

TEXOMA SENIOR

SOURCEBOOK

The Definitive Guide for
Seniors & Active Aging

Also Inside:

What happens
when life throws
you a curve?

Grief &
Dementia

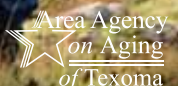
Opioid Crisis
in Texas

KNOWING
Frankie
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16TH EDITION
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better leaders building better lives

 Area Agency
on Aging
of Texoma

Look inside for a comprehensive list of Federal, State, & local resources for seniors



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Senior Passport is a comprehensive benefits program offered exclusively by Wilson N. Jones Regional Medical Center (WNJ), designed to serve the needs of seniors 55-plus.

From health screenings, exercise programs and wellness classes to

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Visit the Services & Specialties tab at www.wnj.org for details about the available plans.

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You may also download and print the enrollment form online or stop by the hospital gym on the ground floor.



500 N. Highland Sherman, TX 75092 | (903) 870-3630 | www.wnj.org/Senior-Membership



TCOG'S AREA AGENCY ON AGING IS RESPONSIBLE FOR THE
DEVELOPMENT AND COORDINATION OF

A Comprehensive System of Services in Texoma

AVAILABLE FOR CITIZENS IN COOKE, FANNIN AND GRAYSON
COUNTIES OVER THE AGE OF 60 OR WITH DISABILITIES:

- Benefits counseling
- Care coordination
- Caregiver services
- Information, referral & assistance
- Long-term care ombudsman
- Medication assistance
- Senior Corps

(903) 813-3505 or Toll-Free **(800) 677-8264**

TCOG'S ADRC CONNECTS PEOPLE TO

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THE AGING AND DISABILITY RESOURCE CENTER
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- Connections to services that can help maintain good health
- Long-term care options counseling
- Referrals for transitioning from nursing facilities to the community



Toll-Free **(855) 937-2372**

The ADRC of Texoma serves Cooke, Fannin, and Grayson counties



We believe that by being better leaders, by training better leaders, and by supporting better leaders, we will build better lives.

Better Leaders Building Better Lives is TCOG's vision to build quality of life in a more meaningful and more sustainable way for all Texomans. It is our game

plan for bringing additional resources to our region; for growing our organization and expanding our services and programs; for making life better for

more people. This effort is essential, as growth and progress in Texoma will ultimately be measured by the quality of life we offer.

better leaders building better lives™





texoma council of governments aging services department

The Area Agency on Aging of Texoma is responsible for the development and coordination of a comprehensive system of services for citizens age 60 and over and with a disability residing in Cooke, Fannin, and Grayson counties in North Texas.

The overall goal of the Area Agency on Aging is to promote Older Texans lifelong independence, providing alternatives in long-term care options through a wide variety of services. Programs are partially funded by

the Health and Human Services Commission (HHSC), local contributions from individuals and businesses, foundations support, funding received from the Older Americans Act and a variety of other federal grants. ■

SERVICE DEFINITIONS

BENEFITS COUNSELING

Counseling for Medicare Beneficiaries on prescription drug programs, Social Security benefits, food stamps, and other benefits; representative payee assistance.

CAREGIVER PROGRAMS

Support, education and temporary relief for caregivers of older adults with Alzheimer's and/or dementia related illnesses, Parkinson's disease, chronic illnesses, including services for grandparents/relatives raising grandchildren.

CARE COORDINATION

Assistance for families in assessing the comprehensive needs of older adults and coordinating services to help them remain independent to prevent premature facility placement.

EVIDENCE-BASED PROGRAMS

State Certified Coaches provide comprehensive training for participants on improving

their health and wellbeing, reducing disease, disability and/or injury. These programs are demonstrated to be highly effective and participants can choose from the available free classes in their area.

HEALTH MAINTENANCE SERVICES

Assistance to eligible applicants in acquiring glasses, dentures, hearing aids, and other approved devices necessary to promote or maintain the health and/or safety of older individuals.

INFORMATION AND REFERRAL/ASSISTANCE

Specialists provide assistance and links to available services and resources.

LEGAL ASSISTANCE

Referral advice and representation for certain legal matters such as government program benefits, tenant rights and consumer problems.

NUTRITION SERVICES

Home-delivered meals (Meals on Wheels of Texoma) for the homebound and congregate meals at a senior center or other sites provide 1/3 of daily nutrition while enjoying a meal and/or socializing with others.

OMBUDSMAN

Services to protect the health, safety, welfare, and rights of residents of nursing facilities and assisted living facilities, including identifying, investigating, and resolving complaints made by, or on behalf of, residents.

MINOR RESIDENTIAL REPAIR

Services consist of minor repairs or modifications of dwellings occupied by older individuals that are essential for the health and safety of the occupant(s).

RESPITE CARE

A break for caregivers who provide ongoing supervision and care of a person with a functional impairment.

SENIOR HOUSING OPTIONS

Includes providing information on assisted living, nursing facilities and retirement communities.

SENIOR CENTER PROGRAMS

Local Senior Centers provide a variety of recreational and educational programs for older adults throughout our tri-county area.

TRANSPORTATION (MEDICAL)

Information on services for older adults or persons with disabilities who lack private transportation or who are unable to utilize public transportation for medical appointments.

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Medicare Open Enrollment

OCTOBER 15 – DECEMBER 7

It's time to compare insurance plans and make sure you have the right health and prescription drug coverage.



During the Open Enrollment Period, you can:

- ✓ Switch from Original Medicare to Medicare Advantage
- ✓ Switch from one Medicare Advantage plan to another
- ✓ Switch from one Medicare Part D (prescription drug) plan to another
- ✓ Drop your Medicare Part D coverage altogether

Stay with your current plan or look for a new plan with better coverage, higher quality and lower costs!

- | | | |
|--|----------------------------------|----------------------------------|
| ✓ Medicare changes for the upcoming year | ✓ Advanced Directives Assistance | ✓ Explanation of Benefits |
| ✓ Do you qualify for Extra Help Programs | ✓ Appeals for denied benefits | ✓ Coordination of Benefits |
| | ✓ Outreach and education | ✓ One-on-One Benefits Counseling |
| | ✓ Social Security Benefits | |

BEFORE YOU MAKE A DECISION ON YOUR MEDICARE PLAN, COME GET PERSONALIZED MEDICARE COUNSELING FROM US - AT NO COST TO YOU.

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(903) 813-3505 or (800) 677-8264

AREA AGENCY ON AGING OF TEXOMA - 1117 GALLAGHER DRIVE SHERMAN, TX 75090 - WWW.TCOG.COM/AAA



LOCAL HELP FOR PEOPLE WITH MEDICARE



TEXAS
Health and Human
Services



SERVICE DIRECTORY

Area Agency on Aging of Texoma

CAREGIVER SUPPORT PROGRAM 903-813-3505

An ongoing process to include assessing the needs of a caregiver and care recipient, effectively planning, arranging, coordinating and following-up on services which most appropriately meet the identified needs as mutually defined by the caregiver, the care recipient, and the access and assistance staff.

Services Include:

Caregiver Support Groups

Caregiver Support Group meetings provide an opportunity for caregivers to share unique experiences, discuss behavior management, challenges and techniques, improve caregiver coping skills, reduce stress and seek solutions together.

- ✓ *Family Consultation and General Caregiving*
- ✓ *Caregiver Education and Training*

- ✓ *Caregiver Support Groups*
- ✓ *Options Counseling*
- ✓ *Alzheimer's and related dementias Educational Material*
- ✓ *Alzheimer's Group Respite*
- ✓ *Parkinson's Educational Materials*
- ✓ *Grandparents/relatives raising children*

Alzheimer's Caregiver Support Groups

Services specifically designed to assist families caring for a loved one with Alzheimer's disease and/or other related dementias, including Lewy Body and Vascular dementias.

- ✓ *Grayson County – Sherman*
The group meets on the 3rd Wednesday of the month at 12:30 p.m.
TCOG, Texoma Room (2nd Floor)
- ✓ *Cooke County – Gainesville*
The group meets on the 1st Wednesday of the month at 9:00 a.m.
Stanford House
401 W. Garnett St.

- ✓ *Alzheimer's Caregiver Respite Care (at Facility)*
Sherman – every Tuesday & Thursday
Gainesville – Each Wednesday

Parkinson's/Atypical Parkinson's Support Group

- ✓ *Grayson County – Sherman*
Meets on the 2nd Wednesday of each month at 1:30 p.m.
TCOG, Texoma Room (2nd Floor)

Grandparents/Relatives As Parents Support Group (Kincare)

- ✓ *Grayson County – Sherman*
Meets on the 1st Wednesday of each month at 12:30 p.m.
TCOG, Texoma Room (2nd Floor)

INFORMATION, REFERRAL & ASSISTANCE PROGRAM 903-813-3505

Consists of activities such as:

- ✓ *Assessing the needs of the inquirer (phone, emails, walk-ins);*
- ✓ *Evaluating resources and making referrals to appropriate programs;*
- ✓ *Assessing appropriate response modes;*
- ✓ *Indicating organizations capable of meeting those needs;*
- ✓ *Providing enough information about each organization to help inquirers make an informed choice;*
- ✓ *Helping inquirers locate alternative resources when some services are unavailable;*
- ✓ *When necessary, actively participating in linking the inquirer to needed services, and following up on referrals to ensure the service was provided.*

14TH ANNUAL TEXOMA CAREGIVER WALK & P.A.W.S. PARADE



Thank you to our 2019 sponsors:



United Way of Cooke County



United Way of Grayson County



ADDITIONAL CONSIDERATION PROVIDED BY:

- ✓ Traditions
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- ✓ Awards Unlimited
- ✓ Heavensent
- ✓ First United Bank
- ✓ Sherman Senior Center
- ✓ Focused Care at Sherman
- ✓ Grayson County Health Clinic

100% of all donations remain in Texoma to assist ALL individual caregivers caring for loved ones with Alzheimer's and related dementias, Parkinson's Disease, Grandparents raising grandchildren and those with chronic illnesses or other diseases.





BENEFITS COUNSELING PROGRAM

903-813-3505

Benefits Counseling

Advice or representation by an attorney, including assistance by a paralegal or law student under the supervision of an attorney, or counseling or representation by a non-lawyer such as a certified Benefits Counselor, where permitted by law, to older individuals with economic and social needs.

Legal assistance activities include the following:

✓ Advice/Counseling

A recommendation made to an older individual regarding a course of conduct, or how to proceed in a matter, given either on a brief or one-time basis, or on an ongoing basis; may be given by telephone or in person.

✓ Document Preparation

Personal assistance given to an older individual with help in the preparation of necessary documents relating to public entitlements, health care/long term care, individual rights, planning/protection options, and housing and consumer needs.

✓ Representation

Advocacy on behalf of an older individual in protesting or complaining about a procedure, or seeking special considerations by appealing an administrative decision, or referral to the Legal Hotline for Older Texans.

✓ Benefits Screening

Benefits counselors will assist in completing a thorough and individualized Benefits Check-Up Report, which pre-screens potential eligibility for numerous state and federal benefits, including Medicare Part D.

“Legal Assistance Services” are identified as: Benefits Counseling.

Certified Benefits Counselors assist persons in connecting to the array of benefits available to them, including:

- ✓ Medicaid
- ✓ Medicare
- ✓ Medicare Savings Programs (QMB, SLMB, QI1)
- ✓ Supplemental Security Income
- ✓ Veteran's Benefits
- ✓ Community-Based Alternative
- ✓ Advance Directives
- ✓ Long-Term Care Insurance
- ✓ Powers of Attorney
- ✓ Elderly Victims of Abuse, Exploitation, and Neglect
- ✓ Qualifying Income Trust
- ✓ Administrative Appeals
- ✓ Insurance Fraud

Legal Awareness Seminars

The dissemination of accurate, timely, and relevant information, eligibility criteria, requirements, and procedures to older individuals about public

entitlements, health/long-term care services, individual rights, planning/protection options, and housing and consumer needs. Educational programs on a variety of legal topics offered annually. These events will be advertised in local newspapers and are free to the public.

NURSING HOME OMBUDSMAN

903-816-0688

Certified staff and trained volunteers provide services to protect the health, safety, welfare, and rights of residents of nursing facilities and assisted living facilities, including identifying, investigating, and resolving complaints that are made by, or on behalf of, residents. Further detail can be found in the Older Americans Act, Section 712.

The managing local ombudsman maintains comprehensive information about each of the nursing homes, personal care homes, and assisted living facilities in the region. Consultation regarding long-term care alternatives and the costs and methods of financing for long-term care living options are available.

Certified Volunteer Ombudsmen complete 36 hours of training to achieve certification. Volunteer ombudsmen visit assigned nursing homes, promote quality of life and quality of care as well as participate in complaint resolution for the protection of Residents' Rights.

CARE COORDINATION PROGRAM

903-813-3505

An ongoing process to include assessing the needs of an older individual and effectively planning, arranging, coordinating and following-up on services which most appropriately meet the identified needs as mutually defined by the older individual, the access and assistance staff, and where appropriate, a family member(s) or other caregiver(s).

Services include (when funds available. Restrictions apply):

- ✓ Ramps
- ✓ Hearing aids
- ✓ Dentures
- ✓ Eyeglasses
- ✓ Durable Medical Equipment (Referrals)
- ✓ Transportation (Medical-Related)
- ✓ Minor Residential Repairs
- ✓ Nutrition Services
 - Congregate Meals: A hot or other appropriate meal served to an eligible older individual that provides 33 1/3 percent of the dietary reference intakes established by the Food and Nutrition Board of the Institute of Medicine of the National Academy of Sciences. The meals follow the most recent Dietary Guidelines for Americans, published by the Secretary of Agriculture. The objective is to reduce food insecurity and promote socialization of older individuals.
 - Meals on Wheels of Texoma produces meals at local senior centers. Anyone 60 years old or older can attend senior centers and receive a meal for lunch. The meals are free; however, donations are always welcome.*
 - Home-Delivered Meals: Hot, cold, frozen, dried, canned, fresh, or supplemental food that provides a minimum of 33 1/3 percent of the dietary reference intakes. Guidelines are established by the Food and Nutrition Board of the Institute of Medicine of the National Academy of Sciences and complies with the

most recent Dietary Guidelines for Americans, published by the Secretary of Agriculture, and delivered to an eligible participant in their place of residence. The objective is to reduce food insecurity; help the recipient sustain independent living in a safe and healthful environment. To qualify to receive a Home Delivered Meal you must be age 60 or over, homebound, have no one to help you prepare a meal, and personal nutritional health would benefit from receiving a meal. Meals on Wheels of Texoma prepares and delivers these meals.

SENIOR CORPS PROGRAM

903-813-3562

Foster Grandparent Program

A program designed for persons 55 years of age or older who meet income eligibility requirements and wish to provide 15 to 40 hours per week of love and wisdom to an at-risk child. Foster Grandparents receive a tax-free stipend. Foster Grandparents serve as Mentors for children in public settings such as schools, daycares and after school programs.

Texoma RSVP

The program offers opportunities to persons 55 years of age or older who wish to remain an active and productive member of their community by contributing time and experience to local community non-profit organizations.

Friends in Action Program

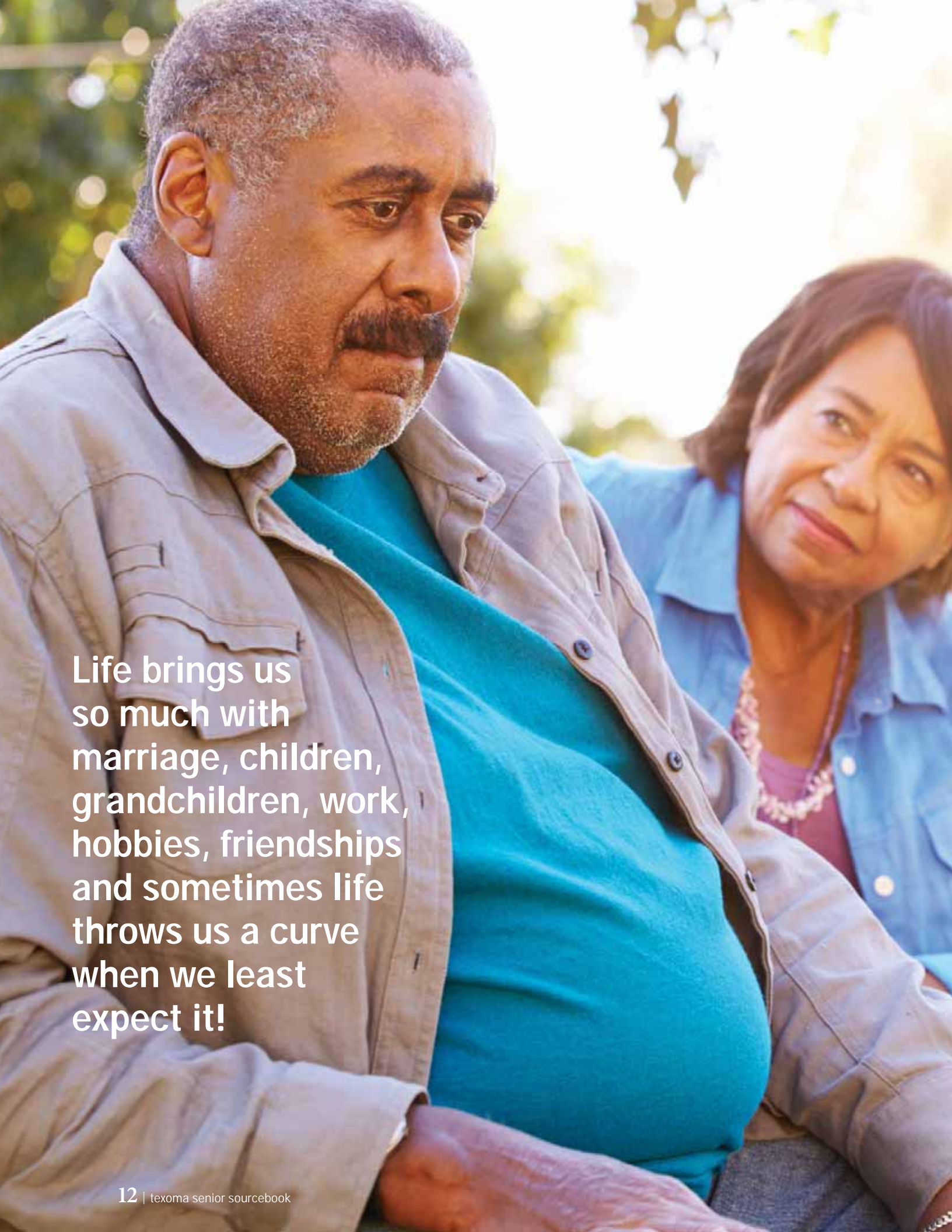
Community volunteers are recruited to assist with transportation needs of homebound persons age 60 and older living with aging complications or disabilities with limited or no support. Assistance provided by recruited volunteers include transportation to and from doctor visits, grocery shopping assistance and small errands such as a trip to the pharmacy.




LOOKING FOR ADDITIONAL RESOURCES?

A COMPREHENSIVE LIST OF STATE, FEDERAL, AND OTHER LOCAL RESOURCES MAY BE FOUND STARTING ON:

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Life brings us
so much with
marriage, children,
grandchildren, work,
hobbies, friendships
and sometimes life
throws us a curve
when we least
expect it!



What happens when life throws you a curve?

BY NANCY JACKSON

Suddenly, a serious illness changes and shapes our lives and whenever life changes, anxiety, questions and fear are natural responses.

As days go by, the questions come: *How do we cope? Where are the answers? Who do I turn to for help and support?*

In this article we share some of the most common questions and answers that will help direct you in the next path to take. Every situation is different and you know better than anyone how this “curve” is impacting you. You also know what is important to you, so in the days ahead think about your goals and look for ways to gain the care, comfort and support that will make a difference

for you. And be sure to share your wishes with your family and others who will support you in the days ahead.

How do I know what the right care is for my illness?

We do have choices about the services we use with any serious illness. If you have a serious illness, there may be many treatment options. Asking questions of your doctor, seeking a second or third opinion, talking to friends and researching online are the best ways to begin your journey.

When a diagnosis is terminal, hospice care is a choice. Although many believe going on hospice is giving up hope, it is just the opposite as it is an opportunity to have the best possible quality of life. It is the best option in the last months of life because it offers a variety of benefits and support to both the patient and the family members and caregivers.

Why do I need hospice care sooner or once I stop curative treatments?

Dr. Ronald VanBuskirk, a Board Certified Hospice and Palliative Care Physician, shares his thoughts about the need for earlier admission to hospice care:

“The purpose of hospice is to help you with your plans and goals. The longer we know you, the better we will be at meeting your expectations and planning for the unexpected. Often, patients think being admitted to hospice will shorten their lives but there is evidence to the contrary.”

What’s the difference between Home Health and Hospice?

HOME HEALTH: Patients need skilled care - either nursing or therapy, are home bound and the plan of care must outline specific needs and visit schedule.

HOSPICE: A patient has a probable life expectancy of six months or less, and the patient is not pursuing curative treatment. A physician must sign an order for the patient to be admitted to hospice care.

If not eligible for home health or hospice, you should consider Pathways - a Palliative Supportive Care Program offered in the community that provides pain and symptom management for a chronic or serious illness.



**Specialized medical care
for people with
chronic or serious illness**

A 501 (c)(3) non-profit organization
A Program of Home Hospice of Grayson County

Palliative Supportive Care

903-820-9753

Studies have shown longer survival for hospice patients. Since 2007, there has been significant research reported in the Journal of Pain and Symptom Management, the 2010 New England Journal of Medicine and the American Medical Association, all illustrating the increase in the quality and quantity of life that patients experience when they received hospice care."

What type of care and support will I receive? What about my family?

Your Home Hospice Care Team consists of a physician, a registered nurse, a nurse aide, a social worker, a chaplain and, if desired, a volunteer. This team provides care to the patient and caregivers, regularly reviews and revises the plan of care for the patient, focusing on the patient's goals for comfort and quality of life.

Hospice care is provided to patients whether they live alone, or reside in a facility or hospital. Not all patients have family caregivers; many have friends who step in and provide support. Recognizing that patients may live alone, have family members who are not medical professionals or are unable to provide care, the Home Hospice team helps coordinate community resources to provide support when needed.

Your medications, medical equipment and many nursing supplies are covered by the hospice. Your hospice team will also help with emotional and spiritual support to the patient and family. You also have access to volunteers who can help with caregiver respite and social support for the patient. Ongoing bereavement care is also provided to the family.

ANGELS CARE HOME HEALTH

SKILLED NURSING IN THE COMFORT OF YOUR HOME



Call today to arrange for an evaluation or to learn more about our Disease Management & Specialty Programs:

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Hypertension • Falls Prevention • Parkinson's
Stroke/TBI • Heart Attack • Pneumonia
Light Step (Nerve Pain/Neuropathies)
Medication Management**

Hospital Transitional Care (CHF, Heart Attack, Pneumonia)

Community Classroom Education

Caregiver Support Education

Behavioral Health at Home Program

Care Connections Pre-Palliative Care Program

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medicare
coverage**

Angels
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Gainesville &
surrounding areas
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angelscarehealth.com**

Hospice team members use their expertise to minimize physical, emotional and spiritual concerns while supporting the patient and family as they make important end-of-life decisions.

If you need someone to come to the home at 3AM on a Saturday morning or any time of the day or night, will they be available when you need them?

Hospice care is available 24/7. You have access to nurses who can answer questions, make visits and provide needed care whenever the patient needs support.

Just because you seek out the information doesn't mean you have to transition to any additional care immediately. You have many options in health

care today. It's okay to research your options before you need them. Think about what is important to you and your family. Ask questions. Listen. Make decisions based on facts rather than fear. Being informed in advance may give you extra time with someone you love. ■

**For additional questions or information, please call
Nancy Jackson at 903-868-9315
or visit our website at
www.HomeHospice.org**

“Better Texas Through the Ages”



The **Texas Silver-Haired Legislature** is a non-partisan legislative organization formed by authority of Senate Concurrent Resolution 37 and adopted by the 69th Texas Legislature in 1985. Since that time, the TSHL has worked tirelessly to address issues of concern to the seniors of Texas by having town hall meetings and participating in other statewide meetings with other collaborators on senior issues. Since 1985 over 600 Texas senior citizens have served in the TSHL from the 28 Area Agencies on Aging located in Texas. Members include educators, lawyers, nurses, doctors and other healthcare workers, former legislators, financial advisors, law enforcement, retired military, insurance agents and many other fields.



Visit www.TxSHL.org or contact
Texoma Area Agency on Aging
at (903) 813-3575 to learn more.



Grief & Dementia

By Tam Cummings, PhD

If you've heard of the stages of grief as described by Dr. Elisabeth Kubler-Ross, a pioneer in grief research, you know she divides the process into five distinct stages: *denial, anger, bargaining, depression and acceptance*. Understanding the grieving process as you work through the losses that take place as dementia steals away the person you love will allow you to better deal with your own grief and with the grief of others when your loved one dies.

Unfortunately, family members and friends of persons with dementia tend to experience the five stages repeatedly throughout the disease process – going from denial to anger to bargaining to depression to acceptance – before facing a new loss of abilities and another round of emotions. It is as if they are stuck in an excruciatingly slow revolving door where the stages of grief seem endless.

Just as you come to terms with and accept what you've lost in one stage of the disease – a part of your mom's physical presence, a part of your mom's personality – she moves into a new stage, only to have more of her stolen away.

Understand that the feelings of grief felt throughout the dementia process and how each individual deals with those feelings are unique to each person, so don't be too quick to judge others. Visiting a parent or spouse in the late stages of dementia – some who look at you with no recognition in his or her eyes – is painful and difficult for everyone.

Some simply cannot face the slow demise, so they arrange for care at a facility and are never seen again. Others visit only when they feel they can emotionally and mentally handle the visit.

Others face the disease process daily and continue to stay deeply involved in the life and care of their loved one.

Some families go through the stages of grief so often they can delude themselves into thinking they are ready for the end. But the reality is this: in spite of the grief of ongoing loss and in spite of the pain and hurt caused by dementia, you can still walk back into that room and see your loved one until that actually occurs. Only when someone dies are you able to start your way through the final round of grieving.

The Stages of Grief

What follows is an overview of the stages of grief. Remember that one person may experience all five stages; others may get hung up after only one or two. Some people go through the stages in the order listed, others skip around. No one way is better than another, no one way is right. Just know these are the feelings you, your family and your friends might experience when a loved one has dementia:

1. Denial

How family members react when they first hear a diagnosis of dementia and are told their loved one has a terminal illness or death varies greatly. Most people either consciously or unconsciously refuse to accept the facts, information and reality of the situation as they are thrust into the “*this isn’t happening to me*” stage.

This defense mechanism is perfectly natural. Some in their shock and disbelief decide the medical professionals must be wrong and begin a journey of taking their loved one for second, third and fourth opinions. Others continue to act as if nothing has happened and go about their daily activities as if all is well. Some choose to isolate themselves.

During this initial grieving phase, many report feelings of being numb and out of touch. They don’t seem aware of their surroundings, may not feel connected to their bodies and have difficulty concentrating or making decisions.

If the feelings of denial and loss are too severe, they may not be capable of performing their normal daily activities, such as cooking meals or driving a car. People often report forgetting to eat or driving to a place and then not remembering the route they took or the red lights they passed.

2. Anger

In the second stage, the “why is this happening to me” stage, individuals experience feelings of anger. Some people may find they are angry at themselves, while others may direct their anger outwards and lash out at those closest to them.

Understanding that your own anger and the anger of others is a normal reaction may help you remain detached and non-judgmental, especially when you are on the receiving end of someone’s rage. I once witnessed a daughter come into a memory community and angrily chew out the caregiver because of the way

her mother’s clothes were hanging in the closet. In reality, the issue was not the direction of the clothing hangars. It was the daughter’s grieving process.

Anger can manifest in many ways, including:

- » **Anger at the dementia** that is killing a loved one and transforming her into a virtual stranger.
- » **Anger at those in the medical field** for not being able to stop or cure the disease.
- » **Anger at themselves** either for wishing a mom’s death would come to end the torture of watching her slip away bit by bit and/or for not having had more patience in the past for their loved one’s dementia-induced behaviors.
- » **Anger at the person who has the disease** for putting people through the trauma of watching the disease progress.
- » **Anger (and fear) that dementia could happen to you as well.**
- » **Anger at the caregivers.**
- » **Anger at the person who is ill or has died.**

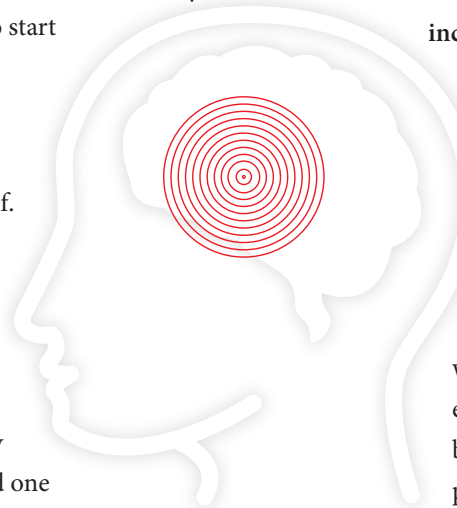
3. Bargaining

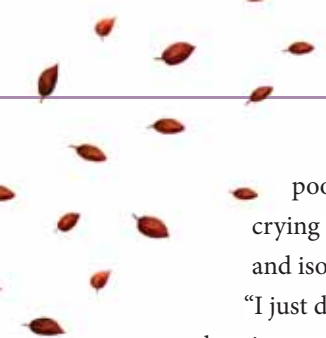
The bargaining stage can be especially difficult because nothing can be done to end this disease for a person or bring her back after death. People in this “I promise to be a better person if...” stage desperately pray and offer exchanges in an attempt to change reality. Sometimes they actually are able to trick themselves into believing their exchange will make a difference.

The best way to deal with someone who is in the bargaining stage of grief is to not offer false hope. The reality is that the course of dementia or death cannot be changed.

4. Depression

When people begin to realize the full extent of their loss, they may move into the depression stage of grief. Common depression signs include difficulty sleeping,





poor appetite, lack of energy and crying spells. You may often feel lonely and isolated and say things such as, “I just don’t care anymore.” You may lose interest in activities, feel guilty or have trouble concentrating. You may feel the other side of depression, known as atypical depression, which includes symptoms of feeling angry or anxious.

Although depression is common after a loved one dies, many family members experience it prior to death. Depending upon when a loved one was

I’ve found that families react to the pending death of their loved one in a variety of ways – none of which is good or bad.

diagnosed, you or your family may have been dealing with many medical, financial and behavioral issues for years. This certainly increases the probability of depression.

Realize that everyone has limits and sometimes stepping back and taking a break is the best thing to do. So instead of visiting a loved one for an hour that day, a phone call or quick five-minute stop might relieve some of the pressure.

After the death of a loved one, depression is likely to be intensified and may feel like it will last forever. It is important to remember two things:

- » Depression after someone’s death will not last forever.
- » Depression after someone’s death is an appropriate response to a great loss.

For some people, normal depression after a loved one’s death can turn into clinical depression. If you suspect that you or someone you know might have crossed the line into clinical depression and is unable to accomplish daily living activities or has suicidal thoughts, seek grief counseling and an evaluation with a mental health professional or your physician immediately.

5. Acceptance

Eventually, most people get to the point where they can say, “I’m ready for what’s next.” How long it



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takes to get to acceptance, especially after a death, varies greatly. For many people, the period of mourning and grieving for loss is actually closer to 10 years than two months.

Even if the death was expected and follows a long illness such as dementia, a person still mourns as if death had come as quickly as a cardiac event or in an accident. As people accept the loss and let go of grief, the anger, numbness and sadness begin to go away.

This does not mean that they are okay with what has happened. Instead, this is an acceptance of the reality of the situation and an acceptance to live with this new norm. Acceptance does not mean that the past or the person is forgotten.

Finally, as you deal with personal feelings and the emotions of others who also care for someone suffering from dementia, remember that help is available through

support groups. They provide a caring, encouraging, non-judgmental network that connects you to others who are going through or have completed *“The Long Goodbye.”*

In today’s world, we normally receive only three days off from work for the death of a loved one. Well-wishing friends usually allow us a few weeks before our grief makes them uncomfortable. Even close friends typically provide only about six weeks of support. Well-meaning friends may even tell us that the death of our loved one was *“for the best, after all she had been sick a long time.”* That may be so, but it doesn’t take away the fact that your loved one has died.

Family Responses

Sitting beside dementia patients in their last few hours, I’ve found that families react to the pending death of their loved one in a

variety of ways – none of which is good or bad. For example:

- » Some families sit with a loved one around the clock. They made a decision to be there and share in the final hours, minutes and breaths. Like John’s family, they ate together as they cry, laugh, say their good-byes and hold their loved one’s hand in the final moments.
- » Some families only want to know when it is over. I once called a woman to tell her that if she or her children wanted to say good-bye to her husband and their father, they needed to come to the nursing home that weekend. She thanked me for calling and said they would not be coming to the facility because they had already said their good-byes. She explained that she and her family believed that Harold had essentially died seven years earlier and



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all that was in the nursing home was the shell from which his spirit had already left.

- » Some families react with anger. One time a granddaughter arrived at the facility after I alerted the family that the patient was close to death. This granddaughter declared she loved her grandmother dearly despite never having called or visited during the time the woman was in the facility. She began yelling at the nurse and staff, finally demanding I tell her grandmother to “stop dying immediately.”
- » Some families react with indifference. I’ve had families tell me they can’t stop by because they are going out to dinner or the movies.

What’s important to remember is that what’s right for one family may not be right for another, and that everybody’s family is different and has its own history to deal with as death comes closer. That seemingly sweet elderly lady may have beaten, berated and ignored her children and driven them away over a lifetime.

And everyone grieves differently, whether it is wailing loudly, standing stoically without shedding a tear or getting drunk. No individual should make judgments about whether another’s reaction to death or grief is appropriate. ■

Tam Cummings, PhD is a national speaker on Alzheimer’s Disease and the author of “Untangling Alzheimer’s”.

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1

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2

Set limits on what you can do; don't allow others to make you feel guilty

3

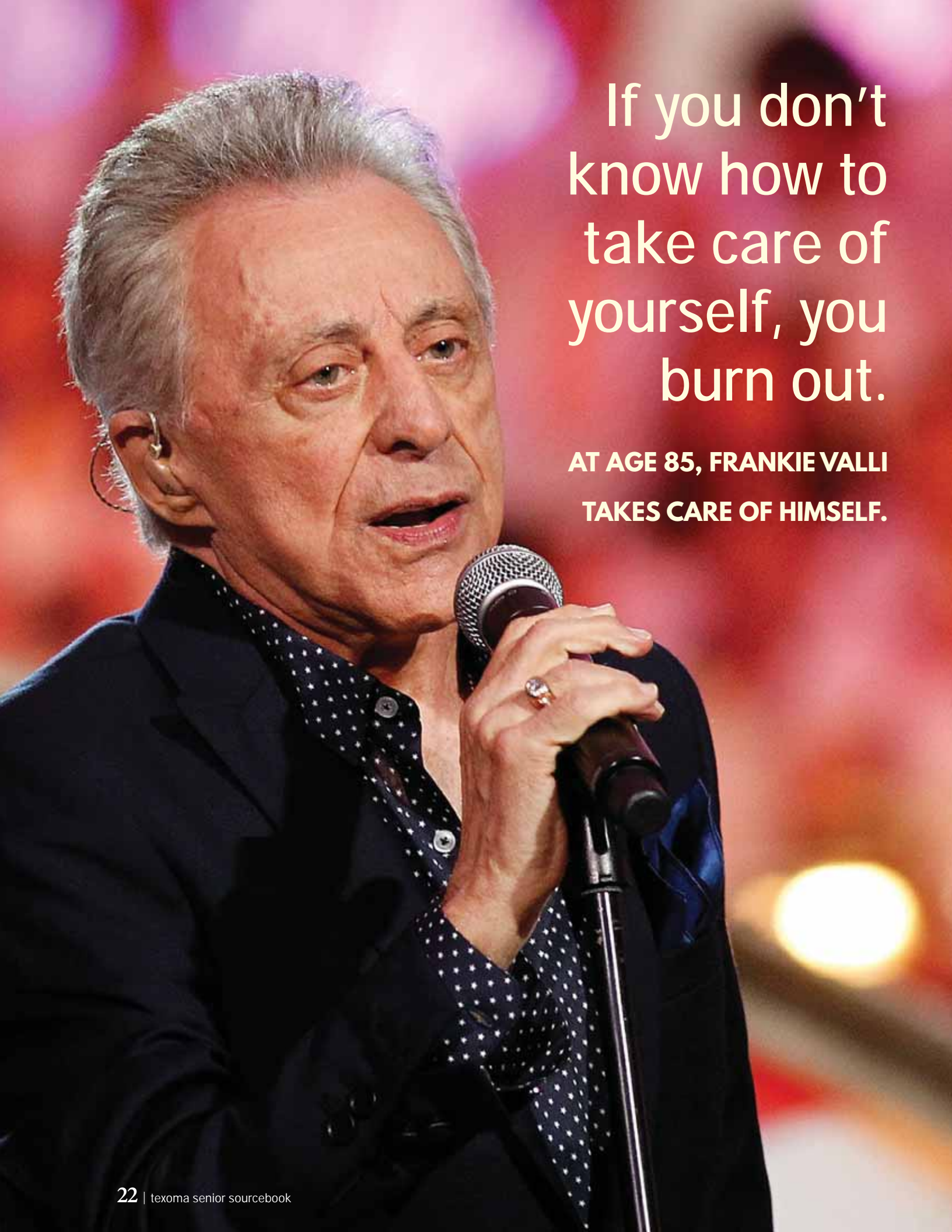
Accept offers of help; don't try to do everything yourself

4

Give yourself permission to enjoy a few moments each day with what gives you pleasure

5

Call your local Area Agency on Aging and speak to a caregiver specialist for local resources

A close-up photograph of Frankie Valli, an older man with grey hair, singing into a microphone. He is wearing a dark suit jacket over a dark shirt with white polka dots. He has a ring on his finger and an earpiece. The background is a blurred red and orange stage light.

If you don't
know how to
take care of
yourself, you
burn out.

**AT AGE 85, FRANKIE VALLI
TAKES CARE OF HIMSELF.**

Knowing Frankie Valli



BY DAN A C R E E

Few entertainers can say they have been at the top for nearly seven decades. It would seem that Frankie Valli (born in 1934 as Francesco Stephen Castelluccio) has been in the music business forever—through ups and downs, but always touring. He was always performing, always creating something new. His story has been told in books, interviews, a Broadway and touring stage production, even a movie directed by Clint Eastwood. You can find as much information as you want in the media and on the Internet, so I want to share a personal story.

During the 1980s I worked for Frankie Valli. I was his personal publicist and spent many hours watching him from the backstage area, traveling together, and hanging out in green rooms. I not only admire his long and successful career, but his stamina and enduring relationships in a business that does not necessarily reward loyalty.

As a fledgling publicist in Hollywood's music and television industry, I worked with many great talents. I liked and respected most of them, but Frankie was an exceptional client. He put up with my amateur moves early in my career, and always made sure I understood what I could have done better. He was an important mentor in my growth as a professional practitioner in the art of entertainment public relations.

That Night on the Bird Streets

The year was 1980, the place, Frankie's home on Blue Jay Way in the Hollywood Hills above the Sunset Strip. We were hanging out after a business meeting.

In the living room of this grand home looking out over the sparkling vista of Los Angeles at night, I was watching Frankie, his close friend Felix Cavaliere (The Young Rascals), and Wolfman Jack around the grand piano, playing and singing. I also handled publicity for Wolfman. It was a stellar moment for this 32-year old who realized he was in the company of legends.

Frankie saw me sitting quietly, staring intently. "What are you thinking right now," said Frankie. I was a little embarrassed to reveal my thoughts, but I had to get it out.

Will Frankie retire?

Perhaps
someday,
but for now
he continues
to entertain.

Jersey Boys on Broadway

*New York, New York, USA
- November 25, 2012:
Entrance to the theater
showcasing Jersey Boys: The
story of Frankie Valli & The
Four Seasons on Broadway in
New York City, Times Square.*

(iStock Photo/Getty Images)

"I am just looking around this room and thinking how lucky I am. A kid from Okmulgee, Oklahoma, in the actual house where The Beatles lived in L.A., sitting next to Wolfman Jack, who I first heard on XERF 1570 AM on my 6-transistor radio at age 14 and inspired me to be a radio DJ.

"And across from me is Frankie Valli of The Four Seasons, whose 'Walk Like a Man' was the first 45-rpm record I ever bought. And I'm listening to Felix Cavaliere on the piano, whose records I played as a newly-minted radio disc jockey in high school.

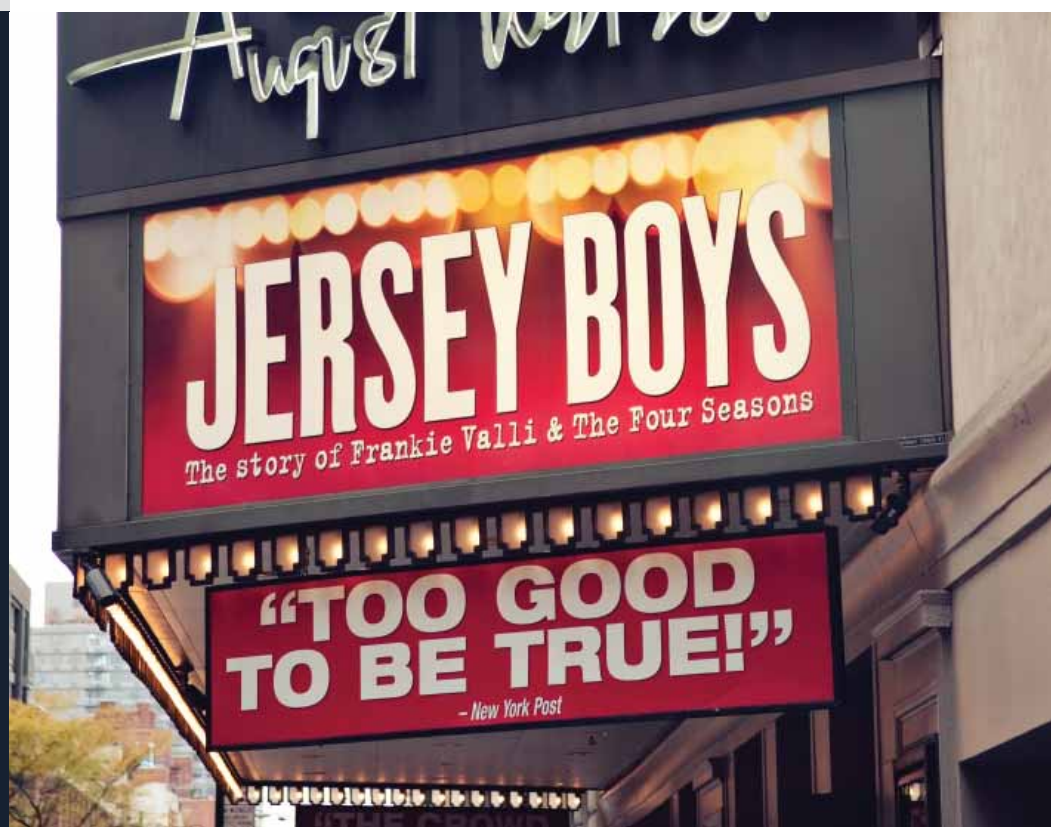
"And it makes me realize that no matter what you think is in your future, you really have no idea where you will travel on life's journey. Anything can happen. And it did for me."

Knowing the Rules

There is an unspoken rule for those of us who work in the background of show business: don't act like a fan. You never ask for autographs, or photos; you never fawn over your client. It's important to keep a professional distance. Easier said than done.

The stereotypical sycophant role portrayed in film and TV doesn't reflect the reality of a personal publicist's relationship with a client. By its very nature, you know the best and worst things about your star client because it's your job to craft and maintain a positive image in the media.

Having seasoned celebrities like Wolfman Jack and Frankie Valli early in my career spoiled me.



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They taught me the art of balancing my job as image-builder, with respect for the importance and value of keeping the story straight and maintaining a legacy.

The other side of that relationship is understanding that no matter how close you are to your client you are an employee, and it's best to know your place. Those artists who have been at the top the longest will keep you in line. It is first a professional business relationship. Knowing when to be a pro and be a friend means you will survive any dust ups that will inevitably occur.

Moving On

My relatively brief career as a personal publicist exceeded my expectations. Over time I represented music artists like The Manhattan Transfer, Stephanie Mills, Peaches & Herb, Roseanne Cash, Paul Revere and The Raiders, Francé Joli, Foxy,

Michael Franks, Randy Jackson, and many others. Clients also included top-rated television stars like Larry Wilcox (CHiPs/NBC) and Jenilee Harrison (Three's Company/ABC), to name a few. After nearly a decade as a press agent, I ended my run in show business to return to broadcasting and the advertising industry where I remain today.

Reconnecting with Frankie

Long after I had left the business, I met up with Frankie Valli at a concert appearance in Houston where I was living in the mid 90s. My two guests were in awe and Frankie could not have been kinder in taking time to make them feel special and invited us to his dressing room after the show.

In a rare moment, it was just Frankie and me in the room. I thanked him for being so generous with his praise for me, and then



Rubbing Shoulders

*(L-R) Frankie Valli
with Dan Acree,
November 12, 1983,
Beverly Theatre*

said, "We don't have to tell them I wasn't a very good publicist, do we?"

"Naw, we'll keep that to ourselves," said Frankie. After the show, he invited us to come to dinner. That episode tells you a lot about him.

Another 10 years later, I was invited to Frankie's sold-out show at Winstar Casino & Resort in Thackerville, Oklahoma. I was excited to reconnect. I was joined by my sister, Debra Miller, and friends John and Carol Davis. For me it was a chance to prove I actually knew an American music icon; a real superstar with 40

hits in the Top 40, 19 in the Top 10 and eight songs that went to number one.

Walking backstage we made eye contact. Frankie has always been fit and trim, not a surprise to see him looking about the same as he did the last time we met. At a diminutive 5 feet, 5 inches, he is like a stick of dynamite on stage. Small and powerful, he has always been very in touch with his physical and spiritual health. Me, not so much.

At the other end of the spectrum, I could see his surprise to see me

anything but fit. I've always battled my weight—up and down, losing 50 pounds, gaining 60 pounds. But at this moment I was at an all-time high tipping the scales at nearly 300 pounds. I was self-conscious.

After hands were shook and photos taken, Frankie pulled me over to the side. "You don't look good," he said. "You're too young to be in this shape." I was embarrassed, but I knew that he was trying to be helpful. It was the beginning of getting serious about getting healthy, though it was years before I made



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the decision and made it happen. I am proud to say I am now near my proper weight, in very good health and living life to the fullest.

Keeping Active and Staying Healthy

At age 85, Frankie Valli's energy and stamina are on display at every performance. His falsetto is as crisp and controlled as ever. He commands the stage, backed by his longtime musical leader Robby Robinson and a team of seriously-talented musicians and backup singers.

Touring is a grind. It makes no difference how you travel (luxury bus, private jet, limousine) or if your overnight accommodations are in the high-roller suite at a resort casino or the penthouse suite of a 5-star hotel. The fact is you are not at home, you are not with your family, and you are at work every night.

If you don't know how to take care of yourself, you burn out. Frankie Valli takes care of himself.

Old School Work Ethic and Values

If there is one thing that Frankie Valli learned growing up in the projects and on the tough streets of Newark, New Jersey, it's that you have choices to make along the way, and those choices direct your path.

"Was it rough? Lots of crime? Well,

that was all I ever really knew. I thought it was normal. A lot of guys got in trouble, a lot of guys moved away, and there were a lot of guys that ended up in the trunks of cars.

"A lot of guys in my neighborhood ended up with a position in organized crime. That wasn't what I wanted. I didn't want anyone to tell me what I had to do. I wanted to be in control of my life. I wasn't looking for favors. You get a favor, you're going to have to pay it back one day. To be an actor, a singer—those were always my dreams and aspirations," said Frankie.

It's a well-known story how Frankie and writer-producer-singer Bob Gaudio met and formed a friendship-partnership that endures today. What was unique was the pair's extraordinary business acumen. They understood that control of their works was foundational to a successful creative and financial future.

A Long Career Begins

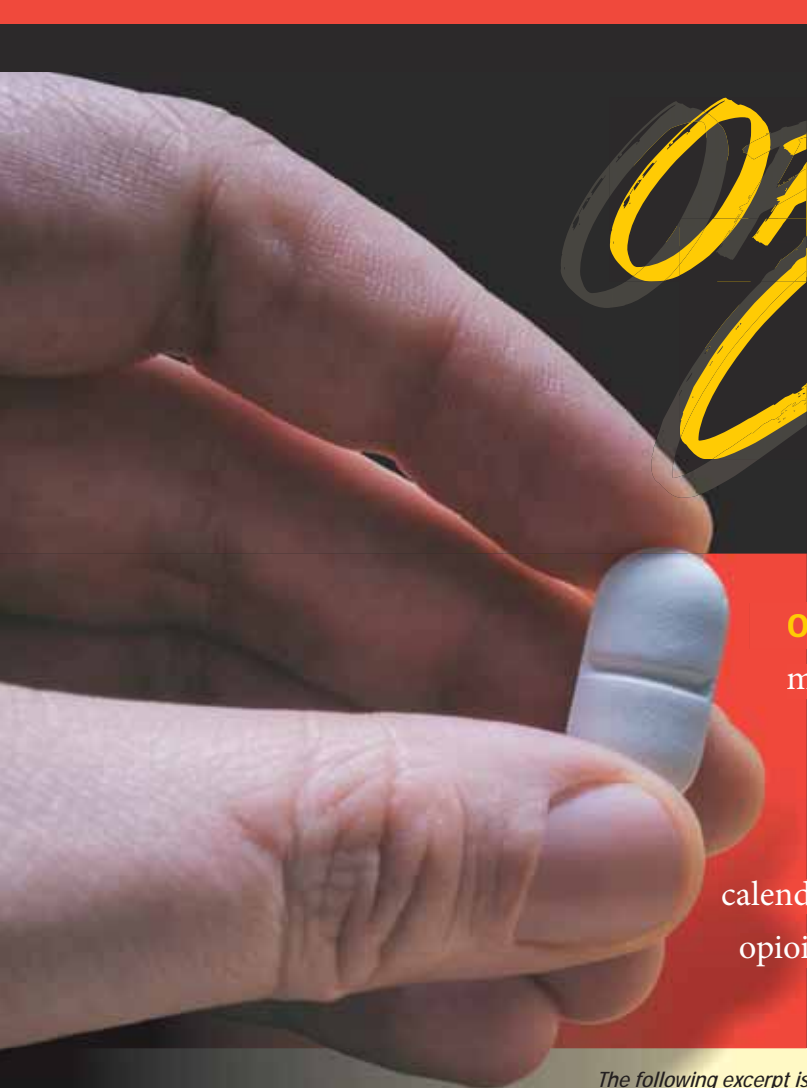
Summer of 1962, "Sherry" hit the top spot on Billboard's Hot 100. Gaudio recalls that he wrote the song in

his spare time "I had fifteen or twenty minutes of nothing to do, and I just sat at the piano and it popped out." Frankie's successful career was officially launched.

Over the years Frankie recorded and charted 71 hits; including 40 in the Top 40, 19 in the Top 10, and eight number ones. His solo success was cemented when he released "My Eyes Adored You" in 1974, "Who Loves You" in 1975 and 1978 a hit single from the motion picture "Grease." There were many more down the road.

The music, the books, the stage plays and the movies are all testaments to his popularity and staying power. There is only a handful of artists in Frankie Valli's league—an enduring career with a huge fan base and a string of sold-out shows every year. **Will he retire?** Perhaps someday, but for now he continues to entertain and remind his audiences of better times, when music was the soundtrack of our lives. ■





Opioid Crisis in Texas

Opioids are a class of drug that includes prescription medicines, such as hydrocodone, oxycodone, morphine, and methadone, and illicit substances, such as heroin. Opioid use has increased dramatically across the U.S., resulting in more than 42,000 overdose deaths during calendar year 2016. During that year, 1,375 Texans died from opioid overdose, according to research from the Centers for Disease Control and Prevention.

The following excerpt is from the article "Overview of Opioid Crisis in Texas" and may be seen in its entirety in the Legislative Budget Board Staff Reports – ID:4830; April 2019.

Opioid drugs have valuable medicinal properties when used within a physician's care, but they also can be habit-forming or fatal when misused or abused. Many individuals who use opioids are prescribed the drugs for legitimate medical uses, including pain management, but opioid use may also involve the misuse or abuse of either prescription or illicit opioids. Misuse is defined as the incorrect use of a prescription opioid while abuse refers to a recurring pattern of either prescription or illicit opioid use which substantially impairs a person's functioning in one or more important life areas such as social or vocational.

During calendar year 2016, 12.3 million people age 12 or older misused prescription opioids or used heroin in the U.S. During the same year, an estimated 2.3 million people age 12 or older met the clinical criteria for having an opioid use disorder (OUD). Rates of opioid prescribing are lower in Texas than the U.S. average. Texas' calendar year 2016 rate of opioid prescriptions per 100 persons was 57.6, and the national rate was 66.5 per 100 persons.

TREATMENT

Eligible individuals with OUD may receive treatment through state-funded providers or through the Texas Medicaid program. During calendar year 2017, 8,749 Texans received state-funded treatment for OUD. That same year, 3,192 individuals accessed medication-assisted treatment (MAT) services, the evidence-based treatment for moderate to severe OUD. During fiscal year 2017, the Texas Medicaid program provided treatment to 6,594 individuals with OUD, and 6,179 individuals accessed MAT services.

According to HHSC, available OUD treatment services in Texas are not sufficient. This lack is particularly true for MAT services. During 2016, 86.0 percent of new admissions for OUD treatment through state-funded providers received episodic, abstinence-based treatment programs. Unlike MAT services, these programs help clients initiate recovery but do not provide support for recovery maintenance.

Lack of access to MAT in Texas can be attributed partially to a lack of providers. Texas has 85 opioid treatment (OTP)

sites, which are facilities that specialize in the treatment of OUD and meet certain federal and state certification, accreditation, licensing, and other requirements.

Health and Human Services Commission (HHSC) provides substance use disorder (SUD) related services in Texas, of which OUD is a component. Treatment for OUD in Texas is available to adults and youth ages 13 to 17 years. Adults receiving treatment may receive MAT. Recovery support services, such as housing, employment, and recovery coaching, also are available to individuals with SUD. Recovery services surpass traditional treatment services to support individuals with SUD during their long-

term recovery and integration back into the community. Any adult Texas resident who is in or seeking recovery may participate, along with family or other supportive individuals, in recovery support services.

OTHER ACTIONS BY STATE

In addition to the opioid-related services provided through state programs and the Texas Medicaid program, the state has taken a number of actions in response to the opioid crisis. These actions include regulating the prescribing of opioids, controlling opioid prescribing and dispensing to enrollees of Texas Medicaid and state health benefit

Chronic Pain

and Prescription Medication

About three in four older adults experience chronic pain¹, which can be overwhelming and make it difficult to do small tasks like grocery shopping or cooking dinner. Many older adults are prescribed opioids to help them cope with pain. It's important to understand the age-specific risks and effects associated with taking these medications.

Serious concerns for older adults taking opioids include:

- An increased likelihood of falls. Older adults taking opioids are four to five times more likely to fall than those taking over-the-counter medications like ibuprofen or aspirin². Falls can result in visits to the ER and sometimes even death.
- An increased chance to develop substance use disorder. Older adults who take opioids for chronic pain are at an increased risk to misuse opioids and develop a substance use disorder³.

Common opioid prescription pain medications you might be prescribed include:

- ✓ OxyContin
- ✓ Vicodin - hydrocodone and acetaminophen
- ✓ Fentanyl - usually in patch form
- ✓ Morphine

If you are concerned about your pain medication or developing a substance use disorder, you can:

- Talk with your doctor or local pharmacist. They can help you decide what medication is right for you. Things to discuss with your medical provider might include:
 - ✓ Pain management alternatives.
 - ✓ Prescription adjustments or corrections.
 - ✓ Identification of potentially harmful prescriptions.
 - ✓ Naloxone - a medication that can help reverse an opioid overdose.
- If you are concerned about substance use, there are programs in your area that can help. Outreach, Screening, Assessment and Referral Centers can help people find substance use disorder treatment services. Call 2-1-1 or 877-541-7905 to be connected to an OSAR center near you.



CAUTION:

Opioids and benzodiazepines like Valium and Xanax are ineffective when taken together and can slow your breathing and cause death.

If you are concerned about falls, you can:

- Contact the Aging and Disability Resource Center at **855-937-2372** and ask about local classes and resources to help you reduce the likelihood of falling.
- Begin an exercise program. Exercise reduces the likelihood of falls⁴.
- Order a free Texercise handbook by calling **800-889-8595**. Texercise is a health and wellness initiative for older adults with resources and materials to help you exercise and live a healthy lifestyle.

1. Desbiens NA, Mueller-Rizner N, Connors AF. (1997) Journal of the American Geriatric Society, 45, 1167-1172.

2. Krebs E, Paudel M, Taylor B et al. Association of Opioids with Falls, Fractures, and Physical Performance among Older Men with Persistent Musculoskeletal Pain. JGIM. 2015;31(5):463-9.

3. Vowles KE, McEntee ML, Julnes PS, Frohe T, Ney JP, van der Goes DN. Rates of opioid misuse, abuse, and addiction to chronic pain: a systematic review and data synthesis. Pain. 2015;156(4):569-576.

4. Sherrington C, Michaleff ZA, Fairhall N, et al. Exercise to prevent falls in older adults: an updated systematic review and meta-analysis. Br J Sports Med 2017;51:1750-1758.

Funding made possible (in part) by grant award number 1H79T1081729-01 from SAMHSA and with the support of The Texas Health and Human Services Commission. The views expressed in written conference materials or publications and by speakers and moderators do not necessarily reflect the official policies of the Department of Health and Human Services; nor does mention of trade names, commercial practices, or organizations imply endorsement by the U.S. Government.

programs, and implementing a state prescription drug monitoring program, among other actions.

In May 2018, the Office of the Attorney General filed suit against Purdue Pharma, the maker of the opioid medication OxyContin, for misrepresenting the risks of opioid addiction. The state is seeking significant penalties from the manufacturer. Several Texas counties also have sued pharmaceutical companies for economic damages, alleging that manufacturers downplayed addiction risks and that their distributors failed to track suspicious orders. In addition, Texas has joined a multi-state investigation

into several pharmaceutical companies to determine any role manufacturers played in initiating the opioid crisis and whether the companies violated any laws.

The opioid crisis will continue to affect Texas and the U.S. The state and the federal government have taken steps to prevent new cases of opioid misuse, abuse, and addiction and to treat existing patients with OUD. It is important for the state to monitor its progress in addressing the epidemic, particularly in improving access to treatment. It also is important for the state to continue to take advantage of any federal funding opportunities to combat the crisis. ■

El Dolor Crónico

y los medicamentos recetados

Aproximadamente tres de cada cuatro adultos llegan a experimentar dolor crónico¹, que en ocasiones es insoportable y dificulta incluso las pequeñas tareas como hacer las compras o cocinar. A muchos adultos mayores se les recetan opioides para ayudarles a sobrellevar el dolor. Es importante entender los riesgos específicos de acuerdo a la edad relacionados con la toma de estos medicamentos.

Entre los riesgos graves que conlleva el consumo de opioides en los adultos mayores están:

- Una mayor probabilidad de sufrir caídas. Los adultos mayores que toman opioides tienen de cuatro a cinco veces más probabilidades de caerse que los que toman medicamentos de venta libre como el ibuprofeno o la aspirina². En este grupo, las caídas pueden llevar a la sala de emergencias e incluso causar la muerte.
- Mayores probabilidades de desarrollar un trastorno por consumo de sustancias. Los adultos mayores que toman opioides para el dolor crónico tienen un mayor riesgo de abusar de los opioides y desarrollar un trastorno por consumo de sustancias³.

Algunos de los medicamentos para el dolor (opioides) que se recetan comúnmente son:

- ✓ OxyContin
- ✓ Vicodin (hidrocodona y acetaminofeno)
- ✓ Fentanilo (normalmente en forma de parche)
- ✓ Morfina

Si tiene alguna preocupación por sus medicamentos o por la posibilidad de desarrollar un trastorno por consumo de sustancias:

- Hable con su médico o farmacéutico. Ellos podrían ayudarle a decidir cuál es mejor medicamento para usted. Estos son algunos de los temas que puede tocar con su proveedor médico:
 - ✓ Alternativas al tratamiento del dolor
 - ✓ Ajustes o correcciones a sus medicamentos recetados
 - ✓ Identificación de medicamentos potencialmente peligrosos
 - ✓ Naloxona: el medicamento que puede ayudar a revertir una sobredosis de opioides
- Si está preocupado por un posible abuso de sustancias, hay varios programas disponibles en su comunidad. Los Centros de promoción de servicios, evaluación y derivación (OSAR) le ayudarán a localizar servicios de tratamiento de los trastornos por consumo de sustancias. Llame 2-1-1 o 877-541-7905 para que le informen dónde está el OSAR más cercano.



CUIDADO:

Los opioides y las benzodiacepinas, como el Valium y el Xanax, pierden su efecto cuando se toman juntos, y podrían enlentecer la respiración y provocar la muerte.

Si está preocupado por el riesgo de caídas:

- Llame al Centro de Recursos para Adultos Mayores y Personas con Discapacidad al **855-937-2372** para que le informen sobre clases y recursos en su localidad que le ayudarán a reducir el riesgo de caídas.
- Empiece una rutina de ejercicio, ya que el ejercicio reduce la probabilidad de caídas⁴.
- Para pedir un manual de Texercicio gratuito, llame al **800-889-8595**. Texercicio es una iniciativa de salud y bienestar, sin costo al público, que cuenta con recursos y materiales para ayudar a los adultos mayores a llevar un estilo de vida saludable. Texercicio le ayudará a verse y sentirse mejor que nunca haciendo ejercicio.

1. Desbiens NA, Mueller-Rizner N, Connors AF. (1997) Journal of the American Geriatric Society, 45, 1167-1172.

2. Krebs E, Paudel M, Taylor B et al. Association of Opioids with Falls, Fractures, and Physical Performance among Older Men with Persistent Musculoskeletal Pain. JGIM. 2015;31(5):463-9.

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3. Vowles KE, McEntee ML, Julnes PS, Frohe T, Ney JP, van der Goes DN. Rates of opioid misuse, abuse, and addiction to chronic pain: a systematic review and data synthesis. Pain. 2015;156(4):569-576.

4. Sherrington C, Michaleff ZA, Fairhall N, et al. Exercise to prevent falls in older adults: an updated systematic review and meta-analysis. Br J Sports Med 2017;51:1750-1758.



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Texans have a long history of helping neighbors in need. HHS employees carry on that tradition by helping Texans families get food, health care and cash assistance.

HEALTH | www.hhs.texas.gov/services/health

4

HHS works to keep Texans healthy by providing services to those who qualify. We also provide information to improve the overall health of all Texans.

MENTAL HEALTH & SUBSTANCE ABUSE
www.hhs.texas.gov/services/mental-health-substance-use

5

HHS offers mental health and substance use services for people of all ages, including people who are in crisis.

SAFETY | www.hhs.texas.gov/services/safety

6

HHS cares about the safety of Texans. We make sure our service providers adhere to state and federal standards. In an emergency, we provide short-term services for people in need.

MORE INFORMATION ABOUT HHS'S SERVICES, PRINCIPLES, AND THE PROCESS FOR FILING COMPLAINTS AND REQUESTING INFORMATION IS OUTLINED IN THE COMPACT WITH TEXANS.

Visit hhs.texas.gov/about-hhs/your-rights/compact-texans

AGING

hhs.texas.gov/services/aging

Almost 12 percent of Texans – 3.2 million people – are 65 and older and the number is growing. By 2050 the figure is expected to increase to almost 20 percent. This increase of the older adult population will likely mean an increase in the need for all types of health and human services such as health care, home care, personal care and long-term care.

Texas Health and Human Services Commission provides a range of services for older Texans that help ensure their well-being, dignity and choice. Programs also are in place to support family caregivers.

Experienced HHSC staff and paid contractors can help eligible older Texans access services that:

- ✓ *Create opportunities to live independently in their own homes.*
- ✓ *Provide information about state and federal benefits and legal rights.*
- ✓ *Give family caregivers the tools to do their job.*
- ✓ *Provide access to meals at home or in group settings.*
- ✓ *Identify assisted-living facility care, daytime programs or nursing home services for which they may qualify.*
- ✓ *Advocate for people who live in assisted-living facilities or nursing homes.*
- ✓ *Guide people to the right long-term care services.*

Some programs, such as those provided by local area agencies on aging, are available to everyone who is 60 or older. However, other services, such as in-home or nursing home care, are based on income and resources.

Review the list of all HHSC long-term programs and services, then access the easy-to-use search engine to

find your local HHSC office, aging and disability resource center, area agency on aging, or local authority to learn more, or visit the Your Texas Benefits website to find out about available services and how to apply for benefits.

If you are unsure how HHSC can help, call 855-937-2372 to talk to a trained professional who will guide you to the right service options to help meet your needs.

Federal Programs for Older Texans

Eligible older Texans may qualify for federal and state programs that pay benefits, pay health care costs or provide food. If you want to sign up for one of these programs, visit the sites below to find out if you might be eligible or to apply for benefits.

- ✓ *Medicaid provides health coverage to eligible low-income adults, children, pregnant women, and people who are older or who have disabilities. Each state has its own rules about eligibility and what Medicaid covers. Some people qualify for both Medicare and Medicaid. To find out if you might be eligible for Medicaid in Texas, visit the Your Texas Benefits website.*
- ✓ *Medicare is our country's health insurance program for people age 65 or older. People younger than age 65 with certain disabilities or permanent kidney failure can also qualify for Medicare. The program helps with the cost of health care, but it doesn't cover all medical expenses or the cost of most long-term care.*
- ✓ *Social Security pays a monthly benefit to older Americans, workers who become disabled, and families in which a spouse or parent dies. When you retire, your Social Security payment is based on your average earnings over your working career. If you are determined to be disabled, your benefit*

is based on the amount of income on which you have paid Social Security taxes.

- ✓ *Supplemental Security Income (SSI) pays monthly benefits to people with limited income and resources who are disabled, blind, or age 65 or older. Some of your income and your resources are not counted when deciding whether you are eligible for SSI. Your house and your car, for example, usually do not count as resources.*

Care for People 60+

Texas Health and Human Services Commission contracts with local Area Agencies on Aging (AAAs) across the state to provide services to anyone 60 and older – and their caregivers – to access these types of services:

- ✓ *Finding and accessing community resources, programs and services;*
- ✓ *Understanding Medicare and other federal benefits;*
- ✓ *Coordinating short-term services for people who are recuperating at home after a health care crisis;*
- ✓ *Providing support to people who care for an older person or someone with a disability;*
- ✓ *Educating people and offering advice about insurance issues, benefits and consumer problems;*
- ✓ *Providing meals at home or in group settings.*

Who Can Get Help?

If you are age 60 or older or care for a person who is older, AAA services may be for you. Help also may be available to grandparents who are raising grandchildren.

Priority is given to people with the greatest economic and social need. This group includes:

- ✓ *People who are minorities with low incomes*
- ✓ *People who live in rural areas*

- ✓ *People with limited English proficiency*
- ✓ *People with Alzheimer's disease and related disorders*
- ✓ *People at risk of being placed in a nursing home or other long-term care facility*

Where Do I Call to Get These Services? Call 903-813-3505 to contact your local AAA.

DISABILITY

hhs.texas.gov/services/disability

People who are limited in one or more major life activities – hearing, seeing, thinking or memory, walking or moving, taking care of personal needs (bathing, feeding, dressing) or living independently – are said to have a disability. Some disabilities begin at a young age, while others are the result of accidents, injuries or simply growing older.

The American Community Survey, also known as the Census, estimates 3.4 million Texans – or 12.9 percent of the population – had a disability in 2014. These men, women and children are eligible for a range of state and federal services including rehabilitation, medical equipment, help finding a job, medical care and personal attendants.

Texas Health and Human Services Commission (HHSC) is ready to meet the challenge of providing these services. HHS provides a range of services to Texans with disabilities that help ensure their well-being, dignity and choice. Programs also are in place to support family members who care for them.

Our experienced staff and paid contractors can help eligible Texans with disabilities access services so they can:

- ✓ *Live independently in their own homes or communities*
- ✓ *Prepare for and find jobs*
- ✓ *Provide medical equipment and assistive devices*

- ✓ *Determine eligibility for Supplemental Security Income*
- ✓ *Provide health care services to people who have disabilities who work*
- ✓ *Give family caregivers the tools to do their job*

Federal Programs for People with Disabilities

Eligible people with disabilities may qualify for federal and state programs that pay benefits, pay health care costs or provide food. If you are not already signed up for one of these programs, call your local AAA.

Medicaid provides health coverage to eligible low-income adults, children, pregnant women, and people who are older or who have disabilities. Each state has its own rules about who is eligible, and what Medicaid covers. Some people qualify for both Medicare and Medicaid. To find out if you might be eligible for Medicaid in Texas, visit the Your Texas Benefits website.

Medicare is our country's health insurance program for people age 65 or older. People younger than age 65 with certain disabilities or permanent kidney failure can also qualify for Medicare. The program helps with the cost of health care, but it does not cover all medical expenses or the cost of most long-term care.

Supplemental Nutrition Assistance Program (SNAP) allows millions of Americans to buy nutritious food at their local grocery stores. It is available for both single people and families who have low-income. To find out if you might be eligible for SNAP, visit the Your Texas Benefits website.

Social Security pays a monthly benefit to older Americans, workers who become disabled, and families in which a spouse or parent dies. When you retire, your Social Security payment is based on your average

earnings over your working career. If you are determined to be disabled, your benefit is based on the amount of income on which you have paid Social Security taxes.

Supplemental Security Income (SSI) pays monthly benefits to people with limited income and resources who are disabled, blind, or age 65 or older. Some of your income and your resources are not counted when deciding whether you are eligible for SSI. Your house and your car, for example, usually do not count as resources.

For more information visit www.ssa.gov/benefits/ssi

FINANCIAL

www.yourtexasbenefits.com

HHSC offers help with food, health care and cash assistance for Texans. Find out if you are eligible by applying through the website above.

Whether it's Medicaid, SNAP food benefits or Temporary Assistance for Needy Families cash assistance, HHSC is helping Texas families get back on their feet. For more information visit: hhs.texas.gov/services/financial

HEALTH

By providing a broad range of services to keep Texans healthy, Texas Health and Human Services employees are not only ensuring direct services are provided to those who qualify, but helping to improve the overall health of all Texans.

Clinics, Health Organizations and Resource Centers

HHSC works with federally qualified health clinics, medical associations, community partners and local governments to help clients find the health care they need.

- ✓ *Area Agency on Aging offices and Aging and Disability Resource Centers*

can help Texans find personal care, nursing care, help at home and other long-term care services.

- ✓ *Find a drug store that accepts prescriptions paid for by Medicaid or the Children's Health Insurance Program.*
 - ✓ *Family and Community Health Services Clinic locator allows you to search for clinics that serve people who need a health care provider for epilepsy, primary health care, child health and dental, and prenatal medical and dental.*
 - ✓ *Texas Local Public Health Organization directory is a listing of local health departments, public health districts and local health units in Texas.*
- Food and Fitness**
How well we take care of ourselves before we need medical services can make for a higher quality of independence and wellness. We offer tips on exercise, cooking healthy meals on a budget, nutrition and weight management.
- ✓ *Eat Healthy has tips for fixing nutritious meals and saving money.*
 - ✓ *Texercise provides a fun, practical way to start looking and feeling your best through exercise.*
 - ✓ *A Matter of Balance falls prevention class may be provided by your local AAA (call for information).*

Foster Care

Former Foster Care Children can qualify for health care services through Medicaid until they are 26.

Medicaid and the Children's Health Insurance Program

Medicaid and the Children's Health Insurance Program help cover medical expenses for children, some adults and people with disabilities who meet income requirements. Most services are delivered

through providers called managed care organizations.

- ✓ *Children's Health Insurance Program is low-cost or free health coverage for children without health insurance.*
- ✓ *Children's Medicaid covers services needed to keep kids healthy. It is for people 18 and younger healthy who come from families with little or no money.*
- ✓ *Long-term care Medicaid is available to some people who are older or who have a disability.*
- ✓ *Medicaid might be available to adults who are caring for a child.*
- ✓ *The Medicaid Buy-In program offers low-cost Medicaid health care services — including community-based services and supports — to individuals with disabilities who work.*

Medicare

The Health Information, Counseling and Advocacy Program can help you enroll in Medicare, find information and provide counseling about your options.

Palliative Care

Palliative care comes into play when a life-changing or serious illness alters your quality of life. When you have a serious illness, the support of your medical team, family and friends makes a difference.

Prevention

The easiest way to treat a disease is stop it before it starts. Understanding how to avoid a possible chronic condition is essential. Prevention is an effective path to improving Texans' lives.

- ✓ *Immunization Unit provides information for families and medical providers about the benefits of immunizations and which ones are recommended at different life stages.*
- ✓ *Medicaid Wellness Program has nurses who can answer questions day or night. The nurses also can help*

participants find a doctor, manage their health and understand how to take their medications.

Primary and Specialty Health

- ✓ *County Indigent Health Care Program helps low-income Texans who do not qualify for other state or federal health care assistance programs.*
- ✓ *Epilepsy Program helps ensure people with epilepsy or seizure-like symptoms have access to outpatient services.*
- ✓ *Hemophilia Assistance Program helps Texans with hemophilia cover their medical bills.*
- ✓ *Kidney Health Care helps people with end-stage renal disease pay for their treatment.*
- ✓ *Primary Health Care Services Program helps ensure that eligible Texans have access to primary health care services.*
- ✓ *Title V Maternal and Child Health helps low-income women, children and adolescents who are not eligible for Medicaid, CHIP or CHIP Perinatal.*

Women and Children

HHS provides services health care services to Texas women, such as preventing unintended pregnancies, nurturing healthier pregnancies, fighting domestic violence, and taking care of children. Texans also can apply for insurance for their children through Children's Health Insurance Program and Medicaid (see the links above).

- ✓ *Alternatives to Abortion program provides low-income pregnancy women with pregnancy and parenting information and supports.*
- ✓ *Healthy Texas Women offers women's health and family planning services at no cost to eligible, low-income women such as woman's health exams,*

health screenings, and birth control. They also provide breast and cervical cancer screening to qualified women.

- ✓ *Texas Pregnancy Care Network providers can offer support, referrals to community resources, counseling and mentoring.*
- ✓ *Women, Infants and Children Program is a health and nutrition program that help improve the diets of infants and children as well as pregnant, postpartum and breastfeeding women.*

For more information visit hhs.texas.gov/services/health

MENTAL HEALTH AND SUBSTANCE USE

Urgent Services

For mental health or substance use emergencies where your safety or that of others is at immediate risk, dial 9-1-1.

If you feel you are experiencing a mental health or substance use emergency but your safety or that of others is not at immediate risk, please contact:

- ✓ *National Suicide Prevention Lifeline: Dial 800-273-8255 (273-TALK)*
- ✓ *Veterans Crisis Line: Dial 800-273-8255, option 1*
- ✓ *24/7 Crisis Text Line: Text 741741*
- ✓ *Texas 2-1-1: Dial 2-1-1, option 8*
- ✓ *24/7 Local Mental Health Authority Crisis Hotline for substance use and other crisis services*
- ✓ *The Trevor Project (LGBTQ suicide help): 866-488-7386 (text 202-304-1200 or chat online)*

Non-Urgent Services

The first step when seeking help for non-emergency mental health or substance use challenges is to find services in your area. You may call the referral line in your

area for confidential help 24 hours a day, 7 days a week.

Substance Use Definitions

Substance use means taking any substance, regardless of whether it is a legally prescribed medication or an illegal drug. Not all substance use may cause harm.

Using illegal drugs and misusing legal substances such as alcohol or prescription medications may cause harm. Examples of misuse are:

- ✓ *Underage drinking or tobacco use*
- ✓ *Taking medication in a way that is not prescribed, such as taking too much medication*
- ✓ *Binge drinking*

A substance use disorder is a diagnosis from a health professional when there is a pattern of using drugs or alcohol in a way that interferes with life activities.

Stigma and Mental Health

The stigma surrounding mental health is often a deterrent for people looking to get help.

For more information visit hhs.texas.gov/services/mental-health-substance-use

SAFETY

Protecting Texans is the core of what Texas Health and Human Services does. Our efforts cover a variety of areas from monitoring childcare providers, advocating for children, helping people affected by human trafficking and helping Texans recover from disasters.

- ✓ *The Children's Advocacy Centers of Texas is the statewide membership association for children's advocacy centers in the state. Founded in 1994, CACTX currently includes 70 developing and established centers in both large, urban cities and in small, rural communities. Their mission is to restore the lives of abused*

children by supporting CACs in partnership with local communities and agencies investigating and prosecuting child abuse.

- ✓ *HHS has programs in place with the best interests of the child and parent in mind when it comes to childcare operations across Texas.*
- ✓ *Court Appointed Special Advocates Inc. is the statewide organization for volunteer advocate programs. Texas CASA and its 72 local programs ensure that every child has an advocate to speak for his or her best interest before the courts. The advocate is a caring adult, trained to help a child through this difficult period in life. Their mission is to support local CASA volunteer advocacy programs and to advocate for effective public policy for children in the child protection system. For more information on Texas CASA and becoming a CASA volunteer, visit the CASA website.*
- ✓ *The Disaster Assistance Program works with the Federal Emergency Management Agency to offer housing and other assistance in the event of a federally declared disaster.*
- ✓ *Family Violence Program promotes self-sufficiency, safety, and long-term independence of adult victims of family violence, child victims of family violence, and victims of teen dating violence. The program provides emergency shelter and support services to victims and their children, educates the public, and provides training, and prevention support to various agencies.*
- ✓ *The Repatriation Program helps U.S. citizens and their family member who must leave a foreign country due to a crisis. You must be approved for this program*

by the U.S. Department of State.

- ✓ *The Texas Human Trafficking Resource Center is a statewide directory connecting HHSC staff, healthcare providers, stakeholders and potential victims of human trafficking to local, state and national resources to identify and help people affected by human trafficking.*
- ✓ *Twogether in Texas is an educational program to help engaged couples learn communication and conflict management skills as well as other key aspects of marriage. Those who complete the eight-hour course get a certificate for a \$60 discount on their marriage license.*

For more information visit hhs.texas.gov/services/safety

SERVICE COORDINATION

Do you or a family member need the services of more than one health and human services (HHSC) agency? Do you feel like you do not know where to start or what you might qualify?

As a helping professional, do you find it difficult to meet the needs of your client at one HHS agency?

If so, you can turn to the professionals in your local Community Resource Coordination Group (CRCG) for guidance. CRCGs help people with complex needs that cannot be met by a single agency. They join people or families with public and private agencies to get people the help they need.

CRCGs are groups of local partners and community members that work with parents, caregivers, youth, and adults to make a service plan. The service plan helps a person with special needs get benefits and services.

CRCG representatives from state and local agencies work together to find help for a person's unique needs. The representatives each meet different needs

the person or the family might have. The representatives and the person or family talks for 30 minutes to an hour. During this talk, the person or family shares their situation, and the group discusses possible services that may help.

Based on the needs discussed, the CRCG will work with the person or family to create an individual service plan. Every community has different services and resources, so each meeting and each plan will be different. However, every CRCG works with the person or family to help them get the services they need.

For more information visit hhs.texas.gov/services/service-coordination



1-888-963-7111

Location Information: PO Box 149347 (Physical address: 1100 W. 49th St.) Austin, TX 78756
512-776-7111 | 1-800-735-2989 TDD | dshs.texas.gov | customer.service@dshs.texas.gov
Call 2-1-1 for information on local area health services.

TEXAS DEPARTMENT OF STATE HEALTH SERVICES

The Texas Department of State Health Services (DSHS) has restructured to sharpen their focus on public health. Their job is to promote and protect the health of people, and the communities where they live, learn, work, worship, and play, understanding that no single entity working by itself can improve the health of all Texans. Everyone working together creates a better system that includes prevention, intervention, and effective partnerships.

Customer Service Principles

As a Texas Health and Human Services department, we commit to providing high quality services in a professional and ethical manner. In order to do so, we will:

- ✓ *Treat our customers with courtesy and respect;*
- ✓ *Ensure access to and provision of services is fair and equitable;*
- ✓ *Implement new and creative approaches to improve quality of services;*
- ✓ *Operate based on our customers' overall needs and feedback;*
- ✓ *Provide understandable information in a variety of formats;*
- ✓ *Ensure sound management of programs and funds;*
- ✓ *Work in cooperation with customers;*
- ✓ *Protect private information and share public information in accordance with applicable laws.*

DSHS SERVES THE HEALTH NEEDS OF TEXANS IN A NUMBER OF WAYS

- Preventing, detecting and responding to infectious diseases
- Promoting healthy lifestyles through disease and injury prevention
- Reducing health risks and threats through consumer protection
- Developing evidence-based public health interventions through data analysis and science
- Providing medical response during disasters and emergencies

Reporting Waste, Abuse and Fraud

HHSC, Office of Inspector General (OIG) is responsible for investigation of waste, abuse and fraud in health and human services programs. OIG provides oversight of HHSC activities, providers, and recipients through compliance and enforcement activities designed to identify and reduce waste, abuse, or fraud, and to improve efficiency and effectiveness within the HHSC system.

To report waste, abuse or fraud, please call toll-free, 1-800-436-6184, or use the online reporting form found on the [OIG Report Fraud](#) page.

Inpatient Tuberculosis Treatment Facility

Texas Center for Infectious Disease (TCID)
2303 South East Military Drive
San Antonio, Texas 78223
(210) 534-8857

PUBLIC HEALTH REGIONS

Region 1

1109 Kemper
Lubbock, TX 79403
(806) 744-3577

Region 7

2408 S 37th Street
Temple, TX 76504-7168
(254) 778-6744

Regions 2 & 3

1301 S Bowen Rd, Ste 200
Arlington, TX 76013-2262
(817) 264-4500

Region 8

7430 Louis Pasteur Dr.
San Antonio, TX 78229
(210) 949-2000

Regions 4 & 5 NORTH

1517 W. Front Street
Tyler, TX 75702
(903) 595-3585

Regions 9 & 10

401 East Franklin, Suite #210
El Paso, TX 79901
(915) 834-7675

Regions 6 & 5 SOUTH

5425 Polk, Suite J
Houston, TX 77023
(713) 767-3000

Region 11

601 W. Sesame Drive
Harlingen, TX 78550
(956) 423-0130

TEXAS DEPARTMENT OF INSURANCE

The Texas Department of Insurance regulates the state's insurance industry, oversees the administration of the Texas workers' compensation system, performs the duties of the State Fire Marshal's Office, and provides administrative support to the Office of Injured Employee Counsel – a separate agency.

The Division of Workers' Compensation, under the direction of the division's appointed commissioner, oversees the administration and operation of the Texas workers' compensation system. The division monitors compliance of all parties, taking enforcement action when necessary, to ensure that the Texas Workers' Compensation Act, Texas Labor Code, and other regulations regarding workers' compensation are implemented and enforced.

TDI's Compact with Texans provides all the basic information you need to learn more about the many services and resources the agency offers Texans.

✓ *How TDI Works for You*
www.tdi.texas.gov/pubs/consumer/cb022.html
Spanish Version:
www.tdi.texas.gov/pubs/consumer/cb022s.html

✓ *Services Offered*
www.tdi.texas.gov/webinfo/compact.html#services

✓ *Help by Service*
www.tdi.texas.gov/webinfo/compact.html#consumer

TEXAS COUNCIL FOR DEVELOPMENTAL DISABILITIES

1-800-262-0334
tcdd.texas.gov

The Texas Council for Developmental Disabilities helps people with developmental disabilities achieve their potential for independence, productivity and integration into their communities by working to develop a comprehensive system of service and supports in Texas.

OFFICE OF THE ATTORNEY GENERAL

1-800-252-8011 or
1-800-252-8014
www.texasattorneygeneral.gov

The Work of the Office of the Attorney General

The Attorney General Ken Paxton is the State of Texas's chief legal officer. As provided by the Texas Constitution and statutes, the main responsibilities of the Office of Attorney General are:

Services

Child Support

www.texasattorneygeneral.gov/child-support

On a mission to make sure every child receives the support they need and deserve.

Crime Victims

www.texasattorneygeneral.gov/crime-victims

Crime victims and their families may need information, resources, or financial assistance.

Consumer Protection

www.texasattorneygeneral.gov/consumer-protection

Texans deserve a free and honest market.

Open Government

www.texasattorneygeneral.gov/open-government

Open Government elevates Texans to their proper role as partners in leadership.

Seniors and the Elderly

www.texasattorneygeneral.gov/consumer-protection/seniors-and-elderly

Over 3.1 million people over the age of 65 call Texas home. We educate and empower seniors with information in an effort to protect them from fraud and abuse.

How to Spot and Report Elder Abuse and Neglect

www.texasattorneygeneral.gov/consumer-protection/seniors-and-elderly/how-spot-and-report-elder-abuse-and-neglect

Seniors have a right to be free from abuse, neglect, and exploitation.

Abuse includes involuntary seclusion, intimidation, humiliation, harassment, threats of punishment, deprivation, hitting, slapping, pinching, kicking, any type of corporal punishment, sexual assault, sexual coercion, sexual harassment, verbal abuse, or any oral, written, or gestured language that includes disparaging or derogatory terms, regardless of the person's ability to hear or comprehend.

Neglect means the failure of a caretaker to provide the goods or services, including medical services, which are necessary to avoid physical or emotional harm or pain.

Senior Scams

www.texasattorneygeneral.gov/consumer-protection/seniors-and-elderly/senior-scams

Scams that affect seniors can affect anyone. Senior Texans are targeted everyday through e-mail, regular mail and the telephone. Nearly every scam is designed to trick you into sending money or providing your personal information.

Senior Rights

In addition to the protections enjoyed by all Texans, state law provides special rights and protections for elderly individuals, including anyone 60 and over.

TEXAS WORKFORCE COMMISSION

Cooke Co. 940-665-1121
Fannin Co. 903-640-0222
Grayson Co. 03-463-9997
Toll-Free 1-800-813-1992
Relay Texas 1-800-735-2989
www.twc.texas.gov

Purpose

Texas Workforce Commission (TWC) is the state agency charged with overseeing and providing workforce development services to employers and job seekers of Texas. TWC strengthens the Texas economy by providing the workforce development component of the Governor's economic development strategy. Texas boasts an incredibly skilled workforce ready to attract enterprise to the Lone Star State. By focusing on the needs of employers, TWC gives Texas the competitive edge necessary to draw business here.

Organization

The Commission is the governing body of the Texas Workforce Commission, comprised of three commissioners appointed by the Governor, one each representing employers, labor and the public.

TWC is part of Texas Workforce Solutions, a local and statewide network comprised of the agency, 28 workforce development boards, and their contracted service providers and community partners. This network gives customers local access to workforce solutions and statewide services at numerous Workforce Solutions offices. TWC provides unemployment benefits services through five Tele-Centers and administers unemployment tax through numerous local tax offices.

Workforce Solutions Texoma

workforcesolutionstexoma.com

Cooke County, Gainesville
940-665-1121
Fannin County, Bonham
903-640-0222
Grayson County, Denison
903-463-9997

Workforce Solutions Texoma provides employment related services to companies and job-seekers in Cooke, Fannin and Grayson counties. Companies can benefit from job-matching services, labor market information, access to training grants, and other services. Job-Seekers can access job leads, career information, assistance with training or child care, and other services.

With specialized services for adults, youth, and those who have lost their jobs, Workforce Solutions Texoma has the answer.

Child Care Services

workforcesolutionstexoma.com/child-care-home-page/

TEXAS DEPARTMENT OF PUBLIC SAFETY

dps.texas.gov

Roadside Assistance: 800-525-5555

Texas Crime Stoppers: 800-252-TIPS (8477)



AMBER, Silver, Blue & Endangered Missing Persons Alert Programs

The Texas Department of Public Safety (DPS) coordinates the dissemination of qualifying missing person advisories involving the below resource partners, known as the State Network:

- ✓ Texas Department of Transportation;
- ✓ National Weather Service*;
- ✓ Law Enforcement;
- ✓ Media;
- ✓ Texas Lottery Commission;
- ✓ Independent Bankers Association of Texas;
- ✓ National Center for Missing and Exploited Children*;
- ✓ Texas Department of Public Safety.

ALERT PROGRAMS

AMBER Alert

dps.texas.gov/IntelligenceCounterterrorism/Alerts/AmberOverview.htm



Local community reaction to the brutal kidnapping and death of 9-year-old Amber Hagerman of Arlington, TX (1996), prompted local media and law enforcement to create the nation's first AMBER Alert program in the Dallas/Fort Worth, Texas area. AMBER Alerts inform the public of serious child abductions, in an effort to promote tips and leads to

law enforcement. In memory of the tragic death of Amber Hagerman, the letters of her name can be seen within the title of the program, America's Missing: Broadcast Emergency Response (AMBER).

In 2002, Governor Rick Perry created the state's AMBER Alert network per Executive Order RP-16, later codified through legislation in 2003. The Texas Department of Public Safety (DPS) was given legislative authority to coordinate the state's AMBER Alert network, which served as the role model for the subsequent Silver, Blue, and Endangered Missing Persons alert programs.

Silver Alert

dps.texas.gov/IntelligenceCounterterrorism/Alerts/SilverAlertOverview.htm

Wandering impacts families and caregivers statewide, affecting those who suffer with various mental conditions, to include Alzheimer's disease and other forms of dementia. The state's Silver Alert program was created by Texas legislation in year 2007, designed to notify the public of missing older adults with a documented mental condition.

Blue Alert

dps.texas.gov/IntelligenceCounterterrorism/Alerts/BlueAlertOverview.htm

On August 18th, 2008, Governor Rick Perry signed Executive Order RP-68, creating the state's Blue Alert program. Blue Alerts are designed to speed in the apprehension of violent criminals who kill or seriously wound local, state, or federal law enforcement officers. During a Blue Alert, the public receives information regarding the suspected assailant, facilitating tips and leads to law enforcement.

Endangered Missing Persons Alert

Similar to wandering incidents in older adults with Alzheimer's and related dementias, those with intellectual disabilities (Autism, Developmental Disorders etc.), are also prone to wandering into unsafe environments. In year 2011, Texas AMBER Alert legislation was updated to include alerts for missing persons (of any age) with an intellectual disability. In order to avoid public confusion with AMBER Alerts for abducted children, the name "Endangered Missing Persons Alert" was selected.



Social Security Administration

General Information: 1-800-772-1213 (Austin) 7:00AM - 7:00PM Mon-Fri
1-877-405-3521 9:00AM - 4:00PM Mon-Fri except Weds. 9:00AM - 12:00PM Weds
TTY: 903-870-0852 | Local: 1-877-405-3521 | Address: 600 E. Peyton St. Sherman, TX 75090
Website: www.ssa.gov

Social Security is constantly expanding our online services to give you freedom and control when conducting business with Social Security. Today, you can apply for retirement, disability, and Medicare benefits online, check the status of an application or appeal, request a replacement Social Security card (in most areas), print a benefit verification letter, and more – from anywhere and from any of your devices! www.ssa.gov/onlineservices

SOCIAL SECURITY DISABILITY INSURANCE - SSDI

www.ssa.gov/benefits/disability

Social Security pays benefits to people who cannot work because they have a medical condition that is expected to last at least one year or result in death.

MEDICARE

1-800-Medicare (633-4227) www.medicare.gov

Medicare is a health insurance program for:

- ✓ people age 65 or older,
- ✓ people under age 65 with certain disabilities, and
- ✓ people of all ages with End-Stage Renal Disease (permanent kidney failure requiring dialysis or a kidney transplant)

Medicare Parts

- ✓ *Part A Hospital Insurance - Helps cover inpatient care in hospitals, including critical access hospitals and skilled nursing facilities (not custodial or long-term care). It also helps cover hospice care and some home health care.*
- ✓ *Part B Medical Insurance - Helps cover doctors' services and outpatient care. It also covers some other medical services that Part A doesn't cover, such as some of the services of physical and occupational therapists, and some home health care.*
- ✓ *Part C Medicare Advantage Plans*
- ✓ *Part D Prescription Drug Coverage - This coverage is insurance provided*

through private companies; beneficiaries choose the drug plan and pay a monthly premium.

CENTERS FOR MEDICARE & MEDICAID SERVICES (CMS)

www.cms.gov

For more than 40 years, Medicare and Medicaid have helped pay the medical bills of millions of older and low-income Americans, providing them with reliable health benefits. Few programs, public or private, have such a positive impact on so many Americans. The Agency's key lines of business: Medicare health plans, Medicare financial management, Medicare fee for service operations, Medicaid and children's health, survey & certification, and quality improvement.



US Department of Veterans Affairs (VA)

General Information: 1-800-827-1000 | Website: www.va.gov

Veterans of the United States armed forces may be eligible for a broad range of programs and services provided by the VA. Eligibility for most VA benefits is based upon discharge from active military service under other than dishonorable conditions, and certain benefits require service during wartime.

VETERANS CRISIS LINE

1-800-273-8255 (press 1)
www.veteranscrisisline.net

The Veterans Crisis Line connects Veterans in crisis and their families and friends with qualified, caring VA responders by calling the number above or by sending a text message to **838255** to receive confidential support 24/7/365.

HEALTH CARE

www.va.gov/health

As the nation's largest integrated health care system, VA operates more than 1,400 sites of care, including hospitals, community clinics, and community living centers, domiciliaries, readjustment counseling centers, and various other facilities.

BENEFITS & SERVICES

www.benefits.va.gov/benefits

VA administers a variety of benefits and services that provide financial and other forms of assistance to Veterans, their dependents, and survivors. Major benefits include Veterans' compensation, Veterans' pension, survivors' benefits, rehabilitation and employment assistance, education assistance, home loan guaranties, and life insurance coverage.

BURIAL AND MEMORIALS

www.cem.va.gov

Burial and memorial benefits are available for eligible service members, Veterans, reservists, National Guard members, and

eligible family members. Service includes interment, headstones and markers, and Presidential memorial certificates. VA operates 128 national cemeteries in the United States and Puerto Rico, together with oversight and management of 33 soldiers' lots, confederate cemeteries, and monument sites.

VETERANS SUPPORT GROUPS (VA IN BONHAM)

903-583-6241

Support Groups are available to registered Veterans through the mental health clinic of the Sam Rayburn Veterans Memorial Hospital in Bonham, Texas. Groups include such topics as PTSD, Anger Management, Mood Groups, and Addiction.

If you are new to the VA, the Federal Benefits for Veterans, Dependents and Survivors booklet will help you get started. Visit www.va.gov/opa/publications/benefits_book.asp



Where Quality of Life Matters

Hospice Care

Palliative Supportive Care

Grief and Loss Programs

Emotional and Spiritual Support

Home Hospice

Grayson, Cooke and Fannin Counties

505 W. Center St.
Sherman, TX 75090
903-868-9315

316 S. Chestnut
Gainesville, TX 76240
940-665-9891

www.HomeHospice.org

A 501(c)(3) non-profit community-based organization since 1982

AMERICAN ASSN. OF RETIRED PERSONS

1-888-OUR-AARP (687-2277)
www.aarp.org

AARP is nonprofit, nonpartisan organization with memberships that help people age 50 and over have independence, choice and control in improving their lives in ways that are beneficial and affordable to them and society as a whole.

Advocacy

AARP fights individuals and their families at the local, state and national levels.

Trustworthy Information

Production of AARP The Magazine, the nation's largest-circulation magazine; AARP Bulletin, the go-to news source for the 50+ audience; an award-winning website; AARP television and radio programming; AARP Books; and AARP en Español, a bilingual news source.

Community Service

Helping others to help themselves has been a core value of AARP for more than 50 years. AARP members form a powerful community that works toward the betterment of society.

Member Products, Services and Discounts

AARP leads the way in the marketplace by influencing companies to offer new and better choices. AARP makes available through third-party providers high-quality products, services and discounts specifically catering to the unique needs and wants of our members and the entire 50 and over population.

- ✓ *Health (including insurance plans and discounts on prescription drugs, fitness club memberships, eyewear and hearing aids)*
- ✓ *Financial (including credit cards, auto and home insurance, annuities and life insurance, and financial guidance)*
- ✓ *Travel (including savings*

on rental cars, airlines, vacation packages, tours, cruises, hotels and roadside assistance)

- ✓ *Discounts (including retail stores, groceries, dining, cellphones and other personal technology products, car repairs and entertainment)*

Research

Through forward-looking research and practical solutions, AARP fosters debate to make a positive difference. Our Research group conducts surveys on consumer issues that are relevant to the 50+ market.

AARP TAX AIDE

1-888-AARP-NOW (227-7669)
www.aarp.org/taxaide

Available free to taxpayers with low and moderate income, with special attention to those 60 and older. Through a team of trained volunteers, AARP Tax-Aide has helped low- to moderate-income individuals for more than 40 years. The website also provides tips and information regarding various tax related topics.

LEGAL AID OF NW TEXAS

Cooke County Information
940-383-1406 or
1-800-955-1407

Grayson and Fannin County Information
972-542-9405 or
1-800-906-3045
www.lanwt.org

Legal Aid of North West Texas is a nonprofit organization that provides free civil legal help to low-income residents in 114 Texas counties throughout North and West Texas, with offices in Abilene, Amarillo, Brownwood, Dallas, Denton, Fort Worth, Lubbock, McKinney, Midland, Odessa, Plainview, San Angelo, Waxahachie, Weatherford, and Wichita

Cooke County Clinic

General civil intake, including family law, wills and estates, landlord/tenant cases,

public benefits, federal tax, and real property matters.

Appointments not required

Lynn Matthews

940-383-1406 ext. 1512

matthewsl@lanwt.org

North Central Texas College
(Building 800 Room 802)

1525 W. California Street

Gainesville Texas 76240

Call for dates & times.

LEGAL HOTLINE FOR TEXANS

1-800-622-2520

www.tlsc.org

Texas Legal Services Center

PO Box 41256

Austin, Texas 78704

512-477-6000

Mon-Fri, 8:00 AM - 5:00 PM

Texas Legal Services Center is a nonprofit organization whose mission is to serve the underserved by making civil justice accessible to every Texan -- no matter their ability to earn.

Through advice, referrals, counseling, representation, and advocacy -- this service helps Texans navigate the complexities of the civil justice system.

Services Include:

- ✓ *Providing legal representation, counseling, and safety planning for survivors of sexual assault;*
- ✓ *Hosting monthly family law clinics in rural Texas communities identified as "legal aid deserts";*
- ✓ *Addressing food insecurity, income support, and unhealthy living conditions that prevent patients and their families from good health through a medical-legal partnership;*
- ✓ *Preventing foreclosure and protecting veterans and their families from creditor abuses;*
- ✓ *Maintaining TexasLawHelp.org, a statewide source for locating civil legal aid*

providers, legal documents, and information on legal rights;

- ✓ *Hosting a legal hotline for Medicare beneficiaries and Texans ages 60 and older;*
- ✓ *Filing class-action suits that ensure low-income Texans meaningful access to the courts.*

If you want to help, email
howyoucanhelp@tlsc.org

TEXAS LAW HELP

www.TexasLawHelp.org

Dedicated to providing free, reliable legal information to low-income Texans. It is part of a broader effort within the national legal aid community to use technology, specifically the Internet, to enhance and expand the delivery of legal aid.

TEXAS MEDICAL FOUNDATION HEALTH QUALITY INSTITUTE (TMF)

1-800-725-9216

www.tmf.org

3107 Oak Creek Drive, Suite 200
Austin, TX 78727-3107

Mission Statement

To make measurable improvements in the quality and delivery of health care.

Core Values

- ✓ *Model Integrity*
- ✓ *Embrace Innovation*
- ✓ *Celebrate Success*
- ✓ *Strive for Excellence*
- ✓ *Foster Trust and Teamwork*
- ✓ *Focus on Those Served*

Company Information

TMF Health Quality Institute focuses on promoting quality health care through contracts with federal, state and local governments, as well as private organizations. For more than 45 years, TMF has helped health care providers and practitioners in a variety of settings improve care for their patients.

Since 1984, TMF has been a Quality Improvement Organization (QIO), improving

care provided to Medicare beneficiaries through cooperative efforts with the health care community. In 2014, TMF became the Quality Innovation Network (QIN)-QIO for a region comprising Arkansas, Missouri, Oklahoma, Puerto Rico and Texas. In this role, the TMF QIN-QIO focuses on the following:

- ✓ *Improving cardiac health*
- ✓ *Reducing disparities in diabetes care*
- ✓ *Reducing harm in nursing homes*
- ✓ *Enhancing the coordination of health care for patients to reduce unnecessary hospital readmissions*
- ✓ *Improving drug safety practices*
- ✓ *Promoting appropriate use of antimicrobials (including antibiotics)*
- ✓ *Ensuring that eligible clinicians can easily comply with Merit-Based Incentive Payment System requirements and smoothly transition into Alternative Payment Models*
- ✓ *Assisting providers with quality reporting*
- ✓ *Improving immunization rates*
- ✓ *Increasing screening of depression and alcohol use disorders*
- ✓ *Supporting the Transforming Clinical Practice Initiative*

In 2011, TMF acquired C2C Innovative Solutions, Inc., a Medicare Qualified Independent Contractor. This acquisition expanded TMF's scope of services and increased its presence in the government contracting market.

C2C specializes in providing health care sector support and administrative services in the handling of Medicare second-level appeals and payment resolution disputes between health care providers and insurance companies.

As a Qualified Independent Contractor, C2C has successfully managed task orders, spanning Medicare Part A, Part B, Medicare Advantage Payment Disputes and Durable Medical Equipment. C2C's decision making presence extends nationally under its current task orders.

We partner with health care providers in multiple settings and projects:

- ✓ *Hospitals*
- ✓ *Physician Offices*
- ✓ *Nursing Homes*
- ✓ *Home Health Agencies*
- ✓ *Medication Safety and Reduction of Adverse Drug Events*

TMF partners with health care providers to ensure that every patient receives the right care every time.

TEXAS SILVER-HAIRED LEGISLATURE

903-813-3575 - Local Office
www.txshl.org

Since its inception, the concept and implementation of a Silver-Haired Legislature has been adopted in thirty-one (31) states.

The Texas Silver-Haired Legislature (TSHL) idea was first conceived in 1979. By 1983, the Citizens Advisory Council of the Texas Department on Aging identified the creation of TSHL as one of the council's legislative priorities. A resolution to establish the TSHL passed by the Texas Board on Aging in 1984. The 69th Texas Legislature adopted the enabling legislation, Senate Concurrent Resolution 37, April 3, 1985, which authorized the creation of the Silver-Haired Legislature.

A State Steering Committee, HHSC staff, Area Agency on Aging Councils, and hundreds of volunteers throughout the state completed planning and implementation responsibilities.

The elected members of the TSHL met for the first time for a training session in July 1986. The first legislative session began when the group took the oath of office on September 29, 1986.

The Texas Silver-Haired Legislature is a nonpartisan and a nonprofit organization.

The Texas Silver-Haired Legislature Foundation manages funding & is a 501(c)3 organization. TSHL is composed of 116 representatives elected by older Texans 60 years and older to serve two-year terms.

WHITE HOUSE GREETINGS

The White House
Attn: Greeting Office
Washington, D.C. 20502-0039
or FAX 202-395-1232

Please review these guidelines carefully before sending your request to the White House.

The White House will send greetings to United States citizens only, for special occasions as outlined below.

ADVANCE NOTICE REQUIRED

Your request must be received six (6) weeks in advance of the event date. We make every effort to honor every request, but we cannot guarantee a greeting if this guideline is not met. (Greetings are generally not sent after the event date, except for wedding congratulations and newborn acknowledgments.)

ANNIVERSARY GREETINGS

Anniversary greetings will be sent to couples who are celebrating a 50th, 60th, 70th or later wedding anniversary.

BIRTHDAY GREETINGS

Birthday greetings will be sent only to individuals 80 years of age and above OR veterans turning 70 or older.

OTHER GREETINGS

A limited number of special occasions other than birthdays and anniversaries exist for which the Greetings Office will send appropriate recognition to United States citizens. These

occasions include important events such as:

- ✓ *Wedding (send your request after the event)*
- ✓ *Baby's Birth or Adoption (must be born during the Donald J. Trump Administration; send request only after baby's birth)*
- ✓ *Retirement after at least 30 years on the same job*
- ✓ *Eagle Scout Award*
- ✓ *Girl Scout Gold Award*
- ✓ *Bar/Bat Mitzvah or equivalent religious occasion*

REQUIRED INFORMATION

Please include the following in your request:

- ✓ *Name and home address of honoree(s)*
- ✓ *Form of address (Mr., Ms., Mrs., Dr., Miss, etc.)*
- ✓ *Exact date of occasion (month, day, year)*
- ✓ *Age (birthdays) or number of years of marriage*
- ✓ *Your (the requestor's) name and daytime phone number*
- ✓ *Wedding (Include couple's married names and current or new address)*
- ✓ *Baby's Birth (Include baby's date of birth and full names and address of baby and parents)*

WHEN TO EXPECT YOUR GREETING

In most cases, greetings will be mailed from the White House approximately ten (10) days prior to the event.

ABILITY CONNECTION TEXAS

1-800-999-1898
www.abilityconnection.org

With over 60 years of serving and advocating, we empower children and adults with disabilities to live the best life possible by removing barriers that inhibit independence and autonomy.

For individuals receiving ACT services, a team of expert educators, caregivers, therapists, medical

professionals and others work with each individual to determine his or her needs and desires; services are then tailored to the unique abilities of each individual.

AMERICAN DISABLED FOR ATTENDANT PROGRAMS TODAY

www.adaptotexas.org
(512) 442-0252 V/TTY

ADAPT fights to free our people from nursing homes and other institutions. We work for more accessible communities: including transportation, housing, public accommodations and governmental buildings and programs. ADAPT is a national grassroots community that organizes disability rights activists to engage in nonviolent direct action, including civil disobedience, to assure the civil and human rights of people with disabilities to live in freedom.

AMERICAN PRINTING HOUSE FOR THE BLIND

1-800-AFB-LINE (232-5463)
www.afb.org

American Foundation for the Blind is a nonprofit organization that expands possibilities for people with vision loss in the U.S. Mission: The American Foundation for the Blind removes barriers, creates solutions, and expands possibilities so people with vision loss can achieve their full potential.

AFB's priorities include broadening access to technology; elevating the quality of information and tools for the professionals who serve people with vision loss; and promoting independent and healthy living for people with vision loss by providing them and their families with relevant and timely resources.

AMERICANS WITH DISABILITIES ACT (ADA)

1-800-514-0301
(TTY) 1-800-514-0383
www.ada.gov/infoline.htm

The U.S. Department of Justice provides information about the ADA through a toll-free ADA Information Line. This service permits businesses, State and local governments, or others to call and ask questions about general or specific ADA requirements including questions about the ADA Standards for Accessible Design.

ADA specialists are available Mon-Fri from 9:30 AM - 5:30 PM (Eastern Time) except Thursday when hours are 12:30 - 5:30. Calls are confidential.

THE ARC OF TEXAS

1-800-252-9729
www.thearcoftexas.org

The Arc of Texas creates opportunities for all people with intellectual and developmental disabilities to actively participate in their communities and make the choices that affect their lives in a positive manner.

Services

- ✓ *Advocacy*
- ✓ *The Arc is here to teach individuals and their families how to effectively advocate for themselves and the people they care about.*
- ✓ *Trainings*
- ✓ *The Arc offers an array of effective trainings in advocacy, education, and independent living.*
- ✓ *Information and Referral*
- ✓ *The Arc has a wealth of knowledge on all aspects of interest to individuals and families of people with disabilities.*

BAYLOR INSTITUTE FOR REHABILITATION

1-800-4Baylor (422-9567)
www.bswrehab.com

Our treatment teams specialize in traumatic brain injury, spinal cord injury, stroke, and other orthopedic and neurological conditions that may occur after a catastrophic injury or debilitating illness. Baylor

Institute for Rehabilitation team helps people overcome serious disabilities and complex medical, physical, cognitive, vocational and social challenges and return to full, productive lives through 2 inpatient facilities and 42 metroplex outpatient locations.

COALITION OF TEXAS WITH DISABILITIES

512-478-3366
www.txdisabilities.org

Through governmental advocacy, public awareness activities, and professional disability consulting, CTD ensures that persons with disabilities may work, live, learn, play and participate fully in the community of their choice.

DISABILITY RIGHTS TEXAS

1-800-252-9108
North Texas Regional Office
214-630-0916
www.disabilityrightstx.org

Disability Rights Texas is the federally designated legal protection and advocacy agency for people with disabilities in Texas. Our mission is to help people with disabilities understand and exercise their rights under the law, ensuring their full and equal participation in society.

Services

- ✓ *Provide direct legal assistance to people with disabilities whose rights are threatened or violated*
- ✓ *Protect the rights of individuals and groups of people with disabilities through the courts and justice system*
- ✓ *Advocate for laws and public policies that protect and advance the rights of people with disabilities*
- ✓ *Inform people with disabilities and family members about their rights; make referrals to programs and services*

DENTON COUNTY FEDERATION OF FAMILIES

940-381-5000
www.dentoncountyfederation.org

The mission of DCFF is to provide leadership in the field of children's mental health in order to address the unique needs of children and youth with emotional, behavioral or mental disorders. We provide information and support to families as well as advocacy and other services.

GOODWILL INDUSTRIES OF NORTHEAST TEXAS

903-893-3145
www.goodwillnorthtexas.org

Goodwill Industries mission is to improve the quality of life for people with disabilities or disadvantages by providing employment opportunities, job training and employment services, as well as job placement opportunities and post-employment support.

Goodwill accepts any gently used article of clothing, furniture, toys, books, antiques, collectibles, sports equipment, and household items. Your tax-deductible donations may be dropped off at any Goodwill retail store or plant, pick-ups for large items may also be scheduled.

INDEPENDENT LIVING RESEARCH UTILIZATION (ILRU)

1-800-949-4232
TDD/Voice, (8:30 a.m. to 5 p.m. M-F) 713-520-0232
www.ilru.org

The ILRU program is a national center for information, training, research, and technical assistance in independent living. Its goal is to expand the body of knowledge in independent living and to improve utilization of results of research programs and demonstration projects in this field. It is a program of The Institute for Rehabilitation and Research, a nationally recognized medical rehabilitation facility for persons with disabilities.

NATIONAL INSTITUTION ON AGING INFORMATION CENTER

1-800-222-2225
www.nia.nih.gov
TTY 1-800-222-4225

NIA, one of the 27 Institutes and Centers of NIH, leads the federal government in conducting and supporting research on aging and the health and well-being of older people. The Institute seeks to understand the nature of aging and the aging process, and diseases and conditions associated with growing older, in order to extend the healthy, active years of life.

Visit NIH Senior Health (www.nih-seniorhealth.gov), a senior-friendly website from the National Institute on Aging and the Nation Library of Medicine. This website has health information for older adults. Special features make it simple to use.

NATIONAL ALLIANCE ON MENTAL ILLNESS (NAMI)

800-950-NAMI (6264)
www.nami.org

NAMI, the National Alliance on Mental Illness, is the nation's largest grassroots mental health organization dedicated to building better lives for the millions of Americans affected by mental illness. NAMI advocates for access to services, treatment, supports and research and is steadfast in its commitment to raising awareness and building a community of hope for all of those in need.

RESOURCE CENTERS ON INDEPENDENT LIVING

www.reachcils.org
Denton - Voice and TTY
(940) 383-1062
Plano - Voice and TTY
(972) 398-1111

REACH which stands for Rehabilitation, Education, and Advocacy for Citizens with Disabilities (formerly Handicaps), is a North Texas based nonprofit corporation with the dual mission of providing services for

people with disabilities so that they are empowered to lead self-directed lives and educating the general public on disability-related topics in order to promote a barrier-free community.

READING AND RADIO RESOURCE

214-871-7668
www.readingresource.org

The mission of Reading & Radio Resource is to enrich the lives of children and adults who because of physical, learning or vision limitations cannot read for themselves. Reading and Radio Resource enhances education, advances careers, and strengthens community involvement for people who experience barriers to reading.

Qualifying clients include any child or adult unable to read print material due to:

- ✓ vision impairment
- ✓ physical impairment making it difficult to hold a book or text
- ✓ learning differences
- ✓ reading impairment: dyslexia

SALVATION ARMY

(903) 868-9602
www.salvationarmyusa.org

The Salvation Army mission is to preach the gospel of Jesus Christ and to meet human needs in His name without discrimination.

Support for Adults

- ✓ Adult Rehabilitation
- ✓ Veterans Affairs Services
- ✓ Prison Ministries
- ✓ Elderly Services
- ✓ Combating Human Trafficking
- ✓ Missing Persons

Children & Families

- ✓ Hunger Relief
- ✓ Housing & Homeless Services (Emergency Shelter)
- ✓ Christmas Assistance
- ✓ Youth Camps & Recreation

✓ International and Disaster Relief Services

Ways you can help

Car Donations; Clothing, Furniture & Household Goods; Donation Receipts.

Financial Support: Online Donations; Planned Giving, Wills, Gift Annuities; Bonds, Funds & Stocks; Airline Miles.

Get Involved: Volunteer; Community Care Ministries; Serve on an Advisory Board.

TEXAS CENTER FOR DISABILITY STUDIES @ UNIVERSITY OF TEXAS AT AUSTIN

512-232-0740
tcds.edb.utexas.edu

Our mission is to serve Texas as a catalyst so that people with disabilities are living the lives they choose in supportive communities. Services include education and training, community services, research, and advocacy. All of the activities are guided by a belief in individualized supports, inclusion, self-determination, natural supports, and collaboration with organizations to address policy issues and systems change.

TEXAS CENTER FOR DISABILITY STUDIES – TECHNOLOGY ACCESS PROGRAM

1-800-828-7839
512-232-0740
techaccess.edb.utexas.edu

Assistive Technology is any item, piece of equipment, or product system, whether acquired commercially, modified, or customized, that is used to increase, maintain, or improve the functional capabilities of individuals with disabilities. Simply stated, Assistive Technology is tools and resources used by individuals with disabilities to help improve their quality of life and increase their independence.

The mission of the Texas Technology Access Program is to increase access for people

with disabilities to Assistive Technology that provides them more control over their immediate environments and an enhanced ability to function independently.

TEXAS ELKS CHILDREN'S SERVICES, INC.

texaselks.org

Texas Elks is a civic organization that has championed children's causes in Texas since the 1940s.

Mission Statement

To provide services for children with disabilities that promote higher levels of independence, self-esteem, and success to ensure that children with special needs are afforded the same opportunities to be thriving, productive members of society; to reinforce a belief that having a difference doesn't make a difference and to demonstrate through our benevolent programs and dedication support from the members of Texas Elks that Elks Care and Elks Share.

TEXOMA AREA PARATRANSIT SYSTEM, INC. (TAPS)

www.tapsbus.com

TAPS Public Transit offers residents of Cooke, Clay, Fannin, Grayson, Montague, and Wise counties, the Get-a-Ride public transportation service. Get-a-Ride is a shared-ride, point-to-point, curb-to-curb, service.

If you have special transportation needs due to a certified disability, please make sure the Call Center Agent knows that you may need special equipment assistance.

Get-a-Ride

The Get-a-Ride service provides service to 6 counties: Clay, Cooke, Fannin, Grayson, Montague, and Wise. Rides are now provided by TAPS Public Transit in partnership with Transdev. This service is open to the general public

How to Schedule a Ride

To book a ride, please call (844) 603-6048.

You must schedule your ride at least 48 business hours in advance and between the hours of 7am - 3pm Mon - Fri.

UNITED WAY

www.unitedway.org
Cooke Co. 940-665-1793
Grayson Co. 903-893-1920

United Way envisions a world where all individuals and families achieve their human potential through education, income stability and healthy lives.

United Way improves lives by mobilizing the caring power of local communities to advance the common good.

EMPLOYMENT**MET / MOTIVATION
EDUCATION TRAINING**
(Formerly Experience Works)

Workforce Solutions Texoma
903-463-9997 x248
2415 South Austin Ave
Denison, TX 75020

A national non-profit organization that provides older and disadvantaged individuals with opportunities to work. Seniors benefit from training, counseling, and community service assignments at faith-based and community organizations in their communities, prior to transitioning into the workforce. Participants are placed at host agencies for which they are paid the minimum wage for an average of 20 hours per week.

Program Qualifications

Must be 55 years of age or older, and a resident of the state where he or she is enrolled in the SCSEP program; Annual family income must not be more than 125% of the established federal poverty income guidelines.

**GOODWILL INDUSTRIES
OF NE TEXAS, INC.**

903-893-3145
www.goodwillnorthtexas.org

Provides job training, job placement, and employment opportunities for people with disabilities, or to those who face barriers to obtaining or retaining competitive employment.

**EXPRESS EMPLOYMENT
PROFESSIONALS**

(903) 893-1122
shermantx.expresspros.com
1914 N Grand Ave, Sherman

KELLY SERVICES

903 893-7777
www.kellyservices.com
1313 N. Travis Ste. 103, Sherman

MANPOWER

903-893-9543
www.manpower.com
2001 N Loy Lake Rd.
Ste. C, Sherman

**SNELLING PERSONNEL
SERVICE**

(903) 892-0042
www.snelling.com
5452 Texoma Pkwy, Sherman

**WORKFORCE
SOLUTIONS TEXOMA
- TEXAS WORKFORCE
COMMISSION**

Cooke Co. 940-665-1121
Fannin Co. 903-640-0222
Grayson Co. 903-463-9997
Toll-Free 1-800-735-2988
Relay Texas 711
www.twc.state.tx.us
workforcesolutionstexoma.com

**EMERGENCY
ASSISTANCE****AMERICAN RED CROSS**

903-465-1330
www.redcross.org

The American Red Cross is a humanitarian organization led by volunteers which provides relief to victims of disasters, and helps people prevent, prepare for, and respond to emergencies.

With fundamental principles of humanity, impartiality, neutrality, independence, voluntary service, unity and

universality, the American Red Cross prevents and alleviates human suffering in the face of emergencies by mobilizing the power of volunteers and the generosity of donors.

**GRAYSON COUNTY
WOMEN'S CRISIS CENTER**

4200 N. Travis St., Sherman TX
903-893-5615
www.graysoncrisiscenter.org

Dedicated to providing a safe haven, crisis intervention, and comprehensive support services to victims of family violence and sexual assault. The volunteers and employees are further dedicated to breaking the cycle of family and sexual violence through community education while assisting victims in their transition to a more stable and self-sufficient life.

Services

- ✓ *Offering emergency shelter, crisis intervention, counseling and support services to women and children who are survivors of domestic violence and sexual assault;*
- ✓ *Creating public awareness about the devastating consequences of domestic violence and sexual assault;*
- ✓ *Batterer intervention services (BIPP);*
- ✓ *Anger management classes;*
- ✓ *Facilitating primary prevention programs to children in local schools, clubs, churches, etc.;*
- ✓ *Offering non-residential services to survivors living in our community including support groups, safety planning, crisis intervention, information and appropriate referrals;*
- ✓ *Staffing a 24/7 hotline that is always answered directly by an advocate; and,*
- ✓ *Managing a thrift store to generate revenue for Crisis Center programs and offer free clothing and household*

items to survivors. (Donations are greatly appreciated and accepted at the shelter or thrift store)

**ABIGAIL'S ARMS-COOKE
COUNTY FRIENDS OF
THE FAMILY-CRIME
VICTIM COMPENSATION**

1600 Aspin Road
Gainesville, TX 76240
24-hr Crisis Line
940-665-2873
www.abigailsarms.org

Abigail's Arms' mission is to assist survivors of sexual assault, family violence, child abuse, elder abuse, stalking, DWI/DUI assaults, and the surviving members of suicide/homicide victims, through educational and support services. These services include guidance through difficult times incurred after victimization (i.e. medical examination, police interrogations, etc.), counseling and emotional support, life-skills coaching, housing referrals and ongoing support to aid in their adjustment and healing. The programs offered are intended to restore stability and dignity, create an environment that promotes emotional and social healing, as well as, to assist families in maintaining economic empowerment.

Services

- ✓ *24 hour Crisis Hotline*
- ✓ *Case Management*
- ✓ *Crisis Counseling*
- ✓ *Victim Advocacy*
- ✓ *Individual counseling*
- ✓ *Support groups (please call for more information)*
- ✓ *Protective order and statement assistance*
- ✓ *Temporary shelter*
- ✓ *Information and referral*
- ✓ *Police/hospital accompaniment*
- ✓ *Victim liaison with local law enforcement, court system*

EDUCATION

TSI PLACEMENT (COOKE COUNTY) 940-665-5085

Free English (as second language) and GED classes offered to those who officially withdrew from school prior to completion.

GED Classes and Test Sites

North Central Texas College
940-668-4216 www.nctc.edu

Grayson County College
903-463-8724 www.grayson.edu

Fannin County – TEAM Center,
Bonham, TX 903-583-1264

GRAYSON COLLEGE SENIOR AVOCACTIONAL VOCATIONAL EDUCATION PROGRAM (SAVE) 903-463-8765

Leisure and personal enrichment courses are tailored to suit intellectual and financial perspectives of adult students who are age 50 years or older. Examples of classes offered include art, music, golf, computers and software instruction. Classes begin each semester. Tuition is \$25 per course for most classes.

GRAYSON COLLEGE ADULT EDUCATION CENTERS OF N. TEXAS 903-463-8784

Serving Cooke, Fannin, Hunt and Grayson Counties. Classes offered days and evenings. Types of classes offered include:

- ✓ *GED Preparation*
- ✓ *Adult Basic Education Classes*
- ✓ *English Language Classes – All Levels*
- ✓ *Refresher Classes (Upgrading skills for those with a Diploma or GED)*
- ✓ *Basic Computer Classes*
- ✓ *Transitions to College, Certificate, or the Workplace*
- ✓ *Online Distance Education Classes*

GRAYSON COLLEGE CENTER FOR WORKPLACE LEARNING 903-463-8765 www.cwlgcc.org

Provides needs assessment consultation (including job profiling and skills assessment) and learning-based solutions to overcome the problems

that hinder organizational or individual performance. Trainees can take a course to gain a skill, or earn a certificate or degree.

Services: Job-seeker services, pre-employment training, certification training, Associates degrees, job skills training, professional development, licensure preparation courses, professional continuing education (CEU's), corporate services, career consultations, professional development courses, and conference center facilities.

GRAYSON COUNTY LITERACY TEAM Sherman Public Library 903-892-7240

Denison Public Library
903-465-1797 (contact: Alvin)
Teaches basic reading skills to adults in one-on-one sessions conducted by trained volunteers at the Sherman & Denison Public Libraries. To volunteer your time or receive tutoring, please call your local library. Appointments must be scheduled.

FANNIN LITERACY COUNCIL fanninliteracycouncil.org 903-583-1264

Works to provide a system of adult education that will serve individuals interested in increasing their basic education skills or obtaining their GED through a flexible open-entry, open-exit system.

Free classes are available to Fannin County residents through the Helping Our People Excel (HOPE) education program. GED CLASSES are offered in Bonham and Honey Grove.

NORTH CENTRAL TEXAS COLLEGE 940-668-4272 nctc.edu/continuing-education

Lifelong Learning is the non-credit division of NCTC. We offer career training programs, adult basic skills, and enrichment programs for students of all ages. Classes offered in Gainesville, Bowie, Corinth, Flower Mound, and Graham.

Cultural/Personal Enrichment

An array of cultural/personal enrichment courses are offered throughout the year—ranging from art, fitness and gardening to home decor, music, financial management and language studies, to name but a few. A variety of trips/tours to cultural and educational productions are popular attractions each semester. Other courses include Computer, Internet classes; "Senior Scholar" classes for lifelong learners 62 and older; Youth Summer Programs (including College for Kids); Transitional Skills for Mentally & Physically Challenged.

Professional or Mandatory Continuing Education

Professional development courses designed for the general public with a significant emphasis on job-related knowledge and skills. Examples include welding, medical occupations certification, and job-specific Spanish language development. Special computer-related and advanced technology courses also available. Mandated continuing education topics are provided for licensed/certified professionals in fields including childcare, nursing, food service, real estate, accounting, criminal justice, occupational and physical therapy and plumbing.

ROAD SCHOLAR

1-800-454-5768 Call toll-free,
Monday through Friday
8 a.m. to 6 p.m. EST
www.roadscholar.org

Road Scholar is a not-for-profit organization that provides exceptional learning adventures to nearly 160,000 older adults each year. The organization offers nearly 5,500 programs a year in all 50 states and 150 countries. Participants come from every walk of life to learn together, to exchange ideas, and to explore the world. From Paris to New Orleans, Delhi to Council Bluffs, Road Scholar offers unique educational experiences, infused with the spirit of camaraderie and adventure that enrich and enhance the lives of its participants. Expert

instructors share stimulating information through in-depth lectures, field trips and cultural excursions. Lively discussions with faculty and fellow participants illuminate issues and broaden horizons.

Road Scholar programs are all inclusive. There are no hidden expenses. We include most meals, lectures, field trips, cultural excursions, gratuities, and a travel assistance and insurance plan.

TEXAS AGRILIFE EXTENSION SERVICE

Cooke County
940-668-5412
cooke.agrilife.org

Fannin County
903-583-7453
fannin.agrilife.org

Grayson County
903-813-4206
grayson.agrilife.org

The mission of Texas A&M AgriLife Extension Service is to provide quality, relevant outreach and continuing education programs and services to the people of Texas.

Offers programs and seminars on agriculture, horticulture, natural resources, 4-H and youth development, self-improvement, nutrition, financial management, poverty and family resource management.

TEXOMA RED CROSS 903-465-1330

www.redcross.org/local/texas/north-texas.html

Serving Grayson, Fannin, and Cooke Counties

For more than a century, the American Red Cross has been saving lives with health and safety education programs. Training ranges from first aid, CPR and automated external defibrillators (AEDs), to swimming and life-guarding; from HIV/AIDS education to caregiving programs like Babysitter's Training. The Red Cross constantly strives to respond to the health and safety concerns of Americans at home, in school and in the workplace. Become an instructor, an Authorized Provider, take a course, or volunteer with the Texoma Area Chapter.

- ✓ *Crime Victims Compensation applications*
- ✓ *Community Education and Prevention*
- ✓ *BIPPs (Batterer Intervention and Prevention Programs) work to challenge the belief structure of perpetrators and create an additional layer of supervision. Participants in the program are held accountable for their behavior and must acknowledge they alone are responsible for their abuse and violence. BIPPs work collaboratively by providing thorough assessments focusing on ending violence and developing individualized plans for each perpetrator in order to make appropriate referrals to other services.*

FANNIN COUNTY FAMILY CRISIS CENTER 903-583-7694

118 E. Sam Rayburn Dr., Bonham
www.fccrisiscenter.org
24-hour Hotline
903-583-7000
Toll-Free 877-583-2855

A non-profit organization whose mission is to receive, comfort, counsel, and support individuals and their families who find themselves in conflict due to emotional, physical abuse or sexual assault. Our mission is to help clients take control of their lives, know what options are available to them and assist them in making their own choices.

Services

- ✓ *24 HOUR HOTLINE*
- ✓ *Crisis Intervention by trained advocates*
- ✓ *Assistance with Protective Orders*
- ✓ *Information and referrals for additional resources*
- ✓ *Support groups*
- ✓ *Assistance with Crime Victims' Compensation*
- ✓ *Hospital, law enforcement and court accompaniment*
- ✓ *Public Education on a variety*

*of subjects including: *family violence *sexual assault *primary prevention*

GRAYSON COUNTY HOMELESS SHELTER 903-465-6041

www.gcshelter.org

Provides 24-hour living facility for homeless families and individuals including men over 55, single women over 18, married couples, families. No single men under Age 55; No minors without parent/s; No admission without I. D. (State Issued Photo ID-Soc. Sec.); No unregistered guests; clear police checks; No illegal drug or alcohol use; No violent behavior; Must follow written rules of the shelter.

SALVATION ARMY Grayson County 903-868-9602 Fannin-Bonham 903-583-2141

Assistance for food, clothing, utilities, rent, emergency shelter and other needs as determined by need and the availability of resources to meet that need. An emergency shelter is available for those in Grayson County in Sherman, limited to a five-night stay. Community dinner served Mon-Fri 5:30-6:30

FEEDING FANNIN 469-571-6766 1100 W. 5th St. (Bonham Armory)

Hours: 2nd Friday of each month. Partnering with the North Texas Food Bank, fresh fruits and vegetables are distributed to the Fannin County community. For more information, visit the Feeding Fannin Facebook page or email terefcfcc@frontier.com.

BELLS – SAVOY COMMUNITY CARE CENTER FOOD PANTRY 903-965-4861

210 S. Broadway Street, Bells
Hours: Tues 9:00am – 5pm

Provides food pantry services to the citizens of Bells and Savoy school district. It is located in the old Elementary School in Bells.

DENISON HELPING HANDS FOOD PANTRY 903-465-5101

418 W. Chestnut, Denison
Open from 9:00 am - 1:00 pm, Mon/Weds/Fri

Food distribution pantry for Denison families – No monetary assistance is available

EAST SHERMAN BAPTIST CHURCH FOOD PANTRY 903-892-6171

910 E. King, Sherman
(corner of King/Willow)
Third Weds ea. month
9:00am - 11:30am

Also available is the Sheppard's Closet, offering clothes, diapers for children/adults, durable medical equipment such as wheelchairs, walkers, canes, bath stools etc.

FAIRVIEW BAPTIST CHURCH & SHARE MINISTRIES FOOD PANTRY 903-893-7097

903-892-3543
820 E. Houston, Sherman
Tues, & Thurs 9:00am - 11:00am

FANNIN COUNTY COMMUNITY MINISTRIES, INC. FOOD PANTRY 903-583-3663

1022 FM 273, Bonham
Mon-Fri 9:00am - 2:00pm (closed 11:00am-12:00pm for restocking)

FIRST BAPTIST CHURCH OF TOM BEAN FOOD PANTRY 903-546-6231

307 E. Hwy 11, Tom Bean
Provides services 4th Thursday of each month 10:30am - 1:00pm. Months of Nov/Dec is on 3rd Thursday of the month

GRAYSON COUNTY HOMELESS SHELTER 903-465-6041 www.gcshelter.org

Food allotments are distributed when available Monday, Wednesday, and Friday.

HARMONY BAPTIST CHURCH FOOD PANTRY 903-892-2044

2111 E. Tuck, Sherman
Every 2nd and 4th Friday of each month;
12:00pm - 3:00pm

NEW BEGINNINGS FELLOWSHIP CHURCH FOOD PANTRY 903-463-4110

1201 W. Shepherd St., Denison
Mon only 9:00am - 11:00am

The food pantry provides food to Denison residents. Must call for an appointment.

RESALE BARN 903-786-4331 Mon- Weds 9:00am - 4:00pm

Provides emergency financial assistance per crisis criteria to Grayson County residents. Provides food, medicine, utilities, rent to apartments, furniture (fire only), and clothing assistance for verifiable emergency and/or crisis situation.

SALVATION ARMY Grayson Co. 903-868-9602 Bonham 903-583-2141

SHARE MINISTRIES – FOOD BANK (SHERMAN) 903-893-7097

820 E. Houston St. Sherman
Tues and Thurs 9:00 am - 11:00 am

SHARE MINISTRIES – FOOD BANK (WHITEWRIGHT) 903-893-7097 North of Pettit's Grocery Store Thurs 9:00-11:00a

YOUR NEIGHBORS HOUSE – FBC - FOOD BANK 903-564-4400

201 S Union, Whitesboro
Tues 9:00am - Noon
Thurs Noon - 3:00pm
Sat 9:00am - Noon

V.I.S.T.O (VOLUNTEERS IN SERVICE TO OTHERS) 940-668-6403

1401 Southland, Gainesville
M-F 8:00-noon
vistohelps.com

VISTO operates and maintains Cooke County's emergency food bank.

As funds allow, we also provide emergency financial relief in terms of rent, utilities, transportation, prescription medicine, and dental. Although designed to be the agency of last resort, we have become

the agency of first response. This is due to the fact that in order for VISTO to carry out its mission, it must be extremely knowledgeable of what other short-term and long-term resources might be available to our clients. Generally, all clients must be at or below Federal Poverty Guidelines or be experiencing an unexpected crisis. This means that VISTO serves to poorest of the poor.

VISTO has three main food programs:

- ✓ **Emergency Food** - VISTO's Board decided early on that our goal would be to provide enough food to feed an average family (4 people) for two weeks.
- ✓ **Backpack Buddy Program** The goal of the program is to deliver two days worth of nutritional snacks to children who have been identified by school officials for being "at risk" of hunger. At the end of the 2012'-2013' school year we served 450 children in 14 schools. The program costs \$5 per child per weekend or \$135 per school year per child. The program is paid for by local donations, fundraisers and grants.
- ✓ **VISTO Farms** - VISTO's Elm Street Community Garden located at 404 Elm Street in Gainesville. The garden is open to everyone and has 4x8' raised beds ready for planting. VISTO Farms' projects are designed to connect sustainable Farm to Fork models

Information and Referral

VISTO was designed to offer short-term assistance and the refer clients to agencies designed to offer longer term assistance.

Emergency Financial Assistance

Assistance is dependent upon available funding. Ninety eight percent of the funds for this type of assistance come to VISTO in the form of restricted grants. Utilities,

rent/mortgage/shelter, dental, education, eye glasses, minor medical necessities, prescription medicines, school shoes & clothing, and gasoline. Clients must meet eligibility guidelines as set forth by the grants and VISTO's written guidelines.

Environmental Crises

VISTO became the host site for a program called Client tracker that will allow for true multi-agency client assistance management during crisis situations.

SOUP KITCHENS

GRAND CENTRAL STATION SOUP KITCHEN 903-957-0264

110 S. Throckmorton St, Sherman

Available Mon - Fri from 9:00 am - 1:00 pm. Coffee, juice, and pastries are served for breakfast and hot lunches are served between 11:00 am - 1:00 pm. Brown bag lunches can be picked up beginning at 9:00 am on Saturday morning, until supplies are depleted. Provides assorted durable goods when available.

TRINITY UNITED METHODIST CHURCH SOUP KITCHEN 903-465-4996

101 East Hwy 69, Denison

Provides a community soup kitchen for the public which meets on the first Saturday of each month from 11:00 am - 1:00 pm.

ASSOCIATIONS & SOCIETIES

ALZHEIMER'S ASSOCIATION 1-800-272-3900

Helpline is available 24 hrs a day
www.alz.org

ALZHEIMER'S FOUNDATION OF AMERICA 1-866-232-8484 www.alzfdn.org



MEALS on WHEELS
TEXOMA

TOGETHER, WE CAN DELIVER.

Phone: 903-786-3351 | Fax: 903-786-8893 | Toll Free: 1-877-900-3551
www.mowot.org

Meals on Wheels of Texoma is a non-profit charitable organization serving the greater Texoma region, including Grayson, Fannin, and Cooke counties. Since our inception in 1980, we have grown to serve over 30,000 meals a month to seniors most at risk of food insecurity. More than just a meal, our volunteers deliver tender, loving care to our homebound seniors every day, providing the human touch that means so much to them.

We provide meals to clients of the Health & Human Services Commission (HHSC) and the Texoma Council of Governments Area Agency on Aging (TCOG/AAA). HHSC and TCOG/AAA qualify their clients based on their inability to prepare a nutritious meal for themselves. Their clients include homebound, needy, elderly, and disabled individuals.

Volunteers help monitor the health of clients, and report concerns about their welfare to Caseworkers. Senior Center Managers also maintain regular contact with our clients.

OUR SENIOR CENTERS INCLUDE:

BELLS SENIOR CENTER

903-965-4517
bells@mowot.org
7:00 am – 1:00 pm Mon-Fri
203 S Broadway, Bells, TX 75414

BONHAM SENIOR CENTER

903-583-8573
bonham@mowot.org
7:00 am – 1:00 pm Mon-Fri
210 E 6th St, Bonham, TX 75418

CALLISBURG SENIOR CENTER

940-665-7375
callisburg@mowot.org
10:30 am – 1:00 pm Tue & Thu
100 McDaniel, Callisburg, TX 76240

DENISON SENIOR CENTER

903-463-1711
denison@mowot.org
7:00 am – 1:00 pm Mon – Fri
531 W Chestnut, Denison, TX 75020

HONEY GROVE SENIOR CENTER

903-583-8573
honeygrove@mowot.org
10:00 am – 1:00 pm MWF
500 N. 6th, Honey Grove, TX 75446

GAINESVILLE SENIOR CENTER

940-665-3493
gainesville@mowot.org
7:00 am – 1:00 pm Mon – Fri
400 S Weaver, Gainesville, TX 76240

MUENSTER SENIOR CENTER

940-759-2922
muenster@mowot.org
10:00 am – 1:00 pm Tues, Wed, Thu
730 N Main St, Muenster, TX 76252

POTTSBORO SENIOR CENTER

903-463-1711
pottsboro@mowot.org
11:00 am – 1:00 pm Tues, Wed, Thu
207 Georgetown Rd, Georgetown
Baptist Church Pottsboro, TX 75076

SHERMAN SENIOR CENTER

903-892-3733
sherman@mowot.org
7:00 am – 1:00 pm Mon - Fri
1500 N Broughton St,
Sherman, TX 75090

VALLEY VIEW SENIOR CENTER

940-726-3922
valleyview@mowot.org
11:00 am – 1:00 pm Tues & Thu
101 N Lee St, Valley View, TX 76272

VAN ALSTYNE SENIOR CENTER

903-482-6341
vanalstynemowot.org
7:00 am – 1:00 pm Mon - Fri
148 S Main St, Van Alstyne, TX 75495

WHITESBORO SENIOR CENTER

903-564-6021
whitesboro@mowot.org
7:00 am – 1:00 pm Mon-Thur;
7:00-12:00 on Fridays
105 Mineral St, Whitesboro, TX 76273

WHITEWRIGHT SENIOR CENTER

903-364-5328
whitewright@mowot.org
7:00 am – 1:00 pm Mon - Fri
123 W Grand, Whitewright, TX 75491

AMERICAN CANCER SOCIETY

1-800-227-2345
www.cancer.org

AMERICAN DIABETES ASSOCIATION

1-888-342-2383
www.diabetes.org

AMERICAN FOUNDATION FOR THE BLIND

1-800-232-5463
www.afb.org

AMERICAN ASSOCIATION ON HEALTH AND DISABILITY

301-545-6140
www.aahd.us

AMERICAN HEART ASSOCIATION

1-800-242-8721
www.americanheart.org

AMERICAN LUNG ASSOCIATION

1-800-586-4872
www.lung.org

AMERICAN STROKE ASSOCIATION

1-800-553-6321
www.strokeassociation.org

AMERICAN UROLOGICAL ASSOCIATION FOUNDATION

1-866-746-4282
www.urologyhealth.org

ARTHRITIS FOUNDATION

1-800-283-7800
www.arthritis.org

BRIGHTFOCUS FOUNDATION

1-800-437-2423
www.brightfocus.org

A nonprofit organization supporting research and providing public education to help eradicate brain and eye diseases, including Alzheimer's disease, macular degeneration, and glaucoma. Offers free educational materials on topics.

CROHN'S AND COLITIS FOUNDATION OF AMERICA

1-800-932-2423
www.ccfa.org

Research, education and supportive services on Inflammatory Bowel Disease, Crohn's Disease, and Ulcerative Colitis

GLAUCOMA RESEARCH FOUNDATION

1-800-826-6693
www.glaucoma.org

HEALTH IN AGING FOUNDATION

1-800-563-4916
www.healthinaging.org

MACULAR DEGENERATION FOUNDATION

1-888-633-3937
www.eyesight.org

MEDIC ALERT FOUNDATION

1-888-633-4298
www.medicalert.org

Leading healthcare informatics organization dedicated to providing services to our members that protect and save lives. Offers a wide array of bracelets and necklaces to match individual preference. Each Medic Alert Bracelet, Necklace, Stretch Band, Sports Band, and Dog Tag is engraved with a personal membership ID number, primary medical condition(s), and our 24-Hour Emergency Response Center phone number.

E-HealthKEY is a comprehensive electronic health record software application that allows you to input, store, update and synchronize your health record with MedicAlert's state-of-the-art repository.

Advance Directives Will your doctor and loved ones know and respect your end-of-life care wishes? Give them instant access from one secure location. Store your state-recognized written Advance Directives and Do-Not-Resuscitate orders with MedicAlert.

NATIONAL ALLIANCE FOR CAREGIVING

202-918-1013
www.caregiving.org

NATIONAL ASSOCIATION FOR CONTINENCE

1-800-BLADDER (252-3337)
www.nafc.org

NATIONAL ASSOCIATION OF DEAF PEOPLE

nad.org

NATIONAL HEALTH INFORMATION CENTER

1-800-336-4797
www.health.gov/nhic/

A health information referral service which links people to organizations that provide reliable health information.

Also provides key support for the healthfinder.gov Web site, your gateway to reliable consumer health information.

NATIONAL INSTITUTE OF DIABETES, DIGESTIVE, KIDNEY AND UROLOGIC DISEASES

1-800-860-8747
www.niddk.nih.gov

PARKINSON'S DISEASE FOUNDATION

1-800-473-4636
www.parkinson.org

Provides information about Parkinson's Disease, as well as referrals to doctors and hospitals throughout the United States.

PARKINSON'S INFORMATION & REFERRAL CENTER

903-813-3505

Provides support to patients and their families through area groups and specialists who offer exercise, special physical and educational therapies. Educational materials are available for free. Local support groups now coordinated through the Area Agency on Aging Caregiver Program.

SUBSTANCE ABUSE COUNCIL

903-892-9911

Grayson, Cooke, and Fannin counties

FOUNDATIONS**TEXOMA HEALTH FOUNDATION**

903-337-0755

REBA'S RANCH HOUSE

903-463-7322

HEALTH & WELLNESS**AQUATIC CENTER (THE REHABILITATION CENTER)**

903-893-7457

2009 Texoma Parkway

Sponsored by the American Arthritis Foundation

COOKE COUNTY INDIGENT HEALTHCARE PROGRAM

940-612-8600

North Texas Medical Center - Gainesville

DAVITA SHERMAN DIALYSIS CENTER

1-877-588-5688

www.davita.com

1724 W. US Hwy 82, Suite 100
Sherman, TX 75092

Delivers dialysis and educational services to patients with chronic kidney failure and end stage renal disease.

DIABETES LIFE CENTER (TMC DENISON)

903-416-4112

Provides daily educational programs for persons with diabetes and their families

FANNIN COUNTY INDIGENT HEALTHCARE PROGRAM

903-583-2915 Ext. 8389

M-F 8:00 am to 4:00 pm

Medical bills paid for very low income and non-insured residents of Fannin County.

GREATER TEXOMA HEALTH CLINIC

(Non-emergency only)

903-465-2440

Provides access to primary health care for Grayson residents from non-emergency health issues. Resident must not have any form of insurance, including Medicare or Medicaid. Open Monday - Thursday from 7:30 am until 6:30 pm and one Saturday per month (call for details).

GRAYSON COUNTY HEALTH CLINIC

903-771-2846

809 Gallagher Drive, Suite D
Sherman, TX 75090

GRAYSON COUNTY HEALTH DEPARTMENT

Sherman 903-893-0131
Denison 903-465-2878
co.grayson.tx.us/page/hlth.home

GRAYSON COUNTY HEALTH DEPARTMENT - INDIGENT HEALTH CARE

Do not use this number for emergencies; there is a time delay response.

REBA MCENTIRE CENTER FOR REHABILITATION

903-416-1000
www.texomamedicalcenter.net/hospital-services/rehabilitation-services

Provides comprehensive inpatient physical rehabilitation programs in a relaxed, non-institutional atmosphere. Advanced facilities and equipment combine with therapy provided by compassionate, qualified specialists to help restore mobility and motor functions for patients.

THE REHABILITATION CENTER - THERAPEUTIC SOLUTIONS FOR CHILDREN AND ADULTS

903-893-7457
www.trcsherman.com

Treats children and adults providing care for a wide range of problems, from minor to complicated orthopedic conditions, neurological disorders, developmental delays, and many others. Our complete one-on-one method of therapy makes us your partner in rehabilitation.

Services

- ✓ Occupational Therapy, Physical Therapy, and Speech Pathologist Therapy
- ✓ Arthritis Foundation Aquatic Program (Classes meet two times each week)
- ✓ The Independent Aquatic Program
- ✓ Consumer Education: Public Awareness and Presentations

TEXOMA COMMUNITY CENTER (FORMERLY MHMR) & EARLY CHILDHOOD INTERVENTION

www.texomacc.org
Crisis Line 24/7: 877-277-2226
Mental Retardation Community Support Services
Grayson Mental Health Services 903-957-4701
Fannin Mental Health Services
Intake by Appointment Only
Cooke Mental Health Services
Intake by Appointment Only

HERE FOR TEXAS / MENTAL HEALTH NAVIGATION LINE

972-525-8181
HereForTexas.com

Connecting Texans to information and resources for mental health and addiction.

HOSPITALS (TEXOMA REGION)

CARRUS SPECIALTY HOSPITAL

903-870-2600
www.carrushospital.com

A physician-owned facility located in Sherman, Texas. This long-term acute care hospital meets the needs of critically ill patients with substantial and comprehensive resources. The hospital's resources include a rehabilitation facility that features a full range of physical and occupational equipment, a special procedures area that provides CAT scans and X-rays, and four beautifully decorated courtyards for our patients' enjoyment. Licensed by the State of Texas and the Texas Department of Health and Human Services, Carrus Specialty Hospital is an approved provider for Medicare.

MUENSTER MEMORIAL HOSPITAL

940-759-2271
www.muensterhospital.com

A full service facility offering a 24-hour emergency room, inpatient and outpatient treatment and surgery, skilled nursing and home health services; physician specialist clinics, physical, speech therapy, and occupational surgery.

NORTH TEXAS MEDICAL CENTER - GAINESVILLE

940-665-1751
www.ntmconline.net
A fully licensed 60-bed facility, including Inpatient/Outpatient care, Intensive Care Unit, Swing Bed capability for longer-term stays.

Cardiac Diagnostics/Respiratory Care, Community Education & Wellness Programs, Laboratory and Blood Bank, Medical Imaging, CT Scan, Surgical and Therapy services, Vascular, Women's Health, Dialysis Cottage and Social services.

TMC BONHAM HOSPITAL

903-583-8585
www.tmcbonham.com

Provides hospital services with a fully staffed 24-hour emergency room, ICU, and medical/surgical unit. Also includes Radiology, Cardio-Pulmonary, General Medical services, Sleep Lab, and Specialty Clinic.

Young at Heart Senior Program

This program is for anyone aged 50+ that is interested in staying active and physically and emotionally fit. There are a number of events every month with activities to interest everyone.

- ✓ Complimentary meal for member's spouse or caregiver during inpatient stays
- ✓ Newsletter highlighting events and activities

- ✓ Free Notary Public services
- ✓ Complimentary faxing and copying
- ✓ Free Young at Heart calendar
- ✓ Monthly activities including meetings, lunches, speakers and exercise classes.

Activities include:

- ✓ Pot Luck and Monthly Planning Meeting
- ✓ Everyone brings a covered dish so we can enjoy a nice luncheon, fellowship, and plan activities for the upcoming month
- ✓ Quilt and Craft Club
- ✓ Each member brings and works on their individual needle work projects.
- ✓ Bingo Day
- ✓ This is a very exciting time because the winner gets to take home the traveling trophy to keep for an entire month.
- ✓ Game Day
- ✓ We usually play "chicken foot" but are open to new and exciting recommendations.
- ✓ Breakfast Buddies
- ✓ This is a time for fellowship where we share humorous stories and happenings.
- ✓ Book Club
- ✓ We select and read a new book each month and then have a review time to discuss the book and share ideas and opinions.
- ✓ Lunch N Learn
- ✓ Lunch N Learn is our educational time. We usually have one of our physicians speak at this meeting which is always interesting and informative.

SAM RAYBURN VETERANS MEMORIAL HOSPITAL

903-583-2111
www.northtexas.va.gov
1201 E. 9th St, Bonham, TX

HOME HEALTH AGENCIES

Home health agencies are licensed public or private organizations with a staff of skilled nurses, homemakers, home health aides, and therapists who provide nursing, rehabilitative, and homemaking services to homebound patients. Medicare will often cover home health care for individuals recovering from a major medical treatment, if authorized by their physician. It is important to know that home health services reimbursed by Medicare are limited, and will only be covered if the patient is confined to the home and requires part-time nursing care or therapy. Some agencies that provide homemaker or home health aide services (for help around the house and for personal care) may not be Medicare certified. Be specific when asking for the type of service needed, as all agencies do not perform the same array of home care services. You may also research the quality of care offered by the agencies by going to www.medicare.gov and select the home health agency compare tool. This excellent tool provides you with information on how well the agencies in your area care for their patients. Be sure to get references and determine if the agency is bonded.

ADVANTX HOME CARE INC.

903-813-8681
www.advantxhomecare.com

ALWAYS BETTER CARE HOME HEALTH

903-893-1036

AMERICAN BEST CARE HOSPICE, INC.

903-640-9300

ANGELS OF CARE PEDIATRIC HOME HEALTH

903-532-1400
www.angelsocare.com

CAREPLUS HOSPICE

972-243-3033
www.CPHospice.com

CHANGING SEASONS HOME CARE

903-868-3648
www.seasonstx.com

COUNTRY STYLE HEALTHCARE OF TEXAS

903-482-6400

ENCOMPASS HOME HEALTH & HOSPICE

903-892-3238
www.encompasshealth.com

FIRST TEXAS HOME HEALTH

903-564-9111
www.first-texas.com

GUARDIAN HEALTH CARE

903-870-2347
www.guardmyhealth.com

GUARDIAN HOSPICE

(NOT AFFILIATED WITH GUARDIAN HOME HEALTH)
903-868-0267
www.myguardianhospice.com

HEART TO HEART HOSPICE

903-892-6406
www.hearttohearthospice.com

HEAVENSENT CAREGIVERS

903-868-1339
www.heavensentcaregivers.com

HOME HOSPICE OF COOKE COUNTY

940-665-9891
www.homehospice.org

HOME HOSPICE OF FANNIN COUNTY

903-583-9320
www.homehospice.org

HOME HOSPICE OF GRAYSON COUNTY

903-868-9315
www.homehospice.org

HOME INSTEAD SENIOR CARE

903-893-1100
www.homeinstead.com

HOSPICE PLUS

903-893-3903
www.hospiceplus.net

JORDAN HOME HEALTH SERVICES *(PART OF THE ELARA CARING NETWORK)*

903-892-3163
www.jhsi.com

MAYS HOME HEALTH & HOSPICE

903-868-1516
www.mayshomecare.com

MUENSTER MEMORIAL HOSPITAL HOME CARE

940-759-2262
www.muensterhospital.com

NTMC HOME HEALTH

(N. TEXAS MEDICAL CENTER – GAINESVILLE)
940-668-2094
www.ntmconline.net

NORTHEAST MEDICAL CENTER HOME HEALTH - BONHAM

903-583-3606
www.ntmconline.net

PATIENT CENTERED SERVICES

903-564-4663
www.patientcenteredservices.com

PILOT POINT HOME HEALTH

903-564-7709
www.pilotpointhomehealth.com

OUTREACH HEALTH SERVICES

903-893-8082
www.outreachhealth.com

QUALITY HOME HEALTH CARE

903-892-9281
www.qhhcinc.com

RED RIVER HOME CARE

903-463-5858

RED RIVER HEALTH CARE SYSTEMS

903-465-8277
1-800-289-6555

RENEW HOME HEALTH

903-463-6700
www.renewhomehealth.com

SHER-DEN HOME HEALTH

903-892-1000

SOUTHWEST PALLIATIVE CARE

817-857-8400

SUNRISE HOME HEALTH SERVICES

903-893-1296
1-800-296-7823
www.sunrisehomehealth.com

TEXOMA HOME HEALTH

903-868-9991

TLC PROFESSIONAL CARE

903-465-7730

TMC HOME HEALTH

903-416-5500
www.texomamedicalcenter.net

VICTORY HOME HEALTH & HOSPICE

903-583-3562
www.victoryhospice.com

WHITESBORO/PILOT POINT HOME HEALTH

903-564-7709
www.whitesborohomehealth.com

SUBSIDIZED RETIREMENT COMMUNITIES

An apartment designed for individuals or couples who are mobile and capable of self-care. Residents must be 62 years of age and meet specified income guidelines.

PECAN CREEK VILLAGE - GAINESVILLE HOUSING AUTHORITY
940-665-1747

TURNER APARTMENTS - GAINESVILLE HOUSING AUTHORITY
940-665-1747

PECAN PLACE - BONHAM
903-583-2180

KATY CREEK RETIREMENT APARTMENTS - BONHAM
903-583-1952

BROUGHTON STREET / SCOTT CIRCLE COMPLEX - SHERMAN HOUSING AUTHORITY
903-893-3139

MAUK CIRCLE COMPLEX - DENISON HOUSING AUTHORITY
903-463-1783

THE MEADOWS - DENISON
903-465-6463

THE VILLAS OF SHERMAN
903-813-3224

ASSISTED LIVING FACILITIES

MANAGING LOCAL OMBUDSMAN
903-813-3505 Ext. 3578
1-800-677-8264 Ext. 3578

Designed for individuals who may require some assistance with personal care services such as bathing, dressing, and medication reminders. Assisted living does not provide skilled nursing care. Generally, in exchange for a monthly fee, a resident receives a room, meals, utilities, housekeeping, laundry, personal care, and regular contact with staff to ensure that all is well. Medicare does not pay for this type of

care. However, in Texoma, some facilities are licensed to accept Medicaid approved CBA clients. Medicaid eligibility must first be completed through the Texas Health and Human Services Commission.

BROOKDALE WILLOWS
903-891-3737
Certified Alzheimer's Unit

CRAWFORD STREET PLACE - DENISON
903-463-0400

GRAYSON PLACE - DENISON
903-463-1323

HOFMANN-MARZ CARE HOME - BONHAM
903-583-8380

HOME TO YOU - SHERMAN
903-893-7093

JUST LIKE HOME - WHITESBORO
903-564-7466

LEGACY ASSISTED LIVING & MEMORY CARE - DENISON
903-337-1625
Certified Alzheimer's Unit

NAN NAW'S PLACE
Denison 903-744-5294
Pottsboro 903-786-6234

PECAN POINT ASSISTED LIVING & MEMORY CARE - SHERMAN
903-892-9100
Certified Alzheimer's Unit

PRESTON PLACE - SHERMAN
903-892-6937

THE RENAISSANCE - SHERMAN
903-868-2200

STONEBROOK ASSISTED LIVING & MEMORY CARE - DENISON
903-465-5051
Certified Alzheimer's Unit and Adult Day Care

TRADITIONS SENIOR LIVING & MEMORY CARE - SHERMAN
903-893-4280
2 Certified Alzheimer's Units

WESLEY HOUSE
Gainesville 940-301-4436
Denison 903-465-6463

WHEELER PLACE - GAINESVILLE
940-668-8977

THE WOODMORE - BONHAM
903-640-1200

BOARD AND CARE HOMES

MANAGING LOCAL OMBUDSMAN
903-813-3505 Ext. 3578
1-800-677-8264 Ext. 3578

Also known as personal care homes, may offer many of the same services as assisted living facilities, but do not have medical support services available. Board and care homes are usually privately-owned homes that can house four to six residents capable of independent living within a supportive environment. If they care for three or fewer individuals, these homes are not required to be licensed by the State of Texas. It is important to ask for references and/or check the home's record with the Area Agency on Aging Ombudsman office.

NURSING HOMES

MANAGING LOCAL OMBUDSMAN
903-813-3505 Ext. 3578
1-800-677-8264 Ext. 3578

Nursing homes may also be identified as convalescent centers, extended care homes, or skilled nursing facilities. These facilities must be licensed by the state. Some facilities offer private rooms, but most facilities are semi-private. Residents require skilled nursing care 24 hours a day and/or rehabilitative services. This level of care is the most expensive housing option. Medicaid eligibility is dependent upon the client's financial and medical need, and is obtained through the Texas Health and Human Services Commission. Medicare only covers limited skilled nursing care, and not long term custodial care.

Further information can be obtained on each facility through the Area Agency on Aging Managing Local Ombudsman. Or you may research facility surveys on www.medicare.gov. Select nursing home compare. This excellent website allows you to review detailed information about the past performance of every Medicare and Medicaid certified nursing home.

For more information and consultation about regional nursing homes, financing, transfer of assets, Miller Trusts, spousal impoverishment, and estate recovery, call the benefits counselors at Area Agency on Aging.

BEACON HILL - DENISON
903-327-8537

BONHAM NURSING AND REHAB CENTER
903-583-8551

COSPER TEXAS STATE VETERANS HOME - BONHAM
903-640-8387
Certified Alzheimer's Unit

DENISON NURSING AND REHAB CENTER
903-465-2438

GAINESVILLE HEALTH/ REHAB CENTER
940-665-2826
Certified Alzheimer's Unit

FOCUSED CARE AT SHERMAN
903-893-6348
Certified Alzheimer's Unit

HOMESTEAD OF DENISON
903-463-4663
Certified Alzheimer's Unit

HOMESTEAD OF SHERMAN
903-891-1730

HOMESTEAD NURSING & REHABILITATION - COLLINSVILLE
903-429-6426

HONEY GROVE NURSING CENTER
903-378-2293
Certified Alzheimer's Unit

LEONARD MANOR
903-587-2282

MEADOWBROOK CARE CENTER - VAN ALSTYNE
903-482-6455

MULLICAN CARE CENTER - SAVOY
903-965-0200
Certified Alzheimer's Unit

PECAN TREE REHAB AND HEALTHCARE – GAINESVILLE
940-668-6263

RENAISSANCE CARE CENTER - GAINESVILLE
940-665-5221

RIVER VALLEY HEALTH & REHABILITATION CENTER – GAINESVILLE
940-665-0386
1-800-585-0386

SEVEN OAKS NURSING & REHABILITATION – BONHAM
903-583-2191

THE TERRACE OF DENISON
903-465-7442
Secured Alzheimer's Unit

TEXOMA HEALTH CARE CENTER – SHERMAN
903-893-9636

WHITESBORO HEALTH & REHABILITATION CENTER
903-564-7900
Certified Alzheimer's Unit

WOODLANDS PLACE - DENISON
903-462-1200

PUBLIC HOUSING

TEXOMA HOUSING PARTNERS
1-800-258-1618

DENISON HOUSING AUTHORITY
903-465-2650

GAINESVILLE HOUSING AUTHORITY
940-665-1747

GRAYSON COUNTY HOUSING AUTHORITY
903-892-8717

SHERMAN HOUSING AUTHORITY
903-893-3139

WHITESBORO HOUSING AUTHORITY
903-564-3700

TEXOMA COUNCIL OF GOVERNMENTS - SECTION 8 RENTAL ASSISTANCE
903-813-3513 Ext. 3536

HOME REPAIR/RENOVATION

COMMUNITY DEVELOPMENT BLOCK GRANT PROGRAM
Sherman 903-892-7227
Denison 903-465-2720

TEXOMA COUNCIL OF GOVERNMENTS - WEATHERIZATION PROGRAM
903-893-2161 Ext. 3530
1-800-677-8264 Ext. 3530

Reduces energy loss by insulating, weather stripping, installing new windows, storm windows and doors, and sealing cracks and holes for income eligible homeowners or renters who obtain approval from their landlords.

INFORMATION & REFERRAL

CALL 2-1-1

Area Information & Access Center of Texoma

Until recently, when individuals needed to get help from one of the area's health and human service agencies, they had to identify exactly what type of help they needed and figure out which programs existed to meet their needs. This process could be frustrating, not only to the person trying to get help, but also to the staff of the agencies who were not able to assist callers. The Texoma Area Information & Access Center now offers a viable solution to help individuals in a timely and efficient manner. 2-1-1 is an easy to remember three-digit calling code to connect residents in Texoma to free, comprehensive health and human services information, 24 hours a day.

INFORMATION AND ASSISTANCE 2-1-1
1-877-541-7905
www.211texas.org

This service provides the caller with names and phone numbers of one or more community services designed to meet his or her needs. Information Specialists have access to an automated information database of resources at the local, state, and national levels.

COOKE COUNTY VOLUNTEERS IN SERVICE TO OTHERS (VISTA)
940-668-6403

VISTA staff is knowledgeable of what short-term and long-term resources might be available to those in need of various services.

ELDERCARE LOCATOR
1-800-677-1116
www.eldercare.acl.gov

National information and referral service helps identify community resources for individuals aged 60+ throughout the United States.

NATIONAL ASSOCIATION ON AGING INFORMATION CENTER
1-800-222-2225
www.nia.nih.gov
TTY 1-800-222-4225

To sign up for regular email alerts about new publications and other information from the NIA, go to www.nia.nih.gov/health

Visit NIH Senior Health (www.nig-seniorhealth.gov), a senior-friendly website from the National Institute on Aging and the National Library of Medicine. This website has health information for older adults. Special features make it simple to use.



TURNING 65?

We can help you navigate through the maze of Medicare with education, personal guidance and service.

Providing expert assistance with Medicare Supplements, Drug Plans and Advantage Plans.

Call for a FREE Consultation!



Nicole A. Morgan, OTR, CSA
Medicare Insurance Specialist
Call 800.550.7635
info@medicareandmore.co
www.medicareandmore.co

NATIONAL ASSOCIATION OF RETIRED AND VETERAN RAILROAD EMPLOYEES (NARVRE)

903-465-8800
1-800-551-2588
www.narvre.us

NARVRE is a non-profit organization existing for retired or current railway workers, spouses, widows and widowers. NARVRE brings together railroad retirees, veterans and current railroaders on issues related to their rights as granted by the Railroad Retirement Act.

Membership services include: assist members on issues related to retirement benefits, without conflict of interest; to keep members informed of any developments affecting railroad retirement benefits through its legislative representatives and monthly NARVRE newsletter; to provide information that will be useful to current railway employees, veteran railway employees as well as to retired employees; to provide a venue, through unit meetings, for members to air retirement concerns, whether you are a member of an active unit near your home or a member-at-large.

NATIONAL ASSOCIATION OF RETIRED FEDERAL EMPLOYEES

www.narfe.org
Member: 1-800-456-8410
Recruitment & Retention:
1-800-627-3394
Legislative Hotline (24-hrs)
703-838-7780

NARFE's mission has remained the same since 1921, to protect and improve the retirement benefits of federal retirees, employees and their families. Members of NARFE have access to a wealth of information through the website, monthly magazine, newsletters, NARFE staff, and volunteers located throughout the country.

SAFELINK WIRELESS

1-800-977-3768
www.safelinkwireless.com

Requirements

- ✓ *If you qualify through a government program: copies of your state ID card and an official document from the program you are qualifying through (your SNAP card, Medicaid card, Supplemental Security Income (SSI) benefit letter, Federal Public Housing Assistance (FPHA) award letter, or other accepted documents).*
- ✓ *If you qualify through your income: copies of your state ID card and your last state, federal, or Tribal tax return, pay stubs for 3 consecutive months, or other accepted documents.*

STAP - SPECIALIZED TELECOMMUNICATIONS ASSISTANCE PROGRAM (STAP)

hhs.texas.gov/services/disability/deaf-hard-hearing/specialized-telecommunications-assistance-program-stap

Helps people who have a disability that interferes with their access to telephone networks purchase basic specialized assistive equipment or services. STAP typically covers the cost of most phones included in voucher categories, which can be found on website.

"Specialized Telecommunications Assistance Program" (STAP), a resource of the Texas Health and Human Services Commission (HHSC).

PERSONAL EMERGENCY RESPONSE SYSTEMS

PERS are emergency alert button devices that are placed in your home and can be pressed to summon help from emergency response centers. Call the Area Agency on Aging Elder Watch

Program at 903-813-3505 for more available agencies.

ALERT RESPONSE

1-888-871-2879
www.alertresponse.com

MEDIC ALERT FOUNDATION

1-888-633-4298
www.medicalert.org

VRI MEDICAL ALERT SYSTEM

866-452-3377
www.vricares.com

ALERTONE

866-581-4540
www.alert-1.com

FAMILYCARE ALERT SYSTEM

877-893-2140
familycaremedicalalarms.com

SENIOR ASSIST TEXAS

877-681-2777
www.SeniorAssistTexas.com

Senior Assist Texas offers a telephone that INCLUDES an Emergency Med-Alert Button that calls responders for help in case of an emergency. There are no monthly monitoring fees because the STAP phone is FREE and the Med-Alert Button works in conjunction with the phone. This can be a savings of as much as \$600 per year to a person on a fixed income.

To qualify, you only need to have at least ONE of the following disabilities:

- ✓ *Hearing Loss/Deaf*
- ✓ *Vision Loss/Blind*
- ✓ *Upper Mobility Loss*
- ✓ *Cognitive Impairment*
- ✓ *Speech Impairment*

SUPPORT GROUPS

CANCER SUPPORT GROUP

Texas Oncology 903-892-9455

ALZHEIMER'S/RELATED DEMENTIAS CAREGIVER SUPPORT GROUPS

903-813-3505

Provides an opportunity for caregivers to share unique experiences, discuss behavior

management challenges and techniques, improve caregiver coping skills, addresses caregiver stress and seek solutions together.

TCOG - Alzheimer's and Related Dementia

- ✓ *Meets on the 3rd Wednesday of the month at 12:30 p.m.*
- ✓ *TCOG in the Texoma Room (2nd Floor).*
- ✓ *1117 Gallagher Drive, Sherman*

Stanford House (Gainesville)

- ✓ *The group meets on the 1st Wednesday of the month at 9:00 a.m.*
- ✓ *Stanford House, 401 Garnet St. in Gainesville*

GRANDPARENTS/RELATIVES AS PARENTS SUPPORT GROUPS

Grayson County

- ✓ *Meets the 1st Wednesday of each month at 1:00 pm. TCOG – Texoma Room (2nd Floor)*

For Fannin and Cooke County meetings call 903-813-3505.

PARKINSON'S DISEASE CAREGIVER SUPPORT GROUP

903-813-3505

Meets on the 2nd Wednesday of each month at 1:30 p.m.

TCOG – Texoma Room (2nd Floor)

VETERANS SUPPORT GROUPS (BONHAM)

903-583-6241

Support Groups are available to registered Veterans through the mental health clinic of the Sam Rayburn Veterans Memorial Hospital in Bonham, Texas. Groups include such topics as PTSD, Anger Management, Mood Groups, and Addiction.

For information on other Support Groups in the area please call 2-1-1.

TRANSPORTATION

TEXOMA AREA PARATRANSIT SYSTEM

1-844-603-6048

Cooke, Fannin & Grayson counties
903-813-3505

TEXAS DEPARTMENT OF PUBLIC SAFETY Stranded Disabled Motorist Assist Helpline 1-800-525-5555

Texas has a free courtesy patrol on major freeways in major cities. They will change a flat tire, give you gas, help start your car, or call you a tow truck. It is paid for by our taxes.

VOLUNTEER OPPORTUNITIES

AMERICAN ASSOCIATION OF RETIRED PERSONS (AARP)

www.aarp.org/giving-back

AMERICAN RED CROSS 903-465-1330

COURT APPOINTED SPECIAL ADVOCATES (CASA)

Cooke Co. 940-665-2244
Fannin Co. 903-583-4339
Grayson Co. 903-813-5400

CHILD GUIDANCE CLINIC OF TEXOMA 903-893-7768

DENISON HELPING HANDS 903-465-5101

EISENHOWER BIRTH PLACE 903-465-8908

GRAYSON COUNTY CRISIS CENTER 903-893-3909

GRAYSON LITERACY TEAM 903-893-1920

HAGERMAN NATIONAL WILDLIFE REFUGE 903-786-2826

HOME HOSPICE

1-888-233-7455

Grayson Co. 903-868-9315

Cooke Co. 940-665-9891

MEALS ON WHEELS/ SENIOR NUTRITION AND ACTIVITY PROGRAMS (SNAP) 903-786-3351

NORTH TEXAS MEDICAL CENTER AUXILIARY

– GAINESVILLE

940-612-8607

[www.ntmconline.net/
join-us/volunteers/](http://www.ntmconline.net/join-us/volunteers/)

PERRIN AIR FORCE BASE MUSEUM 903-786-8741

RED RIVER HISTORICAL MUSEUM OF SHERMAN 903-893-7623

SHERMAN EX- STUDENTS MUSEUM 903-891-6737

WNJ REGIONAL MEDICAL CENTER AUXILIARY

903-870-3630

www.wnj.org

TEXOMA MEDICAL CENTER 903-416-4056

www.texomamedicalcenter.net

UNITED WAY

Cooke Co. (940) 665-1793

Grayson Co. (903) 893-1920

www.unitedway.org

COOKE COUNTY VOLUNTEERS IN SERVICE TO OTHERS (VISTO)

940-668-6403

www.vistohelps.com

HELPFUL WEBSITES FOR SENIOR CITIZENS

ADULT PROTECTIVE SERVICES

www.dfps.state.tx.us/adult_protection

AMERICAN ASSOCIATION OF RETIRED PERSONS www.aarp.org

ADMINISTRATION FOR COMMUNITY LIVING www.acl.gov

AREA AGENCY ON AGING TEXOMA www.tcog.com/aaa

CENTERS FOR DISEASE CONTROL www.cdc.gov

DEPARTMENT OF HOMELAND SECURITY www.ready.gov

FEDERAL EMERGENCY MANAGEMENT AGENCY www.fema.gov

NATIONAL COUNCIL OF AGING/BENEFITS CHECKUP www.benefitscheckup.org

Screens for federal
and state benefits

NATIONAL ALLIANCE FOR CAREGIVING www.caregiving.org

NATIONAL INSTITUTE OF AGING www.nia.nih.gov

NATIONAL LIBRARY OF MEDICINE www.medlineplus.gov

U.S. DEPARTMENT OF AGRICULTURE myplate.gov

Food and nutrition information

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES www.dhhs.gov

TEXAS HEALTH AND HUMAN SERVICES www.hhs.texas.gov

ELDERCARE NATIONWIDE www.eldercare.acl.gov

HEALTH INFORMATION www.healthfinder.gov

SERVICES AVAILABLE ANYWHERE IN TEXAS www.211texas.org

MEDICARE INFORMATION www.medicare.gov

MICHAEL J. FOX FOUNDATION www.michaeljfox.org

INFORMATION ON OBTAINING FREE MEDICATION www.rxassist.org www.needymeds.org

SOCIAL SECURITY www.ssa.gov

APPLY FOR MEDICAID, TANF, CHIPS www.yourtexasbenefits.com

TEXAS DEPARTMENT OF INSURANCE www.tdi.texas.gov

Medicare Supplements
and LTC Insurance

NURSING HOME COMPARE www.medicare.gov

Review quality of care in
hospitals, nursing homes
and home health agencies

INFORMATION ON LOW-INCOME HOUSING IN TEXAS www.texashousers.net

ADD YOUR NAME TO A NO-CALL LIST FOR TELEMARKETING www.texasnocall.com

TEXOMA COUNCIL OF GOVERNMENTS www.tcog.com

TEXAS LEGAL SERVICES CENTER www.tlsc.org

Access to legal information
for seniors



MEALS
on WHEELS
TEXOMA

VOLUNTEERS NEEDED!

Over 630 volunteers deliver nearly 350,000 meals every year here in the Greater Texoma region. Just one hour a day, one day a week can help feed 30 senior citizens.

Just one hour is all it takes to make a real difference to a homebound senior citizen.



To become a volunteer, make a donation, or make a referral call **(903) 786-3351** or visit us online at **mowot.org**