



United Way
**Area Agency
on Aging**
of Jefferson County



**WE'RE HERE TO HELP WITH
AGING-RELATED MATTERS,
GREAT AND SMALL**

PEOPLE, PROGRAMS AND

SERVICES IN SUPPORT OF

SENIORS AND DISABLED PERSONS

THE UNITED WAY AREA AGENCY ON AGING

(UWAAA), in collaboration with the Alabama Department of Senior Services, is dedicated to helping seniors and disabled individuals in Jefferson County live healthier, happier, more well-informed lives.

From providing hot, nutritious meals to helping seniors take full advantage of their Medicare benefits, UWAAA is here to help. We're a centralized source for information on countless aging-related matters and for practical and innovative solutions to make life easier and extend people's independence.

Please visit www.uwaaa.org for detailed descriptions of our programs and services. Or call **1-800-AGE-LINE** (1-800-243-5463) for real,



The Older Americans Act of 1965 mandated that states provide programs and services to help senior citizens remain as independent as possible. UWAAA administers these programs and services in Jefferson County.

live assistance. Tell us your concerns and we'll do our best to find a way to help – by explaining programs, setting appointments, counseling, making referrals or directing you, as needed, to additional resources.

AGING AND DISABILITY

RESOURCE CENTER

A TRUSTED AND UNBIASED WEALTH OF INFORMATION. The Aging and Disability Resource Center (ADRC) of UWAAA serves seniors, as well as people of all ages with disabilities, in their search for information on various assistance programs. For help with everything from completing Medicare applications to finding lower-cost prescriptions, ADRC answers the call.

Our “No Wrong Door” approach to service eliminates the confusion and frustration of



1-800-AGE-LINE

ADRC offers access to resources in 35 different categories, including housing, in-home care, dental clinics, vision and hearing resources and transportation.

trying to find the right person to talk to. ADRC streamlines the process so that older adults, individuals with disabilities and family caregivers can easily obtain the information they need on healthcare, long-term care options, benefits counseling, case management and more.

ADRC's services are available by phone at **1-800-AGE-LINE** (1-800-243-5463) or by appointment or walk-in Monday through Friday from 8 a.m. to 4:30 p.m. at United Way of Central Alabama's office, 3600 8th Avenue South, Birmingham, AL 35222.



ALABAMA CARES



SUPPORT SERVICES FOR UNPAID

CAREGIVERS. UWAAA's Alabama Cares program helps families avoid placing their loved ones in nursing homes prematurely. It provides information, education and assistance to unpaid primary or family caregivers who tend to the personal needs of their aged or disabled loved ones at home.

This includes five specific types of services that help caregivers take better care of the patient as well as themselves.

- Information on community resources, including literature, health fairs and workshops
- Help in assessing caregiving needs and support services
- Education on health, nutrition and financial literacy, plus support groups and counseling to help with problem-solving
- Temporary respite to give caregivers time for themselves
- Supplemental services such as assistive technologies, emergency response systems, incontinence supplies and nutritional supplements

To be eligible for the services of Alabama Cares, certain requirements must be met. Priority is given, but not restricted, to those caring for people with the greatest social and economic needs, and to family members caring for persons with Alzheimer's disease or dementia. Seniors caring for related children may also be eligible specific services.

Alabama Cares helps families keep loved ones at home for as long as possible. It was created as part of the National Family Caregiver Support Program.

ALABAMA LEGAL

ASSISTANCE PROGRAM

SAFEGUARDING THE RIGHTS OF SENIORS.

The Alabama Legal Assistance Program offers seniors and their families legal counseling, advice and representation on issues such as income-based benefits, housing options, end-of-life decision-making, neglect, abuse and financial exploitation. The services are available through UWAAA at no charge to persons age 60 and older.

By calling **1-800-AGE-LINE** (1-800-243-5463), callers are connected to a legal services specialist who gathers information and determines the appropriate next steps in civil, non-fee-generating cases such as:

- Access to public benefits such as SS/SSI/SSDI, Medicare, Medicaid, veterans' benefits and unemployment compensation
- Protections related to elder abuse, including fraud and financial exploitation
- Advance directives for financial affairs, medical and end-of-life decision-making, as well as simple wills and issues related to guardianship
- Access to housing options that allow seniors to remain independent in their homes
- Eviction or foreclosure issues that impede seniors' ability to remain in their homes
- Access to healthcare and long-term care

Making quality legal assistance easily available to vulnerable seniors helps protect their autonomy, dignity and independence.



HOMEMAKER PROGRAM

A LITTLE HELP AROUND THE HOUSE. If you live alone, sometimes a little extra help can be life-changing. UWAAA's Homemaker Program provides temporary in-home assistance so that certain household and personal tasks can be taken care of when you're unable to carry them out on your own.

The program is available to individuals who are age 60 or older, live alone and need help for a minimum of two hours per week with two or more activities of daily living. Such activities may include:

- Light housekeeping
- Laundry
- Simple meal preparation



1-800-AGE-LINE

Call 1-800-AGE-LINE (1-800-243-5463) for details and to find out whether you qualify for in-home assistance through UWAAA's Homemaker Program.

- Bathing assistance
- Dressing and grooming assistance

Service is provided by the staff of local home-healthcare agencies, which have been carefully screened by, and are under contract with, UWAAA. Individual staff members are screened by the contracting agencies they work for.

Having a little help can be the difference between living in your own home and having to give up your independence. UWAAA's Homemaker Program is enabling seniors to maintain order in their lives, and allowing them to stay where they want to be.



LONG-TERM CARE

OMBUDSMAN PROGRAM



1-800-AGE-LINE

Becoming a Certified Ombudsman Volunteer is a rewarding way to serve seniors in our community. Call 1-800-AGE-LINE (1-800-243-5463) for details.

ADVOCATING FOR A BETTER QUALITY OF LIFE. The Long-Term Care Ombudsman Program provides assistance and oversight to residents of nursing homes, boarding homes and assisted-living facilities in Jefferson County. An Ombudsman:

- Speaks for residents and their families on matters concerning quality of care, residents' rights, admission, transfer, discharge, financial information and insurance
- Investigates complaints on behalf of residents and their families
- Makes unannounced visits to facilities to monitor the quality and consistency of long-term care
- Offers in-service training to facility staff
- Advocates before local, state and federal government to bring about policy changes designed to improve the quality of care and the quality of life at long-term facilities

The resident, family member, friend or any concerned third party may present a concern or complaint to an Ombudsman at any time, and may remain anonymous if desired. Residents are always in control of the Ombudsman's level of involvement. Making sure the resident's concerns are heard, understood and resolved while remaining focused on protecting the health, safety and rights of all long-term care residents is the primary goal of the program. There is no fee for Ombudsman services.



SENIOR NUTRITION

PROGRAM



NOURISHMENT FOR THE BODY AND SOUL.

UWAAA's Senior Nutrition Program is based not only on fulfilling seniors' dietary needs, but also on creating healthy social interaction in a supportive environment. Hot, nutritious meals are provided free of charge at local Senior Centers in a friendly setting, where there is also access to resources such as transportation, health and wellness information, fun activities, classes and volunteer opportunities.

Younger spouses of individuals age 60 or older – as well as persons with a disability, who are not yet 60 but reside with an eligible senior – may also receive meals through the program. Seniors who are homebound, isolated and do not have access to



Volunteers are the driving force behind Meals on Wheels. To learn how you can play a role in this vital community service, call 1-800-AGE-LINE (1-800-243-5463).

public or private transportation may be eligible for home-delivered meals free of charge. Depending on location, this service may be provided through United Way of Central Alabama's Meals on Wheels program.

To participate in congregate meals at a Senior Center, or to apply for Meals on Wheels, call **1-800-AGE-LINE** (1-800-243-5463) for assistance.

SENIORx PRESCRIPTION

DRUG PROGRAM

A HEALTHY DOSE OF HELP WITH THE COST OF PRESCRIPTIONS. UWAAA's SeniorRx is a statewide assistance program that helps qualified Alabamians receive free or reduced-cost prescription drugs for the management of diagnosed chronic conditions*. By making these medications affordable, seniors with chronic health problems – and people with disabilities at any age – can reduce their need for frequent trips to the doctor, hospital admissions, emergency room visits and nursing home placement.

SeniorRx may also provide assistance to individuals who reach their insurance coverage limit or whose prescribed medications are not covered by their private insurance or Medicaid.

Those who may qualify for SeniorRx include:

- Individuals age 55 or older who have a chronic medical condition requiring prescription medication management, no prescription insurance and annual income at or below the specified limits**
- Seniors who meet the specified income limits and are currently in the Medicare Part D "Gap" (Donut Hole)



**Interested in helping others?
Volunteers are needed to assist clients
with the SenioRx application process.
Call 1-800-AGE-LINE (1-800-243-5463)
for details.**

- Individuals of any age who meet the specified income limits and have been deemed disabled by Social Security...or have applied for disability and are waiting on a decision...or have a doctor's declaration of disability...or are in the 24-month Medicare waiting period

*SenioRx does not provide short-term medications, including antibiotics, for treatment of acute conditions.

**Qualifying income limits must be at or below 200% of the federal poverty level as determined by the U.S. Department of Health and Human Services.



STATE HEALTH INSURANCE

ASSISTANCE PROGRAM

HELPING YOU MAKE THE MOST OF MEDICARE.

The Alabama State Health Insurance Assistance Program (SHIP) offers Medicare recipients personalized, unbiased information and counseling about their healthcare coverage. SHIP is administered by UWAAA in Jefferson County, and staffed by Medicare specialists who can access clients' individual needs and help them understand their healthcare options, benefits and costs for plans including:

- Original Medicare (Parts A & B)
- Medicare Advantage Plans (Part C)
- Medicare Prescription Drug coverage (Part D)

The goal is to help Medicare recipients make informed decisions about their coverage so that they choose the options that best meet their needs and budget. In certain cases, an inquiry may be handled over the phone, but SHIP counselors are available for face-to-face appointments year round.

Individuals should contact SHIP when they first become eligible for Medicare in order to understand how all the parts of the program work. After that, Medicare Open Enrollment (October 15th through December 7th every year) is the best time to evaluate coverage and any changes that may be necessary. The services of SHIP are free of charge.

Becoming a Certified SHIP Counselor is a great way to gain an in-depth understanding of Medicare and help others, too. For details, call 1-800-AGE-LINE (1-800-243-5463).

1-800-AGE-LINE



Alabama State Health Insurance Assistance Program

AREA SENIOR CENTERS

ENCOURAGING SOCIAL, PHYSICAL AND CREATIVE ENGAGEMENT. Generational unity is a powerful thing. Our area Senior Centers are community gathering places that draw people of similar ages – and various backgrounds – together to relate, relax and reinvigorate. Senior Centers are a great place to catch up with friends and meet new ones!

While each Senior Center is unique, they all offer seniors opportunities for social engagement, physical activity, creativity, learning and fun in the company of others. The UWAAA Senior Nutrition Program provides daily lunches for Senior Center members at locations across Jefferson County. ClasTran provides wheelchair-accessible



1-800-AGE-LINE

For more information on area Senior Centers, locations and phone numbers, please visit www.uwaaa.org/seniorcenters or call 1-800-AGE-LINE (1-800-243-5463).

transportation to and from many locations on a regular basis.

Programs vary among Senior Centers, but some of the amenities and activities you might find at different locations include:

- Fitness rooms and exercise classes
- Computer labs and coaching
- Arts & crafts rooms and classes
- Game rooms
- Entertainment
- Presentations on subjects such as health, finances, safe driving, nature and history



LIVING FOR TODAY WITH AN EYE TO THE FUTURE

WE'RE LOOKING OUT FOR YOU. To meet the specialized needs of the rising number of older adults and those with disabilities in Jefferson County, United Way's Area Agency on Aging is charged with finding innovative and sustainable solutions to best serve our residents today and in the years ahead.

We take that responsibility to heart, and it makes UWAAA a very mission-driven and goal-oriented organization. Through ongoing research and needs assessment, we constantly review and refine our programs to adapt to an ever-changing environment. We strive for continuous improvement through new and better ways to help more and more people. Still, however, the path to the future is most clearly defined by never losing sight of our most basic goals:

- Older adults, individuals with disabilities and their caregivers shall have access to reliable information, helping them to make informed decisions regarding long-term supports and services



It is projected that by 2030, Alabama's 60+ population will increase by more than 40%, far outpacing the growth of other age groups.

- Empower older adults and individuals with disabilities to remain in the least restrictive environment with a high quality of life through the provision of options, including counseling, home and community-based services and support for family caregivers
- Empower older adults to stay active and healthy through Older Americans Act services and Medicare wellness benefits, as well as recreation, job and volunteer opportunities
- Enable more Alabamians to live with dignity by promoting elder rights and reducing the incidents of abuse, neglect and exploitation
- Remain proactive, progressive and accountable in the delivery of the vital services UWAAA provides

**FOR INFORMATION AND GUIDANCE
ON AGING-RELATED MATTERS, CALL
1-800-AGE-LINE
(1-800-243-5463)
OR VISIT WWW.UWAAA.ORG**

**YOU CAN HELP SUPPORT
SENIOR SERVICES IN
JEFFERSON COUNTY.
PLEASE VISIT
WWW.UWAAA.ORG/SUPPORT**



**United Way
Area Agency
on Aging**
of Jefferson County



United Way
of Central Alabama, Inc.

**3600 8th Avenue South
P.O. Box 320189
Birmingham, AL 35232-0189**



This publication has been produced, in whole or in part, through funding by the Alabama Department of Senior Services.