

## **A MESSAGE FROM THE DIRECTOR**

*Greetings:*

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

*Over the years, this mission has evolved to respond to the changing needs of our constituents. Many of our programs, such as the Customer Information Program, Community Diversity Initiative, THE POINT call center, Senior Health Insurance Program, and the Home and Community Care Program are products of this evolution.*

*Since 1975, DEA has published the Pocket Manual of Elder Services as part of our mission. The Pocket Manual is a simple, concise guide to programs and services that promote and enhance independence and dignity. DEA also publishes the Pocket Manual in Spanish-language and large print editions. Whether you are a senior, an adult with disability, a caregiver or a family member, please use the Pocket Manual as your entry to long-term care services in Rhode Island.*

*Sincerely,*

*Corinne Calise Russo, Director  
RI Department of Elderly Affairs*

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## **DEA QUICK REFERENCE GUIDE**

### **Rhode Island Department of Elderly Affairs**

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

**Main Number.....462-3000**

**Customer Information Referral and  
Assistance Center:**

**462-4000 (Voice)**

**462-0740 (TTY)**

**Web Site..... [www.dea.state.ri.us](http://www.dea.state.ri.us)**

For faster service, call these departments:

**Director..... 462-0501**

**Health Insurance Counseling/SHIP:**

**462-4000 (Voice)**

**462-0740 (TTY)**

**Home & Community Care.....462-0570**

**Housing Security & Assistance.....462-0539**

**Media & Communications.....462-0509**

**Medication Assistance/RIPAE:**

**462-4000 (Voice)**

**462-0740 (TTY)**

**Protective Services.....462-0555**

**Senior Companion Program.....462-0569**

**THE POINT:**

**462-4444 (Voice)**

**462-4445 (TTY)**

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

## **AGING & DISABILITY RESOURCE CENTER: THE POINT**

**THE POINT** call center is Rhode Island's Aging and Disability Resource Center (ADRC). **THE POINT** is a one-stop center for information and referral for programs and services that support seniors, adults with disabilities, families and caregivers.

Consumers can get valuable information regarding topics such as long term care and community care options, **Medicare** and **Medicaid**, **Social Security**, heating, legal and pharmacy assistance, housing options, respite care, transportation, or caregiver support.

**THE POINT** also has the ability to communicate with persons for whom English is not their primary language.

**THE POINT** call center is open Monday, Wednesday, and Friday from 8:30 a.m. to 4:00 p.m.; Tuesday and Thursday from 8:30 a.m. to 8:00 p.m.; and Saturday from 8:30 a.m. to 12:00 p.m.

Call **462-4444 (Voice)** or **462-4445 (TTY)**.  
The web site is **[www.ThePointRI.org](http://www.ThePointRI.org)**.

**THE POINT** is funded by the federal **Administration on Aging** and the **Centers for Medicare and Medicaid Services**.

## ADULT DAY SERVICES

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

<b>Bristol: Cornerstone Adult Services</b> .....	<b>254-9629</b>
<b>Coventry: Cornerstone Adult Services</b> .....	<b>822-6212</b>
<b>Cranston:</b>	
<b>Cranston Adult Day Care</b> .....	<b>780-6243</b>
<b>Hope Alzheimer's Center</b> .....	<b>946-9220</b>
<b>Victoria Court Adult Day Svcs.</b> .....	<b>946-5522</b>
<b>Little Compton: Nancy Brayton Osborn</b> .....	<b>635-2358</b>
<b>Middletown: Forest Farm Adult Day Svcs.</b> .....	<b>849-8326</b>
<b>North Providence:</b>	
<b>Fruit Hill Day Svcs. for the Elderly</b> .....	<b>353-5805</b>
<b>Generations Adult Day Health Ctr.</b> .....	<b>725-6400</b>
<b>Pawtucket: New Horizons Adult Day Care</b> .....	<b>727-0950</b>
<b>Providence:</b>	
<b>Jewish Srs./Comprehensive ADC</b> .....	<b>351-2440</b>
<b>PACE Organization of RI</b> .....	<b>490-6566</b>
<b>Smithfield: Dora C. Howard, Centre, Ltd.</b> .....	<b>949-3890</b>
<b>So. Kingstown: So. Kingstown AD Svcs.</b> .....	<b>783-8736</b>
<b>Warren: The Willows Adult Day Care</b> .....	<b>245-2323</b>
<b>Warwick:</b>	
<b>Cornerstone Alzheimer's Center</b> .....	<b>738-8295</b>
<b>Cornerstone Apponaug Center</b> .....	<b>739-2847</b>
<b>Westerly: Westerly Adult Day Services</b> .....	<b>596-1336</b>
<b>Woonsocket: Alternative Adult Care</b> .....	<b>766-0516</b>

## ADVOCACY

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

The **Rhode Island Advisory Commission on Aging** was created in 1977 under the mandate of both the federal Older Americans Act and Rhode Island law. The **Commission** is comprised of 25 members; 21 are appointed by the Governor and four are appointed by members of the Rhode Island General Assembly. The **Commission** advises the Governor and the Director of **DEA** regarding issues and problems confronting elders and adults with disabilities. Call **DEA** at **462-4000 (Voice)** or **462-0740 (TTY)**, or **THE POINT** at **462-4444 (Voice)** or **462-4445 (TTY)**.

The **Rhode Island Forum on Aging** was established in 1991 to bring together a consortium of leaders from established senior, educational and advocacy organizations. The **Forum** provides a focal point on aging issues, provides information on these issues and establishes priorities for advocacy. Call **DEA** at **462-4000 (Voice)** or **462-0740 (TTY)**, or **THE POINT** at **462-4444 (Voice)** or **462-4445 (TTY)**.

The **Silver Haired Legislature (SHL)**, created in 1981, is a non-partisan, non-profit organization composed of 75 seniors representing each legislative district in Rhode Island. Meetings are held each year to debate issues, develop resolutions and recommend legislation to state and national officials. **SHL** efforts are focused on advocating for senior issues by promoting knowledge of the governmental and legislative process. Call **DEA** at **462-4000 (Voice)** or **462-0740 (TTY)**, or **THE POINT** at **462-4444 (Voice)** or **462-4445 (TTY)**. The **SHL** web site is [www.rishl.org](http://www.rishl.org).

## **ADVOCACY**

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

In addition to the **LTCCC**, the **Governor's Cabinet on Chronic and Long Term Care** was established by executive order in 2003. The directors of several state departments join together to shape the future of long-term care in Rhode Island. Call **462-0501**.

**AARP-Rhode Island**, 10 Orms Street, Providence, RI 02906 is a non-profit, non-partisan organization for those 50 and older. **AARP** lobbies the federal and state government for programs and services that enhance the quality of life for seniors. Call the **Rhode Island Chapter of AARP** at **866-542-8170**.

The **Gray Panthers of Rhode Island** is part of an intergenerational advocacy organization that works for social and economic justice. Call **725-1122**.

**Parents, Families and Friends of Lesbians and Gays (PFLAG)** is a support organization that helps parents of gays and lesbians to understand and accept their children. For information on monthly meetings, call **751-7571** or go to their web site at [www.gbwebworks.com/pflag](http://www.gbwebworks.com/pflag).



## **AGENCIES FOR THE BLIND**

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

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

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

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

Any resident 65 or older who does not have an ophthalmologist can receive no-cost medical eye care services through the **EyeCare America Seniors Program**. Call the **Help Line** at **1-800-222-EYES (3937)**.

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

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

## **ALZHEIMER'S DISEASE**

The **Alzheimer's Association, Rhode Island Chapter**, 245 Waterman Street, Providence, RI 02906, is a non-profit organization affiliated with the national organization. Its mission is to coordinate resources for caregivers, educate health professionals and the general public and advocate for improved public policy. Other services of the **Alzheimer's Association** include a helpline, speaker's bureau, newsletter, affiliated family support groups and an early stage support group for those with the disease.

For information about these services, contact the **Alzheimer's Association, Rhode Island Chapter** at **421-0008** or **1-800-272-3900**. The local web site is [www.alz-ri.org](http://www.alz-ri.org).

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

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

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

## **ARTHRITIS FOUNDATION: NORTHERN & SOUTHERN NE CHAPTER**

The **Arthritis Foundation, Northern & Southern NE Chapter**, 2348 Post Road, Suite 104, Warwick, RI 02886 seeks to improve the lives of 66 million Americans through prevention, treatment, control and cure of arthritis and related diseases. Arthritis is the nation's number one cause of disability.

While this disease and its related conditions cause pain and loss of movement, the **Foundation** offers many strategies to help people lead active, fulfilling lives.

Services include:

- Aquatics programs
- Exercise programs
- Self-help programs
- Support groups
- Information and referral
- Advocacy

For information, call **739-3773**. or go to **[www.arthritis.org](http://www.arthritis.org)**.

## **CASE MANAGEMENT**

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

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

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

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

Contact the nearest agency:

### **Aquidneck Island:**

#### **Child & Family Service of**

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

**East Bay: East Bay Community Action.....437-1000**

#### **Kent County:**

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

**Northern Rhode Island: C.R.A., Inc.....822-6208**

#### **Northwest:**

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

#### **Providence County:**

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

**South County/Coventry: C.R.A., Inc.....822-6208**

**COMMISSION FOR THE SAFETY  
AND CARE OF THE ELDERLY/  
FIRE & POLICE ADVOCATES**

The **Commission for the Safety and Care of the Elderly** was established in 1986 to work with fire and police advocates in each community. The **Commission** works very closely with the **Senior Citizen Fire and Police Advocates** and offers training regarding domestic violence, personal security and other issues that affect the quality of life for seniors. Call **462-0546**.

**SENIOR CITIZEN FIRE ADVOCATES:**

**Albion Fire Department /District (FD):**

Peter Adam.....333-1242

**Chepachet FD: Dennis Foster.....568-5200**

**Cranston FD: Leo Kennedy.....780-4021**

**Cumberland Hill FD:Richard Susi.....658-0544**

**East Greenwich FD: Susan Hawksley.....886-8686**

**East Providence FD: Paul Cotter.....434-8130**

**Exeter FD: Woody Davis.....295-8752**

**Foster Center FD: Robert Peterson.....647-9294**

**Harmony FD: Donna DeConte.....949-1188**

**Hope Jackson Fire Co.:**

Donald Campbell.....828-6460

**Hope Valley/Wyoming FD:**

Raymond Bader.....539-2229

**Hopkins Hill FD: Frank Brown, Sr.....821-6866**

**Johnston FD:**

Mark Ramieri/Kenneth Fellela.....351-1600

**Kingston FD: Nathan Barrington.....783-6830**

**Lincoln FD: Stephen Tucker.....333-1111**

## SENIOR CITIZEN FIRE ADVOCATES

Little Compton FD: Randall Watt.....635-2324  
Lonsdale FD: Ryan Griffin.....725-8125  
Manville FD: Scott Kline.....762-4170  
Middletown FD: Nicholas Proto.....846-1031  
Newport FD: Kevin Garcia.....845-5916  
North Cumberland FD:  
    Fred Mitchell, Jr.....333-5111  
North Kingstown FD:  
    Michael LeClair.....294-3346, X20  
North Smithfield FD: Richard Brissette....762-1135  
Pawtucket FD: John McConaghy.....725-1422  
Portsmouth FD: Robert Church.....683-1200  
Providence FD:  
    Russell Krapf/Antiliano Estrella...243-6071  
    or 243-6059  
RI Airport Corporation:  
    Paul Healy.....737-4000, X267  
Smithfield FD: Robert Peters.....949-1330  
South Foster Fire Co.: James Carlson....647-7056  
South Kingstown FD: William Buckley.....783-3321  
Tiverton FD: Robert Lloyd.....625-6786  
Valley Falls FD: Ernest Cimino.....722-5972  
Wallum Lake Volunteer FD:  
    Robert Bishop.....568-9019  
Warren FD: Alexander Galinelli.....245-7600  
Warwick FD: David Kurowski.....468-4000  
West Glocester FD: Brian McKay.....568-2422

**SENIOR CITIZEN POLICE ADVOCATES**

**Barrington:**

**Josh Birrell/**

**Joseph Benedetti.....437-3930**

**Block Island: Vincent Carleone.....466-3220**

**Bristol: Adam Clifford.....253-6900**

**Burrillville: Brain Pitts.....568-6255**

**Central Falls: John Laboissoniere.....727-7411**

**Charlestown: Jack Shippee.....364-1212**

**Coventry: David Fraatz.....826-1100**

**Cranston: Carl Ricci.....477-5073**

**Cumberland: Michael Kinch.....333-2500**

**East Greenwich:**

**Jon Chirnside/Terry Murphy.....884-2244**

**East Providence: Thomas Aguia.....435-7630**

**Exeter: William Jamieson.....444-1068**

**Foster: William Ziehl.....397-3317**

**Glocester:**

**Kimberly Bertholic/**

**Alan Gusdafson.....568-2533**

**Hopkinton: John Patton.....377-7750**

**Jamestown: John Dube.....423-1212**

**Johnston: James Amodei.....231-4210**

**Lincoln: Bob Kells.....333-1111**

**Little Compton: Sue Cressman.....635-2311**

**Middletown: Fred Bodington.....846-1144**

**Narragansett:**

**Anthony Pelopida, Jr.....789-1091, X 305**

**North Kingstown: Daniel Ormond.....294-3316**

**SENIOR CITIZEN POLICE ADVOCATES**

Newport: Jimmy Winters.....847-1302  
North Providence:  
    Joseph Sanita/  
    John Anzivino.....233-1433  
North Smithfield: Bruce Senecal.....762-1212  
Pawtucket: Angelo Squadrito.....727-9100  
Portsmouth: Michael Taggart.....683-0300  
Providence: William Merandi.....243-6407  
Richmond: Raymond Driscoll.....539-8289  
Scituate: Charles Collins, Jr.....821-5900  
Smithfield:  
    Orlando Braxton/  
    Robert Squillante.....231-2500  
South Kingstown: Bill Buckley.....783-3321  
Tiverton: Ken Cabral.....625-6716  
Warren: Joseph Loiselle.....245-1311  
Warwick: Steve Lombardi.....468-4325  
Westerly: Ken Brown.....596-2022  
West Greenwich: Ray Cappelli.....397-7191  
West Warwick: Sandra Marinucci.....821-4323  
Woonsocket: John Donlon.....766-1212  
State Police: Joseph Meich.....444-1000



## COMMUNICATIONS

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

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

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

The **Information Memorandum** is a compendium of news, trainings, events and resources sent to members of the Rhode Island aging network. The **Information Memorandum** is published several times a year.

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

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

## **COMMUNITY ACTION PROGRAMS**

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

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

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

Area agencies include:

### **Aquidneck Island/Newport:**

**East Bay Community Action.....847-7821**

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

### **Cranston:**

**Comprehensive CAP .....467-9610**

### **East Bay:**

**East Bay CAP .....437-1000**

### **Kent County:**

**Westbay CAP .....732-4660**

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

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

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

### **Woonsocket:**

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

## **COMMUNITY HEALTH CENTERS**

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

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

**Burrillville:**

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

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

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

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

**East Providence:**

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

**Johnston:**

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

**Newport:**

**East Bay Health Center.....848-2160**

**North Kingstown:**

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

**Pawtucket:**

**Pawtucket Comm. Hlth. Ctr.....722-0081**

**Providence:**

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

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

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

**Chafee Health Center.....444-0530**

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

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

## **COMMUNITY HEALTH CENTERS**

### **Providence:**

**Crossroads Rhode Island.....521-2255**

### **Richmond:**

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

### **South Kingstown:**

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

### **Tiverton:**

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

### **West Warwick:**

**Thundermist Health Center.....615-2800**

### **Warwick:**

**Wilcox Health Center.....732-9090**

### **Woonsocket:**

**Thundermist Health Center.....769-1234**

The **St. Francis Wellness Center** at the **Poverello Center**, 688 Hartford Avenue, Providence, RI 02909 provide health services to those in need. For information, call **455-3740**.

## **COMMUNITY LIVING OPTIONS**

Some seniors and adults with disabilities may be able to remain in the community with the appropriate support services, home adaptations and assistive devices. **Community Living Options** are designed to enable seniors and adults with disabilities to live in a less restrictive community based environment or in their own home.

Home adaptations include modifications such as ramps, safety bars or widened doorways. Assistive devices include tub benches, reachers, or alerting systems. Home and community support includes services such as personal care assistants, homemakers, home health aides, **Meals on Wheels** or an emergency response system.

Call **Ocean State Center for Independent Living (OSCIL)**, 1944 Warwick Avenue, Warwick, RI 02889 at **738-1013 (Voice)** or **738-1015 (TTY)** or **PARI**, 500 Prospect Street, Pawtucket, RI 02860 at **725-1966 (V/TTY)** for information about services, housing or transportation. **PARI** also runs a **Consumer-Directed Personal Care Assistant Program**.

## **COMMUNITY LIVING OPTIONS**

Persons who are eligible for **Medical Assistance (Medicaid)** may be eligible for home adaptations, support services and assistive devices at no cost. Call the local **DHS** long-term care office listed in this book under **Nursing Homes/Long Term Care**.

Persons who had a significant disability before age 22 should call the **Department of Mental Health Retardation and Hospitals** at **462-3421 (Voice)** or **462-3226 (TTY)**.

Persons 65 and older may be eligible for home and community based services from **DEA**. Call **462-0570**.

Other independent living resources include **TechACCESS of Rhode Island**, 110 Jefferson Boulevard, Suite I, Warwick, RI 02888 and **Relay Rhode Island**. **TechACCESS** enables persons with disabilities to try out computers, software and other assistive and adaptive equipment. Call **463-0202**.

## CONSUMER PROTECTION RESOURCES

Scams, frauds, and schemes cost seniors and disabled consumers millions of dollars each year. These organizations can help consumers avoid being victimized, preserve valuable assets and resources and provide ways to report scams and questionable business practices.

**Rhode Island SMP** helps persons get the most out of their health care. **SMP** also encourages persons to report **Medicare** and **Medicaid** fraud, waste, and abuse. For information, call **462-0560**. **SMP** is funded by the **U. S. Department of Health and Human Services, Administration on Aging**.

The **Rhode Island Contractors' Registration Board** mediates disputes between homeowners and contractors. Call **222-1268**, or go to [www.crb.state.ri.us](http://www.crb.state.ri.us).

The **National Do Not Call Registry** allows individuals to limit the number of telemarketing calls they receive. Call **1-888-382-1222**, or go to [www.donotcall.gov](http://www.donotcall.gov).

The **RI Attorney General's Consumer Protection Unit** provides assistance with consumer complaints against businesses. Call **274-4400** or go to [www.riag.ri.gov](http://www.riag.ri.gov).

Contact the **RI Attorney General's Office** at **274-4400** and/or the **Federal Trade Commission** at **1-877-382-4357** if you think you have been scammed.

Contact the **U.S. Postal Service** at **276-6930** to report mail fraud.

If you feel that you have been victimized by a fraud, scam or scheme, it is also a good idea to contact your local police department.

The **Better Business Bureau** tracks information on many businesses throughout the United States and Canada. **BBB** may also help resolve consumer complaints against businesses. Call **785-1212**.

## **CUSTOMER INFORMATION, REFERRAL & ASSISTANCE**

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

The **DEA Customer Information Referral and Assistance Center (CIRAC)** is staffed by **Customer Information Specialists** who are trained to answer questions, provide information and referral and offer counsel regarding the issues of growing older in Rhode Island. Some of these issues may include health insurance, housing, medication assistance, **Medicare** and the **Medicare Prescription Drug Program (Medicare Part D)**, **Rhode Island Pharmaceutical Assistance to the Elderly (RIPAE)**, **Medicaid** and other support programs and services.

Each year, **CIRAC** staff answers more than 25,000 consumer inquiries.

For information, call **462-4000 (Voice)** or **462-0470 (TTY)**.



## **CUSTOMER INFORMATION, REFERRAL & ASSISTANCE**

Various senior centers and community sites across the state have **Community Information Specialists**. They are trained by **DEA** to help seniors understand and deal with issues such as heating and pharmacy assistance, **Medicare, Medicaid, Social Security**, transportation, food stamps and many other programs and services. To locate the nearest **Community Information Specialist**, call **CIRAC** at **462-4000 (Voice)** or **462-0740 (TTY)**.

The **Ask Rhody** web site puts Rhode Island social service support programs at your fingertips.

When you click on [www.askrhody.org](http://www.askrhody.org) you can get information on services for children and families such as **Rite Care, Food Stamps**, the **Family Independence Program** or child care. The web site also includes information on services for seniors and adults with disabilities such as the **Medicare Savings Program, Medicaid** or **General Public Assistance**. The **Ask Rhody** site also offers a listing of **Department of Human Services** offices and telephone numbers

**Ask Rhody** is funded by the **Centers for Medicare and Medicaid Services** and the **RI Department of Human Services**.

## **DENTAL SERVICES**

The **Community College of Rhode Island Dental Hygiene Clinic**, 1762 Louisquisset Pike, Lincoln, RI 02865 offers dental cleanings from September through May of each school year. In addition to cleanings, oral cancer screening, periodontal examination, polishing, fluoride treatment and information on dental health. Blood pressure monitoring is also provided. Nominal fees apply. For details, call **333-7250**.

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

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

The **St. Francis Wellness Center** at the **Poverello Center**, 688 Hartford Avenue, Providence, RI 02909 offers limited dental services. Call **455-3740**.

## **DURABLE MEDICAL EQUIPMENT**

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

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

For information on coverage for **durable medical equipment**, call **Medicare** at **1-800-MEDICARE (1-800-633-4227)** or **DHS** at **462-5300** or **462-3363 (TTY)**.

**PARI**, 500 Prospect Street, Pawtucket, RI 02860 also provides previously-used durable medical equipment. Call **725-1966 (V/TTY)**

## **EDUCATIONAL OPPORTUNITIES**

Rhode Island residents 60 and older may take courses at **state colleges** and at the **University of Rhode Island** without paying tuition on a space-available basis. Students must have a household income less than three times the **Federal Poverty Limit**. Other fees and charges may apply.

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

The **Elderhostel** program is the nation's first and the world's largest travel and education organization for persons 55 and older. The organization's focus is on educational and lifelong learning adventures. Financial assistance is available to eligible seniors to attend an **Elderhostel** program. For information or an **Elderhostel** catalogue, call **1-877-426-8056** or visit their web site at **[www.elderhostel.org](http://www.elderhostel.org)**.

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

## **ELDERCARE LOCATOR**

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

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

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

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

Information is available in 150 languages.

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

For information on local agencies providing care management or assessment programs, please see **Case Management** and/or **Geriatric Assessment** sections in this edition of the **Pocket Manual**.

## **EMERGENCY RESPONSE SYSTEMS**

**Emergency Response Systems (ERS)** provide a valuable time-saving link between people who are alone or frightened of being alone and a communications center. An **ERS** gives homebound or “at risk” persons peace of mind in knowing that help is only a touch-of-a-button away, 24 hours a day.

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

The following offer **ERS**:

<b>Comfort Keepers</b> .....	<b>792-8300</b>
<b>Community Care Nurses</b> .....	<b>295-8862</b>
<b>Health Watch Personal Response</b> ..	<b>1-800-226-8100</b>
<b>Homefront Healthcare</b> .....	<b>738-0409</b>
<b>Hope Nursing Home Care</b> .....	<b>467-8588</b>
<b>Jewish Family Service</b> .....	<b>331-1244, X19</b>
<b>New England Protection</b> .....	<b>1-800-988-2554</b>
<b>Newport Hospital</b> .....	<b>845-1637</b>
<b>Ocean State Nursing Services</b> .....	<b>765-6465</b>
<b>Meals on Wheels of RI</b> .....	<b>351-6700</b>
<b>Westerly Hospital</b> .....	<b>348-3949</b>
<b>VNS of Bristol/Newport County</b> .....	<b>682-2100</b>
<b>VNS of Greater Rhode Island</b> .....	<b>1-800-696-7991</b>

## FOOD ASSISTANCE

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

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

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

To locate your local meal site, call:

**Northwest Rhode Island:**

**Blackstone Health/C.O.A.S.I.....728-9290**

**East Bay, Bristol & Newport Counties:**

**East Bay CAP .....437-1000**

**Kent and Washington Counties:**

**Westbay CAP .....732-4660**

**Northern Rhode Island:**

**Woonsocket Senior Svcs.....766-3734**

**Providence:**

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

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

To qualify, seniors must be 60 years or older, live alone and have no one to help them, and be unable to shop, cook or drive. Persons with a disability who are under 60 may be eligible in certain circumstances. Donations for the meal are accepted. Call **351-6700**. or visit their web site [www.rimeals.org](http://www.rimeals.org).

## FOOD ASSISTANCE

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

Eligibility for persons over 60 :

<b>Household size:</b>	<b>1 person</b>	<b>2 persons</b>
Monthly net income:	\$817	\$1,100
Resources:	\$3,000	\$3,000

Possible deductions from gross income may include a standard deduction for household and telephone expenses, an earned income deduction for working households and specified deductions for medical expenses and excess shelter costs. Adults who are eligible for the **Food Stamp** program receive their benefits using a special **Electronic Benefit Transfer (EBT)** card. Individuals can use their **EBT** card at grocery and retail food stores across the state.

Seniors may request a home interview. Call these area offices:

<b>Newport/Aquidneck Island</b> .....	<b>849-6000</b>
<b>Northern Rhode Island</b> .....	<b>235-6300</b>
<b>Pawtucket</b> .....	<b>729-5400</b>
<b>Providence</b> .....	<b>222-7276</b>
<b>South County</b> .....	<b>1-800-282-7021</b>
<b>Warwick</b> .....	<b>1-800-282-7021</b>



## **FOOD ASSISTANCE**

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

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

The **Poverello Center**, 688 Hartford Avenue, Providence, RI 02909 is run by the **St. Frances Chapel and City Ministry**. Call **455-3740**.

Other emergency food resources include **The Rhode Island Coalition for the Homeless**, 160 Broad Street, Providence, RI 02903 at **421-6458** and **Crossroads Rhode Island**, 160 Broad Street, Providence, RI 02903 at **521-2255**.

**Comprehensive Community Action Program**, 311 Doric Avenue, Cranston 02910 provides food assistance in their area including residents of Coventry, Scituate, and Foster. Call **467-9610**.

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

## **FRIENDLY VISITING**

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

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

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

Most **Retired Senior Volunteer Programs (RSVP)** in Rhode Island also provide opportunities for friendly visiting activities. Please refer to the list of **RSVP** organizations under **Volunteering** in this booklet.

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

## **GERIATRIC ASSESSMENT**

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

**East Providence:**

**RI Mood and Memory  
Research Institute.....435-8950**

**North Providence:**

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

**Pawtucket:**

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

**Providence:**

**Butler Hospital Memory  
and Aging Program.....455-6403**

**Providence/Pawtucket:**

**Rhode Island and Miriam Hospitals  
Geriatrics Practice & Svcs.....728-7270**

## **HEALTH INSURANCE COUNSELING/ SENIOR HEALTH INSURANCE PROGRAM (SHIP)**

The Rhode Island **Senior Health Insurance Program (SHIP)** is part of a national partnership to help consumers make informed health care choices. Funded by the **Centers for Medicare and Medicaid Services**, **SHIP** volunteers provide one-to-one counseling to seniors, adults with disabilities, families and caregivers. The program is designed to help seniors and adults with disabilities understand health care cost and coverage and deal with issues regarding health care.

Volunteer **SHIP** counselors can discuss **Medicare**, **Medicare** drug plans, supplemental insurance, **Medicare Advantage** plans, over-insurance, free and reduced-cost medical care programs, federal retiree health insurance, **Veterans** benefits and long-term care insurance and other programs.

For more information on **SHIP**, call **462-4000 (Voice)** or **462-0740 (TTY)**.

## HEALTH INSURANCE COUNSELING

The **RI Guide to Buying Medicare Supplement Insurance and Medicare Advantage Plans** is free from the **DEA**. The guide contains current information about available health plans in Rhode Island, including coverage and premiums. To order a copy, call **462-4000 (Voice)** or **462-0740 (TTY)**.

The Medicare web site, **[www.medicare.gov](http://www.medicare.gov)**, offers information on **Medicare, Medicare Prescription Drug (Medicare Part D) plans**, and other **Medicare** benefits. **My Health. My Medicare** is designed to help **Medicare** beneficiaries get the most out of their health care. The **Medicare** web site also has information that allows consumers to compare the performance of nursing homes and home health care agencies using uniform national standards.

**Rhode Island SMP** helps persons get the most out of their health care. **SMP** also encourages persons to report **Medicare** and **Medicaid** fraud, waste, and abuse. For information, call **462-0560**. **SMP** is funded by the **U. S. Department of Health and Human Services, Administration on Aging**.

## **HEARING AND SPEECH SERVICES**

**Rhode Island Hospital** at **444-5485**, **Memorial Hospital of Pawtucket** at **729-2022** or **723-2050-TTY** and **URI Hearing and Speech Centers** in Kingston and Pawtucket at **874-5969** or **874-4292** diagnose and treat hearing, speech, language and swallowing problems.

The **Adaptive Telephone Equipment Loan Program** provides telephone equipment to qualified individuals who have hearing or speech impairments or who suffer from neuromuscular damage or a disease that inhibits their ability to use a standard telephone. Equipment includes such devices as a TTY phone, uniphone, dialogue voice carryover phone or **CapTel** captioning. For information, call **276-0875 (Voice)** or **861-6677 (TTY)**.

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

The **Rhode Island Commission on the Deaf and Hard of Hearing** administers a sign language interpreter service and information and referral. Call **222-1204** or **222-1205 (TTY)**.

## HEATING ASSISTANCE

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

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

**Current income guidelines are:**

1-person household.....	\$22,684
2-person household.....	\$29,664
3-person household.....	\$36,664

Heating assistance is available to households that are responsible for their heating costs.

Apply for heating assistance at:

<b>Blackstone Valley CAP .....</b>	<b>723-4520, X 2</b>
<b>Cranston: Comprehensive CAP .....</b>	<b>467-9610</b>
<b>East Bay: East Bay CAP .....</b>	<b>437-0006</b>
<b>Northwest RI: Tri-Town CAP .....</b>	<b>351-2750</b>
<b>Providence: ProCAP:</b>	
<b>(Over 60).....</b>	<b>437-8054</b>
<b>(Under 60).....</b>	<b>273-0882</b>
<b>South County CAP .....</b>	<b>789-3016</b>
<b>Warwick/Kent County:</b>	
<b>Westbay CAP .....</b>	<b>732-4660</b>

Also, information about energy assistance is available from the **Salvation Army** at **421-0956** and the **Governor's Office of Energy Resources** at **222-3003**.







## HOME AND COMMUNITY CARE

**DEA Home and Community Care Programs** provide eligible seniors with innovative options to help them remain in the community and avoid premature institutionalization. These options are designed to assist the functionally impaired senior to meet a wide variety of medical, environmental and social needs.

Based on eligibility, **Home and Community Care Programs** may provide home health aide services, adult day services, **Meals on Wheels**, **Senior Companion**, personal emergency response system, minor home modifications or minor assistive devices.

If appropriate, placement in an assisted living facility may be made.

For most **Home and Community Care Programs**, a person must be 65 or older, be a Rhode Island resident, and be basically homebound (unable to leave home without considerable assistance).

For some persons on **Medical Assistance (Medicaid)**, services may be provided at no charge. Other **Medicaid** clients may have to make a contribution towards services.

For information, call **462-0570**.

## HOME AND COMMUNITY CARE

For persons who meet the guidelines for the **Rhode Island Pharmaceutical Assistance to the Elderly (RIPAE)** program, services are provided at a reduced rate. Currently, these annual income guidelines are \$18,724 for a single person and \$23,407 for a couple. Each year, these guidelines are changed to reflect the **Social Security Cost-of-Living Adjustment (COLA)**.

DEA works with a network of regional case management agencies and other senior organizations to develop care plans to help seniors remain in the least restrictive environment with maximum independence.

For information, call **462-0570**.

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

## **HOME EQUITY CONVERSION MORTGAGES**

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

Under **HECM**, borrowers must be 62 or older and have annual incomes below \$93,300. They must live in new or existing one-to-four family homes or **FHA**-approved condominiums.

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

Borrowers may choose to receive lump sum payments, monthly payments, a line of credit or a combination payments. **HECM** is only one type of reverse mortgage. Other financial institutions offer this type of program.

For additional information on **HECM**, call **Rhode Island Housing**, 44 Washington Street, Providence, RI 0290 at **450-1344** or **1-800-427-5560**. The web site is [www.rihousing.com](http://www.rihousing.com).

**RI Housing** also works with various non-profit organizations to prevent elder consumers from becoming victims of predatory loan practices. Counseling is available for consumers who are looking for a loan, refinancing, have fallen behind on mortgage payments or are facing foreclosure. For information, call **1-800-436-3180** or go to [www.dontborrowtroubleri.org](http://www.dontborrowtroubleri.org).

## HOSPICE CARE

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

A **hospice** team usually includes a medical director, nurses, clergy and other health care professionals.

While most **hospice care** is provided in the home, there are facilities that offer this type of care. For more information, contact **Home & Hospice Care of Rhode Island**, 169 George Street, Pawtucket, RI 02860 or call **727-7070** or **1-800-338-6555**.

**Hospice care** is also available from other organizations such as the **Visiting Nurse Service of Greater Rhode Island**, 6 Blackstone Place, Lincoln, RI 02865. Call **769-5670** or go to [www.vnsgri.org](http://www.vnsgri.org).

Information on hospice care is also available from the **Rhode Island Cancer Council, Inc.**, 249 Roosevelt Avenue, Pawtucket RI 02860 at **728-4800**, or by visiting their web site at [www.ricancercouncil.org](http://www.ricancercouncil.org).

**Hospice of Nursing Placement, Inc.**, 334 East Avenue, Pawtucket, RI 02860 provides hospice services to culturally diverse populations. In addition to English, the team has members who speak Portuguese, Cape Verdean Creole, Spanish and Russian. For information, call **728-6500** Or **1-800-466-3227**.

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

## HOUSING

**Rhode Island Housing** oversees the management of 20,000 apartments for low-income seniors, families and persons with disabilities. Approximately 15,000 of these apartments are **Section 8**. Under this category, tenants pay 30 percent of their income for rent. The remaining 5,000 apartments have a variety of subsidies that keep the rents affordable for low-income households.

Generally, residents of **Section 8** apartments must earn no more than 50 percent of **Housing and Urban Development (HUD)** median family income for their community and household size. Other apartments are restricted to households earning no more than 60 percent of **HUD** median family income.

Applicants can apply for housing in any community in which they would like to live. Most communities have a waiting list for these affordable housing units.

For more information, contact **Rhode Island Housing**, 44 Washington Street, Providence, RI 02903 at **457-1234 (Voice)**, or **450-1394 (TTY)**. Their web site is **[www.rihousing.com](http://www.rihousing.com)**.

Many cities and towns have public housing authorities that provide affordable apartments and **Section 8** vouchers. Contact your local city or town hall.

## HOUSING

**DEA** publishes the **Security Journal**, a quarterly newsletter designed to keep housing managers and residents informed and educated on issues such as fire safety and prevention, personal security and updates on **DEA** programs and activities. For information, call **462-0539**.

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

As a general rule, residents must be ambulatory (canes, walkers, and sometimes wheelchairs are acceptable) and not require on-going extensive medical and nursing.

**Assisted living** provides rooms or apartments, meals, 24-hour staffing, assistance with personal care and medication, housekeeping, laundry, activities and other services that allow adults to stay in the community. The cost varies considerably. There are more than 60 licensed **assisted living** facilities in the state.

For a listing of assisted living facilities, contact **DEA** at **462-4000 (Voice)** or **462-0740 (TTY)**. Additional information can be obtained by calling the **Rhode Island Assisted Living Association**, 2224 Pawtucket Avenue, East Providence, RI 02914 at **435-8882**, or the **Rhode Island Department of Health-Facilities Regulation** at **222-2566**.

## **HOUSING**

The **Rhode Island Coalition for the Homeless**, 160 Broad Street, Providence, RI 02903 publishes the **Street Sheet**, a listing of emergency shelters, food pantries and other helpline resources. Call **421-6458**. Their web site is **[www.rihomeless.com](http://www.rihomeless.com)**.

**Crossroads Rhode Island**, 160 Broad Street, Providence, RI 02903 also provides information and referral for the homeless and those in transition. Call **521-2255**.

The **Rhode Island Housing's Home Improvement & Lead Abatement Program** can assist qualified residents in obtaining low-interest home repair and improvement loans. Call **450-1350**.

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

The **U.S.D.A. Rural Development**, 60 Quaker Lane, Suite 44, Warwick, RI 02886 also provides grants and loans for home repair and improvement to qualified homeowners. Call **826-0842**.



## IDENTIFICATION CARDS

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

Cards are issued weekdays at **DEA**, Benjamin Rush-Building 55, 35 Howard Avenue, Cranston, RI 02920 from 9:00 a.m. to 3:00 p.m.

Seniors must present proof of age, such as driver's license, birth certificate or a **Rhode Island Public Transit Authority (RIPTA)** bus pass. Persons with a disability must present a current **Social Security** disability or **Veterans Administration** disability award letter. Two forms of verification are required for a **DEA** identification card. There is a \$2 fee for a **DEA** identification card.

Additional information about the identification card program is available by calling **DEA** at **462-4000 (Voice)** or **462-0740 (TTY)**.

The **Rhode Island Registry of Motor Vehicles** offers free identification cards to persons 59 and older. Office hours are 8:30 a.m. to 4:00 p.m., Monday through Friday. For information, call **722-4407**.

## LEGAL ASSISTANCE

The **DEA legal counselor** provides general information on issues that affect seniors such as advance directives, wills and fraud, and is available to speak to senior organizations about these issues. The **DEA legal counselor** does not represent or provide specific legal advice to seniors. The **legal counselor** can provide referrals to appropriate agencies or organizations where elders may seek legal advice. Call **462-0537**.

**Rhode Island Legal Services Senior Citizens Program** helps low income persons 60 and older with legal advice and assistance. This program assists seniors with problems related to housing, **Social Security, Medical Assistance, Medicare, Food Stamps. Rhode Island Legal Services** is located at 56 Pine Street, Providence, RI 02903. Call **274-2652**, or **272-5335 (TTY)**, or **1-800-662-5034** for information. The Newport office is located at 50 Washington Square, Newport, RI 02840. The telephone number is **846-2264** or **1-800-637-4529**.

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

## LEGAL ASSISTANCE

**Advance directives** are written instructions indicating which medical care that persons wish, or don't want to receive, if they are unable to communicate their wishes.

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

With a **living will**, individuals direct their physicians to withhold or withdraw life-sustaining procedures.

Individual copies of the Rhode Island form for the **durable power of attorney for health care** and **living will** are available from **DEA** by calling **462-4000 (Voice)** or **462-0740 (TTY)**. **Advance directives** may also be downloaded from the RI Attorney General's web site at **[www.riag.state.ri.us](http://www.riag.state.ri.us)**.

**Advance directives** should be completed long before a health care crisis arises and they may be revoked at any time.

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

## MEDICAL ASSISTANCE/MEDICAID

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

<b>Eligibility:</b>	<b>Individual</b>	<b>Couple</b>
Monthly Income:	\$850.83	\$1,140.83
Resources:	\$4,000	\$6,000
Life insurance:	\$4,000 per person	

If your income exceeds the above guidelines, you may still be eligible through the "flexible test." Apply at the nearest **DHS** office:

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

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

For information on reporting **Medicaid** fraud, waste or abuse, call **Rhode Island SMP** at **462-0560**.

## **MEDICARE**

**Medicare** hospital insurance (**Part A**) provides basic protection against costs of needed care in a hospital, skilled nursing facility, at home and for hospice care. Inquiries regarding **Medicare Part A** claims can be made by calling **1-877-356-2368**.

**Medicare** medical insurance (**Part B**) provides protection against costs of physicians' and providers' services. The monthly premium is \$93.50 for 2007. Inquiries about **Medicare Part B** claims can be made by calling **1-800-482-5525**.

Rhode Island General Law 5-37-5.1 prohibits physicians from charging **Medicare** patients more than the amount **Medicare** approves for covered services.

Apply for **Medicare** at **Social Security** three months before turning age 65.

For **Medicare** information, call **1-800-MEDICARE (1-800-633-4227)**, or go to web site **[www.medicare.gov](http://www.medicare.gov)**. Beneficiaries can also create a personal health care profile by logging on to the **My Health. My Medicare** link on the **Medicare** web site.

For information on reporting **Medicare** fraud, waste or abuse, call **Rhode Island SMP** at **462-0560**.

**Quality Partners of Rhode Island**, 235 Promenade Street, Suite 500, Providence, RI 02908 investigates complaints of improper or inadequate care and works to improve the quality of care for **Medicare** beneficiaries. Call **1-800-662-5028** or **528-3200**.

## **MEDICARE PREMIUM PAYMENT PROGRAM**

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

<b>Monthly Income</b>	<b>Individual</b>	<b>Couple</b>
<b>QMB:</b>	\$850.83	\$1,140.83
<b>SLMB:</b>	\$1,021	\$1,369
<b>QI-1:</b>	\$1,148.63	\$1,540.13
<b>Resources:</b>	\$4,000	\$6,000

Income limits change are adjusted each year in accordance with the **Federal Poverty Level**.

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

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

To apply, contact the nearest **DHS** office. To locate the nearest **DHS** office, call **462-5300 (Voice)** or **462-3363 (TTY)**.

## **MEDICATION ASSISTANCE/RIPAE**

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

Individuals with an annual income up to \$18,724 and married couples with a combined annual income up to \$23,407 receive a 60% discount.

Individuals with an annual income up to \$23,505 and married couples with a combined annual income up to \$29,383 receive a 30% discount.

Individuals with an annual income up to \$41,136 and married couples with a combined income not exceeding \$47,012 receive a 15% discount.

Income guidelines increase each year in accordance with the **Social Security Cost-Of-Living Adjustment (COLA)**.

**RIPAE** enrollees can purchase all other FDA-approved prescriptions (except for those used to treat cosmetic conditions) at a 15% discount.

## **MEDICATION ASSISTANCE/RIPAE**

Also under **RIPAE**, Rhode Island residents between 55 and 64 who are receiving **Social Security Disability Income (SSDI)** payments and who meet specified income limits, can purchase medications (except those prescribed for cosmetic conditions) at a 15% discount. The annual income limits for those receiving **SSDI** are \$41,136 for a single person and \$47,012 for a married couple. For **RIPAE** information, call **462-4000 (Voice)** or **462-0740 (TTY)**.

The **University of Rhode Island (URI) Pharmacy Outreach Program** assists Rhode Island residents regarding the availability of free or low cost medications through the **Medication for the Needy Program**. The **Outreach Program** also provides educational seminars, health screens and discussion groups on health related topics and information on the use of prescription medications. Call **1-800-215-9001**.

A number of pharmaceutical manufacturers make some of their drugs available free of charge to patients who have difficulty paying for them. These are voluntary programs, so each drug manufacturer sets its own eligibility criteria. Call the **Pharmaceutical Research and Manufacturers of America** at **1-877-743-6779** or go to [www.RxforRI.org](http://www.RxforRI.org). You can also contact the **Partnership for Prescription Assistance** at **1-888-4PPA-NOW** or go to [www.pparx.org](http://www.pparx.org). Or, contact [www.needymeds.com](http://www.needymeds.com).



## **MEDICATION ASSISTANCE/ MEDICARE PART D**

**Medicare Prescription Drug (Medicare Part D) Plans** offer **Medicare** beneficiaries the opportunity to purchase insurance plans to help them pay for prescription drugs. Coverage is available for both generic and brand name medications. Premiums, deductibles and co-payments may apply.

**Medicare** beneficiaries who have supplemental health insurance can choose from more than 50 plans offered by more than 20 companies. **Medicare** beneficiaries who have **Medicare Advantage Plans** must choose their **Part D** plans from options offered by their **Medicare Advantage** organization.

Assistance in paying for plan premiums and other expenses (**Extra Help**) may be available for beneficiaries with limited incomes and resources. For information, contact **Social Security** at **1-800-772-1213 (Voice)**, **1-800-325-0778 (TTY)**, or go to [www.ssa.gov](http://www.ssa.gov).

**RIPAE** members can receive help in paying for their **Part D** medications during the plan deductible or coverage gap phases, if applicable.

For individual counseling regarding **Medicare Part D** plans, please make an appointment with the health insurance counselor in your area. Please refer to the **Health Insurance/SHIP** section of this booklet.

## MENTAL/BEHAVIORAL HEALTH

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

The **Rhode Island Council of Community Mental Health Organizations** represents community mental health sites that assist individuals seeking information and referral about treatment. Call **273-0900** or visit their web site at [www.riccmho.org](http://www.riccmho.org). Member organizations offer a wide variety of mental health and substance abuse treatments, including emergency services.

**RICCMHO** organizations include:

<b>East Bay Mental Health Center</b> .....	<b>431-9870</b>
<a href="http://www.eastbay.org">www.eastbay.org</a>	
<b>Gateway Healthcare</b> .....	<b>729-8701</b>
<a href="http://www.gatewayhealth.org">www.gatewayhealth.org</a>	
<b>The Kent Center</b> .....	<b>732-5656</b>
<a href="http://www.thekentcenter.org">www.thekentcenter.org</a>	
<b>Newport County Community Mental Health Center</b> .....	<b>846-1213</b>
<a href="http://www.nccmhc.org">www.nccmhc.org</a>	
<b>NRI Community Mental Health Center</b> .....	<b>235-7121</b>
<a href="http://www.nricommunityservices.org">www.nricommunityservices.org</a>	
<b>The Providence Center</b> .....	<b>276-4020</b>
<a href="http://www.provctr.org">www.provctr.org</a>	
<b>South Shore Mental Health Center</b> .....	<b>364-7705, X3352</b>
<a href="http://www.ssmhc.org">www.ssmhc.org</a>	

## **MENTAL/BEHAVIORAL HEALTH**

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

These sites offer medical detoxification:

**Butler Hospital**

**Senior Treatment Program.....455-6220**

**Roger Williams Medical**

**Center Behavioral Health.....1-800-252-6466**

**SSTAR of Rhode Island**

**Detoxification Services.....1-800-747-6237**

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

Veterans can call the **Veterans Administration** at **457-3083**.

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

## **NATIONAL FAMILY CAREGIVER SUPPORT PROGRAM**

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

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

The **Relatives as Parents Program (RAPP)** was established to help grandparents and other relatives parenting children obtain needed information, services and support.

The **KIDKAMP Connection** gives respite to the caregiver 60 and older and the child. Scholarships are available for children 18 and under to participate in recreational and educational programs during school and summer vacations and on some Saturdays. For information, call **456-0604**.

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

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

Area offices include:

<b>Cranston</b> .....	<b>462-5182</b>
<b>East Providence</b> .....	<b>222-7311</b>
<b>Newport</b> .....	<b>849-6000</b>
<b>Providence</b>	
<b>Nursing Home Unit:</b> .....	<b>462-2400</b>
<b>Waiver/Adult Services Unit:</b> .....	<b>222-7371</b>
<b>Woonsocket</b> .....	<b>235-6300</b>

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

The **Medical Assistance and Paying for Nursing Home Care** booklet is available from **DEA**. Call **462-4000 (Voice)** or **462-0740 (TTY)**.

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

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

The **Rhode Island Health Care Association**, 57 Kilvert Street, Suite 200, Warwick, RI 02886 at **732-9333**, and the **Rhode Island Association of Facilities and Services for the Aging**, 225 Chapman Street, Providence, RI 02905 at **490-7612** are sources of information about nursing home care.

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

Go to the web at [www.medicare.gov](http://www.medicare.gov) and select the **Nursing Home Compare** link. Information is available by states.

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

Nursing home comparisons are also available at the **RI Department of Health** web site [www.health.ri.gov](http://www.health.ri.gov) and using the **Nursing Home Compare** link.

## **OMBUDSMAN PROGRAMS**

The state's **Long-Term Care Ombudsman Office** is run by the **Alliance for Better Long-Term Care**. The **ombudsman** program advocates, mediates and helps to solve problems for residents of nursing homes, assisted living facilities and those receiving home care or hospice services. The state **ombudsman** is also responsible for investigating complaints of inadequate care and abuse suffered by elders who are using long-term care services. All reports of abuse and neglect are confidential.

For information or to file a report, call the **Alliance for Better Long-Term Care**, 422 Post Road, Warwick, RI 02888 at **785-3340**.

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

## **OMBUDSMAN PROGRAMS**

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

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

For information on all **ombudsman** programs, call **785-3340**.



## **PROGRAM FOR THE ALL-INCLUSIVE CARE OF THE ELDERLY (PACE)**

The **Program for the All-Inclusive Care of the Elderly (PACE)**, 225 Chapman Street, Providence, RI 02905 offers eligible individuals options to nursing home care.

To be eligible for **PACE**, a person must be 55 or older and qualify for nursing home care. They can have **Medicare, Medicaid** or other private health insurance plans. To enroll in **PACE**, the client must agree to get their care from a network of doctors and providers in the program.

**PACE** coordinates all care and the team of caregivers includes social workers, nurses and other professional staff. Care is coordinated to meet the daily needs of the client .

**PACE** is also a licensed adult day service program.

For more information, call **PACE** at **490-6566**.

## **PROTECTIVE SERVICES**

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

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

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

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

Under Rhode Island law (R.I.G.L 42-66-10), **DEA** records pertaining to a person reported to be abused, neglected, exploited or abandoned are confidential and are not deemed public records.

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

## **RESPITE CARE**

**Respite** is temporary care given inside or outside the home for seniors who need help caring for themselves. Respite provides relief to caregivers. **Respite Care Services**, 184 Broad Street, Providence, RI 02903 offers two programs.

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

**Homemaking Program:** Homemakers are available for a reduced hourly rate to anyone 55 or older and handicapped or adults with disabilities of any age whose incomes are within the guidelines of the **RIPAE** program.

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

## SENIOR CENTERS

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

**Barrington Senior Center.....247-1926**

281 County Road 02806

**Bristol: Benjamin Church Sr. Ctr.....253-8458**

1020 Hope Street 02809

**Central Falls: Ralph J. Holden Ctr....727-7425**

361 Cowden Street 02863

**Charlestown Senior Center.....364-9955**

Ninigret Park 02813

**Coventry Senior Center.....822-9175**

50 Wood Street 02816

**Cranston Senior Center.....461-1000**

1070 Cranston Street 02920

**Cumberland Senior Center.....334-2555**

1464 Diamond Hill Road 02864

**East Greenwich Senior Services.....886-8669**

125 Main Street 02818

**East Providence Senior Center.....435-7800**

610 Waterman Avenue 02914

**Hopkinton Center.....377-7795**

P.O. Box 314 02804

**Jamestown Senior Center.....423-2658**

6 West Street 02835

**Johnston Senior Center.....944-3343**

1291 Hartford Avenue 02919

## SENIOR CENTERS

**Lincoln Senior Center**.....723-3270

40 Chapel Street 02865

**Middletown Senior Center**.....849-8823

650 Green End Avenue 02842

**Narragansett Senior Center**.....782-0675

53 Mumford Road 02882

### **Newport:**

**Edward King House**.....846-7426

35 King Street 02840

**Florence Gray Senior Center**.....849-7243

1 Park Holm 02840

**Martin Luther King Center**.....846-4828

20 West Broadway 02840

**North Kingstown Senior Center**.....268-1590

10 Beach Street 02852

### **North Providence:**

**Salvatore Mancini Center**.....231-0742

2 Atlantic Boulevard 02911

### **Pawtucket:**

**Leon Mathieu Senior Center**.....728-7582

420 Main Street 02860

**Portsmouth Senior Center**.....683-4106

110 Bristol Ferry Road 02871

### **Providence:**

**Capital City Senior Programs**.....455-3888

1085 Chalkstone Avenue 02908

**DaVinci Community Center**.....272-7474

470 Charles Street 02904

## SENIOR CENTERS

### Providence:

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

155 Niagara Street 02907

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

9 Courtland Street 02903

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

90 Ives Street 02906

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

276 Angell Street 02906

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

20 Syracuse Street 02909

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

401 Elmgrove Avenue 02906

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

133 Delaine Street 02909

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

529 Plainfield Street 02909

**Note:** Deaf/hearing-impaired seniors meet

Tuesdays from 9:00 a.m. to 3:00 p.m.

**St. Martin dePorres Senior Ctr.....274-6783**

160 Cranston Street 02907

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

42 Jillson Street 02905

**West End Community Center.....781-4242**

109 Bucklin Street 02907

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

133 Mathewson Street 02903

## SENIOR CENTERS

<b>Richmond Adult Center</b> .....	<b>539-6144</b>
1168 Main Street 02898	
<b>Scituate Senior Center</b> .....	<b>647-2662</b>
1315 Chopmist Hill Road 02857	
<b>Smithfield Senior Center</b> .....	<b>949-4590</b>
1 William J. Hawkins Trail 02828	
<b>South Kingstown:</b>	
<b>The Center</b> .....	<b>789-0268</b>
25 St. Dominic Road 02879	
<b>Tiverton Senior Center</b> .....	<b>625-6790</b>
207 Canonicus Road 02878	
<b>Warren Senior Center</b> .....	<b>247-1930</b>
20 Libby Lane 02885	
<b>Warwick:</b>	
<b>JONAH Community Center</b> .....	<b>738-2000</b>
830 Oakland Beach Avenue 02889	
<b>Pilgrim Senior Center</b> .....	<b>468-4090</b>
27 Pilgrim Parkway 02888	
<b>West Warwick Senior Center</b> .....	<b>822-4450</b>
20 Factory Street 02893	
<b>Westerly Senior Center</b> .....	<b>596-2404</b>
39 State Street 02891	
<b>Woonsocket Senior Center</b> .....	<b>766-3734</b>
84 Social Street 02895	

## **SENIOR COMPANION PROGRAM**

Rhode Island's **Senior Companion Program** is funded by the **Corporation for National and Community Service** and is sponsored by **DEA**. All volunteers are 60 and over, have limited income and receive a tax-free stipend and other benefits while serving clients 20 hours weekly.

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

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

In an average week, 90 **Senior Companions** visit with more than 450 elders. Over the course of more than 30 years of service to Rhode Island's seniors, volunteers have dedicated more than 1 million hours of friendship, compassion and one-to-one human contact to those in need of a helping hand.

For information on the **Senior Companion Program**, call **462-0569**.



## SENIOR EMPLOYMENT OPPORTUNITIES

DEA partners with **Comprehensive Community Action Program**, 311 Doric Avenue, Cranston, RI 02910 to administer **The Senior Community Service Employment Program (SCSEP)**.

**SCSEP** provides employment and training opportunities through placement at non-profit agencies statewide. Participants earn minimum wage, work 20 to 30 hours weekly and develop skills on the job for future employment. The goal for each individual is to obtain permanent part-time or full-time employment. Call **467-9610, ext. 162**.

DEA is a member of the **netWORKri** partnership that sponsors employment and training programs for persons 55 and older.

Contact **netWORKRI** at these offices:

<b>East Bay</b> .....	<b>245-9300</b>
470 Metacom Avenue, Warren 02885	
<b>Pawtucket</b> .....	<b>722-3100</b>
175 Main Street 02860	
<b>Providence</b> .....	<b>462-8900</b>
1 Reservoir Avenue 02907	
<b>Wakefield</b> .....	<b>789-9721</b>
4808 Tower Hill Road 02879	
<b>West Warwick</b> .....	<b>828-8382</b>
1330 Main Street 02893	
<b>Woonsocket</b> .....	<b>235-1201</b>
219 Pond Street 02895	

## SOCIAL SECURITY

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

The **Personal Earnings and Benefit Estimate Statement** provides workers with a year by year record of their earnings and an estimate of their **Social Security** benefits. For information, visit [www.ssa.gov](http://www.ssa.gov) or call **1-800-772-1213**.

In 2007, beneficiaries under 65 may earn up to \$12,960 without affecting their **Social Security** benefits. There is no earnings limit for workers 65 or older. Workers reaching full retirement may earn up to \$34,440 in the months before full retirement and still receive all their benefits for that year.

Local offices include:

<b>Newport</b> .....	<b>849-3487</b>
130 Bellevue Avenue 02840	
<b>Pawtucket</b> .....	<b>724-9611</b>
55 Broad Street 02860	
<b>Providence</b> .....	<b>528-4501</b>
380 Westminster Mall 02903	
<b>Warwick</b> .....	<b>822-1463</b>
30 Quaker Lane 02886	
<b>Westerly/Vicinity</b> .....	<b>860-443-8455</b>
2 Shaws Cove -Rm.203 New London, CT 06320	
<b>Woonsocket</b> .....	<b>766-8423</b>
2168 Diamond Hill Road 02895	

## **SUPPLEMENTAL SECURITY INCOME (SSI)**

**Supplemental Security Income (SSI)** provides supplemental cash payments for qualified persons 65 and older, blind or adults with disabilities.

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

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

These are the most current monthly unearned income guidelines.

	<b>Individual</b>	<b>Couple</b>
<b>In own household:</b>	\$680.35	\$1,042.50
<b>In another person's household:</b>	\$485.28	\$751.17
<b>In an assisted living facility:</b>	\$1,198	
<b>Resources:</b>	\$2,000	\$3,000
<b>Face value of life insurance:</b>	\$1,500 per person	

**Note:** The first \$20 per month income is not counted when determining **SSI** eligibility.

## TAX INFORMATION

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

Applications for the **Rhode Island Property Tax Relief Program (Form RI1040H)** must be filed between January 1 and April 15. Rhode Island resident homeowners and renters with household incomes not exceeding \$30,000 may receive up to \$300.

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

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

The **AARP Tax Aide** program provides information and assistance with completing tax returns between February and April 15 at numerous sites around the state. Call the **DEA Customer Information Referral and Assistance Center** at **462-4000 (Voice)** or **462-0740 (TTY)** to get a list of **AARP** tax assistance sites.

## TRANSPORTATION

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

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

These communities provide additional non-medical transportation for their senior residents:

<b>Barrington</b> .....	<b>247-1926</b>
<b>Bristol</b> .....	<b>253-8458</b>
<b>Burrillville</b> .....	<b>568-4440</b>
<b>Coventry</b> .....	<b>822-9175</b>
<b>Cranston</b> .....	<b>943-3341</b>
<b>Lincoln</b> .....	<b>723-3270</b>
<b>Narragansett</b> .....	<b>782-0675</b>
<b>North Kingstown</b> .....	<b>268-1590</b>
<b>North Providence</b> .....	<b>231-0749</b>
<b>North Smithfield</b> .....	<b>765-3535</b>
<b>Pawtucket</b> .....	<b>725-8220</b>
<b>Scituate</b> .....	<b>647-2662</b>
<b>Smithfield</b> .....	<b>949-4592</b>
<b>South Kingstown</b> .....	<b>789-0268</b>
<b>Warren</b> .....	<b>245-8140</b>
<b>Warwick</b> .....	<b>738-1276</b>
<b>Woonsocket</b> .....	<b>766-3734</b>

## TRANSPORTATION

Rhode Islanders of any age who have a disability may be eligible for **Americans with Disabilities Act (ADA) Paratransit Services** from the **Rhode Island Public Transit Authority (RIPTA)** curb-to-curb transportation service if their disability prevents them from using regular **RIPTA** bus service. This service is provided along existing **RIPTA** service corridors at a cost of twice the standard bus rate for all riders. Apply by calling **784-9500**.

**RIPTA bus passes** cost residents 65 or older \$5 and are valid for 5 years. Qualified riders who have a disability pay \$2 for their 2-year pass. Pass holders pay half-fare on off-peak hours, weekends, and holidays. Bus pass holders enrolled in **Medical Assistance (Medicaid)** or **RIPAE** or who have incomes within the **RIPAE Level One** income guidelines( \$18,724 annually for an individual and \$23,407 for a married couple) may apply for the **No Fare** program and ride free during all hours. Call **RIPTA** at **784-9500, X604** for details.

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

**DHS** will help persons who are enrolled in Medicaid arrange suitable non-emergency transportation for covered services. Call **784-3899**.

## VETERANS BENEFITS

There are approximately 25 million veterans in the United States; nearly three of four have served during a war or official period of military hostility. Approximately 70 million people-veterans, family members or survivors of veterans- are potentially eligible for benefits from the **U.S. Department of Veterans Affairs**. The goal of the **U.S. Department of Veterans Affairs** is to provide excellence in patient care, veterans' benefits and customer service.

The **Department of Veterans Affairs** offers wellness, health care and hospitalization programs, substance abuse and addiction treatment and support programs. The **Department** also hosts the **Center for Women Veterans, Homeless Assistance Program, Veterans Industries** and other initiatives to enhance the quality of life for those who have served their country in the armed forces. The **Department of Veterans Affairs** also helps veterans to identify programs for which they may be eligible.

For information, call **1-800-827-1000** or log on to **[www.va.gov](http://www.va.gov)**.

## VOLUNTEER PROGRAMS

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

For information, call these agencies:

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

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

**DEA** sponsors the **Volunteer Guardianship Program** through a **Meals on Wheels of Rhode Island** grant. Volunteers are trained to serve as guardians for eligible frail elders who have cognitive impairments.

The **Providence Foster Grandparent Program**, 9 Courtland Street, Providence, RI 02909 serves special needs children in the capital city. Call **421-1095**. The **Foster Grandparent Program of Rhode Island**, 20 Factory Street, West Warwick, RI 02893 serves special needs children statewide. Grandparents serve in residential and community settings such as schools, day care centers and hospitals. Call **822-4450**.