

A Quick Reference Guide to Elder Resources in Central Florida

More information is available in the *Community Resources for Elders* document, which includes 40-pages of in-depth information about the elder network in Central Florida.

This two-page summary and the 40-page *Community Resources for Elders* are produced by the Orange County Commission on Aging. To obtain copies, visit www.ocfl.net/seniors or call 407-836-2915.

CONNECTING WITH ELDER RESOURCES

IMPORTANT TIPS

- Write down your questions before you call. Leave room between questions to record the answers.
- Keep a notebook to write down information, including agency contacts, services offered and eligibility requirements. Use this notebook to track the action steps you have taken.
- Always ask if there are other programs or services that might be helpful.



 **STEP 1** – Contact the local helplines that provide information and referrals to hundreds of organizations that provide support services in Central Florida.

1. Elder Helpline/Senior Resource Alliance

- Information on elder programs and services to disabled adults age 18+.
- Central Florida: 407-514-1800, staffed 8 a.m. - 5 p.m. Mon. - Fri. www.seniorresourcealliance.org or Statewide: 800-96-Elder (800-963-5337), staffed 8 a.m. - 5 p.m. Mon. - Fri. or www.elderaffairs.state.fl.us

2. 211 Helpline

- Information on community resources for individuals of all ages.
- Contact: Dial 211 (Staffed 24/7) - www.hfuw.org/2-1-1-information-assistance-helpline/

3. Government Helplines

- Information on county government resources for all ages.
- Orange County: Dial 311 or 407-836-3111 (Staffed 7 a.m. - 9 p.m. Mon. - Fri. 9 a.m.- 5 p.m. Sat - Sun) - www.ocfl.net/311
- Seminole County: Dial 311 or 407-665-0000 (Staffed 8 a.m. - 5 p.m. Mon. - Fri.) or www.seminolecountyfl.gov
- Osceola County: www.osceola.org

 **STEP 2** – Identify other government and nonprofit services.

- Begin by contacting the government and nonprofit agencies identified by the helplines in Step 1.
- Each program or agency may have different eligibility criteria, including income and asset guidelines.

Frequently Accessed Services

- EHEAP: Home heating/cooling bill assistance - 407-514-1800 "press 1"
- Seniors First: Meals on Wheels, congregate meals and in-home support services - 407-292-0177
- Share the Care: Adult day services - 407-423-5311
- SHINE: Unbiased Medicare options counseling - 407-514-1800 "press 3"

Orange County Government Resources

- Marks Street Senior Recreation Center: 407-254-1066
- Renaissance Senior Center: 407-254-9070
- Community Action Community Centers: 407-836-9333
- LIHEAP: Home heating/cooling bill assistance - 407-836-7429
- Senior Climate Efficiency Program: HVAC replacement or system upgrades - 407-836-0918
- Veterans Services: Assistance with preparing VA claims - 407-836-8990
- Limited Income Senior Homestead Exemption: 407-836-5044
- Commission on Aging monthly electronic newsletter: 407-254-9277

Alzheimer's and Other Dementia Resources

- Alzheimer's Association of Central and North Florida: 800-272-3900
- Alzheimer's & Dementia Resource Center: 407-436-7750
- AdventHealth Memory Disorder Clinic: 407-392-9237
- Orlando Health Memory Disorder Clinic: 321-841-9700

Additional Programs

- Adult Protective Services: Report suspected cases of abuse, neglect or exploitation - 800-96-Abuse (800-962-2873)
- AARP Florida: Empowering people to choose how they live as they age - 866-595-7678
- Florida Housing Search: Statewide website listing affordable housing options - www.floridahousingsearch.org
- Rebuilding Together of Central Florida: Roofing and accessibility modifications - www.rtorlando.org
- SELF Home Improvement Financing Program: Provides loans for roofing, air conditioning, solar and accessibility modifications - 407-640-9626
- Volunteers for Community Impact: Matches mature adults with volunteer opportunities in Central Florida - 407-298-4180

 **STEP 3** - Identify fee-based support services.

To begin connecting with Central Florida's network of for-profit businesses that provide elder services, visit the Florida Health Finder at www.floridahealthfinder.gov. This online database enables the public to research businesses and professions licensed by the Florida Health Care Administration (AHCA).



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