

Frequently Asked Seniors Services Questions

1. How is the County coordinating meals/food access for seniors?

The County serves low income seniors age 60 and older with the greatest economic need with the Senior Nutrition Program provided through the Older Americans Act. Congregate meal clients are now receiving meals by home delivery or curbside pickup through our contracts to comply with all orders and social distancing. A list of our contracted meal providers can be found at:

https://www.sandiegocounty.gov/content/dam/sdc/hhsa/programs/ais/documents/AllProgramsTab_RJG082219.pdf

Food resources can also be found at: <https://my211.force.com/s/service-directory?code=BD-1800>

The County is using the AIS Call Center (1-800-339-4661) and 2-1-1 to help seniors connect with community resources. For those with financial means that don't qualify for free meals, staff provide technology options such as Grub Hub, Door Dash and Uber Eats.

Everyone out there who is home during this time is being asked to look out for neighbors and assist where you can.

2. How will seniors who rely on public transit get to the doctor? Is taking public transit advisable for this population or are there other transportation options being put in place through the County?

Seniors should check with their health care providers about available transportation options. Connect friends and family or utilize services through Lyft and Uber.

In addition, an organization called FACT provides transportation to seniors for these purposes. The FACT phone number is 1-888-924-3228 and the website is www.factsd.org. Users are asked to call at least 24 hours in advance.

3. How will seniors receive medications and basic supplies?

At this time, seniors can continue their own coordination to obtain medication and basic supplies. Seniors should work with their healthcare provider or health plan for information on pick up or mail order options. Seniors should reach out to friends and relatives who may be able to assist.

The County will provide services for a person of any age who is issued a quarantine order by the Public Health Officer. Someone under such an order would receive formal notification from the County and support services such as nutrition and medication would be provided during the duration of the quarantine.

4. How will seniors who receive social security, but still need to work and lost their job due to COVID-19, fill the income gap? In addition to assistance being provided through EDD, is the County offering further assistance?

They may be eligible for other benefits at this time, and can call 2-1-1 or the Access Call Center at 1-866-262-9881. In addition, the State of California has links to several resources at www.covid19.ca.gov, including how to apply for unemployment, disability benefits, paid family leave and help for small businesses.

5. What is the County's plan to help coordinate local senior non-profits, cities, and volunteers to make sure that seniors are taken care of during this time?

The County of San Diego has a robust coalition of community partners that we continue to work with to support the needs of the community. We have weekly calls with multiple sectors such as businesses, education, cities and faith based organizations to maintain coordination and information.

6. What is the approximate timing for when additional services for seniors (if any) provided through the County will commence?

Services and needs are continually addressed as the situation changes. Services are based on the capacity of the region's service providers to expand services to the rapidly growing need.

For up-to-date local information on COVID-19, visit www.coronavirus-sd.com.