



HELP IN THE COMMUNITY



Community Programs: Learn about organizations in your community that offer free and low-cost programs to help you stay engaged and connected with others.

Community Health Programs: From prescription drugs to dental care, find health services that help fill in the gaps of medical coverage.

Transportation Options: Learn different options for getting around town.

Housing and Utilities: Learn about affordable housing and assistance with utility bills.



Community Programs

If you're helping someone who's uncomfortable with the idea of accepting services and supports, start by looking close to home with informal support.

Senior centers, churches, temples, and charitable organizations offer a goldmine of resources and people who can help you figure out what's available in your local community.

Every area of the state is unique. The type of services offered to seniors and people with disabilities reflect the diverse needs and nature of each county, city and neighborhood.

The next few pages list the programs typically found in most communities throughout Washington.

“In talking to my parents about the services they needed, I might as well have been talking about going to the moon.

So I started with people and places they were already familiar with, like their church, which has all kinds of help. That made it easier for them to think about other services later on.” Anita G.

Adult Day Services

Adult day care is a daytime program for adults who need some level of care but not the same level of care provided by an RN or rehabilitative therapist. Services in most adult day care programs include help with personal care, social activities,

classes, routine health monitoring, meals and snacks, coordination of transportation, first aid, and emergency care.

Adult day health is a daytime program for adults who need skilled

nursing care or a licensed rehabilitative therapist. An adult day health center provides skilled nursing services, counseling, therapy (physical, occupational, speech, or audiology), personal care services, social services, general therapeutic activities, health education, nutritional meals and snacks, and supervision.

How to Pay: The typical cost for private pay ranges from \$40-\$65 per day, or an hourly rate of \$10-\$12 (2008 average estimated cost). Fees may be waived or reduced through



scholarships offered by some adult day service providers.

Adult Day Services may also be publicly-funded through programs such as Medicaid for individuals with low-income.

Note: Medicare does not pay for Adult Day Services.

To find the nearest Adult Day Services program, contact the **Washington Adult Day Services Association:**

 **1-888-609-2372**

Companion Programs

Senior Companions serve adults who need extra assistance to live independently in their own homes or communities.

These programs benefit older adults, adults with disabilities, those with terminal illnesses, and offer respite for caregivers.

There are four Senior Companion Programs in Washington State.

Each program is sponsored by a local organization. Services vary depending on the needs of each area, but may include: help paying bills, help reading and writing, someone to visit and (in some areas) transportation.

How to Pay: Services are free to anyone.

Grays Harbor/Thurston and Pacific Counties:

 360-532-9542 or

 888-532-9542

King County:

 206-329-0515

Pierce/Kitsap Counties:

 253-272-8433

Yakima/Benton/Franklin Counties:

 509-946-4645

Meals and Food Assistance

Home Delivered Meals

Meal and nutrition programs are offered to seniors and persons with disabilities who are unable to leave their homes.

Programs vary greatly. Meal delivery

programs, such as Meals on Wheels, are contracted with local agencies (such as a senior center).

How to Pay: For most meal delivery programs, eligible persons may be able to make voluntary donations toward the cost of the meals.

Basic Food Benefits, in the form of a Quest Card (see next page), may be accepted from participants as contributions toward the cost; and some individuals on COPES are authorized to receive home-delivered meals.

Cost is based on a sliding fee scale. Depending on the availability of funds, fees may be waived for people who cannot afford to pay.

How to Apply: Contact your local Area Agency on Aging to find the organization or agency contracted to provide meal delivery services. The contracting agency does a brief assessment to determine eligibility.

For a list of AAAs, see page 105-107

in the Government Directory of this guide, or visit:

 www.adsa.dshs.wa.gov

(Click on Find Local Services)

Group Meals

Also known as congregate meals, group meals are offered at various community locations, such as a senior center, tribal center or community center.

How to Pay: Meals for persons age 60 and older are typically available through voluntary donations toward the cost of the meals. Basic Food Benefits might be accepted as contributions; and with some exceptions, persons under 60 would pay full price.

How to Apply: Just show up. You can get a list of on-site meal programs from your local Area Agency on Aging.

Washington Basic Food Program

Once known as “food stamps” this program issues Electronic Benefits

Transfer (EBT) Cards, also called “Quest Cards.” The Quest card is used like a debit card to purchase food items at stores.

How to Apply: Contact your local Community Services Office. For the number of the office nearest you, call the Aging and Disability Services Administration Helpline:

 **1-800-422-3263**

Or apply online:

 https://fortress.wa.gov/dshs/f2ws03esaapps/onlineapp/introduction_1.asp

Food Banks

Hundreds of food banks exist throughout the state. No one is turned away.

How to Apply: Just show up.

To find a food bank near you, contact Northwest Harvest:

 **1-800-722-6924**

For a statewide map of food banks:

 www.cted.wa.gov/maps/

Senior Farmers Market Nutrition Program

The Senior Farmers Market Nutrition provides fresh fruit and vegetables to seniors with lower income. It also supports local farming by increasing the use of farmers markets, roadside stands, and community supported agriculture.

Produce is also purchased directly from farmers for delivery to seniors. The program is funded by the U.S. Department of Agriculture (USDA), State of Washington funds, and some local area funds.

The program operates June through October.

Eligibility: Seniors whose income is below 185% of Federal Poverty Level, (\$1,670/mo for one in 2009) AND who are age 60 and older.

How it works: Eligible seniors may use the program in one of two ways:

1. Redeem farmers market checks worth a total of \$40 for produce at

authorized farmers markets or roadside stands.

-OR-

2. Local produce is purchased directly from farmers and delivered to eligible homebound seniors or to meal sites and senior housing for pick up by seniors.

For information on how to apply for benefits, contact the program coordinator in your area (listed under “Meals & Food Assistance” in the Topical Directory of this guide).

Personal Emergency Response Systems

Home medical alert systems, sometimes called Personal Emergency Response Systems are very helpful for adults at risk for falling or who have a fear of falling; limited mobility; medication concerns; or medical conditions.

How it works:

An electronic device is provided that allows you to get help in an

emergency.

The system is connected to your phone, or you can wear a portable “help” button.

When activated, staff at a response center will call 911 or take whatever action has been pre-arranged by the subscriber (such as calling people you’ve identified as emergency contacts).

Cost:

Personal Emergency Response Systems may be covered for individuals enrolled in the Medicaid Community Options Entry System. (See previous section for more on COPES).

If you’re paying for the service yourself, the monthly fees vary (ranging from \$25 to \$40), and there are activation charges.

Installation and monitoring fees may apply (unless you are receiving the service through a publicly-funded source).

Examples of businesses that sell medical alert systems:

ADT Companion Service:

 **1-800-209-7599**

 www.adt.com

Lifeline:

 **1-800-380-3111**

 www.lifelinesys.com

Link-to-Life:

 **1-888-337-5433**

 www.link-to-life.com

Telephone Reassurance

Many communities have a program to reassure persons living alone that they will be contacted daily.

Some of these programs are volunteer-based and others are automated calling systems that ask you to respond if you are okay or to request emergency or non emergency help if you need it.

Who to Contact: Call your local Area Agency on Aging (AAA) to find out if a telephone reassurance program is offered in your area. Look in the directory of this guide, under

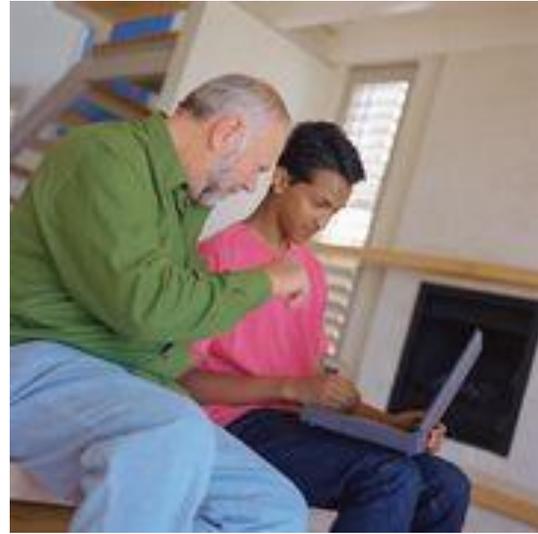
State Government, for the number of the AAA nearest you.

NOTE: The response time of telephone reassurance is limited to the availability and response of the personal contacts you have pre-selected (such as friends, neighbors, relatives). **Telephone reassurance is not for life-threatening emergencies. It is a safety net. In the event of an emergency, call 9-1-1.**

Guardian Calls is an example of a statewide, computerized monitoring service that makes one to six pre-recorded, pre-scheduled calls to make sure you're okay. The fee for either service is \$20.00 per month. No one is refused for the lack of funds.

 **1-360-275-9385**

 **www.guardiancalls.com**



Volunteer Chore Services

Low-income seniors and people with disabilities who don't qualify for other publicly funded supports may be eligible for Volunteer CHORE services, which include transportation, light housekeeping, and shopping. Services are free.

How to Apply: Call or visit your local Area Agency on Aging.

Additional Community Resources

Senior Centers

Senior centers are designated as community focal points through the Older Americans Act.

Many senior centers are supported by government and local non-profit organizations, while others receive funds from organizations such as the YMCA, United Way and Catholic Charities.

The services they offer may include adult day health, meal and nutrition programs, respite, recreation, and educational classes.

Some services, such as on-site meals,

are available to any senior who walks in the door (sliding scale fee applies). Other services are based on eligibility.

Contact your local Area Agency on Aging for the senior center in your area, or look in the Yellow Pages of your phone book, under Senior Citizens' Service Organizations.

Public Libraries

Public libraries provide free internet service, interesting classes and workshops, lectures, books on tape, opportunities to volunteer, and people who know how to find anything and everything (that would be librarians, of course).

Community and Faith Based Organizations

Association of Jewish Family & Children's Services

The Association of Jewish Family & Children Services acts as a telephone bridge to link concerned family members of elderly persons living in

distant cities with Jewish Family Service Agencies in the community where their loved one lives.

Located in Seattle and Spokane.

 **1-800-634-7346**

 **www.ajfca.org**

Catholic Charities

Catholic Charities provides social services to individuals in need, including family support, respite care and home care services. Serving people of all faiths. Eligibility varies by program.

 www.catholiccharitiesinfo.org

Faith in Action

Faith in Action is a network of interfaith volunteer caregiving programs across the country. Volunteers shop, cook, drive or just check in on those with long-term health needs. Eligibility varies by program.

 **1-877-324-8411**

 www.fianationalnetwork.org

Lutheran Services

Lutheran Services provides services ranging from health care to disaster response, as well as care for older adults.

 **1-800-664-3848**

 www.lutheranservices.org

St. Vincent de Paul Society

The St. Vincent de Paul Society provides services ranging from food and nutrition programs, emergency financial assistance, emergency transportation, and homemaker services to anyone in need.

Look in the Yellow Pages of the phone book, under Charities.



Community Health Programs

Whether you have public or private health insurance, there's always something that's not fully covered.

Community organizations and agencies offer several low-cost and free programs for health services—from discounts on vision care to hearing and eye care.

Community Health Services

The Community Health Services (CHS) program is one of Washington State's primary commitments to ensuring access to primary care for uninsured people.

The CHS grant program allocates state dollars to nearly 150 non-profit community health clinics that provide medical and dental care regardless of an individual's ability to pay (sliding fee applies).

For a list of community health clinics in your area, call Community Health Services:

 **360-923-2777**



Or visit:

 **www.hca.wa.gov/chs/clinics.html**

Dental Care

The Washington State Dental Association (WSDA) Outreach is a discount dental care program for people with disabilities, seniors, elderly, and Alzheimer's patients who are on limited incomes and have no dental insurance or Medicaid dental coupons.

Patients who qualify get a 25 percent discount from participating Washington State Dental Association dentists.

To qualify:

In 2009, patients must have: an annual income under \$24,500; a family income (two person or more household) under \$33,000; and no dental insurance or Medicaid dental coupons. Seniors must be over age 65, but there is no age limit for Alzheimer's patients or adults with disabilities.

Seniors and people with Alzheimer's: Call your local Area

Agency on Aging office (see directory in the back of this guide).

Adults with Disabilities: Call the Washington Oral Health Foundation:

 **1-800-448-3368**

 **1-206-448-1914**

Eye Care

Seniors EyeCare Program, formerly known as National Eye Care Project (NECP) ensures that every senior has access to medical eye care and promotes annual, dilated eye exams.

Under this program, if you are a U.S. citizen or legal resident age 65 and older, have not seen an ophthalmologist in the last three years or more, and do not belong to an HMO or have Veteran's vision care, you can call for the name of a volunteer ophthalmologist in your area.

Volunteer ophthalmologists will accept Medicare or other insurance as full payment, with no additional payment from you. If you don't have

any insurance, the eye care is free.

The ophthalmologist will treat any condition he or she diagnoses during that first visit.

If ongoing care is required for the condition, it will be provided free through this program for one year.

 **1-800-222-3937**

SightLife, operated by the Northwest Lions Foundation for Sight and Hearing, provides sight-restoring cornea implants and is one of the leading eye banks in the nation.

 **1-800-847-5786**

 **www.sightlife.org**

Hearing

Northwest Lions Foundation for Sight and Hearing provides assistance to people with disabilities and low-income for hearing screening and assistive devices on a case-by-case basis.

Northwest Lions Foundation for Sight and Hearing offers a Hearing Aid

Bank for persons with no ability to pay and the AUDIENT program for persons who can participate financially in their hearing care. For information, call:

 **1-800-847-5786**

Medical Equipment and Supplies

The correct piece of equipment can mean the difference between isolation and independence, mobility, and an active community life.

Wheelchairs, hospital beds, respiratory equipment, prosthetic and orthotic devices, splints, crutches, trusses, and braces—called Durable Medical Equipment—are examples of supplies covered by Medicare, Medicaid, and private insurance, although coverage and co-pays vary. Some medical equipment and supply companies offer pharmacy and infusion services, where a nurse administers medication and/or nutritional formulas to patients and

teaches them the proper techniques for self-administration.

Some companies also provide respiratory therapy services to help individuals use breathing equipment.

Insurance plans may require you to use specific suppliers that are under contract with the plan, so be sure to look at the specifics of your plan. In most cases, a prescription is required by your physician.

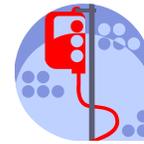
Check it Out

Some communities have free medical equipment banks from which people can borrow or receive equipment such as wheelchairs, lifts, and walkers.



Check with your local Area Agency on Aging, Independent Living Center, or charitable organizations to find out if such a service exists in your area. (See Directory of Resources.)

Make sure the equipment has been repaired and inspected.



Infusion Therapy

Pharmaceutical and infusion therapy companies specialize in the delivery of drugs, equipment, and professional services for individuals receiving intravenous or nutritional therapies through specially placed tubes.

These companies employ pharmacists who prepare solutions and arrange for delivery to patients.

Nurses also are hired to teach self-administration in patients' homes.

Some pharmaceutical and infusion therapy companies are home health agencies.

Prescription Drugs

Private insurance, Medicare, Medicaid and TRICARE (military health care) all offer prescription drug coverage, although the cost and type of coverage varies.

If you don't have prescription drug coverage, or if what you have is not enough, the following resources can help:

The Washington State Prescription Drug Discount Card is for

individuals whose insurance does not cover all their prescription drug needs. There are no other eligibility requirements or fees required for membership in the WPDP. (Note: enrolling in a Medicare Part D plan does *not* disqualify you from enrolling in this program).

On average you'll save up to 60% on generic drugs and 20% on brand name drugs.

- ⚙ Any Washington State resident is eligible for the card.
- ⚙ The card can be used at participating retail pharmacies.
- ⚙ Mail Order and Specialty services are available.

☎ **1-800-913-4146**

💻 **www.rx.wa.gov**

Statewide Health Insurance Benefits Advisors (SHIBA)

The Statewide Health Insurance Benefits Advisors (SHIBA) Helpline provides free health insurance education, assistance and advocacy for all Washington residents.

SHIBA advisors are friendly, knowledgeable and can help you resolve your prescription dilemmas.

☎ **1-800-562-6900**

☎ **1-360-586-0241(TDD)**

💻 **www.insurance.wa.gov**





Transportation Options

Transportation options for seniors and people with disabilities vary tremendously from town to town.

Depending on where you live, you may have multiple public transportation options or none at all.

Your best resource for learning about public transportation in your area is your **local transit agency** (such as Spokane Transit or King County Metro).

 Look in the yellow pages (under Transportation) for the phone number of your local transit agency.

If you're helping someone who lives in another area, visit the Washington State Department of Transportation website to find a listing of all transit authorities throughout the state:

 www.wsdot.wa.gov



When contacting a public transit agency, be sure to ask about a **reduced fare** for seniors and persons with disabilities.

Door-to-Door (Paratransit)

Door-to-door van service exists within each public transit agency. Service areas are generally related to fixed routes (which means the vans do not cover all areas, only those in which there is a corresponding bus route). Riders must meet eligibility standards. Fares can be paid in exact

change or by using a monthly (or annual) pass.

Medicab or Cabulance

Private companies in larger metropolitan areas provide accessible door-to-door transportation for people with disabilities.

The advantage of scheduling a ride through one of these companies is that you can go anywhere in their service area and are not linked to a fixed route bus service. The downside is that they are very costly.

Medical Transportation

The Washington State Department of Social and Health Services (DSHS) pays for transportation services to get to and from needed non-emergency healthcare appointments for persons eligible to receive Medicaid.

If you have a current Medical Assistance Identification Card that is used to pay for your healthcare services and you have no other way to get to your health care appointment,

you may be eligible for transportation.

To request non-emergency medical transportation, contact the contracted agency (called a Regional Broker) that covers the area where you live. Your Regional Broker will arrange the most appropriate, least costly transportation for you.

To find the contracted transportation provider(s) in your area, call the

Medical Assistance Helpline:

 **1-800-562-3022**

 **1-800-848-5429 (TTY/TDD)**

(NOTE: The best time to call the Medical Assistance Hotline is early in the morning—between 7:00 a.m. and 8:00 a.m. or late in the day—between 5:00 p.m. and 6:00 p.m.—when there’s less of a wait.)

Or, visit:

<http://fortress.wa.gov/dshs/maa/Transportation/NewPhone.htm>

Or, contact your local Area Agency on Aging (see Government Directory).



Housing and Utilities

Affordable Housing

Affordable housing is defined as a home that takes no more than 30 percent of the household's income for rent or mortgage and utilities.

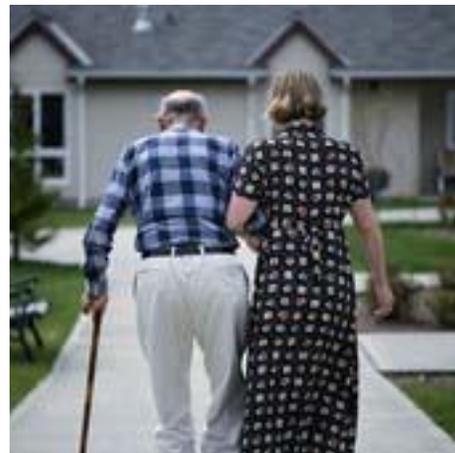
The U.S. Department of Housing and Urban Development (HUD) administers Federal aid to local Public Housing Agencies (PHAs) that manage the housing for low-income residents at rents they can afford. Rent payments are usually based on a percentage of your income.

The following information describes two housing assistance programs managed by local housing agencies:

Housing Choice Vouchers (Tenant Based)

The housing choice voucher program is the federal government's major program for helping families with very low-income, the elderly, and people with disabilities afford housing in the private market.

As a tenant-based program, the participant is free to choose any housing that meets the requirements of the program. Its use is not limited



to units located in subsidized housing projects.

Local Public Housing Agencies (PHAs) assess eligibility for vouchers. Individuals who are issued a housing voucher by a PHA are responsible for finding a suitable housing unit of their choice where the owner agrees to rent under the program.

This unit may include the individual’s present residence. Rental units must meet minimum standards of health and safety, as determined by the public housing agency.

A housing subsidy is paid to the landlord directly by the PHA on behalf of the individual(s).

The individual(s) then pays the difference between the actual rent charged by the landlord and the amount subsidized by the program.

**Senior and Disability
(Project Based)**

Project based rental assistance is attached to the rental unit and does

not follow the individual(s) if they move from the assisted unit.

In some cases the housing assistance may be administered by the housing agency or by privately owned and operated properties that manage their own applications and wait lists.

The subsidized properties are divided into two groups:

- ⚙ Family Units
- ⚙ Senior/Elderly and Disability Units

Ask your local housing agency for a list of all project-based properties.

To apply for Rental Assistance, visit your local Public Housing Agency (PHA).

For the office nearest you, look in the Yellow Pages, under Housing Authorities.

Or, call the US Department of Housing and Urban Development Information and Resource Center.

 **1-800-955-2232**

Housing Counselors

HUD funds housing counseling agencies throughout the country that give advice free or at low cost.



1-800-569-4287

Energy Assistance & Weatherization

The Low Income Home Energy Assistance Program (LIHEAP) is a federally funded program that provides money to help low income households make home heating more affordable, avoid shutoff of utility services during the winter, and maintain a warm, safe, and healthy environment for households with young children, seniors, and people with disabilities.

Payments are made to energy companies in most cases or directly to clients to help pay a portion of home heating costs. Client education and furnace repair/replacement are also offered.

The benefit amount ranges from 50%

to 90% of actual heating costs.

(Source: Department of Community Trade and Economic Development Low Income Home Energy Assistance Program).

Home Weatherization

A statewide network of local community-based nonprofit organizations, known as Community Action Programs (or Councils) provide energy and weatherization services through a grant program.

Weatherization services include: ceiling, wall and floor insulation; closing heat-escaping gaps by caulking, weather stripping, or broken window replacement; and heating system improvements.



1-360-725-2905



www.liheapwa.org

Home Modification

Home modification includes adaptations to homes that can make it easier and safer for you to live in your own home—such as wheelchair

ramps, grab bars, and non-skid strips. Medicare does not cover home modifications, but Medicaid may cover the cost under programs such as the Community Options Program Entry System (COPEs), or a Home and Community Based Waiver

through the Division of Developmental Disabilities (DDD). If you have the money, and insurance won't cover home modifications, it's well worth the investment to improve the accessibility and safety of your home.

HOME MODIFICATIONS CHECK LIST

Indicators of the Need:

- ⚙️ Difficulty getting in and out of the shower
- ⚙️ Slipping in the tub or shower
- ⚙️ Difficulty turning faucet handles/doorknobs
- ⚙️ Access to home
- ⚙️ Inadequate heating or ventilation
- ⚙️ Problems climbing stairs

Possible Solutions:

- ⚙️ Install grab bars, or transfer benches
- ⚙️ Use non-skid strips or decals
- ⚙️ Replace knobs with lever handles
- ⚙️ Install ramps
- ⚙️ Install insulation, storm windows and AC
- ⚙️ Install handrails for support

Telephone Assistance

The Washington Telephone Assistance Program (WTAP) provides assistance to low-income households, including many senior citizens, who

are without telephones.

Cost: Basic local phone service is \$8 a month plus taxes and fees (2008 fee). WTAP pays for only one local phone line per household.

Stand-alone Voicemail - For people who cannot get local phone service, WTAP also provides a voice mailbox service.

Eligibility: You qualify for WTAP if you receive cash, food or medical assistance from the Department of Social and Health Services (DSHS). For more information, call:

 **1-888-700-8880**

-OR-

Contact your local telephone company to apply for assistance.

Tribal Lifeline and Link-Up Programs

If you live on a federally recognized reservation, you may be able to save even more money on your phone bill through the federal Tribal Lifeline and Link-Up programs.

How to Apply: Call your local phone company to apply for these enhanced discounts.