



INDIANA CAREGIVER RESOURCE GUIDE

AARP® Real Possibilities in
Indiana

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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.

“He (my Dad) would tell me that he hoped that someday if I ever needed help that I would have someone to take care of me like I took care of him. Little did he know that during that time he was taking care of me too.”



INDIANA 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.

Indiana Association of Area Agencies on Aging (IAAAA)

The IAAAA advocates for quality programs and services for older adults and persons with disabilities on behalf of Indiana's 16 Area Agencies on Aging.

4755 Kingsway Drive
Indianapolis, IN 46205
317-205-9201
www.iaaaa.org/

[@IAAAAging](http://www.facebook.com/IN.IAAAA)

Area 1: Northwest Indiana Community Action Corporation (NWICA)

NWICA is a regional not-for-profit organization that provides assistance to people of all phases and walks of life. We are the designated Area Agency on Aging and Community Action Corporation, as well as Northwest Indiana's 2-1-1 Information and Assistance Call Center. The agency offers a variety of services to individuals and families in order for them to maintain independence and self-sufficiency; while strengthening the community's local economy. NWICA serves the residents of Lake, Porter, Newton, Jasper, Starke and Pulaski Counties.

5240 Fountain Drive
Crown Point, IN 46307
219-794-1829 OR
1-800-826-7871
TTY: 1-888-814-7597
FAX: 219-794-1860
www.nwi-ca.com

[@NWICA](http://www.facebook.com/NWICA)

Area 2: REAL Services, Inc.

Real Services has the responsibility of planning, developing, implementing and administering a network of services that are of high standards, are known, available and used by older adults and low-income households in north central Indiana (Elkhart, Kosciusko, LaPorte, Marshall and St. Joseph Counties).

1151 S Michigan Street
South Bend, IN 46601-3427

574-284-2644 or
1-800-552-7928
FAX: 574-284-2642
www.realservicesinc.org

www.facebook.com/REALServicesInc

[@getREALServices](https://www.instagram.com/getREALServices)

Area 3: Aging and In-Home Services of Northeast Indiana, Inc. (AIHS)

AIHS is a private, not-for-profit social service organization serving seniors and persons with disabilities of all ages since 1974. AIHS was designated by the state of Indiana as the Area Agency on Aging for northeast Indiana serving nine counties: Adams, Allen, DeKalb, Huntington, LaGrange, Noble, Steuben, Wells and Whitley.

The mission of AIHS is to promote dignity, independence, and advocacy for all older adults and persons with disabilities

2927 Lake Avenue
Fort Wayne, IN 46805-5414
260-745-1200 or
1-800-552-3662
FAX: 1-260-422-4916

www.agingihs.org

www.facebook.com/agingihs

[@agingihs](https://www.instagram.com/agingihs)

Area 4: Agency on Aging & Community Action Programs, Inc.

The Agency on Aging portion of the organization is mandated by the Federal Older Americans Act of 1965 to respond to the needs of aging adults and their caregivers as a way of helping them remain independent. It focuses on services and programs for the elderly and persons with disabilities of all

ages by serving the counties of: Benton, Carroll, Clinton, Fountain, Montgomery, Tippecanoe, Warren and White.

660 N. 36th Street
Lafayette, IN 47903-4727
765-447-7683 or
1-800-382-7556
TDD: 765-447-3307
FAX: 765-447-6862
www.areaivagency.org

www.facebook.com/pages/Area-IV-Agency-on-Aging-and-Community-Action-Programs-Inc/145464818816020

Area 5: Agency on Aging & Community Services, Inc.

Area 5 serves all individuals regardless of age, disability, or income level. We serve people that need food, financial assistance, access to healthcare, medications, long-term care options, mental health services, transportation, and other needs in the following counties: Cass, Fulton, Howard, Miami, Tipton, and Wabash.

1801 Smith Street, Suite 300
Logansport, IN 46947-1577
574-722-4451 or
1-800-654-9421
FAX: 574-722-3447
www.areafive.com

Area 6: LifeStream Services, Inc.

LifeStream Services is the Aging and Disability Resource Center for East Central Indiana, serving the residents of Blackford, Delaware, Grant, Henry, Jay, Madison and Randolph Counties. LifeStream Services provides services and programs to help seniors and people with disabilities remain independent. The center also supports caregivers who need help

maintaining the health, dignity and independence of their loved ones.

1701 Pilgrim Boulevard
Yorktown, IN 47396-0308
765-759-1121 or 1-800-589-1121
TDD: 1-800-801-6606
FAX: 765-759-0060
www.lifestreaminc.org

www.facebook.com/lifestreamservices

Area 7: Agency on Aging and Disabled West Central Indiana Economic Development District, Inc.

Area 7 provides people of all ages, incomes and disabilities with information and one-on-one customer focused counseling about the full range of long-term services and support (LTSS) options available in West Central Indiana to older adults and individuals with disabilities. Area 7 serves residents in Clay, Parke, Putnam, Sullivan, Vermillion, and Vigo Counties.

1718 Wabash Avenue
Terre Haute, IN 47807
812-238-1561
TDD: 1-800-489-1561
FAX: 812-238-1564
www.westcentralin.com

Area 8: CICOA Aging & In-Home Solutions

CICOA Aging & In-Home Solutions is a not-for-profit organization that is dedicated to older adults and persons of any age with a disability. It provides a variety of home and community-based services through a network of over 300 organizations to residents of Boone, Hamilton, Hancock, Hendricks, Johnson, Marion, Morgan and Shelby Counties.

4755 Kingsway Drive, Suite 200
Indianapolis, IN 46205-1560
317-254-5465 or 1-800-432-2422
TDD: 317-254-5497
FAX: 317-254-5494
www.cicoa.org

www.facebook.com/pages/CICOA-Aging-In-Home-



Solutions/ 170864480639

@CICOA

Area 9: In-Home & Community Services Agency

In-Home & Community Services Agency assists older persons and disabled individuals of all ages in leading independent, meaningful lives in their own homes and communities for as long as possible. The Agency accomplishes this mission by establishing supportive services in each community to enable people to live at home, thereby avoiding premature or inappropriate nursing facility placement.

The Agency has served residents of Fayette, Franklin, Rush, Union and Wayne Counties.

520 S 9th Street
Richmond, IN 47374-6230



765-966-1795 or
1-800-458-9345
FAX: 765-962-1190
www.iue.edu/area9

Area 10: Agency on Aging

A nonprofit organization that serves as a leader in providing resources, solutions and connections for seniors, persons with disabilities and family caregivers living in Monroe and Owen counties.

631 W Edgewood Drive
Ellettsville, IN 47429
812-876-3383 or
1-800-844-1010
FAX: 812-876-9922
www.area10agency.org

Area 11: Thrive Alliance

Thrive Alliance is a non-profit organization that provides a wide range of social and human services to residents of south central Indiana. Thrive Alliance is Indiana's Area 11 Agency on Aging and serves Bartholomew, Brown, Decatur, Jackson and Jennings counties.

1531 13th Street, Suite G900
Columbus, IN 47201
812-372-6918 or
1-866-644-6407
Fax: 812-372-7846
www.thrive-alliance.org
www.facebook.com/pages/Thrive-Alliance/401903346542561

Area 12: LifeTime Resources, Inc.

LifeTime Resources, Inc. programs are designed to meet the growing needs of people in the communities of Dearborn, Jefferson, Ohio, Ripley and Switzerland Counties. Senior

citizens, individuals with disabilities, caregivers, concerned neighbors, and the community at large will find services, resources, or referrals to meet their needs at LifeTime Resources.

13091 Benedict Drive
Dillsboro, IN 47018
812-432-6200 or
1-800-742-5001
FAX: 812-432-3822
www.lifetime-resources.org

Area 13: Generations

Generations is one of 16 Area Agencies on Aging in Indiana that provides resources to older adults, individuals with disabilities of any age and their caregivers in Daviess, Dubois, Greene, Knox, Martin and Pike counties.

1019 N 4th Street
Vincennes, IN 47591
812-888-5880 or
1-800-742-9002
FAX: 812-888-4566
www.generationsnetwork.org
www.facebook.com/GenerationsAAA13

Area 14: LifeSpan Resources, Inc.

LifeSpan Resources provides services to the elderly and persons with disabilities in Clark, Floyd, Scott and Harrison Counties of Indiana.

33 State Street, Third Floor
New Albany, IN
47151-0995
812-948-8330 or
1-888-948-8330
FAX: 812-948-5778
www.lsr14.org
[@lifespansarea14](https://www.facebook.com/pages/LifeSpan-Resources/150136479398)

Area 15: Hoosier Uplands/ Agency on Aging and Disability Services

Hoosier Uplands is a local non-profit agency based in Southern Indiana that serves as an Area Agency on Aging, Community Action Agency, licensed Home Health Care and Hospice agency and Community Housing Development Organization to residents of Crawford, Lawrence, Martin, Orange and Washington Counties.

521 W Main Street
Mitchell, IN 47446

812-849-4457 or 1-800-333-2451

FAX: 812-849-4467

www.hoosieruplands.org

Area 16: SWIRCA & More

SWIRCA & More is dedicated to the development of a comprehensive network of services that enhance opportunities for independent living. Services are provided in Vanderburgh, Warrick, Posey, Perry, Spencer and Gibson Counties in Southwestern Indiana.

16 W Virginia Street
Evansville, IN 47737

812-464-7800 or

1-800-253-2188

FAX: 812-464-7843

www.swirca.org

[www.facebook.com/
SwircaAndMore](http://www.facebook.com/SwircaAndMore)

@SWIRCAandMore

Indiana Adult Protective Services

Provides education about and investigates allegations of elder abuse and neglect. Forms of abuse include physical, sexual abuse, financial exploitation and emotional and verbal abuse.

251 E Ohio Street
Indianapolis, IN 46204

317-327-1403

State Hotline: 1-800-992-6978

[www.in.gov/fssa/da/
3479.htm](http://www.in.gov/fssa/da/3479.htm)

[www.facebook.com/
IndianaGovernment](http://www.facebook.com/IndianaGovernment)

@IN_gov

Indiana Division of Aging

Designs and manages resources for older adults and persons with disabilities and caregivers. This state agency can provide an overview of aging and caregiver services in Indiana.

Division of Aging
Administrative Office
1-888-673-0002

Monday through Friday
8:00 a.m. to 4:30 p.m.

Division of Aging
402 W. Washington Street
P.O. Box 7083, MS21 Room W-454
Indianapolis, IN 46204
FAX: 317-232-7867

[www.facebook.com/
IndianaGovernment](http://www.facebook.com/IndianaGovernment)

@IN_gov

www.in.gov/fssa/2329.htm

Healthy Indiana Plan 2.0

The new Healthy Indiana Plan (or “HIP 2.0”) is an affordable health insurance program from the state of Indiana for uninsured adult Hoosiers. The Healthy Indiana Plan pays for medical expenses and provides incentives for members to be more health conscious. The Healthy Indiana Plan provides coverage for qualified low-income Hoosiers ages 19 to 64, who are interested in participating in a low-cost, consumer-driven health care program. Hoosiers with incomes of up to \$16,436.81 annually for an individual, \$22,246.25 for a couple or \$33,865.13 for a family of four are generally eligible to participate in the Healthy Indiana Plan.

1-877-GET-HIP-9

www.in.gov/fssa/hip/

[www.facebook.com/
IndianaGovernment](http://www.facebook.com/IndianaGovernment)

@IN_gov

Indiana Community Action Association

In Indiana, there are 23 Community Action Agencies that serve all 92 counties of Indiana and comprise the Indiana Community Action Network. Community Action Agencies operate an array of programs, which include, but are not limited to: Head Start, Energy Assistance Program, Weatherization Program, Individual Development Accounts, Homeownership Counseling, Owner Occupied Rehabilitation, Housing Development, Foster Grandparents, Child Care, and many more programs and services.

Find your local Community Action Agency by calling 1-800-382-9895 or visiting INCAP.org.

Indiana Legal Services Program (ILS)

ILS is a nonprofit law firm that provides free civil legal assistance to eligible low-income people throughout the state of Indiana. ILS helps clients who are faced with legal problems that harm their ability to have such basics as food, shelter, income, medical care or personal safety.

151 N. Delaware, Suite 1800
Indianapolis, In 46204
317-631-9410

www.indianalegalservices.org

<https://www.facebook.com/pages/Indiana-Legal-Services-Inc/120677662487?fref=ts>

@inlegalsvc

Long-Term Care Ombudsman

Long-term care ombudsmen are advocates for residents of nursing homes, board and care 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 you with complaints.

Office of the Long-Term
Care Ombudsman

402 West Washington Street
Room W454
Post Office Box 7083, MS 21
Indianapolis, Indiana 46207-7083
1-800-622-4484 or 317-232-7134
www.in.gov.fssa

Hoosier Rx

HoosierRx is Indiana's Prescription Drug Program for low-income seniors.

Any eligible senior enrolled in the HoosierRx program will receive assistance paying for their MedicareRx, Part D, prescription drug plan premium.

To check eligibility, visit
www.in.gov.fssa.

402 W. Washington Street
Room W 374, MS07
Indianapolis, IN 46204

1-866-267-4679
FAX: 317-234-3709
www.IN.gov/HoosierRx

Indiana Assisted Living Association

Assisted Living brings a housing option to seniors, which offers quality housing and caring assistance in the least prescriptive manner, provided by individuals with the highest professional standards.

P.O. Box 68829
Indianapolis, IN 46268
317-733-2390
FAX: 317-733-2385
www.inassistedliving.org

State Health Insurance Program (SHIP)

The State Health Insurance Assistance Program (SHIP) provides free, unbiased health insurance information for people with Medicare. SHIP is part of a federal network of State Health Insurance Assistance Programs located in every state. In Indiana, SHIP is sponsored by the Centers of Medicare and Medicaid Services (the federal agency which administers Medicare) and the Indiana Department of Insurance.

SHIP's State Office
714 West 53rd Street
Anderson, Indiana, 46013
www.medicare.in.gov
1-800-452-4800

www.facebook.com/Indiana.SHIP

State Medicaid Office

Medicaid is a joint federal and state health care program for people with low income and limited resources insufficient to pay for health care. Through the Medicaid Waiver program, older adults who are eligible for nursing home payments can receive medical and support services that enable them to continue living at home. Waiver services prevent or delay nursing home admission.

Office of Medicaid
Policy and Planning

For a list of enrollment centers, call the Hoosier Healthwise Helpline toll-free at 1-800-889-9949

317-713-9627 or 1-800-457-4584

www.indianamedicaid.com

www.facebook.com/IndianaGovernment

@IN_gov

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.

The program is administered on a county level by the local Division of Family Resources office.

1-800-403-0864 or visit www.in.gov/fssa/dfr/2999.htm

The Caregiver Advise, Record, Enable (CARE Act)

Beginning January 1, 2016, the CARE Act will allow every hospital patient to designate a family caregiver. The law encourages hospitals to inform the caregiver about discharge plans if the patient cannot, and to explain any medical tasks the caregiver will have to perform when the patient goes home.

For more information, or to request a wallet-size CARE Act informational card, call 1-866-448-3618 toll free, or email in@aarp.org.

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.

www.longtermcare.gov

Social Security Administration

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

www.ssa.gov | 1-800-772-1213

Veterans Administration

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

www.caregiver.va.gov

855-260-3274

AARP RESOURCES FOR CAREGIVERS

AARP Caregiving Resource Center

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

www.aarp.org/caregiving

For Spanish visit

www.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.

www.aarp.org/advancedirectives

AARP Caregiving App

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

You can download it at

www.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

www.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.

www.aarp.org/iheartcaregivers

Living Longer, Living Smarter

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

www.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.

www.aarp.org/quicklink

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One North Capitol Avenue, Suite 1275
Indianapolis, IN 46204-2025
1-866-448-3616
aarp.org/in

 facebook.com/aarpindiana

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