

# Community Resources & Services for Older Adults and Persons with Disabilities



Thank you for volunteering as an AmeriCorps Seniors RSVP peer educator. The Community Resources & Services presentation provides audiences with an overview of resources and services available to older adults, people with disabilities, and caregivers. As a presenter, you won't provide all the answers to participants' life challenges, but you can guide them toward organizations and programs that can help.

**Goal:** Participants will learn about organizations and programs that offer resources which help older adults and people with disabilities lead healthier, safer, more independent lives.

## **Learning Objectives**

### ***Short Term:***

By the end of this presentation, participants will be able to:

1. Understand the role of Empowerline as Metro Atlanta's Aging and Disability Resource Connection
2. Identify benefits for which they may be eligible
3. Access utility assistance programs
4. Identify sources of transportation assistance
5. Know how to file an elder abuse report
6. Seek free education through state colleges and universities

## **Facilitator Instructions and Visual Aids (PowerPoint)**

- The facilitator guide is provided in the pages that follow.
- *If you are using a computer for the PowerPoint presentation, refer to the notes section on the PowerPoint or find information here.*
- *If you choose not to use a computer for the PowerPoint presentation, the printed version of the slides can still be used if needed.*

## **Handouts**

The handouts that go along with this module are indicated by a screenshot within the facilitator guide. Each handout can be distributed when applicable, given at the beginning of the presentation, or held until the end.

- Empowerline Card
- Senior Discount Sheet
- **Evaluation Form** (Bring pencils/pens so audience can complete evaluation forms).

### **Facilitator Tips**

Focus on **engaging participants** in a dialogue about resources and services rather than presenting the information as an instructor. Talk **WITH** participants, not **AT** them. Ideally, have **everyone sit in a semi-circle or around a table** to create a group environment. However, you may be limited by the room set-up or space available. If you are using the PowerPoint presentation, which tends to feel more formal, **ask questions often** to encourage participation.

Ensure that participants have the **Empowerline** phone number (404-463-3333) and website ([www.empowerline.org](http://www.empowerline.org)). Encourage them to call for more information about community-specific services.



Remember, as an AmeriCorps Seniors RSVP volunteer for the Atlanta Regional Commission, you are required to stay neutral and not promote any services, goods, or products during the presentation.

## **Time Layout**

<b>Sections</b>	<b>Page #</b>	<b>PowerPoint Slides Addressed</b>	<b>Activity/Handout</b>	<b>Time (60 min. total)</b>
<i>Personal Introduction / Agenda</i>	5-6	Slides 1-2	Icebreaker / Personal introductions	3 min.
<i>The ARC</i>	7	Slide 3		2 min.
<b><i>The ADRC and Empowerline</i></b>	8-12	Slides 4-8	Empowerline Card	5 min
<b><i>ADRC Services</i></b>	13-15	Slides 9-10		4 min
<i>Federal and Local Services</i>	16	Slide 11		2 min.
<i>Eldercare Locator</i>	17	Slide 12		2 min.
<i>Benefits Checkup</i>	18	Slide 13		4 min.
<i>Are you eligible?</i>	19	Slide 14		3 min.

<i>Georgia SHIP &amp; Coverage Help</i>	20-22	Slides 15-17		5 min.
<i>Senior SNAP</i>	23-24	Slide 18		2 min.
<i>LIHEAP &amp; Utility Assistance</i>	25-28	Slides 19-20	Senior Discount Programs Sheet	6 min.
<i>Phone Discounts</i>	27-30	Slides 21-24		
<i>Tax Programs</i>	31	Slide 25		2 min.
<i>Housing</i>	32-33	Slides 26-27		
<i>Transportation &amp; Trip Planning</i>	34-36	Slides 28-29		5 min.
<i>Elder Abuse Reporting</i>	37	Slide 30		2min.
<i>Free Educational Opportunities</i>	38	Slide 31		2 min.
<i>Quick Recap &amp; Conclusion Evaluation</i>	39-40	Slides 32-33	Distribute and collect Participant Feedback Form.  Complete Presenter Feedback Form while you wait.	10 min.
<b><u>Total</u></b>				<b>60 min</b>

### **Evaluation Tools**

- ✓ **Participant Survey:** This survey is intended to gauge what participants learned during the module and whether they found the program to be helpful. Participants should fill out the survey at the end of the presentation. On this survey, participants can voluntarily provide contact information, which will be used to contact them for the *Follow-up Phone Survey*.

- ✓ **Facilitator Evaluation:** This report will help determine if the learning objectives were accomplished. This report is also a chance for you, the facilitator, to reflect upon how the program went. After each lesson, complete the corresponding section of the report.

Please return all completed evaluations to the RSVP Volunteer Coordinator (Cynthia Haley Dunn) at the ARC office no more than one week following the presentation. Evaluation tools are further described below.

It is important to collect information about the session to determine the effectiveness of the services provided.

- At the end of each module, you should fill out the corresponding part of the *Facilitator Evaluation*, so that your feedback can be integrated into this program.
- At the end of the module, participants should fill out the *Participant Survey & Evaluation*. Please encourage everyone to give honest answers. Participants are asked, though not required, to provide their name and phone number so that they may be called to answer follow-up questions regarding the session.

***Remember... It is important as an RSVP volunteer to remain neutral and to not promote any for-profit services, goods, or products. Encourage participants to discuss any concerns about specific services with Empowerline counselors or providers.***

### **Questions/ Suggestions?**

If you have any questions about the program or suggestions for improvement, please contact the AmeriCorps Seniors RSVP Volunteer Coordinator, **Cynthia Haley Dunn**, at [cdunn@atlantaregional.org](mailto:cdunn@atlantaregional.org).

**PowerPoint slide images, facilitator's notes, and a suggested script follow.**



# Community Resources & Services

For Older Adults  
and Persons with Disabilities

Presented by AmeriCorps Seniors  
Metro Atlanta RSVP  
A Program of the Atlanta Regional Commission



## Facilitator Instructions:

- 1. Greet participants and welcome them to the module. ►Say:**  
*Hello everyone and thank you for coming today. My name is \_\_\_\_\_ and I am an AmeriCorps Seniors RSVP volunteer here on behalf of the Atlanta Regional Commission (ARC). Today, we will be discussing resources and services that can help you live more healthily, safely, and independently.*
- 2. Emphasize confidentiality. ►Say:**  
*I encourage you to think about and discuss these topics outside of our session, but I ask that you keep the stories and opinions private.*
- 3. Verify understanding. ►Say:**  
*Before we get started, does anyone have any questions? Ok, let's get started!*
- 4. Explain the presentation agenda. ►Say:**  
*We have some handouts we will be giving you that will summarize some of this information, but we encourage you to also take notes.*

# Today's Topics

- Resource Help: ARC's Empowerline
- Benefits Eligibility
- Medicare Answers
- Nutrition Assistance
- Utility Assistance
- Tax Programs
- Housing Options
- Transportation
- Elder Abuse Reporting
- Free Educational Opportunities



## Sample Script:

Today, we will cover these topics:

- Resource Help: ARC's Empowerline
- Benefits Eligibility
- Medicare Answers
- Nutrition Assistance
- Utility Assistance
- Tax Programs
- Housing Options
- Transportation
- Elder Abuse Reporting
- Free Educational Opportunities

## Slide 3

# The Atlanta Regional Commission (ARC)



- ARC is an agency that provides comprehensive planning, coordination, and support services to cities and counties in the Atlanta region.
- ARC's work includes aging and health, transportation, natural resources, the workforce, economic wellbeing, leadership development, strategic planning, and more.



### ► Sample Script

Before we begin our discussion of the various programs and benefits, I want to tell you about the program and organization I represent. I am with a group called AmeriCorps Seniors RSVP of Metro Atlanta (Retired Senior Volunteer Program), which is composed of adults, age 55 and older, who are dedicated to assisting other older adults by sharing peer-to-peer education. RSVP is part of the Atlanta Regional Commission (referred to as ARC).

The Atlanta Regional Commission is responsible for planning, coordinating, and managing programs and services that affect residents' quality of life within the Atlanta region.

ARC is also the designated Area Agency on Aging for the region. Approximately 750,000 older adults reside within this geographical area.

As the Area Agency on Aging, ARC serves a 10-county region as the focal point for older adults, persons with disabilities and caregivers. ARC plans, coordinates, and works with partners to deliver information, resources and services that support healthy, independent, and enriched living.

## Slide 4

# What is the ADRC?



- ADRCs serve as entry points to long term care supports and services.
- They are not a place or a program, but a coordinated system designed to streamline access to longterm care.
- Call 866-552-4464 then press option #2 then option #4 to reach any ADRC in Georgia or visit [www.georgiaadrc.com](http://www.georgiaadrc.com)



### ► Sample Script

ARC manages Metro Atlanta's Aging and Disability Resource Connection or A-D-R-C. The ADRC is a free, one-stop source for information about services and programs for older adults and people with disabilities.

- Federal legislation requires that each state have ADRCs. Most of them are placed in Area Agencies on Aging
- Every region in the state of Georgia, as well as the country, is covered by an ADRC.
  - ADRCs serve as entry points to long-term care supports and services
  - They are not a place or a program, but a coordinated system designed to streamline access to long-term care
  - Call 866-552-4464 then press option #2 then option #4 to reach any ADRC in Georgia or visit [www.georgiaadrc.com](http://www.georgiaadrc.com).



## Atlanta's ADRC



Atlanta's ADRC is called  
the **EMPOWERLINE**.



### ► Sample Script

Atlanta's Aging and Disability Resource Connection (ADRC) is called the EMPOWERLINE.

ADRCs:

- Provide accurate information about both public and privately funded options
- Eliminate the need for multiple calls in order to find information and services
- Involve the consumer in decisions about services
- Support individuals who are aging or have a disability, as well as their family members



[www.empowerline.org](http://www.empowerline.org)

or

404.463.3333



### ► Sample Script

What type of information can you obtain by calling Empowerline?

People call the Empowerline to ask about the many services and programs provided by county-based aging programs and other local agencies.

These agencies provide services that are funded through the Older Americans Act and other sources. These services include:

- Nutrition programs provided at local senior centers
- Meals on Wheels (home-delivered meals)
- Legal services provided through the Senior Citizens Law Project
- Ombudsman services to help individuals resolve quality-of-life issues in personal care homes or nursing homes
- In-home services for older adults and persons with disabilities
- Senior employment services

## The ADRC / Empowerline

- Certified information and referral counselors
- Extensive database of more than 25,000 services
- Over 90,000 requests for assistance annually
- **Live chat service** (9am – 5pm, Mon – Friday)



### ► Sample Script

- ADRC counselors are not customer service clerks. They offer much more! They are specialists who have been trained and certified by the Alliance of Information and Referral Systems. Our counselors are RNs, master's-level social workers, counselors, and behavioral health professionals.
- They are skilled in assessing the needs of the caller and are knowledgeable about resources. The goal is to provide relevant and timely information to help people make informed choices about their long-term care needs.
- It is not a “one-size-fits-all” service, ADRC counselors customize information and resources based on client preference and need. If a caller needs help from other agencies, ADRC counselors personally introduce them to partner organizations.
- In addition, staff have access to a long-term care services specific database that contains more than 27,000 resources statewide. This professional tool allows for a highly customizable search and contains resources for everything from ballroom dancing to nursing homes. Providers in this database are thoroughly vetted and are required to meet very stringent inclusion criteria, such as state licensing, time in business, bonding, liability insurance, background checks, and more.

## Slide 8

# Why would someone call the ADRC/ Empowerline?



- Current crisis
- Stressed caregiver calling for help
- Looking for particular resources
- Know they need help but don't know what's available



### ► Sample Script

- Some people call in a time of crisis – perhaps because of disconnected power or a recent hospitalization. But others call because they're new to the area and want to see what's available or they recognize that they or their loved ones are growing older, and their needs are changing. They call to see what they can do now to plan for the future, such as making home modifications or speaking with an elder law attorney.
- We have others who want to engage more in the community and want to know what's available regarding senior center programs, volunteering, classes, and recreational activities.
- Our counselors are unbiased, non-judgmental, and person-centered. The ADRC specialist will ask the caller a few questions up front, including the reason for the call. The counselors are trained in motivational interviewing techniques and are often able to help callers identify additional needs.

The most common caller requests are for transportation, housing, in-home services, and caregiver support

## Slide 9



# Services Available through Atlanta's Aging and Disability Resource Connection



### ► Sample Script

So, let's examine the types of services available through Empowerline, our region's Aging and Disability Resource Connection.

## Home and Community Based Services

### In-Home Services

- Home-Delivered Meals
- Homemaker
- Personal Care
- Respite Care
- Ombudsman Services for persons residing in personal care homes or nursing homes
- Senior Employment Services

### Community-Based Services

- Senior Recreation
- Congregate Meals
- Transportation
- Home Modification/ Repair/ Chore Service
- Adult Day Program



### ► Sample Script

This slide shows non-Medicaid services. These services are funded with Older Americans Act dollars. There may be a cost for services, and a sliding scale fee may apply.

In-Home Services include home-delivered meals, homemaker services, personal care (such as bathing and dressing help), respite care to provide relief for caregivers, Ombudsman services to help people in personal care homes or nursing homes resolve quality issues, and senior employment services that offer job training and placement help

Community-Based Services include senior recreation and congregate meals which are typically offered in senior centers; transportation; home modification, repairs, and chore services; and adult day programs (services that enable caregivers to attend to work or other needs while they provide off-site weekday care, meals, and recreation for loved ones)

To be eligible for non-Medicaid services, a person must be:

- 60 + years of age *OR*
- Anyone, regardless of age, who is diagnosed with Alzheimer's disease or a related disorder

## How does someone apply for HCBS Services?

In-Home services require an intake call plus a later 30-45-minute screening conversation.

- Intake: Your first contact will be a short intake call for the counselor to document basic information such as your name, address, phone number, and other essentials.
- Screening: Screening is usually a separate conversation that may last 30-45 minutes. During screening, an ADRC counselor will ask a series of questions to understand your needs, your level of risk, and your eligibility for programs.

Prepare for screening by gathering the following information for the person seeking help: doctors' names, recent hospitalizations, Medicare and Social Security numbers, and estimates of income and assets. The ADRC counselor will keep this information in strict confidence. This information, along with answers about health status, mobility, and caregiving needs, will be used to identify what types of services would be most helpful and what types of funding help might be available.

If the person who needs help is 60 or older **or** has an Alzheimer's or related diagnosis, call the ADRC to request HCBS services.

- Metro Atlanta Number: 404-463-3333.
- Toll-Free Number: 1-866-552-4464. Press option #2 and then #4
- Online: [www.empowerline.org](http://www.empowerline.org)

# Federal , State, and Local Services



## ► Sample Script

Now, let's look at several federal, state, and local services.



Slide 12

# ElderCareLocator



Connecting You to Community Services

**1-800-677-1116**

or

**[www.eldercare.acl.gov](http://www.eldercare.acl.gov)**



## ► Sample Script

You may want to assist friends or relatives outside the Atlanta area. Access any Area Agency on Aging in the nation by calling the Eldercare Locator at 1-800-677-1116 or go online at [www.eldercare.acl.gov](http://www.eldercare.acl.gov).

The Eldercare Locator is a federal database designed to help older adults, their families, and caregivers find their way through the maze of services for seniors by identifying trustworthy local support resources.

Sometimes seeking resources for a friend or loved one can seem overwhelming. The goal is to provide users with the information and resources that will help older persons live independently and safely in their homes and communities for as long as possible.

## Access to Community Resources



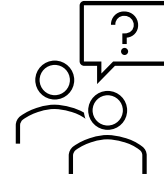
- A free service of the National Council on Aging (NCOA)
  - Can federal, state, or local programs help you pay for prescription drugs, health care, utilities, or other needs?
  - Answer questions (age, marital status, location, etc.)
  - Find out what you're eligible to receive.



### ► Sample Script

- Benefits Check Up is another tool available across the nation that can help anyone in the US learn more about benefits and how to apply for them.
- Benefits Check Up is a program of the National Council on Aging, a nonprofit organization that advocates on behalf of older adults nationwide.
- You can find this online resource at [www.ncoa.org/centerforbenefits/](http://www.ncoa.org/centerforbenefits/).
- The system asks a series of questions to help older adults identify benefits for which they may be eligible. Criteria may include age, marital status, income, and location. Type in the information requested, and you will receive a customized report of helpful resources for which you may qualify.

## Are You Eligible?



- ☐ Medicare Saving Programs to help pay for premiums
- ☐ Extra Help for Medicare Part D
- ☐ Senior SNAP— Supplemental Nutrition Assistance Program
- ☐ Energy Assistance & Utility Discount Programs
- ☐ Telephone & Internet Discount Programs
- ☐ Property Tax Exemptions
- ☐ Transportation/Trip Planning
- ☐ Educational Opportunities



### ► Sample Script

Now, I would like to talk about several other important *eligibility-based* programs that you or someone you know may qualify for but not even know it.

- Medicare Savings programs
- Extra Help for Medicare Part D prescription coverage
- Energy assistance programs
- Utility discount programs
- Telephone discount programs
- SNAP –Supplemental Nutrition Assistance Program
- Local property tax exemptions

As we discuss these programs, remember that you can call Empowerline to learn more about these and other services and programs discussed today.

# Medicare Insurance Counseling

**GeorgiaCares provides counseling and information on**

- Medicare
- Medicaid
- Medicare Saving Programs
- Extra Help for Part D
- Supplemental Insurance
- Prescription Assistance Program



## ► Sample Script

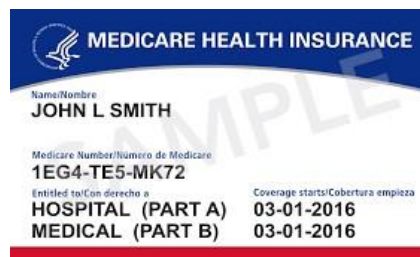
People looking specifically for help with Medicare and related concerns can receive assistance through the Georgia SHIP program.

- *Georgia SHIP* is the state health insurance assistance program sponsored locally by the Georgia Legal Services Program.
- Through Georgia SHIP, trained counselors provide factual, unbiased information on Medicare, Medicaid programs that work along with Medicare, benefits programs, supplemental insurance, long-term care insurance, prescription assistance programs, and more.
- Georgia SHIP is funded by the Centers for Medicare and Medicaid Services (CMS) and does not sell any products; nor does it charge for its services.
- For assistance in any of these areas, call Georgia SHIP at 1-866-552-4464 (select Option 4).

# Medicare Savings Programs

These programs can help with:

- Medicare Part B premiums
- Deductibles
- Copay/coinsurance



For help, call GeorgiaCares at 1-866-552-4464 (Option 4) or contact your local county Department of Family and Children Services (DFCS).



*Disregard spacing distortions. They do not appear in source slides.*

## ► Sample Script

Medicare Savings Programs are designed to help individuals pay for their Medicare premiums, deductibles and coinsurance. In Georgia, these programs are managed through the Department of Family and Children Services (DFCS). To learn more, read the FAQ at [www.Medicaid.Georgia.gov/medicare-savings-plans-programs-faqs](http://www.Medicaid.Georgia.gov/medicare-savings-plans-programs-faqs).

To find out if you are eligible, do one of the following:

- Call **Georgia SHIP**, our state's program for Medicare education and help, at 1-866-552-4464 (select option 4)  
If necessary, Georgia SHIP can give you the number of your local DFCS office or send you the correct application.
- Contact your local county **Department of Family and Children Services (DFCS)** directly and ask for form 700 (application for Medicare Savings Programs).

You may also apply to DFCS online at [www.gateway.ga.gov](http://www.gateway.ga.gov). If you complete the form online, it cannot be submitted electronically. You will need to print it and mail it.

## Slide 17

# Extra Help for Prescriptions

Also known as the Low Income (Extra Help) Program



Benefits of Extra Help:

- No/low premiums for those with limited incomes
- No/low deductible
- Small copayment/coinsurance for prescriptions

For help, call GeorgiaCares at 1-866-552-4464 or call / visit your local county Department of Family and Children Services (DFCS).



## ► Sample Script

Medicare offers a Low-Income (Extra Help) Program for individuals who need assistance to afford benefits. People who have low incomes may qualify for:

- No or low premiums
- No or low deductibles
- Smaller copayments or coinsurance for prescriptions.

For help, call Georgia SHIP at 1-866-552-4464 or Social Security at 1-800-772-1213.



# Nutrition -SeniorSNAP

(formerly known as food stamps)

1-877-423-4746

You may be eligible for Senior Supplemental Nutrition Assistance Program (SNAP) benefits if:

- All members of your household are 60 years of age or older and purchase and prepare food together
- Household members are not working, and the household is under the income limit guidelines for SNAP participation
- Your household has a permanent fixed income such as Social Security Income; private, state or federal retirement; VA benefits, or railroad retirement.



*Disregard spacing distortions. They do not appear in source slides.*

## ► Sample Script

SNAP is the Supplemental Nutrition Assistance Program (formerly known as the Food Stamp Program).

Many seniors who are eligible for SNAP benefits today are not receiving them. Why?

- Some are too embarrassed to apply.
- Others think if they apply, they will be taking benefits away from others, especially children.
- Some think it is too difficult to apply, and others are not aware the program exists.

While good nutrition is vital for everyone, it is especially important for seniors' good health. Just to be clear, if you are eligible for SNAP, your receiving benefits does not deprive anyone else of benefits due them.

Senior SNAP now has a simplified application process in Georgia designed to make it easier for seniors to receive food stamp benefits.

continued

## How do medical deductions work?

Medical expenses that add up to more than \$35 per month can be used to decrease your gross income and increase the amount of food stamps you are eligible to receive.

You will have to provide verification of approved medical expenses to get a medical deduction. Examples of acceptable verification for these expenses include insurance statements, medical bills, and receipts with prescriptions.

➔ **Cover the list below if there are questions and only if time allows.**

Medical expenses include:

- Medical and dental care; hospitalization, outpatient treatment, and nursing home care
- Prescription drugs and over-the-counter medications prescribed by your doctor
- Medical supplies and medical equipment prescribed by your doctor (including the cost of renting)
- Eyeglasses, contact lenses, hearing aids, dentures, and prosthetic devices prescribed by a doctor
- Health insurance and prescription drug insurance premiums
- Medicare and Medicare supplement premiums
- Transportation and lodging to get medical treatment (such as trips to the doctor, dentist, pharmacy for prescriptions, etc.) This includes the cost of mileage, parking, bus, taxi, etc.
- Maintaining a homemaker, home health aide, childcare services, or a housekeeper that is necessary because of your age, health condition, or illness
- Cost of telephone equipment specially designed for a disabled person.
- If you have any of these medical expenses and they total more than \$35 a month, put them on your food stamp application to receive medical deductions.





# Energy Assistance-LIHEAP

pronounced "LIE heap"

LIHEAP is the Low-Income Home Energy Assistance Program that helps Georgians pay their heating bills.

There is a specific timeframe in which to apply for this program. The heating assistance program usually runs from November through end of March or until funds run out. When funds are available, cooling assistance may be offered in the summer months.

**To Apply For LIHEAP,**  
contact your local Community Action Agency



## ► Sample Script

The Low-Income Home Energy Assistance Program, or LIHEAP, helps Georgians pay for their heating bills. You must apply during specific timeframes when availability is announced.

Those eligible receive a one-time payment ranging from \$310-\$350 for the current program period. The payment is sent to their monthly energy supplier for: gas, electricity, propane gas, wood, coal, or kerosene.

The heating assistance program usually runs from November through end of March or until funds run out. When funds are available, cooling assistance may be offered in the summer months.

For eligibility, a person's income cannot exceed 60% of the state median income. To apply, persons should bring:

- Driver's license or picture ID
- Official Social Security cards for everyone living in the home
- Proof of citizenship or immigration status
- Most current heating bill (MUST be a bill dated within the past 30 days)
- Proof of income for the last 30 days for everyone in the household that is 18 or older.

To apply for this program, call or visit your local Community Action Agency. See the "Important Senior Discount Services" handout for agency contact information.

# Utility Discounts

## Natural Gas & Electricity



For questions about natural gas providers and senior discount programs, contact:



**Georgia Public Service Commission**  
**404-656-4501**



### ► Sample Script

Utility discount programs are offered for persons aged 65 and older and who have a yearly income that does not exceed \$14,355. Always verify current limits by asking utility company representatives at the time of application.

Atlanta Gas Light and Georgia Power offer a credit of up to \$14.00 on the monthly bill.

Other local power companies may also offer discounts to older adults. For more information, contact your local service provider.

You can also find out if you are eligible for utility discount programs by contacting the Public Service Commission at (404) 656-4501.

# Telephone— Hooking up a Landline

**Link-Up Georgia** reduces the cost of hookup charges for eligible customers.



To sign up for LinkUp Georgia, contact your local telephone service provider.



## ► Sample Script

Two telephone discount programs provide assistance with telephone charges.

Lifeline provides up to a \$13.50 credit on qualified residential customers' bills in AT&T Georgia's service area. This includes a federal credit of \$10.00 plus an additional credit of \$3.50 from AT&T Georgia. Customers in other telephone companies' service areas receive the \$10.00 federal credit.

To apply for Lifeline, contact your local telephone service provider.

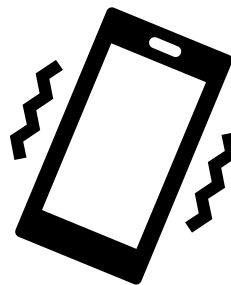
Link-UP Georgia provides assistance with telephone hook-up fees. Contact your local service provider for details.

To be eligible for Lifeline or Link-Up Georgia, you must receive one of the following:

- Supplemental Nutrition Assistance Program (SNAP) benefits
- Medicaid
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance
- Veterans Pension and Survivor's Benefit
- Tribal Programs / Residence on Tribal Lands.

## Telephone –Monthly Discounts

**Lifeline** is a program that helps with costs for telephone charges. Programs are available for landlines and mobile phones. (You may receive discounts through only one program.)



For more information about Lifeline, visit  
<https://galifeline.com/>

To apply for Lifeline, contact your local service provider.



### ► Sample Script

Lifeline is a program that helps with costs for telephone charges. Programs are available for landlines and mobile phones. (You may receive discounts through only one program.)

For more information about Lifeline, visit  
<https://galifeline.com/>

To apply for Lifeline, contact your local service provider.

## Lifeline for Mobile Phones

Provides the following to eligible residents:

- Free smartphone
- Unlimited talk
- Unlimited data (15 BG of high-speed data)

You may be eligible if you receive:

Medicaid (automatic eligibility), Supplemental Nutrition Assistance Program (SNAP) benefits, Supplemental Security Income (SSI), Public Housing Assistance, or Veterans and Survivors Pension Benefit

and your income is at or below 200% of Federal Poverty Level



*Disregard spacing distortions. They do not appear in source slides.*

### ► Sample Script

The Lifeline program for mobile phones provides the following to eligible residents:

- Free smartphone
- Unlimited talk
- Unlimited data (15 BG of high-speed data)

People who receive Medicaid are automatically eligible. You may also be eligible if you receive:

- Supplemental Nutrition Assistance Program (SNAP) benefits
- Supplemental Security Income (SSI)
- Public Housing Assistance,
- or Veterans and Survivors Pension Benefit

and your income is at or below 200% of Federal Poverty Level.

# AT&T Internet Access Program

AT&T offers **low-cost wireline home Internet service** to qualifying households with at least one resident who participates in the U.S. Supplemental Nutrition Assistance Program (SNAP) and whose address is in AT&T's [21-state](#) service area for the program.

- Participants cannot have outstanding debt for AT&T [fixed Internet service](#) within the last six months or outstanding debt incurred under this program.
- Participants would pay between \$5 and \$10 a month for service depending on available internet speed.
- Call 855-220-5211 for details in English and 855-220-5225 to obtain information in Spanish.



*Disregard spacing distortions. They do not appear in source slides.*

## ► Sample Script

AT&T offers **low-cost wireline home Internet service** to qualifying households with at least one resident who participates in the U.S. Supplemental Nutrition Assistance Program (SNAP) and whose address is in AT&T's 21-state service area for the program.

- Participants cannot have had any outstanding debt for AT&T fixed Internet service within the last six months or outstanding debt under this program.
- Participants would pay between \$5 and \$10 a month for service depending on available internet speed.
- Call 855-220-5211 for details in English and 855-220-5225 to obtain information in Spanish.

Service availability and speed may vary by address.

If, because of technology limitations, AT&T can't offer high-speed service in your neighborhood, you won't be able to participate in the Access program at this time. However, other AT&T Internet services may be available at your address.

Slide 25

# Tax Breaks for Homeowners

State and Local Property Tax Exemptions



Contact your local city government for more information on state, county and local tax exemption programs



## ► Sample Script

The State of Georgia offers several homestead exemptions for qualifying homeowners, some of which are exclusively for individuals age 62+ or 65+.

To be eligible for a homestead exemption, you must occupy the home, and it must be your legal residence. If you have been away from your home due to health reasons, you may still be granted an exemption.

Many counties offer exemptions that are even more beneficial to homeowners than are state exemptions.

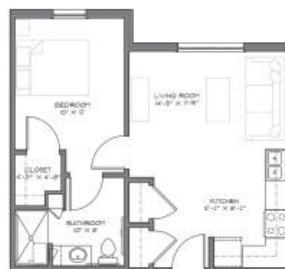
To learn more about property tax homestead exemptions, visit the Georgia Department of Revenue's website or contact your county tax office.

# Housing Options

From Empowerline :

“Housing Options for Older People”

Common housing options:



- Independent Living (private house or apartment, senior apartment, retirement community)
- Personal Care Homes or Assisted Living Communities
- Nursing Homes
- Life Plan Communities / Continuing Care Retirement Communities

## ► Sample Script

Would you like to know more about housing and care options that are available as you age? Visit [Empowerline.org](https://www.empowerline.org) and read “Housing Options for Older People,” a guide to choosing a residential setting.

Common housing options for older adults include:

- Independent Living (which could be your house or apartment, a unit in a senior apartment complex, or a home in a retirement community)
- Personal Care Homes or Assisted Living Communities (Personal care homes are smaller, and residents live in a family-style setting.)
- Nursing Homes
- Life Plan Communities (also known as Continuing Care Retirement Communities – elder living campuses that include three stages of care: independent, assisted, and nursing home support)



# Housing Resources



- Empowerline : [www.empowerline.org](http://www.empowerline.org)
- Georgia Housing Search:  
[www.georgiahousingsearch.org](http://www.georgiahousingsearch.org)(searchable by accessibility, subsidies, bus access, etc.)
- Dept.of Community Health: [www.dch.Georgia.gov](http://www.dch.Georgia.gov)  
(Find state inspection reports under Healthcare Facility Regulation.)
- Medicare: [www.Medicare.gov](http://www.Medicare.gov)  
(For federal inspection data, click “find care providers.”)

## ► Sample Script

Start your housing search with Empowerline, the Aging and Disability Resource Connection for Metro Atlanta. Use the self-serve database at [www.empowerline.org](http://www.empowerline.org) or call 404-463-3333 to speak with our trained staff.

Find additional housing options at Georgia Housing Search, a service of the Georgia Department of Community Affairs. You can search for housing by accessibility features, types of subsidies available, distance to bus stops, pet rules, and other factors.

Nursing homes, assisted living communities, and personal care homes are some of the services regulated by the Department of Community Health. Find state inspection reports at [www.dch.georgia.gov](http://www.dch.georgia.gov).

To find federal inspection data, go to [www.Medicare.gov](http://www.Medicare.gov) and click “find care providers.”



Reduced fare cards are available for those 65 and over, those with a disability, and those with Medicare. Contact MARTA for the latest discount rates.

**Website:** [www.itmarta.com](http://www.itmarta.com)

**Phone Number:** 404-848-5000

**MARTA On The Go APP:** On any Smartphone



### ► Sample Script

How do you get a reduced fare card? Here's how to apply:

- Go to the Lindbergh Station or the Five Points Station, Monday – Friday, 10 a.m. to 4 p.m.
- Bring appropriate picture ID with you.
- Bring your Medicare card if you are under 65 but have Medicare.

Confirm discounted fares when you apply. You will get your pass the same day.

➔ **Ask if any participants would like MARTA travel tips. If so, cover the list below.**

Things to keep in mind when planning your trip on MARTA:

- Every bus or train runs on a fixed-route system and is scheduled to arrive at each bus or train stop at a designated time.
- Different buses and trains run on different schedules and at different frequencies.
- Buses and trains tend to run less often at night because there are fewer riders.

- Some buses and trains that run during the week may not run on the weekends, and those that run on the weekends may be less frequent.
- MARTA will post notices about holiday schedule changes or any service change.
- MARTA's fixed-route transit system is fully ADA accessible.
- The buses have wheelchair ramps and can be lowered to allow for easy access.
- There are also elevators and escalators located in every train station and wayfinding resources in each train station will help you successfully navigate.

## Transportation/Trip Planning

**Simply Get There.org** is a free website that helps you plan the best trip for you. Use Simply Get There.org to compare different travel options and costs, especially if you need extra or specialized services.



### ► Sample Script

SimplyGetThere.org is a service of the Atlanta Regional Commission. This website contains a comprehensive listing of public- and private-sector transportation providers in the Atlanta region to help individuals, especially older adults and persons with disabilities, identify available transportation options.

Slide 30



# Elder Abuse Reporting

Georgia Department of Human Services

Adult Protective Services

866-552-4464, option 3

All persons are encouraged to report suspected abuse to protective services. Abuse can be:

- Physical
- Mental
- Emotional
- Verbal
- Sexual
- Neglect or Self Neglect
- Financial Exploitation



## ► Sample Script

Abuse against older adults and people with disabilities can take many forms, including these:

- Physical Abuse
- Emotional Abuse
- Verbal Abuse
- Sexual Abuse
- Financial Exploitation, and
- Neglect or Self-Neglect.

If you suspect that someone is a victim of abuse, neglect, or exploitation, report it to Adult Protective Services at 866-552-4464, Option 3. Reports are confidential. Always call 911 in an emergency.

Learn how to spot abuse, neglect, and exploitation by visiting the Georgia Department of Human Services Division of Aging Services' website at [www.aging.ga.gov](http://www.aging.ga.gov).

## Free Educational Opportunities



### University System of Georgia 62 & You Program for Older Adult Learners

Register for enrollment in courses at one of the 35 University System of Georgia institutions.

\*Specific Rules Apply

To learn more visit [www.usg.edu](http://www.usg.edu) or contact Empowerline at 404-463-3333



### ► Sample Script

We will close our presentation today with something that is FREE. Did you know that individuals, age 62 and older can attend college in Georgia free?

Those who are interested in lifelong learning can register for enrollment in courses at one of the 35 University System of Georgia Institutions. To learn more visit [www.usg.edu](http://www.usg.edu) or contact the Empowerline at 404-463-3333.

Specific rules apply:

- Must be 62 years of age or older and provide documented proof of age
- Must meet all university admission requirements
- May enroll as a regular or auditing student in courses offered for resident credit on a "space available" basis without payment of fees, except for supplies, laboratory fees, or shop fees
- Does not apply to medical, law, veterinary or dental programs.

This is not a complete list of all rules and requirements. For more information, contact the university of your choice.

## Slide 32

# Got Questions? We've Got Answers



[www.empowerline.org](http://www.empowerline.org)  
or 404-463-3333



### ► Sample Script

Got Questions? We've Got Answers:

For answers on any of these programs you can connect to our Empowerline service which is available 24 hours a day.

You can also call our Empowerline Partners who are located throughout the 10 county Atlanta Region. All telephone numbers are listed on the handout card.

And for those who would like to visit our website, it is [www.empowerline.org](http://www.empowerline.org).

Contact Empowerline for additional information or questions at 404-463-3333

## Slide 33

# Thank you for participating.

- For questions regarding this presentation, email [volunteer@atlantaregional.org](mailto:volunteer@atlantaregional.org)
- To learn more about Aging Well visit [www.Empowerline.org](http://www.Empowerline.org)
- To find additional events visit [www.Empowerline.org/events](http://www.Empowerline.org/events)
- To become a volunteer, visit [www.Empowerline.org/volunteer](http://www.Empowerline.org/volunteer)



### ► Sample Script

Thank you for participating. This has been a presentation of AmeriCorps Seniors RSVP of Metro Atlanta. To request a presentation or volunteer, write [volunteer@atlantaregional.org](mailto:volunteer@atlantaregional.org).

➔ **Handouts:** Distribute handouts if you have not already done so.

➔ **Handouts:** Distribute the participant feedback form.