

# MASONIC ASSISTANCE LINE

888-466-3642



Masonic Homes  
of California

# Masonic Assistance Line

The office is located on the Masonic Homes at Union City campus. You may access the Masonic Assistance line by calling



888-466-3642

This number is on the back of a California Freemason's dues card and on the Widows card. You do not have to be a Mason or have Masonic affiliation to call for information and referrals.

# Masonic Assistance Line



Be sure and leave a voicemail!

Masonic Assistance staff will not hang-up and answer a second call. They will call you within 24 hours and, when they talk with you, YOU will never be put on hold either.

# Getting started with Masonic Assistance

Masonic Assistance staff will complete a telephone consultation over the phone which can range from 20 to 60 minutes

The telephone consultation will evaluate:

- ✓ Primary concerns and obtain basic background information
- ✓ Current living situation, potential risks and immediate needs
- ✓ Prequalification's for financial assistance and public benefits programs

# Masonic Assistance line - next steps

When your call has been completed:

1. Needs and types of services needed have been assessed
2. If the caller expresses an interest, the below options have been discussed and initiated:
  - ✔ Recommendations and referrals to community-based services provided to callers
  - ✔ Follow-up calls have been scheduled, in order to ensure any crisis has been alleviated
  - ✔ Care Manager may be assigned for at-risk situations that cannot be resolved by one or two follow-up calls
  - ✔ Application process has begun for the Masonic Homes, for Masonic Outreach Services or both programs, if caller is on the Masonic Homes waitlist

# Wrapping-up with Masonic Assistance

Callers may be linked to services such as: in-home care, senior housing, public benefits, Medicare, MediCal/MedicAid, veterans' benefit counselors, and transportation agencies



Note: Intake calls for those eligible to the Masonic Homes or Masonic Outreach Services may take longer