



**Contra Costa County Agency Area on Aging  
COVID19: Partner & Resource Update  
APRIL 21, 2020**

**California Department of Aging (CDA)**

CDA has partnered with [The Institute on Aging](#) to expand the Friendship Line's ability to accept calls from older Californians from any county. The [Friendship Line](#) is the only accredited crisis line in the country for older adults, adults living with disabilities, and their caregivers.

The phone line is staffed with specialists who provide emotional support, grief support, active suicide intervention, information and referrals. Sometimes the road to happiness begins by simply saying hello to someone who cares. If you, or a loved one, could benefit from a friendly conversation, Toll-free, 24-hour number: 1-800-971-0016.

Join the California Department of Aging April 22 for a Caring for Family & Friends Check-In  
Call: Caregiving from Afar

**April 22<sup>nd</sup>, 1-2pm: Caregiving from Afar: Caring for a Loved One Across Town, Across the Country, or in Senior Living**

**Panelists:** [Edie Yau, Alzheimer's Association](#) and [Nicole Howell, Ombudsman Services of Contra Costa, Solano, and Alameda](#)

Please join by telephone. Or if you have a tablet or computer, you can also join by [Zoom](#).

**Phone Number: 888-788-0099**

Meeting ID: 686 320 843#, Password: 211#

[Click here to join on a computer, smart phone or tablet](#)

**April 29<sup>th</sup>, 1-2pm: Essential Conversations: Planning for Care and Serious Illness during the COVID-19 Crisis**

Phone Number: 888-788-0099

Meeting ID: 345 645 850#, Password: 211#

[Click here to join on a computer, smart phone or tablet](#)

**May 6<sup>th</sup>, 1-2pm: Caring for Yourself while you're Caring for Someone Else: Stress Relief, Respite**

Phone Number: 888-788-0099

Meeting ID: 983 3916 3539#, Password: 211#

[Click here to join by a computer, smart phone or tablet](#)

**Information & Assistance (I&A)** - considered an essential service and will be working remotely. Calls were initially down in March after the shelter in place order, but have now returned to baseline volume. Thus far in April, there have been 113 calls about food insecurity- averaging about 8 per day. This the first time that this metric has been measured for I&A calls. Although ratio of calls for IHSS and APS are the roughly the same, both IHSS and APS are seeing a slight decline in new applications and intakes.

**Health Insurance Counseling and Advocacy Program (HICAP)** - will offer services by telephone only; all public information and classes cancelled.

**Advisory Council on Aging (ACOA)**

In response to the ‘Stay Home. Save Lives. Check In.’ campaign which urges all Californians to check in on vulnerable neighbors with a call, text or physically-distanced door knock. The ACOA redesigned their concerned neighbor flyer to encourage neighbors to look in on their older neighbors that they may have concern for during the COVID pandemic. ACOA members will be posting this flyer on social media streams- Next Door and others, to provide general resource numbers to those in need. See flyer at <https://ehsd.org/wp-content/uploads/2020/04/Be-A-Good-Neighbor-during-COVID19-Flyer-FINAL.pdf>.

**Senior Nutrition Program - (925) 313-6310**

All clients of congregate or home-delivered meal programs, will be provided a 7-day frozen meal pack once a week that includes a loaf of bread, a ½-gallon of milk, and an assortment of fruits/juices. Congregate meal participants may either pick up their meals at an assigned site or arrange for delivery, if it is available. This weekly frozen meal arrangement was established to enforce social distancing and to reduce the risk of spreading infection.

In the past 2 weeks, the program has seen a 75% increase in home-delivered meals and a 69% increase in congregate participation. Bear in mind that the quantity of meals has increased to 7 days from the typical 5 days/week, pre-COVID. There has been an overall 39% increase in the number of individuals served.

Please call the Senior Center sites directly to pre-order meals for pick-up on the assigned days, as detailed below. If folks have not enrolled in the congregate nutrition program in the past, they must complete a required assessment form at the senior center when they first receive a frozen meal pack.

Congregate Meal Pick-up/Delivery Schedule by site:

Monday	Tuesday	Wednesday	Thursday	Friday
Bay Point, Martinez, Pittsburg (1)	Brentwood, Hercules, Pittsburg (2), San Pablo(1), San Ramon, North Richmond, Richmond Civic	Crockett, El Cerrito, Walnut Creek, Pleasant Hill	Concord, Rodeo	San Pablo (2)

See link below for address and numbers.

[CC CAFÉ Frozen Meal Distribution Sites during the COVID19 Crisis.pdf](#)

For a centralized list of food resources, please visit: [www.foodbankccs.org/frdcc](http://www.foodbankccs.org/frdcc)

## EMERGENCY FOOD DISTRIBUTION:

Monument Crisis Center will hold emergency food distribution open to all in need during the following dates and times:

**Monday April 27<sup>th</sup> 9am-12pm**

**Tuesday April 28<sup>th</sup> 9am-12pm**

Contra Costa Food Map link: <https://cccgis.link/Food>

### **Meals on Wheels Diablo Region (MOWDR) - (925) 937-8311**

Please note MOWDR provides home delivered meals to Central and East County and operates CC Cafés in Walnut Creek, Rodeo, Crockett, Concord, Pittsburg, and Bay Point.

In conjunction with the City of Concord and Mt. Diablo Unified District, MOWDR is distributing meals to older adults who are residents of Concord. In addition to the free meals distribution program from the City of Concord, the Concord Cares Program is partnering seniors with volunteers to pick up groceries:

For more information:

<http://www.cityofconcord.org/>

<https://neighborexpress.org/>

MOWDR Telephone Reassurance Program has expanded capacity to accommodate additional referrals to ease social isolation.

MOWDR Care Management is still able to provide service over the phone. They are available to help seniors talk through this crisis and to help connect them with services.

### **Contra Costa Ombudsman Program**

Intake will be working from home, they will not be going into any facilities, every facility will be asked a set of questions including- what are the discharge plans this week? Enough supplies? Hospice? Calls will be collected and returned every 30 minutes- complaints and all matters of business.

### **Contra Costa Legal Services (CCSL) (925) 609-7900**

CCSL is open and is available by telephone. Staff is working remotely, please advise clients to leave a message and their call will be returned as quickly as possible. While the courts are closed during the month of April, they are still available to consult with clients about urgent matters such as tenants' rights, prevention of elder abuse, and debtors' rights. They are also able to assist with Advance Health Care Directives by telephone.

### **Choice in Aging**

#### [Adult Day Health Care programs – Mt. Diablo and Bedford Centers](#)

As of Friday, March 20, the state has stopped all congregate services and centers redesigned models of service delivery to meet the health and safety needs of participants and their

caregivers. We look forward to providing support telephonically, electronically, on porches (delivery services) and in homes (where medically necessary).

Bedford Center Hours: Monday through Friday 8:30 – 5:00 925-778-4171

Mt. Diablo Center Hours: Monday through Friday 8:00 – 5:00 925-682-6330

#### [Multipurpose Senior Services Programs \(MSSP\) in Napa, Solano and Contra Costa](#)

MSSP programs continue to operate serving all the same people, but in-home visits are not happening currently in order to reduce exposure. These are care management programs and did not provide direct care, so we are not lessening a service, just redesigning it to meet the challenges of the time.

Contra Costa MSSP Hours: Monday through Friday 8:00 – 5:00; (925) 682-6330

#### [California Community Transitions Program in Contra Costa, Solano and Sacramento](#)

Transitions out of skilled nursing facilities back to community living will continue to be provided via telephonic and electronic/video coordination. (925) 778-4171

#### [Caregiver Support Groups and Retreats](#)

Caregiver Retreats are on a temporary hold; however social workers at the Pleasant Hill and Antioch locations can provide telephonic support. Caregiver Support Groups are also on a temporary hold, however, we are working with the Alzheimer's Association to look at telephonic and electronic ways to convene them. Contact the Pleasant Hill or Antioch locations for social work support. Monday through Friday 8:00 -5:00; (925) 682-6330

#### **Mobility Matters**

Mobility Matters is now picking up and delivering groceries and prescriptions for their clients (without in person contact) and also helping clients set up individual emergency plans including delivery of emergency weather radios. Every client receives a reassurance call weekly to check in and listen for their needs and concerns and meet as many of their needs as possible directly or by referral. We also ask if they have any health care concerns and screen for symptoms of COVID-19. All staff is working from home, but calls coming into the office and emails go directly to our cell phones/home computers, so they can be responded to in a timely manner.

#### **Family Caregiver Alliance (FCA)**

FCA is open with all staff working remotely. They are delivering all services including caregiver assessments, counseling, respite authorization on a risk assessed basis, other support and education by phone and video chat. Access services by calling 800.445.8106. (New caregivers seeking help: please dial extension 331.) New caregivers can start the intake process online by going to [www.caregiver.org](http://www.caregiver.org) and clicking on CareJourney on the homepage. We continue offering services through our website including articles and overviews on health conditions, planning for care, daily care, self-care, legal issues and more, educational webinars and videos on caregiving topics and pre-recorded, downloadable stress-reduction exercises (mindfulness meditation, deep breathing, guided imagery.)

FCA's regularly updated caregiver COVID-19 blog includes key resources relevant for caregiver. You can find it by visiting: <https://www.caregiver.org/coronavirus-covid-19-resources-and-articles-family-caregivers>

### **Jewish Family and Community Services (925) 927-2000**

JFCS East Bay's offices are closed, but the agency is open. During working hours, calls are being forwarded to our office managers and will be answered. Providing services via phone and video chat:

- Meal, grocery, and supply deliveries to seniors and Holocaust survivors
- Emergency financial assistance focused on housing and food security for refugees, immigrants, and low-income families, many of whom have lost jobs and may be ineligible for government assistance.
- Crisis counseling and case management for seniors and Holocaust survivors.
- Ongoing therapy for young children already exposed to trauma, who are now dealing with another significant challenge in their lives.
- Immigration legal services for vulnerable, low-income immigrants.
- Parenting support for families suddenly juggling school, work, and home duties.
- Volunteer matching for isolated seniors and Holocaust survivors to receive friendly calls a few times a week.

### **Diablo Valley Foundation for the Aging (DVFA)**

DVFA, while working remotely, is continuing to provide Fiduciary and Care Management services to clients and seniors in need - that which can be done observing social distancing guidelines. DVFA provides financial organization and management resources/support, and Care Management for seniors who do not have immediate family or a close support system. Call 925-945-8040.

### **ADDITIONAL RESOURCES**

The **City of Walnut Creek** has launched a new program called, Neighbor Express, where volunteers grocery shop for the folks who are most vulnerable in our community during the "shelter in place" mandate. Website: <https://walnutcreek.neighborexpress.org/>

**This is how the program works:** Walnut Creek "neighbors" will receive a call after they fill out the form online or by phone (925)322-0264, in order to confirm their order and connect them with the volunteer. All deliveries are made by dedicated neighbors from their community who commit to following health guidelines (like gloves, social distancing, and lots of hand washing!)

They will drop a bag at their door and, if payment is needed, you can safely give them a check/cash/digital reimbursement. Groceries are paid for by the neighbor, but the service by the volunteer is free. Please note, it can take to a couple of days to get paired with a volunteer and schedule a delivery but we will keep you informed throughout the process.

**Nightingale Home Care**, is also offering a free grocery pick-up service to Contra Costa County seniors and disabled adults. This service will pick up groceries needed and delivered to the

ContraCostaAAA.ProviderUpdate.LC

person in need. There will be no charge for time and gas but the recipient is responsible for the grocery bill which will be charged to their card upon delivery. Contact: (925)391-3700

#### Free Activity Online Links

- Virtual Activities offered by the Alzheimer's Foundation of America
  - [https://www.facebook.com/AlzheimersFoundationof America/](https://www.facebook.com/AlzheimersFoundationofAmerica/)
  - [https://www.youtube.com/watch?v=pov91FvTYVo&feature-youtube](https://www.youtube.com/watch?v=pov91FvTYVo&feature=youtu)

#### Craft Ideas

<https://www.seniorliving.org/life/activities/crafting/>

#### Virtual Museum Exhibits, Symphonies, and Operas

<https://www.google.com/amp/s/www.cntraveler.com/story/all-the-museum-exhibits-symphonies-and-operas-you-can-enjoy-from-home/amp>

#### Watch the Met Opera for Free

<https://www.metopera.org/>