

Information and Community Resource Navigation

Natalie Alcorta, BSW
Information & Resource Center Manager

Information & Resource Center



512-600-9275

resourcecenter@ageofcentraltx.org

- **Navigation center for older adults and family caregivers seeking information about area resources**
- **Free personalized, confidential assistance and guidance by phone, email, and virtual meetings**
- **Free seminars and conferences throughout the year**



Health Equipment Lending Program (HELP)

512-600-9288

equipment@ageofcentraltx.org



- **“Recycles” gently-used DME by freely loaning it to anyone in need.**
 - Wheelchairs
 - Transport Chairs
 - Standard Walkers
 - Rollators (walkers with seats and handbrakes)
 - Shower chairs
 - Shower transfer benches
 - Toilet Seat Riser
 - Bedside Commodes
- **Free Monthly Incontinence Supplies**
 - Adult Pull-up/Underwear (All Sizes)
 - Bladder Control Pads
 - Bed Pads
 - Wipes
 - Gloves



CAREGIVERU

A Program of AGE of Central Texas

- What it is:
 - A collaboration of about 30 entities across central Texas coordinated by AGE
- AGE's role as collaboration leader:
 - Provide training for class leaders
 - Ensure fidelity to the course materials
 - Support Partner Agencies in their efforts to promote classes
 - Provide course materials to Partner Agencies
 - Account for and disburse stipends and reimbursements to Partner Agencies
- What central Texas receives in turn:
 - High-quality, free training to unpaid, informal family caregivers across a broad area of central Texas

Powerful Tools
FOR *Caregivers*



SAVVY
Caregiver

Virtual Connections

512-600-9275

MemoryInfo@AGEofCentralTX.org



- **New program of innovative virtual services for older adults and care partners to help you thrive**
- **Monthly subscription program offering group and virtual activities for different cognitive levels**
- **Individualized service plans with tailored services or connections to vetted service providers in the community to meet your goals and needs**

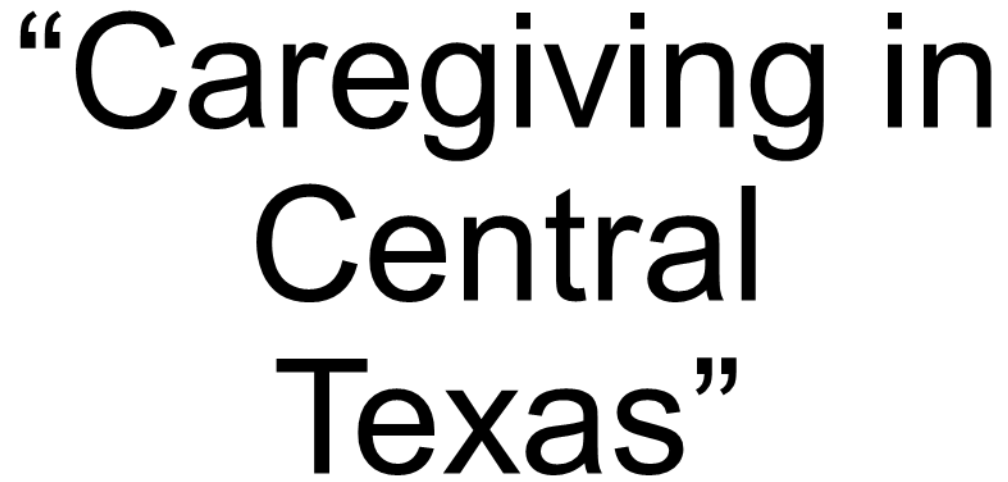
AGE of Central Texas Thrive Social & Wellness Center

www.AGEofCentralTX.org



- **Weekday care and social wellness support for older adults with physical and cognitive needs**
- **Staffed with a full-time nurse to assist with medication management and health monitoring**
- **Meals, transportation options, and engaging activities**
- **Medicaid, Veteran's benefits, long-term care insurance, and private pay**





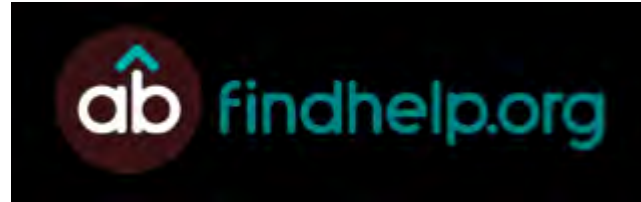
Office of Mobility Management

mytxride.com





- Connects families and individuals to government agencies and nonprofit organizations community.
- Simply dial 2-1-1
- Bilingual
- Referrals
- Free



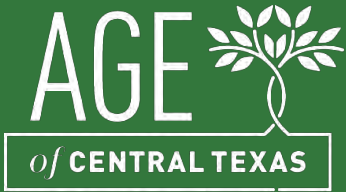
FindHelp.org, by Aunt Bertha

www.FindHelp.org

- **Free online tool to connect individuals with resources in the community**

Residential Care Communities & Memory Care

- **Texas Health and Human Services Long-term Care Provider Search**
 - <https://apps.hhs.texas.gov/ltcsearch/>
- **Senior Living Advisors**
 - **Services are free to clients**
- **Medicare.gov**
 - <https://www.medicare.gov/care-compare/>



Affordable Housing Locator

US Department of Housing and Urban Development

<https://resources.hud.gov/>

Search Options

- **Affordable Housing Opportunities Near Me**
- **Find a HUD Office Near Me**
- **Find My Local Public Housing Authority/Agency (PHA)**
- **Find Homeless Resources Near Me**
- **Find Affordable Elderly and Special Needs Housing**





Meals on Wheels Central TX

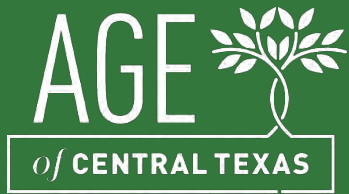
3227 East 5th Street

Austin, Texas 78702

512-476- MEAL (6325)

www.MealsOnWheelsCentralTexas.org

- **Country Wheels – ready meals for rural areas**
- **In-Home Care: Currently serving Round Rock, Cedar Park and Leander areas with private pay, Medicaid, and sliding scale services**
- **Home Repairs**
- **PALS pet assistance**
- **HOPE - grocery delivery for older adults**



Family Eldercare

1700 Rutherford Lane
Austin, TX 78754

p: 512.450.0844

f: 512.459.6436

e-mail: info@familyeldercare.org

www.FamilyEldercare.org

- **Guardianship**
- **In-Home Counseling**
- **Lifetime Connections Without Walls**
- **Money Management**
- **Service Coordination**



NAMI Central Texas

4110 Guadalupe Street

Austin, Texas 78703

512-420-9810

www.NAMICentralTX.org

- **Mental Health Services, Education & Resources**
- **Free Classes and Support Groups**

Texas Rio Grande Legal Aid

4920 North IH34
Austin, TX 78751
512-374-2700
(800) 369-9270
www.TRLA.org



- **Civil legal assistance and advice to low-income older adults ages 60+**
- **Assistance with housing and consumer problems, racial discrimination, entitlement hearings and appeals, domestic matters, and mental health issues**
- **Renters and eviction assistance**

AARP Texas

1905 Aldrich Street, Suite 210

Austin, TX 78723

1-866-227-7443

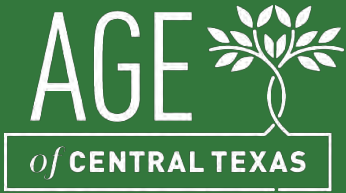
<https://states.AARP.org/Texas>



- **Extensive Online Resources**
- **Virtual Educational Programs and Seminars**
- **Caregiving Assistance**
- **Community Referrals**
- **“Smart DriverTEK” Workshops**
- **One-on-One Assistance**

Alzheimer's Association

5508 Highway 290 West, Suite 206
Austin, TX 78735
512-592-0990
www.ALZ.org/TexasCapital



- **Online Resources**
- **Support Groups**
- **Educational Programs and Seminars**
- **Annual Conferences**
- **Individualized Planning**
- **Community Referrals**
- **“Talking Baseball” Early Stage Social Engagement**

Alzheimer's Texas

5508 Highway 290 West, Suite 206

Austin, TX 78735

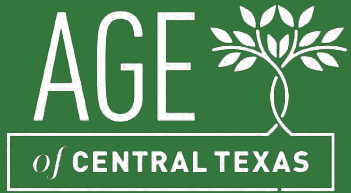
512-592-0990

www.TXALZ.org



- **Online Resources**
- **Support Groups**
- **Educational Programs and Seminars**
- **Respite Care**
- **Toll-Free Help Line: (800) 367-2132**
- **Community Referrals**

Additional Central Texas Resources



- **Support Groups**
- **Counseling Support**
- **Geriatric Care Managers**
- **Disease Specific Organizations**
- **Subscriptions**



THANK YOU!



www.AGEofCentralTX.org | (512) 451-4611

AGING AND DISABILITY RESOURCE CENTER OF THE CAPITAL AREA AT THE CAPITAL AREA COUNCIL OF GOVERNMENTS

Your partner for services
for older adults,
persons with disabilities,
and caregivers!





Two aging agencies at CAPCOG?

- ✓ What's the difference between AAA and ADRC?
- ✓ The ADRC serves older adults, persons with disabilities, and caregivers – any age

Aging and Disability Resource Center



The Aging and Disability Resource Center of the Capital Area is a single point of entry for individuals of any income or age to access long-term services and support programs and benefits.

Options are provided through area partners and are based on consumer choice and need.

“No wrong door!”



Aging and Disability Resource Center



Give us a call:

- Older adult, person with a disability, caregiver, friend/family or helping professional
- Reside in Bastrop, Blanco, Burnet, Caldwell, Fayette, Hays, Lee, Llano, **Travis**, or Williamson County
- Need help with:
 - Learning about services or resources
 - In-home help through the State
 - Electric bill assistance with City of Austin
 - Respite
 - Rejoining the community



What we can link others to:

- ✓ Long Term Care services from Texas Department of Health and Human Services
- ✓ Independent living/assisted living options
- ✓ Community resources and services
- ✓ Area Agency on Aging services
- ✓ Veteran services

Aging and Disability Resource Center



Everyone is screened for:

- ✓ Need for Long Term Care services from Texas Department of Health and Human Services
- ✓ Possible Area Agency on Aging services
- ✓ Veteran services
- ✓ Need for Medicare Extra Help

Aging and Disability Resource Center



Community Attendant Services (CAS)

[Home](#) / [Doing Business with HHS](#) / [Provider Portals](#) / [Long-term Care Providers](#) / [Community Attendant Services \(CAS\)](#)

- + [Contract Management](#)
- + [Contracting with HHS](#)
- + [Grants](#)
- + [Licensing, Credentialing & Regulation](#)
- + [Medicaid Provider Enrollment](#)
- + [Open Enrollment Opportunities](#)
- [Provider Portals](#)
 - + [Assistive Services Providers](#)
 - + [Behavioral Health Services Providers](#)
 - + [County Jail Reporting](#)
 - + [Health Care Facilities Regulation](#)
 - + [Health Services Providers](#)
- [Long-term Care Providers](#)
 - + [Adult Foster Care](#)
- + [Aging & Disability Resource Centers](#)
- + [Area Agencies on Aging](#)

What is CAS?

Community Attendant Services is a non-technical, medically related personal care service that is available to eligible adults and children whose health problems cause them to be functionally limited in performing activities of daily living according to a practitioner's statement of medical need. Services are provided by an attendant.

+ [Communications](#)

+ [Contact Program Staff](#)

+ [How to Become a Provider](#)

+ [Contracting to Provide Services](#)

+ [Statutes & Rules](#)

News & Alerts

Date	Title
10/5/20	Revised: Guidance for CAS, FC and PHC Providers During COVID-19 (IL2020-16)



Everyone is screened for:

- ✓ Need for Long Term Care services from Texas Department of Health and Human Services
- ✓ Possible Area Agency on Aging services
- ✓ Veteran services
- ✓ Need for Medicare Extra Help

Aging and Disability Resource Center



GET HELP WITH

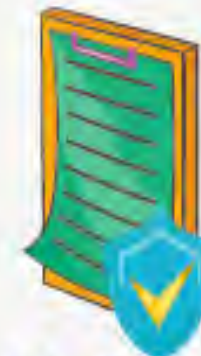


Medicare Savings Program:

Help paying for deductibles, coinsurance and copays



Low-Income Subsidy: Help with prescription drugs cost



Medicare Preventive Service:

Develop a personalized prevention plan for your health



TEXAS
Health and Human
Services

Aging and Disability Resource Center



Austin Energy Plus 1 Program

Clients referred to ADRC-CAP/AAACAP should meet the criteria set by both the Austin Energy Plus 1 Financial Support program AND the ADRC-CAP/AAACAP, as follows:

- **Austin Energy Program criteria:**
 - City of Austin utility customer
 - Client assistance is for residential accounts only (home of residence)
 - Plus 1 funds cannot be used for utility deposits (NOTE: CAPCOG AAACAP may be able to assist clients over 60/caregivers of those over 60 with deposits)
- **ADRC-CAP and AAACAP Program criteria:**
 - The Plus 1 program as administered by CAPCOG is limited in its assistance to clients eligible for ADRC-CAP/AAACAP services.
 - Other persons contacting the agencies for assistance will be referred to appropriate Plus 1 Partners and/or the Austin Energy Customer Assistance Programs.

Final determination for client assistance is the decision of the Austin Energy Plus 1 Financial Support program.



Aging and Disability Resource Center



Austin Energy Plus 1 Program



Program Access:

- Callers may call or e-mail the ADRC
- No confidential/private information should ever be sent by e-mail
- All clients are spoken to by phone – no pledges are made without phone contact with the actual Austin Energy customer
- No documentation is required, including no AE releases
- Clients are responsible for confirming their pledge with AE within two days of submission

Additional Screening Supports

- All callers are screened for additional needs
- Screening is always option- clients do not have to answer questions related to their government benefits, medical details of disability etc.
- Screening includes
 - COVID-19 related needs
 - Veteran/spouse/widow/widower status
 - Medicare Extra Help for Medicare recipients
 - AE customer support programs such as: Discount Programs, Deposit Waiver programs, Payment Plans, Medically Vulnerable Registry

The seal of the Capital Area Council of Governments (CAPCOG) is a circular emblem. It features a red outer ring with the text "CAPITAL AREA COUNCIL OF GOVERNMENTS" at the top and "Texas Planning Region 12" at the bottom, separated by two small stars. The center of the seal is white and contains a stylized graphic of a classical building facade with four columns and a pediment. Above the pediment is a five-pointed star, flanked by two curved lines that suggest wings or a path.

Aging and Disability Resource Center



Items to note:

- We cannot review Medicaid cases
- We cannot provide you for-profit recommendations
- All services are available over the phone
- Documentation is never needed
- Connection to Area Agency on Aging services

Aging and Disability Resource Center



When connecting:

- 855-937-2372 or adrc@capcog.org
 - Cannot access HHS system
 - **Don't** leave private, confidential information
 - Detailed medical history, Social Security Number, Date of Birth, Medicare/Medicaid numbers
 - Send information un-SECURE
 - **Do**
 - Let us know when we can reach you!
 - Name, Number/Email, brief message
- Walk-ins
 - Allowed; not necessary

Contacting your ADRC



**HELP FOR OLDER ADULTS &
PEOPLE WITH DISABILITIES**

1-855-937-2372

- CALL TOLL-FREE
- TALK TO A TRAINED PROFESSIONAL

Website: www.capcog.org

E-mail: adrc@capcog.org

- ✓ *Define problems and needs*
- ✓ *Explore options*
- ✓ *Connect with information and resources*

Thank you!



For helping us serve your community!

