

SENIOR RESOURCES

January 2023

Programs Serving Older Adults in the Columbus and Central Ohio Area

If you have questions for a specific program, please call that listed program directly or visit their website, as details, hours and services may have changed.

SAFETY, TRANSPORTATION, MEDICAL NEEDS AND IN HOME SERVICES

Adult Protective Services

614-525-4348

If you suspect abuse, neglect or exploitation, call and report it immediately. Reports can be anonymous.

About the Program: Adult Protective Services are those services provided to older people who are, or are in danger of being mistreated or neglected, are unable to protect themselves, and/or have no one to assist them. Interventions provided by Adult Protective Services include, but are not limited to, receiving reports of adult abuse, exploitation or neglect, investigating these reports, case planning, monitoring and evaluation.

Website: <https://officeonaging.org/aps/default.aspx>

Ohio Department of Health

Hospital Complaint Line: 1-800-342-0553
Home Health Helpline: 1-800-669-3534

About the program: ODH has jurisdiction to investigate Medicare and/or Medicaid health care facilities and providers and/or suppliers who are certified by ODH or CMS and any other facilities or agencies licensed by ODH. To file a complaint call the provided contact number, email your complaint to the provided email address, or complete the online HEA 1685 form.

Website: <https://odhgateway.odh.ohio.gov/complainttracking/publiccomplaint/publiccomplaintform>

Email: HCComplaints@odh.ohio.gov

Central Ohio Area Agency on Aging

614-645-7250

About the program: With the assistance of area providers, COAAA arranges and coordinates services to help individuals with daily living, such as homemaking, transportation, home delivered meals and personal care. COAAA offers education and resources to caregivers, professionals and the public.

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

Main office: 3776 S. High St., Columbus, OH 43207

Elder Locator

800-677-1116

About the program: Gives callers access to extensive network of state and local organizations that serve older people anywhere in the United States and will refer caller to local and state offices on aging for information and assistance in an older person's community.

Website: <https://eldercare.acl.gov/Public/Index.aspx>

PASSPORT

614-645-7250

About the program: Provides help at home for seniors as an alternative to nursing home care. Services available include homemaker, transportation, personal care services, home-delivered meals, emergency response systems, adult day services and case management.

Requirements: To be eligible, a person must be 60 or older, meet financial requirements, and have qualifying functional impairments (health problems, etc.). In addition, those who are eligible for PASSPORT in Ohio receive a Medicaid card to cover the cost of medications and health care.

Website: www.coaaa.org

Seniors Helping Seniors Mid-Ohio**740-292-2949**

About program: This agency matches seniors who need a hand with mature, active women and men who have a passion for helping others. They provide an experienced, reliable resource for seniors who want to stay in their own homes, in-home care, companionship and services from seniors who enjoy helping others, reasonable hourly rates for seniors who want care and companionship, and reasonable hourly wages to seniors who want to provide these services.

Website: <https://midohioseniorcare.com/>

Senior Suicide Hotline**614-294-3309**

About the program: 24/7 hotline available for seniors

Website: www.ncmhs.org/Emergency.htm

Franklin County Senior Options**614-525-6200**

About the program: Senior Options program provides help at home, enabling them to remain in their home as long as possible. Case Managers provide information, referrals and access to needed services for Franklin County older adults, their friends and families.

Requirements: To be eligible, a person must be 60 years of age or older, a resident of Franklin County, and have a demonstrated unmet need for service. The FCSO program provides a wide variety of services, including homemaker, home-delivered meals, personal care assistance, transportation, emergency response systems, adult day services, incontinence supplies, nutritional supplements and durable medical equipment. These services are based on a sliding fee scale, and applicants must provide financial verification in order to enroll.

Website: www.officeonaging.org

Clintonville Beechwold Community Resource Center- Senior Supportive Services**614-268-3539**

About the program: This program provides case management, home visits, food box delivery, in-home assistance and health education/resources, transportation to medical appointments, grocery shopping, assistance with Medicare, Medicaid, food stamps and other programs, assistance with budgeting and financial management services and referral to community programs as needed.

Requirements: Available to adults 60 years of age or older, who live in the 43202, 43214, 43210 and 43224 zip codes. If you live outside these zip codes, call to see if you are eligible for services.

Website: <https://www.clintonvillecrc.org/senior-services/>

Main address: 3222 N. High St., Columbus, OH 43202

Lutheran Social Services- LSS Home Care**866-734-0599**

About the program: LSS Home Health Care believes in integrating the patient's strengths and support from family, with the guidance and skills of a multidisciplinary team to maximize each individual's independence. LSS Home Health Care offers 24/7 care to patients from all walks of life. Services include: registered and licensed practical nursing care, wound specialists, physical and occupational therapy, pain management and IV therapy, in addition to skilled medical education on cardiac rehabilitation, diabetic teaching and medication instruction.

Requirements: Evaluations/assessments can usually be performed within 24 hours and at no cost. Medicaid, Medicare and private insurance and private pay accepted.

Website: <https://lssnetworkofhope.org/homehealthcare/>

Alzheimer's Association - Central Ohio Chapter**800-272-3900**

About the program: Alzheimer's Association provides education and support to all those facing Alzheimer's and other dementias throughout the central Ohio community, including those living with the disease, caregivers, health care professionals and families. Services include: support groups, educational resources, advocacy and volunteering and care consultations.

Website: <https://www.alz.org/centralohio>

Catholic Social Services**614-221-5891 or 614-857-1237**

About the program: Catholic Social Services provides service coordination for low-income seniors, companionship for home bound seniors, supportive services, money management/budget assistance, payee services, transportation, help with preparation of light meals, running errands, accompaniment on outings, assistance with household management, training or re-training of the skills of daily living and respite care.

Requirements: Services are provided in Franklin, Licking, Delaware and Madison counties.

Website: <https://colscss.org/senior-support/>

Central Address: 197 E. Gay St., Columbus, OH 43215

West Columbus: 409 Industry Dr. Columbus, OH 43204

Columbus Speech and Hearing Center**614-261-5452 or 614-263-5151**

About the program: The program provides screenings/evaluations, hearing aid fittings, repairs, services and donor a hearing aid program. Senior Hearing Health Program focuses on how hearing loss impacts communication and interactions with others and offers next step guidelines for identification and treatment options.

Older Outreach Program: Partnering with Franklin County Office on Aging and Senior Options Program, this program offers hearing screenings, hearing evaluations and hearing aid services at six locations in Franklin County. Seniors who need hearing aids may qualify for a free device. Seniors must be age 60 or older, live in Franklin County and qualify financially to participate in this program.

Website: <https://www.columbusspeech.org/>

Clintonville: 510 E. North Broadway, Columbus, OH 43214

Dublin: 5155 Bradenton Ave. Suite 150 Dublin, OH 43017

Westerville: 470 Olde Worthington Rd. Suite 470, Westerville, OH 43082

Charitable Pharmacy of Central Ohio**614-227-0301**

About the program: Charitable Pharmacy provides medication, health screenings, health and wellness education, medication counseling, and social program referrals at no cost for low-income, uninsured, and underinsured Franklin County residents.

All new patients are being qualified over the phone. You may schedule your phone appointment at the link below to go through the intake process. You will receive a phone call at the scheduled appointment time. If possible, please schedule your appointment at least three business days before you run out of medicine, as the filling process takes a few days due to the COVID-19 pandemic. For questions, call between 9 a.m. and 3 p.m. on Mondays, Tuesdays, Thursdays and Fridays.

Website: <https://charitablepharmacy.org/home>

Address: 200 E. Livingston Ave., Columbus, OH 43215

Mental Health through Syntero**614-457-7876**

About the program: Services include outpatient mental health and substance use disorder counseling, caregiver consultation, intensive homebased outreach, therapeutic support groups and an older adult volunteer program. Outreach for older adults include those with mental health, aging, housing, financial or other human service need.

Call to schedule a one-on-one consultation. Daytime, evening and weekend appointments are available.

Requirements: Older adults ages 60 and up who reside in the following zip codes: 43002, 43016, 43017, 43026, 43064, 43065, 43085, 43212, 43220, 43221, 43234 and 43235. Older adults who live outside of the service area can still engage with Syntero and other older adults in group settings. Call for programs and services.

Website: www.syntero.org/adults

Address: 299 Cramer Creek Ct., Dublin, OH 43017

RiverVista Behavioral Hospital**614-643-5500**

About the program: RiverVista is a behavioral health hospital, serving the adult and senior populations in a contemporary hearing environment. RiverVista cares for a broad range of emotional needs while specializing in the care of seniors and adults and the many co-occurring medical conditions that can accompany aging. Open 24/7 and accepts walk-in assessments. If you or someone you care about is an adult managing co-occurring substance use disorders, call 614-715-3933.

Website: www.rivervistahealth.com

Address: 1599 Alum Creek Dr., Columbus, OH 43209.

Central Ohio Transit Authority: Mainstream**614-228-1776**

About the program: For those seniors with a physical disability preventing them from riding regular COTA bus. Visit website or call for application.

Website: <https://www.cota.com/accessibility-for-riders-with-disabilities/mobility/>

Central Ohio Transit Authority: Senior Discount Cards**614-228-1776**

About the program: COTA offers half-price fares on regular service to seniors ages 65 and older. Riders with disabilities and veterans can get a Reduced Fare Key ID Card and ride COTA fixed-route buses at half price. Reduced Fare Tickets and Passes are not sold on the buses, but are sold 24 hours a day at our Ticket Vending Machine or at the Customer Experience Center, which is open Monday through Friday, 8:00 a.m. to 5:00 p.m. Both are located at 33 N. High St. Call to request an application by mail.

Website: <https://www.cota.com/fares/>

Address: 33 N. High St., Columbus, OH 43215

Gladden Community House: Senior Outreach**614-227-1600**

About the program: Gladden Community House: Senior Outreach serves senior and homebound residents within the 43222 and 43223 zip codes with case management services, grocery trips, and socialization services. Food pantry delivers to seniors ages 60 and older in Franklinton and SW expansion.

Website: <https://www.gladdenhouse.org/senior-outreach>

Address: 183 Hawkes Ave., Columbus, OH 43223

Red Cross Transportation**614-253-6705**

About the program: Red Cross Transportation offers transportation to seniors living in Franklin County. Medical and non-medical appointments with minimum 10-14 day advanced notice. Complete a new client registration form prior to scheduling a ride. Call to have a form mailed to you. Transportation is provided Monday-Friday, 8:30-4 p.m. Rides are scheduled on a first-call, first-served basis.

Website: <https://www.redcross.org/local/ohio/central-and-southern-ohio/about-us/our-work.html>

LifeCare Alliance: Meals on Wheels**614-278-3130**

About the program: Apply over the phone or online at the provided website. LifeCare Alliance will determine your eligibility based on the requirements of a variety of funding sources. Once your eligibility has been confirmed, LifeCare Alliance will schedule a start date for meals, in-home support, dietitian services, and more. Special offer for Franklin County veterans and their spouses who may be eligible to receive two months' worth of frozen Meals-on-Wheels at no charge.

Website: <https://www.lifecarealliance.org/programs/meals-on-wheels/>

Address: 1699 W. Mound St., Columbus, OH 43223

Senior Food Boxes through Salvation Army**614-437-2134**

About the program: Seniors age 60 and over who meet income guidelines of 130% of the Federal Poverty Level and live in Franklin County are eligible to receive a monthly senior good box. Call to schedule.

Website: <https://easternusa.salvationarmy.org/southwest-ohio/central-ohio/alleviate-hunger/>

Locations: East Main Worship & Community Center, 966 E. Main St., Columbus, OH 43205 - 614-274-7600
Hilltop Worship & Community Center, 2300 W. Mound St., Columbus, OH 43204 - 614-221-6561

MEDICAL INSURANCE/ HEALTH COVERAGE**Ohio Department of Insurance: Ohio Senior Health Insurance Information Program (OSHIIP)****800-686-1578**

About the program: OSHIIP provides Medicare beneficiaries with free, objective, one-on-one counseling, and educates consumers about Medicare, Medicare prescription drug coverage (Part D), Medicare Advantage options, and Medicare supplement insurance. Call or visit their website for more information about Medigap plans or details about each plan. Trained volunteers provide virtual counseling, a coordinators list, and webinars for those new to Medicare.

Website: www.insurance.ohio.gov

Email: oshiipmail@insurance.ohio.gov

Central Ohio Area Agency on Aging: Medicare Outreach Specialist**800-589-7277**

About the program: COAAA has knowledge and experienced staff available to answer your questions about Medicare benefits, coverage gap, and preventative benefits. They also provide monthly Medicare for Beginners workshops to help you make informed decisions. For more information about Medigap plans or details about each plan call, email or visit their website to complete a request form. All workshop presentations for 2022 (offered once a month) will be virtual and registration required. Email Andy Haggard at ahaggard@coaaa.org to register or call 614-645-7250.

Website: <https://www.coaaa.org/cms/services/medicare>

Medicare Helpline**800-633-4227**

About the program: Staff members on the helpline will assist you with answering general questions about benefits, help locate care, and offer informational materials regarding your benefits. TTY users can call 1-877-486-2048.

Website: <https://www.medicare.gov/forms-help-resources>

CareSource 24-hour Nurse Hotline**1-866-206-7861 or 1-800-750-0750 TTY**

About the program: Members can call any time with questions regarding their health. A registered nurse will answer questions and can help decide what kind of care may be needed. Available 24 hours a day, 365 days a year. The number is also on the CareSource member ID card.

Website: <https://www.caresource.com/oh/plans/medicare/benefits-services/additional-services/>

Social Security**1-800-772-1213 or 1-800-325-0778 TTY**

About the program: The Supplemental Security Income (SSI) program provides monthly payments to adults and children with a disability or blindness who have income and resources below specific financial limits. SSI payments are also made to people age 65 and older without disabilities who meet the financial qualifications. Individuals may be eligible to receive SSI monthly payments even if they are already receiving Social Security Disability Insurance or retirement benefits.

Call to make an appointment to file an application - 1-800-772-1213 or 1-800-325-0778 TTY.

Website: www.socialsecurity.gov

Address: 220 S. Hamilton Rd., Columbus, OH 43213 - (866) 592-0733

1060 Georgesville Rd., Columbus, OH 43228 - (866) 656-0178

As of March 17, 2020, suspended face-to-face service to the public in field offices and hearings offices nationwide until further notice. Critical services still available via phone, fax and online.

Ohio Department of Aging**1-800-266-4346**

About the program: The Department of Aging administers programs and services to meet the needs of older Ohioans. These programs are funded by the federal Older Americans Act, Medicaid, and other sources. For TTY, use Relay Ohio: Dial 711 and use 614-466-5500 for general information.

Website: www.aging.ohio.gov

Mailing Address: 246 N. High St., 1st Fl., Columbus, OH 43215

COMPANIONSHIP**Senior Companion Program through Catholic Social Services****614-857-1211**

About the program: Adults ages 55 and older provide weekly companionship visits to generally home-bound, older adults. For more information on how you can become a Senior Companion contact Tony Parks, Senior Companion Director.

Website: www.colscss.org/seniors/companions

Address: 197 E. Gay St., Columbus, OH 43215 (614) 221-5891

Friendly Visitor Program - Jewish Family Services**614- 231-1890**

About the program: This program expands our support system for Jewish Seniors with diminished mobility to lessen their isolation and increase their quality of life. Volunteers connect to seniors through phone calls, visits and/or excursions to restaurants, cafes, parks, errands and other activities (as the public health climate allows). For more information about volunteer opportunities, please contact Julie Cohen, Volunteer Coordinator at 614-559-0184 or by email at jcohen@jfscolumbus.org.

Website: <https://jfscolumbus.org/>

Address: 1070 College Ave., Columbus, OH 43209

HOME REPAIR AND UTILITY FINANCIAL ASSISTANCE**Homestead Exemption****614-525-3240**

About the program: Homeowners ages 65 and older, people who are permanently disabled, and surviving spouses of public service officers killed in the line of duty regardless of age, may be eligible for a reduction in their property tax. The exemption takes the form of a credit on property tax bills. The exemption for senior and disabled persons allows eligible homeowners to exempt the first \$25,000 of their home's appraised value from taxation. The enhanced homestead exemption for disabled veterans and for surviving spouses of public service officers killed in the line of duty allows eligible homeowners to exempt the first \$50,000 of their home's appraised value from taxation.

Requirements: Own and occupy the home as their primary place of residence as of January 1 of the year for which they apply. For the current 2022 application period, the maximum allowed is \$34,600 total income in 2021.

Website: <https://www.franklincountyauditor.com/real-estate/homestead>

Address: 373 S. High St., 21st Floor, Columbus, OH 43215.

Ohio Department of Development**800-282-0880**

About the program: Provides utility assistance for income eligible community members including the Home Energy Assistance Program, Winter Crisis Program, Summer Crisis Program, and Percentage of Income Payment. Other programs are directed at improving your homes energy efficiency including the Electric Partnership Program and Home Weatherization Assistance Program.

Website: <https://development.ohio.gov/individual/energy-assistance/1-home-energy-assistance-program>

City of Columbus Department of Development

614-645-8526

Emergency Repair: Provides for the immediate correction of an emergency condition that has been determined to present an imminent danger to the health and/or safety of the occupants of residential property in the City of Columbus including heating, plumbing, and electrical repairs. Properties must be owner-occupied and within the corporate limits and tax districts of the City of Columbus.

CHORES Program: Assists seniors and disabled persons with minor repairs to their homes. To qualify, the homeowner must be 60 years of age or older or physically disabled age 55 or older; with income at 80% or less or HUD area median income, and the home repair must be \$1,000 or less, including supplies and labor. Contact the following agencies and specify that you are calling for the CHORES Program. **LifeCare Alliance:** 614-278-3130, **Modcon Living:** 614-258-6392.

Website: <https://www.columbus.gov/development/housing-division/Homeowner-Assistance/>

MORPC (Mid-Ohio Regional Planning Commission)

614-233-4171

About the Program: Helps low and moderate-income homeowners maintain and improve their homes through several home repair programs. Basic program eligibility requirements are based on total household income, ownership of the home, and area of residency.

Website: <https://www.morpc.org/program-service/home-repair-services/>

Address: 111 Liberty St., Suite 100, Columbus, Ohio 43215

OTHER PROGRAMS

Funeral Consumers Alliance

614-263-4632

About the program: Provides information and assists in the preplanning of an inexpensive funeral or cremation. Aims to help individuals understand options and costs so they can make funeral arrangements that are dignified, meaningful and affordable.

Website: www.funeralsohio.org/

Email: info@funeralsohio.org

Address: FCACO, P. O. Box 14835 Columbus, OH 43214

Funeral Fund through St Vincent de Paul Dioceses

614-221-3554

About the program: Must be referred through JOIN. The City of Columbus pays a funeral home \$750.00 to cremate or transport a body to a medical school. Collaborates with funeral homes in Columbus' inner city to provide simple arrangements, an urn for the family and sometimes a brief service. **Website:** https://www.svdpcolumbus.org/funeral_fund

Address: 197 East Gay St., Columbus, OH 43215

Columbus Legal Aid Society

614-241-2001 or toll free at 1-888-246-4420

About the program: Provides free legal assistance and information to low income seniors. Handles problems related to simple wills, nursing facilities, adult care facilities, home care, Medicare, Medicaid, Social Security, protective services, insurance and landlord/tenant problems, powers of Attorney, Survivor & Transfer on Death Deeds, Defending Against Guardianships. Able to do home visits for disabled and home bound senior citizens. Legal Aid Society does not handle criminal cases, fee generating cases or conflicts of interest. Intake Line is open Monday through Friday from 9:30 a.m. to 3:30 p.m.

Website: <https://www.columbuslegalaid.org/get-help/seniors/>

Address: 1108 City Park Ave., Columbus, OH 43206

Long Term Care Ombudsman**614-345-9198 or 1-800-536-5891**

About the program: The Program seeks resolution of problems and advocates for the rights of home care consumers and residents of long-term care facilities with the goal of enhancing the quality of life and care of consumers. Ombudsman staff and volunteers focus their time on educating elderly residents and their families, empowering them to know their rights and to voice their concerns. If you or a loved one need help to file a nursing home complaint, complaint against a MyCare Ohio plan or need more information, call or go online for more information.

Website: www.easterseals.com/centralohio/our-programs/senior-services/long-term-care-ombudsman.html

Address: 3830 Trueman Ct., Hilliard, OH 43026

Employment for Seniors Inc.**614-863-1219**

About the program: Support, assistance and online job referrals, free of charge, to job seekers ages 50 and older regardless of income, education or skill levels. Services include: job search assistance, resume and cover letter reviews, and interviewing tips. 9 a.m.-12 p.m. (Tuesday-Friday); call to schedule. Virtual appointments and services are available.

Website: <https://www.employseniors.org/>

Address: 4300 E Broad St., Suite B Columbus, OH 43213

Grief Recovery Institute**541-389-7906 or 1-800-334-7606**

About the program: Grief Recovery Method specialists and programs in central Ohio. Provides both group and one-on-one Grief Recovery programs. Contact Lois Hall at lhall.griefrecoverymethod.com.

Website: www.griefrecoverymethod.com/grms/lois-hall

**To request a full Older Adults Resource Guide contact Central Ohio Area Agency on Aging at 614-645-7250 or available online at www.seniorimpact.net and search for a variety of services under city of Columbus.*