

## Testimonial Transcript: Rachel McGoogan, Maria, and Isaac Vargas

[Rachel McGoogan in English]

Our first appointment we came in, and I felt really good because I felt like this place could really help me out. I don't live in the same city where my parents live so it was something that I really needed. They were telling us about my Dad and Mom applying for Medi-Cal and I didn't know how to do any of that. And then we went to Social Security one day and because I didn't understand a lot of the letters, because they send you so many letters. I was speaking to the lady at the Social Security office and she was telling me to look it up. So I just went home and looked it up. And the next day I called right away and I got an appointment with one of the ladies here. My Spanish is not as good as my English so it was hard for me to translate, but when I came here it was it was not that hard, as hard as I thought it was gonna be.

I wanted Spanish because I wanted my parents to understand more about what's going on than me because they're the ones that have the issue, not me. So I told her that I need to know what's going on too because I'm their caretaker. I need to know everything that's going on because I signed their papers and everything. Papers if they're not, that they don't sign, I need to sign for them. So that's how it started, and ever since then we're here all the time.

[Maria Vargas in Spanish]

We would be lost without this program. We wouldn't know where to go to receive help for Medicare issues. Very happy (with this program) and confident that they were going to help me. God bless this program and organization and we are very happy for all the service we have received.

[Rachel McGoogan in English]

For the seniors, they have so much paperwork. So much that they have to do. There's a lot they don't understand and you know, they don't know who to trust. So you know, it's just it's a big process. All these years that I've been like struggling, you know, to help my parents out and everything. And then my Dad getting really sick. It was really hard, you know, and finding out about this this place it took some of my stress off. Right now the seniors, they need a lot of help. People that are taking money from the seniors, abusing the seniors. And ways like that, you know, the seniors really need help a lot. And for a place like this, if they would come, I think would be a good thing for them.

State Health Insurance Assistance Programs. Available in your area. Local, unbiased, and trusted Medicare help. Visit [www.shiptacenter.org](http://www.shiptacenter.org) for more information. Depending on your area the SHIP program may also be known by one of these names:

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