



TEXAS CAREGIVER RESOURCE GUIDE

AARP[®] Real Possibilities
Texas

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Caregiving may be one of the most important roles you will ever take on in your life. You may have become a caregiver suddenly or perhaps your role has evolved over time. No matter where you are in the continuum of caregiving—starting to plan, helping to coordinate a big move, or taking care of a family member in your home—having resources at your fingertips will make the process easier.

With many organizations offering different types of help and services, it can be a challenge to sort out the specific type of help or services best suited for your needs. AARP developed this resource guide with you—the caregiver—in mind as a starting point to help you find the services and supports you need throughout your caregiving journey.

We hope this resource guide can assist you in the following ways:

- > **Help you get the type of assistance you need.** This directory lists many government and nonprofit resources, which you can access both in-person and online.
- > **Help you connect with others.** You'll discover, if you have not already, that you're a part of a community of caregivers and caregiver supporters. You are truly not alone.
- > **Help take care of yourself.** This is vitally important but something that many caregivers often overlook. The act of caregiving can take a physical and mental toll on the caregiver. So, it's important that you make self-care a top priority.

Tips to Find Services and Supports

Here are a few pointers to keep in mind as you begin to look for resources and support.

Ask for help.

Friends and family will often ask you if there is anything that they can do to help. Use your network and ask others to help you look for resources and information in your area.

If possible, use the Internet.

The Internet is an easy and quick way to get information. Because information can vary, it is important not to rely on one site alone. Also, make sure the sponsoring organization is a reputable and reliable source of information.

Talk to a real person.

Many phone numbers will lead to voicemail. It's important to leave a message, but don't wait for someone to call you back. Keep in mind that some services have backlogs of calls to return. Keep calling back until you connect with someone who can help you. Usually a second request receives prompt attention.

Write down your questions in advance.

Before you call, write down specific questions and try to be as concrete and detailed as possible.

Keep track of your conversations.

Keep a notebook of who you talked to. Write down names, phone numbers, and notes from each call. You never know when you will need the information down the road.

No one person or organization has all the answers.

The person you get on the phone or the website you visit may have expertise in certain areas, but not in others. It is always smart to be prepared with other resources and organizations that can help.

Use your creativity.

Create your own personal resource network. This could include contacting community-based agencies to find out what kinds of support services are available in your area. Consider asking friends or other caregivers what resources they found to be useful.

Many services are local.

Services can vary widely from state to state and region to region. Make sure you look for resources that provide services where you live.

"I certainly feel "caregiver's fatigue" I do not mind at all spending my time with Nicolas. Each day of our 34 years together has been confirmation of our wedding vows, and these last dozen years are no exception. If we only had the security of knowing that we will be able to house, feed, clothe, and transport ourselves safely in the future, we could live with dignity and gratitude."

— Sharon Goldblatt



LOCAL/COUNTY RESOURCES

CITY OF AUSTIN *Senior Programs and Services*

Recreation activities are offered for seniors at three senior activity centers. Meals for seniors are provided at activity centers and neighborhood recreation centers. The Senior Transportation program offers various transit services.

512-974-9491

austintexas.gov/department/seniors-programs-and-services

CITY OF CORPUS CHRISTI *Senior Services*

Through the Parks and Recreation Department, the city offers nutrition services and a senior companion program for seniors who need help with basic daily activities.

361-826-3150

cctexas.com/services/general-government/senior-services

DALLAS COUNTY HEALTH & HUMAN SERVICES *Older Adult Services Program*

DCHHS Older Adult Services Program offers socializing opportunities and more independence for Dallas County residents 60 years and older. Transportation to the center and back home can be arranged with center management.

Services provided include, lunch, exercising, arts and crafts, and field trips.

214-819-1860

dallascounty.org/department/hhs/olderadult.html

TARRANT COUNTY AREA AGENCY ON AGING *Caregiver Assistance*

Those who care for an ill, frail or disabled friend or family member can get information, respite and other services, including long-term care planning, help with Medicare and Medicaid eligibility, and caregiver workshops.

1-888-730-2372

unitedwaytarrant.org/aaatc/

HOUSTON HEALTH DEPARTMENT *Family Caregiver Support Network*

The Family Caregiver Support Network assists family caregivers with a variety of services. Grandparents and other caregivers age 60 and older raising grandchildren, or children with developmental disabilities, are also eligible.

832-393-4301

houstontx.gov/health/Aging/caregiver_main.html

South Plains Family Caregiver Support Program

In Northwest Texas, the Family Caregiver Support Program provides assistance, support, respite care, and other services to caregivers.

806-687-0940 / 1-888-418-6564

spag.org/AAA-Cargiver-Suppt.html

San Antonio Department of Human Services

The Department's Senior Services Division operates senior centers that offer a variety of activities, such as midday meals, group exercise, and computer classes. The department offers transportation to and from the centers within a limited radius.

210-207-8198

sanantonio.gov/humanservices/SeniorServices

STATE RESOURCES

Many of the organizations in your state can help provide you with the big picture of what is going on in the community. State organizations can refer you to local organizations that provide resources and services in your local community.

Area Agency on Aging (AAA)

The AAAs – serving every county in Texas – offer, among other help, congregate meals, home-delivered meals, benefits counseling, care coordination, legal assistance, caregiver support, advocacy for residents in long term care, and transportation services.

1-800-252-9240

dads.state.tx.us/contact/aaa.cfm

Aging and Disability Resource Center (ADRC)

ADRCs serve every community throughout Texas. The ADRC's provide one-stop access to information for people who need help finding long-term care services.

1-855-937-2372

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

Adult Protective Services

This state agency provides education about and investigates financial exploitation and allegations of all forms of elder abuse and neglect, including physical, sexual, emotional, and verbal abuse.

512-438-4800

Texas Abuse Hotline:
1-800-252-5400

www.dfps.state.tx.us/Adult_Protection/

Health and Human Services Commission

The Commission designs and manages resources for older adults and persons with disabilities and caregivers.

1-855-937-2372

hhs.texas.gov/services/aging

Comprehensive Energy Assistance Program

Financial assistance for residents who are unable to pay utility bills. Weatherization resources also may be available.

1-877-541-7905

tdhca.state.tx.us/community-affairs/ceap/

Legal Services Center

Texas Legal Services offers free or low-cost legal services for older adults. Provides legal advice, information and assistance with non-criminal problems.

1-800-622-2520

tlsc.org

Long-Term Care Ombudsman

Long-term care ombudsmen are advocates for residents of nursing homes and assisted living facilities. Ombudsmen provide information about how to find a facility and what to do to get quality care. They are trained to resolve problems and can assist with complaints.

1-800-252-2412

dads.state.tx.us/news_info/ombudsman/



Health Information Counseling & Advocacy Program of Texas (HICAP)

Provides one-on-one counseling and assistance to people with Medicare and their families. The agency can help with obtaining benefits, filing claims and understanding health care options.

1-800-252-2412

tdi.texas.gov/consumer/hicap/index.html

Texas Medicaid

Medicaid, sometimes called “Star+Plus,” is a joint federal and state health care program for people with low income and limited resources insufficient to pay for health care and long term care. Through Medicaid, older adults who are eligible for nursing home payments can receive medical and support services that enable them to continue living at home.

Dial 211

yourtexasbenefits.com



Supplemental Nutrition Assistance Program (SNAP)

SNAP, formerly known as Food Stamps, provides monthly nutritional assistance to people who have low income and limited assets to pay for food. SNAP also provides nutritional education.

Dial 211

yourtexasbenefits.com

NATIONAL RESOURCES

The national resources below provide valuable information and can connect you to programs and services in your state and local community.

Alzheimer’s Association

Information and support for people with Alzheimer’s disease and their caregivers. Operates a 24/7 helpline and care navigator tools.

www.alz.org

1-800-272-3900

Alzheimers.gov

A free federal information resource about Alzheimer’s disease and related dementias.

www.alzheimers.gov

ARCH Respite Network

The ARCH National Respite Network includes the National Respite Locator, a service to help caregivers and professionals locate respite services in their community.

www.archrespite.org

Caregiver Action Network

Information, educational materials, and support for family caregivers.

www.caregiveraction.org

Eldercare Locator

A public service of the U.S. Administration on Aging that connects caregivers to local services and resources for older adults.

www.eldercare.gov

1-800-677-1116

Family Caregiver Alliance

Tools and resources for family caregivers, including the Family Care Navigator, a state-by-state list of services and assistance.

www.caregiver.org

1-800-445-8106

Medicare

Provides information about the Medicare program and how to find Medicare plans and providers. Caregivers will also find a tool on the website to compare home health care agencies and nursing homes.

www.medicare.gov

1-800-633-4227

National Academy of Elder Law Attorneys

A professional association of attorneys who specialize in legal services for older adults and people with special needs. Find a database of elder law attorneys by state.

www.naela.org

The National Clearinghouse for Long-Term Care Information

Information and tools to help plan for future long-term care needs.

longtermcare.gov

Social Security Administration

Information on retirement and disability benefits, including how to sign up for Social Security.

ssa.gov

1-800-772-1213

Veterans Administration

Provides supports and services for families caring for veterans. Connects caregivers with local caregiver support programs for veterans.

855-260-3274

caregiver.va.gov

AARP RESOURCES FOR CAREGIVERS

AARP Caregiving Resource Center

One-stop shop for tips, tools and resources to use while caring for a loved one.

aarp.org/caregiving

For Spanish visit

aarp.org/cuidar

AARP Caregiving Support Line

Connects you directly with an information specialist who can talk with you about services and support available in your community.

1-877-333-5885

For Spanish call 1-888-971-2013

Monday-Friday,

7:00 a.m.– 11:00 p.m., EST

Advance Directive Forms

Free, downloadable state-specific advance directive forms and instructions.

aarp.org/advancedirectives

AARP Caregiving App

Helps you manage your to-do list, calendar of appointments and support scheduling.

You can download it at

aarp.org/caregivingapp

AARP Rx App

Helps you manage your loved one's medications. You can also use it to help manage your own medications.

You can download it at

aarp.org/rxapp

I Heart Caregivers

An initiative to recognize family caregivers by providing them a place to share their stories and learn how they can help improve caregiver support in their state.

aarp.org/iheartcaregivers

Living Longer, Living Smarter

An educational series that helps caregivers and older adults create a plan for their future.

aarp.org/decide

AARP Benefits Quick Link

Find public benefits that can help you pay for food, medicine, health care, utilities and more by using AARP Foundation's Benefits QuickLINK tools.

aarp.org/quicklink

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98 San Jacinto, #750
Austin, TX 78701
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