

Ageing & Caregiver Resources
Helpful Numbers and Websites
(DFW Metroplex)

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.

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

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

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.

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/>

Area Agencies on Aging:

- Dallas (214) 871-5065 ccgd.org/daaa/daaa.html Serves Dallas County
- North Central Texas (1-800) 272-3921 nctcog.org/cs/aging/
Counties served: Collin, Denton, Ellis, Erath, Hood, Hunt, Johnson, Kaufman, Navarro, Palo Pinto, Parker, Rockwall, Somervell, & Wise
- Tarrant County (817) 258-8081 Serves Tarrant County
unitedwaytarrant.org/home/HowtoGetHelp/Agency.htm

Area agencies on aging are federally funded through the Texas Department of Aging and Disability Services (DADS) with additional local funding.

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.

Aricept Patient Assistance: 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/>

Center for Medicare & Medicaid Services: (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
Specialized Telecommunication Devices

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

LS&S Group, INC. (1-800) 468-4789

Gold Violin (1-877) 648-8465

MAXI (1-800) 522-6294

Dynamic-Living (1-888) 940-0605

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

Exelon (Novartis): (1-800) 277-2254 www.exelon.com
Patient Assistance

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 familycaregiversonline.net, [.org](http://familycaregiversonline.org), or [.com](http://familycaregiversonline.com) 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.

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>

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

Medicare: www.medicare.gov www.medicare.gov/caregivers This site has information about Medicare benefits and premiums, nursing homes and Medicare supplemental insurance. There are tools to help select a Medicare Prescription Drug Plan. 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/>

National Alliance for Caregiving: www.caregiving.org This site is dedicated to providing support to family caregivers and the professionals who help them and to increasing public awareness of issues facing family caregiving. It has tips for caregivers and many informative reports and studies.

National Association of Professional Geriatric Care Managers: <http://www.caremanager.org> You can find geriatric care managers in the geographic area where you need help. You can search by city/state and/or zip. Contact information, including an email option, for each care manager is provided.

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

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

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

Newsline – National Federation for the Blind: (1-866) 504-7300 www.nfbnewsline.org
Newspapers and some magazines over the phone

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

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 This site has a lot of online services. You can 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. These are just some of the online services.

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

The Senior Source, Senior Citizens of Greater Dallas; (214) 823-5700 www.TheSeniorSource.org
This site describes the eight programs of The Senior Source provided both for and by mature adults. The option for caregiver information explains the Elder Support program. Contact information, including an email option, is provided.

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