

# UPSTREAM

A Publication of Communities Actively Living Independent & Free  
634 S. Spring Street - LA CA 90014 ph: 213-627-0477  
[www.calif-ilc.org](http://www.calif-ilc.org)



Vol 11. No. 1 Summer- 2020

## Thank You to all our Supporters

With your assistance and with new grant opportunities, CALIF is positioned to serve our Disability Community and Seniors in bigger and better ways. Story on Pg. 8

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CALIF Staff at New Years Office Party 2020  
Photo by: Yolanda Ramirez

## CALIF - THE EMERGING LOS ANGELES ADRC

It is finally happening for Los Angeles—our very own Aging and Disability Resource Center (ADRC)! In December 2019, we started the set up efforts for The Emerging Los Angeles ADRC and all six independent living centers will have a big hand in making it happen. CALIF as catalyst and organizer for this area, got designated as the fiscal agent with two official partners, The Los Angeles City Area Agency on Aging and 211.

As the state is still writing the ADRC operational guidelines, the coalition of six Independent Living Centers (ILC) agreed to form the Los Angeles ILC Coalition to provide a strong disability voice on the network.

*Story on pg. 6*



## CORONAVIRUS AND THE DISABILITY EXPERIENCE:

### Parallels & Contrasts

The forced quarantine, the social distancing, the loneliness and/or boredom on one hand and then while on lockdown, the incredible creativity and masterful problem solving as well as finding joy in the simple, little things—all these are part of the very familiar territory of the disability experience. So it's nothing new for a number of us with disabilities to come into this "new normal" brought about by this coronavirus.

We in the disability community were prepared. Many of us now middle aged and into our 60s practically grew up in the context of a virus or some disability causing phenomenon. We did not always have the vaccine and it came late for me so I had the polio virus, a scarier kind as its worst effects after you or if you outlive it, results in physical disability, isolation, abandonment and discrimination. I too had a very high fever and the once loud and

playful baby girl suddenly went sullen and lost all movement in all 4 limbs. Eventually I regained the use of my arms. I was given two weeks to live but when I outlived that, my parents went into a crazy chase for the illusive cure from the medicine man to the experimental therapies. I had several surgeries just to see if I could stand and walk and I remember that after the anesthesia wore off, the induced psychedelic colors disappeared and I found myself alone with four white walls closing in on me. For many hours as a kid I tried to suck the life out from those still walls stingy with imagination. Instead, I created my world full of color and adventure. This experience gave me the love and longing for art, writing, music, self help and entrepreneurship. I see the same thrust now for the creative arts and simulated adventure as I daily surf the internet and enjoy people's music, comedic creations as you tube videos produced during the lockdown. I also see and feel the longing for freedom and relief, for answers and the tremendous thirst for prayer, retreat and introspection.

As for the social isolation, like everyone, I've seldom been to the office and I miss seeing my Mom, my grand babies and siblings, but find myself busier when I work from home adjusting to the new normal of back to back Zoom meetings. As work piles up from those Zoom meetings, I have less time to prepare for the full implementation of great ideas

because my friends and community keep calling frantic for resources or just to touch base, for assurance and calm. On my part though, I see and feel signs of my own depression or exhaustion, sleepless nights and the longing to relax.

Oh and on toilet paper and other supplies? The 24 volts of battery power in my wheelchair would not have been a match to the daily scrambling shoppers but I had to avoid the crowds and not cause an accident less I land in the hospital and catch the virus! Instead, my friends call me to offer to run to the store for another reason to get out of the house so until 2021, TP is the least of my worries.

My sisters and I, always seized with wanderlust must yield to the lockdown sacrifice. Instead we discovered the thrill of watching Netflix international movies and South Korean telenovelas!

Finally, with the whole world wearing masks, it feels like we now have become one family. We all look alike now, don't we? We look like the doctors who treat us and the nurses who bring us back to health. We thank, love and appreciate them. Just as rich the disability experience has been to us, this unforgettable pandemic will yield for the world, an incredible wealth of lessons learned, processes improved and a world made new again—sanitized and rebooted like the Resurrection at Easter!

## CALIF's Response to Covid-19

### What does CALIF offer?

#### Housing:

COVID-19 has sent a world wide upheaval upsetting especially service and advocacy organizations like CALIF. Many people with disabilities already displaced due to exorbitant rents and the lack of affordable housing, are now even more at risk for homelessness. Since CALIF has been monitoring the progress of the City of LA's compliance with the Housing Settlement Agreement, we keep tab of the rebuilding of the 4,250 units for housing people with disabilities. Even with the advent of Covid-19, the work has been going ahead, albeit in a much slower pace. Also, the Housing team at CALIF is making sure that, whatever shelters are identified for Covid-19 temporary housing are accessible or easily modified for disability access.

Since the housing industry was going to be hit with late rents, the Housing advocates are ready with a list of agencies they can work with to provide some funding to help them through the crisis without any penalties and retaliation. CALIF makes sure that all participating housing providers comply also with the Americans with Disabilities Act from the application to the approval process. Housing modification can easily be accomplished with the installation of grab bars and/or ramps for the mobility impaired, etc. CALIF will be working with the city with set aside funds for the home modification needs and would need to grow the Handicapable Program as soon as possible.

To avoid further homelessness, a Housing Fund for the Seniors and Disabled who lose their jobs should be available to them to make up for what is lacking in their monthly rents. It could be granted as a loan for those who can pay it back or as a straight grant.

#### **How do we avoid the disaster like New York when the Covid-infected were sent to the nursing homes, infected the elderly, causing thousands to die?**

CALIF has a Housing Transition Program called Deinstitutionalization and the transition team of seasoned staff are also FAST certified who can help with the following: (a.) Needs Assessment for consumer and family for the purpose of identifying the available resources necessary for locating a safe place to live. (b.) Assist with Home Modification if needed to install ramps, widen doorways, etc. (c.) Benefits Advocacy to assist the consumers with their application, follow up and when necessary, appeal of their application for public benefits and social services like Social Security Disability, Supplemental Security Income, Medi-Cal, In-Home Supportive Services (IHSS). (A major success story as a result of our renewed **Christopher Reeves Grant**, was the transition of a consumer, who was assisted by Michael Martinez, CALIF's Housing Staffer who transitioned the consumer from

institution to Independent living. A washer and dryer was purchased from the fund and CALIF provided a loaner Ramp)

**Assistive Technology:** For the mobility impaired using wheelchairs, both manual and power chairs, walkers, canes and other gadgets, CALIF facilitates access to DME shops and wheelchair repair companies; CALIF's Positive Wheels is our in-house full service AT program and wheelchair repair and sales program managed by the AT Coordinator and AT Repairman. When necessary, we also can do a fee-for-service AT rescue and repair service. We also depend on the community's donations of used or slightly used AT equipment that others without insurance can use. We welcome donations of used mobility devices which we can pick up from donors and deliver to consumers in need. CALIF also works with the different HMOs to help the disabled access these devices by getting them pre-qualified for purchase.



Pictured: Michael Martinez & Victoria Lim

For the Hearing Impaired, we also use the more modern technologies now, even present as an app on iPhones to communicate with them. We also have referrals to sign language interpreters through the City Department on Disability and their partnership with Deaf organizations who can work with us in the total orientation of their Deaf AT needs in terms of gadgets, phone technology and apps; resources and contacts.

**Benefits Counseling:** The economic chaos brought upon the pandemic has caused a lot to be unemployed and many families are in a scramble to get to those stimulus funds, especially those caring for their disabled family members. They have been flooding our public service organizations with pleas for help and guidance on their applications for the stimulus grant. This will spill over into CALIF, to be handled by our Benefits Advocate and our agency partners at the Aging and Disability Resource Connections.



"Still buzzing along in LA"  
photo by: Keith Miller

**Information & Referral:** With our partners at the ADRC, our Information & Referral is now Information and Assistance for people to be assured that the service they are getting from us is information and plenty of assistance until they get what they reasonably need. This means that at CALIF, we don't merely give out a number to call for another service or agency, but we make sure that the caller truly gets the help they need.



**Communication Access:** This pandemic has shown that zooming on the internet and our knowledge of the internet is our only stable access to the outside world—to get survival needs met, follow up on services, help with life or death situations. Computers and computer training are now essential to survival yet only half of our constituents who are physically disabled and elderly have access to the internet, leaving the other half without



Cartoon by Mario Recinos

much help! At CALIF, we now have a new program called Voice Options to assist the disabled and senior community get connected with the digital community and the world wide web by making available to them computers and other communication devices. CALIF has a program sponsored by the World Institute on Disability to assist the disabled with low-cost internet. CALIF also got a grant from the State Department of Rehabilitation called the Voices Options Program making funds available for the purchase of communications devices for the hearing impaired and the blind to make possible and enhance their communication with the outside world.

### **Mental Health and overall Safety and Security**

**Concerns:** There is a lot of anxiety and depression on account of this pandemic and we want to people to make sure that we, with the City agencies and law enforcement are keen on signs of mental health issues like mental breakdowns, depression and help with mitigation measures against police abuse and cruelty through awareness trainings and mental health resources. The mental health community has a lot of resources: self-help and professional help both. They are a great resource and DMH is the best agency that can come to their rescue.

**Peer Counseling:** A lot of our constituents call in for peer sharing and counseling with CALIF staff for reassurance and support during the pandemic. In fact, there have been a growing number of Zoom meetings with consumers and among different groups.

**Personal Assistance Services:** In this pandemic, the disabled are losing their attendants to the fear and panic and are left with no help, thereby endangering their lives. CALIF assists the disabled in solving program issues by working with Personal Assistance Services Council (PASC), the Department of Public Social Services (DPSS), and the Mexican American Legal and Defense Fund (MALDEF).

## Legislative Work

### Cynde Soto

On May 15th I joined hundreds of community partners in my first ever "VIRTUAL LOBBY DAY. I was able to virtually meet with 2 State Assembly members and 1 Senators staff members on 3 key issues, and asked them to:

Re-engage the Governor's Healthy California for All Commission to develop a plan to move California to a universal, single financing system that covers healthcare for everyone in California. The pandemic has added to the numbers of people uninsured and underinsured.

Develop a plan to provide a universal long term supports and services plan so that all Californians have the option to recover and age at home rather than in an institution.

Support the Schools and Communities First Initiative on the November 2020 ballot to bring billions of needed dollars to schools and local community services by closing corporate loopholes and making commercial and

industrial property owners pay their fair share of taxes.

One Senator and one Assembly member stated they would support our issues, One Assembly member stated they would consider supporting but was unsure at the time.

.....  
***continued from pg. 1***

Los Angeles Aging Disability Resource Center...

The pioneer group (originally named as the South Central ADRC with the partners LA Area Agency on Aging and 211) and the ILC coalition will be designated as an Emerging Los Angeles ADRC. The Emerging LA ADRC has to put together a strong mission and vision statement; recruit people for the Los Angeles ADRC Commission, representing the diverse populations of LA County, and work on a strategic action plan with goals and timelines for implementation. The LA ADRC when totally up and running, will be a great clearing house with a No Wrong Door policy for service coordination, making way for convenient

access to different programs and innovative services, medical facilities and thousands of other mental health and other services needed and desired by consumers.

The work of ADRCs perfectly complements the independent living services but its success depends on a very robust communication strategy. How does an ADRC operate? The ADRC will be getting referrals from 211 and both the County and City Area Agency on Aging. It shall review these calls and field them out to the correct agencies and/or area ILCs who can best provide services, respecting the agency of preference for each individual consumer referred.

A good ADRC will provide good case management, powerful advocacy, crisis management and resource identification. Although we are living in very tumultuous times with a lot of uncertainty about the future, the emergence of a dependable ADRC in Los Angeles County is certainly very assuring to our community.



# CALIF “A HIT” AT THE EXPO

Each year CALIF takes part in the Annual Abilities Expo at the Los Angeles Convention Center and provides important information to the disability community as well as the general public. This year was especially exciting with CALIF having a larger space and seeing more people than ever! Thanks to all the staff, volunteers and especially the Board Members who “stepped up” to ensure we had plenty of gadgets and fun stuff to share with the public.



Pictured Left-right, Evelinda and Daniel greet guest, Gordon Cardona, Board President Carrie Madden with her “hand made” bags and Daniel Garcia, Executive Director Lillibeth Navarro and Vanna Rapeti, Myla Lim, Board Secretary Engracia Figueroa, Ms Navarro and Program Mgr., Keith Miller (Photo(s) by *Victoria Lim*)



## Our Grants

### The Reeves Foundation

This generous grant, supports the goal of Relocation (Olmsted Act) and the mission of CALIF by increasing an individual(s) independence by moving them from Institution to Home.

### Open Bank

Funds CALIF's "Positive Wheels" reuse equipment lending program. Manual, Power Wheelchair and other adaptive aid equipment repair and loan to increase mobility and promote independence.

### Voice Option

Funds short/long-term equipment for hearing impaired and other needing a loaner device & app training & use.

### CalFresh

Nutritional supplement program for SSI recipients.

### CALMHSA (Census)

Funds dissemination of Census resources, Q&A and participation..

### Internet Discount Program (WID)

Free/Low-cost Internet service provider information for low-income disabled and Seniors.

### CFILC

Supports System Change & Advocacy Network

### Department of Rehabilitation

Provides funding for IL Services

### SOCAL

Provides resource & energy assistance for low-income disabled

## CALIF's Grants & Programs at work!



Alma gets a Good American Mask!

## Our Supporters

William Phipps Estate, Lillibeth's Facebook Fundraiser, Engracia's Facebook Fundraiser, Amazon Smile, Connie Tan Juan, Hazel Ryan, Inta Kipper, James G Andrews, Jo-Ann Cannon, Joseph D. Wander, Marie Navarro, Michael Banner, United Way, LDC, Paul Wen, and Connie Tanjuan



Sculpture by: Frank Tualla

## A Special Thank you to

### Good American-

provided over 633 masks to staff and consumers to combat the spread of Covid-19

Office of Mayor Eric Garcetti  
"LAprotects.org" Project

&

### Fox Sport

Fox Sports has been providing lunch meals to CALIF's clients due to the pandemic. Each day



we receive 10 lunch bags with nutritional sandwiches, salads, fruit, and a drink. Meals are given to consumers and if any are leftover, we give them out to the homeless in our area.

Pictured: Access Service driver Lillibeth Navarro and Victoria Lim



## Welcome New Staff



**Keith  
Miller**  
Program  
Manager

**Gordon  
Blacknell**

Grants/  
Admin



**Yolanda Avilles**  
Receptionist



**Keith Miller flanked by  
ADRC STAFF  
Debi Howard (L)  
Cosette Case (R)**

## **STAND UP and BE COUNTED**

### ***KICK OFF THE 2020 CENSUS***

CALIF works with California Foundation for Independent Living Centers on Census 2020 to educate consumers and the public on the importance of being counted in Los Angeles. With everything that's going on in the world, ask yourself why it's important to complete your 2020 Census. The U.S. Census Bureau has identified people with disabilities as a hard-to-count population, which means they are at a greater risk of being undercounted. Key programs important to people with disabilities include:

- Housing for Persons with Disabilities
- Statewide Independent Living Councils
- State Councils on Developmental Disabilities
- Education Grants to States for Students with Disabilities
- Vocational Rehabilitation State Grants Program

We at CALIF are here to help you with any questions you may have and assist you with filling out your Census form. We can help you register online, by mail or by phone. Please give us a call, send us an email or simply come into our Center.

## **Celebrating long-time staff at CALIF**

**Sergio Garibay - 19 years**  
**Victoria Lim - 19 years**  
**Lillibeth Navarro - 19 years**  
**Lilly Sanchez - 16 years**  
**Cynde Soto - 19 years**

## CONSUMER SUCCESS STORIES

### **Housing Advocacy**

-Michael Martinez/Lilly Sanchez-

A 60 year old woman who is deaf and is living on a fixed income and needs help with finding permanent housing. Consumer is currently living in a trailer with no air conditioning or heating and the landlord is often verbally abusive. Consumer reached out to several organizations for housing assistance but felt that she was not getting results; being placed on long waiting lists that could take up to one year for her to qualify. Consumer came to CALIF desperate and needing immediate services because of her circumstances and the fear of becoming homeless. Staff immediately opened a file and used a sign language interpreter and technology to better communicate with the consumer. The likelihood of finding immediate housing on a fixed income seemed almost impossible and the consumer was fearful that she would get the same run-around that she has been experiencing from other organizations. Staff felt the urgency to find a place for this consumer and reached out to landlords in the area. Within one month and staff working hard, consumer secured a section 8 project-based apartment that is one-third of her income. The

apartment was also modified to have a doorbell and fire alert that lights up when activated. The move was not easy at first because of language barriers and the adjustment to new surroundings, but ongoing support from CALIF and friends made the transition a little easier for her. Consumer is extremely grateful and is enjoying her new home.

### **Transportation Advocacy**

-Dina Garcia/Cynde Soto-

**CALIF's** former Systems Change advocate Dina Garcia and CALIF Staffer Cynde Soto as executive board members of the Aging and Disability Transportation Network, garnered an advocacy win by pushing for transportation reform for people with disabilities. As a result, Access Services Board approved a policy change that for the duration of the Covid-19 crisis riders will be able to book a ride on the same day that they are traveling. This has been a high priority on our advocacy list for some times. It is an essential reform given the daily challenges faced now by those who rely on Para-transit and we hope that this new policy sets an important precedent for the future.

### **Assistive Technology**

-Sergio Garibay-

CALIF Positive Wheels is a program that helps consumers with repairs, parts and sales; it operates through our Assistive Technology Department. And has become a reliable low-cost service for many disabled individuals, living on a fixed income, who need their Assistive Technology durable medical equipment repair; for instance, electric and manual wheelchairs, scooters, and other devices. On April 7, 2020, a fifty-seven-year-old Hispanic woman, with a disability, called CALIF because she was searching for someone to fix her rollator. Consumer is staying at the Ross Hotel, in the Los Angeles area, and depends on her rollator for mobility. Consumer stated that two of the wheels came off; as a result, she was not able to use it anymore. Consumer called some of the medical supply stores, that repair durable medical equipment, but they were charging too much money to go to her home and fix it. In addition, she stated that Medi-Cal would buy her another but, she would have to wait five years. CALIF came to consumer's rescue and repaired consumer's rollator by replacing the bearings on two of the front wheels.

## CALIF'S SPECIAL VISITS

On February 25th, 2020 the U.S. Department of Justice, U.S. Attorney's Office paid a visit to CALIF for a community dialogue with the CALIF staff for a total of 15 attendees. The group was led by Karen P. Ruckert, Assistant United States Attorney, Ana Victoria Fortes, Civil Rights' Analyst of the Office of Civil Rights and Katherine M. Hikida, U.S Assistant Attorney of the US Attorney's office. The people's attorneys wanted to get an authentic reading on the state of ADA compliance with the Americans with Disabilities Act.



The topic was huge and it understandably went for at least three to four hours. Among other things, the attorneys were curious about how the settlement agreements regarding three consumer lawsuits were going in terms of ADA compliance. On the issue of Sidewalk Access, advocates cited many difficulties using a lot of sidewalks rendered impassable due to homeless camps which the local government has allowed to be vastly encroached without much thought to the struggles of those with mobility impairments and those who are blind and visually impaired. Advocates also described how many bicycle lanes have lessened the access on the streets, making it difficult for paratransit vehicles to pick up and drop off passengers at their proper destinations. It was also pointed out that pilot programs like electric scooters have been allowed in the city without the disabled at the table but invited to comment on the projects after the fact which often results to a host of problems of inaccessibility because these new scooters are left littering the streets, causing accidents and not properly monitored.

On the issue of power outages, we sought the assurance of the Department of Justice to make sure that the State of California and any local government does not repeat the nightmare of unannounced power outages due to the disasters of 2019 when some people with disabilities were hurt, some even died unprepared because there was no power to keep their respirators and oxygen and other equipment working to keep them alive.

Housing and the lack of inventory for accessible and affordable units was also a major topic, citing too the new wrinkles introduced by the Coordinated Entry System (CES) eligibility criteria which screens out people with disabilities other than mental illness. The once friendlier housing qualification process when adding the CES protocol, would screen out severely physically disabled applicants. Those qualifying first for the Housing units were those with mental disabilities who were using more of the mental health services, leaving the others to fight for the "crumbs". The inherent inequity in this protocol is in itself a violation of the ADA according to the advocates.

Daniel Garcia, CALIF Advocate, arranged a visit from office of Marquis Dawson and engaged in dialogue regarding obtaining resources to address homelessness in CALIF's target area.



Tom Olin of ADAPT a Disability Advocate and pioneer for Disability Rights shared his collection of ADA photos as CALIF staff looked on.

## STAFF SPOTLIGHT!

by Evelinda Uy



I have the extreme honor of recognizing a fierce advocate and dear friend - Cynde Soto. Cynde's life work of advocacy for others has influenced and improved countless lives. Cynde's life has not been easy. Born in the 1950s with arthrogryposis, a rare disability that prevented walking and limited use of her hands, her doctors attempted to convince her mother to institutionalize her after her birth. Cynde's mother, however, refused to allow it. As Cynde grew into a strong and confident young woman, she began advocating for people with disabilities. She graduated from Long Beach State University with a degree in art. Cynde created unique works of art, which led to her becoming a locally known artist. In 2006, a botched spinal surgery left Cynde completely paralyzed below her shoulders. Even though she is able to move only her head, Cynde continues to live on her own. She has her own condominium and a team of care givers has assisted her so she could work at her job in Los Angeles and continue her volunteer work in the community. She works as a systems-change agent that educates the community on disability issues.

Cynde has volunteered for over 20 years with Long Beach Transit where she has served on the accessibility advisory committee and assisted with sensitivity training for bus operators. She has also volunteered with the Long Beach Public Library, where she provided patrons with disabilities assistance at the computer lab designed specifically for people with disabilities. She has been the recipient of multiple awards from local agencies as well as those on the state and federal levels. She is the Past Board President of Housing Long Beach, a non-profit agency that provides advocacy and information to low-income residents of Long Beach. Even with all of she has done and all her honors she has received, Cynde remains humble.

Cynde is a most remarkable woman; a powerhouse of positive energy who has allowed no obstacle to get in the way of achieving her goals. With her positive outlook, her keen sense of humor, sparkling smile and easy laugh, Cynde is an inspiration to all whose lives she touches. She is an amazingly effective role model of a severely disabled person, a community educator and advocate, and a living illustration of how a significant disability is not a life stopper.

Thank you Cynde, for all that you have done and continue to do. You are an amazing woman.

**CALIF Celebrates the 30th Anniversary of the passing of the ADA  
with the City of Los Angeles July 2020 on ZOOM!  
Visit the [CALIF.ilc.org](https://calif.ilc.org) website for details or call 213-627-0477**



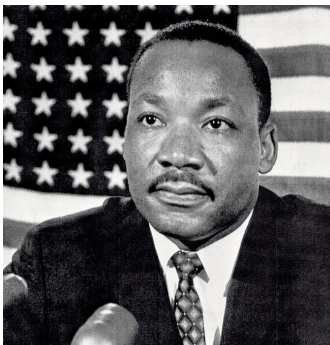
## MLKJ ON GEORGE FLOYD

These dark days full of destruction, anarchy, and anxiety, we choose peace because we all need to LIVE. It should be a peace like no other because it's paid for by the sacrifices of patriots like Martin Luther King, Jr., who was witness to many untold suffering, cruelty and years of injustice. With wisdom and patience, MLKJ dared to dream. He decided to take action by appealing to justice through the heart, the mind and faith.

MLKJ knew that humanity is flawed but with potential for greatness. Others advocated "a tooth for a tooth" to get even but Martin's rejected the tactic. His respect and human dignity pointed to something higher: the absolute faith in goodness, godliness. MLKJ started the revolution against racism, his enemies had a price on his life. But the gunshot did not end it all.

The dream was too divine to die. Maybe the answer is in "dying"—the giving up of ego, of comfort, of ignorance, of cruelty, of thoughtlessness, of coarseness, and on and on. When these things threaten our peace, we need to see through the suffering, find the good and push for transformation.

Because without our "dying", the proper message of justice for George Floyd has totally been eclipsed by the lawlessness. In time, George's remains will feed the flowers like that of MLKJ and good people, their tools, paint and skills will rebuild the cities, restore the monuments and once again rekindle the dream.



--Lillibeth Navarro, June 1, 2020

## CALIF Board of Directors 2020

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\*\*\*

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## OUR TEAM! 2020

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Yolanda Ramirez-Housing/IL Services

Gordon Blacknell Grants/Admin Support

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Sergio Garibay AT Coordinator

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Korean Outreach Worker

Michael Martinez Housing Advocate

Cynde Soto Systems Change Advocate

Daniel Garcia System Change Advocate/  
Housing

Young Kwon Support Services Worker

Evelinda Uy Support Services Assistant

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Support

## ADRC STAFF

Cosette Case, LCSW Coordinator

Debi Howard Program Advocate

To learn more about COVID-19 and to help you through this difficult time, go to:

<https://www.cdph.ca.gov>;

<https://www.dhcs.ca.gov>;

<https://www.covid19.ca.gov>

For resources on emotional support, well-being, and ways to manage stress, go to the California COVID-19 website for more on managing stress (<https://www.covid19.ca.gov/manage-stress-for-health>).

For questions about your Medi-Cal eligibility, call your local county Medi-Cal office. You can find the phone numbers online at the DHCS listing of County Offices webpage (<http://dhcs.ca.gov/COL>). Or call the Medi-Cal Member and Provider Helpline at 1-800-541-5555.

If you get your Medi-Cal services in fee-for-service Medi-Cal and are not in a Medi-Cal health plan, you can talk with a nurse through Medi-Nurse. Call the DHCS COVID Line at 1-877-409-9052.

Call your doctor if you have other symptoms that are severe or worry you. Also call your doctor if you have mild symptoms such as cough, fever, loss of taste or smell, headache, fever or long-lasting high fever, or sore throat.

You can read the entire list of symptoms on the CDC webpage (<https://www.cdc.gov/coronavirus/2019-ncov/symptoms>).

## UPSTREAM NEWSLETTER

Lillibeth Navarro

*Editor-In-Chief*

Gordon Blacknell

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Keith Miller &

Yolanda Ramirez

*Program Updates*

Evelinda Uy

*Contributing Story*

Victoria Lim,

Keith Miller &

Yolanda Ramirez

*Contributing Pictures*

Michael Martinez

Lily Sanchez

Keith Miller

Sergio Garibay

*Success Stories*

Cynde Soto

*Legislative Update*

Mario Recinos

*Cartoon Artist*

Frank Tualla

*Styrofoam Sculpture*



**Change Service Re:**

634 S. Spring Street., 2nd Floor  
Los Angeles, CA 90014-3921

**“Diverse Abilities, Diverse Communities, One Human Family”**

This newsletter is available in alternative format upon request.

