



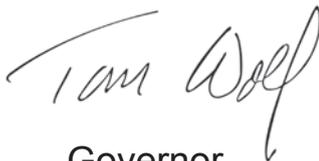
Benefits & Rights
for Older Pennsylvanians

2016



Benefits & Rights

For Older Pennsylvanians



Governor



Secretary of Aging



Secretary of Revenue



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A Message from the Governor



Tom Wolf

Dear Fellow Pennsylvanians,

One of my top priorities as governor is to protect our seniors, provide them with health choices, and ensure they are able to stay in their homes and with their families as they age. Given my administration's commitment to these values, I am pleased to present the updated ***Benefits and Rights for Older Pennsylvanians*** guidebook. It serves as a valuable resource for older adults, their families, and caregivers in locating the many services available to them.

Older Pennsylvanians make significant contributions to their communities and many want to remain independent as long as possible. The Department of Aging supports older adults by providing key assistance including community-based services and pharmaceuticals that keep people healthy and living in their own homes.

Currently, there are nearly 2.7 million individuals age 60 and older living in the commonwealth. At 21.3 percent, Pennsylvania has the fourth highest percentage of residents age 60 and older. And by 2020, more than one in four Pennsylvanians (26.2 percent) will be age 60 and older. These realities only heighten our responsibility to make sure government works for older Pennsylvanians.

Far too often, Pennsylvania's aging population struggles to afford necessary things like medicine, groceries, and rising property taxes. This should not happen in our state. Seniors have spent their lives working hard to provide for families and communities.

My administration is dedicated to ensuring our most vulnerable residents remain active and engaged, and most importantly, protected from all forms of abuse and neglect. This book provides information on the many programs and services in place throughout the commonwealth that are designed to do this.

I encourage you to share it with the older adults in your life as well as their families, friends, and caregivers.

Sincerely,

A handwritten signature in black ink that reads "Tom Wolf". The signature is written in a cursive, flowing style.

Governor Tom Wolf

A Message from the Secretary of Aging



Teresa Osborne

Dear Fellow Pennsylvanians,

A cornerstone of the Wolf Administration is to ensure that Pennsylvania government is working for all Pennsylvanians. To this end, one of Governor Wolf's top priorities is to make certain that older Pennsylvanians are protected from all types of abuse and that they can age in their homes and communities with the dignity and respect they deserve. With nearly 2.7 million persons age 60 and older who call Pennsylvania home, the Pennsylvania Department of Aging is responsible to serve as an advocate for their interests at all levels of government. By working in tandem with the Governor's Office, other state agencies, and the general assembly on a variety of initiatives intended to promote quality of life and provide quality care to older adults, the Department serves as the focal point of state coordination and planning for all long-term services and supports.

In partnership with its network of 52 local Area Agencies on Aging, which serve the 67 counties of the commonwealth, the Department is committed to providing leadership, advocacy, and access to information and services to older Pennsylvanians, their families, and caregivers. We are pleased, therefore, to provide for you the 2016 edition of the ***Benefits and Rights for Older Pennsylvanians*** guidebook, which was designed to serve as a single, comprehensive source of information intended to help you locate aging and long-term services and programs quickly and easily.

While we trust that you will use this book to learn about the many services and programs available to assist older Pennsylvanians, we also hope that you will share it with others who may not know where to turn for help. Together we can lead the way to services and programs that promote health, preserve dignity, and support independence. To learn more about the Department of Aging, please visit our website at www.aging.pa.gov or call us at (717) 783-1550.

Sincerely,

A handwritten signature in black ink that reads "Teresa Osborne". The signature is written in a cursive, flowing style.

Teresa Osborne
Secretary of Aging

A Message from the Secretary of Revenue



Eileen McNulty

Dear Fellow Pennsylvanians,

Since its 1971 inception, the Pennsylvania Lottery has remained focused on generating funds for programs that benefit older residents through the sale of entertaining Lottery games. The Pennsylvania Lottery remains the only U.S. Lottery that dedicates all of its proceeds for that important purpose, and over the decades the Lottery has contributed more than \$25.8 billion to benefit older Pennsylvanians.

This year, the Lottery will generate more than a billion dollars for programs providing hundreds of thousands of property tax and rent rebates, millions of free and reduced-fare transit rides, and care services to tens of thousands of our most vulnerable residents. It will also provide millions of low-cost prescriptions through the PACE and PACENET programs and a wide range of social, educational, and recreational programs through 52 Area Agencies on Aging and hundreds of senior centers throughout the state.

Another benefit to living in Pennsylvania is an income tax system favorable to retired citizens, since Social Security benefits, formal pension plans, and IRAs are not subject to the state income tax. Many older residents also qualify for Tax Forgiveness, eliminating the need to make estimated tax payments on interest or dividends earned from investments.

The Department of Revenue and the Lottery are proud to benefit older Pennsylvanians every day by protecting their independence, preserving their health, and improving the quality of their lives.

If you need assistance with personal income tax matters or in completing a Property Tax/Rent Rebate application, I encourage you to review the resources available on the Revenue Department's website, www.revenue.pa.gov, or call or visit the Revenue district office, listed in the government pages of the telephone directory, nearest you.

Sincerely,

A handwritten signature in cursive script that reads "Eileen H. McNulty".

Eileen McNulty, Secretary of Revenue

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pennsylvania

DEPARTMENT OF AGING

THE DEPARTMENT OF AGING

The Pennsylvania Department of Aging is formally charged by the Older Americans Act (42 U.S.C.A. § 3025(a)) and the Pennsylvania General Assembly (71 P.S. § 581-1) with being an advocate for the interests of older Pennsylvanians at all levels of government. Created in 1978, the Department serves as the state unit on aging representing Pennsylvania's rapidly growing older population, which presently includes nearly 2.7 million people age 60 and older. In addition to overseeing an array of benefits, services, and programs that are made available through its network of 52 local Area Agencies on Aging (AAAs), which covers the commonwealth's 67 counties, the Department is responsible to represent the state's interests in the design, implementation, and continuous improvement of all long-term services and supports.

Although it's one of the smallest relative to the number of employees, the Department of Aging is most significant in terms of its budget and its impact on the lives of Pennsylvanians. The department's annual budget of nearly \$800 million is comprised of federal dollars and state funds, which are generated through the Pennsylvania State Lottery Fund. Hundreds of millions of dollars are allocated annually to provide a wide array of services and programs intended to help older Pennsylvanians live and thrive in their homes and communities for as long as possible. These services include home-delivered and congregate meals, caregiver support, preventative health services, personal assistance, transportation, job training, elder abuse prevention, and so much more. Among the largest programs the department administers are PACE and PACENET, which assist qualified, older state residents in paying for their prescription medications. Thousands of older Pennsylvanians take advantage of these programs each year.

In addition to its advocacy role, the department is committed to fostering the development of strategic partnerships and facilitating communications among all stakeholders, including federal, state, and local decision makers. As the department moves forward, it will continue to value these roles as doing so ensures the underpinnings of the Older Americans Act, which calls the department to protect the rights and preserve the dignity of older adults while supporting their caregivers, are upheld.

Pennsylvania Department of Aging

555 Walnut Street, 5th Floor

Harrisburg, PA 17101-1919

Phone: (717) 783-1550

Email: aging@pa.gov

aging.pa.gov

Overview: Area Agencies on Aging Services

Pennsylvania's 52 Area Agencies on Aging (AAAs) cover all 67 counties and serve as the front door for Department of Aging services at the local level. They implement the various programs and services offered to older Pennsylvanians.

The AAAs are also available to offer needed assistance, supportive service, and advice. They are staffed with workers skilled in various fields such as geriatrics, social work, and community resources.

Your AAA can assist you in many areas including providing care for an older relative; investigating reports of elder abuse and neglect; and connecting you with recreational, social, and educational opportunities.

The AAAs, like the Pennsylvania Department of Aging, act as advocates to keep Pennsylvania's older residents active and independent in their own communities.

For a list of phone numbers and addresses of the 52 Area Agencies on Aging, please see page 106. Here is a summary of some of the most commonly used programs and services:

APPRISE Program

Trained counselors provide free, objective, in-person, or telephone assistance to help guide Medicare beneficiaries through their many health insurance options including Medicare and Medicaid, Medicare supplement insurance plans, Medicare Advantage Plans, Medicare prescription (Part D), long-term care insurance policies, and other health insurance and public benefit programs. Claims filing and other related paperwork assistance, advocacy, and referral to other appropriate federal and state agencies are also available.

Contact your local Area Agency on Aging (page 106) or the APPRISE toll free number at (800) 783-7067 on weekdays from 9 a.m. to 4 p.m.

Pennsylvania Caregiver Support Program

Through AAAs, eligible caregivers may receive financial support in caring for an older person, and older Pennsylvanians caring for a younger relative may also benefit. This program can provide you with a wide range of ongoing support through the counsel of an appointed, local Care Manager. This Care Manager is trained to help with everything from emotional support and much-needed respite from caregiving duties to helping seek funding for any home modifications necessary to supply that care. For more on this program, turn to page 50.

Community Adult Respite Services Program

Starting in 2015, a Community Adult Respite Services Program began serving individuals who need more than the normal scope of services from Senior Community Centers, but who don't quite need the full level of attention provided by licensed Adult Day Services Centers. For more information, visit www.aging.pa.gov.

Congregate Meals

Nutritious meals meeting 1/3 of the Recommended Dietary Allowances (RDAs) and the Dietary Guidelines for Americans are served at least once a day, five or more days a week, primarily in a Senior Community Center that partners with the local AAA. Meals are available free of charge for individuals 60 years of age or older and their spouses, although a donation is requested.

Employment Assistance

Many Area Agencies on Aging administer the Senior Community Service Employment Program under Title V of the Older Americans Act, which provides low-income older adults with part-time employment in public and nonprofit agencies. In addition, most Area Agencies on Aging provide job brokerage services for older workers, matching job seekers with available jobs in businesses, private industries, and public agencies.

Help at Home

There are a variety of programs offering various forms of support to give older Pennsylvanians the option of remaining in their homes longer. One of the most common is the Options Program, which covers a wide range of needs including Home Support Services for daily household activities, personal care help for those who cannot manage alone, and home-delivered meals prepared at a central location and carried to a person's home.

Home-Delivered Meals

These nutritious meals meet 1/3 of the Recommended Dietary Allowances (RDAs) and the Dietary Guidelines for Americans. They are available for home delivery for individuals determined in need by their local AAA. Meals may be provided daily or as determined necessary. As with congregate meals, the service is available free of charge for eligible individuals 60 years of age or older and their spouses, although a donation is requested.

Information/Referral

Each AAA has knowledgeable staff trained across many different aspects of the aging network and available to answer questions and make referrals to other agencies in the community.

Legal Assistance

Counseling on legal matters, including health care, long-term care, nutrition, housing, utilities, protective services, wills, guardianship, and other matters may be provided by an attorney or non-lawyer to older adults with economic or social needs.

Management of Services

Area Agencies on Aging assess and determine the needs of older people, especially the frail receiving care at home. They also develop a care management plan to provide for those needs, coordinate and ensure that the services are delivered properly, and keep an ongoing record of care rendered.

Older Adults Daily Living Centers (Adult Day Services Centers)

Older Adults Daily Living Centers provide a structured program of social, recreational, and health services for older adults who are not capable of full-time independent living. Some centers are able to offer specialized services such as physical and/or occupational therapy. This is especially valuable to families and other caregivers who work.

Older Adults Protective Services

The Older Adults Protective Services has programs for training, information, and public education concerning elder abuse, and provides services and legal protection to victims and confidentiality for those who report cases of abuse.

Ombudsman

An ombudsman is available at each Area Agency on Aging to investigate and help resolve complaints made by, or on behalf of, older Pennsylvanians in long-term care facilities, such as nursing homes, assisted living facilities, and personal care homes.

Residential Facilities

Area Agencies on Aging can locate, assess, and assist in finding a residence that provides domiciliary care, foster care, or, in some instances, nursing care.

PrimeTime Health Program

PrimeTime Health is the Pennsylvania Department of Aging's program for health education and wellness. To encourage older adults to stay healthy,

the department and its partners offer community programs focusing on key areas including nutrition, chronic disease self-management, screening for health risks, screening for risk of falling, falls prevention strengthening, behavioral health, and medication management.

Senior Community Centers (Senior Centers)

Every year, more than 100,000 older Pennsylvanians visit the commonwealth's wide-reaching network of more than 550 senior community centers. Once there, adults over the age of 60 and their spouses can get everything from a hot, nutritious meal to interactive classes on health and wellness, art, technology, and more. As a provider of many free resources, these centers promote a community-driven culture of lifelong learning and encourage social interaction that is vital to long-term health.

Transportation

Area Agencies on Aging help coordinate transportation services and assist older adults in getting to and from senior community centers, medical facilities, human service agencies, and essential shopping destinations.

Volunteer Services

Area Agencies on Aging recruit people of all ages, skills, and educational levels to provide services as volunteers. Available volunteer opportunities typically include such activities as helping in senior community centers, escorting frail individuals to medical appointments, delivering meals to home-bound individuals, serving as friendly visitors and companions, and helping in older adult daily living centers, and more.

The Pennsylvania Council on Aging

“The Pennsylvania Council on Aging (PCoA) serves as a statewide forum, clearinghouse, guardian, and advocate for the rights and interests of the elderly to determine a comprehensive program of services for the elderly. The purpose of the council is to assure full participation of commonwealth seniors in developing a program of services for the aging in accordance with the Older Americans Act, as amended.”

The council consists of 21 members, 16 of which are nominated by the governor and confirmed by the state senate. Five additional members serve on the council by virtue of their service as the elected chair for one of five regional councils. At least 11 of the 21 members are age 60 or older. For more information about the Pennsylvania Council on Aging or its Regional Councils, call (717) 783-1550 or email aging@pa.gov.

PA Link to Aging and Disability Resources

Nationally, the Aging and Disability Resource Center Program is a collaborative effort of two federal entities: the U.S. Administration on Community Living and the Centers for Medicare & Medicaid Services. Through this effort, Aging and Disability Resource Centers (ADRCs) serve as the single point of entry into the long-term supports and services system for older adults and persons with disabilities. In the commonwealth, ADRCs are referred to as the Pennsylvania Link to Aging and Disability Resources, or PA Link for short. In communities throughout the commonwealth, PA Link partners serve as a “one-stop shop” or “no wrong door,” working together to connect consumers and their families with all available resources related to care, medication, nutrition, insurance, housing, transportation, employment, behavioral health services, and other supports that make it possible for them to continue to live as independently as possible. Through integration and coordination of existing aging and disability service systems, PA Link partners raise visibility about the full range of available options, and provide objective information and person-centered counseling to help consumers make informed decisions about their long-term services and supports. To contact PA Link, call (800) 753-8827 on weekdays from 8:30 a.m. until 5 p.m.



**Benefits Older Pennsylvanians.
Every Day.**

THE PENNSYLVANIA LOTTERY

The Pennsylvania Lottery was established by the Legislature in 1971. Its primary purpose was, and remains, to generate funds for programs that benefit older Pennsylvanians. Since 1972, when its first game went on sale, the Pennsylvania Lottery has contributed more than \$25.8 billion to programs that include the Property Tax/Rent Rebate program administered by the Department of Revenue (page 84), a free and reduced-fare transit program administered by the Department of Transportation (page 88), the PACE/PACENET low-cost prescription drug programs administered by the Department of Aging, a long-term living services program administered by the Department of Human Services, and the 52 Area Agencies on Aging, including hundreds of full- and part-time senior centers throughout Pennsylvania.

The Pennsylvania Lottery remains the only state lottery to designate all its proceeds to programs that benefit older residents. In fiscal year 2014–15, the Lottery achieved record sales of more than \$3.8 billion; contributions to programs for older Pennsylvanians totaled more than \$1.06 billion.

The Pennsylvania Lottery is a successful enterprise of which all Pennsylvanians can be proud. Learn more at www.palottery.com.

Benefits Funding in Your County

Some older residents of all 67 counties benefit from services supported by more than \$1 billion in Lottery funds annually. Visit the Pennsylvania Lottery's website at www.palottery.com and explore the Map of Lottery Benefits to learn about specific benefits funding levels in your county.

Benefit Programs for Older Adults

Lottery-funded services for older adults are provided by a number of programs detailed throughout this booklet. The Lottery funds these programs, but does not administer or set eligibility guidelines for them.

Where Does the Money Go*?



63 CENTS
WINNER PRIZES

28 CENTS
BENEFIT PROGRAMS

7 CENTS
RETAILER & VENDOR
COMMISSIONS

2 CENTS
OPERATING EXPENSES

*Profits based on sales and interest income.

Visit www.palottery.com for winning numbers, game details and information about the program's Lottery funds.

PROTECTIONS & RIGHTS

PROTECTIONS & RIGHTS

Protective Services

Any person who believes that an older adult is being abused, neglected, exploited, or abandoned may file a confidential report at any time with any Area Agency on Aging or by calling the statewide abuse hotline at (800) 490-8505. The Older Adults Protective Services Act protects Pennsylvanians 60 years of age and older against physical, emotional, or financial abuse as well as exploitation, neglect, or abandonment. Reporting of abuse is mandatory for employees and administrators of nursing homes, personal care homes, assisted living homes, domiciliary care homes, adult day services centers, home health care providers, and other facilities specified by their licensing body/entity. For the general public, reporting of abuse is voluntary and can be anonymous. The law protects all reporters from retaliation and civil or criminal liability. Under this law the Area Agencies on Aging (page 106) receive reports 24 hours a day, 7 days a week, and are responsible to investigate within 72 hours. If someone is at imminent risk, please contact your local law enforcement immediately.

Ombudsman Program

Ombudsmen are available in each of the local Area Agencies on Aging to investigate complaints made by, or on behalf of, older adults living or receiving long-term care services such as nursing, personal care, assisted living, and domiciliary care (Dom Care) homes. This also includes people participating in adult day services centers.

BENEFITS: Ombudsmen advocate for and protect the rights of older adults receiving long-term care services. They receive confidential complaints from individuals living in long-term care settings and work to investigate and resolve these complaints. Ombudsman services are confidential and free to individuals who receive long-term care services.

THOSE ELIGIBLE: Pennsylvanians receiving long-term care

CONTACT: Any Area Agency on Aging (page 106)

NOTE: There are other local and statewide organizations concerned with improving the quality of life for older adults living in long-term care settings. Your Area Agency on Aging can tell you more.

The Pennsylvania Empowered Expert Residents Program (PEERs)

In addition to the professional and volunteer ombudsmen for your area, you may also wish to contact members of your local PEERs program.

PEERs are residents of long-term care facilities who have been trained on basic advocacy processes.

BENEFITS: PEERs help residents of long-term care facilities to resolve conflicts and concerns that may arise over the course of their stay in a long-term care facility.

CONTACT: Any Area Agency on Aging (page 106) to locate the nearest PEERs in your area

NOTE: PEERs provide support to each other as residents who live in long-term care settings. For more on becoming a PEER, see page 101.

Bureau of Consumer Protection

BENEFITS: This office, a bureau of the Office of Attorney General, will investigate any consumer complaint, contact the company or agency—by subpoena if necessary—and attempt to mediate and correct your problems. For example, if you are unhappy with a purchase and the company refuses to consider your complaint, you should contact the Bureau of Consumer Protection, www.attorneygeneral.gov.

THOSE ELIGIBLE: Everyone

CONTACT: The Pennsylvania Bureau of Consumer Protection office nearest you or (800) 441-2555

Headquarters:
Strawberry Square, 14th Flr.
Harrisburg, PA 17120
(717) 787-9707

Pennsylvania Place
301 Chestnut Street, Ste. 105
Harrisburg, PA 17101
(717) 787-7109

21 S. 12th St., 2nd Flr.
Philadelphia, PA 19107
(215) 560-2414

1001 State St., Ste. 1009
Erie, PA 16501
(814) 871-4371

Manor Complex, 6th Flr.
564 Forbes Ave.
Pittsburgh, PA 15219
(412) 565-5135

Samter Building, Rm. 100
101 Penn Ave.
Scranton, PA 18503
(570) 963-4913

444 E. College Ave. Ste. 440
State College, PA 16801
(814) 863-3900

TAKE WITH YOU: Any materials you feel contain evidence of the problem

Bureau of Professional and Occupational Affairs

BENEFITS: The Department of State's Bureau of Professional and Occupational Affairs works with professional licensing boards such as physicians, dentists, chiropractors, pharmacists, nurses, optometrists, funeral directors, and more. The bureau monitors standards of practice and conduct of license holders for 29 different professional areas. The vast majority of these adhere to the highest professional and ethical standards, but if you feel you've been harmed by the conduct of a licensee, you can file a complaint.

CONTACT: Call (800) 822-2113 or, to file a complaint, visit www.dos.pa.gov/, then click on "File a Complaint."

Office of Consumer Advocate (OCA)

BENEFITS: The Office of Consumer Advocate was created in 1976 to inform and educate the public about energy and utility issues. It represents the public before the Public Utility Commission when changes in gas, electric, telecommunications, water, and sewage charges are requested. OCA assists consumers who have experienced problems with utilities, whether they pertain to service, billing, or other such matters.

CONTACT: Office of Consumer Advocate

555 Walnut St., 5th Flr.
Harrisburg, PA 17101-1923
(717) 783-5048
Toll-free: (800) 684-6560
www.oca.state.pa.us
consumer@paoca.org

Centers for Independent Living

BENEFITS: Centers for Independent Living (CILs) are typically nonresidential, private, non-profit, consumer-controlled, community-based organizations providing services and advocacy by and for people of all ages with all types of disabilities. They work to help those with disabilities achieve their maximum potential within their families and communities.

There are 18 Centers for Independent Living, which also serve as a strong advocacy voice on a wide range of national, state, and local issues. They work to assure physical and programmatic access to housing, employment, transportation, communities, recreational facilities, and health and social services, among others.

CONTACT: For a list of CILs visit www.pasilc.org/Home/CentersforIL.aspx

Public Utility Commission (PUC)

BENEFITS: The Pennsylvania Public Utility Commission balances the needs of consumers and utilities, ensures safe and reliable utility service at reasonable rates, protects the public interest, educates consumers to make independent and informed utility choices, furthers economic development, and fosters new technologies and competitive markets in an environmentally sound manner.

The PA PUC is responsible for answering questions and handling complaints about electric, natural gas, telephone, steam heat, water, and wastewater utilities. Investigators arbitrate billing, credit and termination of service issues, along with complaints about electric and natural gas suppliers.

CONTACT: For information on choosing an electric generation supplier, visit either the website www.puc.pa.gov or www.PaPowerSwitch.com. You may also call the PUC at (800) 692-7380. For people with speech or hearing loss, dial 7-1-1 (Telecommunications Relay Service). Write: PA Public Utility Commission Bureau of Consumer Services, P.O. Box 3265 Harrisburg, PA 17105-3265.

Bureau of Charitable Organizations

BENEFITS: The Bureau of Corporations and Charitable Organizations administers the state's charitable solicitation law. It also maintains registration and financial information on more than 11,000 charities soliciting in the commonwealth, as well as more than 400 professional solicitors and fund-raising counsels. Most groups asking for donations put the money toward the cause they claim to support, but there are scams that prey on older adults' desire to help others. By going to www.dos.pa.gov and clicking on "Charities," you can find out if a group asking for donations is registered and whether the Department of State has taken any action against the group. The site also allows you to file a complaint. Or, you can get registration information or file a complaint by calling the number below.

CONTACT: Phone: (800) 732-0999
Website: www.dos.pa.gov, then click on "Charities."

Pennsylvania's SeniorLAW Helpline

BENEFITS: Older Pennsylvanians can receive free, confidential telephone legal advice and/or referrals for services to local participating lawyers by calling the SeniorLAW Helpline. Attorneys will advise callers on any civil legal matter, to the extent they are able. No client representation is available directly. Legal Helpline clients needing representation may be referred to a legal aid organization in their county, their local Area Agency

on Aging's legal assistance program, the PA Bar Association, or another organization.

THOSE ELIGIBLE: Pennsylvania residents age 60 and older

SeniorLAW Helpline Hours of Operation:

Monday through Thursday from 10 a.m. until 12 p.m.

CONTACT: Call (877) PA SR LAW (1-877-727-7529) or (215) 988-1242
SeniorLAW Helpline
SeniorLAW Center
Two Penn Center
1500 JFK Boulevard, Suite 1501
Philadelphia, PA 19102
www.seniorlawcenter.org

AARP® Legal Services Network from Allstate

BENEFITS: The Legal Services Network from Allstate is a complimentary member benefit for AARP® members and their spouses/partners and provides easy access to a large directory of attorneys. Where available, these attorneys have agreed to provide specific benefits to AARP® members and their spouses/partners at discounted rates.

THOSE ELIGIBLE: All AARP® members nationwide

CONTACT: Phone: (866) 330-0753
Website: www.aarpls.com

Wills

It is very important to have a last will and testament. Without one, property will be distributed according to state law, which may not be in accordance with the wishes of the deceased. Many people—young and old alike—put off making a will much too long.

Every will must be in writing and must be signed and dated at the end by the maker, called the testator, who must be over 18 and “of sound mind.” It is best to consult an attorney rather than write your own will to make sure that the document is valid.

BENEFITS: By preparing a will, you can select the people who will inherit your property (your estate) after your death. Should your circumstances change, you can prepare a new will or an addition, called a codicil.

THOSE ELIGIBLE: Any person age 18 and older who is of sound mind

CONTACT: For assistance in obtaining an attorney or for further information, contact your local Area Agency on Aging, the Pennsylvania Bar Association Lawyer Referral Service, or the SeniorLAW Helpline (page 17).

Power of Attorney

A Power of Attorney is a written document in which a principal, the individual making the Power of Attorney, designates an agent to act on the principal's behalf, if the principal becomes unable to act for himself/herself or under specified circumstances. The agent should be someone that the principal trusts to handle his/her finances and make important decisions. The principal must be over 18 and competent. A Power of Attorney is not valid unless it is signed and dated by the principal or another adult on behalf of the principal and witnessed and notarized. If the document is signed by another adult on behalf of the principal, there are complex rules about who must witness the signing, take the acknowledgement, and notarize it.

BENEFITS: The agent must act in the best interest of the principal. The agent must keep the assets of the principal separate from those of the agent and keep a full, complete, and accurate record of all transactions, receipts and disbursements on behalf of the principal. It is recommended that individuals consult an attorney when drafting or modifying a Power of Attorney.

THOSE ELIGIBLE: Any competent person age 18 and older

CONTACT: For assistance in obtaining an attorney or for further information, contact your local Area Agency on Aging, the Pennsylvania Bar Association Lawyer Referral Service, or the SeniorLAW Helpline (page 17).

Advance Directive for Health Care (Living Will)

A living will is a document that specifies the health care you would like to receive or not receive at the end of your life. Living wills must be prepared by competent adults, and they must be signed, dated, and witnessed by two adults. Living wills can be revoked at any time.

BENEFITS: Living wills are only effective when you are permanently unconscious or in an end-stage medical condition and unable to communicate your wishes. There is no set format for living wills.

You may also wish to name someone your healthcare Power of Attorney to make decisions for you, should you be unable to do so for yourself. A healthcare Power of Attorney may be effective before you are in an end-stage medical condition or permanently unconscious. Pennsylvania has published an example of a form that combines a living will and Health Care Power of Attorney—see “Contact” below.

THOSE ELIGIBLE: Any person of sound mind age 18 and older (limited exceptions apply for those under age 18)

CONTACT: For assistance in obtaining an attorney or for further information, contact your local Area Agency on Aging, the Pennsylvania Bar

Association Lawyer Referral Service, or The SeniorLAW Helpline (page 17). A copy of the booklet, “Understanding Advance Directives; Living Wills and Powers of Attorney in Pennsylvania,” which includes the combined form, can be downloaded from the Department of Aging’s Website at www.aging.pa.gov. Or contact:

PA Department of Aging
555 Walnut St., 5th Flr.
Harrisburg, PA 17101-1919
Phone: (717) 783-1550
Email: aging@pa.gov

Eldercare Locator

The Eldercare Locator, a public service of the U.S. Administration on Aging, is a nationwide service to help families and friends find information about community services for older people, through an extensive network of organizations at the state and local levels. These state and local agencies (Area Agencies on Aging, page 106) serve as advocates for older adults and help them lead healthy and independent lives.

BENEFITS: The Eldercare Locator can connect you to information sources for a variety of services, including home-delivered meals, transportation, legal assistance, housing options, recreation and social activities, adult day services centers, senior center programs, home health services, elder abuse prevention, and long-term care advocates. When an older parent, relative, or friend needs help because of declining health or lack of financial resources, it’s often difficult to decide what to do. The Eldercare Locator is a resource to help you find these community services for older adults through a national toll-free number. Whether the person you care for lives nearby or in another state, the Eldercare Locator will help you identify the most appropriate organization and assistance in the older person’s community. When you contact the Eldercare Locator, please have the following information ready when you call: 1. The county, city, or zip code of the older person you are assisting. This will help them identify the nearest information and assistance sources; 2. A brief and general description of the problem or type of assistance you are seeking. The Eldercare Locator will provide you with contact information for one or more appropriate state or local agencies.

THOSE ELIGIBLE: Any person regardless of age

CONTACT: The Eldercare Locator during the week at (800) 677-1116 from 9 a.m. to 8 p.m. or visit www.eldercare.gov.

Office of Victims’ Services

BENEFITS: Victim service programs are available to help crime victims

deal with the physical, emotional, and financial consequences that crime imposes upon them. Services provided may include advocacy, court accompaniment, crisis intervention, supportive counseling, and assistance filing a claim with the Victims Compensation Assistance Program. If you are a victim of crime and in need of assistance, visit the PA Crime Victims website at www.pcv.pccd.pa.gov to determine which victim service programs are available in your county.

THOSE ELIGIBLE: All Pennsylvanians.

CONTACT: PA Commission on Crime and Delinquency
3101 N. Front St., P.O. Box 1167
Harrisburg, PA 17108-1167
(717) 705-0888
Toll-free in PA: (800) 692-7292

Also, on weekdays from 8 a.m. until 4:30 p.m., the
Victims Compensation Assistance Program:
(800) 233-2339
Fax: (717) 787-4306
www.pvc.pccd.pa.gov

Birth and Death Certificates

BENEFITS: The Department of Health's Division of Vital Records maintains records of Pennsylvania births and deaths from 1906 to the present. You may need certified copies of birth certificates for passport, Social Security or other benefits, employment, and personal identification; you or your family may need certified copies of death certificates for estate purposes, inheritance, and genealogy research. Certified copies of birth certificates (with a raised seal) are issued for a fee of \$20 and acceptable for various uses, such as personal identification, employment, passport application, and Social Security. Certified copies of death certificates (with a raised seal) are issued for a fee of \$9 and acceptable for various uses, such as settling an estate, insurance, pension/retirement, property transfer, Social Security, and stock/bonds. The fees may be waived for Armed Forces members (active or retired), the legal spouse of said Armed Forces members, and the dependent child of Armed Forces members (documentation may be required). You may order certified copies of birth and death certificates online at <http://www.health.pa.gov/MyRecords/>, at one of the Vital Records public offices, through the mail, or through your local Pennsylvania legislator. You may contact the Division of Vital Records with questions or to obtain additional information at **844-228-3516** or via email at **RA-DHPAVITALRECDINQ@pa.gov**.

Nursing Home Complaint Hotline

BENEFITS: The Department of Health is available to assist you if you're concerned about quality of care in a nursing home. But first, you should talk to your nursing home administrator and/or director of nursing. He or she is licensed and responsible for the operation of the facility.

The facility is required to have a system in place to address your concerns and develop a plan to lead to a reasonable and acceptable solution. Second, you should call your local Area Agency on Aging (page 106) to get connected with a Department of Aging Ombudsman. Ombudsmen are trained professionals who resolve complaints made by, or on behalf of, older residents of long-term care facilities such as nursing homes, assisted living facilities, and personal care homes. If you are still dissatisfied, the Department of Health will assist you in assuring quality of care and safety for nursing home residents. They have a toll-free hotline staffed by trained individuals on weekdays from 8 a.m. until 4:30 p.m.

THOSE ELIGIBLE: Anyone who is in a Pennsylvania facility as well as their family, friends, and other advocates.

CONTACT: The hotline at (800) 254-5164. This complaint hotline is located in Harrisburg. Complaints and reports of abuse are taken and forwarded to the appropriate field office for investigation. You may also contact the field offices listed on page 113. They also receive complaints directly by phone, mail, fax, email (c-ncomplai@pa.gov), and through an electronic form on the Department of Health public website (<http://apps.health.pa.gov/doh-forms/FacilityComplaint.aspx>). They also receive referrals of complaints from other agencies associated with nursing homes.

After a complaint or report of abuse is reported, division staff will conduct an investigation. When completed, the results of this investigation will be shared with the person who filed the complaint.

Nursing Facilities

For information about licensed nursing facilities, see page 58.

Equality Pennsylvania (EQPA)

BENEFITS: EQPA is an organization committed to advancing equality for lesbian, gay, bisexual, and transgender (LGBT) Pennsylvanians. EQPA works to make Pennsylvania a more equal and inclusive state for LGBT people to live, work, and build a family. EQPA advocates for policy change at the municipal, state, and federal level and organizes grass-roots supporters to engage in the political process. The organization educates the public about the experiences, values, and needs of LGBT people. EQPA often serves as an advocate for older LGBT Pennsylvanians who might

find navigating the myriad of state services confusing.

CONTACT: Equality Pennsylvania (EQPA) assists with any issues related to equality for LGBT citizens. For more information, call (215) 731-1447 or (717) 319-5210, or go online to www.equalitypa.org.

Disability Rights Network of Pennsylvania (DRN)

BENEFITS: DRN is a statewide, nonprofit corporation designated as the federally mandated organization to advance and protect the civil rights of adults and children with disabilities. DRN works in various ways to ensure the rights of people with disabilities and their families to live in their communities; to receive a full and inclusive education; to live free from discrimination, abuse and neglect; and to have control and self-determination over the services they need.

CONTACT:

Harrisburg Office

301 Chestnut St., Ste. 300
Harrisburg, PA 17101
Phone: (800) 692-7443
TDD: (877) 375-7139
Phone: (717) 236-8110
TDD: (717) 346-0293
Fax: (717) 236-0192
Email: drnpa-hbg@drnpa.org

Pittsburgh Office

429 Fourth Ave., Ste. 701
Pittsburgh, PA 15219-1505
Phone: (412) 391-5225
Fax: (412) 467-8940
Email: drnpa-pgh@drnpa.org

Philadelphia Office

The Philadelphia Building
1315 Walnut St., Ste. 500
Philadelphia, PA 19107-4798
Phone: (215) 238-8070
Fax: (215) 772-3126
Email: drnpa-phila@drnpa.org

Pennsylvania Health Law Project (PHLP)

BENEFITS: PHLP provides free legal services and advocacy to Pennsylvanians having trouble accessing publicly funded health care coverage or services. PHLP has offices in Pittsburgh (412-434-5779), Harrisburg (717-236-6310), and Philadelphia (215-625-3990).

CONTACT: For assistance, call (800) 274-3258 or email staff@phlp.org.

Missing Endangered Person Advisory System (MEPAS)

BENEFITS: Pennsylvania's Missing Endangered Person Advisory System

(MEPAS) is a method of alerting citizens that a person is missing who is at special risk of harm or injury, such as citizens with Alzheimer's disease or related disorders. An alert is sent to local media for distribution to the public and also to local law enforcement to assist in the recovery of the missing person.

THOSE ELIGIBLE: A person who is missing and at special risk of harm or injury.

CONTACT: For questions on MEPAS, go online to www.psp.pa.gov or contact your local law enforcement.

EMPLOYMENT

EMPLOYMENT

Senior Community Service Employment Program (SCSEP)

BENEFITS: Unemployed low income individuals age 55 and older are assigned to part-time community service positions with public and private nonprofit agencies such as social service agencies, public housing facilities, senior centers, public schools, etc. One of the goals of SCSEP is for the participant to obtain an unsubsidized job through the work experience obtained from the community service assignment. Participants usually work an average of 20 hours a week for which they are paid the federal or state minimum wage, whichever is higher. If you live in Lancaster, Westmoreland, Luzerne, Wyoming, Washington, Fayette, Greene, Northampton, Erie, Allegheny, Lycoming, Clinton, Philadelphia, or Lehigh counties, please contact your local AAA (page 106). If you live in a county that's not listed in the previous sentence, please contact the PA Department of Aging's SCSEP contractor, Experience Works (EW). EW's contact information is listed below. In addition to the 10 AAAs and EW that operate SCSEP in the commonwealth through contracts with the PDA, there are also nine national organizations (listed below) that operate the SCSEP Program through direct contracts with the U.S. Department of Labor.

THOSE ELIGIBLE: SCSEP participants must be unemployed, age 55 or older, and meet income requirements.

CONTACT:

Experience Works

2 E. Arch St., Rm. 209
Shamokin, PA 17872
(570) 486-4041

National Council on the Aging

251 18th St. South, Ste. 500
Arlington, VA 22202
571-527-3900

AARP Foundation

601 E St., NW
Washington, DC 20049
(202) 434-6206
*(Allegheny, Berks, Dauphin,
Lancaster, Lebanon, Lehigh,
Northampton, and Schuylkill
County residents only)*

Goodwill Industries

753 Bethlehem Pike
Montgomeryville, PA 18936
(215) 653-7095

*(Bucks, Chester, Delaware, and
Montgomery County residents
only)*

Pennsylvania Asociacion Nacional Pro Personas Mayores

3150 N. Mascher St., Ste. 100
Philadelphia, PA 19133
(215) 426-1212
*(Philadelphia County residents
only)*

Pennsylvania National Caucus and Center on the Black Aged
1341 N. Delaware Ave., Ste. 209
Philadelphia, PA 19125
(215) 765-4030
(Philadelphia County residents only)

Pennsylvania National Asian Pacific Center on Aging
Jaisohn Center
6705 Old York Rd.
Philadelphia, PA 19126
(215) 224-0358
(Philadelphia County residents only)

Senior Service America, Inc.
8403 Colesville Rd., Ste. 1200
Silver Spring, MD 20910
(301) 578-8989
(Armstrong, Beaver, Butler, Crawford, Erie, Lawrence, Mercer, and Venango County residents only)

National Urban League of Pittsburgh
610 Wood St., 3rd Flr.
Pittsburgh, PA 15222
(412) 325-3927
(Allegheny County residents only)

Pennsylvania CareerLink®

BENEFITS: This office will evaluate your employment capabilities and needs, offer free information on employment opportunities, and refer you to part-time or full-time jobs.

THOSE ELIGIBLE: All Pennsylvania residents regardless of age

CONTACT: Pennsylvania CareerLink® nearest you. To find the nearest CareerLink® Center, visit http://www.paworkforce.state.pa.us/portal/server.pt/community/contact_us/12950.

The Office of Vocational Rehabilitation

BENEFITS: This program provides services to people with disabilities that present a substantial impediment to employment. Services may include diagnosis; counseling and guidance; medical, restoration, psychological, and allied services; training; and job placement. There is no charge for diagnostic services, counseling, and job placement. However, a customer may be required to share the cost of other services after a financial needs assessment is completed.

THOSE ELIGIBLE: Those people whose disability causes a substantial impediment to employment. Eligibility will be determined by a vocational rehabilitation counselor.

CONTACT: The Pennsylvania Office of Vocational Rehabilitation nearest you or write:

(contact on next page)

Office of Vocational Rehabilitation
Department of Labor & Industry
1521 N. 6th St.
Harrisburg, PA 17102
(717) 787-5244 (Voice)
(717) 787-4885 (TTY)
Toll-free: (800) 442-6351 (Voice)
Toll-free: (866) 830-7327 (TTY)

Supplemental Security Income

BENEFITS: Supplemental Security Income, or SSI, is run by the Social Security Administration. The money to pay benefits does not come from Social Security taxes or trust funds; it is financed by general revenue funds of the U.S. Treasury. SSI makes monthly payments to people who have low incomes and few assets. States have the option to add money to the SSI payment resulting in a higher monthly benefit.

THOSE ELIGIBLE: U.S. citizens age 65 or older, blind or disabled, living in the U.S., with low incomes and few assets. Income includes earnings from Social Security, pensions, and interest income. Assets include non-residential property, bank accounts, stocks, and bonds.

CONTACT: The local Social Security Office or call (800) 772-1213 between 7 a.m. and 7 p.m.

Ticket to Work Program

BENEFITS: Ticket to Work is a program for people who receive Social Security Disability Insurance (SSDI) benefits and/or Supplemental Security Income (SSI) benefits because of disability or blindness. The program offers the consumer choices in getting services for career development. The program removes some of the barriers that force consumers to choose between health care and employment.

Individuals that have a ticket, may choose to seek services from the Office of Vocational Rehabilitation (OVR) or an Employment Network (EN). Both the OVR and ENs assist eligible individuals in developing a plan to go to work and then provide necessary and agreed upon services.

THOSE ELIGIBLE:

Most individuals that are:

- Receiving SSDI or SSI based on their own disability
- Between the ages of 18–64

CONTACT: The local OVR district office on weekdays or call OVR at (800) 442-6351 during business hours

Unemployment Compensation (UC)

BENEFITS: If you have recently been released from your job through no fault of your own, you may be eligible for unemployment compensation. Under this program you can receive up to 26 weeks of full UC benefits during your benefit year.

THOSE ELIGIBLE: Pennsylvania residents who have recently lost their jobs through no fault of their own. A determination of eligibility must be made based on a review of certain financial criteria and the reason for separation from the employer.

CONTACT: To file a claim online, go to www.uc.pa.gov. You may also call the UC Service Center at (888) 313-7284 or for TTY service for the hearing impaired at (888) 334-4046.

Pennsylvania Human Relations Commission

BENEFITS: Age discrimination is illegal. If you feel you have been fired, laid off, harassed, or denied a job, promotion, benefits, or equal pay because of your age or other factor listed below, you have a right to file a complaint with the Pennsylvania Human Relations Commission. This office enforces the Pennsylvania Human Relations Act, which prohibits discrimination in employment, housing, education and public accommodations. The commission also investigates violations of federal law on behalf of the U.S. Equal Employment Opportunity Commission (EEOC) and Department of Housing and Urban Development (HUD).

Discrimination in housing and commercial property is prohibited on the basis of race; color; sex; religion; national origin; ancestry; age (40 and older); pregnancy; familial status; handicap or disability; the use of a guide or support animal due to blindness, deafness, or physical disability or because the user is a handler or trainer of such animals; or the disability of an individual with whom the person is known to have a relationship or association.

Housing for older persons can be provided under specific federal or state programs that are designed and operated to assist elderly persons. The criteria for this includes housing that is: 1) intended for and solely occupied by persons age 62 or older, or, 2) intended and operated for occupancy by at least one person age 55 or older per unit.

THOSE ELIGIBLE: Anyone who feels he or she has been discriminated against because of age (40 or older), race, sex, color, religion, creed, ancestry, national origin, disability, or use of a support animal for a disability. You have 180 days from the date of the alleged act of harm to file a complaint.

CONTACT: The Human Relations Commission regional office serving the county where the employer is located.

Pittsburgh:

301 Fifth Ave., Ste. 390
Piatt Place
Pittsburgh, PA 15222
(412) 565-5395

Harrisburg:

333 Market St., 8th Flr.
Harrisburg, PA 17126-0333
(717) 787-9780
or visit www.phrc.pa.gov

Philadelphia:

110 N. 8th St., Ste. 501
Philadelphia, PA 19107
(215) 560-2496

U.S. Equal Employment Opportunity Commission

BENEFITS: The U.S. Equal Employment Opportunity Commission (EEOC) is responsible for enforcing federal laws that make it illegal to discriminate against a job applicant or an employee because of the person's race, color, religion, sex (including pregnancy), national origin, age (40 or older), disability, or genetic information. It is also illegal to discriminate against a person because the person complained about discrimination, filed a charge of discrimination, or participated in an employment discrimination investigation or lawsuit.

CONTACT: The Commission at (800) 669-4000, the office nearest you, or visit www.eeoc.gov.

Pittsburgh:

William S. Moorehead Federal Building
1000 Liberty Ave., Ste. 1112
Pittsburgh, PA 15222

Workers' Compensation/Occupational Disease

BENEFITS: The Bureau of Workers' Compensation, an agency of the Pennsylvania Department of Labor & Industry, administers the laws that provide a variety of benefits to people injured on the job or disabled due to an occupational disease. Benefits may include payment for total disability or partial disability, medical and hospital expenses, and survivors' benefits.

THOSE ELIGIBLE: Any person who has suffered an industrial injury in employment and is disabled from that injury or anyone who is disabled from a covered occupational disease resulting from exposure in the state of Pennsylvania.

CONTACT: Workers' Compensation Claims Information
Toll-free helpline inside Pennsylvania: (800) 482-2383
Local phone number: (717) 772-4447

Only for people with hearing loss: (800) 362-4228 – (TTY)
E-mail: ra-li-bwc-helpline@pa.gov
Online: www.dli.pa.gov
Standard mail: 1171 S. Cameron St., Room 324
Harrisburg, PA 17104-2501

NOTE: Under a separate program, the federal government provides benefits to Pennsylvanians who have developed breathing problems from working in mines. For information, contact your local Social Security Office (page 117).

HEALTH & WELLNESS

HEALTH & WELLNESS

Alzheimer's Disease and Related Disorders (ADRD)

BENEFITS: The Pennsylvania Department of Aging provides information on ADRD through the 52 Area Agencies on Aging (AAAs, page 106). In addition, geriatric assessment centers, dementia care units, older adult daily living centers, Alzheimer's Disease Research Centers, and Alzheimer's Association chapters also provide great sources of information regarding ADRD. The Alzheimer's Association has two chapters and eight regional offices in Pennsylvania that can assist you and your loved ones with a wide range of services and information. Toll-free 24/7 helpline: (800) 272-3900.

CONTACT: Alzheimer's Association

Greater Pennsylvania Chapter

2595 Interstate Dr., Ste. 100
Harrisburg, PA 17110
(717) 651-5020
www.alz.org/pa

Delaware Valley Chapter

399 Market St., Ste. 102
Philadelphia, PA 19106
(215) 561-2919
www.alz.org/desjsepadelval

CONTACT: Alzheimer's Disease Research Centers

UPMC Montefiore

4th Flr., Ste. 421
200 Lothrop St.
Pittsburgh, PA 15213-2582
Information Line:
(412) 692-2700
www.adrc.pitt.edu

Penn Memory Center

3400 Civic Center Blvd.
2nd Flr., South Pavilion
Philadelphia, PA 19104
Information Line:
(215) 662-7810
www.pennadc.org

Missing Endangered Person Advisory System (MEPAS)

BENEFITS: Pennsylvania's Missing Endangered Person Advisory System (MEPAS) is a method of alerting citizens that a person is missing who is at special risk of harm or injury, such as citizens with Alzheimer's disease or related disorders. An alert is sent to local media for distribution to the public and also to local law enforcement to assist in the recovery of the missing person.

THOSE ELIGIBLE: A person who is missing and at special risk of harm or injury.

CONTACT: For questions on MEPAS, go online to www.psp.pa.gov or contact your local law enforcement.

PrimeTime Health

BENEFITS: The Pennsylvania Department of Aging’s PrimeTime Health program focuses on keeping older adults healthy and on preventing disease. Every year, more than 80 different types of wellness programs are offered through unique partnerships with the Area Agencies on Aging, local senior community centers, various healthcare organizations, physician offices, local community organizations, and educational institutions across the commonwealth. Programs include classes on chronic disease self-management, Tai Chi, medication-management, aquatic exercise, nutrition, health screenings, and falls prevention. Some of the most widely available programs include those for Chronic Disease Self-Management (CDSMP), “10 Keys”™ to Healthy Aging, and two falls prevention programs, Healthy Steps for Older Adults (HSOA) and Healthy Steps in Motion (HSIM). HSOA is a falls prevention program for adults 50 years of age or older that is designed to raise awareness of falls, screen for falls risk, introduce methods to prevent falls, and provide referrals and resources. As a companion to falls prevention, HSIM is an exercise class open to participants of all fitness levels and designed to increase strength and balance. CDSMP reviews healthy ways to manage living with a chronic condition through six workshops covering managing medications, improving nutrition, increasing fitness and exercise, communicating with your doctor, managing the daily emotions that often accompany a chronic condition, and learning to work within the health care system. The “10 Keys”™ to Healthy Aging disease prevention program covers topics on how to take care of your health as you age such as the importance of low blood pressure, smoking cessation, cancer screening, immunizations, regulating blood glucose, lowering blood cholesterol, maintaining physical activity, staying socially active, combating depression, and maintaining healthy joints, bones, and muscle.

THOSE ELIGIBLE: Anyone age 50 and older

CONTACT: Your local Area Agency on Aging (page 106)

Affordable Prescription Coverage

PACE and PACENET

BENEFITS: The PACE and PACENET Programs offer comprehensive prescription coverage to older Pennsylvanians. The programs cover most medications that require prescriptions, including insulin and diabetes supplies. PACE and PACENET are administered by the Pennsylvania Department of Aging and are funded by the Pennsylvania Lottery. Individuals can enroll in PACE or PACENET while also receiving benefits from another

insurer, for example a former employer/retiree plan, the Veterans Administration, or a Medicare Advantage plan.

PACE or PACENET wraps around Medicare Part D prescription coverage, supplementing this coverage to offer older Pennsylvanians the best benefits of both programs. Older adults continue to receive the same prescription benefits while, in many cases, they save more money.

THOSE ELIGIBLE:

- Age 65 or older;
- Pennsylvania resident for at least 90 days prior to applying, and
- Cannot be enrolled in the Department of Human Services' Medicaid prescription benefit.

CURRENT INCOME LIMITS (subject to revision):

- Eligibility is based upon all income in the prior calendar year excluding Social Security Medicare Part B premiums (new as of 2014). For example, eligibility in 2015 is based upon 2014 income.
- Assets are not taken into account in determining eligibility.
- In PACE, for a single person, total income of \$14,500 or less.
- In PACE, for a married couple, combined total income of \$17,700 or less.
- In PACENET, for a single person, total income between \$14,500 and \$23,500.
- In PACENET, for a married couple, combined total income between \$17,700 and \$31,500.

BENEFITS:

- If a person receives no other prescription benefits, PACE/PACENET provides a one-month supply of medication.
- For PACE, \$6 for each generic and \$9 for each brand-name prescription drug.
- For PACENET, \$8 for each generic and \$15 for each brand-name prescription drug.
- For PACE, the Program pays Medicare Part D premiums if cardholder is enrolled in partner plan.
- For PACENET, the cardholder pays a monthly premium at the pharmacy.
- For PACENET, with Medicare Part D, the cardholder pays a monthly premium at the pharmacy or directly to the Medicare Part D plan.

CONTACT:

Enrollment Applications:

- Find online at www.PACECares.magellanhealth.com.
- At Area Agencies on Aging, Senior Community Centers, pharmacies, and legislative offices.

- Call Cardholder Services at **(800) 225-7223**.
- Call the PACE Application Center at **(866) 712-2060**.
- **Applications can be taken over the phone.**

PACE Application Center

BENEFITS: The Center provides outreach services to locate eligible Pennsylvanians, to submit PACE and PACENET applications on their behalf, and to enroll them, if eligible, in the Medicare Part D Low Income Subsidy (LIS).

CONTACT: For more information, call **(866) 712-2060**.

Pennsylvania Patient Assistance Program Clearinghouse (PA PAP)

BENEFITS: Anyone needing prescription help is encouraged to apply, regardless of income. If you are uninsured, under-insured, over the age of 18, and do not currently have Medicaid or PACE coverage, PA PAP will help you apply for prescription assistance through various Patient Assistance programs that you may not have known about.

CONTACT: For more information, call **(800) 955-0989**.

Pennsylvania Prescription Price Finder

BENEFITS: On the Price Finder website, consumers shop for the best medication prices for commonly used drugs. The website includes prices, pharmacy location, store hours, where to find low-cost generics, and drug education materials.

CONTACT: For more information, call **(800) 835-4080** or visit **www.parxpricefinder.com**.

Medicare Part D

BENEFITS: Since 2006, Medicare beneficiaries may choose to have Medicare Prescription Drug Coverage through Part D. This benefit is voluntary; however, delaying enrollment in a drug plan may result in added premium charges.

There are two types of drug plans for Medicare enrollees:

- Medicare Advantage Plan enrollees obtain drug coverage through the Medicare Advantage Prescription Drug Plan offered by an HMO or PPO.
- Original Medicare and private fee for service plan enrollees may choose a stand-alone Prescription Drug Plan.

THOSE ELIGIBLE: Medicare enrollees may select a drug plan during the enrollment period from Oct. 15 to Dec. 7.

CONTACT: For more information about Medicare prescription drug plans, call the Department of Aging’s free health insurance counseling program APPRISE at (800) 783-7067 or visit www.medicare.gov.

Part D Low Income Subsidy

BENEFITS: Medicare Part D beneficiaries with the Low Income Subsidy receive financial help with the cost of premiums, deductibles, and copayments related to their prescriptions. This program is also known as Extra Help.

CONTACT: For more information, call APPRISE at (800) 783-7067 or visit www.ssa.gov, the Social Security website.

Other Prescription Drug Assistance, if eligible:

- The Department of Aging’s PACE program (page 35).
- Medical Assistance (Medicaid) covers the cost of prescription drugs.
- Pharmacies offer discounts.
- Doctors prescribe and patients utilize generic drugs for cost-effective therapy.
- Groups offer direct prescription buying discounts through membership in AARP®, retiree associations, National Council of Senior Citizens, and workers unions.
- Prescription drug manufacturers support patient care programs, providing free medications to qualified individuals.

Dental Care

BENEFITS: Many members of the Pennsylvania Dental Association provide dental care to older adults at reduced fees of at least 10 percent.

CONTACT: Simply contact dentists in your area to inquire about whether they offer discounts to older adults. Or log on to PA Dental Association’s website at www.padental.org to access its “Find a Member Dentist” section, which contains information on those dentists in your area who offer discounts to older adults.

Donated Dental Services (DDS)

BENEFITS: Donated Dental Services (DDS) is a program that helps find comprehensive care for older adults, people with disabilities, or those who are medically at risk. The program is part of Dental Lifeline Network, and is funded by the state of Pennsylvania and supported by the PA Dental Association. It is also an affiliate with the American Dental Association. The DDS Program has more than 700 dentists and 154 dental laborato-

ries across the state who volunteer their services to help people who are eligible for the program. The dental treatment is provided in the dentist's office. There may be waiting lists in some areas because of the volume of applications received. Wait list time varies per county.

THOSE ELIGIBLE: The DDS Program serves people who are over the age of 65, disabled, or medically at risk. The disability must either prohibit or significantly limit gainful employment. Copies of disability statements or award letters may be requested with your application. Income guidelines are determined by the combined monthly household income versus the number of people residing in the home, using the most current poverty level percentages. If the applicant has any form of dental coverage, proof of coverage and/or a denial letter is needed with their application. The DDS Program is for people needing extensive dental care. The program is not designed for people just needing a checkup, cleaning, or X-rays. Applications can be obtained through the DDS Referral Coordinators or at the website www.dentallifeline.org.

CONTACT: Online: www.dentallifeline.org/pennsylvania

Southeast Pennsylvania

Marsha Thomas, DDS Coordinator
Dental Lifeline Network • Pennsylvania
P.O. Box 357
Vandergrift, PA 15690
Call (800) 716-8721 or (724) 568-4343
Fax: (724) 568-4944
Email: mthomas@dentallifeline.org

Remainder of the state

Tammy Shumaker, DDS Coordinator
Dental Lifeline Network • Pennsylvania
P.O. Box 205
Newville, PA 17241
Call (844) 489-9446 or (717) 776-3262
Fax: (717) 776-3268
Email: tshumaker@dentallifeline.org

Transitional Care

BENEFITS: Transitional Care refers to a coordinated system of transitioning a person between health care settings and providers during the course of an acute or chronic illness to support a successful discharge and prevent avoidable hospital readmissions. Transitioning from one health care facility to another or back to one's home can be overwhelming and confusing, especially for a person with complex medical needs and health conditions.

Transitional Care programs facilitate communication between the care recipient and their caregivers and health providers, provide support, and promote awareness of a person's medical condition and ongoing health management needs. Transitional Care programs have been developed throughout the commonwealth to provide a 30-day person-centered intervention following discharge from a hospital or other health care setting. These programs focus on the goals and the needs of the individual person, providing health management tools, follow-up support, and connections to community resources, increasing the likelihood that a person will be successful in transitioning out of a health care facility.

CONTACT: Many hospitals, nursing facilities, and managed care organizations throughout the state are partnering with social service agencies, home health agencies, and Area Agencies on Aging (AAAs) to provide Transitional Care services. Contact the Social Services staff person at your health facility or your local AAA for information on the availability of Transitional Care services in your county.

Department of Health, Head Injury Program (HIP)

BENEFITS: Created in 1988 by the Emergency Medical Services Act of 1985, HIP pays for head injury rehabilitation services for individuals who are eligible. The goal of the program is to help individuals with a traumatic brain injury live independently in their homes and communities. Services provided by the HIP include pre-enrollment assistance, pre-admission assessment, service plan development, rehabilitation services (cognitive therapy, physical therapy, therapeutic recreation, work skills training, etc.), and case management. Services may be provided in residential facilities, day facilities (outpatient), or home and community settings.

THOSE ELIGIBLE: To be eligible for the HIP, an individual must be a U.S. citizen, have been a Pennsylvania resident at the time of injury and application, have had a traumatic brain injury after July 2, 1985, be 21 years of age or older, meet income guidelines, complete an application, and have needs that can be addressed by the HIP through rehabilitation.

CONTACT: To obtain more information or an application, please contact the HIP at (717) 772-2762 during regular business hours, 8 a.m. until 5 p.m. You may also call the Brain Injury Helpline at (866) 412-4755 to be connected to an Enrollment Specialist. Additional information is also available on the Department of Health's website at www.health.pa.gov and search "head injury program."

Department of Health, Special Conditions

BENEFITS: Services are available for cystic fibrosis, spina bifida, and chronic renal disease. The department will reimburse medical care provid-

ers for medical services provided to eligible Pennsylvania residents who do not have the financial resources or health insurance coverage to enable them to access these services. Covered services are limited by condition, but may include inpatient, outpatient, laboratory, radiology, medications, medical equipment, and supplies.

THOSE ELIGIBLE: U.S. citizenship, Pennsylvania residency, medical confirmation of a diagnosis of one of the above conditions, lack of monetary resources or health insurance. Income and health coverage are considered in determining costs on a sliding scale and with the department as payer of last resort.

CONTACT: For information about the department's Special Conditions programs, call (717) 346-3000.

Drug and Alcohol Services

BENEFITS: People with drug or alcohol problems and those seeking information may receive assistance from more than 47 local agencies throughout Pennsylvania operating under funding and guidance of the Department of Drug and Alcohol Programs. Counselors are also available to provide information on the correct use of prescribed drugs.

THOSE ELIGIBLE: Everyone

CONTACT: Check the county government listings in your phone book or contact the Department of Drug and Alcohol Programs, www.ddap.pa.gov, (717) 783-8200.

Immunizations

BENEFITS: Inoculation against common infectious disease continues to play an important role in prevention among adults 65 years and older. Medical research over the past 50 years consistently demonstrates that the extension of life expectancy is related to the expanding immunization program in the United States and throughout the world. The following immunizations are recommended for adults 65 years and older:

- Influenza (Flu) vaccine—recommended for all adults annually, early in the fall. Flu vaccines can be obtained through many of your local business, your physician's office, or your local pharmacy. There are several different vaccines available. Please discuss with your physician which is the correct vaccine for you.
- Tetanus, Diphtheria, and Pertussis (Td/Tdap)—recommended from childhood through adulthood. Receive the Tdap once, then a booster every 10 years.
- Herpes Zoster—prevents shingles for those age 60 and older; one dose only is needed.
- Pneumococcal vaccine lessens your chance of getting pneumococcal

pneumonia or lessens the severity of pneumococcal pneumonia if you do become ill. There are two vaccines; please discuss with your physician which is the correct vaccine for you.

CONTACT: For more information, please go to the CDC website www.cdc.gov/vaccines. Other immunizations or boosters such as measles, mumps and Rubella, meningococcal, or hepatitis should be considered in special situations including travel. Please consult your primary care physician or visit www.vaccinesforlife.com.

State Health Centers

BENEFITS: A variety of public health services are available at a state health center in your community where you will find professional public health nurses to assist you. Public health services are available either at the state health center or by prompt referral. A variety of services are offered including selected immunizations; HIV/STD counseling, testing, and referral; and Tuberculosis treatment and follow-up.

THOSE ELIGIBLE: Immunizations are specifically for those who meet eligibility criteria. Other services are offered to everyone.

CONTACT: Check your local phone directory under “Pennsylvania, Commonwealth of, Department of Health,” or call 877-PAHEALTH [(877) 724-3258], or contact your local Area Agency on Aging (page 106).

Nursing Facilities

For information about licensed nursing facilities, see page 58.

Mental Health

BENEFITS: Mental health services are accessed through the 45 county MH/ID program offices that cover Pennsylvania’s 67 counties. These county programs are the contact points for a variety of services including counseling, case management, crisis/emergency services, residential, and rehabilitative services for individuals and their families. The county programs also work with other community services agencies and organizations to educate and broaden the options available to people receiving these services. Specialized community services and supports for older adults are available in a growing number of communities. The Community Support Program (CSP)—a coalition of individuals with mental health concerns, family members, and professionals working to help adults with serious mental illnesses live successfully in the community—is also available.

THOSE ELIGIBLE: All residents of Pennsylvania, regardless of age

CONTACT: The county MH/ID office in your area. Check the telephone book under the name of your county.

OR

Office of Mental Health and Substance Abuse Services
20 Azalea Drive, DGS Complex
P.O. Box 2675
Harrisburg, PA 17110
(717) 787-6443
Toll-free: (877) 356-5355
Fax: (717) 787-5394

OTHER RESOURCES

Mental Health Association in Pennsylvania

(717) 346-0549; toll-free: (866) 578-3659

National Alliance for the Mentally Ill – Pennsylvania (NAMI-PA)

Toll-free: (800) 223-0500

Pennsylvania Mental Health Consumers Association (PMHCA)

Toll-free: (800) 887-6422

NOTE: You will be asked about your ability to pay for hospital and medical services. Some costs may be paid by Medicare and Medicaid.

State Psychiatric Hospitals

BENEFITS: People with mental illness, as defined by law, can receive care and treatment suitable to their diagnosis. Services are designed to rehabilitate the consumer in as short a time as possible.

THOSE ELIGIBLE: Any person with a mental disability in need of extended inpatient treatment beyond what is provided in a community facility

CONTACT: Your county MH/ID office. Referrals to state hospitals are made by the county MH/ID program office. See your telephone book under the name of your county.

Pennsylvania Adult/Older Adult Suicide Prevention Coalition

BENEFITS: The Pennsylvania Adult/Older Adult Suicide Prevention Coalition is located in Harrisburg, and is the only statewide, nonprofit organization solely dedicated to preventing suicide in Pennsylvania. The mission of the coalition is to provide education and collaborate with the community to prevent suicide, reduce the stigma associated with suicide, and support those touched by suicide.

CONTACT: Please visit www.preventsuicidepa.org to learn about available training and resources.

In crisis? Call (800) 273-8255.

South Mountain Restoration Center

BENEFITS: The Department of Human Services (formerly DPW) operates South Mountain Restoration Center, a nursing home, to provide care for Pennsylvania residents who cannot be served in community nursing homes. Many residents have a history of psychiatric illness, have lived for many years in state centers or hospitals, or have been incarcerated.

South Mountain Restoration Center

10058 South Mountain Rd.
South Mountain, PA 17261-0999
(717) 749-4000

Residents participate in a full range of treatment, including physical and occupational therapies, psychotherapy, activities, and spiritual support. All staff work toward restoring residents to a full and satisfying life. The ultimate goal of each resident's treatment team is to return the resident to their home community whenever possible.

THOSE ELIGIBLE: All residents admitted to the Center must be certified by their county's Area Agency of Aging as needing nursing home care.

CONTACT: Referrals for admission by calling (717) 794-3121

Intellectual Disabilities

BENEFITS: Intellectual and developmental disability services are administered through administrative entities (AE). The AE are local contractors, usually the county's Mental Health/Intellectual Disabilities (MH/ID) program office. The AE serves as a referral source and oversees local services. Services are delivered by local non-profit agencies under contract with the AE. The AE determines a person's eligibility and approves funding for the services contained in an individualized service plan (ISP), developed with the assistance of a supports coordinator. A person will be offered a choice of supports coordinator organizations from which to choose their supports coordinator. A supports coordinator will:

- Talk about what kinds of supports and services would be helpful.
- Offer an opportunity to complete an application for the Medicaid Home and Community Based Waiver Program.
- Enroll the person in services that require completing applications.
- Help the person develop an individual plan.
- Help the person talk with individuals or agencies in the community that could be supportive.
- Coordinate and monitor supports and services.

Individuals age 3 and older may also be eligible to receive services offered through the Consolidated Waiver or Person/Family Directed Support Waiver. These waivers offer the following services:

- Assistive technology
- Behavioral support
- Companion services
- Education support
- Employment services including supported employment, job support, transitional work services, and prevocational services
- Home and community habilitation
- Home accessibility adaptations
- Homemaker/chore services
- Licensed day habilitation services
- Nursing services
- Residential habilitation services (Consolidated Waiver only)
- Respite
- Specialized supplies
- Supports broker services
- Supports coordination
- Therapy services including behavior, occupational, physical, speech and language, and visual/mobility therapy
- Transportation
- Vehicle accessibility adaptations

Individuals may only be enrolled in one waiver program.

THOSE ELIGIBLE: All residents of Pennsylvania with an intellectual disability and their families are eligible.

CONTACT: A county Mental Health/Intellectual Disabilities (MH/ID) program office or county Human Services Department. Check the telephone book under the name of the county.

OR **Office of Developmental Programs**
 Room 502, Health & Welfare Building
 P.O. Box 2675
 Harrisburg, PA 17105-2675
 (717) 787-3700 or
 Toll-free (888) 565-9435
www.dhs.pa.gov

Bureau of Blindness and Visual Services

BENEFITS: The Office of Vocational Rehabilitation in the Department of Labor and Industry offers a wide range of services including home instruction, family counseling, referral to services required, transportation, vocational counseling, and job placement. They also provide orientation and mobility training and an independent living program for adults age 55 and older to teach them to become more independent in their homes.

THOSE ELIGIBLE: All Pennsylvania residents who are blind or otherwise

visually impaired. Services are free to people meeting visual requirements. Some services are based on economic need.

CONTACT: The Bureau of Blindness and Visual Services office nearest you:

555 Walnut St., 8th Flr.
Harrisburg, PA 17101
(717) 787-7500
Toll-free: (866) 375-8264

1130 12th Ave., Ste. 300
Altoona, PA 16601
(814) 946-7330
Toll-free: (866) 695-7673

444 N. 3rd St., 5th Flr.
Philadelphia, PA 19123
(215) 560-5700
Toll-free: (866) 631-3892

300 G Laird St.
Wilkes-Barre, PA 18702
(570) 826-2361
Toll-free: (866) 227-4163

4200 Lovell Place
Erie, PA 16503
(814) 871-4401
Toll-free: (866) 521-5073

531 Penn Ave.
Pittsburgh, PA 15222
(412) 565-5240
Toll-free: (866) 412-4072

PA Association for the Blind

BENEFITS: This is a statewide organization dedicated to helping people prevent, prepare for, and manage vision loss. They also have 26 local agencies throughout the state and can connect you with the association that serves your community.

CONTACT: **PA Association for the Blind**
555 Gettysburg Pike, Ste. A300
Mechanicsburg, PA 17055
(717) 766-2020
Fax: (717) 766-2099
www.pablind.org

Office of Deaf and Hard of Hearing (ODHH)

BENEFITS: ODHH is an office within the Pennsylvania Department of Labor & Industry. ODHH provides four core functions:

- Advocates on behalf of individuals who are deaf or hard of hearing
- Provides information and acts as a resource that can answer questions. For example, staff can answer questions about hearing aids, programs/services, sign language, or technology.
- Makes referrals and ensures providers are accessible
- Administers the Sign Language Interpreter & Transliterator State Registration Act

THOSE ELIGIBLE: ODHH serves all Pennsylvanians in all 67 counties.

CONTACT: 1521 N. 6th St.
Harrisburg, PA 17102
Email: odhh@pa.gov
(717) 783-4912 V/TYY
(800) 233-3008 V/TYY (in PA only)
Videophone (717) 831-1928
www.dli.pa.gov/odhh

Pennsylvania Society for the Advancement of the Deaf (PSAD)

BENEFITS: The mission of the PSAD is to maximize the participation and productivity of people who are deaf within the larger society of Pennsylvania through advocacy, education, and service.

CONTACT: Grace Shirk-Emmons, PSAD President
1961 New St.
East Petersburg, PA 17520
Videophone (717) 283-4197
Email: president@psadweb.org
www.psadweb.org

Hearing Loss Association of America PA State Office (HLAA-PA)

BENEFITS: HLAA-PA is the state office of the Hearing Loss Association of America (HLAA), a national consumer organization representing people with hearing loss. The HLAA mission is to open the world of communication to people with hearing loss through information, education, advocacy, and support. Pennsylvania chapters are listed on the website.

CONTACT: Nancy Kingsley, State Director
Director's Email: Kingsley@hlaa-pa.org
Email: info@hlaa-pa.org
www.hlaa-pa.org

HELP AT HOME

HELP AT HOME

BENEFITS: The Area Agency on Aging (AAA) in your county offers a wide range of help at home and community-based services to eligible consumers. These services may include skilled nursing; therapies; home health aide services; personal care to provide assistance with activities of daily living (bathing, dressing, eating, grooming, and toileting); home support services (could include light housekeeping, shopping, and laundry assistance), home-delivered meals; respite care (caregiver relief); transportation; and other routine household chores necessary to maintain the consumer's health, safety, and ability to remain in their home.

CONTACT: Your local AAA (see page 106) to see what services may be offered in your county.

Pennsylvania Caregiver Support Program

BENEFITS: This program is designed for individuals who are caring for a loved one age 60 or older who is suffering from an illness or disability that causes a functional deficit which requires assistance, or an individual between the age of 18 to 59 who is suffering from a chronic dementia such as Alzheimer's disease or related disorder. The goal of the program is to reduce caregiver stress by offering both support and financial assistance. Primary caregivers may receive reimbursement to help them with out-of-pocket expenses ranging from respite care to paying for supplies related to caregiving. Caregivers are assigned a Care Manager from their local Area Agency on Aging who assesses their needs in their caregiving role.

Through this program, the Care Manager can also provide information about support groups in the area, emotional support, technical assistance, and financial assistance as needed. Modifications to the home, such as installation of a chair lift or a wheelchair ramp, may be approved on a case-by-case basis if they are necessary to providing support. Assistance may also be available to older caregivers caring for qualified younger relatives.

CONTACT: Your local Area Agency on Aging (page 106)

Home Health Care

BENEFITS: Home health agencies provide and coordinate services for those consumers needing nursing and other health care services in the home as ordered/prescribed by a physician. These services—such as skilled nursing, skilled therapy, and home health aide services—are provided by registered nurses, licensed therapists, and home health aides. Based on the consumer's needs, a home health aide may provide personal care, daily living services, health care monitoring such as vital signs or other tests, ambulation assistance, assistance using of medical equip-

ment and other health services under the direct supervision of a registered nurse and/or licensed therapist.

THOSE ELIGIBLE: Consumers in need of such care during a period of illness or recuperation as determined by a physician

NOTE: Medicare and Medicaid may cover home health services prescribed by a physician if eligibility criteria are met. In instances where these services are not covered by Medicare or Medicaid, Area Agencies on Aging (AAAs) may offer home health services under the OPTIONS Program (below) with a possible cost share to consumers.

CONTACT: Contact your local AAA for a list of certified home health agencies in your area (page 106).

OPTIONS Program

BENEFITS: The Pennsylvania Department of Aging's OPTIONS Program provides services to help Pennsylvanians who are 60 years of age and older to remain in their homes and communities. A comprehensive interview is conducted by the local Area Agency on Aging (AAA) to determine eligibility and identify consumers' needs. A Care Manager is assigned who will work with the consumer to develop a plan of care, and coordinate and arrange for the provision of services.

Services available under the OPTIONS Program may include:

- Adult day services
- Care management
- Counseling
- Emergent services
- Home-delivered meals
- Home health services
- Home modifications
- Home support services
- Personal care
- Personal emergency response systems
- Respite care
- Transportation
- Other services

Consumers receiving OPTIONS services may be required to pay some of the costs towards the services they receive. OPTIONS Cost Sharing was instituted in order to serve more consumers, provide additional services, and reduce waiting lists for help at home and community-based services. Cost is based on income on a sliding scale and will not be more than the total cost of the services. Federal Poverty Level (FPL) Guidelines are used by the AAA to determine what the consumer cost-share amount for services will be. Financial verification is required to receive services.

THOSE ELIGIBLE: Pennsylvania residents who are age 60 or older. There are no financial eligibility requirements; however, individuals must supply verified financial information such as income and assets to determine the amount they must pay toward the cost of services.

CONTACT: For more information or to apply for OPTIONS Services, contact your local Area Agency on Aging.

Aging Waiver

BENEFITS: The Aging Waiver Program provides in-home services to consumers who are age 60 and older who meet functional and financial eligibility requirements. Eligibility is based on:

- A formal assessment to see if a person is nursing facility clinically eligible
- A financial determination made by local County Assistance Offices

CONTACT: Contact the local Area Agency on Aging to schedule an assessment. For general information on the Aging Waiver, please call (717) 787-8091 or visit www.dhs.state.pa.us.

Living Independence for the Elderly Program (LIFE)

BENEFITS: LIFE is Pennsylvania's only fully integrated long-term care program that provides a comprehensive all-inclusive coordinated package of care and services. The program provides adult day center services, on-site primary health care, therapies, personal care, pharmaceuticals, recreation, socialization, nursing, monitoring, meals, and transportation. Other services that may be provided include specialists, inpatient and outpatient hospital care, lab and X-ray services, eyeglasses, hearing aids, dentures, emergency care, behavioral health services, and nursing facility care. Staff who specialize in geriatric care evaluate the needs of each participant and develop an individual program of care.

THOSE ELIGIBLE: Individuals age 55 and older who meet the level of care criteria for a skilled nursing facility. They must meet the financial requirements as determined by the County Assistance Office or be able to pay privately. They must reside in an area served by the LIFE center and be able to be safely served in the community at the time of enrollment.

NOTE: Medicare and Medicaid cover costs if eligible. Private pay option is also available.

CONTACT: LIFE is not currently available in all counties. Information on LIFE can be obtained from your local Area Agency on Aging or by contacting:

Department of Human Services (formerly DPW)
Office of Long-Term Living
Office of Chief of Staff
Division of Coordinated Care
555 Walnut St., 6th Flr.
Harrisburg, PA 17101
(717) 772-1145

Older Adults Daily Living Centers – Commonly known as “Adult Day Services Centers”

BENEFITS: Adult day services centers offer a community-based alternative to institutionalization for older adults and adults with a dementia-related disease for part of a 24-hour day. These services are designed to:

- Maintain or improve a participant's level of functioning
- Promote socialization
- Provide respite and support for caregivers, thereby contributing to a participant's ability to remain in the community

All adult day services centers in Pennsylvania provide personal care, nursing services, social services, therapeutic activities, nutritional and therapeutic diets, and emergency care. Some centers offer additional services including physical therapy, occupational therapy, speech therapy, medical services, podiatry, and more to meet the range of participant's needs. Services are provided as appropriate for each participant, through an individualized plan of care.

Adult day services centers are inspected at least annually by the Pennsylvania Department of Aging. Inspection reports can be found online at www.aging.pa.gov/ADC.

CONTACT: To learn more about the adult day services centers, follow the directions above on the Department of Aging website or call (717) 214-6716. To find out if funding is available to help subsidize the cost of adult day services, please contact your local Area Agency on Aging.

HOUSING

HOUSING

There are a number of federal and state programs that can help Pennsylvanians obtain housing or remain in their current home. There are programs to help rehabilitate a home, find new housing, finance the construction of housing for low and moderate-income families and individuals, or lower rent through a rent subsidy. Pennsylvania provides a wide variety of housing options to meet the special needs and interests of older adults.

Housing Choices for Independent Older People

Retirement Communities

Retirement communities are evolving and offer a wide range of amenities and levels of services. Generally, they are intended for healthy, mobile older adults. Units may be rented or purchased. Check community and property descriptions carefully to ensure that the desired amenities or services are offered.

Continuing Care Retirement Community (CCRC)

BENEFITS: A Continuing Care Retirement Community is one retirement housing option. Pennsylvania is a leader in the continuing care (life care) industry, offering more than 220 CCRCs from which to choose. A continuing care retirement community offers independent living, usually in an apartment or cottage, and access to a higher level of care such as personal care or a nursing facility. Residents move between levels of care as their needs change. Services—such as meals, medical care, and social and recreational activities—are provided through a contractual arrangement for the lifetime of the resident. Residents usually pay an entrance fee and a monthly charge.

CONTACT: To find a local CCRC, you can call (877) 881-6388 or log onto www.insurance.pa.gov and search “continuing care.” You may also want to request a copy of the publication, “Choosing a Continuing Care Community,” which is also available online along with more detailed information: <http://www.insurance.pa.gov/pages/continuing-care-for-seniors.aspx>

Assisted Rental Housing

BENEFITS: The federal government provides rental assistance to low-income, older adults/families and to people with disabilities. Income eligibility is based on a percentage of the median income for the county of residence, and age eligibility is at least age 62 or at least age 18 for per-

manently disabled people. Tenants pay 30 percent of their income toward the rent.

CONTACT: For information about assisted rental housing for older adults, contact the local housing authority (go online to www.portal.hud.gov and click on “Find My Local Public Housing Agency PHA”) or your local Area Agency on Aging (page 106). An online resource you can use to search for assisted rental housing and accessible apartments in Pennsylvania for older adults and people with disabilities is available at www.PAHousingSearch.com. For people without Internet access, a bilingual customer care staff is available to do this search for you. Simply call (877) 428-8844 weekdays between 9 a.m. and 8 p.m. for assistance.

Accessible and Affordable Apartments

BENEFITS: A web-based service is available around-the-clock for people searching for accessible and affordable apartments. Features available include basic, advanced and accessible searches to help people find housing best suited to their specific needs. Another tool—a proximity search—helps people find properties within a selected distance from work, school, or from other family members. The site includes a variety of helpful tools, such as a rental checklist, a rental calculator, and a moving calculator. Best of all, searching for affordable housing is free. For anyone with special housing needs, such as older adults or people with disabilities, the service lets them perform an “accessible” search to look for housing that has the features they need to continue living independently.

CONTACT: Online at www.PAHousingSearch.com. People who need assistance using the site can contact a bilingual call center by calling (877) 428-8844; customer care staff are available weekdays from 9 a.m. until 8 p.m.

Housing Choices for People Who May Require Assistance or Supervision

Domiciliary Care Services for Adults

BENEFITS: The Domiciliary Care or “Dom Care” program provides a supervised homelike living arrangement in the community for adults age 18 and older who need assistance with activities of daily living and are unable to live independently. Dom Care homes are “certified” by the local Area Agency on Aging (AAA) for three or fewer residents. The AAA matches eligible residents to Dom Care providers with consideration of their mutual needs, preferences, and interests. The AAA also provides ongoing care management services for residents and conducts annual Dom Care home inspections.

Residents of the Dom Care program receive much more than room and board. They receive supervision with self-help activities such as bathing, grooming, meals, housekeeping, and laundry services. If the resident takes medications, the provider oversees the administration.

Dom Care providers are typically individuals who open their homes and are willing to provide residents with housing, support, care, and encouragement in a family-like setting. They participate in a certification process to make sure their home meets health and safety requirements. The success of the Dom Care program is dependent upon these nurturing individuals who have the desire to give daily, personalized care and attention to residents and encourage a sense of belonging and independence in their own home.

CONTACT: To learn more about the Dom Care program, either as a prospective resident or provider, please go to www.aging.pa.gov and click on “Housing” or contact your local AAA.

Nursing Facilities

There are approximately 700 long-term care nursing facilities in Pennsylvania. Nursing facilities are licensed by the Department of Health and monitored by the Department of Health and the Department of Human Services (formerly Department of Public Welfare) to assure quality of care.

BENEFITS: A stay at the nursing facility could be short-term or long-term depending on the person’s needs and ability to return to community-based living. These facilities provide medical care and services for individuals who require 24-hour supervised, skilled care. Services are provided based on the individual’s needs due to illness, injury, convalescence, or physical or mental infirmity. Staff are available to assist individuals with all of their medical and personal needs while they are in the nursing facility.

ELIGIBLE: Services are reimbursed for individuals who are determined eligible for services through the Medical Assistance program (Medicaid). Eligible individuals receive a personal allowance on a monthly basis for their personal use. Medicare and other private insurances may also cover nursing facility services if the individual meets the criteria for coverage. Individuals who meet the criteria for care in a nursing facility may also be able to be served with home and community-based services, allowing them to continue living in the community.

CONTACT: You can become familiar with the nursing facilities in your area by contacting your local Area Agency on Aging (page 106) or the Department of Health website at www.health.pa.gov.

Personal Care Homes

Personal care homes offer room and board and assistance with the activities of daily living such as bathing, grooming, and meal preparation. They are inspected and licensed by the Department of Human Services' Bureau of Human Services Licensing. People who are thinking about moving to a personal care home should consider only those homes with a current license from the Department of Human Services (formerly Department of Public Welfare). It is important to have a contract with the personal care home, the list of services provided, and the cost of each service.

CONTACT: For a copy of regulations or listing of licensed personal care homes, contact the Bureau of Human Services Licensing in your area.

Regional Offices:

Central Region (800) 882-1885

Northeast Region (800) 833-5095

Southeast Region (866) 711-4115

Western Region (888) 322-3664

Or, you may contact the following toll-free numbers or the main office at:

Personal Care Home Complaint Hotline: (877) 401-8835

Operator Support Hotline: (866) 503-3926

Bureau of Human Services Licensing

Room 631 Health & Welfare Building

625 Forster St., Harrisburg, PA 17120

(717) 783-3670 Main Office

Home Repair and Rehabilitation

Many of Pennsylvania's older adults are homeowners and prefer to remain in their home as they age. However, expenses such as medical bills and utility costs can make it difficult to pay for home maintenance and repairs.

There are often local programs available to help. Contact your local Area Agency on Aging (page 106) for information on what programs may be available in your area. You may also find helpful programs through PHFA—Pennsylvania Housing and Finance Agency and USDA—Rural Development on page 60.

Reverse Mortgages

BENEFITS: Reverse mortgages are special home loans that allow older homeowners to convert the equity in their home to cash. The proceeds of the loan may be received as a lump sum, monthly payment, or line of credit. The amount you may borrow depends upon the value of your home, your age, the current interest rate, and, for certain loans, the lending limits

in your area. There are no restrictions on how you may use the reverse mortgage funds. Unlike a traditional mortgage, you do not make monthly payments on this type of loan. Repayment of the loan is due when you or the last borrower, such as your surviving spouse, no longer lives in the property due to death, selling the home, or a permanent move. You continue to own your home and make necessary home repairs as well as to pay the taxes and insurance.

THOSE ELIGIBLE: In general, all borrowers must be age 62 or older. Health status is not a factor. There are no special income requirements. The home must be a single-family residence or a two-to-four unit property that you own and occupy. Manufactured homes built after 1976, condominiums, and townhouses may also qualify. Any existing loan or mortgage against the home must be paid off with the proceeds of the reverse mortgage. In addition, any required home repairs must also be completed with the proceeds. You can use any remaining funds for any purpose.

The reverse mortgage must be in the first lien position. Counseling is required for all reverse mortgages before you begin the application process. Counseling sessions can be conducted face-to-face or over the telephone.

CONTACT: For information about reverse mortgage programs or to obtain a current list of participating lenders, contact the U.S. Department of Housing and Urban Development (HUD) office nearest you (page 62) or contact the Consumer Community Support Services Division at (800) FED-INFO (333-4636) or (202) 708-1112. You may also visit the website at www.hud.gov.

Other sources of information about reverse mortgages include:

The National Reverse Mortgage Lenders Association
1400 16th St. NW, Ste. 420, Washington, D.C., 20036
(202) 939-1760
www.reversemortgage.org

AARP®
(800) 209-8085
www.aarp.org

Assistance for Homeowners, Renters, and Developers

Department of Health, Lead Poisoning Prevention and Healthy Homes Information

BENEFITS: The Pennsylvania Department of Health provides information and referral services regarding Lead Poisoning Prevention through

operation of the lead information line. The information available deals with lead poisoning with respect to the home environment, children's health, and safe work practices. Information is also available regarding healthy homes, which includes information on radon, pests, and other household issues. If you are a homeowner or renter and occupy a home built prior to 1978, the Department of Health has information that will be helpful to you.

CONTACT: Call (800) 440-LEAD (5323). Additional information is also available on the department's website at www.health.pa.gov.

www.health.pa.gov/My%20Health/Infant%20and%20Childrens%20Health/Lead%20Poisoning%20Prevention%20and%20Control/Pages/default.aspx#.Vdc90PIVhBc

Customer Assistance Programs, Utility Providers

BENEFITS: Most utility providers offer help to customers who are unable to pay their utility bills. Company representatives review the customer's problems and provide assistance or referral information about agencies that may be able to help with the problem. Many utility providers offer an optional payment plan; they will accept partial payment or make special arrangements if necessary. However, if a customer becomes delinquent and makes no payment arrangements, utility service may be terminated.

CONTACT: The utility provider or your Area Agency on Aging (page 106)

Low Income Home Energy Assistance Program (LIHEAP)

BENEFITS: The Pennsylvania Department of Human Services (DHS) (formerly Department of Public Welfare) administers the Low Income Home Energy Assistance Program through the county assistance offices. This program helps low-income families pay a portion of their winter heating bills. The program operates during the winter heating season, generally between November and March. LIHEAP is not a welfare program or a loan. No lien is placed on the home and the consumer does not have to pay back the money.

THOSE ELIGIBLE: Individuals and families whose income meets the guidelines established for the program

CONTACT: The county assistance office (page 115) or the local Area Agency on Aging (page 106).

Pennsylvania Housing Finance Agency (PHFA)

BENEFITS: The Pennsylvania Housing Finance Agency was created with the mission to provide "decent, safe, and affordable homes and apart-

ments for older adults, people of modest means, and those with special housing needs.” With this in mind, PHFA has a variety of housing-related programs that are helpful for the state’s senior citizens. For instance, affordable home purchase loans are available for those looking to downsize to a smaller home or to a single-level residence. Refinance programs are available to help homeowners take advantage of today’s lower interest rates to reduce their mortgage costs. Another program, the Homeowners Energy Efficiency Loan Program (HEELP), provides a 1 percent interest rate loan for specific energy efficiency improvements for homeowners, including roofs; and the PENNVEST Homeowner Septic Loan provides financing for repairs to, and replacements of, homeowners’ on-lot septic systems or first-time connections to public sewage systems. Additionally, the Homeowners’ Emergency Mortgage Assistance Program (HEMAP) helps people who, through no fault of their own, have fallen behind on their mortgage payments and are in danger of foreclosure. For older Pennsylvanians who want help finding the right apartment for their housing needs, www.PAHousingSearch.com is an apartment locator that is available on the web 24/7. This apartment-search resource can also be accessed with the help of customer support staff over the phone.

CONTACT: People who have an interest in these or other housing programs provided by the Pennsylvania Housing Finance Agency should explore the agency’s website at www.PHFA.org or call the agency’s Customer Solutions Center at 1-855-U-Are-Home (827-3466). Customer care representatives are available weekdays from 8 a.m. until 9 p.m., and 9 a.m. until 5 p.m. on Saturdays, to help with housing questions. PHFA’s main office is in Harrisburg; it also has satellite offices in Norristown and Pittsburgh.

U.S. Department of Agriculture (USDA) – Rural Development

USDA Rural Development’s mission is to improve the quality of life in rural areas. Housing and Community Facilities Programs helps rural communities and individuals by providing loans and grants for housing and community facilities. It provides funding for single-family homes, apartments for older adults and low-income adults, as well as housing for farm laborers, childcare centers, fire and police stations, hospitals, libraries, nursing homes, schools, and much more.

The 504 Home Repair Program

BENEFITS: The Very Low-Income Housing Repair program provides loans and grants to very low-income owners to repair, improve, or modern-

ize their dwellings or to remove health and safety hazards. Rural Housing Repair and Rehabilitation Grants are funded directly by the federal government. Grants may be arranged for eligible dwelling owner/occupants who are 62 years of age or older. Funds may only be used for repairs, improvements to remove health and safety hazards, or to complete repairs to make the dwelling accessible for household members with disabilities.

Rural Rental Assistance

BENEFITS: The Rural Rental Assistance program provides an additional source of support for households with incomes too low to pay the Housing and Community Facilities Program subsidized (basic) rent from their own resources. People with very low and low incomes, older adults and people with disabilities are eligible if they are unable to pay the basic monthly rent within 30 percent of adjusted monthly income. Very low income is defined as below 50 percent of the Area Median Income (AMI); low income is between 50 and 80 percent of AMI; moderate income is established by adding \$5,500 to the low-income limit.

CONTACT: USDA Rural Development Office in Harrisburg, PA at (717) 237-2186, or find a local office online at www.rurdev.gov and click on "Browse by State."

U.S. Department of Housing and Urban Development (HUD)

BENEFITS: The U.S. Department of Housing and Urban Development offers a wide variety of housing programs. HUD also offers tips on home buying, obtaining a mortgage, and finding affordable rental properties. For communities and businesses, HUD has information about funding, technical assistance, best practices, contracting opportunities, HUD initiatives, and more.

CONTACT: For information about HUD programs, contact the HUD office closest to you or visit www.hud.gov.

U.S. Department of Housing & Urban Development (HUD)

William S. Moorhead Federal Building

1000 Liberty Ave., Ste. 1000
Pittsburgh, PA 15222-4004
(412) 644-6428
(412) 644-5747 (TTY)

U.S. Department of Housing & Urban Development (HUD)

Pennsylvania State Office Wanamaker Building

100 Penn Square East
Philadelphia, PA 19107-3380
(215) 656-0500
(215) 656-3452 (TTY)

Weatherization Program

BENEFITS: The Pennsylvania Department of Community and Economic

Development (DCED) works with local County Assistance Offices and other non-profit agencies to administer a home Weatherization Program. The goal of the program is to make the cost of energy more affordable for low-income families throughout Pennsylvania by helping them make their homes more energy efficient. Weatherization services are provided at no charge to eligible individuals and families. Homeowners and renters alike can benefit from this program.

The first step is to conduct a home energy audit to determine the most appropriate energy conservation measures for the home. Such measures may include, but are not limited to, stopping air infiltration by caulking or weathering doors and windows and replacing broken glass, ensuring adequate insulation in attics and insulating electric hot water heaters. Crisis assistance is also available to repair or replace heating systems through the Low Income Home Energy Assistance Program (LIHEAP).

THOSE ELIGIBLE: Individuals and families with household income at or below 200 percent of the federal poverty level; eligibility for crisis assistance requires a referral from the County Assistance Office

CONTACT: For more information on the program and to apply, contact your local weatherization agency listed online at www.newpa.com and search for “LIHEAP.”

INSURANCE

INSURANCE

APPRISE – Health Insurance Counseling and Assistance Program

BENEFITS: Trained counselors provide free, objective, in-person, or telephone assistance to help guide Medicare beneficiaries through their many health insurance options including Medicare and Medicaid, Medicare supplement insurance plans, Medicare Advantage Plans, Medicare prescription (Part D), long-term care insurance policies, and other health insurance and public benefit programs. Claims filing and other related paperwork assistance, advocacy, and referral to other appropriate federal and state agencies are also available.

THOSE ELIGIBLE: All Medicare beneficiaries, their families, or their caregivers needing assistance

CONTACT: The APPRISE Program at (800) 783-7067 from 9 a.m. to 4 p.m. or your local Area Agency on Aging (page 106)

Pennsylvania Insurance Department

BENEFITS: Pennsylvania law prohibits insurance companies from canceling or refusing to renew or write many types of insurance policies solely because of the age of an applicant or insured person. Those policies that may be refused solely because of age include disability income insurance and hospitalization insurance, among others. The Insurance Department receives, investigates, and answers questions and complaints regarding insurance matters. The department also publishes consumer guides designed to answer many day-to-day questions on insurance and consumer problems. To access these consumer documents, visit our website at www.insurance.pa.gov. On the Top Pages section of the homepage, Click the Seniors link to view information on health insurance, auto insurance, homeowners insurance, and Medicare Supplements, among others.

THOSE ELIGIBLE: Everyone

CONTACT: The Pennsylvania Insurance Department Consumer Service office at (877) 881-6388

1209 Strawberry Square
Harrisburg, PA 17120
www.insurance.pa.gov

DOCUMENTS NEEDED WHEN CONTACTING THE DEPARTMENT: A copy of your insurance card, policy and name of the insurance agent

Medicare

BENEFITS: Medicare is a health insurance program for individuals age 65 or older, individuals under age 65 with certain disabilities, and individuals at any age with end stage renal disease.

A. Medicare Part A – Hospital Insurance

Helps pay for five kinds of care: (1) inpatient hospital care, (2) psychiatric hospital care, (3) medically necessary skilled nursing facility care following a hospital stay, (4) home health care, and (5) hospice care. In most cases there is no premium for Part A. However, if you are not eligible for free Part A and you didn't buy it when you were first eligible, your monthly premium may go up 10 percent.

B. Medicare Part B – Medical Insurance

Helps pay for: (1) doctor's services, (2) outpatient hospital services, and (3) various medical services and supplies. This is a voluntary program and a monthly premium must be paid. In some cases this amount may be higher, such as if you do not enroll in Part B when you first become eligible for Medicare or if your income exceeds a certain threshold.

C. Medicare Part D – Prescription Drug Coverage

Medicare Prescription Drug Coverage is available to everyone with Medicare. Since January 2006, Medicare Prescription Drug Coverage is provided by private insurance companies throughout Pennsylvania. You choose the plan and pay a monthly premium. Some plans may also have a deductible and other cost-shares such as co-pays or co-insurance; however, some individuals may qualify for help with these costs through the Social Security Administration's Low-Income Subsidy (also called Extra Help, see page 38).

Like other insurance, if you decide not to enroll in a drug plan when you are first eligible and wait to join a plan later, you may have to pay higher premiums. The exception is if you already had prescription drug coverage through other means. This other coverage however, must be determined "credible coverage" by Medicare.

THOSE ELIGIBLE: All Medicare beneficiaries

NOTE: If you are now receiving Social Security or Railroad Retirement benefits or are eligible for these benefits, your Medicare card will automatically be sent to you. However, if you are nearing 65, still employed, and do not receive monthly checks, you must apply for the program at your local Social Security Administration office. To ensure full coverage, be sure to file your application at least three months before your 65th birthday. If you are employed or covered under a large group employer health insurance contract, contact the local Social Security Office about coordinating your insurance.

CONTACT: The Social Security Administration office nearest you for specific information about the benefits and their funding (“SOCIAL SECURITY ADMINISTRATION Offices in Pennsylvania” on page 120)

TAKE WITH YOU: Your birth or baptismal certificate recorded before your 5th birthday. Other proof-of-age documents may be substituted only if these are not available.

To ensure full Medicare coverage, be sure to apply at least three months before your 65th birthday.

Medicare Advantage

Medicare beneficiaries now have options to receive their Medicare benefits through Medicare Advantage Plans. Medicare Advantage Plans are private insurance plans, such as HMOs and PPOs, which contract with Medicare to provide beneficiaries with coverage. Beneficiaries can stay with Original Medicare or elect an Advantage Plan available in their area. Individuals must sign up for both Part A and Part B of Medicare to be eligible to select an Advantage Plan. Beneficiaries will continue to pay the Part B premium after joining an Advantage Plan in addition to any premiums the Advantage Plan may charge.

BENEFITS: Medicare Advantage Plans offer a comprehensive set of benefits and must cover everything Original Medicare covers, including options for prescription drug coverage. Plans may also include additional benefits not covered by Medicare, such as eye and dental coverage. Advantage Plans do not need supplement insurance. To learn more about Medicare Advantage, contact APPRISE at (800) 783-7067.

Medicare Supplement Insurance

Original Medicare does not offer complete health insurance protection. Medigap, or supplement insurance, is regulated by federal and state law and must be clearly defined as Medicare supplement insurance. It is designed specifically to complement Original Medicare’s benefits by filling in some of the gaps in Medicare coverage.

BENEFITS: There are currently 10 standard Medigap policies from which beneficiaries may choose (Plans A, B, C, D, G, K, L, M, N and high deductible plan F). Each of the plans includes a core benefit package along with varying benefit combinations.

THOSE ELIGIBLE: Individuals eligible for Medicare Parts A and B through attainment of age 65 or through Social Security Disability

CONTACT: Private insurance companies or local insurance agents licensed to do business in Pennsylvania. Shop carefully before you buy, as policies differ as to coverage, limitations, and cost.

Medical Assistance (Medicaid)

BENEFITS: Medicaid pays many medical expenses including physician's services; psychiatric care; nursing facility care; laboratory, clinic, and X-ray services; and hospitalization, among others.

Coverage varies according to your particular situation and you should check with Medicaid to find out what services are available to you. If you need emergency ambulance transportation for medical care, Medicaid will pay the cost. Non-emergency medical transportation may also be covered under other programs. In most cases, your Medicare Part B premiums are also paid by Medicaid.

Medicare Savings Programs

BENEFITS: The Medicare Savings Programs help Medicare beneficiaries pay for their Medicare Part B premium. Some individuals may also qualify for help with their Medicare deductibles, copays, and coinsurance.

CONTACT: For more information, call APPRISE at (800) 783-7067 or visit the Department of Human Services website at www.dhs.gov and search "medicare savings programs."

Medical Assistance for Workers with Disabilities (MAWD)

For people with disabilities, finding a job or returning to work can be a challenge. For a long time, one of the big obstacles to working was health care coverage. Earning too much money meant the risk of losing health care benefits. MAWD lets Pennsylvanians with disabilities take fulfilling jobs while earning money and still keeping their full medical benefits. With MAWD, a consumer can keep Medicaid while they work, even if their earnings increase above the limits for other programs.

Under MAWD, consumers pay a monthly premium for their coverage. Their premium is 5 percent of their countable monthly income after all allowable deductions.

THOSE ELIGIBLE:

- Consumer must be between 16 and 65 years of age.
- Consumer must be employed and receiving compensation.
- Consumer must have a disability that meets the Social Security Administration's standards.

- Consumer must have a countable income below 250 percent of the Federal Poverty Guidelines.
- Consumer must have \$10,000 or less in countable resources (excluding resident property and one automobile).

CONTACT: The local county assistance office (page 115) to apply or apply online at www.compass.state.pa.us

Healthy Horizons

BENEFITS: To ensure adequate health care for low-income seniors and individuals with disabilities and allow them more spendable income by paying their Medicare premiums, the state developed a special Medical Assistance program—Healthy Horizons.

The four levels of benefits are: (1) the Healthy Horizons Categorically Needy Program, which provides medical benefits (including prescriptions, doctor or clinic visits, dental, and eye care) as well as payment of Medicare Part A and B premiums, deductibles, and coinsurance; (2) the Healthy Horizons Medicare Cost-Sharing Program, which pays for Medicare Part A and B premiums, deductibles, and coinsurance; (3) the Specified Low-Income Medicare Beneficiary (SLMB) Program, which pays Medicare Part B premiums only; and (4) the Qualifying Individual (QI) program, which also pays Medicare Part B premiums only.

THOSE ELIGIBLE: To be eligible for the first two programs, your income may not be greater than 100 percent of the Federal Poverty Income Guidelines. For the SLMB Program, your income must be between 100 percent and 120 percent of the Federal Poverty Income Guidelines. To qualify for the QI Program, your income must be between 120 percent and 135 percent of the Federal Poverty Income Guidelines.

For the Healthy Horizons Categorically Needy Program, resources may not exceed the Supplemental Security Income (SSI) resource limit. For the Healthy Horizons Medicare Cost-Sharing Program and the SLMB and QI Programs, resources may not exceed twice the SSI resource limit. Adults with a dependent under age 21 living in their home may be exempt from the resource limits, with the exception of the SLMB and QI programs.

CONTACT: For more information, contact your local Department of Human Services (formerly Department of Public Welfare) County Assistance Office (page 115) or call (800) 692-7462 on weekdays from 9 a.m. until 4:30 p.m. Monday, or contact your local Area Agency on Aging (page 106).

Insurance Coverage for Mammograms

All group health, sickness, or accident policies, and all group subscribers to health maintenance organizations or fraternal benefit societies that

provide hospital or medical/surgical coverage, must also provide coverage for mammographic examinations. The minimum coverage required must include all costs associated with a mammogram every year for women 40 years of age and older. This service may be subject to co-pays or deductions as determined by your insurance carrier. Insurance providers may not bill for the difference between a 3D and 2D mammogram when a woman undergoes an annual mammogram.

Other Health Insurance Options

BENEFITS: A variety of other options are available to help pay for medical expenses, services, and supplies that Medicare covers only partly or not at all.

- Group Health Insurance Continuation – conversion or continuation of an employer-provided policy
- Long-Term Care Insurance – pays cash amounts for care received in a nursing facility or in your home
- Hospital Indemnity Policies – pay cash amounts for each day of inpatient hospital services
- Specified Disease Insurance – provides benefits for the treatment of a specific disease such as cancer
- Medicare Supplements/Medigap – private insurance plans that can be purchased to pay for certain out-of-pocket expenses not covered by Medicare (Parts A and B).

Livanta

BENEFITS: Livanta LLC is a Beneficiary and Family Centered Care Quality Improvement Organizations (BFCC-QIO) that protects the rights of Medicare beneficiaries receiving care in Pennsylvania. Call Livanta if you are denied admission to a hospital, are asked to leave a hospital before you feel well enough, or are dissatisfied with the quality of care you received from a medical provider. Livanta performs these services free of charge to Medicare beneficiaries, including those enrolled in HMOs and Medicare Advantage Plans.

THOSE ELIGIBLE: All Medicare beneficiaries who receive medical care in the Commonwealth of Pennsylvania.

CONTACT: It's helpful to have as much background information on hand as possible when calling Livanta, including name on Medicare card; Medicare number; address, and phone number; date of birth; date of service; and full name and contact information of the healthcare professional.

Livanta LLC

BFCC-QIO Program, Area 1
9090 Junction Drive, Suite 10

Annapolis Junction, MD 20701
Toll-free: (866) 815-5440
TTY: (866) 868-2289
www.BFCCQIOAREA1.com

ADDITIONAL HEALTHCARE ADVOCACY: See sections on APPRISE, on page 66, and on Pennsylvania Health Law Project (PHLP), on page 23.

MEALS

MEALS

Nutrition Services

The Department of Aging provides nutritious meals at Senior Community Centers and through home-delivered meal programs to Pennsylvanians age 60 and older and their spouses. Meals are available free of charge or through an anonymous donation. The meals follow the Dietary Guidelines for Americans and are reviewed and approved by a dietitian to provide 1/3 of the Recommended Daily Allowances (RDAs). Nutrition education and counseling is available upon request for older adults found to be nutritionally at risk. For more information regarding nutrition education and counseling, meal sites, or home-delivered meals, contact the local Area Agency on Aging in your county (page 106) or go online to www.aging.pa.gov/AAA. Older Pennsylvanians are also encouraged to contact their local food bank or apply for various Federal nutrition programs, both of which can be done at www.feedingpa.org and click on “get food.”

Department of Agriculture Nutrition Programs

The Pennsylvania Department of Agriculture is working to move food from farm to table to ensure that every Pennsylvanian can share in the harvest. Using state and federal resources, the department works with Pennsylvania's more than 2,400 local food banks and pantries, lead agencies, soup kitchens, and other local non-profit organizations to secure food products and ensure that every Pennsylvanian has access to the food they need.

Local Emergency Feeding Programs and Resources:

CONTACT: The National Hunger Hotline at (866) 348-6479 or www.whyhunger.org to find emergency food assistance in your community, government assistance programs, and social services.

Commodity Supplemental Food Program (CSFP)

BENEFITS: The Commodity Supplemental Food Program (CSFP) provides food packages to give participants extra nutrients typically lacking in diets.

THOSE ELIGIBLE: Low-income older adults

CONTACT: Pennsylvania Department of Agriculture. Call 1-800-468-2433, email RA-fooddist@pa.gov, or visit www.agriculture.pa.gov and search “CSFP.”

The Emergency Food Assistance Program (TEFAP)

BENEFITS: The Emergency Food Assistance Program (TEFAP) purchases surplus food and provides it to local agencies that directly serve the public, whether by distributing the food to recipients for household consumption or preparing and serving meals in a group setting.

THOSE ELIGIBLE: Recipients of food for home use must meet certain income and household size criteria.

CONTACT: Pennsylvania Department of Agriculture. Call 1-800-468-2433, email RA-fooddist@pa.gov, or visit www.agriculture.pa.gov and search “emergency food assistance.”

Senior Farmers Market Nutrition Program (SFMNP)

BENEFITS: The Senior Farmers Market Nutrition Program (SFMNP) increases the availability of fresh fruits and vegetables for low-income older adults. It provides eligible recipients with four \$5 checks, which allow them to purchase fresh, nutritious, locally-grown fruits, vegetables, and herbs from participating Pennsylvania farmers’ markets. It is a seasonal program that runs from June to November. The list of participating farmers markets is available at check pick-up and at www.agriculture.pa.gov by searching “farmers markets.”

THOSE ELIGIBLE: Low-income older adults

CONTACT: Your local Area Agency on Aging (page 106) to find the area’s check distribution center.

Supplemental Nutrition Assistance Program (SNAP)

The Supplemental Nutrition Assistance Program is the new name for the Food Stamp program. These benefits are used to buy food and help eligible low-income households in Pennsylvania obtain more nutritious diets by increasing their food purchasing power at grocery stores and supermarkets. If you are eligible, you will receive a Pennsylvania Electronic Benefits Transfer (EBT) ACCESS Card which is used to make food purchases at grocery stores and supermarkets.

BENEFITS: Eligible low-income households in Pennsylvania

THOSE ELIGIBLE: To get SNAP benefits, your income has to be under certain limits.

SNAP households may receive deductions from their gross income for

things like housing costs, child or dependent care payments, and medical expenses over \$35 for elderly or disabled people.

TO APPLY: You can apply for or renew your SNAP benefits online by using COMPASS. COMPASS is the name of the website where you can apply for the SNAP program and many other services that can help you make ends meet. Or, you can file an application at your local county assistance office.

The following persons may apply:

- The head of the household;
- The spouse of the head of household;
- Any other responsible household member; or
- A designated authorized representative, who can be a friend, relative, neighbor, or anyone else the applicant trusts to go food shopping and use his/her SNAP benefits.

CONTACT: If you have questions about SNAP you may call the Department of Human Services Helpline toll-free at 1-800-692-7462 (1-800-451-5886 TDD number for individuals with hearing impairments) or your local county assistance office. For your county assistance office, please see page 113.

RECREATION

RECREATION

Every community offers its own unique variety of leisure-time activities. The programs and services listed below are some of the many opportunities that might be available to you. To find out what is going on in your community, you should contact your local Area Agency on Aging (see page 106).

Senior Community Centers (Senior Centers)

BENEFITS: Most communities have an Area Agency on Aging-supported Senior Community Center where older individuals get together for social activities, recreation, education, creative arts, physical health programs, and nutritious meals. Centers offer a variety of programs and activities including computer classes, pool/billiards leagues, Tai Chi, and travel. Centers also schedule special events and educational programs. They also work with a variety of local organizations including their Area Agency on Aging to provide access to legal assistance, health screenings, senior employment programs, and volunteering opportunities.

THOSE ELIGIBLE: Adults age 60 and older and their spouses

CONTACT: Contact the local Senior Community Center or Area Agency on Aging (see page 106) or go online to www.aging.pa.gov/SCC.

Adult Education

BENEFITS: Most public schools and many colleges and universities offer opportunities for continuing education. There are courses at entry and advanced levels covering broad areas of interest ranging from woodworking to music to philosophy. Sometimes these courses may be applied toward a degree. There is usually a charge for this instruction, although it may be reduced for older adults.

THOSE ELIGIBLE: For high school courses, all adult residents of participating school districts; for colleges or universities, any interested older adult

CONTACT: The admissions office at the college, university, or local school district office

Road Scholar

BENEFITS: Formerly Elderhostel, Road Scholar has been a not-for-profit leader in lifelong learning since 1975. Choose among 5,500 tours in all 50 states and 150 countries.

Alongside local and renowned experts, experience in-depth and behind-the-scenes learning opportunities, from cultural and study cruises to walk-

ing, biking, and more. Programs include meals, lectures, field trips, gratuities, a travel assistance plan, and accommodations.

THOSE ELIGIBLE: Adults age 40 or older

CONTACT: Road Scholar

11 Avenue de Lafayette
Boston, MA 02111-1746
Toll-free: (800) 454-5768
weekdays from 8 a.m. until 7 p.m.
www.roadscholar.org

Libraries for the Blind and Physically Handicapped

BENEFITS: These libraries offer a wide variety of services for registered Pennsylvanians, including books and magazines in Braille, large print and audio formats, as well as audio playback equipment. All services are available free and sent through the mail or available as digital downloads. These resources are in addition to the special library services maintained by all public libraries.

THOSE ELIGIBLE: All Pennsylvania residents who have difficulty reading standard print due to a visual or physical disability

CONTACT: The Regional Libraries for the Blind and Physically Handicapped, listed below.

Library for the Blind and Physically Handicapped Free Library of Philadelphia

919 Walnut St.
Philadelphia, PA 19107-5289
(215) 683-3213
Toll-free: (800) 222-1754
www.freelibrary.org/lbph

Library for the Blind and Physically Handicapped Carnegie Library of Pittsburgh

Leonard C. Staisey Bldg.
4724 Baum Blvd.
Pittsburgh, PA 15213-1389
(412) 687-2440
Toll-free: (800) 242-0586
www.carnegielibrary.org/lbph

Public Libraries

BENEFITS: Large print books, DVDs, audio books, e-books bookmobiles, mail delivery of materials, with many programs available and of special interest to older adults. Check out services and collections available online at www.powerlibrary.org.

THOSE ELIGIBLE: All residents of Pennsylvania

CONTACT: Your local library or, for further information:

The State Library of Pennsylvania

Forum Bldg., 607 South Dr.

Harrisburg, PA 17120-0600

General Information:

717-783-5968 (Monday – Friday, 8:30 a.m. to 5 p.m.)

Reading Room hours:

Tuesday, Wednesday, Thursday 9:30 a.m. to 5:00 p.m.,

and the second Saturday of each month, 9:30 a.m. to 4:30 p.m.

(717) 783-3169 membership; 783-5950 reference

Hunting and Fishing

BENEFITS: Pennsylvania residents age 65 and older can purchase hunting and fishing licenses at reduced rates of \$13.70 for a hunting license and \$11.70 for a fishing license (plus \$9.70 annually for the trout stamp). A lifetime hunting license is \$51.70, or pay \$101.70 for a lifetime license that includes hunting, furtaking, archery, and muzzleloader privileges. As of January 2016, a lifetime fishing license is \$51.70 plus \$9.70 annually to add the yearly trout stamp onto the lifetime license. (Lifetime trout stamps purchased prior to 2015 do not need to be renewed.) Free fishing licenses are available for Pennsylvania veterans with 100 percent service-connected disabilities.

THOSE ELIGIBLE: Pennsylvanians age 65 and older

CONTACT: Licenses may be purchased from sporting goods stores, county treasurer's offices or:

The Pennsylvania Game Commission Headquarters

2001 Elmerton Ave.

Harrisburg, PA 17110-9797

(717) 787-4250

Or any Game Commission Region Office listed online at www.pgc.state.pa.us

The Pennsylvania Fish & Boat Commission (PFBC) Headquarters

1601 Elmerton Ave.

Harrisburg, PA 17110

(717) 705-7800

Toll-free: (877) 707-4085

Or at any PFBC Region Office listed online at

www.fishandboat.com/dir_regions.htm

Or online at www.GoneFishingPa.com

Find local PFBC issuing agents at www.fishandboat.com/flagent.htm.

State Parks

BENEFITS: Free admission to all Pennsylvania state parks and free use of most state park facilities. People age 62 or older, with proof of age, will be given a \$4.50 reduction on the base campsite price at any campground operated by the Pennsylvania Bureau of State Parks, for any night. To receive the reduced price, an older adult must be part of the camping party.

CONTACT: Any Pennsylvania State Park Office or:

Bureau of State Parks

P.O. Box 8551

Harrisburg, PA 17105-8551

Toll-free: (888) PA PARKS [(888) 727-2757]

For reservations: www.visitpaparks.com

Reduced Fees for Dog Licenses

All dogs three months or older must be licensed by January 1 of each year. A license is a lost dog's ticket home, and it's the law.

BENEFITS: Citizens age 65 and older can purchase a dog license at a reduced price of \$6.50, or \$4.50 if the animals are spayed or neutered. Dogs with permanent identification like a microchip or tattoo number may be eligible for a lifetime license at \$31.50, or \$21.50 if the animals are spayed or neutered.

CONTACT: Your local county courthouse, Treasurer's Office. For more information, call (717) 787-3062 or visit www.licenseyourdogPA.com.

Pennsylvania Senior Games

BENEFITS: Several days of competition in various indoor and outdoor sports are held during the summer. The National Senior Games are held during alternate years at different locations across the country. Gold, silver, and bronze medals are awarded to event winners.

THOSE ELIGIBLE: Athletes who will be age 50 or older by the end of the year may participate.

CONTACT: Any Area Agency on Aging (page 106), Senior Community Center, or www.premiersportingevents.com

Pennsylvania State Senior Games

c/o Keystone State Games, Inc.

P.O. Box 1166

Wilkes-Barre, PA 18703

National Senior Games Association

www.nsga.com

State Museums and Historical Sites

BENEFITS: Reduced admission fees are offered to Pennsylvania Historical and Museum Commission museums, sites, and properties.

THOSE ELIGIBLE: Pennsylvania residents age 65 and older

CONTACT: Any Pennsylvania Historical and Museum Commission property or:

The Pennsylvania Bureau of Historic Sites and Museums
Commonwealth Keystone Bldg.
Plaza Level, 400 North St.
Harrisburg, PA 17120-0053
(717) 787-2723
www.PATrailsofHistory.com

TAXES

TAXES

Property Tax/Rent Rebate Program

BENEFITS: Older residents, widows or widowers, and disabled individuals on limited incomes may be eligible to receive rebates on money paid for property taxes or rent during the prior year. People living in subsidized rental housing may only get a rebate based on the amount they paid in rent. People residing in facilities on which property tax is paid may be eligible for rent rebates. The amount of payment varies according to income, but qualifying homeowners may receive as much as \$975.

THOSE ELIGIBLE: Pennsylvania residents who are age 65 or older, widows or widowers age 50 age or older, and permanently disabled people age 18 and older who meet the Social Security disability requirements and whose income does not exceed \$35,000 for homeowners and \$15,000 for renters. **NOTE:** Under law, individuals who received a rebate for the 2012 claim year may continue to qualify for rebates despite cost-of-living increases in Social Security benefits. Contact the program for details.

Spouses, personal representatives, or estates may also claim rebates on behalf of a deceased claimant who lived at least one day during a claim year. Claimants may exclude 50 percent of Social Security income in determining eligibility.

WHEN TO APPLY: Applications for Property Tax/Rent Rebates are accepted beginning in February of every year. All claims must be made for property tax or rent paid during the previous year.

HOW TO APPLY: There is no cost to apply. Applications and information are available at Department of Revenue district offices, legislative offices, Area Agencies on Aging (page 106), and Senior Community Centers. Older adults may also visit www.revenue.pa.gov or call toll-free (888) 222-9190.

PA DEPARTMENT OF REVENUE

Property Tax/Rent Rebate Program

P.O. Box 280503

Harrisburg, PA 17128-0503

Department Toll-Free: (888) 222-9190

www.revenue.pa.gov

Applicants may check the status of rebates online at www.revenue.pa.gov or by calling (888) 728-2937. Each claimant will need to provide his/her Social Security number, birth date, and claim year.

Federal Income Tax Preparation Assistance

BENEFITS: Some communities have programs that provide older people with free or low-cost income tax preparation assistance. Many of these programs are volunteer organizations, such as VITA (Volunteer Income Tax Assistance Program) and TCE (Tax Counseling for the Elderly). Any older adult needing assistance should bring W-2 forms, 1099 forms, a copy of the prior year's tax returns, and the current year's state and federal tax packets received by mail.

THOSE ELIGIBLE: Retirement income, veterans pensions, and Supplemental Security Income are income-tax-free for all Pennsylvania residents. Lower-income taxpayers may qualify for the Tax Forgiveness Credit.

CONTACT: For free or low-cost assistance with income tax preparation, call the IRS at (800) 906-9887 for more information or AARP®—the largest TCE participant—at (888) 227-7669. (For information on volunteering with tax assistance, see page 106.)

Pennsylvania Personal Income Tax

BENEFITS: You do not pay state income tax on retirement income (Social Security, Railroad Retirement or any pension benefits), veterans pensions, or Supplemental Security Income (SSI). Lower-income taxpayers may qualify for a refund or reduction of state income taxes through the Tax Forgiveness Program.

CONTACT: **Department of Revenue**
Taxpayer Service and Information Center
Strawberry Square, 6th Flr.
Harrisburg, PA 17128-0610
(717) 787-8201

Local Tax Exemptions

BENEFITS: Under Pennsylvania law, local governments may include special provisions in local tax ordinances. Such provisions could include exemption for all or part of local per capita, occupation or occupational privilege taxes, and exemption of assessed home improvement costs from your real property taxes.

THOSE ELIGIBLE: Any person whose annual income does not exceed a specified amount or a person who is a resident of a designated deteriorated neighborhood

NOTE: The provision of such benefits is up to your local government. Therefore, even though you may be eligible for such a program, it may not be available in your community.

CONTACT: Your local tax collector or local government officials

TRANSPORTATION

TRANSPORTATION

Pennsylvania's Free Transit Program

BENEFITS: This program provides free transit service on local bus or trolley routes anytime these services are operating (a reduced fare may be charged on commuter rails).

THOSE ELIGIBLE: Adults age 65 or older. You will need a senior citizen transit identification card to ride free. The identification card is available free of charge from participating local transit operators. An acceptable proof of age document must be shown to the transit operator to obtain the identification card.

CONTACT: Your local transit operator or:

Free Transit Program for Senior Citizens
Commonwealth Keystone Building
P.O. Box 3151
Harrisburg, PA 17105-3151
(717) 783-8025

Shared-Ride Program

BENEFITS: This program provides reduced fare transportation services to eligible older adults utilizing shared-ride transportation services. The cost to the rider under this program is 15 percent of the existing shared-ride fare; the Lottery Fund pays the remaining 85 percent portion of the fare. In some cases the 15 percent charge or a portion of the 15 percent fare may be paid by a third-party sponsor such as the local Area Agency on Aging.

THOSE ELIGIBLE: Adults age 65 and older. Proof of age is required when enrolling in the program.

CONTACT: Your local shared-ride transportation provider or your Area Agency on Aging.

The Shared-Ride Program
Commonwealth Keystone Building
P.O. Box 3151
Harrisburg, PA 17105-3151
(717) 783-8025
www.penndot.gov and search "shared ride"

Transportation for the Elderly

NOTE: Local Area Agencies on Aging (page 106) may also provide or fund transportation for older people who have special needs or where regular mass transit services are not available. This service may provide rides to

Senior Community Centers, medical appointments, and to social service agencies. Also visit www.aging.pa.gov and click on “transportation.”

Medical Assistance Transportation Program (MATP)

MATP provides transportation to medical services for MA consumers who do not have other transportation available to them. These transportation services are provided through county governments. The counties provide either transportation services directly or hire a transportation provider, depending on the transportation resources available in a county. The transportation available may be:

- Tickets or tokens to ride public transportation.
- Mileage reimbursement for use of a private car.
- Paratransit services.

THOSE ELIGIBLE: Consumer must receive Medicaid.

CONTACT: The local MATP provider and complete an application. Local providers are available through the Department of Human Services (formerly Department of Public Welfare) website at www.dhs.pa.gov.

Reduced Motor Vehicle Registration

BENEFITS: Under this program, retired adults can register their automobiles for a \$10 fee instead of the usual \$36 registration fee.

THOSE ELIGIBLE: Any Pennsylvania resident who is retired and receiving Social Security or other pension and annuities that do not exceed \$19,200 annually

CONTACT: To get the necessary form (MV-371), visit www.dmv.pa.gov and look under Driver Services, click on Mature Drivers, then look under the Retired Status Registration tab; or search for the form under Forms and Publications; or contact a local PennDOT authorized agent, Area Agency on Aging, or:

Pennsylvania Department of Transportation
Bureau of Motor Vehicles
Riverfront Office Center
1101 S. Front St.
Harrisburg, PA 17104
Toll-free: (800) 932-4600

Restricted License

BENEFITS: People who do not meet the vision standards for a driver’s license may qualify for a restricted (low vision) license. A restricted license

allows the driver to drive during daylight hours on roadways other than freeways.

THOSE ELIGIBLE: A person with visual acuity of less than 20/70 combined vision, but at least 20/100 combined vision with best correction, and 120 degrees field vision in the horizontal meridian may qualify (with a recommendation from an optometrist or physician).

CONTACT: Bureau of Driver Licensing
P.O. Box 68682
Harrisburg, PA 17106-8682
Toll-free: (800) 932-4600
TDD: (800) 228-0676 (TDD)

Identification Cards

BENEFITS: Because most establishments require a driver's license for identification, an identification card—similar in appearance to a driver's license—can be obtained by non-drivers and is accepted as a bona fide ID.

THOSE ELIGIBLE: Any Pennsylvania driver who voluntarily surrendered his/her license for medical reasons can obtain an identification card free of charge. For all others, including those who never received a license, there is a fee.

CONTACT: Any PennDOT Driver License Center. Bring along proof of IDs—a birth certificate or your old driver's license—and a Social Security card. Call (800) 932-4600 for more information about the fee.

Parking for People with Disabilities

If you have a qualifying disability and are interested in a special parking placard or plate, contact:

Pennsylvania Department of Transportation
Bureau of Motor Vehicles
P.O. Box 68268
Harrisburg, PA 17106-8268
Toll-free: (800) 932-4600
TDD: (800) 228-0676 (TDD)
www.dmv.pa.gov

Mature Driver Improvement Program

Pennsylvania has a mandated discount on auto insurance for older drivers who complete a PennDOT-approved Basic and Refresher Mature Driver Improvement course at various locations throughout the commonwealth of Pennsylvania and online. Adults age 55 and older are eligible for the discount. Courses are conducted by approved organizations including the following:

AARP Driver Safety Program

State Office

30 N. 3rd St., Ste. 750

Harrisburg, PA 17101

Toll-free: (AARP Harrisburg Office)

(866) 389-5654

Seniors For Safe Driving

Toll-free: (800) 559-4880

**American Automobile
Association (AAA)**

(Call your local office)

www.aaa.com

Toll-free: (800) AAA-HELP

OR your local Area Agency on Aging as listed on page 106.

Safe 2 Drive

www.safe2drive.com

Toll-free: (800) 763-1297

Bureau of Driver Licensing

P.O. Box 68682

Harrisburg, PA 17106-8682

www.penndot.gov or

www.dmv.pa.gov

Toll-free: (800) 932-4600

VETERANS SERVICES

VETERANS SERVICES

There are many veterans' benefits available through state, federal, and advocacy organizations. The Department of Aging has summarized some of these benefits and resources in the following pages.

State Veterans Services

BENEFITS: The Pennsylvania Department of Military and Veterans Affairs administers a variety of programs to assist veterans and their families. Special programs include the Blind Veterans Pension, Amputee and Paralyzed Veterans Pension, Disabled Veterans Property Tax Exemptions for 100 percent disabled veterans, county burial allowances for veterans and their spouses, and a Veterans Temporary Assistance program to aid veterans and their families who require help due to an unexpected loss of income. Additionally, this Department provides long-term nursing care specifically for Pennsylvania veterans in its veterans homes located in Erie, Hollidaysburg, Philadelphia, Pittsburgh, Spring City, and Scranton. Free hunting and fishing licenses are available for war-time veterans with the loss of one or more limbs, total blindness, or who are 100 percent service-connected disabled through the County Treasurer. Also available to eligible disabled veterans: reduced rates in state parks through DCNR and veterans license plates through PennDOT.

THOSE ELIGIBLE: Honorably discharged Pennsylvania veterans and their families. Each program has eligibility requirements.

CONTACT: Your County Director of Veterans Affairs to discuss benefits and eligibility (see "County Director of Veterans Affairs" on page 98). Or contact the nearest office of the Department of Military and Veterans Affairs or the website at www.dmva.pa.gov.

Office of the Deputy Adjutant General for Veterans Affairs

DMVA – ODAGVA
Bldg. S-O-47 FTIG
Annville, PA 17003
Toll-free: (800) 547-2838
www.veterans.pa.gov

Office of Veterans Affairs

1000 Liberty Ave., Ste. 1612
Pittsburgh, PA 15222
(866) 754-8636

Office of Veterans Affairs

P.O. Box 42938
Philadelphia, PA 19101
(866) 754-8637

Other state resources include:

Birth and Death Records

Division of Vital Records
(724) 656-3100

www.health.pa.gov and search under the Online Services tab

Burial Benefits:

For general information, call (800) 827-1000. For Pennsylvania-specific information, contact:

Indiantown Gap National Cemetery (Lebanon County)
(717) 865-5254

National Cemetery of the Alleghenies (Washington County)
(724) 746-4363

Washington Crossing National Cemetery (Bucks County)
(215) 504-5610

Educational Grant and Financial Aid for Veterans
Toll-free: (800) 692-7392

Employment:

Contact a Veterans Employment Representative at a Pennsylvania CareerLink® office for free job counseling, training referrals, and placement service for veterans. Veterans also receive preference in state Civil Service. Call the Civil Service Commission for details: (717) 787-6039.

Hunting/Fishing/Fur Trapper License at No Cost for Certain Disabled Veterans:

Application can be made at the County Treasurer's office.

License Plates/Placards:

Call the PA Department of Transportation (PennDOT) toll-free: (800) 932-4600.

Property Tax Exemptions:

100 percent service-connected-disabled veterans who served during a period of war or armed conflict may be eligible for a property tax exemption. Contact your County Director of Veterans Affairs for assistance with the application. County Directors of Veterans Affairs are accredited to represent veterans to the Federal VA in the execution of claims.

Federal Programs

There are also many veterans benefits available through the U.S. Department of Veterans Affairs.

BENEFITS: The U.S. Department of Veterans Affairs offers numerous programs for qualifying veterans. These include compensation and pension benefits, health care and social services, burial and memorial benefits, home loans, and education benefits. Healthcare and social services for eligible veterans include health screenings and checkups, outpatient and inpatient medical care, prosthetic devices, prescription drugs, residential and nursing facility care, and assistance to visually impaired veterans. Free and personal counseling is offered to war-time veterans by the De-

partment's Vet Centers. The U.S. Department of Veterans Affairs, through its VA Stars & Stripes Healthcare Network,* has eight medical centers in Pennsylvania. These are located in Altoona, Butler, Coatesville, Erie, Lebanon, Philadelphia, Wilkes-Barre, and Pittsburgh. In addition, the Network has numerous community-based outpatient clinics located in smaller cities around the state. Both the medical centers and clinics sponsor health fairs that offer preventive health services. (The Network also has medical centers in Wilmington, Del., and Clarksburg, W.Va.)

** The VA Stars & Stripes Healthcare Network is part of the U.S. Department of Veterans Affairs and is not affiliated with this publication. Stars and Stripes is the registered trademark of the National Tribune Corporation and is used with their permission.*

For more information about U.S. Department of Veterans Affairs benefits, please use the following resources or contact your local County Director of Veterans Affairs as follows:

CONTACT: For general information call (800) 827-1000 or visit www.va.gov. For information specifically on healthcare or social services, call (877) 222-8387.

ADVOCACY ORGANIZATIONS

The Governor's Advisory Council on Veterans Services

BENEFITS: Obtain a comprehensive listing of programs, benefits, and services for veterans and their families in Pennsylvania. The resource guide and related materials help veterans access programs and services across state agencies and commissions.

CONTACT: Phone: (800) 547-2838
Fax: (717) 861-8589
Email: RA-VA-Info@pa.gov
www.veterans.pa.gov

The Pennsylvania Veterans Foundation

BENEFITS: The Pennsylvania Veterans Foundation (PVF) is a newly formed organization whose mission is to provide assistance and support to the commonwealth's veterans and their families. One of its main goals is to ensure that Pennsylvania veterans have access to accurate up-to-date information and assistance to qualify for federal and state benefits.

CONTACT: www.paveteransfoundation.org

Protection Against Abuse and Fraud

BENEFITS: In addition to the Pennsylvania Department of Aging's Elder Abuse Hotline, the Pennsylvania Department of Banking Securities and Office of Attorney General have hotlines devoted to veterans and their families to help protect them against financial fraud and scams.

CONTACT: Department of Aging's Elder Abuse Hotline: (800) 490-8505
Department of Banking and Securities: (800) 600-0007
Office of Attorney General: (717) 783-1944

County Director of Veterans Affairs

Adams

(717) 337-9835

Allegheny

(412) 621-4357

Armstrong

(724) 548-3441

Beaver

(724) 770-4452

Bedford

(814) 623-4848

Berks

(610) 378-5601

Blair

(814) 693-3160

Bradford

(570) 265-1704

Bucks

(215) 345-3307

Butler

(724) 284-5352

Cambria

(814) 472-1590

Cameron

(814) 389-5972

Carbon

(570) 325-3986

Centre

(814) 355-6812

Chester

(610) 344-6375

Clarion

(814) 226-4000, x2601

Clearfield

(814) 765-4611, x3010

Clinton

(570) 893-4339

Columbia

(570) 387-6501, Option 2

Crawford

(814) 333-7314

Cumberland

(717) 240-6178

Dauphin

(717) 780-6356

Delaware

(610) 891-4646

Elk

(814) 776-5370

Erie

(814) 451-6265

Fayette

(724) 430-1241

Forest

(814) 755-3404

Franklin

(717) 263-4326

Fulton
(717) 485-6873

Greene
(724) 852-5275

Huntingdon
(814) 643-1360

Indiana
(724) 465-3815

Jefferson
(814) 849-3618

Juniata
(717) 436-7728

Lackawanna
(570) 963-6778

Lancaster
(717) 299-7920

Lawrence
(724) 656-2180

Lebanon
(717) 228-4422

Lehigh
(610) 782-3295

Luzerne
(570) 706-3960

Lycoming
(570) 327-2365

McKean
(814) 887-3241

Mercer
(724) 662-7511

Mifflin
(717) 248-6421

Monroe
(570) 517-3187

Montgomery
(610) 278-3285

Montour
(570) 271-3061

Northampton
(610) 829-4877

Northumberland
(570) 988-4213

Perry
(717) 582-2131

Philadelphia
(215) 686-3256

Pike
(570) 296-3563

Potter
(814) 274-8290, x210

Schuylkill
(570) 628-1400

Snyder
(570) 374-0181

Somerset
(814) 445-1551

Sullivan
(570) 946-7677

Susquehanna
(570) 278-4600, x3045

Tioga
(570) 723-8141

Union
(570) 524-8676

Venango
(814) 432-9780

Warren
(814) 728-3478

Washington
(724) 228-6865

Wayne
(570) 253-5970, x3114

Westmoreland
(724) 830-3530

Wyoming
(570) 996-2258

York
(717) 771-9218

VOLUNTEER OPPORTUNITIES

VOLUNTEER OPPORTUNITIES

Volunteer opportunities exist in every community. Such opportunities benefit both the volunteers and the people they serve. Local agencies and organizations always welcome the talent and experience older volunteers offer. If you want to donate time and service, contact your house of worship, hospital, local chapter of the American Red Cross, United Way, Area Agency on Aging, other community service project, or any of the programs listed below.

Area Agencies on Aging

BENEFITS: The Volunteer Services Program provides a wide array of opportunities for older adults to serve their community. It also provides meaningful opportunities for people of all ages to participate in providing services to older adults. The Volunteer Services Program provides short- and long-term projects that involve people of all ages who can assist the Area Agency on Aging (AAA) in the delivery of services to older adults. Where possible, these volunteer efforts are coordinated with other volunteer initiatives. Some examples of volunteer efforts are friendly visiting and telephone reassurance.

CONTACT: Your local Area Agency on Aging (page 106) or go online to aging.pa.gov/AAA

APPRISE Volunteer Counselor

BENEFITS: APPRISE is the Pennsylvania Department of Aging's State Health Insurance Program. The program helps people with Medicare understand their health insurance options to make informed decisions about their health care needs. APPRISE, a free and confidential service, is managed by coordinators at each Agency on Aging (page 106).

APPRISE has specially trained counselors who can answer questions about Medicare, Medigap, long-term care insurance, filing appeals, and preventative benefits. They also serve as advocates for people with Medicare who need help in resolving a dispute with Medicare or Medicare Advantage plans.

CONTACT: Your local Area Agency on Aging to volunteer. The APPRISE coordinator will schedule an interview with you and ask you to complete a volunteer application.

Volunteer Ombudsmen

BENEFITS: Volunteer Ombudsmen are trained members of the State Long-Term Care Ombudsman Program who work through their local Area Agencies on Aging and its subcontractors. Once training is completed,

volunteers are certified to perform ombudsmen duties. Because Volunteer Ombudsmen are resident-directed, all information is kept confidential. These volunteers significantly expand the outreach and accessibility of the Ombudsman program.

Volunteer Ombudsmen:

- Advocate on behalf of residents.
- Increase visible presence in long-term care facilities.
- Build relationships and trust to allow individuals to express concerns with greater ease.

CONTACT: To learn more about how you can support your local Ombudsman Program, contact your local Area Agency on Aging (page 106) OR

Pennsylvania Department of Aging

Office of the State Long Term Care Ombudsman

555 Walnut St., 5th Flr.

Harrisburg, PA 17101-1919

Phone: (717) 783-8975

Fax: (717) 783-3382

www.aging.pa.gov/rights

The Pennsylvania Empowered Expert Residents Program (PEERs)

BENEFITS: PEERs are residents of long-term care facilities who have been trained on basic advocacy processes. After graduating from a five-part empowerment training, residents will be equipped to help their fellow residents improve their quality of care in long-term care facilities. Not only do PEERs impact the community where they live, but they also have a voice in issues affecting all of Pennsylvania's older adults.

CONTACT: To learn more about the PEER program, contact your local area Agency on Aging.

Conservation Volunteer Program

BENEFITS: The Pennsylvania Department of Conservation and Natural Resources (DCNR) operates the Conservation Volunteer Program. You'll have the opportunity to volunteer in a state park or state forest to help build a trail, plant a flower garden, teach a group of students about wildlife, or welcome visitors to the campgrounds.

CONTACT: Your local state park or district forest office and ask for the Conservation Volunteer Coordinator or submit an application online at www.visitparks.com.

AmeriCorps

BENEFITS: AmeriCorps members serve in hundreds of nonprofit organizations and public agencies throughout the country—working to fight illiteracy, improve health services, create businesses, increase housing opportunities, or bridge the digital divide.

CONTACT: Corporation for National & Community Service

National Headquarters

1201 New York Ave., NW
Washington, DC 20525
(202) 606-5000
(202) 606-3472 (TTY)
Toll-free: (800) 942-2697
www.nationalservice.gov

State Headquarters

Bernard Brown, State Director
The Curtis Center
601 Walnut St., Ste. 876 E
Philadelphia, PA 19106
(215) 964-6352
Fax: (215) 597-2807
[Email: pa@cns.gov](mailto:pa@cns.gov)

Senior Corps

Foster Grandparents Program

BENEFITS: Foster Grandparents serve as mentors, tutors, and caregivers for at-risk children and youth with special needs through a variety of community organizations, including schools, hospitals, drug treatment facilities, correctional institutions, Head Start, and day care centers. Ineligible Foster Grandparents receive a modest, tax-free reimbursement for transportation, meals during service, an annual physical examination, and accident and liability insurance while on duty. Foster Grandparents serve 15 to 40 hours a week.

THOSE ELIGIBLE: The Foster Grandparent Program is open to people age 55 and older with limited incomes. All applicants undergo a background check and a phone interview, as well as pre-service and in-service training.

CONTACT: Your local Area Agency on Aging (page 106), the Corporation for National and Community Service at (800) 870-2616, or Retired Senior Volunteer Program (RSVP) online at www.seniorcorpsofpa.org

Retired Senior Volunteer Program (RSVP)

BENEFITS: RSVP volunteers serve in a diverse range of nonprofit organizations, public agencies, and faith-based groups. Among other activities, they mentor at-risk youth, organize neighborhood watch programs, test drinking water for contaminants, teach English to immigrants, and lend their business skills to community groups that provide critical social services. RSVP volunteers are not paid, but sponsoring organizations may reimburse them for some costs incurred during service. RSVP provides

appropriate volunteer insurance coverage, and volunteers receive pre-service orientation and in-service training from the agency or organization where they are placed.

THOSE ELIGIBLE: RSVP is open to people age 55 and older. Community and faith-based organizations receive grants to sponsor and operate RSVP projects in their community. These projects recruit older adults to serve from a few hours a month to almost full-time, though the average commitment is four hours a week. Most volunteers are paired with local community and faith-based organizations that are already helping to meet community needs.

CONTACT: Your local Area Agency on Aging (page 106), the Corporation for National and Community Service at (800) 870-2616, or Senior Companion Program online at www.seniorcorpsofpa.org

Senior Companion Program

BENEFITS: Senior Companions serve frail older adults, adults with disabilities, and those with terminal illnesses, and offer respite for caregivers. They assist their adult clients by offering companionship and friendship, assisting with simple chores, providing transportation, and adding richness to their clients' lives. Senior Companions receive the following benefits: pre-service and monthly training sessions, reimbursement for transportation, some meals during service, an annual physical, and accident and liability insurance while on duty. Income-eligible Senior Companions also receive a modest, tax-free stipend to offset the cost of volunteering.

ELIGIBILITY: Volunteers must be age 55 or older and be able to serve between 15 and 40 hours a week.

CONTACT: Corporation for National and Community Service at (800) 870-2616 or www.seniorcorpsofpa.org

Peace Corps

BENEFITS: The Peace Corps has three goals: to help people of interested countries meet their need for trained men and women; to help promote a better understanding of Americans on the part of the people served; and to help promote a better understanding of other people on the part of American citizens.

Older adults have the opportunity to share a lifetime of work and wisdom with people of developing nations who respect and appreciate age. With no upper age limit to apply, it's never too late to serve—volunteers who are well into their eighties have served and continue to serve. Older Peace Corps volunteers put their wealth of experience to work in all corners of the world and in a variety of assignments, ranging from business advising or community development to teaching English, math, or science.

CONTACT: The Peace Corps Northeast Regional Recruitment Office at (212) 352-5440 or visit www.peacecorps.gov for more information.

SCORE

BENEFITS: SCORE is a nonprofit association that provides existing and aspiring entrepreneurs with free, confidential business mentoring and low or no-cost educational workshops.

Our volunteers are experienced entrepreneurs or corporate managers/executives who offer free advice and workshops to all types businesses, in all stages of development. SCORE is a resource partner with the U.S. Small Business Administration.

ELIGIBLE: Those interested in starting or growing a business. Working and retired individuals who are interested in sharing their knowledge to help others succeed.

CONTACT: SCORE at (800) 634-0245 or www.score.org

Tax Preparation Assistance

BENEFITS: The Tax Counseling for the Elderly (TCE) Program provides free tax help to people age 60 and older. The VITA Program offers free tax help for low-to-moderate-income (\$49,000 and below) people who cannot prepare their own tax returns. Many trained volunteers are from nonprofit organizations and provide free tax counseling and basic income tax return preparation.

CONTACT: To become a volunteer, you'll need to complete and email a contact form to TaxVolunteer@irs.gov. The form can be downloaded at www.irs.gov/Individuals/IRS-Tax-Volunteers. Or to locate the nearest location, contact the IRS at (800) 906-9887 or AARP®—the largest TCE participant—at (888) 227-7669.

DIRECTORY OF AGENCIES



pennsylvania
DEPARTMENT OF AGING

The agencies listed in this section provide services to older adults in Pennsylvania. Look through these pages to find the organization closest to your home. In most cases the Area Agency on Aging will be able to help you with your needs. If the agency does not have the particular service you seek, it will direct you to the proper organization.

AREA AGENCIES ON AGING (AAAs)

Area Agencies on Aging provide and coordinate services for older adults. Call your Area Agency on Aging for information regarding transportation, health care, help at home, employment, legal aid, and other programs for older adults. The Area Agencies on Aging function under the guidance of, and partial funding from, the Pennsylvania Department of Aging.

Adams

Adams County Office for Aging,
Inc.
318 West Middle Street
Gettysburg, PA 17325
(717) 334-9296
1-800-548-3240
www.acofa.org

Bedford

Huntingdon/Bedford/Fulton AAA
240 Wood Street
P.O. Box 46
Bedford, PA 15522
(814) 623-8148
1-800-892-7903
www.nb.net/~hbfaaa

Allegheny

Allegheny County AAA
2100 Wharton Street, 2nd Floor
Pittsburgh, PA 15203
(412) 350-4234
www.alleghenycounty.us/dhs/olderadults.aspx

Berks

Berks County Office of Aging
633 Court Street
County Services Center, 8th
Floor
Reading, PA 19601-4303
(610) 478-6500
www.berksaging.org

Armstrong

Armstrong County AAA
326 South Water Street, Suite 1
Kittanning, PA 16201
(724) 548-3290
1-800-368-1066
www.co.armstrong.pa.us

Blair

Blair Senior Services, Inc.
1320 12th Avenue
Altoona, PA 16601-3308
(814) 946-1235
1-800-245-3282
www.blairsenior.org

Beaver

Beaver County Office on Aging
1020 8th Avenue
Beaver Falls, PA 15010
(724) 847-2262
1-888-548-2262
www.bcoa.us

Bradford

Bradford/Sullivan/Susquehanna
& Tioga AAA, Inc.
220 Main Street, Unit 2
Towanda, PA 18848
(570) 265-6121

Bucks

Bucks County AAA
30 East Oakland Avenue
Doylestown, PA 18901
(267) 880-5700
www.buckscounty.org

Butler

Butler County AAA
111 Sunnyview Circle, Suite 101
Butler, PA 16001-3547
(724) 282-3008
1-888-367-2434
www.co.butler.pa.us

Cambria

Cambria County AAA
Central Park Complex
110 Franklin Street, Suite 400
Johnstown, PA 15901-1831
(814) 539-5595
1-877-268-9463
www.co.cambria.pa.us

Cameron

Office of Human Services, Inc.
(Cameron/Elk/McKean)
P.O. Box A
Ridgway, PA 15853
(814) 776-2191
1-800-672-7145
www.ohsaging.com

Carbon

Carbon County AAA
401 Delaware Avenue, 3rd
Floor
Palmerton, PA 18071
(610) 824-7830
1-800-441-1315

Centre

Centre County Office of Aging
Willowbank Office Building
420 Holmes Street
Bellefonte, PA 16823-1488
(814) 355-6716
www.co.centre.pa.us/521.htm

Chester

Department of Aging Services
601 Westtown Road, Suite 130
P.O. Box 2747
West Chester, PA 19380-0990
(610) 344-6350
1-800-692-1100
www.chesco.org/aging

Clarion

Clarion Area Agency on Aging,
Inc.
12 Grant Street
Clarion, PA 16214
(814) 226-4640

Clearfield

Clearfield County AAA, Inc.
103 North Front Street
P.O. Box 550
Clearfield, PA 16830
(814) 765-2696
1-800-225-8571
www.ccaaa.net

Clinton

Lycoming/Clinton STEP Office
of Aging
P.O. Box 3156
2138 Lincoln St.
Williamsport, PA 17701
(570) 323-3096
Toll-free: (800) 332-8555
www.stepcorp.org

Columbia

Columbia/Montour Aging
Office, Inc.
702 Sawmill Road, Suite 201
Bloomsburg, PA 17815-7727
(570) 784-9272
1-800-598-5001
www.cmaaa15.org

Crawford

Crawford County
1034 Park Avenue
Meadville, PA 16335
(814) 336-1792
www.activeaging.org

Cumberland

Cumberland County Office
of Aging & Community
Services
1100 Claremont Road
Carlisle, PA 17015-8560
(717) 240-6110
1-888-697-0371 x6110
www.ccpa.net/aging

Dauphin

Dauphin County AAA
Administration Building, 3rd
Floor
Two S. 2nd Street
P.O. Box 1295
Harrisburg, PA 17101-2025
(717) 780-6130
1-800-328-0058
www.dauphinc.org

Delaware

Delaware County Office of
Services for the Aging
206 Eddystone Avenue, 2nd
Floor
Eddystone, PA 19022-1594
610-490-1300
1-800-416-4504
www.delcosa.org

Elk

Office of Human Services, Inc.
(Cameron/Elk/McKean)
P.O. Box A
Ridgway, PA 15853
(814) 776-2191
1-800-672-7145
www.ohsaging.com

Erie

Greater Erie Community Action
Committee
18 West Ninth Street
Erie, PA 16501
(814) 459-4581
1-800-769-2436
www.gecac.org

Fayette

Southwestern PA AAA, Inc.
(Fayette/Greene/
Washington)
305 Chamber Plaza
Charleroi, PA 15022-1607
(724) 489-8080
1-888-300-2704
www.swpa-aaa.org

Forest

Experience, Inc.–AAA (Forest/
Warren)
905 4th Avenue
Warren, PA 16365
(814) 726-1700
1-800-281-6545
www.experienceinc.org

Franklin

Franklin County AAA
600 Norland Avenue, Suite 11
Chambersburg, PA 17201
(717) 263-2153
1-800-642-6990

Fulton

Huntingdon/Bedford/Fulton AAA
240 Wood Street
P.O. Box 46
Bedford, PA 15522
(814) 623-8148
1-800-892-7903
www.nb.net/~hbfaaa

Greene

Southwestern PA AAA, Inc.
(Fayette/Greene/
Washington)
305 Chamber Plaza
Charleroi, PA 15022-1607
(724) 489-8080
1-888-300-2704
www.swpa-aaa.org

Huntingdon

Huntingdon/Bedford/Fulton AAA
240 Wood Street
P.O. Box 46
Bedford, PA 15522
(814) 623-8148
1-800-892-7903
www.nb.net/~hbfaaa

Indiana

Aging Services, Inc.
1055 Oak Street
P.O. Box 519
Indiana, PA 15701-0519
(724) 349-4500
www.agingservicesinc.com

Jefferson

Jefferson County AAA
186 Main Street
Brookville, PA 15825
(814) 849-3096
1-800-852-8036
www.jcaaa.org

Juniata

Mifflin/Juniata AAA, Inc.
249 West Third Street
Lewistown, PA 17044-0750
(717) 242-0315
1-800-348-2277
www.mjaaa.com

Lackawanna

Lackawanna County AAA
Lackawanna County Office
Building
200 Adams Avenue
Scranton, PA 18503
(570) 963-6740, ext 1401
www.lackawannacounty.org

Lancaster

Lancaster County Office of
Aging
150 North Queen Street, Suite
415
Lancaster, PA 17603
(717) 299-7979
1-800-801-3070
[www.co.lancaster.pa.us/
lanco_aging](http://www.co.lancaster.pa.us/lanco_aging)

Lawrence

Lawrence County AAA
Shenley Square
2706 Mercer Road
New Castle, PA 16105-1422
(724) 598-5105
www.ccpgh.org/challenges

Lebanon

Lebanon County AAA
710 Maple Street
2nd Floor—Senior Centers
Lebanon, PA 17046
(717) 273-9262
www.lebcounty.org

Lehigh

Lehigh County Office of Aging
& Adult Services
17 South 7th Street, Room 230
Allentown, PA 18101-2400
(610) 782-3034
www.lehighcounty.org

Luzerne

Luzerne/Wyoming Counties
Area Agency on Aging
111 North Pennsylvania
Boulevard
Wilkes-Barre, PA 18701
(570) 822-1158
www.aginglw.org

Lycoming

STEP Office of Aging
(Lycoming/Clinton)
2138 Lincoln Street
Williamsport, PA 17701
(570) 323-3096
1-800-332-8555

McKean

Office of Human Services, Inc.
(Cameron/Elk/McKean)
P.O. Box A
Ridgway, PA 15853
(814) 776-2191
1-800-672-7145
www.ohsaging.com

Mercer

Mercer County AAA, Inc.
133 North Pitt Street
Mercer, PA 16137-1206
(724) 662-6222
1-800-570-6222
www.mercercountyaging.org

Mifflin

Mifflin/Juniata AAA, Inc.
249 West Third Street
Lewistown, PA 17044-0750
(717) 242-0315
1-800-348-2277
www.mjaaa.com

Monroe

Monroe County AAA
724B Phillips Street, Suite 102
Stroudsburg, PA 18360-2242
(570) 420-3735
1-800-498-0330
www.co.monroe.pa.us

Montgomery

Montgomery County Aging &
Adult Services
Human Services Center
1430 DeKalb Street
P.O. Box 311
Norristown, PA 19404-0311
(610) 278-3601
www.montcopa.org/mcaas

Montour

Columbia/Montour Aging
Office, Inc.
702 Sawmill Road, Suite 201
Bloomsburg, PA 17815-7727
(570) 784-9272
1-800-598-5001
www.cmaaa15.org

Northampton

Northampton County AAA
2801 Emrick Boulevard
Bethlehem, PA 18020-8015
(610) 829-4540
1-800-322-9269
www.northamptoncounty.org

Northumberland

Northumberland County AAA
322 North Second Street
Sunbury, PA 17801
(570) 495-2395
1-877-622-2251
<http://web.norricopa.net/aging>

Perry

Perry County AAA
315 Keystone Way
New Bloomfield, PA 17068
(717) 582-5128
1-866-926-5118

Philadelphia

Philadelphia Corporation for
Aging
642 North Broad Street
Philadelphia, PA 19130-3409
(215) 765-9000
www.pcaphl.org

Pike

Pike County AAA
150 Pike County Boulevard
Hawley, PA 18428
(570) 775-5550
1-800-233-8911
www.pikeaaa.org

Potter

Potter County Human Services
AAA
62 North Street
P.O. Box 241
Roulette, PA 16746-0241
(814) 544-7315
1-800-800-2560
www.pottercountyhumansvcs.org

Schuylkill

Schuylkill County Office of
Senior Services
110 East Laurel Boulevard
Pottsville, PA 17901
(570) 622-3103
www.co.schuylkill.pa.us/Offices/HumanServices/SeniorServices/SeniorServices.asp

Snyder

Union/Snyder Agency on Ag-
ing, Inc.
116 North Second Street
Lewisburg, PA 17837
(570) 524-2100
1-800-533-1050
www.usaaa17.org

Somerset

AAA of Somerset County
1338 South Edgewood Avenue
Somerset, PA 15501
(814) 443-2681
1-800-452-0825
www.somersetaaa.org

Sullivan

Bradford/Sullivan/Susquehanna
& Tioga AAA, Inc.
220 Main Street, Unit 2
Towanda, PA 18848
(570) 265-6121

Susquehanna

Bradford/Sullivan/Susquehanna
& Tioga AAA, Inc.
220 Main Street, Unit 2
Towanda, PA 18848
(570) 265-6121

Tioga

Bradford/Sullivan/Susquehanna
& Tioga AAA, Inc.
220 Main Street, Unit 2
Towanda, PA 18848
(570) 265-6121

Union

Union/Snyder Agency on
Aging, Inc.
116 North Second Street
Lewisburg, PA 17837
(570) 524-2100
1-800-533-1050
www.usaaa17.org

Venango

Venango County Older Adult
Services
1 Dale Avenue
Franklin, PA 16323
(814) 432-9711
1-866-452-4464
www.co.venango.pa.us/aging

Warren

Experience, Inc.—AAA (Forest/
Warren)
905 4th Avenue
Warren, PA 16365
(814) 726-1700
1-800-281-6545
www.experienceinc.org

Washington

Southwestern PA AAA, Inc.
(Fayette/Greene/
Washington)
305 Chamber Plaza
Charleroi, PA 15022-1607
(724) 489-8080
1-888-300-2704
www.swpa-aaa.org

Wayne

Wayne County AAA
323 Tenth Street
Honesdale, PA 18431
(570) 253-4262, x3179
www.co.wayne.pa.us

Westmoreland

Westmoreland County AAA
200 South Main Street
Greensburg, PA 15601
(724) 830-4444
1-800-442-8000
www.co.westmoreland.pa.us

Wyoming

Luzerne/Wyoming Counties
Area Agency on Aging
111 North Pennsylvania
Boulevard
Wilkes-Barre, PA 18701
(570) 822-1158
www.aginglw.org

York

York County AAA
100 West Market Street, Suite
102
York, PA 17401-1341
(717) 771-9610
1-800-632-9073
www.ycaaa.org

COUNTY ASSISTANCE OFFICES

(Dept. of Human Services, formerly DPW)

County Assistance Office can provide information on SNAP, formerly known as food stamps, Medical Assistance (page 69), the Temporary Assistance for Needy Families or TANF program, and many other special services. The locations and phone numbers of the county offices are listed below.

Adams

Gettysburg, 17325
(717) 334-6241
(800) 638-6816

Allegheny

Pittsburgh, 15222
(412) 565-2146

Armstrong

Kittanning, 16201
(724) 543-1651
(800) 424-5235

Beaver

Rochester, 15074
(724) 773-7300
(800) 653-3129

Bedford

Bedford, 15522
(814) 623-6127
(800) 542-8584

Berks

Reading, 19602
(610) 736-4211
(866) 215-3912

Blair

Altoona, 16601
(814) 946-7111
(866) 812-3341

Bradford

Towanda, 18848
(570) 265-9186
(800) 542-3938

Bucks

Bristol, 19007
(215) 781-3300
(800) 362-1291

Butler

Butler, 16001
(724) 284-8844
(866) 256-0093

Cambria

Johnstown, 15901
(814) 533-2491
(877) 315-0389

Cameron

Emporium, 15834
(814) 486-3757
(877) 855-1824

Carbon

Lehighton, 18235
(610) 577-9020
(800) 314-0963

Centre

State College,
16801
(814) 863-6571
(800) 355-6024

Chester

Thorndale, 19372
(610) 466-1000
(888) 814-4698

Clarion

Clarion, 16214
(814) 226-1700
(800) 253-3488

Clearfield

Clearfield, 16830
(814) 765-7591
(800) 521-9218

Clinton

Lock Haven,
17745
(570) 748-2971
(800) 820-4159

Columbia

Bloomsburg,
17815
(570) 387-4200
(877) 211-1322

Crawford

Meadville, 16335
(814) 333-3400
(800) 527-7861

Cumberland

Carlisle, 17013
(717) 240-2700
(800) 269-0173

Dauphin

Harrisburg, 17110
(717) 787-2324
(800) 788-5616

Delaware

Chester, 19013
(610) 447-5500

Elk

Ridgway, 15853
(814) 776-1101
(800) 847-0257

Erie

Erie, 16512
(814) 461-2000
(800) 635-1014

Fayette

Uniontown, 15401
(724) 439-7015
(877) 832-7545

Forest

Tionesta, 16353
(814) 755-3552
(800) 876-0645

Franklin

Chambersburg,
17201
(717) 264-6121
(877) 289-9177

Fulton

McConnellsburg,
17233
(717) 485-3151
(800) 222-8563

Greene

Waynesburg,
15370
(724) 627-8171
(888) 410-5658

Huntingdon

Huntingdon,
16652
(814) 643-1170
(800) 237-7674

Indiana

Indiana, 15701
(724) 357-2900
(800) 742-0679

Jefferson

Punxsutawney,
15767
(814) 938-2990
(800) 242-8214

Juniata

Mifflintown, 17059
(717) 436-2158
(800) 586-4282

Lackawanna

Scranton, 18503
(570) 963-4525
(877) 431-1887

Lancaster

Lancaster, 17604
(717) 299-7411

Lawrence

New Castle, 16101
(724) 656-3000
(800) 847-4522

Lebanon

Lebanon, 17042
(717) 270-3600/
3623
(800) 229-3926

Lehigh

Allentown, 18101
(610) 821-6509
(877) 223-5959

Luzerne

Wilkes-Barre,
18711
(570) 826-2100
(866) 220-9320

Lycoming

Williamsport,
17703
(570) 327-3300
(877) 867-4014

McKean

Bradford, 16701
(814) 362-4671
(800) 822-1108

Mercer

Hermitage, 16148
(724) 983-5000
(800) 747-8405

Mifflin

Lewistown, 17044
(717) 248-6746
(800) 382-5253

Monroe

Stroudsburg,
18360
(570) 424-3030
(877) 905-1495

Montgomery

Norristown, 19401
(610) 270-3500
(877) 398-5571

Montour

Danville, 17821
(570) 275-7430
(866) 596-5944

Northampton

Easton, 18044
(610) 250-1700
(800) 349-5122

Northumberland

Sunbury, 17801
(570) 988-5900
(800) 368-8390

Perry

New Bloomfield,
17068
(717) 582-2127
(800) 991-1929

Philadelphia

Philadelphia,
19107
(215) 560-7226

Pike

Milford, 18337
(570) 296-6114
(866) 267-9181

Potter

Coudersport,
16915
(814) 274-4900
(800) 446-9896

Schuylkill

Pottsville, 17901
(570) 621-3000
(877) 306-5439

Snyder

Selinsgrove,
17870
(570) 374-8126
(866) 713-8584

Somerset

Somerset, 15501
(814) 443-3681
(800) 248-1607

Sullivan

Laporte, 18626
(570) 946-7174
(877) 265-1681

Susquehanna

Montrose, 18801
(570) 278-3891
(888) 753-6328

Tioga

Wellsboro, 16901
(570) 724-4051
(800) 525-6842

Union

Lewisburg, 17837
(570) 524-2201
(877) 628-2003

Venango

Franklin, 16323
(814) 437-4341
(877) 409-2424

Warren

N. Warren, 16365
(814) 723-6330
(800) 403-4043

Washington

Washington,
15301
(724) 223-4300
(800) 835-9720

Wayne

Honesdale, 18431
(570) 253-7100
(877) 879-5267

Westmoreland

Greensburg,
15601
(724) 832-5200
(800) 905-5413

Wyoming

Tunkhannock,
18657
(570) 836-5171
(877) 699-3312

York

York, 17405
(717) 771-1100

PENNSYLVANIA ORGANIZATIONS

AARP

PA State Office
30 N. 3rd St., Ste. 750
Harrisburg, PA 17101
(866) 389-5654
www.aarp.org

Action Alliance of Senior Citizens

1319 Locust St., 2nd Fl.
Philadelphia, PA 19107
(215) 735-3160
www.pcacares.org

Alzheimer's Association

Delaware Valley Chapter
399 Market St., Ste. 102
Philadelphia, PA 19106
(215) 561-2919
www.alz.org/delval

Greater Pennsylvania Chapter
2595 Interstate Dr., Ste. 100
Harrisburg, PA 17110
(717) 651-5020
www.alz.org/pa

Equality Pennsylvania (EQPA)

*Organization advocating
for lesbian, gay, bisexual,
and transgender (LGBT)
Pennsylvanians*
202 State St.
Harrisburg, PA 17101
(717) 319-5210
info@equalitypa.org
www.equalitypa.org

Leading Age PA

*An association of nonprofit
senior service organizations*
1100 Bent Creek Blvd.
Mechanicsburg, PA 17050
(717) 763-5724
(800) 545-2270
www.leadingagepa.org

Pennsylvania Association of Retired State Employees

2929 Gettysburg Rd., Ste. 1
Camp Hill, PA 17011
(717) 731-9522
(888) 809-7429
www.parseofpa.org

Pennsylvania Council on Aging

555 Walnut St., 5th Fl.
Harrisburg, PA 17101-1919
(717) 787-4644

Pennsylvania Health Care Association

315 N. 2nd St.
Harrisburg, PA 17101
(717) 221-1800
www.phca.org

United Way of PA

909 Green St.
Harrisburg, PA 17102
(717) 238-7365
www.uwp.org

SOCIAL SECURITY ADMINISTRATION OFFICES IN PENNSYLVANIA

For all PA offices call:

(800) 772-1213;

TTY: (800) 325-0778

www.ssa.gov

Allentown, 18102 41 N. 4th St.	Fairless Hills, 19030 444 Lincoln Highway
Altoona, 16602 303 Cayuga Ave.	Greensburg, 15601 122 W. 3rd St.
Ambridge, 15003 120 Merchant St.	Harrisburg, 17101 555 Walnut St., Ste. 810
Belle Vernon, 15012 800 Plaza Dr., Ste. 320	Hazleton, 18201 88 S. Laurel St.
Bethlehem, 18018 555 Main St.	Hermitage, 16148 2380 Garden Way
Bloomsburg, 17815 700 Market St.	Indiana, 15701 Professional Center, Ste. 310 1265 Wayne Ave.
Butler, 16001 102 Woody Dr.	Johnstown, 15901 334 Washington St., Ste. 225
Carlisle, 17013 200 S. Spring Garden St.	Kittanning, 16201 Highlands Business Center 159 Butler Road, Ste. 1
Chambersburg, 17201 50 N. 3rd St.	Lancaster, 17601 1809 Olde Homestead Ln., Ste. 104
Chester, 19013 807 Crosby St.	Lebanon, 17042 924 Russell Dr.
Cranberry, 16319 80 Regina Dr.	Lewistown, 17044 208 W. 3rd St.
DuBois, 15801 302 Liberty Blvd.	McKeesport, 15132 540 5th Ave.
Easton, 18042 134 S. 4th St.	Meadville, 16335 19063 Park Ave. Plaza
Erie, 16501 Highmark Bldg., Ste. 500 717 State St.	Monroeville, 15146 400 Oxford Dr., Ste. 210

New Castle, 16105
1708 Wilmington Rd.

New Kensington, 15068
707 5th Ave.

Norristown, 19401
1700 Markley St., 1st Fl.

Philadelphia (Northeast), 19114
2373 Welsh Rd.

Philadelphia (South), 19145
Stadium Plaza
3336 S. Broad St.

Philadelphia, 19102
2 Penn Center, Ste. 2000A
1500 JFK Blvd., 20th Fl.

Philadelphia, 19144
701 Chelten Ave.

Philadelphia, 19134
Imperial Plaza, Ste. 10
3400 Aramingo Ave.

Philadelphia, 19132
2929 N. Broad St.

Philadelphia, 19104
4240 Market St.

Pittsburgh, 15222
921 Penn Ave.

Pittsburgh (Mt. Lebanon), 15228
650 Washington Rd., Ste. 120

Pittsburgh (East Liberty), 15206
6117 Station St.

Pottsville, 17901
2221 W. Market St., Ste. 200

Reading, 19601
201 Penn St., Ste. 200

Royersford, 19468
39 W. Ridge Pike

Scranton, 18503
Oppenheim Bldg., 1st Fl.
409 Lackawanna Ave.

Selinsgrove, 17870
150 Susquehanna Valley Mall
Dr.

State College, 16801
901 University Dr., Ste. 2

East Stroudsburg, 18360
9090 Franklin Hill Rd., Ste. 101

Towanda, 18848
1 Elizabeth St., Ste. 1

Uniontown, 15401
942 Morgantown St.

Upper Darby, 19082
8645 West Chester Pike

Washington, 15301
95 W. Beau St., Ste. 10

West Chester, 19382
1101 West Chester Pike

Wilkes-Barre, 18702
Stegmaier Bldg., Ste. 102
7 N. Wilkes-Barre Blvd.

Williamsport, 17701
240 W. 3rd St., Ste. 100

York, 17402
2670 Industrial Hwy., Ste. 2

WEBSITES

Pennsylvania Department of Aging

aging.pa.gov

Commodity Supplemental Food Program

www.fns.usda.gov/fdd/programs/csfp

Medicare

www.medicare.gov OR call Toll-free (800) MEDICARE [(800) 633-4227]

Pennsylvania Adult/Older Adult Suicide Prevention Coalition

www.preventsuicidepa.org

Pennsylvania Department of Health

www.health.pa.gov

Pennsylvania Department of Human Services (formerly “Department of Public Welfare”)

www.dhs.state.pa.us

Pennsylvania Housing Search

www.PAHousingSearch.com

Pennsylvania Portal

www.pa.gov

PA Recovery and Resiliency (Office of Mental Health & Substance Abuse Services)

www.parecovery.org

Social Security

www.ssa.gov

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