

# **Benefit and Resource Guide for Older Nebraskans**



**Nebraska Department of Health & Human Services  
State Unit on Aging  
P.O. Box 95044  
Lincoln, NE 68509-5044  
(402) 471-2307 - Lincoln  
1 (800) 942-7830 - Nebraska  
Web: [www.hhss.ne.gov](http://www.hhss.ne.gov)**



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## **Nebraska State Unit on Aging**

The Aging Network in Nebraska is made up of individuals and organizations in the public and private sectors. Funded by both the Older Americans Act and the Nebraska Community Aging Services Act and the Nebraska Department of Health & Human Services, the State Unit on Aging has broad responsibilities for addressing the concerns of older Nebraskans.

The State Unit on Aging grants state and federal funds to eight Area Agencies on Aging to support local programs and services. With the assistance of local individuals and advisory groups, each Area Agency on Aging determines needs and develops a plan to provide an appropriate array of services for its aging population. In addition to its planning responsibilities, each Area Agency on Aging is a key source for information on available local resources and services. The Area Agencies have banded together as the Nebraska Association of Area Agencies on Aging to better fulfill their role as advocates.

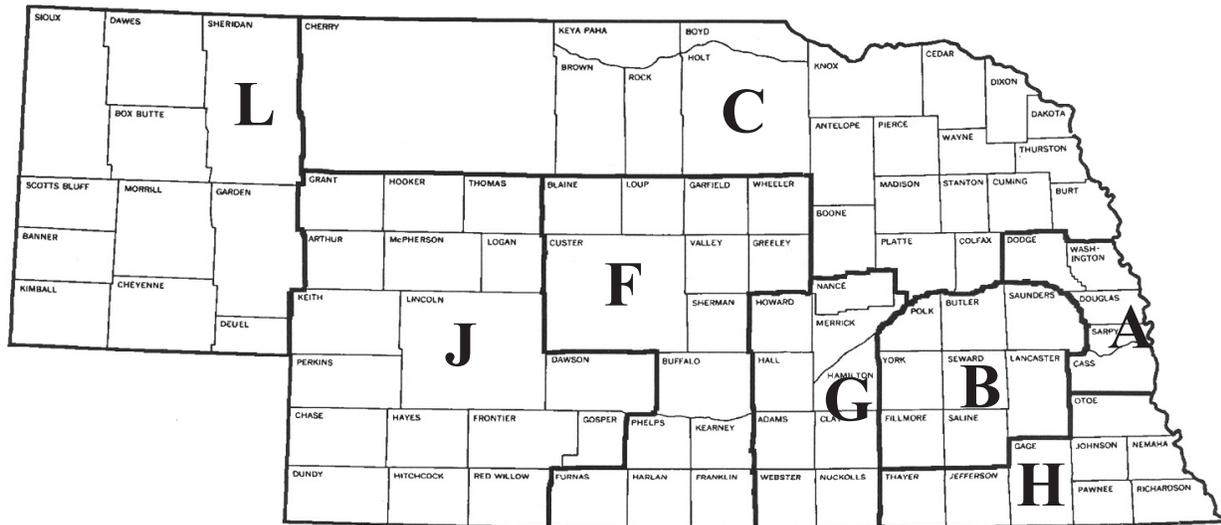
There are many programs and services available to Nebraska's older adults. To find out more about these programs, check with your Area Agency on Aging (directory on pages iii-iv) or visit the web sites listed with that particular program of interest.

Nebraska State Unit on Aging  
800-942-7830  
[www.hhss.ne.gov/ags/agsindex.htm](http://www.hhss.ne.gov/ags/agsindex.htm)



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## Area Agencies on Aging (AAA) in Nebraska



### **A. Eastern Nebraska Office on Aging (ENOA)**

4223 Center Street

Omaha, NE 68105

Phone: (402) 444-6444, (402) 721-7770 (Washington/Dodge Counties) /

Will Accept Collect Calls

*Counties Served:* Cass, Dodge, Douglas, Sarpy, Washington

Web: <http://www.enoa.org/>

### **B. Lincoln Area Agency on Aging (LAAA)**

1001 O Street, Suite 101

Lincoln, NE 68508-3610

Phone: (402) 441-7022 / 1 (800) 247-0938

*Counties Served:* Butler, Fillmore, Lancaster, Polk, Saline, Saunders, Seward, York

Web: <http://www.ci.lincoln.ne.us/city/mayor/aging/>

### **C. Northeast Nebraska Area Agency on Aging (NENAAA)**

P.O. Box 1447

119 Norfolk Ave.

Norfolk, NE 68702-1447

Phone: (402) 370-3454 / 1 (800) 672-8368

*Counties Served:* Antelope, Boone, Boyd, Brown, Burt, Cedar, Cherry, Colfax, Cuming, Dakota, Dixon, Holt, Keya Paha, Knox, Madison, Nance, Pierce, Platte, Rock, Stanton, Thurston, Wayne

Web: <http://www.nenaaa.com/>

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- F. South Central Nebraska Area Agency on Aging (SCNAAA)**  
Suttle Plaza  
4623 2nd Ave., Suite 4  
P.O. Box 3009  
Kearney, NE 68848-3009  
Phone: (308) 234-1851 / 1 (800) 658-4320  
*Counties Served:* Blaine, Buffalo, Custer, Franklin, Furnas, Garfield, Greeley, Harlan, Kearney, Loup, Phelps, Sherman, Valley, Wheeler
- G. Midland Area Agency on Aging (MAAA)**  
305 N. Hastings, Room 202  
P.O. Box 905  
Hastings, NE 68902  
Phone: (402) 463-4565 / 1 (800) 955-9714  
*Counties Served:* Adams, Clay, Hall, Hamilton, Howard, Merrick, Nuckolls, Webster
- H. Blue Rivers Area Agency on Aging (BRAAA)**  
Gage County Courthouse, Room 24  
Beatrice, NE 68310-2946  
Phone: (402) 223-1352 / 1 (800) 659-3978  
*Counties Served:* Gage, Jefferson, Johnson, Nemaha, Otoe, Pawnee, Richardson, Thayer
- J. West Central Nebraska Area Agency on Aging (WCNAAA)**  
115 N Vine  
North Platte, NE 69101-3902  
Phone: (308) 535-8195 / 1 (800) 662-2961  
*Counties Served:* Arthur, Chase, Dawson, Dundy, Frontier, Gosper, Grant, Hayes, Hitchcock, Hooker, Keith, Lincoln, Logan, McPherson, Perkins, Red Willow, Thomas
- L. Aging Office of Western Nebraska (AOWN)**  
Bluffs Business Center  
1517 Broadway, Suite 122  
Scottsbluff, NE 69361-3184  
Phone: (308) 635-0851 / 1 (800) 682-5140  
*Counties Served:* Banner, Box Butte, Cheyenne, Dawes, Deuel, Garden, Kimball, Morrill, Scotts Bluff, Sheridan, Sioux
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## **Adult Day Service**

This service is designed especially for older adults who want to remain in the community but cannot be home alone during the day due to physical, social and/or mental impairments. Participants can receive personal care services, such as independence training, health assessment, nutrition services including some meals, social and recreational services, and supervision.

**For more information about adult day service, contact the local Area Agency on Aging (pages iii-iv).**



## **Adult Protective Services (APS)**

Adult Protective Services are services provided by the Nebraska Health & Human Services System for the prevention, correction, or discontinuance of abuse or neglect. The services are those necessary and appropriate to protect an abused vulnerable adult, ensure that the least restrictive alternative is provided, prevent further abuse, and promote self-care and independent living. Services available under Adult Protective Services can include housing, financial management, in-home health care, and legal services.

**To report abuse or neglect, call your local Nebraska Health & Human Services Office, your Local Law Enforcement agency or the 24-Hour, Toll-Free Adult and Child Abuse Hotline 1-800-652-1999. If calling from Outside of Nebraska, call 402-595-1324.**

**For more information about APS, log onto [www.hhs.state.ne.us/aps.htm](http://www.hhs.state.ne.us/aps.htm)**

## **Advance Directive**

An advance directive is a statement or instructions a person makes about his or her wishes concerning health care. The advance directive should be in writing and made while the person is still capable of knowing what his or her wishes are. There are two basic types of advance directives.

**Durable Powers of Attorney for Health Care.** A durable power of attorney for health care, also known as a health care power of attorney, allows one person (“principal”) to

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appoint another person (“agent”) to make certain health care decisions for the principal if the principal becomes incapacitated; and

**Living Wills.** A living will is a declaration made by a person while still capable of the person’s wishes concerning health care. It is made before the person becomes incapacitated and is generally effective only if the person is unable to express his or her wishes at the time a health care decision has to be made.

**For more information contact a lawyer, the legal service provider at the local Area Agency on Aging office, or the State Unit on Aging. A free booklet entitled Surrogate Decision Making in Nebraska can be requested from the State Unit on Aging which provides the actual form needed for advance directives.**

## **Age Discrimination**

Discrimination in employment on the basis of age is prohibited in Nebraska. In general, covered entities include most private and non-profit employers with 25 or more employees, state and local government subdivisions of any size, employment agencies and labor organizations.

Unlawful employment practices generally include discrimination in the area of hiring and promotion (e.g., classification, recruitment, selection); compensation (pay and benefits); discipline (including termination); and other terms, conditions and privileges of employment (e.g., training and development, relationships and associations, freedom from workplace harassment).

The Age Discrimination Act also contains provisions barring retaliation. Anyone who has opposed any practice made unlawful by the statutes or who has participated in any manner in any proceeding to enforce the statutes is protected. **For more information contact Nebraska Equal Opportunity Commission at 1-800-642-6112** or visit the website at [www.neoc.ne.gov/](http://www.neoc.ne.gov/)

## **Aged and Disabled Medicaid Waiver**

People who are eligible for Medicaid and have high care needs have service choices. They may choose to receive services in a nursing facility. They may instead choose to explore the possibility of receiving needed services in an approved and licensed assisted living facility or in their own house or apartment through the Aged and Disabled Medicaid Waiver

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program. Waiver services coordinators are available at each Area Agency on Aging to work with people age 65 or older. They meet with each applicant to determine eligibility, gather information, and jointly develop a Plan of Services and Supports to address un-met needs. Plans must be safe and cost less than nursing home care.

**For more information about this program, contact the local Area Agency on Aging. (Please note that this program is also available to persons under age 65 who meet the qualifications. For information, contact the nearest Health and Human Services office or Area Agency on Aging.)**

## **AARP**

AARP is a nonprofit, nonpartisan membership organization dedicated to making life better for people 50 and over. AARP has 35 million members nationwide and 196,000 members in Nebraska. They provide information and resources; engage in legislative, regulatory and legal advocacy; assist members in serving their communities; and offer a wide range of unique benefits, special products, and services for their members. These include AARP The Magazine, published bimonthly; AARP Bulletin, a monthly newspaper; AARP Segunda Juventud, a quarterly publication for Hispanic members; NRTA Live & Learn for National Retired Teachers Association members; and their Web Site, [www.aarp.org](http://www.aarp.org). They have offices in all 50 states, the District of Columbia, Puerto Rico, and the U.S. Virgin Islands.

**For more information, contact AARP Nebraska at 1-866-389-5651 or log on to [www.aarp.org/ne](http://www.aarp.org/ne). For membership questions, call toll free 1-888-687-2277**

## **The Americans with Disabilities Act**

(ADA) offers protection to “people with physical or mental impairment that substantially limits one or more major life activities.” Impairments can include physiological, mental, or psychological disorders or conditions, and communicable diseases. People with a record of a physical or mental impairment are also covered. This can include people who have no such condition but are believed by others to have one; people who have a condition that doesn’t substantially limit a major life activity, but others believe the condition does limit in this way; and people who have a condition (e.g. facial disfigurement) that substantially limits only because of the attitudes of others.

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**To find out more information or to file a complaint under the ADA, contact the Nebraska Equal Opportunity Commission, 800-642-6112 or visit the web site at [consumerlawpage.com/brochure/disab.shtml](http://consumerlawpage.com/brochure/disab.shtml)**

## **Answers for Families**

Answers for Families is a project of the Center on Children, Families and the Law at UNL and receives funding from several other state agencies. Answers4Families is an Internet resource, which provides information, opportunities for dialogue, education, and support to Nebraskans with special needs and their families and caregivers. The target populations are families with children with special needs including mental health concerns, foster and adoptive families, services coordinators, caregivers for persons with Alzheimers' and other memory disorders, caregivers for elderly or special needs adults, assisted living personnel and school nurses. **The web address is [www.answers4families.org](http://www.answers4families.org)**

## **Assisted Living**

An Assisted Living Facility provides housing, and an array of services for assistance with personal care, activities of daily living, health maintenance activities and other supportive services. Twenty-four hour nursing services are not provided, but some skilled nursing services may be provided by a certified home health agency. Assisted Living facilities are suitable for those individuals who are unable to continue living alone but do not need all of the services offered in a nursing facility.

A listing of licensed facilities may be obtained from the **Department of Health & Human Services, Regulations and Licensure, 402-471-3121.**

## **Assistive Technology**

Technology and accessible homes are integral parts of the personal and social independence of persons with functional limitations of all ages. During the aging process, technology becomes even more important as mobility, vision, hearing, and cognition may decrease. The Assistive Technology Partnership [www.nde.state.ne.us/ATP](http://www.nde.state.ne.us/ATP) connects people to the technology and home modification information they need. Home visits by specialists who are knowledgeable about assistive devices and barrier free design are available to help determine solutions.

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**To find out what is available, what will work best in a situation, and what funding sources are available, please contact the office nearest you. Lincoln 888-806-6287, Kearney 800-683-6699 Scottsbluff 308-632-1332, North Platte 308-535-8129, Omaha 877-201-4141**

## **Commodity Supplemental Food Program**

Commodity Supplemental Food Program (CSFP) works to improve the health of low-income elderly people at least 60 years of age by supplementing a person's diet with nutritious USDA commodity foods.

To receive commodity foods, a person must be income eligible and be a resident of the state of Nebraska.

**To find out more information about CSFP, call 1-800-942-1171 or log onto [www.fns.usda.gov/fdd](http://www.fns.usda.gov/fdd)**

## **Community Action Program**

Nine Community Action Agencies (CAA) provide services across the state. Some CAA work in cooperation with Nebraska's Area Agencies on Aging to serve older adults. Some of the programs available through CAAs are funded by Health & Human Services. A few of the CAA services are: Advocacy Services, Community Education, Domestic Violence Program, Nutrition Service, Transportation, and Weatherization.

To find out all the services offered by a CAA, please contact them **1-800-557-2200** or visit their web site at **[www.canhelp.org](http://www.canhelp.org)**.

## **Community Behavioral Health Programs**

Community Behavioral Health Programs are located throughout Nebraska. Some of the services offered include mental health counseling, alcohol, drug and addiction treatment and some specialized services for older adults. Services are available on a sliding fee scale. The Health & Human Services has established an information line, which will assist older adults or concerned family members in locating the right service in their local area. **1-800-836-7660. Website [www.hhs.state.ne.us/beh](http://www.hhs.state.ne.us/beh)**

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## **Consumer Protection Division, Office of the Attorney General**

The Consumer Protection Division protects consumers from fraud and deceptive trade practices, as well as ensures fair competition between businesses. The division enforces several laws that protect consumers from false, misleading and undesirable sales practices. A mediation service is available to consumers to help them resolve complaints against businesses. It also provides consumers with the information and education they need to make important decisions.

**For more information or to obtain brochures please log onto [www.ago.state.ne.us](http://www.ago.state.ne.us) or call the Consumer Protection Hotline: 1-800-727-6432.**

**National Fraud Information Center -- Older Americans are a primary target of fraudulent telemarketers. For information on prevention, call 1-800-876-7060, or link to [www.fraud.org](http://www.fraud.org)**

## **Eldercare Locator**

The Administration on Aging, U.S. Department of Health and Human Services, offers this nationwide service to help families and friends easily access information about community services for older people anywhere in the U.S. and its territories. **Call 1-800-677-1116** between 8 a.m. and 7 p.m. (CST). Web site [www.eldercare.gov/eldercare/public/home.asp](http://www.eldercare.gov/eldercare/public/home.asp)

## **Elderhostel**

Elderhostel is a non-profit educational organization. It is an educational adventure for older adults looking for something different – new beginnings, opportunities and challenges. Individuals 60 years of age and older are eligible. The accompanying spouse or companion of an age-eligible participant must be at least 50 years of age. While each program is unique, the typical program has changed very little over the years. It includes: \*six nights, usually starting Sunday afternoon and ending Saturday morning, \*three academic courses that meet for 1 ½ hours each weekday, scheduled so that you may take all three, \*simple but comfortable dormitory accommodations and \*some extracurricular activities.

If you write to Elderhostel, they will gladly send you a catalog which will describe all of the courses being offered for a three-month period, and will give you much more complete information about the organization and about the courses.

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**For information, contact:**

**Elderhostel**

**75 Federal Street**

**Boston, MA 02110-1941**

**Or call 617-426-7758 and/or 617-426-8056**

**[www.elderhostel.org/welcome/home.asp](http://www.elderhostel.org/welcome/home.asp)**

## **Employment**

The Senior Community Service Employment Program provides part-time paid training opportunities. This work experience training is provided at schools, hospitals, senior centers and a wide variety of other community service organizations. This program's goal is to prepare older workers for local employment. Program eligibility includes age (at least 55 years of age) and income criteria.

**For further information regarding this program, organizations to contact in your area, or other possible employment service options, contact the State Unit on Aging at 1-800-942-7830.**

## **Energy Assistance**

The Nebraska Low Income Energy Assistance Program is available to help those with limited incomes offset the cost of heating and cooling their homes. Energy payments are based on income and fuel type. If a person has been threatened with a utility shutoff, or has received a shutoff notice, up to \$500 in crisis assistance may be available.

**For further assistance, contact the Nebraska Department of Health & Human Services office at (402) 471-2867 or visit the web site at [www.neo.state.ne.us/](http://www.neo.state.ne.us/)**

## **Energy Saving Loan Program**

Low interest loans are available for energy-saving improvements in homes. Loan applications are made through participating lenders – banks, savings institutions, and credit unions. Once the lender processes the application and the Energy Office approves the

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improvement, the borrower makes the improvement and begins to repay the loan. Projects may not be started prior to Energy Office loan approval unless in emergency situations such as failures of heating systems during winter or cooling systems during summer.

**For more information contact either a local bank or the Nebraska Energy Office at, 402-471-2867. Web site [www.neo.state.ne.us](http://www.neo.state.ne.us)**

## **Every Woman Matters**

Every Woman Matters is a program that can help pay for annual health check-ups. The program is for women 40 - 64 years of age, who have limited or no health insurance, and have a low or medium income. Depending upon income, the program is available for a low fee or at no cost.



**For income guidelines and more information on this program, call 1-800-532-2227 or visit the web site at [www.hhs.state.ne.us/hew/owh/ewm/index.htm](http://www.hhs.state.ne.us/hew/owh/ewm/index.htm)**

## **FIRSTGOV: Your First Click to the U.S. Government**

This website is your link to Federal and State programs. It is also the official government gateway for citizens, business and government. From this page you can access information on a number of on-line services by topic.

**For more information visit the web site at [www.firstgov.gov](http://www.firstgov.gov)**

## **Food Pantries**

Food pantries provide emergency food support to people in need. These sites serve people directly with emergency food support. The program is not intended to be an ongoing food program. Food pantries are located throughout the state.

**To find out more about Food Pantries, contact Nebraska Farm Hotline at 1-800-464-0258.**

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## **Food Stamps**

The federal Food Stamp Program helps low-income people buy food. It's not necessary to be receiving other public assistance in order to be eligible.

**For more information and eligibility criteria, contact the nearest Health & Human Service Office.** See page 27 for a list of phone numbers.

## **Grandparents and Other Relatives Raising Children**

Nebraska has more than 113,000 children living in households headed by grandparents or other relatives. In many of these households, grandparents and other relatives are the primary caregivers ("kinship caregivers"). In response to the growing number of these kinship care families in Nebraska, many agencies, both private and public, have worked to expand the services available to kinship caregivers who are caring for children outside of the foster care system.



Several of the major kinship care programs and supports are listed below. Additional support groups can be found through the **AARP Grandparent Information Center**. Please call

**1-800-424-3410**, or e-mail information requests to [gic@aarp.org](mailto:gic@aarp.org), or search AARP's online kinship care support group database at [www.aarp.org/grandparents/searchsupport/](http://www.aarp.org/grandparents/searchsupport/).

The state has provided additional support services for kinship care families, including the development of A Resource Guide for Relatives Raising Children. The program has also started a multidisciplinary statewide network to improve education, resources, and laws for kinship care families. **Contact Roger Lott 402-472-3479.**

## **Other Support for Kinship Care Families**

**Cash assistance:** Cash assistance may be available to children and their grandparents and other relative caregivers through the Nebraska Family Assistance (FA) Program. For more information about these programs call **402-471-2306** or log onto [www.hhs.state.ne.us](http://www.hhs.state.ne.us).

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**Health insurance:** Grandparents and other relative caregivers may apply for free or low-cost health insurance on behalf of the children they are raising through the Nebraska Medicaid and Kids Connections Children’s Health Program. In some cases, caregivers may also be eligible for free health coverage, under Medicaid. **For more information about how to apply for Medicaid call 1-800-362-1504 or log onto [www.hhs.ne.gov](http://www.hhs.ne.gov).**

For more information about **Kids Connection Children’s Health Program call 1-877-632-5437 or log onto [www.hhs.state.ne.us/med/kidsconx.htm](http://www.hhs.state.ne.us/med/kidsconx.htm).**

## **Homestead Tax Exemption**

The homestead exemption provides partial or total property tax relief on the value of a home. You are eligible for an exemption, if you are 65 and/or disabled, live in the home that you own, and meet program income guidelines. The amount of the property tax relief depends upon the value of the home and your household income. Each year applications must be submitted between February 1st and June 30th. Late applications will result in a lost exemption for that year. Program information and applications are available through your County Assessor..

**For more information, contact the local county assessor for an information guide published by the Department of Revenue. The legal service provider at the local Area Agency on Aging can also assist you, refer to pages iii-iv for the phone numbers, or log onto [www.nol.org/home/ndr/info/2-618.pdf](http://www.nol.org/home/ndr/info/2-618.pdf).**

## **Housing, Affordable Rentals**

Housing projects have been developed throughout Nebraska by The US Department of Housing and Urban Development (HUD) and the Department of Agriculture’s Office of Rural Development to serve older persons. Rent subsidies are available to make these units, as well as private sector units, affordable to individuals with low incomes. Rent subsidies are available through public housing rental assistance and in the form of vouchers or certificates for privately owned rental units. Persons interested in availability of rent subsidies should contact the local public housing authority. For information regarding availability of these rental subsidies or area public housing authorities, **contact U.S. Department of Housing and Urban Development of Public Housing at 402-492-3137 or 492-3139. Web site [www.hud.gov](http://www.hud.gov)**

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## **Identity (I.D.) Theft**

The Federal Trade Commission warns us to guard our personal information. Identity theft is the act of stealing another person's good name to commit fraud. **Call 1-877-ID-THEFT for more information.** Order a copy of your credit report each year from the three credit reporting agencies to make sure it's accurate and includes only those activities you have authorized. **[www.consumer.gov/idtheft](http://www.consumer.gov/idtheft).**

## **In-Home Services**

Provided through Area Agencies on Aging, a variety of support services are available that can allow an older individual to remain at home. The goal of in-home services is to enhance a person's ability to live where he or she wants to live by helping that person to overcome barriers that threaten independent living. These services include personal care, homemaker, chore, delivered meals, transportation, emergency response system, durable medical equipment, respite care and information and referral. There are some programs available that can assist with the cost of these services, if needed. To find out more about programs, providers, and possible funding, contact the local **Area Agency on Aging (pages iii-iv)**.

## **Legal Assistance**

Legal assistance is a service provided through Nebraska's eight Area Agencies on Aging. **It is authorized by the federal *Older Americans Act*** and helps older Nebraskans increase their financial and legal security. Common areas of assistance include wills, landlord-tenant problems, consumer protection issues, health care powers of attorney, durable powers of attorney, and other substitute decision-making forms. Each person's situation is unique and important to these providers.

For more information please contact **the local Area Agency on Aging (listing on pages iii-iv)** or the **State Unit on Aging at 800-942-7830**.

## **Lifetime Learning for ALL**

Eager to learn about new things that are happening in Nebraska? To learn about exciting improvements in medicine, to hear from local leaders who have taken new paths, to become aware of the diverse new immigrants in the area and much more? The University

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of Nebraska-Lincoln has recently changed the SAGE program to OLLI or Osher Lifelong Learning Institute. The UNL OLLI is one of 43 national programs designed to serve the needs of lifelong learners across the USA. There are only two programs in the Great Plains that have received Osher grants and one is at UNL-Lincoln and the other is at the University of Kansas.

**Questions about the OLLI Program call 1-402-472-2841 or 1-888-353-1874, or by mail at 1520 R Street, Lincoln, NE 68501-0129.**

## **Long-Term Care Ombudsman Program**

Nebraska's State Long-Term Care (LTC) Ombudsman Program is operated by the Nebraska Department of Health & Human Services State Unit on Aging. Long Term Care Ombudsman staff and volunteers act as resident advocates, seeking to resolve complaints and concerns from and on behalf of residents of nursing homes and assisted living facilities. The services provided by Nebraska's State Long-Term Care Ombudsman Program include:

**Education** – to inform residents, families, facility staff and others about a variety of issues related to aging, long-term care and residents' rights.

**Information and Referral** – to empower individuals in resolving concerns and complaints on their own behalf.

**Consultation** – to make recommendations for protecting the rights of residents and improving their care and quality of life.

**Individual Advocacy** – to facilitate the resolution of complaints and concerns and to protect the rights of residents.

**Systems Advocacy** – to identify significant concerns and problematic trends and to advocate for systemic changes that will benefit current and future residents of long-term care facilities.

Nebraska's State Long-Term Care Ombudsman Program consists of the State Office and Local Programs, which are located at several Area Agencies on Aging and serve specific regions.

For more information, contact:

Office of State Long-Term Care Ombudsman

Health & Human Services – State Unit on Aging

(402) 471-2307 (Lincoln)(800) 942-7830 (toll-free in Nebraska)

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## **Meals-on-Wheels**

Meals on wheels is a generic term to define organizations that have the primary function of providing meals for seniors in their homes. The guiding principle is to help those who are elderly, homebound, disabled, frail or at risk. Each local organization is run independently and has their own rules.

**Check with your local Area Agency on Aging for availability of meals on wheels services in your area.**

## **Mediation**

From time to time, almost everybody has a dispute with a neighbor, or a business, or some other person or organization. Many people do not like the idea of going to court to resolve disputes and are not aware that there are other ways to resolve disputes. One method that is available to all Nebraskans is mediation. Mediation is a process in which trained professional mediators assist people in conflict to communicate and make voluntary, informed choices in an effort to find a mutually acceptable resolution to their dispute. Mediation does not attempt to force a solution, but instead assists the parties in the dispute to work out solutions themselves. Mediators strive to be impartial, neutral and unbiased, and do not attempt to steer the solution to one side or the other.

**Nebraska has a number of Mediation centers available to the public. For more information log onto [www.nemediation.org/centers.htm](http://www.nemediation.org/centers.htm) or call 402-781-2011 or 877-342-2004.**

## **Medicaid Program**

The Nebraska Medical Assistance Program, also known as the Medicaid Program, is a program that is jointly funded by the State and the federal governments to provide medical services to those who cannot afford to pay for medically necessary services. Medicaid pays the Medicare co-payments and deductibles and Part B monthly premium amounts for persons eligible for both Medicare and Medicaid. It also covers the cost of nursing facilities, prescription drugs, inpatient/outpatient hospital services, personal assistance service, home nursing, rural health clinic services, laboratory and x-rays services, physicians' assistants and other medical services. Most of the income guidelines and some of the resource guidelines for Medicaid are adjusted every year. Thus, it's important to **check with the local Department of Health & Human Services System, listed on page 27, to find out the current income and resource guidelines.**

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To apply, an application must be completed and given to the Nebraska Department of Health & Human Services.

**For more information, contact the nearest Health & Human Services Office (page 27).**

## **Medicare Advantage Plans**

In addition to the Original Medicare Plan, there are optional plans, called Medicare Advantage Plans. Private companies, not a government agency, offer Medicare Advantage Plans. They sign an annual agreement with Medicare to provide services for at least a year. They must provide basic Medicare benefits, and can change the extra benefits they offer from time to time. If the plan is discontinued, a person would be notified and given a chance to join a different Medicare Advantage plan or choose Original Medicare.

**For more information about Medicare Advantage Plans, contact State Health Insurance Information Program (SHIIP) or the local Area Agency on Aging, or log onto the web site [www.medicare.gov](http://www.medicare.gov).**

## **Medicare Supplemental Insurance**

A Medigap policy is a health insurance policy sold by private insurance companies to fill the “gaps” in the Original Medicare Plan. Medigap policies help pay some of the health care costs that the Original Medicare Plan doesn’t cover. If a person is in the Original Medicare Plan and has a Medigap policy, then Medicare will pay its share and the Medigap policy will pay its share of health care costs.

It’s important to compare Medigap policies because costs can vary. Remember that the standardized Medigap policies that insurance companies offer must provide the same benefits. The only difference between Medigap policies sold by different insurance companies might be the cost. Also, insurance companies that sell Medigap policies don’t have to offer each Medigap plan (A through J). Each insurance company decides which Medigap policies they want to sell. A person may also want to contact the local Area Agency on Aging to see if they offer insurance counseling if needing further assistance to choose a plan. (page iii-iv for list of numbers)

**For more information contact SHIIP at 800-234-7119 or log onto the web site: [www.medicare.gov/medigap/default.asp](http://www.medicare.gov/medigap/default.asp)**

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## **Medicare**

Medicare is a health insurance program for people age 65 or older, those under age 65 with certain disabilities and for all ages with End-Stage Renal Disease. Original Medicare has two parts: Part A and Part B.

Medicare Part A helps cover your inpatient care in hospitals, critical access hospitals, and skilled nursing facilities. It also helps cover hospice care and some home health care. You must meet certain conditions.

Medicare Part B helps cover your doctors' services and outpatient hospital care. It also covers some other medical services that Part A doesn't cover, such as some of the services of physical and occupational therapists, and some home health care. Part B helps pay for these covered services and supplies when they are medically necessary.

The Medicare Modernization Act of 2003 brings many changes to the Medicare program. These new changes give more choices in how you get health care benefits, including coverage for prescription drugs. The prescription drug benefit is set to begin January 2006 and will be known as Medicare Part D.

**For help with all of your Medicare questions, you can visit, [www.medicare.gov](http://www.medicare.gov) on the Web or call 1-800-MEDICARE (1-800-633-4227) 24 hours a day, seven days a week.**

## **National “DO Not Call List”**

To register a phone number on the “do not call list” call from the phone number to be listed (888) 382-1222, or TTY (866) 290-4326. **To learn more information log onto [www.fraud.org/tips/telemarketing/avoid.htm](http://www.fraud.org/tips/telemarketing/avoid.htm).**

## **National Family Caregiver Support Program**

The National Family Caregiver Support Program (NFCSP) provides support services to informal family caregivers of individuals 60 years of age and older. The caregiver can receive support in the form of care management, respite, education and training, information and assistance and various supplemental services. A service can be approved if it allows the caregiver to successfully maintain their caregiving role. Another aspect of the NFCSP is support for grandparents or relative caregivers who are the primary caregiver for a grand child who is eighteen years of age or younger. **Check with the local Area Agency on Aging (listed on pages iii-iv) for the caregiver support services available.**

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## **National Park Visitations**

For an initial \$10 fee, a Golden Age Passport is available for a lifetime to people age 62 and older upon entry to any national park. The Passport admits the holder and companions traveling in a single, private, non-commercial vehicle to all national parks. The pass can be purchased only in a national park where an entrance fee is charged.



**For additional information, call 1-888-GO-PARKS (1-888-467-2757) or visit the web site at [www.nps.gov/parks/passes\\_fees.htm](http://www.nps.gov/parks/passes_fees.htm).**

## **Nebraska Care Management Program**

The Nebraska Care Management Program assists frail, older individuals to remain in their own home for as long as possible. A care manager completes a comprehensive assessment and with the individual develops a plan of care to meet identified needs. The care manager will assist with service arrangements and can develop a payment plan based on the individual's ability to pay.

**Information about Care Management Services can be obtained through your local Area Agency on Aging. Refer to pages iii-iv for the list of phone numbers.**

## **Nebraska Handicapped Parking Permits and License Plates**

Handicapped Parking Permits and License Plates are available at no extra charge to all individuals who meet certain guidelines. Only one permit per handicapped individual is allowed. However, handicapped individuals may obtain Handicapped License plates for their vehicle in addition to their permit.

There are two types of handicapped parking permits. A **Permanent Permit** is blue in color and indicates the permit holder has a permanent medical condition. This type of permit must be renewed every three years. All Permanent Permits expire September 30<sup>th</sup>, three years following the date of issuance. A **Temporary Permit** is red in color and is valid for a maximum of six months. If, after the six-month period has expired, the temporary condition still exists, the Temporary Permit may be renewed one time for an additional maximum six-month period.

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**To obtain an application** for a handicapped parking permit contact the local issuing site, usually the City Clerk or in some areas the County Clerk or Treasurer, or download an application from the DMV web site.

**Application for a Handicapped License Plate** – The applicant must be the owner of the vehicle as shown on the title, or the applicant’s parent, legal guardian, foster parent, agent, the named lessee on a leased vehicle, or the beneficiary of the trust who owns such vehicle. Handicapped license plates may be placed on one motor vehicle and/or one motorcycle. Any vehicle plated with Handicapped plates cannot be used or maintained for the transportation of persons or property for hire.

**For further information contact 402-471-2281 or log onto the web site at: [www.dmv.state.ne.us](http://www.dmv.state.ne.us).**

## **Nebraska Senior Health Insurance Information Program (SHIIP)**

The Nebraska Senior Health Insurance Information Program provides information and counseling to older Nebraskans regarding Medicare, Medicaid, and health insurance. Trained Volunteers make presentations or provide one-on-one counseling when requested. SHIIP volunteers provide accurate, objective information and help people to better understand the options available so that a well-informed decision can be made. Volunteers have been trained in Medicare and Medicaid benefits, claims and eligibility, as well as Medicare Supplement, Long-Term Care, and group health insurance. The Nebraska Department of Insurance sponsors this program with additional funding from the Centers for Medicare & Medicaid Services (CMS). Through a partnership agreement, several Nebraska Area Agencies on Aging and the Omaha Volunteers Intervening for Equity (VIE) serve as Regional Representatives for the SHIIP.

**You can contact your local SHIIP representative at 1-800-234-7119 or visit the web site at: [www.nol.org/home/NDOI/nica/nica/htm](http://www.nol.org/home/NDOI/nica/nica/htm).**

## **Nursing Homes**

Nursing homes are facilities that provide care to a person who is not able to remain home alone due to physical health problems, mental health problems or functional disabilities.

**For a complete listing of the nursing facilities in your area contact the local Area Agency on Aging (pages iii-iv).**

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## **Older Americans Nutrition Program**

Under Title III-C of the Older Americans Act, the Administration on Aging provides grants to State Units on Aging to provide meals and related nutrition services in either group (congregate) or home settings to people age 60 or older and their spouses of any age. The key components of the nutrition program include congregate and home-delivered meals, nutrition and health education, socialization, nutrition assessment, and nutrition counseling. Each meal served must contain at least 1/3 of the daily-recommended dietary allowances (RDA's). Contributions are accepted from participants on a voluntary confidential basis.

**Check with your local Area Agency on Aging for the nutrition services available in your area.** See pages iii-iv for a list of area agency phone numbers.

## **Post Office Programs**

The U.S. Postal Service provides numerous services through their web site, from purchasing stamps online to how to protect yourself from mail fraud.

**Please visit the web site to learn more information on the services at [www.usps.gov](http://www.usps.gov).**

## **Qualified Medicare Beneficiaries (QMBs) and Specified Low-Income Medicare Beneficiaries (SLMBs)**

States are required to pay the Medicare premiums, copayments, and deductibles for a special class of Medicare beneficiaries called QMBs – or Qualified Medicare Beneficiaries. In Nebraska, beneficiaries are eligible for additional medical services at minimal cost. However, in order to be a QMB one must meet certain resource and income guidelines. Even though Medicare is generally available only to those who are age 65 and older, Nebraska has made the QMB program available to those who are under age 65 and who are blind or disabled. Those under 65, however, do not receive the Medicare benefits of the program. The SLMB program is only available to those who are Medicare eligible.

To apply for benefits under either program, **contact the nearest Nebraska Department of Health & Human Services office.** (Page 27). **For more information log onto [www.medicare.gov](http://www.medicare.gov).**

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## **Respite Subsidy Program Across The Lifespan**

Respite Services provide short-term relief to primary caregivers from the demands of ongoing care for an individual with special needs. The program offers money to help families with loved ones who have special needs (from birth through death) to pay for respite care. Families choose their own providers, decide how much to pay per hour or per day, and set their own schedules. This program can help only those families who do not receive services from any other governmental program.

**For more information or to obtain an application call 1-800-358-8802, or in Lincoln 402-471-9310.**

## **Reversed Mortgages**

The reversed mortgage is a type of home equity conversion mortgage that allows access to the value in the home without giving it up and without monthly payments. This special type of loan can provide funds by lump sums, monthly advances, a line of credit or any combination of these choices. Reversed mortgage do not have to be repaid until the last surviving borrower no longer lives in the house. The lender only looks to the value in the property to satisfy this debt.

**For more information contact the Nebraska Department of Health & Human Services – State Unit on Aging Services at 800-942-7830.**

## **Rural Housing Program**

Loans and grants are available to low income applicants to remove health or safety hazards and/or improve or modernize homeowners' dwellings. Examples of covered items include: repair or replace water supply and sewer systems, heating systems, foundations, insulation, etc. This program is available only in communities of 20,000 or less; however, Norfolk, and the area of Scottsbluff, Gering and Terrytown are eligible areas.

Grants and low interest loans are available for persons 62 years of age and older.

**For further information contact the Rural Development Field Office or the state office in Lincoln at (402) 437-5557 for office locations. Web site [www.rurdev.usda.gov/ne](http://www.rurdev.usda.gov/ne)**

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## **Self Help And Resource Exchange (SHARE)**

SHARE is a nonprofit community building organization, offering a nutritious food package to everyone for a nominal fee plus two hours of volunteer service in the community. The host may charge a \$1.00 fee for trucking expense. There is no income qualification. The only requirement is that a person pledges two hours of verifiable volunteer service per package ordered.

To find out more about this program and local site locations, contact the **Nebraska Department of Health & Human Services at 800-344-1107.**

## **Senior Care Options Program**

Senior Care Options is Nebraska's nursing facility pre-admission screening program. When a Medicaid-eligible person age 65 or older is considering a move to a nursing home or an aged person living in a nursing home applies for Medicaid, a Senior Care Options counselor becomes involved. These counselors are available at each Area Agency on Aging. The counselor assesses the individual's care needs and determines whether Medicaid will pay for the requested nursing facility care. A person who qualifies for this care may instead choose to explore in-home service options available through the Aged and Disabled Medicaid Waiver (see page 2). The goal of the program is to provide "the right care at the right time."



**For more information, contact the local Area Agency on Aging, see pages iii-iv.**

## **Senior Centers**

A senior center is a community focal point where older adults come together for service and activities. Individuals come to centers for services, activities, volunteer opportunities, information and more.

To receive a free booklet of senior centers, **contact the State Unit on Aging at 800-942-7830 or, for more detailed information on a senior center call the local Area Agency on Aging (see pages iii-iv).**

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## **Social Security and Railroad Retirement**

Social Security is a retirement program for Americans who have paid for coverage through payroll deduction or self-employment taxes. The Railroad Retirement Insurance system provides retirement, disability, and survivors benefits under rules approximately the same as for Social Security. There are three basic categories of benefits under Social Security: retirement, disability, and dependent/survivor benefits. The rules, payment schedules, and qualifications for each are distinct, but the programs have one thing in common: benefits are paid based on a person's average wages in jobs covered by Social Security. Although one may qualify for more than one type of benefit under Social Security, a person can only collect on one of the three benefits.

Social Security not only provides benefits to the worker, but also to the worker's family when the worker retires, becomes disabled, or dies. However, not every surviving family member can collect these benefits. Check with the Social Security Administration to see if you qualify.

**Applications can be made for benefits either in person or by calling the local Social Security Office 1-800-772-1213. (For a list of local phone numbers to apply for benefits refer to page 27.)**

## **Social Services Block Grant**

The Social Services Block Grant (sometimes called Title XX) uses a combination of federal and state funds to purchase home and community-based services. Service workers in the Department of Health and Human Services determine eligibility and authorize services for qualified persons who are aged or have disabilities. Providers of services must meet minimum standards. Services may include chore, adult day services, home-delivered or congregate meals, homemaker, respite, and transportation.

**To apply for this program or for more information, contact your local office of the Nebraska Department of Health & Human Services, see page 27.**

## **Supplemental Security Income**

*Supplemental Security Income* (SSI) is a federal cash benefit program designed to guarantee a minimum monthly income to persons who are either 65 or older, blind, or

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disabled and who have limited incomes. **For more information call 1-800-772-1213 between 7 a.m. and 7 p.m.**

**State Supplement** – Nebraska provides its elderly or disabled citizens, a state supplement to the federal SSI payment. A person may be eligible for this supplement depending upon the amount of monthly expenses. To learn more, be sure to ask your Health & Human Services caseworker about a supplement to your SSI payment when applying for Medicaid, Food Stamps, Energy Assistance or any other program offered by Health & Human Services.

### **Telephone Assistance Program**

(NTAP) assists qualifying low-income individuals with obtaining and keeping telephone services by lowering monthly service fees and connection rates. NTAP reduces the cost of local telephone service up to \$13.00 per month. The discount will appear as a credit on the monthly telephone bill within 60 days of enrollment. No cash or checks will be distributed. The telephone bill must be in the name of, or contain the name of, the individual that qualifies for the program. NTAP provides reduced installation charges for phone service by 50% or \$30.00, whichever is less. It also provides a deferred payment of installation charges without interest.

**To apply, contact the local Nebraska Department of Health & Human Services office or the Nebraska Public Service Commission at 1-800-526-0017 or log onto <http://www.psc.state.ne.us>**

### **Transportation**

Public transportation systems in most areas within Nebraska are generally small systems. These local transit services provide door-to-door rides with handicapped-accessible vehicles.

**For information regarding transportation options within your area, contact the Rail & Public Transportation Division, Nebraska Department of Roads at 402-479-4785. Web site [www.dor.state.ne.us/intermodal/](http://www.dor.state.ne.us/intermodal/)**



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## Veterans' Benefits

The U.S. Department of Veterans Affairs operates a number of programs providing financial, medical, and other assistance to veterans. To be considered a veteran a person must have served in the armed forces and received an honorable or general discharge. For more information, **contact the U.S. Department of Veterans Affairs Lincoln, NE 402-420-7480 or 1-800-827-1000.**

***State Veteran's Benefits*** – The Nebraska Department of Veterans' Affairs administers a number of programs to assist honorably discharged veterans and eligible dependents and serves as a depository for discharges. **For State benefits, call 1-402-471-2458 or contact the Veterans' Service Officer.** County Veterans' Service officers assist people who reside within their own county with federal, state, and county benefits. Sometimes there are benefits available which are specific to the county where the veteran resides. **Call the local County Veterans' Service office for details on county Veterans' Aid and eligibility requirements.**

## Veteran Permits

Nebraska residents who are permanent veterans may qualify for a low cost or Fee-Exempt Hunting/Fishing Permit if the person meets any one of the following criteria.

World War I

World War II

Korean War

Vietnam War

Lebanon Campaign

Grenada Campaign

Panama Campaign

Persian Gulf War

50 percent disabled as a result of service in the armed forces.

Receives a pension from the Veterans Administration as a result of a total permanent disability not incurred in the line of duty in military service.

To obtain a low cost or Fee-Exempt Hunting/Fishing Permit a person must complete an application form and return it to the nearest Nebraska Game and Parks Commission office along with a copy of the discharge papers that verify dates of service. To obtain an application, send email to [busing@ngpc.ne.gov](mailto:busing@ngpc.ne.gov). Include complete name and regular mail address in the message **or call 402-471-0641** to request an application.

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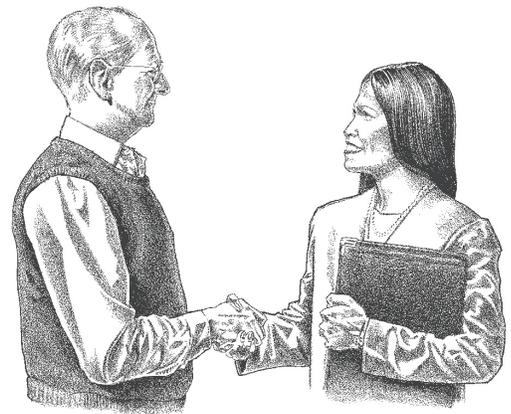
## Veterans' Home

The state Veterans' Homes are part of the Nebraska Department of Health and Human Services and are located in Omaha, Norfolk, Grand Island, and Scottsbluff. The focus of the Veterans Homes is on wellness, and allowing people to live their lives to the fullest through different levels of health care.

**For information, contact: Grand Island (308) 385-6252, Norfolk (402) 370-3300, Omaha (402) 595-2180, Scottsbluff (308) 632-3381.**

## Volunteer Program

Some of the Area Agency on Aging offices offer a wide variety of volunteer programs that can range from answering the telephone to being a nursing home ombudsman. **To learn more, please contact the Area Agency office (pages iii-iv).**



## Weatherization

The U.S. Department of Energy sponsors weatherization assistance. Weatherization is available to both renters and homeowners. The landlord's permission is required before the home of a renter can be weatherized. A lien isn't put on the house after weatherization takes place. Weatherization includes improvements such as attic and sidewall insulation, weather-stripping, caulking, replacing broken glass, furnace efficiency inspections and replacement of unsafe furnaces (if owner occupied). All can be provided at no charge, if you qualify. To obtain more information on the income guidelines, please contact the **local Community Action Agency or the Nebraska Energy Office at 402-471-2867 or log onto [www.neo.state.ne.us/](http://www.neo.state.ne.us/)**

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## **Summary of Important Telephone Numbers**

Area Agencies on Aging . . . . .	see pages iii-iv
AARP (page 3) . . . . .	866-389-5651
Adult Protective Services (page 1) . . . . .	800-652-1999
Consumer Protection Hotline (page 6) . . . . .	800-727-6432
Community Action Agencies (page 5) . . . . .	800-557-2200
Community Mental Health Programs (page 5) . . . . .	800-836-7660
Commodity Supplemental Food Program (page 5) . . . . .	800-942-1171
Department of Housing (page 10) . . . . .	402-492-3137
Department of Motor Vehicles (page 16) . . . . .	402-471-2281
Nebraska Department of Roads (page 22) . . . . .	402-479-4785
Eldercare Locator (page 6) . . . . .	800-677-1116
Elderhostel (page 6) . . . . .	617-426-7758
Every Woman Matters (page 8) . . . . .	800-532-2227
HHS Licensure & Regulations . . . . .	402-471-3121
Identity Theft (page 11) . . . . .	877-438-4338
Kids Connection (page 10) . . . . .	877-632-5437
Lifetime Learning for All (page 11) . . . . .	888-353-1874
Long-Term Care Ombudsman (page 12) . . . . .	402-471-2307
Mediation (page 13) . . . . .	402-781-2001
Or . . . . .	877-342-2004
Medicare (page 15) . . . . .	800-633-4227
National “Do Not Call” list (page 15) . . . . .	888-382-1222
National Park (page 16) . . . . .	888-467-2757
Nebraska Energy Office (page 7) . . . . .	402-471-2867
Nebraska Equal Opportunity Commission (page 2) . . . . .	800-642-6112
Nebraska Farm Hotline (page 8) . . . . .	800-464-0258
Nebraska Public Service Commission (page 22) . . . . .	800-526-0017
Nebraska Senior Health Insurance Information Programs (SHIIP) (page 17) . . . . .	800-234-7119
Respite Subsidy Program Across The Lifespan (page 19) . . . . .	800-358-8802
Social Security Office (page 21) . . . . .	800-772-1213
State Unit on Aging . . . . .	800-942-7830
U.S. Department of Veterans Affairs Lincoln . . . . .	800-827-1000

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## Telephone Numbers      State Offices on Aging

Alabama . . . . .	334/242-5743	Montana . . . . .	406/444-7788
Or . . . . .	877/425-2243	Nebraska . . . . .	402/471/2307
Toll-free: . . . . .	800/243-5463	(In state only) . . . . .	800/742-7830
Alaska . . . . .	907/465-4879	Nevada . . . . .	702/486-3545
Arizona . . . . .	602/542-4446	New Hampshire . . . . .	603/271-4394
Arkansas . . . . .	501/682-2441	New Jersey . . . . .	609/943-3345
California . . . . .	916/322-3887	North Carolina . . . . .	919/733-3983
Colorado . . . . .	303/866-2880	North Dakota . . . . .	701/328-8910
Connecticut . . . . .	860/424-5277	Toll-free: . . . . .	800/451-8693
Delaware . . . . .	302/577-4791	Ohio . . . . .	614/466-5500
Toll-free: . . . . .	800/223-9074	Oklahoma . . . . .	405/521-2327
Dist. of Columbia . . . . .	202/724/5622	Oregon . . . . .	503/945-5811
Florida . . . . .	850/414-2000	Pennsylvania . . . . .	717/783-1550
Georgia . . . . .	404/657-5258	Puerto Rico . . . . .	787/721-5710
Hawaii . . . . .	808/586-0100	Rhode Island . . . . .	401/222-2858
Idaho . . . . .	208/334-2423	South Carolina . . . . .	803/898-2501
Illinois (in-state only) . . . . .	800/252-8966	South Dakota . . . . .	605/773-3656
Or . . . . .	217/785-3356	Tennessee . . . . .	615/424-6840
Indiana . . . . .	317/232-7020	Texas . . . . .	512/424-6840
Iowa . . . . .	515/242-3333	Toll-free: . . . . .	800/252-9240
Kansas . . . . .	785/296-5222	Utah . . . . .	801/538-3910
Kentucky . . . . .	502/564-6930	Vermont . . . . .	802/241-2400
Louisiana . . . . .	225/342-9722	Virgin Island . . . . .	340/692-5950
Maine . . . . .	207/624-5335	Virginia . . . . .	804/662-9333
Maryland . . . . .	410/767-1100	Washington . . . . .	360/902-7797
Massachusetts . . . . .	617/727-7750	West Virginia . . . . .	304/558-3317
Michigan . . . . .	517/373-8230	Wisconsin . . . . .	608/266-2536
Minnesota . . . . .	651/296-2770	Wyoming . . . . .	307/777-7986
Toll-free: . . . . .	800/882-6262	Toll-free . . . . .	800/442-2766
Mississippi . . . . .	601/359-4925		
Missouri . . . . .	573/751-3082		

Do you need services for an older relative in another state?

### Eldercare Locator

**1-800-677-1116 or [www.eldercare.gov](http://www.eldercare.gov)**

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## **Nebraska Department of Health & Human Services Local Offices**

Ainsworth . . . . .	(402) 387-2523	Macy . . . . .	(402) 837-8513
Albion . . . . .	(402) 395-5036	McCook . . . . .	(308) 345-8420
Alliance . . . . .	(308) 763-2900	Mullen . . . . .	(308) 546-2248
Auburn . . . . .	(402) 274-4201	Nebraska City . . . . .	(402) 873-6671
Beatrice . . . . .	(402) 223-6000	Neligh . . . . .	(402) 877-4196
Blair . . . . .	(402) 426-2329	Norfolk . . . . .	(402) 370-3132
Bridgeport . . . . .	(308) 262-1900	North Platte . . . . .	(308) 535-8200
Broken Bow . . . . .	(308) 872-6700	Ogallala . . . . .	(308) 284-2394
Center . . . . .	(402) 288-4291	Omaha . . . . .	(402) 595-2850
Chadron . . . . .	(308) 432-6151	O'Neill . . . . .	(402) 336-2750
Clay Center . . . . .	(402) 762-3465	Ord . . . . .	(308) 728-3685
Columbus . . . . .	(402) 564-1113	Pender . . . . .	(402) 385-2571
Cozad . . . . .	(308) 784-5140	Pierce . . . . .	(402) 329-4927
Dakota City . . . . .	(402) 987-3445	Plattsmouth . . . . .	(402) 296-0000
David City . . . . .	(402) 367-6021	Rushville . . . . .	(308) 327-2455
Fairbury . . . . .	(402) 729-6168	Seward . . . . .	402) 643-6614
Falls City . . . . .	(402) 245-4431	Sidney . . . . .	(308) 254-6900
Fremont . . . . .	(402) 727-3200	Tecumseh . . . . .	402) 335-4102
Geneva . . . . .	(402) 759-3718	Tekamah . . . . .	(402) 335-4102
Gering . . . . .	(308) 436-6500	Valentine . . . . .	(402) 376-1790
Grand Island . . . . .	(308) 385-6100	Wahoo . . . . .	(402) 443-4252
Hartington . . . . .	(402) 254-7426	Wayne . . . . .	(402) 375-7050
Hastings . . . . .	(402) 462-1800	West Point . . . . .	(402) 372-6014
Hebron . . . . .	(402) 768-0400	Wilber . . . . .	(402) 821-2081
Holdrege . . . . .	(308) 995-8658	York . . . . .	(402) 362-4471
Imperial . . . . .	(308) 882-4791		
Kearney . . . . .	(308) 865-5592		
Lexington . . . . .	(308) 324-6633		
Lincoln . . . . .	(402) 471-7000		







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## **Publications/Video Resources**

The State Unit on Aging has a variety of publications with detailed information on services and programs for Nebraska seniors and family caregivers. The Department also maintains a resource library of video material loaned to schools, community groups, and Aging network agencies. A complete listing of video material is available through the **State Unit on Aging**.

## **Vital Records**

An official certificate of birth, death, marriage and divorce can be obtained by contacting the Nebraska Department of Health & Human Services, Division of Vital Statistics. For information on how to obtain copies, contact the HHS vital statistics at **402-471-2871** or visit them on the web page **<http://www.hhs.state.ne.us/ced/nevrinfo.htm>**.

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## NEBRASKA HEALTH AND HUMAN SERVICES SYSTEM



DEPARTMENT OF SERVICES • DEPARTMENT OF REGULATION AND LICENSURE • DEPARTMENT OF FINANCE AND SUPPORT