**Dallas Area Agency on Aging - (214) 871-5065**

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**W. Mockingbird**

**, Suite**

**1000**

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**Dallas, Texas 75247**

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**6913**

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**P] 214.871.5065**

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**[F] 214.879**

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**www.ccadvance.org**

The Dallas Area Agency on Aging coordinates a comprehensive, integrated service access system. The Dallas Area Agency on Aging care managers work to assure easy access to services provided to and for Dallas County older adults and their caregivers. The following programs are provided.

# Aging Information Office - The Aging Information Office (AIO) is part of the Texas 2-1-1- system administered by the Community Council. The AIO provides telephone information and assistance to older adults and caregivers. AIO informs, guides and directs individuals to services and case coordination program provided by the aging network*.*

# *Please call 2-1-1.*

# Benefits Counseling - This program provides prescreening and referral for public benefits. It helps seniors and caregivers understand Social Security, SSI, Medicare and Medicaid as well as Medicare Supplement and Long-Term Care Insurance.

# Legal Assistance - The Dallas Area Agency on Aging provides legal assistance through a contract with an attorney for individuals identified and referred by staff and parterning agencies. This program provides counseling, representation, education and information dissemination on legal issues.

# Care Coordination - This program works to assist older adult clients with difficult or multiple problems. Services available include Minor Home Repair, Chore Services, Personal Assistance, Transportation Vouchers and some Durable Medical Goods.

**Evidence-Based Programs –** These programs include activities directly related to establishing or expanding the following interventions based on applying principles of scientific reasoning, behavior change theory, and program planning: **Chronic Disease Self-Management:** Encourages older adults and adults with disabilities to manage ongoing health conditions. **Diabetes Self-Management**: Encourages older adults to manage diabetes and increase confidence for healthy living. **A Matter of Balance:** Helps older adults learn practical strategies to reduce their fear of falling and increase their activity.

# Family Caregiver Support Program - This program provides a multi-faceted system of support services for family caregivers and for grandparents raising grandchildren or older individuals who are relative caregivers. The care recipient needs to be 60 years of age or older or any age if they have Alzheimer’s or Dementia. A grandparent or older relative caregiver must be: age 55+ caring for a grandchild or child age 18 years old or younger; is the primary caregiver because the biological adoptive parents are unable or unwilling to provide care; has legal custody or is raising informally; or the recipient is age 19-59 with severe disabilities. Grandparent must be a Dallas County resident. The intent is to ease the emotional, physical and financial strain of caregiving. Services available include Respite Care, Minor Home Repair, Chore Services, Transportation Vouchers and some Durable Medical Goods.

# My Ride Dallas – This program helps seniors and people with disabilities connect to transportation options based on their eligibility. Call 972-855-8084 for a detailed list of providers that will fit the rider’s needs.

# Outreach to Special Groups - The Dallas Area Agency on Aging also seeks to increase the availability and utilization of services for the older adult community by ensuring that residents of Dallas County are aware of available services and are encouraged to participate.

The DAAA provides support to the following agencies:

* Deaf Action Center (214) 521-0407 or 7-1-1
* The Senior Source – Nursing Home Ombudsman Program (214) 823-5700
* LifeRoads, Inc. – Adapting to Vision Changes Program (972) 863-9712

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