

SENIOR RESOURCES

January 2024

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.

Adult Protective Services are provided to older people who are in danger of being mistreated, neglected, unable to protect themselves, and/or have no one to assist them. Interventions provided by Adult Protective Services include receiving reports of adult abuse, exploitation or neglect, investigation of 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

The Ohio Department of Health (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. To file a complaint, call the contact number, email your complaint to the email address, or complete the online HEA 1685 form.

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

Email: HCComplaints@odh.ohio.gov

Central Ohio Area Agency on Aging (COAAA)

614-645-7250

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 South High St,

Elder Locator

800-677-1116

Gives callers access to an extensive network of state and local organizations that serve older people anywhere in the United States. Refers callers 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

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.). Those who are eligible for PASSPORT in Ohio also 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**

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**

24/7 hotline available for seniors

Website: www.ncmhs.org/Emergency.htm

St. Stephen's Community House**614-294-6347**

Supportive services program connects seniors ages 60+ to resources that help them remain independent, healthy and aging in place for as long as possible. This program offers a case manager to assist clients in completing applications, connect clients to resources including food, housing, furniture, utility assistance, home repair, financial services, or any other assistance needed.

Website: <https://saintstephensch.org/senior-services-program/>

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

Provides help at home, enabling seniors 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 program provides a 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**

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: Services available to adults 60 years and old in the 43202, 43214, 43210 and 43224 Franklin County 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.

Lutheran Social Services- LSS Home Care**614-228-5200**

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-hour, seven days a week 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; 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/>

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

Provides education and support to 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 614-340-7061**

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.

West Columbus: 409 Industry Dr.

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

Provides screenings/evaluations, hearing aid fittings, repairs & services, and donor 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, 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/>

Address: Clintonville: 510 E. North Broadway
Dublin: 5155 Bradenton Ave.-Suite 150
Westerville: 470 Olde Worthington Rd.-Suite 470

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

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 screened 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. For questions, call between 8 a.m.-4 p.m. on Mondays, Tuesdays, Thursdays and Fridays.

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

Address: 200 E. Livingston Ave.

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

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 includes those with mental health, aging, housing, financial or other human service needs.

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

Requirements: Older adults ages 60+ 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.

River Vista Behavioral Hospital**614-643-5454**

Behavioral health hospital, serving the adult and senior populations in a contemporary healing environment. 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.

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

For 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**

COTA offers half-price fares on regular service to seniors age 65+. 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 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 a.m.- 5 p.m. Both are located at 33 N. High St. Call to request an application by mail.

Website: <https://www.cota.com/riding-cota/accessible-services/>

Address: 33 N. High St.

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

Serving senior and homebound residents in the 43222 and 43223 zip codes with case management services, grocery trips and socialization services. Food pantry delivers to seniors (60+) in Franklinton and SW expansion.

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

Address: 183 Hawkes Ave. / aschroeder@gladdenhouse.org trose@gladdenhouse.org

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

Free transportation to seniors living in Franklin County. Medical and non-medical appointments with a minimum of 10-14 day advanced notice. Clients must 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 pm. 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**

Apply over the phone or online at 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: 670 Harmon Ave.

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

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 food box. Call to schedule.

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

MEDICAL INSURANCE/ HEALTH COVERAGE

Ohio Department of Insurance: Ohio Senior Health Insurance Information Program (OSHIIP) 800-686-1578

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 the 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

COAAA has knowledgeable 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 the website to complete a request form. All workshop presentations will be virtual and registration is required. Email Andy Haggard at ahaggard@coaaa.org to register or call: 614-645-7250.

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

CareSource 24-hour Nurse Hotline 1-866-206-0554 (800) 750-0750 TTY

Members can call any time with a question about 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: www.caresource.com/caresource-connect/

Social Security 800-772-1213

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 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. For deaf and hard of hearing, TTY 1-800-325-0778.

Website: www.socialsecurity.gov

Address: 220 S. Hamilton Rd. - (866) 592-0733
1060 Georgesville Rd. - (866) 656-0178

Ohio Department of Aging 1-800-266-4346

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 Floor

COMPANIONSHIP

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

Adults age 55+ 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. - (614) 221-5891

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

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. For more information about volunteer opportunities, please contact a volunteer coordinator at 614-559-0184 or by email: volunteer@jfscolumbus.org.

Website: <https://jfscolumbus.org/get-involved/volunteer/>

Address: 1070 College Ave.

HOME REPAIR AND UTILITY FINANCIAL ASSISTANCE**At Home by High****614-686-4363**

A neighborhood based non-profit utilizing a comprehensive approach to address the needs of older adults. Provides services and social events to adults ages 50+ to allow our neighbors to age in the community and homes they love. Serving neighbors in: The Circles, Dennison Place, Harrison West, Italian Village, Milo-Grogan, NECKO, Victorian Village, University District, and Weinland Park.

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

Address: 692 N. High St.- #306

Homestead Exemption**614-525-3240**

Homeowners age 65+, 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.

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

Address: 373 S. High St.- 21st Floor

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

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: [Home Energy Assistance Program \(HEAP\) | Development \(ohio.gov\)](https://www.ohio.gov/development/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 a 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 of 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, **Central Community House:** 614-238-8132

Website: www.columbus.gov/development/housing-division/Chores-Program_M/

MORPC (Mid-Ohio Regional Planning Commission)**614-233-4171**

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

OTHER PROGRAMS**Funeral Consumers Alliance of Central Ohio****614-263-4632**

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**

Must be referred through JOIN. The City of Columbus pays a funeral home \$750 to dispose of a body by cremation or transport to a medical school. Collaborates with funeral homes in Columbus's 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 Legal Aid Society**614-241-2001 or toll free at 1-888-246-4420**

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 Thursday from 9:30 a.m.-3:30 p.m. and Friday 9:30 a.m.-2:30 p.m.

Website: <https://www.columbuslegalaid.org/seniors>

Address: 1108 City Park Ave.

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

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.

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

Support, assistance and online job referrals, free of charge, to job seekers age 50+, regardless of income, education or skill levels. Services include: job search assistance, resume and cover letter reviews, and interviewing tips. 9 a.m.-noon, Tuesday-Friday; call to schedule. Virtual appointments and services are available.

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

Address: 4300 E Broad St. - Suite B

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

Grief Recovery Method specialists and programs in central Ohio. Provides group and one-on-one Grief Recovery programs.

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

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