

## **RHODE ISLAND DEPARTMENT OF ELDERLY AFFAIRS...OUR MISSION**

The **Department of Elderly Affairs (DEA)** was established in 1977 (under RIGL 42-66-1) in response to the growing needs of Rhode Island's older population. **DEA** is the state's primary agency devoted to the development, implementation and monitoring of a comprehensive system of community-based programs and services for seniors. The Department is also designated as the state's single planning and service area agency on aging under the provisions of the Older Americans Act.

To serve the needs of our constituency, we must have a mission. The **DEA** mission is **to ensure excellence in service, advocacy, and public policy dedicated to the needs of older Rhode Islanders, families and caregivers.**

As seen in the 2000 Census, there is an expanding population of older citizens in Rhode Island. The 2000 Census counted just over one million Rhode Islanders. More than 190,000 were age 60 and older. This represents 18.3 percent of our population and we rank eighth in the nation in this category. More than 152,000 Rhode Islanders are age 65 and older. This is 14.5 percent of our population and we rank sixth in the nation for this category.

## INTRODUCTION TO THE POCKET MANUAL

The roots of **The Pocket Manual of Elder Services** can be traced to the first edition, published in 1975 when **DEA** was a division under the Department of Community Affairs. The subsequent editions of **The Pocket Manual of Elder Services** have followed the simple format of the original. Each book provides a concise, accurate, and timely program description and contact information. The **2004 Pocket Manual of Elder Services** remains consistent in this format and purpose.

Every effort has been made to verify the information contained in the **2004 Pocket Manual of Elder Services**. This information is accurate as of the publication date of January 1, 2004. Corrections for the 2005 edition should be forwarded in writing to Chief of Information & Public Relations, RI Department of Elderly Affairs, Benjamin Rush-Building #55, 35 Howard Avenue, Cranston, RI 02920.

The **Pocket Manual of Elder Services** is also available in Spanish. For a copy of this edition, call the **Customer Information Referral and Assistance Center** at **462-4000 (Voice/TTY)**.

**RI Department of Elderly Affairs**

John O. Pastore Center  
Benjamin Rush-Building #55  
35 Howard Avenue  
Cranston, RI 02920

**Main Number.....462-3000**  
**Customer Information Referral &**  
**Assistance Center.....462-4000 (Voice/TTY)**  
**Web Site..... [www.dea.state.ri.us](http://www.dea.state.ri.us)**

For faster service, call these departments:

**Director..... 462-0500**  
**Health Insurance Counseling.....462-0508**  
**Heating Assistance.....462-4000**  
**Home & Community Care.....462-0570**  
**Legal Services Counselor.....462-0537**  
**Media & Communications.....462-0509**  
**Pharmacy (RIPAE).....462-4000**  
**Protective Services.....462-0555**  
**Senior Companion Program.....462-0569**  
**Senior Workforce Development.....462-0541**

***IMPORTANT NOTICE: Rhode Island residents can dial any DEA telephone number from their residential phone without incurring a toll charge on their telephone bill.***

## **DIRECTIONS TO DEA-BY CAR**

***From Route 95 North:*** Take Exit 14B off Route 95 North to Route 37 West. Take a left at the traffic light on to Pontiac Avenue. Follow the signs to the John O. Pastore Center. At the third traffic light, take a right on to Howard Avenue. **DEA** is located .3 miles on the right in the Benjamin Rush-Building #55.

***From Route 95 South:*** Take Exit 14B to Route 37 West. Take a left at the traffic light on to Pontiac Avenue. Follow the signs to the John O. Pastore Center. At the third traffic light, take a right on to Howard Avenue. **DEA** is located .3 miles on the right.

***From Reservoir Avenue (Route #2-Note: Route #2 South becomes New London Avenue):*** At the intersection of New London Avenue and Howard Avenue, turn left on to Howard Avenue (John O. Pastore Center). **DEA** is located .3 miles on the left.

***From Route 295:*** Take Exit 3A-Route 37 East. Turn right on to Pontiac Avenue at Exit 3 and follow signs to John O. Pastore Center. At the third traffic light, take a right on to Howard Avenue. **DEA** is located .3 miles on the right.

## **DIRECTIONS TO DEA-BY BUS**

Parking for **DEA** is located in the front of the building and across the street.

**Bus Route:** From Kennedy Plaza, Providence, take Bus #22-Pontiac Avenue. RIPTA has several departures each day that stop at **DEA**. For scheduled times, call RIPTA at 781-9400, or go to [www.ripta.com](http://www.ripta.com).

**DEA** offices are located on the second floor. Office hours are 8:30 a.m. to 4:00 p.m., Monday through Friday.

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## ADULT DAY SERVICES

These DEA licensed centers provide frail and functionally challenged adults, including those with Alzheimer's disease and related dementia, with care and supervision in a safe environment. Services include therapeutic recreation, health services, and respite for caregivers.

|   |                 |
|---|-----------------|
| <del>Bristol:</del> <b>Cornerstone Adult Services</b> ..... | <b>254-9629</b> |
| Coventry: <b>Cornerstone Adult Services</b> .....           | <b>822-6212</b> |
| Cranston:   |                 |
| <b>Cranston Adult Day Care</b> .....                        | <b>780-6243</b> |
| <b>Feinstein Alzheimer's Center</b> .....                   | <b>946-9220</b> |
| <b>Victoria Court Adult Day Services</b> .....              | <b>946-5522</b> |
| Little Compton: <b>Nancy Brayton Osborn</b> .....           | <b>635-2358</b> |
| Middletown: <b>Forest Farm Adult Day Svcs</b> .....         | <b>849-8326</b> |
| North Providence:   |                 |
| <b>Fruit Hill Day Center for Elderly</b> .....              | <b>353-5805</b> |
| <b>Generations Adult Day Health Center</b> .....            | <b>725-6400</b> |
| Pawtucket: <b>New Horizons Adult Day Care</b> .....         | <b>727-0950</b> |
| Providence:   |                 |
| <b>Crystal Pavilion Adult Day Services</b> .....            | <b>272-3887</b> |
| <b>Jewish Srs./Comprehensive ADC</b> .....                  | <b>351-2440</b> |
| Smithfield: <b>Dora C. Howard, Centre, Ltd</b> .....        | <b>949-3890</b> |
| So. Kingstown: <b>So. Kingstown AD Svcs</b> .....           | <b>783-8736</b> |
| Warren: <b>The Willows Adult Day Care</b> .....             | <b>245-2323</b> |
| Warwick:  |                 |
| <b>Cornerstone Alzheimer's Center</b> .....                 | <b>738-8295</b> |
| <b>Cornerstone-Apponaug Center</b> .....                    | <b>739-2847</b> |
| <b>Westerly Adult Day Services</b> .....                    | <b>596-1336</b> |
| Woonsocket:   |                 |
| <b>Alternative Adult Day Care</b> .....                     | <b>766-0516</b> |

## ADVOCACY

Seniors have opportunities to influence public policy through the following groups:

**The RI Advisory Commission on Aging** was created in 1977 under the mandate of both federal Older Americans Act and Rhode Island law. The **Commission** is comprised of 25 members; 21 are appointed by the Governor and four members are appointed by members of the RI General Assembly. The **Commission** advises the Governor and the Director of the **Department of Elderly Affairs (DEA)** regarding issues and problems confronting elders and adults with disabilities. Call **462-0509**.

The **Rhode Island Forum on Aging** was established in 1991 to bring together a consortium of leaders from established senior, educational, and advocacy organizations. The **Forum** provides a focal point on aging issues, provides information on these issues, and establishes priorities for advocacy. Call **462-0509**.

The **Silver Haired Legislature(SHL)**, created in 1981, is a non-partisan, non-profit organization composed of 75 seniors representing each legislative district in Rhode Island. Meetings are held each year to debate issues, develop resolutions, and recommend legislation to state and national officials. **SHL** efforts are focused on advocating for senior issues by promoting knowledge of the governmental and legislative process. Call **462-0509**. Their web site is [www.rishl.org](http://www.rishl.org).

The **Rhode Island Long Term Care Coordinating Council (LTCCC)** was created in 1987 to bring together leaders from the public and private sector to coordinate the state's long term care agenda. The **Council** is committed to bringing quality, affordable, and accessible long term care to Rhode Islanders. Call **222-2371**.

## ADVOCACY

In addition to the **LTCCC**, the **State Cabinet on Chronic and Long Term Care** was established by executive order in 2003. The directors of several state departments join together to shape the future of long-term care in Rhode Island. Call **462-0510**.

**AARP** is a non-profit, non-partisan organization for those 50 and older. For its 35 million members, benefits include pharmacy service, insurance, group travel service, local chapter meetings, and legislative awareness. **AARP** lobbies the federal and state government for programs and services that enhance the quality of life for seniors. Call the **RI Chapter of AARP** at **272-0233**.

**Aging 2000**, 1 Richmond Square, Providence, RI 02906, is a non-profit consumer organization dedicated to improving health care and social services for Rhode Island seniors. **Aging 2000** helps to educate consumers on health care options and helps consumers evaluate various health care plans. Call **521-7930**. **Aging 2000** also accepts reports on **Medicare** fraud, waste, and abuse. Call **1-888-684-7200**. Their web site is [www.aging2K.org](http://www.aging2K.org).

The **Gray Panthers of RI** is part of an intergenerational advocacy organization that works for social and economic justice. Among the issues which the organization concentrates on include access to affordable health care, housing, education, transportation, and the preservation of Social Security. Call **725-1122**.

**Senior Action in a Gay Environment (SAGE/RI)** offers support and social opportunities to elder gay persons. Call **751-1487**.

**Parents, Families and Friends of Lesbians and Gays (PFLAG)** is an organization committed to promoting knowledge and understanding so that gay persons can live with dignity and respect. The **Helpline and Information** number is **751-7571** and their web site is [www.gbwebworks.com/pflag](http://www.gbwebworks.com/pflag).

## **AGENCIES FOR THE BLIND**

**IN-SIGHT**, 43 Jefferson Boulevard, Warwick, RI 02888 helps blind persons develop skills in communication, mobility, orientation, self-care, and home-making.

**IN-SIGHT** assists those having problems with aging and blindness. **IN-SIGHT** radio broadcasts readings of newspapers, magazines and books for the blind and visually impaired. Call **941-3322**.

**Saving Sight** conducts glaucoma screening programs and public information campaigns to detect and fight causes of blindness. Call **738-1150**.

**State Services for the Blind and Visually Impaired** provides vocational rehabilitation, counseling, medical evaluation, home teaching and other services. Call **222-2300** or **222-3010 (TTY)**.

Any resident 65 or older who does not have an ophthalmologist can receive no cost medical eye care services through the **National Eye Care Project**. Call **1-800-222-EYES (3937)**.

Persons who have a visual impairment or physical disability that hinders them from using traditional library materials may borrow books and magazines in large print, braille, or talking books on cassette or disc free of charge through **Talking Books Plus**. Call **222-5800**.

Machines and materials are mailed directly through the U.S. mail free of charge. However, the statewide library delivery system allows homebound persons to return materials through their local public library.

## **ALZHEIMER'S DISEASE**

The **Rhode Island Chapter of the Alzheimer's Association** is a non-profit organization affiliated with the national group. Its mission is to coordinate resources for caregivers, educate health professionals and the general public, and advocate for improved public policy. Other services of the **Alzheimer's Association** include a helpline, speaker's bureau, newsletter, affiliated family support groups, and an early stage support group for those with the disease.

To obtain these services, contact the **Alzheimer's Association, RI Chapter**, 245 Waterman Street, Providence, RI 02906. Call **421-0008**, or **1-800-244-1428**. The local web site is [www.alz-ri.org](http://www.alz-ri.org).

Police departments with **Alzheimer's Alert** programs register Alzheimer's patients so the police may assist them if they are found wandering.

Many services listed in this booklet may be helpful to those with Alzheimer's disease and their families, including assisted living/residential care, home and community care, adult day services, elder care services, caregiver support groups, and legal services.

The web site for the national Alzheimer's Association is [www.alz.org](http://www.alz.org).

## **ARTHRITIS FOUNDATION: SOUTHERN NEW ENGLAND CHAPTER**

Arthritis affects nearly 40 million Americans, or one in seven people. While arthritis causes chronic pain and loss of movement, there are many ways to help people with arthritis lead comfortable, fulfilling lives.

The **Arthritis Foundation, Southern NE Chapter**, 2348 Post Road, Warwick, RI 02886 offers a number of programs and services which people with arthritis may utilize including:

- People with Arthritis Can Exercise (PACE)
- Aquatics Program located at various pools across Rhode Island
- Self-Help classes
- Fibromyalgia Support Groups
- Arthritis Support Groups
- Information and Referral (including physician referral)
- Speakers Bureau
- Childhood Arthritis
- Financial Assistance
- Membership

The **Arthritis Foundation** supports research to find the cure for and prevention of arthritis and to improve the quality of life for those affected by arthritis. Call **739-3773**. The web site is **[www.arthritis.org](http://www.arthritis.org)**.

## CASE MANAGEMENT

Case management programs assist older Rhode Islanders who wish to remain at home for as long as possible.

To qualify, RI residents must be 60 or older (or Alzheimer's victims of any age), homebound, frail, or disabled and unable to remain at home without supportive care.

Through case management services, clients receive an assessment of their needs. A case manager develops a plan of care which includes options for community based services. The case manager will assist in securing needed services, monitor the care plan, and offer training and support for family caregivers.

Clients with limited incomes and few cash resources may qualify for free or reduced-cost home care services.

Contact the nearest agency:

Aquidneck Island:

**Child & Family Service of**

**Newport County.....845-2270**

East Bay: **Self-Help, Inc.....437-1000**

Kent County:

**Westbay Community Action.....732-4660**

Northwest:

**Tri-Town Community Action.....351-2750**

Providence County:

**Meals on Wheels of RI.....351-6700**

Coventry:

**Counseling Resource Agency.....822-6208**

## COMMUNITY ACTION PROGRAMS

**Community Action Programs (CAPs)** are local social service agencies working to alleviate the problems of poverty through a positive and coordinated approach.

Programs include community organizing, consumer education, counseling, health, winterization, and other services.

Minor home repairs, energy audits, storm doors and windows, insulation, caulking and weatherstripping, window replacement, boiler repairs, and replacement burners comprise **CAP** weatherization services.

Aquidneck Island:

**New Visions for Newport County.....847-7821**

**Blackstone Valley CAP.....723-4520**

Cranston: **Comprehensive CAP.....467-9610**

East Bay: **Self-Help, Inc.....437-1000**

Kent County:

**Westbay Community Action.....732-4660**

Northwest: **Tri-Town CAP.....351-2750**

**Providence Community Action.....273-2000**

**South County Community Action.....789-3016**

Woonsocket:

**Family Resources CAP.....766-0900**

**COMMUNITY ELDER  
INFORMATION SPECIALISTS**

**Community Elder Information Specialists** assist with questions and concerns about programs and services for seniors. They help seniors and their families enter the state's long term care system.

**Information Specialists** are available in these communities.

|   |                        |
|---|------------------------|
| <b>Central Falls YMCA Center</b> .....        | <b>728-7300</b>        |
| <b>Cranston Senior Services</b> .....         | <b>461-1000, X6255</b> |
| <b>Coventry Senior Center</b> .....           | <b>822-9474</b>        |
| <b>East Providence Senior Center</b> .....    | <b>435-7800, X218</b>  |
| <b>Lincoln Senior Center</b> .....            | <b>724-2000</b>        |
| Newport:                                      |                        |
| <b>Child &amp; Family Services</b> .....      | <b>848-4185</b>        |
| North Providence:                             |                        |
| <b>Salvatore Mancini Center</b> .....         | <b>231-0742</b>        |
| Pawtucket: <b>Leon Mathieu Center</b> .....   | <b>728-7582</b>        |
| <b>Portsmouth Senior Center</b> .....         | <b>683-7943</b>        |
| Providence:                                   |                        |
| <b>DaVinci Center</b> .....                   | <b>272-7474</b>        |
| <b>Diocese of Prov./Respite Services</b> .... | <b>421-7833, X4</b>    |
| <b>Jewish Seniors Agency</b> .....            | <b>621-5374</b>        |
| <b>St. Martin dePorres Center</b> .....       | <b>274-6783</b>        |
| <b>SEDC</b> .....                             | <b>274-8811</b>        |
| <b>Urban League</b> .....                     | <b>351-5000, X142</b>  |
| <b>Westminster Senior Center</b> .....        | <b>274-6900</b>        |
| South Kingstown: <b>The Center</b> .....      | <b>789-0268</b>        |
| Warwick: <b>Pilgrim Senior Center</b> .....   | <b>468-4500</b>        |
| <b>Westerly Senior Citizens Center</b> .....  | <b>596-2404</b>        |
| <b>West Warwick Senior Center</b> .....       | <b>822-4450</b>        |
| <b>Woonsocket Senior Center</b> .....         | <b>766-3734</b>        |

## **CUSTOMER INFORMATION REFERRAL AND ASSISTANCE CENTER**

Since the **Department of Elderly Affairs (DEA)** became a cabinet-level agency in 1977, information and referral has been an integral part of the programs and services the Department offers to help seniors, families, and caregivers assure the independence and dignity of elders.

Recently renamed as the **Customer Information Referral & Assistance Center**, this unit has Customer Information Specialists who are trained to answer questions, provide information and referral, and offer counsel regarding the issues of growing older in Rhode Island.

Customer Information Specialists help seniors understand and deal with issues such as heating and pharmacy assistance, Medicare, Medicaid, Social Security, transportation, food stamps, and many other programs and services.

Each year, **Customer Information Referral & Assistance Center** staff answers more than 20,000 consumer inquiries.

For information, call **462-4000 (Voice/TTY)**.

## DENTAL SERVICES

The **Community College of Rhode Island Dental Hygiene Clinic**, 1762 Louisquisset Pike, Lincoln, offers dental cleanings from September through May of each school year. Cleanings also include blood pressure monitoring, oral cancer screening, periodontal examination, polishing, fluoride treatment and information on dental health. The fee is \$10. For details, call **333-7250**.

The **Donated Dental** program offers free or reduced-cost dental services to income-eligible seniors. Call **728-9448**.

The **Northwest Community Healthcare Center**, 36 Bridgeway, Burrillville, RI 02859 provides general dentistry services to eligible residents of Burrillville, Foster, Glocester, North Smithfield, and Smithfield. Fees are on a sliding scale. For information, call **568-7661**.

The **St. Francis Cares Wellness Center**, 45 Weybosset Street, Providence 02903 provides free dental services one Wednesday each month. Call **861-8195**.

## EDUCATIONAL OPPORTUNITIES

Rhode Island residents 60 and older may take courses at state colleges and at the University of Rhode Island without paying tuition on a space-available basis. Students must have a household income less than three times the federal poverty limit. Currently, the limit is less than \$26,940 for one person and \$36,360 for a 2-person household. Other fees and charges may apply.

Local private colleges and universities may have adult education programs. Contact the school office of continuing education.

The **Elderhostel** program gives seniors 55 and older the student experience of taking courses, living in a dorm, and participating in campus life for about \$600 a week. **Elderhostel** scholarships may be available. For scholarship information or an **Elderhostel** catalogue, call **1-877-426-8056** or visit their web site at **[www.elderhostel.org](http://www.elderhostel.org)**.

Some churches, libraries, and other organizations sponsor lifetime learning groups. Contact your local school department for information on adult education.

## **ELDERCARE LOCATOR**

The **Eldercare Locator** is a nationwide service to help families and friends find information about community services for older people anywhere in the United States and its territories.

This is a referral service which links callers to an information and referral agency serving a state or community. Information and referral links people in need with the appropriate services to meet the need.

The **Eldercare Locator** can connect callers to information sources for such services as home delivered meals, transportation, legal advice, adult day care, home health services, housing options, and much more.

The toll-free **Eldercare Locator** number is **1-800-677-1116**. The line is staffed Monday through Friday from 9 a.m. to 8 p.m. You can also log onto their web site at [www.eldercare.gov](http://www.eldercare.gov).

While the call to the **Eldercare Locator** service is free, the subsequent call to the information and referral service in another state may not be free.

## **EMERGENCY RESPONSE SYSTEMS**

**Emergency Response Systems (ERS)** provide a value time-saving link between people who are alone or frightened of being alone, and a communications center. An **ERS** gives peace of mind to know that help is only a touch-of-a-button away, 24 hours a day.

In an emergency situation, the **ERS** client presses a button he or she carries to activate emergency response contacts.

The following operate **emergency response systems**:

|  |                       |
|--|-----------------------|
| <b>Comfort Keepers</b> (Response Link).....                                    | <b>792-8300</b>       |
| <b>Community Care Nurses</b> (Lifeline).....                                   | <b>295-8862</b>       |
| <b>Health Watch Personal Response</b> ..                                       | <b>1-800-226-8100</b> |
| <b>Homefront Healthcare</b> (Lifeline).....                                    | <b>738-0409</b>       |
| <b>Jewish Family Service</b> (Lifeline).....                                   | <b>331-1244, X19</b>  |
| <b>Memorial Hospital</b> (Lifeline).....                                       | <b>729-2449</b>       |
| <b>New England Protection</b> .....  | <b>1-800-988-2554</b> |
| <b>Newport Hospital</b> (Lifeline).....  | <b>845-1637</b>       |
| <b>Ocean State Nursing Services</b><br>(Lifeline).....                         | <b>765-6465</b>       |
| <b>Meals on Wheels of RI</b> (Lifeline).....                                   | <b>351-6700</b>       |
| <b>Westerly Hospital</b> (Lifeline).....                                       | <b>348-2300</b>       |
| <b>Visiting Nurse Service of Bristol/Newport County</b><br>(Health Watch)..... | <b>682-2100</b>       |
| <b>VNS of Greater Rhode Island</b><br>(Health Watch).....                      | <b>1-800-696-7991</b> |

## **FRIENDLY VISITING**

The **Neighborhood Friendly Visitor Program** provides companionship and friendly support to homebound elderly persons across the state. Volunteers visit, read, write letters, and chat with shut-ins who benefit from regular social contact.

This program welcomes seniors who wish to volunteer their time for a few hours each week. Homebound seniors may also call to find out about getting a visitor.

The **Neighborhood Friendly Visitor Program** is located at 184 Broad Street, Providence, RI 02903. Call **421-7833, ext. 4**.

Most **Retired Senior Volunteer Programs** in Rhode Island also provide opportunities for friendly visiting activities. Please refer to the "Volunteer" section of this booklet.

**SAGE/RI (Senior Action in a Gay Environment)** helps isolated gay seniors through advocacy, outreach, and social activities. Call **751-1487**.

## **GERIATRIC ASSESSMENTS**

**Geriatric assessment** units conduct comprehensive assessments of a person's medical status. Seniors who have shown recent changes in their physical, psychological, or social functioning are candidates for assessment. A team of professionals identifies health and medical problems and plans a course of treatment. These organizations offer geriatric assessments:

East Providence:

**RI Mood & Memory Research Inst.....435-8950**  
**Newport Hospital Memory**  
**Assessment Program.....845-1573**

North Providence:

**Roger Williams Geriatric**  
**Consultation Service.....231-0450**

Pawtucket:

**Memorial Hospital Alzheimer's/  
Memory Disorder Clinic.....729-2483**

Providence:

**Butler Hospital Memory**  
**Disorders Program.....455-6403**  
**Miriam Hospital**  
**Geriatrics Practice.....793-5151**  
**Rhode Island Hospital**  
**Geriatric Services.....444-8054**

## HEALTH CENTERS

Community health centers provide many health services for low-income persons, including seniors. Payment is on a sliding scale. Centers are located at:

**Block Island Health Services.....466-2125**

Burrillville:

**Northwest Health Services.....568-7661**

**Central Falls Health Center.....724-7110**

**Coventry Family Health Center.....828-5335**

**Cranston Family Health Center.....943-1981**

East Providence:

**East Bay Center.....437-1008**

Johnston:

**Tri-Town Health Center.....351-2750**

Newport:

**New Visions Health Center.....847-7821**

North Kingstown:

**Bayside Health Center.....295-9706**

Pawtucket:

**Blackstone Valley Health Center.....729-0081**

Providence:

**Allen Berry Health Center.....444-0570**

**Capitol Hill Health Center.....444-0550**

**Central Health Center.....444-0580**

**Fox Point Health Center.....444-0530**

**Olneyville Health Center.....444-0540**

**Chad Brown Health Center.....274-6339**

**HEALTH CENTERS**

Providence:

**Traveler’s Aid Health  
Center for Homeless.....521-2255**

Richmond:

**Wood River Health Services.....539-2461**

South Kingstown:

**Thundermist Health Center .....783-0523**

Tiverton:

**New Visions Health Center.....625-5197**

Woonsocket:

**Thundermist Health Center .....767-4100**

The **St. Francis Chapel and City Ministry Wellness Center**, 45 Weybosset Street, Providence 02903 provides health services to those in need. Call **861-8195**.

## HEALTH INSURANCE COUNSELING

The **Senior Health Insurance Program (SHIP)** offers free information, counseling, and assistance with health insurance problems to Medicare beneficiaries and other older adults.

Volunteer **SHIP** counselors can discuss Medicare, supplemental insurance, managed care, over-insurance, free and reduced-cost medical care programs, and long-term care insurance.

Volunteers provide information to senior and disabled consumers to help guide them in making their health care decisions.

For more information on **SHIP**, call **DEA** at **462-0508**.

The Internet site [www.medicare.gov](http://www.medicare.gov) offers Medicare information. The **MEDICARE COMPARE** database compares health plans benefits, out-of-pocket costs, and other features. The web site also contains a **Personal Plan Finder** that can provide consumers with plan options and estimated costs based on information they have submitted.

The **RI Guide to Buying Medicare Supplement Insurance and HMOs** is free from the **DEA**. It contains current information about available health plans in Rhode Island, including coverage and premiums. Call **462-4000 (Voice/TTY)**.

## HEALTH INSURANCE COUNSELING

SHIP volunteers are located at these sites.

|  |                 |
|--|-----------------|
| <b>Barrington Senior Center</b> .....      | <b>247-1926</b> |
| Central Falls:                             |                 |
| <b>YMCA Community Center</b> .....         | <b>728-7300</b> |
| <b>Coventry Senior Center</b> .....        | <b>822-9175</b> |
| <b>Cranston Senior Services</b> .....      | <b>461-1000</b> |
| <b>East Providence Senior Center</b> ..... | <b>435-7800</b> |
| <b>Lincoln Senior Center</b> .....         | <b>724-2000</b> |
| <b>North Kingstown Senior Center</b> ..... | <b>268-1590</b> |
| North Providence:                          |                 |
| <b>Salvatore Mancini Center</b> .....      | <b>231-0742</b> |
| Pawtucket:                                 |                 |
| <b>Leon Mathieu Senior Center</b> .....    | <b>728-7582</b> |
| <b>Portsmouth Senior Center</b> .....      | <b>683-4106</b> |
| Providence:                                |                 |
| <b>DaVinci Center</b> .....                | <b>272-7474</b> |
| <b>Lillian Feinstein Center</b> .....      | <b>455-3888</b> |
| <b>St. Martin dePorres Center</b> .....    | <b>274-6783</b> |
| South Kingstown:                           |                 |
| <b>The Center</b> .....                    | <b>789-0268</b> |
| <b>Tiverton Senior Center</b> .....        | <b>625-6790</b> |
| Warwick:                                   |                 |
| <b>Pilgrim Senior Center</b> .....         | <b>463-3474</b> |
| <b>Westerly Senior Center</b> .....        | <b>596-2404</b> |
| <b>Woonsocket RSVP</b> .....               | <b>766-2300</b> |

## HEARING AND SPEECH SERVICES

The **Rhode Island Hospital** at **444-5485**, **Memorial Hospital of Pawtucket** at **729-2316** or **723-2050-TTY**, and **URI Hearing and Speech Centers** in Kingston and Pawtucket at **874-5969** or **874-4292** diagnose and treat hearing, speech, language and swallowing problems.

The **Sargent Rehabilitation Center**, 800 Quaker Lane, Warwick 02818 provides hearing screening, diagnosis and rehabilitation; dispensing hearing aids and assistive listening and augmentative communication devices; and education or counseling on hearing aid management. Certain fees apply. Call **886-6600 (Voice/TTY)**.

Audiologists identify and evaluate impaired hearing; determine the need for hearing rehabilitation; and dispense hearing aids.

**Self-Help for Hard of Hearing (SHHH)** meets at the **Sargent Rehabilitation Center** on a monthly basis. Call **886-6625 (Voice/TTY)**.

The **RI Relay Service (1-800-745-6575-Voice** and **1-800-745-5555 TTY**, and **1-800-745-1570 ASCII)** connects text telephone (TTY) and telebraille callers with standard telephone users at no charge, 24 hours a day. For those who speak Spanish, the number is **1-800-855-2884**.

The **RI Commission on the Deaf and Hard of Hearing** administers a sign language interpreter referral service and offers information and referral.

Call **222-1204** or **222-1205 (TTY)**.

## HEATING ASSISTANCE

The **Low-Income Home Energy Assistance Program (LIHEAP)** provides assistance to income eligible customers in meeting the costs of heating their homes.

The amount of assistance provided is based on household size and income level.

**Current income guidelines are:**

|                         |          |
|-------------------------|----------|
| 1-person household..... | \$21,979 |
| 2-person household..... | \$28,742 |
| 3-person household..... | \$35,505 |

Heating assistance is available to households that are responsible for their heating costs. Actual **LIHEAP** grants are based on household income.

Apply for heating assistance at:

**Blackstone Valley CAP** .....725-8707  
**(Woonsocket residents)**.....765-3258

Cranston:

**Comprehensive CAP** .....467-7013

East Bay:

**Self-Help, Inc.**.....437-1000

Northwest:

**Tri-Town Community Action**....351-2750,X1117

Providence:

**Over 60: DEA**.....462-4000 (V/TTY)

**Under 60: Providence CAP** .....273-0882

**South County CAP**.....789-3016

**Westbay Community Action**.....732-4660

## HOME AND COMMUNITY CARE

The **DEA Home and Community Care Program** provides eligible seniors with several innovative options to help them remain in the community. These options are designed to help the senior meet a wide variety of medical, environmental, and social needs.

Based on eligibility, home health aide or homemaker services, adult day services, a personal emergency response system, durable medical equipment, minor home repairs or modifications, as well as **Meals on Wheels**, or a **Senior Companion** may be provided.

For some individuals, arrangements may be made for the person to move into an assisted living facility.

To be eligible for the **Home and Community Care Program**, a person must be 65 or older, a resident of Rhode Island, and be basically homebound (unable to leave home without considerable assistance).

For those persons on **Medical Assistance (Medicaid)**, services under the **Home and Community Care Program** are provided at no charge. For persons meeting the guidelines for the **Rhode Island Pharmaceutical Assistance to the Elderly (RIPAE)** program, services are provided using a sliding scale. Currently, these annual income guidelines are \$17,155 for a single person and \$21,445 for a couple.

## HOME AND COMMUNITY CARE

Each year on July 1, these guidelines are changed to reflect the Social Security cost-of-living adjustment (COLA).

**DEA** works with case management agencies and other senior service organizations to develop a care plan and arrange for services to help the senior maintain his/her independence.

For more information about the **Home and Community Care Program**, call **462-0570**.

The **Home Health Quality Initiative (HHQI)** is part of a national effort by **CMS** to improve the quality of care for those who use home health care services provided by Medicare-certified suppliers. Using the web site [www.medicare.gov](http://www.medicare.gov) or by calling **1-800-MEDICARE (1-800-633-4227)** or **1-877-486-2048 (TTY)**, consumers will have access to data intended to help seniors, family members, and caregivers find out about the quality of care their loved ones are receiving.

## HOME EQUITY CONVERSION MORTGAGE

Rhode Island's **Home Equity Conversion Mortgage (HECM)** program allows seniors to borrow against the equity in their homes. The loan is repaid when the house is sold, or when the owner/borrower ceases to live in it. This type of program is sometimes referred to as a **reverse mortgage program**.

Under **HECM**, borrowers must be 62 or older and have annual incomes below \$77,300. They must live in new or existing one-to-four family homes or FHA-approved condominiums.

**HECM** loans are at a variable interest rate.

Borrowers may choose to receive monthly payments, a line of credit, or a combination of monthly payments and a line of credit.

The **Home Equity Conversion Mortgage** program is a program of **RI Housing**, 44 Washington Street, Providence, RI 02903. Call **RI Housing** at **751-5566** or **1-800-427-5560** for additional information. Or, visit their web site at [www.rihousing.com](http://www.rihousing.com).

## HOUSING

To be eligible for **subsidized housing**, a person must be 62 or older, or be disabled (50 or older in Providence public housing, or 55 in Warwick). Applicants may apply for housing in any community they desire.

Extremely low-income applicants (30% of the state median income) are considered to have an income of \$14,150 or less a year for an individual and \$16,150 for a couple. Very-low income (50% of median) is defined as \$23,550 annually for one person and \$26,900 for a couple. Low-income (80% of median) is \$37,700 annually for one person and \$43,050 for a couple. Income levels are used in establishing priorities for **subsidized housing**.

Senior housings maintain waiting lists after all units are filled. Tenants pay 30% of their monthly income for rent. Medical expenses that exceed 3% of income serve to reduce the amount of rent owed.

The **DEA** can provide lists of Rhode Island's senior **subsidized housings, retirement communities and assisted living facilities**. Call **462-4000 (Voice/TTY)** for more information.

## HOUSING

Inquire at the local housing authorities or **Rhode Island Housing** at **751-5566, 427-9799 (TTY)** or **1-800-427-5560** about **Section 8** rental vouchers for existing units.

For additional information about **Rhode Island Housing** programs, visit their web site at **[www.rihousing.com](http://www.rihousing.com)**.

**Assisted living** provides a combination of housing and services in a setting designed to offer choice, independence and dignity. These homes may be small, family-style places or large, apartment-style facilities.

Residents must usually be ambulatory (canes, walkers, and sometimes wheelchairs are acceptable) and not require on-going extensive medical and nursing care provided in a nursing home.

**Assisted living** residences provide rooms or apartments, meals, 24 hour staffing, assistance with personal care and medication, housekeeping, laundry, activities, and other services for adults to maintain themselves in their own home. The cost varies considerably.

There are approximately 70 licensed **assisted living** facilities in the state, contact **DEA** at **462-4000 (Voice/TTY)**. Additional information can be obtained by calling the **Rhode Island Assisted Living Association** at **1-800-309-9093** or the **RI Department of Health** at **222-2566**.

## HOUSING

**The Rhode Island Coalition for the Homeless**, 50 Niantic Avenue-Suite C, Providence 02907 publishes the **Street Sheet** and lists emergency shelters, food pantries, and other helpline information. Call **421-6458**. Their web site is **[www.rhomeless.com](http://www.rhomeless.com)**.

**Traveler's Aid of Rhode Island**, 177 Union Street, Providence 02903 also provides information and referral for the homeless and those in transition. Call **521-2255**.

**Continuing care communities** provide a spectrum of housing options ranging from independent living to nursing home care. Rhode Island has a limited number of these facilities. For information, call **462-0535**.

The **Rhode Island Housing's Home Improvement & Lead Abatement Program** can assist qualified residents in obtaining low-interest home repair and improvement loans. Call **450-1344**.

Some grants or loans for home repair may be available through local communities. Call the city or town hall.

The **U.S.D.A. Rural Development** also provides grants and loans for home repair and improvement to qualified homeowners. Call **826-0842**.

## IDENTIFICATION CARDS

The **DEA** issues senior citizen identification cards for Rhode Islanders 60 and older and residents age 18 to 59 with a disability. These photo-identification cards also contain the owner's name, address, Social Security number, date of birth, and signature. They are valid as proof of identification for cashing checks and other banking transactions involving government funds under \$750 at Rhode Island financial institutions.

Cards are issued weekdays at the **DEA** office in Cranston from 9 a.m. to 3:00 p.m., Monday through Friday.

Seniors must present proof of age, such as driver's license, birth certificate, or a **Rhode Island Public Transit Authority (RIPTA)** bus pass. Persons with a disability must present a current Social Security disability or **Veterans Administration** disability award letter. A \$2 donation per identification card is requested.

Additional information about the identification card program is available by calling the **DEA** at **462-4000 (Voice/TTY)**.

The **Rhode Island Registry of Motor Vehicles** also offers free identification cards to persons 59 and older. Office hours are 8:30 a.m. to 4:00 p.m., Monday through Friday. For information, call **588-3020, ext. 2053**.

## **INDEPENDENT LIVING**

Rhode Island has two **independent living** organizations that provide information and services to disabled persons to enhance their independence.

**Ocean State Center for Independent Living (OSCIL)**, 1944 Warwick Avenue, Warwick 02889 can be reached at **738-1013 (Voice)** or **738-1015 (TTY)**.

**People Actively Reaching Independence (PARI)**, 500 Prospect Street, Pawtucket 02860 can be reached at **725-1966 (Voice/TTY)**.

The Office of Rehabilitation Services (**ORS**) in the **Department of Human Services** can also provide information on home modifications and assistive devices. Call **421-7005 (Voice)** or **421-7016 (TTY)**.

**TechACCESS of Rhode Island**, 110 Jefferson Boulevard, Suite I, Warwick, RI 02889 enables persons with disabilities to try out computers, software, and other assistive and adaptive equipment. Call **463-0202** for an appointment or information.

**Relay Rhode Island** can connect hearing-impaired Rhode Islanders with various government agencies and also assist them in completing the call. Their numbers are **1-800-745-5555** (English) and **1-800-855-2884** (Spanish).

## **LEGAL SERVICES**

The **DEA legal counselor** helps elders obtain legal assistance. The counselor provides public information on legal issues affecting older people and is available to speak at senior organizations. Call **462-0537**.

**Rhode Island Legal Services Senior Citizens Program** helps low income persons 60 and older with legal advice and assistance.

This program assists seniors with housing, **Social Security, Medical Assistance, Medicare, Food Stamps**, and other problems.

**Rhode Island Legal Services** is located at 56 Pine Street, Providence 02903. Call **274-2652**, or **272-5335 (TTY)**, or **1-800-662-5034** for information. The Newport office is located at 50 Washington Square, Newport 02840. The telephone number is **846-2264** or **1-800-637-4529**.

The **Rhode Island Bar Association's Legal Information and Referral Service for the Elderly**, 115 Cedar Street, Providence 02903 helps anyone 60 and older obtain legal services and advice. Seniors may receive a free initial consultation of up to 30 minutes. A reduced-fee program is available for moderate income seniors. A no-fee program is available for certain low-income seniors. Call or **521-5040 (Voice)** or **421-1666 (TTY)**.

Collect calls are accepted.

## LEGAL SERVICES

**Advance directives** are written instructions indicating which medical care we wish to receive or not receive if we are unable to communicate our wishes.

The **durable power of attorney for health care** permits adults to appoint an agent to make health care decisions on the person's behalf, if the need arises.

With a **living will**, individuals direct their physicians as to which life-sustaining medical procedures they wish to utilize or stop, if these procedures only serve to prolong the dying process.

Single copies of both the **living will** and **durable power of attorney for health care** are available from the **DEA** by calling **462-4000(Voice/TTY)**. No specific form is required for the **living will**.

**Advance directives** may be revoked at any time.

The **DEA legal counselor** is available to discuss advance directives before senior groups. Call **462-0537**.

The **COMFORT ONE** bracelet program enables emergency medical service personnel to honor a terminal patient's request to avoid resuscitation in his last minutes. Call **222-2401**.

## MEDICAL ASSISTANCE

**Medical Assistance (Medicaid)** pays for needed medical care for people 65 and older, or who have a disability.

| <b>Eligibility:</b> | <b>Individual</b>  | <b>Couple</b> |
|---------------------|--------------------|---------------|
| Monthly Income      | \$769              | \$1,030       |
| Resources           | \$4,000            | \$6,000       |
| Life insurance:     | \$4,000 per person |               |

If your income exceeds the above guidelines, you may still be eligible through the “flexible test.” Apply at the nearest **Department of Human Services (DHS)** office:

|  |                       |
|--|-----------------------|
| <b>Cranston &amp; Vicinity</b> .....         | <b>462-6500</b>       |
| <b>East Providence &amp; Pawtucket</b> ..... | <b>729-5400</b>       |
| <b>Johnston &amp; Vicinity</b> .....         | <b>222-5666</b>       |
| <b>Newport/Aquidneck Island</b> .....        | <b>849-6000</b>       |
| Also.....                                    | <b>1-800-675-9397</b> |
| <b>Providence</b> .....                      | <b>222-7000</b>       |
| <b>South County</b> .....                    | <b>267-1030</b>       |
| Also.....                                    | <b>1-800-862-0222</b> |
| <b>Warwick/Kent County</b> .....             | <b>736-6511</b>       |
| <b>Woonsocket &amp; Vicinity</b> .....       | <b>235-6300</b>       |
| Also.....                                    | <b>1-800-510-6988</b> |

If you have a question, or would like an application, call the **DHS Information Line** at **462-5300 (Voice)** or **462-3363 (TTY)**.

## **MEDICARE**

**Medicare** hospital insurance (Part A) provides basic protection against costs of needed care in a hospital, skilled nursing facility, at home, and for hospice care.

**Medicare** medical insurance (Part B) provides supplemental protection against costs of physicians' and providers' services. The monthly premium is \$66.60 for 2004. Apply for **Medicare** at **Social Security** three months before turning age 65.

Rhode Island law (RIGL 5-37-5.1) prohibits physicians from charging **Medicare** patients more than the amount **Medicare** approves for covered services.

To report Medicare fraud, waste, or abuse call the **Aging 2000 Medicare Fraud Hotline** at **1-888-684-7200**. You can also call the **RI Attorney General** at **274-4400, ext. 2280**.

For **Medicare** information, call **1-800-MEDICARE (1-800-633-4227)**, or go to web site **[www.medicare.gov](http://www.medicare.gov)**. **Rhode Island Medicare Services** processes Medicare claims for Rhode Island. Call **1-800-662-5170** for general questions, **1-866-339-3714** for Part A claims and **1-866-801-5304** for Part B claims. **Blue Cross/Blue Shield of Western NY** processes claims for durable medical equipment. Call **1-800-842-2052**.

**Quality Partners of Rhode Island**, 235 Promenade Street, Suite 500, Providence, RI 02908 investigates complaints of improper or inadequate care and works to improve the quality of care for **Medicare** beneficiaries. Call **528-3200**.

## MEDICARE SAVINGS PROGRAM

The **Qualified Medicare Beneficiary (QMB)**, **Specified Low-income Medicare Beneficiary (SLMB)**, and **Qualifying Individuals (QI-1)** programs pay the monthly **Medicare** Part B premium for eligible **Medicare** beneficiaries.

| <b>Monthly Income</b> | <b>Individual</b> | <b>Couple</b> |
|-----------------------|-------------------|---------------|
| <b>QMB:</b>           | \$769             | \$1,030       |
| <b>SLMB:</b>          | \$918             | \$1,232       |
| <b>QI-1:</b>          | \$1,031           | \$1,384       |
| <b>Resources:</b>     | \$4,000           | \$6,000       |

Income limits change every April 1.

**QMB** pays the **Medicare** Part A premium, if necessary, the Part B premium, plus the **Medicare** deductibles and coinsurances. **SLMB** and **QI-1**, which pay the Part B premiums only, can be retroactive up to 3 months prior to the month of application.

Qualifying for any of these programs increases your **Social Security** benefit. This can affect eligibility for **Medical Assistance** and other programs.

To apply, contact the nearest **Department of Human Services (DHS)** office. To locate the nearest **DHS** office, call the **DHS Information Line** at **462-5300 (Voice)** or **462-3363 (TTY)**.

## MENTAL HEALTH/BEHAVIORAL HEALTH

The **Mental Health Association of Rhode Island**, 500 Prospect Street, Pawtucket, RI 02860, provides information and referral about mental health services and support groups. Call **726-2285**.

Community **mental health centers** provide a range of mental health/behavioral health services, including emergency response. Fees may be based on a sliding scale. Call:

Blackstone Valley:

**Community Counseling Center**.....**722-5573**

East Bay:

**East Bay Mental Health Center**.....**431-9870**

Kent County:

**Kent County Center**.....**732-5656**

**Mental Health Services**

**of Northwest Rhode Island**.....**553-1000**

**Newport County Community**

**Mental Health Center**.....**846-1213**

**Providence Center**.....**276-4020**

**South Shore Mental Health Center**.....**364-7705**

These agencies also provide mental health/behavioral health counseling and services.

**St. Francis Chapel and City Ministry Counseling Center**, 58 Weybosset Street, Providence 02903. Call **331-6510**.

**Jewish Family Service**, 229 Waterman Street, Providence 02906. Call **331-1244**.

**Family Service of Rhode Island**, 55 Hope Street, Providence 02906. Call **331-1350**.

## MENTAL HEALTH/BEHAVIORAL HEALTH

**The Samaritans of Rhode Island** is a suicide prevention program that works with people before they become suicidal and with those who are thinking of suicide. Call **272-4044** or **1-800-365-4044**.

The **DEA** can provide information and guidance to seniors and families who are experiencing problems with alcohol, drugs and other addictive behaviors. Call **462-0535**. For information on medical detoxification, call these sites:

**Butler Hospital Senior  
Senior Treatment Program.....455-6220**  
**Roger Williams Medical  
Center Behavioral Health.....1-800-252-6466**  
Also.....**456-2363**  
**Veterans Administration.....457-3393**

Veterans are eligible for care regardless of ability to pay.

**SSTAR of Rhode Island  
Detoxification Services.....1-800-747-6237**

These four programs are staffed by professionals who have special skills in helping substance abusers and their families deal with the physical and emotional problems caused by addiction and substance abuse. Treatment is always confidential.

Seniors who are experiencing problems with gambling can call the **Gambling Hotline** at **1-877-9-GAMBLE (1-877-942-6253)**. For a list of **Gamblers Anonymous** meetings, call **886-6850**.

## **NATIONAL FAMILY CAREGIVER SUPPORT PROGRAM**

Recent statistics show that families provide a significant amount of uncompensated care to elders. More than 22 million persons dedicate a significant part of their time each day to taking care of older relatives and friends.

The **National Family Caregiver Support Program (NFCSP)** was enacted and became part of the Older Americans Act in 2000. The program calls for states to work in partnership with community-based agencies serving seniors to develop and provide five basic services to assist families who are taking care of elders.

These five services are information, assistance, counseling, respite care, and supplemental services.

Rhode Island has developed the **Partners in caR/ing...supporting Rhode Island caregivers** coalition to support family caregivers. For information on Rhode Island **NFCSP** programs, call **462-4000 (Voice/TTY)**.

For information on the federal **NFCSP** initiative, go to the **Administration on Aging** web site at [www.aoa.gov](http://www.aoa.gov). and follow the "Families and Elders" link to the **National Family Caregiver Support Program**.

## **NURSING HOMES/LONG TERM CARE**

**Medicare** offers limited skilled nursing facility care when certain conditions are met. Call a **Department of Human Services (DHS)** long term care office for information about **Medical Assistance (Medicaid)** and nursing home care.

Area offices include:

**Cranston**.....**462-5182**  
**Newport**.....**849-6000** or **1-800-675-9397**  
**Providence & East Providence**.....**222-7000**  
**Woonsocket**.....**235-6300** or **1-800-510-6988**

The **Department of Health** maintains a list of nursing homes and investigates patient abuse. Call **222-2566 (Voice/TTY)** for information.

The information leaflet **Medical Assistance and Paying for Nursing Home Care** is available from the **DEA**. Call **462-4000 (Voice/TTY)**.

**The Alliance for Better Long Term Care**, 422 Post Road, Warwick 02888 serves as the state's long term care ombudsman, offering mediation and problem-solving. For a more information, about the **Alliance** and its services, call **785-3340** or refer to the "Ombudsman" section on page 56.

## **NURSING HOMES/LONG TERM CARE**

The **Rhode Island Health Care Association**, 57 Kilvert Street, Warwick 02886 at **732-9333**, and the **Rhode Island Association of Facilities and Services for the Aging**, 225 Chapman Street, Suite 301, Providence 02905 at **490-7612** are sources of information about nursing home care.

Information is now available regarding the quality of care in local nursing homes. Among the measurements used are management of pain, nutrition, infections, the use of physical restraints, and other standards.

Go to the web at [www.medicare.gov](http://www.medicare.gov) and select the "Nursing Home Compare" link.

Information is available by states. You can also call **Medicare at 1-800-MEDICARE (633-4227)**, or **1-877-486-2048 (Voice/TTY)**.

Nursing home comparisons are also available at the **RI Department of Health** site [www.healthri.org](http://www.healthri.org) and follow the links under the "Nursing Home" category.

## NUTRITION

The **Ocean State Senior Dining Program** provides nutritionally balanced, hot lunches served five days a week at more than 75 meal sites for persons who are 60 or older or disabled.

In the case of a married couple, one person must be 60 or older.

Seniors may donate to the cost of the meal, but no one is refused a meal if unable to contribute. Transportation to the nearest meal site is available. At least 24 hours notice is required for reservations.

To locate your local meal site, call these agencies:

Northwest Rhode Island:

**Blackstone Health/C.O.A.S.I.....725-6444**

East Bay, Bristol & Newport Counties:

**Self-Help., Inc.....437-1000**

Kent and Washington Counties:

**Westbay Community Action.....732-4660**

Northern Rhode Island:

**Senior Services, Inc.....766-3734**

Providence:

**Meals on Wheels of Rhode Island.....351-6700**

## NUTRITION

The **Meals on Wheels of Rhode Island (MOW)** program, 70 Bath Street, Providence 02908 provides delivery of a hot, nutritious noontime meal to frail, homebound seniors five days per week.

To qualify, seniors must be 60 years or older, live alone and have no one to help them, and be unable to shop, cook, or drive. Disabled persons under 60 may be eligible in certain circumstances. Donations for the meal are accepted. Call **351-6700** or **1-888-44-MEALS (1-888-446-3257)** for information, or visit their web site [www.rimeals.org](http://www.rimeals.org).

The **Food Stamp** program helps low-income households purchase more food.

Eligibility for persons over 60:

| <b>Household size:</b> | <b>1-person</b> | <b>2-persons</b> |
|------------------------|-----------------|------------------|
| Monthly income:        | \$973           | \$1,313          |
| Resources:             | \$3,000         | \$3,000          |

Possible deductions from gross income are a standard deduction of approximately \$139 per household, telephone deduction of \$22.50, an earned income deduction for working households, medical expenses over \$35 per month, and excess shelter costs over 50% of net income. Seniors may request a home interview. Call these offices:

|   |                       |
|---|-----------------------|
| <b>Pawtucket/Central Falls</b> .....      | <b>729-5400</b>       |
| Also.....                                 | <b>1-800-984-8989</b> |
| <b>Providence &amp; Cranston</b> .....    | <b>222-7276</b>       |
| <b>Warwick</b> .....                      | <b>738-8900</b>       |
| Also.....                                 | <b>1-800-282-7021</b> |
| <b>Woonsocket &amp; Northern RI</b> ..... | <b>235-6300</b>       |
| Also.....                                 | <b>1-800-510-6988</b> |

## **NUTRITION**

Several resources are also available to older Rhode Islanders who are in need of emergency food services.

The **Rhode Island Community Food Bank**, 200 Niantic Avenue, Providence 02905 helps people stretch their food budgets. Call **942-6325**. Their web site is [www.rifoodbank.org](http://www.rifoodbank.org).

The **St. Francis Chapel and City Ministry Food Center**, 100 Elm Street, Providence 02903 also offers emergency food services. Call **455-3740**.

Other emergency food resources include **The Rhode Island Coalition for the Homeless**, 790 North Main Street, Providence 02904 at **421-6458** and **Traveler's Aid of Rhode Island**, 177 Union Street, Providence 02903 at **521-2255**.

In addition to these agencies, many local churches have food pantries or can render emergency food assistance.

## OMBUDSMAN PROGRAMS

The state's **Long Term Care Ombudsman Office** is run by the **Alliance for Better Long Term Care**. The **ombudsman** program advocates, mediates, and helps to solve problems for residents of nursing homes, assisted living facilities, and those receiving home care or hospice services. The state **ombudsman** is also responsible for investigating complaints of inadequate care and abuse suffered by elders who are using long term care services. All reports of abuse and neglect are confidential. For information, or to file a report, call the **Alliance for Better Long Term Care** at **785-3340**. The Alliance uses the web site **[www.bulletinboards.com](http://www.bulletinboards.com)** (password **ABLTC**) to post information about its programs and services.

For many years, the **assisted living ombudsman** has served as advocate for persons in assisted living and boarding facilities and residential care homes. In addition to advocating for residents and helping them to solve problems related to their living conditions, the **assisted living ombudsman** also provides information and counseling to seniors and family members on choosing an appropriate facility. Call **785-3340**.

## **OMBUDSMAN PROGRAMS**

The **home care ombudsman** serves as an advocate, mediator, and problem-solver for persons receiving services from licensed home health care agencies and/or hospice services. The **home care ombudsman** also investigates complaints of abuse, or inadequate or poor services in the areas of care which the senior or their family has not been able to resolve with the provider agency. The **home care ombudsman** can also provide a list of licensed and approved providers. All reports of abuse and neglect are confidential. For information, or to file a report, call the **Alliance for Better Long Term Care** at **785-3340**.

The **Alliance for Better Long Term Care** promotes the quality of life for residents of nursing homes and other long term care facilities through the **Building Bridges** program. **Building Bridges** is an intergenerational program which places students in social contact with residents of long term care facilities. Children regularly visit area nursing homes and develop a warm, natural relationship with the residents and the residents offer the children a different perspective on the lessons of life. For information, call **785-3340**.

## **PRESCRIPTION PROGRAMS**

The **Rhode Island Pharmaceutical Assistance to the Elderly (RIPAE)** program pays a portion of the cost of “Category A” prescriptions used to treat Alzheimer’s disease, arthritis, diabetes (including insulin and syringes for insulin injections), heart problems, depression, anti-infectives, Parkinson’s disease, high blood pressure, cancer, urinary incontinence, circulatory insufficiency, high cholesterol, asthma and chronic respiratory conditions, osteoporosis, glaucoma, and prescription vitamins and mineral supplements for renal patients for eligible Rhode Island residents 65 and older.

Individuals with an annual income up to \$17,155 and married couples with a combined annual income up to \$21,445 receive a 60% discount.

Individuals with an annual income up to \$21,535 and married couples with a combined annual income up to \$26,919 receive a 30% discount.

Individuals with an annual income up to \$37,687 and married couples with a combined income not exceeding \$43,070 receive a 15% discount.

**RIPAE** enrollees can purchase all other FDA-approved “Category B” prescriptions (except for those used to treat cosmetic conditions) at the **RIPAE**-discounted price. There is no state co-payment for the medications purchased in this category.

## **PRESCRIPTION PROGRAMS**

Also under **RIPAE**, Rhode Island residents between 55 and 64 who are receiving **Social Security Disability Income (SSDI)** payments and who meet specified income limits, can purchase “Category A” medications at 85% of the **RIPAE**-discounted price. Other FDA-approved “Category B” medications (except those prescribed for cosmetic conditions) can be purchased at the **RIPAE**-discounted price. There is no state co-payment for these medications. The annual income limits for those receiving **SSDI** are \$37,687 for a single person and \$43,070 for a married couple.

For **RIPAE** information, call **462-4000 (Voice/TTY)**.

A number of pharmaceutical manufacturers make some of their drugs available free of charge to patients who have difficulty paying for them. These are voluntary programs; so each drug manufacturer sets its own eligibility criteria. Most programs require physicians to make direct contact with the manufacturer. Drugs available are generally those used to treat long term illnesses. Talk to your physician.

Other assistance programs can be found by logging on to [www.needymeds.com](http://www.needymeds.com).

## **PRESCRIPTION PROGRAMS**

The **DEA Customer Information Referral and Assistance Center** can provide seniors with a chart listing various medications assistance programs. **Call 462-4000 (Voice/TTY).**

The **URI Pharmacy Outreach Program** assists Rhode Island residents regarding the availability of free or low cost medications through the **Medication for the Needy Program**. The **Outreach Program** also provides educational seminars, health screens, and discussion groups on health related topics. Call to schedule a program. The **URI Medication Information Line** provides information on the use of prescription medications. Pharmacists can answer medication questions. For **URI** programs, Call **1-800-215-9001**.

Some **Medicare+Choice** managed care plans offer prescription assistance for enrollees. **Medicare** supplemental insurance **Plans H, I, and J** also offer limited prescription benefits. For information on these plans, call the specific insurance carrier.

## PROTECTIVE SERVICES

The **DEA Protective Services Unit** is responsible for investigating complaints of **elderly abuse** of Rhode Islanders 60 and older by a person or caregiver. Abuse may include physical, emotional, sexual, financial exploitation or abandonment.

Rhode Island law requires any person who has reasonable cause to believe that an elderly person has been abused to report it to the **DEA**. Failure to report abuse of a person 60 or older can result in a fine of up to \$1,000.

The **DEA Protective Services Unit** develops a care plan to prevent additional abuse and address the elder's social service needs.

**Self-Neglect** occurs when a person is no longer able to care for himself/herself. Reports of **self-neglect** are also made to the **DEA Protective Services Unit**. The senior's needs are assessed and necessary services are offered.

All information regarding protective services remains strictly confidential and is not considered a matter of public record.

To file an elderly abuse or self-neglect report, call the **DEA Protective Services Unit** at **462-0555**.

## RELATIVES AS PARENTS/KIDKAMP

The **Relatives as Parents Program (RAPP)** was established to help grandparents and other relatives parenting children with needed information, services, and support. The program offers services that range from a friendly and sympathetic ear to providing a ***KIDKAMP Connection***.

Information and answers to legal, medical, and financial questions can be addressed with compassion and understanding. A network of agencies across the state have established programs to meet the needs of each “kincare” family.

The ***KIDKAMP Connection*** gives both respite to the caregiver 60 and older and a scholarship for children 18 and under to participate in recreational and educational programs during summer and school vacations.

To get more information on **RAPP** and how it can help you or someone you know, call **DEA** at **462-0507**. You can also call one of these **RAPP** agencies.

### **Comprehensive Community**

**Action Program.....967-9610**

### **Center for Hispanic Policy & Advocacy**

**(CHisPA).....467-0111**

### **Family Resources**

**Community Action.....766-0900**

**Providence YMCA.....456-0100, ext. 115**

**West Warwick Senior Center.....822-4450**

**City of Warwick.....738-7832**

## **RESPITE CARE**

**Respite** is temporary care given inside or outside the home for seniors who cannot entirely care for themselves. It provides relief to caregivers. **Respite Care Services**, 184 Broad Street, Providence 02903 offers two programs.

**Subsidized Respite Program:** This program provides relief to primary caregivers who live with someone 55 years or older, in need of personal care assistance. In-home respite, adult day services, and overnight stays in assisted living facilities are provided on a cost-sharing basis.

**Homemaking Program:** Homemakers are available for a reduced hourly rate to anyone 55 or older and handicapped or disabled adults of any age whose incomes are within the guidelines of the **Rhode Island Pharmaceutical Assistance to the Elderly** program.

This program recruits, trains, and matches respite homemakers with eligible clients. Homemakers can provide assistance with home maintenance or companionship. Call at **421-7833, ext. 4**.

## SENIOR CENTERS

Senior centers offer volunteer opportunities, recreation, group activities, counseling, information and referral, and continuing education. Most provide hot lunches, outreach, transportation, and health services.

**Barrington Senior Center**.....**247-1926**  
281 County Road 02806

Bristol:

**Benjamin Church Senior Center**.....**253-8458**  
1020 Hope Street 02809

Central Falls:

**\*YMCA Community Center**.....**728-7300**  
361 Cowden Street 02863

**Charlestown Senior Center**.....**364-9955**  
Ninigret Park 02813

**\*Coventry Senior Center**.....**822-9175**  
50 Wood Street 02816

**\*Cranston Senior Center**.....**461-1000**  
1070 Cranston Street 02920

**Cumberland Senior Center**.....**334-2555**  
1464 Diamond Hill Rd 02864

**East Greenwich Senior Services**.....**886-8669**  
125 Main Street 02818

**East Providence Senior Center**.....**435-7800**  
610 Waterman Avenue 02914

**Jamestown Senior Center**.....**423-2658**  
6 West Street 02835

**Johnston Senior Center**.....**944-3343**  
14 Priscilla Lane 02919

## SENIOR CENTERS

|  |                 |
|--|-----------------|
| <b>Lincoln Senior Center</b> .....           | <b>723-3270</b> |
| 40 Chapel Street 02865                       |                 |
| <b>Middletown Senior Center</b> .....        | <b>849-8823</b> |
| 650 Green End Ave 02842                      |                 |
| <b>Narragansett Senior Center</b> .....      | <b>782-0675</b> |
| 53 Mumford Road 02882                        |                 |
| Newport:                                     |                 |
| <b>Edward King House</b> .....               | <b>846-7426</b> |
| 35 King Street 02840                         |                 |
| <b>Florence Gray Senior Center</b> .....     | <b>849-7243</b> |
| 1 Park Holm 02840                            |                 |
| <b>Martin Luther King Center</b> .....       | <b>846-4828</b> |
| 20 West Broadway 02840                       |                 |
| <b>*North Kingstown Senior Center</b> .....  | <b>268-1590</b> |
| 10 Beach Street 02852                        |                 |
| North Providence:                            |                 |
| <b>*Salvatore Mancini Resource Ctr</b> ..... | <b>231-0742</b> |
| 2 Atlantic Boulevard 02911                   |                 |
| Pawtucket:                                   |                 |
| <b>*Leon Mathieu Senior Center</b> .....     | <b>728-7582</b> |
| 420 Main Street 02860                        |                 |
| <b>*Portsmouth Senior Center</b> .....       | <b>683-4106</b> |
| 110 Bristol Ferry Rd. 02871                  |                 |
| Providence:                                  |                 |
| <b>DaVinci Community Center</b> .....        | <b>272-7474</b> |
| 470 Charles Street 02904                     |                 |
| <b>East Side Senior Center</b> .....         | <b>272-4632</b> |
| 670 North Main Street 02904                  |                 |

## SENIOR CENTERS

Providence:

**Elmwood Community Center.....461-7940**

155 Niagara Street 02907

Providence:

**Federal Hill Community Center.....421-4722**

9 Courtland Street 02903

**Fox Point Senior Center.....751-2217**

90 Ives Street 02906

**Hamilton House.....831-1800**

276 Angell Street 02906

**Hartford Park Senior Center.....521-1180**

20 Syracuse Street 02909

**Jewish Community Center.....861-8800**

401 Elmgrove Avenue 02906

**Lillian Feinstein Senior Center.....455-3888**

1085 Chalkstone Avenue 02908

**Nickerson House Senior Center.....351-2241**

133 Delaine Street 02909

**Silver Lake Center.....944-8300(Voice/TTY)**

529 Plainfield Street 02909

\*Deaf seniors meet Tuesdays from

**9 a.m. to 3:00 p.m.**

**\*St. Martin dePorres Senior Center.....274-6783**

160 Cranston St. 02907

**Washington Park Center.....461-6650**

42 Jillson Street 02905

**\*Westminster Senior Center.....274-6900**

133 Mathewson Street 02903

## SENIOR CENTERS

|   |                 |
|---|-----------------|
| <b>Smithfield Senior Center</b> .....   | <b>949-4590</b> |
| 100 Lisa Ann Circle 02828               |                 |
| South Kingstown:                        |                 |
| <b>The Center</b> .....                 | <b>789-0268</b> |
| 25 St. Dominic Road 02879               |                 |
| <b>*Tiverton Senior Center</b> .....    | <b>625-6790</b> |
| 207 Canonicus Road 02878                |                 |
| <b>Warren Senior Center</b> .....       | <b>247-1930</b> |
| 20 Libby Lane 02885                     |                 |
| Warwick:                                |                 |
| <b>Buttonwoods Senior Center</b> .....  | <b>732-0140</b> |
| 3027 West Shore Road 02886              |                 |
| <b>JONAH Community Center</b> .....     | <b>739-1305</b> |
| 830 Oakland Beach Avenue 02889          |                 |
| <b>Pilgrim Senior Center</b> .....      | <b>463-3474</b> |
| 27 Pilgrim Parkway 02888                |                 |
| <b>West Warwick Senior Center</b> ..... | <b>822-4450</b> |
| 20 Factory Street 02893                 |                 |
| <b>Westerly Senior Center</b> .....     | <b>596-2404</b> |
| 39 State Street 02891                   |                 |
| <b>Woonsocket Senior Center</b> .....   | <b>766-3734</b> |
| 84 Social Street 02895                  |                 |

*\*Indicates center is designated a “community focal point on aging,” as authorized by the Administration on Aging.*

## SENIOR CITIZENS POLICE ADVOCATES

Police advocates receive special training on issues relating to the safety of older people. They are the point of contact for seniors who have concerns about crime in their community.

|                  |  |       |                       |
|------------------|--|-------|-----------------------|
| Barrington:      | <b>Scott McGovney</b>                  | ..... | <b>437-3930</b>       |
| Block Island:    | <b>Paul Deane</b>                      | ..... | <b>466-3220</b>       |
| Bristol:         | <b>Adam Clifford</b>                   | ..... | <b>253-6900</b>       |
| Burrillville:    | <b>Angela Jalette</b>                  | ..... | <b>568-6255</b>       |
| Central Falls:   |  |       |                       |
|                  | <b>Sandy Graiko/John Laboissoniere</b> | ..... | <b>727-7411</b>       |
| Charlestown:     | <b>Jack Shippee</b>                    | ..... | <b>364-1212</b>       |
| Coventry:        | <b>Paul Koczwanski</b>                 | ..... | <b>826-1100</b>       |
| Cranston:        | <b>Ray Gemma</b>                       | ..... | <b>942-2211</b>       |
| Cumberland:      | <b>Michael Kinch</b>                   | ..... | <b>333-2500</b>       |
| East Greenwich:  | <b>Jon Chirnside</b>                   | ..... | <b>884-2244</b>       |
| East Providence: | <b>Mark Norton</b>                     | ..... | <b>435-7630</b>       |
| Exeter:          | <b>Darren Delaney</b>                  | ..... | <b>444-1068</b>       |
| Foster:          | <b>Robert Bolger</b>                   | ..... | <b>397-3317</b>       |
| Glocester:       | <b>Kimberly Bertholic</b>              | ..... | <b>568-2533</b>       |
| Hopkinton:       | <b>Pasquale Dinonsie</b>               | ..... | <b>377-7750</b>       |
| Jamestown:       | <b>John Dube</b>                       | ..... | <b>423-1212</b>       |
| Johnston:        |  |       |                       |
|                  | <b>John Perotta/Leonard Andrews</b>    | ..... | <b>231-4210</b>       |
| Lincoln:         | <b>Bob Kells</b>                       | ..... | <b>333-1111</b>       |
| Little Compton:  | <b>Daniel Martin</b>                   | ..... | <b>635-2311</b>       |
| Middletown:      | <b>Ray Clancey</b>                     | ..... | <b>846-1144</b>       |
| Narragansett:    |  |       |                       |
|                  | <b>Anthony Pelopida, Jr.</b>           | ..... | <b>789-1091, X305</b> |

## SENIOR CITIZENS POLICE ADVOCATES

Newport:

**Kevin Parsonage, Sandra Langlais,**

**Anthony Piermont.....847-1302**

No.Kingstown: **Daniel Ormand....294-3316, X219**

North Providence: **Robert Lough.....233-1433**

North Smithfield:

**Kevin Gouveia/Bruce Senecal.....762-1212**

Pawtucket: **Angelo Squadrito .....727-9100**

Portsmouth: **Mark Daniels .....683-0300**

Providence: **Maribel Patino .....243-6235**

Richmond: **Raymond Driscoll.....539-8289**

Scituate: **Charles Collins, Jr.....821-5900**

Smithfield:

**Kevin Proulx/Robert Squillante..231-2500, X30**

South Kingstown: **Geoff Peckham.....783-3321**

Tiverton: **Scott Beaulieu.....625-6716**

Warren: **Samuel Green.....245-1311**

Warwick: **Linda Eastman.....468-4325**

Westerly: **Ken Brown.....596-2022**

West Greenwich: **Ray Cappelli.....397-7191**

West Warwick: **Sandra Jones.....821-4323**

Woonsocket: **John Donlon.....766-1212**

State Police: **Joseph Meich.....444-1000**

The **Commission for the Safety and Care of the Elderly** was established in 1986 to work with the police advocates in each community of the state regarding domestic violence, personal security and other issues that affect the quality of life for seniors. Call **462-0537**.

## SENIOR WORKFORCE DEVELOPMENT

**DEA** sponsors employment and training programs for income eligible persons 55 and older.

The **Senior Job Service** serves all persons 55 and over (regardless of income) seeking part-time or full-time jobs. Job counselors can assist in job matching, referrals, and assistance with job searches. Call **462-0542**.

The **Senior Community Service Employment Program (SCSEP)** provides employment and training opportunities through placement at non-profit agencies statewide. Participants earn minimum wage, work 20 hours weekly and develop skills on the job for future employment. The goal for each individual is to obtain permanent part-time or full-time employment.

Rhode Island **SCSEP** agency sponsors include:

**Department of Elderly Affairs.....462-0542**  
**East Bay Community Action.....437-0008**  
**SER For Progress.....724-1820**  
**Westbay Community Action....732-4666, X 120**

Local **NetWORKri** offices provide job search assistance, employment opportunities, and workshops at no cost through a **DEA** partnership. Call **462-0542..**

## SOCIAL SECURITY

The **Social Security Administration** is the primary source of information about **Social Security, Supplemental Security Income (SSI)**, and **Medicare** enrollment.

The **Personal Earnings and Benefit Estimate Statement** provides workers with a year by year record of their earnings and an estimate of their **Social Security** benefits. For information, visit [www.ssa.gov](http://www.ssa.gov).

In 2003, beneficiaries under 65 may earn up to \$11,640 without affecting their **Social Security** benefits. Workers reaching 65 may earn up to \$31,080 in the months before they become 65 and still receive all their benefits for that year. There is no earnings limit for workers 65 or older.

|  |                     |
|--|---------------------|
| <b>Newport</b> .....                         | <b>849-3487</b>     |
| 130 Bellevue Avenue 02840                    |                     |
| <b>Pawtucket</b> .....                       | <b>724-9611</b>     |
| 55 Broad Street 02860                        |                     |
| <b>Providence</b> .....                      | <b>528-4501</b>     |
| 380 Westminster Mall 02903                   |                     |
| <b>Warwick</b> .....                         | <b>822-1463</b>     |
| 30 Quaker Lane 02886                         |                     |
| <b>Westerly/Vicinity</b> .....               | <b>860-443-8455</b> |
| 2 Shaws Cove -Rm.203<br>New London, CT 06320 |                     |
| <b>Woonsocket</b> .....                      | <b>766-8423</b>     |
| 127 Social Street 02895                      |                     |

You can also reach any **Social Security** office by dialing **1-800-772-1213**.

## SUPPLEMENTAL SECURITY INCOME (SSI)

**Supplemental Security Income (SSI)** provides supplemental cash payments for qualified persons 65 and older, blind or who are disabled.

Apply for **SSI** through the **Social Security Administration** by calling **1-800-772-1213**. More information is available on the web site [www.ssa.gov](http://www.ssa.gov). **SSI** recipients are eligible for **Medical Assistance**, homemaker service if determined to be necessary, moving expenses, discount on telephone service, hearing aid if necessary, reduced electric rates, and assistance from a social worker.

**SSI** recipients may have earnings up to \$65/month before **SSI** benefits are affected.

These are the most current monthly unearned income guidelines.

|   | <b>Individual</b>  | <b>Couple</b> |
|---|--------------------|---------------|
| <b>In own household:</b>                        | \$636              | \$967         |
| <b>In another's<br/>person's<br/>household:</b> | \$463              | \$708         |
| <b>In an assisted<br/>living facility:</b>      | \$1,159            |               |
| <b>Resources:</b>                               | \$2,000            | \$3,000       |
| <b>Face value of life<br/>insurance:</b>        | \$1,500 per person |               |

## TAX INFORMATION

All Rhode Island cities and towns offer some type of property tax relief to their older residents who meet age, income and residency requirements. Inquire at your city or town hall.

Applications for the **Rhode Island Property Tax Relief (Form RI1040-H) Program** must be filed between January 1 and April 15. Rhode Island resident homeowners and renters with household incomes under \$30,000 may receive up to \$250.

Information and assistance with state income taxes is available from the **Rhode Island Division of Taxation**, One Capitol Hill, Providence 02908. Call **222-1040**. The “forms only” telephone number is **222-1111**, or you can visit their web site at [www.tax.state.ri.us](http://www.tax.state.ri.us).

Information regarding federal taxes is available from the **Internal Revenue Service**, 380 Westminister Street, Providence, RI 02903. Call **1-800-829-1040 (Voice/TTY)**. The “forms only” telephone number **1-800-829-3676**, or you can visit their web site at [www.irs.gov](http://www.irs.gov).

The **AARP Tax Aide** program provides information and assistance with completing tax returns between February and April 15 at numerous sites around the state. Call the **DEA Customer Information Referral and Assistance Center** at **462-4000 (Voice/TTY)** after January 15 to get a list of **AARP** sites.

## TRANSPORTATION

The **Ride** program provides transportation services to those 60 and older and handicapped persons under 60 who meet certain criteria.

Transportation is generally available weekdays for doctors' appointments, therapy, medical tests, senior day care, kidney dialysis, cancer treatments and meal site lunches. Call **Ride** approximately three to four weeks prior to appointments at **461-9760** or **1-800-479-6902**.

These communities provide additional transportation for their senior residents:

|                               |                 |
|-------------------------------|-----------------|
| <b>Barrington</b> .....       | <b>247-1926</b> |
| <b>Bristol</b> .....          | <b>253-8458</b> |
| <b>Burrillville</b> .....     | <b>568-4440</b> |
| <b>Central Falls</b> .....    | <b>724-6021</b> |
| <b>Coventry</b> .....         | <b>822-9175</b> |
| <b>Cranston</b> .....         | <b>943-3341</b> |
| <b>Glocester</b> .....        | <b>568-2533</b> |
| <b>Lincoln</b> .....          | <b>723-3270</b> |
| <b>Narragansett</b> .....     | <b>782-0675</b> |
| <b>North Kingstown</b> .....  | <b>268-1590</b> |
| <b>North Providence</b> ..... | <b>231-0749</b> |
| <b>North Smithfield</b> ..... | <b>765-3535</b> |
| <b>Pawtucket</b> .....        | <b>725-8220</b> |
| <b>Scituate</b> .....         | <b>647-2662</b> |
| <b>Smithfield</b> .....       | <b>949-4590</b> |
| <b>South Kingstown</b> .....  | <b>789-0268</b> |
| <b>Warren</b> .....           | <b>245-8140</b> |
| <b>Warwick</b> .....          | <b>463-3474</b> |

## TRANSPORTATION

Disabled Rhode Islanders of all ages may be eligible for **Americans with Disabilities Act (ADA) Paratransit Services Rhode Island Public Transit Authority (RIPTA)** curb-to-curb transportation service to people with disabilities which prevent them from using regular **RIPTA** bus service. This service is provided along existing **RIPTA** service corridors at a cost of twice the standard bus rate for all riders. Apply by calling **784-9553**.

**RIPTA Bus Passes** cost residents 65 or older \$5 and are valid for 5 years. Qualified riders who have a disability pay \$2 for their 2-year pass. Pass holders pay half-fare on off-peak hours, weekends, and holidays. Bus pass holders enrolled in **Medical Assistance (Medicaid)** or **RIPAE** or who have incomes within the **RIPAE** limit, may apply for the **No Fare** program and ride free during all hours. Call **RIPTA** at **784-9500** for details.

For additional information on **RIPTA** programs, you can go to their web site at [www.ripta.com](http://www.ripta.com).

The **Department of Human Services** will help persons who are enrolled in Medicaid arrange suitable non-emergency transportation for covered services. Call **784-3899**.

## VOLUNTEERS

**Retired Senior Volunteer Program (RSVP)** provide opportunities for persons 60 years and older to utilize their enthusiasm, skills, and experience in a volunteer capacity.

Volunteers serve in many hospitals, day care centers, governmental agencies, Head Start centers and schools. Several **RSVP** organization volunteers entertain at nursing homes and at other events. Some volunteers are friendly visitors to homebound and institutionalized patients.

|                                     |                 |
|-------------------------------------|-----------------|
| <b>Blackstone Valley RSVP</b> ..... | <b>723-4520</b> |
| <b>Capitol Region RSVP</b> .....    | <b>421-7472</b> |
| <b>Cranston RSVP</b> .....          | <b>461-1000</b> |
| <b>East Bay RSVP</b> .....          | <b>435-7876</b> |
| <b>Seniors Helping Others</b> ..... | <b>789-2362</b> |
| <b>Westbay RSVP</b> .....           | <b>732-4660</b> |
| <b>Woonsocket RSVP</b> .....        | <b>766-2300</b> |

**SCORE-Counselors to America's Small Business** is a non-profit organization of active and retired business executives that offers free, confidential advice for persons who are starting or operating a small business. Call **528-4571**. You can also visit the national web site at [www.score.org](http://www.score.org).

**DEA** also sponsors the **Volunteer Guardianship Program** through a **Meals on Wheels of Rhode Island (MOW)** grant. Volunteers are trained to serve as guardians for eligible frail elders who have cognitive impairments. For information, call **MOW** at **351-6700** or **1-888-446-3257**.

## **VOLUNTEERS**

**Stipend Programs: The Corporation for National Service** funds three stipend volunteer programs in Rhode Island. All volunteers are 60 and over, have a limited income and receive a tax free stipend and other benefits while serving clients 20 hours weekly.

**Senior Companion Program** volunteers serve frail, isolated older adults in their own homes and at adult day centers. They help solve problems and bolster self-esteem. Call **462-0569**.

While they are not social workers and don't provide home care or transportation, **Senior Companions** help their friends live with added zest.

The **Providence Foster Grandparent Program**, 9 Courtland Street, Providence 02909 serves special needs children in the capital city. Call **421-1095**.

The **Foster Grandparent Program of Rhode Island**, 20 Factory Street, West Warwick 02893 serves special needs children statewide. Grandparents serve in residential and community settings such as schools, day care centers and hospitals. Call **822-4450**.

## DEDICATION

The 2004 edition of The **Pocket Manual of Elder Services** is dedicated to the memory of William J. Speck, former Chief of Information and Public Relations for the Department of Elderly Affairs (DEA). Will passed away suddenly on May 27, 2003.

Will began his distinguished career in public service to Rhode Island seniors in 1972, when he went to work for the Division on Aging, Department of Community Affairs, the forerunner of DEA.

He was the developer, writer, and editor of the first **Pocket Manual of Senior Services**, published in 1975. Will also created many of the current DEA publications such as the **Information Memorandum, The Older Rhode Islander**, and **The Rhode Island Guide to Buying Medicare Supplement Insurance**. He also developed the DEA Information and Referral system, Community Elder Information Specialist program, Customer Information Referral and Assistance Center, and Senior Health Insurance Program volunteer network. He was also a regular guest on **These Are the Days**, a senior-oriented program which was broadcast on WJAR-TV10 for several years. Will retired from DEA in December, 2000.

After his retirement, Will served as a track and cross-country coach for St. Mary's Academy at Bay View in East Providence.

Will is remembered for his peerless technical knowledge and skills, his gentle good humor, and his compassion for Rhode Island seniors.

## **COMMUNITY DIVERSITY INITIATIVE**

The **DEA Community Diversity Initiative** was created to enhance state and local initiatives to assure that services are accessible to Rhode Island's culturally diverse population.

The focus is to determine the needs of the state's minority communities, improve the resources for these elderly citizens, develop community partnerships to improve the visibility of senior services, and make effective changes in the delivery of these services.

**DEA Community Diversity Initiative** staff also offer technical assistance to community organizations serving minorities in obtaining grants for programs such as health promotion and disease prevention and develop statistical and marketing outreach strategies.

The community-based agency members of the **Coalition for Diverse Elder Services** assist the **DEA Community Diversity Initiative** to achieve these goals.

For information, call **462-0524**.

## **PUBLICATIONS**

**DEA** creates and distributes several publications and sponsors a cable television program which deal with the issues of growing older in Rhode Island.

The **Rhode Island Senior Beat** column appears in several daily and community newspapers each week. The column deals with topics such as Medicare and health insurance, pharmacy assistance, housing, health promotion, and other programs and services for elders,

**The Older Rhode Islander** is a four-page tabloid newspaper published and distributed on the first of March, May, September, and December. Copies of this newspaper are distributed to senior centers, adult day centers, housing sites, hospitals and selected community centers across the state.

The **Information Memorandum** is a compendium of news, trainings, events, and resources sent to members of the Rhode Island aging network. The **Information Memorandum** is published and distributed on the first of the month in January, February, April, June, July, August, October, and November.

The **Senior Journal** cable television program is produced by senior volunteers and sponsored by **DEA** in cooperation with COX Communications. Programs are aired on Sundays at 5:00 p.m., Mondays at 7:00 p.m., and Tuesdays, Wednesdays and Thursdays at 11:30 a.m. over the statewide interconnect channel "A."

For information on these publications or programs, call **462-0509**.

## **HOSPICE CARE**

**Hospice care** focuses on the needs of terminally ill patients. Social, spiritual and emotional support represent the basic foundation of a system designed to enhance the individual's quality of life.

A hospice team usually includes a medical director, nurses, clergy, and other health care professionals. These people are specifically trained to deal with the needs of terminally ill patients.

While most **hospice care** is provided in the home, there are facilities that offer this type of care. For more information, contact **Hospice Care**, 169 George Street, Pawtucket, RI 02860 or call **727-7070** or the hotline at **1-800-658-8898**.

**Medicare** covers hospice services as long as the agency is a certified **Medicare** provider. **Medical Assistance (Medicaid)** and most private insurance plans also cover hospice services.

## **DURABLE MEDICAL EQUIPMENT**

People who have just returned home from a hospital stay, or persons who have problems with mobility often need equipment such as a hospital bed, wheelchair, walker, or commode. These items are referred to as **durable medical equipment**. Hospital discharge planners, physical therapists, or social workers can help seniors order this equipment.

In cases where the equipment is determined to be medically necessary, **Medicare** will help cover the cost. **Medicaid** usually pays the full cost for its clients.

For information on coverage for **durable medical equipment**, call **Medicare** at **1-800-842-2052** or the **Department of Human Services** at **462-5300** or **462-3363 (TTY)**.

**KEY CONTACTS AND NOTES...**