

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, and 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>

Alzheimer's Association - Central Ohio Chapter

614-457-6003

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 – Supportive Services

614-857-1212

Provides personalized assistance that addresses the unique needs of each senior served. This includes help with housing, furniture, benefits, and medical advocacy, among other services. CSS aims to support clients' diverse requirements, empowering them to maintain their independence at home. CSS aims to help seniors in Franklin and Licking counties live a life of dignity and choice.

Requirements: To enroll in Supportive Services, you need to be a senior, defined as 60 years of age or older.

We currently serve all of Licking County and the following zip codes in Franklin County: 43068, 43109, 43110, 43119, 43123, 43125, 43126, 43137, 43146, 43201, 43203, 43204, 43205, 43206, 43207, 43209, 43213, 43215, 43217, 43222, 43223, 43227, 43228, 43232.

The Referral process for Supportive Services and Money Management for Seniors 60+ can be initiated by the individual, family members, or a community social service entity. Please fill out the referral form online. Once we receive your referral form, we will contact the individual referred and assess further to ensure that our services meet their needs. Our comprehensive Supportive Services and Money Management Programs are made to assist seniors in the community in remaining as independent as possible.

Website: <https://colscss.org/services/senior-services/supportive-services/>

Central Ohio Area Agency on Aging (COAAA) - PASSPORT

614-645-7250

Statewide Medicaid waiver is designed to provide help at home for seniors as an alternative to nursing home care.

Available services include adult day service, personal care aide and homemaker, emergency response systems, medical equipment and supplies, social work, case management, home-delivered meals, transportation, minor home repair, and community transition services. May also be eligible to receive Medicaid services such as nursing, occupational, speech, or physical therapies.

Eligibility Requirements: Must be at least 60 years of age, be financially eligible under special Medicaid waiver guidelines, live in a private residence, require nursing home level of care, be able to remain in a safe and cost-effective home environment, and more.

Clintonville Beechwood Community Resource Center - Senior Supportive Services

614-268-3539

CRC Senior Supportive Services helps older adults to remain independent and safe in their own homes and provide recreational activities to provide recreational activities to help prevent social isolation. Services include case management, in-home visits and assistance, health education and resources, Commodity Supplemental Food Program (CSFP) delivery,

recreational outings and socialization opportunities, transportation to medical appointments and grocery shopping, assistance with benefits, and referral services to other community programs.

Eligibility Requirements: Services available to adults 60 years and older in the 43202, 43214, 43210 and 43224 Franklin County zip codes.

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

Address: 3222 N. High St.

Columbus Speech and Hearing Center Senior Programs **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. The Senior Options Older Adult Outreach Program is in partnership with Franklin County Office on Aging's Senior Options Program that works to offer 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 aged 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. A new patient telephone intake appointment can be scheduled via online system. Appointment slots are open two weeks in advance on a first come first serve basis.

Eligibility Requirements: Must live in Franklin County, have a net household income at or below 300% of the federal poverty level, and have trouble affording medicines or copays. Health insurance is not a requirement.

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

Address: 200 E. Livingston Ave.

Central Ohio Transit Authority: Mainstream **614-275-5833.**

Offers origin-to-destination rides for people whose functional limitations prevent them from COTA's fixed-route vehicles. Call to request an application.

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

Central Ohio Transit Authority: Reduced Fare Program **614-228-1776**

Provides a 50 percent discount on fares for COTA's fixed-route service for qualifying individuals.

Eligibility Requirements: Veterans, Medicare cardholders, individuals with disabilities, customers 65 years and older, Social Security Disability Insurance (SSDI) recipients and any customer currently receiving income assistance through one of the qualifying FCJFS programs may be eligible for this program.

Address: 33 N High St.

Franklin County Office on Aging – Senior Options **614-525-6200**

Franklin County Senior Options empowers Franklin County residents aged 60 and older with the necessary tools to maintain their independence. Senior Options also helps ease the minds of family members by connecting them to support services so they can provide the best care for their older parents, family members or friends with limited abilities.

Senior Options services include information and referral, case management, adult day service, respite care, home delivered meals, personal care, homemaker services, medical transportation, emergency response systems, and minor home repair.

Eligibility Requirements: Must be aged 60 years or older and a resident of Franklin County.

Website: <https://www.franklincountyohio.gov/Resident-Services/Seniors/Senior-Options-Programs>

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

Provides support to Franklinton's older adults and homebound neighbors with services that promote independence, connection and care. Services include personalized case management, grocery shopping trips, and social outings/activities.

Address: 183 Hawkes Ave.

LifeCare Alliance: Meals on Wheels**614-278-3152, option 2**

Home Delivered Meals for any older adult or medically challenged individual looking for the convenience of nutritious meals prepared and delivered to their door. Registered dietitians are available at no cost. Clients are eligible for senior pet care services, such as pet food and veterinary care. Clients also receive a holiday gift for Christmas and special holiday meals throughout the year.

Website: <https://www.lifecarealliance.org/programs/home-delivered-meals/>

LifeCare Alliance: Help at Home**614-278-3130**

Help-at-Home provides homemaking and personal care services to older adults living in Franklin and Madison counties.

Our goal is to help seniors live in the comfort of their homes and to maintain an independent lifestyle. A caring staff member can help with daily duties including cleaning around the home, running errands, kitchen duties, and laundry. Financial assistance is available for eligible clients.

Website: <https://www.lifecarealliance.org/programs/help-at-home/>

Ohio Department of Health**Hospital Complaint Line: 1-800-342-0553****Health Home Health Hotline: 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 Centers for Medicare and Medicaid Services (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

Seniors Helping Seniors**614-907-4673**

Matches seniors with caregivers to assist with a variety of in-home care services, such as companionship and socialization, personal care and daily living assistance, memory, dementia, and Alzheimer's care, respite care, specialized care, veteran services, meal prep and shopping, light housekeeping, medication reminders, running errands, transportation, long distance check-ins with loved ones, safety and fall prevention, and pet care.

Website: <https://locations.seniorshelpingseniors.com/oh/columbus/149.html>

Senior Hotline (24 hr)**614-294-3309**

Website: <https://www.ncmhs.org/Emergency.htm>

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

The Senior Services program at St. Stephen's Community House offers a variety of social activities, resources, and case management for those that are 60+ living in our community. Offers three programs for seniors such as supportive services to connect clients to resources, small group transportation, and a lunch program in partnership with Lifecare Alliance.

Address: 1500 E. 17th Ave.

Email: info@saintstephenssch.org

Syntero – Older Adult Intensive Outreach Program**614-899-5722 or 614-457-7876 ext. 214**

Syntero's Older Adult Intensive Outreach Program serves residents aged 60+ living in an independent living environment in northwest Franklin County. Syntero's supportive services include, but are not limited to: Navigating daily living,

personal, social, health, legal and financial challenges. Providing information, access, and resources related to human services; healthcare; alternative housing; community and government benefits; navigating complex social, insurance and medical systems; transportation; food assistance; and social connections groups.

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.

Website: <https://www.syntero.org/older-adults>

MEDICAL INSURANCE/HEALTH COVERAGE

BenefitsCheckUp

1-800-794-6559

BenefitsCheckUp connects older adults and people with disabilities to programs that can help them afford daily expenses, live healthily, and stay independent. Our free tool makes it easy to find programs that can boost your budget—then shows you how to learn more and apply online.

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

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/

Central Ohio Area Agency on Aging: Medicare Education & Outreach

614-645-7250

Central Ohio Area Agency on Aging provides Medicare support to central Ohio residents. COAAA does not represent or sell insurance products and provides unbiased information to central Ohio residents. We can provide help on all areas of Medicare, such as: Medicare benefits, Medicare Part A and Part B, Medicare Advantage, or Part C, Prescription drug coverage, Medicare coverage gaps, and Preventative benefits. COAAA has videos, workshops, guides, and more to help navigate Medicare. See website or call for more info.

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

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

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

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

COMPANIONSHIP

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

Adults aged 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

Jewish Family Services - Friendly Visitor Program 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 with 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@jpscolumbus.org.

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

Address: 1070 College Ave.

Village to Village Network - Central Ohio Network of Villages 614-645-1508

A network of aging-in-place membership groups that are geographically focused and connect members with services, support, and socialization to enhance their ability to live independently. There are over 5 villages in the Central Ohio area. Eligibility dependent on location. Please contact Grant Ames with COAAA at 614-645-1508 or by email at games@coaaa.org for more information.

Website: <https://www.coaaa.org/cms/resources/aging-in-place/villages> or <https://www.vtvnetwork.org/>

HOUSING AND UTILITY 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. Call to inquire about available assistance regarding lawn care and snow removal. 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: 1445 Summit St., Suite 100

Email: katie.beaumont@athomebyhigh.org

City of Columbus Housing Division

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. The repairs must be for the safety and/or health of the senior or disabled person. 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 interested:

- LifeCare Alliance: 1699 West Mound St. or phone: 614-437-2879
- Central Community House: 1150 E Main St. or phone: 614-238-8132

Critical Home Repair Program: Assists individuals and families in remaining in their homes and living independently. Eligibility varies depending on location, household income, property, and more. Prioritizes essential home repairs, such as substandard, unsanitary, or deteriorated conditions. Funds can be used towards health and safety work necessary to eliminate physical barriers or increase independent living opportunities. Call the intake line at 614-645-8526 to be placed on the waitlist. Contact home_safe_and_sound@columbus.gov for more info.

Website: <https://www.columbus.gov/Services/Housing-Assistance-Programs/Housing-Programs>

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

MORPC (Mid-Ohio Regional Planning Commission)

614-228-2663

MORPC works to help low- and moderate-income households maintain and improve their homes through repair and energy efficiency (weatherization) programs. Each program has different eligibility requirements. If you apply and are ineligible, MORPC staff will redirect you to other resources. Call 614-621-1171 for information on home weatherization services or 614-233-4171 for information on home repair services.

Website: <https://www.morpc.org/programs-services/residential-services/>

Rosie's House

734-560-1078

A no-cost service to help seniors navigate everything from home-selling, packing, moving, downsizing, and finding the right care community.

Website: <https://www.rosiehouse.com/>

Email: madison@rosiehouse.com

OTHER PROGRAMS

Central Ohio Area Agency on Aging (COAAA)

614-645-7250

COAAA offers education and resources to caregivers, professionals and the public.

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

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.

Elder Locator

800-677-1116

Nationwide information and referral resource providing support to older Americans and their caregivers.

Website: <https://eldercare.acl.gov/home>

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

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 the Society of St. Vincent de Paul, Diocesan Council of Columbus

614-376-3604

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: 5969 E. Main St., Columbus, OH 43213

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 filing 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

SAGE – Advocacy & Services for LGBTQ+ Elders

212-741-2247

Dedicated to improving the lives of LGBTQ+ older people. National advocacy organization that offers supportive services and consumer resources to LGBTQ+ older people and their caregivers.

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

****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.***