

Masonic Assistance



888-466-3642

INTAKE@MHCUC.ORG

MASONIC ASSISTANCE: GENERAL INFORMATION



The office is located on the Masonic Homes at Union City campus.

This number is on the back of a California Freemason's physical dues card. (Including a printed digital dues card)

You do not have to be a Mason or have Masonic affiliation to call for information and referrals.



MASONIC ASSISTANCE: OFFERINGS

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Telephone Consultations and Care Management



Information and Referrals



Apply callers for the Masonic Homes
and MOS programs



Connect Lodges to Members and families, in need



Schedule Lodge presentations



Masonic Assistance receives over 300 calls/month

CALLING MASONIC ASSISTANCE



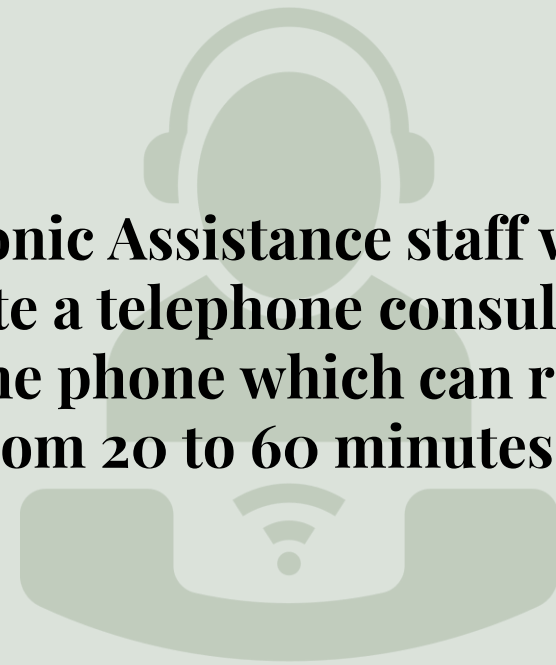
- Masonic Assistance staff will not hang-up and answer a second call
- Masonic Assistance staff will call you within 24 hours and, when they talk with you, YOU will never be put on hold either

Be sure and leave a voicemail!



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



Pre-qualifications for financial assistance and public benefits programs

MASONIC ASSISTANCE: WHAT COMES NEXT

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

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