Quick Reference Guide for Older Adults and Caregivers

### 24-Hour Hotlines

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult Protective Services – Fresno</td>
<td>600-3383</td>
</tr>
<tr>
<td>Adult Protective Services – Madera</td>
<td>675-7839</td>
</tr>
<tr>
<td>Alcoholics Anonymous</td>
<td>221-6907</td>
</tr>
<tr>
<td>Alzheimer’s Association Helpline</td>
<td>800-272-3900</td>
</tr>
<tr>
<td>Central Valley Crisis &amp; Suicide Prevention Hotline</td>
<td>888-506-5991</td>
</tr>
<tr>
<td>Disaster Distress Helpline (i.e. distress from COVID-19, fires, earthquakes)</td>
<td>800-985-5990</td>
</tr>
<tr>
<td>Domestic Violence Crisis Hotline – Marjaree Mason Center</td>
<td>233-4357</td>
</tr>
<tr>
<td>Gambling Hotline – California Office of Problem Gambling</td>
<td>800-426-2537</td>
</tr>
<tr>
<td>LGBT Elder Hotline – SAGE</td>
<td>877-360-5428</td>
</tr>
<tr>
<td>Long-Term Care Ombudsman CRISISline</td>
<td>800-231-4024</td>
</tr>
<tr>
<td>National Suicide Prevention Lifeline</td>
<td>800-273-8255</td>
</tr>
<tr>
<td>Rape Crisis Line – RCS Fresno</td>
<td>222-7273</td>
</tr>
<tr>
<td>United Way – Community Services Information &amp; Referral</td>
<td>211</td>
</tr>
<tr>
<td>Veterans Crisis Line</td>
<td>TTY 800-799-4889, 800-273-8255</td>
</tr>
<tr>
<td>Victim Services Crisis Hotline – CAPMC (Madera County)</td>
<td>800-355-8989</td>
</tr>
</tbody>
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### Call 911 for Emergency

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult Day Health Care of Fresno &amp; Clovis</td>
<td>227-8600</td>
</tr>
<tr>
<td>Cedarbrook Adult Day Care</td>
<td>512-1153</td>
</tr>
<tr>
<td>Heritage Adult Day Health Care – Fresno</td>
<td>222-0304</td>
</tr>
<tr>
<td>Heritage West Adult Day Health Care – Fresno</td>
<td>261-1115</td>
</tr>
<tr>
<td>Valley Adult Day Health Care – Fresno</td>
<td>454-0386</td>
</tr>
<tr>
<td>Valley Caregiver Resource Center – OASIS Adult Day Center–Fresno</td>
<td>221-0396</td>
</tr>
<tr>
<td>Valley Caregiver Resource Center – PALS Adult Day Center–Fresno</td>
<td>224-9121</td>
</tr>
</tbody>
</table>

Agency on Aging Toll-Free Information & Assistance - 800-510-2020
| **Alzheimer’s Disease** | Alzheimer’s Association ................................................................. 753-8200  
| | Alzheimer’s Foundation of Central California ..................................... 222-2444  
| | Operation Lost & Found - Madera County Sheriff’s Department ............. 675-7770  
| | UCSF Fresno Alzheimer’s & Memory Center ........................................ 227-4810  
| **Caregiving** | Valley Caregiver Resource Center ....................................................... 224-9154  
| **Case Management** | Caregiver Help Desk – Caregiver Action Network ............................... 855-227-3640  
| | Agency on Aging – Linkages, Multipurpose Senior Services Program...... 214-0299  
| | Fresno PACE for Seniors .................................................................... 400-6420  
| **Disability** | California Department of Rehabilitation .............................................. TTY 266-3373 445-6011  
| | California Relay Service ........................................................................ 711  
| | California Telephone Access Program .............................................. 800-806-1191  
| | Central Valley Regional Center ......................................................... 276-4300  
| | Deaf & Hard of Hearing Service Center ................................................ VP 578-4117 225-3323  
| | Resources for Independence, Central Valley ........................................ 221-2330  
| | Talking Book Library for the Blind ..................................................... 600-3217  
| | Valley Center for the Blind ................................................................. 222-4447  
| **Elder Abuse** | Adult Protective Services – Fresno ...................................................... 600-3383  
| | Adult Protective Services – Madera ....................................................... 675-7839  
| | Long-Term Care Ombudsman – Valley Caregiver Resource Center ......... 224-9177  
| **Financial Assistance** | General Relief – Fresno County Department of Social Services .......... 600-2650  
| | General Assistance – Madera County Department of Social Services ...... 675-2300  
| **Food Programs** | Agency on Aging – Home-Delivered Meals ......................................... 214-0299  
| | CalFresh – Fresno County ................................................................. 855-832-8082  
| | CalFresh – Madera County ................................................................. 675-2300  
| | Central California Food Bank ............................................................. 237-3663  
| | Madera County Food Bank ................................................................. 674-1482  
| **Fraud** | Identity Theft Hotline ................................................................. TTY 866-653-4261 877-438-4338  
| | Mail Theft or Mail Fraud ................................................................. 877-876-2455  
| | Medi-Cal or In-Home Supportive Services Fraud ................................ 800-822-6222  
| | Medicare Fraud – Senior Medicare Patrol ........................................ 855-613-7080  
| | Mortgage Fraud/Loan Scams – Homeowner’s HOPE Hotline ......... 888-995-4673  
| | Telemarketing & Mass Marketing Fraud ........................................... 877-382-4357  

Agency on Aging Toll-Free Information & Assistance - 800-510-2020
| **Health Insurance** | Medicare................................................................. TTY 877-486-2048 ...800-633-4227  
Medi-Cal for Aged (65+), Blind and Disabled  
Fresno County.................................................................855-832-8082  
Madera County.................................................................662-2600  
Covered California.............................................................. TTY 888-889-4500 ...800-300-1506  
HICAP (Medicare Insurance Counseling)-Valley Caregiver Resource Center....224-9117 |
| **Housing** | Older Adult Apartments, Retirement Communities & Mobilehome Park Listings  
Agency on Aging .............................................................214-0299  
Housing Authority – Fresno County .................. TTY 800-735-2929 ....443-8400  
Housing Authority – City of Madera ........................................674-5695 |
| **Housing Advocacy** | State of California  
Dept. of Fair Employment & Housing .......... TDD 800-700-2320 ....800-884-1684  
Mobilehome Assistance Center ....................... TTY 800-735-2929 ....800-952-8356  
Fair Housing Council of Central California..... TTY 800-855-7100 ............244-2950 |
| **In-Home Supportive Services** | In-Home Supportive Services – Fresno County.................................600-6666  
In-Home Supportive Services – Madera County.................................662-3600 |
| **Legal** | Central California Legal Services - Legal Advice Line .......................800-675-8001  
California Rural Legal Assistance – Fresno County...........................441-8721  
California Rural Legal Assistance – Madera County...........................674-5671  
Fresno County Bar Association – Attorney Referral and Information........264-0137  
Superior Court of California – Family Law/Self Help Center  
Fresno County.............................................................457-2143  
Madera County.............................................................416-5520 |
| **Long-Term Care** | Long-Term Care Ombudsman - Valley Caregiver Resource Center ....224-9177  
Nursing Home Compare Tool ........................................www.medicare.gov/care-compare/  
Residential Care Facilities Search Tool ......www.ccld.dss.ca.gov/carefacilitysearch/  
State of California Dept. of Public Health Licensing & Certification .......437-1500 |
| **Mental Health & Substance Abuse** | County Behavioral Health  
Older Adult Mental Health Clinic – Fresno County...........................600-5755  
Substance Use Disorder Access Line – Fresno County....................800-654-3937  
Mental Health & Substance Abuse Screening/Referral–Madera County....673-3508  
Institute on Aging – Friendship Line California.............................888-670-1360  
National Alliance on Mental Illness (NAMI) – Fresno Office ..............224-2469 |
| Money Management | Catholic Charities – Representative Payee Program ................................ 485-3144  
| | Public Guardian – Fresno County ............................................................ 600-1500  
| | Public Guardian – Madera County ............................................................ 662-8891  
| | Social Security Administration – Representative Payee Program ..... 800-772-1213  
| Social Security | Social Security Administration ........................................ TTY 800-325-0778 .... 800-772-1213  
| Transportation | Chowchilla Area Transit (CATX) ............................................................. 665-8655  
| | Clovis Stageline ....................................................................................... 324-2770  
| | Eastern Madera County Senior Citizen Bus & Medical Escort Service .... 658-5555  
| | Fresno Area Express (FAX) ................................................................. 621-7433  
| | Fresno County Rural Transit Agency ....................................................... 855-612-5184  
| | Fresno County Taxi Scrip Program (Age 70+) ........................................... 233-4148  
| | Madera Area Express (MAX) .................................................................... 661-7433  
| | Madera County Connection (MCC) .......................................................... 263-8080  
| Transportation Paratransit | Dial A Ride – City of Madera ..................................................................... 661-7433  
| | Handy Ride – City of Fresno – Application ................................................ 621-7433  
| | Handy Ride – City of Fresno – Reservation or Cancellation ..................... 621-5770  
| | Round Up – City of Clovis ......................................................................... 324-2760  
| Utilities Assistance | California LifeLine (Telephone Service) ........ TTY 866-272-0358... 866-272-0349  
| | PG&E-California Alternative Rates for Energy (CARE) .......................... 866-743-2273  
| | PG&E–Medical Baseline Allowance ........................................................... 800-743-5000  
| | PG&E–Relief for Energy Assistance through Community Help (REACH) ........................................................................................................... 800-933-9677  
| | Low-Income Home Energy Assistance Program (LIHEAP)  
| | Community Action Partnership of Madera County ................................ 673-9173  
| | Fresno EOC ................................................................................................ 263-8300  
| Veterans | Veterans Service Office – Fresno ............................................................ 600-5436  
| | Veterans Service Office – Madera ............................................................ 675-7766  
| | Veterans Caregiver Support Line ............................................................ 855-260-3274  
| | VA Central California Health Care System ................................................ 225-6100  
| Additional Services | Call Agency on Aging for Referrals ......................................................... 214-0299 or 800-510-2020  

The Fresno-Madera Area Agency on Aging has made its best effort to ensure this Quick Reference Guide, a sample listing of available services, is correct and current at the time of publication, but takes no responsibility for any error, omission, or defect therein. Inclusion of an organization does not imply a recommendation or endorsement. Reproduction in whole or part is permitted with credit. 

October 2020