

West Virginia

2021

# Senior Resource Guide



*A Resource Guide for Older Adults & Their Families*



A Publication of HD Media, LLC







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Dear Friends:

West Virginia's older population contributes enormously to the state economically, socially, and intellectually. Older West Virginians have a wealth of knowledge and experience—they helped build our nation and our state, and their contributions continue through their roles in their families and communities, and through civic engagement, volunteerism, and entrepreneurship.

Despite inaccurate negative generalizations, most older West Virginians are active and healthy; however, there may come a time when an older adult or their loved ones have concerns or are overwhelmed and need some community assistance to maintain their independence or understand their options.

This resource guide is designed to guide you to a live specialist who can help get your questions answered and make connections to a wide variety of services that can assist you, including support services, employment, volunteer opportunities, prescription and insurance counseling, benefits, and more. Regardless of your age, please take a moment to find out what's available in your community. Being informed can help you meet your personal goals.

Access to information and assistance sometimes can be the difference between the ability to remain in your home with the appropriate supports or not. It is important to access the information you need to remain independent or to care for a loved one who needs assistance—before a crisis occurs. The network of aging services providers is dedicated to providing this objective information and assistance, and they stand ready to talk with you about your needs or the needs of a loved one.

I hope you find this guide helpful. Remember, you are not alone. The first place to start is the West Virginia Aging and Disability Resource Center. Give them a call at 1-866-981-2372 or by visiting [www.navigate.org](http://www.navigate.org).

**Sincerely,**

*Brenda Landers*

**Executive Director**

**Metro Area Agency on Aging-Region II**



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# National Resources

## AARP

**WWW.AARP.ORG**

AARP is a paid-membership organization that aims to lead positive social change and deliver value to people age 50 and older through information, advocacy and service. Its website offers a wealth of information for older adults on topics ranging from caregiving to work and retirement, health, and recreation.

## Administration for Community Living

**WWW.ACL.GOV**

The Administration for Community Living (ACL) is a federal agency that helps people with disabilities and older adults to live at home with the supports they need, allowing them to participate in community life. ACL serves as the federal agency responsible for increasing access to community supports while focusing attention and resources on the needs of older Americans and people with disabilities across their lifespan. The ACL website provides information about available federal pro-

grams and services.

## Alzheimer's Association

**WWW.ALZ.ORG**

**24/7 HELPLINE:  
1-800-272-3900**

The Alzheimer's Association works to enhance care and support for those affected by Alzheimer's disease and other dementias. It operates a 24-hour, professionally staffed helpline and has local chapters across the state and country that provide information, programs and supports to those who are affected by Alzheimer's and their loved ones.

## Benefits Check Up

**WWW.BENEFITS-CHECKUP.ORG**

Did you know there are more than 2,000 federal, state, and private benefits programs available to older adults in the U.S.? Benefits Check Up is a free service of the National Council on Aging (NCOA), a nonprofit service and advocacy organization, that helps match seniors to the specific benefits they need. Many adults over 55 need help paying for prescription drugs, health care, utili-



ties and other basic needs. The website asks a series of questions to help identify benefits that could save money and cover the costs of everyday expenses. Apply for programs online or print an application form to mail.

## Eldercare Locator

**WWW.ELDERCARE.GOV**

**1-800-677-1116**

The Eldercare Locator is a nationwide directory assistance service designed to help older adults and caregivers find local support resources. The toll-free service links callers with information and services in their community and in other states.

## National Council on Aging

**WWW.NCOA.ORG**

The National Council on Aging (NCOA) is a respected national leader and trusted partner to help people aged 60 and older meet their changing needs as they age. NCOA partners with nonprofit organizations, government and businesses to provide innovative community programs and services, online help and advocacy. Its website has information on work and volunteering, healthy aging, benefits access and ensuring older adults' ability to remain independent.



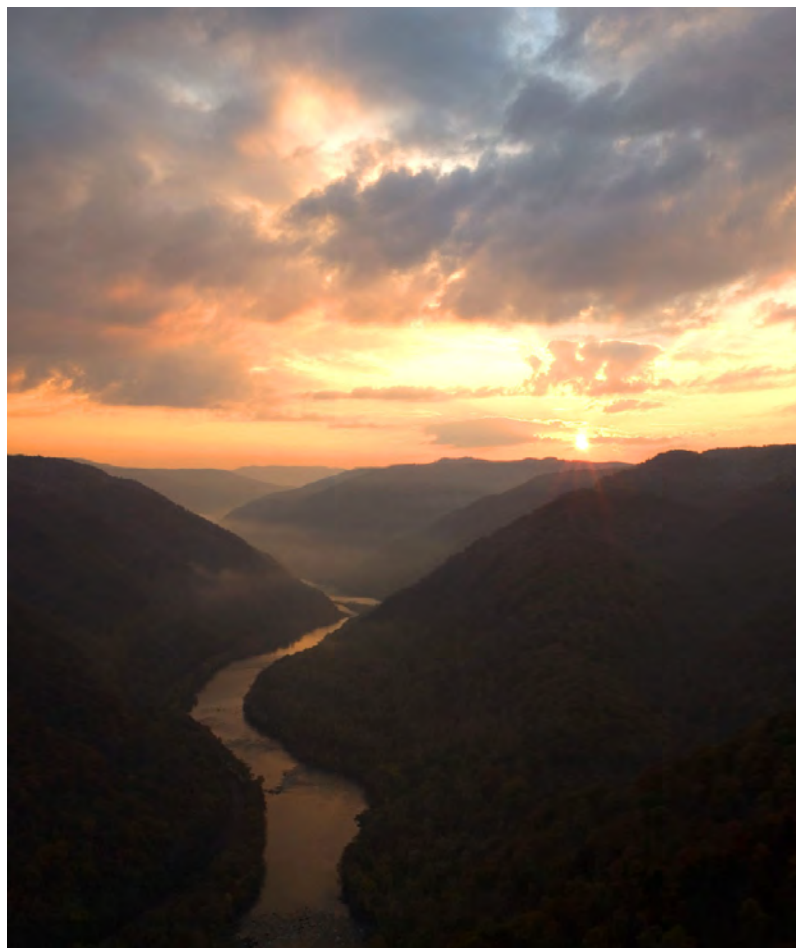
# State Resources

## State Resources in West Virginia

West Virginia's four Area Agencies on Aging (AAAs) are part of a nationwide network of organizations created by the Older Americans Act for the purpose of developing a comprehensive and coordinated plan that assures seniors have access to needed services and programs. The AAAs contract with county aging providers (senior centers) for the provision of meals, transportation, and other services; they also monitor the providers for programmatic and fiscal compliance.

**West Virginia's New River Gorge National River was established Nov. 10, 1978, by Congress.**

COURTESY OF THE WEST VIRGINIA HUMANITIES COUNCIL



### Region I

Counties Served: Brooke, Calhoun, Doddridge, Gilmer, Hancock, Harrison, Marion, Marshall, Monongalia, Ohio, Pleasants, Ritchie, Tyler, Wetzel, Wirt, Wood

#### Northwestern AAA

PO Box 2086 (105 Bridge Street Plaza)  
Wheeling, WV 26003  
Telephone: 304-242-1800  
Fax: 304-242-2437  
E-mail: [khudak@belomar.org](mailto:khudak@belomar.org)  
Website: [www.belomar.org/nwaaa.htm](http://www.belomar.org/nwaaa.htm)  
Katie Hudak, Director

### Region III

Counties Served: Barbour, Berkeley, Grant, Hampshire, Hardy, Jefferson, Lewis, Mineral, Morgan, Pendleton, Preston, Randolph, Taylor, Tucker, Upshur

#### Upper Potomac AAA

131 Providence Lane  
Petersburg, WV 26847  
Telephone: 304-257-1221; 800-296-1221  
Fax: 304-257-4958  
E-mail: [sgossard@regioneight.org](mailto:sgossard@regioneight.org)  
Website: [www.upaaa.net/index.html](http://www.upaaa.net/index.html)  
Scott Gossard, Director

### Region II

Counties Served: Boone, Cabell, Jackson, Kanawha, Lincoln, Logan, Mason, Mingo, Putnam, Roane, Wayne

#### WVSC-Metro AAA

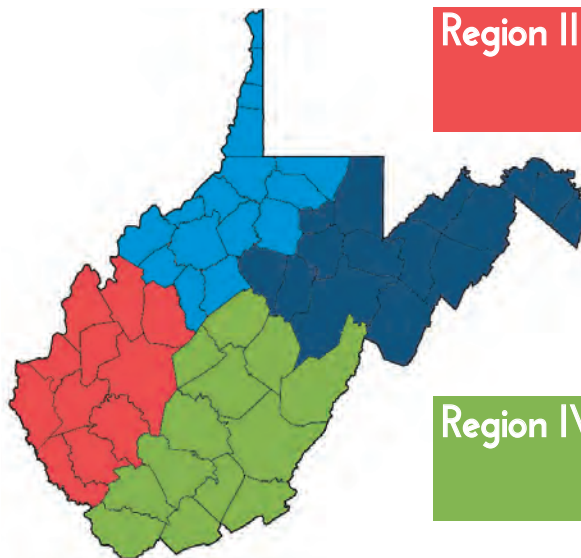
1400 Ohio Avenue, Suite B  
Dunbar, WV 25064  
Telephone: 304-720-6858  
Fax: 304-720-6864  
E-mail: [landerbr@wvstateu.edu](mailto:landerbr@wvstateu.edu)  
Website: [www.metroaaa.com](http://www.metroaaa.com)  
Brenda Landers, Director

### Region IV

Counties Served: Braxton, Clay, Fayette, Greenbrier, McDowell, Mercer, Monroe, Nicholas, Pocahontas, Raleigh, Summers, Webster, Wyoming

#### Appalachian AAA

1460 Main Street, Box 2  
Princeton, WV 24740  
Telephone: 304-425-1147; 800-473-1207  
Fax: 304-487-3767  
E-mail: [stanleyramona@citlink.net](mailto:stanleyramona@citlink.net)  
Website: [www.aaaoa.org](http://www.aaaoa.org)  
Ramona McNeely-Stanley, Director





# **BRIDGE TO LONG-TERM SERVICES AND SUPPORT**

**[WWW.WVNAVIGATE.ORG](http://WWW.WVNAVIGATE.ORG)**

## **WEST VIRGINIA AGING & DISABILITY RESOURCE CENTER**

**1400 OHIO AVENUE, SUITE B  
DUNBAR, WV 25064  
[ADRN@WVSTATEU.EDU](mailto:ADRN@WVSTATEU.EDU)**

**TOLL FREE: 866-981-2372  
304-720-6861  
FAX: 304-766-4137**

The West Virginia Aging & Disability Resource Center (ADRC) is a professionally staffed office that assists seniors and persons with disabilities find appropriate long-term services and supports. The ADRC professionals also help individuals apply for those services that suit their independent living and long-term care needs. An individual will receive as much assistance as necessary to locate and coordinate services.

The West Virginia Aging & Disability Resource Center (ADRC) and our partner agencies are a bridge to available resources to assist you and your family with questions about long-term care services and supports that may allow you or your loved one to remain at home and active in the community for as long as possible.

At the ADRC, you will find professionally trained staff that can answer your questions about programs and other resources available in your area, how to access these services, and can also assist you in applying for those programs and supports that best suit your independent living and long-term care needs.

The ADRC is a state-funded resource and is a division of the West Virginia Bureau of Senior Services. There is a wide-ranging list of resources available to you on our web site. This list is offered for informational purposes and to assist you. The West Virginia Bureau of Senior Services does not endorse or recommend any agency or business listed. The help that you receive from the ADRC will empower you to make informed choices and decisions regarding long-term care. It is recommended that you contact an ADRC office for more specific information and for a comprehensive assessment of your needs.

**Services offered at the ADRC are available to anyone, at no charge, regardless of age or income.**

**For more information about West Virginia's ADRC and for a listing of resources available in the state, please go to [www.wvnavigate.org](http://www.wvnavigate.org).**



# State Resources

## Mission West Virginia

Mission West Virginia is a non-profit organization that collaborates with public and private entities, particularly faith communities, equipping them to utilize existing resources to form new partnerships, encouraging innovative social change, and building stronger communities in West Virginia. Information on the Relatives as Parents Program (RAPP) is available. <https://www.missionwv.org/> or 304-562-0723.

## Volunteer West Virginia

This organization coordinates the various national volunteer service programs such as Foster Grandparents, RSVP, and AmeriCorps through local and regional providers. 304-558-0111 or 1-800-WVHELPS.

## WorkForce West Virginia

In addition to the Bureau of Employment Programs' role  
See RESOURCES | PAGE 10



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- Lou Gherig's Disease
- ACL Reconstruction Therapy
- Rotator Cuff Repair
- Physical Therapy After Neck or Back Surgery



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## Resources

From Page 9

compensation, unemployment, and workforce enhancement initiatives, the agency maintains multiple data sets and resource information concerning employment trends. 1-800-252-5627.

### WV Attorney General

The WV Attorney General is responsible for protecting consumers from fraud and offering educational opportunities that increase awareness. 1-800-368-8808.

### WV Department of Health and Human Resources

WDHHR is the lead agency for protecting the welfare, safety and health of West Virginians.

Specific offices providing services to seniors are included separately within this section.

### WV Developmental Disabilities Council

Both an independent council and part of DHHR, the Council serves as the lead advocate to represent the interests and needs of people with developmental disabilities. 304-558-0416.

### WV Poison Center

The West Virginia Poison Center provides comprehensive emergency poison information, prevention, and educational resources to West Virginians 24 hours a day, 7 days a week, 365 days a year. Each call to the poison center is answered by a

Specialist in Poison Information who is specially trained in the management of poisoning emergencies. 1-800-222-1222.

### WV Statewide Independent Living Council

An independent organization funded by state government, the SILC works with disabled adults who are interested in programs, practices and help toward living independently. 304-766-4624.

### WVU Center for Excellence in Disabilities

WVUCED was created to enhance the quality of life of individuals of all ages with disabilities in order that they can experience productive, independent, and totally integrated lives. 1-888-829-9426.



## Quality Care in the Comfort of Your Home



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# 304-744-5085

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- Laundry & Cleaning
- Meal Planning & Cooking
- Shopping
- Transportation to Medical Appointments
- Medication Reminders
- Companion Care





# County Senior Providers

If you need any assistance during this time, please refer to your local county provider listed below.

**Barbour County Senior Center, Inc.**

PO Box 146 (47 Church Street)  
Philippi, WV 26416  
Telephone: 304-457-4545  
Email: bcsc@bcscwv.org

**Berkeley Senior Services**

217 North High Street  
Martinsburg, WV 25401  
Telephone: 304-263-8873  
Email: amy@berkeleyseiorservices.org

**Bi-County Nutrition**

(Doddridge and Harrison nutrition)  
416 1/2 Ohio Avenue  
Nutter Fort, WV 26301  
Telephone: 304-622-4075  
Email: bicountyseniors@gmail.com

**Boone County Community Organization**

PO Box 247 (347 Kenmore Drive, Suite 1-A)  
Madison, WV 25130  
Telephone: 304-369-0451; 304-369-2750  
Email: bcco.gwilliams@suddenlinkmail.com

**Braxton County Senior Citizens Center, Inc.**

23 Senior Center Drive  
Sutton, WV 26601  
Telephone: 304-765-4090; 304-765-4091;  
w304-765-4092; 888-654-9321  
Email: dirbcsc@frontier.com

**Brooke County Committee on Aging**  
(also nutrition provider for Hancock)

948 Main Street  
Follansbee, WV 26037  
Telephone: 304-527-3410  
Email: akocher948@aol.com

**Cabell County Community Services Organization, Inc.**

724 10th Avenue  
Huntington, WV 25701  
Telephone: 304-529-4952  
Email: cholley@cccso.com

**Calhoun County Committee on Aging, Inc.**

PO Box 619 (105 Market Street)  
Grantsville, WV 26147  
Telephone: 304-354-7017  
Email: rpoling@cccwa-wv.org

**Clay Senior and Community Services, Inc.**  
(IIIB only, no nutrition)

PO Box 455 (174 Main Street)  
Clay, WV 25043  
Telephone: 304-587-2468  
Email: claysenior@frontier.com

**Doddridge County Senior Citizens, Inc.**

(IIIB only, no nutrition)  
PO Box 432 (417 West Main Street)  
West Union, WV 26456  
Telephone: 304-873-2061  
Email: dcscoffice@gmail.com

**Fayette County Office**

(Administered by Putnam Aging Services)  
PO Box 770 (108 Lewis Street)  
Oak Hill, WV 25901  
Telephone: 304-465-8484  
Email: jzamiela@putnamaging.com

**Council of Senior Citizens of Gilmer County, Inc.**

720 North Lewis Street  
Glenville, WV 26351  
Telephone: 304-462-5761  
Email: gilmerseniors@yahoo.com

**Grant County Commission on Aging Family Services**

111 Virginia Avenue  
Petersburg, WV 26847  
Telephone: 304-257-1666  
Email: gccoafs@frontier.com

**Greenbrier County Committee on Aging**

PO Box 556 (1003 Greenbrier Street)  
Rupert, WV 25984  
Telephone: 304-392-5138  
Email: gcca@suddenlinkmail.com

**Hampshire County Committee on Aging**

PO Box 41 (24781 Northwestern Pike)  
Romney, WV 26757  
Telephone: 304-822-4097 (TDD); 304-822-4030;  
304-822-4499  
Email: aginginhamp@hardynet.com

**Hancock County Senior Services**

(IIIB only, no nutrition)  
647 Gas Valley Road  
New Cumberland, WV 26047-1284  
Telephone: 304-564-3801  
Email: bwolanski@hancocksrsvs.org

**Hardy County Committee on Aging**

PO Box 632 (409 Spring Avenue)  
Moorefield, WV 26836  
Telephone: 304-530-2256; 888-538-2256  
Email: hccoa1@hardynet.com

**Harrison County Senior Citizens, Inc.**

(IIIB only, no nutrition)  
500 West Main Street  
Clarksburg, WV 26301  
Telephone: 304-623-6795  
Email: director@harrisoncountyseniorcenter.org

**Jackson County Commission on Aging, Inc.**

PO Box 617 (217 South Court Street)  
Ripley, WV 25271  
Telephone: 304-372-2406  
Email: JCCOA.cengle@gmail.com

**Jefferson County Council on Aging**

103 West 5th Avenue  
Ranson, WV 25438  
Telephone: 304-725-4044  
Email: jccoadirector@frontiernet.net

**Kanawha Valley Senior Services**

2428 Kanawha Boulevard, East  
Charleston, WV 25311  
Telephone: 304-348-0707  
Email: pjustice@kvss.org

**Lewis County Senior Citizens Center, Inc.**

171 West 2nd Street  
Weston, WV 26452  
Telephone: 304-269-5738, 1-800-695-4594  
Email: mills.dinah@aol.com

**Lincoln County Opportunity Co., Inc.**

360 Main Street  
Hamlin, WV 25523  
Telephone: 304-824-3448  
Email: williamcarpenter@lcocinc.com

**Pride Community Services, Inc.**  
(Logan County)

PO Box 1346 (699 Stratton Street)  
Logan, WV 25601  
Telephone: 304-752-6868  
Email: kathy.ooten@loganpride.com  
Email: lisha.whitt@loganpride.com

**Marion County Senior Citizens, Inc.**

105 Maplewood Drive  
Fairmont, WV 26554  
Telephone: 304-366-8779  
Email: debbie@marionseniors.org

**Marshall County Committee on Aging**  
(IIIB only, no nutrition)

805 5th Street  
Moundsville, WV 26041  
Telephone: 304-845-8200  
Email: jhoward@swave.net

**Mason County Action Group, Inc.**

101 2nd Street  
Point Pleasant, WV 25550  
Telephone: 304-675-2369  
Email: masonsensors@aol.com

**McDowell County Commission on Aging**

725 Stewart Street  
Welch, WV 24801  
Telephone: 304-436-6588  
Email: donald@mcdowellcoa.org

**CASE WV Aging Program**  
(Mercer County)

PO Box 1507  
(Main Office – 600 Trent Street)  
Princeton, WV 24740  
Telephone: 304-425-7111  
Email: mturner@casewv.org,  
amckinney@casewv.org  
Executive Offices: 355 Bluefield Avenue  
Bluefield, WV 24701



# County Senior Providers

If you need any assistance during this time, please refer to your local county provider listed below.

## **Aging and Family Services of Mineral County, Inc.**

875 South Mineral Street  
Keyser, WV 26726-3127  
Telephone: 304-788-5467  
Email: smallery@wvaging.com

## **Coalfield Community Action Partnership, Inc. (Mingo County)**

PO Box 1406 (1626 W. Third Avenue)  
Williamson, WV 25661  
Telephone: 304-235-1701  
Email: tsalmons@coalfieldcap.org

## **Senior Monongalians, Inc.**

PO Box 653  
(5000 Greenbag Rd., Suite 7, Mountaineer Mall)  
Morgantown, WV 26507-0653  
Telephone: 304-296-9812  
Email: cliddle@seniormons.org

## **Monroe County Council on Aging**

PO Box 149 (Route 219)  
Lindside, WV 24951  
Telephone: 304-753-4384  
Fax: 866-247-7077  
Telephone: 304-425-1147  
Email: marynajar@citlink.net

## **Senior Life Services of Morgan County**

106 Sandmine Road, Suite 1  
Berkeley Springs, WV 25411  
Telephone: 304-258-3096  
Email: slsmc1@hotmail.com;  
tammy\_kees@yahoo.com

## **Nicholas Community Action Partnership, Inc.**

1205 Broad Street  
Summersville, WV 26651  
Telephone: 304-872-1162  
Email: awilliams@ncapwv.org

## **Family Service - Upper Ohio Valley (also nutrition in Marshall)**

2200 Main Street, 1st Floor  
Wheeling, WV 26003  
Telephone: 304-233-2350  
Email: pcalvert@fsuov.com

## **Pendleton Senior and Family Services, Inc.**

PO Box 9 (231 Mill Road)  
Franklin, WV 26807  
Telephone: 304-358-2421  
Email: jlantz@psfsi.org

## **Pleasants County Senior Citizens Center (IIB, no nutrition)**

209 2nd Street  
St. Marys, WV 26170  
Telephone: 304-684-9243  
Email: pcscjr@frontier.com

## **Pleasants Senior Nutrition (nutrition only)**

PO Box 576 (219 2nd Street)  
St. Marys, WV 26170  
Telephone: 304-684-9319  
Email: pcseniornutrition@suddenlinkmail.com

## **Pocahontas County Senior Citizens, Inc.**

20626 Seneca Trail  
Marlinton, WV 24954  
Telephone: 304-799-6337  
Email: pocahontascoseniors@gmail.com

## **Preston County Senior Citizens, Inc.**

PO Box 10 (108 Senior Center Drive)  
Kingwood, WV 26537  
Telephone: 304-329-0464; 800-661-7556  
Email: prestonseiors@atlanticbb.net

## **Putnam Aging Program, Inc. (also nutrition in Clay and Fayette)**

2558 Winfield Road  
St. Albans, WV 25177-1554  
Telephone: 304-755-2385  
Email: jsutherland@putnamaging.com

## **Raleigh County Commission on Aging**

1614 S. Kanawha Street  
Beckley, WV 25801-5917  
Telephone: 304-255-1397  
Email: rccoa@raleighseniors.org, tammy\_trent@raleighseniors.org

## **The Committee on Aging for Randolph County, Inc.**

PO Box 727 (5th Street & Railroad Avenue)  
Elkins, WV 26241  
Telephone: 304-636-4747  
Email: lward@rcscwv.org

## **Ritchie County Integrated Family Services**

PO Box 195 (521 South Court Street)  
Harrisville, WV 26362  
Telephone: 304-643-4941  
Email: csummers@zoominternet.net

## **Roane County Committee on Aging, Inc.**

811 Madison Avenue  
Spencer, WV 25276  
Telephone: 304-927-1997  
Email: jhaverly@rccoawv.org

## **Summers County Council on Aging**

120 2nd Avenue  
Hinton, WV 25951  
Telephone: 304-466-4019  
Email: lin.goins@summersseniors.com

## **Taylor County Senior Citizens, Inc.**

52 Trap Springs Road  
Grafton, WV 26354-7711  
Telephone: 304-265-4555  
Email: taylorcscs@aol.com

## **Tucker County Senior Citizens, Inc.**

217 Senior Lane  
Parsons, WV 26287  
Telephone: 304-478-2423  
Email: sully0818@yahoo.com

## **Council of Senior Tyler Countians, Inc.**

PO Box 68 (504 Cherry Street)  
Middlebourne, WV 26149  
Telephone: 304-758-4919  
Email: amy.cstcwv@frontier.com

## **Upshur County Senior Citizens Opportunity Center, Inc.**

28 North Kanawha Street  
Buckhannon, WV 26201  
Telephone: 304-472-0528  
Email: scampbell@upwvsc.org

## **Wayne County (Lincoln County Opportunity Company)**

360 Main Street  
Hamlin, WV 25523  
Telephone: 304-824-3448  
Email: lcoc@zoominternet.net

## **Webster County Commission of Senior Citizens**

148 Court Square  
Webster Springs, WV 26288  
Telephone: 304-847-5252  
Email: webcosencitz@frontiernet.net

## **Wetzel County Committee on Aging (IIB)**

145 Paducah Drive  
New Martinsville, WV 26155  
Telephone: 304-455-3220  
Email: wetzelcoa@suddenlinkmail.com

## **Wirt County Committee on Aging, Inc.**

PO Box 370 (74 Senior Circle)  
Elizabeth, WV 26143  
Telephone: 304-275-3158  
Email: wccoas@suddenlinkmail.com

## **Wood County Senior Citizens Association, Inc.**

914 Market Street, Suite 106  
Parkersburg, WV 26101  
Telephone: 304-485-6748  
Email: kgoedel@wcscwv.org

## **Council on Aging (Wyoming County)**

PO Box 458 (695 Mountaineer Highway)  
Mullens, WV 25882  
Telephone: 304-294-8800; 800-499-4080  
Email: gibsonj@wccoas.com



# COUNTY SENIOR PROVIDERS QUICK REFERENCE GUIDE

Barbour County	304-457-4545	Mineral County	304-788-5467
Berkeley County	304-263-8873	Mingo County	304-235-1701
Boone County	304-369-0451	Monongalia County	304-296-9812
Braxton County	304-765-4090	Monroe County	304-753-4384
Brooke County	304-527-3410	Morgan County	304-258-3096
Cabell County	304-354-7017	Nicholas County	304-872-1162
Calhoun County	304-354-7017	Upper Ohio Valley	304-233-2350
Clay County	304-587-2468	Pendleton County	304-358-2421
Doddridge County	304-873-2061	Pleasants County	304-684-9243
Fayette County	304-465-8484	Pocahontas County	304-799-6337
Gilmer County	304-462-5761	Preston County	304-329-0464
Grant County	304-257-1666	Putnam County	304-755-2385
Greenbrier County	304-392-5138	Raleigh County	304-255-2385
Hampshire County	304-822-4097	Randolph County	304-636-4747
Hancock County	304-564-3801	Ritchie County	304-643-4941
Hardy County	304-530-2256	Roane County	304-927-1997
Harrison County	304-623-6795	Summers County	304-466-4019
Jackson County	304-372-2406	Taylor County	304-265-4555
Jefferson County	304-348-0707	Tucker County	304-478-2423
Kanawha County	304-348-0707	Tyler County	304-758-4919
Lewis County	304-269-5738	Upshur County	304-472-0528
Lincoln County	304-824-3448	Wayne County	304-824-3448
Logan County	304-752-6868	Webster County	304-847-5252
Marion County	304-366-8779	Wetzel County	304-455-3220
Marshall County	304-845-8200	Wirt County	304-485-5748
Mason County	304-675-2369	Wood County	304-485-6748
McDowell County	304-436-6588	Wyoming County	304-294-8800
Mercer County	304-425-7111		



# Older Americans Act Programs/LIFE

Individuals age 60 and older may be eligible for a variety of in-home services through the Older Americans Act. These services are offered through county senior providers (senior centers). As they may vary by county, please contact the providers for further information. See page 11. Examples of services include:

- \* **Home-delivered meals** – a healthful meal—usually lunch—is delivered to the home of an eligible homebound individual.
- \* **Assisted Transportation** – assistance for those who have difficulties using regular vehicular transportation
- \* **Homemaker** – preparation of meals, shopping, managing medication, and laundry for seniors who are unable to handle such tasks on their own
- \* **Caregiver Support** – helping caregivers access information and assistance, formation of support groups, and respite services for caregivers

**LIFE (Legislative Initiative for the Elderly)** is a state-funded program and part of the senior center array of services. Services vary by county but are modeled after those provided by the Older Americans Act.

## Caring



## Friendship



## Security





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## Cardiac Care

Nationally-recognized for quality, CAMC's heart and vascular team is committed to keeping you healthy. Our cardiologists, cardiothoracic and cardiovascular surgeons, electrophysiologists and other heart specialists specialize in a variety of conditions including:

- Heart attack
- Angina
- Arrhythmias
- Atrial fibrillation
- Congestive heart failure
- Coronary artery disease
- Hypertension/High blood pressure

## Cancer Care

At CAMC, you won't fight cancer alone. As West Virginia's leading provider of cancer services, our expert team of surgeons, medical oncologists, radiation oncologists, nurse navigators and social workers offer the highest level of care in a supportive environment for many types of cancer including:

- Breast cancer
- Lung cancer
- Prostate cancer
- Bladder cancer
- Colorectal cancer
- Ovarian cancer
- Pancreatic cancer
- Cervical cancer
- Liver cancer
- Leukemia
- Skin cancer/Melanoma
- Head and neck cancers

Find the best doctor for you at [camc.org](http://camc.org).

# Community Programs, Services and Resources

## Alzheimer's Disease and other Dementias

Many people struggle to cope with the challenges of Alzheimer's disease and other forms of dementia. Services are available to assist those living with the disease and their families through the Alzheimer's Association's community assistance program. Alzheimer's Association — WV Chapter, 1601 2nd Ave., Charleston, WV, 25387; 304-343-2717.

## CAREGIVER SUPPORT

### American Cancer Society (ACS)

1700 MacCorkle Avenue, SE, 3rd Floor, Charleston, WV, 25314, Kanawha County  
Business: 304-296-8155  
Website: [www.cancer.org](http://www.cancer.org)

### American Lung Association of WV

2102 Kanawha Boulevard East, Charleston, WV, 25311, Kanawha County  
Local: 304-342-6600;  
Toll free: 800-586-4872  
Website <http://www.lung.org/>



### Grief Share

GriefShare is a friendly, caring group of people who will walk alongside you through one of life's most difficult experiences. Find a GriefShare support group or event near you at [Griefshare.org](http://Griefshare.org)

### SAMHSA's (Substance Abuse and Mental Health Services Administration)

Disaster Distress Helpline SAMHSA provides 24/7, 365-day-a-year crisis counseling and support to people experiencing emotional distress related to natural or human-caused disasters.

The Disaster Distress Helpline, 1-800-985-5990 is a 24/7, 365-day-a-year, national hotline dedicated to providing immediate crisis counseling.

### West Virginia Strong Summer Food Assistance Programs

On June 4, 2020, Governor Justice announced improved coordination among all state, federal and community nutritional resources as a part of his Administration's COVID-19 response. You can call 2-1-1 and a member of the United Way team will assist you. West Virginia was also added to the

new SNAP Initiative that will allow SNAP benefits to be used when ordering food products online at Walmart or Amazon.

### Services for seniors during the COVID-19 crisis

If you are looking for information on what senior services are available during the COVID-19 crisis, contact your local county aging provider (senior center). Find your local center by viewing page 13 and contact your County Senior Provider.



# Community Programs, Services, and Resources

## HOME CARE SERVICES

Home care provides care at home for people who suffer from an illness, injury or condition, who might otherwise be placed into a hospital, nursing home, or other care facility. Home care usually is provided by an agency and paid for privately by insurance or a government program. Listed below are some of the programs that may be available to you or your loved one.

## LIGHTHOUSE Program

The LIGHTHOUSE Program provides support in four areas: personal care, mobility, nutrition and environment. An individual can receive up to 60 hours of LIGHTHOUSE services per month, based on need and availability of caregivers. Senior aging programs in each county employ caregivers who provide in-home assistance through the program and the fee is based on a sliding scale

according to the person's income.

## Aged and Disabled Waiver Program

The Medicaid Aged and Disabled Waiver (ADW) Program provides in-home and community services to individuals 18 years of age and older who are medically and financially eligible. Medical eligibility is based on a functional assessment by a medical professional. A Medical Necessity Evaluation Request — or MNER

— must be completed by applicant and the applicant's physician. Financial eligibility is determined at the county Department of Health and Human Resources office. Information on eligibility can be found on the Bureau of Medical Services website. or call 866-981-2372. Services may include assistance with bathing, dressing, toileting, grooming, light housekeeping, laundry, errands and meal prep.

See HOME CARE | PAGE 18



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# Home care

From Page 17

## Intellectual/and/or Developmental Disabilities Waiver Program

The West Virginia I/DD Waiver is a federally/state funded program for individuals with intellectual and/or developmental disabilities. The West Virginia I/DD Waiver program reimburses for services to instruct, train, support, supervise and assist individuals to achieve their highest level of independence possible. For more information, contact the Aging and Disability Resource Centers, toll free 1-866-987-2372; website: [www.wvnavigate.org](http://www.wvnavigate.org) or KEPRO toll free: 1-866-385-8920 or WV Bureau for Medical Services, telephone: 304-558-1700; website: <http://www.dhhr.wv.gov/bms/hcbs/IDD/Pages/default.aspx>.

## Medicaid State Plan Personal Care Program

The Medicaid State Plan Personal Care program assists eligible Medicaid beneficiaries to perform personal hygiene (bathing),



Home care provides care at home for people who suffer from an illness, injury or condition, who might otherwise be placed into a hospital, nursing home, or other care facility.

dressing, eating, transferring (mobility), and maintaining continence and some light housekeeping. Assistance with these activities are provided by approved, licensed home care aides and agencies. A Medicaid participant can apply by completing a Medical Necessity Form. More information can be found at the WV BMS website at <http://dhhr.wv.gov/bms/Programs/PCS>.

## Traumatic Brain Injury Program

The West Virginia Traumatic Brain Injury

(TBI) Waiver program provides home and community-based services to those with traumatic brain injury. These services are provided in conjunction with the support and assistance of family members, friends and other caregivers. TBI Waiver services include: case management, personal attendant services and transportation. A Medical Necessity Evaluation Request — or MNER — must be completed by applicant and the applicant's physician, physician's assistant,

nurse practitioner or neuropsychologist. Financial eligibility is determined at the county Department of Health and Human Resources office. Information on eligibility and forms can be found on the WV Bureau of Medical Services website <http://www.dhhr.wv.gov/bms/Programs/WaiverPrograms/TBIW/Pages/default.aspx> or by contacting the WV ADRC at 866-981-2372.

## Faith in Action

Faith in Action provides a variety of services to eligible



older adults based on the availability of volunteers to fulfill the requested needs. Services that may be offered include:

- Transportation to medical appointments
- Grocery shopping assistance
- Telephone reassurance calls
- Honey Do Crew projects (minor home repairs & maintenance)
- Special projects

For more information, contact Faith in Action of the Greater Kanawha Valley, Inc. P.O. Box 11623 Charleston, WV 25339; email [info@faithinactiongkv.com](mailto:info@faithinactiongkv.com); phone 304-881-7253. Or contact Faith in Action of the River Cities, 200 19th St, Huntington, WV 25703; Phone: 304-697-1274.

### Skilled Home Health Care Services

Home health nurses provide direct care and teach you and your caregivers about your care. They also manage, observe, and evaluate your care. Examples of skilled nursing care include: giving IV drugs, certain injections, tube feedings, dressing changes, and education about prescription drugs or diabetes care. A Home Health Care therapy team may include physical

therapy, occupational therapy and speech therapy depending on what each individual treatment may need. Physical therapists work with patients on mobility issues, such as difficulty walking, weakness, balance deficits, falls, dizziness and vertigo, pain, or other physical issues. Their purpose is to help patients engage in life at the highest level. Physical therapists can also help patients by recommending and assisting with the correct fit and adjustment of adaptive devices, such as a front-wheel walker, an all-terrain walker, or a cane.

Occupational therapists focus on activities of daily living and helping patients reach for and return to prior ability levels in completing care tasks such as: dressing, grooming, bathing, toileting, transfers, cooking, housekeeping, and home management. They also help patients improve strength, coordination, and balance for daily tasks. Occupational therapists may also assess safety and durable medical equipment needs to help their patients function safely at home.

Speech therapists help improve swallowing capabilities as well as verbal, thinking, memory,

problem-solving, and orientation skills. They promote the patient's safety awareness at home. They may also work with patients to help them improve communication with family members and other caregivers.

### Hospice Services

Hospice is a philosophy of care that provides appropriate skilled, compassionate care to patients and their families so they receive the support and guidance they need to meet the challenges of serious illness. A personalized plan of care incorporates what is important to the patient and the caregiver. It emphasizes quality of life and assists patients to live as fully and comfortably as possible.

Some area hospice programs include:

■ Hospice Care, 1606 Kanawha Boulevard West, Charleston, WV, 25387; toll free, 800-560-8523 or local, 304-768-8523; <https://www.hospicecarewv.org/>

■ Hubbard Hospice House, 1001 Curtis Place, Charleston, WV, 25311; local phone, 304-926-2200 or toll free, 800-560-8523.

■ Hubbard Hospice House West, 4605 MacCorkle Ave. SW, S. Charleston, WV, 25309; local phone, 304-414-5170

or toll free, 800-560-8523.

■ Hospice of Huntington, 1101 6th Ave.; PO Box 464, Huntington, WV; local phone, 304-529-4217.

■ Dignity Hospice of Chapmanville, 557 Main St.; PO Box 4304, Chapmanville, WV; local phone, 304-855-4764.

### Respite Services

Respite services provide informal caregivers (spouses, family, friends) with a temporary break from their caregiving responsibilities and associated stresses. Informal caregivers often face financial, physical, and emotional burdens that can have an impact on their families, social lives, and careers. The FAIR (Family Alzheimer's In-Home Respite) Program is designed to provide care and activities for individuals with Alzheimer's disease or a related dementia and give family caregivers a needed break. For more information, contact the West Virginia Bureau of Senior Services toll free at 1-877-987-3646; call your local senior center; or visit [www.wvseniorservices.gov](http://www.wvseniorservices.gov).

# West Virginia Skilled Nursing Facilities by County

## BARBOUR

**Good Samaritan Society Of Barbour County - (304)823-2555**  
216 Samaritan Circle,  
Belington, WV 26250

## BERKELEY

**Care Haven Center - (304)263-0933**  
2720 Charles Town Rd.,  
Martinsburg, WV 25401

**Stonerise Martinsburg - (304)263-8921**  
209 Clover St.,  
Martinsburg, WV 25404

## BOONE

**Hillcrest Health Care Center - (304)369-0986**  
462 Kenmore Dr.,  
Danville, WV 25053

## BRAXTON

**Braxton Health Care Center - (304)765-2861**  
859 Days Dr.,  
Sutton, WV 26601

## BROOKE

**Brightwood Center - (304)527-1100**  
840 Lee Rd.,  
Follansbee, WV 26037

**Stonerise Wellsburg - (304)394-5322**  
70 Valley Haven Dr.,  
Wellsburg, WV 26070

## CABELL

**Cabell Health Care Center - (304)390-5709**  
30 Hidden Brook Way,  
Culloden, WV 25510

**Heritage Center - (304)525-7622**  
101-13Th Street,  
Huntington, WV 25701

**Huntington Health And Rehabilitation Center - (304)529-6031**  
1720 17Th Street,  
Huntington, WV 25701

**Madison Park Healthcare - (304)522-0032**  
700 Madison Avenue,  
Huntington, WV 25704

## CLAY

**Clay Health Care Center - (304)286-4204**  
1053 Clinic Drive,  
Ivydale, WV 25113

## FAYETTE

**Ansted Center - (304)658-5271**  
96 Tyree Street,  
Ansted, WV 25812

**Fayette Nursing And Rehabilitation Center - (304)574-0770**  
100 Hresan Boulevard,  
Fayetteville, WV 25840

**Hidden Valley Center - (304)465-1903**  
422 23RD Street,  
Oak Hill, WV 25901

**Hilltop Center - (304)469-2966**  
152 Saddleshop Road,  
Hilltop, WV 25855

**Montgomery General Elderly Care - (304)442-7479**  
501 Adams Street,  
Montgomery, WV 25136

## GILMER

**Glenville Center - (304)462-5718**  
111 Fairground Road,  
Glenville, WV 26351

## GRANT

**Grant Rehabilitation And Care Center - (304)257-4233**  
127 Early Avenue,  
Petersburg, WV 26847

## GREENBRIER

**Greenbrier Health Care Center - (304)645-3076**  
1115 Maplewood Avenue,  
Lewisburg, WV 24901

**Stonerise Lewisburg - (304)645-7270**  
979 Rocky Hill Road,  
Ronceverte, WV 24970

**Stonerise Rainelle - (304)438-6127**  
276 Pennsylvania Avenue,  
Rainelle, WV 25962

**White Sulphur Springs Center - (304)536-4661**  
345 Pocahontas Trail,  
White Sulphur Springs, WV 24986

## HAMPSHIRE

**Hampshire Center - (304)822-7527**  
260 Sunrise Boulevard,  
Romney, WV 26757

**Hampshire Memorial Hospital - (304)822-4561**  
363 Sunrise Blvd.,  
Romney, WV 26757

## HANCOCK

**Stone Pear Pavilion - (304)387-0101**  
125 Fox Lane,  
Chester, WV 26034

**Weirton Geriatric Center - (304)723-4300**  
2525 Pennsylvania Avenue,  
Weirton, WV 26062

## HARDY

**E.A. Hawse Nursing And Rehabilitation Center - (304)897-5903**  
18086 State Route 55,  
Baker, WV 26801

## HARRISON

**Bridgeport Health Care Center - (304)842-4135**  
1081 Maplewood Drive,  
Bridgeport, WV 26330

**Clarksburg Nursing And Rehabilitation Center - (304)624-6500**  
2096 Davisson Run Road,  
Clarksburg, WV 26301

**Salem Center - (304)782-3000**  
255 Sunbridge Drive,  
Salem, WV 26426

**Stonerise Bridgeport - (304)842-7101**  
41 Crestview Terrace,  
Bridgeport, WV 26330

**Stonerise Clarksburg - (304)624-6401**  
100 Parkway Drive,  
Clarksburg, WV 26301

## JACKSON

**Eldercare Health And Rehabilitation - (304)372-5115**  
107 Miller Drive, Ripley, WV 25271

**Ravenswood Village - (304)273-9385**  
200 Ritchie Avenue,  
Ravenswood, WV 26164

## JEFFERSON

**Canterbury Center - (304)876-9422**  
80 Maddex Drive,  
Shepherdstown, WV 25443

**Shenandoah Center - (304)724-1101**  
50 Mulberry Tree Street,  
Charles Town, WV 25414

**Willow Tree Healthcare Center - (304)725-6575**  
1263 South George St.,  
Charles Town, WV 25414

## KANAWHA

**Cedar Ridge Center - (304)984-0046**  
302 Cedar Ridge Road,  
Sissonville, WV 25320

**Dunbar Center - (304)744-4761**  
501 Caldwell Lane,  
Dunbar, WV 25064

**Glasgow Health And Rehabilitation Center - (304)595-1155**  
120 Melrose Drive, Box 350,  
Glasgow, WV 25086

**Marmet Center - (304)949-1580**  
One Sutphin Drive,  
Marmet, WV 25315

**Meadowbrook Acres - (304)344-4268**  
2149 Greenbrier Street,  
Charleston, WV 25311

**Oak Ridge Center - (304)347-4372**  
1000 Association Drive,  
Charleston, WV 25311

**Riverside Health And Rehabilitation Center - (304)768-0002**  
6500 Maccorkle Ave. SW,  
St. Albans, WV 25177

**Stonerise Charleston - (304)925-4771**  
3819 Chesterfield Avenue,  
Charleston, WV 25304

**Valley Center - (304)768-4400**  
1000 Lincoln Drive,  
Charleston, WV 25309

## LEWIS

**Crestview Manor Nursing And Rehabilitation - (304)884-7811**  
199 Court Street  
Jane Lew, WV 26378

## LINCOLN

**Lincoln Nursing And Rehabilitation Center - (304)824-3133**  
200 Monday Drive,  
Hamlin, WV 25523

## LOGAN

**Logan Center - (304)752-2273**  
55 Logan Mingo Mental Health  
Center Road,  
Logan, WV 25601

**Trinity Health Care Of Logan - (304)752-8723**  
1000 West Park Avenue,  
Logan, WV 25601

## MCDOWELL

**McDowell Nursing And Rehabilitation Center - (304)448-2121**  
150 Venus Road,  
Gary, WV 24836

## MARION

**Fairmont Healthcare And Rehabilitation Center - (304)363-5633**  
130 Kaufman Drive,  
Fairmont, WV 26554

**John Manchin Sr Health Care Center - (304)363-2500**  
401 Guffey Street,  
Fairmont, WV 26554



# West Virginia Skilled Nursing Facilities by County

## **Pierpont Center At Fairmont Campus - (304)363-2273**

1543 Country Club Road,  
Fairmont, WV 26554

## **St. Barbara's Memorial Nursing Home - (304)534-5220**

134 St Barbaras Road,  
Monongah, WV 26554

## **Tygart Center At Fairmont Campus - (304)366-9100**

1539 Country Club Road,  
Fairmont, WV 26554

## **MARSHALL**

## **Cameron Nursing And Rehabilitation Center - (304)686-3318**

Route 4, Box 20,  
Cameron, WV 26033

## **Stonerise Moundsville - (304)843-1035**

2200 Floral Street,  
Moundsville, WV 26041

## **MERCER**

## **Maples Nursing Home - (304)327-2485**

1600 Bland Street,  
Bluefield, WV 24701

## **Mercer Nursing And Rehabilitation Center - (304)325-5448**

1275 Southview Drive,  
Bluefield, WV 24701

## **Princeton Health Care Center - (304)487-3458**

315 Courthouse Rd.,  
Princeton, WV 24740

## **Stonerise Princeton - (304)425-8128**

1924 Glen Wood Park Rd.,  
Princeton, WV 24740

## **MINERAL**

## **Dawn View Center - (304)298-3602**

15 Diane Drive,  
Fort Ashby, WV 26719

## **Stonerise Keyser - (304)788-3415**

135 Southern Drive,  
Keyser, WV 26726

## **MINGO**

## **Trinity Health Care Of Mingo - (304)235-7005**

100 Hillcrest Drive,  
Williamson, WV 25661

## **MONONGALIA**

## **The Madison - (304)285-0692**

161 Bakers Ridge Road,  
Morgantown, WV 26508

## **Morgantown Health And Rehabilitation Center - (304)599-9480**

1379 Van Voorhis Rd.,  
Morgantown, WV 26505

## **Stonerise Morgantown - (304)285-2720**

30 Mon General Drive,  
Morgantown, WV 26505

## **Sundale Nursing Home - (304)599-0497**

800 J D Anderson Drive,  
Morgantown, WV 26505

## **MONROE**

## **Stonerise Lindside - (304)599-0497**

10797 Seneca Trail South,  
Lindside, WV 24951

## **MORGAN**

## **Stonerise Berkeley Springs - (304)258-3673**

456 Autumn Acres Road,  
Berkeley Springs, WV 25411

## **OHIO**

## **Continuous Care Center Wheeling Hospital - (304)243-3800**

236 Hüllihen Place,  
Wheeling, WV 26003

## **Good Shepherd Nursing Home - (304)242-1093**

159 Edgington Lane,  
Wheeling, WV 26003

## **Guardian Elder Care At Wheeling - (304)234-0500**

20 Homestead Avenue,  
Wheeling, WV 26003

## **PENDLETON**

## **Pendleton Manor - (304)358-2322**

68 Good Samaritan Drive,  
Franklin, WV 26807

## **PLEASANTS**

## **Stonerise Belmont - (304)665-2065**

506 Riverview Road,  
Belmont, WV 26134

## **POCAHONTAS**

## **Pocahontas Center - (304)799-7375**

5 Everett Tibbs Road,  
Marlinton, WV 24954

## **PRESTON**

## **Stonerise Kingwood - (304)329-3195**

300 Miller Road,  
Kingwood, WV 26537

## **PUTNAM**

## **Putnam Center - (304)757-6805**

300 Seville Road,  
Hurricane, WV 25526

## **Teays Valley Center - (304)757-7826**

1390 North Poplar Fork Rd.,  
Hurricane, WV 25526

## **RALEIGH**

## **Pine Lodge - (304)252-6317**

405 Standford Road,  
Beckley, WV 25801

## **Raleigh Center - (304)763-3051**

1631 Ritter Drive,  
Daniels, WV 25832

## **Stonerise Beckley - (304)256-1650**

100 Heartland Drive,  
Beckley, WV 25801

## **RANDOLPH**

## **Elkins Regional Convalescent Center - (304)636-1391**

1175 Beverly Pike,  
Elkins, WV 26241

## **RITCHIE**

## **Pine View Nursing And Rehabilitation Center - (304)643-2712**

400 McKinley Avenue,  
Harrisville, WV 26362

## **ROANE**

## **Miletree Center - (304)927-1007**

825 Summit Street,  
Spencer, WV 25276

## **Roane General Hospital - (304)927-4444**

200 Hospital Drive,  
Spencer, WV 25276

## **SUMMERS**

## **Summers Nursing And Rehabilitation Center - (304)466-0332**

198 John Cook Nursing Home Rd.,  
Hinton, WV 25951

## **TAYLOR**

## **Rosewood Center - (304)265-0095**

8 Rose Street,  
Grafton, WV 26354

## **Taylor Health Care Center - (304)265-0400**

2 Hospital Plaza,  
Grafton, WV 26354

## **TUCKER**

## **Cortland Acres Nursing Home**

- (304)463-4181

39 Cortland Acres Lane,  
Thomas, WV 26292

## **TYLER**

## **Sistersville Center - (304)652-1032**

201 Wood Street Operations, LLC,  
Sistersville, WV 26175

## **UPSHUR**

## **Holbrook Healthcare Center**

- (304)472-3280

183 Holbrook Road,  
Buckhannon, WV 26201

## **WAYNE**

## **Wayne Nursing And Rehabilitation Center**

- (304)697-7007

6999 Route 152,  
Wayne, WV 25570

## **WEBSTER**

## **Webster Nursing And Rehabilitation Center**

- (304)226-5301

411 Erbacon Road,  
Cowen, WV 26206

## **WETZEL**

## **New Martinsville Center - (304)455-2600**

225 Russell Avenue, New  
Martinsville, WV 26155

## **WIRT**

## **Elizabeth Care Center - (681)236-1010**

495 Court Street,  
Elizabeth, WV 26143

## **WOOD**

## **Ohio Valley Health Care - (304)485-5137**

222 Nicolette Road,  
Parkersburg, WV 26104

## **Parkersburg Center - (304)485-5511**

1716 Gihon Road,  
Parkersburg, WV 26101

## **Stonerise Parkersburg - (304)485-6476**

1600 27th Street,  
Parkersburg, WV 26101

## **Willows Center - (304)428-5573**

723 Summers Street,  
Parkersburg, WV 26101

## **Worthington Healthcare Center - (304)485-7447**

2675 36TH Street,  
Parkersburg, WV 26104

## **WYOMING**

## **Wyoming Nursing And Rehabilitation Center - (304)294-7586**

236 Warrior Way,  
New Richmond, WV 24867

# Right at Home

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A global network where most offices are independently owned and operated.





# FAIR

## Family Alzheimer's In-Home Respite

**FAIR gives caregivers a temporary timeout—a brief respite from caregiving responsibilities.**

### What is FAIR?

FAIR—is a program designed to provide care and activities for individuals with Alzheimer's disease or a related dementia and give family caregivers a needed break.

### What services are provided?

A trained worker can go into the home to provide:

- A regular break for caregivers
- Activities and companionship for the person with dementia.

### What are the eligibility requirements for FAIR?

- The person receiving care must have a diagnosis of Alzheimer's disease or a related dementia
- There has to be an unpaid caregiver
- The care must be provided in West Virginia

### Is there a charge for FAIR services?

The cost for FAIR services is based on a sliding fee scale.

# FAIR

- WV Lottery funded program
- Is available in all 55 counties
- Meets unique needs of Alzheimer's caregivers
- Provides workers who understand Alzheimer's disease and related dementias
- Is designed to give individual attention to each person with dementia.

*"When I learned that my wife qualified for FAIR, it was like I received the best Christmas present you can get."*

*"I am sure that, without FAIR, my mother would be in a nursing home."*

**For more information, contact the West Virginia Bureau of Senior Services toll-free at 1-877-987-3646; call your local senior center; or visit [www.wvseniorservices.gov](http://www.wvseniorservices.gov)**





# Community Programs, Services and Resources

## Adult Day Care

Adult day care offers mental, social, and physical activities for adults who've lost some independence due to cognitive impairments or chronic health conditions. The benefits of adult day care: provides meals, activities, and social interaction in a facility where older adults are monitored by trained staff.

Adult day services are the perfect fit for families

who wish to keep their aging loved ones at home, but need help during the day while they work.

For more information about available Adult Day Care services contact:

■ In Kanawha county — Kanawha Valley Senior Services at 304-348-0707

■ In Putnam county— Putnam Aging at 304-755-2385

## TRANSITION SERVICES

### Take Me Home Transition Program

The Take Me Home (TMH) Transition Program is a program of the West Virginia Bureau for Medical Services (BMS). The purpose of TMH is to identify qualifying residents of long-term care facilities who wish to return to their own homes and apartments in the community and

provide them with supports and services they need to do so. The TMH Transition Program is supported by West Virginia's Money Follows the Person (MFP) Rebalancing Demonstration Grant. Individuals wishing to transition to the community often face numerous obstacles including a lack of funds for security and utility deposits, lack of basic household items and furniture, limited community supports, and no one



to help develop comprehensive plans to transition home. TMH helps address many of these barriers by providing services and supports including transition coordination, pre-transition case management and community transition services to qualified applicants. For more information about Take Me Home, call 855-519-7557 or visit their website at [www.TMHWV.org](http://www.TMHWV.org). To make a referral, call the Aging & Disability Resource Center (ADRC) at 866-981-2372.

### **Olmstead Transition and Diversion Program**

The purpose of the Olmstead Transition & Diversion Program is to assist people who live in facilities such as nursing homes, intermediate care facilities, state psychiatric facilities, rehabilitation facilities, etc. to transition into the community or to help people who are at risk of placement into a facility stay in their own home. The following are some of the things the fund can cover: security deposits required to obtain a lease on an apartment or house;

essential and basic household furnishings required to occupy an apartment or house, including furniture; window coverings; food preparation items; and bed/bath linens. The funds can also be used for set up fees or deposits for utility or service access, including telephone, electricity, and water along with moving expenses, assistive devices or technology and home accessibility adaptations or modifications. Funding is limited to \$2,500 per person per year. If a person has a need that exceeds the limit, the person will be asked to identify how the rest of the

need will be met. There is a limit of one approved application per year. You can contact the West Virginia Olmstead Transition Olmstead Office & Diversion Program Director Carissa Davis at 304-352-0786 or toll free at 866-761-4628.

## **Take Me Home, West Virginia**



Individuals in long-term care facilities face a number of challenges in returning to their homes. These challenges include lack of money for rental and utility deposits, basic household items, limited community support and limited assistance in transition plan development.

The initiative, Take Me Home, West Virginia, will provide additional services and support to eligible Medicaid members moving from long-term care facilities to their own homes. In addition, the program will explore changes to our State's long-term care system to enhance home and community-based services options for Medicaid members.

### **Who is Eligible to Participate in Take Me Home, West Virginia?**

- \* Those living in a nursing facility, hospital, institution for mental disease or a combination of any of the three for at least 90 consecutive days (excluding Medicare rehabilitation days)
- \* Those who receive Medicaid benefits on the last day prior to transitioning from the long-term facility to the community
- \* Those who choose to move to a "qualified residence"
  - A person's own home • A person's family home • A person's own apartment
  - A group home with 4 or fewer people

***For more information, please reach out to the Aging & Disability Resource Center in your region!***





**GET THE  
FAMILY  
CAREGIVING  
SUPPORT  
YOU NEED,  
WHEN YOU  
NEED IT**

Your caregiving journey can be challenging in all kinds of ways.

You never know where it might lead you next.

At AARP Family Caregiving, we're here to help you get answers, connect with other family caregivers and find resources online and close to home. So you can take care of what matters most

**To learn more, visit [aarp.org/caregiving](http://aarp.org/caregiving).**

 AARPWestVirginia  
 @AARPWV

**AARP<sup>®</sup>**  
**West Virginia**



Caregiving may be one of the most important – and challenging – roles you’ll ever take on in your life. No matter where you are in your caregiving journey – starting to plan; taking care of a family member in your home, in a facility, or from a distance; or managing end-of-life caregiving responsibilities – having resources at your fingertips will make the process easier.

AARP offers a wealth of free resources to support family caregivers along their journey. A great starting point to help you find the services and supports is AARP’s Caregiving Resource Center at [www.aarp.org/caregiving](http://www.aarp.org/caregiving), where families can access information, content and tools that can be helpful no matter where you are on the continuum of caregiving.

## **GENERAL RESOURCES**

### **Supporting Family Caregivers in Your State**

AARP has a website dedicated to providing you with information about how we’re advocating for caregivers in your state.

[www.aarp.org/StateCaregiving](http://www.aarp.org/StateCaregiving)

## **FINANCIAL RESOURCES**

### **AARP Benefits Quick Link**

Find public benefits that can help you pay for food, medicine, health care, utilities and more by using AARP Foundation’s Benefits QuickLINK tools.

[www.aarp.org/quicklink](http://www.aarp.org/quicklink)

## **WORKPLACE/EMPLOYER RESOURCES**

### **Supporting Caregivers in the Workplace**

AARP offers valuable resources to help employers create a caregiver-friendly workplace.

[www.aarp.org/employercaregiving](http://www.aarp.org/employercaregiving)

## **SPECIFIC AUDIENCE RESOURCES**

### **AARP Caregiving Guides**

AARP offers free caregiving guides for specific audiences, including a guide for military families and LGBTQ individuals. There are also guides offered in Spanish and Mandarin and are designed to help develop and implement a caregiving plan.

[aarp.org/preparetocare](http://aarp.org/preparetocare)

## **CARE FOR CAREGIVERS**

### **Community Connections**

AARP Community Connections is a new website that offers steps to find or give help. Organize online mutual aid groups to stay connected, share ideas, and help those in need.

[aarpcommunityconnections.org](http://aarpcommunityconnections.org)

## Create the Good

Create the Good connects you with volunteer opportunities and project ideas to share your life experiences, skills and passions in your community.

[createthegood.aarp.org](http://createthegood.aarp.org)

## AARP RESOURCES FOR FAMILY CAREGIVERS

### AARP Family Caregiving Website

AARP's Family Caregiving website is your one-stop shop for tips and tools to help you care for a loved one. It has valuable information about handling medical issues, health records and advance directives, home safety, financial and legal issues, caregiver life balance and much more. [aarp.org/caregiving](http://aarp.org/caregiving) (en Espanol: [aarp.org/cuidar](http://aarp.org/cuidar)).

### AARP Family Caregiving Resource Line

Connect with a real person and learn how to access local resources via our toll-free family caregiving hotline. 1-877-333-5885 (en Espanol: 1-888-971-2013)

### AARP Family Caregivers Facebook Group

Join the AARP Family Caregivers Discussion Group on Facebook to connect, ask questions and share ideas with other family caregivers. Join here: [facebook.com/groups/aarpfamilycaregivers/](https://facebook.com/groups/aarpfamilycaregivers/)

### Community Resource Finder

Community Resource Finder, a joint resource from Alzheimer's Association and AARP, is a database of dementia and aging-related resources powered by Carelike®. The online tool makes it easy to find local programs and services. [communityresourcefinder.org](http://communityresourcefinder.org)

### AARP Online Caregiving Community

Join our community and connect with other caregivers like you. [aarp.org/caregivingcommunity](http://aarp.org/caregivingcommunity)

### I Heart Caregivers

Join the thousands of family caregivers who have shared their experiences through AARP's storytelling initiative, I Heart Caregivers. Your story will help AARP continue to fight for more support for family caregivers.

[aarp.org/iheartcaregivers](http://aarp.org/iheartcaregivers)

### AARP HomeFit Guide

The AARP HomeFit Guide can help individuals and families make their current or future residence age-friendly. In addition, elected officials, policymakers and local leaders can learn about and advocate for the types of housing features and designs that communities need so their residents can live safely and comfortably and thrive.

[www.aarp.org/homefit](http://www.aarp.org/homefit)

### National Resources for Family Caregivers

A listing of national agencies, groups and organizations that connect family caregivers with direct services and supports.

[aarp.org/resourcesforcaregivers](http://aarp.org/resourcesforcaregivers)





# Long-Term Care Ombudsman

Funding provided by the Bureau of Senior Services, Charleston, West Virginia

**The mission of the Office of the Long-Term Care Ombudsman is to enhance the quality of life, improve the level of care, protect the individual rights and promote the dignity of each senior citizen housed in a long-term care facility.**

## **West Virginia Long-Term Care Ombudsman Program Philosophy**

A Long-Term Care Ombudsman should be accessible, reasonable, fair, knowledgeable of issues affecting long-term care residents, and possess the necessary skills to resolve problems using, whenever possible, informal techniques of mediation, conciliation, and persuasion.

## **What does the Volunteer Ombudsman do?**

- Advocates for residents' rights and quality care in nursing home facilities, assisted living facilities, and similar long-term care facilities.
- Monitors the long-term care system and makes appropriate recommendations for improvements.
- Makes unannounced visits to facilities.
- Provides information to residents and mediates their concerns.
- Provides community education.

## **Making a Difference in a Long-Term Care Resident's Life - Legal Aid of West Virginia**

## **Who does the West Virginia Long-Term Care Ombudsman Program serve?**

- Over 11,000 elderly and other disabled persons living in West Virginia's 142 nursing homes.
- The residents of long-term care facilities, including nursing homes, long-term care units of hospitals, assisted living facilities, residential care communities, legally unlicensed homes, and adult family care homes.

## **What can you do?**

You can assist residents of long-term care facilities by becoming a trained certified Ombudsman volunteer. After your initial training, you can visit with seniors in a facility in your area and can help to ensure that they are getting their daily needs met and their rights are protected.

## **What kind of commitment do you need to make?**

After the initial training period, you can make your own schedule. If you can donate a couple of hours a week and like to work with seniors, we would like to talk to you.

**State Long-Term Care Ombudsman**  
**Suzanne Messenger**  
**304-816-3151**

**Long-Term Care Ombudsman Program**  
**Coordinator of Volunteer Services**  
**Roy Herzbach**  
**1-800-834-0598**



# Consumer Complaints, Crime and Fraud

## Consumer Protection and Anti-Trust Division

The Attorney General's Consumer Protection division works to protect West Virginia consumers and citizens against consumer related fraud on many levels as well as focusing on fair, safe business practices for individuals and companies doing business in the State of West Virginia.

The first step for consumers who believe they have been the victim of unlawful practices in the purchases of goods and services is to fill out a Consumer Complaint Form and return it to the West Virginia Attorney General's Consumer Protection Division. Individuals with questions about a complaint, or who need further assistance, are encouraged to contact the Attorney General's Office by calling the Consumer Hotline at 1-800-368-8808.





You may also contact the Consumer Protection and Anti-Trust Division: 812 Quarrier St., 1st Floor, Charleston, WV, 25326; Mailing: P.O. Box 1789 Charleston, WV 25326; Phone: 304-558-8986.

### **Better Business Bureau**

BBB handles disputes that are related to marketplace issues experienced with the services or products a business provides. For more information contact the BBB at 106 Brooks Street, Charleston, WV, 25301; Phone: 330-454-9401.

### **Scams and Fraud**

Older adults are often targets of different kinds of scams and frauds. Scam artists are very sophisticated and often can sound legitimate. Internet scams and other types of consumer fraud, such as home repair, foreign lottery or sweepstakes solicitations, investments, and charities fraud affect millions of people and billions of dollars are lost each year. To avoid them, consumers need to spot the warning signs of a scam. If you or a loved one is a victim of fraud, please call the Office of the WV Attorney General at 304-558-2021.

### **Office of Health Facility Licensure and Certification (OHFLAC)**

Complaints are investigated for all health care facilities regulated by OHFLAC regarding issues that fall under its jurisdiction. Complaints

investigated cover concerns regarding quality of care provided, patient/resident/client rights, as well as building and equipment safety. Any suspicions of abuse, neglect, misappropriation of property or unsafe and/or unsanitary conditions in a health care facility should be reported. Call 304-558-0050.

### **Report Abuse or Neglect**

When you suspect abuse or neglect, you should report your concerns to the county office of the Department of Health and Human Resources where you live. Please refer to list of DHHR offices in this guide.

Reports can also be made to the Abuse and Neglect Hotline, 1-800-352-6513, 7 days a week, 24 hours a day.



# Disasters and Emergencies

## American Red Cross

The American Red Cross' interactive emergency preparedness program provides information on what essential supplies you should put in your family's first aid and survival kits; how your family can plan effectively in case of an emergency; and which disasters are most likely to happen in your area and what you must know to stay safe. Visit [www.redcross.org/get-help/how-to-prepare-for-emergencies/types-of-emergencies](http://www.redcross.org/get-help/how-to-prepare-for-emergencies/types-of-emergencies).

## WV VOAD

WVVOAD (Volunteer Organizations Active in

Disaster) collaborates with local, regional, and national partners to coordinate disaster relief, response and recovery efforts in times of disaster. WVVOAD responds to disaster-related needs across the entire state of West Virginia, addressing both immediate issues — such as supplying food and water — to long-term issues like recovery. Phone: 304-553-0927; email: [info@wvvoad.org](mailto:info@wvvoad.org).

## FEMA

If you, your family or your home were individually impacted by a major disaster, FEMA can help support your recovery. Assistance from FEMA may

help you and members of your household affected by a disaster take care of necessary expenses and serious needs that cannot be met through insurance or other forms of assistance. Disaster survivors may call FEMA toll-free at 800-621-3362 to register for assistance, or check their application status at [www.DisasterAssistance.gov](http://www.DisasterAssistance.gov).

## Disaster Distress Helpline

A national hotline dedicated to providing immediate crisis counseling for people who are experiencing emotional distress related to any natural or human-caused disaster. This toll-free, multilingual

and confidential crisis support service is available to all residents in the United States and its territories. Stress, anxiety, and other depression-like symptoms are common reactions after a disaster.

Call 1-800-985-5990, 24 hours a day, 7 days a week or text TalkWithUs to 66746 to connect with a trained crisis counselor.

## WV Fire Marshal

The mission of this office is "To provide, through leadership, the best possible fire prevention and life safety for our citizens by legislation, education, training, standards and resource allocation." For more information about programs, call 304-558-2191.



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**Mon. - Wed. 9:00-4:00 • Thurs. 10:00-2:00**

444505

Many people don't realize how common elders are subjected to abuse or neglect by their caregiver in a nursing home facility.

Unfortunately, under-staffing, poor training, and low funding leads to elder mistreatment every day.

Our Charleston, WV, nursing home abuse attorneys are fierce advocates and have been protecting the rights of abused or neglected seniors in Charleston, Dunbar, Huntington, and cities across the state for over 30 years. We have the knowledge and resources to seek justice for your loved one.

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# Employment

## WV Division of Rehabilitation Services

The West Virginia Division of Rehabilitation Services (DRS) helps people with disabilities establish and reach their vocational goals. The primary goal for all DRS clients is to become productive working citizens. During the most recent fiscal year, DRS provided vocational rehabilitation services to 8,240 West Virginia citizens. DRS helped 868 clients obtain employment in this fiscal year. When these individuals came to DRS, their estimated annual earnings totaled \$5,131,880. After receiving vocational rehabilitation services, their total average earnings rose to \$23,316,176. This amounts to a 354 percent increase in the total average earned income of these hard-working West Virginians, which demonstrates a significant return on investment. For assistance, call any DRS office or call the DRS statewide toll-free number at 1-800-642-8207.

## Senior Community Service Employment Program

The Senior Community



Service Employment Program (Title V of the Older Americans Act) is a community service and work-based training program for persons age 55 or older with limited incomes.

The Bureau of Senior Services administers the program through an annual grant from the U.S. Department of Labor. The SCSEP grantee funded by the Bureau is: Preston

County Senior Citizens, Inc., PO Box 10 (421 1/2 E. Main St.), Kingwood, WV 26537; Telephone: 304-329-0464; 800-661-7556; Fax: 304-329-2584; email: [prestonse-niors@atlanticbb.net](mailto:prestonse-niors@atlanticbb.net). Serving Boone, Clay, Doddridge, Harrison, Kanawha, Monongalia, Preston, Putnam, Raleigh, Taylor, and Wyoming counties. The Bureau also coordinates SCSEP activities with two other contractors that operate in West Virginia — the National Council on Aging and Experience Works. For general information, call toll free 877-987-3646, or go to [www.wvseniorservices.gov](http://www.wvseniorservices.gov).



# Older Workers = Experienced, Qualified, Responsible and Talent Workers

## Senior Community Service Employment Program

### ***What is the Senior Community Service Employment Program?***

### ***What is the Vision?***

### ***Who is eligible to participate?***

### ***What are the procedures for being placed in a work-training position?***

### ***What benefits will an enrollee receive?***

- The Senior Community Service Employment Program (SCSEP) is authorized by Title V of the Older Americans Act to provide work experience, training and skill development to older West Virginians in seeking employment.
- To establish the Senior Community Service Employment Program as an economic empowerment path for eligible seniors across the state. SCSEP works to ensure that qualified seniors are given the skills to meet current workforce needs, thus providing them with marketable tools, increasing their self-confidence, dignity and self-sufficiency.
- An individual must:
  - Be a U.S. Citizen
  - Be 55 years or older
  - Have an income at or below 125% of the federal poverty guidelines
  - Be unemployed
- Enrollees must meet with a local coordinator who evaluates the following:
  - What skills the enrollee possesses
  - Type(s) of work the enrollee desires
  - What skills the enrollee needs to develop that will enable unsubsidized employment
- In addition to wages, benefits include:
  - Upgraded job skills through classes and ongoing education programs
  - On-the-job skills and work experience
  - Supportive services, including job-readiness training and information about Social Security benefits, income tax requirements, nutrition, consumer education, and personal grooming
  - Assistance in finding employment in the competitive labor market
  - Increase in self confidence and self-sufficiency

**The Senior Community Service Employment Program serves Boone, Clay, Doddridge, Harrison, Kanawha, Monogalia, Preston, Putnam, Raleigh, Taylor and Wyoming counties.**

**To speak with a program coordinator in Boone, Clay, Doddridge, Harrison, Kanawha, Monogalia, Preston, Putnam, Raleigh, Taylor or Wyoming County**

**Call 304.329.0464 or toll-free 800.661.7556**

**For general information, Call toll free 877.987.3646 or go to [www.wvseniorservices.gov](http://www.wvseniorservices.gov).**

The Senior Community Service Employment Program is funded by the U.S. Department of Labor and the West Virginia Bureau of Senior Services under the authority of Older Americans Act.



# Financial and Tax Assistance

Financial assistance through Department of Health and Human Resources: Contact your local DHHR office for eligibility information about the following programs:

## Burial Assistance

The burial assistance program assists with payment up to \$1,000 toward the cost of funeral expenses for an indigent adult or child. The program benefits are determined by the burial rate and, when applicable, the amount which exceeds the maximum allowable.

## Emergency Assistance

The Emergency Assistance Program is used to assist individuals and families in meeting financial crises when they are without available resources. The program is designed to provide short-term emergency financial assistance with which eligible individuals and families may obtain items or services needed to eliminate an emergency or crisis. Items of need include rent, utilities, food, household supplies, clothing, transportation



and medical service. Assistance is limited to one 30- consecutive-day period during any 12 consecutive months.

## Financial Assistance

Other financial assistance programs that you may be eligible for: please contact your local DHHR or ADRC office for screening and application assistance or apply online at [www.wvpath.org](http://www.wvpath.org):

- Supplemental Nutrition Assistance Program-SNAP (Help with buying food-formerly Food Stamps)

- Medicaid, CHIP, QHP (Low- or no-cost health care)

- Long Term Care (Nursing or In-Home Care)

- Medicare Premium Assistance Program (Help with paying your monthly

Medicare Premium)

## Tax Assistance

- Free tax preparation assistance: The VITA program offers free tax preparation to low-moderate income taxpayers. IRS-certified volunteers help eligible taxpayers in local communities e-file their returns. During filing season, locate the VITA site nearest you at <http://irs.treasury.gov/freetaxprep/> or call 1-800-906-9887.

## Homestead Exemption and the Senior Citizen Tax Credit

The Homestead Exemption provides for a \$20,000 exemption against the total assessed value of a single family dwelling, including mobile or manufactured

homes, owned and occupied as a residence by any person who is at least sixty-five years old or totally and permanently disabled and who has legally resided in and paid taxes on a homestead in this State for two consecutive taxable years before filing for this exemption.

The Senior Citizen's Tax Credit is available to those homeowners who participate in the Homestead Exemption program, have paid their property tax, and have income which is less than 150% of federal poverty guidelines (based on the number of people in the household). The senior may be eligible to receive a refund of property tax paid. If you receive a WVSTC-1 in the mail from the West Virginia State Tax Department, you are eligible for the Homestead Exemption Program (age 65+ or totally disabled) and may be entitled to a refundable income tax credit. Seniors must file a West Virginia income tax return to claim the credit. To apply for the Homestead Exemption Program, contact your county assessor's office.

# Grandfamilies

## Healthy Grandfamilies

Since 2015 Healthy Grandfamilies has been a free initiative led by West Virginia State University to provide information and resources to grandparents who are raising one or more grandchildren in each of the 55 counties in WV. The

Program is funded by the West Virginia State Legislature, grants and contributions from several health insurance companies throughout the state.

Health grandfamilies is a point of contact when a grandparent needs an answer to a problem, it is supported services, advocacy

and intervention.

The program segment of our services is designed as a series of eight discussion sessions and follow-up services. The program is taught by professionals that are knowledgeable about each topic. Each session provides valuable resources along with childcare

for attendees and refreshments. Upon completion of the program participants will receive a certificate of completion, and three months of follow-up services with a social worker.





# Grandfamilies

## You Might Be Surprised To Know That:

■ West Virginia is 2nd in the nation of the percentage of children being raised by their grandparents.

■ Over 2.7 million grandparents are responsible for their grandchildren - 2018, this figure is up 7% since 2009.

■ Grandparents have higher-than-normal rates of depression, sleeplessness, emotional problems, chronic health problems like: hypertension, diabetes, feelings of exhaustion, loneliness, and isolation.

■ Healthy Grandfamilies Services has already provided assistance to approximately 2,000 of the known 35,000 Grandfamilies in West Virginia. For more information call

■ 304-204-4007 or email inquiries to [bonnie.dunn@wvstateu.edu](mailto:bonnie.dunn@wvstateu.edu). Also look us up at [www.healthygrandfamilies.com](http://www.healthygrandfamilies.com)

## Big Brothers Big Sisters

325 Sixth Avenue,  
Suite 101, South  
Charleston, WV,  
25303, Kanawha  
County  
Business:  
304-746-7900  
Website: [http://www.  
biglittlevv.org/](http://www.biglittlevv.org/)

## Gabriel Project of West Virginia

4004 MacCorkle Ave  
SE, Suite 2, Charles-  
ton, WV, 25364,  
Kanawha County  
Business:  
304-205-5865  
Website: [http://  
gabrielwv.org/](http://gabrielwv.org/)

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SENIOR RESOURCE GUIDE 37



*A free resource for  
grandparents raising  
grandchildren.*



## Healthy Grandfamilies

West Virginia State University

WVSU Healthy Grandfamilies is a free initiative led by West Virginia State University to provide information and resources to grandparents who are raising one or more grandchildren. The program is funded by the West Virginia State Legislature, grants and contributions from several health insurance companies throughout the state. Designed as a series of discussion sessions and follow-up services, Healthy Grandfamilies is taught by volunteer professionals and paraprofessionals that are knowledgeable of each topic.

Each session provides valuable resources along with childcare for attendees and refreshments. Upon completion of the program, participants will receive a certificate of completion, and three months of follow-up services with a social worker.

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*Healthy Grandfamilies is so much more than a program; it is support services, advocacy, intervention, and point of contact when the Grandfamily needs an answer to a problem.*

*For more information please contact us at:*

**304-204-4007**



# Health Insurance/Prescriptions

## West Virginia State Health Insurance Assistance Program (WV SHIP)

[WWW.WVSHIP.ORG](http://WWW.WVSHIP.ORG)

**1-877-987-4463**

West Virginia SHIP is a federally funded grant program through the Administration for Community Living (ACL) and serves all West Virginians receiving Medicare. The program provides one-on-one counseling to beneficiaries and their families. SHIP also provides educational group presentations and uses media resources for outreach. Information is provided to beneficiaries, their families, and caregivers on a variety of Medicare topics, including assistance with the different parts of Medicare, prescription medications, preventive services, Medigap policies, and Medicare Savings Programs. Counselors are located within County Aging Program offices, Area Agencies on Aging, and Aging and Disability Resource Center offices, as well as at the Bureau of Senior Services and partner volunteer agencies. Visit WV SHIP's

### WV State Health Insurance Assistance Program (SHIP)

Medicare Information & Counseling

**SHIP CAN HELP YOU:**

## Got Medicare? Got Questions?



# 1-877-987-4463

- Apply for help with Medicare costs
- Understand Medicare benefits, as well as how and when to apply
- Understand and compare Medigap's prescription drug plans, and Medicare Advantage plans

Get the answers you need with one-on-one counseling from WV SHIP.

Medicare Open Enrollment is  
October 15th through December 7th each year

SHIP is a federally funded program through the Administration for Community Living.

website to find a local counselor or call the toll-free SHIP number.

## Medicare

[WWW.MEDICARE.GOV](http://WWW.MEDICARE.GOV)

Medicare provides health insurance for people 65 or older, certain people with disabilities, and those with End Stage Renal Disease (ESRD). The Social Security Administration handles enrollment into Medicare Parts A and B.

■ **Hospital Insurance (Part A):** Part A helps to pay for inpatient hospital care, limited inpatient care in a skilled

nursing facility, home health care, and hospice care. Part A has deductibles and copayments, but most people do not have premiums for Part A.

■ **Medical Insurance (Part B):** Part B helps pay for doctor's services, outpatient hospital services, durable medical equipment, lab work, and a number of other medical services and supplies. Part B has premiums, deductibles, and co-insurance that you must pay.

■ **Preventive Health Benefits:** Medicare provides coverage under

Part B for many health screening and preventive health tests including colorectal and breast cancer screening, diabetes screening, flu and pneumococcal vaccinations, among others (see your annual "Medicare and You" book). These are usually available at little or no cost to you.

■ **Medicare Supplement (Medigap) policies** are sold by private companies and work with your Medicare Parts A and B to help pay your Medicare deductibles and coinsurance. There is an additional cost for this coverage.

■ **Medicare Advantage Plans (Part C)** are an optional alternative to receiving Part A and Part B services through health plan options that are approved by Medicare and run by private companies (although you usually still have to pay your Part B premium). Some of these plans require referrals to see specialists. These plans have their own cost-sharing/copayments for services. They may offer extra benefits, and many include Part D drug coverage. These

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# Insurance

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plans often have networks, meaning you may have to see doctors who belong to the plan or go to certain hospitals to receive services.

■ **Medicare Prescription (Part D)** is optional prescription drug coverage for those with Medicare. Medicare drug coverage helps pay for prescription drugs you need. If you join a Medicare drug plan, you usually pay a monthly premium. Even if you do not take prescription drugs now, you should consider getting Medicare drug coverage. If you decide not to get it when you are first eligible, and you do not have other creditable prescription drug coverage you will likely pay a late enrollment penalty if you join a plan later. These plans are administered by private companies approved by Medicare.

## Programs to help with Medicare costs

■ **Medicare Savings Program:** Medicare Savings Programs help to pay the Medicare Part B monthly premium for people with limited income and resources. There are several types

of Medicare Savings Programs: QMB, SLMB, and QI. QMB also provides a Medicaid card to help pay the Medicare deductibles and coinsurance. To see if you may qualify or to apply, you may contact WV SHIP for assistance or contact your local county Department of Health and Human Resources.

■ **Extra Help:** Extra Help is a Social Security based program to help lower prescription drug plan premium and copayment costs for people with limited income and resources. To see if you may qualify or to apply, contact WV SHIP for assistance or contact the Social Security Administration. Some people automatically qualify for Extra Help if they are receiving Medic-

aid or a Medicare Savings Program.

## Reporting Medicare or Medicaid Fraud

■ **West Virginia Senior Medicare Patrol (WV SMP):** 1-855-254-1720; [www.wvship.org](http://www.wvship.org). Senior Medicare Patrol (SMP) is a federally funded program designed to help prevent, detect, and report healthcare waste, fraud, and abuse. Every year Medicare and Medicaid lose billions of dollars to fraud. WV SMP counselors and volunteers provide outreach and education to help beneficiaries learn how to protect their Medicare information, as well as how to recognize and report suspected Medicare fraud.



■ **SHIP National Technical Assistance (TA) Center:** [www.shiptacenter.org](http://www.shiptacenter.org); 877-839-2675. The SHIP TA Center serves as a central source of information for and about the national State Health Insurance Assistance Program (SHIP). The SHIP TA Center website helps members of the general public understand, locate, and access SHIP services in their state, territory, or commonwealth by providing a SHIP locator for the general public, video testimonial from SHIP volunteers and SHIP clients, and general Medicare news and information.

■ **Senior Medicare Patrol (SMP) National Resource Center:** [www.smpresource.org](http://www.smpresource.org); 877-808-2468. The SMP National Resource Center serves as a central source of information for and about the national Senior Medicare Patrol (SMP). The SMP Resource Center website helps members of the general public understand, locate, and access SMP services in their state, territory, or commonwealth by providing a SMP locator for the general public, common fraud scam alerts, volunteer opportunities, and



# Insurance options

## AFFORDABLE HEALTH CARE

### Affordable Care Act (ACA) plans in West Virginia

West Virginia has a partnership exchange: residents enroll in health plans through the national exchange, HealthCare.gov, and the state oversees the plans that are sold.

Open enrollment for 2021 coverage in West Virginia ended on Dec. 15, 2020. If you have a qualifying event or are Native American, you can buy ACA-compliant coverage today, but probably will have to wait until at least the start of next month before the coverage is in force. If you don't have a qualifying event, you can't buy ACA-compliant coverage until open enrollment.

Short-term plans in West Virginia can have initial terms of up to 364 days, and can be renewable for a total duration of up to 36 months.

West Virginia implemented the ACA's Medicaid expansion in 2014. As of May 2020, it has benefited nearly 160,000 people who were enrolled under the expanded eligibility requirements.

If you meet the Medicaid or CHIP eligibility requirements of the state where you live, you may be able to enroll in Medicaid or CHIP and have coverage in place immediately.

In addition, CHIP (Children's Health Insurance Program) enrollment is also available year-round, and eligibility extends to higher income levels than Medicaid.

The good news is that if your application is successful, your Medicaid coverage will be effective either on the date of the application or the first day of the month that you apply.

Even better news for some applicants: Most states still have a three-month retroactive coverage period for people who would have otherwise been eligible in the months prior to their application. So if you've been eligible for Medicaid but have neglected to enroll for whatever reason, your state might provide you with retroactive coverage when you do enroll. This could be very beneficial if you received medical care in the days or

weeks before you submitted your application.

Your eligibility for ACA subsidies also depends on your income and percentage of the federal poverty level (FPL). Please visit [healthcare.gov](https://healthcare.gov) to explore your options.

### Medicaid expansion in West Virginia

In general, Medicaid is a health insurance option for people with no or very low income or who have a disability. Medicaid is run joint-

ly by state and federal government; Medicaid is primarily funded by the federal government. Each state determines specific eligibility rules and operates the program within the overall guidance and requirements established by the federal government. Income limitations for eligibility vary by state and for adults, children, pregnant women, and people with disabilities. Some people qualify for both Medicaid and Medicare.



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Huntington Hospital*

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1249 15th Street, 2nd Floor  
Huntington, WV 25701

**304-691-1000**

**SERVICES: Primary care, diabetes care,  
endocrinology, gastroenterology,  
nephrology\*, pulmonology, rheumatology**

### MARSHALL SENIOR PAIN & WELLNESS CENTER

*An outpatient department of Cabell  
Huntington Hospital*

20th Street Professional Building  
1115 20th Street  
Huntington, WV 25703

**304-691-6779**

**SERVICES: Pain management for adults 55+**

### CENTER FOR HEALTHY AGING

*An outpatient department of Cabell  
Huntington Hospital*

659 Central Avenue, Rear  
Barboursville, WV 25504

**304-691-6878**

**SERVICES: Primary care for seniors**

### HANSHAW GERIATRIC CENTER

*An outpatient department of Cabell  
Huntington Hospital*

Erma Ora Byrd Center  
1249 15th Street, 2nd Floor  
Huntington, WV 25701

**304-691-1010**

**SERVICES: Alzheimer's/dementia care,  
driving assessment, primary care**

*\*Clinics are at Marshall Kidney &  
Hypertension Center, 304-526-2532*



Marshall Health

marshallhealth.org •   



## **Marshall Senior Pain & Wellness Center**

*An outpatient department of  
Cabell Huntington Hospital*  
20th Street Professional Building  
1115 20th StreetHuntington, WV 25703  
**Phone:** 304-691-6779

### **Providers:**

Joseph M. DeLapa, MD

## **Marshall Internal Medicine**

*An outpatient department of  
Cabell Huntington Hospital*  
Erma Ora Byrd Center  
1249 15th Street, 2nd & 3rd Floor  
Huntington, WV 25701  
**Phone:** 304-691-1000

### **Providers:**

#### **INTERNAL MEDICINE**

Shannon L. Browning, MD  
Larry D. Dial, Jr., MD  
Marc Hettlinger, MD  
Charles E. Meadows, III, MD  
Bisher Mustafa, MD  
William A. Nitardy, MD  
Eva D. Patton-Tackett, MD  
Stephen A. Roy, MD  
Elizabeth A. Saunders, MD  
Kevin W. Yingling, RPh, MD, FACP  
Ashley B. Zawodniak, DO  
Leah R. Lewis, FNP-BC, ACNS-BC

#### **GASTROENTEROLOGY**

Wesam M. Frandah, MD  
Shima Ghavimi, MD  
Pramod Pantangi, MD  
Ahmed M. Sherif, MD  
Marc A. Subik, MD  
Umapathy Sundaram, MD  
Tara D. Marshall, FNP-BC  
Teresa L. Mullins, FNP-BC

#### **PULMONOLOGY**

Amro K. Al-Astal, MD  
Tarake Aljarod, MD  
Mohammed AlJasmi, MD  
Mohammed M. Al-Ourani, MD  
Imran T. Khawaja, MD  
Fuad M. Zeid, MD  
Lesly A. Hollon, FNP-BC  
Dawn L. Molina, FNP-BC  
Tina R. Toler, FNP-BC

#### **DIABETES/ENDOCRINOLOGY**

Sharifa J. Alhassan, MD

## **Marshall Internal Medicine continued**

Nesreen A. BenHamed, MD  
Ronald J. Innerfield, MD  
Emily S. Hankins, FNP-BC  
Alexis Jones, FNP-BC  
Terra L. Oney, FNP-BC

### **GERIATRICS**

Lynne J. Goebel, MD

### **RHEUMATOLOGY**

Adenrele A. Olajide, MD  
Ralph W. Webb, MD

## **Marshall Kidney & Hypertension Ce**

*An outpatient department of  
Cabell Huntington Hospital*  
J. Robert Pritchard Dialysis Center  
1690 Medical Center Drive  
Huntington, WV 25701  
**Phone:** 304-526-2532

### **Providers:**

Ahlim Al Sanani, MD  
Murad Kheetan, MD  
Zeid J. Khitan, MD  
Iheanyichukwu Ogu, MD  
Sheena Pramod, MD  
Joseph I. Shapiro, MD  
Monica Porter, APRN, FNP-BC

## **Hanshaw Geriatric Center**

*An outpatient department of  
Cabell Huntington Hospital*  
Erma Ora Byrd Center  
1249 15th Street, 2nd Floor  
Huntington, WV 25701  
**Phone:** 304-691-1010

### **Providers:**

Lynne J. Goebel, MD  
Rajesh Gopalarathinam, MD  
Pavithra Indramohan, MD  
Asma Nayyar, MD  
Angela M. Brammell, PA-C

## **Center for Healthy Aging**

659 Central Avenue, Rear  
Barboursville, WV 25504  
**Phone:** 304-691-6878

### **Providers:**

Robert B. Walker, MD  
Michael L. Grome, PA-C



Marshall Health

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# Housing

A variety of federal, state, and local housing programs can help you find and afford a place to live.

Learn about government programs that help low-income people find affordable rental housing. Each of the programs - subsidized housing, public housing, and housing choice vouchers - is different. West Virginia Section 8 housing programs were established to assist those struggling with finding adequate hous-

ing for their families. Section 8 offers rental assistance for extremely low- to moderate-income residents. The Section 8 — Housing Choice Voucher program assists low-income families, the elderly, and the disabled to afford decent, safe, and sanitary housing in the private market. Housing assistance is provided to the family or individual; therefore, participants are able to find their own housing, including single-family homes, townhouses and apartments. The voucher is associated with the resident and

stays with the resident, as long as they remain eligible.

The subsidy is tied to specific complexes and paid directly to the owner on behalf of the resident. The rental sub-

sidy does not follow the resident from property to property. For more information contact the PHA in your area.

## Public Housing Authorities

**BOONE:** 304-369-3442  
**SECTION 8 CABELL**  
**HUNTINGTON:** 304-526-4400  
**SECTION 8 JACKSON:**  
 304-372-2343  
**SECTION 8**  
**CHARLESTON-KANAWHA:**  
 304-348-6451  
**SECTION 8 DUNBAR:**  
 304-768-8006  
**SOUTH CHARLESTON:**  
 304-768-9315  
**ST. ALBANS:** 304-727-5441

**LINCOLN (BOONE):**  
 304-369-3442  
**SECTION 8 LOGAN (MINGO COUNTY):** 304-475-4663  
**SECTION 8 MASON-PT. PLEASANT:** 304-675-4414  
**SECTION 8 MINGO COUNTY:**  
 304-475-4663  
**SECTION 8 WILLIAMSON:**  
 304-235-3270  
**PUTNAM (CHARLESTON KANAWHA):** 304-348-6451  
**SECTION 8 ROANE COUNTY-JACKSON:** 304-372-2343  
**SECTION 8 SPENCER:**  
 304-927-4181  
**SECTION 8 WAYNE (MINGO CO):**  
 304-475-4663



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*See our ad on page 55.*



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300 Baker Lane, Charleston, WV 25302

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## Kanawha Valley Senior Services

*Helping Seniors Age Successfully*

<h3 style="color: #0056b3;">Nutrition Program</h3> <ul style="list-style-type: none"> <li>Charleston Area Nutrition Site</li> <li>Chesapeake Town Hall</li> <li>Elk River Community Center</li> <li>Hansford Senior Center</li> <li>Nitro Senior Center</li> <li>Rand Community Center</li> </ul>	<h3 style="color: #0056b3;">Social Services</h3> <ul style="list-style-type: none"> <li>Social Service Home Assessment</li> <li>Medicare Assistance</li> <li>SHIP and SMP Counselors</li> <li>Medicaid Assistance</li> <li>Subsidized Housing Assistance</li> <li>LIEAP Assistance</li> <li>Farmers Market Vouchers</li> </ul>
<h3 style="color: #0056b3;">Caregiving Programs</h3> <ul style="list-style-type: none"> <li>Veterans Administration Caregiving</li> <li>Medicaid Aged and Disabled Waiver</li> <li>Medicaid Personal Care</li> <li>Lighthouse Program</li> </ul>	<h3 style="color: #0056b3;">KVSS Senior Center</h3> <ul style="list-style-type: none"> <li>Senior Tai Chi</li> <li>Exercise Classes</li> <li>Art, Sewing and Quilting</li> <li>Computer Classes</li> <li>Alzheimer's Dementia Care</li> <li>Respite In-Home (FAIR)</li> <li>Transportation</li> </ul>

**\*NEW LOCATION\* Kanawha Valley Senior Services**  
 1710 Pennsylvania Avenue  
 Charleston, WV 25302-3934  
**304-348-0707**

info@kvss.org  
www.kvss.org



## Legal

From Page 45

to healthcare and other benefits, and their autonomy. Needy senior West Virginians age 60 and over anywhere in the state can get help by visiting [www.wvsenior-legalaid.org](http://www.wvsenior-legalaid.org), or by calling 1-800-229-5068.

### Long Term Care Ombudsman

Recognizing the vulnerability of individuals who — through age, illness, or serious injury — are confined to long-term care facilities, the federal government has mandated each state must provide an independent organi-

zation specifically tasked with advocating on behalf of residents, investigating complaints made by or on behalf of a resident, and assisting them in exercising their civil rights.

Operating under Legal Aid of West Virginia, the Ombudsman program fulfills this mandate. Nine staff members are located throughout the state and their primary duties include identifying, investigating and resolving complaints made by or on behalf of long-term care residents. Issues can range from simple quality-of-life concerns such as poor food service or incompatibility with a roommate, to questions about Medicare and Medicaid billing, up to complaints of patient

abuse and neglect.

All services offered by the Ombudsman are confidential, free, and available to any long-term care resident, their families, friends, or any citizen with a question or concern about a West Virginia long-term care facility. Contact Legal Aid of West Virginia LTC Ombudsman program at 922 Quarrier Street, 4th Floor Charleston, WV 25301 or call toll free, 1-866-255-4370.

### Disability Rights of WV

Disability Rights of West Virginia (DRWV) is the federally mandated protection and advocacy system for people with disabilities in West Virginia. DRWV is a private,

nonprofit agency. Our services are confidential and free of charge. DRWV protects and advocates for the human and legal rights of persons with disabilities. For more information, call 800-950-5250 or visit their office at 1207 Quarrier St. Suite 400, Charleston, WV 25301.

### WV DHHR-Adult Protective Services

Centralized Intake with Adult Protective Services assist vulnerable and elder adults to stop and prevent abuse, neglect, or exploitation. Anyone can make a report about suspected abuse to the hotline at 1-800-352-6513.

## West Virginia Senior Legal Aid

West Virginia Senior Legal Aid provides free civil legal services and counsel to senior West Virginians age 60 and older, with a focus on economically or socially disadvantaged, disabled, and rural seniors. Senior Legal Aid is an excellent resource for outreach materials and information.

Particularly helpful is their Frequently Asked Questions Manual, which provides in-depth information about:

- \* Advance Directives
- \* Bankruptcy
- \* Collections
- \* Consumer Issues
- \* Domestic Relations
- \* General Medicaid
- \* General Nursing Home
- \* Government
- \* Housing/Utilities
- \* Medicare
- \* Social Security
- \* Web Links
- \* Wills/Estate Planning

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From Page 45

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- \* Housing/Utilities
- \* Medicare
- \* Social Security
- \* Web Links
- \* Wills/Estate Planning

Please contact West Virginia Senior Legal Aid at 1-800-229-5068 for any questions or to request information.





# Medical, Dental, Vision and Hearing

## WV Health Right

WV Health Right's mission is to provide comprehensive, quality healthcare to impoverished uninsured/underinsured adults regardless of insurance or financial status. The number of uninsured, underinsured, and medically underserved West Virginians challenges the clinic to grow with its patient base. As Health Right secures a variety of resources, creates a caring environment, and provides quality comprehensive primary and specialty care, it works to make healthcare accessible to the thousands of West Virginians who call WV Health Right their medical home. Information about some of their clinic services is available below.

## Medical

WV Health Right provides a caring, patient-centered system of care. Each patient is assigned to a medical team that monitors and tracks all aspects of the patients' health needs. Patients with chronic illnesses (e.g., diabetes, hypertension, cardiovascular, etc.) will receive continuity of medical supervision and medications. Those patients with acute illness can receive care on a non-

emergency basis both on-site and at volunteer specialist's offices. WV Health Right's on-site pharmacy is one of the busiest in the state, filling over 300 prescriptions daily. To reduce wait time, patients must bring a prescription from their doctor or see a provider at the clinic. WV Health Right does not carry controlled drugs, narcotics, sedatives, tranquilizers, pain medications or sleeping pills. WV Health Right does not have every medication. If patients have their own doctor but need help getting prescriptions, Health Right can provide a list of medications available. Most physicians are familiar with the drugs stocked and will choose an appropriate medication. Health Right can fill from a written prescription or physicians may call the pharmacy direct at 304-414-5932. WV Health Right must have up-to-date household income information to fill prescriptions.

## The James 'Tiger' Morton Catastrophic Illness Commission

This Commission was created during the 1999 regular session of the West Virginia Legislature to act as a last resort for those in dire need of medical

assistance during a life-threatening illness once all other resources are exhausted.

A catastrophic illness means there is an imminent risk of death if assistance does not occur. To be eligible for the funds, a patient must meet the following guidelines:

- Be a resident of West Virginia one year prior to the date of onset/diagnosis and have a condition that meets the definition of catastrophic illness, which means there is imminent risk of death if assistance does not occur and have exhausted all

other resources, including Medicaid and Hill-Burton Funds.

- An eligible applicant must apply for and be denied coverage by Medicaid, except in certain specific situations.

A few examples of covered expenses are:

- Proven and accepted medical procedures and treatments

- Transportation for the approved medical procedure to medical facilities for patient and one family member

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## If You Can't Bite This, Call Us...We Can Help



**Simpson Dental**  
**(304) 342-6162**  
**wvsmiles.com**

# Medical

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■ Medication that prevents rejection and/or reoccurrence of life-threatening illness

Here are specific expenses that are not covered by the Catastrophic Illness Commission. A few examples are:

■ Maintenance for acute prescriptions

■ Durable medical equipment

■ Medical bills and related expenses incurred more than 30 days before application

■ Experimental treatments, procedures or therapies

■ Home remodeling or modifications

## Dental Clinic

The primary goal of WV Health Right's dental clinic is the elimination of pain and infection. Patients suffering from dental pain and infection can receive antibiotics on a walk-in basis Monday-Friday from 8 a.m.-3 p.m. Once a patient has been seen for X-rays and an exam by a dentist has been performed, an appointment will be scheduled to start necessary dental treatment. It is usually a patient's third visit before treatment begins. WV Health Right has over 100 dedicated dentists, oral

surgeons, hygienists, and assistants who volunteer their time to the dental clinic. Dental services may include: medications for infections and pain, screening exams and X-rays, extractions and fillings and cleanings.

## Eye Clinic

WV Health Right's eye clinic continues to grow. The clinic's volunteer ophthalmologist & optometrist see 35-40 patients per month for diabetic retinopathy, glaucoma, eye disease, and annual dilated eye exams. Because of the high numbers of patients who are diabetic, the availability of the eye clinic is an important component of the clinic's system of care for its patients.

## Ebenezer Medical Outreach Inc.

The mission of Ebenezer Medical Outreach, Inc. (EMO), is to provide access to free and affordable, comprehensive health care, preventative care, and pharmaceuticals to the Fairfield West community of Huntington and the surrounding areas including: Cabell County, Mason County, Putnam County, Lincoln County and Wayne County, West Virginia. Services include primary care service, women's health services and orthopedic clinic. The outreach is located at

1448 10th Ave., Suite 100, Huntington, WV 25701; call 304-529-0753 or email [emo@emohealth.org](mailto:emo@emohealth.org).

## Dental Clinic

The dental clinic staffed by the Dental Director and volunteer dentist is currently opened on a part-time basis. The days the clinic is open depends of the availability of the dentists. The Huntington Dental Society has taken the clinic on as its home mission project. Its members have been instrumental in the continuation of this program.

Dental hygiene services provided by volunteer dental hygienists include teeth cleaning and brushing and flossing education.

Basic dental services provided by the dental director and volunteer dentists: on-site panoramic X-ray, restorations (fillings) and extractions, as well as referral services to participating local dentists for more extensive and complicated procedures.

## Donated Denture Project

The Donated Denture Project offers free partials or full dentures through a partnership with dentists across

the state who agree to donate their services to patients who meet the following eligibility criteria: They are Supplemental Security Income (SSI) recipients, and are 21 years of age and older or an adult 65 years of age and older with incomes at or below 133% of the Federal Poverty Level (FPL), currently \$1,305/month for a single-person family, and must have necessary teeth already extracted/pulled. Upon approval, eligible applicants will be placed with a dental provider to receive dentures or partials. If a person has insurance or other coverage that will pay for the services covered by the Donated Denture Project, that person is not eligible. Adults who have Medicaid coverage may be eligible if they meet the other criteria. If you would like more information on the Donated Denture Project, submit an inquiry via the Contact Us section of their website <https://dhhr.wv.gov/oralhealth/pages/donateddentureproject.aspx>, or call the Oral Health Program at 1-800-642-8522 or 304-558-5388. The project is located at 350 Capitol Street, Room 427, Charleston, WV, 25301.



## Affordable Dentures

Affordable Dentures have local sites that provide dental services, extractions, dentures and implants at a lower, more affordable cost with different payment options. Call 1-800-DENTURE or visit [www.affordabledentures.com](http://www.affordabledentures.com) for more information about local offices and pricing.

## WV Commission for the Deaf and Hard of Hearing

The mission of the West Virginia Commission for the Deaf and Hard of Hearing (WVCDHH) is to advocate for, develop, and coordinate public policies, regulations, and programs to assure full and equal opportunity for persons who are deaf and hard of hearing in West Virginia. Services include:

- Telephonic Communication Device Loan Program

- Accessible Smoke Alarm Program

- Hearing Aids

The commission is located at 1900 Kanawha Boulevard East, Building 6, Room 863, Charleston, WV, 25305; local phone, 304-400-6959; toll free, 866-461-3578; website,

[www.wvdhhr.org/wvcdhh](http://www.wvdhhr.org/wvcdhh).

## VISIONS

VISIONS is a statewide independent living program for seniors with vision loss coordinated by the West Virginia Division of Rehabilitation Services.

You may be eligible if: You are a West Virginian, age 55 or older, you do not work and you have a permanent visual impairment that affects daily living activities such as reading mail, using the phone, cooking, shopping, socializing and more.

- Services are provided in your local community and may include:

- Instruction in alternative ways to perform tasks affected by vision loss

- Alternative home organization techniques

- Help you safely and effectively manage your medications

- Refer you for other services, such as Talking Book services and free directory assistance

- Help you connect with community activities

- Provide resources for adaptive aids and more

Visit [wvdrs.org](http://wvdrs.org) or call

1-800-642-3021.

## Cabell-Wayne Association for the Blind

CWAB offers services such as transportation, technology assistance, vision rehabilitation, and recreation. For more information, contact CWAB by phone at 304-522-6991 or their website [www.cwab.org](http://www.cwab.org); or visit the office at 38 Washington Ave., Huntington, WV 25701.

## Lions Club

The Lions Club OneSight program is committed to improving the vision of the less fortunate, and offers education, outreach, and of course free prescription eyeglasses to those who qualify, including children. Assistance is provided by Lions Clubs for the needy who are hearing or visually impaired, blind, or who are faced with similar medical conditions. This non-profit organization operates across the nation and also worldwide, and it has helped millions of low-income and less-fortunate families over the years. Your local Lions Club organization will be able to advise people on and possibly offer individuals assistance for the purchase of hearing

aids or eyeglasses. Visit [www.lionsclubs.org](http://www.lionsclubs.org) for more information on a branch in your area.

## Miracle Ear Foundation

Miracle-Ear® is committed to helping underserved people with hearing loss and giving them the gift of sound. Eligibility requirements are designed to reach those who need help most. In order to qualify for their program:

- Applicants must have a hearing loss that requires amplification (hearing aids).

- Applicants must verify there are no other resources available, including but not limited to: insurance, state Medicaid program, VA or vocational rehab, state or local programs, and other charity sources.

- Applicant's total household income must be at or below 200% of the federal poverty guidelines and demonstrate personal inability to financially provide for hearing health.

Please call 877-403-8834 or review the application link on their site at [www.miracle-ear.com](http://www.miracle-ear.com).

# Mental Health

Mental health refers to cognitive, behavioral, and emotional well-being. It is all about how people think, feel and behave. Mental health can affect daily living, relationships, and physical health.

Factors in people's lives such as relationships and physical conditions can work together to impact good mental health. Sometimes people need to seek assistance to improve their mental health such as going to a therapist, or support group or clinic. Below are some local options:

## **The Counseling Connection**

The Counseling

Connection is a clear choice to help meet your needs. Whether you or someone you know is experiencing problems at home, in school or in the workplace, we can help. 1021 Quarrier Street, Suite 414 Charleston, WV 25301 Phone: 304-340-3676.

## **Lakeview Health Alcohol Abuse Helpline**

Lakeview Health Alcohol Abuse Helpline: 304-525-4933.

## **Prestera Center for Mental Health Services**

Prestera Center has been leading the way in quality behavioral health care and addictions treatment

programs. From outpatient treatment to residential substance abuse treatment to crisis prevention, Prestera will help get you or your family back on the road to wellness. If you are experiencing a mental health crisis, please call 1-800-642-3434, twenty-four hours a day, seven days a week.

## **Beacon Partial Hospitalization Program**

4825 MacCorkle Avenue, SW Suite D, South Charleston, WV, 25309, Kanawha County; Phone: 304-766-4599; 304-766-4560; toll free 800-992-3010.

## **Highland Hospital**

300 56th Street,

Charleston, WV, 25304, Kanawha County; Phone: toll free, 800-250-3806; Local, 304-926-1600; website, <http://www.highlandhosp.com>.

## **River Park Hospital**

1230 6th Avenue, Huntington, WV, 25701; Cabell County local, 304-526-9111; toll free, 800-621-2673; website: <http://www.riverparkhospital.net>.

## **Kanawha Pastoral Counseling Center**

6 Leon Sullivan Way, Charleston, WV, 25301; Kanawha County local, 304-346-9689; toll free, 800-340-9680; website, <http://www.kpcc.com>.



West Virginia Geri Olympics promotes wellness, active living and quality of life through adapted competitive sports. West Virginia Geri Olympics has received global recognition and is being used as a model for similar events in other states and around the world with partners in Czech Republic, Scotland and Canada. The program was featured in an invited symposium at the World Conference on Active Living in Glasgow, Scotland, in August 2012. Additional presentations have been made in Prague, Valencia and Spain.

**For more information, please visit <http://www.geriolympics.com/>**



# Nutrition

## County Senior Providers

Nutrition programs help older adults maintain healthy diets and provide for socialization and referral to other services. Healthy, nutritious group meals are offered to West Virginians age 60+ (and spouses of any age) up to five days a week. Services include nutrition education and counseling, and transportation. For more information, contact your local County Senior Provider.

## Senior Farmers' Market Nutrition Program

The Senior Farmers' Market Nutrition Program gives eligible, low-income older adults free coupons that can be exchanged for eligible foods at local farmers' markets. Vouchers are distributed by the West Virginia Department of Agriculture through the U.S. Department of Agriculture's Senior Farmers Market Nutrition Program. Eligible seniors over 60 can sign up at their local senior cen-

ters. Sign-ups for the program are conducted via drive-thru, mail, or by an in-home care worker. For more information, contact your local County Senior Provider.

## Supplemental Nutrition Assistance Program

SNAP provides monthly benefits to help eligible households buy food. SNAP is administered by the WV DHHR and governed by federal law and regulations of the US Department of Agriculture, Food Nutrition Services.

Most people must pass a gross income test. For information or to see if you are eligible, call the ADRC at 866-981-2372 or apply online at [www.wvpath.org](http://www.wvpath.org).

## Food Pantries

A food pantry is a distribution center where hungry families can receive food. There are many different types of pantries. Please contact your local ADRC for a food pantry near you or view the current list of pantries on the websites of [www.wvnavigate.org](http://www.wvnavigate.org) or [www.wvvoad.org](http://www.wvvoad.org).



The Supplemental Nutrition Assistance Program (SNAP) is a benefit that helps you save money on groceries and stretches your budget to free up money for other expenses.

SNAP provides monthly benefits to help eligible households buy food. Eligibility to receive benefits is based on household size, income, assets & other household expenses. The asset limit is \$2,000 for most households, but if at least one person is at least 60 years of age or are disabled, the asset limit is \$3,250.

The amount of SNAP benefits issues to eligible persons is based on household size and countable income, after all deductions are applied.

### Deductions include, but are not limited to :

- \* 20% earned income disregard
- \* Child care costs
- \* Excess shelter/utility costs
- \* Court-ordered child support paid out
- \* Medical expenses over \$35/month

Households with an elderly or disabled person are given special consideration.

SNAP benefits may only be used to purchase food for human consumption and seeds/plants to grow food at home.

### Food Stamp benefits cannot be used for :

- \* Household items
- \* Grooming products
- \* Tobacco
- \* Alcohol products
- \* Pet food, etc.

# Transportation

## American Cancer Society — Road to Recovery

The American Cancer Society Road to Recovery program provides transportation to and from treatments for people with cancer who do not have a ride or are unable to drive themselves. Visit [www.cancer.org/treatment/supportprograms-services/road-to-recovery](http://www.cancer.org/treatment/supportprograms-services/road-to-recovery).

## Ridesharing

Ridesharing is a car service with which a person can use a smartphone app to arrange a ride in a usually privately owned vehicle such as Uber or Lyft.

## Non-Emergency Medical Transportation

Non-Emergency Medical Transportation (NEMT) is available to Medicaid members who need assistance in order to keep scheduled medical appointments and treatments. In order to be eligible for NEMT, a person must be a Medicaid member and have an appointment for medical treatment that is approved under Medicaid guidelines.

For more information, to request gas mileage

reimbursement, or schedule a trip please call the Medicaid NEMT broker, LogistiCare at 1-844-549-8353, Monday-Friday 7 a.m. to 6 p.m. at least 5 business days before your appointment.

They will need to have the member's name, Medicaid ID number, home address, phone number, where the member is to be picked up, the name, phone number and address of the health care provider, the date and time of your appointment and general reason for the appointment. Also, please let the operator know if you have any special needs such as a wheelchair accessible vehicle, assistance during the trip or someone to ride with you.

Senior county providers also offer transportation to doctor appointments, nutrition sites, shopping or other vital destinations. Contact your County Senior Provider to find out what may be available in your community. Please see list of providers on pg. 12-13.

## KAT —Kanawha Alternative Transit through KVRTA

Kanawha Valley

Regional Transportation Authority offers a demand response, curb-to-curb transportation service for eligible passengers (based upon criteria established by the Americans with Disabilities Act) who are unable to utilize the regular KVRTA fixed route service. For more information on how to qualify for the Kanawha Alternative Transit (KAT) service, please call 304-343-0489.

## TRI-STATE TRANSIT AUTHORITY (TTA) — DIAL-A-RIDE SERVICES

TTA operates tri-state paratransit and other transportation services in West Virginia, Ohio and Kentucky to individuals with disabilities who are unable to use the fixed route system. The Tri-State Transit Authority (TTA) Dial-A-Ride Services is available Monday — Saturday. (304) 529-7700 [www.tta-wv.com](http://www.tta-wv.com) 1120 Virginia Avenue West Huntington, WV 25779

## Little Kanawha Bus Service

Little Kanawha Bus seeks to provide safe, reliable, and affordable transportation to the

people in our operating area. Although we serve the public as a whole, we will take extra efforts to serve the needs of persons with disabilities and the elderly. Service areas include: Calhoun, Gilm-er, Jackson and Roane Counties and regular trips to Charleston and Parkersburg. For more information contact them at 866-354-5522.

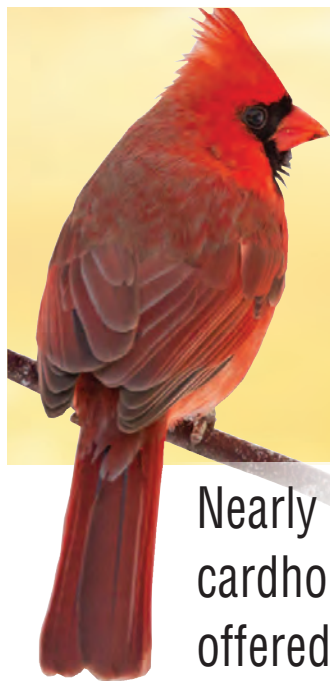
## Tri-River Transit Authority

Tri River Transit Authority provides safe, reliable, and low-cost transportation to all citizens in Boone, Lincoln, Logan, Mason, and Wayne Counties. The company has a fleet of 32 vehicles, including 26 handicap accessible vehicles. Please contact the Tri River Transit office for information on schedules, fares and services (304) 824-2944 or toll free at 877-212-0815.

## Barron's Bus I-RIDE 79

Bus services between Charleston and Morgantown are \$15 and offers several stops along the route. Looking to travel further? The Charleston bus stop connects to more than 3,800 destinations across the country. (888)378-3823





# GOLDEN MOUNTAINEER CARD

*Your Pass to Discounts and Activities*

Nearly 400,000 West Virginians are eligible Golden Mountaineer cardholders and can save on hundreds of products and services offered by many businesses statewide. All West Virginians age 60 or older qualify for a **FREE** Golden Mountaineer Card.

## REQUEST A CARD

All West Virginians age 60 or older are eligible for a **FREE** Golden Mountaineer Card.

Please use this form if you are requesting a card through the mail, if you are requesting a replacement card, or if you are requesting a Golden Mountaineer Card on behalf of a family member or friend.

## OUR PARTNERS

The West Virginia Bureau of Senior Services has partnered with the Elder Abuse Hotline, West Virginia Aging & Disability Resource Centers and West Virginia Division of Tourism to offer all West Virginians age 60 or older the Golden Mountaineer Card. With this free discount card, seniors can save on hundreds of products and services offered by businesses statewide.

The screenshot shows a web form titled "West Virginia Golden Mountaineer Card" with a sub-header "Request a Card". The form includes the following fields: Full Name, Mailing Address, Apt. or Suite #, City, State (pre-filled with "West Virginia"), ZIP Code, County, Phone, Birth Date, Gender (with a dropdown menu), and Card Type (with a dropdown menu). A note at the top of the form states: "All West Virginians age 60 or older are eligible for a free Golden Mountaineer Card. Please use this form if you are requesting a card through the mail, if you are requesting a replacement card, or if you are requesting a Golden Mountaineer Card on behalf of a family member or friend."

## CONTACT US

### West Virginia Bureau of Senior Services

Mailing address: 1900 Kanawha Blvd. East; Charleston, WV 25305

Location: Town Center Mall, 3rd Level; Charleston, WV

Phone: (888) 968-4462, (304) 558-3317 Fax: (304) 558-0004

# Utilities

## LIEAP

The Low Income Energy Assistance Program (LIEAP) assists eligible households with the cost of home heating through direct cash payments or payments to utility companies on their behalf. A crisis component is available for households without resources facing the loss of a heating source. Eligibility for both program components is based on a combination of factors, including income, type of heating payment, and total heating costs.

The Division of Family Assistance (DFA) operates LIEAP in each of the DHHR field offices for a short time each winter, usually beginning with an automated payment or a mail-out to targeted households. In addition, DFA contracts with the Community Action network and with regional Agency on Aging offices to perform outreach and accept LIEAP applications at their local sites.

There is also an Emergency Repair and Replacement Program that can assist people with repair or replacement of a heating system. An application must be made to the

local DHHR or through the office of the DFA. Income eligibility is based on gross income and household size. For more information contact your local DHHR.

## 20% Discount Program

The Special Reduced Residential Service Rate Program (20% Utility Discount Program) was established by statute to assist certain eligible participants in receiving a 20% discount from their electric, gas, and/or water companies. WV American Water (WVAW) is currently the only water compa-

ny participating in the program. To be eligible for this rate reduction, one must be a recipient of either SNAP AND be 60 years of age or older, SSI and be 18 years of age or older, or WV WORKS. For gas and electric, one must be a recipient of one of these programs during November, December, January, February, and March to get the discount for that month. The WVAW program runs year-round. The electric, gas, and/or water companies will be responsible for determining eligibility for the Special Reduced Residential Service Rate.

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### Valuable Advice in Advanced Planning.

*Compassionate Guidance In Your Time of Need.*

Look to the future and talk with us about pre-planning. Relieve the burden from your loved ones. We can help arrange what fits your wishes and budget.



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info@searsmonument.com

**McColm-Sears Monument Co**

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Huntington, WV  
304-522-0371

huntington@searsmonument.com

**Sears Monument Co**

1707 Harper Rd.  
Beckley, WV 25801  
304-253-6480

beckley@searsmonument.com

**Carmichael Monument Company**

1044 Emerson Ave.  
Parkersburg, WV 26104  
304-422-3721

parkersburg@searsmonument.com

**www.searsmonument.com**



## Tel-Assistance/ LIFELINE

Through Tel-Assistance/Lifeline, telephone companies offer reduced basic service to eligible low-income elderly and disabled customers. The Division of Family Assistance issues applications to eligible recipients and provides ongoing eligibility information to the telephone companies and informs them when customers are no longer eligible for Tel-Assistance. This is handled centrally by the Division of Family Assistance. The Tel-Assistance/Lifeline

Program is a telephone service that provides a monthly benefit on home or wireless phone and broadband service to eligible households. This benefit can lower or eliminate the cost of your monthly phone or internet bill. Only one benefit is available per household, home or wireless, but not both. Please contact the Bureau for Children and Families (Division of Family Assistance DFA) for an application at 304-558-0628 or online at [www.dhhr.wv.gov](http://www.dhhr.wv.gov). Completed applications must be sent to your telephone company for approval.

## Other Utility Assistance programs

These organizations may also be able to assist with utility assistance in emergency situations:

■ Catholic Charities: Kanawha County, 1116 Kanawha Blvd E, Charleston, WV 25301; phone: 304-380-0162; Cabell County, 901 5th Ave, Huntington, WV 25701 304-650-3514.

■ Heart and Hand: South Charleston, 212 D Street South Charleston, WV 25303; 304-744-6741

■ Putnam County: Winfield United Methodist Church, 20 Radwin Drive, Winfield, WV 25213; 304-543-8770

■ Mtn Mission: 3631 7th Ave., Charleston, WV 25387; 304-720-7391

■ Salvation Army: Kanawha County, 301 Tennessee Ave., Charleston, WV 25302, 304-343-4548; Cabell County, 1227 3rd Ave., Huntington, WV 25701, 304-529-2401; Logan County, 9 Commerce Park Road, Chapmanville, WV 25508, 304-310-4262

■ Information and Referral: 304-528-5660 or search I&R database topics at <http://services.cabell.lib.wv.us/>

■ You may also contact the WV ADRC (Aging and Disability Resource Center) to explore other possible resources.

*Bringing care to  
where comfort is:*

# YOUR OWN HOME

**AS LOW AS  
\$17/HOUR,  
FLAT RATE**  
No up-front costs,  
No contracts.



#### Services offered:

- | Transporting to activities and appointments
- | Routine housework and light cleaning
- | Meal preparation
- | Hygiene and toileting
- | Bathing, showering, and bed bath
- | Dressing and undressing
- | Turning, transferring, exercising, and walking
- | Self-administered medication reminders
- | Errands and shopping
- | Caring for pets
- | ABOVE ALL – Keeping loved ones safe and comfortable at home

#### Our caregivers are:

- | Drug Tested
- | Background checked
- | Trained
- | Experienced

#### Benefits:

- | Consistency in caregivers
- | 24/7 In-Home Care Available
- | No Deposit Required
- | No Contract Required
- | Managers available at all times
- | RN visits available

#### Village Caregiving Accepts:

- | Private Payment
- | Medicaid Aged & Disabled Waiver
- | Veterans Homemaker Benefits
- | Long Term Care Insurance

#### Affordable flat rate for all:

- | Days
- | Nights
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Barboursville 304.302.0707  
Morgantown 681.285.2555

Beckley 304.890.3440  
Parkersburg 681.588.0118

Charleston 681.265.9023  
Point Pleasant 304.857.8422

Clarksburg 304.566.7498  
Southern WV 304.792.9171

# Veterans Benefits

People who served in the United States Armed Forces may be eligible for a variety of veteran benefits and services provided by federal, state, and local governments. Entitlement is determined by the period of military service, service connected disabilities, and financial need. Your local state veteran counselor or veterans' service agency can advise you of eligibility and help you prepare and present claims for entitled benefits.

The West Virginia Department of Veterans Assistance oversees a total of 16 service offices located throughout the state. Employees of these offices are trained to assist veterans and their dependents in applying for a variety of state and federal benefits. These services are offered at no charge to the veteran or dependent. If you are interested in applying for benefits, or just want to know what you may qualify for, please contact the service office closest to you.

■ **CHARLESTON:** 300 Technology Drive Suite 201, South Charleston, WV 25309, 304-746-4497



■ **HUNTINGTON:** 640 4th Ave., Room 142, Huntington, WV, 304-399-9395

■ **LOGAN:** 120 Nick Savas Drive, Logan, WV 25601, 304-792-7055; counties served: Logan, Lincoln, Mingo and Boone

■ **SPENCER:** 216 Market St., Suite 301, Spencer, WV 25276, 304-927-0980; counties served: Roane, Gilmer, Jackson, Wirt and Calhoun

■ **TEAYS VALLEY:** 3772 Teays Valley Road, Suite B, Hurricane, West Virginia 25526,

304-562-3612; counties served: Putnam

## Veteran facilities

■ **Hershel "Woody" Williams VA Medical Center:** 1540 Spring Valley Drive, Huntington, WV 25704, 304-429-6741

■ **VA Outpatient Clinic:** 700 Technology Drive, South Charleston, WV 25309-8571; 304-746-5300

■ **Homeless Veterans Center:** 624 9th St., Huntington, WV, 25701, Cabell County, 304-529-9142

■ **Military One Source:** Military OneSource is

a U.S. Department of Defense program that provides resources and support to active-duty, National Guard and Reserve service members and their families anywhere in the world. The program is available 24 hours a day, 7 days a week at no cost to users. 800-342-9647; website:<http://www.militaryonesource.mil>.







## West Virginia Department of Health and Human Resources Field Offices

<b>Barbour</b>	<b>(304) 457-9030</b>	<b>Mineral</b>	<b>(304) 788-4150</b>
<b>Berkeley</b>	<b>(304) 267-0100</b>	<b>Mingo</b>	<b>(304) 235-4680</b>
<b>Boone</b>	<b>(304) 369-7802</b>	<b>Monongalia</b>	<b>(304) 285-3175</b>
<b>Braxton</b>	<b>(304) 765-7344</b>	<b>Monroe</b>	<b>(304) 772-3013</b>
<b>Brooke</b>	<b>(304) 794-3060</b>	<b>Morgan</b>	<b>(304) 258-1350</b>
<b>Cabell</b>	<b>(304) 528-5800</b>	<b>Nicholas</b>	<b>(304) 872-0803</b>
<b>Calhoun</b>	<b>(304) 354-6118</b>	<b>Ohio</b>	<b>(304) 232-4411</b>
<b>Clay</b>	<b>(304) 587-4268</b>	<b>Pendleton</b>	<b>(304) 358-2305</b>
<b>Doddridge</b>	<b>(304) 873-2031</b>	<b>Pleasants</b>	<b>(304) 684-9244</b>
<b>Fayette</b>	<b>(304) 465-9613</b>	<b>Pocahontas</b>	<b>(304) 799-2540</b>
<b>Gilmer</b>	<b>(304) 462-0412</b>	<b>Preston</b>	<b>(304) 329-4340</b>
<b>Grant</b>	<b>(304) 257-4211</b>	<b>Putnam</b>	<b>(304) 586-1520</b>
<b>Greenbrier</b>	<b>(304) 647-7476</b>	<b>Raleigh</b>	<b>(304) 256-6930</b>
<b>Hampshire</b>	<b>(304) 822-6900</b>	<b>Randolph</b>	<b>(304) 637-5560</b>
<b>Hancock</b>	<b>(304) 794-3060</b>	<b>Ritchie</b>	<b>(304) 643-2934</b>
<b>Hardy</b>	<b>(304) 538-2391</b>	<b>Roane</b>	<b>(304) 927-0956</b>
<b>Harrison</b>	<b>(304) 627-2295</b>	<b>Summers</b>	<b>(304) 466-2807</b>
<b>Jackson</b>	<b>(304) 373-2560</b>	<b>Taylor</b>	<b>(304) 265-6103</b>
<b>Jefferson</b>	<b>(304) 724-2600</b>	<b>Tucker</b>	<b>(304) 478-3212</b>
<b>Kanawha</b>	<b>(304) 746-2360</b>	<b>Tyler</b>	<b>(304) 758-2127</b>
<b>Lewis</b>	<b>(304) 269-6820</b>	<b>Upshur</b>	<b>(304) 473-4230</b>
<b>Lincoln</b>	<b>(304) 824-5811</b>	<b>Wayne</b>	<b>(304) 272-6311</b>
<b>Logan</b>	<b>(304) 792-7095</b>	<b>Webster</b>	<b>(304) 847-2861</b>
<b>Marion</b>	<b>(304) 368-4420</b>	<b>Wetzel</b>	<b>(304) 455-0920</b>
<b>Marshall</b>	<b>(304) 843-4120</b>	<b>Wirt</b>	<b>(304) 275-6551</b>
<b>Mason</b>	<b>(304) 675-0880</b>	<b>Wood</b>	<b>(304) 420-2560</b>
<b>McDowell</b>	<b>(304) 436-8302</b>	<b>Wyoming</b>	<b>(304) 732-6900</b>
<b>Mercer</b>	<b>(304) 425-8738</b>		

# Frequently Asked Questions:

**Q. My Medicare prescription drug plan is not meeting my needs. Who can I talk to?**

A. West Virginia SHIP (State Health Insurance Assistance Program) has a statewide toll free number (1-877-987-4463) that anyone can call to receive expert advice from a SHIP counselor.

**Q. I am currently receiving in-home services but feel like I need more. What is the process for requesting additional hours of service?**

A. Call the Bureau of Senior Services' Medicaid Aged and Disabled Waiver helpline toll-free at 1-866-767-1575 if you are receiving Medicaid Waiver or Personal Care services. If you are receiving FAIR or Lighthouse in-home services, please call the Bureau's toll-free line at 1-877-987-3646.

**Q. How can I get answers to "end-of-life" questions?**

A. Free legal advice is available from West Virginia Senior Legal Aid. Their toll-free number is 1-800-229-5068 and their website is [www.seniorlegalaid.com](http://www.seniorlegalaid.com). State of West Virginia medical power of attorney and living will forms that you can download or print, plus information on end-of-life care and treatment options is available on the West Virginia Center for End-of-Life Care website.

**Q. My parents live in West Virginia, but I live out-of-state. How do I find out about services available to them?**

A. By contacting the Aging & Disability Resource Center 1-866-981-2372 or [adrn@wvstateu.edu](mailto:adrn@wvstateu.edu), you can receive information on services for which they may be eligible. Professionals at the ADRCs are available to talk with you and to contact your parents if you would like. Also, you may call the county aging provider (senior center) in their county to determine what services the center provides.

**Q. Can you help me find the nearest Social Security office?**

A. You can use Social Security's online office locator to find the office that serves your zip code.

**Q. Is there transportation help for seniors?**

A. You can call your county aging provider (senior center) for transportation assistance. For information about public transit, contact the West Virginia Department of Transportation, Division of Public Transit, at 304-558-0428, or access their online Transportation Providers Directory.

**Q. Who can I talk to about locating a place to live?**

A. Call the Bureau of Senior Services toll-free at 1-877-987-3646 to discuss the various types of housing options available in West Virginia, or contact us through this website. Additionally, you may contact the Aging & Disability Resource Center or county aging provider (senior center) to find out what is available in your area.

**Q. I have concerns about a relative who lives in a nursing home. Is there someone who can look into them?**

A. Our State Long-Term Care Ombudsman would be glad to investigate any complaints, or you may call the Ombudsman who serves the county of the nursing home.

**Q. My mother has Alzheimer's disease and I would like to learn more about it and to see if there are any services that can help me.**

A. Call the Bureau of Senior Services toll-free at 1-877-987-3646 to discuss Alzheimer's disease and the respite and support programs that may be available to you and your mother. You may also contact the Alzheimer's Association toll free at 1-800-272-3900 and request educational material or information about support groups.

**Q. How can I get help with writing my will?**

A. Call West Virginia Senior Legal Aid at 1-800-229-5068 with any questions or to request information. Their website is [www.seniorlegalaid.com](http://www.seniorlegalaid.com).

**Q. What is the Senior Citizens Tax Credit? Is it related to the Homestead Exemption Program?**

A. If you recently received a WVSTC-1 in the mail from the West Virginia State Tax Department, you are eligible for the Homestead Exemption Program (age 65+ or totally disabled) and may be entitled to a refundable income tax credit. For tax year 2020, the credit is based on the amount of ad valorem property taxes paid on the first \$20,000, or portion thereof, of the taxable assessed value over the \$20,000 Homestead Exemption. Seniors must file a West Virginia income tax return to claim the credit. To apply for the Homestead Exemption Program, contact your county assessor's office.



# Need Help Getting Social Security Disability or State/Federal Black Lung Benefits?

## We can help!



### FIGHTING FOR YOUR SOCIAL SECURITY DISABILITY & STATE/FEDERAL BLACK LUNG BENEFITS FOR OVER 45 YEARS!



During this Covid 19 epidemic, we are available by telephone to take applications, ask questions and fill out forms over the phone.



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We have an employee who worked in social security for 35 years to answer your questions about any social security issues.

## WOLFE, WILLIAMS & REYNOLDS

### FEDERAL & STATE BLACK LUNG ATTORNEYS

Licensed attorneys in WV:  
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We also specialize in Supplemental Security Income Benefits, Disabled Children's Benefits and Widow/Widower Social Security Benefits.

*Starting the process is short  
and easy to complete.*

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