



## We are here to offer...

**H**elp so you can make informed decisions about appropriate community support

**E**valuation of your unique needs and assistance in finding answers

**L**inkage to specific programs and services and empowerment to problem solve

**P**rovision of support and follow-up to ensure success in meeting your needs

## Senior Helpline Services

- ☼ Convenient access to information related to services and benefits for older adults
- ☼ Assessment of need and provision of referrals for a wide range of services that support dignity, choice, and independence
- ☼ Advocacy, when necessary, to help through difficulties that may threaten the well-being of older adults



**Need information on senior services?**  
*Get real help from real people!*

Established under the Older Americans Act, the federally-funded Information and Assistance system helps older adults, their families, and communities access social and health services across the country. Information and assistance programs (I&A) inform, guide, and link older adults, to available, appropriate, and acceptable services to meet their needs.

EL DORADO COUNTY  
AREA AGENCY ON AGING

Information and Assistance  
Health and Human Services Agency  
937 Spring Street  
Placerville, CA 95667  
[www.edcgov.us/HumanServices/](http://www.edcgov.us/HumanServices/)

Phone: 530.621.6369  
Toll-free: 800.510.2020  
Fax: 530.295-2714  
Hours of Operation: Monday to Friday  
8:00 a.m.- 5:00 p.m.



Revised 4/2017

# Information & Assistance

Bringing People & Services Together



EL DORADO COUNTY  
AREA AGENCY ON AGING



*Promoting Choice & Independence*



SENIOR  
**HELPLINE**

*An Area Agency on Aging Serving El Dorado County*

Toll-free: **800.510.2020**  
**530.621.6369**



## The Senior Helpline

*Bringing People and Services Together*

The Senior Helpline serves as a one-stop resource for linking people in need with the information and assistance they require to make informed choices so that they may continue to live independently and with dignity.

The Information and Assistance Specialists are the eyes, ears, and heart of the Area Agency on Aging. They are in touch with seniors and service providers throughout our county helping those in need find answers. Your questions and concerns will be addressed by professional staff who work with you to evaluate your situation and specific circumstances. They can then link you with up-to-date information about the wide array of resources available to meet your long-term care needs. Once services are provided, we will keep in touch with you to make sure the services continue to meet your needs.



## Resource Directory

The office maintains an inventory of informational pamphlets and other resource materials for distribution to seniors, their caregivers, local providers, and the general public. A Resource Directory of services and programs for seniors is published annually and is available on-line.

## Speakers Bureau

Upon request, speakers are available to address various community groups who are interested in learning about programs and services dedicated to improving the well-being of our community's seniors and caregivers.

## I&A SPECIALISTS

I&A Specialists are friendly, trained professionals who have extensive knowledge of local community resources available to help you or someone you care about with the issues you face. They are prepared to be the first responder when you call for help and assist you whether you have a simple question or have a multitude of needs.

I&A Specialists can provide you with comprehensive and current local support information on issues and the availability of services such as:

- ✿ social & health services
- ✿ insurance counseling & assistance
- ✿ long-term care options
- ✿ legal services
- ✿ housing options
- ✿ meal services
- ✿ in-home care services
- ✿ transportation
- ✿ utilities assistance
- ✿ family caregiver support
- ✿ adult protective services
- ✿ social activities
- ✿ volunteer opportunities
- ✿ and much more!



Contact Us at  
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Or Toll-Free at  
**800.510.2020**

