

Aging & Caregiver Resources Helpful Numbers and Websites

(North Central Texas Area)

Phone numbers and websites change. Look below for the name of an agency, product, or service in alphabetic order.

2-1-1 - Phones answered 24/7 depending where phone call originates at Community Council of Greater Dallas or Arlington Service Center. After hours phone service rotates around the state using same database.

North Central Texas Area Agency on Aging 800-272-3921 nctcog.org/cs/aging/

- Counties served: Collin, Denton, Ellis, Erath, Hood, Hunt, Johnson, Kaufman, Navarro, Palo Pinto, Parker, Rockwall, Somervell, & Wise

Dallas Area Agency on Aging 214-871-5065 ccgd.org/daaa/daaa.html

Area Agency on Aging of Tarrant County 817-258-8081 <http://unitedwaytarrant.org/area-agency-on-aging>

Services for persons 60 years of age and older and family caregivers not based on income. Some services may require a client contribution based upon ability to pay. Contributions to help pay for services are also welcome. Different services are available in different counties.

- **Benefits counseling:** help in understanding and applying for public and private benefits
- **Care coordination:** help in connecting frail older persons with services that allow them to live independently.
- **Legal awareness:** information about legal services and help identifying attorneys.
- **In-home services:** temporary help to assist older adults in remaining as independent as possible.
- **Long-term care ombudsman:** help for those who have concerns about quality of care in nursing homes or assisted living facilities
- **Meals programs:** help fund local home delivered “meals on wheels” programs and meals served in group settings, such as senior centers
- **Transportation:** Information or referral
- **Caregiver services:** provide or refer for education and support groups
- **Respite:** relief for caregivers helping older adults
- **Other services and supplies** may be available such as durable medical equipment and supplies, nutritional supplements, and emergency response systems.

Alzheimer’s Association Greater Dallas (1-800) 272-3900 alz.org/greaterdallas/

34 Counties served: Anderson, Bowie, Camp, Cass, Cherokee, Collin, Cooke, Dallas, Delta, Denton, Ellis, Fannin, Franklin, Grayson, Gregg, Harrison, Henderson, Hopkins, Hunt, Kaufman, Lamar, Marion, Morris, Navarro, Panola, Rains, Red River, Rockwall, Rusk, Smith, Titus, Upshur, Van Zandt and Wood Counties.

Alzheimer’s Association North Central Texas (1-800) 272-3900 alz.org/northcentraltexas/index.asp

North Central Texas Chapter serves 40 counties in the north central region of Texas, with offices in Abilene, Arlington, Fort Worth, Waco and Wichita Falls.

The Senior Source: (214) 823-5700 www.TheSeniorSource.org
Assists older adults at all income levels from the most active to the very frail, help with job searches, nursing home advocacy, money management, volunteer opportunities and counseling on any aging issue

AARP: www.aarp.org Dallas Office- (214) 265-4078

Adult Protective Services: (1-800) 252-5400. (Call to report abuse, neglect, exploitation)

Age Well Live Well – Denton <http://awlw.org/> to promote wellness for people of all ages and abilities to improve their quality of life through community collaboration includes events, resources, & workplace toolkits,

Aging & Disability Resource Centers – ADRC

Dallas County Connect to Care <https://connectocaredallas.org/>

North Central Texas – Collin, Denton & Hood/Somervell Counties <http://www.nctadrc.org/>

Tarrant County - <http://www.tarrantcountyadrc.org/> or call 1-888-730-2372

American Association of Homes and Services for the Aging: <http://www.aahsa.org/>

American Bar Association Commission on Law & Aging: <http://www.abanet.org/aging/>

Aricept Patient Assistance (Alzheimer’s medication): www.aricept.com 1- 800- 226-2072

Benefits Checkup: <http://www.benefitscheckup.org> You supply information about income and needs and it will list programs and services in the geographic area specified. Contact information is provided.

Better Business Bureau: (214) 220-2000 www.dallas.bbb.org Email: info@dallas.bbb.org

Caregiving.com: <http://www.caregiving.com/> - Stories, support and solutions. (*also see family caregiver below*)

Caregiver Tele-Connection — telephone learning and interactive sessions.

<http://tcct.networkofcare4elearning.org/default.aspx> 866-390-6491 or 210-877-7987 (*also see family caregiver below*)

Center for Medicare & Medicaid Services: <http://www.cms.gov/> 1-800- 633-4227

Children of Aging Parents: <http://caps4caregivers.org>

Contact Crisis Intervention Line: (Counseling and Crisis Line) (972) 233-2233

Dallas County Medical Society Physician Referral Service: (214) 948-3622 www.dallas-cms.org

Dallas Police Department: (214) 671-4243 www.dallaspolice.net
Missing Persons

Deaf Action Center: (214) 521-0407 www.deafactioncentertexas.org

Catalogues of assistive devices (clocks, watches, lighting, cooking and sewing aids, healthcare devices and mobility aids:

Elder Care Locator: (To locate Senior Services Anywhere in the U.S.A.) (1-800) 677-1116

Exelon (Novartis) (Alzheimer's medication): (1-800) 277-2254 www.exelon.com

Family Care Services: <http://familycaresrv.com/> Emergency response systems, medicine dispensers, memory loss aids, etc.

Family Caregiver Alliance: www.caregiver.org This site has a resource center, an information clearinghouse, a news bureau, interviews and public policy information.

Family Caregivers Online www.familycaregiversonline.net jointly sponsored by Dallas, North Central Texas, and Tarrant Area Agencies on Aging: direct links to the three AAAs, links by categories, FAQs, phone numbers, online education, fact sheets, worksheets, education schedules, newsletter articles, and more.

Grandparents & Other Relatives Raising Children www.relativesraisingchildren.net; **education and support groups, e-newsletters, and resources.**

Huntington's Disease Society: (1-800) 910-6111 www.hdsatexas.org

Legal Hotline for Texans: (1-800) 622-2520

Legal Services of NW TX:

- Dallas County (214) 748-1234
- Collin, Fannin, Grayson, Hunt & Rockwall counties (972) 542-9405
- Denton, Cooke, Jack, Montague, & Wise counties (800) 955-3959
- Sherman, Denison (903) 868-1000

Long Term Care Quality Reporting (Texas): <http://facilityquality.dhs.state.tx.us>

Lotsa Helping Hands: <http://www.lotsahelpinghands.com> Providing caregivers an online way to connect as a community. Mutual support to help manage the daily tasks that become a challenge during times of need and keep everyone up to date on what's happening.

Medicaid Eligibility: (1-877) 236-6500 www.hhsc.state.tx.us - Nursing Home, CCAD, CBA, QMB (TDHS Customer Service)

Medicare: www.medicare.gov; <http://www.medicare.gov/caregivers/caregiver-topics-support.html> - Information about Medicare benefits and premiums, nursing homes and Medicare supplemental insurance. Includes tools to find and compare skilled care (nursing homes); help select a Medicare Prescription Drug Plan, and many other resources. It also has a section for frequently asked questions.

Methodist Senior Access: (214) 947-4628

Mobile Dental Care: (214) 750-6860 www.mobiledentalcare.com 10830 N. Central Expressway; Suite 495; Dallas, 75231

National Academy of Elder Law Attorneys: <http://www.naela.org/> - to find an elder law attorney

National Alliance for Caregiving: www.caregiving.org Provides support, tips, studies, informative reports, and other resources..

National Association of Professional Geriatric Care Managers: <http://www.caremanager.org> To find and learn more about the services of fee based independent professionals helping coordinate care for older adults.

National Caregivers Library: <http://www.caregiverslibrary.org>

National Family Caregivers Association: <http://www.thefamilycaregiver.org>

National Federation for the Blind: (1-866) 504-7300 www.nfbnewsline.org – Telephone access to newspapers and some magazines.

New Lifestyles: Directory (1-800) 820-3013 or online newlifestyles.com/statesearch/Texas

Nursing Home Ombudsman Program: (1-800) 252-2412 (State Hotline)

Advocates for nursing home and assisted living facility residents

- Dallas County (214) 823-5700

- North Central Texas (817) 695-9172

- Tarrant County (817) 335-5405

Parkinson's Information & Referral: (972) 620-7600

Parkland Health Plus: (214) 590-2878 (For uninsured Dallas County residents only)

People Helping People & Heat the Town: (214) 670-7319

Poison Control: (1-800) 222-1222

Prescription Drug Program: (214) 823-5700 (The Senior Source)

Reading and Radio Resource: (214) 871-7668 www.readingresource.org

REACH <http://www.reachcils.org/> - Resource center for independent living with offices in Dallas, Denton, and Fort Worth

Safe Return

Missing Person (1-800) 572-1122

Registration (1-888) 572-8566

Schwan's – home-delivered food: (1-888) 724-9267 www.schwans.com

Senior Adult Services: (972) 242-4464 www.senioradultservices.org
(Addison, Carrollton, Coppell and Farmers Branch)

Social Security: www.ssa.gov Apply for retirement and spouse benefits, request a new social security card, apply for social security disability benefits, request a statement of earnings and benefits and report when a beneficiary dies.

STAR+PLUS <http://www.hhsc.state.tx.us/starplus/Overview.htm> Texas Medicaid managed care program designed to provide health care, acute and long-term services and support through a managed care system.

Suicide Crisis Center: (214) 828-1000 www.sccenter.org

Summer Heat Hotline: (214) 819-6001

TXU Energy Assistance Programs:

- Dallas County (214) 819-1848
- Cooke, Fannin, & Grayson (903) 813-3541 or (800) 677-8264
- Collin, Denton, Ellis, Hunt, Kaufman, Navarro, & Rockwall (903) 872-2401 or (800) 831-9929

Texas Department of Aging and Disability Services (1-877) 236-6500

- Primary Home Care
- Community Based Alternative (CBA)
- Emergency Response Service
- In-home and Family Support Program
- Programs to help with Medicare premiums
- Food Stamps – ask for nearest office
- Simplified Nutrition Assistance Program SNAP (1-800) 248-1078

Texas Department of Assistive and Rehabilitative Services: (Independent Living) 214-360-9696

Texas Department of Insurance: (1-800) 252-3439 www.tdi.state.tx.us
Informative booklets and making complaints

Texas Department of Public Safety: (1-512) 424-2000 \ Local (214) 861-2000

Texas Health and Human Service Commission: www.yourtexasbenefits.com This site provides you with access to benefits including Medicaid, Food Stamps, Temporary Assistance for Needy Families (TANF), Children’s Health Insurance, nursing home care and other services for people who are elderly or have disabilities. You can apply for benefits, check the status of your application, request an application, get referrals to other programs, find an office near you.

Texas State Library Talking Book Program: (1-800) 252-9605

Total Living Choices: <http://www.tlchoices.com/>

Veterans Affairs, North Texas Healthcare System: (214) 742-8387

Visiting Nurse Association (VNA): (Dallas County) www.vnatexas.org
Elder Care - (214) 689-0668 (Volunteers help with errands and transportation)
Meals on Wheels – (214) 689-0639