

## *Aging & Adult Services / Information & Assistance*

Information & Assistance (I & A) provides information, referrals to appropriate resources, and support in problem solving for

- seniors age 60 and older
- dependent adults
- Anyone concerned about these people

When people know their options, they are empowered to make choices which may enhance their lives and enable them to live independently as long as possible.

Using a database of community resources, fact sheets, housing lists and resource guides on many subjects, I & A staff steer callers to proper resources. Comprehensive assessments are completed for callers with difficult or complex situations. Referrals to care management may be made. Staff provides intake for Adult Protective Services.

We provide outreach to inter- and intra-county agencies and to community service providers. Information gathered about adult and senior problems enables I & A to identify gaps in service, provide input to planners, and advocate for development of new services.

Our services are free to callers regardless of income.

- In Contra Costa County: **(800) 510-2020**
- All other locations (including cell phones): **(925) 229-8434**

### **Goals of Information & Assistance**

- To assist the client and his/her family or caregiver(s) in assessing needs and clarifying options
- To provide facts and knowledge of services and resources appropriate to client's need(s) and to make referrals to specific services, including if necessary, making arrangements and appointments
- To monitor effectiveness of services provided to the client through evaluation and follow up
- To provide screening and assessments for possible intake into Adult Protective Services (APS), the Multipurpose Senior Service Program (MSSP), the Linkages Program, and In-Home Supportive Services (IHSS)
- To provide information and reports to decision makers and other agencies regarding service needs and trends

## **Information & Assistance Facts**

- There are at least 150,000 people age 60 and over in Contra Costa County and many more disabled persons
- Information and Assistance receives over 2000 calls each month
- Message service is available 24-hours; calls are returned on the next working day
- Staff members can speak to community groups about services and resources
- We have literature and resources on health promotion and disease prevention, including videos from our Senior Information Journal shows
- We have fact sheets to help you understand complicated programs
- We have a list of senior housing facilities and tips on how to apply