

California Senior Benefits

7-Day Quick Action Plan (printable)

Goal: get “fast help” started first, then get on longer waitlists.

Day	Do this	Notes / who to call
Day 1	Pick your top 3 needs. Start a folder. Call for help if you need it.	Call 1-800-510-2020 (Area Agency on Aging) or 2-1-1.
Day 2	Apply for Medi-Cal (health coverage).	Apply at BenefitsCal.com or through your county office.
Day 3	Apply for CalFresh (food). Ask about expedited help if you have very little money.	CalFresh line: 1-877-847-3663.
Day 4	If you need help at home: start IHSS. Ask what forms are needed and how the assessment works.	Find your county IHSS office: cdss.ca.gov (County IHSS Offices).
Day 5	Housing steps: contact your local housing authority (Section 8/senior housing) and call 2-1-1 for emergency rental help if needed.	Homeowners: CalHFA 1-877-922-5432.
Day 6	Lower your utility bills: apply for LIHEAP/HEAP and ask your utility about senior/low-income discounts.	CSD LIHEAP call center: 1-866-675-6623.
Day 7	Follow up: write down case numbers, schedule interviews, set reminders, and ask what comes next.	Use the tracker printable and keep copies of everything.

If you are in crisis today

- Call 2-1-1 for local emergency food, shelter, and crisis resources.
- If you are in immediate danger, call 9-1-1.

Phone Call Scripts

Use these as a starting point. Ask what else they need from you.

Area Agency on Aging / Benefits Help (1-800-510-2020)

Hi, my name is _____. I live in _____ County and I'm _____ years old.

My top needs are: food healthcare help at home rent/housing utilities transportation.

Can you tell me which programs to start first and who can help me apply?

County Social Services / BenefitsCal case help

Hi, I applied for _____ on (date) _____. My name is _____ (DOB _____).

Can you confirm you received it and give me my case/confirmation number?

What is the next step and when should I expect an interview or notice?

IHSS (in-home care)

Hi, I want to apply for IHSS. I live in _____ County.

I need help with: _____. What are the next steps and how do I schedule the in-home assessment?

Housing / rental help

Hi, I'm a senior looking for housing help in _____ County. Is the Section 8 or senior housing waitlist open?

If not, what local programs can help right now (emergency rental help, shelters, or senior housing lists)?

HICAP (Medicare questions) - 1-800-434-0222

Hi, I need help understanding Medicare and lowering out-of-pocket costs. Can I schedule a counseling appointment?

Information to keep by the phone

- Full legal name (as on ID)
- Date of birth
- Current address and phone number
- Monthly income amount(s)
- Rent/mortgage amount and utility providers
- List of medications and doctors