

## Additional Resources

### AARP

(800) 424-2277

### Legal Hotline for Older Texans

(800) 622-2520

### Medicare Claims & Coverage Inquiries

(800) 442-2620

### Medicare Information

(800) 633-4227

### Medicare Fraud Hotline

(800) 447-8477

### Social Security Administration

(800) 772-1213

### Texas Attorney General

#### Consumer Hotline

(800) 621-0508

### Texas Department of Insurance

(800) 252-3439

### Texas Department of Family and Protective Services

(800) 252-5400

### Texas Department on Aging and Disability Services

(800) 252-9240

### Veterans Administration

(800) 827-1000

The North Central Texas Area Agency on Aging is a regional organization that plans, coordinates and delivers services for persons age 60 and over and their family caregivers. The Agency serves residents of the 14 counties surrounding the Dallas/Fort Worth area.

For more information about services through the North Central Texas Area Agency on Aging, please call:

**1(800) 272-3921**

Office hours:  
Monday-Friday  
8 a.m.-5 p.m.

*For more information about other agencies' services for older adults and their caregivers, call 2-1-1. Phones are answered 24 hours a day, seven days a week.*



Funded in part by the Texas Department of Aging and Disability Services

P.O. Box 5888 • Arlington, TX 76005-5888

Ph.: 1-800-272-3921

Fax: (817) 695-9274

Website: <http://www.nctcog.org>

E-mail: [dgreen@nctcog.org](mailto:dgreen@nctcog.org)

## North Central Texas Area Agency on Aging



A program  
of the  
North Central  
Texas  
Council of  
Governments

## Support Services and Programs

for North Central Texans  
Age 60 and Over and  
Their Family Caregivers

*The North Central Texas Area Agency on Aging provides services to help maintain health, obtain public and private benefits, and protect rights.*

### **Who is eligible for services?**

Services are available to persons age 60 and over and their family caregivers who live in Collin, Denton, Ellis, Erath, Hood, Hunt, Johnson, Kaufman, Navarro, Parker, Palo Pinto, Rockwall, Somervell and Wise counties.

### **What services are available?**

**Benefits counseling:** help understanding and applying for public and private benefits

**Care coordination:** help connecting frail older persons with services that allow them to live independently. Services may include emergency response systems, medications, medical equipment, and residential repair

**Caregiver support:** information and respite services to help caregivers meet their own needs, as well as those of aging family members

### **Grandparents raising grandchildren:**

Information about benefits and legal options, and help buying back-to-school supplies

**Legal assistance:** information about legal services, referrals to attorneys, and help with legal fees

**Light housekeeping:** help with routine household chores

**Long-term care ombudsman:** help for residents of nursing homes and assisted living facilities who have concerns about quality of care

**Meals:** hot or frozen meals delivered to the home and hot meals served in a group setting

**Nursing Home Relocation:** information and help for nursing home residents to return to the community

**Transportation:** curb-to-curb service, by reservation, for medical appointments, and other activities

**Health Promotion:** small-group workshops to reduce risk of falls and better manage chronic disease

*Waiting lists may be in effect for some services.*

### **What services are provided directly by the North Central Texas AAA?**

The North Central Texas AAA provides these services directly:

- Benefits counseling
- Care coordination
- Light housekeeping
- Long-term care ombudsman
- Legal assistance
- Caregiver support
- Nursing home relocation

For more information, call **1(800) 272-3921**.

### **What services are available in my community?**

Call 2-1-1 to learn of federal, state, and local resources for older adults and their family caregivers.

### **What services are provided by organizations in each county?**

County-based services include:

- Meals (home-delivered and group setting)
- Transportation

*Not all services are available in all counties.*

For more information, please call the appropriate county agency listed.

### **Who provides the services?**

Collin County (Meals & Transportation) – Committee on Aging **(972) 562-6996**

Denton County (Meals & Transportation) – SPAN, Inc. **(940) 382-2224**

Ellis County (Meals & Transportation) – Meals on Wheels **(972) 351-9943**

Erath County (Meals & Transportation) – Senior Citizens Inc. **(254) 965-3510**

Hood County (Meals & Transportation) – Committee on Aging **(817) 573-5533**

Hunt County (Meals & Transportation) – Senior Center Resources and Public Transit **(903) 454-1444**

Johnson County (Meals) – Meals on Wheels **(817) 558-2840**

Johnson County (Transportation) – Cle-Tran **(817) 641-1800**

Kaufman County (Meals & Transportation) – Senior Citizens Services **(972) 524-1423**

Navarro County (Meals) – Senior Citizens Services **(903) 641-0166**

Navarro County (Transportation) – Senior Citizens Services **(972) 524-1423**

Palo Pinto County (Meals) – Texas Meals on Wheels **(940) 325-7919**

Palo Pinto County (Transportation) – Public Transit Services **(940) 328-1391**

Parker County (Meals) – Committee on Aging **(817) 594-7419**

Parker County (Transportation) – Public Transit Services **(940) 328-1391**

Rockwall County (Meals) – Committee on Aging **(972) 771-9514**

Rockwall County (Transportation) – Senior Citizens Services **(972) 524-1423**

Somervell County (Meals & Transportation) – Committee on Aging **(254) 897-2139**

Wise County (Meals & Transportation) – Committee on Aging **(940) 627-5329**