

**PENNSYLVANIA  
DEPARTMENT OF AGING**

# **2020 BENEFITS & RIGHTS**



**FOR OLDER PENNSYLVANIANS**

This publication is of a general informational nature, and does not represent medical, legal or financial advice.

For advice on individual problems or concerns, please consult a physician, lawyer or financial advisor. While reasonable efforts have been made to ensure that the information in this publication is up-to-date and accurate, inadvertent errors may exist, or legislation may have been enacted subsequent to its publication. Consequently, the Pennsylvania Departments of Aging and Revenue are not responsible for any loss or damage incurred as a result of reliance on the information contained in this booklet.

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Dear Fellow Pennsylvanians,



One of my top priorities as governor is to protect our seniors, provide them with health choices, and ensure they are able to stay in their homes and with their families as they age. Given my administration's commitment to these values, I am pleased to present the updated Benefits and Rights for Older Pennsylvanians book. It serves as a valuable resource for older adults, their families, and caregivers in locating the many services available to them.

Older Pennsylvanians make significant contributions to their communities, and many want to remain independent as long as possible. The Department of Aging supports older adults by providing key assistance, including community-based services and pharmaceuticals that keep people healthy and living longer. Currently, there are over 3 million individuals age 60 and older living in the commonwealth. At 21.3 percent, Pennsylvania has the fourth highest percentage of residents age 60 and over, and by 2050, more than one in five Pennsylvanians will be age 65 and older. These realities only heighten our responsibility to make sure government works for older Pennsylvanians.

Far too often, Pennsylvania's aging population struggles to afford necessary things like medicine, groceries, and rising property taxes. This should not happen in our state. Seniors have spent their lives working hard to provide for families and communities.

My administration is dedicated to ensuring our most vulnerable residents remain active, engaged, and, most importantly, protected from all forms of abuse and neglect. This book provides information on the many programs and services in place throughout the commonwealth that are designed to do this.

I encourage you to share it with the older adults in your life as well as their families, friends, and caregivers.

Sincerely,

Tom Wolf  
Governor

Dear Fellow Pennsylvanians,



As our older population continues to increase and become more diverse in Pennsylvania, the Wolf Administration is committed to raising awareness of services available to support and respond to the needs of older adults. We are pleased to provide this 2020 edition of the Benefits and Rights for Older Pennsylvanians book, which is designed to serve as a single, comprehensive source of information to help you locate aging and long-term services and programs quickly and easily. The Department of Aging works to serve, protect and advocate for older Pennsylvanians. We partner with the Area Agencies on Aging, other state agencies, and the General Assembly to ensure quality service delivery and promote quality of life. We are committed to making Pennsylvania a welcoming, safe environment for older Pennsylvanians. To do so, we must reach, serve and empower an increasingly diverse Pennsylvania. With the proper services and community supports, life in our later years can be a time of new opportunity and positive experiences.

This year also marks our decennial census beginning April 1, 2020. It is essential that we achieve a complete and accurate census count. Your participation in the census helps secure our seats in the U.S. Congress and federal funding for critical programs directly supporting Pennsylvanians. The statistics created by the U.S. Census Bureau are used by decision-makers across the public and private sectors. It is imperative that we all work to ensure each and every one of our older adults is counted in whatever setting they may be living.

We encourage you to review this book to learn about the many services and programs available to assist older Pennsylvanians. We also hope that you will share the information with others who may have a need for support and not know where to turn for help. The Department of Aging and our partners are available to help older Pennsylvanians, their families and caregivers. To learn more about the Department of Aging, please visit our website at [www.aging.pa.gov](http://www.aging.pa.gov) or call us at 717-783-1550.

Respectfully,

Robert Torres  
Secretary of Aging

Dear Fellow Pennsylvanians,

Since ticket sales began in 1972, the Pennsylvania Lottery has remained focused on generating funds for programs that benefit older residents through the sale of entertaining Lottery games. The Pennsylvania Lottery remains the only U.S. Lottery that dedicates all of its proceeds for that important purpose, and over the decades the Lottery has contributed more than \$30 billion to benefit older Pennsylvanians.



This year, the Lottery will generate more than a billion dollars for programs providing hundreds of thousands of property tax and rent rebates, millions of free and reduced-fare transit rides, and care services to tens of thousands of our most vulnerable residents. It will also provide millions of low-cost prescriptions through the PACE and PACENET programs and a wide range of social, educational and recreational programs through 52 Area Agencies on Aging and hundreds of senior centers throughout the state.

Another benefit to living in Pennsylvania is an income tax system favorable to retired citizens, since Social Security benefits, formal pension plans and IRAs are not subject to the state income tax. Many older residents also qualify for Tax Forgiveness, eliminating the need to make estimated tax payments on interest or dividends earned from investments.

The Department of Revenue and the Lottery are proud to benefit older Pennsylvanians, every day, by protecting their independence, preserving their health and improving the quality of their lives.

If you need assistance with personal income tax matters or in completing a Property Tax/Rent Rebate application, I encourage you to review the resources available on the Department of Revenue website, [www.revenue.pa.gov](http://www.revenue.pa.gov), or call or visit the Revenue district office, listed in the government pages of the telephone directory, nearest you.

Sincerely,

Dan Hassell  
Secretary of Revenue



## **Benefits Older Pennsylvanians. Every Day.**

The Pennsylvania Lottery is proud to generate funds for vital programs that benefit older Pennsylvanians. It remains the only state lottery to dedicate all proceeds to benefits for older residents.

### **BENEFIT PROGRAMS FOR OLDER ADULTS**

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Programs that receive Lottery funds are detailed throughout this booklet, and listings are marked with a Lottery logo. While the Pennsylvania Lottery funds these programs, it does not operate them or set eligibility requirements. These programs include:

- The Property Tax/Rent Rebate program administered by the Department of Revenue (page 78)
- A free transit program administered by the Department of Transportation (page 81)
- The PACE/PACENET low-cost prescription drug programs (page 69) administered by the Department of Aging
- A long-term-living services program administered by the Department of Human Services
- A broad range of local services provided by the 52 Area Agencies on Aging (page 97), including hundreds of full and part-time senior centers throughout Pennsylvania

# OVER \$30 BILLION IN BENEFITS FUNDING SINCE 1972

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Thanks to its players, during the 2018-19 fiscal year the Lottery achieved sales of more than \$4.5 billion from which more than \$1.1 billion went to support programs benefiting older Pennsylvanians. Since the first ticket was sold in 1972, the Pennsylvania Lottery has contributed over \$30 billion to benefit older adults. Learn more at [www.palottery.com](http://www.palottery.com).

## WHERE DOES THE MONEY GO?

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*\*Profits based on sales and interest income.*

## LEARN ABOUT FUNDING IN YOUR COUNTY

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Some older residents of all 67 counties benefit from services supported by over \$1.1 billion in Lottery funds annually. Visit the Pennsylvania Lottery's website at [www.palottery.com](http://www.palottery.com) and explore the Map of Lottery Benefits to learn about specific benefits funding levels in your county.

Please Play Responsibly.

Problem Gambling Helpline: 1-800-GAMBLER (1-800-426-2537)

Players must be 18 or older.

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# DEPARTMENT OF AGING

*Mission: to promote independence, purpose and well-being in the lives of older adults through advocacy, service and protection.*

*Vision: a Pennsylvania where older adults are embraced and empowered to live and age with dignity and respect.*

The Pennsylvania Department of Aging is formally charged by the federal government via the Older Americans Act (42 U.S.C.A. § 3025(a)) and the Pennsylvania General Assembly (71 P.S. § 581-1) with being an advocate for the interests of older Pennsylvanians at all levels of government. Created in 1978, the department serves as the state unit on aging representing Pennsylvania's rapidly growing older population, which presently includes more than 3 million people age 60 and over. In addition to overseeing an array of benefits, services, and programs that are made available through its network of 52 local Area Agencies on Aging (AAAs), which cover the commonwealth's 67 counties, the department is responsible for representing the state's interests in the design, implementation and continuous improvement of long-term services and supports for older Pennsylvanians.

Although it is one of Pennsylvania's smallest departments — relative to the number of employees — it is most significant in terms of its budget and its impact on the lives of Pennsylvanians.

The department's annual budget of more than \$620 million is comprised of federal dollars and state funds, which are generated through the Pennsylvania State Lottery Fund. Hundreds of millions of dollars are allocated annually to provide a wide array of services and programs intended to help older Pennsylvanians live and thrive in their homes and communities for as long as possible. These services include home-delivered and congregate meals, caregiver support, health and wellness services, personal assistance, senior community centers, Medicare enrollment counseling, transportation, job training, elder abuse prevention and more.

Among the largest programs the department administers are PACE and PACENET, which assist qualified, older state residents in paying for their prescription medications. Thousands of older Pennsylvanians take advantage of these programs each year.

In addition to its advocacy role, the department is committed to fostering strategic partnerships to ensure that older adults in a variety of settings across Pennsylvania have access to quality services and supports that help them age and live well.

**Contact:**

Pennsylvania Department of Aging

555 Walnut Street, 5th Floor

Harrisburg, PA 17101-1919

Phone: 717-783-1550

Email: [aging@pa.gov](mailto:aging@pa.gov)

Website: [www.aging.pa.gov](http://www.aging.pa.gov)



# AGING SERVICES NETWORK

## AREA AGENCIES ON AGING

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Aging services in Pennsylvania are carried out through a robust network made up of 52 Area Agencies on Aging (AAA), senior community centers, adult daily living centers, and the PA Link to Aging and Disability Resources. This network is vital to ensuring the effective provision of services so that older Pennsylvanians receive the support and services they need.

The department and AAAs collaborate with other state agencies in the delivery of shared supports. These include Pennsylvania's Department of Health on transition and diversion activities from nursing facilities to private residences, facilities licensing, and health and wellness initiatives; the Department of Transportation on coordinating transportation for older adults; the Department of Community and Economic Development and Pennsylvania Housing Finance Agency on housing and community development programs; the Department of Agriculture on nutrition programs; the Department of Human Services on home and community-based services, and coordination of long-term services and supports; and the Department of Labor & Industry on employment programs, direct care worker initiatives, and programs focused on independent living for persons with physical disabilities.

## SENIOR COMMUNITY CENTERS

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Senior community centers are a vital linkage in the distribution of aging services, promoting socialization, engagement, and a positive quality of life. Further, senior community centers work with a variety of local organizations including their Area Agency on Aging to provide access to legal assistance, health screenings, senior employment programs, and volunteer opportunities. To find a center near you, go to [www.aging.pa.gov/SCC](http://www.aging.pa.gov/SCC) or contact the local Area Agency on Aging (page 97).

## OLDER ADULT DAILY LIVING CENTERS

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The Pennsylvania Department of Aging licenses 261 older adult daily living centers, providing social, recreational, therapeutic, and nutritional support for more than 14,000 older Pennsylvanians. Older adult daily

living centers provide core services, including personal care, nursing services, therapeutic activities, social services, nutritional and therapeutic diets, and emergency care. One hundred twenty-four centers primarily serve older adults with dementia-related conditions, 120 serve adults with developmental or intellectual disabilities, and 16 are LIFE centers. Older adult daily living centers are inspected at least annually by the Pennsylvania Department of Aging. Inspection reports can be found online at [www.aging.pa.gov](http://www.aging.pa.gov).

To learn more about the older adult daily living centers, visit the Department of Aging website or call 717-214-6716. To find out if funding is available to help subsidize the cost of adult daily living center services, please contact your local Area Agency on Aging (page 97).

## PENNSYLVANIA LINK TO AGING & DISABILITY RESOURCES

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Pennsylvania's Aging and Disability Resource Centers (PA Link) are dedicated to improving access to long-term care supports, expanding the use of community-based solutions, promoting consumer-directed decision making through person-centered counseling, and improving the quality of services regardless of an individual's age, physical or developmental disability, or ability to pay. PA Link partners work together to connect consumers with all available resources related to care, medication, nutrition, insurance, housing, transportation, employment, behavioral health services, and other supports that make it possible for them to continue to live as independently as possible. To contact PA Link, call 800-753-8827 on weekdays from 9 a.m. until 5 p.m. or email [carelink@pa.gov](mailto:carelink@pa.gov).

# ADVISORY COUNCILS

## PENNSYLVANIA COUNCIL ON AGING

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The Pennsylvania Council on Aging serves as an advocate for older individuals and advises the governor and the department on planning, coordination, and delivery of services to older individuals. Sixteen of the members who make up the council (the majority of whom are required to be age 60 or older) are nominated by the governor and subject to Senate confirmation. Five additional members of the council are chairs of the five Regional Councils.

## PENNSYLVANIA LONG-TERM CARE COUNCIL

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The Pennsylvania Long-Term Care Council consults with various departments and agencies to make recommendations on regulations, licensure, financing, or any other responsibilities of those departments or agencies relating to long-term care. Established by Act 64 of 2015, the council replaces the Intra-Governmental Council on Long-Term Care in order to reflect today's broader long-term care continuum. The council's scope includes all areas of long-term care, including, but not limited to, institutional care and home and community-based services. Chaired by the Secretary of Aging, the council is comprised of 35 members, including long-term care consumers, advocates, caregivers, providers, and policymakers.

## CULTURAL DIVERSITY ADVISORY COUNCIL

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The Cultural Diversity Advisory Council advises the department on developing and sustaining an aging services network that is culturally sensitive, responsive, and inclusive of the diverse needs of Pennsylvania's older adults. The council is made up of AAA representatives and members from diverse backgrounds and perspectives.



# AGING SERVICES

## CAREGIVER SUPPORT

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### PENNSYLVANIA CAREGIVER SUPPORT PROGRAM

**Benefits:** The Caregiver Support Program aims to alleviate the stresses associated with caregiving by offering support and financial reimbursement for certain caregiving out-of-pocket expenses ranging from respite care to supplies related to caregiving. Caregivers are assigned a Care Manager from their local Area Agency on Aging who assesses their needs in the caregiving role, provides emotional and educational support including local support groups, and manages financial reimbursement provided to the caregiver. Modifications to the home, such as installation of a chair lift or a wheelchair ramp, or assistance with the purchase of an assistive device may be approved on a case-by-case basis if they are necessary for providing support to the caregiver.

**Those Eligible:** Pennsylvania's Caregiver Support Program is designed for individuals who are caring for loved ones or others who have an illness or disability resulting in functional deficits which require assistance, or for a dependent child.

The following individuals may qualify for benefits:

- A caregiver age 18 and older who is the primary caregiver for a functionally dependent individual age 60 and older or an individual of any age who has a diagnosis of Alzheimer's Disease or other chronic dementia.
- A caregiver age 55 and older caring for an individual age 18-59 with a disability who is related by blood, marriage or adoption.
- A caregiver age 55 and older who is not the biological parent but is the primary caregiver for a dependent child under the age of 18 who is related by blood, marriage or adoption.

**Contact:** Your local Area Agency on Aging (page 97).

# EMPLOYMENT

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## SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM

The Senior Community Service Employment Program (SCSEP) assigns unemployed low-income individuals age 55 and older to part-time community service positions with public and private nonprofit agencies such as social service agencies, public housing facilities, senior centers, public schools, etc.

**Benefits:** SCSEP strives for participants to obtain an unsubsidized job through the work experience obtained from the community service assignment. Participants usually work an average of 20 hours a week for which they are paid the federal or state minimum wage, whichever is higher.

**Note:** If you live in Clinton, Erie, Fayette, Greene, Lancaster, Luzerne, Lycoming, Philadelphia, Washington, Westmoreland, or Wyoming counties, please contact your local Area Agency on Aging (page 97). If you live in a county that's not listed in the previous sentence, please contact the Pennsylvania Department of Aging's SCSEP contractor, The AARP Foundation. You can also contact your local PA CareerLink at <https://www.pacareerlink.pa.gov/jponline/> to find the local SCSEP program office in your area. In addition to the 7 AAAs and The AARP Foundation that operate SCSEP in the commonwealth through contracts with the Pennsylvania Department of Aging, there are other national organizations that operate the SCSEP Program through direct contracts with the U.S. Department of Labor.

**Those Eligible:** SCSEP participants must be unemployed, age 55 or older, and meet income requirements.

**Contact:** Your local Area Agency on Aging or:  
AARP Foundation  
601 E Street  
NW Washington, DC 20049  
202-434-6231

## PENNSYLVANIA CAREERLINK®

**Benefits:** This office will evaluate your employment capabilities and needs, offer free information on employment opportunities, and refer you to part-time or full-time employers.

**Those Eligible:** All Pennsylvania residents regardless of age.

**Contact:** Pennsylvania CareerLink® nearest you by visiting [www.pacareerlink.pa.gov](http://www.pacareerlink.pa.gov).

## THE OFFICE OF VOCATIONAL REHABILITATION

**Benefits:** The Office of Vocational Rehabilitation (OVR) program provides services to people with disabilities that present a substantial impediment to employment. Services may include diagnosis; counseling and guidance; medical, restoration, psychological, and allied services; training; and job placement. There is no charge for diagnostic services, counseling, and job placement. However, a customer may be required to share the cost of other services after a financial needs assessment is completed.

**Those Eligible:** Those people whose disability causes a substantial impediment to employment. Eligibility will be determined by a vocational rehabilitation counselor.

**Contact:** Office of Vocational Rehabilitation  
Department of Labor & Industry  
1521 North 6th Street  
Harrisburg, PA 17102  
717-787-5244 (Voice); 717-787-4885 (TTY)  
800-442-6351 (Voice); 866-830-7327 (TTY)

**For more information visit:** <http://www.dli.pa.gov/Individuals/Disability-Services/ovr/Pages/default.aspx>

## SUPPLEMENTAL SOCIAL SECURITY INCOME

**Benefits:** Supplemental Social Security Income (SSI) is run by the Social Security Administration. The money to pay benefits does not come from Social Security taxes or trust funds; it is financed by general revenue funds of the U.S. Treasury. SSI makes monthly payments to people who have low incomes and few assets. States have the option to add money to the SSI payment resulting in a higher monthly benefit.

**Those Eligible:** U.S. citizens age 65 or older, blind or disabled, living in the U.S., with low incomes and few assets. Income includes earnings from Social Security, pensions, and interest income. Assets include non-residential property, bank accounts, stocks, and bonds.

**Contact:** The local Social Security Office or call 800-772-1213 between 7 a.m. and 7 p.m.

## TICKET TO WORK

Ticket to Work is a free and voluntary program that can help Social Security beneficiaries go to work, get a good job that may lead to a career, and become financially independent while they maintain their medical benefits.

**Benefits:** The program helps individuals with disabilities earn enough so they will not need to rely on Social Security cash benefits.

**Those Eligible:** Individuals who receive Social Security benefits because of a disability and are age 18 through 64 may already qualify for the program. Ticket to Work may be used to access employment, vocational rehabilitation, and other related services.

**Contact:** The local Office of Vocational Rehabilitation district office on weekdays or call OVR at 800-442-6351 during business hours.

**For more information visit:** [www.dli.pa.gov/individuals/disability-services/other-programs/pages/ticket-to-work.aspx](http://www.dli.pa.gov/individuals/disability-services/other-programs/pages/ticket-to-work.aspx)

## UNEMPLOYMENT COMPENSATION

**Benefits:** If you have recently been released from your job through no fault of your own, you may be eligible for unemployment compensation. Under this program you can receive up to 26 weeks of full Unemployment Compensation (UC) benefits during your benefit year.

**Those Eligible:** Pennsylvania residents who have recently lost their jobs through no fault of their own. A determination of eligibility must be made based on a review of certain financial criteria and the reason for separation from the employer.

**Contact:** To file a claim online, go to [www.uc.pa.gov](http://www.uc.pa.gov). You may also call the UC Service Center at 888-313-7284 or for TTY service for the hearing impaired at 888-334-4046.

## PENNSYLVANIA HUMAN RELATIONS COMMISSION

Age discrimination is illegal. If you feel you have been fired, laid off, harassed, or denied a job, promotion, benefits, or equal pay because of

your age or other factor listed below, you have a right to file a complaint with the Pennsylvania Human Relations Commission. This office enforces the Pennsylvania Human Relations Act, which prohibits discrimination in employment, housing, education, and public accommodations. The commission also investigates violations of federal law on behalf of the U.S. Equal Employment Opportunity Commission (EEOC) and Department of Housing and Urban Development (HUD).

**Benefits:** Discrimination in housing and commercial property is prohibited on the basis of race; color; sex; religion; national origin; ancestry; age (40 and over); pregnancy; familial status; handicap or disability; the use of a guide or support animal due to blindness, deafness, or physical disability or because the user is a handler or trainer of such animals; or the disability of an individual with whom the person is known to have a relationship or association.

Housing for older persons can be provided under specific federal or state programs that are designed and operated to assist elderly persons. The criterion for this includes housing that is: 1) intended for and solely occupied by persons 62 years of age or older; or, 2) intended and operated for occupancy by at least one person 55 years of age or older per unit.

**Those Eligible:** Anyone who feels he or she has been discriminated against because of age (40 or over), race, sex, color, religion, creed, ancestry, national origin, disability, or use of a support animal for a disability. You have 180 days from the date of the alleged act of harm to file a complaint.

**Contact:** The Human Relations Commission regional office serving the county where the employer is located:

Pittsburgh:  
301 Fifth Ave., Ste. 390, Piatt Place  
Pittsburgh, PA 15222  
412-565-5395

Philadelphia:  
110 N. 8th St., Ste. 501  
Philadelphia, PA 19107  
215-560-2496

Harrisburg:  
333 Market St., 8th Fl.  
Harrisburg, PA 17126-0333  
717-787-4410

[www.phrc.pa.gov](http://www.phrc.pa.gov)

## U.S. EQUAL EMPLOYMENT OPPORTUNITY COMMISSION

**Benefits:** The U.S. Equal Employment Opportunity Commission is responsible for enforcing federal laws that make it illegal to discriminate against a job applicant or an employee because of the person's race, color, religion, sex (including pregnancy), national origin, age (40 or older), disability or genetic information. It is also illegal to discriminate against a person because the person complained about discrimination, filed a charge of discrimination, or participated in an employment discrimination investigation or lawsuit.

**Contact:** EEOC at 800-669-4000, the office nearest you, or visit [www.eeoc.gov](http://www.eeoc.gov).

Philadelphia Office:  
801 Market St, 13th Floor  
Philadelphia, PA 19107

Pittsburgh Office:  
William S. Moorhead Federal Building  
1000 Liberty Ave., Ste. 1112  
Pittsburgh, PA 15222

## WORKERS' COMPENSATION/OCCUPATIONAL DISEASE

The Bureau of Workers' Compensation, an agency of the Pennsylvania Department of Labor & Industry, administers the laws that provide a variety of benefits to people injured on the job or disabled due to an occupational disease.

**Benefits:** Benefits may include payment for total disability or partial disability, medical and hospital expenses, and survivors' benefits.

**Those Eligible:** Any person who has suffered an industrial injury in employment and is disabled from that injury or anyone who is disabled from

a covered occupational disease resulting from exposure in the state of Pennsylvania.

**Contact:**

Workers' Compensation Claims Information  
1171 S. Cameron St., Room 324  
Harrisburg, PA 17104-2501

Toll-free helpline: 800-482-2383  
Local and outside PA: 717-772-4447  
Hearing Impaired: PA Relay 7-1-1

[ra-li-bwc-helpline@pa.gov](mailto:ra-li-bwc-helpline@pa.gov)  
[www.dli.pa.gov](http://www.dli.pa.gov)

**Note:** Under a separate program, the federal government provides benefits to Pennsylvanians who have developed breathing problems from working in mines. For information, contact your local Social Security Office (page 107).

## SCORE

Since 1964, SCORE has helped more than 11 million aspiring entrepreneurs. Each year, SCORE's 10,000 volunteer business experts provide 750,000+ free small business mentoring sessions, workshops and educational services to clients in 300 chapters nationwide. In 2018, SCORE volunteers helped to create 32,000 small businesses and 103,000 non-owner jobs.

For more information about starting or operating a small business, visit SCORE at [www.score.org](http://www.score.org). Follow @SCOREMentors on Facebook, Instagram and Twitter for the latest small business news and updates.

**Contact:** SCORE at 800-634-0245 or [www.score.org](http://www.score.org)

## BUREAU OF CORPORATIONS AND CHARITABLE ORGANIZATIONS

**Benefits:** The Department of State's Bureau of Corporations and Charitable Organizations administers the state's charitable solicitation law. It also maintains registration and financial information on over 13,000 charities soliciting in the commonwealth, as well as more than 400 professional solicitors and fundraising counsels. Most groups asking for donations put the money toward the cause they claim to support, but there are scams

that prey on older adults' desire to help others. You can call or use the Department of State site to find out if a group asking for donations is registered and whether the department has taken any action against the group. The site also allows you to file a complaint.

**Contact:** Call 800-732-0999 or visit [www.dos.pa.gov](http://www.dos.pa.gov).

## HEALTH & WELLNESS

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### HEALTH & WELLNESS PROGRAMS

**Benefits:** The Pennsylvania Department of Aging's Health & Wellness programs focus on keeping older adults healthy and on preventing disease through evidence-based approaches. Programs include classes on chronic conditions, injury and disease prevention, mental health, substance abuse, medication-management, exercise, and nutrition.

Some of the most widely available programs include:

- Chronic Disease Self-Management Program (CDSMP); which reviews healthy ways to manage living with a chronic condition through six workshops covering managing medications, improving nutrition, increasing fitness and exercise, communicating with your doctor, managing the daily emotions that often accompany a chronic condition, and learning to work within the health care system.
- Diabetes Self-Management Program (DSMP) like CDSMP reviews healthy ways to manage living with diabetes through six workshops.
- Chronic Pain Self-Management Program (CPSMP) like CDSMP and DSMP reviews healthy ways to manage living with chronic pain through six workshops.
- Healthy Steps for Older Adults (HSOA) is an evidence-based falls prevention program that is designed to raise awareness of falls, screen for falls risk, introduce methods to prevent falls, and provide referrals and resources through two workshop sessions.
- Healthy Steps in Motion (HSIM) is an evidence-based falls prevention exercise program open to participants of all fitness levels and designed to increase strength and balance through eight workshop sessions.

**Those Eligible:** Anyone age 60 and older.

**Contact:** Your local Area Agency on Aging (page 97).



## ALZHEIMER'S DISEASE AND RELATED DISORDERS

**Benefits:** Alzheimer's Disease and Related Disorders (ADRD) information is provided through the 52 Area Agencies on Aging (page 97). Additional information is available through geriatric assessment centers, dementia care units, older adult daily living centers, Alzheimer's Disease Research Centers, and Alzheimer's Association chapters.

The Alzheimer's Association has two chapters and eight regional offices in Pennsylvania that can assist you and your loved ones with a wide range of services and information.

### **Contact:**

Alzheimer's Association  
Toll-free 24/7 helpline: 800-272-3900

Greater Pennsylvania Chapter  
2595 Interstate Drive, Suite 100  
Harrisburg, PA 17110  
717-651-5020  
<https://www.alz.org/pa?set=1>

Delaware Valley Chapter  
399 Market Street, Suite 102  
Philadelphia, PA 19106  
215-561-2919  
[www.alz.org/delval](http://www.alz.org/delval)

### **Contact:** Alzheimer's Disease Research Centers

UPMC Montefiore  
4th Floor, Suite 421  
200 Lothrop Street  
Pittsburgh, PA 15213-2582  
412-692-2700  
[www.adrc.pitt.edu](http://www.adrc.pitt.edu)

Penn Memory Center at the Penn Neuroscience Center  
Perelman Center for Advanced Medicine  
3400 Civic Center Boulevard  
South Pavilion, 2<sup>nd</sup> Floor  
Philadelphia, PA 19104  
215-662-7810  
[www.pennmemorycenter.org](http://www.pennmemorycenter.org)

## DENTAL CARE

**Benefits:** Many members of the Pennsylvania Dental Association provide dental care to older adults at reduced fees of at least 10 percent.

**Contact:** Dentists in your area to inquire about whether they offer discounts to older adults or visit the Pennsylvania Dental Association’s website at [www.padental.org](http://www.padental.org) to access its “Find a Member Dentist” section, which contains information on dentists in your area who offer discounts to older adults.

## PENNSYLVANIA DONATED DENTAL SERVICES (DDS)

**Benefits:** Pennsylvania Donated Dental Services (DDS) is a program that helps find comprehensive dental care for older adults or people with disabilities or those who are medically at risk. DDS has 650 dentists and 111 dental laboratories across the state who volunteer their services and provide free in-office comprehensive dental care to people who are eligible for the program. There may be waiting lists in some areas because of the volume of applications received vary by county.

**Those Eligible:** People who are over the age of 65, medically at risk, or have a permanent disability. Income guidelines are determined by the combined monthly household income versus the number of people residing in the home, using the most current poverty level percentages. If the applicant has any form of dental coverage, proof of coverage and/or a denial letter is needed with their application. The DDS program is for people needing extensive dental care. The program is not designed for emergency care or people who just need a checkup, cleaning, or X-rays.

**Documents Needed:** Copies of disability statements or award letters may be requested with your application.

**How to Apply:** Applications can be completed online at <https://dentallifeline.org/Pennsylvania/> by clicking on “Apply” or you can download and print the application and mail it to the address on the application.

**Contact:**

Marsha Thomas, DDS Coordinator  
Dental Lifeline Network • Pennsylvania  
P.O. Box 357  
Vandergrift, PA 15690  
800-716-8721 or 724-568-4343  
Fax: 724-568-4944  
[mthomas@dentallifeline.org](mailto:mthomas@dentallifeline.org)  
<https://dentallifeline.org/Pennsylvania/>

Tammy Shumaker, DDS Coordinator  
Dental Lifeline Network • Pennsylvania  
P.O. Box 205  
Newville, PA 17241  
844-489-9446 or 717-776-3262  
Fax: 717-776-3268  
[tshumaker@dentallifeline.org](mailto:tshumaker@dentallifeline.org)  
<https://dentallifeline.org/Pennsylvania/>

## TRANSITIONAL CARE

Transitional Care refers to a coordinated system of transitioning a person between health care settings and providers during the course of an acute or chronic illness. Transitional Care programs provide person-centered support and follow-up to guide a successful discharge and prevent avoidable hospital readmissions.

**Benefits:** Transitional Care programs facilitate communication between the care recipient, their caregivers and health providers. These programs support and promote awareness of a person’s medical condition and ongoing health management needs. Transitional Care programs have been developed throughout the commonwealth to provide a 30-day person-centered intervention following discharge from a hospital or other healthcare setting. The programs focus on the goals and the needs of the individual person, providing health management tools, follow-up support, and connections to community resources, increasing the likelihood that a person will be successful in transitioning out of a health care facility.

**Contact:** Transitional Care services are provided by many hospitals, nursing facilities, and managed care organizations that are partnered with social service agencies, home health agencies, and Area Agencies on Aging (page 97). Contact the Social Services staff person at your health

facility or your local Area Agency on Aging for information on the availability of Transitional Care services in your county.

## DEPARTMENT OF HEALTH, HEAD INJURY PROGRAM

The Department of Health's Head Injury Program (HIP) pays for head injury rehabilitation services for individuals who are eligible. The goal of the program is to help individuals with a traumatic brain injury live independently in their homes and communities.

**Benefits:** Services provided by HIP include: pre-enrollment assistance, pre-admission assessment, service plan development, rehabilitation services (cognitive therapy, physical therapy, therapeutic recreation, work skills training, etc.), and case management. Services may be provided in residential facilities, day facilities (outpatient), or home and community settings.

**Those Eligible:** A U.S. Citizen and a Pennsylvania resident at the time of injury and application that had a traumatic brain injury after July 2, 1985. Further eligibility guidelines require an individual to be 18 years of age or older, meet income guidelines, complete an application, and have needs that can be addressed by the HIP through rehabilitation.

**Contact:** To obtain more information or an application, please contact the HIP at 717-772-2763 during regular business hours, 8 a.m. until 5 p.m., or call the Brain Injury Helpline at 866-412-4755 to be connected to an Enrollment Specialist, or visit <https://www.health.pa.gov/topics/programs/Pages/Head-Injury.aspx>.

## DEPARTMENT OF HEALTH, CHRONIC RENAL DISEASE

The Department of Health's Chronic Renal Disease Program (CRDP) provides care and treatment for adults with end-stage renal disease (ESRD).

**Benefits:** The CRDP assists eligible Pennsylvania residents with the cost of medical services, transportation services and pharmacy services related to their diagnosis with ESRD. Covered services may include dialysis services, renal transplantation, medical management, inpatient and outpatient service, medications, home dialysis supplies and equipment, and limited patient transportation.

**Those Eligible:** A U.S. citizen or legal alien and a Pennsylvania resident diagnosed with ESRD; and has a household income at or below 300

percent of the federal poverty income guidelines. Income and health coverage are considered in determining costs on a sliding scale and with the Department of Health as payer of last resort.

**Contact:** For information about enrollment, please contact the CRDP customer service hotline at 1-800-225-7223, Monday through Friday from 8:30 a.m. to 5:00 p.m., and ask for an Eligibility Specialist, or visit [www.health.pa.gov/topics/programs/Chronic-Renal-Disease](http://www.health.pa.gov/topics/programs/Chronic-Renal-Disease).

## IMMUNIZATIONS

**Benefits:** The following immunizations are recommended for adults 65 years and older:

- Influenza (Flu) vaccine – recommended for all adults annually, early in the fall. Flu vaccines can be obtained through many local businesses, your physician’s office, or your local pharmacy. There are several different vaccines available. Please discuss with your physician which is the correct vaccine for you.
- Tetanus, Diphtheria and Pertussis (Td/Tdap) – recommended from childhood through adulthood. Receive the Tdap once, then a booster every 10 years.
- Herpes Zoster – prevents shingles for those 50 years and older. Two types of vaccines: two doses for age 50 years and older, one dose for age 60 and older. Please discuss with your physician which is the correct vaccine for you.
- Pneumococcal vaccine lessens your chance of getting pneumococcal pneumonia or lessens the severity of pneumococcal pneumonia if you do become ill. There are two vaccines, please discuss with your physician which is the correct vaccine for you.
- Other immunizations or boosters such as measles, mumps and Rubella, meningococcal, or hepatitis should be considered in special situations including travel.

**Contact:** For more information visit [www.cdc.gov/vaccines](http://www.cdc.gov/vaccines).

## STATE HEALTH CENTERS

**Benefits:** Public health services are available either at the State Health Center or by prompt referral. A variety of services are offered including selected immunizations; STD/HIV counseling, testing, and referral; and tuberculosis treatment and follow-up.

**Those Eligible:** Immunizations are available for adults who are uninsured or underinsured. There is no eligibility criteria for other services.

**Contact:** 877-PA HEALTH (877-724-3258); or contact your local Area Agency on Aging (page 97).

## MENTAL HEALTH

Mental health services are accessed through the 48 county Mental Health / Intellectual Disabilities (MH/ID) program offices that cover Pennsylvania's 67 counties.

**Benefits:** These county programs are the contact points for a variety of services including: counseling, case management, crisis/emergency services, residential, and rehabilitative services for individuals and their families.

Specialized community services and supports for older adults are available in a growing number of communities. Also available is the Community Support Program, a coalition of individuals with mental health concerns, family members, and professionals working to help adults with serious mental illnesses live successfully in the community.

**Those Eligible:** All residents of Pennsylvania, regardless of age.

**Contact:** The county MH/ID office in your area, or:  
Office of Mental Health and Substance Abuse Services  
Harrisburg Field Office  
Commonwealth Tower, 12th Floor  
P.O. Box 2675 Harrisburg, PA 17105  
717-705-8395  
Toll-free: 877-356-5355  
Fax: 717-705-8386

### Other Resources:

Mental Health Association in Pennsylvania  
717-346-0549; Toll-free: 866-578-3659

National Alliance for the Mentally Ill (NAMI) – Southwest Pennsylvania  
412-366-3788; Toll-free: 888-264-7972

Pennsylvania Mental Health Consumers Association  
717-564-4930; Toll-free: 800-887-6422

**Note:** You will be asked about your ability to pay for hospital and medical services. Some costs may be paid by Medicare and Medicaid.

## PREVENT SUICIDE PA

Prevent Suicide PA is located in Harrisburg and is a statewide, nonprofit organization solely dedicated to preventing suicide in Pennsylvania.

The mission of Prevent Suicide PA is to support those who are affected by suicide, provide education, awareness, and understanding by collaborating with the community to prevent suicide and reduce the stigma associated with suicide. Our vision is to have a Commonwealth where every life is valued, that everyone has the support necessary to get help when needed, and that hope and healing abounds in every person.

**Contact:** Please visit [www.preventsuicidepa.org](http://www.preventsuicidepa.org) to learn about available training and resources, or call 717-885-9161 or email us at: [info@prevent-suicidepa.org](mailto:info@prevent-suicidepa.org). If you or anyone that you know is in emotional distress or a suicidal crisis, please contact the National Suicide Prevention Lifeline at 1-800-273-8255 or contact the Crisis Text Line by texting 741-741.

## SOUTH MOUNTAIN RESTORATION CENTER

The Department of Human Services operates South Mountain Restoration Center to provide long-term care for Pennsylvania residents who cannot be served in community nursing facilities.

**Benefits:** Residents participate in a full range of services and programs, including physical and occupational therapy, psychotherapy, and psychological services, and receive social and spiritual support. The ultimate goal of each resident's treatment team is to return the resident to their home community whenever possible. The mission to restore people to a full and satisfying life while recognizing the need to maintain the fundamental dignity of the individual and their right to care, remedial therapy, training and rehabilitative services as best fit their needs.

**Those Eligible:** All residents admitted to the center must be certified by their county's Area Agency on Aging as needing nursing home care.

**Contact:**

South Mountain Restoration Center  
10058 South Mountain Rd.  
South Mountain, PA 17261-0999  
717-749-3121

**Admission Information:**

South Mountain Restoration Center  
Social Service Department  
717-749-4003

**INTELLECTUAL DISABILITIES**

Intellectual disability and/or autism services are administered through administrative entities (AE). The administrative entities are local contractors, usually the county’s Mental Health/Intellectual Disabilities program office. The AE serves as both a referral source and oversees local services. Services are delivered by local willing and qualified provider agencies through an agreement with DHS.

**Benefits:** The administrative entities determine a person’s program eligibility and authorize funding for the services contained in an individual support plan (ISP), developed with the individual and their team with the assistance of their supports coordinator. A person will be offered a choice of supports coordinator organizations from which to choose their supports coordinator.

An AE will:

- Talk about what kinds of supports and services are available.
- Offer an opportunity to complete an application for the Medicaid Home and Community-based Waiver Program.
- Enroll the person in services that require completing applications.
- Offer the person choice of Supports Coordination Organization.

A supports coordinator will:

- Develop an individual support plan with the individual and their team.
- Help the person talk with individuals or agencies in the community that could be supportive.
- Coordinate and monitor supports and services.

Individuals from birth may also be eligible to receive services offered through the Consolidated Waiver, Community Living Waiver or Person/Family Directed Support Waiver. These waivers offer the following services:

- Advanced Supported Employment
- Assistive Technology
- Behavioral Support
- Benefits Counseling





- Communication Specialist
- Community Participation Support
- Companion
- Consultative Nutritional Services
- Education Support
- Family/Caregiver Training and Support
- Home Accessibility Adaptations
- Homemaker/Chore
- Housing Transition and Tenancy Sustaining Services
- In-Home and Community Support
- (Licensed and Unlicensed) Life Sharing
- Music, Art and Equine Assisted Therapy
- (Licensed and Unlicensed) Residential Habilitation
- Respite
- Shift Nursing
- Small Group Employment
- Specialized Supplies
- Supported Employment
- Supported Living
- Supports Broker
- Supports Coordination
- Therapy
- Physical
- Speech/Language
- Occupational
- Orientation, Mobility and Vision
- Transportation
- Vehicle Accessibility Adaptations

**Note:** Individuals may only be enrolled in one waiver program.

**Those Eligible:**

- There is no age limit for individuals with an intellectual disability or autism.
- Individuals with a developmental disability with a high probability of resulting in an intellectual disability or autism are eligible from age 0 through 8.
  - o Level of Care
  - o Medical Evaluation
  - o Diagnosis of an intellectual disability, autism or developmental disability

- o Recommended for an intermediate care facility (ICF) level of care based on a medical evaluation
- o Determined eligible for Medical Assistance (MA)
- o Meet the financial requirements as determined by your local County Assistance Office

**Regional Contact:**

Northeast Regional Office, 570-963-4749  
 Southeast Regional Office, 215-560-2245  
 Central Regional Office, 717-772-6507  
 Western Regional Office, 412-565-5144

**Main Office:**

Office of Developmental Programs  
 Room 502, Health & Welfare Building  
 P.O. Box 2675  
 Harrisburg, PA 17105-2675  
 717-787-3700 or Toll-free 888-565-9435  
[www.dhs.pa.gov](http://www.dhs.pa.gov)

**ADULT AUTISM SERVICES**

The Office of Developmental Programs (ODP) administers two additional programs for adults, 21 and older with a diagnosis of Autism Spectrum Disorder (ASD), the Adult Autism Waiver (AAW) and the Adult Community Autism Program or ACAP.

In order to be eligible for the AAW, a person must be age 21 or older, a resident of Pennsylvania at the time of enrollment, have an ASD diagnosis (IQ is not a consideration for the AAW), and meet certain functional and financial eligibility criteria.

In addition to Supports Coordination, the following services are offered under the Adult Autism Waiver:

- Assistive Technology
- Career Planning
  - Job Finding
  - Vocational Assessment
- Community Transition Services
- Day Habilitation
- Family Support
- Home Modifications

- Nutritional Consultation
- Residential Habilitation
- Respite
- Small Group Employment
- Specialized Skill Development
  - Behavioral Specialist Services
  - Systematic Skill Building
  - Community Support
- Supported Employment
  - Extended Employment Supports
- Supports
  - Intensive Job Coaching
- Temporary Supplemental Services
- Therapies (Occupational, Speech and Language, Counseling)
- Transportation
- Vehicle Modifications

Individual needs and interests are used by the participant and their team to develop the Individual Support Plan (ISP). The ISP Team includes the Supports Coordinator, the individual, and anyone else the individual chooses to have involved. The ISP specifies the services a participant will receive, the reason(s) those services are needed, and the goals and objectives of the services.

To contact the Office of Developmental Programs regarding the Adult Autism Waiver, please call 866-539-7689 or go to [www.dhs.pa.gov](http://www.dhs.pa.gov), click on Services, then go to Disabilities and Aging.

The second program supporting adults with ASD is the Adult Community Autism Program or ACAP. As in the AAW, a person must be age 21 or older, a resident of Pennsylvania in one of the 4 counties that ACAP serves (Chester, Cumberland, Dauphin or Lancaster) at the time of enrollment, have an ASD diagnosis (IQ is not a consideration for the ACAP), and meet certain functional and financial eligibility criteria.

ACAP is a managed care program and is a fully integrated, comprehensive system of care that includes physical health, behavioral health, social, recreational, transportation, employment, therapeutic, educational, crisis, in-home support, and independent living services. Keystone Autism Services (KAS) functions as the managed care organization as well as the provider of many of the services included in the ACAP. Other services are provided through KAS' network of qualified providers (e.g., primary care physicians, dentists).

Services provided by ACAP include:

All physician services (including emergency services provided by a physician, psychiatric services, and direct access to a woman's health specialist to provide women's routine and preventive health care services)

- Assistive Technology
- Audiologists' services
- Career Planning (includes Vocational Assessment and Job Finding)
- Certified registered nurse practitioner services
- Chiropractors' services
- Community Transition Services
- Day Habilitation
- Dentists' services
- Family Support
- Health promotion and disease prevention services
- Home Modifications
- Homemaker/Chore
- Hospice Services
- Intermediate Care Facility (ICF) services
- Medical supplies and Durable Medical Equipment
- Mental health crisis intervention services
- Non-Emergency medical transportation to services covered under the Medical Assistance Program
- Non-Medical Transportation
- Nursing facility services
- Nutritional Consultation
- Optometrists' services
- Outpatient psychiatric clinic services
- Personal Assistance Services
- Podiatrists' services
- Prosthetic eyes and other eye appliances
- Residential Habilitation Services
- Respiratory services
- Respite
- Specialized Skill Development (includes Behavioral Specialist Services, Systematic Skill Building, and Community Support)
- Supported Employment
- Supports Coordination
- Targeted Case Management
- Therapies: Speech/language, Occupational, Physical/mobility, Counseling
- Transitional Work Services
- Vehicle Modifications
- Visiting Nurse Services

Other services are covered under Medical Assistance (fee-for-service): Inpatient facility, ambulatory surgical center, home health care, clinic-including family planning, transportation, renal dialysis center, laboratory, x-ray clinic, pharmacy.

**Contact:** For additional information regarding ACAP contact the Office of Developmental Programs at 866-539-7689 or visit the website at [www.dhs.pa.gov](http://www.dhs.pa.gov), click on Services, then go to Disabilities & Aging.

The mailing address is:

Department of Human Services  
Office of Developmental Programs  
Bureau of Supports for Autism and Special Populations  
P.O. Box 2675  
Harrisburg, PA 17105

## BUREAU OF BLINDNESS AND VISUAL SERVICES

**Benefits:** The Office of Vocational Rehabilitation (OVR) in the Department of Labor & Industry offers a wide range of services including referrals to services required, vocational counseling, and job placement. OVR's Bureau of Blindness & Visual Services (BBVS) helps Pennsylvanians who are blind or visually impaired gain the skills they need to live and work independently in their communities. Services include job placement, orientation and mobility training, vision rehabilitation therapy, and independent living skills training. Services are provided to residents of PA of all ages. Through their Children's Program, BBVS assists children (birth to age 21) in learning how to be independent in their homes, schools, and communities. While the Vocational Rehabilitation Program assists residents in finding and maintaining employment, BBVS' Independent Living Program helps individuals aged 55 and older become more self-sufficient and independent in their homes and communities.

**Those Eligible:** All Pennsylvania residents who are blind or otherwise visually impaired. Some services are based on financial need.

**Contact:** The nearest Bureau of Blindness and Visual Services office:  
Forum Place  
555 Walnut St., 8th Fl.  
Harrisburg, PA 17101  
717-787-7500  
Toll-free: 866-375-8264

1130 12th Avenue, Ste. 300  
Altoona, PA 16601  
814-946-7330  
Toll-free: 866-695-7673

801 Market St., Ste. 6034  
Philadelphia, PA 19107  
215-560-5700  
Toll-free: 866-631-3892

8 W. Market St., Ste. 200  
Wilkes-Barre, PA 18701  
570-826-2361  
Toll-free: 866-227-4163

4200 Lovell Place  
Erie, PA 16503  
814-871-4401  
Toll-free: 866-521-5073

531 Penn Ave.  
Pittsburgh, PA 15222  
412-565-5240  
Toll-free: 866-412-4072

## PENNSYLVANIA ASSOCIATION FOR THE BLIND

**Benefits:** This statewide organization works on behalf of its member agencies to secure and manage state-wide funding for local services and to speak with one voice in support of Pennsylvanians experiencing vision loss. They have 25 local agencies throughout the state and can connect you with the association that serves your community.

### Contact:

PA Association for the Blind  
555 Gettysburg Pike, Ste. A300  
Mechanicsburg, PA 17055  
717-766-2020  
Fax: 717-766-2099  
[www.pablind.org](http://www.pablind.org)  
[info@pablind.org](mailto:info@pablind.org)

## OFFICE FOR THE DEAF AND HARD OF HEARING

The Office for the Deaf and Hard of Hearing (ODHH) is an office within the Pennsylvania Department of Labor & Industry.

**Benefits:** ODHH provides four core functions:

- Advocates on behalf of individuals who are deaf, hard of hearing, or deaf-blind;
- Provides information and acts as a resource that can answer questions; for example, staff can answer questions about hearing aids, programs/services, sign language interpreters, or technology;
- Makes referrals and ensures providers are accessible; and
- Administers the Sign Language Interpreter & Transcriber State Registration Act.

**Those Eligible:** All Pennsylvanians.

**Contact:**

1521 N. 6th Street  
Harrisburg, PA 17102  
717-783-4912 V/TYY  
800-233-3008 (v/tty) (in PA only).  
Videophone: 717-831-1928  
Email: [odhh@pa.gov](mailto:odhh@pa.gov)  
Website: [www.dli.pa.gov/odhh](http://www.dli.pa.gov/odhh)

## PENNSYLVANIA SOCIETY FOR THE ADVANCEMENT OF THE DEAF

**Benefits:** The mission of the Pennsylvania Society for the Advancement of the Deaf (PSAD) is to empower deaf and hard of hearing individuals to achieve full and equal access to their civil, human, and linguistic rights, through information and advocacy.

**Contact:**

Gerald Penna, President  
[psadjerry@gmail.com](mailto:psadjerry@gmail.com)  
[www.psadweb.org](http://www.psadweb.org)

## HEARING LOSS ASSOCIATION OF AMERICA-PA STATE OFFICE

Hearing Loss Association of America PA State Office (HLAA-PA) is the state office of the Hearing Loss Association of America (HLAA), a national consumer organization representing people with hearing loss.

**Benefits:** The HLAA mission is to open the world of communication to people with hearing loss through information, education, advocacy and support.

**Contact:**

Nancy Kingsley, State Director

[info@hlaa-pa.org](mailto:info@hlaa-pa.org)

[www.hlaa-pa.org](http://www.hlaa-pa.org)

## DRUG AND ALCOHOL SERVICES

**Benefits:** People with drug, alcohol, or gambling problems and those seeking information may receive assistance from the Department of Drug and Alcohol Programs (DDAP). DDAP works with 47 local agencies throughout Pennsylvania identified as Single County Authority (SCA) for treatment, prevention, and intervention. DDAP also licenses more than 800 treatment providers around the commonwealth. Pennsylvanians can use DDAP's website to find one of the more than 700 prescription drug take-back boxes around the state to safely dispose of old and unneeded prescription medications.

**Contact:** Individuals seeking immediate substance use treatment for themselves or a loved one should call 1-800-662-4357 (HELP) toll-free, 24/7, 365 days a year to be connected to a treatment facility based on their individual needs. Individuals seeking treatment for problem gambling may call 1-800-GAMBLER.

For more information, visit [www.ddap.pa.gov](http://www.ddap.pa.gov).

## BIRTH AND DEATH CERTIFICATES

The Department of Health's Bureau of Health Statistics and Registries maintains records of Pennsylvania births and deaths from 1906 to the present. You may need birth certificates for a passport, Social Security or other benefits, employment, and personal identification; you or your family may need death certificates for estate purposes, inheritance, and genealogy research.



**Benefits:** Birth certificates (with a raised seal) are issued for a fee of \$20 and acceptable for various uses, such as personal identification, employment, passport application, and Social Security. Death certificates (with a raised seal) are issued for a fee of \$20 and acceptable for various uses, such as settling an estate, insurance, pension/retirement, property transfer, Social Security, and stock/bonds. The fees may be waived for Armed Forces members (active or retired), the legal spouse of said Armed Forces members, and the dependent child of Armed Forces members (documentation may be required). Fees are being waived for individuals experiencing homelessness.

**Note:** You may order birth and death certificates at [www.vitalchek.com](http://www.vitalchek.com); at one of the Vital Records branch offices; or through the mail. Vital Records branch offices are located in Erie, Harrisburg, New Castle, Philadelphia, Pittsburgh, and Scranton. Applications to order by mail can be found at [www.certificates.health.pa.gov](http://www.certificates.health.pa.gov).

**Contact:** Call the Division of Vital Records at 844-228-3516 or email [RA-DHPAVITALRECDINQ@pa.gov](mailto:RA-DHPAVITALRECDINQ@pa.gov).

## HELP AT HOME

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### HELP AT HOME

**Benefits:** The Area Agency on Aging in your county offers a wide range of home and community-based services to eligible consumers. These services may include:

- Home Health Services (skilled nursing and therapies, medication management, and home health aides)
- Personal care (assistance with activities of daily living such as bathing, dressing, eating, grooming, and toileting)
- Home support services (may include light housekeeping, shopping, and laundry assistance)
- Home delivered meals
- Respite care (caregiver relief)
- Transportation
- Personal Emergency Response Systems (PERS)

**Contact:** Your local Area Agency on Aging (page 97).

## HOME HEALTH CARE

Home Health Agencies provide and coordinate services for consumers who require skilled nursing, therapies, or other health care services in the home as ordered and prescribed by a physician.

**Benefits:** Home Health Care includes the services of skilled nursing, medication management, physical therapy, occupational therapy, speech therapy, and home health aides on a part-time or intermittent basis. These services are provided by Registered Nurses, licensed therapists, and home health aides. Duties of a home health aide include the performance of procedures as an extension of therapy services, personal care, ambulation and exercise, household services essential to health care at home, assistance with medications that are ordinarily self-administered, reporting changes in the patient's conditions and needs and completing appropriate records. These services are performed under the direct supervision of a Registered Nurse and/or licensed therapist.

**Those Eligible:** Consumers in need of care during a period of illness or recuperation as determined by a physician.

**Note:** Medicare, Medicaid, and other third-party insurance may cover Home Health Care services prescribed by a physician if eligibility criteria is met. In instances where the services are not covered by third-party insurance, the Area Agency on Aging may offer Home Health Services under the OPTIONS program.

**Contact:** Contact your local Area Agency on Aging for a list of certified Home Health Agencies in your area (page 97).

## OPTIONS PROGRAM

The Pennsylvania Department of Aging's OPTIONS program provides services to help Pennsylvanians who are 60 years of age and older remain in their homes and communities. A comprehensive interview is conducted by the local Area Agency on Aging to determine eligibility and identify the consumers' unmet needs. A care manager works closely with the consumer to develop a plan of care to address the unmet needs and coordinates the provision of services.

**Benefits:** Services available under the OPTIONS program may include:

- Adult Daily Living Services
- Assistive/Adaptive Devices

- Care Management
- Emergent Services
- Home Health Services
- Home Modifications
- Home Support
- In-Home Meal Services
- Medical Equipment and Supplies
- Personal Care Services
- Personal Emergency Response System
- Pest Control/Fumigation
- Specialized Medical Transportation

\*Not all services are available in every county.

There are no financial eligibility requirements, however, consumers receiving OPTIONS services may be required to share in the cost of services they receive. The consumer's cost share fee is based upon countable monthly income on a sliding scale. Financial verification is required to receive services.

**Contact:** For more information or to apply for OPTIONS services, contact your local Area Agency on Aging (page 97).

## COMMUNITY HEALTHCHOICES (CHC) WAIVER

**Benefits:** The CHC managed care program includes a 1915(c) waiver which provides long-term services and supports at home or in the community to eligible participants.

**Those Eligible:** Individuals age 21 and over who are eligible for Medicaid long-term services and supports because they need the level of care provided by a nursing facility.

**Contact:** Your CHC-Managed Care Organization, or [RA-PWCHC@pa.gov](mailto:RA-PWCHC@pa.gov). For more information on CHC, please go to [www.HealthChoices.pa.gov](http://www.HealthChoices.pa.gov).

## LIVING INDEPENDENCE FOR THE ELDERLY PROGRAM

Living Independence for the Elderly Program (LIFE) is Pennsylvania's only fully integrated long-term care program that provides a comprehensive all-inclusive coordinated package of care and services.

**Benefits:** If eligible, participants receive both their Medicare and Medicaid services through the LIFE program. The program provides day health center services, on-site primary health care, therapies, personal care, pharmaceuticals, recreation, socialization, nursing, monitoring, meals, and transportation. Other services that may be provided include specialists, inpatient and outpatient hospital care, lab and X-ray services, eyeglasses, hearing aids, dentures, emergency care, behavioral health services, and nursing facility care. Staff, specializing in geriatric care, evaluate the needs of each participant and develop an individual program of care.

**Those Eligible:** Individuals age 55 and over who meet the level of care criteria for a skilled nursing facility. Financial requirements as determined by the County Assistance Office must be met or be able to pay privately. Individuals must reside in an area served by the LIFE center and be able to be safely served in the community at the time of enrollment.

**Note:** Medicare and Medicaid cover costs if eligible. A private pay option is also available. Further, LIFE is not currently available in all counties.

**Contact:** Your local Area Agency on Aging (page 97) or  
Department of Human Services Independent Enrollment Broker:  
Department of Human Services  
Office of Long-Term Living  
Office of Chief of Staff  
Division of Integrated Care Programs  
555 Walnut Street, 6th Fl.  
Harrisburg, PA 17101  
717-772-1145  
[www.dhs.pa.gov](http://www.dhs.pa.gov)  
<https://www.dhs.pa.gov/Services/Disabilities-Aging/Pages/LIFE.aspx>

## OLDER ADULT DAILY LIVING CENTERS

**Benefits:** Older adult daily living centers offer a community-based alternative to institutionalization for older adults and adults with a functional impairment or dementia-related disease for part of a 24-hour day.

**These services are designed to:**

- Maintain or improve a participant's level of functioning
- Promote socialization
- Provide respite and support for caregivers, thereby contributing to a participant's ability to remain in the community

All adult daily living centers in Pennsylvania provide:

- Personal care
- Nursing services
- Social services
- Therapeutic activities
- Nutritional services
- Therapeutic diets and emergency care

Some centers offer additional services including:

- Physical therapy
- Occupational therapy
- Medical services
- Podiatry
- Speech therapy

Services are provided as appropriate for each participant, through an individualized plan of care.

Older adult daily living centers are inspected at least annually by the Pennsylvania Department of Aging.

**Contact:** To learn more about the older adult daily living centers, call 717-214-6716, or visit [www.aging.pa.gov](http://www.aging.pa.gov).

## HOUSING

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### DOMICILIARY CARE SERVICES FOR ADULTS

**Benefits:** The Domiciliary Care (Dom Care) program provides a supervised, homelike living arrangement for adults age 18 and older who are unable to live independently in the community. Dom Care homes are certified by the local Area Agency on Aging for three or fewer residents. Area Agencies on Aging match eligible residents to Dom Care providers with consideration of their mutual needs, preferences, and interests. Area Agencies on Aging also provide ongoing care management services to residents and conduct annual Dom Care home inspections. Residents of the Dom Care home receive assistance with self-help activities such as bathing, grooming, and laundry. Dom Care providers assure the resident receives nutritious meals, transportation to medical appointments, and assistance with self-administration of medication, when needed.

Dom Care providers are typically individuals who open their homes and are willing to provide residents with housing, support, care, and encouragement in a family-like setting. They participate in a certification process to make sure their home meets health and safety requirements. The success of the Dom Care program is dependent upon these nurturing individuals who have the desire to give daily, personalized care and attention to residents and encourage a sense of belonging and independence in their own home.

**Contact:** To learn more about the Dom Care program, either as a prospective resident or provider, please go to [aging.pa.gov](http://aging.pa.gov) or contact your local Area Agency on Aging (page 97).

## LOW INCOME HOME ENERGY ASSISTANCE PROGRAM

The Pennsylvania Department of Human Services (DHS) administers the Low-Income Home Energy Assistance Program (LIHEAP) through the County Assistance Offices.

**Benefits:** LIHEAP is a grant that offers assistance in the form of a cash grant, sent directly to the heating vendor to help pay a portion of their heating bills. The LIHEAP cash minimum payment for the 2019-2020 LIHEAP season is \$200 and the maximum is \$1,000. In addition to the LIHEAP cash program, households experiencing a heating crisis may be eligible for additional benefits through the LIHEAP crisis program. A heating crisis is when a household is without heat or is in immediate danger of being without heat. The LIHEAP crisis minimum payment for the 2019-2020 LIHEAP season is \$25 and the maximum payment is \$600. A household may only receive one cash benefit during the LIHEAP season but may receive multiple crisis payments until the \$600 maximum threshold is reached. Both the LIHEAP cash and crisis programs operate during the winter heating season.

For the 2019-2020 LIHEAP season, the programs open on November 1, 2019 and will close on April 10, 2020. DHS may extend or shorten the program depending upon the availability of federal funds. LIHEAP is not a welfare program or a loan. No lien is placed on the home and the consumer does not have to pay back the money.

**Those Eligible:** Individuals and families whose income meets the guidelines established for the program. Eligibility for the 2019-2020 LIHEAP season is set at 150 percent of the federal poverty income guidelines.

The chart below shows the maximum income allowed for eligibility based on household size.

Household Size	Maximum Income
1	\$18,735
2	\$25,365
3	\$31,995
4	\$38,625
5	\$45,255
6	\$51,885
7	\$58,515
8	\$65,145
9	\$71,775
10	\$78,405

Each additional person in the household adds \$6,630 to the maximum income allowed for eligibility.

**Contact:** The County Assistance Office (page 101) or the local Area Agency on Aging (page 97).

## EDUCATION FOR HOMEOWNERS, RENTERS, AND DEVELOPERS

The Pennsylvania Department of Health (DOH) provides information and referral services regarding Lead Poisoning Prevention Information through operation of the Lead Information Line.

**Benefits:** The information available deals with lead poisoning with respect to the home environment, children’s health, and safe work practices. If you are a homeowner or renter and occupy a home built prior to 1978, the Department of Health has information that may be helpful to you.

**Contact:** Call 800-440-LEAD (5323), or [visit www.health.pa.gov](http://www.health.pa.gov).

## RETIREMENT COMMUNITIES

Retirement communities are evolving and offer a wide range of amenities and levels of services. Retirement communities are generally intended for healthy, active older adults. Units may be rented or purchased.

Check community and property descriptions carefully to ensure the desired amenities or services are offered.

## CONTINUING CARE RETIREMENT COMMUNITY

A Continuing Care Retirement Community (CCRC) is one retirement housing option. Pennsylvania is a leader in the continuing care industry, offering more than 220 CCRCs from which to choose.

**Benefits:** A continuing care retirement community offers independent living, usually in an apartment or cottage, and access to a higher level of care such as personal care or a nursing facility. Residents move between levels of care as their needs change. Services, such as meals, medical care, and social and recreational activities, are provided through a contractual arrangement for the lifetime of the resident. Residents usually pay an entrance fee and a monthly charge.

**Contact:** To find a local Continuing Care Retirement Community, call 877-881-6388, or visit [www.insurance.pa.gov](http://www.insurance.pa.gov) and click on “Seniors” under “Insurance Coverage Resources.” Copies of the publication are also available online at <https://www.insurance.pa.gov/Coverage/ContinuingCare/Pages/default.aspx>.

## ASSISTED LIVING RESIDENCES

Pennsylvania’s Department of Human Services began to license Assisted Living Residences in 2013. Assisted living residences are an alternative model of care to nursing homes and offer individuals the opportunity to age in place.

These residences provide: food, shelter, personal care, and supplemental health care services along with assistance or supervision in such matters as dressing, bathing, diet, financial management, and transportation. Licensing regulations applicable to assisted living residences prescribe enhanced standards of care over personal care homes such as: larger resident living units, service care packages, increased staffing, including nursing staff, and health care services.

Only licensed Assisted Living Residences may use the term “assisted living” in their name or advertising to differentiate them from a personal care home.

The Department of Human Services Bureau of Human Services Licensing licenses Assisted Living Residences.



Further information on inspections can be found on the department’s website: [www.dhs.pa.gov](http://www.dhs.pa.gov). Click on Services, then Assistance, then Find Facilities. Or call 717-783-3670.

## ASSISTED RENTAL HOUSING

**Benefits:** The federal government provides rental assistance to low-income, older adults/families and to people with disabilities. [www.PAHousingSearch.com](http://www.PAHousingSearch.com) and Affordable Apartment Search are online resources to search for assisted rental housing and accessible apartments in Pennsylvania.

**Those Eligible:** Age eligibility is at least 62 years of age or at least 18 years of age for permanently disabled people. Income eligibility is based on a percentage of the median income for the county of residence. Tenants pay 30 percent of their income toward the rent.

**Contact:** For information about assisted rental housing for older adults, visit [www.PAHousingSearch.com](http://www.PAHousingSearch.com) or call toll-free phone at 1-877-428-8877, Monday-Friday, 9 a.m.–8 p.m.

## ACCESSIBLE AND AFFORDABLE APARTMENTS

**Benefits:** [www.PAHousingSearch.com](http://www.PAHousingSearch.com) is a free listing to help people find housing that meets specific needs, such as accessibility features, affordability, and proximity to public transit. Search by location, rent amount, pet friendliness, and more. Searchers with accessibility needs and older adults can use tools such as the “senior/disability housing” search field or the “accessible” search tool to look for units with features important to independent living. Live assistance with searching is available by toll-free phone.

**Contact:** Online at [www.PAHousingSearch.com](http://www.PAHousingSearch.com) or by toll-free, bilingual phone at 877-428-8844, weekdays, 9 a.m.–8 p.m.

## NURSING FACILITIES

There are approximately 700 long-term care nursing facilities in Pennsylvania. Nursing facilities are licensed and certified by the Department of Health and monitored by the Department of Health to assure quality of care.

**Benefits:** Nursing facilities provide medical care and services for individuals who require 24-hour supervised, skilled care. Services are provided

based on the individual's needs due to illness, injury, convalescence, or physical or mental infirmity. Staff is available to assist individuals with all of their medical and personal needs while they are in the nursing facility.

**Those Eligible:** Services are reimbursed for individuals who are determined eligible for services through the Medical Assistance program (Medicaid). Eligible individuals receive a personal allowance on a monthly basis for their personal use. Medicare and other private insurances may also cover nursing facility services if the individual meets the criteria for coverage. Individuals who meet the criteria for care in a nursing facility may also be able to be served with home and community-based services, allowing them to continue living in the community.

**Contact:** You can become familiar with the nursing facilities in your area by contacting your local Area Agency on Aging (page 97) or the Department of Health website at [www.health.pa.gov](http://www.health.pa.gov).

## PERSONAL CARE HOMES

**Benefits:** Personal Care Homes offer food, shelter, and personal assistance or supervision for a period exceeding 24 hours with activities of daily living (such as bathing, grooming, and meal preparation). They are inspected and licensed by the Department of Human Services Bureau of Human Services Licensing. Personal Care Homes may be privately owned or operated by a corporation and are for-profit and non-profit. A Personal Care Home is required to have a written contract between the resident and the home, and list services provided, cost of each service, financial arrangements and information, assessment of medical and support needs, home rules, and additional information.

**Contact:** To locate the Personal Care Home regulations of a list of licensed Personal Care Homes, contact the Bureau of Human Services Licensing region in your area.

Personal Care Home Complaint Hotline: 877-401-8835  
Operator Support Hotline: 866-503-3926

### Regional Offices:

Central Region, 800-882-1885  
Northeast Region, 800-833-5095  
Southeast Region, 866-711-4115  
Western Region, 888-322-3664

**Main Office:**

Bureau of Human Services Licensing  
Health and Welfare Building  
625 Forster Street, Room 631  
Harrisburg, PA 17120  
717-783-3670

**HOME REPAIR AND REHABILITATION**

**Benefits:** Many of Pennsylvania’s older adults prefer to remain in their home as they age. However, expenses such as medical bills and utility costs can make it difficult for homeowners to pay for home maintenance and repairs. There are often local programs available to help.

**Contact:** Contact your local Area Agency on Aging (page 97) for information on what programs may be available in your area. You may also find helpful programs through Pennsylvania Housing and Finance Agency (PHFA) and the United States Department of Agriculture (USDA) – Rural Development (page 68).

**REVERSE MORTGAGES**

**Benefits:** Reverse mortgages are special home loans that allow older homeowners to convert the equity in their home to cash. The proceeds of the loan may be received as a lump sum, monthly payment, or line of credit. The amount you may borrow depends upon the value of your home, your age, the current interest rate, and for certain loans, the lending limits in your area. There are no restrictions on how you may use the reverse mortgage funds. Unlike a traditional mortgage, you do not make monthly payments on this type of loan. Repayment of the loan is due when you or the last borrower, such as your surviving spouse, no longer lives in the property due to death, selling the home, or a permanent move. You continue to own your home and make necessary home repairs as well as to pay the taxes and insurance.

**Those Eligible:** In general, all borrowers must be 62 years of age or older. Health status is not a factor. There are no special income requirements. The home must be a single family residence or a two to four-unit property that you own and occupy. Manufactured homes built after 1976, condominiums and townhouses may also qualify. Any existing loan or mortgage against the home must be paid off with the proceeds of the reverse mortgage. In addition, any required home repairs must also be completed with the proceeds. You can use any remaining funds for any purpose.

**Note:** The reverse mortgage must be in the first lien position. Counseling is required for all reverse mortgages before you begin the application process. Counseling sessions can be conducted face-to-face or over the telephone.

**Contact:** For information about reverse mortgage programs or to obtain a current list of participating lenders, contact the U.S. Department of Housing and Urban Development (HUD) office nearest you or a Home Equity Conversion Mortgage (HECM) Counselor at (800) 569-4287. You may also visit the website at [www.hud.gov](http://www.hud.gov).

Other sources of information about reverse mortgages:

The National Reverse Mortgage Lenders Association  
1400 16th St. N.W., Suite 420  
Washington, D.C. 20036  
202-939-1760  
<https://www.reversemortgage.org/>

AARP®  
1-888-687-2277  
[www.aarp.org](http://www.aarp.org)

## PUBLIC UTILITY COMMISSION

**Benefits:** The Pennsylvania Public Utility Commission (PA PUC) balances the needs of consumers and utilities, ensures safe and reliable utility service at reasonable rates, protects the public interest, educates consumers to make independent and informed utility choices, furthers economic development, and fosters new technologies and competitive markets in an environmentally sound manner.

PA PUC is responsible for answering questions and handling complaints about electric, natural gas, telephone, steam heat, water, and wastewater utilities. Investigators arbitrate billing, credit, and termination of service issues, along with complaints about electric and natural gas suppliers.

**Contact:** For information on choosing an electric generation supplier visit [www.puc.pa.gov](http://www.puc.pa.gov) or [www.PAPowerSwitch.com](http://www.PAPowerSwitch.com). For information on switching your natural gas supplier visit [www.PAGasSwitch.com](http://www.PAGasSwitch.com).

PA Public Utility Commission  
Bureau of Consumer Services  
400 North Street  
Harrisburg, PA 17120

Toll-free: 1-800-692-7380  
Hearing Impaired: PA Relay 7-1-1

## **CUSTOMER ASSISTANCE PROGRAMS, UTILITY PROVIDERS**

### **ENERGY ASSISTANCE PROGRAMS:**

**Budget Billing** – All residential customers may contact their electric or natural gas company and request budget billing at any time. Each monthly bill will be the same amount. The company may adjust the bill four times a year, up or down, depending on the customer’s usage.

**Customer Assistance Program (CAP)** – CAPs can lower your monthly utility bill. CAPs also may remove the amount you already owe. Each company has a CAP and works with the customer to determine what the customer can pay versus the cost of energy used.

**Customer Assistance Referral and Evaluation Program (CARES)** – The CARES program helps customers with special needs. CARES may help you find ways to pay your utility bill. For example, special needs are customers who are experiencing family emergencies, divorce, unemployment or medical emergencies. The goal is to provide support and direction to help customers pay their utility bills.

**Hardship Funds** – Utility companies have hardship funds that provide cash assistance to utility customers to help them pay their utility bills. Hardship funds provide assistance grants to customers who “fall through the cracks” of other financial assistance programs, or to those who still have a critical need for assistance after the other resources have been exhausted. The funds make payments directly to companies on behalf of eligible customers.

**Low Income Usage Reduction Program (LIURP)** – LIURP helps low-income residential customers lower the amount of electricity or natural gas used each month. Typically, the company may install energy saving features in your home to help reduce bills. For example, a smaller bill

means your payment covers a greater portion of the bill or perhaps covers the whole bill.

**Benefits:** Utility provider representatives will review a customer’s problems and provide assistance or referral information about agencies that may be able to help with the problem. Many utility providers offer an optional payment plan and may accept partial payment or make special arrangements if necessary. However, if a customer becomes delinquent and makes no payment arrangements, utility service may be terminated.

**Contact:** Your utility provider first to find out more information about these programs. For additional information, visit [www.puc.pa.gov](http://www.puc.pa.gov).

## PENNSYLVANIA HOUSING FINANCE AGENCY

The Pennsylvania Housing Finance Agency (PHFA) was created with the mission to provide “decent, safe, and affordable homes and apartments for older adults, people of modest means, and those with special housing needs.”

**Benefits:** PHFA has a variety of housing-related programs that are helpful for older Pennsylvanians, including:

- Affordable home purchase loans for those looking to downsize to a smaller home or to a single-level residence
- Down payment and closing cost assistance to help with upfront cost
- Access home modification program provides financial assistance to persons with disabilities or who have a disabled family member living with them to purchase a home and make it accessible according to their needs.
- Refinancing programs to help homeowners take advantage of today’s lower interest rates to reduce their mortgage costs
- HomeStyle® Renovation program which allows eligible homebuyers purchasing a home or existing homeowners seeking a refinance mortgage to repair, remodel, renovate or complete energy improvements. This allows buyers to make needed repairs right away without having to take out another loan at a higher rate and with a shorter repayment period.
- Homeowners Energy Efficiency Loan Program (HEELP), which provides a 1 percent interest rate loan for specific energy efficiency improvements for homeowners, including roofs

- PENNVEST Homeowner Septic Loan, which provides financing for the repair or replacement of homeowners' on-lot septic systems, first-time connections to public sewage systems, and repairs to existing public sewer line connections to homes
- Homeowners' Emergency Mortgage Assistance Program (HEMAP), which helps people who, through no fault of their own, have fallen behind on their mortgage payments and are in danger of foreclosure

**Contact:** Other housing programs provided by the Pennsylvania Housing Finance Agency may be found on the agency's website at [www.PHFA.org](http://www.PHFA.org) or by calling the agency's Customer Solutions Center at 1-855-U-Are-Home (827-3466).

**Note:** For older Pennsylvanians who want help finding the right apartment for their housing needs, [www.PAHousingSearch.com](http://www.PAHousingSearch.com) is an apartment locator that is available on the web 24/7.

## THE 504 HOME REPAIR PROGRAM

**Benefits:** This program provides loans to very-low-income homeowners to repair, improve, or modernize their homes and provides grants to elderly very-low-income homeowners to remove health and safety hazards.

**Contact:** USDA Rural Development, [www.rd.usda.gov/pa](http://www.rd.usda.gov/pa)

## RURAL RENTAL ASSISTANCE

**Benefits:** The Rural Rental Assistance program provides an additional source of support for households with incomes too low to pay the Housing and Community Facilities Program subsidized rent from their own resources.

**Those Eligible:** People with very low and low incomes, older adults, and people with disabilities are eligible if they are unable to pay their basic monthly rent within 30 percent of adjusted monthly income. Very low income is defined as below 50 percent of the Area Median Income (AMI), low income is between 50 and 80 percent of AMI, and moderate income is established by adding \$5,500 to the low-income limit.

**Contact:** USDA Rural Development Office in Harrisburg, PA, 717-237-2186, or find a local office at [www.rd.usda.gov/pa](http://www.rd.usda.gov/pa).

## U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT

**Benefits:** The U.S. Department of Housing and Urban Development (HUD) offers a wide variety of housing programs and also offers tips on home buying, obtaining a mortgage, and finding affordable rental properties.

**Contact:** For information about HUD programs, contact the HUD office closest to you, or visit <https://www.hud.gov/states/pennsylvania/offices>.

U.S. Department of Housing and Urban Development  
William S. Moorhead Federal Building  
1000 Liberty Ave., Ste. 1000  
Pittsburgh, PA 15222-4004  
412-644-6428, 412-644-5747 (TTY)

U.S. Department of Housing and Urban Development  
Pennsylvania State Office  
Philadelphia Regional Office the Wanamaker Building  
100 Penn Square East  
Philadelphia, PA 19107-3380  
215-656-0500, 215-656-3452 (TTY)

## WEATHERIZATION PROGRAM

The Pennsylvania Department of Community and Economic Development (DCED) works with the Weatherization Assistance Program (WAP) network of agencies to administer the WAP. In addition, the WAP network partners with the local County Assistance Offices to administer the Crisis Interface Program for homes without heat.

**Benefits:** The goal of the program is to make the cost of energy more affordable for low-income families throughout Pennsylvania by helping them make their homes more energy efficient. Weatherization services are provided at no charge to eligible individuals and families. Homeowners and renters alike can benefit from this program.

The first step is to conduct a home energy audit to determine the most appropriate energy conservation measures for the home. Such measures may include, but are not limited to, stopping air infiltration by caulking or weather-stripping doors and windows and replacing broken glass, ensuring adequate insulation in attics, and insulating electric hot water heaters. Crisis assistance is available to Low-Income Home En-



ergy Assistance Program (LIHEAP) eligible clients to repair or replace heating systems.

**Those Eligible:** Individuals and families with household income at or below 200 percent of the federal poverty level. Eligibility for crisis assistance requires a referral from the County Assistance Office.

**Contact:** For information on the program and to apply for WAP, contact your local weatherization agency by visiting <https://dced.pa.gov/>. To apply for the LIHEAP emergency crisis assistance, visit [www.dhs.pa.gov](http://www.dhs.pa.gov), then click on Services, then Assistance, and locate your County Assistance Office contact.

## CENTERS FOR INDEPENDENT LIVING

**Benefits:** Centers for Independent Living (CILs) are typically nonresidential, private, non-profit, consumer-controlled, community-based organizations providing services and advocacy by and for people of all ages with all types of disabilities. They work to help those with disabilities achieve their maximum potential within their families and communities. There are 17 Centers for Independent Living, which also serve as a strong advocacy voice on a wide range of national, state, and local issues. They work to assure physical and programmatic access to housing, employment, transportation, communities, recreational facilities, and health and social services, among others.

**Contact:**

301 Chestnut St., Suite 403  
Harrisburg, PA 17101  
717-234-2621  
[www.thepcil.org](http://www.thepcil.org)

## INSURANCE

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### APPRISE – HEALTH INSURANCE COUNSELING AND ASSISTANCE PROGRAM

**Benefits:** Trained counselors provide free, objective, in-person or telephone assistance to help guide Medicare beneficiaries through their many health insurance options including Medicare and Medicaid, Medicare supplement insurance plans, Medicare Advantage Plans, Medicare prescription (Part D), long-term care insurance policies, and public

benefit programs. Claims filing and other related paperwork assistance, advocacy, and referral to other appropriate federal and state agencies are also available.

**Those Eligible:** All Medicare beneficiaries, their families, or their care-givers needing assistance.

**Contact:** The APPRISE Program at 800-783-7067 from 9 a.m. to 4 p.m. Monday-Friday or your local Area Agency on Aging (page 97).

## ANNUITIES SCAMS

**Benefits:** Pennsylvania law prohibits insurance companies from canceling or refusing to renew or write many types of insurance policies solely because of the age of an applicant or insured person. Those policies that may be refused solely because of age include disability income insurance and hospitalization insurance, among others.

**Annuities:** An annuity is a contract between you and an insurance company for the payment of money while you are living. Many people buy annuities to help manage their income in retirement.

Insurance companies and agents base the appropriateness or “suitability” of an annuity on:

- Age and annual income
- Financial situation, needs, experience, and objectives
- Intended use of the annuity and time frame for using the money
- Liquidity needs and liquid net worth
- Existing assets, including investments and life insurance
- Risk tolerance and tax status

Under the law, insurance companies and agents must:

- Inform you of any surrender charges (a charge for withdrawing some or all of your money during a specified period of time, usually five to ten years) investment advisory fees, tax penalties, or other costs
- Believe you would benefit from the annuity, and its features, including riders or enhancements
- Take specific training to sell annuities

Beware of the inappropriate sales practice called “churning” or “twisting.” This is where someone sells you a replacement for an existing annuity you already own, which does not benefit you and is not suitable for your needs and goals.

If you are exchanging or replacing an annuity, the law requires the insurance company or agent to tell you that you may:

- Incur a surrender charge or be subject to a new surrender period
- Lose existing benefits
- Be subject to increased fees and changes to riders

The insurance company or agent must also consider whether you will benefit from the new annuity enhancements and improvements, and, importantly, whether you have had another annuity exchanged or replaced within the last 36 months. This is when you are most likely to face a surrender charge.

Before you buy or change an existing annuity:

## DO

- Read the materials. If you don't understand something, find someone you trust and ask.
- Understand that money put in an annuity is typically “locked-up” for a period of time specified in the annuity, often five to ten years. If you withdraw some or all of your money during the specified time period, you will have to pay a penalty called a surrender charge. Annuities are not for short term goals.
- Ask about these surrender charges. Do you intend to keep the annuity for the entire surrender charge period? Usually, the closer you are to the end of the time the money must be “locked up,” the smaller the surrender charge.
- Pay attention to optional features offered with annuities and get information about additional fees associated with adding benefits.
- Use the free look period all annuities all have. Read and understand the terms of the contract. If you decide the terms are not favorable, you can cancel the contract and receive all of your money back. This only applies during the free look period, so make sure you know when this period ends.

## DON'T

- Be pressured into thinking you need to buy an annuity today or right now. Don't feel obligated to buy because someone gave you a free lunch, dinner, or gift.
- Make your check out to the agent or producer, only to the company issuing the annuity.
- Accept verbal assurances. Always verify policy terms in writing.
- Work with an agent unable or unwilling to provide credentials.

The Insurance Department can hold insurance companies, not just agents, accountable for inappropriate annuity sales practices. Under the law, the insurance commissioner may impose penalties and sanctions on both an agent and an insurance company for either inappropriate sales practices or for failing to make sure the seller obtained all the financial information needed to determine whether the specific annuity was suitable.

Now companies:

- Make sure anyone selling annuities for the company has completed the required training courses
- Set up a supervision system to make sure both the company and its agents comply with the law
- May review the seller's recommendation for an annuity and if they feel it is not suitable for you, refuse to issue the annuity

Agents, or insurance companies if selling directly to you, must make a written record of their recommendation and get a signed statement from you if you refuse to provide the above listed suitability information, or if you decide to buy an annuity that the agent or insurance company does not recommend.

For more insurance information, visit [www.insurance.pa.gov](http://www.insurance.pa.gov), "Coverage" at the top of the page.

To verify an insurance professional's license at [www.insurance.pa.gov](http://www.insurance.pa.gov), go to "Consumers" at the top of the page, click on "Find Insurance Professional," then under Resources, click on "Find a Licensed Individual."

**Contact:**

The Pennsylvania Insurance Department  
Consumer Service Office  
1209 Strawberry Square  
Harrisburg, PA 17120  
877-881-6388  
[www.insurance.pa.gov](http://www.insurance.pa.gov)

**Note:** A copy of your insurance card, policy, and name of the insurance agent are needed when contacting the department.

**MEDICARE**

**Benefits:** Medicare is a health insurance program for individuals 65 years of age or older, individuals under 65 years of age with disabilities, and individuals at any age with end-stage renal disease (ESRD).

**MEDICARE PART A – HOSPITAL INSURANCE**

**Benefits:** Medicare Part A helps pay for:

- Inpatient hospital care
- Inpatient skilled nursing facility care
- Home health care
- Hospice care
- Inpatient care in a religious nonmedical health care institution

In most cases there is no premium for Medicare Part A, however if you are not eligible for free Part A and you didn't buy it when you were first eligible, your monthly premium may be higher.

**MEDICARE PART B – MEDICAL INSURANCE**

**Benefits:** Medicare Part B helps pay for:

- Doctor's services
- Outpatient hospital services
- Various medical services and supplies
- Preventative benefits

A monthly premium must be paid for Part B. In some cases this amount may be higher, such as if you do not enroll in Part B when you first become eligible for Medicare or if your income exceeds a certain threshold.

## MEDICARE PART D – PRESCRIPTION DRUG COVERAGE

**Benefit:** Medicare Prescription Drug Coverage is available to everyone with Medicare and is provided by private insurance companies. You choose the plan and pay a monthly premium. Some plans may also have a deductible and other cost-shares such as co-pays or co-insurance, however, some individuals may qualify for help with these costs through the Social Security Administration’s Low-Income Subsidy also known as Extra Help.

Like other insurance, if you decide not to enroll in a drug plan when you are first eligible and wait to join a plan later, you may have to pay higher premiums. The exception is if you already had prescription drug coverage through other means, such as an employer group health plan. This other coverage however, must be determined “credible coverage” by Medicare.

**Those Eligible:** All Medicare beneficiaries.

**Note:** If you are now receiving Social Security or Railroad Retirement benefits or are eligible for these benefits, your Medicare card will automatically be sent to you. However, if you are nearing 65, still employed, and do not receive monthly checks, you must apply for the program at your local Social Security Administration office. To ensure full coverage, be sure to file your application at least three months before your 65th birthday. If you are employed or covered under a large group employer health insurance contract, contact the local Social Security Office about coordinating your insurance.

**Contact:** The Social Security Administration office nearest you for specific information about the benefits and their funding (page 107).

**Take With You:** Your birth or baptismal certificate recorded before your 5th birthday. Other proof-of-age documents may be substituted only if these are not available.

## MEDICARE ADVANTAGE

Medicare beneficiaries have the option to receive their Medicare benefits through Medicare Advantage Plans. Medicare Advantage Plans are private insurance plans, such as HMOs and PPOs, which contract with Medicare to provide beneficiaries with coverage. Beneficiaries can stay with Original Medicare or elect an Advantage Plan available in their area. Individuals must sign up for both Part A and Part B of Medicare to

be eligible to select an Advantage Plan. Beneficiaries will continue to pay the Part B premium after joining an Advantage Plan in addition to any premiums the Advantage Plan may charge.

**Benefits:** Medicare Advantage Plans offer a comprehensive set of benefits and must cover everything Original Medicare covers, including options for prescription drug coverage. Plans may also include additional benefits not covered by Medicare, such as eye and dental coverage.

**Contact:** The APPRISE Program at 800-783-7067 from 9 a.m. to 4 p.m. Monday-Friday or your local Area Agency on Aging (page 97).

## **MEDICARE SUPPLEMENT INSURANCE (a.k.a. Medigap)**

Original Medicare does not offer complete health insurance protection. Medigap, or Medicare Supplement insurance, is regulated by federal and state law and must be clearly defined as Medicare Supplement insurance. It is designed specifically to complement Original Medicare's benefits by filling in some of the gaps in Medicare coverage.

**Benefits:** There are currently 10 standard Medigap policies from which beneficiaries may choose. Each of the plans includes a core benefit package along with varying benefit combinations.

**Those Eligible:** Individuals eligible for Medicare Parts A and B.

**Contact:** The APPRISE Program at 800-783-7067 from 9 a.m. to 4 p.m. Monday-Friday or your local Area Agency on Aging (page 97).

## **MEDICAL ASSISTANCE (MEDICAID)**

**Benefits:** Medicaid, which is known as Medical Assistance in Pennsylvania, pays, with limited cost to you, many medical expenses including physician's services, psychiatric care, nursing facility care, laboratory, clinic and X-ray services, and hospitalization, among other services.

Coverage varies according to your particular situation and you should check with Medicaid to find out what services are available to you. If you need emergency ambulance transportation for medical care, Medicaid will pay the cost. Non-emergency medical transportation may also be covered under other programs. In most cases, your Medicare Part B premiums are also paid by Medicaid.

## MEDICARE SAVINGS PROGRAMS

**Benefits:** The Medicare Savings Programs help Medicare beneficiaries pay for their Medicare Part B premium. Some individuals may also qualify for help with their Medicare deductibles, copays, and coinsurance.

**Contact:** The APPRISE Program at 800-783-7067 from 9 a.m. to 4 p.m. Monday-Friday or your local Area Agency on Aging (page 97).

## MEDICAL ASSISTANCE FOR WORKERS WITH DISABILITIES

**Benefits:** Medical Assistance for Workers with Disabilities (MAWD) lets Pennsylvanians with disabilities take fulfilling jobs while earning money and still keeping their full medical benefits. With MAWD, a consumer can keep Medicaid while they work, even if their earnings increase above the limits for other programs. Under MAWD, consumers pay a monthly premium for their coverage. Their premium is 5 percent of their countable monthly income after all allowable deductions.

### Those Eligible:

- Consumer must be at least age 16 and under 65 years of age
- Consumer must be employed and receiving compensation
- Consumer must have a disability that meets the Social Security Administration's standards
- Consumer must have a countable income at or below 250 percent of the Federal Poverty Guidelines
- Consumer must have \$10,000 or less in countable resources (excluding resident property and one automobile)

**Contact:** The local County Assistance Office (page 101) to apply or online at [www.compass.state.pa.us](http://www.compass.state.pa.us).

## HEALTHY HORIZONS

**Benefits:** To ensure adequate health care for low-income seniors and individuals with disabilities and allow them more spendable income by paying their Medicare premiums, the state developed a special Medical Assistance program – Healthy Horizons.

### The four levels of benefits are:

- Healthy Horizons Categorically Needy Program, which provides medical benefits (including prescriptions, doctor or clinic visits,



dental and eye care) as well as payment of Medicare Part and B premiums, deductibles, and coinsurance

- Healthy Horizons Medicare Cost-Sharing Program, which pays for Medicare Part A and B premiums, deductibles, and coinsurance
- Specified Low-Income Medicare Beneficiary (SLMB) Program, which pays Medicare Part B premiums only
- Qualifying Individual (QI) Program, which also only pays Medicare Part B premiums only

**Those Eligible:** To be income eligible for the first two programs, your income may not be greater than 100 percent of the Federal Poverty Income Guidelines. For the SLMB Program, your income must be between 100 percent and 120 percent of the Federal Poverty Income Guidelines. To qualify for the QI Program, your income must be between 120 percent and 135 percent of the Federal Poverty Income Guidelines.

For the Healthy Horizons Categorically Needy Program, resources may not exceed the Supplemental Security Income (SSI) resource limit. The resource limits for Healthy Horizons Cost Sharing, SLMB, and QI Programs are \$7,730 for one person and \$11,600 for two people. These resource limits may increase each January. Adults with a dependent under age 21 living in their home may be exempt from the resource limits, with the exception of the SLMB and QI programs.

**Contact:** For more information, contact your local Department of Human Services County Assistance Office (page 101) or call (800) 692-7462 from 9 a.m. until 4:30 p.m. Monday-Friday, or contact your local Area Agency on Aging (page 97).

## INSURANCE COVERAGE FOR MAMMOGRAMS

All group and individual fully-insured major medical health insurance policies must also provide coverage for mammographic examinations.

**Benefits:** The minimum coverage required must include all costs associated with a mammogram every year for women 40 years of age and older. Preventive or screening mammograms may have no cost-sharing. Additional mammograms within the year may be subject to co-pays or deductibles as determined by your insurance carrier. Insurance providers may not bill for the difference between a 3D and 2D mammogram when a woman undergoes an annual mammogram.

## OTHER HEALTH INSURANCE OPTIONS

**Benefits:** A variety of other options are available to help pay for medical expenses, services, and supplies that Medicare covers only partly or not at all.

- Group Health Insurance Continuation – conversion or continuation of an employer-provided policy
- Long Term Care Insurance – pays cash amounts for care received in a nursing facility or in your home
- Hospital Indemnity Policies – pay cash amounts for each day of inpatient hospital services
- Specified Disease Insurance – provides benefits for the treatment of a specific disease such as cancer
- Medicare Supplements/Medigap – private insurance plans that can be purchased to pay for certain out-of-pocket expenses not covered by Medicare (Parts A and B)

## LIVANTA

Livanta, LLC., is a Beneficiary and Family Centered Care Quality Improvement Organizations (BFCC-QIO) that protects the rights of Medicare beneficiaries receiving care in Pennsylvania.

**Benefits:** Livanta offers free assistance to those with Medicare for quality of care complaints and appealing discharges from nursing homes, hospitals, home health agencies and hospices. All Medicare and Medicare Advantage patients or their representatives may call Livanta to appeal a discharge or file a complaint about the care you have been or should be receiving. If you have questions about the healthcare you are receiving or are having trouble receiving healthcare, please call Livanta.

**Those Eligible:** All Medicare beneficiaries who receive medical care in the Commonwealth of Pennsylvania.

### Contact:

Livanta LLC  
BFCC-QIO Area 1  
10820 Guilford Road, Suite 202  
Annapolis Junction, MD 20701-1105  
1 866-815-5440  
1 866-868-2289 – TTY  
[www.LivantaQIO.com](http://www.LivantaQIO.com)

**Note:** It's helpful to have as much background information on hand as possible when calling Livanta, including: name on Medicare card, Medicare number, address and phone number, date of birth, date of service, and full name and contact information of the healthcare professional.

## LEGAL ASSISTANCE

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### OLDER PENNSYLVANIA LEGAL ASSISTANCE PROGRAM

The Older Pennsylvania Legal Assistance Program provides access to legal assistance for older adults. The program is offered through Area Agencies on Aging and funded in part by the Older Americans Act and through the Pennsylvania Department of Aging. The program is open to Pennsylvania residents age 60 and older with a specific focus on making legal assistance available for older adults with the greatest social and economic need. The services include access to legal counsel, advice, and representation in specific types of civil cases including: abuse, age discrimination, guardianship defense, health care, housing, long-term care, Medicaid, Medicare, nutrition, Social Security, SSI, and utilities. The services are free; however, clients are required to pay for court costs or filing fees. To access legal assistance through the Older Pennsylvania Legal Assistance Program, contact your local Area Agency on Aging (page 97).

### PENNSYLVANIA LEGAL AID NETWORK (PLAN)

The Pennsylvania Legal Aid Network (PLAN) is a statewide consortium of independent legal aid programs that provides civil legal assistance to low-income individuals and families. Some programs offer legal assistance in a range of public benefits and consumer matters, including challenges to denials of Medicaid, Medicare, or disability benefits, decisions by managed care organizations to deny care, and violations of residents' rights and quality-of-care requirements in nursing homes and personal care homes. PLAN offers a continuum of critically needed legal information, legal advice and legal services through direct representation for low-income individuals and families who face urgent civil legal problems. To locate a legal aid program, contact 717-236-9486, 800-322-7572, or <https://palegalaid.net>.

### PALAWHELP.ORG

[PALawHELP.org](https://palawhelp.org) is a guide to legal information and free civil legal services for low-income persons and seniors in Pennsylvania. The site al-

lows you to locate information on a variety of legal issues, as well as information on how to contact programs providing legal assistance in Pennsylvania.

## **PENNSYLVANIA SENIORLAW HELPLINE**

The Pennsylvania **SeniorLAW Helpline** is a confidential legal helpline telephone service for Pennsylvania adults age 60 and over.

The Pennsylvania SeniorLAW HelpLine is available for seniors living anywhere in the 67 counties of the Commonwealth of Pennsylvania. The SeniorLAW Helpline provides legal advice, information and referral services to adults age 60 and over the telephone.

The Pennsylvania SeniorLAW Helpline (1-877-PA SR LAW or 1-877-727-7529), staff volunteer attorneys and give seniors across the state information they need to protect themselves and their property, to ensure their rights are not violated, to make important personal planning decisions, to resolve a wide variety of legal problems, and, when necessary, to obtain additional assistance. The helpline resolves some problems immediately and serves as an important link to a wide variety of legal and nonlegal resources in the aging network.

**Benefits:** Free confidential telephone legal advice.

### **Contact:**

SeniorLAW Center Two Penn Center  
1500 JFK Boulevard, Suite 1501  
Philadelphia, PA 19102  
[www.seniorlawcenter.org](http://www.seniorlawcenter.org)

SeniorLAW Helpline hours are Monday through Thursday, 10 a.m. to 12 p.m.  
1-877-PA SR LAW Helpline (1-877-727-7529).

## **BUREAU OF CONSUMER PROTECTION**

**Benefits:** Bureau of Consumer Protection is a division within the Office of Attorney General that will mediate consumer complaints by contacting the companies in an effort to facilitate a satisfactory resolution of the issues presented in the complaints. For example, if you are unhappy with a purchase and the company refuses to consider your complaint, you should contact the Bureau of Consumer Protection. The Bureau of Consumer Protection also investigates businesses and brings enforce-

ment actions against those that violate relevant consumer protection laws.

**Contact:** The Pennsylvania Bureau of Consumer Protection office nearest you, or 800-441-2555, email [consumers@attorneygeneral.gov](mailto:consumers@attorneygeneral.gov) or visit [www.attorneygeneral.gov](http://www.attorneygeneral.gov).

**Harrisburg:**

15th Floor, Strawberry Square  
Harrisburg, PA 17120  
717-787-9707

**Philadelphia:**

1600 Arch Street, 3rd Floor  
Philadelphia, PA 19103  
215-560-2414

**Erie:**

4801 Atlantic Avenue  
Erie, PA 16506  
814-871-4371

**Pittsburgh:**

1251 Waterfront Place  
Mezzanine Level  
Pittsburgh, PA 15222  
412-565-5135

**Scranton:**

417 Lackawanna Avenue  
Suite 202  
Scranton, PA 18503  
570-963-4913

**State College:**

2515 Green Tech Drive  
State College, PA 16803  
814-863-0684

## BUREAU OF PROFESSIONAL & OCCUPATIONAL AFFAIRS

The Department of State's Bureau of Professional and Occupational Affairs works with professional licensing boards such as physicians, dentists, chiropractors, pharmacists, nurses, optometrists, funeral directors, and more.

**Benefits:** The Bureau of Professional and Occupational Affairs monitors standards of practice and conduct of license holders for 29 different professional areas. The vast majority of these adhere to the highest professional and ethical standards, but if you feel you've been harmed by the conduct of a licensee, you can file a complaint.

**Contact:** Call 800-822-2113 or to file a complaint, visit [www.dos.pa.gov](http://www.dos.pa.gov), then click on "File a Complaint."

## OFFICE OF CONSUMER ADVOCATE

The Office of Consumer Advocate (OCA) is a state agency that represents the interests of Pennsylvania utility consumers.

**Benefits:** We encourage you to contact OCA with questions or problems regarding your electric, natural gas, telecommunications, water, or wastewater service. The OCA staff will respond by providing information or helping to resolve your complaints.

**Contact:**

Office of Consumer Advocate  
555 Walnut St., 5th Fl.  
Harrisburg, PA 17101-1923  
717-783-5048  
800-684-6560

[www.oca.state.pa.us](http://www.oca.state.pa.us)  
[consumer@paoca.org](mailto:consumer@paoca.org)

## NURSING HOME COMPLAINT HOTLINE

**Benefits:** The Department of Health is available to assist you if you're concerned about quality of care in a nursing home. But first, you should talk to your Nursing Home Administrator and/or Director of Nursing. He or she is licensed and responsible for the operation of the facility.

The facility is required to have a system in place to address your concerns and develop a plan to lead to a reasonable and acceptable solu-

tion. Second, you should call your local Area Agency on Aging (page 97) to get connected with a Department of Aging Ombudsman. Ombudsmen are trained professionals who resolve complaints made by, or on behalf of, older residents of long-term care facilities such as nursing homes, assisted living facilities, and personal care homes. If you are still dissatisfied, the Department of Health will assist you in assuring quality of care and safety for nursing home residents. They have a toll-free hotline staffed by trained individuals on weekdays from 8 a.m. until 4:30 p.m.

**Those Eligible:** Anyone who is in a Pennsylvania facility as well as their family, friends, and other advocates.

**Contact:** Complaints may be received directly by phone, 800-254-5164, email [c-ncomplai@pa.gov](mailto:c-ncomplai@pa.gov), and through an electronic form on the Department of Health website, [www.health.pa.gov](http://www.health.pa.gov).

**Note:** Complaints are taken and forwarded to the appropriate field office for investigation. They also receive referrals of complaints from other agencies associated with nursing homes. After a complaint is reported, division staff will conduct an investigation. When completed, the results of this investigation will be shared with the person who filed the complaint.

## OFFICE OF VICTIMS' SERVICES

The Office of Victims' Services operates both the Victim Services Program and the Victims Compensation Assistance Program. These programs are available to help crime victims deal with the physical, emotional, and financial consequences that crime imposes upon them.

**Benefits:** The Victim Services Program provides funding to local victim service programs to provide services, such as advocacy, court accompaniment, crisis intervention, supportive counseling, legal assistance, emergency housing, forensic exams/interviewing, temporary and emergency housing, emergency medical assistance, and assistance filing a claim with the Victims Compensation Assistance Program. If you are a victim of crime and in need of assistance, visit the PA Crime Victims website at [www.pcv.pccd.pa.gov](http://www.pcv.pccd.pa.gov) to determine which victim service programs are available in your county.

The Victims Compensation Assistance Program processes claims to reimburse victims who have been financially impacted by crime. This

program is a reimbursement program funded by offenders and is able to assist with financial losses such as medical, counseling, funeral and other expenses. The program does not pay for damage to personal property.

**Contact:**

The Pennsylvania Commission on Crime and Delinquency  
3101 N. Front St., P.O. Box 1167  
Harrisburg, PA 17108-1167  
717-705-0888  
Toll-free in PA: 800-692-7292

The Victims Compensation Assistance Program is available weekdays from 8 a.m. 4:30 p.m. by contacting:  
800-233-2339  
Fax: 717-787-4306  
[www.pcv.pccd.pa.gov](http://www.pcv.pccd.pa.gov)  
[ra\\_davesupport@pa.gov](mailto:ra_davesupport@pa.gov)

## DISABILITY RIGHTS PENNSYLVANIA

**Benefits:** Disability Rights Pennsylvania (DRP) is a statewide, nonprofit corporation designated as the federally mandated organization to advance and protect the civil rights of adults and children with disabilities. DRP works in various ways to ensure the rights of people with disabilities and their families to live in their communities, to receive a full and inclusive education, to live free from discrimination, abuse, and neglect, and to have control and self-determination over the services they need.

**Contact:**

Harrisburg Office  
301 Chestnut Street, Suite 300  
Harrisburg, PA 17101  
800-692-7443; TDD: 877-375-7139  
717-236-8110; TDD: 717-346-0293  
Fax: 717-236-0192  
[drnpa-hbg@drnpa.org](mailto:drnpa-hbg@drnpa.org)

Philadelphia Office  
The Philadelphia Building  
1315 Walnut Street, Suite 500  
Philadelphia, PA 19107-4798  
215-238-8070



Fax: 215-772-3126  
[drnpa-phila@drnpa.org](mailto:drnpa-phila@drnpa.org)

Pittsburgh Office  
429 Fourth Avenue, Suite 701  
Pittsburgh, PA 15219-1505  
412-391-5225  
Fax: 412-467-8940  
[drnpa-pgh@drnpa.org](mailto:drnpa-pgh@drnpa.org)

## PENNSYLVANIA HEALTH LAW PROJECT

Pennsylvania Health Law Project (PHLP) is a nationally recognized expert and consultant on access to health care for low-income consumers, the elderly, and persons with disabilities.

PHLP provides free legal services to lower-income consumers, seniors, and persons with disabilities who are having trouble accessing publicly funded healthcare coverage or services. If you are denied or terminated from enrollment in a publicly funded healthcare program or if you have a service denied, reduced, or terminated, PHLP may provide you free direct representation on your appeal.

**Benefits:** Pennsylvania Health Law Project provides free legal services and advocacy to Pennsylvanians having trouble accessing publicly funded health care coverage or services.

**Contact:** For assistance, please call 1-800-274-3258 or by email at [staff@phlp.org](mailto:staff@phlp.org) or:

Pittsburgh: 412-434-5779  
Harrisburg: 717-236-6310  
Philadelphia: 215-625-3990

## LEGAL DOCUMENTS THAT BENEFIT OLDER ADULTS

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Some legal documents that older adults should be aware of include: Wills, Power of Attorney and Advance Directive. General information regarding these legal documents are provided. **The information provided**

is general information and not legal advice. Individuals should consult an attorney regarding obtaining any legal documents.

## **ADVANCE DIRECTIVE FOR HEALTH CARE (LIVING WILL)**

Advance Directives are legal documents that have information about a person's preferences for care in the event the person becomes unable to make decisions on their own behalf. The advance directive is prepared when a person is capable of making and communicating their own decisions. The document allows a person to choose their own health care decision makers and the specific instructions about the type of medical care he or she wants, if they are unable to communicate on their own behalf.

The advance directive has two parts:

- Health Care Power of Attorney – which names the person to make decisions on your behalf.
- Living Will – which states your preferences about medical treatment that sustains or prolongs your life, if you have an end-stage medical condition, have suffered irreversible brain damage or disease, or have entered a permanent unconscious state. A living will contains your instructions regarding your wishes for medical treatment, for use before your death.

**Benefits of Health Care Power of Attorney:** A Health Care Power of Attorney allows YOU to select the person to make decisions for you.

**Benefits of Living Will:** A living will allows a person to make and record their own decisions regarding medical procedures or treatments, such as tube feedings, ventilators, chemotherapy, radiation, dialysis, surgery, antibiotics, and resuscitation. A living will is utilized when the person is unable to communicate that information to his/her health care provider. Living wills can be revoked by you at any time.

**Those Eligible:** Any person of sound mind and age 18 and over (limited exceptions apply for those under age 18).

**Contact:** For information regarding obtaining an advance directive, contact [PALawHelp.org](http://PALawHelp.org), your local Area Agency on Aging (page 97), the Pennsylvania Bar Association Lawyer Referral Service (page 56), The SeniorLAW Helpline (page 57) or your family doctor.

## POWER OF ATTORNEY

A power of attorney (POA) is a written document that authorizes another person to act on your behalf. A POA is a legal document, governed by the laws of Pennsylvania (20 Pa.C.S. Chapter 56). The individual making the POA is known as the principal and the person designated to act on the principal's behalf is the agent. There are various types of POAs including:

- **Durable Power of Attorney:** a durable POA is a document that remains in effect or comes into effect after you become disabled or incapacitated. Under Pennsylvania law, POAs signed on or after December 16, 1992, are considered “durable” unless the document specifically states otherwise.
- **Springing Power of Attorney:** a POA that “springs” into effect at a specified future time or when something specified happens.

### Quick POA Facts:

- The principal must be over 18 years of age and competent.
- A POA must be witnessed and notarized.
- A POA must be signed and dated by the principal or another adult on behalf of the principal. If another adult signs, there are additional complex rules.
- An agent must act in the best interest of the principal.
- The principal can revoke a POA in writing and having it signed by two witnesses.

**Individuals should consult an attorney when drafting or modifying a Power of Attorney document.**

**Contact:** For assistance in having a POA prepared, contact your local Area Agency on Aging (page 97), the local Legal Aid office through the Pennsylvania Legal Aid Network at <https://palegalaid.net>, the Pennsylvania Bar Association Lawyer Referral Service at [pabar.org](http://pabar.org) or 800-932-0311, or the SeniorLAW Helpline (page 57).

## WILLS

A will is a legal document that allows a person to determine and report how his or her property should be distributed upon their death. A will allows a testator (the person writing the will) to determine how his or her property should be distributed. In Pennsylvania, the law requires that the testator (person writing the will) be at least 18 years old and

of sound mind (mentally competent). Every will must be in writing and must be signed and dated at the end of the will by the testator. Should circumstances change, a testator may have a new will prepared, or an addition may be added to an existing will by making an addition, called a codicil.

**Benefits:** A will allows an adult to select the people who will inherit his or her property (estate) after his or her death. In Pennsylvania, dying without a will is known as dying intestate. Dying intestate allows the state of Pennsylvania to distribute the person's property according to Pennsylvania law, which may not be in accordance with the person's wishes.

**Who is Eligible:** Any person 18 years or older who is of sound mind.

**Contact:** For information on locating an attorney to obtain a will or for additional information, contact your Pennsylvania Bar Association for lawyer referral at 800-932-0311, [PALawHelp.org](http://PALawHelp.org) (page 56), or the SeniorLAW Helpline (page 57).

## MEALS

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### MEALS PROGRAMS

The Department of Aging provides nutritious meals at Senior Community Centers and through home-delivered meal programs to Pennsylvanians age 60 and older and their spouses.

**Benefits:** Congregate meals provided at Senior Community Centers are available free of charge or through an anonymous donation. Home-delivered meals are provided through the Department of Aging's OPTIONS program for eligible consumers. The meals follow the Dietary Guidelines for Americans and are reviewed and approved by a registered dietitian to provide 1/3 of the Recommended Daily Allowances. Nutrition education and counseling is available upon request for older adults found to be nutritionally at risk.

**Contact:** For more information regarding nutrition education and counseling, meal sites, or home delivered meals, contact your local Area Agency on Aging (page 97) or go online to [www.aging.pa.gov/AAA](http://www.aging.pa.gov/AAA). Older Pennsylvanians are also encouraged to contact their local food

bank or apply for various federal nutrition programs, both of which can be done at [www.feedingpa.org/find-assistance](http://www.feedingpa.org/find-assistance).

## SENIOR FARMERS MARKET NUTRITION PROGRAM

**Benefits:** Pennsylvania produce is best enjoyed fresh from the market. The Senior Farmers Market Nutrition Program provides low-income seniors the ability to purchase fresh, nutritious, unprepared Pennsylvania-grown fruits, vegetables, and herbs by using four \$5 voucher checks. Shop at participating farmers markets from June 1 through November 30 each year.

**Those Eligible:** Seniors who are 60 or older and meet the income guidelines, which are based on 185% of the federal poverty rate.

**Contact:** Contact your local Area Agency on Aging (page 97) to find a check distribution center near you. A list of participating farmers markets is available at [www.agriculture.pa.gov](http://www.agriculture.pa.gov) by searching “senior farmers markets” or by downloading the FMNP Market Locator app from the Apple Store or Google Play.

## DEPARTMENT OF AGRICULTURE NUTRITION PROGRAMS

**Benefits:** Using state and federal resources, the Pennsylvania Department of Agriculture’s Bureau of Food Assistance works with Pennsylvania’s more than 1,800 local food banks and pantries, lead agencies, soup kitchens, and other local non-profit organizations to secure food products and funding to help feed low-income Pennsylvanians in need of food assistance.

**Contact:** The Bureau of Food Assistance at 1-800-468-2433 or [RA-Food-dist@pa.gov](mailto:RA-Food-dist@pa.gov). Or, contact the National Hunger Hotline at 866-348-6479 to find emergency food in your community.

## COMMODITY SUPPLEMENTAL FOOD PROGRAM

**Benefits:** Older Pennsylvanians receive a nutritional boost with a monthly box of food containing nutrients their diets typically lack. Among the types of foods included: milk, juice, rice, pasta, peanut butter, protein, and canned fruits and vegetables.

**Those Eligible:** Low-income Pennsylvanians who are at least 60 years old and whose household income is at or below 130 percent of the U.S. poverty level.

**Contact:** Pennsylvania Department of Agriculture Bureau of Food Assistance by phone at 1-800-468-2433, through email at [RA-fooddist@pa.gov](mailto:RA-fooddist@pa.gov), or online at [www.agriculture.pa.gov](http://www.agriculture.pa.gov) (search “CSFP”).

## THE EMERGENCY FOOD ASSISTANCE PROGRAM

**Benefits:** Free surplus food available for you, either to take from a food bank or pantry to prepare at home, or to enjoy in a soup kitchen setting or a similar public group meal.

**Those Eligible:** Recipients of food for home use must meet certain income and household size criteria.

**Contact:** Pennsylvania Department of Agriculture Bureau of Food Assistance by phone at 1-800-468-2433, through email at [RA-fooddist@pa.gov](mailto:RA-fooddist@pa.gov), or online at [www.agriculture.pa.gov](http://www.agriculture.pa.gov) (search “food assistance”).

## SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM

The Supplemental Nutrition Assistance Program (SNAP) was formerly known as food stamps.

**Benefits:** You and yours can enjoy a healthier, more nutritious diet by using SNAP to buy food at grocery stores. If you are eligible, you will receive a Pennsylvania Electronic Benefits Transfer (EBT) ACCESS Card, which is used to make food purchases at grocery stores and supermarkets.

**Those Eligible:** To get SNAP benefits, your income has to be under certain limits. SNAP households may receive deductions from their gross income for things like housing costs, child or dependent care payments, and medical expenses over \$35 for elderly or disabled people.

**To Apply:** You can apply for or renew your SNAP benefits online by using COMPASS, or you can file an application at your local county assistance office (page 101).

### Apply if you are:

- The head of the household
- The spouse of the head of household
- Any other responsible household member
- A designated authorized representative, who can be a friend, relative, neighbor, or anyone else the applicant trusts to go food shopping and use his/her SNAP benefits

**Contact:** The Department of Human Services Helpline 1-800-692-7462, (1-800-451-5886 TDD number for individuals with hearing impairments), or your local County Assistance Office (page 101).

## U.S. DEPARTMENT OF AGRICULTURE, RURAL DEVELOPMENT

U.S. Department of Agriculture (USDA) Rural Development is committed to helping improve the economy and quality of life in rural America.

**Benefits:** USDA programs offer loans, grants, and loan guarantees to support essential services such as housing, economic development, health care, first responder services and equipment, and water, electric, and communications infrastructure. They also help rural residents buy or rent safe, affordable housing and make health and safety repairs to their homes.

## OMBUDSMAN

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### LONG-TERM CARE OMBUDSMAN PROGRAM

Under the Older Americans Act, long-term care ombudsmen (both paid staff and volunteers) are advocates for residents of nursing homes, board and care homes, assisted living facilities, and similar adult care facilities. They also work to resolve concerns on behalf of individual residents and to bring about changes at the local, state, and national levels to improve care.

**Benefits:** Ombudsmen advocate for and protect the rights of individuals receiving long-term care services. All services are confidential and free to those individuals.

Ombudsmen:

- Advocate on behalf of residents in long-term care
- Ensure that residents' rights are upheld
- Build relationships and empower individuals to advocate for themselves

**Those Eligible:** Individuals receiving long-term care services.

**Contact:** To learn more about the Office of the Long-Term Care Ombudsman, contact your local Area Agency on Aging (page 97) and ask to speak to an ombudsman or:

Pennsylvania Department of Aging  
Office of the Long-Term Care Ombudsman  
555 Walnut St., 5th Floor  
Harrisburg, PA 17101-1919  
717-783-8975  
[LTC-ombudsman@pa.gov](mailto:LTC-ombudsman@pa.gov)

## THE PENNSYLVANIA EMPOWERED EXPERT RESIDENTS PROGRAM

**Benefits:** Pennsylvania Empowered Expert Residents (PEER) are residents of long-term care facilities trained to advocate to improve the quality of life in their homes. After graduating from a Long-Term Care Ombudsman five-part empowerment training, residents will be equipped to help their fellow residents improve day-to-day life in long-term care facilities. Not only do PEERs impact the community where they live, but they also have a voice in the issues that affect all of Pennsylvania’s older adults.

**Contact:** To learn more about the PEER program, contact your local Area Agency on Aging (page 97) and ask to speak to an ombudsman.

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## PRESCRIPTIONS

### PACE AND PACENET

**Benefits:** The Pharmaceutical Assistance Contract for the Elderly (PACE and PACENET) programs offer comprehensive prescription coverage to qualified older Pennsylvanians. The programs cover most medications that require prescriptions, including insulin and insulin syringes. PACE and PACENET are administered by the Pennsylvania Department of Aging and are funded by the Pennsylvania Lottery. Individuals can enroll in PACE or PACENET while also receiving benefits from another insurer — for example, a former employer-retiree plan, the VA, or a Medicare Part D plan.

PACE or PACENET wrap around Medicare Part D prescription coverage, supplementing this coverage to offer older Pennsylvanians the best



benefits of both programs. Older adults continue to receive the same prescription benefits while, in many cases, they save more money.

### **Additional Benefits:**

- If a person receives no other prescription benefits, PACE/ PACENET provides a one-month supply of medication.
- For PACE, \$6 for each generic and \$9 for each brand-name prescription drug
- For PACENET, \$8 for each generic and \$15 for each brand-name prescription drug
- For PACE, the Program pays Medicare Part D premiums if card holder is enrolled in a premium payment plan.
- For PACENET, the cardholder is responsible for paying the monthly premium.

### **Eligibility:**

- 65 years of age or older
- Pennsylvania resident for at least 90 days prior to applying
- Cannot be enrolled in the Department of Human Service's Medicaid prescription benefit
- Eligibility is based upon all income in the prior calendar year excluding Social Security Medicare Part B premiums. For example, eligibility in 2020 is based upon 2019 income.
- Assets are not taken into account in determining eligibility.
- For PACE, a single person's total gross income from the previous year must be \$14,500 or less.
- For PACE, a married couple's combined total gross income from the previous year must be \$17,700 or less.
- For PACENET, a single person's total gross income from the previous year must be between \$14,501 and \$27,500.
- For PACENET, a married couple's combined total income from the previous year must be between \$17,701 and \$35,500.

### **Contact:**

- Find enrollment applications online at [PACEcares.magellanhealth.com](https://www.pacecares.com)
- At Area Agencies on Aging (page 97), Senior Community Centers, pharmacies, and legislative offices
- Applications can be taken over the phone
  - Call Cardholder Services at 800-225-7223
  - Call the PACE Application Center at 866-712-2060

## PACE APPLICATION CENTER

**Benefits:** The PACE Application Center provides outreach services to locate eligible Pennsylvanians, submits PACE and PACENET applications on their behalf and enrolls them, if eligible, in the Medicare Part D Low Income Subsidy (LIS).

**Contact:** For more information, call 866-712-2060.

## PENNSYLVANIA PATIENT ASSISTANCE PROGRAM CLEARINGHOUSE

**Benefits:** Pennsylvania Patient Assistance Program Clearinghouse (PA PAP) assists anyone needing prescription help, regardless of income. If you are uninsured, under-insured, over the age of 18 and do not currently have Medicaid or PACE coverage, PA PAP will help you apply for prescription assistance through various patient assistance programs that you may not have known about.

**Contact:** For more information, call 800-955-0989.

## PENNSYLVANIA PRESCRIPTION PRICE FINDER

**Benefits:** On the Price Finder website, consumers shop for the best medication prices for commonly used drugs. The website includes prices, pharmacy location, store hours, where to find low-cost generics, and drug education materials.

**Contact:** For more information, call 800-835-4080 or visit [www.parxpricefinder.com](http://www.parxpricefinder.com).

## MEDICARE PART D

**Benefits:** Medicare beneficiaries may choose to have Medicare Prescription Drug Coverage through Part D. This benefit is voluntary; however, delaying enrollment in a drug plan may result in added premium charges.

There are two types of drug plans for Medicare enrollees:

- Medicare Advantage Plan enrollees obtain drug coverage through the Medicare Advantage Prescription Drug Plan offered by an HMO or PPO.
- Original Medicare and private fee for service plan enrollees may choose a stand-alone Prescription Drug Plan.

**Those Eligible:** Medicare enrollees may select a drug plan during the enrollment period from October 15 to December 7.

**Contact:** For more information about Medicare prescription drug plans, call the Department of Aging’s free health insurance counseling program, APPRISE, at 800-783-7067, or visit [www.medicare.gov](http://www.medicare.gov).

## **PART D “EXTRA HELP” (a.k.a. Low Income Subsidy)**

**Benefits:** Medicare Part D beneficiaries with the “Extra Help” receive financial assistance with the cost of premiums, deductibles, and copayments related to their prescriptions.

**Contact:** The APPRISE Program at 800-783-7067 from 9 a.m. to 4 p.m. Monday-Friday or your local Area Agency on Aging (page 97) or visit the Social Security website at [www.ssa.gov](http://www.ssa.gov).

### **Other Prescription Drug Assistance, if eligible:**

- The Department of Aging’s PACE program (page 69)
- Medical Assistance (Medicaid) covers the cost of prescription drugs.
- Pharmacies offer discounts.
- Prescription drug manufacturers support patient care programs, providing free medications to qualified individuals.

## **PROTECTIVE SERVICES**

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### **PROTECTIVE SERVICES**

**Benefits:** The Older Adults Protective Services Act protects Pennsylvanians 60 years of age and older against all types of abuse (physical, emotional, sexual, verbal, and financial) as well as exploitation, neglect, or abandonment. Reporting abuse is mandatory for employees and administrators of nursing homes, personal care homes, assisted living homes, domiciliary care homes, adult daily living centers, home health care providers, and other facilities specified by their licensing body/entity. For the general public, reporting abuse is voluntary and can be anonymous. The law protects all reporters from retaliation and civil or criminal liability. Under this law the Area Agencies on Aging (page 97) receive reports 24 hours a day, 7 days a week and are responsible for initiating an investigation within 72 hours. If someone is at imminent danger, please contact your local law enforcement immediately.

**Contact:** Any person who believes that an older adult is being abused, neglected, exploited, or abandoned may file a confidential report at any time with any Area Agency on Aging (page 97) or by calling the statewide abuse hotline at 1-800-490-8505. Additionally, any person who suspects abuse of an adult between the ages of 18 and 59 with a physical or mental disability that limits one or more major life activities can call the same statewide abuse hotline at 1-800-490-8505.

## PROTECTION AGAINST ABUSE AND FRAUD

**Benefits:** In addition to the Pennsylvania Department of Aging’s Abuse Hotline, the Pennsylvania Department of Banking Securities and Office of Attorney General also have hotlines devoted to public protection, including financial exploitation, fraud, and scams.

**Contact:**

Department of Aging’s Abuse Hotline: 800-490-8505  
Department of Banking and Securities: 800-600-0007  
Office of Attorney General: 717-783-1944

## MISSING ENDANGERED PERSON ADVISORY SYSTEM

**Benefits:** Pennsylvania’s Missing Endangered Person Advisory System (MEPAS) is a method of alerting citizens that a person is missing who is at special risk of harm or injury, such as citizens with Alzheimer’s disease or related disorders. An alert is sent to local media for distribution to the public and also to local law enforcement to assist in the recovery of the missing person.

**Those Eligible:** A person who is missing under circumstances that do not meet the criteria for an Amber Alert, and are missing under unexplained, involuntary, or suspicious circumstances, or the person’s age, health, mental or physical disability, environment or weather conditions places the missing person in peril of serious bodily injury or death, and if information is distributed to the public, it could assist in their safe recovery.

**Contact:** For questions on MEPAS, go online to [www.psp.pa.gov](http://www.psp.pa.gov) or contact your local law enforcement, or contact the Watch Center at 877-777-9975.

# RECREATION

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## SENIOR COMMUNITY CENTERS

**Benefits:** Most communities have an Area Agency on Aging-supported Senior Community Center where older individuals get together for social activities, recreation, education, creative arts, physical health programs, and nutritious meals. Centers offer a variety of programs and activities including computer classes, pool/billiards leagues, Tai Chi, travel, special events and educational programs. They also work with a variety of local organizations, including their Area Agency on Aging, to provide access to legal assistance, health screenings, senior employment programs, and volunteering opportunities.

**Those Eligible:** Adults age 60 and older and their spouses.

**Contact:** Your local Senior Community Center or Area Agency on Aging (page 97) or visit [www.aging.pa.gov/SCC](http://www.aging.pa.gov/SCC).

## ADULT BASIC EDUCATION/ ENGLISH AS A SECOND LANGUAGE

**Benefits:** Many educational entities and social service organizations offer adult basic education, high school equivalency preparation, and English-as-a-Second-Language classes for adults.

**Those Eligible:** Eligibility varies depending on the program. Classes funded through the Pennsylvania Department of Education (PDE), Bureau of Postsecondary and Adult Education are open to Pennsylvania residents who are at least 16 years old and have an educational need.

**Contact:** Information on PDE funded programs is available at <http://www.paadultedresources.org/home/find-a-program/>.

Other programs can be found at <https://www.nld.org/>.

## ROAD SCHOLAR

**Benefits:** Formerly Elderhostel, Road Scholar has been a not-for-profit leader in educational travel since 1975. Choose among 5,500 educational adventures in all 50 states and 150 countries. Alongside local and renowned experts, experience in-depth and behind-the-scenes learning opportunities, from cultural and study cruises to walking, biking, and

more. Programs include meals, lectures, field trips, gratuities, a travel assistance plan, and accommodations.

**Those Eligible:** Adults 50 years of age or older.

**Contact:**

Road Scholar

11 Avenue de Lafayette

Boston, MA 02111-1746

800-454-5768, weekdays from 8:00 a.m. 9:00 p.m.

Online chat hours are 10 a.m. - 7 p.m. ET

[www.roadscholar.org](http://www.roadscholar.org)

## LIBRARIES FOR THE BLIND AND PHYSICALLY HANDICAPPED

**Benefits:** These libraries offer a wide variety of services for registered Pennsylvanians, including books and magazines in Braille, large print, and audio formats as well as audio playback equipment. All services are available free and sent through the mail or available as digital downloads. These resources are in addition to the special library services maintained by all public libraries.

**Those Eligible:** All Pennsylvania residents who have difficulty reading standard print due to a visual or physical or cognitive impairment, permanent or temporary.

**Contact:**

Library for the Blind and Physically Handicapped

Free Library of Philadelphia

1500 Spring Garden Street

Philadelphia, PA 19130

215-683-3213, Toll-free: 800-222-1754

[www.freelibrary.org/lbph](http://www.freelibrary.org/lbph)

Library for the Blind and Physically Handicapped

Carnegie Library of Pittsburgh

Leonard C. Staisey Bldg.

4724 Baum Boulevard

Pittsburgh, PA 15213-1389

412-687-2440, Toll-free: 800-242-0586

[www.carnegielibrary.org/lbph](http://www.carnegielibrary.org/lbph)

## PUBLIC LIBRARIES

**Benefits:** Public libraries have large-print books, DVD's, audio books, e-books, bookmobiles, mail delivery of materials, and many programs available and of special interest to older adults.

**Contact:** Your local library or, for further information:

The State Library of Pennsylvania  
Keystone Building, 400 North Street  
Harrisburg, PA 17120-0600  
717-783-5968, Monday-Friday, 8:30 a.m. to 5 p.m.

For all inquiries, call 717-783-5950.

**Reading Room Hours:** Tuesday-Thursday 9:30 a.m.- 5 p.m., and the second Saturday of each month, 9:30 a.m.- 4:30 p.m.

Check out services and collections available online at  
[www.powerlibrary.org](http://www.powerlibrary.org).

## HUNTING AND FISHING

**Benefits:** Pennsylvania residents age 65 and older can purchase hunting and fishing licenses at reduced rates of \$13.90 for a hunting license and \$11.90 for a fishing license (plus \$9.90 annually for the trout stamp). A lifetime hunting license is \$51.90, or pay \$101.90 for a lifetime license that includes hunting, fur taking, archery, and muzzleloader privileges. As of January 2016, a lifetime fishing license is \$51.90 plus \$9.90 annually to add the yearly trout stamp. (Lifetime trout stamps purchased prior to 2015 do not need to be renewed.) Free fishing licenses are available for Pennsylvania veterans with 100 percent service-connected disabilities.

**Those Eligible:** Pennsylvanians 65 and older.

**Contact:** Licenses may be purchased from sporting goods stores, county treasurer's offices, online at The Outdoor Shop: [www.pa.wildlifelicense.com](http://www.pa.wildlifelicense.com)  
or:

### **Pennsylvania Game Commission HQ:**

The Pennsylvania Game Commission Headquarters  
2001 Elmerton Ave.  
Harrisburg, PA 17110-9797  
717-787-4250

Also available at any of the six PGC Regional Office listed online at <https://www.pgc.pa.gov/Pages/default.aspx>.

**Game Commission Region Office:**

Pennsylvania Fish & Boat Commission (PFBC) Headquarters  
1601 Elmerton Ave.  
Harrisburg, PA 17110  
717-705-7800  
877-707-4085

Any PFBC Region Office listed online at [www.fishandboat.com](http://www.fishandboat.com).

Online at [www.GoneFishingPa.com](http://www.GoneFishingPa.com).

## STATE PARKS

**Benefits:** Free admission to all Pennsylvania state parks and free use of most state park facilities. People 62 years of age or older, with proof of age, will be given a \$4.50 reduction on the base campsite price at any campground operated by the Pennsylvania DCNR Bureau of State Parks, for any night. To receive the reduced price, an older adult must be part of the camping party.

**Contact:** Any Pennsylvania State Park Office or:  
DCNR Bureau of State Parks  
P.O. Box 8551  
Harrisburg, PA 17105-8551  
888-PA-PARKS, 888-727-2757  
For reservations: [www.dcnr.pa.gov](http://www.dcnr.pa.gov)

## REDUCED FEES FOR DOG LICENSES

All dogs three months or older must be licensed by January 1 of each year. A license is a lost dog's ticket home, and it's the law. Love your dog, license your dog!

**Benefits:** Citizens age 65 and over can purchase a dog license at a reduced price of \$6.50, or \$4.50 if the animal is spayed or neutered. Dogs with permanent identification like a microchip or tattoo number may be eligible for a lifetime license at \$31.50, or \$21.50 if the animal is spayed or neutered.

**Contact:** Your local county courthouse or treasurer's office. Call 717-787-3062 or visit [www.licenseyourdogPA.com](http://www.licenseyourdogPA.com).



## PENNSYLVANIA SENIOR GAMES

**Benefits:** Several days of competition in various indoor and outdoor sports are held during the summer. The National Senior Games are held during alternate years at different locations across the country. Gold, silver, and bronze medals are awarded to event winners.

**Those Eligible:** Athletes who will be 50 years of age or older by the end of the year may participate.

**Contact:**

Pennsylvania State Senior Games  
C/O Keystone State Games, Inc.  
P.O. Box 1166  
Wilkes-Barre, PA 18703

National Senior Games Association - [www.nsga.com](http://www.nsga.com), your local Area Agency on Aging (page 97), Senior Community Center, or [www.keystonegames.org](http://www.keystonegames.org).

## STATE MUSEUMS AND HISTORICAL SITES

**Benefits:** Reduced admission fees are offered to Pennsylvania Historical and Museum Commission museums, sites, and properties.

**Those Eligible:** Pennsylvania residents 65 years of age and over.

**Contact:**

Pennsylvania Bureau of Historic Sites and Museums  
Commonwealth Keystone Building  
Plaza Level, 400 North St.  
Harrisburg, PA 17120-0053  
717-787-2723  
[www.PATrailsofHistory.com](http://www.PATrailsofHistory.com)

## TAXES

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### PROPERTY TAX/RENT REBATE PROGRAM

Older residents, widows or widowers, and disabled individuals on limited incomes may be eligible to receive rebates on money paid for property taxes or rent during the prior year.

**Benefits:** The amount of payment varies according to income, but qualifying homeowners may receive as much as \$975. People living in subsidized rental housing may only get a rebate based on the amount they paid in rent.

**Those Eligible:** Pennsylvania residents who are 65 years of age or older; widows or widowers 50 years of age or over; and permanently disabled people age 18 and over who meet the Social Security disability requirements and whose income does not exceed \$35,000 for homeowners and \$15,000 for renters.

**When to Apply:** Applications for Property Tax/Rent Rebates are made available in late January every year. All claims must be made for property tax or rent paid during the previous year.

**How to Apply:** There is no cost to apply. Applications and information are available at Department of Revenue district offices, legislative offices, Area Agencies on Aging (page 97) and Senior Community Centers. Older adults may also visit [www.revenue.pa.gov/ptr](http://www.revenue.pa.gov/ptr) or call, toll-free, 888-222-9190. Applicants may check the status of rebates online at [www.revenue.pa.gov](http://www.revenue.pa.gov) or by calling 888-728-2937. Each claimant will need to provide his/her Social Security number, birth date, and claim year.

**Contact:**

Pennsylvania Department of Revenue  
Property Tax/Rent Rebate Program  
P.O. Box 280503  
Harrisburg, PA 17128-0503  
888-222-9190  
[www.revenue.pa.gov](http://www.revenue.pa.gov)

## FEDERAL INCOME TAX PREPARATION ASSISTANCE

**Benefits:** Some communities have programs that provide older people with free or low-cost income tax preparation assistance. Many of these programs are volunteer organizations, such as Volunteer Income Tax Assistance Program (VITA) and Tax Counseling for the Elderly (TCE).

**Note:** Retirement income, veterans pensions and Supplemental Security Income are income tax-free for all Pennsylvania residents. Lower-income taxpayers may qualify for the Tax Forgiveness Credit.

**Documents Needed:** Older adults needing assistance should bring W-2 forms, 1099 forms, a copy of the prior year's tax returns, and the current year's state and federal tax packets received by mail.

**Contact:** IRS at 800-906-9887 or AARP® — the largest TCE participant at 888-227-7669. For information on volunteering with tax assistance see page 79.

## PENNSYLVANIA PERSONAL INCOME TAX

**Benefits:** You do not pay state income tax on retirement income (Social Security, Railroad Retirement, or any pension benefits), veterans pensions, or Supplemental Security Income. Lower-income taxpayers may qualify for a refund or reduction of state income taxes through the Tax Forgiveness Program.

**Contact:**

Department of Revenue  
Customer Service Center  
Strawberry Square  
Harrisburg, PA 17128-0610  
717-787-8201

## LOCAL TAX EXEMPTIONS

**Benefits:** Under Pennsylvania law, local governments may include special provisions in local tax ordinances. Such provisions could include exemption for all or part of local per capita, occupation or occupational privilege taxes, and exemption of assessed home improvement costs from your real property taxes.

**Those Eligible:** Any person whose annual income does not exceed a specified amount or a person who is a resident of a designated deteriorated neighborhood.

**Note:** The provision of such benefits is up to your local government. Therefore, even though you may be eligible for such a program, it may not be available in your community.

**Contact:** Your local tax collector or local government officials.

## TAX PREPARATION ASSISTANCE

**Benefits:** The Tax Counseling for the Elderly (TCE) Program provides free tax help to people age 60 and older. The VITA Program offers free tax help for low-to-moderate-income (\$54,000 and below) people who cannot prepare their own tax returns. Many trained volunteers are from nonprofit organizations and provide free tax counseling and basic income tax return preparation.

**Contact:** To become a volunteer, complete and email a contact form to [TaxVolunteer@irs.gov](mailto:TaxVolunteer@irs.gov).

The form can be downloaded at [www.irs.gov/Individuals/IRS-Tax-Volunteers](http://www.irs.gov/Individuals/IRS-Tax-Volunteers).

For tax preparation assistance, visit <https://www.irs.gov/individuals/free-tax-return-preparation-for-you-by-volunteers>.

IRS: 800-906-9887

AARP®: 888-227-7669

## TRANSPORTATION

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### PENNSYLVANIA'S FREE TRANSIT PROGRAM

**Benefits:** This program provides free transit service on local bus or trolley routes anytime these services are operating (a reduced fare may be charged on commuter rails).

**Those Eligible:** Adults 65 years of age or older. You will need a senior citizen transit identification card to ride free. The identification card is available free of charge from participating local transit operators. An acceptable proof of age document must be shown to the transit operator to obtain the identification card.

**Contact:** Your local transit operator, or:

Bureau of Public Transportation

400 North St., Sixth Floor

P.O. Box 3151

Harrisburg, PA 17105-3151

717-783-8025

<https://gis.penndot.gov/transitmap/>

## SHARED-RIDE PROGRAM

**Benefits:** This program provides reduced fare transportation services to eligible older adults utilizing shared-ride transportation services. The cost to the rider under this program is 15 percent of the existing shared-ride fare, the Lottery Fund pays the remaining 85 percent portion of the fare. In some cases, the 15 percent copay or a portion of the 15 percent copay may be paid by a third party sponsor such as the local Area Agency on Aging.

**Those Eligible:** Adults age 65 and over. Proof of age is required when enrolling in the program.

**Contact:** Your local shared-ride transportation provider or your Area Agency on Aging (page 97).

Bureau of Public Transportation  
400 North St., Sixth Floor  
P.O. Box 3151  
Harrisburg, PA 17105-3151  
717-783-8025  
<https://gis.penndot.gov/transitmap/>

## TRANSPORTATION FOR THE ELDERLY

**Benefits:** Local Area Agencies on Aging (page 97) may also refer, provide or fund transportation for older Pennsylvanians.

## MEDICAL ASSISTANCE TRANSPORTATION PROGRAM

Medical Assistance Transportation Program (MATP) provides non-emergency medical transportation to medical services for Medicaid consumers who do not have other available transportation. Local MATP offices either provide transportation services directly or arrange for a transportation provider to take you to your medical appointment (depending on the transportation resources available in a county). The transportation available may be:

- Tickets or tokens to ride public transportation
- Mileage reimbursement for use of a private car
- Paratransit services

**Those Eligible:** Consumer must receive Medicaid.

**Contact:** The local MATP provider and complete an application. Local providers are available through the Department of Human Services website at [matp.pa.gov](http://matp.pa.gov).

## COMMUNITY HEALTH CHOICES (CHC)

**Benefits:** All CHC participants have access to emergency transportation and non-emergency medical transportation. Emergency medical transportation is provided by an ambulance for emergency medical conditions. Non-emergency medical transportation is used when traveling to and/or from a medical facility, physician’s office, dentist’s office, hospital, clinic, pharmacy, or medical equipment vendor. Participants living in the community continue to use the Medical Assistance Transportation Program (MATP) for these services. Nursing facilities continue to be responsible for providing non-emergency transportation for their residents.

All CHC participants receiving long-term services and supports (LTSS) in their homes or in nursing facilities also have access to non-medical transportation which can be used to access community activities, grocery shopping, religious services, and other community-based activities and must be included in the participant’s person-centered service plan.

**Those Eligible:** Individuals age 21 and over who have both Medicare and Medicaid or receive LTSS through Medicaid.

If a participant needs assistance with accessing any type of transportation, their CHC-MCO will assist them with obtaining the needed transportation.

**Contact:** Your CHC-Managed Care Organization, or [RA-PWCHC@pa.gov](mailto:RA-PWCHC@pa.gov). For more information on CHC, please go to [www.HealthChoices.pa.gov](http://www.HealthChoices.pa.gov).

## PROCESSING FEE IN LIEU OF REGISTRATION

**Benefits:** Under this program, retired adults can register their automobiles for a \$10 processing fee instead of the usual registration fee. For a complete listing of motor vehicle fees, refer to Form MV-70S, “Bureau of Motor Vehicle Schedule of Fees,” found on our website at [www.dmv.pa.gov](http://www.dmv.pa.gov).

**Those Eligible:** Any Pennsylvania resident who is retired and receiving Social Security or other pension and annuities. Income from other sources such as interest dividends, capital gains, business income, rental income, wages, public assistance, unemployment compensation, cash gifts, life insurance and death benefits must be considered in calculating total income. The total income from all sources named above must not exceed \$19,200 annually.

**Contact:**

Pennsylvania Department of Transportation  
Bureau of Motor Vehicles  
Riverfront Office Center  
1101 S. Front St.  
Harrisburg, PA 17104-2516  
717-412-5300, TTY callers – please dial 711

**Note:** To get the necessary Form MV-371, “Application for a Retired Person’s \$10.00 Processing Fee on a Vehicle Registration” visit [www.dmv.pa.gov](http://www.dmv.pa.gov) and look under “Driver Services,” click on “Mature Drivers,” then look under the “Retired Status Registration” tab, or search for the form under “Forms and Publications.” You can also contact a local PennDOT authorized agent or your Area Agency on Aging (page 97).

## RESTRICTED DRIVER’S LICENSE

**Benefits:** People who do not meet the vision standards for a driver’s license may qualify for a restricted (low vision) license. A restricted license allows the driver to drive during daylight hours on roadways other than freeways.

**Those Eligible:** A person with visual acuity of less than 20/70 combined vision, but at least 20/100 combined vision with best correction and 120 degrees field vision in the horizontal meridian may qualify (with a recommendation from an optometrist or physician).

**Contact:**

Bureau of Driver Licensing  
P.O. Box 68682  
Harrisburg, PA 17106-8682  
717-412-5300, TTY callers – please dial 711

## IDENTIFICATION CARDS

**Benefits:** Because most establishments require photo identification, an identification card similar in appearance to a driver's license can be obtained by non-drivers and is accepted as a bona fide ID.

**Those Eligible:** Any Pennsylvania driver who voluntarily surrendered his/her license for medical reasons can obtain an identification card free of charge. For all others, including those who never received a license, there is a fee.

**Contact:** Any PennDOT Driver License Center. Bring along proof of IDs — a birth certificate or your old driver's license. If you did not have a Pennsylvania driver's license, you will need your proof of ID (birth certificate with a raised seal (U.S. issued by an authorized government agency), valid U.S. Passport or Certificate of Citizenship or Naturalization, your original Social Security card and two proofs of residency.

For more information, call 717-412-5300. TTY callers – dial 711.

## REAL ID

**Beginning October 1, 2020**, Pennsylvanians will need a REAL ID-compliant license, identification card, or another form of federally-acceptable identification (such as a valid passport or military ID) to board domestic commercial flights, enter a military base, or enter a federal facility that requires ID at the door. **Upgrading your driver's license or ID card to a REAL ID is optional.**

**Contact:** Visit [www.PennDOT.gov/REALID](http://www.PennDOT.gov/REALID) or contact PennDOT's Customer Call Center at 717-412-5300.

## PARKING FOR PEOPLE WITH DISABILITIES

Those who are interested in a special parking placard or plate may take Form MV-145, "Application for Person with a Disability or Hearing Impaired Registration Plate or a Person with a Disability Motorcycle Plate" or Form MV-145A, "Person With Disability Parking Placard Application" to their authorized health care provider for certification of the reason for their disability. Eligible customers may also use Form MV-145V, "Application for Disabled Veteran, Severely Disabled Veteran Registration Plate or Severely Disabled Veteran Motorcycle Plate Decal" and must have their certification done by U.S. Department of Veteran Affairs Regional Office Administrator. In lieu of the U.S. Department of Veteran Af-



fairs Regional Office Administrator certification, a Letter of Promulgation or Awards Letter that indicates they have a 100% service-connected disability will be accepted.

**Contact:**

Pennsylvania Department of Transportation  
Bureau of Motor Vehicles  
P.O. Box 68268  
Harrisburg, PA 17106-8268  
717-412-5300  
TTY callers dial 711  
[www.dmv.pa.gov](http://www.dmv.pa.gov)

## MATURE DRIVER IMPROVEMENT PROGRAM

**Benefits:** Pennsylvania has a mandated discount on auto insurance for older drivers who complete a PennDOT-approved Basic and Refresher Mature Driver Improvement course at various locations throughout the commonwealth and online.

**Those Eligible:** Adults 55 years of age and over.

Courses are conducted by approved organizations including the following:

AAA

Check local offices for availability  
[www.aaa.com](http://www.aaa.com)

AARP

1-888-227-7669  
[www.aarp.org](http://www.aarp.org)

ADEPT Driver

1-855-839-9090  
[www.lifelongdriver.com/pamaturedriver](http://www.lifelongdriver.com/pamaturedriver)

National Safety Council

1-800-775-1484  
[www.nsc.org/ddc/pa/maturedriver](http://www.nsc.org/ddc/pa/maturedriver)

Safe 2 Drive (offers online course only)  
[support@safe2drive.com](mailto:support@safe2drive.com)  
1-800-763-1297  
[www.safe2drive.com/pennsylvania.aspx](http://www.safe2drive.com/pennsylvania.aspx)

Senior Driving Discount of America  
1-888-541-5576  
[www.seniordrivingdiscount.com/state/pa](http://www.seniordrivingdiscount.com/state/pa)

Seniors for Safe Driving  
1-800-559-4880  
[www.seniorsforsafedriving.com](http://www.seniorsforsafedriving.com)

**Contact:**

PennDOT Bureau of Driver Licensing  
P.O. Box 68682  
Harrisburg, PA 17106-8682  
[www.penndot.gov](http://www.penndot.gov) or [www.dmv.pa.gov](http://www.dmv.pa.gov)  
717-412-5300 or call your local Area Agency on Aging (page 97).

## VETERANS SERVICES

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### STATE VETERANS SERVICES

**Benefits:** The Pennsylvania Department of Military and Veterans Affairs (DMVA) administers a variety of programs to assist veterans and their families. Special programs include the Blind Veterans Pension, Amputee and Paralyzed Veterans Pension, Disabled Veterans Property Tax Exemptions for 100 percent disabled veterans, county burial allowances for veterans and their spouses, and a Veterans Temporary Assistance program to aid veterans and their families who require help due to an unexpected loss of income. Additionally, this department provides long-term nursing care specifically for Pennsylvania veterans in its veterans homes located in Erie, Hollidaysburg, Philadelphia, Pittsburgh, Spring City, and Scranton. Free hunting and fishing licenses are available through the County Treasurer for war-time veterans with the loss of one or more limbs, total blindness, or who are 100 percent service-connected disabled. Also available to eligible disabled veterans: reduced rates in state parks through DCNR and veterans license plates through PennDOT.

**Those Eligible:** Honorably discharged Pennsylvania veterans and their families. Each program has eligibility requirements.

**Contact:** Your County Director of Veterans Affairs to discuss benefits and eligibility, the nearest office of the Department of Military and Veterans Affairs, or visit [www.dmva.pa.gov](http://www.dmva.pa.gov).

Office of the Deputy Adjutant General for Veterans Affairs  
Bldg. 0-47, FTIG  
Annaville, PA 17003  
800-547-2838  
[www.veterans.pa.gov](http://www.veterans.pa.gov)

Office of the Deputy Adjutant for Veterans Affairs  
1000 Liberty Ave., Ste. 1612  
Pittsburgh, PA 15222  
866-754-8636

Office of the Deputy Adjutant General for Veterans Affairs  
P.O. Box 42938  
Philadelphia, PA 19101  
866-754-8637

Other State Resources Include:

Birth and Death Records  
Bureau of Vital Statistics  
724-656-3100

Or visit [www.health.pa.gov](http://www.health.pa.gov) and click on Birth & Death Certificates

## PA VETCONNECT

PA VETCONNECT is the commonwealth's premier information and referral network compiled specifically for service members, veterans, and their families. The network, populated with valuable information from creative inter-agency coordination and community partnerships, is used by County Directors of Veterans Affairs to facilitate the delivery of services to veterans and their beneficiaries. Resource areas include: unemployment, homelessness, mental wellness, substance use disorders, post-traumatic stress, traumatic brain injuries, and dozens more. If you need assistance, we can help you make the connection!

**Contact:** Contact the County Director of Veterans Affairs in the county you reside (see listing at the end of this booklet) to make the connection.

## VETERANS REGISTRY

Sign up for the Pennsylvania Veterans Registry at [dmva.pa.gov](https://dmva.pa.gov). The application allows veterans, family members and people who live with veterans to connect with DMVA for information about state benefits and programs.

## BUREAU OF VETERANS' HOMES

The DMVA Bureau of Veterans' Homes operates six long-term care facilities for eligible veterans and spouses across the commonwealth. Homes are located in Philadelphia, Spring City, Scranton, Hollidaysburg, Pittsburgh, and Erie. All six homes provide skilled nursing and dementia care and the homes in Spring City, Hollidaysburg, and Erie provide personal care. Each home also provides in-house medical care, pharmacy services, and therapy, social services, recreational programs, religious services, transportation, and barber and beauty services. Most services are provided at no extra cost beyond the daily fee. Honorably discharged veterans and their spouses are eligible for admission.

**Contact:** The Bureau of Veterans' Homes at (717) 861-8906, or visit [www.dmva.pa.gov/stateveteranshomes/](https://www.dmva.pa.gov/stateveteranshomes/).

## NATIONAL CEMETERY BURIAL BENEFITS

**Contact:** For general information, call 800-827-1000.

Indiantown Gap National Cemetery (Lebanon County):  
717-865-5254

National Cemetery of the Alleghenies (Washington County):  
724-746-4363

Washington Crossing National Cemetery (Bucks County):  
215-504-5610

## EDUCATIONAL GRANTS AND FINANCIAL AID FOR VETERANS

**Contact:** Veterans Employment Representative at a Pennsylvania CareerLink® office for free job counseling, training referrals, and placement service for veterans. Veterans also receive preference in state Civil Service. Call the Civil Service Commission for details: 717-787-6039 or 800-692-7392.

## HUNTING/FISHING/FUR TRAPPER LICENSE AT NO COST FOR CERTAIN DISABLED VETERANS

Application can be made at the County Treasurer's office.

## LICENSE PLATES/PLACARDS

Call the PA Department of Transportation (PennDOT) toll-free, 800-932-4600.

**Note:** Please check with the Department of Military and Veterans Affairs for specific eligibility requirements prior to submitting your request to add the Veterans Designation to your driver's license or identification card.

Once the Veterans Designation has been added to your license or ID, it will automatically appear each time your license or ID is renewed.

The Veterans Designation does not entitle a veteran to any special consideration or discount but rather identifies the bearer as a veteran who honorably served their Nation and this commonwealth. Any other recognition such as a discount, free meal, or other token of appreciation is completely and solely determined by the organization, business, or entity providing a service.

There is no fee for the Veterans Designation; however qualified applicants must pay any initial issuance, renewal, or duplicate driver's license or ID fees.

## PROPERTY TAX EXEMPTIONS

One hundred percent service-connected-disabled veterans who served during a period of war or armed conflict may be eligible for Property Tax Exemption.

**Contact:** Your County Director of Veterans Affairs for assistance with the application. County Directors of Veterans Affairs (page 104) are accredited to represent veterans to the Federal VA in the execution of claims. Veterans can also have their DD-214 recorded in the County or in the DMVA offices.

Veterans may apply to have a "Veteran" designation placed on their driver's license free of charge at the time of renewal. Qualified applicants for a veterans designation on their driver's license or identifica-

tion card include those who have received a Certificate of Release or Discharge from Active Duty/DD214 or equivalent for service in the United States Armed Forces, including a reserve component or the National Guard.

## FEDERAL PROGRAMS

**Benefits:** The U.S. Department of Veterans Affairs offers numerous programs for qualifying veterans. These include compensation and pension benefits, health care and social services, burial and memorial benefits, home loans, and education benefits. Healthcare and social services for eligible veterans include health screenings and checkups, outpatient and inpatient medical care, prosthetic devices, prescription drugs, residential and nursing facility care, and assistance to visually impaired veterans. Free and personal counseling is offered to war-time veterans by the department's Vet Centers. The U.S. Department of Veterans Affairs, through its VA Stars & Stripes Healthcare Network, has eight medical centers in Pennsylvania. These are located in Altoona, Butler, Coatesville, Erie, Lebanon, Philadelphia, Wilkes-Barre, and Pittsburgh. In addition, the Network has numerous community-based outpatient clinics located in smaller cities around the state. Both the medical centers and clinics sponsor health fairs that offer preventive health services. (The Network also has medical centers in Wilmington, DE and Clarksburg, WV).

**Note:** The VA Stars & Stripes Healthcare Network is part of the U.S. Department of Veterans Affairs and is not affiliated with this publication, "The Stars and Stripes." Stars and Stripes is the registered trademark of the National Tribune Corporation and is used with their permission.

**Contact:** 800-827-1000, specifically on healthcare or social services. 877-222-8387, visit [www.visn4.va.gov](http://www.visn4.va.gov), or contact your local County Director of Veterans Affairs (page 104).

## THE GOVERNOR'S ADVISORY COUNCIL ON VETERANS SERVICES

**Benefits:** Obtain a comprehensive listing of programs, benefits, and services for veterans and their families in Pennsylvania. The resource guide and related materials help veterans access programs and services across state agencies and commissions.

**Contact:**

800-547-2838

Fax: 717-861-8589

[RA-VA-Info@pa.gov](mailto:RA-VA-Info@pa.gov)

<https://www.dmv.pa.gov> search “Governor’s Advisory Council.”

## THE PENNSYLVANIA VETERANS TRUST FUND

**Benefits:** The Pennsylvania Veterans Trust fund (VTF) is a fund whose mission is to assist and support Pennsylvania veterans and their families. The VTF issues grants to statewide charitable organizations, veterans service organizations, and county directors of veterans affairs to assist veterans.

**Contact:**

Pennsylvania Veterans’ Trust Fund

Bldg. 0-47 Fort Indiantown Gap

Annville, PA 17003

717-861-6491

Fax: 717-861-8589

[RA-MVVETTRUSTFUND@pa.gov](mailto:RA-MVVETTRUSTFUND@pa.gov)

## VOLUNTEER

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### APPRISE VOLUNTEER COUNSELOR

**Benefits:** APPRISE is the Pennsylvania Department of Aging’s State Health Insurance Assistance Program. The program helps people with Medicare understand their health insurance options in order to make informed decisions about their health care needs. APPRISE is a free, unbiased, and confidential service. More APPRISE information can be found on page 46.

APPRISE has specially trained Medicare counselors who can answer questions about Medicare, Medicare Supplement policies (a.k.a. Medi-gap), long term care insurance, filing appeals, and educating on Medicare’s preventative benefits. They also serve as advocates for people with Medicare who need help in resolving a dispute with Medicare or Medicare Advantage plans.

**Contact:** Your local Area Agency on Aging (page 97) to schedule an appointment with the APPRISE Local Coordinator or Volunteer Coordinator.

## VOLUNTEER LONG-TERM CARE OMBUDSMEN

**Benefits:** Volunteer Ombudsmen advocate for and protect the rights of individuals receiving long-term care services. All services are confidential and free to those individuals.

Volunteer Ombudsmen:

- Advocate on behalf of residents in long-term care
- Ensure that residents' rights are upheld
- Build relationships and empower individuals to advocate for themselves

**Contact:** To learn more about the Long-Term Care Ombudsman Program, contact your local Area Agency on Aging (page 97) and ask to speak to an ombudsman or:

Pennsylvania Department of Aging  
Office of the State Long-Term Care Ombudsman  
555 Walnut St., 5th Floor  
Harrisburg, PA 17101-1919  
717-783-8975

## CONSERVATION VOLUNTEER PROGRAM

**Benefits:** The Pennsylvania Department of Conservation and Natural Resources operates the Conservation Volunteer Program. You'll have the opportunity to volunteer in a state park or state forest to help build a trail, plant a flower garden, teach a group of students about wildlife, or welcome visitors to the campgrounds.

**Contact:** Your local state park or district forest office and ask for the Conservation Volunteer Coordinator, or submit an application online at [www.dcnr.pa.gov](http://www.dcnr.pa.gov) (choose Connect with Us at the bottom).

## AMERICORPS

**Benefits:** AmeriCorps members serve in hundreds of nonprofit organizations and public agencies throughout the country — working to fight illiteracy, improve health services, create businesses, increase housing opportunities, or bridge the digital divide.



**Contact:**

Corporation for National & Community Service National Headquarters  
1201 New York Ave.  
NW Washington, DC 20525  
202-606-5000  
202-606-3472  
800-942-2677  
Fax: 215-597-2807  
[pa@cns.gov](mailto:pa@cns.gov)  
[www.nationalservice.gov](http://www.nationalservice.gov)

or:

Maureen K. Eccleston, Executive Director  
PennSERVE: The Governor's Office of Citizen Service  
PA Department of Labor & Industry  
651 Boas Street, Room 1306  
Harrisburg, PA 17121  
717-722-4428  
Fax: 717-705-4215  
[www.dli.pa.gov/pennserve](http://www.dli.pa.gov/pennserve)

**State Headquarters:**

Bernard Brown, State Director  
The Curtis Center  
601 Walnut St., Ste. 876E  
Philadelphia, PA 19106  
215-964-6352  
215-597-2807  
[pa@cns.gov](mailto:pa@cns.gov)

**SENIOR CORPS FOSTER GRANDPARENTS PROGRAM**

**Benefits:** Foster Grandparents serve as mentors, tutors, and caregivers for at-risk children and youth with special needs through a variety of community organizations, including schools, hospitals, drug treatment facilities, correctional institutions, Head Start, and day care centers. Income-eligible Foster Grandparents receive a modest, tax-free reimbursement for transportation, meals during service, an annual physical examination, and accident and liability insurance while on duty. Foster Grandparents serve 15 to 40 hours a week.

**Those Eligible:** The Foster Grandparent Program is open to people age 55 and over with limited incomes. All applicants undergo a background check and a phone interview, as well as pre-service and in-service training.

**Contact:** Your local Area Agency on Aging (page 97) or:  
Senior Corps of Pennsylvania  
800-870-2616  
[www.seniorcorpsofpa.org](http://www.seniorcorpsofpa.org)

## RETIRED SENIOR VOLUNTEER PROGRAM

**Benefits:** Retired? Senior Volunteer Program (RSVP) volunteers serve in a diverse range of nonprofit organizations, public agencies, and faith-based groups. Among other activities, they mentor at-risk youth, organize neighborhood watch programs, test drinking water for contaminants, teach English to immigrants, and lend their business skills to community groups that provide critical social services. RSVP volunteers are not paid, but sponsoring organizations may reimburse them for some costs incurred during service. RSVP provides appropriate volunteer insurance coverage, and volunteers receive pre-service orientation and in-service training from the agency or organization where they are placed.

**Those Eligible:** RSVP is open to people age 55 and over. Community and faith-based organizations receive grants to sponsor and operate RSVP projects in their community. These projects recruit older adults to serve from a few hours a month to almost full-time, though the average commitment is four hours a week. Most volunteers are paired with local community and faith-based organizations that are already helping to meet community needs.

**Contact:** Your local Area Agency on Aging (page 97) or:  
Senior Corps of Pennsylvania  
800-870-2616  
[www.seniorcorpsofpa.org](http://www.seniorcorpsofpa.org)

## SENIOR COMPANION PROGRAM

**Benefits:** Senior Companions serve frail older adults, adults with disabilities, those with terminal illnesses and offer respite for caregivers. They assist their adult clients by offering companionship and friendship, assisting with simple chores, providing transportation, and adding richness to their clients' lives. Senior Companions receive pre-service

and monthly training sessions, reimbursement for transportation, some meals during service, an annual physical, and accident and liability insurance while on duty. Income-eligible Senior Companions also receive a modest, tax-free stipend to offset the cost of volunteering.

**Those Eligible:** Volunteers must be 55 or over and be able to serve between 15 and 40 hours a week.

**Contact:** Your local Area Agency on Aging (page 97) or:

Senior Corps of Pennsylvania

800-870-2616

[www.seniorcorpsofpa.org](http://www.seniorcorpsofpa.org)

## PEACE CORPS

**Benefits:** The Peace Corps has three goals: to help people of interested countries meet their need for trained men and women, to help promote a better understanding of Americans on the part of the people served, and to help promote a better understanding of other people on the part of American citizens. Explore your dream to be a volunteer now. Older Peace Corps Volunteers have the opportunity to share a lifetime of work and wisdom with people of developing nations who respect and appreciate age. They put their wealth of experience to work in all corners of the world and in a variety of assignments, ranging from business advising or community development to teaching English, math, agriculture, or science.

**Those Eligible:** Volunteers must be 55 or over and be able to serve between 15 and 40 hours a week.

**Contact:** Your local Area Agency on Aging (page 97) or:

Senior Corps of Pennsylvania

800-870-2616

[www.seniorcorpsofpa.org](http://www.seniorcorpsofpa.org)

# AREA AGENCIES ON AGING (AAAs)

Area Agencies on Aging provide and coordinate services for older adults. Call your Area Agency on Aging for information regarding transportation, health care, help at home, employment, legal aid, and other programs for older adults. The Area Agencies on Aging function under the guidance of, and partial funding from, the Pennsylvania Department of Aging.

## **Adams County**

318 W. Middle St.  
Gettysburg, PA 17325  
717-334-9296  
[www.acofa.org](http://www.acofa.org)

## **Allegheny County**

2100 Wharton St.  
2nd Fl.  
Pittsburgh, PA 15203  
412-350-4234  
<http://www.alleghenycounty.us/dhs/olderadults>

## **Armstrong County**

120 South Grant Ave.  
Ste. 4  
Kittanning, PA 16201  
724-548-3290  
1-800-368-1066  
<https://co.armstrong.pa.us/index.php/departments-m/area-agency-on-aging-m>

## **Beaver County**

1020 8th Ave.  
Beaver Falls, PA 15010  
724-847-2262  
1-888-548-2262  
[www.bcoa.us](http://www.bcoa.us)

## **Bedford County**

240 Wood St.  
P.O. Box 46  
Bedford, PA 15522  
814-623-8148  
[www.hbfaaa.org](http://www.hbfaaa.org)

## **Berks County**

633 Court St.  
8th Flr.  
Reading, PA 19601  
610-478-6500  
[www.berksaging.org](http://www.berksaging.org)

## **Blair County**

1320 12th Ave.  
Altoona, PA 16601  
814-946-1235  
1-800-245-3282  
[www.blairsenior.org](http://www.blairsenior.org)

## **Bradford County**

220 Main St.  
Unit 2  
Towanda, PA 18848  
570-265-6121  
800-982-4346  
[www.bsstaaa.org](http://www.bsstaaa.org)

## **Bucks County**

30 E. Oakland Ave.  
Doylestown, PA 18901  
267-880-5700  
<http://www.buckscounty.org/government/HumanServices/AAA>

## **Butler County**

111 Sunnyview Circle  
Ste. 101  
Butler, PA 16001  
724-282-3008  
1-888-367-2434  
<http://www.co.butler.pa.us/Area-Agency-on-Aging>

## **Cambria County**

110 Franklin St.  
Ste. 400  
Johnstown, PA 15901  
814-539-5595  
<https://www.cambriacountypa.gov/area-agency-on-aging.aspx>

## **Cameron County**

P.O. Box A  
Ridgway, PA 15853  
814-776-2191  
1-800-672-7145  
[www.ohsaging.com](http://www.ohsaging.com)

## **Carbon County**

401 Delaware Ave.  
3rd Fl.  
Palmerton, PA 18071  
610-824-7830  
1-800-441-1315  
<http://www.carboncounty.com/index.php/2-uncategorised/44-agency-on-aging>

## **Centre County**

420 Holmes St.  
Bellefonte, PA 16823  
814-355-6716  
<http://centrecountypa.gov/index.aspx?NID=342>

## **Chester County**

601 Westtown Rd.  
Ste. 320  
West Chester, PA 19380  
610-344-6350  
1-800-692-1100  
[www.chesco.org/aging](http://www.chesco.org/aging)

**Clarion County**

16 Venture Ln.  
Clarion, PA 16214  
814-226-4640  
<http://www.clarionaging.com/>

**Clearfield County**

103 N. Front St.  
Clearfield, PA 16830  
814-765-2696  
1-800-225-8571  
[www.ccaaa.net](http://www.ccaaa.net)

**Clinton County**

2138 Lincoln St.  
Williamsport, PA 17701  
570-601-9551  
[http://www.stepcorp.org/Office\\_of\\_Aging](http://www.stepcorp.org/Office_of_Aging)

**Columbia County**

702 Sawmill Rd.  
Ste. 201  
Bloomsburg, PA 17815  
570-784-9272  
800-598-5001  
[www.cmaa15.org](http://www.cmaa15.org)

**Crawford County**

1034 Park Ave.  
Meadville, PA 16335  
814-336-1792  
800-321-1792  
[www.activeaging.org](http://www.activeaging.org)

**Cumberland County**

1100 Claremont Rd.  
Carlisle, PA 17015  
717-240-6110  
[www.ccpa.net/aging](http://www.ccpa.net/aging)

**Dauphin County**

2 S. 2nd St.  
3rd Fl.  
Harrisburg, PA 17101  
717-780-6130  
800-328-0058  
<http://www.dauphincounty.org/government/Human-Services/area-agency-on-aging/Pages/default.aspx>

**Delaware County**

206 Eddystone Ave.,  
2nd Flr.  
Eddystone, PA 19022  
610-490-1300  
[www.delcosa.org](http://www.delcosa.org)

**Elk County**

P.O. Box A  
Ridgway, PA 15853  
814-776-2191  
1-800-672-7145  
[www.ohsaging.com](http://www.ohsaging.com)

**Erie County**

18 W. 9th St.  
Erie, PA 16501  
814-459-4581  
<http://www.gecac.org/programs-and-services/elderly-and-aging>

**Fayette County**

305 Chamber Plz.  
Charleroi, PA 15022  
724-489-8080  
1-888-300-2704  
[www.swpa-aaa.org](http://www.swpa-aaa.org)

**Greene County**

305 Chamber Plz.  
Charleroi, PA 15022  
724-489-8080  
1-888-300-2704  
[www.swpa-aaa.org](http://www.swpa-aaa.org)

**Forest County**

905 4th Ave.  
Warren, PA 16365  
814-726-1700  
[www.experienceinc.org](http://www.experienceinc.org)

**Franklin County**

600 Norland Ave.  
Ste. 11  
Chambersburg, PA 17201  
717-263-2153  
800-642-6990  
[http://www.franklincountypa.gov/index.php?section=human-services\\_aging](http://www.franklincountypa.gov/index.php?section=human-services_aging)

**Fulton County**

240 Wood St.  
P.O. Box 46  
Bedford, PA 15522  
814-623-8148  
[www.hbfaaa.org](http://www.hbfaaa.org)

**Huntingdon County**

240 Wood St.  
P.O. Box 46  
Bedford, PA 15522  
814-623-8148  
[www.hbfaaa.org](http://www.hbfaaa.org)

**Indiana County**

1055 Oak St.  
P.O. Box 519  
Indiana, PA 15701  
724-349-4500  
<http://agingservicesinc.com>

**Jefferson County**

186 Main St.  
Brookville, PA 15825  
814-849-3096  
1-800-852-8036  
[www.jcaaa.org](http://www.jcaaa.org)

**Juniata County**

249 W. 3rd St.  
Lewistown, PA 17044  
717-242-0315  
1-800-348-2277  
[www.mymjrsc.com](http://www.mymjrsc.com)

**Lackawanna County**

123 Wyoming Ave.  
Scranton, PA 18503  
570-963-6740  
<http://www.lackawannacounty.org/index.php/departmentsagencies/human-services/area-agency-on-aging>

**Lancaster County**

150 N. Queen St.  
Lancaster, PA 17603  
717-299-8372  
1-800-801-3070  
[www.lancoaging.org](http://www.lancoaging.org)

**Lawrence County**

2706 Mercer Rd.  
New Castle, PA 16105  
724-658-3729  
<https://www.ccpqh.org/sslpage.aspx?pid=368>

**Lebanon County**

710 Maple St.  
Lebanon, PA 17046  
717-273-9262  
<http://www.lebcounty.org/AAA/Pages/default.aspx>

**Lehigh County**

17 S. 7th St.  
Rm. 230  
Allentown, PA 18101  
610-782-3034  
<https://www.lehighcounty.org/Departments/Human-Services/Aging-and-Adult-Services>

**Luzerne County**

111 N. Pennsylvania Blvd.  
Wilkes-Barre, PA 18701  
570-822-1158  
<https://www.luzernecounty.org/847/Aging>

**Lycoming County**

2138 Lincoln St.  
Williamsport, PA 17701  
570-601-9551  
[http://www.stepcorp.org/Office\\_of\\_Aging](http://www.stepcorp.org/Office_of_Aging)

**McKean County**

P.O. Box A  
Ridgway, PA 15853  
814-776-2191  
1-800-672-7145  
[www.ohsaging.com](http://www.ohsaging.com)

**Mercer County**

133 N. Pitt St.  
Mercer, PA 16137  
724-662-6222  
<http://www.mercercountyaging.org/>

**Mifflin County**

249 W. 3rd St.  
Lewistown, PA 17044  
717-242-0315  
1-800-348-2277  
[www.mymjrsc.com](http://www.mymjrsc.com)

**Monroe County**

724B Phillips St.  
Ste. 102  
Stroudsburg, PA 18360  
570-420-3735  
<http://www.monroecountypa.gov/Dept/Aging/Pages/default.aspx>

**Montgomery County**

1430 DeKalb St.  
Norristown, PA 19404  
610-278-3601  
<https://www.montcopa.org/148/Senior-Services>

**Montour County**

702 Sawmill Rd.  
Bloomsburg, PA 17815  
570-784-9272  
1-800-598-5001  
[www.cmaaa15.org](http://www.cmaaa15.org)

**Northampton County**

2801 Emrick Blvd.  
Bethlehem, PA 18020  
610-829-4540  
1-800-322-9269  
<https://www.northamptoncounty.org/HS/AGING/Pages/default.aspx>

**Northumberland County**

322 N. 2nd St.  
Sunbury, PA 17801  
570-495-2395  
1-877-622-2251  
<http://www.ncaging.org/Contact.asp>

**Perry County**

315 Keystone Way  
New Bloomfield, PA 17068  
717-582-5128  
<http://www.perryco.org/Pages/default.aspx>

**Philadelphia County**

642 N. Broad St.  
Philadelphia, PA 19130  
215-765-9000  
<http://www.pcacares.org/>

**Pike County**

150 Pike County Blvd.  
Hawley, PA 18428  
570-775-5550  
1-800-233-8911  
[www.pikeaaa.org](http://www.pikeaaa.org)

**Potter County**

62 N. St.  
Roulette, PA 16746  
814-544-7315  
1-800-800-2560  
<http://www.pottercountyhumansvcs.org/post.php?pid=10>

**Schuylkill County**

110 E. Laurel Blvd.  
Pottsville, PA 17901  
570-622-3103  
<http://schuylkillloss.org>

**Snyder County**

116 N. 2nd St.  
Lewisburg, PA 17837  
570-524-2100  
570-374-5558  
[www.usaaa17.org](http://www.usaaa17.org)

**Southwestern PA**

305 Chamber Plz.  
Charleroi, PA 15022  
724-489-8080  
[www.swpa-aaa.org](http://www.swpa-aaa.org)

**Somerset County**

1338 S. Edgewood Ave.  
Somerset, PA 15501  
814-443-2681  
1-800-452-0825  
[www.somersetaaa.org](http://www.somersetaaa.org)

**Sullivan County**

220 Main St.  
Unit 2  
Towanda, PA 18848  
570-265-6121  
800-982-4346  
[www.bsstaaa.org](http://www.bsstaaa.org)

**Susquehanna County**

220 Main St.  
Unit 2  
Towanda, PA 18848  
570-265-6121  
800-982-4346  
[www.bsstaaa.org](http://www.bsstaaa.org)

**Tioga County**

220 Main St.  
Unit 2  
Towanda, PA 18848  
570-265-6121  
800-982-4346  
[www.bsstaaa.org](http://www.bsstaaa.org)

**Union County**

116 N. 2nd St.  
Lewisburg, PA 17837  
570-524-2100  
570-374-5558  
[www.usaaa17.org](http://www.usaaa17.org)

**Venango County**

1 Dale Ave.  
Franklin, PA 16323  
814-432-9711  
1-866-452-4464  
<https://www.co.venango.pa.us>

**Warren County**

905 4th Ave.  
Warren, PA 16365  
814-726-1700  
1-800-281-6545  
[www.experienceinc.org](http://www.experienceinc.org)

**Washington County**

305 Chamber Plz.  
Charleroi, PA 15022  
724-489-8080  
1-888-300-2704  
[www.swpa-aaa.org](http://www.swpa-aaa.org)

**Wayne County**

323 10th St.  
Honesdale, PA 18431  
570-253-4262  
<http://aging.waynecountypa.gov>

**Westmoreland County**

200 S. Main St.  
Greensburg, PA 15601  
724-830-4444  
<http://www.co.westmoreland.pa.us/397/Area-Agency-on-Aging>

**Wyoming County**

111 N. Pennsylvania Blvd.  
Wilkes-Barre, PA 18701  
570-822-1158  
<https://www.luzernecounty.org/847/Aging>

**York County**

100 W. Market St.  
Ste. 102  
York, PA 17401  
717-771-9610  
1-800-632-9073  
[www.ycaaa.org](http://www.ycaaa.org)

# COUNTY ASSISTANCE OFFICES, DEPARTMENT OF HUMAN SERVICES

County Assistance Offices can provide information on SNAP, formerly known as food stamps (page 65), Medical Assistance (page 52), the Temporary Assistance for Needy Families (TANF) program, and many other special services. The locations and phone numbers of the county offices are listed below.

## **Adams County**

Gettysburg, 17325  
Phone: 717-334-6241  
Toll Free: 800-638-6816

## **Allegheny County HQ**

Pittsburgh, 15222  
Phone: 412-565-2146

## **Armstrong County**

Kittanning, 16201  
Phone: 724-543-1651  
Toll Free: 800-424-5235

## **Beaver County**

Rochester, 15074  
Phone: 724-773-7300  
Toll Free: 800-653-3129

## **Bedford County**

Bedford, 15522  
Phone: 814-623-6127  
Toll Free: 800-542-8584

## **Berks County**

Reading, 19602  
Phone: 610-736-4211  
Toll Free: 866-215-3912

## **Blair County**

Altoona, 16601  
Phone: 814-946-7111  
Toll Free: 866-812-3341

## **Bradford County**

Towanda, 18848  
Phone: 570-265-9186  
Toll Free: 800-542-3938

## **Bucks County**

Bristol, 19007  
Phone: 215-781-3300  
Toll Free: 800-362-1291

## **Butler County**

Butler, 16001  
Phone: 724-284-8844  
Toll Free: 866-256-0093

## **Cambria County**

Johnstown, 15901  
Phone: 814-533-2491  
Toll Free: 877-315-0389

## **Cameron County**

Emporium, 15834  
Phone: 814-486-3757  
Toll Free: 877-855-1824

## **Carbon County**

Lehighton, 18235  
Phone: 610-577-9020  
Toll Free: 800-314-0963

## **Centre County**

State College, 16801  
Phone: 814-863-6571  
Toll Free: 800-355-6024

## **Chester County**

Thorndale, 19372  
Phone: 610-466-1000  
Toll Free: 888-814-4698

## **Clarion County**

Clarion, 16214  
Phone: 814-226-1700  
Toll Free: 800-253-3488

## **Clearfield County**

Clearfield, 16830  
Phone: 814-765-7591  
Toll Free: 800-521-9218

## **Clinton County**

Lock Haven, 17745  
Phone: 570-748-2971  
Toll Free: 800-820-4159

## **Columbia County**

Bloomsburg, 17815  
Phone: 570-387-4200  
Toll Free: 877-211-1322

## **Crawford County**

Meadville, 16335  
Phone: 814-333-3400  
Toll Free: 800-527-7861

## **Cumberland County**

Carlisle, 17013  
Phone: 717-240-2700  
Toll Free: 800-269-0173

## **Dauphin County**

Harrisburg, 17110  
Phone: 717-787-2324  
Toll Free: 800-788-5616

## **Delaware County**

Chester, 19013  
Phone: 610-447-5500

## **Elk County**

Ridgway, 15853  
Phone: 814-776-1101  
Toll Free: 800-847-0257



**Erie County**

Erie, 16512  
Phone: 814-461-2000  
Toll Free: 800-635-1014

**Fayette County**

Uniontown, 15401  
Phone: 724-439-7015  
Toll Free: 877-832-7545

**Forest County**

Tionesta, 16353  
Phone: 814-755-3552  
Toll Free: 800-876-0645

**Franklin County**

Chambersburg, 17201  
Phone: 717-264-6121  
Toll Free: 877-289-9177

**Fulton County**

McConnellsburg, 17233  
Phone: 717-485-3151  
Toll Free: 800-222-8563

**Greene County**

Waynesburg, 15370  
Phone: 724-627-8171  
Toll Free: 888-410-5658

**Huntingdon County**

Huntingdon, 16652  
Phone: 814-643-1170  
Toll Free: 800-237-7674

**Indiana County**

Indiana, 15701  
Phone: 724-357-2900  
Toll Free: 800-742-0679

**Jefferson County**

Punxsutawney, 15767  
Phone: 814-938-2990  
Toll Free: 800-242-8214

**Juniata County**

Mifflintown, 17059  
Phone: 717-436-2158  
Toll Free: 800-586-4282

**Lackawanna County**

Scranton, 18503  
Phone: 570-963-4525  
Toll Free: 877-431-1887

**Lancaster County**

Lancaster, 17604  
Phone: 717-299-7411

**Lawrence County**

New Castle, 16101  
Phone: 724-656-3000  
Toll Free: 800-847-4522

**Lebanon County**

Lebanon, 17042  
Phone: 717-270-3600/3623  
Toll Free: 800-229-3926

**Lehigh County**

Allentown, 18109  
Phone: 610-821-6509  
Toll Free: 877-223-5956

**Luzerne County**

Wilkes-Barre, 18711  
Phone: 570-826-2100  
Toll Free: 866-220-9320

**Lycoming County**

Williamsport, 17703  
Phone: 570-327-3300  
Toll Free: 877-867-4014

**McKean County**

Bradford, 16701  
Phone: 814-362-4671  
Toll Free: 800-822-1108

**Mercer County**

Hermitage, 16148  
Phone: 724-983-5000  
Toll Free: 800-747-8405

**Mifflin County**

Lewistown, 17044  
Phone: 717-248-6746  
Toll Free: 800-382-5253

**Monroe County**

Stroudsburg, 18360  
Phone: 570-424-3030  
Toll Free: 877-905-1495

**Montgomery County**

Norristown, 19401  
Phone: 610-270-3500  
Toll Free: 877-398-5571

**Montour County**

Danville, 17821  
Phone: 570-275-7430  
Toll Free: 866-596-5944

**Northampton County**

Easton, 18044  
Phone: 610-250-1700  
Toll Free: 800-349-5122

**Northumberland County**

Sunbury, 17801  
Phone: 570-988-5900  
Toll Free: 800-368-8390

**Perry County**

New Bloomfield, 17068  
Phone: 717-582-2127  
Toll Free: 800-991-1929

**Philadelphia County**

Philadelphia, 19107  
Phone: 215-560-7226

**Pike County**

Milford, 18337  
Phone: 570-296-6114  
Toll Free: 866-267-9181

**Potter County**

Coudersport, 16915  
Phone: 814-274-4900  
Toll Free: 800-446-9896

**Schuylkill County**

Pottsville, 17901  
Phone: 570-621-3000  
Toll Free: 877-306-5439

**Snyder County**

Selinsgrove, 17870  
Phone: 570-374-8126  
Toll Free: 866-713-8584

**Somerset County**

Somerset, 15501  
Phone: 814-443-3681  
Toll Free: 800-248-1607

**Sullivan County**

Laporte, 18626  
Phone: 570-946-7174  
Toll Free: 877-265-1681

**Susquehanna County**

Montrose, 18801

Phone: 570-278-3891

Toll Free: 888-753-6328

**Tioga County**

Wellsboro, 16901

Phone: 570-724-4051

Toll Free: 800-525-6842

**Union County**

Lewisburg, 17837

Phone: 570-524-2201

Toll Free: 877-628-2003

**Venango County**

Franklin, 16323

Phone: 814-437-4342

Toll Free: 877-409-2421

**Warren County**

N. Warren, 16365

Phone: 814-723-6330

Toll Free: 800-403-4043

**Washington County**

Washington, 15301

Phone: 724-223-4300

Toll Free: 800-835-9720

**Wayne County**

Honesdale, 18431

Phone: 570-253-7100

Toll Free: 877-879-5267

**Westmoreland County**

Greensburg, 15601

Phone: 724-832-5200

Toll Free: 800-905-5413

**Wyoming County**

Tunkhannock, 18657

Phone: 570-836-5171

Toll Free: 877-699-3312

**York County**

York, 17405

Phone: 717-771-1100

Toll Free: 800-991-0929



# VETERANS AFFAIRS COUNTY OFFICE DIRECTORY

ADAMS (717) 337-9835  
ALLEGHENY (412) 621-4357  
ARMSTRONG (724) 548-3441  
BEAVER (724) 770-4452  
BEDFORD (814) 623-4848  
BERKS (610) 378-5601  
BLAIR (814) 693-3160  
BRADFORD (570) 265-1704  
BUCKS (215) 345-3307  
BUTLER (724) 284-5352  
CAMBRIA (814) 472-1590  
CAMERON (814) 389-5972  
CARBON (570) 325-3986  
CENTRE (814) 355-6812  
CHESTER (610) 344-6375  
CLARION (814) 226-4000, X2601  
CLEARFIELD (814) 765-4611 X3010  
CLINTON (570) 893-4339  
COLUMBIA (570) 387-6501, OPTION 1  
CRAWFORD (814) 333-7314  
CUMBERLAND (717) 240-6178  
DAUPHIN (717) 780-6356  
DELAWARE (610) 891-4646  
ELK (814) 776-5370  
ERIE (814) 451-6265  
FAYETTE (724) 430-1241  
FOREST (814) 755-3404  
FRANKLIN (717) 263-4326  
FULTON (717) 485-6873  
GREENE (724) 852-5275  
HUNTINGDON (814) 643-1360  
INDIANA (724) 465-3815  
JEFFERSON (814) 849-3618  
JUNIATA (717) 436-7728  
LACKAWANNA (570) 963-6778  
LANCASTER (717) 299-7920  
LAWRENCE (724) 656-2180  
LEBANON (717) 228-4422  
LEHIGH (610) 782-3295  
LUZERNE (570) 706-3960  
LYCOMING (570) 327-2365  
MCKEAN (814) 887-3241  
MERCER (724) 662-7511  
MIFFLIN (717) 248-6421  
MONROE (570) 517-3187  
MONTGOMERY (610) 278-3285  
MONTOUR (570) 271-3061  
NORTHAMPTON (610) 829-4877  
NORTHUMBERLAND (570) 988-4213  
PERRY (717) 582-5133  
PHILADELPHIA (215) 686-3256  
PIKE (570) 296-3563  
POTTER (814) 274-8290, X210  
SCHUYLKILL (570) 628-1400  
SNYDER (570) 374-0181  
SOMERSET (814) 445-1551  
SULLIVAN (570) 946-7677  
SUSQUEHANNA (570) 278-5955  
TIOGA (570) 723-8141  
UNION (570) 524-8676  
VENANGO (814) 432-9780  
WARREN (814) 728-3478  
WASHINGTON (724) 228-6865  
WAYNE (570) 253-5970, X3114  
WESTMORELAND (724) 830-3530  
WYOMING (570) 996-2258  
YORK (717) 771-9218

# PARTNERS

## PENNSYLVANIA ORGANIZATIONS

### AARP®

PA State Office  
30 N. 3rd St., Ste. 750  
Harrisburg, PA 17101  
717-238-2277  
Toll Free: 866-389-5654  
[www.aarp.org](http://www.aarp.org)

Alzheimer's Association  
Delaware Valley Chapter  
399 Market St., Ste. 102  
Philadelphia, PA 19106  
215-561-2919  
Toll Free: 800-272-3900  
<http://www.alz.org/delval/>

Alzheimer's Association  
Greater Pennsylvania Chapter  
South Central Regional Office  
2595 Interstate Dr., Ste. 100  
Harrisburg, PA 17110  
717-651-5020  
Toll Free: 800-272-3900  
[www.alz.org/pa](http://www.alz.org/pa)

Center for Advocacy for the Rights and  
Interests of the Elderly (CARIE)  
1500 JFK Blvd., Suite 1500  
Philadelphia, PA 19102  
1-800-356-3606  
[www.carie.org](http://www.carie.org)

LeadingAge PA  
1100 Bent Creek Blvd.  
Mechanicsburg, PA 17050  
717-763-5724  
Toll Free: 800-545-2270  
[www.leadingagepa.org](http://www.leadingagepa.org)

LGBT Elder Initiative  
1315 Spruce Street  
Philadelphia, PA 19107  
(215) 720-9415  
[www.lgbtelderinitiative.org](http://www.lgbtelderinitiative.org)

Pennsylvania Adult Day Services  
Association (PADSA)  
P.O. Box 3097  
Bethlehem, PA 18017  
215-671-0200  
[www.PADSA.org](http://www.PADSA.org)

Pennsylvania Assisted Living Association  
(PALA)  
105 North Front Street, Suite 106  
Harrisburg, PA 17101  
717-695-9734  
[www.pala.org](http://www.pala.org)

Pennsylvania Association of Area Agencies  
on Aging (P4A)  
525 South 29th Street  
Harrisburg, Pennsylvania 17104  
717-541-4214  
[www.p4a.org](http://www.p4a.org)

Pennsylvania Association of Retired State  
Employees  
2929 Gettysburg Rd., Ste. 1  
Camp Hill, PA 17011  
717-731-9522  
Toll Free: 888-809-7429  
[www.parseofpa.org](http://www.parseofpa.org)

Pennsylvania Association of Senior Cen-  
ters (PASC)  
240 Wood Street,  
PO Box 46  
Bedford, PA 15522-0046  
814-623-8148  
[www.pascpulse.org](http://www.pascpulse.org)

Pennsylvania Council on Independent  
Living (PCIL)  
301 Chestnut Street, Suite 403  
Harrisburg, PA 17101  
717-234-2621  
[www.thepecil.org](http://www.thepecil.org)

Pennsylvania Health Care Association  
(PHCA)  
315 N. 2nd St.  
Harrisburg, PA 17101  
717-221-1800  
[www.phca.org](http://www.phca.org)

Pennsylvania Homecare Association  
(PHA)  
600 N. 12th St., Ste.200  
Lemoyne, PA 17043  
717-975-9448  
1-800-382-1211  
[www.pahomecare.org](http://www.pahomecare.org)

Pennsylvania LIFE Provider Alliance (PALPA)  
300 North Second Street, Suite 1200  
Harrisburg PA, 17101  
833-472-5433  
[www.palifeprograms.org](http://www.palifeprograms.org)

Pennsylvania SAGE (Services and  
Advocacy for LGBT Elders) Affiliates:

William Way LGBT Community Center  
1315 Spruce St.  
Philadelphia, PA 19107  
(215) 732-2220  
[www.waygay.org](http://www.waygay.org)

Persad Center  
5301 Butler St., #100  
Pittsburgh, PA 15201  
(412) 441-9786  
[www.persadcenter.org](http://www.persadcenter.org)

United Way of PA  
909 Green St.  
Harrisburg, PA 17102  
717-238-7365  
[www.uwp.org](http://www.uwp.org)

# SOCIAL SECURITY ADMINISTRATION OFFICES IN PENNSYLVANIA

For all PA offices call: 800-772-1213;

TTY: 800-325-0778

[www.socialsecurity.gov](http://www.socialsecurity.gov)

## LIST OF SOCIAL SECURITY OFFICES

Allentown, 18102  
41 N. 4th St.

Cranberry, 16319  
80 Regina Dr.

Indiana, 15701  
1265 Wayne Ave.  
Ste. 310

Altoona, 16602  
303 Cayuga Ave.

DuBois, 15801  
302 Liberty Blvd.

Johnstown, 15901  
334 Washington St.

Baden, 15005  
350 Logan Ln.

Easton, 18042  
134 S. 4th St.

Kittanning, 16201  
159 Butler Rd.

Belle Vernon, 15012  
800 Plz. Dr.  
Ste. 320

Erie, 16501  
717 State St.  
Ste. 500

Lancaster, 17601  
1808 Colonial Village Ln.  
Ste. 102

Bethlehem, 18018  
555 Main St.

Fairless Hills, 19030  
444 Lincoln Hwy.

Lebanon, 17042  
924 Russell Dr.

Bloomsburg, 17815  
700 Market St.

Greensburg, 15601  
122 W. 3rd St.

Lewistown, 17044  
208 W. 3rd St.

Butler, 16001  
102 Woody Dr.

Harrisburg, 17101  
555 Walnut St.  
Ste. 810

McKeesport, 15132  
540 5th Ave.

Carlisle, 17013  
200 S. Spring Garden St.

Hazleton, 18201  
88 S. Laurel St.

Meadville, 16335  
19063 Park Ave. Plz.

Chambersburg, 17201  
50 N. 3rd St.

Hermitage, 16148  
2380 Garden Way

Monroeville, 15146  
400 Oxford Dr.  
Ste. 210

Chester, 19013  
807 Crosby St.

New Castle, 16105  
1708 Wilmington Rd.

New Kensington, 15068  
707 5th Ave.

Pittsburgh Downtown, 15222  
921 Penn Ave.

East Stroudsburg, 18301  
9090 Franklin Hill Rd.  
Ste. 101

Norristown, 19401  
1700 Markley St.  
Ste. 120

Pittsburgh Northside, 15212  
4 Allegheny Ctr.  
2nd Flr.

Towanda, 18848  
1 Elizabeth St.  
Ste. 1

Philadelphia Aramingo, 19134  
3400 Aramingo Ave.

Pittsburgh East Liberty, 15206  
6117 Station St.

Uniontown, 15401  
627 Pittsburgh Rd.  
Fayette Plaza

Philadelphia Downtown, 19102  
2 Penn Ctr.  
1500 JFK Blvd.  
Ste. 2000

Pottsville, 17901  
2221 W. Market St.  
Ste. 200

Upper Darby, 19082  
8645 W. Chester Pike

Phila. Germantown, 19144  
701 E. Chelten Ave.

Reading, 19601  
201 Penn St.  
Ste. 200

Washington, 15301  
95 W. Beau St.  
Ste. 10

Philadelphia Nicetown, 19132  
2929 N. Broad St.

Royersford, 19468  
39 W. Ridge Pike

West Chester, 19382  
1101 W. Chester Pike

Philadelphia Northeast, 19114  
9300 Ashton Rd.  
Unit 4

Scranton, 18503  
409 Lackawanna Ave.  
Oppenheim Bldg. 1st Flr.

Wilkes-Barre, 18702  
7 N. Wilkes-Barre Blvd.  
Stegmaier Bldg.  
Ste.102

Philadelphia South, 19145  
Stadium Plz.  
3336 S. Broad St.

Selinsgrove, 17870  
150 Susquehanna Valley Mall  
Dr.

Williamsport, 17701  
240 W. 3rd St.  
Ste.100

Phila. University City, 19104  
4240 Market St.

State College, 16801  
901 University Dr.  
Ste. 2

York, 17402  
2670 Industrial Hwy.  
Ste. 2