



MINNESOTA CAREGIVER RESOURCE GUIDE

AARP Real Possibilities in
Minnesota

MINNESOTA CAREGIVER RESOURCE GUIDE



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 hadn't intended to be his primary caregiver — I just evolved into it."

—Steve from Minnesota



community partners offer services that can assist you in providing care (assisted transportation, chore services, health promotion, legal services, nutrition services, and culturally specific support services). The AAA's community partners also provide services to support your individual needs as a caregiver (support groups, education, respite, consultation/coaching).

Arrowhead Area Agency on Aging

Serving Northeast Counties

221 West 1st Street
Duluth, Minnesota 55802
Main Telephone: 218-722-5545
Toll Free: 1-800-232-0707
www.arrowheadaging.org/Default.asp

Central Minnesota Council on Aging

Serving Central Counties

1301 W St. Germain Street, SE
Suite 101
St. Cloud, Minnesota 56301-3456
Main Telephone: 320-253-9349
www.cmcoa.org/index.shtml

Land of the Dancing Sky Area Agency on Aging

Serving Northwest Counties

109 South Minnesota Street
Warren, Minnesota 56762
Main Telephone: 218-745-6733
www.dancingskyaaa.org

Metropolitan Area Agency on Aging

Serving the Twin Cities

2365 N. McKnight Road, Suite 3
North St. Paul, MN 55109
Main Telephone: 651-641-8612
www.metroaging.org

Minnesota Indian Area Agency on Aging

Serving the Chippewa Tribe communities

15542 State Hwy. 371 NW
PO Box 217
Cass Lake, Minnesota 56633
Main Telephone: 218-335-8586
Toll Free: 1-888-231-7886
www.mnchippewatribe.org/elder_services.html

Minnesota River Area Agency on Aging

Serving the Southwest Counties

Website: www.mnraaa.org
Mankato Office
10 Civic Center Plaza, Suite 3
PO Box 3323
Mankato, MN 56002-3323
Main Telephone: 507-389-8879

Slayton Office

2401 Broadway Avenue, Suite 2
Slayton, MN 56172-1142
Main Telephone: 507-836-8547

Southeastern Minnesota Agency on Aging

Serving the Southeast Counties

2720 Superior Drive NW
Rochester, MN 55901
Main Telephone: 507-288-6944
www.semaarochestermn.org

COUNTY RESOURCES

Following are local resources that can help to make caregiving easier. Some provide helpful information and others offer direct services such as help in the home, adult day care, social services and support groups.

Minnesota Area Agencies on Aging

The seven Minnesota Area Agencies on Aging help older adults and their caregivers; the communities in which they live; and the public, nonprofit and private organizations that support them come together to foster positive aging.

The regional Minnesota Area Agencies on Aging (AAA)

MINNESOTA 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.

Minnesota Board on Aging (MBA)

The MBA's mission is to ensure older Minnesotans and their families are effectively served by state and local policies and programs in order to age and live well. To find specific information on caregivers go to www.mnaging.net/Advisor/Caregiver.aspx.

Elmer L. Andersen Human Services Building
540 Cedar Street, St. Paul, Minnesota 55155
Main Telephone: 651-431-2500
Toll-Free: 1-800-882-6262
www.mnaging.net
FB page: Minnesota Board on Aging

Senior LinkAge Line®: A One Stop Shop for Minnesota Seniors

The Senior LinkAge Line® is the Minnesota Board on Aging's free statewide information and assistance service. Just one phone call to 1-800-333-2433 can help simplify the complex caregiving issues and decisions you face every day. Learn about services that can support YOU in providing care as well as respite, caregiver education, support groups and consultation to support YOUR needs.

Toll-Free: 1-800-333-2433
www.mnaging.net/advisor/SLL

Linkage Lines

Disability Linkage Line®
1-866-333-2466

Senior LinkAge Line®
1-800-333-2433

Veterans Linkage Line™
1-888-LinkVet

MinnesotaHelp.info®

MinnesotaHelp.info® is an online directory of services designed to help people in Minnesota find human services, information and referral, financial assistance, and other forms of help. It has resource information for seniors, people with disabilities, caregivers, parents and families, and people with all incomes.

www.minnesotahelp.info
Caregiver Information:
www.minnesotahelp.info/SpecialTopics/CaregiverLink

Minnesota Live Well at HomeSM

Live Well at HomeSM (LWAH) is a risk management and support model that helps older Minnesotans and families live well in their own homes. LWAH offers risk screening, education, professional consultation, and a broad range of solutions for living at home successfully. As a caregiver, you can use the 7 Question Rapid Screen with your loved one as a tool to help identify risks areas.

www.mnlivewellathome.org

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.

Toll-Free 24/7 Hotline for Reporting: 1-844-880-1574
Address: Elmer L. Anderson Human Services Building
540 Cedar Street, St. Paul, MN 55155
Main Telephone: 651-431-2609
www.mn.gov/portal/social-services/adult-protection



Alzheimer's Association Minnesota-North Dakota

The Alzheimer's Association Minnesota-North Dakota provides services, information, and advocacy to people with dementia, their families and health care providers. To find your regional office go to www.alz.org/mnnd and for 24/7 help call **1-800-272-3900**.

Twitter: @alzMNND

Facebook: Alzheimer's Association
Minnesota-North Dakota

Disability Minnesota

Disability Minnesota provides a single entry point to over 100 Minnesota state agency programs,

products, and services that are devoted to a range of disability issues. This website also provides access to laws, statutes, and regulations in pertinent disability-related areas.

www.mndisability.gov/public/

MinnesotaCare

MinnesotaCare is a publicly subsidized health care program for residents who do not have access to affordable health care coverage. Most enrollees pay a monthly premium based on family size and income. To learn more go to www.dhs.state.mn.us select A-Z topics and go to Minnesota Care.

Main Telephone: 651-297-3862

Toll-free: 1-800-657-3672

Minnesota Department of Commerce—Energy Assistance Program

Provides financial assistance for residents who are unable to pay utility bills. Weatherization resources are also available. The Energy Assistance Program (EAP) helps pay home heating costs and furnace repairs for income-qualified Minnesota households.

Minnesota Department of
Commerce

Division of Energy Resources

85 7th Place East, Suite 500

St. Paul, MN 55101

Main Telephone: 651-539-1886

Toll Free: 1-800-657-3710

[www.mn.gov/commerce/energy/
consumers](http://www.mn.gov/commerce/energy/consumers)

Minnesota Legal Services State Support

Offers information on free or low-cost legal services for older adults in Minnesota. To find the legal aid office in your community or to receive assistance in finding answers to your legal questions contact:

Midtown Commons - Suite #101B

2324 University Avenue West

St. Paul, MN 55114

651-228-9105

www.LawHelpMN.org

Twitter: @LawHelpMN

FB: LawHelpMN.org

Minnesota Housing Finance Agency

Minnesota Housing works to provide access to safe, decent and affordable housing and to build stronger communities across Minnesota. Minnesota Housing offers products and services to help Minnesotans buy and fix up their homes and to stabilize neighborhoods, communities and families. It also supports the development and preservation of affordable rental housing through both financing and long-term asset management.

400 Sibley Street, Suite 300

St. Paul, MN 55101-1998

Main: 651-296-7608

Toll Free: 1-800-657-3769

www.mnhousing.gov

Twitter: @mnhousing

FB: Minnesota Housing



Medical Assistance (MA)

Medical Assistance (MA) is Minnesota's Medicaid program for people with low income and limited resources insufficient to pay for health care. Most people who have MA get health care through health plans. See the State Medical Assistance (MA) webpage for eligibility, benefits and to apply.

Go to www.dhs.state.mn.us. Select A-Z topics and select Medical Assistance.

Home- and Community-Based Service Waivers

Elderly Waiver (EW) and the Alternative Care (AC) program provides home- and community-based services for people who need the level of care provided in a nursing home but who choose to live in the community. You must qualify for MA to be eligible for EW services. AC is for people with low income and assets who are not eligible for Medical Assistance. To learn more go to www.dhs.state.mn.us and search A-Z topics for Elderly Waiver or Alternative Care. To apply contact a long-term care consultant in your county or the Senior LinkAge Line at **1-800-333-2433**.

Minnesota Office of Ombudsman for Long-Term Care

The Minnesota Office of Ombudsman for Long-Term Care is a consumer advocacy program of the Minnesota Board on Aging. 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 Ombudsman for Long-Term Care
P.O. Box 64971
St. Paul, MN 55164-0971
Main Telephone: 651-431-2555
Toll Free: 1-800-657-3591
www.mnaging.net/Advocate/OLTC

Minnesota State Health Insurance Assistance Program (SHIP)

SHIP has a network of local programs that provide information, counseling and assistance to all Medicare-eligible persons across the state to help seniors make informed choices about insurance. SHIP counselors have extensive training and provide objective, confidential assistance to you at no cost. To find a Health Insurance Counseling Program in your community contact the Senior LinkAge Line® at **1-800-333-2433** or visit www.MinnesotaHelp.info.

Minnesota 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. To apply for SNAP, contact your county human services agency.

Minnesota Department of Human Services Aging and Adult Services Office

PO Box 64976
St. Paul, MN 55164-0976
651-431-2600

Telephone hotline (Twin Cities):
651-431-4050

Telephone hotline (outside of metro): 1-800-657-3698

www.benefits.gov/benefits/benefit-details/4782

MNSure

MNSure is a marketplace where Minnesotans can shop, compare and choose health insurance coverage that meets their needs. MNSure collaborates with community partners and insurance agents/brokers to create a customer service network. You will find health plans from multiple insurers in a standard format so you can see plans and costs side-by-side. You can search for plans with specific features that meet individual health needs.

Toll-free: 1-855-366-7873
www.mnsure.org

U.S. Department of Veterans Affairs – VA Caregiver Support

Learn about the services and support available to you as the Family Caregiver of a Veteran.

www.caregiver.va.gov/

Please note any information you provide to the organizations listed in this resource guide will be governed by the organization's privacy policy.

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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St. Paul, MN 55101
1-866-554-5381
aarp.org/mnm

 facebook.com/aarpmn

 twitter.com/aarpmn