

RESOURCE GUIDE: **Services for Older Adults**

*Everyone deserves dignity and choice
as they face the challenge of growing older*



Kentucky Commission on the Deaf and Hard of Hearing

www.kcdhh.ky.gov



Resource Guide: Services for Older Adults
Developed through the following partnerships:



Kentucky Commission on the Deaf and Hard of Hearing
632 Versailles Rd
Frankfort, KY 40601
An Agency of the Kentucky Education and Labor Cabinet



CHFS

KENTUCKY
Cabinet for Health *and*
Family Services

Department for Behavioral Health, Developmental and Intellectual Disabilities



Department for Public Advocacy, Justice and Public Safety Cabinet



Office of Aging Services, Nursing Home Ombudsman Agency



Deaf and Hard of Hearing Community



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Welcome

Welcome to the Kentucky Commission on the Deaf and Hard of Hearing's "Resource Guide: Services for Older Adults." This manual has been developed to offer resources to enable older adults who are deaf or hard of hearing to live healthy, independent lives for as long as possible.

In fact, hearing loss affects:

- More than 48 million Americans with that number doubling by 2060;
- Nearly 700,000 Kentuckians; and
- 50% of adults 75 years old or older.

Hearing loss is also the third most common health issue in the United States, behind heart disease and arthritis. Whether you are born with a hearing loss or it is a gradual decrease, it is one of the most common conditions affecting older adults.

As a result, this manual is to be used as a guide to learn the resources available for senior citizens. This will allow you and your family to make well-informed decisions. KCDHH's goal is to assist you by making services and information available to you.

Please know that the information in this book is continually being updated, and you may need to refer to the websites to confirm the contact information. If you need advocacy for accommodations from these programs, please contact KCDHH.

Today's seniors have new resources emerging daily to make life easier as they enjoy the freedom of living independently. Again, please reach out to us if you need assistance or have questions regarding this manual.

We look forward to assisting you!

Sincerely,



Virginia L. Moore

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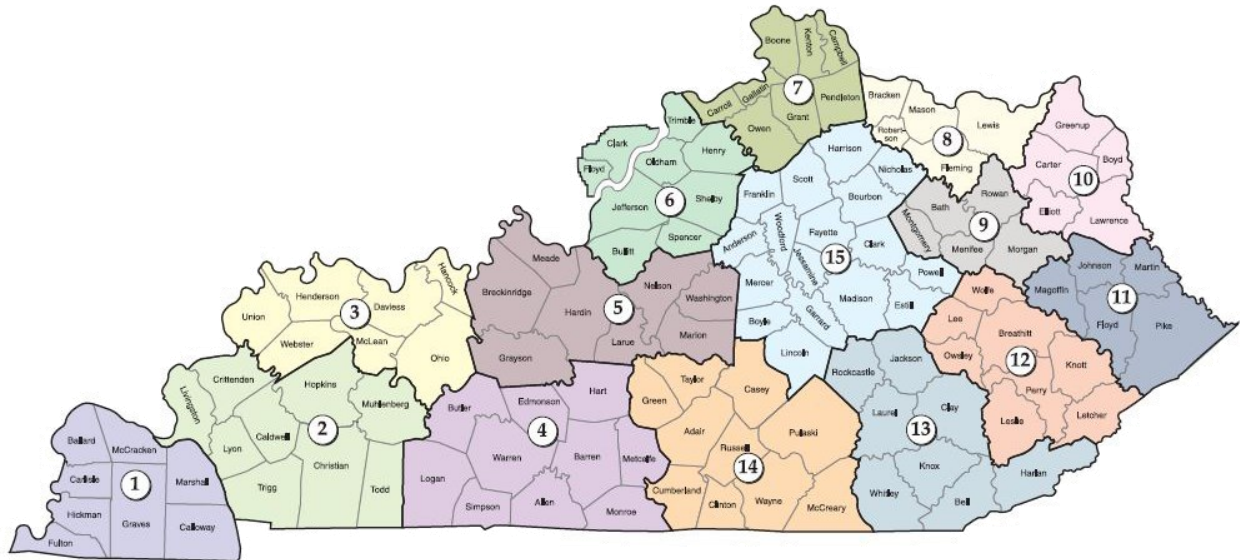
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Area Agencies on Aging and Independent Living Development Districts (AAAILs)



Many of the services for seniors in Kentucky are coordinated by Area Agencies on Aging and Independent Living. **Start here** to find what is available in your community. Options may include:

- ◆ Medicaid Waivers
- ◆ Food assistance
- ◆ Transportation
- ◆ In home services
- ◆ Caregiving

Kentucky is divided into 15 area agencies. Please refer to **page 2 and 3** to contact your regional office. Request to speak to the Department for Aging and Disability Resource (ADRC) Coordinator.

Main Office:

275 E. Main St.
Frankfort, KY 40621
502.564.6930 V

<https://chfs.ky.gov/agencies/dail/Pages/aaail.aspx>

Area Agencies on Aging and Independent Living Offices

Purchase—1

1002 Medical Drive
Mayfield, KY 42066
270.274.7171

www.purchaseadd.org

*Fulton, Hickman, Carlisle, Ballard,
McCracken, Graves, Marshall,
Calloway*

Lincoln Trail—5

613 College Street Road
Elizabethtown, KY 42702
270.769.2393

www.ltadd.org

*Grayson, Breckinridge, Meade,
Hardin, Larue, Nelson, Washington,
Marion*

Pennyrile—2

300 Hammond Drive
Hopkinsville, KY 42240
270.886.9484

www.peadd.org

*Livingston, Crittenden, Lyon, Caldwell,
Trigg, Hopkins, Christian, Muhlenberg,
Todd*

KIPDA—6

11520 Commonwealth Drive
Louisville, KY 40299
502.266.6084

www.kipda.org

*Trimble, Oldham, Henry, Jefferson,
Shelby, Bullitt, Spencer, Clark (IN),
Floyd (IN)*

Green River—3

300 GRADD Way
Owensboro, KY 42301
270.926.4433

www.gradd.com

*Union, Webster, Henderson, McLean,
Daviess, Hancock, Ohio*

Northern Kentucky—7

22 Spiral Drive
Florence, KY 42042
859.283.1885

www.cvadd.org

*Carroll, Gallatin, Owen, Grant, Boone,
Kenton, Campbell, Pendleton*

Barren River—4

177 Graham Avenue
Bowling Green, KY 42101
270.781.2381

www.bradd.org

*Logan, Butler, Simpson, Warren,
Edmonson, Allen, Barren, Hart,
Metcalf, Monroe*

Buffalo Trace—8

201 Government Street Suite 300
Maysville, KY 41056
606.564.6894

www.btadd.com

*Bracken, Robertson, Mason, Fleming,
Lewis*

Area Agencies on Aging and Independent Living Offices

Gateway—9

110 Lake Park Drive
Morehead, KY 40351
606.780.0090

www.gwadd.org

*Montgomery, Bath, Menifee, Rowan,
Morgan*

Cumberland Valley—13

342 Old Whitley Road
London, KY 40743
606.864.7391

www.cvadd.org

*Rockcastle, Laurel, Whitley, Jackson,
Clay, Knox, Bell, Harlan*

FIVCO—10

FIVCO Court
Grayson, KY 41143
606.929.1633

www.fivco.org

*Greenup, Carter, Boyd, Elliot,
Lawrence*

Lake Cumberland—14

2384 Lakeway Drive
Russell Springs, KY 42642
270.866.4200

www.lcadd.org

*Green, Taylor, Adair, Cumberland,
Casey, Russell, Clinton, Pulaski,
Wayne, McCreary*

Big Sandy—11

110 Resource Court
Prestonsburg, KY 41653
606.886.2374

www.bigsandy.org

Magoffin, Johnson, Floyd, Martin, Pike

Bluegrass—15

699 Perimeter Drive
Lexington, KY 40517
859.269.8021

www.bgadd.org

*Franklin, Anderson, Mercer, Boyle,
Lincoln, Woodford, Garrard,
Jessamine, Scott, Fayette, Madison,
Harrison, Bourbon, Nicholas, Clark,
Estill, Powell*

Kentucky River—12

941 North Main Street
Hazard, KY 41702
606.436.3158

www.kradd.org

*Wolfe, Lee, Owsley, Breathitt, Perry,
Leslie, Knott, Letcher*

**For updated
information,
contact
KCDHH**

Aging in Place

Most older adults prefer to stay in their own homes as long as they can. These supports may help make it possible to stay longer. Go to www.aarp.org and select their “Care at Home” tab for articles and links to resources.

Meals on Wheels

Individuals aged 60+ may receive one noon-time meal per day Monday-Friday in their home or at congregate centers like Senior Centers. To apply, contact your county’s Area Agency on Aging and Independent Living (see p. 2 and 3).

More information about the program can be found here:

<https://kentuckyfoodstamps.org/meals-on-wheels/>

Housing Assistance & Nursing Home Transition

The Housing Coordinator at Center for Accessible Living (CAL) maintains a listing of accessible and affordable rental units. Nursing home residents who would like to move into a home of their choice in the community may request assistance to help guide them through making the decision to move into the community. You can contact CAL in Louisville at 502.589.6620 (V) or 502.413.2689 (VP), in Bowling Green at 270.599.0910, in Murray at 270.753.7676, and in northern Kentucky at 859.940.3843 for more information.

Telephone Reassurance Programs and Friendly Visitors

Local agencies like ElderServe in Louisville offer Friendly Visitor programs where individuals check on and visit with older adults on a regular basis. Also check your local area for phone (VP/Text) reassurance programs such as “telecare” where volunteers call in regularly to talk with seniors. Some programs may have different names but do the same thing.

Hospice or Palliative Care

When people have chronic illnesses or are near the end of life, hospice and palliative care can help them live and die with dignity. Services may be provided in an individual’s home, at a hospital, or in a free-standing facility. Care for the family is also included. To find options near you, go to <http://www.kahpc.org/>

Help with Nursing Homes and Assisted Living



If you or a loved one are a resident at a long-term care facility in Kentucky and have questions or need help, please email or call The Kentucky State Long-Term Care Ombudsman Program at :

The Nursing Home Ombudsman Agency of the Bluegrass

800.372.2991

859.277.9215

nhoa@ombuddy.org

An Ombudsman is an advocate who can help:

Identify, investigate, and resolve **complaints** made by or on behalf of residents;

Provide **information** about long-term care services;

Represent the interest of residents before governmental agencies and seek administrative, legal and other remedies to protect residents;

Promote the development of citizen organizations to participate in the program;

Provide technical support to develop resident and family councils that protect the well-being and rights of residents; and

Advocate for changes to improve residents' quality of life and care.

Help with Nursing Homes

If you, or a loved one, need a Skilled Nursing Facility (SNF) or Assisted Living, finding the right place can be a challenge. Factors to consider include location, cost, insurances accepted, and the willingness of the facility to meet communication needs. Visit locations you are considering, and bring a list of questions.

More tips for finding the right facility to meet your needs can be found here: <http://www.nursinghomeabuseguide.org/resources/finding-the-right-nursing-home/>

Centers for Medicare and Medicaid Services (CMS) Nursing Home Compare

Use this site to compare licensed skilled nursing facilities in the U.S.

To learn more: <https://www.medicare.gov/nursinghomecompare/search.html>



The screenshot shows the Medicare.gov Nursing Home Compare website. At the top, the Medicare.gov logo is followed by "Nursing Home Compare" and the tagline "The Official U.S. Government Site for Medicare". Below this is a navigation bar with five buttons: "Nursing Home Compare Home", "About Nursing Home Compare", "About the data", "Resources", and "Help". The main heading is "Find a nursing home". Below this, a paragraph explains that the site provides detailed information about every Medicare and Medicaid-certified nursing home in the country. A search instruction states: "Search below to find nursing homes based on a location and compare the quality of care they provide and their staffing." The search form includes a note: "A field with an asterisk (*) is required." and a label "* Location". An example is given: "Example: 45802 or Lima, OH or Ohio". There are two input fields: "ZIP code or City, State or State" and "Nursing home name (optional) Full or partial nursing home name". A green "Search" button is at the bottom of the form. To the right of the form is a photograph of an elderly woman smiling and an elderly male doctor with a stethoscope.

Help with Nursing Homes

Knowing the Rights of Nursing Home Residents

Every resident of a nursing home has rights and protections. Ask the facility you are considering for a list of those rights. The document below has a list of those rights:

[https://downloads.cms.gov/medicare/
Your_Resident_Rights_and_Protections_section.pdf](https://downloads.cms.gov/medicare/Your_Resident_Rights_and_Protections_section.pdf)

A Home for Henry: Fair Housing Rights of Deaf and Hard-of-Hearing People in Nursing Homes and Assisted Living Facilities

Watch this video in ASL to learn more about your rights to an effective Communication Plan.

Publications

Fair Housing Toolkit

A Matter of Place








A Home for Henry

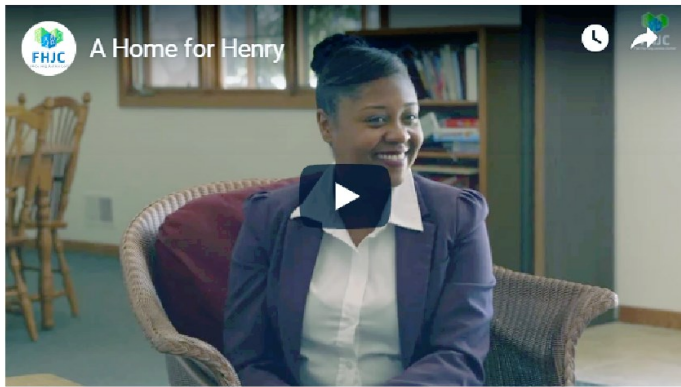
America Divided

The Adele Friedman Housing Accessibility Fund

Other Resources

A Home for Henry



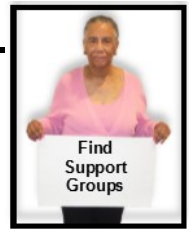


A Home for Henry: Fair Housing Rights of Deaf and Hard-of-Hearing People in Nursing Homes and Assisted Living Facilities was created by the Fair Housing Justice Center (FHJC) to increase public awareness about the fair housing rights of deaf and hard of hearing populations in nursing homes and assisted living facilities.

A Home for Henry tells the story of Henry, an elderly Deaf man who recently started residing in a nursing home. In the 12-minute video, Henry relates his personal experience searching for a nursing home and his interaction with a nursing home administrator who developed an effective communication plan that would meet his needs.

A Home for Henry encourages elderly people who are deaf or hard of hearing to exercise their fair housing rights. It also provides administrators and staff of nursing homes and assisted living facilities with valuable information about types of auxiliary aids that can ensure effective communication with deaf residents. *A Home for Henry* was directed and produced by the [Deaf Professional Artists Network \(DPAN\)](#), featuring a nearly all deaf cast and crew and was created in consultation with the [National Association of the Deaf \(NAD\)](#).

Reduce Isolation: Feel Less Alone



Seniors who are Deaf or Hard of Hearing often report feeling lonely or isolated. Here are some organizations that can help .



Hearing Loss Association of America

www.hearingloss.org

502.233.5774 or email info@hearinglosskentucky.org

The Hearing Loss Association of America (HLAA) opens the world of communication to people with hearing loss through information, education, support and advocacy. The Kentucky Chapters and their members are the best resources for help with living better with hearing loss. More resources and can be found at www.hearinglosskentucky.org. For national information, visit www.hearingloss.org.

Lexington Deaf Senior Citizens

A social group for those who use American Sign Language (ASL) that meets on the 1st Sunday of each month. Check KCDHH's website (below) for more information.

Fern Creek Deaf Senior Citizens

A social group for those who use ASL and live in the Louisville region. Check KCDHH's website (below) for more information on time and location.

Please check the KCDHH website for other events for the Deaf and Hard of Hearing Community:

<https://www.kcdhh.ky.gov/bulletin/events.html>



**Deaf Seniors
of America**

Deaf Seniors of America

www.deafseniors.us

Deaf Seniors of America (DSA), a national organization, provides information and education programs designed to enhance physical, economic and social well-being, and promote the common interests of Deaf Seniors.

Reduce Isolation: Feel Less Alone



Association of Late-Deafened Adults (ALDA)

www.alda.org

Offers resources and support for individuals with hearing loss.



American Association of Retired Persons

www.aarp.org

Offers resources for individuals ages 55 and up.

alzheimer's  association®

Alzheimer's Association

www.alz.org

Offers support groups for individuals and their caregivers both in person and online.

Greater Cincinnati (Northern Kentucky)

644 Linn Street, Suite 1026

Cincinnati, OH 45203

513.721.4284

Greater Kentucky and Southern Indiana Chapter

Louisville Office

Kaden Tower

6100 Dutchmans Lane, Suite 401

Louisville, KY 40205

502.451.4266

Lexington Office

2808 Palumbo Drive, Suite 205

Lexington, KY 40509

859.266.5283

Assistive Technology

Today, there are many assistive devices available to help deaf and hard of hearing individuals maintain their independence.



Telecommunications Access Program

Kentucky Commission on the Deaf and Hard of Hearing

632 Versailles Road

Frankfort, KY 40601

502.573.2604 V

502.416.0607 VP

www.kcdhh.ky.gov

Kentuckians with a hearing loss may be eligible to apply for specialized equipment at no cost. To apply, contact KCDHH for an application, or use this link to download and print the application:

<https://www.kcdhh.ky.gov/reqforms/#tap>



Kentucky Assistive Technology Service Network

Charles W. McDowell Center

8412 Westport Road

Louisville, KY 40242

800.327.5287

<https://www.katsnet.org/>

The KATS Network's mission is to make assistive technology (AT) information, devices and services easily obtainable for people of any age and/or disability. AT is any item or piece of equipment (both low-tech and high-tech) used to improve and/or maintain independence in the home, at work, school or play.

Videophone Providers



A Videophone (VP) allows a person who uses sign language to make phone calls. The equipment is FREE to those who are Deaf or Hard of Hearing. An internet connection is required.

| | |
|---|--|
| <p>Convo Communications</p> <p>convo</p> <p>510.629.5622 VP</p> <p>www.convorelay.com</p> | <p>Sorenson Communications</p> <p>801.386.8500 VP</p> <p>866.756.6729 V</p> <p>www.sorensonvrs.com</p> |
| <p>Purple Communications</p> <p>Purple</p> <p>877.885.3172 VP</p> <p>www.purplevrs.com</p> | <p>Contact KCDHH</p> <p>for an updated list of providers.</p> |

Captioned Telephone Providers

Captioned telephones offer the opportunity for a person to use his/her own voice during the conversation (Voice Carry Over) while reading the words of the person on the other end. Amplification is a feature on some of these phones. This equipment may also be FREE. Internet may be required.



| | |
|--|--|
| <p>CapTel</p> <p></p> | <p>CapTel</p> <p>800.233.9130 V</p> <p>captel@captel.com</p> <p>www.captel.com</p> |
| <p> CaptionCall</p> <p>Life is Calling</p> | <p>CaptionCall</p> <p>877.557.2227 V</p> <p>support@captioncall.com</p> <p>www.captioncall.com</p> |

Audiology Services



People may go to different professionals for help with hearing loss. Ear Nose and Throat (ENT) Specialists, Hearing Aid Dealers, Audiologists, and emerging Over the Counter hearing devices offer several different options, which can be confusing. You may want to start with your insurance company to find a covered audiologist for a full evaluation. The Hearing Loss Association of America (HLAA) offers many good resources to help make informed decisions on their website: www.hearingloss.org.

If you are searching for an audiologist in your area, the websites below can help you do an internet search to find a provider that meets your needs.

How's Your Hearing

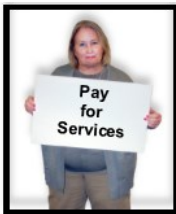
www.howsyourhearing.org

Sponsored by the American Academy of Audiology

Hearing Tracker

www.hearingtracker.com

A searchable Hearing Healthcare Directory in partnership with the Hearing Loss Association of America



Paying for Services

There are many ways that you can pay for services. Some are free, while others have income limits. Some providers accept Medicaid, Medicare, or private insurance. A “sliding scale” may also be available. ***Always ask about your options.***

| MEDICARE | MEDICAID |
|---|--|
| A federal program that provides health coverage for individuals who are over the age of 65 or who have a severe disability, regardless of income. | A state and federal program that provides health coverage for individuals with low income. |
| Programs | Programs |
| <p>Medicare</p> <p>May be helpful for senior citizens who are preparing to retire.</p> <p>www.medicare.gov</p> | <p>Long Term Care Insurance</p> <p>To find long term care insurance, Kentucky partners with private insurance and Medicaid. To goal is to plan ahead on how you will pay for long term care.</p> <p>https://www.ltcinsuranceconsultants.com/kentucky-long-term-care-insurance/</p> |
| <p>Senior Health Insurance Program (SHIP) (Medicare)</p> <p>Provides information, counseling, and assistance to seniors and persons with disabilities as well as their families and caregivers.</p> <p>https://chfs.ky.gov/agencies/dail/Pages/ship.aspx</p> | <p>American Council on Aging Long Term Care Medicaid Eligibility and Income Limits</p> <p>This guide will help Medicaid patients who may be eligible for a nursing home, assisted living, or in home care.</p> <p>https://www.medicaidplanningassistance.org/medicaid-eligibility-kentucky</p> |

Know Your Rights If You Have Concerns...



Individuals and families may face barriers to equal access services. These agencies and hotlines can assist with this and other violations of your rights.



Protection & Advocacy

5 Mill Creek Park
Frankfort KY 40601
502.564.2967 v
800.372.2988 v
502.695.6764 f
800.372.2988 tty
www.kypa.net

Protection and Advocacy is an independent state agency that protects and promotes the rights of Kentuckians with disabilities and individuals who are Deaf and Hard of Hearing.

P&A can provide assistance with community services and supports, healthcare (including Medicaid Waivers), assistive technology, reasonable accommodations, guardianship, long term care facilities, and voting rights.



Adult Protective Services

If physical, sexual abuse or neglect is suspected, you can contact the Kentucky Adult Abuse Hotline at 877.597.2331.

If You Are Worried...

Older adults are often the victims of scams and financial exploitation.



Office of the Attorney General

Their mission is to protect senior citizens from scams, abuse, and exploitation.

This office provides a service called Shielding Seniors.

Attorney General's toll-free Patient Abuse Tip Line:

1.877.ABUSE (1.877.228.7384)

To learn more: <https://ag.ky.gov/shielding-seniors>

Legal HelpLine for Older Kentuckians

For Kentuckians who are 60 and older,
the HelpLine provides advice on legal issues, Medicare, and Medicaid.
1.800.200.3633



Southeast ADA Center

If you have questions about your rights, call

800.949.4232.

Online Resources and Informative Videos



Kentucky Commission on the Deaf and Hard of Hearing Information, Referral, and Advocacy

800.372.2907 V

502.573.2604 V

502.416.0607 VP

www.kcdhh.ky.gov

Informative Video:

KCDHH partnered with The Nursing Home Ombudsman Agency of the Bluegrass to develop a series of videos related to nursing homes.

To learn more: <https://www.kcdhh.ky.gov/vlog/?p=485#nhoa>.

Nursing Home Ombudsman Agency: Senior Care Facilities



Not seeing a video above? Here's a direct link to the video instead.

Resources:

[Nursing Home Ombudsman Agency of the Bluegrass](#)

[KY Protection & Advocacy](#)

[Residents' Rights for Kentucky Residents in Long Term Care Facilities](#)

Effective Communication Resources

The Hearing Loss Association of America offers the
“Guide for Effective Communication in Health Care”

Communication Access Plan (CAP)

To download and print:

[:https://www.hearingloss.org/hearing-help/communities/patients/](https://www.hearingloss.org/hearing-help/communities/patients/)

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