

## Services Provided by Area Agencies on Aging

Pennsylvania's 52 Area Agencies on Aging, which cover all 67 counties, are the local representatives for the Pennsylvania Department of Aging. They implement the various programs and services offered to older Pennsylvanians. Programs include:

**APPRISE** Provides one-on-one telephone assistance with understanding Medicare and Medicaid eligibility benefits, Medicare supplemental insurance, HMOs and long-term care insurance. Contact your local Area Agency on Aging office or call 1-800-783-7067.

**Attendant Care** Provides in-home personal care services to help mentally alert, physically disabled persons who cannot perform daily living tasks by themselves to remain independent in their own homes.

**Congregate Meals** Provide nutritious meals at least once a day, five or more days a week, in a senior center. Meals are free of charge for persons 60 and over and their spouses; a donation is requested.

**Employment Assistance** Provides low-income older residents with part-time employment in public and non-profit agencies.

**Family Caregiver Support** Provides financial support to eligible families who are caring for an older person in their home. In addition to one-time grants for renovations, ongoing support to reimburse out-of-pocket expenses is available.

**Home-Delivered Meals** Provides meals in their own homes to older residents who are deemed in need. Meals are free of charge for individuals 60 and over and their spouses; a donation is requested.

**In-Home Services** Provides for a wide range of needs, including home support services for daily household activities, personal care help for those who can't manage alone, and home-delivered meals prepared at a central location and carried to a person's home.

**Information/Referral** Provides trained staff to answer questions and make referrals to other agencies in the community that provide the special services needed by the individual.

**Legal Assistance** Provides counseling on benefits and rights, wills and other legal matters to older persons with economic or social needs.

**Long-Term Care in Pennsylvania** Provides information about long-term care options. Call 1-866-286-3636.

**Management of Services** Determines the needs of older residents, develops a care management plan to provide for those needs, coordinates and ensures that the services are delivered properly.

**Ombudsman Program** Provides a person at Area Agency on Aging offices to investigate and help resolve complaints made by or for older persons in long-term care facilities.

**Protective Services** Establishes 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.

**Senior Community Centers** Provide a place where older residents can get together for social activities, recreation, education, creative arts, physical health programs and nutritious meals.

**Transportation** Assists older persons in getting to and from senior community centers, medical facilities and human service agencies, and for essential shopping.

**Volunteer Services** Includes such activities as helping in senior community centers, escorting frail individuals to medical appointments, delivering meals to homebound individuals, serving as friendly visitors and companions, helping in older adult daily living centers and more.

For more information about the Area Agencies on Aging, call the Pennsylvania Department of Aging (717) 783-1550, or visit [www.aging.state.pa.us](http://www.aging.state.pa.us).

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## A Guide to Senior Citizen Services



### Services Offered Through My Office:

- ▶ Offices staffed by professionals trained to be of assistance to you in resolving problems with local, county and state bureaucracies.
- ▶ Informative brochures, pamphlets and guides on many topics of interest to senior citizens.
- ▶ Forms and applications for various programs, including PACE, Property Tax/Rent Rebate, and reduced-fee vehicle registration.
- ▶ Solutions to problems regarding Bureau of Motor Vehicle forms, applications and regulations.
- ▶ Arrangements for tours of the State Capitol building or meetings with state officials.
- ▶ Legislative updates to keep you informed about the status of bills before the General Assembly.
- ▶ Answers to all inquiries concerning problems, legislative issues and general community concerns, and technical assistance to individuals and groups with regard to the operation of state government.



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# Available State Programs for Older Pennsylvanians

## **PACE and PACENET (Pharmaceutical Assistance Contract for the Elderly)**

– Prescription drug benefits through PACE and PACENET are available for residents who are 65 or older. Income (from the previous year) limits are: PACE -- \$14,500 or less for a single person and \$17,700 or less for a married couple; and PACENET -- \$14,500 to \$23,500 for a single person and \$17,700 to \$31,500 for a married couple. Participants are to pay a modest co-payment for each prescription. Enrollment applications are available at Area Agency on Aging offices, pharmacies, legislative offices and senior centers, by calling 1-800-225-7223 or by visiting [www.aging.state.pa.us](http://www.aging.state.pa.us).

**Property Tax/Rent Rebate Program** – Persons who meet the criteria (income, age, disability) may be eligible to receive a rebate on part of the money paid for property taxes or rent during a calendar year. Payments range up to \$650 depending on the claimant's income level (a maximum of \$35,000 for homeowners and \$15,000 for renters) and actual taxes or rent paid. Applications for this program are taken between Jan. 1 and June 30 (claims are for taxes or rent payments made the previous year). Applications are available from the Department of Revenue district offices, legislative offices, Area Agency on Aging offices, by calling 1-800-362-2050 or by visiting [www.revenue.state.pa.us](http://www.revenue.state.pa.us).

## **Nursing Facilities**

– Approximately 735 nursing facilities located throughout Pennsylvania provide physician-ordered medical services and supervised nursing care on a 24-hour basis. For more information, contact local social service agencies, hospital social services departments, local physicians, local Area Agency on Aging offices or the Long Term Care Helpline at 1-866-286-3636 or visit [www.aging.state.pa.us](http://www.aging.state.pa.us).

**Pennsylvania's SeniorLAW Helpline** – Pennsylvanians who are 60 and over can get free, confidential telephone legal advice and/or referrals to local participating lawyers at 1-877-727-7529 or by visiting [www.seniorlawcenter.org](http://www.seniorlawcenter.org).

**Older Adults Protective Services Act** – To report an older adult who is being abused, neglected, exploited or abandoned, contact the nearest Area Agency on Aging, call the statewide hotline at 1-800-490-8505 or visit [www.aging.state.pa.us](http://www.aging.state.pa.us).

**PDA Senior Dental Care Program** – Persons 65 and over whose annual income is under \$14,500 for singles or \$17,700 for married couples and who are not receiving other dental coverage or assistance are eligible to participate in a program provided at reduced fees by members of the Pennsylvania Dental Association. Contact the local Area Agency on Aging office or forms are available by writing PA Dental Association, P.O. Box 3341, Harrisburg PA 17105 or visiting [www.padental.org](http://www.padental.org).

## **Reduced Cost Dental Services**

Persons age 65 and over whose annual income is under \$14,500 if single, or under \$17,700 if married, may be eligible for reduced fees on dental care from members of the PA Dental Association. The patient must not be receiving other dental coverage or assistance. For participating dentists in your area, contact your local Area Agency on Aging to request a PDA Senior Dental Care Program mail-in registration brochure or go to [www.padental.org](http://www.padental.org) and complete an electronic referral request form. Or you can write to: PA Dental Association, P.O. Box 3341, Harrisburg, PA 17105.

**Bureau of Blindness and Visual Services** – All Pennsylvania residents who are blind or otherwise visually impaired are eligible for services, which may include home instruction, family counseling, referral to services required, transportation, vocational counseling and job placement. For more information, contact the Bureau of Blindness and Visual Services, 555 Walnut Street, 8<sup>th</sup> Floor, Harrisburg PA 17101, (717) 787-7500 or toll free at 1-866-375-8264.

**Office of the Deaf and Hard of Hearing** – This office provides information, referral and advocacy for persons who are deaf or hard of hearing, their relatives, friends, physicians, lawyers, counselors and employers. Contact the Office of the Deaf and Hard of Hearing, 1521 N. 6<sup>th</sup> Street, Harrisburg PA 17102, (717) 783-4912 or toll free at 1-800-233-3008.

## **Hunting and Fishing Licenses**

– Persons 65 and older can purchase hunting and fishing licenses at reduced rates. To obtain a license, contact a sporting goods store, a county treasurer's office, the Pennsylvania Game Commission, 2001 Elmerton Avenue, Harrisburg PA 17110-9797, (717) 787-4250, or [www.pgc.state.pa.us](http://www.pgc.state.pa.us). The Pennsylvania Fish and Boat Commission can be reached at 1601 Elmerton Ave., P.O. Box 67000, Harrisburg PA 17106, (717) 705-7800 or toll-free: 1-866-262-8734

**State Parks** – There is free admission to all Pennsylvania state parks, and reduced camping fees for persons over 65 are available most nights. For information, contact any Pennsylvania State Park Office or the Bureau of State Parks, 400 Market Street, P.O. Box 8551, Harrisburg PA 17105-8551, call 1-888-727-2757 or online at [www.visitparks.com](http://www.visitparks.com).

**State Museums and Historical Sites** – Pennsylvania residents 65 years of age and older are eligible for reduced admission fees to Pennsylvania State Historical and Museum Commission museums and other properties. For more information, contact the Pennsylvania Bureau of Historic Sites and Museums, Commonwealth Keystone Building, Plaza Level, 400 North Street, Harrisburg PA 17120-0053, (717) 787-2723, or visit [www.phmc.state.pa.us](http://www.phmc.state.pa.us).

**Recreation and Leisure Services for Persons with Disabilities** – Call 1-800-986-4550 for referrals to events and activities that can

accommodate the unique needs of persons with disabilities.

**Federal Income Tax Preparation Assistance** – Some Pennsylvania communities have programs to provide older residents with free or low-cost income tax preparation assistance. For more information, contact your local Area Agency on Aging office, call 1-800-829-1040 or visit [www.aging.state.pa.us](http://www.aging.state.pa.us).

**Free Transit Program** – This program provides free transit service on local established bus routes, and trolley lines. For more information on obtaining a free (or low-cost) transit card, contact local transit operators or Free Transit Program for Senior Citizens, Commonwealth Keystone Building, P.O. Box 3151, Harrisburg PA 17105-3151, (717) 783-8025, or visit [www.aging.state.pa.us](http://www.aging.state.pa.us).

**Shared-Ride Program** – Reduced fares for transportation services are provided to eligible older residents utilizing shared-ride transportation services. For more information, contact your local Area Agency on Aging, your local shared-ride transportation provider or The Shared-Ride Program, Commonwealth Keystone Building, P.O. Box 3151, Harrisburg PA 17105-3151, (717) 783-8025, or visit [www.aging.state.pa.us](http://www.aging.state.pa.us).

**Transportation for the Elderly** – Transportation may be available for older people who have special needs or where regular mass transit services are not available. This service provides rides to senior

centers, medical appointments and to social service agencies. For more information, contact your local Area Agency on Aging office.

**Reduced Motor Vehicle Registration** – Any Pennsylvania resident who is retired and receiving Social Security or other pension and annuities that do not exceed \$19,200 annually is eligible to register a passenger vehicle or light truck for a \$10 handling fee instead of the usual registration fee. To obtain the required form (MV-371), contact a local notary, an Area Agency on Aging office or the Pennsylvania Department of Transportation, Bureau of Motor Vehicles, Riverfront Office Center, 1101 S. Front, Harrisburg PA 17104, call 1-800-932-4600 or visit [www.dmv.state.pa.us](http://www.dmv.state.pa.us).

**Identification Cards** – Because many 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. Any Pennsylvania driver who voluntarily surrendered his or her license for medical reasons can obtain the special identification card free of charge. For more information, contact any PennDOT Driver License Center (bring along proof of identification, such as a birth certificate or old driver's license and a Social Security card). For more information, visit [www.dmv.state.pa.us](http://www.dmv.state.pa.us).

