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## 24-Hour Senior *HELP LINE*

- The 24-Hour Senior *HELP LINE* is the information and assistance program and the central intake for the Area Agency on Aging, Region One.
- Taking over 50,000 calls each year, the 24-Hour Senior *HELP LINE Information and Assistance Specialists* connect callers with programs and resources to meet their needs.
- 24-Hour Senior *HELP LINE* @ 602-264-4357

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## The Senior Adult Independent Living (SAIL) Program

- The Senior Adult Independent Living (SAIL) program provides case management and services to seniors and adults with disabilities who live in the community and need assistance with their activities of daily living. SAIL provides home delivered meals, personal care, housekeeping, and the option to attend adult day health care centers to those who qualify.



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## Long-Term Care Ombudsman Program

- The long-term care ombudsman program provides advocacy for residents in assisted living and skilled nursing facilities. This program also provides education on assisted living, memory care, and skilled nursing facilities for those looking for placement options.

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## Caring Circles

- Caring Circles volunteers provide companionship to seniors 60 years and older to reduce social isolation.


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elderSHOP

- elderSHOP provides grocery shopping and grocery home delivery to seniors 60 years and older.



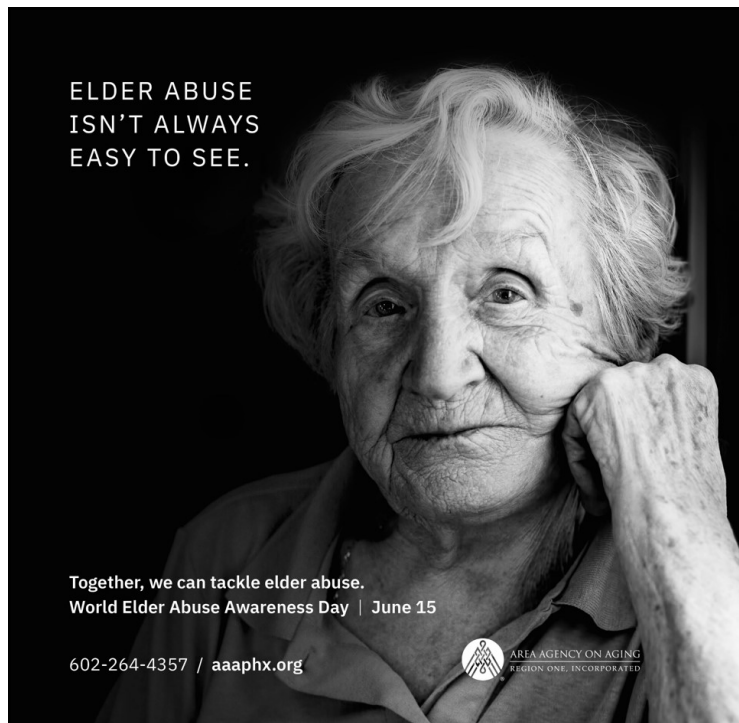
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Legal Assistance

- Our legal assistance program provides legal assistance and legal resources to seniors.


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ELDER ABUSE  
ISN'T ALWAYS  
EASY TO SEE.

Together, we can tackle elder abuse.  
World Elder Abuse Awareness Day | June 15

602-264-4357 / [aaaphx.org](http://aaaphx.org)



AREA AGENCY ON AGING  
REGION ONE, INCORPORATED

DOVES

Doves provides domestic violence prevention counseling to victims of late life domestic violence.

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## ElderVention Clinical Services Programs

- **ElderVention** - provides in-home and virtual counseling for homebound seniors.
- **EMPOWER**- an in-home program to prevent elder mistreatment by empowering seniors to build skills in five key life areas.
- **Hoarding Therapy Program** - provides therapy and support groups for seniors who would like support around hoarding behavior.
- **RX Matters** - provides education on medication misuse/abuse and medication disposal envelopes so that seniors can safely dispose of their medication.



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## Q&A

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## Family Caregiver Support

- Care Coordination/Case Management
- Respite Services
  - Respite Agency Model
  - Friends & Neighbors
  - Adult Day Health Care
- Caregiver Support Groups & Forums
- Kinship Care (Grandparents Raising Grandchildren)

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## Trualta






[aaaphx.org/trualta](https://aaaphx.org/trualta)

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**Access free training and resources to help you build skills and confidence to provide care at home.**

Trualta is an online platform designed to help families build skills to manage care at home for their aging loved ones. Improve confidence, reduce stress and prevent burnout by learning care skills. Once you are registered, you have unlimited access to their articles and tips about caring for your loved one.

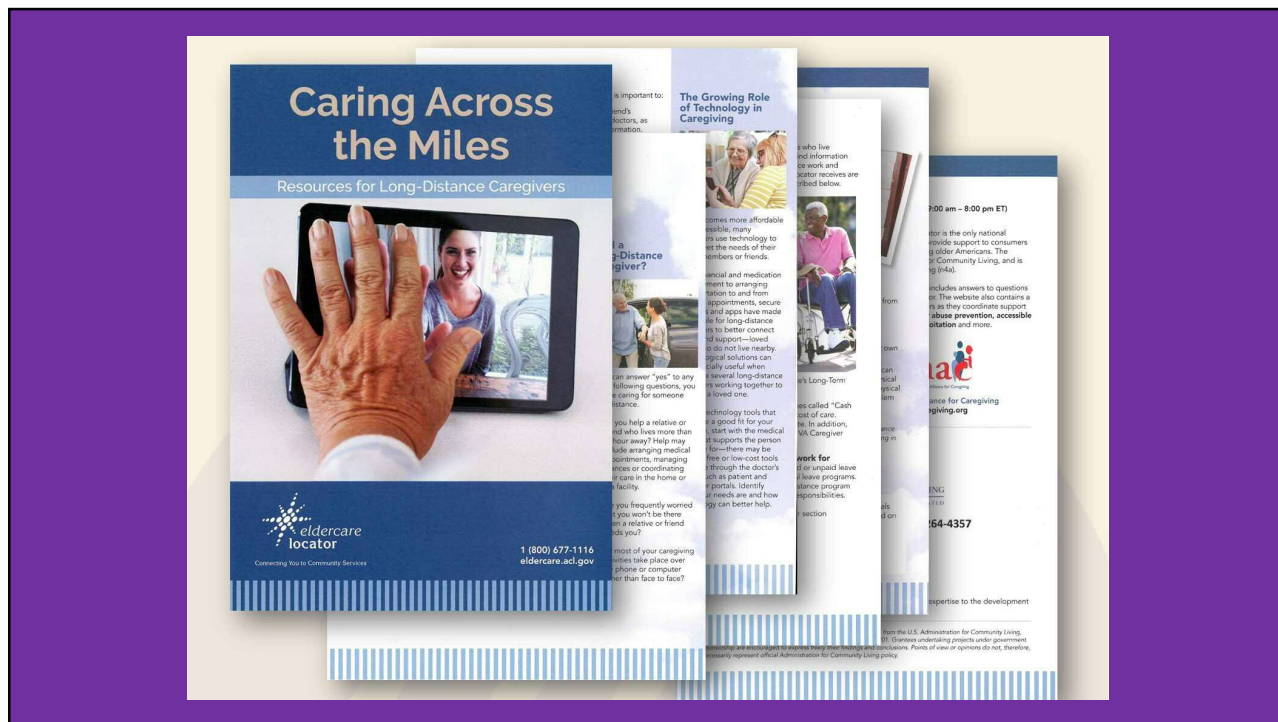


***"This was wonderful. My husband and I danced and we had a good time singing these oldies but goodies. I will highly recommend these to anyone who's husband or wife has Alzheimer's."***

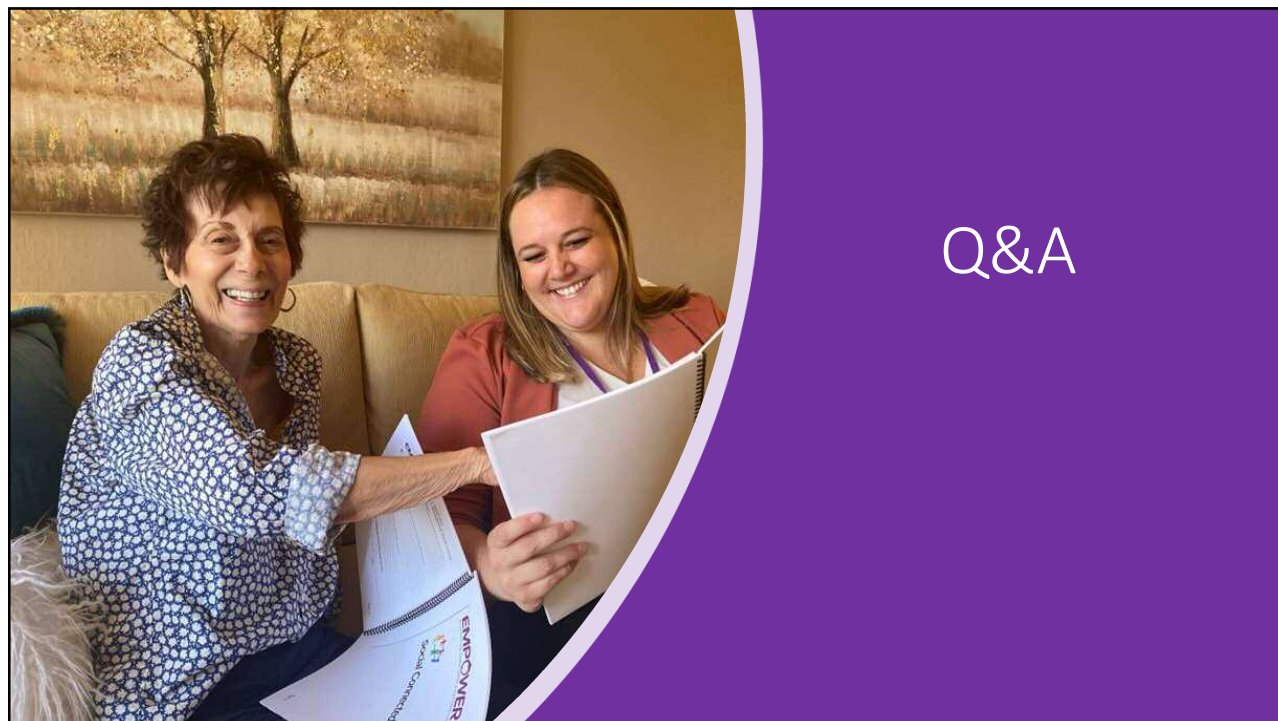
- Pat from "Alzheimer's Music Connect"

Trualta is really easy to use. All you will need to start is a computer, tablet, or smartphone. With lessons ranging from 5 minutes to 2 hours, Trualta makes it easy for you to fit caregiver training in whenever it works for you.

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## SHIP Benefits Assistance Program



The **SHIP mission** is to empower, educate, and assist Medicare-eligible individuals through objective outreach, counseling, and training.

The **SHIP vision** is to be the known and trusted community resource for Medicare information.

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## About SHIP Network

- SHIP is Federally Funded by ACL: Administrations for Community Living
  - Area Agency on Aging Region One is a sub-grantee of the Department of Economic Security and Division of Aging and Adult Service
- SHIP is part of a National Network
  - There are **54 SHIP grantees** (one in all 50 states, Puerto Rico, Guam, the District of Columbia, and the U.S. Virgin Islands). SHIP services are delivered by State Units on Aging or State Departments of Insurance in partnerships with their local Area Agencies on Aging and other community-based partners.
  - **Nationally, SHIP oversees a network of more than 2,200 local sites and over 12,500 team members**, including staff, in-kind professionals, and volunteers. In addition to SHIP services, many grantees provide **Senior Medicare Patrol (SMP)** program services, which help Medicare beneficiaries protect, detect, and report healthcare fraud, errors, and abuse.



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## Navigating Medicare can be complicated. SHIP can help.

When you contact your local SHIP, a certified counselor will give you one-on-one guidance based on your unique situation and needs.

- SHIP is here to help with:
  - understanding your Medicare choices
  - how to enroll
  - plan comparison
  - coverage and costs
  - paying for Medicare and prescriptions
  - troubleshooting billing issues
  - submitting appeals
  - Open Enrollment (October 15 – December 7)
  - referral to other resources



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## Support – How We Help

- SHIP isn't just for people new to Medicare. Needs and options may change over time, so it's important to review your Medicare plan every year during Open Enrollment. SHIP can help you understand and compare options, so you can make choices that are best for you and your loved ones. We can also assist you with navigating access to providers, correcting billing issues, and filing complaints and appeals. With your permission, SHIP will work with Medicare directly to help solve problems on your behalf.
- SHIP counselors are members of your local community who have been screened, trained, and certified as Medicare experts. Many are volunteers and they may even be one of your peers. They pride themselves on providing unbiased, confidential counseling. Their only priority is helping you make informed decisions about your care and benefits.



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# SHIP Contacts

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**SHIP & SMP Help Line:**  
**602-280-1059**

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# Q&A

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## Additional Resources

- Area Agency on Aging Regions in Arizona:  
<https://arizonaaging.org/area-agencies/>
- Area Agency on Aging Regions Across the United States:  
<https://eldercare.acl.gov/Public/Index.aspx>
- Area Agency on Aging, Region One's Resource Guide:  
<https://drive.google.com/file/d/1yps9U99OZ1oRgJJ-w3jD9Tj3YAfoDp5Y/view>

