

HELPLINES

(Updated 12/2022)

In urgent situations, we often draw upon our friends, family, neighbors, hired companions, or even emergency personnel through 911. To always have access to information and assistance, including services and support for older adults, consider some of these helpline options.

While we cannot endorse these resources, they may help you explore new and accessible offerings available for little to no cost. The **USC-VHH Community Resource Center for Aging** can also be called upon for non-emergency issues at **818.949.4033** to discuss solutions that best suit your situation.

Name of Service/Contact	Description	Notes
211 Los Angeles County 211la.org/ Phone Number: 211	<ul style="list-style-type: none"> A 24/7 hub of information including health and social services. 	Free
AARP Community Connections aarpcommunityconnections.org/friendly-voices/ Main hotline: 888-281-0145 Spanish: 888-497-4108	<ul style="list-style-type: none"> Friendly service connecting isolated seniors to trained volunteers through telephone calls that provide companionship and support. 	Free
Adult Protective Services wdacs.lacounty.gov/services/older-dependent-adult-services/adult-protective-services-aps/ Elder Abuse Hotline: 877-477-3646 Long-term Ombudsman Related Reports: 800-334-9473	<ul style="list-style-type: none"> Provides 24/7 response to investigate suspected abuse, neglect, and/or exploitation to older and disabled adults. This also includes issues involving possible self-neglect. 	Free
COVID-19 General Information Line covid19.ca.gov/get-local-information/ 833-422-4255	<ul style="list-style-type: none"> Covid-19 information from the state of California. Hours: 8am-8pm M-F 8am-5pm weekend 	Free
Friendship Hotline ioaging.org/services/friendship-line 800-971-0016	<ul style="list-style-type: none"> Provides 24/7 emotional support, crisis intervention, well-being check-ins, elder abuse aged 60+. Call or complete an online form. Calls are limited to 10 minutes, not including intake time. 	Free

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	<ul style="list-style-type: none"> • Callers can schedule brief weekly check-in, and related matters 	
GoldenTALK Chat or Crisis Line I Did Something Good Today Foundation 888-604-6533	<ul style="list-style-type: none"> • GoldenTALK is a chat and crisis line for older adults 60+. • Provides referrals and works closely with multiple LA County agencies in the event of a crisis. 	Free
Wise and Healthy Aging Long-Term Care Ombudsman Program wiseandhealthyaging.org/ombudsman 800-334-9473	<ul style="list-style-type: none"> • Provides 24/7 assistance to residents of long-term care facilities with concerns related to services/care, safety, residents' rights/dignity, and inappropriate use of chemical or physical restraints. 	Free
National Asian Pacific Center on Aging (NAPCA) Community Resource Helpline for Older Adults and Caregivers napca.org/helpline/ English: 800-336-2722 廣東話 Cantonese: 800-582-4218 普通话 Mandarin: 800-683-7427 日本語 Japanese: 800-398-1117 Tiếng Việt Vietnamese: 800-582-4336 한국어 Korean: 800-582-4259 Tagalog: 800-593-8087 Español (Spanish) 800-948-3844	<ul style="list-style-type: none"> • Access information on prevention, symptoms, and guidance for COVID-19 • Guided meditation • Talk with a live operator Monday – Friday from 8:30am–5pm in English, Vietnamese, Korean, Cantonese, Mandarin, and Tagalog. 	Free
National Suicide Prevention Lifeline suicidepreventionlifeline.org/ 800-273-8255 Or Suicide & Crisis Lifeline: 988	<ul style="list-style-type: none"> • Free confidential support 24/7 for people in emotional distress or suicidal crisis • Services: prevention and crisis resources, referrals to local treatment facilities, and support groups. • Dial 988 to access national mental health crisis services 	Free
Community, Outreach, Resources, and Engagement (CORE) at the City of Glendale Police Department Senior Caring Caller Program 818-548-3775 Email: GPDCIB@Glendaleca.gov	<ul style="list-style-type: none"> • Glendale Police Department, Community Service program. • Officer or GPD Volunteer provides phone calls to vulnerable senior residents of Glendale. 	Free

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<p>Substance Abuse and Mental Health Services Administration (SAMHSA) Helpline samhsa.gov/ 1-800-662-4357 (HELP)</p>	<ul style="list-style-type: none"> • 24/7 Free confidential information 365 days a year • Includes referrals in English and Spanish to individuals and/or families facing mental and/or substance use disorders. 	<p>Free</p>
<p>Workforce Development Aging & Community Services, Area Agency on Aging (AAA) Information and Assistance wdacs.lacounty.gov/services/older-dependent-adult-services/ 888-211-0644</p>	<ul style="list-style-type: none"> • Provides information on a range of services and assistance for older adults and caregivers • Meals & Nutritional Programs • Caregiving Services • Supportive Services • Health Insurance Counseling • Legal Assistance Program 	<p>Free</p>