

# TEXOMA SENIOR

SOURCEBOOK 2014-2015

## TAKE A DEEP BREATH

*Caring for the  
Caregiver*

## What is an ADRC?

*Assisting you in making  
informed decisions*

LIFE IN AMERICA

## AGING IN PLACE

## Understanding the Brain and Dementia



# TRUST US TO HELP YOU GIVE THEM MORE *from* CIGNA-HEALTHSPRING® STAR+PLUS



## Health care is changing.

All eligible Medicaid recipients deserve to get more—not less—from their STAR+PLUS Medicaid plan. And you deserve help you can count on to make sure your loved ones or clients keep getting the care and services they need such as:

- **Acute inpatient and outpatient services**
- **Focus on individual health care needs**
- **Access to more doctors and specialists**
- **A dedicated Service Coordinator**

Cigna-HealthSpring® combines the strength of Cigna—a leading global health services company—with the focus of HealthSpring—a managed care organization long-trusted for helping Texans get more from STAR+PLUS. Our goal is to give STAR+PLUS Medicaid recipients quality care that is easy to understand and tailored to meet individual needs.

## Eligible Medicaid Recipients Can:

1. Join the plan right now by calling 1-800-964-2777.
2. Get value-added benefits and services such as:



**Certain Over-The-Counter Medicines**



**Gym Access or Home Fitness Kits**



**Cold and Flu and First Aid Kits**



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**Extra Help Getting a Ride**  
*(when state services are not available)*

**Now is the time to learn how to  
get more from Cigna-HealthSpring.**

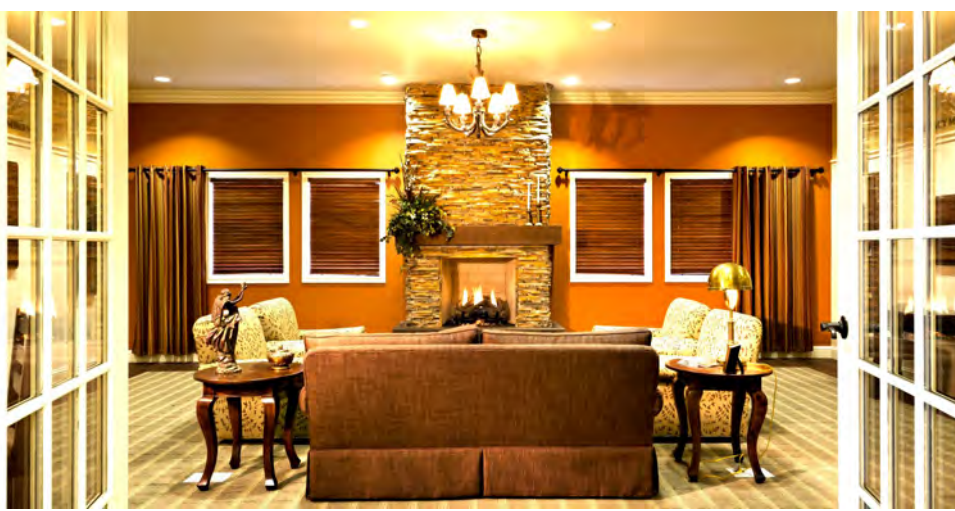
**CALL 1-877-653-0331 (TTY 711)**

**Monday to Friday,  
8 a.m. to 5 p.m. Central Time**

**VISIT <http://starplus.CignaHealthSpring.com/>**



**STAR+PLUS**  
PROGRAM  
Your Health Plan ■ Your Choice



Welcome to



Reba's Ranch House is a home-away-from-home for families traveling to be close to a loved one in an area hospital. Rooms are limited to one room per patient family. Guests must be medically stable to care for themselves while staying at the Ranch House and must be referred by a partnering area hospital. Donations are requested in replace of a nightly fee and help to assure the House continues to be here for families for generations to come. The House offers private bedrooms with bath, phone, wifi and a television, in addition to shared living areas including a kitchen, dining area, library, laundry facilities and children's playroom.

Hospital staff may call 903-463-REBA to check availability.

5036 Reba Drive | Denison, Texas 75020 | [www.texomahealth.org](http://www.texomahealth.org)

R

Reba McEntire brought her first benefit concert to Texoma in 1987, and in 1992, she cut the ribbon to open Reba's Ranch House. The House is a nonprofit charity created to serve as a home away from home for families traveling from all across the US and overseas to be close to loved ones hospitalized here in Texoma.

In 2010 a new and expanded Reba's Ranch House opened its doors to the community. The new House continues a 20-year legacy of offering a safe haven and a place of comfort to over 29,000 guests who have found refuge in times of crisis through its doors.



Reba's  
Ranch House

THF  
TEXOMA HEALTH FOUNDATION



# better leaders building better lives™

vice president  
keith clegg  
gainesville city council

president  
spanky carter  
fannin county judge

secretary/treasurer  
cary wacker  
mayor, city of sherman

*Proudly serving the citizens of Cooke, Fannin & Grayson counties*

## Improving quality of life is in TCOG's organizational DNA. It is what we do, our mission. It is who we are, our purpose.

*Susan B. Thomas, Executive Director*

We believe that by being better leaders, by training better leaders, and by supporting better leaders, we will build better lives. **Better Leaders Building Better Lives** is our vision to build quality of life in a more meaningful and more sustainable way for all Texomans. It is our game plan for bringing additional resources to our region; for growing our organization and expanding our services and programs; for making life better for more people. This effort is essential, as growth and progress in Texoma will ultimately be measured by the quality of life we offer.

Our vision will make TCOG a regional center of excellence, a model organization that sets the bar for performance for COGs across the country. Because of our leadership and high performance, TCOG will be an incubator for new state and federal development programs. We will pilot new projects that will teach other organizations how to implement policy and programs in a more efficient and effective way, so that each dollar spent generates an even higher quality of life for the citizens of our region.

As the subject matter experts and policy leaders for each program we deliver, TCOG will be able to secure abundant and sustainable resources for our tri-county area, enabling us to touch more lives and help more people.

Building quality of life requires leaders: inspired leaders who can see a bigger vision; committed leaders who believe the vision will be achieved; and courageous leaders who endure challenges, overcome obstacles, and transform the vision into reality. TCOG is dedicated to building quality of life through inspired, committed, and courageous leadership. If your organization is a partner in the quest to improve quality of life, we invite you to join us in being **Better Leaders Building Better Lives**.

*To learn more about TCOG's vision for the future of Texoma and how you can help transform the vision into reality, contact any member of the TCOG Executive Management Team at [ExecutiveTeam@texoma.cog.tx.us](mailto:ExecutiveTeam@texoma.cog.tx.us) or visit our website at [www.tcog.com](http://www.tcog.com)*







**The Area Agency on Aging of Texoma is responsible for the development and coordination of a comprehensive system of services for citizens over the age of 60 and for citizens with a disability residing in Cooke, Fannin, and Grayson Counties in North Texas.**

The overall goal of the Area Agency on Aging is to promote Older Texans lifelong independence, providing alternatives in long-term care options through a wide variety of services. All programs are partially funded in part by Texas Department of Aging and

Disability Services, Health and Human Services Commission, local contributions from individuals and businesses, foundations support, and funding received from the Older Americans Act and a variety of other federal grants.

#### **DIRECT SERVICES PROVIDED:**

##### **CAREGIVER SUPPORT**

- ▶ Alzheimer's Support
- ▶ Parkinson's Disease Support
- ▶ Grandparents as Parents

##### **INFORMATION, REFERRAL AND ASSISTANCE**

##### **BENEFITS COUNSELING**

- ▶ Money Management
- ▶ Benefits Counseling
- ▶ Medication Assistance
- ▶ Legal Awareness
- ▶ Nursing Home Ombudsman

##### **CARE COORDINATION**

- ▶ Nutrition Services

##### **SENIOR CORPS**

- ▶ Foster Grandparents
- ▶ Texoma RSVP
- ▶ Faith in Action

**texoma council of governments**  
**aging services department**



# area agency on aging

## service definitions

<b>ADULT DAY CARE</b>	A protective setting to dependent older individuals who need supervision but do not require institutionalization	<b>LEGAL ASSISTANCE</b>	Advice and representation for certain legal matters such as government program benefits, tenant rights and consumer problems
<b>CAREGIVER PROGRAMS</b>	Support and temporary relief for caregivers of older adults and some services for grandparents raising grandchildren	<b>NUTRITION SERVICES</b>	Congregate meals at a senior center & Home-delivered meals (Meals on Wheels) for the homebound or other site where older adults can enjoy a meal & socialize with others
<b>CASE COORDINATION</b>	Assistance for families in assessing the needs of older adults and making arrangements for services to help them remain independent	<b>PUBLIC BENEFITS COUNSELING</b>	Counseling on financial management, prescription drug programs, Social Security benefits, food stamps, energy assistance and other benefits
<b>ELDER ABUSE PREVENTION PROGRAMS</b>	Investigation into allegations of abuse, neglect and exploitation and interventions in substantiated cases	<b>RESPIRE CARE</b>	A break for caregivers who provide ongoing supervision and care of a person with a functional impairment
<b>EMERGENCY RESPONSE SYSTEMS</b>	In-home 24-hour electronic alarm systems that enable homebound persons to summon emergency help	<b>SENIOR HOUSING OPTIONS</b>	Includes assisted living, retirement communities, nursing facilities, government-assisted housing and shared housing
<b>EVIDENCE BASED FALLS PREVENTION</b>	Practical methods to reduce fear of falling and increase activity levels. Participants learn to view falls and fear of falling as controllable, set realistic goals to increase activity, change their environment to reduce fall risk factors, and exercise to increase strength and balance	<b>SENIOR CENTER PROGRAMS</b>	A variety of recreational and educational programs for older adults
<b>EMPLOYMENT SERVICES</b>	Opportunities for older adults to explore employment options	<b>TELEPHONE REASSURANCE (TELE-PAL)</b>	Regular contact and safety checks to homebound seniors & disabled persons by trained volunteers
<b>HEALTH MAINTENANCE SERVICES</b>	Assistance in acquiring glasses, dentures, hearing aids, and other devices necessary to promote or maintain the health and/or safety of the older individual	<b>TRANSPORTATION</b>	Services for older adults or persons with disabilities who lack private transportation or who are unable to utilize public transportation
<b>HOME REPAIR/ HOME MODIFICATION</b>	Programs that help keep housing in good repair, such as roofing, plumbing and insulation, in order to avoid major problems. Renovations to increase the ease-of-use, safety, security and independence in the home	<b>VOLUNTEER SERVICES</b>	Opportunities for older adults to provide telephone reassurance, friendly visits, insurance counseling and more
<b>INFORMATION &amp; REFERRAL/ ASSISTANCE</b>	Specialists provide assistance and links to available services and resources		



## WHERE WE ARE

TCOG is located at 1117 Gallagher Drive in Sherman, TX. We are open Monday-Thursday 7:30 a.m. to 5:30 p.m. and Friday 8:00 a.m. to 5:00 p.m. The phone number for the Area Agency on Aging is (903) 813-3505.



# TEXOMA SENIOR

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**DISCLAIMER** The Area Agency on Aging and Disability Services of Texoma is not responsible for the reliability of advertisers. The Area Agency on Aging and Disability Services of Texoma neither endorses nor guarantees any of the products or services listed in this Resource Guide. All readers are strongly encouraged to always research products and/or services prior to purchasing or making a final choice of provider.





# Need a ride to your next appointment?

Get from Home, to Your Appointment and Back Again for as Little as \$2.

Did you know that TAPS Public Transit can get you to your next medical appointment? With just 24-hours notice you can schedule a ride with TAPS, wherever you need to go: to work, to school, for shopping, or to keep a medical appointment.\* If you have limited mobility or are disabled, TAPS has specially-equipped vehicles to accommodate your special needs. Do you have a regular appointment for rehab or therapy? You can make a standing appointment for weeks in advance. Find out more by calling a TAPS Rider Service Representative (800) 256-0911.



FARE	General Public	60+ / Disabled / Student
In Town	\$2.00	\$1.00
Out of Town*	\$3.00	\$1.50
Out of County*	\$4.00	\$2.00

each way



**Get a Ride**  
**800-256-0911**  
**www.TAPSbus.com**

\*within the TAPS Service Area.

Buy fares & passes online



• Use your credit or debit card.  
 • You don't need a Paypal account.

## Non-Emergency Medical Transportation

**If you live in Cooke, Fannin or Grayson county, are a Texas Medicaid or CSHCN plan member, and you have other way to get to your medical or dental appointments, this message is for you.**

### What rides are provided?

Remember rides must be medically necessary such as a doctor's visit, dialysis treatment, counseling, methadone treatment, etc.  
 There is no cost for this service.



### Important Numbers

To schedule your ride to visit your Medicaid doctor or dentist

**1-877-633-8747**

**Get-a-Ride Line**

Call Mon-Fri 8 a.m. to 5 p.m

If you have a medical emergency call 9-1-1 immediately.

This is a free service to Medicaid plan members.

# texoma council of governments

## aging services directory

### CAREGIVER SUPPORT PROGRAM

**(903) 813-3575**

An ongoing process to include assessing the needs of a caregiver and care recipient, effectively planning, arranging, coordinating and following-up on services which most appropriately meet the identified needs as mutually defined by the caregiver, the care recipient, and the access and assistance staff.

#### SERVICES INCLUDE

##### 1) ALZHEIMER'S/DEMENTIA

**SUPPORT** Services specifically designed to assist families caring for a loved one with Alzheimer's disease or other related dementias

##### 2) PARKINSON'S DISEASE

**SUPPORT** Services specifically designed to assist families caring for a loved one with Parkinson's disease

### 3) GRANDPARENTS/RELATIVES AS PARENTS

Services specifically designed to assist Grandparents/Relatives acting as Parents to grandchildren or other relative children.

#### 4) SUPPORT GROUPS

*\* Dates/Times Subject to Change*

##### **Alzheimer's Grayson**

3rd Wednesday of each month  
12:30 p.m. - 1:30 p.m.  
TCOG Professional Building  
1117 Gallagher Drive  
Sherman, TX

*Texoma Room (2nd Floor)*

##### **Alzheimer's Cooke**

1st Wednesday of each month  
9:00 a.m. - 10:00 a.m.  
Stanford House  
4101 W. Garnett St.  
Gainesville, TX

### **Kincare (Grandparents & Relatives as Parents) Grayson**

1st Tuesday of each month  
1:00 p.m. - 2:00 p.m.  
Pecan Point Assisted Living Facility  
1011 E. Pecan Grove Rd.  
Sherman, TX

### **Parkinson's Disease**

1st Wednesday of each month  
1:30 p.m. - 2:30 p.m.  
Pecan Point Assisted Living Facility  
1011 E. Pecan Grove Rd.  
Sherman, TX

#### **Related Services Available**

- Family Consultation
- Educational Training & Materials
- Caregiver Respite
- Caregiver Support Groups

### INFORMATION, REFERRAL AND ASSISTANCE PROGRAM

**(903) 813-3505**

#### **Consists of activities such as:**

- assessing the needs of the inquirer

- evaluating appropriate resources
- assessing appropriate response modes
- indicating organizations capable of meeting those needs
- providing enough information about each organization to help inquirers make an informed choice
- helping inquirers for whom services are unavailable by locating alternative resources
- when necessary, actively participating in linking the inquirer to needed services, and following up on referrals to ensure the service was provided.

*If you are a resident of Cooke, Grayson, or Fannin County and you are calling from an area code in this three county region, you may simply call 2-1-1 and ask to speak to the Information Specialist.*



## **BENEFITS COUNSELING PROGRAM**

### **TEXOMA MONEY MANAGEMENT**

**(903) 813-3572** The Texoma Money Management Program provides bill payer and representative payee services to persons who are at risk of losing their independence because of their inability to manage their finances.

### **BENEFITS COUNSELING**

**(903) 813-3581** Advice or representation by an attorney, including assistance by a paralegal or law student under the supervision of an attorney, or counseling or representation by a non-lawyer such as a certified Benefits Counselor, where permitted by law, to older individuals with economic and social needs. Legal assistance activities include the following:

#### ***Advice/Counseling***

A recommendation made to an older individual regarding a course of conduct, or how to proceed in a matter, given either on a brief or one-time basis, or on an ongoing basis. May be given by telephone or in person.

#### ***Document Preparation***

Personal assistance given to an older individual who helps the preparation of necessary documents relating to public entitlements, health care/long term care, individual rights, planning/protection options, and housing and consumer needs.

#### ***Representation***

Advocacy on behalf of an older individual in protesting or complaining about a procedure, or seeking special considerations by appealing an administrative decision, or representation by an attorney of an older individual or class of older individuals in either the state or federal court systems.

#### ***Benefits Screening***

Counselors will assist in completing a thorough and individualized Benefits CheckUp Report, which pre-screens potential eligibility for numerous state and federal benefits.

#### ***Services identified as “Legal Assistance Services” are:***

Benefits Counseling, Money Management, Representative Payee, and Certified Benefits Counselors assist persons get connected to the array of benefits available to them,

including:

- Medicaid
- Long-Term Care Insurance
- Medicare
- Powers of Attorney
- Medicare Savings Programs
- (QMB, SLMB, QI1)
- Elderly Victims of Abuse,
- Exploitation, and Neglect
- Supplemental Security Income
- Qualifying Income Trust
- Veteran’s Benefits
- Money Management
- Community Based Alternative
- Insurance Fraud
- Advance Directives
- Administrative Appeals

### **MEDICATION ASSISTANCE PROGRAM**

**(903) 813-3517** Volunteers work with low-income persons to obtain non-narcotic prescription drugs at no cost or reduced cost from pharmaceutical companies. Applicants must apply in person and furnish proof of income and a physician’s prescription for the medications needed.

### **LEGAL AWARENESS SEMINARS**

**(903) 813-3581** The dissemination of accurate, timely, and relevant information, eligibility

criteria, requirements, and procedures to older individuals about public entitlements, health/long-term care services, individual rights, planning/protection options, and housing and consumer needs. Educational programs on a variety of legal topics are offered annually. These events are advertised in local newspapers and are free to the public.

### **NURSING HOME OMBUDSMAN**

**(903) 813-3569**

### **COMPLAINT HOTLINE**

**1 (800) 458-9858** Certified staff and trained volunteers will identify, investigate, and resolve complaints made by, or on behalf of, residents of nursing facilities and assisted living facilities, and which relate to action, inaction, or decisions, that may adversely affect the health, safety, welfare, or rights of the residents, providers, or representatives of providers, of long-term care services, public agencies, or health and social service agencies.

The regional managing ombudsman maintains comprehensive information about each of the nursing



homes, personal care homes, and assisted living facilities in the region. Consultation can be provided regarding long-term care alternatives and the costs and methods of financing for the array of long term care living options available. *To report nursing home complaints, you may also call the Complaint Hotline of the Texas Department of Aging and Disability Services at 1 (800) 458-9858.*

Volunteers complete 36 hours of training and a three-month internship to receive certification from the Texas Department of Aging and Disability Services. Volunteer ombudsmen dedicate a minimum of 2 hours a week to visit nursing home residents, promote quality of life and quality of care, and participate in complaint resolution in order to protect the rights of our most vulnerable older Texans.

## **CARE COORDINATION PROGRAM**

**(903) 813-3505**

An ongoing process to include assessing the needs of an older individual and effectively planning, arranging, coordinating and following-up on services

which most appropriately meet the identified needs as mutually defined by the older individual, the access and assistance staff, and where appropriate, a family member(s) or other caregiver(s).

**SERVICES INCLUDE:**  
**MINOR RESIDENTIAL REPAIR, RAMPS, HEARING AIDS, DENTURES, EYE GLASSES, DURABLE MEDICAL EQUIPMENT, HOMEMAKER SERVICES, TRANSPORTATION (FOR GOING TO THE DOCTOR, REHAB, OR ANY OTHER MEDICAL RELATED)**

### **NUTRITION SERVICES**

**Congregate Meals** A hot or other appropriate meal served to an eligible older individual which meets 33<sup>1/3</sup> percent of the dietary intake. The objective is to reduce food insecurity and promote socialization of older individuals. These meals are provided at your local senior center and are prepared by Meals on Wheels of Texoma. Anyone 60 years old or older can attend senior centers and receive a meal for lunch. There is no charge for the meal, but donations are always welcome.

**Home Delivered Meals** Hot, cold, frozen, dried, canned, fresh which provides a minimum of 33<sup>1/3</sup> percent of the dietary intake. The objective is to reduce food insecurity; help the recipient sustain independent living in a safe and healthful environment. To qualify to receive a Home Delivered Meal you have to be over the age of 60, homebound, have no one to help you prepare a meal, unable to leave your home, and/or in poor nutritional health. For more information, contact the Care Coordination program.

## **SENIOR CORPS PROGRAM**

### **TEXOMA RSVP**

**(903) 813-3587** The program offers opportunities to persons 55 years of age or older, who wish to remain an active and productive member of their community by contributing time and experience to local community non-profit organizations.

### **FAITH IN ACTION PROGRAM**

Community volunteers are recruited and trained to meet the physical and social needs of homebound persons living with aging complications or disabilities

with limited or no caregiver support. Assistance provided by recruited volunteer caregivers includes grocery shopping assistance, transportation, escort to doctors' offices, and friendly visiting. Program staff provides training to volunteers to serve as caregiver coordinators and conduct caregiver classes on topics related to legal, health, financial planning, and effective communication with health professionals to members who serve as caregivers.

## **FOSTER GRANDPARENT PROGRAM**

**(903) 813-3574** A program for persons 55 years of age or older who meet certain income eligibility and who wish to provide 15 to 40 hours per week of love and wisdom to an at-risk child. Foster Grandparents receive a tax-free stipend. Foster Grandparents serve as Mentors for children in public settings, such as schools, libraries or hospitals. ■





# NOW SEEKING SUPERHEROES



Over 600 Superheroes volunteer their time to fight senior hunger by delivering meals to homebound senior citizens in Cooke, Fannin and Grayson Counties.

**Would you like us to help you channel *your* inner-Superhero?**

All you need is a car — and a big heart — we provide the rest, including gasoline assistance.

## Meals on Wheels



Serving Cooke, Fannin & Grayson Counties

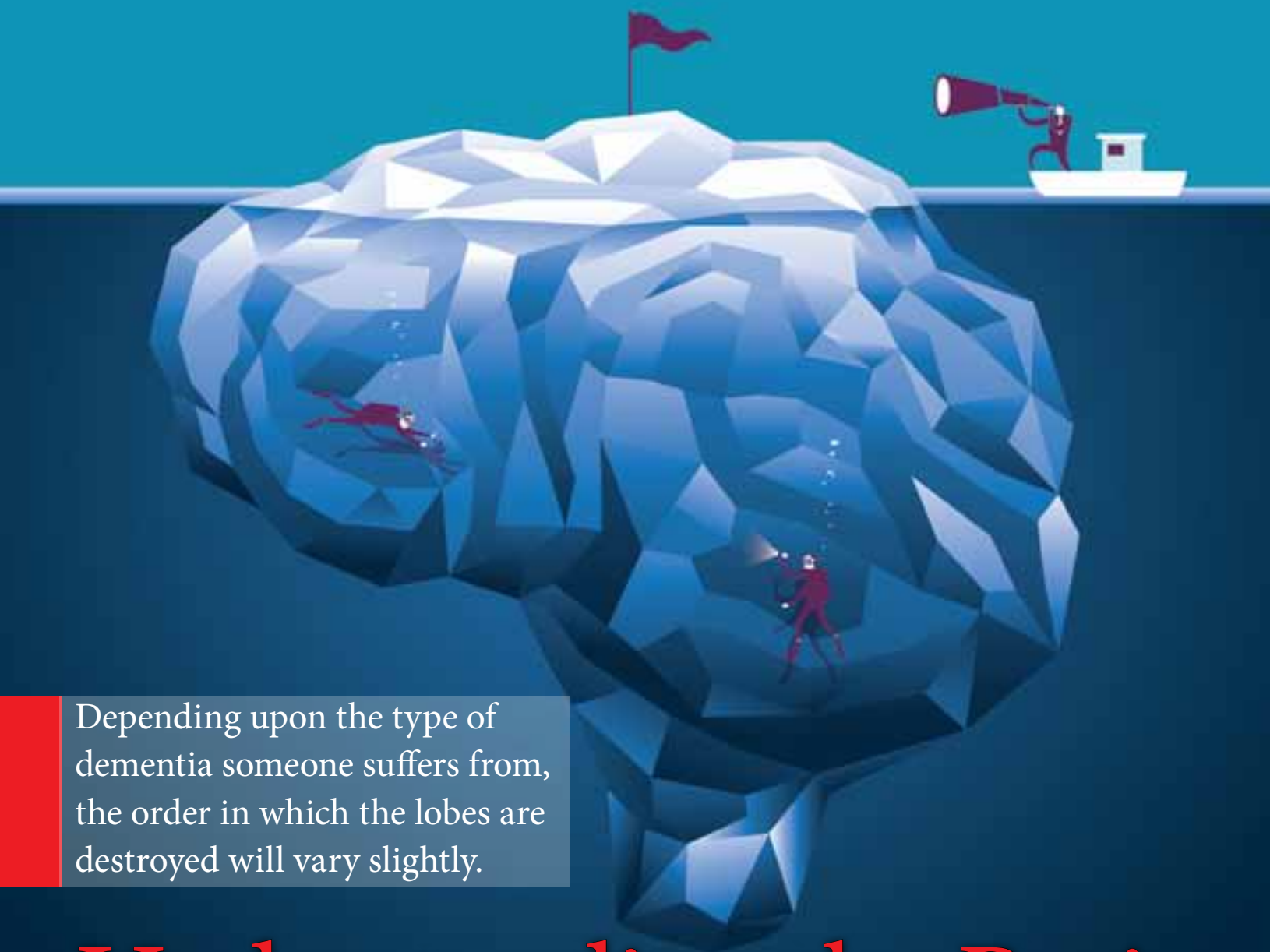
**of Texoma**

To learn more, please call:

# 877-900-3351

or visit us online at [www.mowot.org](http://www.mowot.org)

BECOME A **SUPERHERO** TODAY



Depending upon the type of dementia someone suffers from, the order in which the lobes are destroyed will vary slightly.

# Understanding the Brain

**I**n Alzheimer's, the disease starts in the hippocampus, at a point in the front of the temporal lobes and at the rear of the frontal lobes. It then progresses forward through the frontal lobes and backward through the rest of the temporal lobes before moving into the occipital lobes. At this time it is also moving to the inner top of the brain. Finally, the disease will complete a circular route in the brain, ending in the parietal lobe and affecting and destroying all the lobes.



# and Dementia

By Tam Cummings, M.S., C.P.G.

## The Temporal Lobes

These lobes are located behind your ears. If you put your hands up around your ears, you are covering the area where you'd find your temporal lobes. These lobes control hearing, language, memory and smell. The left one controls formal language, which is the way you and I speak with each other in general or during social conversations. The right lobe

controls a person's ability to recall songs, to curse and to respond with an automatic "yes" or "no" to questions. This is the area where stored information that's deeply ingrained is kept.

In most people with Alzheimer's, the left lobe will suffer greater damage first, before the right tem-

poral lobe. What this means is that when the brain cannot use the left lobe to find the correct and appropriate words to respond to a situation, it will resort to pulling out stored information from the right lobe.

That's why a friendly and helpful "Let's change your shirt," can evoke a shocking barrage of curse words that your mom would have never even uttered aloud when her brain allowed her to respond with left temporal lobe socially appropriate behavior.



Mom's new vocabulary is especially difficult for families who may be embarrassed, ashamed or simply shocked. Some may be worried this new cursing behavior means she will "go to hell" or that she is damning her soul.

The reality is that once you begin to hear curse words being used that were never used in the past, you have an indication that the disease has significantly damaged the left temporal lobe. The brain is using stored information from the right lobe to respond to a situation and express (however inappropriately) that your mom wants to be left alone or doesn't feel well or is simply having a bad day.

**You are special and so are your eyes!  
Trust your eyes in the hands of a Specialist**



See your closest Retina specialist for your eye needs.  
**Dr. Khetpal** is the **first and only full time Retina specialist** in Texoma area.  
**State of the art treatment for Macular degeneration, Diabetes, Retinal detachment.**

Call today and make your appointment! (903) 337-0055  
 **TEXOMA RETINA CENTER**  
5012 S US HWY 75 Ste 235  
Texoma Medical Plaza  
Denison, TX 

   
  
**A FAMILY OF SERVICES, GUIDED BY A TRADITION OF EXCELLENCE.**  
**SERVING THE TEXOMA AREA SINCE 1992.**



**"And don't forget to do good and to share with those in need.  
These are the sacrifices that please God." (NLT) Hebrews 13:16**

**903-564-7709 in Texas & 580-795-9992 in Oklahoma**  
**401 East Main, Whitesboro, Texas / 203 East Main, Madill, Oklahoma**

[www.whitesborohomehealth.com/](http://www.whitesborohomehealth.com/) [www.marshallcountyhomehealth.com](http://www.marshallcountyhomehealth.com)  
[www.allcaretexoma.com](http://www.allcaretexoma.com)



*"I don't feel good,"* or *"Leave me alone,"* or *"I'm scared,"* or *"I'm having a bad day,"* may be words and sentences her damaged brain can no longer make. Instead cursing words are used to communicate.

You may be further confused when Mom, who just cursed at you, hears the church service on TV or in her community and suddenly sings all the words to the songs. This does not mean that she must be able to speak and she is just cursing at you to be mean. The reality is the words to the song are stored information in the right temporal lobe and they can still be recalled.

The same understanding must be extended to any

## The Frontal Lobes

The frontal lobes are the lobes behind your forehead. If you were to hold your forehead as though you had a headache, you are covering your frontal lobes. These lobes are what make you an individual. They contain your personality, memory, cognitive thought, executive function, judgment, impulse control, rational thought and speech. They hold family, education and other experiences that shape each of us differently.

The frontal lobes functioning properly keep you from reacting with your true feelings. You may hate a friend's haircut, or you may think that yes, that dress does make her look fat. But because your frontal lobes are working, you may think it, but you would never say it aloud. At least not to your friend.

Dementia damages the frontal lobes and takes away impulse control. The result is language you never expected to hear, rude comments that may embarrass you, names your mother calls caregivers that you never heard her use before. This is dementia, not your loved one.

Early in the disease process, you may notice Mom was having trouble with personal finances, struggling to find the right word or repeating the same questions over and over. As the frontal lobe deteriorates, the in-

*"yes"* and *"no"* answers you receive. Yes and no are automatic responses learned at a very early age and also stored in the right temporal lobe. Because of the progression of dementia, you cannot rely on them to be correct.

For example, if Mom falls down and hits her arm, you would assume that she hurt herself. If you ask, *"Does your arm hurt?"* and she responds *"no,"* be aware that the *"no"* only has a 50-50 chance of being correct. Her brain is simply responding with a stored language skill that still works and she doesn't truly understand your question.

dividual will be unable to recover memories, which are lost in reverse order. This is why a woman will be able to talk about old boyfriends from 50 years earlier, but may not remember her husband or children.

If you are a movie buff, this is the lobe removed from Jack Nicholson's character in *"One Flew Over the Cuckoo's Nest."* The loss of this lobe reduced the character Mac to someone in need of constant care and no interest in his surroundings.

Inhibition control is also in the frontal lobes. The loss of inhibition can mean everything from aggressive behavior to sexual behavior to any other socially inappropriate behavior. Just hold this thought: everything a person with dementia is doing is a direct result of the damage occurring in her brain. Personality changes, odd fixations of persons or objects, outbursts of behavior, loss of the things that made your loved one unique, these are all happening because of the dementia process.

Everything from swearing, to poor social skills, to inappropriate behavior, to an inability to walk, talk, eat, or dress and clean oneself, are all a result of the disease. It's the dementia.

## The Occipital Lobes

The occipital lobes are the lobes located at the lower part of the back of your skull and cradled in the curvature above your neck. These lobes translate what the eyes see and are responsible for vision and depth perception. They also allow you to determine distance from an object.

Working with memories stored in your frontal lobes and temporal lobes, the occipital lobes allow a person to do such things as recognize faces, distinguish one kind of chair from another and translate an environment.

A person's environment is the space she occupies at any given time, whether it's a room in a home, the waiting room at the doctor's office, the long hallway in a community, the tub in a bathroom, the parking lot or the backyard. Although she can physically see these places, her occipital lobe is unable to translate what her eyes are seeing into something that makes sense.

Other signs that these lobes are being destroyed include an inability

to distinguish day from night, so you might get inquiries about missing lunch at 2 a.m. Your loved one also will not be able to separate danger from safety.

For example, she may perceive a shiny, waxed floor as a dangerous wet floor and be reluctant to step on it. She may bump into objects or people or walls, she may reach for a glass of water and miss it.

You will know that the disease has moved into the occipital lobes when your mom no longer recognizes you, your siblings or her husband, if he is still alive. Remember, her eyes see you but her brain is damaged and your files may be gone. This damage is keeping her from recognizing that the person in front of her is someone meaningful and important.

New glasses won't help her at this stage of the disease. Remember *it's not her eyes, it's her brain*.

## The Parietal Lobes

The parietal lobes are located at the top of your head (*think of where a Jewish man would place his kippa,*

*or hat*). They control and interpret tactile sensation, body temperature and regulation, and pain perception. As these lobes become damaged, the person may or may not be able to feel pain, recognize whether the surrounding temperature is hot or cold, or be aware she is being pinched by her waistband.

As you reread the preceding paragraph, you should be starting to realize why your mother is always cold. Or why she doesn't complain about her arthritis anymore. You may begin to understand how a person with dementia craves or only enjoys sweet foods, falls down hard on the floor and doesn't appear fazed, or still enjoys holding your hand.

The severe damage in the parietal lobes means we have to be very careful and watchful of our loved ones. Because her brain is very damaged, we are responsible for keeping her safe and comfortable.

Once the disease has advanced into the parietal lobes, families must be especially alert to their loved one's condition. ■

## Five Points to Remember:

1

Alzheimer's damages the hippocampus, interfering with its function and eventually stopping all new memory from being formed.

2

The temporal lobes control hearing, language, smell and memory.

3

The frontal lobes control imagination, personality, judgment, rational thought, impulses, speech and memory.

4

The occipital lobes control depth perception and visual acuity.

5

The parietal lobes control taste, touch, temperature and pain.



No one wants to give up their independence

# AGING IN PLACE

LIFE IN AMERICA

## LIFE IN AMERICA

As Americans age, there is an ever increasing need for a safer home environment. It is expected that, by 2030, 20% of the U.S. population already will have celebrated their 65th birthday. No one wants to give up their independence and according to an AARP housing survey 83% of older citizens want to stay in their current homes for the rest of their lives. This can create a very stressful situation for family members; yet, taking the proper precautions inside and outside the home allows aging loved ones to live safely and independently.



There is a wealth of technological resources that can be employed to that end. **MEDICATION MANAGEMENT SYSTEMS**, for instance, use microchips to dispense multiple medications at preset times. The device is set with a digital alarm clock and usually can be loaded with multiple medications at once. Some have an alert system if the medication is not taken.

**FALL CENSORS** are designed to be worn around the neck and automatically alert help if a fall is detected. The wearer also has the ability to call for help--with the touch of a button--if something else is wrong. Fall sensors are a great extension of caregivers and not only alleviate stress and worries from the family, but eliminate the potential guilt of someone not being present to help at that very moment.

**TRACKING DEVICES**, meanwhile, utilize GPS technology to locate the user during an emergency, allowing patients to maintain their independence whether they are alone or are under the watch of a caregiver. Many tracking devices actually will alert a responder if the patient does something specific, such as go outside of the home or attend a scheduled appointment. Some even allow users to speak directly with respondents to summon help if needed.

As for the actual physical aspects of a home's layout, seniors might require alterations to be made in their living arrangements in order to keep them safe and avoid serious accidents. There are a variety of companies who devote their services to **ACCESSIBILITY SOLUTIONS** for the home, including ramp systems, lifts, shower installments, and safe handles. These installations often come with thorough instructions for certified caregivers so they can transfer clients from one location to another throughout the home.

Research shows that senior citizens typically own older homes, and are staying there much longer than their younger counterparts which mean family members



need to make sure the home is suitable for senior living. For example, shelves and cabinets should not be below waist level, while beds should be "high." It takes more effort to lie in, or get out of, a "low" bed. The same principle applies in the bathroom. Make sure the toilet seat is high so that discomfort is minimal. It also is useful to install a grab-bar along the wall for support while sitting and getting up from the seat.

Smooth flooring oftentimes is slippery, with chances of skidding and falling greater. Rough, textured flooring is an excellent option to prevent slipping. In rooms frequently used by the elderly, tiles are the best bet to prevent skidding. As for the bathroom, it needs to be dry at all times. Moreover, there should be a way for a family member to get into the bathroom in case of an emergency--even if the door is locked. Another way to avoid a crisis is to limit stair use for the elderly. The avoidance of stairs can be implemented by designating a level

of the home for an aging individual to reside on. Installing equipment that can sense fire, carbon monoxide, and smoke can prevent accidental injury or death for older adults as well. Also check doors, windows, garages, and cars to make sure they are locked. Ensure that outdoor lights and alarm systems are working properly. Look in on your neighbors' property if they are gone.

Remember, too, that the senior citizen demographic is a huge target for mail and phone fraud schemes, as senior citizens often are quite trusting and do not un-

**Family members need  
to make sure the  
home is suitable for  
senior living**



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## TEXAS INSTITUTE FOR NEUROLOGICAL DISORDERS

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derstand how to differentiate offers that are “too good to be true” from rip-offs. Preventing such fraud could be as simple as going through the mail with them, as well as discussing with them the signs of phone fraud.

Look for stacks of unsolicited mail with various offers for money or prizes. Throw that kind of mail straight into the recycle bin. Also, see if the elderly person has received packages of cheap costume jewelry or other “gifts.” Offer to help balance their checkbooks, and look for any unusual large withdrawals or checks written to companies you never have heard of--and check credit card statements for any unauthorized charges.

Moreover, many seniors find it hard to tell the difference between legitimate telemarketing calls from ones that are scams, but good judgment is the last line of defense against any con artist. **Here are some tips to help differentiate between a legitimate call and a fraud:**

**TAKE YOUR TIME** If you are pressured to make a quick decision, provide credit card information, or mail a check, hang up. You are not being rude; you are being wise.

**CHECK THE CALLER'S RECORD** with the Better Business Bureau.

**DO NOT** provide your credit card, Social Security, or account numbers to anyone unfamiliar without checking the company out.

**NEVER SEND MONEY** in response to a foreign lottery. They are illegal.

**CONTINUOUSLY REMINDING THE PERSON THAT THESE SCAMS EXIST CAN DETER THAT FROM HAPPENING** As the weather changes, many people experience damage to their home

and property during summer storms. The Elderly can fall victim to home improvement and contractor fraud. Typically, a van or truck with out-of-state license plates will stop at a senior's home. The handyman offers to do repairs at a very reasonable rate. The work begins, but often is shoddy and incomplete. The homeowner can be overcharged and likely will be left with more household problems. Educating seniors on this danger and making yourself available to help them make these types of decisions is one way to prevent this crime. Family members can give them tips to reduce the likelihood that they will be the victim of a weather related scam.

#### **DO NOT DO BUSINESS RIGHT ON THE**

**SPOT** If someone says that there is a problem with your property that needs to be fixed, get a second (and even third) opinion from other contractors. There is nothing so urgent about your property that it must be handled right now.

**JUST BECAUSE PEOPLE SEEM NICE AND HONEST DOES NOT MEAN THEY ARE** Scammers would not be very successful if they looked and sounded like liars.

**DO NOT BE PRESSURED TO SIGN IMMEDIATELY OR LOSE THE “FANTASTIC DEAL”** This is a common tactic to stop you from checking out other contractors or giving you time to reconsider your decision. High pressure salespeople always should be avoided.

**NEVER PAY FOR SERVICES IN CASH, WHICH CAN BE SPENT IMMEDIATELY AND IS NOT TRACEABLE** It is hard for anyone to just cash a check made out to a business right out of your account and they must generally be deposited. This means that you at least have a few hours to stop payment on the check if you find something is wrong. Banks also have consumer fraud measures and often can track someone who has committed a fraud. ■

**THERE ARE MANY DANGERS THAT SENIOR CITIZENS FACE AT HOME AS THEY AGE AND IT IS IMPORTANT TO BE AWARE OF, AND PREPARED FOR, THESE RISKS. PRACTICING SAFETY AT HOME CAN ACCOMPLISH A SENSE OF INDEPENDENCE AND SECURITY FOR SENIORS AS WELL AS PEACE OF MIND FOR THE FAMILY.**



# benefits of being a

# VOLUNTEER

**P**erhaps the first and biggest benefit people get from volunteering is the satisfaction of incorporating service into their lives and making a difference in their community and country. The intangible benefits alone—such as pride, satisfaction, and accomplishment—are worthwhile reasons to serve. In addition, when we share our time and talents we:

**SOLVE PROBLEMS**

**STRENGTHEN COMMUNITIES**

**IMPROVE LIVES**

**CONNECT TO OTHERS**

**TRANSFORM OUR**

**OWN LIVES**

## BENEFIT YOUR HEALTH

Over the past two decades we have also seen a growing body of research that indicates volunteering provides individual health benefits in addition to social ones. This research, which is presented by CNCS in a report titled

*The Health Benefits of Volunteering: A Review of Recent Research* has established a strong relationship between volunteering and health: those who volunteer have lower mortality rates, greater functional ability, and lower

rates of depression later in life than those who do not volunteer.

Comparisons of the health benefits of volunteering for different age groups have also shown that older volunteers are the most likely to receive greater benefits from volunteering, whether because they are more likely to face higher incidence of illness or because volunteering provides them with physical and social activity and a sense of purpose at a time when their social roles are changing. Some of these findings also indicate that volunteers who devote a “considerable” amount of time to volunteer activities (about 100 hours per year) are most likely to exhibit positive health outcomes. ■



**Finding your way through the mazes of public benefit services and programs can be a daunting task if you don't know which direction to take. Fortunately, a solution for people of all ages and income levels is now available.**

# what is an adrc?

**An Aging and Disability Resource Center (ADRC) serves as an access point for people of all ages and income levels to receive referrals for public and private long-term services and supports.**

ADRCs provide information on a broad range of long-term programs and services to assist individuals in making informed decisions. ADRCs also provide eligibility screening, application and enrollment services to individuals for public benefits and programs. ADRCs welcome walk-in appointments and phone calls, providing a qualified professional to assist individuals.

### **Services provided by ADRC of Texoma:**

#### **INFORMATION AND ASSISTANCE**

- ▶ Local long term supports and services
- ▶ Public and private benefits
- ▶ In-home care
- ▶ Housekeeping and chore services
- ▶ Home modifications, safety and maintenance
- ▶ Preventive health, self-managed care
- ▶ Caregiver services
- ▶ Respite
- ▶ Transportation
- ▶ Child and adolescent services
- ▶ Home delivered meals, nutrition assistance

- ▶ Housing
- ▶ Utility assistance
- ▶ Long term care facilities
- ▶ Public benefit programs
- ▶ Legal issues
- ▶ Abuse, neglect and financial exploitation
- ▶ Mental health
- ▶ Support groups
- ▶ Employment/vocational services
- ▶ Senior centers
- ▶ Volunteer opportunities
- ▶ Adaptive equipment
- ▶ Veterans
- ▶ Money Follows the Person

#### **LONG-TERM CARE OPTIONS COUNSELING**

- ▶ Information about the choices you have when making decisions about where to live, what kind of help you need, where to receive that care and help, and how to pay for it.
- ▶ One-on-one consultation to help address the pros and cons relative to your preferences.

#### **ACCESS TO FUNDING FOR LONG TERM CARE**

- ▶ The ADRC can determine if you will be eligible for public funding for your long-term care.
- ▶ The ADRC can help you prepare your Medicaid application, if eligible.

#### **HEALTH AND WELLNESS**

- ▶ ADRC can connect you to wellness programs to help keep you healthy and independent.

### **Call 2-1-1 or walk-in to your local center**

#### **SHERMAN (MAIN OFFICE)**

- ▶ 1117 Gallagher Dr., Sherman  
Mon.-Fri. 8:00 am – 5:00 pm

#### **BONHAM**

- ▶ 806 W. 16th St.  
Mon.-Fri. 8:00 am – 1:00 pm

#### **GAINESVILLE**

- ▶ 1100 Lawrence St.  
Mon.-Tues. 8:00 am – 5:00 pm

**ADRC of Texoma:  
(903) 813-3596**



# CARING FOR THE CAREGIVER

BY TAM CUMMINGS, M.S., C.P.G.



**AS YOU FIND YOURSELF DRAWN INTO FULLTIME CARE, REMEMBER YOU HAVE TO STOP AND TAKE CARE OF YOURSELF. MOST OF THE TIME WHEN I SEE A PERSON WITH DEMENTIA, THE CAREGIVER IS IN WORSE CONDITION, FREQUENTLY HE OR SHE IS EXHAUSTED, MENTALLY AND PHYSICALLY.**

**W**

hen a loved one is diagnosed with dementia, one adult child or parent or spouse generally becomes the primary caregiver.

You may find yourself shouldering most of the burden, especially if other siblings live nearby, yet don't or can't or won't help out.

You are a caregiver if you do any of these tasks: cooking, dispensing medications, transporting and arranging for medical appointments, housework, personal care (sleeping, ambulation, toileting, hygiene, grooming, dressing, eating) or doing the banking, shopping, cleaning, laundry, bill paying needs, and any legal needs.

If you are the caregiver, chances are pretty good you are dealing with a high level of stress, anxiety and/or depression. This possibility increases if you are over the age of 60. If you have been a caregiver for more than three years, you can also add an increased risk for high blood pressure, increased colds and flu, chronic pain and even fibromyalgia. All of these are the result of the stress of caring for a person with one of the dementias.

How we react to changes in life determines to a great extent how our bodies will adapt. Do you see the diagnosis of dementia as positive, because now you have a confirmation of the behaviors and cognitive changes you've witnessed?

Or is the illness itself too much of a negative? Any change in our lives is a stressor and for caregivers, the

stressors can seem to increase every day, with little or no apparent break. And for many caregivers, the stress goes on for years.

Making the challenge of caregiving more difficult is that so many of you are alone or isolated, without support or respite. **How do you deal with what stress is doing to your emotional and physical self?**

## TAKE A DEEP BREATH

Let's start with a simple breathing technique that takes only a few moments to complete and will reset your *autonomic nervous system* (ANS). The ANS is part of your internal systems and affects your heart rate, digestion, respiration, and your fight, flight or freeze responses, even the increase of blood flow throughout your body. Resetting the ANS happens instantly when you do this technique.

Now if you have difficulty meditating or feel silly trying to still your mind or as a caregiver, just don't have the time, this exercise is perfect for you.

Breathe in slowly through your nose to the count of six. Simply count one, two, three, four, five and six and

then slowly exhale through your mouth to the count of four – one, two, three, four. Repeat this same breath count, in through the nose while counting to six and exhaling through the mouth while counting to four – three more times.

**That's it!** In less than one minute – really for many caregivers all the time you might feel like you have – and like magic, your autonomic system resets and your tension is gone. The ease of this exercise means you can use it as many times a day as you need to and in the process, calm your heart, blood pressure, settle your stomach and maybe get through the rest of the day.

With practice, you can increase the amount of time you do the breathing exercise. Some people are able to work up to ten minutes of breathing to reduce their stress; other caregivers try the technique in its shortened form (four breaths) several times a day.

Remember, you are under a lot of stress. Do something nice for yourself. A bubble bath, a cup of tea, order a pizza, have someone come over so you can take a nap, call a friend. You are doing the toughest job there is, *remember to breathe!*



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## FINDING HELP

If you find you are alone as a caregiver, look for other options. If you have other family members, call a meeting. Schedule a time to meet with all of your siblings or involved family members to discuss your loved one's needs.

### MAKE AN AGENDA FOR THE

**MEETING** It will make everything easier. Write down the details of how you feel in a matter-of-fact way. Family members may not be aware of how you are feeling. Remember they may be feeling angry or hurt about being left out or they may be feeling guilty because they are not helping.

### BE SPECIFIC ABOUT WHAT YOU

**NEED** Do you need a respite break, to vent, help with appointments, meal preparation or shopping? Divide up the tasks, even among family members who live faraway. Several family members pitching in a little money can pay for a caregiver for a few hours or visit every few months to give others a break.

### DON'T BE AFRAID TO ASK FOR

**HELP, BUT BE REALISTIC** Old family wounds and slights are probably not going to be made better by this, but then again, maybe someone will step forward to help.

### LOOK FOR OUTSIDE AGENCIES AS

**A RESOURCE** Start with the federal government's **Area Agency on Aging**. They are skilled professionals who can direct you to care or depending upon your area may be able to provide some respite care. They will also be aware of any church respite groups and any other programs available where you live.

**FIND A SUPPORT GROUP** This is critical to your frame of mind. The Area Agency on Aging also offers teleconference support groups for caregivers who are home bound. These telephone calls allow you to dial into a conference, which usually lasts about an hour, listen to professionals discuss some topic on caregiving, talk to other caregivers and never leave your home. It can be a lifesaver to just talk with another person who understands what you are going through.

There are also caregiving groups that meet online if you have computer access. You can also use **YouTube** to find caregiving videos to find the answers to specific concerns or questions about care you might have.

Another important thing to remember is this disease is a disease that eventually requires medical care and assistance. You have not failed your loved one if you need to seek outside placement. Most people don't have large families any more and many families are scattered around the country. It doesn't make you a bad person when you need to find other care options.

## FIVE POINTS TO REMEMBER

1. Caregiving causes your ANS system to function poorly.
2. Breathing exercises or other meditative activities are helpful.
3. Call a family meeting to ask for help.
4. Check with your Area Agency on Aging for assistance or guidance.
5. Take care of yourself. ■

## First Steps for Family Caregivers

1

*See yourself as a caregiver; know you are not alone*

2

*Set limits on what you can do; don't allow others to make you feel guilty*

3

*Accept offers of help; don't try to do everything yourself*

4

*Give yourself permission to enjoy a few moments each day with what gives you pleasure*

5

*Call your local Area Agency on Aging and speak to a caregiver specialist for local resources*



# JORDAN

## HEALTH SERVICES

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- Skilled Nursing (RN, LVN)
- Physical Therapy
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- Wound Care
- Medication Management
- Infusion Therapy
- Observation and Assessment
- Education on Disease Management
- Ostomy Care
- Pain Management
- Catheter Care
- Post-Operative Care
- Dementia Support
- Late Life Depression Support

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Sex drives can be naturally stalled as you face the realities of aging, but it is possible to overcome these bumps in the road.

# JUMPSTARTING YOUR SEX DRIVE

**COMMUNICATE** Talk to your partner, or to a friend or counselor, about your issues, whether they're physical or emotional. Explain the anxieties you are feeling, ask for and accept reassurance, and continue the conversation as things come up.

**JUST "DO IT"** Sex is just as healthy and necessary as exercise and, just like exercise, it may surprise you with pleasure and satisfaction—even if you

weren't "*in the mood*." **So get back into practice.** Once you're back in the habit, you'll start to feel better and your sex drive should naturally increase.

## **INCREASE YOUR ACTIVITY LEVEL**

Bumping up your general level of activity will benefit your sex drive by increasing your energy and sense of well-being.

**LET IT GO** As much as you can, use your age and experience to be wise

and candid with yourself. Let go of your feelings of inadequacy and let yourself enjoy sex as you age.

## **TIPS FOR BETTER SEX OVER 50: KNOW WHEN TO SEEK HELP**

No matter what your age, losing your desire for intimacy and touch altogether isn't normal. In fact, loss of interest or function may be signs of a medical problem—one that may be best addressed

by a doctor. If something is getting in the way of your desire or ability to have a good sex life, don't let embarrassment keep you from asking your doctor for help. Working with a professional, there is much you can do to improve your sex life.

Keep in mind that anything that affects your general health and well-being can also affect your sexual function. ■





# CAREGIVING MAY BE HAZARDOUS TO YOUR HEALTH

BY RUTH HAMLIN

**DID YOU KNOW THAT OVER 65 MILLION AMERICANS PROVIDE DIRECT CARE FOR A LOVED ONE AND MANY DON'T EVEN KNOW THEY ARE CAREGIVERS?** Giving care can be as simple as helping occasionally with rides to appointments, running errands or a friendly phone call. It can also mean assuming full responsibility 24/7 for the medical and physical needs of another person. For most of us we see ourselves as a daughter/son, a spouse, a parent or a friend, but not a caregiver. Yet, it is important that we come to terms with the role we have taken on, that of caregiver. Accepting that our loved one has a chronic illness is difficult, but it does not mean we are giving up hope. It does mean that we are looking realistically at the situation and assessing what we can and cannot do.

While giving care, it is normal to put your own needs and feelings aside as the person you are caring for requires more of your attention. However, ignoring your own needs can be hazardous to your health in many ways.

## **STUDIES HAVE SHOWN THAT CAREGIVERS...**

- ▶ Use 71% more prescription drugs
- ▶ Have a higher rate of depression
- ▶ Have 46% more physician visits
- ▶ Often forego their own health and well-being for the sake of caring for their loved one
- ▶ Experience loss of self, time, and money
- ▶ That are stressed have a 63% higher mortality risk (JAMA\*)
- ▶ Become isolated from friends and family

How can I take care of myself is the question your brain is screaming

– I can hear it...I too have felt it and believed it. But it is possible and I will help you. **Let's start with 3 simple steps that you can do, with very little effort.**

**1. BREATHE:** That's right, close your eyes and take a deep breath. Fill your lungs with oxygen-hold it and now let go of the tension as you slowly breathe out. You may cough or even feel a little dizzy at first because your body isn't use to having all that air, just try doing this several times a day, at every stop light, when you open the refrigerator, when you sit down in a chair, etc.

**2. WALK:** Walking is a terrific exercise and can be done inside or out with little effort. Set your kitchen timer and walk around the house for 5 minutes. March in place while cooking something on the stove or why not walk to the corner and back when you get the mail? Get creative and add a few extra steps into your routine.

**3. DRINK WATER:** The benefits are many and it is readily available yet we often pass it by. You don't have to down a full glass at a setting, but a few swallows here and there can add up over the day.

Over the span of two decades, columnist, consultant and speaker Ruth Hamlin was the primary caregiver for both her mother and husband. She is a certified Master Trainer for the nationally known evidence-based caregiving program, *Powerful Tools for Caregivers*, designed to assist caregivers in better sustaining their own health and well-being while caring for another person with a chronic illness or disability. Her experiences have inspired her to write, *Caregiving is More Than Fluffy Pillows* and a *Pink Duvet*, offering hope, advice, and resources for anyone caring for loved ones with long-term illnesses. Ruth is available to bring humor and inspiration to your next group or conference. ■

# STATE SERVICES AVAILABLE IN THE TEXOMA REGION



Texas Health and Human Services Commission

HHSC oversees the operations of the health and human services system, provides administrative oversight of Texas health and human services programs, and provides direct administration of some programs. HHSC operates with an annual budget of \$16 billion and 9,300 employees.

## HHSC OVERSEES THE TEXAS HEALTH AND HUMAN SERVICES SYSTEM, WHICH IS COMPOSED OF FIVE AGENCIES:

1

**HEALTH AND  
HUMAN SERVICES  
COMMISSION  
(HHSC)**

2

**DEPARTMENT  
OF AGING AND  
DISABILITY  
SERVICES (DADS)**

3

**DEPARTMENT OF  
STATE HEALTH  
SERVICES (DSHS)**

4

**DEPARTMENT OF  
ASSISTIVE AND  
REHABILITATIVE  
SERVICES (DARS)**

5

**DEPARTMENT  
OF FAMILY AND  
PROTECTIVE  
SERVICES (DFPS)**

### PROGRAMS ADMINISTERED BY HHSC

- Medicaid
- Children's Health Insurance Program (CHIP)
- Temporary Assistance for Needy Families
- Food Stamps and Nutritional Programs
- Family Violence Services
- Refugee Services
- Disaster Assistance

### HHSC FUNCTIONS

- Eligibility Determination
- System Planning and Evaluation
- Policy Development and Rule-making
- Fraud and Abuse Prevention and Detection
- Border Affairs
- Early Childhood Coordination
- Ombudsman Services

**MORE INFORMATION ABOUT HHSC'S SERVICES, PRINCIPLES, AND THE PROCESS FOR FILING COMPLAINTS AND REQUESTING INFORMATION IS OUTLINED IN THE COMPACT WITH TEXANS.**

## ABOUT HHSC

The mission of HHSC is to maintain and improve the health and human services system in Texas and to administer its programs in accordance with the highest standards of customer service and accountability for the effective use of funds.



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## Texas Department of Aging and Disability Services

### GENERAL INFORMATION

**1-800-252-9240**

STATE NURSING HOME  
OMBUDSMAN PROGRAM  
HOTLINE

**1-800-252-2412**

WEBSITE

**[www.dads.state.tx.us](http://www.dads.state.tx.us)**

The Texas Department of Aging and Disability Services (DADS) was created to administer long-term services and support for people who are aging as well as for people with intellectual and physical disabilities.

DADS also licenses and regulates providers of these services, and administers the State's Guardianship program. DADS began formal operations Sep. 1, 2004.

Aging Texans and individuals with disabilities are supported by a comprehensive and cost-effective service delivery system that promotes and enhances individual well-being, dignity & choice.

The DADS mission is to provide a comprehensive array of aging and disability services, supports and opportunities that are easily accessed in local communities.

### Key Responsibilities to Texoma Citizens

1. Working in partnership with consumers, caregivers, service providers and other stakeholders.
2. Developing and improving service options that are responsive to individual needs and preferences.
3. Ensuring and protecting self-determination, consumer rights and safety.

### DADS SERVICES

- Adult Day Care/Day Activity and Health Services (ADC/DAHS)
- Adult Foster Care (AFC)
- Area Agencies on Aging (AAA)
- Assisted Living Facilities (ALF)
- Assisted Living and Residential Care (ALRC)
- Community Attendant Services (CAS)
- Community Based Alternatives (CBA)
- Community Living Assistance and Support Services (CLASS)
- Consolidated Waiver Program
- Consumer Directed Services (CDS)
- Day Activity and Health Services (DAHS)
- Deaf Blind with Multiple Disabilities (DBMD)
- Emergency Response Services (ERS)
- Family Care (FC)
- Home and Community Based Services (HCS)
- Home and Community Support Services Agencies (HCSSA)
- Home Delivered Meals (HDM)
- Hospice
- In-Home and Family Support Services (IHFS)
- Intermediate Care Facilities for Persons with Intellectual Disability (IFC/ID)
- Medically Dependent Children Program (MDCP)
- Nursing Home Facilities
- Primary Home Care (PHC)
- Texas Home Living Program (TxHmL) Program
- Transition Assistance Services

### ADULT DAY CARE/DAY ACTIVITY AND HEALTH SERVICES

[www.dads.state.tx.us/providers/adc/index.cfm](http://www.dads.state.tx.us/providers/adc/index.cfm)

Licensed Day Activity and Health Services facilities provide daytime services, up to 10 hours per day, Monday through Friday, to people residing in the community. Services address physical, mental, medical and social needs. Individuals may attend up to five days per week, depending on their eligibility.

Services include: **Nursing and Personal Care; Physical Rehabilitation; Noon Meal and Snacks; Social, Educational and Recreational Activities; Transportation.**

To qualify for this program you must be Medicaid eligible for Title XIX-funded DAHS services. Financial eligibility is determined by the Department of Aging and Disability Services for Title XX-funded DAHS.

*This service is available statewide, but not in every county.*

### ADULT FOSTER CARE

[www.dads.state.tx.us/providers/afc/index.cfm](http://www.dads.state.tx.us/providers/afc/index.cfm)

Adult Foster Care provides a 24-hour living arrangement with supervision in an adult foster home for people who are unable to continue living independently in their own homes because of physical, mental or emotional limitations.

AFC providers and residents must live in the same household and share a common living area. With the exception of family members, no more than three adults may live in the foster home unless it is licensed by the state. The client pays the provider for room and board.

Services include: **Minimal Help with Personal Care Tasks, Help with Activities of Daily Living, Providing or Arranging for Transportation.**

Financial eligibility is determined by the Texas Department of Aging and Disability Services.

*Services are available statewide; however, they may not be available in all counties.*

### ASSISTED LIVING FACILITIES

[www.dads.state.tx.us/providers/alf/index.cfm](http://www.dads.state.tx.us/providers/alf/index.cfm)

Assisted living facilities provide individualized health and personal care assistance in a homelike setting with an emphasis on personal dignity, autonomy, independence and privacy. Facilities can be large apartment-like settings or private residences. Services include meals, bathing, dressing, toileting and administering or supervising medication.

Texas licenses assisted living facilities based on residents' physical and mental ability to evacuate the facility in an emergency and whether nighttime attendance is necessary.

A **Type A Facility** cares for residents who do not require routine attendance during sleeping hours and are capable of following directions in an emergency.

A **Type B Facility** is for residents who require staff assistance to evacuate, are not capable of following directions in an emergency and require nighttime attendance.



## ASSISTED LIVING AND RESIDENTIAL CARE

[www.dads.state.tx.us/providers/alrc/index.cfm](http://www.dads.state.tx.us/providers/alrc/index.cfm)

Assisted Living and Residential Care (ALRC) provide a 24-hour living arrangement in licensed assisted living facilities in which personal care, home management, escort, social and recreational activities, 24-hour supervision, supervision of/assistance with or direct administration of medication, and transportation are provided.

Eligibility requirements for Community Care for Aging and Disabled Residential Care Services:

- Be 18 years of age or older.
- Meet the medical necessity for nursing facility admission.
- Meet the functional assessment score requirements of the specific service.
- Financial eligibility is determined the Texas Health and Human Services Commission. For more information, please visit their website: [www.hhsc.state.tx.us/medicaid/med\\_info.html](http://www.hhsc.state.tx.us/medicaid/med_info.html)

Eligibility requirements for Community Based Alternatives Assisted Living/Residential Care:

- Be 21 years of age or older.
- Meet the medical necessity for nursing facility admission.
- Have an individual plan of care that does not exceed the nursing facility payment rate.
- Financial eligibility is determined by the Texas Health and Human Services Commission.

## COMMUNITY ATTENDANT SERVICES

[www.dads.state.tx.us/providers/cas/index.cfm](http://www.dads.state.tx.us/providers/cas/index.cfm)

CAS is a non-technical, medically related personal care service that is available to eligible adults and children whose health problems cause them to be functionally limited in performing activities of daily living according to a practitioner's statement of medical need. Services are provided by an attendant.

Available services:

- **Escort:** Accompanying the client on trips to obtain medical diagnosis, treatment, or both. Additional time may not be allocated for escort services for other purposes. This service does not include the direct transportation of the client by the attendant.
- **Home Management:** Assistance with housekeeping activities that support the client's health and safety
- **Personal Care:** Assistance with activities related to the care of the client's physical health.

Financial eligibility is determined the Texas Health and Human Services Commission.

*Services are available statewide in every county.*

## COMMUNITY BASED ALTERNATIVES

[www.dads.state.tx.us/providers/cba/index.cfm](http://www.dads.state.tx.us/providers/cba/index.cfm)

CBA allows eligible people to receive services in their own homes, foster homes or assisted living settings. The CBA program is the last payer of services when

other third-party resources, such as Medicare and Medicaid, are available.

Services include: Adaptive Aids And Medical Supplies, Adult Foster Care, Assisted Living/Residential Care Services, Emergency Response Services, Home Delivered Meals, Minor Home Modifications, Nursing Services, Occupational Therapy Services, Personal Assistance Services, Respite Care Services, Speech And/Or Language Pathology Services, Dental Services, Prescription Drugs (If Not Covered Through Medicare), Transition Assistance Services

Financial eligibility is determined the Texas Health and Human Services Commission.

## COMMUNITY LIVING ASSISTANCE AND SUPPORT SERVICES (CLASS)

877-438-5658

[www.dads.state.tx.us/providers/class/index.cfm](http://www.dads.state.tx.us/providers/class/index.cfm)

CLASS provides home- and community-based services to people with related conditions as a cost-effective alternative to placement in an intermediate care facility for persons with mental retardation or a related condition (ICF-MR/RC). A related condition is a disability, other than mental retardation, that originated before age 22 and that affects the ability to function in daily life.

Services include: Adaptive Aids And Medical Supplies, Case Management, Consumer Directed Services, Habilitation, Minor Home Modifications, Nursing Services, Occupational Therapy, Physical Therapy, Psychological And Be-

havioral Support Services, Respite Care, Specialized Therapies, Speech Pathology

Financial eligibility is determined the Texas Health and Human Services Commission.

## CONSOLIDATED WAIVER PROGRAM

[www.dads.state.tx.us/providers/cwp/index.cfm](http://www.dads.state.tx.us/providers/cwp/index.cfm)

The Consolidated Waiver Program provides home and community-based services to people who are eligible for care in a nursing facility or intermediate care facility for persons with mental retardation or a related condition (ICF/MR-RC).

Services include: Adaptive Aids And Medical Supplies, Adult Foster Care, Assisted Living/Residential Care, Audiology, Child Support Services, Day Habilitation, Dental, Dietary Services, Emergency Response Services, Employment Assistance, Home-Delivered Meals, Independent Advocacy, Intervener Services, Minor Home Modifications, Nursing Services, Orientation And Mobility Services, Personal Assistance Services (See Note Below), Prescription Drugs (If Not Covered Through Medicare), Residential Habilitation (See Note Below), Respite Care, In- And Out-Of-Home (See Note Below), Social Work, Supported Employment, Supports For Participant Direction : Financial Management Services & Support Consultation, Therapies (Physical, Occupational And Speech/Language), Transportation, 24-Hour Residential Habilitation

Financial eligibility is determined by the Texas Health and Human Services Commission.

**CONSUMER DIRECTED SERVICES**

[www.dads.state.tx.us/providers/cds/index.cfm](http://www.dads.state.tx.us/providers/cds/index.cfm)

Consumer Directed Services allows DADS consumers to hire and manage the persons who provide their services. (CDS was formerly called the Vendor Fiscal Intermediary Option.)

The program is the result of Senate Bill 1586, 76th Texas Legislature, which allows a voucher payment option that empowers consumers to make personal decisions related to the delivery of personal assistance and respite services within their current home and community-based program.

Services that can be self-directed through CDS:

**Community Based Alternatives**

Personal assistance services, respite, nursing, physical therapy, occupational therapy and speech/hearing therapy

**Community Living Assistance and Support Services**

Habitation services, respite services, nursing, physical therapy, occupational therapy and speech/hearing therapy

**Consolidated Waiver Program**

Personal assistance services, respite, habilitation and support consultation

**Consumer Managed Personal Attendant Services**

Personal assistance services

**Deaf-Blind with Multiple Disabilities**

Residential habitation (less than 24 hours), intervenor, respite services and support consultation

**Home and Community-Based Services**

Supported home living, respite services and support consultation

**Medically Dependent Children Program**

Adjunct and respite services provided by an attendant or a nurse

**DAY ACTIVITY AND HEALTH SERVICES**

[www.dads.state.tx.us/providers/dahs/index.cfm](http://www.dads.state.tx.us/providers/dahs/index.cfm)

Licensed Day Activity and Health Services facilities provide daytime services, up to 10 hours per day, Monday through Friday, to people residing in the community. Services address physical, mental, medical and social

needs. Individuals may attend up to five days per week, depending on their eligibility.

Services include: **Nursing And Personal Care, Physical Rehabilitation, Noon Meal And Snacks, Social, Educational And Recreational Activities, Transportation**

Clients must be Medicaid eligible for Title XIX-funded DAHS services. Financial eligibility is determined by the Department of Aging and Disability Services for Title XX-funded DAHS.

*This service is available statewide, but not in every county.*

**DEAF BLIND WITH MULTIPLE DISABILITIES**

[www.dads.state.tx.us/providers/dbmd/index.cfm](http://www.dads.state.tx.us/providers/dbmd/index.cfm)

DBMD provides home and community-based services to people who are deaf-blind with multiple disabilities as a cost-effective alternative to institutional placement. The program focuses on increasing opportunities for consumers to communicate and interact with their environment.

Services include: **Adaptive Aids And Medical Supplies, Assisted Living (Licensed Up To Six Beds), Behavior Support Services, Case Management, Chore Provider, Consumer Directed Services, Employment Assistance, Environmental Accessibility/Minor Home Modifications, Habilitation, Intervenor, Nursing Services, Occupational Therapy, Orientation And Mobility, Physical Therapy, Prescription Drugs (If Not Covered Through Medicare), Respite Care, Specialized Nursing Services, Speech, Hearing And Language Therapy, Supported Employment, Transition Assistance Services**

Financial eligibility is determined the Texas Health and Human Services Commission.

*This service is available statewide; however, as this is a low-incidence population, there are only 41 counties in which individuals are served. Services may not be available right away. Your name may be placed on an interest list.*

**EMERGENCY RESPONSE SERVICES (ERS)**

[www.dads.state.tx.us/providers/ers/index.cfm](http://www.dads.state.tx.us/providers/ers/index.cfm)

Round-the-clock emergency

response services are provided through an electronic monitoring system that is used by functionally impaired adults who live alone or who are socially isolated in the community. In an emergency, the client can press a call button to signal for help. The electronic monitoring system helps to ensure that the appropriate person or service agency responds to an alarm call.

Financial eligibility is determined the Texas Department of Aging and Disability Services.

*Services are available statewide.*

**FAMILY CARE**

[www.dads.state.tx.us/providers/fc/index.cfm](http://www.dads.state.tx.us/providers/fc/index.cfm)

Family Care is a non-skilled, nontechnical attendant care service for eligible adults who are functionally limited in performing activities of daily living. Primary Home Care provider agencies have the option of providing these services. Family Care services are provided by an attendant and do not require the supervision of a registered nurse.

Services include:

**Escort** Attendants accompany clients on trips to obtain medical diagnosis, treatment or both. This service does not include the direct transportation of the client by the attendant

**Home Management** Assistance with housekeeping activities that support the client's health and safety, including changing bed linens, housekeeping, doing laundry, shopping, storing purchased items, washing dishes

**Personal Care** Help with activities related to the care of the client's physical health, including bathing, dressing, grooming, routine hair and skin care, preparing meals, feeding, exercising, helping with self-administered medication, toileting, transferring/ambulating

Financial eligibility is determined the Texas Department of Aging and Disability Services.

*Services are available statewide.*

**HOME AND COMMUNITY-BASED SERVICES**

[www.dads.state.tx.us/providers/hcs/index.cfm](http://www.dads.state.tx.us/providers/hcs/index.cfm)

HCS provides individualized

services and supports to persons with intellectual and developmental disabilities who are living with their family, in their own home or in other community settings, such as small group homes.

Services include: **Case Management, Adaptive Aids, Minor Home Modifications, Counseling And Therapies (Includes Audiology; Speech/Language Pathology, Occupational Or Physical Therapy; Dietary Services; Social Work; And Psychology), Dental Treatment, Nursing, Residential Assistance, Supported Home Living, Foster/Companion Care, Supervised Living, Residential Support, Respite, Day Habilitation, Supported Employment**

Financial eligibility is determined the Texas Health and Human Services Commission.

*This service is available statewide.*

**HOME AND COMMUNITY SUPPORT SERVICES AGENCIES**

[www.dads.state.tx.us/providers/hcssa/index.cfm](http://www.dads.state.tx.us/providers/hcssa/index.cfm)

Provides services such as:

**Nursing; Physical, Occupational, Speech, Respiratory Or Intravenous Therapy; Social Services; Dialysis; Personal Assistance Services; Nutritional Counseling; And Terminal And Palliative Care (Through Hospice Agencies)** to individuals in a residence or independent living environment.

Hospice agencies and hospice inpatient facilities provide intervention services that focus primarily on the reduction or abatement of physical, psychological, or spiritual symptoms of a terminal illness for consumers. They also provide support services for consumers and their families. For more specific information about hospice, please visit the DADS hospice website.

**HOME DELIVERED MEALS**

[www.dads.state.tx.us/providers/hdm/index.cfm](http://www.dads.state.tx.us/providers/hdm/index.cfm)

This program provides a nutritious noontime meal delivered to clients in their homes.

Financial eligibility is determined the Texas Department of Aging and Disability Services.

*Services are available statewide in every region.*

## HOSPICE

[www.dads.state.tx.us/providers/hospice/index.cfm](http://www.dads.state.tx.us/providers/hospice/index.cfm)

Hospice is a program of palliative care consisting of medical, social and support services to terminally ill patients, when curative treatment is no longer possible.

Services include: Bereavement Counseling, Counseling Services, Drugs And Biologicals, General Inpatient Care (*Short-Term*), Home Health Aide Services, Homemaker Services, Household Services, Medical Appliances And Supplies, Medical Social Services, Nursing Care Services, Occupational Therapy, Physical Therapy, Physician Services, Respite Care, Speech Language Pathology, Volunteer Services

Financial eligibility is determined the Texas Health and Human Services Commission.

*Services are available statewide in every region.*

## IN-HOME AND FAMILY SUPPORT PROGRAM

[www.dads.state.tx.us/providers/ihfs/index.cfm](http://www.dads.state.tx.us/providers/ihfs/index.cfm)

This program provides direct grant benefits to people who have physical disabilities and or their families to help them purchase services that enable them live in the community. Eligible people choose and purchase services that help them to remain in their own homes.

Services include: Attendant Care, Home Health Services, Home Health Aide Services, Homemaker Services, Chore Services That Provide Assistance With Training, Routine Body Functions, Dressing, Preparing And Consuming Food, And Ambulating; Counseling And Training Programs That Help Provide Proper Care Of An Individual With A Disability; Medical, Surgical, Therapeutic, Diagnostic And Other Health Services Related To A Person's Disability; Other Disability Related Services Prior-Approved By Dads; Pre-Approved Transportation And Room And Board Cost Incurred By Person With Physical Disability Or His Family During Evaluation Or Treatment; Purchase Or Lease Of Special Equipment Or Architectural Modifications Of A Home To Facilitate The Care, Treatment Therapy Or General Living Conditions Of A Person With A Disability; Respite Care; and Transportation Services

Financial eligibility is determined the Texas Department of Aging and Disability Services.

*Services are available statewide in every county; however, there are long interest lists in all areas.*

## INTERMEDIATE CARE FACILITIES FOR PERSONS WITH INTELLECTUAL DISABILITY

[www.dads.state.tx.us/providers/icfmr/index.cfm](http://www.dads.state.tx.us/providers/icfmr/index.cfm)

This program provides residential and habilitation services to people with intellectual and developmental disabilities and/or a related condition.

Services include: Residential, Habilitation, Medical, Skills Training, Adjunctive Therapy

Financial eligibility is determined the Texas Health and Human Services Commission.

*Services are available statewide.*

## NURSING FACILITIES

[www.dads.state.tx.us/providers/nf/index.cfm](http://www.dads.state.tx.us/providers/nf/index.cfm)

The Nursing Facility program provides institutional care to Medicaid recipients whose medical condition regularly requires the skills of licensed nurses. The nursing facility must provide for the total medical, social and psychological needs of each client, including room and board, social services, over-the-counter drugs, medical supplies and equipment, and personal needs items. Components of the nursing facility program include:

Services include:

**Nursing Facility Care** Provides institutional nursing care to Medicaid recipients whose medical condition requires the skills of a licensed nurse on a regular basis. The nursing facility must provide for the total medical, nursing, and psychosocial needs of each client, to include room and board, social services, over-the-counter drugs (prescription drugs are covered through the Medicaid Vendor Drug program or Medicare Part D), medical supplies and equipment, personal needs items, and rehabilitative therapies. Daily Medicare skilled nursing facility coinsurance payments are also paid for persons who are eligible for both Medicare and Medicaid.

**Rehabilitative Services** provides physical, occupational and speech therapy to eligible nursing facility residents who may have had an acute onset of illness or an injury and are able to participate in a rehabilitative

program. Rehabilitative services for persons outside nursing facilities are provided by other agencies

## Medicaid Swing Bed Program

Permits participating rural hospitals to use their beds interchangeably to provide acute hospital and long-term nursing facility care to Medicaid recipients when no Medicaid beds are available in skilled nursing facilities in the same geographic area

**Hospice Services** Provides palliative care consisting of medical, social and support services for a period of six months to persons who are terminally ill

**Emergency Dental Services** Provides reimbursement for emergency dental services to Medicaid recipients residing in nursing facilities

**Specialized Services** Provides physical, occupational and speech therapy, as well as restorative nursing services, to Medicaid recipients who have been determined in the Pre-admission Screening and Annual Resident Review process to need these services

Financial eligibility is determined the Texas Health and Human Services Commission.

*Services are available statewide in every region.*

## PRIMARY HOME CARE

[www.dads.state.tx.us/providers/phc/index.cfm](http://www.dads.state.tx.us/providers/phc/index.cfm)

This program is a nontechnical, medically related personal care service provided to adults whose health problems cause them to be functionally limited in performing activities of daily living, according to a statement of medical need.

PHC provider agencies also provide Family Care services. This service also is a nonskilled, nontechnical service provided to eligible clients who are functionally limited in performing daily activities.

Covered Services include:

- **Escort:** Attendants accompanying clients on trips to obtain medical diagnosis, treatment, or both. This service does not include the direct transportation of the client by the attendant.
- **Home Management:** Assistance with housekeeping activities that support the client's health and safety
- **Personal Care:** Assistance with activities related to the care of

the client's physical health.

- Financial eligibility is determined by the verification of the applicant's Medicaid status by the Texas Department of Aging and Disability Services. Other eligibility requirements:

- Be 21 years of age or older or be enrolled in the Consumer Attendant Services program.
- Need help with at least one personal care task.
- Have an unmet need for services.
- Have a practitioner's statement of medical need.

*Services are available statewide in every county.*

## TEXAS HOME LIVING PROGRAM

[www.dads.state.tx.us/providers/txhtml/index.cfm](http://www.dads.state.tx.us/providers/txhtml/index.cfm)

This program provides selected essential services and supports to people with intellectual and developmental disabilities that live in their family homes or their own homes.

Services include: Adaptive Aids, Minor Home Modifications, Specialized Therapies (Audiology, Speech/Language Pathology, Occupational Therapy, Physical Therapy, And Dietary Services), Behavioral Support, Dental Treatment, Nursing, Community Support, Respite, Day Habilitation, Employment Assistance, Supported Employment

Financial eligibility is determined the Texas Health and Human Services Commission.

*Services are available statewide.*

## TRANSITION ASSISTANCE SERVICES

[www.dads.state.tx.us/providers/tas/index.cfm](http://www.dads.state.tx.us/providers/tas/index.cfm)

Transition Assistance Services (TAS) helps people who reside in a nursing facility and who are Medicaid-eligible to set up a household in the community if the person will be enrolling in one of the following Medicaid waiver programs upon discharge from the nursing facility:

- Community Based Alternatives
- Community Living Assistance and Support Services
- Consolidated Waiver Program
- Deaf Blind with Multiple Disabilities
- Medically Dependent Children Program





**Grayson Co. Health Dept.**  
515 N. Walnut, Sherman, TX 75090  
903-893-0131 Phone  
903-892-3776 Fax  
[www.grayson.tx.us](http://www.grayson.tx.us)

## Texas Department of State Health Services

### GENERAL INFORMATION

**PO BOX 149347**

**AUSTIN, TX 78756**

TOLL-FREE

**1-888-963-7111**

TDD RELAY

**1-800-735-2989**

WEBSITE

**[www.dshs.state.tx.us](http://www.dshs.state.tx.us)**

The Compact with Texans describes the department's services, principles, and the process for filing complaints and requesting information. For the purposes of this document, "customers" are defined as: clients, family members, advocates, taxpayers, public officials, service providers, community based organizations, media, other agency representatives, and other interested parties.

The Vision of DSHS is for Texans have access to effectively delivered public health, medical care, mental health and substance abuse services and all Texans live and work in safe, healthy communities.

The Texas Department of State Health Services (DSHS) promotes optimal health for individuals and communities while providing effective health, mental health and substance abuse services to Texans.

## DSHS SERVES THE HEALTH NEEDS OF TEXANS IN A NUMBER OF WAYS

- Prevention and preparedness activities, such as immunizations, public health preparedness, communicable disease surveillance and control, and newborn screening.
- Family and community health services, such as primary health care, maternal and child health and nutrition services, and health services for special populations.
- Community mental health services and state mental health hospitals.
- Substance abuse prevention, intervention, and treatment services.
- Regulation of health professionals, facilities, and consumer goods and services.
- Vital records such as birth and death certificates and health statistics.



### CHILDREN WITH SPECIAL HEALTH CARE NEEDS

CSHCN Inquiry Line: 800-252-8023  
[www.dshs.state.tx.us/cshcn](http://www.dshs.state.tx.us/cshcn)

The Children with Special Health Care Needs (CSHCN) Services Program helps children with special health-care needs and people of any age with cystic fibrosis.

The program helps clients with: **Medical, Dental And Mental Health Care; Drugs; Special Therapies; Case Management; Family Support Services; Travel To Health Care Visits; Insurance Premiums And Transportation Of Deceased Clients.**



### CHILDREN'S HEALTH INSURANCE PROGRAM

877-543-7669  
[www.chipmedicaid.org](http://www.chipmedicaid.org)

Children in Texas without health insurance may be able to get low cost or free health care coverage from the Children's Health Insurance Program (CHIP) or Children's Medicaid. Both programs cover office visits, prescription drugs, dental care, eye exams, glasses, and much more. Learn more about what is covered.

Families with children who get Children's Medicaid pay nothing and children with CHIP pay no more than \$50 a year for health care coverage. Some families with CHIP may need to pay co-pays for some services.



### TEXAS HEALTH STEPS

1-877-THSTEPS (847-8377)  
Monday-Friday 8am - 8pm

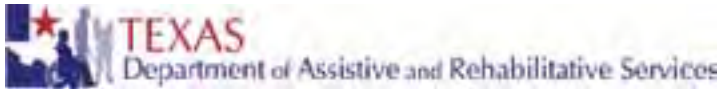
Mail Code 1938  
PO Box 149347  
Austin, TX 78756-3199

[www.dshs.state.tx.us/thsteps](http://www.dshs.state.tx.us/thsteps)

Texas Health Steps is for children from birth through 20 years of age who have Medicaid. Texas Health Steps provides regular medical and dental checkups and case management services to babies, children, teens, and young adults at no cost to you. If your child's doctor finds a health problem during a checkup, he or she can make sure your child gets the medical care that is necessary to help prevent problems that could make it hard for your child to learn and grow.

Texas Health Steps will:

- Help you find a doctor, dentist, or case manager
- Help you make an appointment for a checkup
- Help you get a free ride or money for gas



## Texas Department of Assistive and Rehabilitative Services

WEBSITE  
[www.dars.state.tx.us](http://www.dars.state.tx.us)

DARS is composed of four divisions focused on people with disabilities and children with developmental delays. The department includes the Division for Rehabilitation Services (DRS), the Division for Blind Services (DBS), the Division for Disability Determination Services (DDS) and the Division for Early Childhood Intervention (ECI).



[www.dars.state.tx.us/drs](http://www.dars.state.tx.us/drs)

The Comprehensive Rehabilitation Services program help persons with spinal cord and brain injuries receive intensive therapies to increase independence. Comprehensive Rehabilitation Services helps Texans with traumatic spinal cord and brain injuries receive intensive therapies to increase independence.

The VR program also provides services to eligible persons with disabilities who have been injured on the job and partners with the Office of Injured Employee Counsel (OIEC) when needed. The Office of Injured Employee Counsel (OIEC) is a state agency created by the Texas Legislature to represent the inter-

ests of injured employees in the workers' compensation system. OIEC's Mission: To assist, educate, and advocate on behalf of the injured employees of Texas. For further information about the agency and the services provided please visit the OIEC website at [www.oiec.state.tx.us](http://www.oiec.state.tx.us).



[www.dars.state.tx.us/dbs](http://www.dars.state.tx.us/dbs)

The DARS Division for Blind Services (DBS) assists blind or visually impaired individuals and their families. Depending upon their goals and needs, DBS offers services to help regain independence or find a job.

DBS staff work in partnership with Texans who are blind or visually impaired to get high quality jobs, live independently, or help a child receive the training needed to be successful in school and beyond. DBS envisions a Texas where people who are blind or visually impaired enjoy the same opportunities as other Texans to pursue independence and employment, and our mission is to work in partnership with Texans who are blind or visually impaired to reach their goals.

Services include:

**Business Enterprises of Texas Program** Provides employment opportunities.

**The Independent Living Rehabilitation Program** Assists adults who are blind or visually impaired to learn adaptive skills to continue to live independently with vision loss.

### **The Blind Children's Vocational Discovery and Development Program**

*Assists children who are blind and visually impaired to develop their individual potential. Emphasis is on restoring vision, reducing dependency, and preparing for vocational success.*

### **Vocational Rehabilitation Program**

*Designed for adults whose visual condition limits their ability to begin or continue work.*

**The Transition Program** Provides educational and career guidance for adolescents and young adults.

**The Blindness Education, Screening and Treatment Program** Helps Texans keep their vision healthy.

### **The Crisis Cole Rehabilitation Center (CCRC) in Austin**

*Residential program that offers intensive vocational and independent living training to Texans who are blind.*

### **DIVISION FOR DISABILITY DETERMINATION SERVICES**

800-252-7009

[www.dars.state.tx.us/services/dds.shtml](http://www.dars.state.tx.us/services/dds.shtml)

Our mission is to improve the quality of life for Texans with disabilities who apply for or receive SSA disability benefits, by making timely and accurate disability determinations.

The DARS Division for Disability Determination Services (DDS), funded entirely through the Social Security Administration (SSA), makes Social Security disability determinations for Tex-

ans with severe disabilities who apply for Social Security Disability Insurance (SSDI) and/or Supplemental Security Income (SSI).



800-628-5115

[www.dars.state.tx.us/eci](http://www.dars.state.tx.us/eci)

ECI is a statewide program for families with children, birth to three, with disabilities and developmental delays. ECI supports families to help their children reach their potential through developmental services. Services are provided by a variety of local agencies and organizations across Texas.

**Vision & Mission statement** - ECI's guiding principles; **Make a referral** - Information for physicians and other professionals; **Division history** - How ECI came to be; **How babies develop** - Information about developmental milestones

State and federally funded through the Individuals with Disabilities Education Act (IDEA, P.L. 108-446), ECI provides evaluations and assessments, at no cost to families, to determine eligibility and need for services. Families and professionals work as a team to plan appropriate services based on the unique needs of the child and family. ECI asks families who can afford to do so, to share in the cost of services. The amount a family pays for ECI services is determined using a sliding fee scale and is based on family size and income after allowable deductions. No child and family will be turned away because of an inability to pay.

## Texas Department of Family and Protective Services

### WEBSITE

[www.dfps.state.tx.us](http://www.dfps.state.tx.us)

The Texas Department of Family and Protective Services (DFPS) was created with the passage of House Bill 2292 by 78th Texas Legislature, Regular Session. Previously called the Texas Department of Protective and Regulatory Services, DFPS is charged with protecting children, adults who are elderly or have disabilities living at home or in state facilities, and licensing group day-care homes, day-care centers, and registered family homes.

The agency is also charged with managing community-based programs that prevent delinquency, abuse, neglect and exploitation of Texas children, elderly and disabled adults. The agency's services are provided through its Adult Protective Services, Child Protective Services, and Child Care Licensing divisions. Prevention and Early Intervention is administered as part of Child Protective Services. Every day, about 10,000 DFPS employees in more than 300 offices across the state protect the physical safety and emotional well-being of the most vulnerable citizens of Texas.

## ADULT PROTECTIVE SERVICES

24/7 Toll-Free Hotline  
800-252-5400

Online Reporting:  
[www.txabusehotline.org](http://www.txabusehotline.org)

APS is responsible for investigating abuse, neglect, and exploitation of adults who are elderly or have disabilities. The mission of the Adult Protective Services (APS) program:

To protect older adults and persons with disabilities from abuse, neglect and exploitation by investigating and providing or arranging for services as necessary to alleviate or prevent further maltreatment.

The major components of APS are In-home Investigations and Services and Facility Investigations.

*Note: Federal law requires government entities receiving federal funds to provide appropriate interpreter services to principals (clients and alleged perpetrators) with LEP or sensory impairments.*

- LEP refers to the language a person uses to communicate.
- Sensory impairments may affect how a person communicates.
- APS caseworkers will provide interpreter services when necessary.

## CHILD PROTECTIVE SERVICES

The Child Protective Services Division investigates reports of abuse and neglect of children. It also:

- Provides services to children and families in their own homes;
- Places children in foster care;
- Provides services to help youth in foster care make the transition to adulthood; and
- Places children in adoptive homes.

hotline	number/use	availability
<b>Texas Abuse/ Neglect Hotline</b>	<b>1-800-252-5400</b> <a href="http://www.txabusehotline.org">www.txabusehotline.org</a> For reporting abuse, neglect, or exploitation of children, the elderly, or people with disabilities	24 hours a day, 7 days a week. This number is available across the United States
<b>Foster Care and Adoption Inquiry Line</b>	<b>1-800-233-3405</b> For information on becoming a foster or adoptive parent through DFPS	8 a.m. to 5 p.m. Central Time, Monday through Friday
<b>Child Care Information</b>	<b>1-800-862-5252</b> For Information about child care in Texas	8 a.m. to 5 p.m. Central Time, Monday through Friday
<b>Texas Runaway Hotline</b>	<b>1-888-580-HELP (580-4357)</b> To provide peer counseling to runaways and family members.	24 hours a day, 7 days a week
<b>Texas Youth Hotline</b>	<b>1-800-98YOUTH (989-6884)</b> To provide peer counseling to youth and family members for family conflicts, delinquency, truancy, abuse and neglect, and running away	24 hours a day, 7 days a week
<b>Office of Consumer Affairs Hotline</b>	<b>1-800-720-7777</b> To make an inquiry or complaint about an existing DFPS case	8 a.m. to 5 p.m. Central Time, Monday through Friday
<b>Abuse in Mental Health/Mental Retardation Facilities</b>	<b>1-800-647-7418</b> To report abuse, neglect, or exploitation in Mental Health/Mental Retardation Facilities	24 hours a day, 7 days a week



**TEXAS DEPARTMENT OF INSURANCE**

1-800-252-3439  
www.tdi.state.tx.us

The Texas Department of Insurance provides information on insurance companies and company profiles which include financial and complaint information. Complaints of unfair treatment by insurance companies are also accepted. Publications on how to purchase long term care or Medigap supplemental insurance are updated annually to assist Medicare beneficiaries to select the most appropriate and affordable insurance coverage.

**TEXAS COUNCIL FOR DEVELOPMENTAL DISABILITIES**

1-800-262-0334  
www.txddc.state.tx.us

The mission of this state organization is to create change so that all people with disabilities are fully included in their communities and exercise control over their own lives. Resource materials for advocacy program development can be obtained from TCDD for local disability advocacy efforts.

**TEXAS CRIME VICTIM'S COMPENSATION PROGRAM**

1-800-983-9933  
www.oag.state.tx.us

The Crime Victims' Compensation Program reimburses out-of-pocket expenses to victims of violent crime and their families. The Crime Victims' Compensation Fund can help eligible victims pay for medical and counseling bills incurred because of the crime and can help families cover the cost of the funeral for a loved one who has been killed. You may get an application directly from the Crime Victims' Compensation Program in the Office of the Attorney General by calling 1-800-983-9933. Or you may download and fill out the Online Application and mail it in. If you have been a victim of a violent crime in the Texoma region, one of the following local agencies may be able to help you qualify for crime victim compensation or assist you in the completion of the application process.

**TEXAS PUBLIC UTILITY COMMISSION**

1-800-782-8477  
www.puc.state.tx.us

The Texas Public Utility Commission offers assistance to persons with complaints of being slammed by telecommunications carriers who have switched carriers without prior authorization. The Texas No Call List (telemarketing no call list) is also maintained by the Public Utility Commission.

**RELAY TEXAS**

7-1-1  
1-512-936-7132 TDD  
1-800-676-9819 Voice  
www.puc.state.tx.us/relaytexas/overview.aspx

Relay Texas allows comprehensive access to the telephone network by Texans who are telecommunicatively challenged (deaf, deaf blind, hard-of-hearing or speech-disabled), and to allow hearing persons a way to contact persons with these disabilities. Most Texans are now able to reach Relay Texas by dialing 7-1-1 instead of the 10-digit 800 numbers. For more details and to see what other feature of Relay Texas might be best for you, please visit Relay Call Types.

**HANDICAPPED PARKING PLACARD**

8 a.m. - 4:45 p.m. M-Th  
8 a.m. - 4:30 p.m. Fri  
903-583-7494 Fannin  
940-668-5425 Cooke  
903-813-4261 Grayson  
www.txdmv.gov/vehicles/drivers/disabled.htm

To apply for a new "permanent" (blue) placard or "temporary" (red) placard, you must:

- Ask your doctor to complete the Disability Statement section of the application
- Complete the rest of the application
- Submit the application and payment

to your county tax office  
To renew a "permanent" (blue) placard, you must:

- Complete the Affidavit portion of a new application (not the disability statement), including the signature of the applicant
- Submit a copy of the original application, along with the new application and payment to your county tax office. If you do not have a copy of your application, you may also submit your expiring placard(s) to your county tax office.

Placards for permanent disabilities must be renewed every four years. Placards for temporary disabilities are valid for six months or until your disability ends, whichever comes first, and cannot be renewed. You will need to apply for a new placard if your temporary disability extends beyond the six-month limit.

**TEXAS DEPARTMENT OF PUBLIC SAFETY**

www.txdps.state.tx.us/

**AMBER, BLUE, SILVER, & ENDANGERED MISSING PERSONS ALERTS**

The AMBER, Blue, Silver & Endangered Missing Persons Alert Programs are housed within the Operations Section of the Texas Division of Emergency Management. The State Operations Center (SOC) serves as the state primary control point, collecting and disseminating alert information to local, state, federal, public and private technology partners, known as the State Network. The goal of the State Network is to mobilize Texas citizens to search for abducted children, missing senior citizens, endangered missing persons and suspects involved with the death or serious injury of law enforcement officers. Each alert program has a specific set of criteria in order to protect the integrity of the network. Only law enforcement can request activation of the State Network.

**AMBER ALERT**

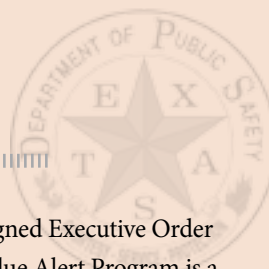
Amber Hagerman, of Arlington, Texas was nine years old when she was kidnapped and brutally murdered. Outraged over this incident, concerned citizens contacted several Dallas area radio stations and urged them to broadcast future child abduction information repeatedly, in a similar format used for severe weather bulletins. This idea was presented to the Associations of Radio Managers (ARM) of the Dallas/Fort Worth area, leading to the creation of the nation's first AMBER program. In honor of the tragic death of Amber Hagerman, the letters of her name were used to create the name of the program, America's Missing: Broadcast Emergency Response. Today, each state in the U.S., along with several countries have established AMBER programs within their communities, making Amber's tragic death a lasting legacy in the battle against serious child abductions.

The Texas AMBER Alert Network (State Program) was established by Governor Rick Perry in August 2002 through Executive Order RP-16, later codified by the Legislature in early 2003. The Texas Department of Public Safety manages the Network, comprised of several federal, state, local, public and private technologies. The Program provides law enforcement a mechanism for rapid notification of the most serious child abduction cases to the media and the public.

The State Network has the ability to disseminate the AMBER Alert to any geographical area in Texas, based upon investigate recommendations. Not all activations are considered "statewide". Once the Texas Department of Public Safety has confirmed that a request for activation of the State Network meets criteria, the State Operations Center (SOC) immediately notifies the following within the advisory area: *Local, State And Federal Law Enforcement Agencies; Local Primary Media Outlets; National Weather Service; Texas Department Of Transportation; Texas Lottery Commission; Independent Bankers Association Of Texas; And National Center For Missing And Exploited Children (Ncmec).*

# TEXAS DEPARTMENT OF PUBLIC SAFETY

[www.txdps.state.tx.us/](http://www.txdps.state.tx.us/)



**BLUE ALERT** On August 18th, 2009, Governor Rick Perry signed Executive Order RP-68, implementing the “Blue Alert” Program in Texas. The Blue Alert Program is a means to speed in the apprehension of violent criminals who kill or seriously wound local, state, or federal law enforcement officers in the line of duty. Modeled after the AMBER and Silver Alert Programs, a Blue Alert utilizes a vast array of public and private notification technologies (with the exception of EAS), to alert Texas citizens of the suspected assailant, facilitating their rapid apprehension by law enforcement.

The State Network has the ability to disseminate the Blue Alert to any geographical area in Texas, based upon investigate recommendations. Not all activations are considered “statewide”. Once the Texas Department of Public Safety has confirmed that a request for activation of the State Network meets criteria, the State Operations Center (SOC) immediately notifies the following within the advisory area: *Local, state and federal law enforcement agencies; Local primary media outlets; Texas Department of Transportation; Texas Lottery Commission; and Independent Bankers Association of Texas*

**SILVER ALERT** In response to legislation enacted September 1, 2007, the Texas Department of Public Safety implemented the Silver Alert Network as a means to assist law enforcement in the recovery of missing senior citizens with a documented mental impairment. Silver Alerts typically resemble those alerts issued for abducted children (AMBER Alerts), using similar notification technologies (with the exception of EAS) to alert the public.

The State Network has the ability to disseminate the Silver Alert to any geographical area in Texas, based upon investigate recommendations. Not all activations are considered “statewide”. Once the Texas Department of Public Safety has confirmed that a request for activation of the State Network meets criteria, the State Operations Center (SOC) immediately notifies the following within the advisory area: *Local, state and federal law enforcement agencies; Local primary media outlets; Texas Department of Transportation; Texas Lottery Commission; and Independent Bankers Association of Texas*.

**ENDANGERED MISSING PERSONS ALERT** In response to legislation enacted September 1, 2011, the Texas Department of Public Safety implemented the Endangered Missing Persons Alert Network as a means to assist law enforcement in the recovery of missing persons with an Intellectual Disability. Endangered Missing Persons Alerts typically resemble those alerts issued for abducted children (AMBER Alerts), using similar notification technologies (with the exception of EAS) to alert the public.

The State Network has the ability to disseminate the Endangered Missing Persons Alert to any geographical area in Texas, based upon investigate recommendations. Not all activations are considered “statewide”. Once the Texas Department of Public Safety has confirmed that a request for activation of the State Network meets criteria, the State Operations Center (SOC) immediately notifies the following within the advisory area: *Local, state and federal law enforcement agencies; Local primary media outlets; Texas Department of Transportation; Texas Lottery Commission; and Independent Bankers Association of Texas*.

## Additional Texas State Services

### TEXAS WORKFORCE COMMISSION

903-640-0222 Fannin  
940-665-1121 Cooke  
903-463-9997 Grayson  
[www.twc.state.tx.us](http://www.twc.state.tx.us)

The Texas Workforce Commission is a state agency that is concerned with providing employment services to both job seekers and employers. The state agency works in partnership with the local Workforce Texoma Programs. Services include unemployment insurance information, veteran's employment services, and classroom training to learn necessary job skills, Experience Works and job search assistance.

### WORKFORCE TEXOMA

8:00 a.m. - 5:00 p.m. Mon-Fri

1-800-813-1992 Toll Free  
903-640-0222 Fannin (Bonham)  
903-640-0052 Fax  
940-665-1121 Cooke (Gainesville)  
940-668-2366 Fax  
903-463-9997 Grayson (Denison)  
903-463-3073 Fax  
[www.workforcetexoma.com](http://www.workforcetexoma.com)

Workforce Texoma provides employment-related services to Business Customers, Job Seekers, and Youth in Cooke, Fannin and Grayson Counties. Business Customers receive services to help find, train, and keep workers through the Business Services Unit. Job-Seeker Customers receive services to help find employment, or employment-related training at three local Workforce Centers. Youth Customers receive a variety of services aimed at helping them stay in high school, complete their GED, attend employment-related training, and find employment through the three local Workforce Centers.

### CHILD CARE MANAGEMENT SYSTEM

Texas Workforce Commission  
903-463-9997

Services: Loan equipment and materials to CCMS day care centers to be used for a specific child to enable independent interaction with the environment. Eligibility: Children, birth through 18 years with disabilities, and low income.

# FEDERAL SERVICES AVAILABLE IN THE TEXOMA REGION



## Social Security Administration

### GENERAL INFORMATION

**1-800-772-1213**

TTY

**1-800-325-0778**

LOCAL

**600 E. PEYTON STREET  
SHERMAN, TX 75090**

**903-893-4654**

WEBSITE

**www.ssa.gov**

## **SOCIAL SECURITY ADMINISTRATION - SSDI**

1-800-772-1213  
903-870-0852 TDD/TTY  
7 a.m. - 7 p.m. Mon-Fri

[www.ssa.gov/pgm/disability.htm](http://www.ssa.gov/pgm/disability.htm)

Social Security pays benefits to people who cannot work because they have a medical condition that is expected to last at least one year or result in death. Federal law requires this very strict definition of disability. While some programs give money to people with partial disability or short-term disability, Social Security does not.

## **MEDICARE**

1-800-MEDICARE (633-4227)  
[www.medicare.gov](http://www.medicare.gov)

Medicare is a health insurance program for:

- people age 65 or older,
- people under age 65 with certain disabilities, and
- people of all ages with End-Stage Renal Disease (permanent kidney failure requiring dialysis or a kidney transplant).

Medicare Parts:

**Part A Hospital Insurance** Most people don't pay a premium for Part A

because they or a spouse already paid for it through their payroll taxes while working. Medicare Part A (Hospital Insurance) helps cover inpatient care in hospitals, including critical access hospitals, and skilled nursing facilities (not custodial or long-term care). It also helps cover hospice care and some home health care. Beneficiaries must meet certain conditions to get these benefits.

**Part B Medical Insurance** Most people pay a monthly premium for Part B. Medicare Part B (Medical Insurance) helps cover doctors' services and outpatient care. It also covers some other medical services that Part A doesn't cover, such as some of the services of physical and occupational therapists, and some home health care. Part B helps pay for these covered services and supplies when they are medically necessary.

**Part D Prescription Drug Coverage** Most people will pay a monthly premium for this coverage. Starting January 1, 2006, new Medicare prescription drug coverage will be available to everyone with Medicare. Everyone with Medicare can get this coverage that may help lower prescription drug costs and help protect against higher costs in the future. Medicare

Prescription Drug Coverage is insurance. Private companies provide the coverage. Beneficiaries choose the drug plan and pay a monthly premium. Like other insurance, if a beneficiary decides not to enroll in a drug plan when they are first eligible, they may pay a penalty if they choose to join later.

## **CENTERS FOR MEDICARE & MEDICAID SERVICES**

[www.cms.gov](http://www.cms.gov)

The Centers for Medicare & Medicaid Services (CMS) ten Field offices reorganized in February 2007 moving from a geography-based structure to a Consortia structure based on the Agency's key lines of business: Medicare health plans, Medicare financial management, Medicare fee for service operations, Medicaid and children's health, survey & certification and quality improvement. The intent of the new structure is to improve performance through uniform issue management, consistent communication and leadership focused on achieving the Agency's strategic action plan.



## United States Department of Veterans Affairs

### GENERAL INFORMATION

**1-800-827-1000**

WEBSITE

**www.va.gov**

**Veterans of the United States armed forces may be eligible for a broad range of programs and services provided by the VA. Eligibility for most VA benefits is based upon discharge from active military service under other than dishonorable conditions, and certain benefits require service during wartime. If you are new to the VA, the Federal Benefits for Veterans, Dependents and Survivors booklet will help you get started.**

## **HEALTH CARE**

[www.va.gov/health](http://www.va.gov/health)

VA's health care offers a variety of services, information, and benefits. As the nation's largest integrated health care system, VA operates more than 1,400 sites of care, including hospitals, community clinics, and community living centers, domiciliarys, readjustment counseling centers, and various other facilities.

## **BENEFITS & SERVICES**

[www.va.gov/vba](http://www.va.gov/vba)

VA administers a variety of benefits and services that provide financial and other forms of assistance to Veterans, their dependents, and survivors. Major benefits include Veterans' com-

pensation, Veterans' pension, survivors' benefits, rehabilitation and employment assistance, education assistance, home loan guaranties, and life insurance coverage.

## **BURIAL AND MEMORIALS**

[www.cem.va.gov](http://www.cem.va.gov)

Burial and memorial benefits are available for eligible service members, Veterans, reservists, National Guard members, and eligible family members. Service includes interment, headstones and markers, and Presidential memorial certificates. VA operates 128 national cemeteries in the United States and Puerto Rico, together with oversight and management of 33 soldiers' lots, confederate cemeteries, and monument sites.



# OTHER SERVICES AVAILABLE IN THE TEXOMA REGION

## AMERICAN ASSOCIATION OF RETIRED PERSONS (AARP)

1-888-OUR-AARP (687-2277)  
www.aarp.org

AARP is nonprofit, nonpartisan organization with memberships that help people age 50 and over have independence, choice and control in improving their lives in ways that are beneficial and affordable to them and society as a whole.

**Advocacy** AARP fights individuals and their families at the local, state and national levels.

### Trustworthy Information

Production of AARP The Magazine, the nation's largest-circulation magazine; AARP Bulletin, the go-to news source for the 50+ audience; an award-winning website (www.aarp.org); AARP television and radio programming; AARP Books; and AARP en Español, a bilingual news source.

**Community Service** Helping others to help themselves has been a core value of AARP for more than 50 years. AARP members form a powerful community that works toward the betterment of society.

**Member Products, Services and Discounts** AARP leads the way in the marketplace by influencing companies to offer new and better choices. AARP makes available through third-party providers high-quality products, services and discounts specifically catering to the unique needs and wants of our members and the entire 50 and over population.

**Health** (including insurance plans and discounts on prescription drugs, fitness club memberships, eyewear and hearing aids)

**Financial** (including credit cards, auto and home insurance, annuities and life insurance, and financial guidance)

**Travel** (including savings on rental cars, airlines, vacation packages, tours, cruises, hotels and roadside assistance)

**Discounts** (including retail stores, groceries, dining, cellphones and other personal technology products, car repairs and entertainment)

**Research** Through forward-looking research and practical solutions, AARP fosters debate to make a positive difference. Our Research group conducts surveys on consumer issues that are relevant to the 50+ market.

## AARP TAX AIDE

1-888-AARP-NOW (227-7669)  
www.aarp.org/taxaide

AARP Tax-Aide is available free to taxpayers with low and moderate income, with special attention to those 60 and older. Through a team of trained volunteers, AARP Tax-Aide has helped low- to moderate-income individuals for more than 40 years. The website also provides tips and information regarding various tax related topics.

## LEGAL HOTLINE FOR TEXANS

1-800-622-2520

For over 20 years, the Legal Hotline for Texans has given free legal advice, self-help publications, and referrals to Texans over the age of 60 and Texans who receive Medicare.

*To receive services, you must be over the age of 60 or a Medicare recipient.*

## LAWYER REFERRAL SERVICE

1-800-622-2520

The Lawyer Referral Service of the Legal Hotline for Texans operates to provide a public service by which Texans may readily obtain legal services at an affordable fee.

## LEGAL HOTLINE FOR OLDER TEXANS

1-888-622-2520  
www.tlsc.org

For over 20 years, the Legal Hotline for Texans has given free legal advice, self-help publications, and referrals to Texans over the age of 60, Texans who receive Medicare and military service participants and spouses.

## LEGAL AID OF NORTH WEST TEXAS

940-383-1406 Cooke County  
1-800-955-1407 Toll Free

972-542-9405 Grayson/Fannin  
1-800-906-3045 Toll Free

Legal Aid of NorthWest Texas nonprofit Texas corporation. Legal Aid Clinics serve Cooke, Grayson and Fannin County residents who meet the eligibility requirements. Clinics are staff by an attorney and paralegal volunteers at following locations:

### Cooke County

North Central Texas College Library  
1525 W. California St., Gainesville  
(4th Thursday of Each Month 5-7pm)

### Grayson County

Grace United Methodist Church  
2800 Canyon Creek Dr., Sherman  
(1st Thursday of Each Month 6pm)

### Fannin County

Bonham Housing Authority  
810 W. 16th St., Bonham  
(Quarterly Jan/Apr/Aug/Dec 6pm)

## TEXAS KINCARE TASKFORCE

1-866-979-4343

The Texas Kincare Taskforce will endeavor to refer grandparents, aunts, uncles, and older siblings who are raising minor children (with neither parent being in the home), to appropriate sources of on-going assistance.

## HEALTH LAW PROJECT

1-866-979-4343

The Health Law Project provides free legal services to Texans with modest incomes that have questions regarding healthcare issues. Such issues include, but are not limited to: Medicare and Medicaid matters, FMLA, continuation of healthcare after end of employment, denial of treatment and end of life planning and directives.

## SOUTH CENTRAL PENSION RIGHTS PROJECT

1-800-443-2528

The South Central Pension Rights Project (SCPRP) is a nonprofit legal assistance program that helps individuals understand and exercise their pension rights. We provide free legal advice and assistance.

Services include: Answering Your Questions About Pension Laws And How They Affect Your Retirement; Contacting Corporate, Union, Government, Church, Or Any Public Or Private Pension Plan On Your Behalf; Providing Legal Advice And Assistance On Spousal Rights Upon Death Or Divorce; Assisting With All Types Of Plans, Including Defined Benefit Pension Plans, Cash Balance, Money Purchase, Profit-Sharing, 401(K), 403(B), And 457 Plans; Providing Referrals To Lawyers And Actuaries, As Appropriate; Tracking Down Benefits From Past Employers

*If you or your spouse live or worked in Arkansas, Louisiana, Missouri, New Mexico, Oklahoma, or Texas, or if your pension plan is located in any of those states, we can assist you. Our services are provided free of charge, regardless of age or income.*

**ABIGAIL'S ARMS - COOKE  
COUNTY FRIENDS OF THE  
FAMILY - CRIME VICTIM  
COMPENSATION**

114 N. Dixon, Gainesville  
940-665-2873  
1-877-846-4751 Toll-Free  
940-665-3527 Fax

Non-profit crime victims' assistance agency. Services are available to anyone who has suffered a criminal victimization. Survivors of sexual assault, relationship violence, child abuse, elderly abuse, kidnapping, physical assault, stalking, DWI/DUI assaults, surviving family members of homicide victims, and other violent crimes are encouraged to seek education and support services from us.

Goals: Empower You, The Survivor; Help Reclaim Your Life; Help Build Your Self-Esteem; Help Break The Cycle Of Violence

**ABILITY CONNECTION TEXAS**

1-800-999-1898 Toll-Free  
214-351-2500 Local  
214-351-2610 Fax  
www.abilityconnectiontexas.org

With over 60 years of serving and advocating, we empower children and adults with disabilities to live the best life possible by removing barriers that inhibit independence and autonomy.

For individuals receiving ACT services, a team of expert educators, caregivers, therapists, medical professionals and others work with each individual to determine his or her needs and desires; services are then tailored to the unique abilities of each individual.

**FANNIN COUNTY FAMILY  
CRISIS CENTER**

118 E. Sam Rayburn, Bonham  
903-583-7694  
903-583-7000 24-Hr Hotline  
1-877-583-7011 Toll-Free  
903-583-3036 Fax

Fannin County Family Crisis Center is a non-profit organization whose mission is to receive, comfort, counsel and support individuals and their families who find themselves in conflict due to emotional abuse, physical abuse or sexual assault. Our mission is to help clients take control of their lives, know what options are available to them and assist them in making their own choices.

**TEXAS SILVER-HAIRED  
LEGISLATURE**

903-813-3580  
www.txshl.org

The Texas Silver-Haired Legislature provides senior citizens an opportunity to become directly involved in the legislative process. Here a forum for older citizens has been established to debate issues and establish priorities based on the results of these discussions.

The Texas Silver-Haired Legislature is a nonpartisan and a nonprofit organization. TSHL is composed of 116 representatives elected by older Texans 60 years and older to serve two-year terms.

Advocacy training is provided, enabling delegates to offer informed assistance on such policy matters. Our advocacy training also gives support to older citizens and private sectors boards and commissions.

Our vision is that the applied wisdom, energy, and experience of aging will improve the lives of Texans through education, knowledge, and involvement in legislative and governmental affairs.

**GRAYSON COUNTY WOMEN'S  
CRISIS CENTER**

4200 N. Travis St., Sherman  
1-800-259-3909 Toll-Free  
903-893-5616

www.graysoncrisiscenter.org

The Crisis Center provides emergency shelter, crisis intervention, counseling and support services to women and children who are survivors of domestic violence and sexual assaults, and creates public awareness about the devastating consequences of domestic violence and sexual assault.

The Crisis Center is open around-the-clock for victims and their children who need help. The center also assists with: Understanding The Variety Of Lifestyle Options To Meet Different Needs, Obtaining Legal And Medical Assistance, Assistance In Locating Housing And Employment, Advocacy And Support, Engaging Children In Activities To Improve Their Self-Esteem And Educational Development

**TEXAS LAW HELP**

www.texaslawhelp.org

TexasLawHelp.org is a web site dedicated to providing free, reliable legal information to low-income Texans. It is part of a broader effort within the national legal aid community to use technology, specifically the Internet, to enhance and expand the delivery of legal aid.

**VICARS FOR CRIME VICTIMS**  
1-888-343-4414

You can receive free legal advice from us if you are a victim of a violent crime or a federal crime like ID theft or human trafficking. Services include explaining victim rights, help with statements and restitution request, referrals, emotional support, information regarding processes with identity theft, help with application for victim's compensation.

**FACILITY VICTIMS PROGRAM**  
1-800-622-2520 ext. 127

The Facility Victim Program offers legal advice and assistance to facility residents and those who receive at-home nursing services on issues of abuse, neglect, exploitation, residents' rights, and other matters, including but not limited to:

Services include: Quality Of Care; Medicaid And Medicare Benefits; Fair Hearing Representation On Medical Necessity, Improper Discharge And Transfer, And Reduction Or Denial Of Benefits; Discharge Planning; Care Planning; Legal Guardianship Issues, Advance Directives, Medical Powers Of Attorney, And Durable Powers Of Attorney

The Facility Victim Program provides free legal services to persons with low or moderate incomes who reside in a nursing home or assisted living facility, or who receive services from an at-home care provider or community based program.

**TEXAS VETERAN'S LEGAL  
ASSISTANCE PROJECT**  
1-800-622-2520

Provides legal assistance in civil legal matters, including family law, employment, housing, consumer, bankruptcy, probate, VA benefits to Texas veterans, or the spouse, dependent or survivor of a Texas veteran, and have household income at or below 200% of the federal poverty guidelines.



**WHITE HOUSE GREETINGS**

**The White House  
Attn: Greeting Office  
Washington, DC 20502-0039  
or Fax 202-395-1232**

Please review these guidelines carefully before sending your request to the White House.

**US CITIZENS ONLY**

The White House will send greetings to US citizens only, for special occasions as outlined:

**ADVANCE NOTICE REQUIRED**

Your request must be received six (6) weeks in advance of the event date. We make every effort to honor every request, but we cannot guarantee a greeting if this guideline is not met. (Greetings are generally not sent after the event date, except for wedding congratulations and newborn acknowledgments.)

**ANNIVERSARY GREETINGS**

Anniversary greetings are extended only to those couples who are celebrating their 50th (and subsequent) wedding anniversary.

**BIRTHDAY GREETINGS**

Birthday greetings will be sent only to individuals 80 years of age and above.

**OTHER GREETINGS**

A limited number of special occasions other than birthdays and anniversaries exist for which the Greetings Office will send appropriate recognition to United States citizens. These occasions include important events such as: Wedding (Send Your Request After The Event), Baby's Birth (Must Be Born During The Barack H. Obama Administration; Send Request Only After Baby's Birth), Eagle Scout Award, Girl Scout Gold Award, Bar/Bat Mitzvah Or Equivalent Occasion

**REQUIRED INFORMATION**

Please include the following: Name And Home Address Of Honoree(S), Form Of Address (Mr., Ms., Mrs., Dr., Miss, Etc.), Exact Date Of Occasion (Month, Day, Year), Age (Birthdays) Or Number Of Years Of Marriage, Your (The Requestor's) Name And Daytime Phone Number, Wedding (Include Couple's Married Names And Current Or New Address), Baby's Birth (Include Baby's Date Of Birth And Full Names And Address Of Baby And Parents)

**AMERICAN DISABLED FOR ATTENDANT PROGRAMS TODAY**  
512-442-0252  
512-442-0522 Fax  
www.adaptoftexas.org

ADAPT fights to free our people from nursing homes and other institutions. We work for more accessible communities: including transportation, housing, public accommodations and governmental buildings and programs. We believe the lives of people with disabilities should be valued. ADAPT is a national grass-roots community that organizes disability rights activists to engage in nonviolent direct action, including civil disobedience, to assure the civil and human rights of people with disabilities to live in freedom.

**AMERICAN FOUNDATION FOR THE BLIND**  
1-800-AFB-LINE (232-5463)  
212-352-7222 TTY  
www.afb.org

American Foundation for the Blind is a nonprofit organization that expands possibilities for people with vision loss in the U.S. Mission: The American Foundation for the Blind removes barriers, creates solutions, and expands possibilities so people with vision loss can achieve their full potential. Priorities include broadening access to technology; elevating the quality of information and tools for the professionals who serve people with vision loss; and promoting independent and healthy living for people with vision loss by providing them and their families with relevant and timely resources.

**AMERICANS WITH DISABILITIES ACT - INFO LINE**  
1-800-514-0301 Toll-Free  
1-800-514-0383 TTY  
www.ada.gov/infoline.htm

The U.S. Department of Justice provides information about the Americans with Disabilities Act (ADA) through a toll-free ADA Information Line. This service permits businesses, State and local governments, or others to call and ask questions about general or specific ADA requirements including questions about the ADA Standards for Accessible Design.

ADA specialists, who assist callers in understanding how the ADA applies to their situation, are available Mon-Fri from 9:30 AM-5:30 PM (ET) except Thurs. when hours are 12:30 -5:30. Calls are confidential.

**THE ARC OF TEXAS**  
8001 Centre Park Drive  
Austin, TX 78754  
1-800-252-9729 Toll-Free  
512-454-6694  
512-454-4956 Fax  
www.thearcoftexas.org

The Arc of Texas creates opportunities for all people with intellectual and developmental disabilities to actively participate in their communities and make the choices that affect their lives in a positive manner.

Since our founding in 1950 by a group of parents of children with intellectual and developmental disabilities, The Arc at the local, state and national level has been instrumental in the creation of virtually every program, service, right, and benefit that is now available to more than half a million Texans with intellectual and developmental disabilities. Today, The Arc continues to advocate for including people with intellectual and developmental disabilities in all aspects of society.

**BAYLOR INSTITUTE FOR REHABILITATION**  
1-800-4Baylor (422-9567)  
214-820-9300 8a.m. - 4p.m. M-F  
214-841-2622 Fax

Our treatment teams specialize in traumatic brain injury, spinal cord injury, stroke, and other orthopedic and neurological conditions that may occur after a catastrophic injury or debilitating illness. Baylor Institute for Rehabilitation team helps people overcome serious disabilities and complex medical, physical, cognitive, vocational and social challenges and return to full, productive lives through 2 inpatient facilities and 42 metroplex outpatient locations.

**COALITION OF TEXANS WITH DISABILITIES**  
316 W. 12th St., Suite 405  
Austin, TX 78701  
512-478-3366  
512-478-3370 Fax  
www.cotwd.org

Through governmental advocacy, public awareness activities, and professional disability consulting, CTD ensures that persons with disabilities may work, live, learn, play and participate fully in the community of their choice.

**DISABILITY RIGHTS TEXAS**  
1-800-252-9108  
214-630-0916 N. Tx Office  
www.disabilityrightstx.org

Disability Rights Texas is the federally designated legal protection and advocacy agency (P&A) for people with disabilities in Texas. Our mission is to help people with disabilities understand and exercise their rights under the law, ensuring their full and equal participation in society.

Our attorneys and advocates fulfill our mission in the following ways: **Provide Direct Legal Assistance To People With Disabilities Whose Rights Are Threatened Or Violated, Protect The Rights Of Individuals And Groups Of People With Disabilities Through The Courts And Justice System, Advocate For Laws And Public Policies That Protect And Advance The Rights Of People With Disabilities, Inform People With Disabilities And Family Members About Their Rights; Make Referrals To Programs And Services**

**DENTON COUNTY FEDERATION OF FAMILIES**  
940-381-5000  
940-591-9778 Fax

The mission of DCFF is to provide leadership in the field of children's mental health in order to address the unique needs of children and youth with emotional, behavioral or mental disorders. We provide information and support to families as well as advocacy and other services.

**GOODWILL INDUSTRIES OF NORTHEAST TEXAS**  
903-893-3145  
940-892-0764 Fax  
www.goodwillnorthtexas.org

Goodwill Industries mission is to improve the quality of life for people with disabilities or disadvantages by providing employment opportunities, job training and employment services, as well as job placement opportunities and post-employment support.

Goodwill accepts any gently used article of clothing, furniture, toys, books, antiques, collectibles, sports equipment, and household items. Your tax-deductible donations may be dropped off at any Goodwill retail store or plant, pick-ups for large items may also be scheduled.

**INDEPENDENT LIVING RESEARCH UTILIZATION**  
1-800-949-4232 Toll-Free  
713-520-0232 TDD/Voice  
8:30 a.m. - 5 p.m. M-F  
www.ilru.org

The ILRU (Independent Living Research Utilization) program is a national center for information, training, research, and technical assistance in independent living. Its goal is to expand the body of knowledge in independent living and to improve utilization of results of research programs and demonstration projects in this field. It is a program of TIRR (The Institute for Rehabilitation and Research), a nationally recognized medical rehabilitation facility for persons with disabilities.

**NATIONAL INSTITUTION ON AGING INFORMATION CENTER**  
1-800-222-2225  
800-222-4225 TTY  
www.nia.nih.gov

NIA, one of the 27 Institutes and Centers of NIH, leads the federal government in conducting and supporting research on aging and the health and well-being of older people. The Institute seeks to understand the nature of aging and the aging process, and diseases and conditions associated with growing older, in order to extend the healthy, active years of life.

In 1974, Congress granted authority to form NIA to provide leadership in aging research, training, health information dissemination, and other programs relevant to aging and older people. Subsequent amendments to this legislation designated NIA as the primary Federal agency on Alzheimer's disease research.

**TEXAS MEDICAL FOUNDATION HEALTH QUALITY INSTITUTE**  
1-800-725-8315  
www.tmf.org

Medicare beneficiaries have a statutory right to appeal to TMF for an expedited review of a discharge decision from a hospital, skilled nursing facility, home health agency, hospice agency, and certified outpatient rehabilitation facility.



## RESOURCE CENTERS ON INDEPENDENT LIVING

214-630-4796  
214-630-5995 TTY/TDD  
214-630-6390 Fax

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

REACH which stands for Rehabilitation, Education, and Advocacy for Citizens with Disabilities (formerly Handicaps), is a North Texas based nonprofit corporation with the dual mission of providing services for people with disabilities so that they are empowered to lead self-directed lives and educating the general public on disability-related topics in order to promote a barrier-free community.

## TEXAS CENTER FOR DISABILITY STUDIES – TECHNOLOGY ACCESS PROGRAM

[www.techaccess.edb.utexas.edu/](http://www.techaccess.edb.utexas.edu/)

Assistive Technology is any item, piece of equipment, or product system, whether acquired commercially, modified, or customized, that is used to increase, maintain, or improve the functional capabilities of individuals with disabilities. Simply stated, Assistive Technology is tools and resources used by individuals with disabilities to help improve their quality of life and increase their independence.

The mission of the Texas Technology Access Program is to increase access for people with disabilities to Assistive Technology that provides them more control over their immediate environments and an enhanced ability to function independently.

## TEXAS CENTER FOR DISABILITY STUDIES @ UNIVERSITY OF TEXAS AT AUSTIN

[tcbs.edb.utexas.edu](http://tcbs.edb.utexas.edu)

Our mission is to serve Texas as a catalyst so that people with disabilities are living the lives they choose in supportive communities. Services include education and training, community services, research, and advocacy. All of the activities are guided by a belief in individualized supports, inclusion, self-determination, natural supports, and collaboration with organizations to address policy issues and systems change.

## NATIONAL ALLIANCE ON MENTAL ILLNESS

1-800-950-NAMI (950-6264)  
903-587-2984 Local

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

NAMI, the National Alliance on Mental Illness, is the nation's largest grassroots mental health organization dedicated to building better lives for the millions of Americans affected by mental illness. NAMI advocates for access to services, treatment, supports and research and is steadfast in its commitment to raising awareness and building a community of hope for all of those in need.

From its inception in 1979, NAMI has been dedicated to improving the lives of individuals and families affected by mental illness. Financial contributions allow NAMI to offer an array of programs, initiatives and activities in support of the NAMI mission.

## TEXAS ELKS CHILDREN'S SERVICES, INC.

903-893-1994 Sherman  
903-465-9610 Denison

[www.texaselks.org/tecsi.html](http://www.texaselks.org/tecsi.html)

Texas Elks is a civic organization that has championed children's causes in Texas since the 1940's. Their mission is to focus on bringing out the best in special needs children through their Prosthetic Grant Program and their Texas Elks Camp.

## GRAYSON COLLEGE CENTER FOR WORKPLACE LEARNING

903-463-8765  
[www.cwlgcc.org](http://www.cwlgcc.org)

The Center provides needs assessment consultation (including job profiling and skills assessment) and learning-based solutions to overcome the problems that hinder organizational or individual performance.

# EDUCATION

Trainees can take a course to gain a skill, or earn a certificate or degree.

Services include: Job-seeker services, pre-employment training, certification training, Associates degrees, job skills training, professional development, licensure preparation courses, professional continuing education (CEU's), corporate services, career consultations, professional development courses, and conference center facilities.

## EDUCATION PLUS

940-665-5085 Cooke County

Free English (as second language) and GED classes offered to those who officially withdrew from school prior to completion.

## GRAYSON COLLEGE SENIOR VOCATIONAL VOCATIONAL EDUCATION PROGRAM

903-463-8765

[www.cwlgcc.org/continuing-education/save-program](http://www.cwlgcc.org/continuing-education/save-program)

Leisure and personal enrichment courses are tailored to suit intellectual and financial perspectives of adult students who are age 50 years or older. Examples of classes offered include art, music, golf, computers and software instruction. Classes begin each semester. Tuition is \$25 per course for most classes.

## FANNIN LITERACY COUNCIL

[www.fanninliteracycouncil.org](http://www.fanninliteracycouncil.org)  
Phone: 903-583-1264

The Council works to provide a system of adult education that will serve individuals interested in increasing their basic education skills or obtaining their GED (General Equivalency Development) through a flexible open-entry, open-exit system.

Free classes are available to Fannin County residents through the Helping Our People Excel (HOPE) education program. GED CLASSES are offered in Bonham and Honey Grove.

## GRAYSON COUNTY LITERACY TEAM

903-892-7272

Teaches basic reading skills to adults in one-on-one sessions conducted by trained volunteers at the Sherman Public Library.

## NORTH CENTRAL TEXAS COLLEGE

940-668-4272

[nctc.edu/LifelongLearning.aspx](http://nctc.edu/LifelongLearning.aspx)

Lifelong Learning is the non-credit division of North Central Texas College. We offer career training programs, adult basic skills, & enrichment programs for students of all ages. Lifelong Learning offers classes in Gainesville, Bowie, Corinth, Flower Mound, & Graham.

**Cultural/Personal Enrichment** An array of cultural/personal enrichment courses ranging from art, fitness and gardening to home decor, music, financial management & language studies, to name but a few. A variety of trips/tours to cultural and educational productions are popular attractions each semester. Other courses include Computer, Internet classes; "Senior Scholar" classes for lifelong learners 62+; Youth Summer Programs (including College for Kids); Transitional Skills for Mentally & Physically Challenged.

**Professional or Mandatory Continuing Education** Professional development courses designed for the general public with a significant emphasis on job-related knowledge & skills. Examples include welding, medical occupations certification, & job-specific Spanish language development. There are also special computer-related and advanced technology courses available. Mandated continuing education topics are provided for licensed/certified professionals in fields including childcare, nursing, food service, real estate, accounting, criminal justice, occupational and physical therapy and plumbing.

# GED Classes and Test Sites

**NORTH CENTRAL TEXAS COLLEGE**  
940-668-4516  
[www.nctc.edu](http://www.nctc.edu)

**GRAYSON COLLEGE (TESTING)**

903-463-8274

**GRAYSON COLLEGE (CLASSES)**

903-463-8784

**FANNIN COUNTY TEAM CENTER**

903-583-1264  
[www.grayson.edu](http://www.grayson.edu)

## EDUCATION

### ROAD SCHOLAR

1-800-454-5768 Toll-Free  
Mon-Fri 8 a.m. - 6 p.m. EST  
[www.roadscholar.org](http://www.roadscholar.org)

Road Scholar is America's first and the world's largest educational travel organization for adults 55 and over. Road Scholar is a not-for-profit organization that provides exceptional learning adventures to nearly 160,000 older adults each year. The organization offers nearly 8,000 programs a year in more than 90 countries. Participants come from every walk of life to learn together, to exchange ideas, and to explore the world. From Paris to New Orleans, Delhi to Council Bluffs, Road Scholar offers unique educational experiences, infused with the spirit of camaraderie and adventure that enrich and enhance the lives of its participants. Expert instructors share stimulating information through in-depth lectures, field trips and cultural excursions. For examples, Road Scholar has offered opportunities to learn to paint on Nantucket; to investigate hot air ballooning with grandchildren; to join a student orchestra; to study literature in London; to bike the rim of the Grand Canyon; and, to conduct research to help protect endangered species.

Unlike tourist travel or commercial tours, Road Scholar programs are all inclusive. There are no hidden expenses. In addition to accommodations, we include most meals, lectures, field trips, cultural excursions, gratuities, and a travel assistance and insurance plan. We provide high quality experiences with a high level of service at an extraordinary value. Whether it be simplifying registration; offering comfortable accommodations in hotels, inns, retreat centers and select campuses (nearly all with private baths); offering single rooms on almost 90 percent of U. S. and Canada programs; preparing meals infused with local flavor; or having caring staff, we take care of the details so you can enjoy your program. A love of learning, with exceptional people in engaging environments, creates extraordinary experiences, which is what Road Scholar has been providing for more than a quarter-century.

### TEXAS AGRILIFE EXTENSION

Cooke County  
940-668-5412  
[cooke.agrilife.org](http://cooke.agrilife.org)

Fannin County  
903-583-7453  
[fannin.agrilife.org](http://fannin.agrilife.org)

Grayson County  
903-813-4206  
[grayson.agrilife.org](http://grayson.agrilife.org)

The mission of Texas A&M AgriLife Extension Service is to provide quality, relevant outreach and continuing education programs and services to the people of Texas.

Texas AgriLife offers programs and seminars on agriculture, horticulture, natural resources, 4-H and youth development, self-improvement, nutrition, financial management, poverty and family resource management.

### TEXOMA RED CROSS

903-465-1330  
[www.redcross.org/tx/denison](http://www.redcross.org/tx/denison)

For more than a century, the American Red Cross has been saving lives with health and safety education programs. Red Cross training ranges from first aid, CPR and automated external defibrillators (AEDs), to swimming and life-guarding; from HIV/AIDS education to care-giving programs like Babysitter's Training. The Red Cross constantly strives to respond to the health and safety concerns of Americans at home, in school and in the workplace. Become an instructor or an Authorized Provider, take a course, or volunteer with the Texoma Area Chapter.

### GRAYSON COLLEGE ADULT EDUCATION CENTERS OF NORTH TEXAS

Serving Cooke, Fannin, Hunt and Grayson Counties  
Phone: 903-463-8784

Services: Classes offered days and evenings. Types of classes offered include: GED Preparation, Adult Basic Education Classes, English Language Classes – All Levels, Refresher Classes (Upgrading skills for those with a Diploma or GED), Basic Computer Classes, Transitions to College, Certificate, or the Workplace, On-line Distance Education Classes

### READING & RADIO RESOURCE

214-871-7668  
214-871-7669 Fax

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

Reading & Radio Resource was founded in 1969 and prior to the age of audio books, the agency produced "Talking Books" for the Library of Congress.

The mission of Reading & Radio Resource is to enrich the lives of children and adults who because of physical, learning or vision limitations cannot read for themselves. Reading and Radio Resource enhances education, advances careers, and strengthens community involvement for people who experience barriers to reading.

### TEXOMA AREA PARATRANSIT SYSTEM, INC. (TAPS)

1-800-256-0911

[www.tapsbus.com](http://www.tapsbus.com)

TAPS provides transportation to persons of all ages in a seven-county area. The majority of vehicles are equipped for transporting persons in wheelchairs. Daily trips are scheduled for medical, nutrition, social service, business, education, employment, and shopping. TAPS is a demand-response transportation system. Rides should be scheduled with the dispatcher at least one day in advance. TAPS provides shuttle service from Grayson County to connect with Dart Rail in Plano. Certain Medicaid recipients can use TAPS for medical appointments; however, a service authorization must be obtained through the regional Medicaid office prior to scheduling a ride with TAPS. The toll-free telephone number for Medicaid authorization is 1-877-633-8747.

### EMERGENCY ASSISTANCE

#### AMERICAN RED CROSS

903-465-1330  
[chisholmtrail.redcross.org](http://chisholmtrail.redcross.org)

The American Red Cross, a humanitarian organization led by volunteers, guided by its Congressional Charter and the Fundamental Principles of the International Red Cross Movement, will provide relief to victims of disasters and help people prevent, prepare for, and respond to emergencies.

### BASIC FOOD PANTRY

1100 W. 5th St.  
Bonham, TX 75418

2nd Tues of the Month  
11 a.m. - 3:30 p.m.

903-227-0260  
[www.basicfoodpantry.org](http://www.basicfoodpantry.org)

The Basic Food Pantry (BFP) operates as a 501(c)(3) non-profit organization. Our mission is to reduce hunger by providing emergency, no-cost food for low income and residency qualified citizens of Fannin County.

### BELLS-SAVOY COMMUNITY CARE CENTER FOOD PANTRY

210 S. Broadway  
Bells, TX 75414  
Tues 9 a.m. - noon  
903-965-4861

The Food Pantry provides food pantry services to the citizens of Bells and Savoy school district. It is located in the old Elementary School in Bells.

### DENISON HELPING HANDS FOOD PANTRY

418 W. Chestnut  
Denison, TX 75020  
Mon/Weds/Fri 9 a.m. - 1 p.m.  
903-465-5101

### EAST SHERMAN BAPTIST CHURCH FOOD PANTRY

910 E. King  
Sherman, TX 75090  
3rd Weds of the Month  
9 a.m. - 11:30 a.m.  
903-892-6171

### FAIRVIEW BAPTIST CHURCH & SHARED MINISTRIES FOOD PANTRY

820 E. Houston  
Sherman, TX 75090  
Tue/Thur 10 a.m. - 11 a.m.  
903-892-3543

### FANNIN COUNTY COMMUNITY MINISTRIES, INC. FOOD PANTRY

800 E. 2nd St.  
Bonham, TX 75418  
Mon-Fri 9 a.m. - 2 p.m.  
(closed 11-noon to restock)  
903-583-3663

**FIRST BAPTIST CHURCH OF  
TOM BEAN FOOD PANTRY**

307 E. Hwy. 11  
Tom Bean, TX 75489

One Thurs per Month (Call)  
11:30 a.m. - 1:30 p.m.  
903-546-6231

**GRAYSON COUNTY HOMELESS  
SHELTER**

903-465-6041  
www.gcshester.com

Food allotments are distributed  
when available Monday, Wednesday,  
and Friday.

**HARMONY BAPTIST CHURCH  
FOOD PANTRY**

2111 E. Tuck  
Sherman, TX 75090

2nd/4th Thurs of Month  
12 p.m. - 3 p.m.

903-892-2044

**RESALE BARN**

Mon-Fri 9 a.m. - 5 p.m.  
Sat 10 a.m. - 4 p.m.  
903-786-2402

Provides emergency financial  
assistance per crisis criteria  
to Grayson County residents.  
Provides food, furniture, and  
clothing assistance for verifiable  
emergency and/or crisis situation.

**SALVATION ARMY**

903-786-2402 - Grayson Co.  
903-583-2141 - Fannin Co.  
940-665-2006 - Cooke Co.

Community dinner served  
Mon-Fri 5:30-6:30.

**LEAP THRIFT STORE & FOOD  
PANTRY**

315 N. Hwy 69, Ste 107  
Leonard, TX 75452

Mon-Fri 10 a.m. - 3:45 p.m.  
903-587-2288

**NEW BEGINNINGS  
FELLOWSHIP CHURCH FOOD  
PANTRY**

1201 W. Shepherd St.  
Denison, TX 75020

Mon 9 a.m. - 11 a.m.  
903-463-4110

**SHARE MINISTRIES FOOD  
BANK (SHERMAN)**

820 E. Houston St.  
Sherman, TX 75090

Tue/Thur 10 a.m. - 11 a.m.  
903-893-7097

**SHARE MINISTRIES FOOD  
BANK (WHITEWRIGHT)**

North of Petit's Grocery Store  
Thur 9 a.m. - 11 a.m.  
903-893-7097

**YOUR NEIGHBORS HOUSE  
FOOD BANK**

201 S. Union  
Whitesboro, TX 76273

Tues/Sat 9 a.m. - noon  
Thurs noon - 3 p.m.

903-564-4400

**V.I.S.T.O (VOLUNTEERS IN  
SERVICE TO OTHERS)**

1401 Southland  
Gainesville, TX

M-F 8:00-noon  
940-668-6403  
www.vistohelps.com

VISTO operates and maintains  
Cooke County's emergency food  
bank.

As funds allow, we also provide  
emergency financial relief in  
terms of rent, utilities, transportation,  
prescription medicine,  
and dental. Although designed  
to be the agency of "last resort,"  
we have become the agency of  
"first response." This is due to the  
fact that in order for VISTO to  
carry out its mission, it must be  
extremely knowledgeable of what  
other short-term and long-term  
resources might be available to  
our clients. Generally, all clients  
must be at or below Federal  
Poverty Guidelines or be experiencing  
an unexpected crisis. This means  
that VISTO serves to poorest of  
the poor.

VISTO has three main food  
programs:

**Emergency Food** VISTO's Board  
decided early on that our goal  
would be to provide enough  
food to feed an average family (4  
people) for two weeks.

**Backpack Buddy Program** The  
goal of the program is to deliver  
two days worth of nutritional  
snacks to children who have been  
identified by school officials for  
being "at risk" of hunger. At the  
end of the 2012'-2013' school  
year we served 450 children in  
14 schools. The program costs \$5  
per child per weekend or \$135  
per school year per child. The  
program is paid for by local  
donations, fundraisers and grants.

**VISTO Farms** VISTO's Elm Street  
Community Garden located at  
404 Elm Street in Gainesville.  
The garden is open to everyone

and has 4x8' raised beds ready  
for planting. VISTO Farms' projects  
are designed to connect sustainable  
Farm to Fork models

**Information and Referral** VISTO  
was designed to offer short-term  
assistance and the refer clients to  
agencies designed to offer longer  
term assistance.

**Emergency Financial Assistance**

Assistance is dependent upon  
available funding. Ninety eight  
percent of the funds for this type  
of assistance come to VISTO  
in the form of restricted grants.  
Utilities, rent/mortgage/shelter,  
dental, education, eye glasses,  
minor medical necessities, prescription  
medicines, school shoes & clothing,  
and gasoline. Clients must meet  
eligibility guidelines as set forth by  
the grants and VISTO's written  
guidelines.

**Environmental Crises** VISTO  
became the host site for a program  
called Client tracker that will  
allow for true multi-agency client  
assistance management during  
crisis situations.

**MEALS ON WHEELS OF  
TEXOMA**

903-786-3351  
903-786-8893 Fax  
877-900-3551 Toll-Free  
mowot.org

Meals on Wheels of Texoma is  
a non-profit charitable organization  
serving the greater Texoma  
region, including Grayson,  
Fannin, and Cooke counties.  
Since our inception in 1980, we  
have grown to serve over 30,000  
meals a month to seniors most  
at risk of food insecurity. More  
than just a meal, our volunteers

## EMPLOYMENT

**GOODWILL INDUSTRIES OF  
NORTHEAST TEXAS, INC.**

903-893-3145  
www.goodwillnorthtexas.org

Goodwill provides job  
training, job placement, and  
employment opportunities  
for people with disabilities,  
or to those who face barriers  
to obtaining or retaining  
competitive employment.

**EXPRESS EMPLOYMENT  
PROFESSIONALS**

shermantx.expresspros.com  
1914 N. Grand Ave., Sherman  
903-893-1122

**KELLY SERVICES**

www.kellyservices.com  
1800 Teague Dr., Ste 100  
Sherman  
903-893-7777

**MANPOWER**

www.manpower.com  
2001 N. Loy Lake, Ste C  
Sherman  
903-893-9543

**SNELLING PERSONNEL  
SERVICE**

www.snelling.com  
5452 Texoma Pkwy  
Sherman  
903-892-0042

**EXPERIENCE WORKS  
(WORKFORCE TEXOMA)**

2415 S. Austin Ave.  
Denison, TX 75020

Mon-Fri 8 a.m. - 5 p.m.

903-327-8417 Local  
1-800-880-5292  
1-866-412-0978  
New Screenings

www.experienceworks.org

Provides older and disadvantaged  
individuals with opportunities  
to work. This program, funded  
under Title V of the Older Americans  
Act as well as state and local  
grants, enables us to help thousands

of low-income individuals,  
age 55+, throughout the US.  
Seniors benefit from training,  
counseling, & community service  
assignments at faith-based and  
community organizations in their  
communities, prior to transitioning  
into the workforce. Participants are  
placed at host agencies and paid the  
minimum wage for an average of  
20 hours per week. Must be 55  
years+, and a resident of the state  
where he or she is enrolled in the  
SCSEP program; Annual family  
income must not be more than 125%  
of the established federal poverty  
income guidelines.



teers deliver tender, loving care to our homebound seniors every day, providing the human touch that means so much to them.

We provide meals to clients of the Department of Aging and Disability Services (DADS), and the Texoma Council of Governments – Area Agency on Aging (TCOG/AAA). DADS and TCOG/AAA qualified their clients based on their inability to prepare a nutritious meal for themselves. Their clients include homebound, needy, elderly, and disabled individuals.

Volunteers help monitor the health of clients, and report concerns about their welfare to Caseworkers. Senior Center Managers also maintain regular contact with our clients.

Centers include:

**Bailey Senior Center**  
206 N. Main St.  
Bailey, TX 75413

M/W/F 10 a.m. - 1:00 p.m.  
903-583-8115  
leonard@mowot.org

**Bells Senior Center**  
203 S. Broadway  
Bells, TX 75414

M-F 7 a.m. - 1:00 p.m.  
903-583-8115  
bells@mowot.org

**Bonham Senior Center**  
210 E. 6th St.  
Bonham, TX 75418

M-F 7 a.m. - 1:00 p.m.  
903-583-8573  
bonham@mowot.org

**Callisburg Senior Center**  
100 McDaniel  
Callisburg, TX 76240

Tues/Thurs 10:30 a.m. – 1:00 p.m.  
940-665-7375  
gainesville@mowot.org

**Denison Senior Center**  
531 W. Chestnut  
Denison, TX 75020

M-F 7:00 a.m. – 1:00 p.m.  
903-463-1711  
denison@mowot.org

**Honey Grove Senior Center**  
606 N. 2nd St.  
Honey Grove, TX 75446

M-F 7:30 a.m. – 1:00 p.m.  
903-378-2061  
bonham@mowot.org

**Ladonia Senior Center**  
Delivered Weekly, frozen meals out of Leonard Location  
903-367-7500  
ladonia@mowot.org

**Leonard Senior Center**  
118 W. Collins St.  
Leonard, TX 75452  
M/W/F 8:00 a.m. - 1:00 p.m.  
903-587-3412  
leonard@mowot.org

**Gainesville Senior Center**  
400 S. Weaver  
Gainesville, TX 76240  
Mon-Fri 7:00 a.m. - 1:00 p.m.  
940-665-3493  
gainesville@mowot.org

**Muenster Senior Center**  
730 N. Main St.  
Muenster, TX 76252  
M/W/F 11:00 a.m. - 1:00 p.m.  
940-759-2922  
gainesville@mowot.org

**Pottsboro Senior Center**  
104 N. Main St.  
Pottsboro, TX 75076  
Tues/Thurs 11:00 a.m. – 1:00 p.m.  
903-463-1711  
pottsboro@mowot.org

**Sherman Senior Center**  
1500 N. Broughton St.  
Sherman, TX 75090  
Mon-Fri 7:00 a.m. – 1:00 p.m.  
903-892-3733  
sherman@mowot.org

**Valley View Senior Center**  
101 N. Lee St.  
Valley View, TX 76272  
Mon-Fri 10:30 a.m. - 1:00 p.m.  
940-726-3922  
gainesville@mowot.org

**Van Alstyne Senior Center**  
148 S. Main Dr.  
Van Alstyne, TX 75495  
Mon-Fri 7:00 a.m. – 1:00 p.m.  
903-482-6341  
vanalstyne@mowot.org

**Whitesboro Senior Center**  
105 Mineral St.  
Whitesboro, TX 76273  
Mon-Fri 7:00 a.m. – 1:00 p.m.  
903-564-6021  
whitesboro@mowot.org

**Whitewright Senior Center**  
123 W. Grand  
Whitewright, TX 75491

Mon-Fri 7:00 a.m. – 1:00 p.m.  
903-546-6220  
whitewright@mowot.org

**ALZHEIMER'S ASSOCIATION**  
1-800-272-3900 24 Hours a Day  
www.alz.org

**AMERICAN CANCER SOCIETY**  
1-800-227-2345  
www.cancer.org

**AMERICAN DIABETES ASSOCIATION**  
1-888-342-2383  
www.diabetes.org

**AMERICAN FOUNDATION FOR THE BLIND**  
www.afb.org

**AMERICAN HEART ASSOCIATION**  
1-800-242-8721  
www.americanheart.org

**AMERICAN LUNG ASSOCIATION**  
1-800-586-4872  
www.lung.org

**AMERICAN STROKE ASSOCIATION**  
1-800-553-6321  
www.strokeassociation.org

**AMERICAN UROLOGICAL ASSOCIATION FOUNDATION**  
1-866-746-4282  
www.urologyhealth.org

**ARTHRITIS FOUNDATION**  
1-800-283-7800  
www.arthritis.org

**BRIGHTFOCUS FOUNDATION**  
1-800-437-2423  
www.brightfocus.org

**GLAUCOMA RESEARCH FOUNDATION**  
1-800-826-6693  
www.glaucoma.org

**CROHN'S AND COLITIS FOUNDATION OF AMERICA**  
1-800-932-2423  
www.ccfa.org

Information on Inflammatory Bowel Disease, Crohn's Disease, and Ulcerative Colitis.

**GLAUCOMA SUPPORT NETWORK**  
1-800-826-6693  
www.glaucoma.org

**AQUATIC CENTER (THE REHABILITATION CENTER)**  
2009 Texoma Parkway  
Sherman, TX  
903-893-7457

Sponsored by the American Arthritis Foundation

**FANNIN COUNTY INDIGENT HEALTHCARE PROGRAM**  
903-583-2915  
Mon-Fri 8:00 a.m. - 4:00 p.m.

Medical bills paid for very low income and non-insured residents of Fannin County.

**NORTH TEXAS MEDICAL CENTER**  
940-665-1751  
www.cookehealthnet.com

**GREATER TEXOMA HEALTH CLINIC**  
(Non-Emergency Only)  
903-465-2440  
Mon-Thurs 7:30 a.m. - 6:30 p.m.  
One Saturday/Month (Call)

GTHC provides access to primary health care for Grayson residents for non-emergency health issues. Resident must not have any form of insurance, including Medicare or Medicaid.

**GRAYSON COUNTY HEALTH DEPARTMENT**  
903-893-0131 Sherman  
903-465-2878 Denison  
www.co.grayson.tx.us

**HEALTH TRENDS AQUATICS & FITNESS**  
903-463-2125

HTAF provides Arthritis aquatic exercise classes.

**CARRUS SPECIALITY HOSPITAL**  
903-870-2600  
www.carrushospital.com

**MUENSTER MEMORIAL HOSPITAL**  
940-759-2271  
www.muensterhospital.com

**NORTH TEXAS MEDICAL CENTER**  
940-665-1751  
www.ntmconline.net

**RED RIVER REGIONAL HOSPITAL**  
903-583-8585  
www.redriverregional.com

**TEXAS HEALTH PRESBYTERIAN HOSPITAL WILSON N. JONES**  
903-870-4611  
www.wnj.org

**TEXOMA MEDICAL CENTER**  
903-416-4000  
texomamedicalcenter.net

**HEALTH IN AGING FOUNDATION**  
800-563-4916  
www.healthinaging.org

**LOW VISION GATEWAY**  
www.lowvision.org

**MACULAR DEGENERATION FOUNDATION**  
1-888-633-3937  
www.eyesight.org

## HOME HEALTH AGENCIES

**H**ome health agencies are licensed public or private organizations with a staff of skilled nurses, homemakers, home health aides, and therapists who provide nursing, rehabilitative, and homemaking services to homebound patients. Medicare will often cover home health care for individuals recovering from a major medical treatment, if authorized by their physician. The Texas Department of Aging and Disability Services may also pay for primary home care services for those determined eligible. It is important to know that home health services reimbursed by Medicare are limited, and will only be covered if the patient is confined to the home and requires part-time nursing care or therapy. Some agencies that provide homemaker or home health aide services (for help around the house and for personal care) may not be Medicare certified. Be specific when asking for the type of service needed, as all agencies do not perform the same array of home care services. You may also research the quality of care offered by the agencies by going to [www.medicare.gov](http://www.medicare.gov) and select the home health agency compare tool. This excellent tool provides you with information on how well the home health agencies in your area care for their patients. The following list also includes agencies that offer sitter services. Be sure to get references and determine if the agency is bonded.

**ACCOLADE HOSPICE**  
940-891-1161  
[www.accoladehomecare.com](http://www.accoladehomecare.com)

**ADVANCE HOSPICE CARE OF AMERICA** 972-248-8829

**ADVANTX HOME CARE INC.**  
903-813-8681  
[www.advantxhomecare.com](http://www.advantxhomecare.com)

**ALL OUR HEARTS SITTING SERVICE**  
(4 hour minimum)  
940-387-2847  
Cooke and Denton Counties  
[www.aohdenton.com](http://www.aohdenton.com)

**ALWAYS BETTER CARE HOME HEALTH**  
903-893-1036  
Hospice 903-868-0073  
[www.alwaysbettercare.com](http://www.alwaysbettercare.com)  
1-800-895-4045

**AMERICAN BEST CARE HOSPICE, INC.**  
903-640-9300

**AMERICORP HEALTH CARE GROUP**  
972-818-9488

**ANGELS OF CARE PEDIATRIC HOME HEALTH**  
903-532-1400  
[www.angelsincare.com](http://www.angelsincare.com)

**CHANGING SEASONS HOME CARE**  
903-868-3648  
[www.seasonstx.com](http://www.seasonstx.com)

**CHILDREN'S HOME HEALTHCARE**  
903-482-9020  
[www.childrenshha.com](http://www.childrenshha.com)

**CHRISTIAN CARE HOSPICE**  
972-686-2400  
[www.christiancarecenters.org](http://www.christiancarecenters.org)

**COMPASSIONATE CARE HOSPICE**  
1-877-858-7094  
[www.cchnet.net/southwest/texas/dallas/](http://www.cchnet.net/southwest/texas/dallas/)

**COUNTRY STYLE HEALTHCARE OF TEXAS**  
903-482-6400

**ENCOMPASS**  
903-327-8040  
[www.ehhi.com](http://www.ehhi.com)

**EXCEL PLUS HOME HEALTH**  
903-892-9600

**FIRST TEXAS HOME HEALTH**  
1-866-289-1898  
[www.first-texas.com](http://www.first-texas.com)

**GRAYSON HOME HEALTH**  
903-891-1613  
[www.graysonhomehealth.com](http://www.graysonhomehealth.com)  
1-866-220-3828

**GUARDIAN HEALTH CARE**  
903-870-2347  
[www.guardmyhealth.com](http://www.guardmyhealth.com)

**GUARDIAN HOSPICE** (not affiliated w/Guardian Home Health)  
903-868-0267

**HEART OF TEXAS HHS**  
903-891-3468  
[www.heartoftexasahhs.com](http://www.heartoftexasahhs.com)

**HEART TO HEART HOSPICE OF NORTH TEXAS**  
903-892-6406  
[www.hearttoearthhospice.com](http://www.hearttoearthhospice.com)

**HEAVEN SENT CAREGIVERS**  
903-868-1339  
[www.heavensentcaregivers.com](http://www.heavensentcaregivers.com)

**HOME HOSPICE OF COOKE COUNTY**  
940-665-9891  
[www.homehospice.org](http://www.homehospice.org)

**HOME HOSPICE OF FANNIN COUNTY**  
903-583-9320  
[www.homehospice.org](http://www.homehospice.org)

**HOME HOSPICE OF GRAYSON COUNTY**  
903-868-9315  
[www.homehospice.org](http://www.homehospice.org)

**HOME INSTEAD SENIOR CARE**  
903-893-1100  
[www.homeinstead.com](http://www.homeinstead.com)  
1-800-640-3914

**HOSPICE COMMUNITY CARE OF TEXAS** (Harbor Lighthouse Hospice)  
940-243-0901  
[hospicecommunitycareoftexas.com](http://hospicecommunitycareoftexas.com)  
[www.harborlighthousehospice.com](http://www.harborlighthousehospice.com)

**HOSPICE PLUS**  
903-893-3903  
[www.hospiceplus.net](http://www.hospiceplus.net)

**INTEGRA CARE HOME HEALTH & HOSPICE** 1-800-758-5657  
[www.integracarehh.com](http://www.integracarehh.com)  
Grayson County 903-870-0063  
Wise/Cooke County 940-627-2888

**JORDAN HOME HEALTH SERVICES**  
903-892-3163  
[www.jhsi.com](http://www.jhsi.com)

**MAYS HOME HEALTH & HOSPICE**  
(serving So. OK and NE TX)  
903-868-1516  
[www.mayshomecare.com](http://www.mayshomecare.com)

**MUENSTER MEMORIAL HOSPITAL HOME CARE**  
940-759-2262  
[www.muensterhospital.com](http://www.muensterhospital.com)

**NTMC HOME HEALTH** (N. Texas Medical Center - Gainesville)  
940-668-2094  
[www.ntmconline.net](http://www.ntmconline.net)

**NORTH TEXAS SENIOR CARE**  
(formerly Ray of Sunshine Services)  
1-888-665-2992  
[seniorcareofnorthtexas.com](http://seniorcareofnorthtexas.com)  
Grayson Co. 903-465-4482  
Cooke Co 940-665-2999

**PATIENT CENTERED SERVICES**  
903-564-4663  
[www.patientcenteredservices.com](http://www.patientcenteredservices.com)

**PATIENTS BEST CHOICE HOME HEALTHCARE**  
214-592-0050

**PILOT POINT HOME HEALTH** (sitter service available, A.L.L.care)  
903-564-7709  
[www.pilotpointhomehealth.com](http://www.pilotpointhomehealth.com)

**ON THE GO SERVICES** (transportation to Dr., cooking, errands, light housework)  
903-624-6765  
[www.youareonthego.com](http://www.youareonthego.com)

**OUTREACH HEALTH SERVICES**  
(Homemaker services)  
903-893-8082  
[www.outreachhealth.com](http://www.outreachhealth.com)  
1-800-315-1790

**QUALITY HOME HEALTH CARE**  
903-892-9281

**RED RIVER HOME CARE**  
903-463-5858

**RED RIVER HEALTH CARE SYSTEMS**  
(housekeeping/meal prep)  
903-465-8277  
1-800-289-6555

**NORTHEAST MEDICAL CENTER HOME HEALTH - BONHAM**  
903-583-3606  
[www.ntmconline.net](http://www.ntmconline.net)

**RENEW HOME HEALTH**  
903-463-6700  
[www.renewhomehealth.com](http://www.renewhomehealth.com)

**SEVEN SISTERS SERVICES** (live-ins available, may require minimum 4-8 hour visit)

903-813-8477

**SHER DEN HOME HEALTH**  
903-892-1000  
[www.sherdenhomehealth.com](http://www.sherdenhomehealth.com)

**SOLARIS HEALTH CARE & HOSPICE**  
940-612-2444  
[www.solarisfamily.com](http://www.solarisfamily.com)  
1-888-376-5274

**SUNRISE HOME HEALTH SERVICES**  
903-893-1296  
[www.sunrisehomehealth.com](http://www.sunrisehomehealth.com)  
1-800-579-3904

**TEXOMA HOME HEALTH**  
903-868-9991  
[www.texomahomehealth.com](http://www.texomahomehealth.com)

**TLC PROFESSIONAL CARE** (live-ins available)  
903-465-7730  
sitter service, skilled nursing and homemaker services

**TMC HOME HEALTH**  
903-416-5500  
[www.texomamedicalcenter.net](http://www.texomamedicalcenter.net)

**VICTORY HOME HEALTH & HOSPICE**  
(serving So. OK and N. TX)  
903-583-3562  
[www.victoryhospice.com](http://www.victoryhospice.com)

**WHITESBORO/PILOT POINT HOME HEALTH** (sitter service available, A.L.L.care) 903-564-7709  
[www.pilotpointhomehealth.com](http://www.pilotpointhomehealth.com)



## WHERE SHOULD I LIVE?

While most people prefer to live in their own home, the day may come when your circumstances change and your living situation must also change. It could be caused by the death of a spouse leaving the survivor alone in a home that is too large and costly to maintain. It could be a debilitating illness that limits your mobility and your ability to care for yourself. Or it could be just your desire to give up some of the responsibilities involved in living in your own home.

### ASK YOURSELF THESE QUESTIONS

1 Will you be close to friends and/or family?

2 Can you easily get to your place of worship?

3 Can you get to favorite stores and other services you are accustomed to visiting?

4 How much privacy do you need?

5 Will you be able to have pets?

6 Are you eligible for housing assistance?

A number of broad categories of facilities with care options are listed on this page. Some of the terms used are general in nature, and may vary somewhat from facility to facility.

## Other Services Available in the Texoma Region

### MEDIC ALERT FOUNDATION

1-888-633-4298  
www.medicalert.org

### NATIONAL ASSOCIATION FOR INCONTINENCE

1-800-BLADDER (252-3337)

### TEXOMA COMMUNITY CENTER

Mental Retardation Community Support Services  
903-957-4715

Grayson Mental Health Services  
903-957-4701

Fannin Mental Health Services  
903-583-8583

Cooke Mental Health Services  
940-665-0755

www.mhmrst.org

### NATIONAL HEALTH INFORMATION CENTER

1-800-336-4797  
www.health.gov/nhic

Serves as an information and referral service, directing callers to public and private organizations, that can provide health information and has free publications on national health observances, federal health information centers and clearinghouses, and toll-free numbers for health information.

### RED RIVER REGIONAL MEDICAL CENTER BONHAM

903-583-8585

### NORTH TEXAS MEDICAL CENTER

940-665-1751

### PARKINSON'S INFORMATION & REFERRAL CENTER

1-800-725-2732 Toll-Free  
214-345-4224

Information and referral center that provides support to patients and their families through area groups and specialists who offer exercise, special physical and educational therapies. Organization also publishes newsletters and educational booklets. Local support groups now coordinated through the Area Agency on Aging and Disability Services Caregiver Program. For local information call 903-813-3575.

### PARKINSON'S DISEASE FOUNDATION

1-800-457-6676  
www.pdf.org

Provides information about Parkinson's Disease, as well as referrals to doctors and hospitals throughout the United States.

### REBA MCENTIRE CENTER FOR REHABILITATION

903-416-1000

### TEXOMA MEDICAL CENTER BEHAVIORAL HEALTH CENTER

903-416-3000

TMC Behavioral Health provides inpatient and outpatient psychiatric and chemical dependency treatment for adults 18 years old and above. Our multi-disciplinary treatment team is led by psychiatrists and includes clinical social workers, occupational and recreational therapists and nurses. Because we are part of Texoma Medical Center, specialist from other medical fields are readily available for consultation.

**Adult Psychiatric Inpatient** *Designed to stabilize those suffering from a mental health crisis, this level of care provides 24-hour nursing and psychiatric care with patients participating in individual and group therapies.*

**Geriatric Psychiatric Inpatient** *Within the hospital, we have a specialized unit serving the unique mental health needs of older adults, which are frequently complicated by underlying physical and medical conditions demanding customized care.*

**Dual Diagnosis Inpatient** *This comprehensive recovery program serves patients suffering with concurrent mental health and substance use disorders. The program includes detoxification and an introduction to our psychiatric curriculum.*

**Intensive Outpatient Program** *For patients who do not need 24-hour supervision and care, this program allows patients to receive treatment similar to that of our inpatient programs with the advantage of returning to their homes and families each night.*

### TX PRESBYTERIAN HEALTH HOSPITAL - WNJ SENIOR PASSPORT PROGRAM

903-870-7200

Senior Passport is a comprehensive benefits program offered jointly by Wilson N. Jones Medical Center and Community Specialty Hospital, designed to serve the needs of seniors 55-plus. From health screenings, exercise programs and wellness classes to exciting travel opportunities, enjoyable social events and special discounts at local retailers, Senior Passport is the complete program for seniors. From personal attention to special services, we are

committed to meeting the needs and lifestyles of active seniors. Services include: Special privileges during hospital stays-While being cared for at TX Presbyterian Health Hospital -WNJ or Life Center Specialty Hospital, Senior Passport ensures your stay is as comfortable as possible. As a Senior Passport member, you will receive one guest meal coupon per day and a newspaper delivered to your room each day of your stay.

**Senior advocate** A special senior advocate as the coordinator of Senior Passport to aid you in your decisions. Our coordinator is dedicated to giving you the personal attention you deserve and understands the unique healthcare issues concerning seniors. Our Senior Passport coordinator will lend her expertise and is always available to answer your questions about Medicare, supplemental insurance and billing concerns. Membership card with medical history and discounts at local retailers-We understand the importance of your time and that is why, through computer technology, we are able to store your pertinent registration information on your membership card. Your card is also quite an asset while you are out on the town. Receive discounts at many of the area's fine local retailers just by showing that you are a Senior Passport member. Educational programs-Senior Passport's wonderful team of physicians and support staff is dedicated to the education of Senior Passport members. From classes on general wellness and more specific health issues, you will find these discussions helpful and full of relevant information. Senior Passport also offers various exercise programs in which one of our excellent instructors will lead you to a program that caters to your fitness needs.

**Health screenings** With Senior Passport, you will have the advantage of receiving many free health screenings throughout the year, such as blood pressure check-ups, diabetes screenings and more. These health screenings can be extremely important in early detection and prevention of serious health risks. Special activities and travel opportunities. With many exciting travel opportunities, dances, picnics and other enjoyable get-togethers and outings, there's never a dull moment with Senior Passport!



## REHABILITATION CENTER

903-893-7457

Physical therapy in a warm water setting. Arthritis Foundation aquatic exercise classes.

## SUBSTANCE ABUSE COUNCIL

903-892-9911 Grayson

940-668-7463 Cooke

903-640-4902 Fannin

## TX PRESBYTERIAN HEALTH WILSON N. JONES HEALTH CENTER ON 1417

903-892-2133

This primary health care clinic is open: Monday-Friday 8 AM to 5 PM. Visits by appointment and Walk-ins welcome.

## SAM RAYBURN VETERANS MEMORIAL HOSPITAL

903-583-2111

## CITY OF SHERMAN - COMMUNITY DEVELOPMENT BLOCK GRANT PROGRAM

903-892-7227

Owner-occupied housing rehabilitation, home ownership closing-cost assistance and various other direct benefits to low- and moderate-income households.

## CITY OF DENISON - COMMUNITY DEVELOPMENT BLOCK GRANT PROGRAM

903-465-2720

Assistance with household rehabilitation including leveling/ supporting the structure, providing heat to the home, roofing, rewiring and replumbing.

## TEXOMA COUNCIL OF GOVERNMENTS - WEATHERIZATION PROGRAM

1-800-677-8264

903-813-3526

The weatherization program reduces energy loss by insulating, weather stripping, and sealing cracks and holes for income eligible homeowners or renters who obtain approval from their landlords.

## RETIREMENT COMMUNITIES

Apartments designed for individuals or couples who are totally independent and who choose to live in a community with other seniors. These facilities may offer other amenities such as organized social programs and recreational activities. Meal and transportation services may be provided for

an additional fee.

### Concord Village Apartments

903-893-6410

### Pecan Place Apartments

903-583-2180

### The Renaissance - Sherman

903-868-2200

### St. Vincent's Village - Sherman

903-868-2818

### The Villas of Sherman

903-813-3224

### Wesley Village - Denison

903-465-6463

## SUBSIDIZED RETIREMENT COMMUNITIES

An apartment designed for individuals or couples who are mobile and capable of self-care. Residents must be 62 years of age and meet specified income guidelines.

### Pecan Creek Village - Gainesville Housing Authority

940-665-1747

### Turner Apartments - Gainesville Housing Authority

940-665-1747

### Pecan Place - Bonham

903-583-2180

### Katy Creek Retirement Apartments - Bonham

903-583-1952

### Broughton Street / Scott Circle Complex - Sherman Housing Authority

903-893-3139

### Mauk Circle Complex - Denison Housing Authority

903-463-1783

### The Meadows - Denison

903-465-6463

### The Villas of Sherman

903-813-3224

## ASSISTED LIVING FACILITIES

For more info contact the AAA

Ombudsman 903-813-3569

It is designed for individuals who may require some assistance with personal care services such as bathing, dressing, and medication reminders. Assisted living does not provide skilled nursing care. Generally, in exchange for a monthly fee, a resident receives a room, meals, utilities, housekeeping, laundry, personal care, and regular contact with staff to ensure that all is well. Medicare does not pay for this type of care. However, in Texoma, some facilities are licensed to accept Medicaid approved CBA clients. Medicaid eligibility must first be completed

through the Texas Health and Human Services Commission.

### Crawford Street Place - Denison

903-463-0400

### Hofmann-Mraz Care Home - Bonham

903-583-8380

### Home to You - Sherman

903-893-7093

### Just Like Home - Whitesboro

903-564-7466

### Grayson Place - Denison

903-463-1323

### Legacy Assisted Living and Memory Care - Denison

903-337-1625

### Nan naws Place - Denison

903-744-5294

### Pecan Point Assisted Living and Memory Care Community- Sherman

903-892-9100

### Preston House - Sherman

903-892-6937

### The Renaissance Assisted Living - Sherman

903-868-2200

### The Renaissance Assisted Living - Gainesville

940-665-5221

### Royal Assisted Living - Denison

903-464-0252

### Stonebrook Assisted Living and Memory Care Community - Denison (Alzheimer's certified unit and adult day care)

903-465-5051

### Traditions Senior Living and Memory Care - Sherman

903-813-1610

### Wesley Village - Denison (Medicaid certified unit)

903-465-6463

### Wheeler House - Gainesville

940-668-8977

### The Willows- Sherman (Alzheimer's certified unit)

903-891-3737

### The Woodmore Assisted Living Community - Bonham

903-640-1200

## BOARD AND CARE HOMES

For more info contact the TCOG  
AAA Ombudsman 903-813-3569

Also known as personal care homes, may offer many of the same services as assisted living facilities, but do not have medical support services available. Board and care homes are usually privately-owned homes that can

house four to six residents capable of independent living within a supportive environment. If they care for three or fewer individuals, these homes are not required to be licensed by the State of Texas. It is important to ask for references and/or check the home's record with the Area Agency on Aging ombudsman office.

## NURSING HOMES

For more info contact the TCOG  
AAA Ombudsman 903-813-3569

Nursing homes may also be identified as convalescent centers, extended care homes, or skilled nursing facilities. These facilities must be licensed by the state. Some facilities offer private rooms, but most facilities are semi-private. Residents require skilled nursing care 24 hours a day and/or rehabilitative services. This level of care is the most expensive housing option. Medicaid eligibility is dependent upon the client's financial and medical need, and is obtained through the Texas Health and Human Services Commission. Medicare only covers limited skilled nursing care, and not long term custodial care. Further information can be obtained on each facility through the Area Agency on Aging Nursing Home Ombudsman Program, 903-813-3500 or 1-800-677-8264. Or you may research facility surveys on <http://www.medicare.gov>. Select nursing home compare. This excellent website allows you to review detailed information about the past performance of every Medicare and Medicaid certified nursing home. One on one consultation about regional nursing homes, financing, transfer of assets, Miller Trusts, spousal impoverishment, and estate recovery is also offered by the AAA benefits counselors.

### Beacon Hill - Denison

903-465-9674

### Bonham Nursing and Rehab Center - Bonham

903-583-8551

### Clyde W. Cosper Texas State Veterans Home

(Alzheimer's certified unit)

903-640-8387

### Denison Nursing and Rehab Center - Denison

903-465-2438

### Gainesville Health/Rehab Center - Gainesville

(Alzheimer's certified unit)

940-665-2826

### The Homestead of Denison

903-463-4663

**The Homestead of Sherman**  
903-891-1730

**Homestead Nursing & Rehabilitation of Collinsville**  
903-429-6426

**Honey Grove Nursing Center - Honey Grove**  
(Alzheimer's certified unit)  
903-378-2293

**Leonard Manor-Leonard**  
903-587-2282

**Meadowbrook Care Center - Van Alstyne**  
903-482-6455

**Muenster Health & Rehab**  
940-759-2219

**Mullican Care Center - Savoy**  
(Alzheimer's certified unit)  
903-965-0200

**Pecan Tree Rehab and Healthcare - Gainesville**  
940-668-6263

**Renaissance Care Center - Gainesville**  
(Alzheimer's certified unit)  
940-665-5221

**River Valley Health and Rehabilitation Center - Gainesville**  
940-665-0386  
1-800-585-0386

**Seven Oaks Nursing & Rehabilitation - Bonham**  
903-583-2191

**Sherman Healthcare Center**  
903-893-6348

**The Terrace of Denison**  
903-465-7442

**Texoma Health Care Center - Sherman**  
903-893-9636

**Whitesboro Health and Rehabilitation Center**  
(Alzheimer's certified unit)  
903-564-3508

#### **PUBLIC HOUSING**

**Texoma Housing Partners**  
1-800-258-1618  
903-583-3336 - Fannin Co.  
972-782-6241 Cooke Co.  
903-813-3567 - Grayson Co.

Serves Bells, Bonham, Celeste, Ector, Farmersville, Gunter, Honey Grove, Howe, Ladonia, Pottsboro, Princeton, Savoy, Tioga, Tom Bean, Trenton, Van Alstyne, Whitewright and Windom.

**Denison Housing Authority**  
903-465-2650  
903-463-1783 Elderly/  
handicapped

**Gainesville Housing Authority**  
940-665-1747

**Grayson County Housing Authority**  
903-892-8717

**Sherman Housing Authority**  
903-893-3139

**Whitesboro Housing Authority**  
903-564-3700

**Texoma Council of Governments**  
**Section 8 Rental Assistance**  
903-893-2161

**COOKE COUNTY VOLUNTEERS IN SERVICE TO OTHERS**  
940-668-6403

**ELDERCARE LOCATOR**  
1-800-677-1116  
www.eldcare.gov

National information and referral service helps identify community resources for individuals aged 60+ throughout the United States. Provided by the National Association of Area Agencies on Aging and the Administration on Aging.

**LEGAL HOTLINE FOR OLDER TEXANS**  
1-800-622-2520  
www.tlsc.org

Older Texans, 60 years of age or older, who have questions about rights, benefits, or other legal matters can obtain free advice and referrals through this legal hotline service sponsored by Texas Legal Services.

**LEGAL AID OF NORTHWEST TEXAS**  
1-800-955-7407  
www.lnwt.org

Cooke County residents call Denton office for intakes Tuesdays 8a.m. - 5p.m. 800-955-1407

**GAINESVILLE LEGAL AID CLINIC**  
2112 E. Hwy. 82  
Gainesville, TX  
972-542-9405  
972-562-6001

3rd Thurs. of Month 5 - 7 p.m.

**GRAYSON AND FANNIN COUNTY LEGAL AID CLINIC**  
1-800-906-3045

Call McKinney office for intakes 1st Tues. of Month 9 a.m. - 3 p.m.

**METRO SHERMAN DENISON**  
903-868-1000

Legal Aid Clinic for Grayson and Fannin County residents meets at Grace United Methodist Church 1st Thursday each month, 6-9:30 p.m. at 2800 Canyon Creek Dr. Sherman; or by appointment at the Glennie O'Hamm Center the 2nd Tuesday of each month 9a.m. - 12p.m. Clinics are held quarterly at St. Elizabeth Catholic Church, 6-9 p.m., at 303 W. 10th Street, Bonham.

#### **PERSONAL EMERGENCY RESPONSE SYSTEM**

PERS are emergency alert button devices that are placed in your home and can be pressed to summon help from emergency response centers. These signals are transmitted electronically over the telephone. These services can be arranged through the Area Agency on Aging and Disability Services Elder Watch Program 903-813-3505, or by contacting the following providers:

**Alert Response**  
972-318-0161  
1-888-871-2879 Metro  
**Home Enterprises, Inc.**  
903-796-4107  
1-800-722-3401 Toll-Free

**NATIONAL ASSOCIATION OF RETIRED AND VETERAN RAILROAD EMPLOYEES (NARVE)**  
903-465-7170  
1-412-563-5612 Fax

The object and purpose of N.A.R.V.E. organized as non-profit corporation, shall be and is exclusively for educational, scientific, literary and professional purposes of studying, promoting, and disseminating the philosophy and principles underlying the legislative process in order to further the growing interest in the continuance of Public Law #162 enacted by the 75th Congress of The United States of America on June 24, 1937, commonly referred to as the Railroad Retirement Act; to bring into closer cooperation the railway employees, both active and retired, of the country; to inculcate and uphold the general principles necessary to protect the standard of living for all current and former railway employees, and to lend moral aid and strength to the activities of its members, the Standard

Railroad Labor Organizations, senior citizens groups and other organizations, who are promoting the general welfare of retired people in The United States of America; all within the meaning of Section 501(c)(4) of the Internal Revenue Code.

#### **NATIONAL ASSOCIATION OF RETIRED FEDERAL EMPLOYEES**

Mon-Fri 8 a.m. - 4:45 p.m. EST  
703-838-7760  
703-838-7785 Fax

1-800-456-8410 Member

1-800-627-3394 Recruitment & Retention

703-838-7780 24-Hr Legislative Hotline

www.narfe.org

The National Active and Retired Federal Employees Association (NARFE) is dedicated to protecting and enhancing the earned pay, retirement and health care benefits of federal employees, retirees and their survivors. Founded in 1921, NARFE's legacy spans more than 90 years - working tirelessly in support of our members before Office of Personnel Management, members of Congress and the White House.

**CANCER SUPPORT GROUP**  
903-892-9455

Texoma Cancer Center-Heart to Heart support group for cancer patients and caregivers.

**DIABETES LIFE CENTER**  
903-416-4112

**GRIEF & LOSS - HOME HOSPICE, INC.**  
903-868-9315

Grayson/Fannin/Cooke

**MULTIPLE SCLEROSIS SUPPORT GROUP**  
903-893-5141

The Texoma Neurology Associate in Sherman helped form the local chapter with the National MS Society three years ago. A MS support group meets monthly.

**OSTOMY CHAPTER OF SHERMAN**  
Texoma Cancer Center  
903-892-9455

**SHERMAN TRANSPORTATION**  
903-892-1544

**TEXOMA AREA PARATRANSIT SYSTEM (TAPS)**

1-800-256-0911  
For Rides

1-800-256-0911  
Where is my Ride?

1-855-331-6732  
Complaints/Concerns

[www.tapsbus.com](http://www.tapsbus.com)

TAPS serves the mobility needs of all persons, not just our aging population. In today's economy, we feel that the passenger base will inevitably increase primarily due to the perpetual increase in fuel prices. Commuters are already looking for alternative means of getting to and from the grocery store, medical appointments, education opportunities and employment.

**TEXAS DEPARTMENT OF PUBLIC SAFETY**

Stranded Disabled Motorist Assist Helpline  
1-800-525-5555

Dallas  
214-320-4444  
214-512-2726 Beeper

Mon-Fri 4:30 a.m. - 10:00 p.m.  
Sat-Sun 9:30 a.m. - 6:00 p.m.

Fort Worth  
817-370-6656 (24 Hours except Fri/Sat Midnight - 6 a.m.)

Texas has a free courtesy patrol on major freeways in major cities. They will change a flat tire, give you gas, help start your car, or call you a tow truck. It is paid for by our taxes.

**YELLOW CAB**  
903-892-8294

**AMERICAN ASSOCIATION OF RETIRED PERSONS (AARP)**  
[www.aarp.org](http://www.aarp.org)

The American Association of Retired Persons offers a national registry to link interested AARP members to a variety of AARP sponsored programs such as 55 Alive, Tax Aide, and Connections for Independent Living.

**TEXOMA MEDICAL CENTER AUXILIARY**  
903-416-4056

**TX PRESBYTERIAN HEALTH HOSPITAL - WNJ AUXILIARY**  
903-870-4567

**VOLUNTEER OPPORTUNITIES**

**American Red Cross**  
903-465-1330

**CASA (Court Appointed Special Advocates)**  
Cooke County 940-665-2244  
Fannin County 903-583-4339  
Grayson County 903-813-5400

**Child Advocacy**  
1-866-583-KIDS

**Boy Scouts of America**  
903-893-2135

**Camp Fire Boys and Girls Texoma Council**  
903-465-2790 or 800-998-4119

**Child Guidance Clinic of Texoma**  
903-893-7768

**Denison Helping Hands**  
903-465-5101

**Eisenhower Birth Place**  
903-465-8908

**Grayson County Crisis Center**  
903-893-3909

**Grayson Literacy Team**  
903-892-7272

**Hagerman National Wildlife Refuge**  
903-786-2826

**Home Hospice**  
1-888-233-7455  
Grayson County 903-868-9315  
Cooke County 940-665-9891

**Junior Achievement of Grayson County**  
903-892-8766

**Meals on Wheels/Senior Nutrition and Activity Programs (SNAP)**  
903-786-3351 (Or call your local senior center)

**North Texas Medical Center Auxiliary - Gainesville**  
940-612-8607  
[www.ntmconline.net/careers-volunteer.aspx](http://www.ntmconline.net/careers-volunteer.aspx)

**Perrin Air Force Base Museum**  
903-786-8741

**Red River Historical Museum of Sherman**  
903-893-7623

**Sherman Ex-Students Museum**  
903-891-0097

**TX Presbyterian Health Hospital - WNJ Auxiliary**  
903-870-3630  
[www.wnj.org/index.php/about-us/volunteer](http://www.wnj.org/index.php/about-us/volunteer)

Volunteers are asked to commit to one four-hour shift each week. Most opportunities are during the day on weekdays with limited evening and weekend placements available.

Volunteers are needed through-

out the hospital. Opportunities include: Hospital Gift Shop, Ambassadors, Information Desks, Popcorn Machine, Professional Office Building, Radiology-POB, Time Out, Senior Passport Office, Ambulatory Surgery Center, 1417 Clinic, Pre-Admit Testing, Family Waiting Areas (SICU, MICU, Surgical Care, Center for Women and Children, and the Emergency Room). Volunteers are also needed for special projects/events that arise throughout the year.

**Texoma Medical Center**  
903-416-4056  
[www.texomamedicalcenter.net/community-information/tmc-volunteers](http://www.texomamedicalcenter.net/community-information/tmc-volunteers)

Making time to volunteer with the TMC Volunteers opens a whole new world of involvement and opportunity. Volunteering is not just for retired people — it's for anyone who wants to get involved with helping others in a meaningful way.

*Ways to Serve:*

- **HeartMenders** Support for open heart surgery patients and their families – by volunteers who have had open heart surgery themselves.
- **College Student Volunteers** (Summer Program)
- **Summer Junior Volunteers** (Ages 14–18)
- **Gift Shop Staff**
- **Information Desk Volunteers**
- **Crafts and Floral Design Volunteers**
- **Patient and Visitor Escorts**
- **Waiting Room Attendants**

**United Way**  
1-877-541-7905  
2-1-1  
[www.unitedway.org](http://www.unitedway.org)

Cooke County 940- 665-1793  
Fannin County 903-583-0059  
Grayson County 903-893-1920

**Cooke County Volunteers in Service to Others (VISTA)**  
940-668-6403  
[www.vistohelps.com](http://www.vistohelps.com)

**MORE USEFUL WEBSITES**

**American Association of Retired Persons**  
[www.aarp.org](http://www.aarp.org)

**Administration on Aging**  
[www.aoa.gov](http://www.aoa.gov)

**Centers for Disease Control**  
[www.cdc.gov](http://www.cdc.gov)

**Department of Homeland Security**  
[www.ready.gov](http://www.ready.gov)

**Federal Emergency Management Agency**  
[www.fema.gov](http://www.fema.gov)

**National Council of Aging/ Benefits Checkup**  
[www.benefitscheckup.org](http://www.benefitscheckup.org)

**National Alliance for Caregiving**  
[www.caregiving.org](http://www.caregiving.org)

**National Institute of Aging**  
[www.nia.nih.gov](http://www.nia.nih.gov)

**National Library of Medicine**  
[www.medlineplus.gov](http://www.medlineplus.gov)

**U. S. Department of Agriculture**  
[www.myplate.gov](http://www.myplate.gov)

**FOOD AND NUTRITION INFORMATION**

**U. S. Department of Health and Human Services**  
[www.dhhs.gov](http://www.dhhs.gov)

**Texas Health and Human Services Commission**  
[www.hhsc.state.tx.us](http://www.hhsc.state.tx.us)

**Eldercare Nationwide**  
[www.eldercare.gov](http://www.eldercare.gov)

**Health information**  
[www.healthfinder.gov](http://www.healthfinder.gov)

**SERVICES AVAILABLE ANYWHERE IN TEXAS**  
[www.211texas.org](http://www.211texas.org)

**Medicare information**  
[www.medicare.gov](http://www.medicare.gov)

**Information on obtaining free medication**  
[www.rxassist.org](http://www.rxassist.org)  
[www.needymeds.org](http://www.needymeds.org)

**Social Security**  
[www.ssa.gov](http://www.ssa.gov)

**Apply for Medicaid, TANF, CHIPS**  
[www.yourtexasbenefits.com](http://www.yourtexasbenefits.com)

**Texas Department of Insurance Medicare Supplements and LTC Insurance**  
[www.tdi.state.tx.us](http://www.tdi.state.tx.us)

**Texas Department of Aging and Disability Services**  
[www.dads.state.tx.us](http://www.dads.state.tx.us)

**Nursing Home Compare- review quality of care in hospitals, nursing homes and home health agencies**  
[www.medicare.gov](http://www.medicare.gov)

**Information on low-income housing in Texas**  
[www.texashousingcounselor.org](http://www.texashousingcounselor.org)

**Add your name to a no-call list for telemarketing**  
[www.texasnocall.com](http://www.texasnocall.com)

**Texoma Council of Governments (TCOG) Area Agency on Aging**  
[www.tcog.com](http://www.tcog.com)

**Texas Legal Services Center**  
[www.tlsc.org](http://www.tlsc.org)



# texoma council of governments service directory



1117 Gallagher Drive, Sherman, TX 75090 | (903) 893-2161 - (800) 677-8264  
www.tcog.com | [f/texomacog](#)

**Our Mission: to improve the quality of life in Texoma by connecting clients to essential social services and by providing member jurisdictions with professional planning assistance.**

TCOG is a voluntary association of the local governments in Cooke, Fannin, and Grayson Counties. Established in 1968, Texoma Council of Governments promotes economy and efficiency in the coordinated planning and development of the tri-county region through its community and economic development activities. Either directly, or through

contractors, TCOG provides housing, utility assistance, and weatherization services for low-income citizens in the region and assists the elderly through a variety of Area Agency on Aging programs. TCOG also facilitates the delivery of grant funding for homeland security and criminal justice.

## better leaders building better lives™



## aging services

Responsible for the development & coordination of a comprehensive system of services for citizens age 60+ and for citizens with a disability residing in Cooke, Fannin, & Grayson Counties

### ADRC of Texoma (903) 813-3596

ADRCs provide information on a broad range of long-term programs and services to assist individuals in making informed decisions.

### Benefits Counseling (940) 668-1858 Cooke / (903) 583-1264 Fannin / (903) 813-3581 Grayson

Answers important questions regarding public benefits and private insurance for seniors 60+ years of age, caregivers, and Medicare beneficiaries.

### Care Coordination (903) 813-3505

Community-based home care administered by registered nurses to promote independent living for persons 60+ years of age with supplemental services including assistance of daily living, minor home repairs & modifications, emergency response systems and in-home service arrangements.

### Caregiver (903) 813-3575

Assesses caregivers & care recipient needs by planning, arranging, coordinating and providing services. Includes Caregiver Support groups, Community Outreach, Respite Care, Education & Training for Alzheimer's, Parkinson's Disease.

### Medication Assistance Program (903) 813-3505

Provides one-on-one assistance weekly to individuals who qualify for free medications under the Pharmaceutical Assistance Program. Appointments required.

### Money Management (903) 813-3503

Provides bill payer and representative payee services to persons who are at risk of losing their independence because of their inability to manage their finances.

### Nursing Home Ombudsman (903) 813-3569

Certified staff and trained volunteers will identify, investigate, and resolve complaints made by, or on behalf of, residents of nursing and assisted living facilities.

### Senior Corps (903) 813-3574

Mobilizes senior volunteers to serve their community with two options: Foster Grandparents tutor/mentor children in public settings and RSVP volunteers serve in numerous other capacities.



## client services

Specializes in programs that provide direct services to low-income families living in the Texoma Region

### 2-1-1 Texas - Texoma Area Information Center (903) 813-3549

Provides information and referral services to persons seeking assistance from Health and Human Services agencies in Cooke, Fannin, and Grayson Counties.

### Energy Services (903) 813-3541

Assists families with payment of gas, propane, electric bills and weatherization program. Case management provides one-on-one support to those striving for self-sufficiency.

### Section 8 Housing (903) 813-3536

Provides rental assistance payments in Fannin & Grayson Counties & offers eligible participants the ability to rent decent & safe housing.

### Texoma Housing Partners (903) 583-3336 Fannin / (903) 813-3567 Grayson

A consortium of small Public Housing Authorities located across 18 cities in 4 counties (Fannin, Grayson, Collin & Hunt) and provides over 500 units of affordable housing.



## planning & development

Focused on finding regional solutions to the challenges the Texoma region faces and is responsible for a wide-range of activities designed to improve the quality of life at the community level

### Community & Economic Development (903) 813-3527

Facilitates region-wide planning through the Economic Development Administration.

### GIS & Planning (903) 813-3565

Develops & delivers information in the form of maps, reports, & charts for counties, cities, appraisal districts, 9-1-1 organizations and others in Texoma.

### Municipal Solid Waste (903) 813-3550

Provides assistance to city & county governments, school districts, & law enforcement districts in their efforts to combat illegal dumping, promote recycling, & ultimately reduce the amount of waste introduced to local landfills.

### Public Safety (903) 813-3552

Provides support & administrative services for 9-1-1, Homeland Security and Criminal Justice programs.



# LEAVE YOUR LEGACY

for your community.  
for now.  
forever.

The Texoma Health Foundation is the only independent, nonprofit public health foundation serving Grayson, Fannin, Bryan & Marshall Counties. The Foundation is governed by a fifteen member Board of Directors comprised of community leaders & a representative for Reba McEntire. In addition to overseeing multiple funds & endowments, THF awards grants to area nonprofits annually, as well as owns & operates Reba's Ranch House.

To learn more, visit us online at:

**[texomahealth.org](http://texomahealth.org)**

## set up your own fund

when setting up a fund, the Foundation acts as an umbrella organization. THF's investments are expertly pooled with the goal of perpetuity which allows our donors to establish a legacy of giving for generations to come.

## designate to existing funds

- Breast Cancer Treatment & Surgeries through 500 Strong
- Children with Diabetes
- Children's Medical Services
- Dialysis Care
- Emergency Medical Technician Scholarships
- Nursing Education & Retention
- Reba's Ranch House
- Room for Hope for Cancer Patients
- Uninsured Care

## make an unrestricted gift

to benefit area nonprofits selected annually through THF's Community Grant process. The Foundation provides a fair & objective review that allows us to serve as a partner in giving & selection of strong nonprofit organizations doing good work in our area. Each year, THF selects worthy projects that improve the physical & mental health & well-being of Texoma.