

Benefits Counseling Program

Long-Term Care Ombudsman Program

The Alamo Area Agency on Aging



An Ombudsman advocates for quality of life and care for people living in nursing homes and assisted living facilities.

An Ombudsman:

- Works with residents, families and staff to resolve complaints and concerns.
- Provides residents' rights information to residents, staff and families.
- Provides information about long-term care facilities, and other services for the elderly and their family or caregivers.
- Helps identify resources for residents inside or outside of long-term care facilities.

Provides information, counseling, and advocacy to senior citizens about public benefits, entitlements, and legal rights.

Also provides public education on a variety of topics impacting seniors. Benefits Counselors consult on topics such as:

- Medicare
- Medicaid
- Supplemental Security Income
- Senior Fraud
- Advance Directives
- Medicare/Medicaid Appeals & Hearings
- Long-Term Care



The Alamo Area Agency on Aging (AAA) is designated by the Texas Department of Aging & Disability Services to develop and administer services for persons aged 60 years & older. The Alamo AAA coordinates services for seniors living in 11 rural counties serviced by the Alamo Area Council of Governments (AACOG).

**Atascosa, Bandera, Comal,
Frio, Gillespie, Guadalupe,
Karnes, Kendall, Kerr,
Medina and Wilson Counties**

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Funded through the Texas Department of Aging and Disability Services
Alamo Area Council of Governments

Information, Referral, & Assistance Program

Links people 60 years of age or older, & people of any age who are eligible for Medicare, with social services. Assistance is provided on a wide variety of topics:

- Medicare and Medicaid programs
- Medicare Supplements
- Long-term Care
- Non-covered Health (dental, vision, hearing)
- Institutional Care (hospitals, nursing homes, assisted living facilities)
- Home Health Care, Personal & Homemaker Assistance
- Meals & Nutrition
- Prescription Assistance Program
- Transportation
- Minor Home Modifications
- Utility Assistance

Contact us via e-mail at:
alamo.aging@aacog.com

Care Coordination Services

Assesses the needs of persons 60 years of age or older and, when appropriate, helps them access and coordinate local resources to support independent living.

Priority is given to those who have recently suffered a major illness, health care crisis or recently hospitalized and need additional attention during the recuperation period; or live in a rural area; or are impaired in activities of daily living; or have insufficient caregiver support; or are in great economic/social need, particularly low income, minority seniors.

Services include:

- Minor residential repair when a health or safety issue is identified
- Minor health maintenance: Prescription assistance, dental, vision or equipment not provided through Medicare or Medicaid
- Homemaker assistance as determined by assessment
- Personal assistance as determined by assessment
- Income support (utility assistance, propane, etc.)
- Emergency Response Systems

Family Caregiver Support Program

Targets individuals of any age who are caring for someone 60 years of age or over.

This program can also help Grandparents (age 55+) or other Kin raising children under 18 years of age not their own.

The Family Caregiver Support Program provides in-home Respite Care or Adult Day Care to temporarily relieve family caregivers. Residential repair, health maintenance, income support and Emergency Response Systems are also available for Family Caregivers.

Health and Wellness Programs

These include *A Matter of Balance*, *Chronic Disease and Diabetes Self Management* and the *Arthritis Foundation Exercise Programs*.