


SECTION 18 STATE AND NATIONAL RESOURCES


These Texas and national resources connect individuals to financial, legal, medical, housing, and government services in times of need.

SECTION 18.1 EMERGENCY AND CRISIS HELP


2-1-1 Texas / United Way Helpline -


Dial 2-1-1 or search online for basic needs, emergencies, natural disasters, health care, and other forms of help. This service is available 24 hours per day, 365 days per year in multiple languages.

 2-1-1


 referral.unitedwayhouston.org/


Elder Abuse Hotline 24/7 is a secure phone hotline and website for reporting suspicions of abuse, neglect and exploitation of children, adults with disabilities, or people 65 years or older. File a report online or by phone.

 1-800-252-5400


 www.txabusehotline.org


American Red Cross provides help in case of evacuation, food, clothing and other needs.


 1-866-526-8300 (natural disaster and fire)

 713-526-8300 (Houston chapter)

The Harris Center for Mental Health and IDD (formerly MHMRA of Harris County) provides resources, referrals, and crisis assistance.

 713-970-7000 (option 1 for suicide and mental health crisis hotline)

 1-866-970-4770 (general information)

 www.mhmraharris.org/helpline.asp

The **Texas Silver Alert Program** lets the public know when an older adult with cognitive challenges goes missing. Only law enforcement can request a Silver Alert, and in order to do so, certain conditions must be met. See Section 1.6 for more information and contact local law enforcement where the person lives.

SECTION 18.2 GENERAL SERVICES

Area Agencies on Aging (AAA) provide information, referrals, and services for people ages 60 and older. Programs generally are for social, nutritional, and educational needs as well as basic needs such as housing, dental, or legal services. It also offers benefits counseling, care coordination services, caregiver support services, and much more. It also provides benefits and options counseling where trained staff can help someone figure out what their best options are and for what programs they may qualify.

Attorney General

The Attorney General protects senior consumers by taking legal measures. The Attorney General investigates abuse, neglect and financial exploitation of seniors in long-term care facilities that receive federal Medicaid funds. This agency also takes legal action against nursing homes, assisted living facilities and home health care agencies that violate state and federal standards.

☎ 1-800-252-8011

💻 texasattorneygeneral.gov/seniors/senior-texans-page

BenefitsCheckup.org is a free service to ensure older adults are receiving all of the benefits that they are eligible for. Provided by the National Council on Aging, this checkup helps persons over 55 who need assistance with different types of programs to improve their health and economic security by connecting them to local, state, federal and private benefit programs. Types of expenses seniors may be able to get help with include medication, food, utilities, legal, health care, in-home services, and others.

💻 www.benefitscheckup.org

Eldercare Locator is a nationwide public service that helps older adults, their families, and caregivers find trustworthy, local support resources that can help seniors live independently and safely in their homes for as long as possible. Help is available in many different languages for such services as adult day care, financial assistance, home health, legal, Meals on Wheels, housing, and transportation.

☎ 1-800-677-1116

💻 www.eldercare.gov

Food and Drug Administration is responsible for food and drug safety, including medications and medical devices.

☎ 1-855-543-3784

💻 www.fda.gov/

The Harris County AAA serves Harris County while the **Houston-Galveston Area Agency on Aging** (HGAC-AAA) serves Fort Bend, Montgomery, Waller, and other Greater Houston area Counties.

☎ 832-393-4301 (Harris County AAA)

☎ 1-800-213-8471

☎ 281-633-0519 (HGAC-AAA Fort Bend office)

☎ 936-441-3200 (HGAC-AAA Montgomery and Waller County office)

💻 www.houstontx.gov/health/Aging/

💻 www.h-gac.com/human-services/aging/

Medicare includes federal, nationwide programs including eligibility for medical care. For more information, refer to Section 9.3.

☎ 1-800-633-4227

💻 www.medicare.gov

Social Security Administration

For disability and retirement benefit information. For more information, refer to Section 9.4.

☎ 1-800-772-1213

💻 www.socialsecurity.gov

Texas Department of Assistive and Rehabilitation Services (DARS), part of HHS, offers many services to older adults with a disability. One service helps find and sometimes pay for items disabled older adults need to make their daily lives easier. If the disability means that the person cannot use his or her car without making changes, DARS also may be able to help. Call the number below to be transferred to the closest office.

☎ 1-800-628-5115 (all DARS services)

💻 www.dars.state.tx.us/drs/RehabTechLab.shtml

💻 www.dars.state.tx.us/dbs/il.shtml
Division of Blind Services (life skills, independent living, job training)

Texas Department of Family and Protective Services (DFPS), Adult Protective Services takes allegations about and provides services for abused, neglected, and exploited older and disabled adults. This includes self-neglect by older adults that may be isolated. Referrals are made for all services regarding the safety and welfare of elderly.

☎ 1-800-252-5400

💻 www.dfps.state.tx.us/

Texas Department of Public Safety

Persons over 79 must go in to an office to renew their driver's license after the expiration date to take vision test.

💻 www.dps.texas.gov/index.htm

Texas Department of State Health Services (SHS), part of HHS

Public and community health services, including mental health and substance abuse help, Medicaid services including the NorthSTAR program, the Youth Empowerment Services (YES) program, Disaster Behavioral Health, the Money Follows the Person program. Also family health, primary clinics, public health organizations, disease prevention initiatives, facility registration, health data, and birth, death, marriage and divorce records.

☎ 1-800-252-5400

💻 www.dshs.texas.gov/

Texas Health and Human Services Commission (HHSC) has information about **Medicaid**, how to apply, and how to access Medicaid related programs. For applications:

☎ 2-1-1 (to request a form or to find a local office)

☎ 1-800-252-8263 (to request a form or find a local office)

💻 yourtexasbenefits.hhsc.texas.gov
(online application)

Texas Health and Human Services Commission (HHSC), covering DADS, DARS, DFPS and SHS)

The Texas Department of Aging and Disability Services (DADS) is transitioning operations and client services into the Texas Health and Human Services Commission, scheduled to be complete by September 2017. This is not expected to change services for clients. HHS/DADS can help you find short, intermediate, or long-term care for a loved one that helps with their physical, mental, medical, and social needs. To find the best fit, visit the facility and talk with other clients before making a choice. For facility information

☎ 1-855-937-2372

☎ 1-800-458-9858 (to apply for HHSC/DADS services)

💻 facilityquality.dads.state.tx.us
(help identifying services)

General information

💻 www.dads.state.tx

The **Aging and Disability Resource Centers (ADRCs)** are part of the No Wrong Door system, which is designed to streamline public access to services and programs. ADRCs serve as a key point of access to specialized information, referral and assistance and provide one-stop access to information for people who need help finding long-term care services. ADRCs help cut through the confusing maze of funding sources, multiple intake systems, and eligibility processes. ADRCs provide help to people in all 254 counties in the state.

💻 hhs.texas.gov/services/aging/long-term-care/aging-disability-resource-center


Texas.gov is the State of Texas' homepage. It contains information in ten categories and provides public access to state and local government online services:


- Business information
- Communities
- Criminal justice and law
- Travel, tourism and recreation
- Employment
- Education
- Health and human services
- Texas information
- Technology
- State government

 www.texas.gov

U.S. Department of Housing and Urban Development


Buy a home, locate rental assistance, or help with finding public housing.

 713-718-3199

 portal.hud.gov/hudportal/HUD

Veterans & Retired Military

Honorably discharged military personnel can contact the Veterans Affairs Regional Office Inquiry Routing & Information System (IRIS) for information on all veteran's benefits.


 1-800-827-1000

 iris.custhelp.com/

Veteran's Resources Directory - Lifeline for Vets


The National Veterans Foundation's Lifeline for Vets helps veterans of all eras, their family members and active duty service members, some while serving overseas in combat deployments. The Lifeline for Vets assists veterans with needs including medical treatment, PTSD counseling, VA benefits advocacy, food, shelter, employment, training, legal aid, suicide intervention and more.

 1-888-777-4443 Veteran's Crisis Hotline (Vet to Vet)

 nvf.org/


SECTION 18.3 LEGAL


Attorneys Specializing in Elder and Special Needs Law in Texas can be found through the **National Academy of Elder Law Attorneys'** website: Click on "Find an Attorney"

 www.texasnaela.com/txnaela

National Senior Citizen Law Center

Aging law and protection help, with a focus on older women, older adults of color, LGBT older adults, and limited English proficiency older adults.

 1-202-289-6976

 www.justiceinaging.org/