

Monterey County Department of Social Services

Aging and Adult Services

COVID-19 SENIOR RESOURCE GUIDE

UPDATED 4-13-2020



This resource guide was put together to provide seniors living in Monterey County with information of local organizations and businesses that are offering support services during the COVID-19 pandemic.



Table of Contents

Health Services	2
Prescription Delivery Services	3
Food Assistance	4
Senior Shopping Hours	6
Transportation Services	7
Wellness Services	8
Social Services	9
Housing Assistance	10
Utilities	11
Information Services	12

Monterey County Department of Social Services
Aging and Adult Services
COVID-19 Senior Resource Guide
Health Services

Organization	Service Description	Contact Information
Community Hospital of the Monterey Peninsula (CHOMP)	CHOMP provides testing for individuals who meet the criteria for symptoms and risk factors. In addition, CHOMP has a COVID-19 information line for general questions about the coronavirus.	COVID-19 information line (831) 622-8001 Address: 23625 Holman Hwy, Monterey, CA 93940
Salinas Valley Memorial Healthcare System	Salinas Valley Memorial Hospital has a bilingual coronavirus hotline that is staffed by registered nurses who are available to answer calls <u>every day</u> from <u>7AM-11PM</u> . Triage tents are also available at the hospital for coronavirus screenings.	Bilingual Coronavirus Hotline (831) 755-0793 Address: 450 E. Romie Lane Salinas, CA 93901
Natividad Medical Center	Natividad Hospital is working with the Monterey County Health Department's Public Health Laboratory to conduct testing for COVID-19. In addition, the hospital has a bilingual hotline staffed by nurses who are available <u>every day</u> from <u>7AM-11PM</u> , to answer questions about coronavirus.	Bilingual Coronavirus Hotline (831) 772-7365. Address: 1441 Constitution Blvd, Salinas, CA 93906
Montage Health	Montage Health Virtual Care is offering free online medical visits for anyone experiencing mild respiratory symptoms including flu, hay fever/allergies, COVID-19 (coronavirus). To complete an eVisit, go to the Montage Health website, answer a few questions about your symptoms, and a clinician will provide you with a diagnosis shortly after.	Montage e-visit website https://evisit.montagehealth.org/ *The cost for eVisits for symptoms not related to COVID-19 is \$25.

Additional Health Resources:

[What to Do if You Suspect You Have COVID-19 Disease](#)

[Qué Hacer si Sospecha tener la Enfermedad del COVID-19](#)

If you are 60 years of age and older and are having difficulty breathing or are experiencing a medical emergency, call **911.*

Monterey County Department of Social Services
Aging and Adult Services
COVID-19 Senior Resource Guide
Prescription Delivery Services

Organization	Service Description	Contact Information
Central Coast Pharmacy Services (CCPS)	<p>Central Coast Pharmacy Services offers residents living in long term care facilities such as nursing homes, assisted living facilities, and other residential environments with free prescription delivery, 24 hour on call services, medication management, and medication consultations. CCPS caters to residents living in Sand City, Monterey, Seaside, Carmel, Marina, and Salinas. During the coronavirus pandemic, CCPS will deliver to individuals living at home. There is no minimum age requirement and they accept all insurances.</p> <p>For enrollment call the pharmacy and provide them with your name, date of birth, insurance information or Social Security number, and the name of your previous pharmacy.</p>	<p>(831) 383-5040</p> <p>Monday-Friday 10 AM – 6 PM</p>
CVS	<p>CVS is waiving charges on delivery of prescriptions during the coronavirus pandemic. Those interested must create an online account, download the CVS app, or call local store to sign up.</p>	<p>Sign up for prescription deliveries: https://www.cvs.com/</p>
FamilyWize-Prescription Savings Card	<p>FamilyWize Prescriptions Savings Card provides a discount on medications at all pharmacies for anyone who does not have insurance, must pay out of pocket for medication, or who does not have prescription coverage. When you fill a prescription, you must ask that the FamilyWize discount be applied. No registration or card is needed.</p>	<p>For more information, call 211 or go to https://www.unitedwaymcca.org/familywize</p>
MedImpact Direct (MID)	<p>Central California Alliance for Health has contracted MID to provide prescription deliveries for Alliance members. Alliance members can order prescription refills and have a 90-day supply of medications delivered for free with standard delivery. Those interested can enroll by telephone, mail order, or online.</p>	<p>Call (855) 873-8739 or visit https://www.medimpactdirect.com/GettingStarted</p> <p>Monday-Friday 7 AM –7 PM Saturday 8 AM – 4 PM</p>
Rite Aid	<p>Rite Aid is offering home delivery for prescriptions. Delivery fees have been waived. Controlled substances and refrigerated medications are not available for this service.</p>	<p>Contact your local Rite Aid Pharmacy for more information.</p>
Veterans Affairs (VA)	<p>Mail prescriptions are available for veterans. To receive medications by mail, you must call the VA to enroll in the service. The VA is also offering telehealth appointments for patients.</p>	<p>Call (650) 493-5000 or go to https://www.myhealth.va.gov/</p>
Walgreens	<p>Walgreens is offering free delivery on prescriptions. You must sign up for Express delivery by texting JoinRx to 21525 or by going online.</p>	<p>Contact your local pharmacy or visit https://www.walgreens.com/</p>

Monterey County Department of Social Services
Aging and Adult Services
COVID-19 Senior Resource Guide
Food Assistance

Organization	Service Description	Contact Information
CaliFunDay Tours and Transportation	A Monterey Peninsula-based tour company is available to deliver food and groceries to seniors or anyone in the community that may need help.	For more information, call (800) 301-4042 or email Rides@CaliFunDay.com .
Food Bank for Monterey County	<p>The Food Bank for Monterey County offers food distribution for low income households and seniors living in Salinas, the Coastal and South County region. Enrollment is not required to receive food assistance. Individuals in need can show up to the distribution location and pick up food or designate an alternate person to pick up the food for them. Information asked at the time of distribution is the person's name, address, and number of people that live in the home.</p> <p>South County: The Food Bank will be distributing food to anyone in need at the King City Fairgrounds. Distributions will begin on Wednesday, April 8th from 10:00-11:00 AM and will continue the second Wednesday of every month.</p>	<p>For distribution center times and locations call (831) 758-1523 or visit the Food Bank website at https://foodbankformontereycounty.org/food-assistance/</p> <p>King City Fairgrounds address: 625 Division Street, King City, CA, 93930</p>
Junsay Oaks Senior Apartments	Site staff will deliver lunch to residents Monday through Friday. Residents must fill out a short form beforehand (name, address, etc.) and turn it into the site manager.	
Meals on Wheels	<p>Monterey- Meals on Wheels will continue to deliver meals to homebound seniors and a weekly "shelf-stable food pack" to clients 60+ years of age during the coronavirus pandemic.</p> <p>Sally Griffin Center- Meals on Wheels is offering hot meals to seniors which can be picked up at the Sally Griffin Center Monday through Friday between 11AM-12PM. Additionally, bags of fresh produce will be available for pick up on Wednesdays from 9-10AM. Meals On Wheels will be distributing meals and produce until they run out.</p> <p>Salinas- MASA provides meal delivery services for newly enrolled seniors in the Meals on Wheels program. One meal will be delivered by MST and ITN staff to homebound seniors who are 60 years or older, unable to cook or shop for themselves. Deliveries will be made Monday-Friday between 11:30 AM – 1:30 PM for clients who live in the Salinas, Prunedale, King City, Chualar, Aromas, Greenfield, Gonzales, and North Monterey County area.</p>	<p>To enroll for meal deliveries in the Monterey region call (831)-375-4454.</p> <p>Sally Griffin Center Address: 700 Jewell Ave, Pacific Grove, CA 93950</p> <p>To sign up for deliveries in the Salinas region or for MASA services call (831)758-6325.</p>

Monterey County Department of Social Services
Aging and Adult Services
COVID-19 Senior Resource Guide

North County Recreation and Park District (Castroville)	Has a “drive through” senior lunch service in place Monday through Friday from 11am-12pm. Will provide meals to seniors 60 and older. Must fill out paperwork beforehand and call (831) 633-3084 to be placed on a waitlist as they are currently at capacity.	For more information, call (831) 633-3084. Address: 11261 Crane Street, Castroville, CA 95012
Oldemeyer Center (Seaside)	The Oldemeyer Center and the Food Bank have collaborated to provide weekly food deliveries to Seaside residents who are 55 years of age and older. Food will be delivered on Fridays to the specified individual’s address.	To enroll in meal deliveries, call the Oldemeyer Center at (831) 899-6809.
Sherwood Village Senior Apartments	In partnership with other agencies, Sherwood Village Senior Apartments receives food for its senior residents. Meals are delivered to the resident’s door Monday through Fridays.	
The Carmel Foundation	The Carmel Foundation provides meal delivery services for homebound seniors who are members of the Carmel Foundation and who live within the Carmel Valley area. Four meals are delivered by a volunteer Wednesday morning every other week. The standard meal includes an entrée, soup and dessert that have been prepared by the Foundation chefs in their commercial grade kitchen. The fee is \$6 per meal.	For more information contact Support Services at (831) 620-8706.
The Marina Foundation	Is offering a “drive through” food program for Marina seniors 55 and older, 1 bag of food per car. Distribution days are on Tuesdays from 2-4 pm at Los Arboles Middle School parking lot. No sign up necessary or ID required. Program works directly with the Food Bank for Monterey County and the City of Marina.	Call (831) 717-4117 or visit http://www.themarinafoundation.org/seniors Address: 294 Hillcrest Ave., Marina, CA 93933
The Salvation Army	Salinas: The Salvation Army of Salinas is offering “pick-up” meals for seniors 55 years of age and older. A meal consists of a main dish and side of fruit or veggies. To qualify for the meals, you must call and request to be added to the meal program. Meals are distributed 7 days a week from 12PM-12:30PM. Seniors must pick up the meal at the Salinas location. South County: The Salvation Army will be delivering food bags to seniors 60 years of age and older on Fridays in the King City, Soledad, Gonzalez, Chualar, and San Ardo region. Seniors in need of food assistance can call to schedule weekly deliveries to their home. Arrangements can be made to deliver food at alternate residency addresses.	To enroll in the Salinas meal program or for more information call (831) 443-9655. Salinas Salvation Army Address: 2460 N Main St, Salinas, CA 93906 *For meal deliveries in South County contact Maria at (310) 753-6520.

Monterey County Department of Social Services
Aging and Adult Services
COVID-19 Senior Resource Guide
Senior Shopping Hours

Store	Days	Hours
Andronico's Community Markets	Tuesdays and Thursdays	7 AM – 9 AM
Costco	Tuesdays and Thursdays	8 AM – 9 AM
Dollar General	Everyday	7 AM – 8 AM
El Super	Everyday	7 AM – 8 AM
Food 4 Less	Everyday	6 AM – 7 AM
Food Maxx	Tuesdays and Thursdays	6 AM – 9 AM
Foods Co.	Mondays, Wednesdays, Fridays	7 AM – 7:30 AM
Lucky	Tuesdays and Thursdays	6 AM – 9 AM
Nob Hill	Nob Hill offers \$20 Senior Essential Bags containing a fix of fresh items and pantry staples. Senior Essentials bag will be available every day and will be placed at the front of the store.	Senior Essentials Bags will be available starting at 7 AM on a first come, first serve basis.
Rancho San Miguel Market	Everyday	7 AM – 8 AM
Safeway	Tuesdays and Thursdays	7 AM – 9 AM
Smart & Final	Tuesdays and Thursdays <i>*Special store hours are for anyone who is 60 years of age and older and for those with disabilities. ID may be requested.</i>	6 AM – 8 AM
Target	Tuesdays and Wednesdays	8 AM – 9 AM
Walmart	Tuesdays	6 AM – 7 AM
Whole Foods	Wednesdays	8 AM – 9 AM

Monterey County Department of Social Services
Aging and Adult Services
COVID-19 Senior Resource Guide
Transportation Services

Organization	Service Description	Contact Information
Alliance on Aging	<p>Alliance on Aging offers taxi voucher enrollment and bus passes for seniors 65 years of age and older.</p> <p>Due to the COVID-19 crisis, offices will be temporarily closed until April 30, 2020. Alliance on Aging will be helping customers via telephone and email during this time.</p>	<p>To enroll in transportation services call (831) 655-1334 or (831) 758-4011.</p>
ITNMontereyCounty	<p>ITNMontereyCounty offers affordable transportation services for seniors and people with visual impairments residing in Monterey County. During the "Shelter in Place Order," ITNMontereyCounty will continue to provide life sustaining transportation services until further notice. Available transportation services include rides to dialysis, cancer treatment, or other medical needs. ITNMontereyCounty will also provide delivery services for groceries and medications during this time.</p>	<p>For pricing information call (831) 233-3447 or visit their website https://www.itnmontereycounty.org/</p> <p><i>*Delivery services will be Monday-Friday between 8 AM-6 PM.</i></p>
Monterey Salinas Transit (MST)	<p>As of March 28, 2020, MST will be operating on a modified schedule due to the coronavirus. MST will continue to offer senior shuttle rides, taxi vouchers, RIDES, TRIP, and all other mobility services. Additionally, bus routes are now fare free for seniors.</p>	<p>For route information and senior services call 1(888) 678-2871 or visit https://mst.org/</p> <p>To view a list of suspended lines, go to https://www.co.monterey.ca.us/home/showdocument?id=88213</p>

Monterey County Department of Social Services
Aging and Adult Services
COVID-19 Senior Resource Guide
Wellness Services

Organization	Service Description	Contact Information
City of Monterey “Operation Outreach”	Allows residents, especially older adults and those with compromised immune systems, to connect over the phone. Monterey Recreation and Monterey Public Library staff call participants to check in on them weekly or as needed.	Monterey residents can call (831) 646 –3933 Monday-Friday 9 AM – 5 PM Saturdays 10 AM – 6 PM
The Institute on Aging-Friendship Line	The Institute on Aging offers a non-emergency hotline for individuals 60 years and older and for individuals with disabilities. Calls to the hotline are free and offer emotional support to individuals at any time of the day.	To connect with someone, call 1(800) 971-0016.
Nextdoor	A social networking platform for local communities and neighborhoods to bring neighbors together. Platform also includes an interactive map (Help Map) of your neighborhood where you mark yourself as someone who can pitch in for neighbors who need it. Nextdoor is free, and it’s easy to sign up.	To join your neighborhood Help Map, go to: https://nextdoor.com/?next=/help_map/?is=helpmap
Alliance on Aging-Senior Peer Counseling Program	Alliance on Aging offers confidential, no-cost counseling services to adults 55 years of age and older in Monterey County. During the COVID 19 pandemic, they will continue to offer emotional support services via telephone.	To connect with a Senior Peer Counselor call (831) 655-1334 or (831) 758-4011.
Well Connected	A telephone and online community for adults 60+ that offers activities, programs, support groups that cover topics such as meditation, health and wellness, poetry, and much more. Participation in activities is free. Those interested should call to enroll or enroll online.	For English call (877) 797-7299 For Spanish call (877) 400-5867 https://covia.org/services/well-connected/
Telecare	Telecare is a free daily check-in call service provided by CHOMP and SVMH for isolated seniors living alone. <i>If there is no answer, they will contact a designated person, and will follow up with a call to Law Enforcement for a Welfare Check if needed.</i>	CHOMP Telecare (831) 625-4557 *Calls Every day 8AM – 10 AM SVMH Telecare (831) 755-0772 *Calls Monday-Saturday 8 AM – 10 AM

Monterey County Department of Social Services
Aging and Adult Services
COVID-19 Senior Resource Guide
Social Services

Organization	Service Description	Contact Information
Monterey County DSS Adult Protective Services (APS)	During the COVID-19 pandemic, APS will continue responding to reports of suspected elder and dependent adult abuse.	To make a report of suspected abuse or exploitation please call 1(800) 510-2020 .
Monterey County DSS In-Home Supportive Services (IHSS)	IHSS is a non-medical home care program for low income seniors, adults, and children with disabilities. The program pays for a home care provider to assist individuals with light housekeeping, cooking, laundry, medical transportation, and personal care. IHSS will continue to accept new applications and will be doing reassessments for current recipients during the coronavirus pandemic.	For more information, call 1(800) 510-2020 Monday-Friday 8AM-5PM
Monterey County DSS Senior Information, Referral & Assistance (I,R&A)	The I,R&A is a program that specializes in information related to the needs of seniors and people with disabilities. Services are open to the general public.	To speak with a social worker, call 1(800) 510-2020 .
Monterey County DSS Community Benefits	<p>The Community Benefits Branch will continue to accept new benefits applications and to assist current benefits recipients during the COVID-19 pandemic. In person interviews will be limited to individuals who do not have access to a telephone or to a computer, and to individuals who qualify for emergency Medi-Cal, CalFresh, or CalWORKs services.</p> <p><i>*Applicants and Recipients may also submit documents via email. Please notate case name and if known case number.</i></p>	<p>For more information, call 1(877) 890-4488.</p> <p>To apply for benefits online go to: Medi-Cal only: www.coveredca.com CalWORKs, General Assistance, CalFresh & Medi-Cal: www.c4yourself.com CalFresh application: www.getCalFresh.org</p> <p>To submit documents via email: Salinas District Office: Salinas-Docs@co.monterey.ca.us King City District Office: KC-Docs@co.monterey.ca.us Seaside District Office: SS-Docs@co.monterey.ca.us</p>

Monterey County Department of Social Services
Aging and Adult Services
COVID-19 Senior Resource Guide
Housing Assistance

Organization	Description	Contact Information
Monterey Bay Economic Partnership (MBEP)	MBEP wrote a COVID-19 Housing Response Position Paper outlining Governor Newsom's recent housing orders to protect tenants from evictions and homeowners from foreclosures. The MBEP position paper also discusses local initiatives that protect renters from evictions during the pandemic. The MBEP website provides statistics and information regarding local housing pricing.	https://mbep.biz/what-we-do/housing/
Legal Services for Seniors	LSS assists with victims of elder abuse, real estate/landlord/tenant issues, Medi-Cal/Medicare, estate planning, small claims, limited conservatorships, adoptions/guardianships, consumer law and social security.	(831) 899-0492 – Seaside (831) 442-7700 - Salinas Website: https://www.lssmc.net/
U.S. Housing and Urban Development (HUD)	HUD provides individuals with rent assistance, mortgage and loan insurance, and fair housing education. HUD has created a web page of housing assistance and guidelines during the COVID-19 pandemic.	https://www.hud.gov/

Monterey County Department of Social Services
Aging and Adult Services
COVID-19 Senior Resource Guide
Utilities

Organization	Description	Contact Information
California Foundation for Independent Living Centers-Digital Access Project	<p>The Digital Access Project helps individuals with a disability access affordable home internet so that they can connect online with social networks, doctors, and more. If you participate in SNAP (food stamps), Supplemental Security Income (SSI), Medi-Cal, or have a household income under \$40,000/year, you may qualify.</p> <p>Visit their website to view a list of internet providers in your area, text, or call the Digital Access Project for more information.</p>	<p>http://www.digitalaccessproject.org/</p> <p>Call 1 (800) 390-2699 Text 1 (916) 259-5505</p>
Central Coast Energy Services (CCES)	<p>CCES is a non-profit organization that coordinates applications for the HEAP and CARE bill assistance program for low-income residents living in Monterey county. Eligible individuals in the HEAP program will receive a one-time per year payment for their energy bill and may also qualify for weatherization services to reduce energy costs. HEAP weatherization services are available for renters and homeowners. To receive an application for HEAP or CARE call CCES.</p>	<p>1 (888) 728-3637 <i>*The line works 24 hours a day</i></p>
PG&E CARE Program	<p>PG&E offers an energy bill discount for eligible low-income households. Individuals that take part in any of the following programs may be eligible for the discount:</p> <ul style="list-style-type: none"> • Medi-Cal/Medicaid (age 65 & over) • Supplemental Security Income (SSI) • CalFresh/SNAP (food stamps) • Low Income Home Energy Assistance Program (LIHEAP) <p>In addition, during the COVID-19 pandemic, PG&E is offering financial assistance programs to anyone who has recently lost their job due to the pandemic. To view the complete list of qualifications and application process visit their website.</p>	<p>https://www.pge.com/en_US/residential/save-energy-money/</p>
Lifeline Support	<p>Lifeline is a federal program that helps to lower the monthly cost of phone and internet. Eligible individuals will receive \$9.25 to use for either their phone or internet bill. Individuals who receive SNAP (food stamps), Medicaid, Supplemental Security Income (SSI), Federal Public Housing Assistance (FPHA), Veterans Pension and Survivors Benefit, or Tribal Programs may be eligible for Lifeline services.</p> <p>To see if you qualify, visit their website; apply online or by mail.</p>	<p>1 (800) 234-9473</p> <p>Send applications to: Lifeline Support Center P.O. Box 7081 London, KY 40742</p>

Monterey County Department of Social Services
Aging and Adult Services
COVID-19 Senior Resource Guide
Information Services

Organization	Service Description	Contact Information
Alliance on Aging <i>Health Insurance Counseling & Advocacy Program (HICAP)</i>	<p>Alliance on Aging will continue Medicare information, counseling, and assistance over the phone. This service helps individuals new to Medicare with identifying the right prescription plan, billings and claims procedures, and other related Medicare issues. Medicare counseling is available at no cost to individuals. Services are offered in English and Spanish.</p> <p>*All coronavirus testing will be covered by Medicare Part B without any out-of-pocket costs. Coverage can be back dated to February 4, 2020.</p>	<p>HICAP tel. (800) 434-0222</p> <p>Medicare coronavirus coverage website https://www.medicare.gov/drug-coverage-part-d</p>
Alzheimer's Association 24/7 Helpline	<p>During the COVID-19 outbreak, the Alzheimer's Association will continue to assist clients virtually and via telephone. They offer a 24/7 bilingual (English/Spanish) helpline, educational programs, support groups, and care consultations online and/or by phone.</p>	<p>24/7 Helpline telephone number: 1 (800) 272-3900</p>
AARP <i>California For All Resource Card</i>	<p>The resource card includes information on how to get caregiving support, how to stay safe at home, how to find important resources through the California Aging and Adults Information line, contacts to report fraud, abuse, or neglect, and more. The card and listed resources are available for free to all Californians.</p>	<p>For more information, call 1 (833) 544-2374 or visit www.covid19.ca.gov</p>
211 Systems <i>California State Older Adults Hotline</i>	<p>As part of Governor Newsom's "Stay Home. Save Lives. Check In." wellness campaign, a statewide hotline was created for Californians who are over the age of 65. Seniors can call this line to receive assistance with grocery and medication delivery, and for any COVID-19 related questions.</p>	<p>To speak to someone on the hotline, call 1 (833) 544-2374 *For more information visit www.gov.ca.gov</p>
COVID-19 Information Call Center	<p>The County of Monterey Health Department has opened a COVID-19 information call center in order to field questions from residents regarding the coronavirus and the shelter-in-place order. It is open Monday through Friday, from 8 a.m. to 5 p.m. in both Spanish and English.</p>	<p>Residents can reach the call center at (831) 769-8700.</p> <p>Monday-Friday 8AM-5PM</p>

Monterey County Department of Social Services
Aging and Adult Services
COVID-19 Senior Resource Guide

Organization	Service Description	Contact Information
2-1-1 United Way, Monterey County	Search for information about COVID-19 and referrals to local agencies and community organizations.	Dial 211 or visit https://www.unitedwaymc.ca.org/211
Centers for Disease Control and Prevention (CDC)	The CDC website tracks the number of coronavirus cases in the United States and offers useful information about coronavirus symptoms, prevention, and care.	https://www.cdc.gov/coronavirus/2019-ncov/index.html
Monterey County DSS <i>Senior Information, Referral & Assistance (I,R&A)</i>	The I,R&A is a program that specializes in information related to the needs of seniors and people with disabilities. Services are open to the general public.	To speak with a social worker, call 1(800) 510-2020 .
Monterey County Office of Emergency Services <i>The Care for Community Resource Directory</i>	The directory provides Monterey County community members with important contact information of organizations and agencies involved in providing disaster assistance following emergencies of all kinds.	https://www.co.monterey.ca.us/government/
Monterey County Area Agency on Aging	The Area Agency on Aging website provides links to additional coronavirus resources, local services, and the Senior Resource Guide. Information on the website is available in English and Spanish.	https://www.co.monterey.ca.us/government/