



Aging & Disability

Resource Connection

ADRC of RIVERSIDE COUNTY

PROVIDER RESOURCE GUIDE

NOVEMBER 2010

PROVIDER RESOURCE GUIDE

This resource guide is a product of California Aging and Disability Resource Connection in coordination with the Riverside County Advisory Council and we would like to give special thanks to the many individuals and multiple sources in the community that contributed to the development of this resource guide including;

Riverside County Public Social Services- C.A.R.E., CalWorks, Child Welfare, CWS, TANF, Adult Services, Public Authority, IHSS, Medi-Cal and Food Stamps; Housing Authority of the County of Riverside; Riverside County Fire Department; Riverside County Sheriff's Department; Advisory Council on Aging; Community Access Center; Riverside County Department of Mental Health; Volunteer Center of Riverside County; Riverside County Regional Medical Center; Riverside County Community Health Agency; Riverside County Department of Veterans Services; Independent Living Partnership; Riverside County Transit Commission; Riverside County Information Technology; Health Insurance Counseling and Advocacy Program; Braille Institute of America, Inc.; Systems of Care Division-Southern California Region; Stroke Recovery Center; Inland Empire Health Plan; Riverside County Board of Supervisor; County Administrative Center; California Department of Aging; SunLine Transit Agency; Palo Verde Valley Transit Agency; Golden Hearts Manor and all the other SAG members and consumers.

This guide is intended for professional use. Every effort has been made to provide accurate, current and reliable information. It was designed for the sole purpose of providing a brief overview of eligibility criteria, but does not describe the eligibility requirements that govern each agency. Furthermore, this guide offers a sampling of commonly used area service providers and is not intended to encompass all resources available within Riverside County.

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INTRODUCTION

Riverside County Office on Aging was awarded a California Aging and Disability Resource Center Program Grant by the California Health and Human Services Agency in support of an initiative to provide older adults, persons with disabilities, and caregivers with comprehensive information, assistance and referrals to long-term services and supports.

We call for all interested individuals, service organizations and advocacy groups in Riverside County to join us in this vital effort.

Our vision is for all individuals of all ages who are functionally in need of assistance and support to have access to a wide range of opportunities at the community level that respect individual dignity, cultural sensitivity, and personal choice.

The primary goal is to create a process for systems change to streamline access to information, services, and support, for long term care that enhance the ability of individuals to live independent in the community.

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OUR PRINCIPLES

We believe that the long-term care system in Riverside County must incorporate and support the following principles:

- Flexibility to respond to the needs and strengths of those served, their families, and their caregivers;
- Consumer education to assure informed choice and promote personal responsibility;
- Consumer and community involvement in designing and monitoring long-term services and support system;
- Incentives for cost containment that support the delivery of appropriate services at an acceptable level of quality;
- Incentives for service integration and funding coordination to avoid duplication of effort and to improve both quality and efficiency;
- Adequate protection for the most vulnerable and frail; and
- Opportunities to maximize the strengths and independence of both caregivers and consumers.

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OUR CHALLENGES

Riverside is the fourth largest populated county in California with a population of 2,088,322 residents according to the January 2008 estimate by the CA State Department of Finance, representing approximately 5.5% of California's population. The County's growth rate between 2007 and 2008 was 2.6%, which was twice the State's growth rate, making it the second fastest growing County in California behind Imperial County.

With the aging boomers, the elder population will continue to show substantial growth. Of all the elder age segments 55+, the age segment 55-64 has had the largest population since 2000 and is projected into 2020. The total 55+ population for Riverside County in 2000 was 313,599. In 2007, it was estimated at 396,298, and it is projected to grow to 629,570 by 2020.

According to a report by AARP's Public Policy Institute, "disability has multiple meanings that cannot be captured in one definition. There are huge differences in the causes of disabilities, the age of onset and pace of progression, and the degree of activity limitations. Disabilities may occur at birth, suddenly as a result of an accident, or slowly, as a chronic condition progresses. They may be sensory, cognitive, physical or emotional. They may be visible or hidden. Disability usually involves difficulty conducting one or more daily activities, such as bathing, cooking or shopping, or getting around our communities. And almost all of us need some help with these activities at some point in our adult lives, especially as we grow older."

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DEMOGRAPHICS AND AGING IN THE FUTURE

Disabilities by Type¹ for Riverside County's Age 55+ Population			
	U.S. Census 2000	2005-2007 American Community Survey Estimates	% Increase from 2000 to 005-2007 estimates
Total Population Ages 5+	1,401,614	1,819,512	29.82%
With a sensory disability	51,334	67,512	31.52%
With a physical disability	113,677	146,803	29.14%
With a mental disability	65,433	84,159	28.62%
With a self-care disability	36,050	47,110	30.68%

Disability Types Broken out by Age Segments for Riverside County's Population (based on U.S. Census American Community Survey 2005-2007 estimates)			
Type	Ages 5-15	16-64	65 and over
Sensory disability	2,881	27,549	37,082
Physical disability	3,315	75,369	68,199
Mental disability	11,754	46,031	26,374
Self-care disability	2,840	2,840	2,840

¹ U.S. Census categories (not all categories included)

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OUR OPPORTUNITY FOR ACTION

ACTION STEPS:

- Create a universal definition and measurement to identify and prioritize “at-risk individuals.”
- Develop a common client intake data form.
- Designate a liaison from each agency/department to fast track “at-risk individuals” to services.
- Design a guide to create critical pathways to services or programs, which will include elements, such as, eligibility guidelines or required documents.
- Identify consumers to participate on the Leadership Advisory Resource Team and the Stakeholder Advisory Group.
- Assure through active participation of the Aging & Disability Resource Connection various stakeholder groups that the Board of Supervisors has input from: consumers, families, local government, community organizations, service providers and advocates in the redesign of a more integrated home and community based long term system care.

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A PROFILE OF OLDER AMERICANS:

According to the Health and Human Services, Administration on Aging,
the following highlights of Older Americans: 2009²

- The older population (65+) numbered 38.9 million in 2008, an increase of 4.5 million or 13.0% since 1998.
- The number of Americans aged 45-64 will reach 65 over the next two decades – increased by 31% during this decade.
- Over one in every eight, or 12.8%, of the population is an older American.
- Persons reaching age 65 have an average life expectancy of an additional 18.6 years (19.8 years for females and 17.1 years for males).
- Older women outnumber older men by 22.4 million older women to 16.5 million older men.

² Principal sources of data for the Profile are the U.S. Bureau of the Census, the National Center on Health Statistics, and the Bureau of Labor Statistics. The Profile incorporates the latest data available but not all items are updated on an annual basis.

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A PROFILE OF OLDER AMERICANS, continued

- In 2008, 19.6% of persons 65+ were minorities - 8.3% were African-Americans. Persons of Hispanic origin (who may be of any race) represented 6.8% of the older population. About 3.4% were Asian or Pacific Islander and less than 1% were American Indian or Native Alaskan. In addition, 0.6% of persons 65+ identified themselves as being of two or more races.
- Older men were much more likely to be married than older women - 72% of men vs. 42% of women (Figure 2); 42% older women in 2002 were widows.
- About 31% (11.2 million) of non-institutionalized older persons live alone (8.3 million women, 2.9 million men).
- Half of older women (50%) age 75+ live alone.
- About 471,000 grandparents aged 65 and over had the primary responsibility for their grandchildren who lived with them.
- The population 65 and over will increase from 35 million in 2000 to 40 million in 2010 (a 15% increase), and then to 55 million in 2020 (a 36% increase for that decade).
- The 85+ population is projected to increase from 4.2 million in 2000 to 5.7 million in 2010 (a 36% increase), and then to 6.6 million in 2020 (a 15% increase for that decade). Minority populations are projected to increase from 5.7 million in 2000; (16.3% of the elderly population) to 8.0 million in 2010 (20.1% of the elderly), and then to 12.9 million in 2020 (23.6% of the elderly).

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A PROFILE OF OLDER AMERICANS, continued

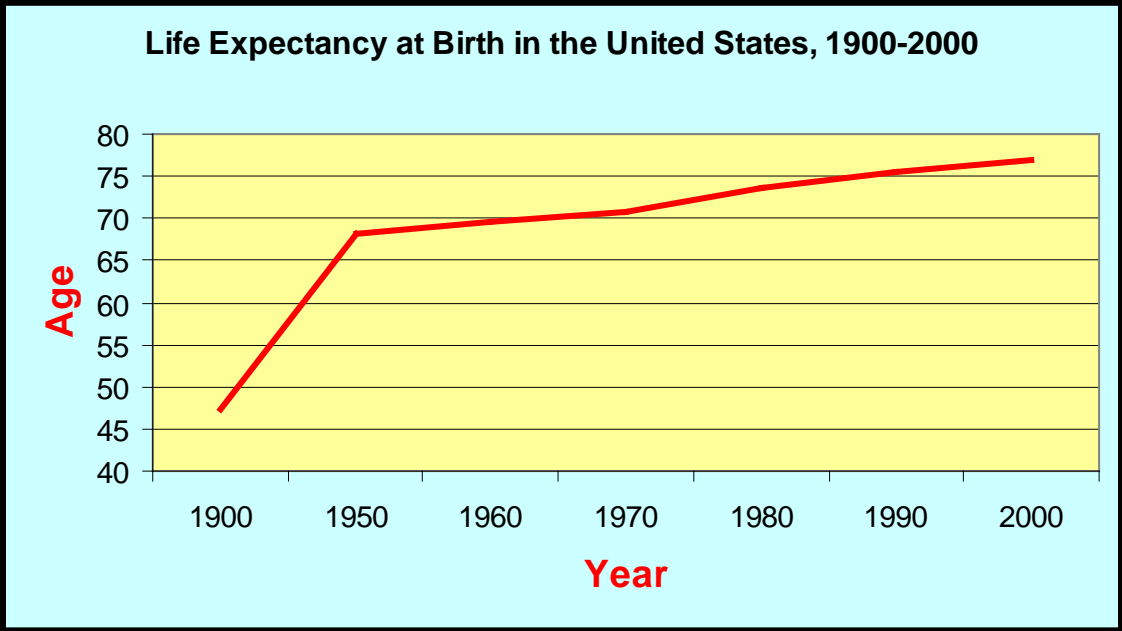
- The median income of older persons in 2008 was \$25,503 for males and \$14,559 for females. Median income (after adjusting for inflation) of all households headed by older people did not change in a statistically different amount from 2007 to 2008. Households containing families headed by persons 65+ reported a median income in 2008 of \$44,188.
- Major sources of income for older people in 2007 were: Social Security (reported by 87% of older persons), income from assets (reported by 52%), private pensions (reported by 28%), government employee pensions (reported by 13%), and earnings (reported by 25%).
- Social Security constituted 90% or more of the income received by 35% of all Social Security beneficiaries (21% of married couples and 44% of non-married beneficiaries).
- About 3.7 million elderly persons (9.7%) were below the poverty level in 2008 which is not statistically different from the poverty rate in 2007 (9.7%).
- About 11% (3.7 million) of older Medicare enrollees received personal care from a paid or unpaid source in 1999.

Source: http://www.aoa.gov/AoARoot/Aging_Statistics/Profile/2009/2.aspx

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BOOMERS

Riverside County is expected to have over 442,550 adults over age 60 by 2024; by then the youngest of the Boomers will turn 60. The first of Boomers in Riverside County turned 60 in 2006. When the last of the Boomers reach retirement age, almost 20% of the U.S. population will be 65 or older compared to less than 13% today (U.S. Census, 2006 estimate from 2000 census).



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BOOMERS, continued

According to the 2005 Pew Survey³, Boomers are more likely to be prosperous, married and have gone through a divorce compared to older or younger generations. Forty percent of Boomers reported an income over \$75,000 compared to only 17% of older respondents and 29% of younger respondents.

The older population will become more diverse, with increasing percentages from Hispanic and Asian American groups. While today's older people are primarily white (70%), this group will be in the minority by 2040. In 2050, the 65+ population will be different:

Changes that will be seen include:

- **Non-Hispanic whites will decline from 84% to 64%.**
- **Hispanics, 16%**
- **African Americans, 12%**
- **Asians and pacific islanders, 7%**
- **American Indian/Alaskan native and others, 2%**

Boomers are a generation to be both admired and inspired by. They have set the stage for their now 20-something children to lead fantastic lives and enjoy opportunities through education and careers not formerly possible.⁴

³ Baby Boomers Approach Age 60: From Age of Aquarius to the Age of Responsibility, Pew Research Center, 2005

⁴ lifescrpt healthy living for women. http://www.lifescrpt.com/Life/Timeout/Entertainment/The_Age_Of_The_Baby_Boomers.aspx
May 3, 2010

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PUBLIC BENEFITS

FOOD STAMPS/ SNAP/ CalFresh		
Program Description	<p>The CalFresh Program 10/23/10, formerly known as Food Stamps and federally known as the Supplemental Nutrition Assistance Program (SNAP) 10/1/08, can add to your food budget to put healthy and nutritious food on the table. The program issues monthly electronic benefits (EBT) that can be used to buy most foods at many markets and food stores.</p> <p>The CalFresh Program is a Federally funded program that helps low-income people buy the food they need for good health. For most households, CalFresh benefits are only part of their food budget, and they must spend some of their own cash along with their CalFresh benefits in order to buy enough food for a month.</p>	
Services Provided	Food benefits	
Contact Information- Riverside office locations and phone numbers	Department of Public Social Services (DPSS) 11060 Magnolia Avenue Riverside 92505 (951) 358-3400 (951) 358-3000 Web site: http://dpss.co.riverside.ca.us/FoodStamps.aspx	4260 Tequesquite Avenue Riverside 92501 (951) 955-6400
Who is Eligible	Low income. <ul style="list-style-type: none"> • Pre-Screening Eligibility Tool 	
Eligibility Requirements	Certain information must be provided in the following areas: <ul style="list-style-type: none"> • Citizenship/Immigration Status • Income • Reporting Changes • Resources • Work Requirement • Fingerprint Imaging • Exemptions 	

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PUBLIC BENEFITS

FOOD STAMPS/ SNAP/ CalFresh	
Eligibility Requirements, continues	<ul style="list-style-type: none"> ➤ If you think you may be eligible for CalFresh download and application form
Application Restrictions NOTE: DPSS encourages all to apply for services, as there are exceptions to these restrictions.	<ul style="list-style-type: none"> • Fleeing the law to avoid felony prosecution • Convicted of a drug felony after 8/22/96 • Undocumented immigrant • SSI/SSP recipient • All able-bodied persons (ages 18-49) without dependents must work 20 hours per week • Exceeds monthly income or asset test
Methods of Applying for Services	<ul style="list-style-type: none"> • Call the state-wide food stamp hotline: (877) 847-3663 • Contact county welfare department <ul style="list-style-type: none"> ➤ Request an application by phone, fax, mail or in person ➤ Download an application from the Web ➤ Complete an online application ➤ Web site: http://www.cdss.ca.gov/foodstamps/entres/forms/english/DFA285A1.pdf • Pick up an application at a community location: legal aid offices, community action agencies, food banks, and welfare rights groups often have food stamp applications.
Processing time of Application	<ul style="list-style-type: none"> • Within 30 days of dated application • Within 3 days <ul style="list-style-type: none"> ➤ If you qualify for emergency food stamp benefits
Application Process-Interview Process	<ul style="list-style-type: none"> • Face-to-Face interview is required <ul style="list-style-type: none"> ➤ Exception maybe waived if the household is composed only of elderly or disabled members with no earned income.
Documents needed at time of interview DPSS will contact you for interview appointment	1) Personal Identification Birth Certificate, Valid Government issues ID, Driver’s License, School or Work ID, voter registration, Social Security Card, or a sworn statement from someone who knows you. An identification form from general assistance or general relief, Immigration papers.

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PUBLIC BENEFITS

FOOD STAMPS/ SNAP/ CalFresh	
Documents needed at time of interview DPSS will contact you for interview appointment, continued	<p>2) Social Security Number Social Security Numbers for all household members. Individuals, including children, applying for food stamp benefits, must either provide a Social Security number or proof they have applied for a Social Security number.</p> <p>3) Proof of Income Pay stubs, a letter from your employer on a company letterhead, W-2 form, wage tax receipt, State or federal tax return, Self employment bookkeeping records, Benefit programs, Social security, Unemployment, workers compensation student aid, benefit check or official letter describing benefits received.</p> <p>4) Proof of Assets Bank statements for checking accounts, savings accounts, certificates of deposit, credit union accounts, retirement accounts, stocks, bonds, dividends, etc.</p> <p>5) Proof of your Expenses Rent or mortgage receipts, utility bills, receipts for child or adult care, and receipts for medical expenses for people over 60 or disabled. Proof of disability. Proof of payment for court-ordered child support. Proof of shelter costs (rent or mortgage payment, lot rent, household, real estate, taxes, utility bills – heat, electricity, water/sewage/garbage, telephone, etc.)</p>
Cost of Service	None
Affect other public benefits	No
Is there a waiting list	No
<p>Expedited Service-</p> <ul style="list-style-type: none"> Receive benefits no later than the third calendar day following the date the application was filed. <p>Note: Only identification is required at time of application all other services can be postponed.</p>	<ul style="list-style-type: none"> Eligibility factors <ul style="list-style-type: none"> Less than \$150 in monthly gross income and liquid resources of \$100 or less; Migrant or seasonal farm workers who are destitute; Household that have a combined monthly gross income and liquid resources which are less than their monthly rent or mortgage and utilities; Homeless

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PUBLIC BENEFITS

IN-HOME SUPPORT SERVICES (IHSS)	
Program Description	The IHSS Program will help pay for services provided to you so that you can remain safely in your own home.
Services Provided	<ul style="list-style-type: none"> • IHSS is considered an alternative to out-of-home care, such as nursing homes or board and care facilities. • Services include house cleaning, laundry, meal preparation and clean-up, running errands and personal care.
Contact Information- Riverside office locations and phone numbers	<ul style="list-style-type: none"> • Department of Public Social Services 4060 County Circle Drive Riverside, CA 92503 Phone: (951) 358-3555 Fax: (951) 358-3969 • Riverside County IHSS Hotline (888) 960-4477 Web site: http://dpss.co.riverside.ca.us/AdultServices.aspx
Who is Eligible	<ul style="list-style-type: none"> • A citizen of the United States • A California resident • Over 65 years of age, disabled, or blind • Disabled children are also eligible • A qualified alien • A current recipient of Supplemental Security Income/State Supplementary Payment (SSI/SSP); or • You meet all the eligibility criteria for SSI/SSP <ul style="list-style-type: none"> ○ except that your income is in excess of the SSI/SSP income levels; or ○ including income, but do not receive SSI/SSP; or ○ a Medi-Cal recipient who meets SSI/SSP disability criteria.

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PUBLIC BENEFITS

IN-HOME SUPPORT SERVICES (IHSS)	
Eligibility Requirements	<ul style="list-style-type: none"> • You must live at home or an abode of your own choosing (acute care hospital, long-term care facilities, and licensed community care facilities are not considered "own home"). • Your personal property may not exceed \$2,000 for an individual or \$3,000 for a couple. <ul style="list-style-type: none"> ○ Personal property that is considered in determining your resources includes cash on hand, checking and saving accounts, the value of stocks, bonds, trust deeds, real property (other than the home you own and live in), automobiles and recreational vehicles, promissory notes and loans. • Personal property that is not considered in determining your resources includes the home you own and in which you live, one automobile needed for transportation to medical appointments or work, and all life insurance policies if the combined face value is \$1,500 or less. ➤ If you do not receive SSI/SSP, your income will be used to determine your eligibility for IHSS. Depending on the amount of your income, you may be required to pay for a portion of your IHSS benefits (share of cost). <p>Medi-Cal Benefits</p> <ul style="list-style-type: none"> • IHSS recipients are automatically eligible for Medi-Cal for their medical/health care. For most people who qualify for IHSS, the in-home care benefits are paid for under the Personal Care Services Program (PCSP) which is a Medi-Cal benefit. Under certain circumstances, the State of California will have the right to have your estate pay for the cost of some Medi-Cal benefits received after age 55, upon your admission to a Skilled Nursing Facility.
Application Restrictions	Meet eligibility requirements
Methods of Applying for Services	Complete an application and submit it to the local IHSS office at the county welfare department. Find your county IHSS Office; SOC 295 Form
Documents needed	<ul style="list-style-type: none"> • Name, address, phone number, date of birth and social security number.
Application Process-Interview Process	<ul style="list-style-type: none"> • A county social worker will interview you at your home to determine eligibility and need. • This assessment will include information given by you and, if appropriate, by your family, friends, physician or other health practitioner.
Cost of Service	Possible share of cost

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PUBLIC BENEFITS

IN-HOME SUPPORT SERVICES (IHSS)	
Affect other public benefits	Possibly IHSS is a Medi-Cal based program participation. Participation may impact the provision of services through other Medi-Cal based programs. The overall issue is one of duplication of services.
Processing time of Application	30 - 45 days
Is there a waiting list	No

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PUBLIC BENEFITS

LOW-INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)	
Program Description	The mission of the Low Income Home Energy Assistance Program (LIHEAP) is to assist low income households, particularly those with the lowest incomes that pay a high proportion of household income for home energy, primarily in meeting their immediate home energy needs.
Services Provided	Assist customers with utility bills (electric and gas only)
Contact Information- Riverside office locations and phone numbers	<p>Community Action Partnership of Riverside County 2038 Iowa Avenue, Suite B-102 Riverside, CA 92507 Phone: (951) 955- 4900 Fax: (951) 955- 6506 Toll Free: (800) 511-1110 TTY: (951) 955-5126 Web site: http://www.capriverside.org/opencms/index.html Email: info@capriverside.org</p> <p>Energy Utility Assistance (951) 955-4900 • (800) 511-1110</p> <p>Weatherization (951) 955-6478</p>
Who is Eligible	Meet income guidelines to determine your total household income.
Eligibility Requirements	The authorization provides that an eligible household's income must not exceed the greatest of 150 percent of the poverty level or 60 percent of the State median income (In FY 2009, 75 percent of the State median income). Grantees may not set income eligibility standards below 110 percent of the poverty level, but they may give priority to those households with the highest home energy costs or needs in relation to income.
Application Restrictions	Program is a one time per program year. Funding is limited. Not all income-qualified individuals will be assisted. Customers (excluding seniors and disabled), who have been assisted for three prior years will not be assisted for a fourth year.

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PUBLIC BENEFITS

LOW-INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)	
Methods of Applying for Services	Complete application in ink mail or take into local office
Processing time of Application	From receipt of the application to payment takes approximately 6 to 8 weeks
Application Process	Review completed packet and requested documentation
Documents needed	<ul style="list-style-type: none"> • Copies of current gas and electric bill showing last 4-weeks of usage <ul style="list-style-type: none"> ○ no opening, closing or outdated utility bills • Proof of all household income, covering past 4 weeks • Proof of Citizenship (birth certificate, resident care, etc.) • Social Security Card • For renters: If utilities are included in rent, you need to provide a rental agreement • Statement of Citizenship form completed and signed • Application Form completed and signed
Cost of Service	None
Affect other public benefits	No
Is there a waiting list	No
Emergency situations	<ul style="list-style-type: none"> • Broken heating equipment or leaking lines that must be fixed or replaced • Lack of fuel • Termination of utility service • Danger of being without fuel or of having utility service terminated <p>Assistance with home heating crisis situations is available 24 hours a day; in most counties, you should contact your local county assistance office. However, residents of the seven counties listed below are encouraged to directly contact their local agencies that operate the crisis component in their areas.</p>

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SOUTHERN CALIFORNIA GAS COMPANY	
Program Description	Southern California Gas Company offers many programs that help local governments save energy and money. These programs, detailed below, include rebates and incentives for energy-efficient equipment and business processes, zero-percent financing for qualifying energy-efficiency projects, and tools to help monitor your energy usage.
Services Provided	<ul style="list-style-type: none"> • Direct Assistance Program (DAP) • California Alternate Rates for Energy (CARE) 20% Discount • Gas Assistance Fund (GAF) • Medical Baseline Allowance <ul style="list-style-type: none"> ○ Life-threatening illness, or disabled • Requested Payment Arrangements (level pay plan) • Services for Visually Impaired
Contact Information- Riverside office locations and phone numbers	<p>Payment Center 3460 Orange Street Riverside, CA 92501</p> <p>For General Correspondence Centralized Correspondence P.O. Box 3150 San Dimas, CA 91773</p> <p>Residential Customers: (800) 427-2200 DAP: (800) 331-7593</p> <p>Web site: http://www.socalgas.com/assistance/care/</p>
Who is Eligible	Any customer who meets the eligibility requirements
Eligibility Requirements	<p>Requirements for DAP and CARE</p> <p>1) If you or another person in your household receives benefits from any of these programs:</p> <ul style="list-style-type: none"> • Medi-Cal/Medicaid

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PUBLIC BENEFITS

SOUTHERN CALIFORNIA GAS COMPANY

Eligibility Requirements, continued

- Healthy Families Categories A & B
- Women, Infants & Children (WIC)
- TANF or Tribal TANF
- Head Start Income Eligible - Tribal Only
- Bureau of Indian Affairs General Assistance (BIA GA)
- Food Stamps / SNAP
- National School Lunch's Free Lunch Program (NSL)
- Low Income Home Energy Assistance Program (LIHEAP)
- Supplemental Security Income (SSI)

-OR-

2) Total income for all persons in your household meet income guidelines

Requirements for GAF

1) Customers must meet the following requirements:

- The gas bill must be in the name of the customer requesting assistance.
- The bill address must be the customer's primary residence.
- The customer must not apply for more than the maximum GAF allowance for the current program year.
- The customer must meet the income guidelines

Medical Base Line

1) Customers must meet the following requirements:

- You or a full-time resident of your home must require a sustained level of heating or life-support equipment due to one of the following conditions:
 - Paraplegia, quadriplegia, multiple sclerosis, or scleroderma
 - A compromised immune system of a life threatening illness

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PUBLIC BENEFITS

SOUTHERN CALIFORNIA GAS COMPANY	
Eligibility Requirements, continued	<ul style="list-style-type: none"> ○ Any other condition for which additional heating is medically necessary to sustain the person's life or prevent deterioration of the person's medical condition. <p>NOTE: To apply for these services a separate application and doctors note is needed</p> <p>Web site: http://www.socalgas.com/documents/assistance/medbaseline.pdf</p>
Application Restrictions	Meet specific criteria of requested program - see above
Methods of Applying for Services	<ul style="list-style-type: none"> ● On-line application ● Mail or take application into company
Processing time of Application	Varies depending on selected program
Application Process	Varies depending on selected program
Documents needed	See specific program requirement
Cost of Service	None
Affect other public benefits	No
Is there a waiting list	No

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PUBLIC BENEFITS

DESERT AIDS PROJECT (DAP)			
Program Description	Desert AIDS Project provides medical care and comprehensive support services to people living with HIV/AIDS in the desert community. Free, confidential, rapid-result HIV testing is available, as well as counseling, home health services, legal assistance and assistance with housing, medications, food, re-employment and more. Prevention and education outreach is available to any group. As a fundraiser, DAP operates its five Revivals resale marts.		
Services Provided	<ul style="list-style-type: none"> • Confidential HIV testing • Transportation • Legal counseling • Case management • Benefits and financial counseling • Home care • On-Site Walgreen’s Pharmacy • Food • Dental referrals • Psychological counseling • Housing assistance • Substance abuse counseling • On site Laboratory services 		
Contact Information- Riverside office locations and phone numbers	<table style="width: 100%; border: none;"> <tr> <td style="width: 60%; border: none;"> MAIN LOCATION: Office hours: 8:00am – 5:00pm Monday – Friday 1695 N. Sunrise Way, Palm Springs, CA 92262 P.O. Box 2890, Palm Springs, CA 92263 </td> <td style="width: 40%; border: none; vertical-align: top;"> Phone: (760) 323-2118 (866) 331-3344 TDD: (760) 969-1796 Fax: (760) 323-9865 Web site: http://www.desertaidsproject.org/resource-directory/aidsorginfo.html </td> </tr> </table>	MAIN LOCATION: Office hours: 8:00am – 5:00pm Monday – Friday 1695 N. Sunrise Way, Palm Springs, CA 92262 P.O. Box 2890, Palm Springs, CA 92263	Phone: (760) 323-2118 (866) 331-3344 TDD: (760) 969-1796 Fax: (760) 323-9865 Web site: http://www.desertaidsproject.org/resource-directory/aidsorginfo.html
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PUBLIC BENEFITS

DESERT AIDS PROJECT (DAP)	
Who is Eligible	Any person who meets the eligibility requirements
Eligibility Requirements	<ul style="list-style-type: none"> • Live in Riverside or San Bernardino County • Proof of HIV
Application Restrictions	90 day residency requirement
Methods of Applying for Services	<ul style="list-style-type: none"> • Must call or email Ed Scarry (at 760-323-2118 x295 or escarry@desertaidproject.org for an intake appointment) • Intake classes held each Wednesday at 2:00 pm at the main location in Palm Springs • Pick up intake packet or download documents <ul style="list-style-type: none"> ○ MISIP indigent program ○ ADAP CA Residents of income \$50,000 or less ○ HIV Meds
Processing time of Application	Within 5 business days with proof of proper insurance, Medicare, etc.
Application Process-Interview Process	Proof of medical insurance
Documents needed	<p>Who Are You: (any of the following)</p> <ul style="list-style-type: none"> • Drivers license • State ID • Immigration Card • or Valid United States Passport • Social Security Card: (or proof you have applied) <p>Proof You Live in Riverside or San Bernardino County: (any of the following)</p> <ul style="list-style-type: none"> • A post marked letter 90 days prior to the date of intake • Utility bill - showing original date of service 90 days prior to the date of intake • Rental Agreement - Showing move in date 90 days prior to the date of intake • Proof of HIV: (Diagnosis information) • Form or letter completed by a physician or licensed healthcare provider <p>-OR-</p>

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PUBLIC BENEFITS

DESERT AIDS PROJECT (DAP)	
Documents needed, continued	<ul style="list-style-type: none"> • Lab results indicating the client’s HIV status (Western Blot), CD4 count, HIV viral load test performed. • Proof of Insurance: (Medicare, Medi-Cal, or Private Insurance) • Proof of Income: • Federal Income Tax Return -OR- (any of the following) • Pay Stubs for the last 3 months • Disability Award Letter • Retirement Benefit Receipt or Check Stub • Letter of Support from family member or friend • Self Employment Affidavit/Profit/Loss Quarterly statement <p>AND</p> <ul style="list-style-type: none"> • Current and Complete Bank Statement
Cost of Service	<ul style="list-style-type: none"> • Dependent on the insurance program <ul style="list-style-type: none"> ➤ If denied MISP and denied medical last safety, a net sliding scale support with Ryan White money could be applicable.
Affect other public benefits	No
Is there a waiting list	No

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PUBLIC BENEFITS

HEALTH INSURANCE COUNSELING AND ADVOCACY PROGRAM (HICAP)	
Program Description	<ul style="list-style-type: none"> • The Health Insurance Counseling and Advocacy Program (HICAP) is a volunteer supported program that helps Medicare beneficiaries of any age make informed choices and provides advocacy when their health care benefits and rights are threatened or denied. Individual appointments are available throughout the county with trained volunteer counselors who are registered with the California Department of Aging. • HICAP provides free and unbiased community education and individual counseling to Medicare beneficiaries about Medicare, Supplemental plans, Prescription Drugs, Medicare Advantage plans, Long Term Care, Appeals, and more. • The overall intent of the HICAP is to provide clients with the information they need to make informed, independent decisions about their health insurance needs. HICAP does not endorse or recommend any specific health insurer or other related profit making enterprise.
Services Provided	<ul style="list-style-type: none"> • Health Insurance Counseling and Advocacy Program • Free individual Health Insurance Counseling for Medicare recipients by highly trained volunteer counselors registered with the California Department of Aging. • Assist with referrals to other federal or state programs. • Assist with challenging a denial of service by Medicare, a Medicare prescription drug plan or Medicare health plan. • Assist with applying for programs that can help with Medicare costs, including the Low Income Subsidy (LIS) Program and the Medicare Savings Program (MSP). • Community Education Presentations Free educational Presentations to seniors and their caregivers about Medicare, Medicare prescription drug coverage, Medicare health plans and individuals' rights and protections under Medicare. • Free educational Presentations about Long Term Care Insurance options, including the California Partnership for Long Term Care.

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PUBLIC BENEFITS

HEALTH INSURANCE COUNSELING AND ADVOCACY PROGRAM (HICAP)	
Contact Information- Riverside office locations and phone numbers	Riverside County HICAP Office Inland Agency 1737 Atlanta Avenue Suite H-5 Riverside, CA 92507 (951) 241-8723 (800) 434-0222 Web site: http://www.inlandagency.org/hicap.html Email: ask-hicap@inlandagency.org
Who is Eligible	Current Medicare beneficiaries <ul style="list-style-type: none"> • Adult children and other representatives of Medicare beneficiaries. • People 65 years and over who are: eligible for Medicare; about to begin receiving Medicare benefits; contemplating the purchase of Medicare related health insurance; or planning for retirement. • People younger than 65 years who are eligible for Medicare due to disability • People needing information on Long Term Care Insurance or will soon be eligible for Medicare.
Eligibility Requirements	Medicare eligible
Application Restrictions	Medicare eligible
Methods of Applying for Services	On-line application, mail application, call office for applications ➤ Does not accept walk-ins
Processing time of Application	2 to 4 weeks depending on services
Application Process-Interview Process	Dependent on services or selected programs
Documents needed at time of interview	Dependent on services or selected programs
Cost of Service	None
Affect other public benefits	No
Is there a waiting list	No

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PUBLIC BENEFITS

INLAND EMPIRE HEALTH PLAN (IEHP)	
Program Description	<ul style="list-style-type: none"> • IEHP, Inland Empire Health Plan, is a not-for-profit health plan whose mission is to organize and improve the delivery of quality, accessible and wellness based healthcare services for our community. • Seniors and people with disabilities who have Medi-Cal keep the same Medi-Cal health coverage plus more benefits at no extra cost. (see Services Provided below) • For seniors and people with disabilities who have Medi-Cal and Medicare, IEHP Medicare Dual Choice (HMO) covers benefits from Medicare, Medi-Cal, and Part D Prescriptions, all in one plan. One plan covers doctor visits, hospital stays, brand name and generic prescriptions, dental care, vision care and rides to your medical services; 24 round trips per year, up to 100 miles per round trip.
Services Provided	<ul style="list-style-type: none"> • 650 primary care doctors, over 1,800 specialists, and over 580 pharmacies. • Personalized Care Coordination - IEHP nurses keep things from "falling through the cracks" by helping Members coordinate their care activities. • 24-Hour Nurse Advice Line - Talk to a nurse anytime you're sick - day or night, 7 days a week, even on holidays. • Prescriptions - Pre-approved list of thousands of Brand and Generic medicines and a mail-order pharmacy program. IEHP also has 580+ local pharmacies, some offering home-delivery. • Wellness Programs – Members learn to manage their health and prevent illness with programs, such as Living Well with A Disability, Diabetes Self-Management, Family Asthma, Healthy Heart, Weight Management, Stop Smoking...and more. • Persons with Disabilities Workgroup - IEHP listens to Members and lets their wisdom and experiences guide their services. This advisory group meets quarterly to give feedback on ways to enhance IEHP benefits and services. • Individualized Wheelchair Seating Assessments – IEHP offers a professional assessment that links Members to quality equipment and a high standard of care. • Accessible Information - IEHP produces alternate formats to make information more accessible to everyone (e.g., audio, electronic text, large print, and Braille).

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PUBLIC BENEFITS

INLAND EMPIRE HEALTH PLAN (IEHP)	
Services Provided, continued	<ul style="list-style-type: none"> • Audio Health Library – The Audio Library is a 24-hour phone service with hundreds of up-to-date, plain language, health messages from medical experts. • Bus Stops and Routes – The Doctor Directory includes the bus routes and stops closest to each Primary Care Doctor's office. • Accessibility Ratings - IEHP conducts in-depth site reviews at each Primary Care Doctor's offices. Results are published in the semi-annual Doctor Directory. • Sign Language Interpreter Services & TTY – Sign Language interpretation services for medical appointments and toll-free TTY phone numbers are available for Members who are deaf or hard of hearing. • Newsletter and Website - IEHP's newsletter and website offers up-to-date information about your health care benefits, services and ways to lead a healthy lifestyle.
Contact Information- Riverside office locations and phone numbers	<ul style="list-style-type: none"> • Medi-Cal recipients: (800) 440-IEHP (4347) (800) 718-4347 TTY • Medi-Cal and Medicare recipients: (877) 273-4347 (800) 718-4347 <p>Web site: http://ww2.iehp.org/IEHP/Membership/</p>
Who is Eligible	<ul style="list-style-type: none"> • Seniors and people with disabilities who have Medi-Cal • Seniors and people with disabilities who have both Medi-Cal and Medicare
Eligibility Requirements	Medi-Cal or both Medi-Cal and Medicare
Application Restrictions	Qualify for Medi-Cal or both Medi-Cal and Medicare
Methods of Applying for Services	Applications can be taken over the phone, or mailed out
Processing time of Application	15 to 45 days
Documents needed at time of interview	Medi-Cal number, Medicare number
Cost of Service	No cost to low-cost
Affect other public benefits	No
Is there a waiting list	No

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PUBLIC BENEFITS

KAISER PERMANENTE SOUTHERN CALIFORNIA-AIM PROGRAM			
Program Description	<p>The Access for Infants and Mothers (AIM) Program is low-cost health care coverage for pregnant women. Their newborns may be covered by the Healthy Families Program. AIM is for middle-income families who don't have health insurance and whose income is too high for no-cost Medi-Cal. AIM is also available to those who have health insurance if their deductible or co-payment for maternity services is more than \$500.</p> <p>➤ If you are enrolled in AIM, your baby is eligible for enrollment in Healthy Families unless your baby is enrolled in employer-sponsored insurance or no-cost Medi-Cal.</p>		
Services Provided	Promote a healthy pregnancy for you and a healthy start for your baby.		
Contact Information- Riverside office locations and phone numbers	<table border="0" style="width: 100%;"> <tr> <td style="width: 70%;"> <p>Customer Service Call Center: AIM Program P.O. Box 15559 Sacramento, CA 95852-0559 Web site: http://www.aim.ca.gov/Plans_Providers/Plans/Kaiser_SouthCal.aspx</p> </td> <td style="width: 30%; vertical-align: top;"> <p>Customer Service: (800) 464-4000 AIM Program: (800) 433-2611 Fax: (888) 889-9238</p> </td> </tr> </table>	<p>Customer Service Call Center: AIM Program P.O. Box 15559 Sacramento, CA 95852-0559 Web site: http://www.aim.ca.gov/Plans_Providers/Plans/Kaiser_SouthCal.aspx</p>	<p>Customer Service: (800) 464-4000 AIM Program: (800) 433-2611 Fax: (888) 889-9238</p>
<p>Customer Service Call Center: AIM Program P.O. Box 15559 Sacramento, CA 95852-0559 Web site: http://www.aim.ca.gov/Plans_Providers/Plans/Kaiser_SouthCal.aspx</p>	<p>Customer Service: (800) 464-4000 AIM Program: (800) 433-2611 Fax: (888) 889-9238</p>		
Who is Eligible	<p>An applicant can be a pregnant woman age 18 or older applying for herself, or an applicant can be the husband of a pregnant woman. An applicant can also be a legal guardian or natural parent, foster parent, or stepparent with whom a pregnant child lives; however, income of a parent or legal guardian is NOT used to determine eligibility. An emancipated minor, who is not living in the home of a natural parent or adoptive parent, a legal guardian, foster parent, or stepparent, may also be an applicant.</p>		
Eligibility Requirements	<p>Pregnant:</p> <ul style="list-style-type: none"> • You must be pregnant, but not more than 30 weeks pregnant, as of the application date. • The application date is the date the complete and eligible application is sent to the AIM Program as shown by the U.S. Postal postmark date on the application envelope, or documentation from other delivery services. • Count your weeks of pregnancy by starting at the first day of your last menstrual period or use the AIM Pregnancy Calculator; and 		

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PUBLIC BENEFITS

KAISER PERMANENTE SOUTHERN CALIFORNIA-AIM PROGRAM	
Eligibility Requirements, continued	<ul style="list-style-type: none"> • A California resident: A person living in California who plans to stay; and • Not enrolled in other programs: You cannot receive no-cost Medi-Cal or Medicare Part A and Part B benefits as of the application date; and • Not covered by private insurance costing \$500 or less: You cannot have maternity benefits through private insurance, unless your coverage has a deductible or co-payment specifically for maternity services that is more than \$500 as of the application date; and • Within the AIM income guidelines: You must have a monthly household income (after income deductions) within AIM income guidelines. AIM income guidelines.
Application Restrictions	<p>After your AIM coverage ends (60 days after the end of your pregnancy), you may want to consider joining Kaiser Permanente's Steps Plan. As a Steps Plan member, you can continue to receive care at Kaiser Permanente for up to two additional years.</p>
Methods of Applying for Services	<ul style="list-style-type: none"> • Fill out the application and mail it, along with a \$50.00 cashiers check or money order, proof of your income and expenses to the AIM Program. If complete, AIM will process your application within 10 days of receipt. If you need help filling it out, call the AIM Program at (800) 433-2611. All help is free. Your complete and eligible application must be postmarked before the end of your 30th week of pregnancy. ➤ If your application is complete and you qualify, you will receive a letter notifying you that you have been enrolled in AIM. The letter will provide you with the date your coverage starts, 10-days after the date your application is approved. ➤ If your application is incomplete, AIM will contact you to request what is missing. If you do not qualify, you will receive a letter stating why you do not qualify and your \$50 initial payment will be refunded to you within approximately 6-8 weeks. • Once you are enrolled, you will receive an evidence of coverage booklet and an insurance card from your chosen health plan. If you do not receive your insurance card within 10 days of your enrollment in AIM, please call your health plan directly. • Your coverage in the AIM Program ends 60 days after the end of a pregnancy. You must apply again for each pregnancy, if you would like to be enrolled in AIM for that pregnancy.

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PUBLIC BENEFITS

KAISER PERMANENTE SOUTHERN CALIFORNIA-AIM PROGRAM	
Processing time of Application	Ten days after the completed application is received. Upon your effective date of enrollment, you have immediate access to Kaiser Permanente Southern California Area's benefits and services.
Application Process	Submit completed application
Documents needed	Proof of your income and expenses
Cost of Service	<ul style="list-style-type: none"> • There is a small cost that you will have to pay to be an AIM subscriber, but it is the only amount you will have to pay. Unlike most insurance plans, AIM does not charge co-payments or deductibles. • Your total cost will be exactly 1.5% of your adjusted annual household income after income deductions. This is a total cost, not a monthly premium. • You may pay your 1.5% cost when you submit your application, or you may make monthly payments for one year. A \$50 discount will be given if you send your full 1.5% cost with your application. • Your 1.5% cost covers you throughout your pregnancy and for 60 days after your pregnancy has ended. The AIM Program cannot cover any medical services you received after the sixtieth day from when your pregnancy ended. The chart below shows what your AIM cost will be.
Affect other public benefits	<ul style="list-style-type: none"> ➤ If your baby is enrolled in the Healthy Families Program, you will have to pay a low monthly premium. The amount of your monthly premium depends on which health plan your baby is enrolled in and if you have any other children enrolled in the Healthy Families Program. For questions regarding Healthy Families premiums, (800) 433-2611.
Is there a waiting list	The number of women enrolling in AIM is limited by state funding. While adequate funding is generally available, once the program is full, you will not be enrolled even if you qualify and your application is complete. If this happens, you will be notified by mail, and your initial payment will be refunded.

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MEDI-CAL	
Program Description	Medi-Cal is California's Medicaid program. This is a public health insurance program which provides needed health care services for low-income individuals including families with children, seniors, persons with disabilities, foster care, pregnant women, and low income people with specific diseases, such as tuberculosis, breast cancer or HIV/AIDS. Medi-Cal is financed equally by the State and Federal government.
Services Provided	Full medical care for children, most medical care for the elder, disabled and blind with partial prescription drug coverage. Limited services for persons without residency documentation.
Contact Information- Riverside office locations and phone numbers	Department of Public Social Services: <ul style="list-style-type: none"> • 4260 Tequesquite Avenue Riverside, CA 92501 (951) 955-6400 • 11060 Magnolia Avenue Riverside, CA 92505 ➤ Call for nearest office (951) 358-3400
Who is Eligible	<ul style="list-style-type: none"> • Persons 65 or older • Persons who are under 21 years of age • Certain adults between 21 and 65 years of age if they have minor children living with them • Persons who are blind or disabled • Pregnant women • Persons receiving nursing home care • Certain refugees, Asylees, Cuban/Haitian Entrants • Documented and undocumented aliens may be eligible • Enrollment in the following programs: <ul style="list-style-type: none"> ○ SSI/SSP ○ Cal Works (AFDC) ○ Refugee Assistance

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PUBLIC BENEFITS

MEDI-CAL	
Who is Eligible, continued	<ul style="list-style-type: none"> ○ Foster Care or Adoption Assistance Program ○ In-Home Support Services (IHSS) <p>-OR-</p> <ul style="list-style-type: none"> ➤ If a parent or caretaker relative or a child under 21 ➤ If the child’s parent is deceased or doesn’t live with the child ➤ If the child’s parent is incapacitated ➤ If the child’s parent is under employed or unemployed
Eligibility Requirements	Meet one of the eligibility requirements above
Application Restrictions	Exceed income or asset, property/resource limits, age, citizenship or do not meet eligibility
Methods of Applying for Services	<ul style="list-style-type: none"> • Mail your completed Medi-Cal Mail-In Application to your nearest social service office (The Medi-Cal Mail-In Application is available in 11 languages). • The application may also be taken to the nearest local social service office • Contact your local social service office and ask for an interview to apply in person <u>Local County Welfare Office.</u>
Processing time of Application	<ul style="list-style-type: none"> • You will be notified within 10 working days that your application was received along with contact information regarding your application. A request for additional information may be sent to determine your eligibility. • Eligibility is normally determined within 45 days and disability may take up to 90 days.
Application Process	Upon review of application, DPSS will mail “verification request list” of needed documentation. Recipient has 10 days to provide information.
Documents needed	<p>1) Personal Identification Birth Certificate, Driver’s License, School or Work ID, Voter Registration, Social Security Card, or a sworn statement from someone who knows you. An identification form from general assistance or general relief, Immigration papers.</p>

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PUBLIC BENEFITS

MEDI-CAL	
Documents needed, continued	<p>2) Social Security Number Social Security Numbers for all household members. Individuals, including children, applying for food stamp benefits, must either provide a Social Security number or proof they have applied for a Social Security number.</p> <p>3) Proof of Income</p> <ul style="list-style-type: none"> • Pay stubs, a letter form your employer on company letterhead, W-2 form, wage tax receipt, State or Federal tax return • Self-employment bookkeeping records • Benefit programs: <ul style="list-style-type: none"> ○ Social Security, Unemployment, workers compensation student aid, benefit check or official letter describing benefits received <p>4) Proof of Assets Bank statements for checking accounts, savings accounts, certificates of deposit, credit union accounts, retirement accounts, stocks, bonds, dividends, etc.</p> <p>5) Proof of your Expenses Rent or mortgage receipts, utility bills, receipts for child or adult care, and receipts for medical expenses for people over 60 or disabled. Proof of payment for court-ordered child support. Proof of shelter costs (rent or mortgage payment, lot rent, household, real estate, taxes, utility bills-heat, electricity, water/sewage/garbage, telephone, etc.).</p>
Cost of Service	Possible share costs associated with benefits
Affect other public benefits	Medi-Cal recipients may also be eligible for in-home support. Low income subsidy program for Medicare Part D, possible organ transplant benefits. Eligibility for certain medically indigent service through the county MISP program; California Services Program.
Is there a waiting list	No

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PUBLIC BENEFITS

MEDICARE	
Program Description	Medicare is the federal health insurance program that covers most people age 65 and older. Some younger people who are disabled or who have End-Stage Renal Disease (permanent kidney failure) are also eligible for coverage.
Services Provided	Medicare pays for much of their health care, but not all of it. That is, Medicare covers most acute medical conditions – conditions from which a patient usually recovers. But, Medicare does not cover most care given at home, in assisted living facilities or in nursing homes, for people with chronic disabilities and lengthy illnesses. And for many people, there are large gaps in Medicare's prescription drug plans.
Contact Information- Riverside office locations and phone numbers	<p>Social Security Administration 1860 Chicago Avenue, Suite G13 Riverside, CA 92507</p> <ul style="list-style-type: none"> ➤ Medicare Customer Service Representative: (800) MEDICARE • (800) 633-4227 ➤ Make an appointment: (800) 772-1213 • (800) 325-0778
Who is Eligible	<p>People age 65 or older, some younger people with disabilities, and people with end-stage renal disease (permanent kidney failure requiring dialysis or transplant).</p> <ul style="list-style-type: none"> ➤ If you already get benefits from the Social Security Administration or the Railroad Retirement Board, you are automatically entitled to Medicare Part A (Hospital Insurance) and Part B (Medical Insurance) starting the first day of the month that you turn 65. You do not need to do anything to enroll. Your Medicare card will be mailed to you about 3 months before your 65th birthday. If you wait until you are 65, or sign up during the last three months of your initial enrollment period, your Medicare Part B start date will be delayed.
Eligibility Requirements	Must be at least 64 years and 8 months old (sign up for Medicare about three months before you reach age 65). And remember, you do not have to be retired to enroll in Medicare.

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PUBLIC BENEFITS

MEDICARE	
Application Restrictions	<ul style="list-style-type: none"> • You must have entered the United States lawfully and have lived here for 5 years. ➤ If you do not enroll during the 7-month initial enrollment period, you may have to wait until the next general enrollment period. • The general enrollment period is January 1 through March 31 of each year. Anyone who has refused, terminated, or withdrawn from Medicare Part B or Part A can enroll again during this period. If you enroll in Part B or Part A (if you don't get them automatically without paying a premium) during the general enrollment period, your coverage starts on July 1. The cost of Part B may go up 10% for each 12-month period that you could have had Part B but did not take it. You will have to pay this extra 10% for the rest of your life.
Methods of Applying for Services	<ul style="list-style-type: none"> • File for Medicare online when you file for retirement or disability. You can also file for just Medicare if you do not wish to start receiving your retirement benefits. ➤ If you do not wish to apply online you can make an appointment by calling (800) 772-1213. People who are deaf or hard of hearing may call our "TTY" number, (800) 325-0778, between 7:00 am and 7:00 pm on business days. • Contact the Social Security Administration at (800) 772-1213 to enroll in Medicare or to ask questions about whether you are eligible. • Web site: http://www.socialsecurity.gov/medicareonly/
Processing time of Application	Apply prior to your 65 th birthday to avoid delays
Application Process	Enroll in Medicare and a Medicare drug plan up to 3 months before your 65th birthday and no later than 3 months after the month of your birthday. This is called the initial enrollment period. You will need to submit an application to the Social Security Administration. You can also sign up for Part B at your local Social Security office. They will determine if you are eligible, and then send you a Medicare card. Some government employees who have not paid into Social Security may also have to file an application. Social Security can answer any questions about your application.
Documents needed	None. However, you need to know your SSN, DOB, Place of Birth, and mother's maiden name.

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PUBLIC BENEFITS

MEDICARE	
Cost of Service	<p>Medicare benefits are provided in 4 parts – A, B, C and D.</p> <ul style="list-style-type: none"> • Part A helps cover: <ul style="list-style-type: none"> ○ Inpatient care in hospitals (such as critical access hospitals, inpatient rehabilitation facilities, and long-term care hospitals) ○ Inpatient care in a skilled nursing facility (not custodial or long term care) ○ Hospice care services ○ Home health care services ○ Inpatient care in a Religious Nonmedical Health Care Institution ○ You usually don't pay a monthly premium for Part A coverage if you or your spouse paid Medicare taxes while working. This is called "premium-free Part A." • Part B helps cover medically-necessary services like: <ul style="list-style-type: none"> ○ Doctors' services ○ Outpatient care ○ Home health services ○ Other medical services ○ Some preventive services ○ You pay the Part B premium each month. Most people will pay the standard premium amount • Part C- Medicare Advantage Plans are health plans offered by private companies approved by Medicare. <ul style="list-style-type: none"> ➤ If you join a Medicare Advantage Plan, the plan provides all your Part A, B and D coverage. • Part D is available to everyone with Medicare. To get Medicare drug coverage, you must join a Medicare drug plan. Plans vary in cost and drugs covered.
Affect other public benefits	Must speak with a Medicare benefits provider
Is there a waiting list	<p>No</p> <ul style="list-style-type: none"> ➤ If you apply prior to your 65th birthday. For example, if your 65th birthday is August 20, your Medicare effective date would be August 1. If your birthday is on the 1st day of any month, Medicare Part A and Part B will be effective the 1st day of the prior month. For example, if your 65th birthday is August 1, your Medicare effective date would be July 1.

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PUBLIC BENEFITS

MOLINA HEALTHCARE	
Program Description	<p>Since 1980, Molina Healthcare has been a leader in providing quality healthcare to those who depend on government assistance. Our commitment to our members has made us a national leader in providing affordable healthcare to families and individuals. During this time, we've become one of the most experienced managed healthcare companies in the country. Molina works with Medicaid and Medicare, among other government programs, and Medicare Advantage plan.</p>
Services Provided	<ul style="list-style-type: none"> • Molina Healthcare's Medicaid Programs <ul style="list-style-type: none"> ○ Molina Healthcare contracts with state governments and serves as a health plan providing a wide range of quality health care services to families and individuals who qualify for government-sponsored programs, including Medicaid and the State Children's Health Insurance Program (SCHIP). ○ Through the Medicaid program, Molina Healthcare provides health insurance to low-income families and individuals with disabilities, with eligibility requirements and benefits for Medicaid determined by each state. Another program, the State Children's Health Insurance Program (SCHIP), can provide health care coverage to children who cannot afford private insurance, but whose family's income is too high to qualify for Medicaid assistance. • Molina Medicare Options Plus <ul style="list-style-type: none"> ○ A Medicare health plan designed especially for people who have full Medicaid and Medicare coverage. The plan includes all the benefits of Medicare and Medicaid plus more, at little or no out of pocket cost. We created Molina Medicare Options Plus as a special needs program for people just like you. We give you access to a large selection of doctors, hospitals and other healthcare providers. • Molina Medicare Options <ul style="list-style-type: none"> ○ A Medicare health plan designed especially for people who want all the benefits of original Medicare plus more, at little or no out of pocket cost. We created Molina Medicare Options as a plan for people on a budget who want comprehensive health

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PUBLIC BENEFITS

MOLINA HEALTHCARE			
Services Provided, continued	coverage at an affordable cost. Access to a large selection of doctors, hospitals and other healthcare providers.		
Contact Information- Riverside office locations and phone numbers	<table border="0"> <tr> <td>11748 Magnolia Avenue, Suite D Riverside, CA 92503 (951) 358-0142 Web site: Locate Local Molina Provider</td> <td>Member Services Department: Toll Free: (800) 665-0898 TTY/TDD: (800) 346-4128 Web site: http://www.molinahealthcare.com/Pages/index.aspx</td> </tr> </table>	11748 Magnolia Avenue, Suite D Riverside, CA 92503 (951) 358-0142 Web site: Locate Local Molina Provider	Member Services Department: Toll Free: (800) 665-0898 TTY/TDD: (800) 346-4128 Web site: http://www.molinahealthcare.com/Pages/index.aspx
11748 Magnolia Avenue, Suite D Riverside, CA 92503 (951) 358-0142 Web site: Locate Local Molina Provider	Member Services Department: Toll Free: (800) 665-0898 TTY/TDD: (800) 346-4128 Web site: http://www.molinahealthcare.com/Pages/index.aspx		
Who is Eligible	Medi-Cal and Healthy Families Program		
Eligibility Requirements	Medicare Parts A and B		
Application Restrictions	Enrollment period or under certain circumstances		
Methods of Applying for Services	Apply on line, call for an application to be mailed to you		
Processing time of Application	You should receive your Member Evidence of Coverage and Molina Medicare ID Card the first or second week after your enrollment is effective with Molina Medicare.		
Application Process	Fill out and submit application		
Documents needed at time of interview	Proof of Medicare Parts A and B		
Cost of Service	<ul style="list-style-type: none"> Molina's Medi-Cal plan offers no-cost comprehensive health coverage with no monthly premiums and no co-payments for any benefit. To enroll in Molina's Medi-Cal plan, please contact Health Care Options (HCO) at (800) 430-4263. The Healthy Families Program is a low-cost health coverage that provides health, dental and vision coverage to children who qualify. For more information on Molina's Healthy Families Program (800) 643-7276 or the Healthy Families Program at (800) 880-5305. 		
Affect other public benefits	No		
Is there a waiting list	No		

PROVIDER RESOURCE GUIDE

PUBLIC BENEFITS

SOCIAL SECURITY ADMINISTRATION (SSA)		
Program Description	A government program that provides economic security to people who are retired, unemployed, or unable to work. The U.S. Social Security program was established in 1935 and its funds come from employers and employees.	
Services Provided	<ul style="list-style-type: none"> ➤ If you want to apply for Retirement, Spouses, Medicare or Disability benefits, you can use our online application. • Retirement benefits • Survivors benefits • Disability benefits • Supplemental Security Income (SSI) • Medicare 	
Contact Information- Riverside office locations and phone numbers	Call our toll-free telephone number (800) 772-1213, to make an appointment or to apply for benefits by telephone or in person. ➤ If you are deaf or hard of hearing, you can call us at TTY (800) 325-0778	
	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; padding: 5px;"> Social Security Administration 1860 Chicago Avenue, Ste G13 Riverside, CA 92507 Phone numbers: Toll Free: (800) 772-1213 TTY: (800) 325-0778 Web site: http://www.ssa.gov/ </td> <td style="width: 50%; padding: 5px;"> Social Security 7880 Mission Grove Parkway South Riverside, CA 92508 Phone numbers: Toll Free: (800) 772-1213 TTY: (800) 325-0778 Web site: https://secure.ssa.gov/apps6z/FOLO/Controller </td> </tr> </table>	Social Security Administration 1860 Chicago Avenue, Ste G13 Riverside, CA 92507 Phone numbers: Toll Free: (800) 772-1213 TTY: (800) 325-0778 Web site: http://www.ssa.gov/
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Who is Eligible	<ul style="list-style-type: none"> • You must be at least 61 years and 9 months old to apply for retirement benefits. • Survivor of deceased: Spouse, Divorced Spouse, Child. 	
Eligibility Requirements	<ul style="list-style-type: none"> • You must be at least 61 years and 9 months old to apply for retirement benefits. 	

PROVIDER RESOURCE GUIDE

PUBLIC BENEFITS

SOCIAL SECURITY ADMINISTRATION (SSA)	
Eligibility Requirements, continued	<ul style="list-style-type: none"> • You should apply for benefits no more than four months before the date you want your benefits to start. ➤ If you are not getting Social Security and you are not ready to retire, you should still sign up for Medicare four months before your 65th birthday. • Social Security survivors benefits can be paid to: <ul style="list-style-type: none"> ○ A widow or widower - full benefits at full retirement age, or reduced benefits as early as age 60 ○ A disabled widow or widower - as early as age 50 ○ A widow or widower at any age if he or she takes care of the deceased child who is under age 16 or disabled, and receiving Social Security benefits ○ Unmarried children under 18, or up to age 19 if they are attending high school full time. Under certain circumstances, benefits can be paid to stepchildren, grandchildren, or adopted children. ○ Children at any age who were disabled before age 22 and remain disabled. ○ Dependent parents age 62 or older ➤ If you are divorced, you may still qualify for survivors benefits. ○ Social Security benefits can be paid if you are the child
Application Restrictions	See eligibility requirements above
Methods of Applying for Services	On-line, call agency, by mail
Processing time of Application	Dependent on selected program
Application Process	Complete application

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PUBLIC BENEFITS

SOCIAL SECURITY ADMINISTRATION (SSA)	
Documents needed at time of interview	<ul style="list-style-type: none"> • Your Social Security number • Your birth certificate • Your W-2 forms or self-employment tax return for last year • Your military discharge papers if you had military service • Your spouse’s birth certificate and Social Security number if he or she is applying for benefits • Children’s birth certificates and Social Security numbers, if you are applying for children’s benefits • Proof of U.S. citizenship or lawful alien status if you (or a spouse or child applying for benefits) were not born in the United States, and • The name of your financial institution, the routing number and your account number, so your benefits can be deposited directly into your account. ➤ Submit original documents or copies certified by the issuing office. You can mail or bring them to Social Security. Photocopies will be made of your documents and returned to you.
Cost of Service	None
Affect other public benefits	Must apply for other service
Is there a waiting list	No

PROVIDER RESOURCE GUIDE

PUBLIC BENEFITS

SOCIAL SECURITY INCOME (SSI) & DISABILITY	
Program Description	<ul style="list-style-type: none"> The Supplemental Security Income (SSI) program pays benefits to disabled adults and children who have limited income and resources. SSI benefits also are payable to people 65 and older without disabilities who meet the financial limits.
Services Provided	Designed to help aged, blind, and disabled people, who have little or no income; and provides cash to meet basic needs for food, clothing, and shelter.
Contact Information- Riverside office locations and phone numbers	<p>Social Security Administration: 10668 Sierra Avenue Fontana, CA 92337 (800) 772-1213</p> <p>2191 Sampson Avenue, Suite 105 Corona, CA 92879 (951) 272-5774</p> <p>Toll Free: (800) 772-1213 TTY: (800) 325-0778 Web site: www.socialsecurity.gov</p>
Who is Eligible	Anyone who is aged (age 65 or older blind; or disabled has limited income; and has limited resources; and is a U.S. citizen or national, or in one of certain categories of aliens; in general, an alien who is subject to an active warrant for deportation or removal does not meet the citizenship/alien requirement is a resident of one of the 50 States, the District of Columbia or the Northern Mariana Islands; and is not absent from the country for a full calendar month or more than 30 consecutive days and applies for any other cash benefits or payments for which he or she may be eligible, (for example, pensions, Social Security benefits) and gives SSA permission to contact any financial institution and request any financial records that the financial institution may have about you; and files an application; and meets certain other requirements.

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PUBLIC BENEFITS

SOCIAL SECURITY INCOME (SSI) & DISABILITY	
Eligibility Requirements	<ul style="list-style-type: none">• People who are 65 or older, as well as for blind or disabled people of any age, including children.• To qualify you also must have little or no income and few resources. This means that the value of the things you own must be less than \$2,000 if you are single or less than \$3,000 if you are married. The value of your home does not count. Usually, the value of your car does not count. And the value of certain other resources, such as a burial plot, may not count either. <p>Web site: Benefit Eligibility Screening Tool</p>
Application Restrictions	To get SSI, you also must apply for any other cash benefits you may be able to get.
Methods of Applying for Services	<ul style="list-style-type: none">• You can apply for SSI benefits by speaking with someone at Social Security. Toll Free number (800) 772-1213 between 7:00 am and 7:00 pm, Monday through Friday to make an appointment. TTY (800) 325-0778.• You may choose to file the claim either by phone or in person at a local Social Security office. One of our representatives will help you apply for benefits. Please have your Social Security number handy when you call. See below for steps you should take before you call.• You also may visit an office without an appointment, but you may have to wait to speak to a representative.➤ If you need a language interpreter, a free interpreter services will be provided to help you conduct your Social Security business over the phone or in any Social Security office.

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PUBLIC BENEFITS

SOCIAL SECURITY INCOME (SSI) & DISABILITY	
Methods of Applying for Services, continued	<ul style="list-style-type: none"> • To apply for SSI disability benefits, please follow these steps: <ul style="list-style-type: none"> ○ Step 1: Review the Adult Disability Starter Kit. This kit answers common questions about applying for benefits and includes a worksheet that will help you gather the information you need. ○ Step 2: Fill out the online Adult Disability Report. At the end of the report, you will be asked to sign a form that gives your doctor permission to send us information about your disability. This information so we can make a decision on your claim. ○ Step 3: Complete your application for SSI disability benefits by calling our Toll Free number (800) 772-1213 between 7:00 am to 7:00 pm, Monday through Friday and making an appointment. You may choose to apply for benefits either by phone or in person at your local Social Security office. One of our representatives will help you apply for the benefits. Please have your Social Security number available when you call. The TTY number is (800) 325-0778 during the same hours.
Processing time of Application	The earliest SSI is paid is the month after the filing date of your application, or the month after you first meet all the eligibility requirements, whichever is later. The date you contact us may be used as the filing date. If you do not have all of the things needed, you can get them later.
Application Process	Complete application
Documents needed You may not need all of the following documents. As some documents can be substituted for another. Contact Social Security to see what documents are needed for your circumstances.	<ul style="list-style-type: none"> • Original documents are needed. If you do not have an original document, certified copies will be accepted from the office that issued the original document. Photo copies are not accepted. <u>Original documents will be returned to you.</u> • You will need to apply for a Social Security number if you do not have one. ➤ If you need one, a number will be assigned at the time Social Security entitles you to SSI benefits.

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PUBLIC BENEFITS

SOCIAL SECURITY INCOME (SSI) & DISABILITY

Documents needed, continued

- ▶ If you already proved your age when you applied for Social Security benefits, you do not need to prove it again for SSI:
 - a public birth record recorded before age 5; or
 - a religious birth record recorded before age 5; or
 - other documents showing your age or date of birth
- ▶ If you are a citizen, examples of documents you may need:
 - birth certificate showing you were born in the United States; or
 - religious record of birth or baptism showing your place of birth in the United States;

-OR-

 - naturalization certificate; or
 - certificate of citizenship
- ▶ If you are an alien, examples of documents you may need:
 - a current immigration document; e.g., an I-551 (Permanent Resident Card); or
 - I-94 (Arrival/Departure Record).
- ▶ If you are an alien who has served in the U.S. Armed Forces, you may need your military discharge paper (form DD-214).
- ▶ If you have income, you may need to provide the following:
 - Earned Income – payroll stubs, or if self-employed, a tax return for the last tax year
 - Unearned Income – any records you have (for example, award letters, bank statements, court orders, receipts) showing how much you receive, how often, and the source of the payment; and
 - Work Expenses – see information under [SSI WORK INCENTIVES](#).

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PUBLIC BENEFITS

SOCIAL SECURITY INCOME (SSI) & DISABILITY

Documents needed, continued

PROOF OF RESOURCES

- Bank statements for all checking and savings accounts
- Deed or tax appraisal statement for all property you own besides the house you live in
- Life or disability insurance policies
- Burial contracts, burial plots, etc.
- Certificates of deposit, stocks, or bonds; titles or registrations for vehicles like cars, trucks, motorcycles, boats, campers

PROOF OF LIVING ARRANGEMENTS

- Lease or rent receipt
- Names, dates of births, medical assistance cards or Social Security numbers for all household members
- Deed or property tax bill
- Information about household costs, food, utilities, etc.

MEDICAL SOURCES (IF YOU ARE FILING AS BLIND OR DISABLED)

- If you are applying as a blind or disabled person, information needed:
 - Your medical reports, if you have them
 - Names, addresses, and telephone numbers of doctors and other providers of medical services to you and the approximate dates of treatment
 - Names of the prescription and non-prescription medications taken

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PUBLIC BENEFITS

SOCIAL SECURITY INCOME (SSI) & DISABILITY	
Documents needed, continued	<p>WORK HISTORY</p> <ul style="list-style-type: none"> • Job titles • Type of business • Names of employers • Dates worked • Hours worked per day and hours worked per week • Days worked per week, and rates of pay for work you did in the 15 years before you became unable to work because of your illnesses, injuries, or conditions • Description of job duties for the type of work you performed. <p>OTHER SOURCES</p> <p>➤ If you are applying as a disabled child (or on behalf of a disabled child), the names, addresses, and telephone numbers of people (teachers, caregivers) who can provide information about how the disabled child's medical condition affects his or her day-to-day activities are needed. Also, if your child is part of an individualized education plan (IEP) at his or her school, it is helpful if you bring a copy of the plan.</p>
Cost of Service	None
Affect other public benefits	Must apply for other service
Is there a waiting list	No

PROVIDER RESOURCE GUIDE

PUBLIC BENEFITS

VETERAN'S SERVICES	
Program Description	To provide veterans the world-class benefits and services they have earned, by adhering to the highest standards of compassion, commitment, excellence, professionalism, integrity, accountability, and stewardship.
Services Provided	<ul style="list-style-type: none"> • VA provides a wide range of benefits including, Disability, Education and Training, Vocational Rehabilitation and Employment, Home Loan Guaranty, Dependant and Survivor Benefits, Medical Treatment, Life Insurance and Burial Benefits. • VA Benefits in Brief is a printable document that provides an at-a-glance description of VA benefits, as well as contact phone numbers and locations.
Contact Information- Riverside office locations and phone numbers	<p>Any VA Office (800) 827-1000 Web site: http://www.va.gov/</p> <p>Local Office: San Bernardino Vet Center 1325 E. Cooley Drive, Suite 101 Colton, CA 92324 Web site: VA Medical Center or Clinic.</p>
Who is Eligible	<ul style="list-style-type: none"> • Served in the active military, naval, or air service and were honorably discharged or released • Were/are a Reservist or National Guard member and you were called to active duty by a Federal Order (for other than training purposes) and you completed the full call-up period • Discharged or separated for medical reasons, early out, or hardship • Served in theater of combat operations within the past 5 years • You were discharged from the military because of a disability (not pre-existing) • Former Prisoner of War

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PUBLIC BENEFITS

VETERAN'S SERVICES	
Who is Eligible, continued	<ul style="list-style-type: none"> • Received a Purple Heart Medal • Receive VA pension or disability benefits • Receive state Medicaid benefits • Veteran, Veteran's dependent • Surviving spouse, child or parent of a deceased Veteran • Uniformed service member
Eligibility Requirements	See requirements above
Application Restrictions	See requirements above
Methods of Applying for Services	<ul style="list-style-type: none"> • Fill out and submit an application for VA health benefits using an online form. • Use a paper form that you download, save for later submission, print and fax or mail back to VA. • Request an application mailed to you or get help with it by calling VA at (877) 222-VETS or (877) 222-8387. https://www.1010ez.med.va.gov/sec/vha/1010ez/ • Once you have completed the form, you may mail or fax the completed form (signed and dated) to your local VA office.
Processing time of Application	<ul style="list-style-type: none"> ➤ If you desire an appointment at the same time you apply, you can indicate on the VA Form 10-10EZ. There is no need to wait to request an appointment before your enrollment is confirmed. When your application is processed at the medical center, an appointment will be scheduled for you. You will be notified in writing of your appointment and your eligibility for medical care. • For veterans requesting care for a service-connected disability, those appointments have a higher priority and will be scheduled within 30 days of the desired date. http://www2.va.gov/directory/guide/ZipSearchResult.asp
Application Process	<ul style="list-style-type: none"> • Once your application for enrollment in VA Healthcare System is processed, a letter will be sent informing you of your enrollment Priority Group assignment and enrollment status.

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PUBLIC BENEFITS

VETERAN'S SERVICES	
Documents needed	<ul style="list-style-type: none">• Paperwork related to your separation from military service (DD-214 Form or WD Form)• Current health insurance information• Last year's household income if your eligibility for VA health care enrollment is partly based on your financial circumstance
Cost of Service	<ul style="list-style-type: none">• Possible co-pay for VA care http://www2.va.gov/directory/guide/ZipSearchResult.asp
Affect other public benefits	No
Is there a waiting list	No

PROVIDER RESOURCE GUIDE

PROTECTION

RIVERSIDE COUNTY ADULT PROTECTIVE SERVICES (APS)

Program Description	DPSS Adult Services provides a system of in-person response, 24-hours per day and seven days per week. DPSS is responsible for accepting and responding to reports of dependent adult and elder abuse of individuals living in Riverside County. Adult Protective Services program provides social services interventions to disabled or dependent adults (ages 18 and older) and elders (age 65 and older) to alleviate physical, sexual and financial abuse, neglect, isolation, abandonment, abduction and mental suffering.	
Services Provided	Investigates reports of: <ul style="list-style-type: none"> • Physical Abuse • Sexual Abuse • Psychological Abuse • Neglect 	<ul style="list-style-type: none"> • Abandonment • Self Neglect • Financial Abuse
Contact Information- Riverside office locations and phone numbers	APS Hot Line Toll Free number (800) 491-7123 Fax: (951) 358-3969 Web site: http://dpss.co.riverside.ca.us/AdultServices.aspx#APS	
Who is Eligible	Disabled adults and elders	
Eligibility Requirements	Report of abuse	
Application Restrictions	Disabled adults and elders	
Methods of Applying for Services	Call APS Hot Line	
Processing time of Application	Immediate response within two hours, if applicable; or 10-day response depending what safety elements are present at time of allegations.	
Application Process	Primary method is calling APS Hot Line	
Documents need at time of interview	No	
Cost of Service	None	
Affect other public benefits	No	
Is there a waiting list	No	

PROVIDER RESOURCE GUIDE

PROTECTION

RIVERSIDE COUNTY ADULT SERVICES - C.A.R.E. PROGRAM	
Program Description	The mission of the C.A.R.E. Program (Curtailing Abuse Related to the Elderly) is to educate the public, provide direct advocacy to elderly and dependent adult victims of consumer fraud, and improve coordination and cooperation among human service providers and public safety organizations to combat elder and dependent adult abuse.
Services Provided	<ul style="list-style-type: none"> • Provides consumer fraud education and advocacy for seniors who have been victims of fraudulent practices by businesses; • Provides elder abuse recognition and reporting training to law enforcement, financial institutions, clergy and other mandated reporters; • Assists victims of consumer fraud in the recovery of assets and prosecution of the offenders; • Coordinates three successful regional elder abuse multi-disciplinary teams (C.A.R.E. Teams) to share best practices on challenging cases and promote increased awareness and prosecution of abuses.
Contact Information- Riverside office locations and phone numbers	Toll Free Number (800) 476-7506 Six offices county-wide Web site: http://dpss.co.riverside.ca.us/CARETeams.aspx
Who is Eligible	Dependent Adults (18-64 yrs) and Elders (65+ yrs)
Eligibility Requirements	Report of consumer fraud by a business
Application Restrictions	No
Methods of Applying for Services	Call Toll Free number
Processing time of Application	Return call with 24 hours; work on case begins immediately after call
Application Process- Interview Process	Primary method is calling Toll Free number (800) 476-7506
Documents needed at time of interview	All paperwork supporting claims in case
Cost of Service	None
Affect other public benefits	No
Is there a waiting list	No

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PROTECTION

RIVERSIDE COUNTY CHILD PROTECTIVE SERVICES CPS/CWS	
Program Description	The Child Protective Services (CPS)/Child Welfare Services (CWS) is the major system of intervention of child abuse and neglect in California. Existing law provides for services to abused and neglected children and their families. The CPS/CWS goal is to keep the child in his/her own home when it is safe, and when the child is at risk, to develop an alternate plan as quickly as possible.
Services Provided	<ul style="list-style-type: none"> • When a referral is received, the social service staff obtains facts from the person making the referral to determine if the referral alleges abuse, neglect, or exploitation. • The Emergency Response staff determines if an in-person response is indicated. • Whenever a report indicates the need for protection, CPS/CWS will accept the case and <ul style="list-style-type: none"> ○ Intervene in the crisis, if required ○ Apply Family Preservation and Support Services for some families ○ Assess or identify problems, gather facts and clarify the problems ○ Plan and provide services, set goals, identify resources and time frames ○ Document the case ○ Terminate the case or transfer it to another program
Contact Information- Riverside office locations and phone numbers	<p>24-Hour Child Abuse Hot Line (800) 442-4918</p> <p>➤ If you need help, or if a child needs help, contact your local county welfare office via this list: Child Protective Services (CPS) Hotlines for each California County, or consult the county listings in your telephone directory. The World of Children Visit the Children and Family Services Division website.</p> <p>CWS Agency 4060 County Circle Drive Riverside, CA 92503 Phone: (800) 442-4918 Fax: (951) 413-5122 Web site: http://dpss.co.riverside.ca.us/childprotectiveservices.aspx</p>

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PROTECTION

RIVERSIDE COUNTY CHILD PROTECTIVE SERVICES CPS/CWS	
Who is Eligible	<p>These services are available to children and their families when children are victims of, or at risk of, abuse, neglect, exploitation, or parental absence.</p> <p>California law defines child abuse as any of the following:</p> <ul style="list-style-type: none"> • A child is physically injured by other than accidental means • A child is subjected to willful cruelty or unjustifiable punishment • A child is abused or exploited sexually • A child is neglected by a parent or caretaker who fails to provide adequate food, clothing, shelter, medical care or supervision
Eligibility Requirements	<p>► If you suspect that a child has been, or is in danger of, abuse or neglect, contact: The police or county sheriff, or the county Children's Protective Services 24-hour emergency response phone.</p>
Application Restrictions	Any child who is suspect to be in danger, abuse or neglect
Methods of Applying for Services	Call CPS/CWS Abuse Hot Line (800) 442-4918
Processing time of Application	Immediate Response
Application Process- Interview Process	No
Documents needed at time of interview	No
Cost of Service	None
Affect other public benefits	No
Is there a waiting list	No

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PROTECTION

RIVERSIDE COUNTY DISTRICT ATTORNEY – VICTIM WITNESS PROGRAM	
Program Description	Victim services advocate staff can help you address the practical problems and complex needs of victimization and make it possible for you to reorganize your life and heal in the wake of crime.
Services Provided	<p>Services include legal assistance, victim/witness services, court and hospital accompaniment, crisis intervention, emergency assistance, information and referral, and access to law enforcement and prosecutors.</p> <ul style="list-style-type: none"> • Property Return • Crisis & Emergency Services • Employment Intervention • Court Information • Victim Impact Statement • Case Status • Restitution Assistance • Court Support • Credit Intervention • Referral Counseling • Victim compensation Claims <ul style="list-style-type: none"> ○ Victim compensation for out of pocket expenses, medical expenses, loss of wages or support, and funeral expenses
Contact Information- Riverside office locations and phone numbers	<p>Main Office in Riverside 3960 Orange Street Riverside, CA 92501 (951) 955-5450 Web site: http://www.rivcoda.org/VS/home.html</p>
Who is Eligible	Victim, family of a victim or witness of a crime
Application Restrictions	Victim or witness of crime
Methods of Applying for Services	Can call or walk-in for services

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PROTECTION

RIVERSIDE COUNTY DISTRICT ATTORNEY – VICTIM WITNESS PROGRAM	
Processing time of Application	No
Application Process	Contact agency – No written application needed NOTE: An application is necessary to receive compensation Web site: http://www.rivcoda.org/VS/home.html
Documents needed at time of interview	No
Cost of Service	None
Affect other public benefits	No
Is there a waiting list	No

PROVIDER RESOURCE GUIDE

PROTECTION

RIVERSIDE COUNTY DEPARTMENT OF MENTAL HEALTH	
Program Description	California's public mental health system offers an array of community and hospital-based services that are available to adults who have a serious mental illness and children with a severe emotional disorder. The following types of services are administered by the state and directly provided or arranged for by local (county) mental health departments.
Services Provided	<p>The Department of Mental Health is comprised of three major programs: Mental Health Services, Substance Abuse Control Services, and the Public Guardian's office. These programs are divided into five services that enable the department to provide prompt, efficient, professional, culturally competent, and sensitive community-based services throughout the County:</p> <ul style="list-style-type: none"> • Adult Mental Health Services • Older Adult Mental Health Services • Children's Services • Public Guardian • Substance Abuse Program
Contact Information- Riverside office locations and phone numbers	<p>Riverside County Department of Mental Health P.O. Box 7549 Riverside, CA 92513 Phone: (951) 358-4500 (800) 479-4800 Fax: (951) 358-4513 Web site: http://mentalhealth.co.riverside.ca.us/opencms/ Email: MHSA@co.riverside.ca.us</p> <p style="color: red;">Emergency Treatment Services: (951) 358-4881 (951) 358-4882 (951) 358-4883</p>
Eligibility Requirements	Person who has a mental illness, substance abuse or is a Public Guardian
Application Restrictions	County of Riverside resident
Methods of Applying for Services	During your initial visit to one of our clinics, you will be required to complete a series of financial intake forms. Completion of these forms enables the department to accurately determine your portion of the cost for services and to bill any health coverage you may have. You will also be required to complete and sign authorization forms enabling the department to bill Medicare or your

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PROTECTION

RIVERSIDE COUNTY DEPARTMENT OF MENTAL HEALTH	
Methods of Applying for Services, continued	insurance company on your behalf. Failure to complete and sign the authorization forms may result in your being liable for the total cost of the services rendered at the Board approved rates. <ul style="list-style-type: none"> ➤ If you have Medi-Cal, Medicare or other health coverage, you will need to provide the clinic with your insurance card so that a photocopy can be made and placed in your chart.
Processing time of Application	Walk-in basis
Application Process- Interview Process	Check into facility for evaluation
Documents needed at time of interview	ID
Cost of Service	Specific client charges for services are determined by the information you provide during the financial screening process. A financial screening occurs at the time of your first visit and annually thereafter.
Affect other public benefits	No
Is there a waiting list	No
Eligibility Requirements	Any person who has a mental illness

PROVIDER RESOURCE GUIDE

PROTECTION

SUICIDE			
Program Description	<p>The goal is to keep yourself alive till your chosen treatment begins to work.</p> <ul style="list-style-type: none"> • Call for yourself or someone you care about • Free and confidential • A network of more than 140 crisis centers nationwide • Available 24/7 		
Services Provided	Suicidal Crisis Intervention Call for Comfort - Call To Survive		
Contact Information- Riverside office locations and phone numbers	<table border="0" style="width: 100%;"> <tr> <td style="width: 50%; vertical-align: top;"> <p>National Lifeline Suicide Hotline (800) 273-8255 Web site: http://www.suicidepreventionlifeline.org/</p> <p>Help/Crisis Information Psychiatric Emergency Treatment Services (951) 358-4881 Web site: http://www.suicidepreventionlifeline.org/</p> </td> <td style="width: 50%; vertical-align: top;"> <p>California Youth Crisis Line For Ages 12-24 - All Youth Issues 24 hours / 7 days (800) 843-5200</p> <p>Volunteer Center of Riverside Helpline of Riverside 24 hours / 7 days (951) 686-HELP (4357)</p> </td> </tr> </table>	<p>National Lifeline Suicide Hotline (800) 273-8255 Web site: http://www.suicidepreventionlifeline.org/</p> <p>Help/Crisis Information Psychiatric Emergency Treatment Services (951) 358-4881 Web site: http://www.suicidepreventionlifeline.org/</p>	<p>California Youth Crisis Line For Ages 12-24 - All Youth Issues 24 hours / 7 days (800) 843-5200</p> <p>Volunteer Center of Riverside Helpline of Riverside 24 hours / 7 days (951) 686-HELP (4357)</p>
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Who is Eligible	This service is available to anyone in suicidal crisis, emotional distress or those concerned about a friend or loved one.		
Eligibility Requirements	No		
Application Restrictions	No		
Methods of Applying for Services	Call Hotline or Helpline		
Processing time of Application	No		
Application Process-	No		
Documents needed	No		
Cost of Service	None		
Affect other public benefits	No		
Is there a waiting list	No		

PROVIDER RESOURCE GUIDE

FIRST RESPONDERS

RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICE AGENCY	
Program Description	9-1-1 calls are received by one of 15 Public Service answering Points and forwarded to the fire service agency within its jurisdiction. The closest available first responder unit dispatched is staffed by either Paramedic (EMT-P), Emergency Medical Technician (EMT-IO) or first Responder certified personnel. In addition, the ambulance service communication center is notified and the nearest available emergency ambulance is dispatched.
Services Provided	Emergency Medical Services EMS provides care on-scene with follow-up transport to a hospital. First responders include EMT-I, EMT-II, EMT-P (paramedic).
Contact Information- Riverside office locations and phone numbers	911 EMERGENCY SERVICES Web site: http://www.rivcoems.org/home/index.html

PROVIDER RESOURCE GUIDE

FIRST RESPONDERS

CITY OF RIVERSIDE FIRE DEPARTMENT	
Program Description	The mission of the fire department is to preserve and enhance the quality of life for the citizens of the City of Riverside. The fire department shall protect life, property, and the environment within the city through proactive life safety, community education and emergency services programs utilizing responsible fiscal management, a highly trained work force, progressive technology and modern equipment.
Services Provided	Fire Prevention
Contact Information- Riverside office locations and phone numbers	Administration 3085 St. Lawrence Street Riverside, CA 92504 Phone: (951) 826-5321 Web site: http://www.riversideca.gov/fire/Pages/stations.aspx Email: fire@riversideca.gov 911-EMERGENCY SERVICES

PROVIDER RESOURCE GUIDE

FIRST RESPONDERS

CAL FIRE /RIVERSIDE COUNTY FIRE DEPARTMENT		
Program Description	The fire department, Office of Emergency Services (OES) and the emergency response organization is always ready, willing and able to serve you, and meet your emergency and routine needs. Emergencies can run the gamut of fires, medical emergencies, hazardous material discharges, technical rescues or maybe just a call for a public assist. This agency is committed to meeting your needs and welcomes any ideas on how to improve our service to you.	
Services Provided	Riverside County Fire Department, through contract, provides fire and emergency medical service to the following cities and community service district: Banning , Beaumont , Calimesa , Canyon Lake , Coachella , Desert Hot Springs , Indian Wells , Indio , La Quinta , Lake Elsinore , Menifee , Moreno Valley , Palm Desert , Perris , Rancho Mirage , Rubidoux , San Jacinto , Temecula and Wildomar .	
Contact Information- Riverside office locations and phone numbers	<p>Administrative Headquarters 210 West San Jacinto Avenue Perris, CA 92570 Phone: (951) 940-6900 Fax: (951) 940-6910</p> <p>Public Affairs Information and Education Bureau 210 West San Jacinto Avenue Perris, CA 92570 Phone: (951) 940-6985 Incident Information Fax: (951) 940-6701 911-EMERGENCY SERVICES</p>	<p>Fire Prevention Bureau 210 West San Jacinto Avenue Perris, CA 92570 Phone: (951) 943-4970</p> <p>Investigation Arson Hotline (800) 633-2836</p> <p>Fire Protection Planning (formerly Planning and Engineering) 2300 Market Street, Suite 150 Riverside, CA 92501 Phone: (951) 955-4777 Fax: (951) 955-4886 Web site: http://www.rvcfire.org/opencms/index.html</p>

PROVIDER RESOURCE GUIDE

FIRST RESPONDERS

RIVERSIDE POLICE DEPARTMENT (RPD)	
Program Description	The Riverside Police Department is committed to proactive law enforcement – community partnership that is focused on public trust and safety and provides quality, responsive and effective services through valued employees.
Services Provided	To serve and protect
Contact Information- Riverside office locations and phone numbers	4102 Orange Street Riverside, CA 92501 (909) 826-5700 Web site: www.RiversideCa.gov 911-EMERGENCY SERVICES

PROVIDER RESOURCE GUIDE

FIRST RESPONDERS

RIVERSIDE COUNTY SHERIFF DEPARTMENT	
Program Description	The members of the Riverside County Sheriff's Department fill a variety of difficult and demanding roles as providers of law enforcement and related services to our communities.
Services Provided	<ul style="list-style-type: none">• In partnership with the public, our services are to protect the public by the suppression and prevention of crime, and the reduction of criminal recidivism• Perform all mandates of the Office of Sheriff as provided in the U.S. Constitution and laws of the State of California, including the investigation and enforcement of violations of federal and state laws and local ordinances in a fair and reasonable manner• Serve the superior and municipal courts by providing court security, service of civil process, and execution of lawful orders of the court• Maintain the county jails and prisoners committed therein as prescribed by law in a fair and humane manner
Contact Information- Riverside office locations and phone numbers	<ul style="list-style-type: none">• West County Dispatch Center (951) 776-1099 · (800) 950-2444• Palm Desert Dispatch Station (760) 836-1600 <p>Web site: http://www.riversidesheriff.org/</p>

PROVIDER RESOURCE GUIDE

ESSENTIAL SERVICES

SALVATION ARMY			
Program Description	There are 17 centers, known as Salvation Army corps community centers, in Imperial, Riverside, San Bernardino and San Diego counties for worship and service. Each corps offers social services, including food and referrals for clothing and shelter, as well as spiritual guidance, and worship.		
Services Provided	<ul style="list-style-type: none"> • Offers social services, including food and referrals for clothing and shelter, as well as spiritual guidance, and worship. • The Salvation Army operates several residential facilities for older adults. Here older people can live in an atmosphere of love, acceptance and encouragement. There are also several adult day-care service centers for those seniors who need specialized services. • Food Boxes are offered every 90 days for individuals residing in Glen Avon, Jurupa, Mira Loma, Pedley, Riverside and Rubidoux. • Monthly Food Commodities available once a month for seniors and individuals in need who reside in the 92501 & 92506 zip code areas. 		
Contact Information- Riverside office locations and phone numbers	<table border="0" style="width: 100%;"> <tr> <td style="width: 60%;"> Salvation Army 3695 First Street Riverside, CA 92501 Phone: (951) 784-4490 Fax: (951) 784-0790 Web site: http://www.q-vantage.com/sar/ </td> <td style="width: 40%;"> Family Services Phone: (951) 784-3571 Ext. 105 </td> </tr> </table>	Salvation Army 3695 First Street Riverside, CA 92501 Phone: (951) 784-4490 Fax: (951) 784-0790 Web site: http://www.q-vantage.com/sar/	Family Services Phone: (951) 784-3571 Ext. 105
Salvation Army 3695 First Street Riverside, CA 92501 Phone: (951) 784-4490 Fax: (951) 784-0790 Web site: http://www.q-vantage.com/sar/	Family Services Phone: (951) 784-3571 Ext. 105		
Who is Eligible	Low income families, homeless individuals or families,		
Eligibility Requirements	Low income		
Application Restrictions	Low income		
Methods of Applying for Services	Application		
Processing time of Application	Immediate		
Application Process- Interview Process	No		
Documents needed at time of interview	Proof of income, residency and current ID		

PROVIDER RESOURCE GUIDE

ESSENTIAL SERVICES

SALVATION ARMY	
Cost of Service	None
Affect other public benefits	No
Is there a waiting list	No

PROVIDER RESOURCE GUIDE

ESSENTIAL SERVICES

COMMUNITY FOOD PANTRY OF MURRIETA	
Program Description	The food pantry serves the Murrieta/Temecula Valley. It is a Christian movement that helps feed and assist over 200 needy families in our area. It is a nonprofit that always needs volunteers and donations.
Services Provided	Food
Contact Information- Riverside office locations and phone numbers	384444 Sky Canyon Drive Murrieta, CA 92563 (951) 677-6347 Web site: http://communityfoodpantry.blogspot.com/
Who is Eligible	Residents of Murrieta and French Valley, and anyone who is homeless or referred by an agency.
Eligibility Requirements	Low income residents
Application Restrictions	No
Methods of Applying for Services	Registration hours 8:00 am to 9:30 am, Wednesdays and Thursdays
Processing time of Application	Normally 30 – 40 minutes
Application Process- Interview Process	On Site
Documents needed at time of interview	<ul style="list-style-type: none"> • ID or driver's license, birth certificate for children, current utility bill showing address, proof of income <ul style="list-style-type: none"> ▶ If no income statement available, waiver must be signed
Cost of Service	Free
Affect other public benefits	No
Is there a waiting list	No

PROVIDER RESOURCE GUIDE

ESSENTIAL SERVICES

FOOD BANK - ANGEL FOOD MINISTRIES	
Program Description	With a heart to help others and a generous spirit, Joe and Linda Wingo founded Angel Food Ministries in 1994 to provide food for friends and neighbors who were struggling financially.
Services Provided	Angel Food Ministries is able to provide families with approximately \$65 worth of quality nutritious food for \$30.00.
Contact Information- Riverside office locations and phone numbers	For common questions, including menu information and host site contact information (877) FOOD-MINISTRY • (877) 366-3646 Mail: P.O. Box 128 Good Hope, GA 30641 Phone: (770) 267-7015 • (888) 819-3745 Fax: (770) 267-8031 Email: angelfood@angelfoodministries.com
Who is Eligible	Anyone
Eligibility Requirements	No
Application Restrictions	Cash, Money orders and SNAP (Supplemental Nutrition Assistance Program, AKA Food Stamps)
Methods of Applying for Services	On-line and on site
Processing time of Application	No
Application Process- Interview Process	No
Documents needed at time of interview	No
Cost of Service	\$30.00 per food box
Affect other public benefits	No
Is there a waiting list	An order must be placed. See web site for calendar or contact host site. Web site: https://www.angelfoodministries.com/

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ESSENTIAL SERVICES

FOOD BANK-TREASURE BOX	
Program Description	To partner with faith-based and community-action organizations to provide families with affordable food and bring communities together, one box at a time.
Services Provided	The Treasure Box provides families and individuals with a substantial box of grocery store quality food retailing \$65.00 - \$100.00 for just \$30.00+ each.
Contact Information- Riverside office locations and phone numbers	One location to pickup a box of food (check below for other locations) New Jerusalem Christian Center 3093 Mission Inn Avenue Riverside, CA 92507-6807 (951) 530-1145 Call for Cash Order Details Monday-Friday, 9:00 am - 4:00 pm Numerous locations through out Riverside county - to find a host site use the web site: https://www.thetreasurebox.org/order/locatehosts.php?one=92507&distance=10
Who is Eligible	Anyone
Eligibility Requirements	No
Application Restrictions	Credit card orders, not all locations honor cash, few honor SNAP (Supplemental Nutrition Assistance Program, AKA Food Stamps)
Methods of Applying for Services	On line and on site
Processing time of Application	No
Application Process- Interview Process	No
Documents needed at time of interview	No
Cost of Service	\$30.00 per food box
Affect other public benefits	No
Is there a waiting list	Must place an order first. See web site for calendar or contact host site.

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ESSENTIAL SERVICES

FOOD BANK-DISTRIBUTOR - FIND	
Program Description	<p>Food In Need of Distribution (FIND) provides food for over 90 other non-profit agencies in the Coachella Valley. These agencies range from emergency food pantries to soup kitchens to senior centers to shelters for the homeless to shelters for abused women. Many of these agencies are well known in the area and include the Salvation Army, Boy's and Girl's Clubs, Martha's Village & Kitchen, Shelter from the Storm, Coachella Valley Rescue Mission, Catholic Charities, USO, Well in the Desert and many faith based organizations. These agencies get their food from F.I.N.D and in turn prepare meals, provide food and snacks for after school programs, emergency food boxes and take food to those who are shut-ins.</p> <p>PARTNERS/MEMBER AGENCIES, Web site: http://www.findfoodbank.org/MemberAgencies.aspx</p>
Services Provided	FIND is a non-profit, community based organization that is dedicated to providing food to people in the Coachella Valley who struggle to feed their families.
Contact Information- Riverside office locations and phone numbers	<p>FIND Food Bank, Inc. P.O. Box 10080 Indio, CA 92202 Phone: (760) 775-3663 Fax: (760) 775-0252 Web site: http://www.findfoodbank.org/default.aspx</p>
Who is Eligible	Food Banks Only- (does not distribute to individuals)

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ESSENTIAL SERVICES

FOOD BANKS-DISTRIBUTOR-SECOND HARVEST	
Program Description	America's Second Harvest, (Also Known As: Second Harvest Food Bank) is the nation's largest hunger-relief organization, with a national network of more than 200 food banks and food-rescue programs.
Services Provided	Support for our programs comes from a variety of sources. Gifts from Individuals, Grants from Foundations, Workplace Giving Campaigns, and Corporate Sponsorship and Cause-Related Marketing are all sources from which generous financial support is received. These funds used to carry out our mission of feeding hungry people in America.
Contact Information- Riverside office locations and phone numbers	2952 B Jefferson Street Riverside, CA 92504 Phone: (951) 359-4757 Fax : (951) 359-8314 Web site: http://secondharvest.us/
Who is Eligible	Food Banks Only- (does not distribute to individuals) <ul style="list-style-type: none"> • To find participating organizations for individuals dial 2-1-1 from your home phone <ul style="list-style-type: none"> ○ Emergency Food Box ○ Food Pantry ○ Soup Kitchen

PROVIDER RESOURCE GUIDE

ESSENTIAL SERVICES

HARMONY KITCHEN	
Program Description	Soup Kitchen that provides nutrition to eligible persons in the local community.
Services Provided	Provides meals
Contact Information- Riverside office locations and phone numbers	219 S. Main Street Blythe, CA 92225 Phone: (760) 921-4508 Hours of operation: Monday through Friday 10:30 am to 12:30 pm
Who is Eligible	Anyone who is hungry
Eligibility Requirements	No
Application Restrictions	Fill out an information application which is mainly for grants money that is received.
Methods of Applying for Services	Walk-in
Processing time of Application	Immediate
Application Process- Interview Process	No
Documents needed at time of interview	No
Cost of Service	No
Affect other public benefits	No
Is there a waiting list	No

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ESSENTIAL SERVICES

HOUSING AUTHORITY OF THE COUNTY RIVERSIDE	
Program Description	The Housing Authority of the County of Riverside is a public agency chartered by the State of California to administer the development, rehabilitation or financing of affordable housing programs. The primary mission is to provide affordable decent, safe and sanitary housing opportunities to low and moderate income families including elderly and handicapped persons, while supporting programs to foster economic self-sufficiency. The Housing Authority has been serving Riverside County for over 60 years.
Services Provided	Affordable housing
	<ul style="list-style-type: none"> • Serving Riverside County West of Beaumont 5555 Arlington Avenue Riverside, CA 92504 Phone: (951) 351-0700 (800) 655-4228 Fax: (951) 354-6324 TDD: (951) 351-9844 Web site: http://www.harivco.org/ • Homelessness Prevention and Rapid Re-Housing HPRP housing team at (866) 414-0870 • Emergency Services and Other Resources Project ACHIEVE 3315 Park Street, Riverside, CA 92507 Phone: (951) 275-8755 Single Men, Women with Children Web site: http://www.harivco.org/Program/EmergencyServicesandOtherResources/tabid/75/Default.aspx

PROVIDER RESOURCE GUIDE

ESSENTIAL SERVICES

HOUSING AUTHORITY OF THE COUNTY RIVERSIDE	
Who is Eligible	<ul style="list-style-type: none"> • A family must live or work in Riverside County • A family's income must be equal to or less than the amount established by HUD Web site: http://www.harivco.org/Program/HowtoApply/tabid/69/Default.aspx
Eligibility Requirements	<p>First Level of Preference</p> <ul style="list-style-type: none"> • County of Riverside Residency Preference, and Rent-burdened or homeless, and • To meet the Rent Burdened preference, a family must be paying more than 30% of family income for rent. In order to be given the preference of rent burdened, a family must provide evidence that is verifiable. • To be considered an Elderly family for the purpose of meeting the waiting list preference the head of household or spouse/co-head must be 62 years of age or older. • To be considered a Working family with minor or dependent children for the purpose of meeting the waiting list preference the head of household and/or spouse/co-head must be working at least 32 hours per week at California minimum wage or higher for the last 60 days, or receiving Unemployment, State Disability or Workman's Compensation in lieu of earnings provided that the person was employed and working at least 32 hours per week at California minimum wage for 60 days prior to receiving Unemployment, State Disability or Workman's Compensation. • To be considered a "Disabled family" for the purpose of meeting the waiting list preference the head of household or spouse/co-head must meet HUD's definition of disability. • Working families with dependent or minor children or elderly families or disabled families.
Application Restrictions	County of Riverside Residency
Methods of Applying for Services	The Housing Choice Voucher (HCV) program waiting list opened on July 1, 2009. You may register for all open waiting lists (HCV, Affordable Public Housing, MOD and Project-Based programs) in several ways: <ul style="list-style-type: none"> • Apply online - OR- • download the form, complete it, mail it, fax it or bring it in person. Applications may also be taken over the phone as a reasonable accommodation for persons with disabilities.

PROVIDER RESOURCE GUIDE

ESSENTIAL SERVICES

HOUSING AUTHORITY OF THE COUNTY RIVERSIDE	
Methods of Applying for Services, continued	<ul style="list-style-type: none"> • Our office locations and phone numbers are available here. <ul style="list-style-type: none"> ○ http://www.harivco.org/AboutUs/OfficeLocations/tabid/62/Default.aspx ➤ If you have difficulty with the form, you may call and request that a registration be mailed.
Processing time of Application	There are approximately 50,000 families on the waiting list at this time. The waiting list is currently open. Funding will not allow all of the families on the waiting list to be assisted. The Housing Authority currently has funding to assist approximately 8,500 families. Once all funding has been expended, families can only be added when a family that is being assisted leaves the program.
Application Process	On-line, phone, or mail
Documents needed at time of interview	Proof of income
Cost of Service	No
Affect other public benefits	No
Is there a waiting list	<p>Waiting List Preferences</p> <ul style="list-style-type: none"> • The Housing Authority (HA) has implemented the following preferences for selecting names from the waiting list. In accordance with California State Law, at each level of preferences, veterans and/or active duty servicemen and their spouse or widow(er) will have priority. The Housing Authority will release families to result in a lease up of: <ul style="list-style-type: none"> ○ 75% of the families will be at or below 30% of the median income (extremely low income), and 25% of the families will be between 30% and 50% of the median income (very low income). ○ The release will be in accordance with Federal Regulations. A family must meet both of the characteristics of a “Level of Preference.” <ul style="list-style-type: none"> ➤ If the First Level of Preference releases do not satisfy the regulations regarding extremely low income families, releases will be done at the second Level of Preference and then to the Third Level of Preference until the 75% extremely low income requirement is met.

PROVIDER RESOURCE GUIDE

ESSENTIAL SERVICES

ALZHEIMER'S ASSOCIATION		
Program Description	<ul style="list-style-type: none"> The Alzheimer's Association California Southland Chapter, in our effort to assist people with Alzheimer's and their families and to educate the public about Alzheimer's disease, offers a variety of diverse programs and services. To eliminate Alzheimer's disease through the advancement of research; to provide and enhance care and support for all affected and to reduce the risk of dementia through the promotion of brain health. 	
Services Provided	Support Helpline Care consultation Support groups Message boards Early Stage Services	Education Publications Quarterly Magazine Education programs Professional training Multilingual information Library
		Resources Safe Return® Adult Day Services Local resources and referrals Clinical trials index
Contact Information- Riverside office locations and phone numbers	California Southland Chapter Inland Empire Regional Offices 9213 Archibald Avenue Rancho Cucamonga, CA 91730 Phone: (909) 944-9680 Fax: (909) 944-9736 Web site: http://www.alz.org/californiasouthland/	Coachella Valley – Rancho Mirage Regional Office 69-730 Hwy 111 Suite 202 Rancho Mirage, CA 92270 Phone: (760) 328-6767 Fax: (760) 328-2747
Who is Eligible	Anyone	
Eligibility Requirements	No	
Application Restrictions	No	
Methods of Applying for Services	Call for information	
Processing time of Application	No	
Application Process	No	

PROVIDER RESOURCE GUIDE

ESSENTIAL SERVICES

ALZHEIMER'S ASSOCIATION	
Documents needed	No
Cost of Service	None
Affect other public benefits	No
Is there a waiting list	No

PROVIDER RESOURCE GUIDE

ESSENTIAL SERVICES

BRAILLE INSTITUTE OF AMERICA INC.	
Program Description	Braille Institute is a non-profit organization whose mission is to eliminate barriers to a fulfilling life caused by blindness and severe sight loss. The Institute provides an environment of hope and encouragement for people who are blind and visually impaired through integrated educational, social and recreational programs and services.
Services Provided	<ul style="list-style-type: none"> • Child Services • Children's Literacy • Services Youth & Teen Services • Career Services • Adult Services • Low Vision Services • Library Services • Braille Publishing • Public Education & Resources • Recorded Media • Vistas Store
Who is Eligible	Visually impaired and blind individuals, family members and caregivers
Eligibility Requirements	Vision loss
Application Restrictions	Wheelchair users must have an attendant with them at all times
Methods of Applying for Services	Eligibility Application forms are available through the Vision of Learning Catalogue, by phone, mail, fax , pick-up in person or on-line Web site: http://www.brailleinstitute.org/docs/eligibilityapplication.pdf
Processing time of Application	Immediate upon receipt
Application Process- Interview Process	No

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ESSENTIAL SERVICES

BRaille INSTITUTE OF AMERICA INC.	
Documents needed at time of interview	<ul style="list-style-type: none">• Report from an eye doctor of the last exam, acuity and diagnosis• List of all current medications
Cost of Service	None
Affect other public benefits	No
Is there a waiting list	No. However, it is dependant on class scheduling

PROVIDER RESOURCE GUIDE

ESSENTIAL SERVICES

STROKE RECOVERY CENTER	
Program Description	The Stroke Recovery Center (SRC) is a community based program that offers continuing rehabilitation to the survivors of stroke and TBI (Traumatic Brain Injury) along with support for their families, caregivers and loved ones working for maximum feasible functionality. The Center provides its service for free since health benefits for long term rehabilitation are very limited to non-existent. Focusing on the whole person, SRC has shown remarkable results giving survivors hope to keep striving for improvement.
Services Provided	<ul style="list-style-type: none"> • Recreational Therapy • Speech Therapy • Exercise Therapy • Lunch at the Center
Contact Information- Riverside office locations and phone numbers	2800 East Alejo Road Palm Springs, CA 92262 Phone: (760) 323-7676 Fax: (760) 325-8026 Web site: http://strokerecoverycenter.org/
Who is Eligible	Survivors of stroke along with support for their families, caregivers and loved ones
Eligibility Requirements	Has a need for services
Application Restrictions	No
Methods of Applying for Services	Call (760) 323-7676 to set up an appointment or email Ctodd@strokerecoverycenter.org
Processing time of Application	30-45 minute evaluation appointment is conducted by our therapy staff to assess each stroke survivor's rehabilitation needs
Application Process	An appointment is needed
Documents needed	No
Cost of Service	Free. However, meals and lodging are at a nominal fee
Affect other public benefits	No
Is there a waiting list	No

PROVIDER RESOURCE GUIDE

ESSENTIAL SERVICES

COMMUNITY ACCESS CENTER (CAC)		
Program Description	Non-profit, independent living resource center. System & Individual advocacy, information and referral, peer support, housing and personal care assistance referral, assistive technology, independent living, skills, also ADRC program and senior low vision program.	
Services Provided	<ul style="list-style-type: none"> • Systems Advocacy • Peer Counseling • Assistive Technology • Senior Low Vision Program 	<ul style="list-style-type: none"> • Information and Referral • Personal Assistant Referral • Housing Referral • Independent Living Skills Training • Paradigms • TEC Center • ADA Compliance Reviews • Disaster Planning
Contact Information- Riverside office locations and phone numbers	6848 Magnolia Avenue Suite 150 Riverside, CA 92506	Phone: (951) 284-0358 TTD/TTY: (951) 274-0834 Fax: (951) 274-0833 Email: pmgr1@ilcac.org
Who is Eligible	People with disabilities	
Eligibility Requirements	People with disabilities	
Application Restrictions	People with disabilities	
Methods of Applying for Services	Call to make an appointment	
Processing time of Application	Dependent on selected services	
Application Process	Fill out application during appointment with advocate	
Documents needed	Any documentation regarding disability	
Cost of Service	None	
Affect other public benefits	No	
Is there a waiting list	Dependent on selected services	

PROVIDER RESOURCE GUIDE

ESSENTIAL SERVICES

COMMUNITY ACTION PARTNERSHIP OF RIVERSIDE COUNTY	
Program Description	CAP of Riverside County is officially designated to address poverty with a comprehensive set of strategies that range from crisis management to financial security to capacity building for families and communities.
Contact Information- Riverside office locations and phone numbers	Community Action Partnership of Riverside County 2038 Iowa Avenue, Suite B-102 Riverside, CA 92507 Phone: (951) 955-4900 • (800) 511-1110 Fax: (951) 955 6506 TTY: (951) 955-5126 Web site: http://www.capriverside.org/opencms/index.html HEAP (800) 999-5584
Who is Eligible	County of Riverside Residents
Eligibility Requirements	Low-income to 200% of Federal Poverty Guidelines
Application Restrictions	Program requirements vary
Methods of Applying for Services	Contact Community Action Partnership at the numbers listed above
Processing time of Application	Varies depending on program services
Application Process- Interview Process	Walk-in, call, Email
Documents needed at time of interview	Varies depending on program services
Cost of Service	Most services are free, low-cost Notary
Affect other public benefits	No
Is there a waiting list	Varies depending on program services

PROVIDER RESOURCE GUIDE

ESSENTIAL SERVICES

RIVERSIDE COUNTY OFFICE ON AGING (OoA)	
Program Description	OoA is one of the nation's largest providers of home- and community-based care for older persons and their caregivers. The mission is to develop a comprehensive, coordinated and cost-effective system of long-term care that helps elderly individuals to maintain their dignity in their homes and communities, and to assist society to prepare for an aging population.
Services Provided	<ul style="list-style-type: none"> • Adult Day Care: Aging & Disability • Resource Connection Program (ADRC) • Alzheimer’s Day Care Resource Center (ADCRC) • Care Coordination; Caregiving • Community Education • Community Elder Abuse Education • Disease Prevention; Fit After 50 • Grandparents Raising Grandchildren • Health Insurance Counseling and Advocacy Program (HICAP) • Legal Assistance • Network of Care; Nutrition • Ombudsman Services (Facility Visits; Personal Care/ Homemaker Services) • Senior Employment • Senior Helplink • Surplus Food Distribution • Transportation • Volunteer Services • 911 Senior Emergency Cellular Phone Program

PROVIDER RESOURCE GUIDE

ESSENTIAL SERVICES

RIVERSIDE COUNTY OFFICE ON AGING (OoA)	
Contact Information- Riverside office locations and phone numbers	West County Office (Main Office) 6296 River Crest Drive, Suite K Riverside, California 92507-0738 Phone: (951) 867-3800 TT : (951) 697-4699 Helplink: (800) 510-2020 Web site: http://www.rcaging.org/opencms/ www.calcarenet.ca.gov
	Network of Care <ul style="list-style-type: none"> ○ Seniors & People with Disabilities ○ Mental/Behavioral Health ○ Service Members, Veterans & their Families Web site: http://riverside.networkofcare.org/home_county.cfm?thecountyname=Riverside
Who is Eligible	Elderly and adults with disabilities
Eligibility Requirements	Eligibility for services may vary
Application Restrictions	Elderly and adults with disabilities
Methods of Applying for Services	Call Helplink (800) 510-2020 or come into the office
Processing time of Application	Immediate
Application Process- Interview Process	Call or walk-in
Documents needed at time of interview	No
Cost of Service	Dependent upon services selected
Affect other public benefits	No
Is there a waiting list	Yes

PROVIDER RESOURCE GUIDE

TRANSPORTATION

RIVERSIDE COUNTY TRANSPORTATION COMMISSION (RCTC)	
Program Description	Riverside County Transportation Commission -RCTC plans and implements transportation and transit improvements, assists local governments with money for local streets and roads, helps smooth the way for commuters and goods movement, and ensures that everyone has access to transportation.
Services Provided	RCTC is also the agency that allocates state and federal transportation funds in Riverside County and plans and implements region-wide projects funded under the Transportation Uniform Mitigation Fee (TUMF) , a fee paid by new development to mitigate new transportation demands caused by growth.
Contact Information- Riverside office locations and phone numbers	4080 Lemon Street, 3rd Floor P.O. Box 12008 Riverside, CA 92502-2208 Phone: (951) 787-7141 Fax: (951) 787-7920 Web site: http://www.rctc.org/about.asp

PROVIDER RESOURCE GUIDE

TRANSPORTATION

511-TRAVEL and TRAFFIC INFORMATION FOR SOUTHERN CALIFORNIA

<p>Program Description</p>	<ul style="list-style-type: none"> • 511 in the Inland Empire is your resource for fast access to travel information when you don't have access to the internet. It is toll-free, but normal charges for minutes used still apply. All you have to do is dial 511 from anywhere within the Inland Empire • 511 provides travel information through an Interactive Voice Recognition system that allows you to find what you need by speaking or pressing the buttons on your phone. After you have heard the main menu, simply say "Traffic," or "Freeway Traffic," "Metrolink," "Transit" (for bus services) or "Neighboring 511 Systems" to get started. Remember, everyone speaks a little differently. Speak slowly and say your choice clearly for the best results.
<p>Services Provided</p>	<ul style="list-style-type: none"> • Real-time traffic for all of Southern California means you can know before you go and make the choice that's right for you. Get travel times, incident reports, and check out conditions using freeway cameras and Metrolink Information. • IE511 is also dedicated to placing choices beyond your car at your fingertips. Our bus/rail trip planner gives you door to door routing and includes Metrolink. Alternatives make it easy for you to take the train, bus, carpool, vanpool, and bicycle. It's all here and it's free.
<p>Contact Information- Riverside office locations and phone numbers</p>	<ul style="list-style-type: none"> • You can also connect on the go, on your phone by calling 511 from anywhere in the Inland Empire or on your mobile device at IE511.org. To call IE511 from anywhere in Southern California and nationwide, call (877) MYIE511· (877) 694-3511 <p>Web site: http://www.ie511.org/default.aspx</p>

PROVIDER RESOURCE GUIDE

TRANSPORTATION

BANNING PASS TRANSIT DIAL-A-RIDE			
Program Description	The Goal of Banning Dial-A-Ride and the Americans with Disabilities Act (ADA) are to provide transportation services that promote integration and independence of persons with disabilities.		
Services Provided	Accessibility of Banning Pass Transit Fixed-Route Service ADA transportation service is available within 3/4 mile of fixed-route service. The Banning Pass Transit fixed-route service fleet is accessible to all persons with disabilities. All bus operators are trained to assist in using a lift and securing a wheelchair. Bus operators can also assist in determining the bus stop most convenient for reaching a destination.		
Contact Information- Riverside office locations and phone numbers	<table border="0" style="width: 100%;"> <tr> <td style="width: 50%;"> Banning Pass Transit Office 789 N. San Gorgonio Avenue P.O. Box 998 Banning, CA 92220 Web site: http://www.ci.banning.ca.us/index.aspx?NID=351 </td> <td style="width: 50%;"> Dial-A-Ride: (951) 922-3252 Business Office: (951) 922-3243 Fax: (951) 849-5952 <ul style="list-style-type: none"> • Reservations must be made no later than 3:00 pm • Reservations may be made as early as 21 days in advance </td> </tr> </table>	Banning Pass Transit Office 789 N. San Gorgonio Avenue P.O. Box 998 Banning, CA 92220 Web site: http://www.ci.banning.ca.us/index.aspx?NID=351	Dial-A-Ride: (951) 922-3252 Business Office: (951) 922-3243 Fax: (951) 849-5952 <ul style="list-style-type: none"> • Reservations must be made no later than 3:00 pm • Reservations may be made as early as 21 days in advance
Banning Pass Transit Office 789 N. San Gorgonio Avenue P.O. Box 998 Banning, CA 92220 Web site: http://www.ci.banning.ca.us/index.aspx?NID=351	Dial-A-Ride: (951) 922-3252 Business Office: (951) 922-3243 Fax: (951) 849-5952 <ul style="list-style-type: none"> • Reservations must be made no later than 3:00 pm • Reservations may be made as early as 21 days in advance 		
Who is Eligible	Persons with disabilities, Frail elderly, Senior citizens (60 + years) or Persons who are Americans with Disabilities Act (ADA) certified.		
Eligibility Requirements	Live 1/4 miles away from any Pass Transit Fixed Route		
Application Restrictions	See eligibility		
Methods of Applying for Services	Complete 10 page application – can walk-in or have application mailed		
Processing time of Application	Once completed application is received it takes 21 days for a disposition to be mailed. ▶ If approved you will need to go to the office for a picture ID to be taken.		
Application Process	Complete and submit application		
Documents needed	▶ Physician needs to sign form within application packet		
Cost of Service	Dial-A-Ride fee is \$1.35 per person one way or a 10 ride pass can be purchased for \$12.15 Fixed Route fee \$3.00/General, \$1.80/Senior/Disabled - (with I.D.)		
Affect other public benefits	No		
Is there a waiting list	No		

PROVIDER RESOURCE GUIDE

TRANSPORTATION

BEAUMONT PASS TRANSIT			
Program Description	<ul style="list-style-type: none"> The City of Beaumont Transit System operates 6 fixed routes which service Beaumont, Banning, Cherry Valley and Cabazon. The Transit System also operates 1 express route servicing Calimesa. The Dial-A-Ride buses operate Monday thru Saturday from 8:00 am to 5:00 pm and reservations must be made. 		
Services Provided	Passengers are asked to call at least 24 hours in advance to make a reservation. Appointments fill up quickly and the service is on a first come, first serve basis, more notice may be needed to book certain times. Reservations can be made up to 21 days in advance.		
Contact Information- Riverside office locations and phone numbers	<table border="0"> <tr> <td>City of Beaumont Civic and Community Center 550 East 6th Street Beaumont, CA 92223</td> <td>Phone: (951) 769-8532 Web site: http://www.ci.beaumont.ca.us/index.aspx?NID=161</td> </tr> </table>	City of Beaumont Civic and Community Center 550 East 6th Street Beaumont, CA 92223	Phone: (951) 769-8532 Web site: http://www.ci.beaumont.ca.us/index.aspx?NID=161
City of Beaumont Civic and Community Center 550 East 6th Street Beaumont, CA 92223	Phone: (951) 769-8532 Web site: http://www.ci.beaumont.ca.us/index.aspx?NID=161		
Who is Eligible	<ul style="list-style-type: none"> Residents of Beaumont and Cherry Valley who meet the following requirements and are unable to access a fixed route bus qualify for services <ul style="list-style-type: none"> Persons with disabilities Senior citizens over the age of 60 Persons who are American with Disabilities Act (ADA) certified 		
Eligibility Requirements	<ul style="list-style-type: none"> Seniors age 60 Carrying a disabled ID card Carrying an ADA Card 		
Application Restrictions	See eligibility requirements		
Methods of Applying for Services	Call for service		
Processing time of Application	No		
Application Process	No		
Documents needed	See eligibility requirements		

PROVIDER RESOURCE GUIDE

TRANSPORTATION

BEAUMONT PASS TRANSIT		
Cost of Service	Fixed Routes \$1.00/one-way trip (General Passengers) \$.60/one -way trip (Seniors/Disabled) \$.75/one-way trip (Students) Tickets can be purchased at the Beaumont Civic Center or on the bus.	Dial-A-Ride A one-way ride cost \$1.15 per person. Attendants cost \$1.50. A ticket book with 10 passes may be purchased for \$10.35 on the bus or from the Beaumont Civic Center.
Affect other public benefits	No	
Is there a waiting list	No	

PROVIDER RESOURCE GUIDE

TRANSPORTATION

CITY OF CORONA TRANSIT SERVICE (CCTS)			
Program Description	<ul style="list-style-type: none"> Corona Dial-A-Ride is a general public demand responsive service that provides curb-to-curb transportation within the City of Corona area. All residents in the Dial-A-Ride service area are eligible for Dial-A-Ride service. City of Corona Corona Cruiser, Corona's fixed-route bus system, travels along two routes in the City, Red Line and Blue Line. 		
Services Provided	<ul style="list-style-type: none"> Dial-a-Ride Corona Dial-A-Ride is a general public demand responsive service that provides curb-to-curb transportation within the City of Corona area. All residents in the Dial-A-Ride service area are eligible for Dial-A-Ride service. <ul style="list-style-type: none"> To schedule your trip, call (951) 734-7220 from 1 to 14 days in advance. Corona Cruiser, Corona's fixed-route bus system, travels along two routes in the City, Red Line and Blue Line. If you need a ride to Corona City Hall, Corona Public Library, Fender Museum, Senior Center, major shopping centers, hospitals, or medical offices the Cruiser can you get you there. Corona Cruiser bus routes connect with Riverside Transit Agency (RTA) regional bus routes, North Main Metrolink Commuter Train Station and Park and Ride lots. Fixed Route <ul style="list-style-type: none"> Service call (951) 734-9418 Buddy Fare: Two or more seniors or persons with disabilities can ride with half fare off, when traveling together from one pick up address to the same destination address. 		
Contact Information-	<table border="0" style="width: 100%;"> <tr> <td style="width: 60%;"> Public Works/Transportation, 400 S. Vicentia Avenue Corona, CA 92882-2187 Phone: (951) 736-2434 Fax: (951) 279-3627 Website: http://www.coronatransit.com </td> <td style="width: 40%;"> Dial-A-Ride: (951) 734-9418 Fixed Route: (951) 734-9418 Email: PublWks@ci.corona.ca.us </td> </tr> </table>	Public Works/Transportation, 400 S. Vicentia Avenue Corona, CA 92882-2187 Phone: (951) 736-2434 Fax: (951) 279-3627 Website: http://www.coronatransit.com	Dial-A-Ride: (951) 734-9418 Fixed Route: (951) 734-9418 Email: PublWks@ci.corona.ca.us
Public Works/Transportation, 400 S. Vicentia Avenue Corona, CA 92882-2187 Phone: (951) 736-2434 Fax: (951) 279-3627 Website: http://www.coronatransit.com	Dial-A-Ride: (951) 734-9418 Fixed Route: (951) 734-9418 Email: PublWks@ci.corona.ca.us		
Who is Eligible	All residents		
Eligibility Requirements	Residency		

PROVIDER RESOURCE GUIDE

TRANSPORTATION

CITY OF CORONA TRANSIT SERVICE (CCTS)	
Application Restrictions	No
Methods of Applying for Services	No
Processing time of Application	No
Application Process	No
Documents needed	Proof of age and or disability
Cost of Service	Dial-A-Ride: \$3.00 General Public; \$1.50 Seniors and person with disabilities Fixed Route: \$1.25 General Public; \$.60 Seniors and persons with disabilities
Affect other public benefits	No
Is there a waiting list	No

PROVIDER RESOURCE GUIDE

TRANSPORTATION

CITY OF RIVERSIDE-SPECIAL TRANSPORTATION			
Program Description	Special transportation is available to seniors 60 years of age or older, or those with disabilities. Space is reserved on a first-come, first-served basis up to 1:00 p.m. the day before you need the ride (ADA riders may book until 5:00 pm.) You may also reserve up to a week in advance.		
Services Provided	<ul style="list-style-type: none"> Scheduled reservations can be made for a trip that reoccurs at the same time during the month. Reservations are made for time on the hour & on the half hour. It is not guaranteed that the minibus will arrive at the exact time of your reservation, but our best will be done to arrive 15 minutes before, and no later than 15 minutes after your scheduled time. Travel anywhere in the City limits. In addition, you can go to designated transfer points to travel into Corona, Loma Linda, Mira Loma, San Bernardino and Woodcrest. 		
Contact Information- Riverside office locations and phone numbers	<table border="0" style="width: 100%;"> <tr> <td style="width: 50%; vertical-align: top;"> 3936 Chestnut Street Riverside, CA 92501 Phone: (951) 826-2000 Web site: http://www.riversideca.gov/park_rec/seniors-transportation.asp </td> <td style="width: 50%; vertical-align: top;"> Special Transportation 8095 Lincoln Avenue Building A Riverside, CA 92504 Phone: (951) 687-8080 </td> </tr> </table>	3936 Chestnut Street Riverside, CA 92501 Phone: (951) 826-2000 Web site: http://www.riversideca.gov/park_rec/seniors-transportation.asp	Special Transportation 8095 Lincoln Avenue Building A Riverside, CA 92504 Phone: (951) 687-8080
3936 Chestnut Street Riverside, CA 92501 Phone: (951) 826-2000 Web site: http://www.riversideca.gov/park_rec/seniors-transportation.asp	Special Transportation 8095 Lincoln Avenue Building A Riverside, CA 92504 Phone: (951) 687-8080		
Who is Eligible	Special Transportation offers citywide Dial-A-Ride service, available to seniors and persons with disabilities. It is available Monday - Friday 8 am - 5 pm and on Saturdays and Sundays from 9:00 am - 4:00 pm. Special priority service is available for those persons eligible under the Americans with Disabilities Act of 1990. For more information, call (951) 687-8080.		
Eligibility requirements	Seniors and persons with disabilities		
Methods of Applying for Services	Call for service		
Processing time of application	No		
Documents needed	Proof of age or disability		
Cost of Service	The fare is \$2.00 each way		
Affect other public benefits	No		
Is there a waiting list	No		

PROVIDER RESOURCE GUIDE

TRANSPORTATION

PALO VERDE TRANSIT AGENCY	
Program Description	The Palo Verde Valley Transit Agency is the sole Public Transit Operator in Eastern Riverside County serving the City of Blythe and Unincorporated County Areas of the Palo Verde Valley. Its mission is to provide the residents and visitors of the Palo Verde Valley a public transportation system that maximizes passenger use, comfort, convenience, safety and satisfaction while efficiently using financial resources that benefits our community.
Services Provided	Coordinates transportation locally and regionally for anyone <ul style="list-style-type: none"> • Dial-A-Ride <ul style="list-style-type: none"> ○ Desert Roadrunner Dial-A-Ride is a service for seniors (age 60 years old and older) and persons with disabilities. General public can ride Dial-A-Ride if boarding in an area that is four blocks away from the nearest fixed route on a space available basis. ○ Desert Roadrunner Dial-A-Ride operates on Tuesday and Thursday from 6:30 am to 3:00 pm. No service on Monday, Wednesday, Friday, weekends or holidays
Contact Information- Riverside office locations and phone numbers	<ul style="list-style-type: none"> • The Palo Verde Valley Transit Agency Operations Office is located at: 125 W. Murphy Street Blythe, CA 92225 • For General Information, Dial-A-Ride, Deviation Scheduling and Special Events: Phone: (760) 922-1140 • 511 • (800) COMMUTE • For Mobility Management and ADA Special Services: Phone: (760) 922-4900 TDD/TTY: 711 • Web site: http://sites.google.com/site/pvvtablythe/
Who is Eligible	Everyone, Special programs available for seniors and persons with disabilities
Eligibility Requirements	Seniors and persons with disabilities
Application Restrictions	Geographical location
Methods of Applying for Services	Call for application or pick-up application at agency ADA participants need to call (760) 922-4900

PROVIDER RESOURCE GUIDE

TRANSPORTATION

PALO VERDE TRANSIT AGENCY	
Processing time of Application	Immediately
Application Process- Interview Process	Review of Application
Documents needed	ID ▶ If ADA participants complete and application with physicians signature.
Cost of Service	Fares vary depending on routes and eligibility.
Affect other public benefits	No
Is there a waiting list	No

PROVIDER RESOURCE GUIDE

TRANSPORTATION

RIVERSIDE TRANSIT AGENCY (RTA)			
Program Description	Since 1977, the Riverside Transit Agency (RTA) has provided public transportation service to western Riverside County and currently operates 37 local fixed routes, eight express commuter routes and Dial-A-Ride service (senior/disabled and ADA).		
Services Provided	Local and commuter fixed route bus service and paratransit (Dial-A-Ride) service in western Riverside County. RTA does not provide Dial-A-Ride service within the cities of Riverside, Corona, Banning or Beaumont.		
Contact Information- Riverside office locations and phone numbers	<table border="0" style="width: 100%;"> <tr> <td style="width: 50%;"> Riverside Transit Agency 1825 Third Street Riverside, CA 92507 Web site: www.riversidetransit.com </td> <td style="width: 50%;"> Phone numbers: (800) 800-7821 (Bus information) (800) 795-7887 (Dial-A-Ride) (951) 565-5000 (RTA Administration) TDD/TTY (800) 800-7825 (Bus Information) TDD/TTY (800) 396-3610 (Dial-A-Ride) </td> </tr> </table>	Riverside Transit Agency 1825 Third Street Riverside, CA 92507 Web site: www.riversidetransit.com	Phone numbers: (800) 800-7821 (Bus information) (800) 795-7887 (Dial-A-Ride) (951) 565-5000 (RTA Administration) TDD/TTY (800) 800-7825 (Bus Information) TDD/TTY (800) 396-3610 (Dial-A-Ride)
Riverside Transit Agency 1825 Third Street Riverside, CA 92507 Web site: www.riversidetransit.com	Phone numbers: (800) 800-7821 (Bus information) (800) 795-7887 (Dial-A-Ride) (951) 565-5000 (RTA Administration) TDD/TTY (800) 800-7825 (Bus Information) TDD/TTY (800) 396-3610 (Dial-A-Ride)		
Who is Eligible	<ul style="list-style-type: none"> • Fixed route and commuter bus service-Everyone • Senior/Disabled Dial-A-Ride service-Seniors and persons with disabilities only • ADA Dial-A-Ride service-ADA certified persons only 		
Senior/Disabled Dial-A-Ride Eligibility Requirements	<ul style="list-style-type: none"> • <u>Seniors</u>- Age 65 and over (proof of age) • <u>Disabled</u>- Possess valid RTA Disabled ID Card, Medicare Card, Braille Institute ID Card, Disabled Veteran Service Connected ID Card, ADA Card 		
ADA Dial-A-Ride Eligibility Requirements	Successful completion of RTA ADA certification process		
Dial-A-Ride Service Boundaries	<ul style="list-style-type: none"> • <u>Senior/disabled Dial-A-Ride Trips</u>- Must begin and end within the same city in western Riverside County and are restricted to pickup and drop off points within ¾ mile of an RTA local fixed bus route. • <u>ADA Dial-A-Ride Trips</u>- Must begin and end within western Riverside County and are restricted to pickup and drop off points within ¾ mile of an RTA local fixed bus route. • <u>Note</u>: RTA does not provide Dial-A-Ride service within the cities of Riverside, Corona, Banning or Beaumont. 		

PROVIDER RESOURCE GUIDE

TRANSPORTATION

Transportation Reimbursement and Information Project (TRIP)	
Program Description	Transportation Reimbursement and Information Project (TRIP) social transportation program that complements rail, fixed route and special public transportation services in Riverside County, California.
Services Provided	TRIP is a one of the special services in Riverside County that complements public transportation by reimbursing volunteers to transport individuals where no transit service exists or when the individual is too frail, ill, or unable to use public transportation for other reasons.
Contact Information- Riverside office locations and phone numbers	Riverside County Foundation on Aging 6296 River Crest Drive, Suite K Riverside, CA 92507-0738 Phone: (951) 867-3800 Fax: (951) 867-3830 Email: executivedirector@livingpartnership.org
Who is Eligible	Seniors and individuals with disabilities
Eligibility Requirements	Applicant has a need for transportation
Application Restrictions	Services in Riverside County
Methods of Applying for Services	Office on Aging applicants are referred to TRIP
Processing time of Application	Approximately two weeks
Application Process- Interview Process	TRIP staff calls applicant and application is taken over the phone. Document is mailed for signature and doctor's statement if applicable
Documents needed at time of interview	Copy of Power of Attorney document if applicant is a minor or health condition impacts applicants mental state
Cost of Service	No
Affect other public benefits	No
Is there a waiting list	No

PROVIDER RESOURCE GUIDE

TRANSPORTATION

SUNLINE TRANSIT		
Program Description	To provide safe and environmentally conscious public transportation services and alternative fuel solutions to meet the mobility needs of the Coachella Valley.	
Services Provided	<ul style="list-style-type: none"> • Fixed Route (SunBus) • Paratransit (SunDial) 	
Contact Information- Riverside office locations and phone numbers	<ul style="list-style-type: none"> • Administration- Office hours: (760) 343-3456 • Customer Service 32-505 Harry Oliver Trail Thousand Palms, CA 92276 	SunLine Customer Service hours: Monday through Friday, 8:00 am to 5:00 pm (800) 347-8628 Web site: http://www.sunline.org/
Who is Eligible	See eligibility requirements	
Eligibility Requirements	To qualify for the Senior Half-Fare ID card, applicant must present current, (not expired) government-issued photo identification as proof of age. <ul style="list-style-type: none"> • Department of Motor Vehicle Driver's License • Department of Motor Vehicle Senior ID • Photo Identification that verifies birth date 	To qualify for the Disabled/Medicare Half-Fare ID card, the applicant must present current (not expired) government-issued photo identification and one of the following: <ul style="list-style-type: none"> • Medicare Card • Department of Motor Vehicle Disabled ID • SunLine ADA Certification Card • SSI Award Letter • Veterans Administration Letter for minimum 50% disability • Physician Verification of Disability Form
Application Restrictions	<ul style="list-style-type: none"> • Seniors 60 + years • Persons with disabilities 	
Methods of Applying for Services	Submit the completed Half Fare Program Application in person by visiting our Thousand Palms Administrative Office located at 32-505 Harry Oliver Trail, Thousand Palms, CA, Monday to Friday, 9:00 am to 5:00 pm.	

PROVIDER RESOURCE GUIDE

TRANSPORTATION

SUNLINE TRANSIT	
Processing time of Application	Weekly processing, not to exceed 21 days.
Application Process- Interview Process	<ul style="list-style-type: none">• Address on proof of identity must match address on proof of disability• Bring current proof of age or disability.<ul style="list-style-type: none">○ A photo will be taken.
Documents needed at time of interview	Proof of age or disability
Cost of Service	<ul style="list-style-type: none">• Fares:<ul style="list-style-type: none">○ Adults (18-59 yrs) \$1.00○ Youth (5-17 yrs) .85¢○ Senior 60+/Disabled/Medicare .50¢○ Transfer rides unlimited within two hours .25¢
Affect other public benefits	No
Is there a waiting list	No

PROVIDER RESOURCE GUIDE

MEDICAL/HEALTH

RIVERSIDE COUNTY DEPARTMENT OF PUBLIC HEALTH		
Program Description	The Riverside County Department of Public Health promotes and protects the health of all County residents and visitors in service of the well-being of the community and oversees 19 branches with more than 50 programs	
Services Provided	<ul style="list-style-type: none"> • Children’s Medical Services • Community Outreach • Disease Control • Emergency Medical Services • Emergency Preparedness and Response • Epidemiology & Program Evaluation • Family Care Centers • Family Planning • Health Promotion and Professional Development • Public Health Nursing <ul style="list-style-type: none"> ○ Provide community, clinic and home based health assessments, education and referrals to people of all ages and their families. ○ Provide care via specialized programs to expectant mothers, newborns, children, teens, men, women and seniors. ○ Respond to community needs such as homeless shelters, cooling centers and disasters of all kinds. 	
Contact Information- Riverside office locations and phone numbers	Department of Public Health Health Administration Building 4065 County Circle Drive Riverside, CA 92503	Phone: (951) 358-5000 Fax : (951) 358-4529 TDD: (951) 358-5124 Web site: http://www.rivcoph.org/

PROVIDER RESOURCE GUIDE

MEDICAL/HEALTH

RIVERSIDE COUNTY DEPARTMENT OF PUBLIC HEALTH	
Who is Eligible	Dependent on programs and eligibility requirements
Eligibility Requirements	Dependent on services selected
Application Restrictions	Dependent on services selected
Methods of Applying for Services	Contact Public Health
Processing time of Application	No
Application Process-Interview Process	Dependent on services selected
Documents needed at time of interview	Dependent on services selected
Cost of Service	Free to minimal costs dependent on services selected
Affect other public benefits	No
Is there a waiting list	No

PROVIDER RESOURCE GUIDE

MEDICAL/HEALTH

HOSPITALS

Arrowhead Regional Medical Center	909-580-1000	Colton
Corona Regional Medical Center	951-737-4343	Corona
Department of Veterans Affairs Medical Center	909-825-7084	Loma Linda
Eisenhower Medical Center	760-340-3911	Rancho Mirage
Extended Care Hospital of Riverside	951-687-3842	Riverside
Hemet Valley Medical Center	951-652-2811	Hemet
Inland Valley Medical Center	951-677-1111	Wildomar
Inland Urgent Care of Sun City	951-246-3033	Sun City
John F Kennedy Memorial Hospital	760-347-6191	Indio
Kaiser Moreno Valley Community Hospital	951-243-0811	Moreno Valley
Kaiser Permanente Riverside Medical Center	951-688-2211	Riverside
Knollwood Hospital	951-684-1702	Riverside
Loma Linda Community Hospital	909-558-6000	Loma Linda
Menifee Valley Medical Center	951-679-8888	Sun City
Mission Valley Medical Center	951-679-8888	Sun City
Mission Valley Medical Center	951-652-2811	Hemet
North Perris Medical Center	951-943-8110	Perris
Palo Verde Hospital	760-922-8479	Blythe
Parkview Community Hospital	951-688-2211	Riverside

PROVIDER RESOURCE GUIDE

MEDICAL/HEALTH

HOSPITALS

Riverside Community Hospital	951-788-3000	Riverside
Riverside County Regional Medical Center	951-486-4000	Moreno Valley
San Geronio Memorial Hospital	951-845-1121	Banning
Vista Hospital of Riverside	951-436-3535	Perris

PROVIDER RESOURCE GUIDE

COMMUNITY

Our focal point is a pathway helping older adults improve their quality of life through services and activities that reflect their skills and experience, respond to their diverse needs and interests, enhance their dignity, support their independence, and encourage involvement in their community.

SENIOR/COMMUNITY CENTER – COMMUNITY FOCAL POINTS	
Ageless Reflections - Blythe Community Center 445 North Broadway Blythe, CA 92225 (760) 922-8830	Colorado River Senior Community Center HCR 20, Box 3408 – Rio Loco Blythe, CA 92225 (760) 922-6133
Albert A. Chatigny Senior Center 1310 Oak Valley Parkway Beaumont, CA 92223 (951) 769-8539	Corona Senior Center 921 South Belle Street Corona, CA 92882-4132 (951) 736-2363
Arlanza Community Center – Bryant Park 7950 Philbin Avenue Riverside, CA 92503 (951) 351-6135	Dales Senior Center 3936 Chestnut Street Riverside, CA 92501 (951) 826-5303
Banning Senior Center 769 North San Geronio Avenue Banning, CA 92220 (951) 922-3250	Desert Hot Springs Senior Center 11777 West Drive Desert Hot Springs, CA 92240 (760) 329-0222
Cathedral City Senior Center 37171 West Buddy Rogers Ave Cathedral City, CA 92234 (760) 321-1548	Eddie Dee Smith Senior Center 5888 Mission Boulevard Riverside, CA 92509 (951) 275-9975
Coachella Senior Center 1540 Seventh Street Coachella, CA 92236 (760) 398-0104	Golden Rainbow Senior Center 700 E. Tahquitz Canyon Way Palm Springs, CA 92262 (760) 416-7790

PROVIDER RESOURCE GUIDE

COMMUNITY

SENIOR/COMMUNITY CENTER – COMMUNITY FOCAL POINTS	
Idyllwild Community Center/Recreation Council 25925 Cedar Street Idyllwild, CA 92549 (951) 659-2360	La Quinta Senior Center 78450 Avenida La Fonda La Quinta, CA 92253 (760) 564-0096
Indio Senior Center 45700 Aladdin Street Indio CA 92201 (760)391-4170	La Sierra Senior Center 5215 La Sierra Avenue Riverside, CA 92505 (951) 351-6131
James A. Venable Community Center 50390 Carmen Avenue Cabazon, CA 92230 (951) 922-1097	Lake Elsinore Senior Center 420 East Lakeshore Drive Lake Elsinore, CA 92530 (951) 674-2526
James Simpson Memorial Center 305 East Devonshire Avenue Hemet, CA 92543 (951) 765-2390	Mary Phillips Senior Center 41845 Sixth Street Temecula, CA 92590 (951) 694-6464
Janet Goeske Center 5257 Sierra Street Riverside, CA 92504 (951) 351-8801	Mead Valley Community Center 21091 Rider Street Perris, CA 92570 (951) 657-0686
Joslyn Center 73750 Catalina Way Palm Desert, CA 92260 (760) 340-3220	Mizell Senior Center 480 South Sunrise Way Palm Springs, CA 92262 (760) 323-5689
Kay Cenicerros Senior Center 29995 Evans Road Sun City, CA 92586 (951) 672-9673	Moreno Valley Senior Center 25075 Fir Avenue Moreno Valley, CA 92553 (951) 413-3430

PROVIDER RESOURCE GUIDE

COMMUNITY

SENIOR/COMMUNITY CENTER – COMMUNITY FOCAL POINTS	
Morongo Indian Senior Center 11555 ½ Potrero Road Banning, CA 92220 (951) 849-4761, ext 1899	Ruth H. Lewis Community Center at Reid Park 701 North Orange Street Riverside, CA 92501 (951) 826-5654
Murrieta Senior Center 41717 Juniper Street Murrieta, CA 92562 (951) 304-7275	San Jacinto Community Center 625 South Pico Avenue San Jacinto, CA 92583 (951) 654-7212
Norco Senior Center 2690 Clark Avenue Norco, CA 92860 (951) 270-5647	Stratton Community Center at Bordwell Park 2008 Martin Luther King Boulevard Riverside, CA 92507 (951) 826-5355
Norton Younglove Community Center 459 Center Street Riverside, CA 92507 (951) 341-6634	Thermal Senior Center 87229 Church Street Thermal, CA 92274 (760) 399-0081
Norton Younglove Community Center 908 Park Avenue Calimesa, CA 92320-0919 (909) 795-2287	Ysmael Villages Community Center 3091 Esperanza Street Riverside, CA 92504 (951) 351-6142
Perris Senior Center 100 North “D” Street Perris, CA 92570 (951) 657-7334	

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COMMUNITY

HOMELESS SHELTERS

[Circle of Hope Family Shelter](#) (951) 278-2215

420 W Harrison Street, Corona, CA 92880

[Martha's Village & Kitchen](#) (760) 347-4741

83791 Date Avenue, Indio, CA 92201

[Path Of Life](#) (951) 786-9048

Family Shelter - 2530 Third Street, Riverside, CA (951) 275-8755
Emergency Shelter - 2840 Hulen Place, Riverside, CA (951) 683-4101

[Roy's Desert Resource Center](#) (760) 676-5200

19531 McLane Street, Palm Springs, CA 92262

[Safe House of the Desert](#) (760) 343-3211

72-710 E. Lynn Street, Thousand Palms, CA 92276

[Operation Safehouse-Riverside](#) (951) 351-4418

9685 Hayes Street, Riverside, CA 92503

[Valley Restart Center](#) (951) 766-7476

200 East Menlo Avenue, Hemet, CA 92543

[Coachella Valley Rescue Mission](#) (760) 347-3512

47-518 Van Buren, Indio, CA

PROVIDER RESOURCE GUIDE

COMMUNITY

2-1-1 INFORMATION AND REFERRAL		
Program Description	Riverside County Community Services Ombudsman Program	
Services Provided	<ul style="list-style-type: none"> • Shelter • Food • Drug Treatment • Public Health • Senior Services • Crisis Counseling • Domestic Violence Aid • Suicide Prevention • Crime Victim Assistance • Aid for Pregnant Mothers • Travelers' Aid 	<ul style="list-style-type: none"> • Job Training • Aid for Utility bills • Human Services Database • Insurance Benefits • Aid for Non-English Speakers • Rumor Control • Parent Support and Education • Education Information • Childcare Referral • Employee assistance • Volunteer Opportunities
Contact Information- Riverside office locations and phone numbers	Call Center ► Dial 2-1-1	

PROVIDER RESOURCE GUIDE

DESK AID

Service Provider	Where to go to apply for benefits	What to Bring	How to Contact
<p>Food Stamps</p>	<p>Riverside County of Public Social Svs. (ask for a food stamp application)</p> <p>You can also call for an application to be mailed to you</p>	<ul style="list-style-type: none"> ➤ Picture ID or <ul style="list-style-type: none"> ○ Social Security Card ○ Medi-Cal Card ○ Birth Certificate ○ Pay Stubs, or ○ Identification Card ➤ Proof of status if not born in U.S. ➤ SSN for all persons in the household ➤ Proof of income, wage stub, award letters, child support checks, etc ➤ Proof of Utility costs, rent receipts, mortgage coupons, utility bills for heating or cooling ➤ Proof of disability for any person in the house hold ➤ Proof of child support paid to someone who <u>does not</u> live in the home 	<p>Phone number: (951) 358-3400</p> <p>Web site: DPSS Food Stamps</p>

PROVIDER RESOURCE GUIDE

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Service Provider	Where to go to apply for benefits	You maybe eligible if you...	How to Contact
<p>In-Home Support Services (IHSS)</p>	<p>Department of Public Social Svs. 4060 County Circle Dr Riverside, CA 92503</p>	<ul style="list-style-type: none"> ➤ Are a current recipient of Supplemental Security Income/State Supplementary Payment (SSI/SSP); ➤ You meet all the eligibility criteria for SSI/SSP except that your income is in excess of the SSI/SSP income levels; ➤ You meet all the eligibility criteria for SSI/SSP, including income, but do not receive SSI/SSP; ➤ You are a Medi-Cal recipient who meets SSI/SSP disability criteria. 	<p>IHSS Applications: (888) 960-4477</p> <p>Fax: (951) 358-3969</p> <p>Web site: http://dpss.co.riverside.ca.us/AdultServices.aspx</p>

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Service Provider	Where to go to apply for benefits	What to Bring	How to Contact
<p>Low-Income Home Energy (LIHEAP) and Weatherization Assistance Programs</p>	<p>Community Action Partnership of Riverside County 2038 Iowa Avenue Suite B-102 Riverside, CA 92507</p>	<ul style="list-style-type: none"> ➤ Must meet Household Income Guidelines ➤ Copies of current gas and electric bill showing last 4-week usage (no opening, closing or outdated utility bills.) ➤ Proof of all household income, covering the past 4 weeks ➤ Proof of Citizenship (birth certificate, resident card, etc.) ➤ Social Security Card ➤ For Renters: If utilities are included in rent, you need to provide a rental agreement. ➤ Statement of Citizenship Form completed and signed ➤ Application Form completed and signed , (both forms are included in packet) 	<p>Energy Utility Assistance: (951) 955-6448 (951) 955-6478</p> <p>Weatherization: (951) 955-6478</p> <p>Web site: http://www.capriverside.org/opencms/index.html</p>

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Service Provider	Assistance Programs	Qualification Requirements	How to Contact
<p>Southern California Gas Company</p>	<p>Direct Assistance Program (DAP)</p> <p>California Alternate Rates for Energy (CARE) 20% discount</p> <p>GAF Assistance Fund</p> <p>Medical Baseline Allowance</p> <p>Request Payment Arrangements</p> <p>Level Pay Plan</p> <p>Services for Visually Impaired</p>	<ul style="list-style-type: none"> ➤ Medicaid/Medi-Cal ➤ Healthy Families A & B ➤ Women, Infants, and Children Program (WIC) ➤ Temporary Assistance for Needy Families (TANF) or Tribal TANF ➤ Food Stamps/SNAP ➤ Low Income Home Energy Assistance Program (LIHEAP) ➤ Supplemental Security Income (SSI) ➤ National School Lunch's FREE Lunch Program (NSL) ➤ Bureau of Indian Affairs General Assistance (BIA GA) ➤ Head Start Income Eligible - Tribal Only <p>-OR-</p> <ul style="list-style-type: none"> ➤ Must meet Household Income Guidelines 	<p>Customer Service: (800) 427-2200</p> <p>DAP: (800) 331-7593</p> <p>Web site: http://www.socalgas.com/assistance/care/</p>

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Service Provider	Where to go to apply for benefits	Services Provided	How to Contact
<p>Desert Aids Project (DAP)</p>	<p>1695 N. Sunrise Way Palm Springs, CA 92262</p> <p>P.O. Box 2890 Palm Springs, CA 92263</p>	<ul style="list-style-type: none"> • Confidential HIV testing • Transportation • Legal counseling • Case management • Benefits and financial counseling • Home care • On-Site Walgreen's Pharmacy • Food • Dental referrals • Psychological counseling • Housing assistance • Substance abuse counseling • On site Laboratory services 	<p>Phone numbers: (760) 323-2118</p> <p>Toll Free: (866) 331-3344</p> <p>TDD: (760) 969-1796</p> <p>Fax: (760) 323-9865</p> <p>Web site: http://www.desertaidproject.org/</p> <ul style="list-style-type: none"> ➤ Must call or email Ed Scarry at 760-323-2118 x295 or escarry@desertaidproject.org for an intake appointment) ◆ Intake classes held each Wednesday at 2:00 pm in Palm Springs

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Service Provider	Where to go to apply for benefits	Services Provided	How to Contact
<p>Health Insurance Counseling and Advocacy Program (HICAP)</p>	<p>464 7th Street Oakland, CA 94607</p>	<ul style="list-style-type: none"> • HICAP provides free and unbiased community education and individual counseling to Medicare beneficiaries about Medicare, Supplemental plans, Prescription Drugs, Medicare Advantage plans, Long Term Care, Appeals, and: • Legal Services • Health Insurance Counseling and Advocacy Program • Community Education Presentations • Elder Abuse Conference 	<p>Legal Assistance (510) 832-3040 Web site: las@lashicap.org</p> <p>Health Insurance Counseling (HICAP) Statewide (800) 434-0222 Web site: hicap@lashicap.org</p> <p>Southern and Eastern County (800) 393-0363</p>

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Service Provider	Where to go to apply for benefits	Services Provided	How to Contact
<p>Inland Empire Health Plan (IEHP)</p>	<p>Call to apply for services.</p>	<ul style="list-style-type: none"> Serves residents of Riverside and San Bernardino counties. To help working families apply for low-cost healthcare. One that offers medical, dental and vision care, at a cost they can pay for. IEHP serves children, families, seniors, and persons with disabilities. Call to see which program you may qualify for. 	<p>Member Services: IEHP: (800) 440-(IEHP)(4347) (866) 294-(IEHP) (4347) TTY: (800) 718-(IEHP) (4347) (800) 720-(IEHP) (4347) Web site: http://ww2.iehp.org/IEHP/Membership/</p>

Service Provider	Where to go to apply for benefits	Services Provided	How to Contact
<p>Kaiser Permanente Southern California</p> <p>Access for Infants and Mothers (AIM) Program</p>	<p>AIM Program P.O. Box 15559 Sacramento, CA 95852-0559</p>	<ul style="list-style-type: none"> Promote a healthy pregnancy for you and a healthy start for your baby. The AIM Program is low-cost health care coverage for pregnant women. Their newborns may be covered by the Healthy Families Program. AIM is for middle-income families who don't have health insurance and whose income is too high for no-cost Medi-Cal. 	<p>Customer Service Call Center: (800) 464-4000</p> <p>Fax: (888) 889-9238</p> <p>Web site: http://www.aim.ca.gov/Plans_Providers/Plans/Kaiser_SouthCal.aspx</p>

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Service Provider	Where to go to apply for benefits	Qualification Requirements	How to Contact
<p>Medi-Cal</p>	<p>Department of Public Social Services 4260 Tequesquite Ave. Riverside, CA 92501 -OR- 11060 Magnolia Ave. Riverside, CA 92505</p>	<ul style="list-style-type: none"> ➤ If you are enrolled in the following programs: <ul style="list-style-type: none"> • SSI/SSP • Cal Works (AFDC) • Refugee Assistance • Foster Care or Adoption Assistance Program • In-Home Support Services (IHSS) ➤ Or if you are: <ul style="list-style-type: none"> • 65 or older • Blind • Disabled • Under 21 • Pregnant • In a skilled nursing or intermediate care home • On refugee status for a limited time, depending how long you have been in United States ➤ Or if a parent or caretaker relative or a child under 21 if: <ul style="list-style-type: none"> • The child's parent is deceased or doesn't live with the child • The child's parent is incapacitated • The child's parent is under employed or unemployed. 	<p>Local numbers: (951) 955-6400 (951) 358-3400</p> <p>Phone Support: (800) 541-5555</p> <p>Automated Phone Center: (800) 786-4346</p> <p>Web site: http://dpss.co.riverside.ca.us/MediCal.aspx#AFA</p>

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Service Provider	Where to go to apply for benefits	Qualification Requirement	How to Contact
<p>Medicare</p> <p>Hospital Insurance (also known as Part A)</p> <p>Medicare Medical Insurance (AKA Part B)</p> <p>Medicare Advantage Plans (AKA Part c)</p> <p>Prescription Drug Coverage (AKA Part D)</p>	<p>Social Security Administration 1860 Chicago Ave. Suite G13 Riverside, CA 92507</p>	<p>➤ If You Are Over 65</p> <p>Most people 65 or older are eligible for Medicare hospital insurance (Part A) based on their own - or their spouse's employment. You are eligible at 65 if you:</p> <ul style="list-style-type: none"> • Receive Social Security or railroad retirement benefits; • Are not getting Social Security or railroad retirement benefits, but you have worked long enough to be eligible for them; • Would be entitled to Social Security benefits based on your spouse's (or divorced spouse's) work record, and that spouse is at least 62 (your spouse does not have to apply for benefits in order for you to be eligible based on your spouse's work) ;or • Worked long enough in a federal, state or local government job to be insured for Medicare. 	<p>To make an appointment (800) 772-1213</p> <p>TTY: (800) 325-0778</p> <p>Medicare Customer Service Representative (800) 633-4227</p> <p>Web site: http://www.socialsecurity.gov/medicareonly/</p>

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Service Provider	Contact Information	Qualification Requirements	How to Contact
<p>Medicare, continued</p>		<p>► If You Are Under 65</p> <p>Before age 65, you are eligible for Medicare hospital insurance if you:</p> <ul style="list-style-type: none"> • Get Social Security disability benefits and have amyotrophic lateral sclerosis (Lou Gehrig's) disease; or • Have been a Social Security disability beneficiary for 24 months; or <p>Have worked long enough in a federal, state, or local government job and you meet the requirements of the Social Security disability program. If you receive a disability annuity from the Railroad Retirement Board, you will be eligible for hospital insurance after a waiting period. (Contact your railroad retirement office for details.)</p>	

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Service Provider	Contact Information	Qualification Requirements	How to Contact
<p>Molina Healthcare (Providing healthcare to those who depend on government assistance)</p>	<p>11748 Magnolia Ave Suite D Riverside, CA 92503</p>	<p>Molina Healthcare contracts with state governments and serves as a health plan providing a wide range of quality health care services to families and individuals who qualify for government-sponsored programs, including Medicaid and the State Children's Health Insurance Program (SCHIP).</p> <p>Through the Medicaid program, Molina Healthcare provides health insurance to low-income families and individuals with disabilities, with eligibility requirements and benefits for Medicaid determined by each state. Another program, the State Children's Health Insurance Program (SCHIP), can provide health care coverage to children who cannot afford private insurance, but whose family's income is too high to qualify for Medicaid assistance.</p>	<p>Phone number: (951) 358-0142</p> <p>Member Services Department Toll Free (800) 665-0898</p> <p>TTY/TDD: (800) 346-4128</p> <p>Web site: http://www.molinahealthcare.com/Pages/index.aspx</p> <p>Web site: Locate Local Molina Provider</p>

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Service Provider	Where to go to apply for benefits	What to Bring	How to Contact
<p>SSA (Social Security Administration)</p> <p>SSI (Supplemental Security Income)</p> <p>Retirement</p> <p>Survivors</p> <p>Disability</p> <p>Medicare</p>	<p>Social Security Administration:</p> <p>1860 Chicago Ave. Ste G13 Riverside, CA 92507</p> <hr/> <p>7880 Mission Grove Parkway South Riverside, CA 92508</p>	<ul style="list-style-type: none"> ➤ Your Social Security number; ➤ Your birth certificate; ➤ Your W-2 forms or self-employment tax return for last year; ➤ Your military discharge papers if you had military service; ➤ Your spouse’s birth certificate and Social Security number if he or she is applying for benefits; ➤ Children’s birth certificates and Social Security numbers, if you are applying for children’s benefits; ➤ Proof of U.S. citizenship or lawful alien status if you (or a spouse or child applying for benefits) were not born in the United States; and ➤ The name of your financial institution, the routing number and your account number, so your benefits can be deposited directly into your account. <p>You will need to submit original documents or copies certified by the issuing office. You can mail or bring them to Social Security and they will make photocopies and return your documents.</p>	<p>Phone numbers: Toll Free (800) 772-1213 TTY (800) 325-0778</p> <p>Web site: http://www.ssa.gov/</p> <hr/> <p>Phone numbers: Toll Free (800) 772-1213 TTY (800) 325-0778</p> <p>Web site: http://www.ssa.gov/</p>

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Service Provider	Where to go to apply for benefits	Services Provided	How to Contact
Veteran's Services	Corona Vet Center 800 Magnolia Ave. Suite 110 Corona, CA 92879	Veterans of the United States armed forces may be eligible for a broad range of programs and services provided by the VA. Eligibility for most VA benefits is based upon discharge from active military service under other than dishonorable conditions, and certain benefits require service during wartime.	Phone numbers: Local (951) 734-0525 Toll Free (800) 827-1000 Web site: http://www.va.gov/

Service Provider	Contact Information	Services Provided	How to Contact
Riverside County Adult Protective Services (APS)	APS Hot Line Toll Free (800) 491-7123	Investigates reports of : <ul style="list-style-type: none"> • Physical Abuse • Sexual Abuse • Psychological Abuse • Abandonment • Self Neglect • Financial Abuse • Neglect 	APS Hot Line Toll Free number (800) 491-7123 Web Site: http://dpss.co.riverside.ca.us/AdultServices.aspx#APS

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Service Provider	Contact Information	Services Provided	How to Contact
<p>Riverside County Adult C.A.R.E. Program</p> <p>Curtiling Abuse Related to the Elderly (C.A.R.E.)</p>	<p>Six offices county-wide</p>	<ul style="list-style-type: none"> • Provides consumer fraud education and advocacy for seniors who have been victims of fraudulent practices by businesses; • Provides elder abuse recognition and reporting training to law enforcement, financial institutions, clergy and other mandated reporters; • Assists victims of consumer fraud in the recovery of assets and prosecution of the offenders; • Coordinates three successful regional elder abuse multi-disciplinary teams (C.A.R.E. Teams) to share best practices on challenging cases and promote increased awareness and prosecution of abuses. 	<p>Phone numbers: (800) 476-7506</p> <p>Web site: http://dpss.co.riverside.ca.us/CARETeams.aspx</p>

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Service Provider	Where to go to apply for benefits	Services Provided	How to Contact
<p>Riverside County Child Protective Services (CPS/CWS)</p>	<p>CPS/CWS Agency 4060 County Circle Drive Riverside, CA 92503</p>	<p>When a referral is received, the social service staff obtains facts from the person making the referral to determine if the referral alleges abuse, neglect, or exploitation. The Emergency Response staff determines if an in-person response is indicated. Whenever a report indicates the need for protection, CPS/CWS will:</p> <p>Accept the case</p> <ul style="list-style-type: none"> • Intervene in the crisis, if required • Apply Family Preservation and Support Services for some families • Assess or identify problems, gather facts and clarify the problems • Plan and provide services, set goals, identify resources and timeframes 	<p>Phone numbers: (800) 442-4918</p> <p>Fax: (951) 413-5122</p> <p>Web site: http://dpss.co.riverside.ca.us/childprotectiveservices.aspx</p> <p>24-Hour Child Abuse Hot Line: (800) 442-4918</p> <p>Web link: Child Protective Services (CPS) Hotlines</p> <p>Web link: Children and Family Services Division website.</p>

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Service Provider	Where to go to apply for benefits	Services Provided	How to Contact
<p>Riverside County District Attorney Victim Witness Program</p>	<p>Riverside Office 3960 Orange Street Riverside, CA 92501</p>	<p>Services include legal assistance, victim/witness services, court and hospital accompaniment, crisis intervention, emergency assistance, information and referral, and access to law enforcement and prosecutors.</p> <ul style="list-style-type: none"> • Property Return • Crisis & Emergency Services • Employment Intervention • Court Information • Victim Impact Statement • Case Status 	<p>Phone number: (951) 955-5450</p> <p>Web site: http://www.rivcoda.org/VS/home.html</p>

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Service Provider	Where to go to apply for benefits	Services Provided	How to Contact
<p>Riverside County Department of Mental Health</p>	<p>Contact Riverside County MHS Administration</p> <p>Mail to: Riverside County Department of Mental Health, Attn: MHS Administration P.O. Box 7549 Riverside, CA 92513</p>	<p>The Department of Mental Health is comprised of three major programs: Mental Health Services, Substance Abuse Control Services, and the Public Guardian's office. These programs are divided into five services that enable the department to provide prompt, efficient, professional, culturally competent, and sensitive community-based services throughout the County</p> <ul style="list-style-type: none"> • Adult Mental Health Services • Older Adult Mental Health Services • Children's Services • Public Guardian • Substance Abuse Program 	<p>Phone numbers: (951) 358-4500</p> <p>Fax: (951) 358-4513</p> <p>Emergency Treatment Services: (951) 358-4881 (951) 358-4882 (951) 358-4883 -OR- (800) 479-4800</p> <p>Email: MHS@co.riverside.ca.us</p>

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Service Provider	Contact Information	Services Provided	How to Contact
<p>Suicide National Lifeline-Suicide Hotline</p>	<p>Riverside County Department of Mental Health (800) 273-8255</p>	<p>Suicidal Crisis Intervention Call for Comfort - Call To Survive</p>	<p>Help/Crisis Information Psychiatric Emergency Treatment Services (951) 358-488</p> <p>California Youth Crisis Line For Ages 12-24 All Youth Issues 24 hours / 7 days (800) 843-5200</p> <p>Volunteer Center of Riverside Helpline of Riverside 24 hours / 7 days (951) 686-HELP (4357)</p> <p>Web site: http://www.suicidepreventionlifeline.org/</p>

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Service Provider	Contact Information	Services Provided	How to Contact
Riverside County Emergency Medical Service Agency	No Physical Address	Emergency Medical Services EMS provides care on-scene with follow-up transport to a hospital. First responders include EMT-I, EMT-II , EMT-P (paramedic).	911-EMERGENCY SERVICES Web Site: http://www.rivcoems.org/home/index.html

Service Provider	Contact Information	Services Provided	How to Contact
City of Riverside Fire Department	Administration 3085 Street Laurence Street Riverside, CA 92504	Fire Prevention	Phone: (951) 826-5321 Email: fire@riversideca.gov Web site: http://www.riversideca.gov/fire/Pages/stations.aspx 911-EMERGENCY SERVICES

Service Provider	Contact Information	Services Provided	How to Contact
CAL Fire/ Riverside County Fire Department	Administrative Headquarters (951) 940-6900 210 West San Jacinto Ave. Perris, CA 92570	Riverside County Fire Department, through contract, provides fire and emergency medical service to many cities and community service districts.	Public Affairs (951) 940-6985 Fire Prevention Bureau (951) 943-4970 Investigation Arson Hotline (800) 633-2836 Web site: CAL Fire

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Service Provider	Contact Information	Services Provided	How to Contact
<p>Riverside Police Department (RPD)</p>	<p>4102 Orange St. Riverside, CA 92501</p>	<p>The Riverside Police Department is committed to proactive law enforcement – community partnership that is focused on public trust and safety and provides quality, responsive and effective services through valued employees.</p>	<p>Phone number: (909) 826-5700</p> <p>911-EMERGENCY SERVICES</p> <p>Web site: www.RiversideCa.gov</p>

Service Provider	Contact Information	Services Provided	How to Contact
<p>Riverside County Sheriff Department</p>	<p>West County Dispatch Center</p> <p>Palm Desert Dispatch Center</p>	<p>The members of the Riverside County Sheriff's Department fill a variety of difficult and demanding roles as to provide law enforcement and related services to our communities.</p>	<p>West County Dispatch</p> <p>Phone numbers: (951) 776-1099 (800) 950-2444</p> <p>Palm Desert Dispatch Center (760) 836-1600</p> <p>Web site: http://www.riversidesheriff.org/</p>

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Service Provider	Where to go to apply for benefits	Services Provided	How to Contact
<p>Salvation Army</p>	<p>3695 First Street Riverside, CA 92501</p>	<p>There are 17 centers, known as Salvation Army corps community centers, in Imperial, Riverside, San Bernardino and San Diego counties for worship and service. Each corps offers social services, including food and referrals for clothing and shelter, as well as spiritual guidance, and worship.</p> <ul style="list-style-type: none"> • Offers social services, including food and referrals for clothing and shelter, as well as spiritual guidance, and worship. • The Salvation Army operates several residential facilities for older adults. Here older people can live in an atmosphere of love, acceptance and encouragement. There are also several adult day-care service centers for those seniors who need specialized services. 	<p>Phone number: (951) 784-4490</p> <p>Web site: Salvation Army</p>

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Service Provider	Contact Information	Services Provided	How to Contact
Community Food Pantry of Murrieta	384444 Sky Canyon Drive Murrieta, CA 92563	The food pantry serves the Murrieta/Temecula Valley. It is a Christian movement that helps feed and assist over 200 needy families in our area. It is a nonprofit that always needs volunteers and donations.	Phone number: (951) 677-6347 Web site: http://communityfoodpantry.blogspot.com/

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Service Provider	Contact Information	Services Provided	How to Contact
<p>Angel Food Ministries</p>	<p>Mail: P.O. Box 128 Good Hope, GA 30641</p>	<p>Angel Food Ministries is able to provide families with approximately \$65 worth of quality nutritious food for \$30.</p>	<p>Phone numbers: (877) FOOD-MINISTRY (877) 366-3646 Office phone: (770) 267-7015 (888) 819-3745 Fax: (770) 267-8031 Web site: https://www.angelfoodministries.com/ Email: angelfood@angelfoodministries.com</p>

Service Provider	Contact Information	Services Provided	How to Contact
<p>Treasure Box</p>	<p>Numerous locations throughout Riverside County- to find a host site use the web site.</p>	<p>The Treasure Box provides families and individuals with a substantial box of grocery store quality food retailing between \$65.00 - \$100.00 for just \$30.00 each.</p>	<p>Phone number: (951) 530-1145 Web site: https://www.thetreasurebox.org/order/locatehosts.php?one=92507&distance=10</p>

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Service Provider	Contact Information	Services Provided	How to Contact
<p>FIND (Distributor)</p>	<p>FIND Food Bank P.O. Box 10080 Indio, CA 92202</p>	<p>FIND (Food in Need of Distribution) provides food for over 90 other non-profit agencies in the Coachella Valley. These agencies range from emergency food pantries to soup kitchens to senior centers to shelters for the homeless to shelters for abused women.</p>	<p>Phone number: (760) 775-3663 Fax: (760) 775-0252</p>

Service Provider	Contact Information	Services Provided	How to Contact
<p>Second Harvest (Distributor)</p>	<p>2952 Jefferson St. Suite B Riverside, CA 92504</p>	<p>America's Second Harvest is the nation's largest hunger-relief organization, with a national network of more than 200 food banks and food-rescue programs.</p>	<p>Phone number: (951) 359-4757 Fax: (951) 359-8314 Web site: http://secondharvest.us/</p> <p>To find participating organizations for individuals dial 2-1-1 from your home phone</p>

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Service Provider	Contact Information	Services Provided	How to Contact
Harmony Kitchen	219 S. Main Street Blythe, CA 92225	Provides meals - Monday through Friday Hours of operation - 10:30 am to 12:30 pm	Phone number: (760) 921-4508

Service Provider	Contact Information	Services Provided	How to Contact
Housing Authority of the County of Riverside	5555 Arlington Avenue Riverside, CA 92504	To provide affordable decent, safe and sanitary housing opportunities to low and moderate income families including elderly and handicapped persons, while supporting programs to foster economic self-sufficiency.	Phone numbers: (951) 351-0700 (800) 655-4228 Fax: (951) 354-6324 Web site: http://www.harivco.org/

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Service Provider	Contact Information	Services Provided	How to Contact
<p>Alzheimer's Association</p>	<p>California Southland Chapter Inland Empire Regional Office 9213 Archibald Avenue Rancho Cucamonga, CA 91730</p> <p>Coachella Valley – Rancho Mirage Regional Office 69-730 Hwy 111 Suite 202 Rancho Mirage, CA 92270</p>	<ul style="list-style-type: none"> • The Alzheimer's Association California Southland Chapter, in our effort to assist people with Alzheimer's and their families and to educate the public about Alzheimer's disease, offers a variety of diverse programs and services. • To eliminate Alzheimer's disease through the advancement of research; to provide and enhance care and support for all affected; and to reduce the risk of dementia through the promotion of brain health. 	<p>Inland Empire Regional Offices Phone: (909) 944-9680 Fax: (909) 944-9736 Web site: http://www.alz.org/californiasouthland/</p> <p>Coachella Valley – Rancho Mirage Regional Office Phone: (760) 328-6767 Fax: (760) 328-2747</p>

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Service Provider	Contact Information	Services Provided	How to Contact
<p>Braille Institute of America Inc.</p>	<p>Braille Institute's Rancho Mirage Regional Center 70251 Ramon Road Rancho Mirage, CA 92270</p>	<ul style="list-style-type: none"> • Braille Institute is a nonprofit organization whose mission is to eliminate barriers to a fulfilling life caused by blindness and severe sight loss. • The Institute provides an environment of hope and encouragement for people who are blind and visually impaired through integrated educational, social and recreational programs and services. 	<p>Phone numbers: (760) 321-1111 Fax: (760) 321-9715 Email: dc@brailleinstitute.org http://www.brailleinstitute.org/services</p>

Service Provider	Contact Information	Services Provided	How to Contact
<p>Stroke Recovery Center</p>	<p>2800 East Alejo Road Palm Springs, CA 92262</p>	<p>The Stroke Recovery Center is a non-clinical, inexpensive combination of programs that offer long-term rehabilitation to the survivors of stroke along with support for their families, caregivers and loved ones.</p>	<p>Phone numbers: (760) 323-7676 Fax: (760) 325-8026 Web site: http://strokerecoverycenter.org/</p>

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Service Provider	Contact Information	Services Provided	How to Contact
<p>Community Access Center (CAC)</p>	<p>6848 Magnolia Avenue Suite 150 Riverside, CA 92506</p>	<p>Non-profit, independent living resource center. System & Individual advocacy, Information and referral, peer support, housing and personal care assistance referral, assistive technology, independent living, skills, also ADRC program and senior low vision program.</p>	<p>Phone numbers: (951) 284-0358 Fax: (951) 274-0833 TTD/TTY: (951) 274-0834 Email: pmgr1@ilcac.org</p>

Service Provider	Contact Information	Services Provided	How to Contact
<p>Community Action Partnership of Riverside County (CAP)</p>	<p>Community Action Partnership of Riverside County 2038 Iowa Avenue Suite B-102 Riverside, CA 92507</p>	<p>CAP of Riverside County is officially designated to address poverty with a comprehensive set of strategies that range from crisis management to financial security to capacity building for families and communities.</p>	<p>Phone numbers: (951) 955-4900 (800) 511-1110 Fax: (951) 955 6506 TTY: (951) 955-5126 Web site: http://www.capriverside.org/open/cms/index.html HEAP (800) 999-5584</p>

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Service Provider	Contact Information	Services Provided	How to Contact
Riverside County Office on Aging (OoA)	6296 River Crest Drive, Suite K Riverside, California 92507-0738	<ul style="list-style-type: none"> • OoA is one of the nation's largest providers of home-and community-based care for older persons and their caregivers. • The mission is to develop a comprehensive, coordinated and cost-effective system of long-term care that helps elderly individuals to maintain their dignity in their homes and communities. • The mission statement also is to help society prepare for an aging population. • Network of Care <ul style="list-style-type: none"> ○ Seniors & People with Disabilities ○ Mental/Behavioral Health ○ Service Members, Veterans & their Families 	<p>Phone numbers: (951) 867-3800</p> <p>TT: (951) 697-4699</p> <p>Helplink: (800) 510-2020</p> <p>Web site: http://www.rcaging.org/opencms/Links/index.html</p> <p>Network of Care Web Site: http://riverside.networkofcare.org/home_county.cfm?thecountyname=Riverside</p>

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Service Provider	Contact Information	Services Provided	How to Contact
Riverside County Transportation Commission (RCTC)	4080 Lemon Street 3rd Floor P.O. Box 12008 Riverside, CA 92502	Riverside County Transportation Commission (RCTC) plans and implements transportation and transit improvements, assists local governments with money for local streets and roads, helps smooth the way for commuters and goods movement, and ensures that everyone has access to transportation.	Phone numbers: (951) 787-7141 Fax: (951) 787-7920

Service Provider	Contact Information	Services Provided	How to Contact
511	Dial 5-1-1	<ul style="list-style-type: none"> • Real-time traffic for all of Southern California means you can know before you go and make the choice that's right for you. Get travel times, incident reports, and check out conditions using freeway cameras. Metrolink Information • IE511 is also dedicated to placing choices beyond your car at your fingertips. Our bus/rail trip planner gives you door to door routing and includes Metrolink. If you are looking for alternatives, we'll make it easy for you to take the train, bus, carpool, vanpool, and bicycle! It's all here and it's free. 	Phone numbers: <ul style="list-style-type: none"> • Anywhere in the Inland Empire, dial 5-1-1 • Mobile device at IE511.org • Anywhere in Southern California, dial IE511 • Nationwide (877) MYIE511 Web site: http://www.ie511.org/default.aspx

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Service Provider	Contact Information	Services Provided	How to Contact
<p>Banning Dial-A-Ride</p>	<p>Banning Pass Transit Office 789 North San Gorgonio Avenue P.O. Box 998 Banning, CA 92220</p>	<p>Accessibility of Banning Pass Transit Fixed-Route Service ADA transportation service is available within 3/4 mile of fixed-route service. The Banning Pass Transit fixed-route service fleet is accessible to all persons with disabilities. All bus operators are trained to assist in using a lift and securing a wheelchair. Bus operators can also assist in determining the bus stop most convenient for reaching a destination.</p>	<p>Phone number: (951) 922-3252 Fax: (951) 849-5952</p> <ul style="list-style-type: none"> • Reservations must be made no later than 3:00 PM the afternoon before the day of the trip. • Reservations may be made as early as 21 days in advance. <p>Web site: http://www.ci.banning.ca.us/index.aspx?NID=351</p>

Service Provider	Contact Information	Services Provided	How to Contact
<p>Beaumont Dial-A-Ride</p>	<p>City of Beaumont, Civic and Community Center 550 East 6th Street Beaumont, CA 92223</p>	<p>Passengers are asked to call at least 24-hours in advance to make a reservation. Appointments fill-up quickly and the service is on a first come, first serve basis, more notice may be needed to book certain times. Reservations can be made over a month in advance.</p>	<p>Phone number: (951) 769-8532</p> <p>Web site: http://www.ci.beaumont.ca.us/index.aspx?NID=161</p>

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Service Provider	Contact Information	Services Provided	How to Contact
<p>City of Corona Transit Service (CTS)</p>	<p>Public Works/ Transportation, 400 S. Vicentia Ave. Corona, CA 92882</p>	<ul style="list-style-type: none"> • Dial-A-Ride Corona Dial-A-Ride is a general public demand responsive service that provides curb-to-curb transportation within the City of Corona area. All residents in the Dial-A-Ride service area are eligible for Dial-A-Ride service. • Corona Cruiser, Corona's fixed-route bus system, travels along two routes in the City, Red Line and Blue Line. If you need a ride to Corona City Hall, Corona Public Library, Fender Museum, Senior Center, major shopping centers, hospitals, or medical offices the Cruiser can you get you there. 	<p>Phone numbers: (951) 736-2434 (951) 734-7220</p> <p>Fax: (951) 279-3627</p> <p>Web site: http://www.coronatransit.com</p> <p>Email: PublWks@ci.corona.ca.us</p>

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Service Provider	Contact Information	Services Provided	How to Contact
<p>City of Riverside Special Transportation</p>	<p>3936 Chestnut St. Riverside, CA 92501</p> <p>Special Transportation 8095 Lincoln Ave Building A Riverside, CA 92504</p>	<ul style="list-style-type: none"> • Scheduled reservations can be made for a trip that reoccurs at the same time during the month. • Reservations are made for time on the hour & on the half hour. <p>Travel anywhere in the City limits. In addition, you can go to designated transfer points to travel into Corona, Loma Linda, Mira Loma, San Bernardino and Woodcrest.</p>	<p>Phone numbers: (951) 826-2000</p> <p>Special Transportation (951) 687-8080</p> <p>Web site: http://www.riversideca.gov/park_rec/seniors-transportation.asp</p>

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Service Provider	Contact Information	Services Provided	How to Contact
<p>Palo Verde Transit Agency</p>	<p>125 W. Murphy Street Blythe, CA 92225</p>	<p>Coordinates transportation locally and regionally for anyone:</p> <ul style="list-style-type: none"> • Dial-A-Ride <ul style="list-style-type: none"> ○ Desert Roadrunner Dial-A-Ride is a service for seniors (age 60 years old and older) and persons with disabilities. General public can ride Dial-A-Ride if boarding in an area that is four blocks away from the nearest fixed route on a space available basis. ○ Desert Roadrunner Dial-A-Ride operates on Tuesday and Thursday from 6:30 am to 3:00 pm No service on Monday, Wednesday, Friday, weekends or holidays. 	<p>Phone numbers: (760) 922-1140 or 511 (800) COMMUTE</p> <p>Mobility Management and ADA Special Services: (760) 922-4900</p> <p>TDD/TTY: 711</p> <p>Web site: http://sites.google.com/site/pvvta_blythe/</p>

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Service Provider	Contact Information	Services Provided	How to Contact
<p>Riverside Transit Agency (RTA)</p>	<p>1825 Third Street Riverside, CA 92507</p>	<ul style="list-style-type: none"> Local and commuter fixed route bus service and paratransit (Dial-A-Ride) service in western Riverside County. RTA <u>does not provide</u> Dial-A-Ride service within the cities of Riverside, Corona, Banning or Beaumont. 	<p>Bus information: (800) 800-7821 Dial-A-Ride: (800) 795-7887 RTA Administration: (951) 565-5000 TDD/TTY: (800) 800-7825 (Bus Information) TDD/TTY: (800) 396-3610 (Dial-A-Ride) Web site: http://www.riversidetransit.com/home/index.htm</p>

Service Provider	Contact Information	Services Provided	How to Contact
<p>Transportation Reimbursement and Information Project -TRIP</p>	<p>Riverside County Office on Aging 6296 River Crest Drive, Suite K Riverside, CA 92507</p>	<p>Transportation Reimbursement and Information Project (TRIP) social transportation program that complements rail, fixed route and special public transportation services in Riverside County, California.</p>	<p>Phone numbers: (951) 867-3800 Fax: (951) 867-3830 Web site: http://www.livingpartnership.org/Transportation.htm Email: executivedirector@livingpartnership.org</p>

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Service Provider	Contact Information	Services Provided	How to Contact
SunLine Transit	Customer Service 32-505 Harry Oliver Trail Thousand Palms, CA 92276	<ul style="list-style-type: none"> • Fixed Route (SunBus) • Paratransit (SunDial) 	Phone numbers: (760) 343-3456 (800) 347-8628 Web site: http://www.sunline.org/

Service Provider	Contact Information	Services Provided	How to Contact
Riverside County Department of Public Health	Health Administration Building 4065 County Circle Drive Riverside, CA 92503	The Riverside County Department of Public Health promotes and protects the health of all County residents and visitors in service of the well-being of the community and oversees 19 branches with more than 50 programs.	Phone numbers: (951) 358-5000 Fax: (951) 358-4529 TDD: (951) 358-5124 Web site: http://www.rivcoph.org/

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HOSPITALS	How to Contact	City Location
Arrowhead Regional Medical Center	909-580-1000	Colton
Corona Regional Medical Center	951-737-4343	Corona
Department of Veterans Affairs Medical Center	909-825-7084	Loma Linda
Eisenhower Medical Center	760-340-3911	Rancho Mirage
Extended Care Hospital of Riverside	951-687-3842	Riverside
Hemet Valley Medical Center	951-652-2811	Hemet
Inland Valley Medical Center	951-677-1111	Wildomar
Inland Urgent Care of Sun City	951-246-3033	Sun City
John F Kennedy Memorial Hospital	760-347-6191	Indio
Kaiser Moreno Valley Community Hospital	951-243-0811	Moreno Valley
Kaiser Permanente Riverside Medical Center	951-688-2211	Riverside
Knollwood Hospital	951-684-1702	Riverside
Loma Linda Community Hospital	909-558-6000	Loma Linda
Menifee Valley Medical Center	951-679-8888	Sun City
Mission Valley Medical Center	951-679-8888	Sun City

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HOSPITALS	How to Contact	City Location
Mission Valley Medical Center	951-652-2811	Hemet
North Perris Medical Center	951-943-8110	Perris
Palo Verde Hospital	760-922-8479	Blythe
Parkview Community Hospital	951-688-2211	Riverside
Rancho Springs Medical Center	951-696-6000	Murrieta
Riverside Community Hospital	951-788-3000	Riverside
Riverside County Regional Medical Center	951-486-4000	Moreno Valley
San Geronio Memorial Hospital	951-845-1121	Banning
Vista Hospital of Riverside	951-436-3535	Perris

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SENIOR/COMMUNITY CENTER – COMMUNITY FOCAL POINT	
Ageless Reflections - Blythe Community Center (760) 922-8830	Corona Senior Center (951) 736-2363
Albert A. Chatigny Senior Center (951) 769-8539	Dales Senior Center (951) 826-5303
Arlanza Community Center – Bryant Park (951) 351-6135	Desert Hot Springs Senior Center (760) 329-0222
Banning Senior Center (951) 922-3250	Eddie Dee Smith Senior Center (951) 275-9975
Coachella Senior Center (760) 398-0104	Golden Rainbow Senior Center (760) 416-7790
Colorado River Senior & Community Center (760) 922-6133	Idyllwild Community Recreation Council (951) 659-2360
Cathedral City Senior Center (760) 321-1548	Indio Senior Center (760)391-4170
James A. Venable Community Center (951) 922-1097	Lake Elsinore Senior Center (951) 674-2526
James Simpson Memorial Center (951) 765-2390	Mary Phillips Senior Center (951) 694-6464
Janet Goeske Center (951) 351-8801	Mead Valley Community Center (951) 657-0686
Joslyn Center (760) 340-3220	Mizell Senior Center (760) 323-5689
Kay Cenicerros Senior Center (951) 672-9673	Moreno Valley Senior Center (951) 413-3430

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SENIOR/COMMUNITY CENTER – COMMUNITY FOCAL POINT	
La Quinta Senior Center (760) 564-0096	Morongo Indian Senior Center (951) 849-4761, ext 1899
La Sierra Senior Center (951) 351-6131	Murrieta Senior Center (951) 304-7275
Norco Senior Center (951) 270-5647	San Jacinto Community Center (951) 654-7212
Norton Younglove Community Center (951) 341-6634	Stratton Community Center at Bordwell Park (951) 826-5355
Norton Younglove Community Center (909) 795-2287	Thermal Senior Center (760) 399-0081
Perris Senior Center (951) 657-7334	Ysmael Villages Community Center (951) 351-6142
Ruth H. Lewis Community Center at Reid Park (951) 826-5654	

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Service Provider	How to Contact
Homeless Shelters	<u>Circle of Hope Family Shelter</u> (951) 278-2215 420 W. Harrison St, Corona, CA 92880
	<u>Martha's Village & Kitchen</u> (760) 347-4741 83791 Date Avenue, Indio, CA 92201
	<u>Path Of Life</u> (951) 786-9048 Family Shelter - 2530 Third Street, Riverside, CA (951) 275-8755 Emergency Shelter - 2840 Hulen Place, Riverside, CA (951) 683-4101
	<u>Roy's Desert Resource Center</u> (760) 676-5200 19531 McLane Street, Palm Springs, CA 92262
	<u>Operation Safehouse - Desert</u> (760) 343-3211 72-710 E. Lynn Street, Thousand Palms, CA 92276
	<u>Operation Safehouse- Riverside</u> (951) 351-4418 9685 Hayes Street, Riverside, CA 92503
	<u>Valley Restart Center</u> (951) 766-7476 200 East Menlo Avenue, Hemet, CA 92543
	<u>Coachella Valley Rescue Mission</u> (760) 347-3512 47-518 Van Buren, Indio, CA

Service Provided	How to Contact
Information Referral	Dial 2-1-1

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SUPPLEMENTARY INFORMATION

ACRONYMS	DEFINITION
AAA	Area Agency on Aging
AAP	Affirmative Action Plan
ARRA	American Recovery and Reinvestment Act of 2009
AARP	American Association of Retired Persons
AB	Assembly Bill
AC	Advisory Council
ACoA	Advisory Council on Aging
ACE	Alternative Care for the Elderly
ACS	American Community Survey
ACT	Aging Community Team
ADA	Americans with Disabilities Act of 1990
ADP	Automatic Data Processing
ADHC	Adult Day Health Care
ADL	Activities of Daily Living
ADRC	Aging & Disability Resource Connection
ADRC	Alzheimer's Day Care Resource Center
AGA	American Geriatrics Association
AIM	Action for Independent Maturity
AOA	Administration on Aging
APS	Adult Protective Services
ARRA	American Recovery and Reinvestment Act Funding
ASA	American Society on Aging
ASCC	Allied Senior Clubs of California
BOS	Board of Supervisors
C4A	California Association of Area Agencies on Aging

RESOURCE GUIDE PROVIDER SUPPLEMENTARY INFORMATION

ACRONYMS	DEFINITION
CAA	Community Action Agency
CAADS	California Association of Adult Day Services
CAC	Community Action Commission
CAHA	California Association of Homes for Aged
CAHF	California Association of Health Facilities
CAL-TRANS	California Department of Transportation
CANDE	California Association of Nutrition Directors for the Elderly
CANH	California Association of Nursing Homes
CAP	Community Action Partnership
CARCH	California Association of Residential Care Homes
CARE	Curtailing Abuses Related to the Elderly
CARS	California Aging Reporting System
CASSC	California Association of Senior Service Centers
CBLT	Community Based Long Term Care
CBO	Community Based Organization
CBSC	Community Based System of Care
CBSP	Community Based Services Programs
CCoA	California Commission on Aging
CCS	Congress of California Seniors
CDA	California Department of Aging
CDC	Center for Disease Control
CDPH	CA Department of Public Health
CDSMP	Chronic-Disease Self-management Program
CE	Community Engagement

RESOURCE GUIDE PROVIDER SUPPLEMENTARY INFORMATION

ACRONYMS	DEFINITION
CEL	Community Education Liaison
CETA	Comprehensive Employment Training Act
CHESA	California Higher Education Study of Aging
CHFC	California Health Facilities Commission
CLSC	California League of Senior Citizens
CLTC	Community Long Term Care
CMS	Contact Management System-OoA internal contact data base
CMS	Centers for Medicare and Medicaid Services
COBALT	Coalition on Boomers Aging and living Taskforce
CPEC	California Postsecondary Education Commission
CPPW	Communities Putting Prevention to Work Initiative
CPRS	California Park and Recreation Services
CR	Commuter Rail
CRCAC	Community Residential Care Association of California
CRTA	California Rural Legal Assistance
CRTA	California Retired Teachers Association
CSAC	California State Association of Counties
CSL	California State Legislature
DDS	Department of Developmental Services
DDSN	Department of Disabilities and Special Needs
DHEC	Department of Health and Environmental Control
DHHS	Department of Health and Human Services
DHS	Department of Health Services
DMH	Department of Mental Health

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ACRONYMS	DEFINITION
DO	Directly Operated
DOE	Department of Energy
DOL	Department of Labor
DOT	Department of Transportation
DPSS	Department of Public Social Services
DR	Demand Response
DRLC	Disability Rights Legal Center
DRG	Diagnostic Related Groups
DSS	Department of Social Services
DVR	Department of Vocational Rehabilitation
EB	Evidence Based
EDA	Employment Development Agency
EDA	Economic Development Agency
EDD	Employment Development Department
EID	Employee ID
ENCORE	Enhanced Network of Community Opportunities & Resources for Employment
EOC	Economic Opportunity Commission
EOS	Emergency Operations Center
ESRI	Maker of GIS software
FCA	Federal Council on Aging
FGP	Foster Grandparents
FG	Fixed Guideway-Transportation
FSA	Family Service Association
FTA	Federal Transit Agency

RESOURCE GUIDE PROVIDER SUPPLEMENTARY INFORMATION

ACRONYMS	DEFINITION
FTE	Full Time Employee
FY	Fiscal Year
GAC	Governmental Affairs Council
GAO	General Accounting Office
GEN/GED	Greatest Economic Need/Greatest Social Need
GIS	Geographic Information Systems
GLBT	Gay, Lesbian, Bisexual, Transgender
GRG	Grandparents Raising Grandchildren
GRGTF	Grandparents Raising Grandchildren Task Force
GSA	General Services Administration
HA	Housing Authority
HARC	Health Assessment Resource Center
HAS	Health Systems Agency
HB	House Bill
HCD	California Department of Housing and Community Development
HCFA	Health Care Financing Administration
HDM	Home Delivered Meals
HEA	Higher Education Act
HEAP	Home Energy Assistance Program
HEW	Department of Health, Education, and Welfare
HICAP	Health Insurance Counseling and Advocacy Program
HOV	High Occupancy Vehicles
HRMS	County's Computerized Payroll System
HUD	Housing and Urban Development

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ACRONYMS	DEFINITION
I&A	Information and Assistance
I&R	Information and Referral
IADL	Instrumental Activities of Daily Living
ICF	Intermediate Care Facility
IFF	Interstate Funding Formula
IHSS	In-Home Supportive Services
ILC	Independent Living Centers
IRS	Internal Revenue Service
ISCA	International Senior Citizens Association
ITCC	Inter-Tribal Council of California
JARC	FTA Job Access and Reverse Commute Program
JASA	Jewish Association for Services for the Aged
JPA	Joint Powers Agency
JT	Jitney- Transit Mode
JTPA	Job Training and Partnership Act
LART	Leadership Advisory Resource Team
LEAA	Law Enforcement Assistance Administration
LGOA	Lieutenant Governors Office on Aging
LI	Low Income
LIS	Low Income Subsidy
LTC	Long Term Care
LTCIP	Long Term Care Integration Project
M&M	Motivation and Morale
MAP	Management, Accountability, and Performance

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ACRONYMS	DEFINITION
MFO	Medi-Cal Field Office
MHA	Mental Health Association
MHSA	Mental Health Services Act
MIPPA	Medicare Improvements for Patients and Providers Act
MIS	Management Information Systems
MIS	Management Information System
MO	Monorail
MOW	Meals-On-Wheels
MPSC	Multipurpose Senior Centers
MSC	Multipurpose Senior Centers
MSP	Multi- Service Provider
MSSP	Multi-Purpose Senior Services Program
MV	MiniVans
N4A	National Association on Area Agencies on Aging
NAMP	National Association of Meals Program
NAPIS	National Aging Program Information System
NASUA	National Association of State Units on Aging
NCOA	National Council on Aging
NCSC	National Council of Senior Citizens
NCPSSM	National Committee to Preserve Social Security and Medicare
NF	Nursing Facilities
NIA	National Institute on Aging
NISC	National Institute of Senior Centers
NIH	National Institute on Health

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ACRONYMS	DEFINITION
NIMS	National Incident Management System
NOC	Network of Care
NPI	National Paralegal Institute
NSP	Nutrition Services Providers
NTD	National Transit Database
OAA	Older Americans Act
OAA A122Title VII	Vulnerable Elder Rights Protection Activities
OAA Title III B	Supportive Services and Senior Centers
OAA Title III C-2	Nutrition Services-Home Delivered Meals Program
OAA Title III C-I	Nutrition Services
OAA Title III D	In-home Supportive Services for Frail Older Individuals
OAA Title III E	Additional Assistance for Special Needs of Older Individuals
OAA Title III F	Preventative Health Services
OAA Title III G	Supportive Activities for Caretakers Who Provide In-Home Services to Frail Older Individuals
OAA Title IV	Training, Research, and Discretionary Projects and Programs
OAA Title V	Community Service Employment for Older Workers
OAA Title VI	Grants for Native Americans
OAA TITLE XIX	Medi-Cal/Medicaid
OAA TITLE XVIII	Medicare
OAA Title XX	Social Services Block Grant
OASC	Older Adult System of Care-MH
OASIS	County's Computerized Financial System
OCA	Older California Act
OCTS TF	Older California Traffic Safety Task Force

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ACRONYMS	DEFINITION
OE	Operating Expense
OES	Office of Emergency Services
OoA	Office on Aging (Riverside County)
OTO	One Time Only
PACE	Program of All-Inclusive Care for the Elderly
PEI	Prevention and Early Intervention
PIP	Performance Intervention Plan
POST	Peace Office Standards and Training
PSA	Planning and Service Area
PT	Purchased Transportation
RAP	Regional Access Project
RCFE	Residential Care Facilities for the Elderly
RCIT	Riverside County Information Technology
RC's HELP	Riverside County Homeowner Educational Learning Program
RCTC	Riverside County Transportation Commission
RDA	Recommended Dietary Allowance
RFF	Request for Funds
RFP	Request for Proposal
ROW	Right of Way
RSVP	Retired and Senior Volunteer Program
RTA	Riverside Transit Agency
SAG	Stakeholder Advisory Group
SB	School Bus
SCAG	Southern California Association of Governments

RESOURCE GUIDE PROVIDER SUPPLEMENTARY INFORMATION

ACRONYMS	DEFINITION
SCSEP	Senior Community Service Employment Program
SEED	SEED Community Project
SEMS	Standardized Emergency Management System
SHARP	Statewide HICAP Automated Reporting System
SHCoA	Statehouse Conference on Aging
SILC	State Independent Living Council
SLED	State Law Enforcement Division
SNAP	Supplemental Nutrition Assistance Program, AKA Food Stamps
SNF	Skilled Nursing Facility
SPA	Strategic Plan on Aging
SPCA	Society for Prevention of Cruelty to Animals
SSA	Social Security Administration
SSBG	Social Services Block Grant
SSI/SSP	Supplemental Security Income/Supplemental Security Payments
SUA	State Unit on Aging
SUP	Service Unit Pan
T Now	Transportation Now Committee
TA	Technical Assistance
TACC	Triple A Council of California (Area Agency on Aging)
TAGs	Target Area Groupings
TAP	Temporary Assistance Pool
TLMA	Transportation and Land Management Agency
TRIP	Transportation Reimbursement and Information Project
UPT	Unlinked Passenger Trips

**RESOURCE GUIDE PROVIDER
SUPPLEMENTARY INFORMATION**

ACRONYMS	DEFINITION
USOA	Uniform System of Accounts
Vet or vets	Veterans Services
VISTA	Volunteers in Service to America
VNA	Visiting Nurses Association
VP	Vanpooling
WDC	Workforce Development Center
WHCOA	White House Conference on Aging

PROVIDER RESOURCE GUIDE
SUPPLEMENTARY INFORMATION
WATCH YOUR LANGUAGE

Outdated or Offensive Language	Reasons	Accepted Language
<ul style="list-style-type: none"> → The Blind → The Disabled → The Autistic 	<ul style="list-style-type: none"> • All currently accepted terms should be used with "people first" language - i.e., "people with...", "person with...", the exception to this are "deaf people" and "deaf community," which are fine; • Groups people into one undifferentiated category; • Condescending; • Does not reflect the individuality, equality, or dignity of people with disabilities. 	<ul style="list-style-type: none"> ◆ People with disabilities ◆ People who are blind ◆ People who are visually impaired ◆ People with autism ◆ Deaf people
<ul style="list-style-type: none"> → Handicapped → Cripple → The disabled 	<ul style="list-style-type: none"> • Connotes that people with disabilities need charity; • Disabilities do not handicap: attitudes and inaccessibility handicap. 	<ul style="list-style-type: none"> ◆ People with disabilities ◆ Disabled people
<ul style="list-style-type: none"> → Able-bodied → Normal people 	<ul style="list-style-type: none"> • When speaking about people without disabilities as compared to people with disabilities; • Implies that the person with a disability is not normal. 	<ul style="list-style-type: none"> ◆ Non-disabled ◆ Person without a disability

**RESOURCE GUIDE PROVIDER
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WATCH YOUR LANGUAGE

Outdated or Offensive Language	Reasons	Accepted Language
<ul style="list-style-type: none"> → Deaf and dumb → Deaf-mute → Hearing Impaired 	<ul style="list-style-type: none"> • Implies mental incapacitation; • Simply because someone is deaf does not mean that they cannot speak; • Negative connotation of "impaired." 	<ul style="list-style-type: none"> ◆ Deaf or Hard of Hearing ◆ Non-verbal ◆ Person who does not speak ◆ Has a speech or communication disability
<ul style="list-style-type: none"> → Confined to a wheelchair → Wheelchair-bound 	<ul style="list-style-type: none"> • Wheelchairs don't confine; they give people mobility! 	<ul style="list-style-type: none"> ◆ Uses a wheelchair ◆ Wheelchair user ◆ Person who uses a wheelchair ◆ Person who has a mobility disability
<ul style="list-style-type: none"> → Vegetable 	<ul style="list-style-type: none"> • Connotes repulsiveness, oddness; • Dehumanizing. 	<ul style="list-style-type: none"> ◆ Multiple disabilities ◆ Severe disabilities
<ul style="list-style-type: none"> → Insane → Maniac → Psycho 	<ul style="list-style-type: none"> • Stigmatizing; • Considered offensive; • Reinforces negative stereotypes. 	<ul style="list-style-type: none"> ◆ Behavioral disability ◆ Emotional disability ◆ Person who has a mental illness ◆ Person who has a psychiatric disability ◆ He has bipolar disorder
<ul style="list-style-type: none"> → Mentally Retarded → Retard → Mentally defective → Slow 	<ul style="list-style-type: none"> • Stigmatizing; • Implies that a person cannot learn. 	<ul style="list-style-type: none"> ◆ Cognitive disability ◆ Intellectual disability ◆ Developmental disability ◆ Learning disability

RESOURCE GUIDE PROVIDER SUPPLEMENTARY INFORMATION

WATCH YOUR LANGUAGE

Outdated or Offensive Language	Reasons	Accepted Language
<ul style="list-style-type: none"> → Stricken, Afflicted, Suffers from, or Victim → Stroke victim → Stricken by MS → She suffers from epilepsy 	<ul style="list-style-type: none"> • Negative connotation; • Emotionally charged language adds the unnecessary element of pity to the person's disability. 	<ul style="list-style-type: none"> ◆ Person who had a stroke ◆ Person who has multiple sclerosis ◆ Person who has epilepsy
<ul style="list-style-type: none"> → Birth defect 	<ul style="list-style-type: none"> • Implies there was something wrong with the birth 	<ul style="list-style-type: none"> ◆ Congenital disability ◆ Born with their disability
<ul style="list-style-type: none"> → Deinstitutionalized 	<ul style="list-style-type: none"> • Stigmatizing; • Groups people into one category; not focused on the individual. 	<ul style="list-style-type: none"> ◆ Person who used to live in an institution
<ul style="list-style-type: none"> → Midget 	<ul style="list-style-type: none"> • Outdated term; • Considered offensive. 	<ul style="list-style-type: none"> ◆ Person of short stature

RESOURCE GUIDE PROVIDER SUPPLEMENTARY INFORMATION

ABC'S OF LGBT AND GENDER EXPRESSION

THINK BEFORE YOU SPEAK KNOW WHAT YOU'RE SAYING. LEARN SOME PROPER TERMINOLOGY ⁵	
Ally	Any non-LGBT person who supports and stands up for the rights of LGBT people.
Bisexual	A person who is attracted to both men and women.
Closeted / "In the Closet"	Describes a person who keeps their sexual orientation or gender identity a secret from some or all people.
Coming Out	The process of acknowledging one's sexual orientation and/or gender identity to other people. For most LGBT people this is a life-long process.
Gay	A person who is attracted only to members of the same sex. Although it can be used for any sex (e.g. gay man, gay woman, gay person), "lesbian" is usually the preferred term for women who are attracted to women.
Gender Expression	The manner in which a person outwardly expresses their gender.
Gender Identity	A person's inner sense of self as male, female, or somewhere in between. Most people develop a gender identity that corresponds to their biological sex, but many do not.
Heterosexual / Straight	A person who is only attracted to members of the opposite sex.
Heterosexism	The attitude that heterosexuality is the only valid or acceptable sexual orientation.
Homosexual	A clinical term for people who are attracted to members of the same sex. Some gay men and lesbians find this term offensive.
Homophobia	Fear of lesbians and gay men.
Lesbian	A woman who is only attracted to other women.
LGBT / GLBT	Acronyms for "lesbian, gay, bisexual and transgender."
Openly Gay / Lesbian / Bisexual /	Transgender: a person who publicly acknowledges their sexual orientation or gender identity.
Outing	The act of revealing an LGBT person's sexual orientation or gender identity without that person's consent
Queer	An offensive, umbrella term, used by some LGBT people to refer to themselves.
Questioning	A person who is unsure about their sexual orientation or gender identity.
Sexual Orientation	A person's attraction to members of the same and/or opposite sex. Includes gay, lesbian, bisexual and heterosexual.
Transgender	A person whose gender identity does not correspond to their biological sex

⁵ <http://www.thinkb4youspeak.com/GetInformed/index.asp?id=5>

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DEVELOP EFFECTIVE LGBT COMMUNICATION SKILLS ⁶

Don't assume anything:
Do not assume heterosexuality even when a client reveals they are married, and have children, and/or grandchildren.
Let the client give information at their own pace.
Ask only what is needed to provide competent care and or service.
Explain why you need certain sensitive information before asking for it.
Apologize if a client is offended by what you asked.
Be willing to accept only vague references about client's personal life.
Talk to colleagues who are LGBT or who have experience with LGBT clients.
Continually train yourself and staff on LGBT issues.

⁶ Boulder County Aging Services Division. Project Visibility: Training Manual. www.projectvisibility.org

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DEVELOP EFFECTIVE LGBT COMMUNICATION SKILLS ⁷

Ask open-ended questions such as:

Tell me about your living situation. With whom do you share the household?

Are you currently in a relationship? Tell me about that.

Where do you get your support? Who do you turn to in a time of need?

What people are important to you? Who do you consider to be family?

Is there someone you would like to have involved in your care?

⁷ Boulder County Aging Services Division. Project Visibility: Training Manual. www.projectvisibility.org

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DEVELOP EFFECTIVE LGBT COMMUNICATION SKILLS ⁸

Use gender-neutral language:

Use gender-neutral terms when you do not know the sex of a client's significant other.

If a client is using gender-neutral language they may be trying to conceal their sexual orientation.

If you think a client is using gender-neutral language to conceal their sexual orientation from you, do not assume they do not want you to know.

If a client uses derogatory terms to describe themselves (i.e., fag, dyke, etc.) **do not use these terms.** Ask what terminology the client prefers.

⁸ Boulder County Aging Services Division. Project Visibility: Training Manual. www.projectvisibility.org

RESOURCE GUIDE PROVIDER
SUPPLEMENTARY INFORMATION
THE ART OF ACTIVE LISTENING⁹

Active listening is all about building rapport, understand, and trust. Are you a good listener?

Restating:

To show you are listening, repeat every so often what you think the person said – not by parroting, but by paraphrasing what you heard in your own words.

For Example, “:let’s see of I’m clear about this...”

Summarizing:

Bring together the facts and pieces of this problem to check understanding – for example, “So it sounds to me as if ...” Or, “Is that it?”

Minimal encouragers:

Use brief, positive prompts to keep the conversation going and show you are listening – for example, “umm-hmmm, “Oh? I understand” “Then?” “And?”

Reflecting:

Instead of just repeating, reflect the speaker’s words in terms of feelings – for example, “This seems really important to you...”

Giving feedback:

Let the person know what your initial thoughts are on the situation. Share pertinent information, observations, insights, and experiences. Then listen carefully to confirm.

Emotion labeling:

Putting feelings into words will often help a person to see things more objectively. To help the person begin, use “door openers” – for example, “I’m sensing that you’re feelings frustrated...worried...anxious...”

Probing:

Ask questions to draw the person out and get deeper and more meaningful information – for example, “What do you think would happen if you...?”

⁹ 2005 National Aging I&R Support Center, Washington, DC; Tip Sheet 1. <http://www.albany.edu/aging/poe/resources/TipSheet1ActiveListening.pdf>

RESOURCE GUIDE PROVIDER SUPPLEMENTARY INFORMATION

THE ART OF ACTIVE LISTENING, CONTINUED

Validation:

Acknowledge the individual's problems, issues and feelings. Listen openly and with empathy and respond in an interesting way –

For example, "I appreciate your willingness to talk about such a difficult issue..."

Effective pause:

Deliberating pause at key points for emphasis. This will tell the person you are saying something that is very important to them.

Silence:

Allow for comfortable silences to slow down the exchange. Give a person time to think as well as talk. Silence can also be very helpful in diffusing an unproductive interaction.

"I" messages:

By using "I" in your statements, you focus on the problem not the person. An "I"-message lets the people know what you feel and why.

For example, "I know you have a lot to say, but I need to..."

Redirecting:

If someone is showing signs of being overly aggressive, agitated, or angry, this is the time to shift the discussion to another topic.

Consequences:

Part of the feedback may involve talking about the possible consequences of inaction. Take your cues from what the person is saying.

For example, "What happened the last time you stopped taking the medicine your doctor prescribed?"

RESOURCE GUIDE PROVIDER SUPPLEMENTARY INFORMATION

TEN TIPS FOR IMPROVING LISTENING SKILLS¹⁰

Communication involves listening, as well as speaking. But listening involves more than merely hearing the words directed at us. Good Listening is active. It means focusing on verbal and nonverbal cues and interpreting the message. While some people are better listeners than other, most people can develop the skills to be a good listener.

Focus on the Speaker:

For best listening, sit where you can see the other person clearly, this will eliminate distractions and help you to focus on the speaker.

Study Nonverbal Cues:

Pay attention to the speaker's body language and facial expressions. They can give you clues about what she's trying to express.

Ask Questions:

Pay attention to the speaker's body language and facial expressions. They can give you clues about what she's trying to express.

Make Encouraging Comments:

You can also provide encouraging comments such as "I understand" or "I'm sorry to hear that." This lets the speaker know you're paying attention.

Do Not Interrupt:

Wait for natural breaks in the conversation to ask your questions. Give the speaker plenty of time to express herself. Interrupting may cause her to shut down before she has delivered her entire message.

Empathize:

Even if the speaker is telling you something you don't want to hear, try to see the situation from her point of view. Try to set aside your own emotions for the moment.

Reflect Interest With Your Body Language:

Lean toward the speaker. Make eye contact. Nod. Let your body telegraph that you are involved in the conversation.

Do Not Think Ahead:

Resist the urge to prepare a mental argument and instead try to simply listen to the message the speaker is delivering.

Repeat Salient Points:

Show you understand the speaker's message by repeating the main points when it is your turn to speak. This gives the other person the opportunity to clarify if you have misinterpreted.

Do Not Offer Advice:

Sometimes someone only wants to unburden themselves. You do not have to try to fix the problem or tell them what to do.

¹⁰ Ten Tips for Improving Listening Skills. <http://www.livestrong.com/article/130963-ten-tips-improving-listening-skills/>

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AT-RISK DEFINITION

An “at-risk” individual is anyone who has cognitive and/or physical limitations, whose well-being, independence and safety are threatened due to a lack of support and/or life-sustaining resources. At-risk individuals are those in immediate jeopardy of losing their job, home, income, at-risk for premature or unnecessary institutionalization, or from natural disasters.

PROVIDER RESOURCE GUIDE



For Information regarding this document:

**Riverside County Office on Aging
Aging and Disability Resource Connection
6296 River Crest Drive, Suite K, Riverside, CA 92507
(800) 510-2020 (within Riverside County)
(951) 867-3800 • (951) 697-4699 TT**

www.rcaging.org
www.riverside.networkofcare.org
www.calcarenet.ca.gov

This report was written by:
Valerie Kallis-Weber, Program Specialist II