

ADVISORY COUNCIL MEETING
Tuesday, October 13, 2026, at 1:30 p.m.
Fresno-Madera Area Agency on Aging
1625 E. Shaw Ave. Suite #123, Fresno, CA. 93710
Gate Code: 2489

Agenda packet material is available via U.S. mail upon request.

In compliance with the Americans with Disabilities Act and Government Code Section 54952.2, if special assistance is needed to attend an Advisory Council meeting, please contact the Fresno-Madera Area Agency on Aging at (559) 600-4405. Notification at least 48 hours prior to meeting time will assist staff with ensuring that reasonable arrangements can be made to provide accessibility at the meeting.

AGENDA

- 1) **CALL TO ORDER:** Tonya Frost, Chair
- 2) **WELCOME AND INTRODUCTIONS**
 - a) Member Introductions
 - b) Guest Introductions (Voluntary)
- 3) **PUBLIC COMMENTS:**
 - a) Any **member of the public may address the Advisory Council** during any Advisory Council meeting at the appointed time shown on the agenda, on any topic within the jurisdiction of the Advisory Council. **Individual presentations or topics shall be limited to five (5) minutes**, except under special circumstances, as determined and announced by the Advisory Council Chair. Pursuant to the provisions of the Brown Act amendments, the Advisory Council will not take any action on presentations or topics until properly listed on a subsequent meeting agenda, except in case of an emergency.
- 4) **APPROVAL OF MINUTES:** September 8, 2026, Advisory Council Meeting.
 - a) First: _____ Second: _____ Pass/Fail: _____
- 5) **OLD BUSINESS**
 - a) September 14-16, 2026 - Clinical Manager Sarah C. and Nutrition Manager Sarah S attended the Power of Partnership Conference 2026 Adult Services Convening in Sacramento
 - b) September 18, 2026 – FMAAA Case Managers Adriana P. and Valerie G.O. attended the Park Kingsburg Resource Fair
 - c) October 2, 2026 – FMAAA Case Managers Adriana P. and Jessica J.L. attended the Oakhurst Senior Center Resource Fair
 - d) October 2, 2026 – Director of Finance Paul B., Fiscal Manager Patricia C., Clinical Manager Sarah C., Nutrition Manager Sarah S., and Administrative Manager Miles R. attended Valley Caregiver Resource Center’s Pearls of Hope Gala
 - e) October 8, 2026 – Executive Director Jamie S., Program Director Hillaree B., Fiscal Manager Patricia C., Clinical Manager Sarah C., and Administrative Manager Miles R. attended Central California Legal Services’ Together for Justice Gala
 - f) October 12, 2026 - Program Director Hillaree B., Clinical Manager Sarah C., Nutrition Manager Sarah S., and Administrative Manager Miles R. attended the Big Fresno Fair Senior Day to distribute resources.
- 6) **NEW BUSINESS**

- a) October 15, 2026 – FMAAA staff to provide resources at the REFCO's Health and Wellness Fair
 - b) October 19, 2026 – Miles R. presenting at Bristol Hospice
 - c) November 4, 2026 – Miles R. to attend the November Local Advocates for Seniors Meeting
 - d) November 5, 2026 – FMAAA staff to provide resources at the VA Caregiver Support Program's Caregiver Fair
- 7) **REPORTS – Please keep all reports to 5 minutes or less. Thank you.**
- a) **Advisory Council Chair Report**
 - i) **Advisory Council Membership Status:**
 - City of Fresno – Three Vacancies
 - Fresno County – Two Vacancies
 - Madera County – Five Vacancies
 - ii) **Brief Announcements of Upcoming Events for Older Adults:**
 - b) **Committee Updates and Reports**
 - i) **FMAAA Advisory Council Committee Check-In:**
 - ii) **Food and Resource Insecurity Report:**
 - iii) **Housing Insecurity Report:**
 - c) **Agency on Aging Governing Board Meeting Report: (FMAAA Staff)**
 - d) **California Senior Legislature (CSL) Report:**
 - e) **Triple-A Council of California (TACC) report: *(Assigned member-Tonya Frost)***
- 8) **FRESNO-MADERA AREA AGENCY ON AGING ADMINISTRATIVE UPDATES**
- a) Future FMAAA Advisory Council meetings are expected to be held at the FMAAA office, pending resolution of a few remaining logistical considerations.
- 9) **NEXT MEETINGS**
- a) Advisory Council: Tuesday, November 10, 2026, 1:30 p.m. Location is to be determined.
 - b) Governing Board: Wednesday, October 14, 2026, 1:00 p.m. Fig Garden Regional Library
3071 W Bullard Ave, Fresno, CA 93711
- 1) **ADJOURNMENT**
- a) First: _____ Second: _____ Pass/Fail: _____

Fresno-Madera Area Agency on Aging Advisory Council

Fiscal Year 2026-2027 Regular Meeting Schedule

Meeting Date and Time

September 08, 2026 @ 1:30pm

October 13, 2026 @ 1:30pm

November 10, 2026 @ 1:30pm

December 08, 2026 @ 1:30pm

January 12, 2027 @ 1:30pm

February 09, 2027 @ 1:30pm

March 09, 2027 @ 1:30pm

April 13, 2027 @ 1:30pm

May 11, 2027 @ 1:30pm

June 08, 2027 @ 1:30pm

July - No Meeting Scheduled

August - No Meeting Scheduled

The meeting locations for the 2026-2027 fiscal year will be communicated through the monthly Advisory Council Agenda Packet and through communications made through the Administrative Manager.

FMAAA Advisory Council Committee Rosters

Food & Resource Insecurity	Housing Insecurity
Jan Clagg	Jan Clagg
Tish Davis	Tish Davis
Sulema Alonzo	Charmaine Barton
Mariel Ortiz	Heidi Setty
Tonya Frost	
Angela Stillwell	

FMAAA Advisory Council Snack Refreshment Schedule

October – Miles Robinson	March - Stefanie Diaz
November - Tish Davis	April – Open / Miles Robinson
December - Joel Gurss	May - Open / Miles Robinson
January - Minerva Mandy Garcia	June - Open / Miles Robinson
February - Charmaine Barton	

**Fresno-Madera Area Agency on Aging
ADVISORY COUNCIL
Meeting Minutes of September 8, 2026
Fresno-Madera Area Agency on Aging
1625 E. Shaw Ave. Suite #123, Fresno, CA 93710**

I. Call to Order:

- a. The meeting was called to order by Chair, Tonya Frost at 1:35 PM. A quorum was established.
- b. **Advisory Council Members Present:** Tish Davis, Sulema Alonzo, Jan Clagg, Tonya Frost, Angela Stillwell, Charmaine Barton, and Mariel Ortiz.
- c. **Advisory Council Members Not Present:** Joel Gurss, Stefanie Diaz, and Minerva Garcia.
- d. **FMAAA Staff Present:** Miles Robinson and Adriana Parra.
- e. **Guests Present:** Heidi Setty (Oakmont Fresno) and Mario Pena (Alzheimer's Association).

II. Welcome and Introductions:

- a. Member Introductions: Chair, Tonya Frost welcomed members to the first meeting of FY 2026-2027. Members and FMAAA staff introduced themselves.
- b. Guest Introductions (Voluntary): Guests shared their names and organizations.

III. Public Comments: No Report.

IV. Approval of Minutes: Chair, Tonya Frost asked for a motion to approve the June 9, 2026 Advisory Council meeting minutes. The motion was made by Jan Clagg and seconded by Angela Stillwell. The motion carried.

V. Old Business:

- a. Miles R. presented at the Rancho Hills Senior Center on June 16, 2026.
- b. Miles R. presented at Oak Creek 55+ Community on June 23, 2026.
- c. Program Director Hillaree B., Nutrition Manager Sarah S., and Clinical Manager Sarah C. presented at Fresno County Department of Social Services on June 23, 2026.
- d. Miles R. presented at Kings View in Fresno on June 24, 2026.
- e. TRIO Community Meals held a tasting event at the Clovis Transit Center on June 26, 2026. Members reported positive feedback on the meals.
- f. Miles R. provided resources at Vista Del Monte in Sanger on June 29, 2026.
- g. Miles R. attended the July Local Advocates for Seniors Meeting on July 1, 2026.
- h. Miles R. distributed Senior Farmers Market Nutrition Program (SFMNP) cards at Kerman Senior Center on July 9, 2026.
- i. Miles R. attended the August Local Advocates for Seniors Meeting on August 5, 2026.
- j. Miles R. distributed SFMNP cards at Frank Bergon and Pan America Senior Centers in Madera on August 11, 2026. More than 80 cards were distributed that day. Miles R. reported improved distribution through senior centers, limited participating vendors, and confusion about card use. Staff provided local vendor lists to assist participants.

- k. Miles R. gave the Annual Advisory Council Update at the August FMAAA Governing Board Meeting on August 12, 2026.
- l. Miles R. distributed SFMNP cards at the Sanger Senior Center on August 13, 2026.
- m. Miles R. distributed SFMNP cards at Parlier Senior Center on August 14, 2026.
- n. FMAAA I&A Specialist Yecica E. and Social Work Case Manager Jessica J. distributed SFMNP cards at the Market on Kern on August 26, 2026.
- o. Miles R. attended the September Local Advocates for Seniors Meeting on September 2, 2026.

VI. New Business:

- a. September 14-16, 2026 – Executive Director Jamie S., Clinical Manager Sarah C., and Nutrition Manager Sarah S. were scheduled to attend the Power of Partnership Conference 2026 Adult Services Convening in Sacramento.
- b. September 18, 2026 – FMAAA staff were scheduled to attend the Park Kingsburg Resource Fair.
- c. October 1, 2026 – Miles R. was scheduled to attend the Vista Del Monte Resource Fair (Round 2).
- d. October 6, 2026 – Miles R. was scheduled to attend the Cedar Courts National Night Out Event with FMAAA resources.
- e. October 12, 2026 – FMAAA staff were scheduled to provide resources at the Big Fresno Fair Senior Day.
- f. October 15, 2026 – Miles R. was scheduled to present at REFCO's Health and Wellness Fair; participation could change to tabling.
- g. October 19, 2026 – Miles R. was scheduled to present at Bristol Hospice.

VII. Reports:

a. Advisory Council Chair Report:

i. Advisory Council Membership Status:

- 1. Reported vacancies: 3 City of Fresno, 2 Fresno County, and 6 Madera County. Members were encouraged to recruit Madera County representatives.
- 2. Miles R. reported that Michael Bishop and Anne Bishop had resigned. Brett Johnson of the MAMSA Foundation was not yet an official member. He was expected to join the Council following Governing Board approval.

ii. Brief Announcements of Upcoming Events for Older Adults:

- 1. Members announced a Stand Down event on September 23-24, 2026, and a Suicide Prevention Symposium at Clovis Veterans Memorial on September 25, 2026. Symposium registration was scheduled for 8:00 AM, with in-person and virtual participation available and the event ending at 3:00 PM.
- 2. Members discussed reported reductions in CalAIM-supported assisted living services, potential housing displacement, and Assisted Living Waiver waitlists. The discussion included clarification that APS waiver letters required an active abuse or neglect case and applicable eligibility criteria. Members were asked to share additional information as it became available.

3. Members announced a September 11, 2026 memorial event at the Clovis memorial site, with shuttle assistance available from parking areas.
- b. **Committee Updates and Reports:**
- i. **FMAAA Advisory Council Committee Check-In:**
 1. Miles R. reviewed the two work groups' roles in identifying community needs and developing resources for older adults and FMAAA's Information & Assistance Program. He reminded members that each group was expected to meet at least quarterly, work toward a specific project, and identify a new goal after completing a project.
 2. Members selected work groups for FY 2026-2027. Miles R. would ask absent members for their selections at their next meeting and offered assistance with resource formatting.
 - ii. **Food and Resource Insecurity Report:**
 1. The existing food resource directory, organized by ZIP code, continued to be used for referrals. Miles R. proposed a brief resource guide for older adults experiencing homelessness or an immediate crisis, identifying food, emergency shelter, showers, and other essential services. Members discussed a simple initial guide that could be expanded later.
 2. Work group selections: Jan Clagg, Tish Davis, Sulema Alonzo, Mariel Ortiz, Tonya Frost, and Angela Stillwell.
 - iii. **Housing Insecurity Report:**
 1. Miles R. proposed reviewing and updating FMAAA's Older Adult Housing Resources, including verifying listings and considering improvements to the format and ease of updating.
 2. Work group selections: Jan Clagg, Tish Davis, and Charmaine Barton. Heidi Setty selected Housing Insecurity while her Council application was pending.
- c. **Agency on Aging Governing Board Meeting Report:**
- i. **Annual Advisory Council Governing Board Report:**
 1. Miles R. reviewed the annual update presented to the Governing Board on August 12, 2026. The report covered Council membership, leadership, committee work, statewide representation, and FY 2025-2026 outreach of more than 20 events and 1,522 community contacts. Potential priorities included reviewing the bylaws, visiting congregate sites, and exploring a Council newsletter.
- d. **California Senior Legislature (CSL) Report:**
- i. Tonya Frost and Jan Clagg reported that they had completed orientation and were scheduled to travel to Sacramento on October 21, 2026, for their October 22 swearing-in as Senior Assemblymembers.
 - ii. They discussed plans to meet with local elected officials and gather older adults' concerns. A welcoming event at the FMAAA office and town halls were suggested. Jan Clagg's interest in the Senior Senator position and Charmaine Barton's interest in an Assemblymember position were discussed; no appointments or elections occurred.

e. **Triple-A Council of California (TACC) Report:**

- i. Tonya Frost had no report at this time. She reported that TACC would meet later that week and that she expected to provide an update at the next Council meeting. She planned to attend the convention during the first week of November.

VIII. **Fresno-Madera Area Agency on Aging Administrative Updates:**

- a. Miles R. reported that TRIO Community Meals was FMAAA's new vendor for Title III C1 and C2 meal services. Home Delivered Meals participants received 10 meals weekly. The waitlist now prioritized participants by need; capacity remained approximately 800, with possible expansion dependent on local production, staffing, and funding.
- b. Title III C1 meals increased by more than 1,000 in the first month of the fiscal year following the transition to TRIO Community Meals. Feedback on meal quality and variety was positive. Participants were encouraged to call congregate sites by 11:00 AM the day before attending.
- c. FMAAA would host two Fresno Pacific University social work interns during the 2026-2027 academic year: MSW intern Adriana Parra and a BSW intern beginning in mid-September.
- d. CDA approved additional MSSP slots, increasing FMAAA's enrollment goal from 313 to 333 participants.
- e. FMAAA reached its previous MSSP goal of 313 participants at the end of FY 2025-2026.
- f. Enhanced Care Management (ECM) was operational with the first five members enrolled. FMAAA was working with Anthem and developing program operations.
- g. Future Advisory Council meetings were expected to be held at the FMAAA office after remaining logistical issues, including damaged entrance glass, were resolved.
- h. Miles R. would distribute a voluntary snack sign-up form with the minutes, collect allergy information, and share a list of allergies without identifying individuals.

IX. **Next Meetings:**

- a. Advisory Council: Tuesday, October 13, 2026, at 1:30 PM. Location was to be determined.
- b. Governing Board: Wednesday, September 9, 2026, at 1:00 PM, Fig Garden Regional Library, 3071 W. Bullard Ave., Fresno, CA 93711.

- X. **Adjournment:** The meeting was adjourned at 2:51 PM. The motion was made by Angela Stillwell and seconded by Jan Clagg. The motion carried.

Respectfully Submitted,

Miles Robinson

Miles Robinson
Administrative Manager
Fresno-Madera Area Agency on Aging



Fresno - Madera

Agency on Aging

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Information & Assistance Resource Line

Our resource line helps older adults and their families connect with vital community services. Trained staff offer one-on-one guidance on resources such as nutrition services, healthcare, transportation, housing, and caregiver support. We're here to help you navigate options and make informed choices to enhance independence and well-being. Please call (559) 214-0299 or toll-free at (800) 510-2020.

WeCare - Caregiver Support

Support for unpaid caregivers with free, personalized resources on caring for a loved one, self-care, stress reduction, Alzheimer's, fall prevention, and more. Access videos, articles, and Care Navigator support online in English and Spanish. Text WE CARE to 43386 or visit www.fmaaa.org to enroll. Questions? Call (559) 493-1557.

Nutrition Programs

Free nutritious meals are available for adults 60+ at congregate sites across Fresno and Madera Counties. Enjoy healthy food, nutrition education, and social connection in a group setting. Home-delivered meals are also available for homebound older adults due to illness, disability, or isolation, with priority given to those with the greatest social or economic need.

Care Management

Our Care Management team provides in-home visits and needs assessments for adults 60+. By identifying individual needs, we develop personalized care plans that focus on maintaining independence and ensuring that individuals can continue living safely in their homes. Our services aim to enhance the quality of life and provide ongoing support for aging adults. Please call (559) 214-0299 for eligibility.

Subcontracted Services

The Fresno-Madera Area Agency on Aging (FMAAA) serves as the grantor for indirect service providers Valley Caregiver Resource Center (VCRC) and Central California Legal Services (CCLS). Together, these partners deliver critical services to adults 60+ in Fresno and Madera Counties. VCRC supports family caregivers by offering education, respite care, and support groups to help manage the challenges of caregiving. CCLS provides free legal assistance to underserved older adults, addressing issues such as elder abuse, housing rights, estate planning, and public benefits.



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Information & Assistance Resource Line



Not sure where to start? Start with us!

Finding help for yourself or someone you care for can feel overwhelming. Our Information & Assistance staff can listen to your situation, explain available options, and connect you with appropriate resources throughout Fresno and Madera counties.

This free and confidential service is available to older adults, adults with disabilities, caregivers, and family members.

We Can Help You Find Information About:

Food and nutrition programs, Housing and long-term care options, Transportation, Caregiver support, Help with daily activities at home, Medicare and health insurance, Legal assistance and public benefits, Safety, abuse, or neglect concerns, Health, wellness, and community activities. **And so much more!**

If You Need Help With...	Resource	Phone
Medicare or Health Insurance Questions and Counseling	HICAP at VCRC	(559) 224-9117
Concerns About Care in Long-Term Care Facilities	Long-Term Care Ombudsman	(559) 224-9177
Suspected Abuse, Neglect, or Exploitation	Adult Protective Services (APS)	Fresno: (559) 600-3383 Madera: (559) 675-7839
Help With Civil Legal Problems, Fraud, Elder Scams	Central California Legal Services	(559) 570-1200
Resources, Respite, and Support for Family Caregivers	Valley Caregiver Resource Center	(559) 224-9154
Food, Housing, Transportation, Utilities, or Other Community Services	211 Fresno and Madera Counties	Dial 211



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Senior Nutrition Programs



Nutritious Meals. Friendly Connections. Support for Remaining Independent.

The Fresno-Madera Area Agency on Aging provides free, nutritious meals for adults age 60 and older throughout Fresno and Madera counties.

Congregate Meal Program: Enjoy a Healthy Meal and Good Company!

The Congregate Meal Program offers free, nutritious meals at community and senior centers throughout Fresno and Madera counties. Participants can enjoy a welcoming place to eat, connect with others, and receive helpful nutrition education.

Before Your First Visit

1. Choose a location from the FMAAA Congregate Meal Site Dining Locations list.
2. Contact the meal site the day before your first visit to reserve your meal.
3. Ask the site about its serving time and any first-visit paperwork.

Home Delivered Meals Program: Healthy Meals Delivered to Homebound Older Adults!

The Home Delivered Meals Program serves adults age 60 and older who are homebound due to illness, disability, frail health, or isolation and who have limited assistance with shopping or preparing meals. The program provides free, nutritious meals and nutrition education to support health, well-being, and independence.

How to Get Started

Call FMAAA to complete an intake screening. Eligibility and priority are based on individual need. If space is unavailable, eligible applicants may be placed on a waiting list.

Other Food and Meal Delivery Options

These resources may be helpful for people who are waiting for FMAAA services, do not meet program requirements, or would like additional food and meal options.

Café EOC / Fresno EOC Home Delivery	Offers weekly delivery of prepared, microwaveable meals for purchase.	(559) 266-3663
Mom's Meals	Provides refrigerated, medically tailored meals. Meals may be available through certain health plan benefits or purchased directly.	(877) 508-6667
rFoodX	Provides medically tailored meals and grocery boxes. Some Medi-Cal members may qualify for meals through their health plan.	(888) 690-2366
Project FoodBox	Provides fresh food and medically tailored food boxes through participating health plans and nutrition programs. Eligibility varies.	(949) 673-0783

FMAAA Congregate Meal Site Dining Locations

Fresno County

FIREBAUGH

1601 Thomas Boy Ave
Firebaugh CA 93622
559-407-8811
Serve Time: 11:00 am

KERMAN

720 S 8th St
Kerman CA 93630
559-846-9330
Serve Time: 11:00 am

HURON

16900 5th St
Huron CA 93234
559-945-2241
Serve Time: 12:00 pm

ORANGE COVE

699 6th St
Orange Cove CA 93646
559-626-4488 ext. 237
Serve Time: 11:30 am

REEDLEY

100 N East Ave
Reedley CA 93654
559-637-4207
Serve Time: 11:00 am

SANGER

730 Recreation Ave
Sanger CA 93657
559-399-8439
Serve Time: 11:30 am

SIERRA OAKS

33276 Lodge Rd
Tollhouse CA 93667
559-855-3300
Serve Time: 11:30 am

CLOVIS

735 Third St
Clovis CA 93612
559-324-2750
Serve Time: 11:45 am

MARY ELLA BROWN

1350 E Annadale Ave
Fresno CA 93706
559-497-1326
Serve Time: 11:30 am

PINEDALE

7170 N San Pablo Ave
Fresno CA 93650
559-974-6720
Serve Time: 11:30 am

TED C WILLS

770 N San Pablo Ave
Fresno CA 93728
559-621-6742
Serve Time: 11:15 am

INSPIRATION PARK

5770 W Gettysburg Ave
Fresno CA 93723
559-691-1058
Serve Time: 11:15 am

MOSQUEDA

4670 E Butler Ave
Fresno CA 93702
559-417-2341
Serve Time: 11:15 am

LAFAYETTE PARK

1516 E Princeton Ave
Fresno CA 93704
559-621-2934
Serve Time: 11:30 am

CAP CENTER

5191 N 6th St
Fresno CA 93710
559-621-2900
11:15 AM

PARLIER

690 1st St
Parlier CA 93648
559-646-3545
Serve Time: 12:00 pm

Madera County

COARSEGOLD

35610 Ca-Hwy 41
Coarsegold Ca 93614
559-460-3431
Serve Time: 11:30 am

NORTH FORK

33807 Road 228
North Fork Ca 93643
559-460-3431
Serve Time: 12:00 pm

RANCHOS HILLS

37330 Berkshire Dr
Madera Ca 93636
559-460-3431
Serve Time: 11:30 am

OAKHURST

49111 Cinder Lane
Oakhurst Ca 93644
559-460-3431
Serve Time: 11:45 am

FRANK BERGON

238 D St
Madera Ca 93638
559-673-4293
Serve Time: 11:45 am

PAN-AMERICAN

703 Sherwood Way
Madera Ca 93638
559-675-2095
Serve Time: 11:45 am



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Care Management Programs



Support to remain safe and independent at home for as long as possible.

FMAAA care managers work one-on-one with participants to identify their needs and goals, develop personalized care plans, coordinate health and community services, and connect them with resources such as food, transportation, housing, medical equipment, home-safety support, and caregiver assistance. They also provide advocacy and ongoing follow-up as needs change. To get started with any of the following services, call FMAAA today!

Multipurpose Senior Services Program (MSSP)

Helping older adults at risk of nursing-home placement remain at home.

MSSP provides comprehensive care management through a social worker and public health nurse who coordinate with participants, families, health care providers, and community organizations.

The program serves Fresno and Madera County residents age 60 or older who have Medi-Cal with no share of cost, are in frail health and at risk of nursing-home placement, need care management, and are willing to participate. Based on individual need and available resources, MSSP may help arrange durable medical equipment, nutrition services, transportation, minor home-safety repairs, counseling, and other supports. There is no charge for services.

Linkages Care Management

Personalized support for older adults who need help remaining safely in the community.

Linkages provides participant-driven care management, service coordination, advocacy, education, and ongoing support. Based on individual needs and available resources, the program may connect participants and caregivers with health care, nutrition, transportation, adaptive equipment, minor home-safety repairs, recreation, and other community services.

The program serves Fresno and Madera County residents age 60 or older who need care management, can remain safely in the community with coordinated support, and are willing to participate. There is no income or insurance requirement and no mandatory fee.

Enhanced Care Management (ECM)

Coordinated health and community support for eligible Anthem Medi-Cal members.

ECM provides eligible members with a dedicated Lead Care Manager who serves as their primary point of contact. The care manager helps the member identify goals, develop a personalized care plan, navigate health care services, and coordinate medical and community-based support.

FMAAA currently focuses on adults living in the community who are at risk of needing long-term care, nursing-facility residents transitioning back into the community, and adults at risk of avoidable emergency-department visits or hospitalization.

Eligible members must receive Medi-Cal through the Anthem managed care plan, live in Fresno or Madera County, need care management, and be willing to participate. ECM may assist with appointments, medications, transportation, food and housing needs, hospital-discharge planning, mental health and wellness, and connections to community resources.

Services may be provided at home, during medical appointments, in hospitals or skilled nursing facilities, at community locations, by telephone, or through telehealth. ECM is a Medi-Cal benefit provided at no cost to eligible members.



Fresno - Madera
Agency on Aging
 Change The Way You Age

Fresno-Madera Area Agency on Aging

Phone Number: (559) 214-0299 - **Toll Free:** (800) 510-2020

Hours: Open 8:00 a.m. – 4:30 p.m. Weekdays

Web: www.fmaaa.org **Email:** admin@fmaaa.org

Address: 2520 W. Shaw Ln. Suite 101A, Fresno, CA 93711

Quick Reference Guide for Older Adults and Caregivers

24-Hour Hotlines Call 911 For Emergencies	Adult Protective Services – Fresno	559-600-3383
	Adult Protective Services – Madera	559-675-7839
	Alcoholics Anonymous	559-221-6907
	Alzheimer’s Association Helpline	800-272-3900
	Central Valley Crisis & Suicide Prevention Hotline	888-506-5991
	Disaster Distress Helpline (ie. distress from COVID-19, fires, earthquakes)	800-985-5990
	Domestic Violence Crisis Hotline – Marjaree Mason Center	559-233-4357
	Department of Medi-Cal Fraud and Elder Abuse (DMFEA)	800-722-0432
	Gambling Hotline – California Office of Problem Gambling	800-426-2537
	LGBT+ National Senior Hotline	888-234-7243
	Long-Term Care Ombudsman CRISISline	800-231-4024
	Suicide & Crisis Lifeline - Call or text 988	
	Rape Crisis Line – RCS Fresno	559-222-7273
	United Way: Community Services Information & Referral – Call 211 or	866-559-4211
	Veterans Crisis Line - Dial 988, then press 1; text 838255. TTY: 711, then 988	
	Victim Services Crisis Hotline – CAPMC (Madera County)	800-355-8989
Adult Day Care & Adult Day Health Care	Adult Day Health Care of Fresno & Clovis	559-227-8600
	Adult Day Health Care of Madera	559-479-4111
	Heritage Adult Day Health Care	559-222-0304
	Valley Adult Day Health Care – Fresno	559-454-0386
	Valley Caregiver Resource Center – OASIS Adult Day Center	559-224-9121
	Alzheimer’s Association	559-753-8200

Updated October 2026 - MAR

Alzheimer's Disease	Operation Lost & Found – Madera County Sheriff's Department	559-675-7770
	UCSF Fresno Alzheimer's & Memory Center	559-227-4810
Caregiving & Companionship	Valley Caregiver Resource Center	559-224-9154
	Catholic Charities – Senior Companion Program	559-498-6377
	Seniors Helping Seniors	559-500-3070
	Caregiver Help Desk – Caregiver Action Network	855-227-3640
Case Management	FMAAA – Linkages, Multipurpose Senior Services Program, Enhanced Care Management - Anthem	559-214-0299
	Veterans Affairs Central California Health Care System - Fresno.va.gov	559-228-6933
	Libertana – HCBA Waiver	800-750-1444
	WelbeHealth Fresno	866-598-6070
	Fresno PACE for Seniors	559-400-6420
Disability	California Department of Rehabilitation - TTY 916-558-5673 or 711	559-445-6011
	California Relay Service	711
	California Telephone Access Program	800-806-1191
	Central Valley Regional Center	559-276-4300
	Deaf & Hard of Hearing Service Center - VP 559-578-4117	559-225-3323
	Resources for Independence, Central Valley	559-221-2330
	Talking Book Library for the Blind	559-600-3217
	Valley Center for the Blind	559-222-4447
Elder Abuse	Adult Protective Services – Fresno	559-600-3383
	Adult Protective Services – Madera	559-675-7839
	Long-Term Care Ombudsman – Valley Caregiver Resource Center	559-224-9177
Financial Assistance	General Relief – Fresno County Department of Social Services	559-600-1377
	General Assistance – Madera County Department of Social Services	559-675-2300
Food Programs	Fresno-Madera Agency on Aging – Home Delivered Meals Program and Congregate Meals Program	559-214-0299
	CalFresh – Fresno County	855-832-8082
	CalFresh – Madera County	559-675-2300
	Central California Food Bank	559-237-3663
	Madera County Food Bank - Emergency Food Line: 559-674-2992	559-674-1482
Fraud	Identity Theft Hotline - TTY 866-653-4261	877-438-4338

Fraud Continued	Mail Theft or Mail Fraud	877-876-2455
	Medi-Cal or In-Home Supportive Services Fraud	800-822-6222
	Medicare Fraud – Senior Medicare Patrol	855-613-7080
	Mortgage Fraud/Loan Scams – Homeowner’s HOPE Hotline	888-995-4673
	Social Security Fraud – Office of the Inspector General	800-269-0271
	Telemarketing & Mass Marketing Fraud	877-382-4357
Health Insurance	Medicare - TTY 877-486-2048	800-633-4227
	Medi-Cal for Aged (65+), Blind and Disabled	
	Fresno County	855-832-8082
	Madera County	559-675-2300
	Covered California - TTY 888-889-4500	800-300-1506
	HICAP (Medicare Insurance Counseling)- Valley Caregiver Resource Center	559-224-9117
Housing	Fresno-Madera Area Agency on Aging - Older Adult Apartments, Retirement Communities & Mobile home Park Listings	559-214-0299
	Fresno Veterans Home https://www.calvet.ca.gov/VetHomes/Pages/Fresno.aspx	559-493-4224
	Housing Authority – Fresno County - TTY 800-735-2929	559-443-8400
	Housing Authority – City of Madera	559-674-5695
Housing Advocacy	State of California	
	Dept. of Fair Employment & Housing - TDD 800-700-2320	800-884-1684
	Mobile home Assistance Center - TTY 800-735-2929	800-952-8356
	Fair Housing Council of Central California - TTY 800-855-7100	559-244-2950
In-Home Supportive Services	In-Home Supportive Services – Fresno County	559-600-6666
	In-Home Supportive Services – Madera County	559-662-2600
Legal	Central California Legal Services – Legal Advice Line	559-570-1200
	California Rural Legal Assistance – Fresno County	559-441-8721
	California Rural Legal Assistance – Madera County	559-674-5671
	Fresno County Bar Association – Attorney Referral and Information	559-264-0137
	Superior Court of California – Family Law/Self Help Center	
	Fresno County	559-457-2143
	Madera County	559-416-5520
Long-Term Care	Long-Term Care Ombudsman – Valley Caregiver Resource Center	559-224-9177

	Nursing Home Compare Tool - www.medicare.gov/care-compare/	
	Residential Care Facilities Search Tool- www.ccl.dss.ca.gov/carefacilitysearch/	
	State of California Dept. of Public Health Licensing & Certification	559-437-1500
Mental Health & Substance Abuse	Fresno County Behavioral Health & Substance Abuse Access Line	800-654-3937
	Fresno County Mobile Crisis Response — 24/7 Line	559-600-6000
	Madera County Behavioral Health & Substance Abuse Access Line	888-275-9779
	Madera County Mobile Crisis Response — 24/7 Line	559-533-1000
	Institute on Aging – Friendship Line California	888-670-1360
	National Alliance on Mental Illness (NAMI) – Fresno Office	559-224-2469
Money Management	Public Guardian – Fresno County	559-600-1500
	Public Guardian – Madera County	559-662-8891
	Social Security Administration – Representative Payee Program	800-772-1213
Social Security	Social Security Administration - TTY 800-325-0778	800-772-1213
Transportation	Chowchilla Area Transit (CATX)	559-665-8655
	Clovis Stageline	559-324-2770
	Eastern Madera County Senior Citizen Bus and Medical Escort Service	559-658-5555
	Fresno Area Express (FAX)	559-621-7433
	Fresno County Rural Transit Agency	855-612-5184
	Fresno County Taxi Scrip Program (Age 70+)	559-233-4148
	GoGoGrandparent	855-955-2318 Ext. 40631
	Madera Area Express (MAX)	559-661-7433
	Madera County Connection (MCC)	559-263-8080
Transportation Paratransit	Dial A Ride – City of Madera	559-661-7433
	Handy Ride – City of Fresno – Application	559-621-7433
	Handy Ride – City of Fresno – Reservation or Cancellation	559-621-5770
	Round Up – City of Clovis	559-324-2760
Utilities Assistance	California LifeLine (Telephone Service) - TTY: 866-272-0358	866-272-0349
	PG&E Arrearage Management Plan (AMP)	877-660-6789
	PG&E- California Alternative Rates for Energy (CARE)	866-743-2273
	PG&E- Medical Baseline Allowance	800-743-5000

Utilities Assistance Continued	PG&E- Relief for Energy Assistance through Community Help (REACH)	800-933-9677
	Low-Income Home Energy Assistance Program (LIHEAP)	
	Community Action Partnership of Madera County	559-673-9173
	Fresno EOC	559-263-1320
Veterans	Veterans Service Office – Fresno	559-600-5436
	Veterans Service Office – Madera	559-675-7766
	Veterans Caregiver Support Line	855-260-3274
	VA Central California Health Care System	559-225-6100
Additional Services	Call the Fresno-Madera Area Agency on Aging for Referrals	559-214-0299 800-510-2020

The Fresno-Madera Area Agency on Aging has made its best effort to ensure this Quick Reference Guide, a sample listing of available services, is correct and current at the time of publication, but takes no responsibility for any error, omission, or defect therein. Inclusion of an organization does not imply a recommendation or endorsement. Reproduction in whole or part is permitted with credit.