deserved break from caregiving responsibilities, the **Eldercare Locator** is a public service of the United States Department of Health and Human Services and can provide information. For more information, visit <https://eldercare.acl.gov/Public/Index.aspx> online or call Eldercare at **1-800-677-1116**.

Where are my local affordable eldercare programs?

Name	Phone	Address

NOTES:

Advanced Care Planning & Support

Find resources to support your family when a loved one dies or is near the end of life.

Hospice Care

The National Hospice and Palliative Care Organization provides end of life care and expanding access to hospice care with the goal of profoundly enhancing quality of life and attending the emotional and spiritual need of dying people and their loved ones. Contact them to learn more about hospice care options at <https://www.nhpco.org/>

Emotional Support

For those confronting a life-threatening illness, critical lifestyle changes or caring for someone with a critical illness, finding physical, emotional, and spiritual support for healing is important.

- The Heart Way provides face-to-face, telephone, and internet opportunities for assistance, education, resources, and hands-on support to start the healing. Contact them at www.theheartway.org for more information.
- Compassion & Choices offers free counseling, planning resources, referrals and guidance to protect and expand options at the end of life. They also help to reduce individual's suffering and give them some control in their final days. Contact them at [1-800-247-7421](tel:1-800-247-7421) or visit <https://www.compassionandchoices.org/>.

Advanced Directives

Advance directives are legal documents that allow people to communicate their wishes about medical care to family, friends, and health care professionals in the event that they are unable to make those decisions themselves; for example, due to being unconscious or in a coma. The two main types of advance directives are a Living Will and a Medical Power of Attorney. The following sites will provide you and your family with valuable information on how to create advanced directives, living wills, and other necessary resources for planning your decisions during illness, surgery and end of life.

www.patientsrightscouncil.org/site/advance-directives-definitions/

www.nlm.nih.gov/medlineplus/advancedirectives.html

www.caringinfo.org/i4a/pages/index.cfm?pageid=3289

Low-Cost Cleaning Tips

Make low-cost cleaning solutions at home

PHASE OUT HARSH CHEMICALS

Many cleaning products leave toxic chemical residue. Whenever possible, use low-cost, homemade cleaning products instead.

USE THESE BASIC INGREDIENTS

For many simple cleanups water is all you need.

Use **COLD** water for spills, **WARM** water for floors, and **HOT** water for sinks.

✓ To Clean Surfaces

USE BAKING SODA AND WATER

Dust bathroom surfaces with baking soda, then scrub with a moist sponge or cloth. If you have tougher dirt, also use SALT.

✓ To Eliminate Stains, Mildew and Grease

USE LEMON JUICE OR VINEGAR

Spray lemon juice or vinegar onto surface, and let sit for a few minutes, and then scrub with a stiff brush.

AIR OUT THE APARTMENT

Let some fresh air into your home to make it a cleaner and healthier place to be. Place a window fan on the sill to cool your room. This will make you more comfortable and save electricity by not using the A/C.

Improve Your Nutrition

Tip: Make a healthy shopping list before you go to the store.

Build a healthy plate

Before you eat, think about what goes on your plate, cup or bowl. Foods like vegetables, fruits, whole grains, low-fat dairy products, and lean protein contain the nutrients you need. Try some of these options:

- ✓ Make half your plate fruits and vegetables.
- ✓ Switch to skim or 1% milk.
- ✓ Choose wheat or whole grain over white bread.
- ✓ Eat more lean meats (turkey, chicken) and less red meat.
- ✓ Keep your food safe to eat - learn more at www.FoodSafety.gov



Source: USDA's Center for Nutrition Policy and Promotion 08/13

Tip: Check your flyers and mailers for the best deal on fresh produce from your local grocers.

Know Your Neighbors

Get to know your neighbors for friendship and times of need.

Your neighbors can be great resources for information about community events, jobs, and other services. Need to fix a headlight on your car and don't know how? A neighbor may be able to help. Save money and time by getting involved in your community, right outside your door. You never know in what ways you may be able to help your neighbors or how they may be able to help you until you get to know them personally.

Who are my neighbors?

1. _____
Names

Phone

Address

2. _____
Names

Phone

Address

3. _____
Names

Phone

Address

NOTES:

NOTES:

APPENDIX

Resource Guide's phone numbers and websites in alphabetical order

- Advanced Care Planning and Support 1-800-247-7421
- Affordable Housing..... 1-800-569-4287
- Aging Adult Care (Elder Care) 1-800-677-1116
- CalJobs.....www.caljobs.ca.gov
- CalWORKS (TANF)..... www.cdss.ca.gov
- CAPI www.cdss.ca.gov
- Car Loans <https://www.bankofamerica.com/auto-loans/financing-car/>
- Childcare Resources and Referral 1-800-543-7793
- Covered CA (Affordable Healthcare) 1-800-300-1506
- Disability Benefits 1-800-772-1213
- EDD (Unemployment Benefits)..... 1-800-300-5616
- FIND SERVICES..... 2-1-1
- Food Banks www.cafoodbanks.org
- Food Stamps (CalFresh or WIC) 1-877-847-3663
- Free Cell Phone <https://californialifeline.com/en>
- Free Credit Reportwww.annualcreditreport.com
- Free Tax Preparation for Seniors (AARP) 1-888-227-7669
- Free Tax Preparation 1-800-906-9887
- GED Test 1-916-445-9438
- Home Energy Assistance Program 1-866-675-6623
- IHSS www.cdss.ca.gov
- Immigration and US Citizenship.....www.uscis.gov/citizenship
- Legal Aidwww.LawHelpCA.org
- Local Child Support Agency 1-866-901-3212
- Medi-CAL 1-800-541-5555
- Medi-CAL for Families..... 1800-880-5305
- Medicare 800-633-4227/www.medicare.gov
- Nutrition and Food Safety www.FoodSafety.gov
- Shelter Text SHELTER to 99000 or Dial 2-1-1
- Veterans Affairs 1-800-827-1000
- Veterans Crisis Hotline 1-800-273-8255 (Press 1)

Affordable Housing Access

developed and published the first version of this Resident Resource Guide in 2014. This booklet was created to provide a directory of potential resources for residents of our California communities. Now in its fourth printing, the Resident Resource Guide is revised regularly to reflect new and/or changed resources. Hard copies are periodically distributed directly to residents and through property management.