

# BENEFIT AND RESOURCE GUIDE FOR OLDER NEBRASKANS



Nebraska Department of Health & Human Services  
State Unit on Aging  
P.O. Box 95026  
Lincoln, NE 68509-5026  
(402) 471-2307  
<http://dhhs.ne.gov>

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## STATEMENT OF PURPOSE

This guide, and most of the resources within it, are available online. This printed version is available in limited quantities for those who do not have online access, or are unable to use devices that do.

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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 the federal Older Americans Act, the Nebraska Community Aging Services Act, and Care Management, the State Unit on Aging has broad responsibilities for addressing the concerns of older Nebraskans.



Its mission is to “To promote the Dignity, Independence, and Freedom of Choice for Older Nebraskans”. The State Unit partners with eight affiliated Area Agencies on Aging across the state that provide an array of programs that help older Nebraskans stay in their homes.

To find out more about these programs, contact your local Area Agency on Aging or visit the Nebraska State Unit on Aging: <http://dhhs.ne.gov/Aging> or call (402) 471-2307.

## AREA AGENCY ON AGING

In Nebraska, there are eight Area Agencies on Aging that administer programs funded by the Older Americans Act, the Nebraska Community Aging Services Act, Care Management and other local sources. These programs and services help you to stay in your home. While not every program is available in all areas, they can include:

- In-Home Services such as bathing, dressing, walking, toileting, eating, shopping, and other activities
- Durable medical equipment
- Home-Delivered Meals (Meals-on-Wheels)
- Housekeeping, laundry, meals, paying bills, essential errands, minor home repairs
- Personal emergency response systems for when you are home alone
- Respite services for primary caregivers
- Transportation
- Case and Care Management

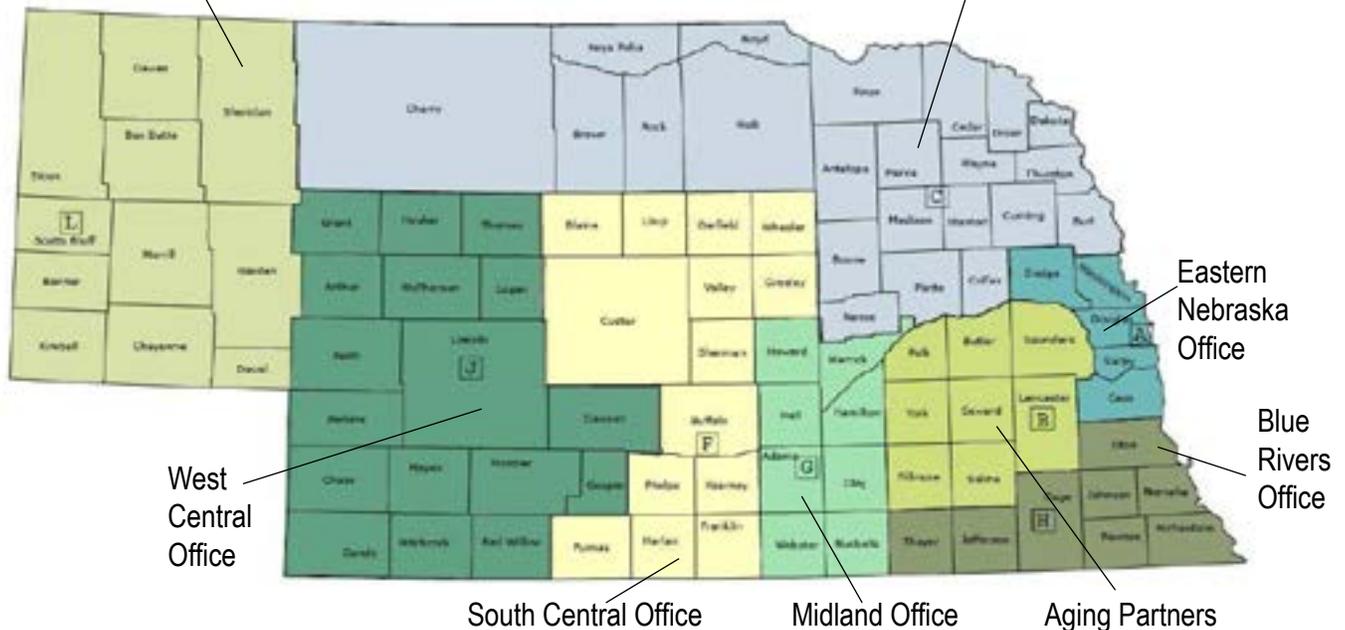
With the assistance of local individuals and advisory groups, each Area Agency on Aging determines needs and develops a plan to provide an appropriate array of services. The Area Agencies have banded together as the Nebraska Association of Area Agencies on Aging to better fulfill their role as advocates.

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# AREA AGENCIES ON AGING (AAAs) IN NEBRASKA

Aging Office of Western Nebraska

Northeast Nebraska Office



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

[www.enoa.org](http://www.enoa.org)

4780 South 131st. Street

Omaha, NE 68137

Phone: (402) 444-6536, (888) 554-2711

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

## B. Aging Partners

<https://lincoln.ne.gov/city/mayor/aging/>

600 S. 70th St., Bldg. 2

Lincoln, NE 68510

Phone: (402) 441-7070, (800) 247-0938

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

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

[www.nenaaa.com](http://www.nenaaa.com)

119 West Norfolk Ave.

Norfolk, NE 68701

Phone: (402) 370-3454, (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

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**D. South Central Nebraska Area Agency on Aging (SCNAAA)**

[www.agingkearney.org](http://www.agingkearney.org)

620 East 25th Street, Suite 12

Kearney, NE 68847

Phone: (308) 234-1851 / (800) 658-4320

Counties Served: Blaine, Buffalo, Custer, Franklin, Furnas, Garfield, Greeley, Harlan, Kearney, Loup, Phelps, Sherman, Valley, Wheeler

**E. Midland Area Agency on Aging (MAAA)**

[www.midlandareaagencyonaging.org](http://www.midlandareaagencyonaging.org)

2727 West 2nd Street, Suite 440

Hastings, NE 68901

Phone: (402) 463-4565 / (800) 955-9714

Counties Served: Adams, Clay, Hall, Hamilton, Howard, Merrick, Nuckolls, Webster

**F. Blue Rivers Area Agency on Aging (BRAAA)**

[www.braaa.org](http://www.braaa.org)

103 Eastside Boulevard

Beatrice, NE 68310

Phone: (402) 223-1376 / (888) 989-9417

Counties Served: Gage, Jefferson, Johnson, Nemaha, Otoe, Pawnee, Richardson, Thayer

**G. West Central Nebraska Area Agency on Aging (WCNAAA)**

[www.wcnaaa.org](http://www.wcnaaa.org)

115 N Vine

North Platte, NE 69101

Phone: (308) 535-8195 / (800) 662-2961

Counties Served: Arthur, Chase, Dawson, Dundy, Frontier, Gosper, Grant, Hayes, Hitchcock, Hooker, Keith, Lincoln, Logan, McPherson, Perkins, Red Willow, Thomas

**H. Aging Office of Western Nebraska (AOWN)**

[www.aown.org](http://www.aown.org)

Bluffs Business Center

1517 Broadway, Suite 122

Scottsbluff, NE 69361

Phone: (308) 635-0851 / (800) 682-5140

Counties Served: Banner, Box Butte, Cheyenne, Dawes, Deuel, Garden, Kimball, Morrill, Scotts Bluff, Sheridan, Sioux

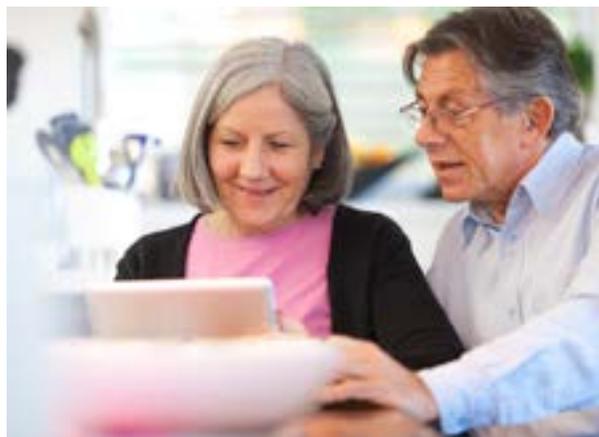
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# ACCESSNEBRASKA

The Department of Health and Human Services administers and manages eligibility for Medicaid and Economic Assistance programs through ACCESSNebraska.

Anyone can apply for benefits and handle their Medicaid and Economic Assistance needs on the ACCESSNebraska website from a computer anywhere, at any time using:

[www.accessnebraska.ne.gov/](http://www.accessnebraska.ne.gov/)



Through ACCESSNebraska, you can apply for:

- Medicaid
- Supplemental Nutrition Assistance Program (SNAP)
- Aid to Dependent Children (ADC)
- Aid to Aged, Blind and Disabled (AABD) Payment
- Low Income Home Energy Assistance Program (LIHEAP)
- State Disability Program
- Child Care Subsidy
- Refugee Resettlement Program
- Social Services for the Aged and Disabled (SSAD)

ACCESSNebraska customer service staff is available by telephone from 8 a.m.- 5 p.m., Monday through Friday, for both Medicaid and Economic Assistance programs; and through Automated Benefit Inquiry systems, available 24 hours a day.

The Department of Health and Human Services has local offices available for in-person assistance. Most local offices have kiosks and telephones available for your use.

## **Medicaid:**

(855) 632-7633

**In Lincoln:** (402) 473-7000

**In Omaha:** (402) 595-1178

## **Economic Assistance:**

(800) 383-4278

**In Lincoln:** (402) 323-3900

**In Omaha:** (402) 595-1258

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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, visit <http://dhhs.ne.gov/licensure/Pages/Facilities-Services-and-Establishments.aspx> or contact your local Area Agency on Aging (See page 2).

## ADULT PROTECTIVE SERVICES (APS)

Adult Protective Services are 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 Law Enforcement agency or the 24-Hour, Toll-Free Adult and Child Abuse Hotline: 1-800-652-1999.

For more information about APS, visit:  
<http://dhhs.ne.gov/ChildrenFamilyServices>

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

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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 (See page 2) 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, or the booklet can be downloaded from: <http://dhhs.ne.gov/Pages/Aging-Legal-Services.aspx>

## 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:

[www.neoc.ne.gov](http://www.neoc.ne.gov)

**Lincoln** (800) 642-6112

**Omaha** (800) 382-7820

**Scottsbluff** (800) 830-8633

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## 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 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 information, visit <http://dhhs.ne.gov/Pages/Medicaid-Aged-and-Disabled-Waiver.aspx> or contact your local Area Agency on Aging (See page 2) or Health and Human Services office (See page 44).

## AGING AND DISABILITY RESOURCE CENTER

The Nebraska Aging and Disability Resource Center (ADRC) is designed to streamline access to long-term care services and supports. The ADRC supports state efforts to develop a single point of entry system to help older adults and individuals with disabilities make informed decisions about their service and support options within the long-term care system.

The ADRC provides, regardless of age or disability, information and assistance to individuals needing either public or private resources, professionals seeking assistance on behalf of their clients, and individuals planning for their future long-term care needs. Nebraska's goal is to create a coordinated and streamlined system of providing information to all persons while providing immediate access to information and enhancing personal choice.

For more information contact the Nebraska ADRC at <https://ne211.org/nebraska-aging-disability-resource-center/> or call 1-866-813-1731.

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## ALZHEIMER'S ASSOCIATION

The Alzheimer's Association is the leading voluntary health organization in Alzheimer's care, support and research. They connect families, caregivers, facilities and a wide range of others to help in the care of those with this crippling disease. They also act as advocates for patients and sponsor Alzheimer's related legislation.



For more information, please visit:  
<http://www.alz.org> or call the Nebraska Chapter of the Alzheimer's Association: 24/7 Helpline  
tel: 1.800.272.3900  
tdd: 1.866.403.3073

## AMERICAN ASSOCIATION OF RETIRED PERSONS (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.

For more information, visit <http://states.aarp.org/region/nebraska/> or contact AARP Nebraska at 1(866) 389-5651.

## THE AMERICANS WITH DISABILITIES ACT (ADA)

(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.

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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.

For more information, contact Nebraska Equal Opportunity Commission at:

[www.neoc.ne.gov](http://www.neoc.ne.gov)

Lincoln (800) 642-6112

Omaha (800) 382-7820

Scottsbluff (800) 830-8633

## 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.



For a listing of licensed facilities, contact the Department of Health & Human Services at <http://dhhs.ne.gov/licensure/Pages/Facilities-Services-and-Establishments.aspx> or (402) 471-3324.

## 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.

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 more, visit <http://www.atp.ne.gov> or call the Assistive Technology Partnership office nearest you:

**Columbus** (402) 276-4811

**Omaha** (877) 713-4002

**Cozad** (308) 784-4529

**Scottsbluff** (877) 713-4002

**Kearney** (877) 713-4002

**Lincoln** (877) 713-4002

## BEHAVIORAL HEALTH PROGRAMS

\*\*\*If you are in Crisis, call 911 or the NE Suicide Prevention Line (800) 784-2433\*\*\*

Behavioral Health Programs are located throughout Nebraska. No matter what you are dealing with, there are trained professionals here to help. Services offered include mental health counseling, alcohol, drug and addiction to treatment and some specialized services for older adults.

The Department of Health and Human Services Division of Behavioral Health contracts with the six Regional Behavioral Health Authorities to maintain a network of treatment providers of mental health and substance use disorder services. These community behavioral health services are located throughout Nebraska and utilize a sliding fee scale for individuals who need assistance pay.

For more information visit the Behavioral Health Network of Care at:

<http://ne.networkofcare.org>

Or call your local behavioral health authority (See page 35).

## 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.

For more information, visit <http://dhhs.ne.gov/Nutrition> or call (402) 471-0189.

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## COMMUNITY ACTION PROGRAMS

Community Action Partnerships (CAP) provide services across the state and work in cooperation with Nebraska's Area Agencies on Aging to serve older adults. A few of the CAP services are: Advocacy Services, Community Education, Domestic Violence Program, Transportation, and Weatherization. They can also be a contact for local food pantries and Foodnet sites.

For more information, contact your local Community Action Partnership (See page 37).

## CONSUMER PROTECTION

Consumers can be assured of protection from unfair, deceptive and fraudulent business practices from both federal and state governments. They collect complaints, conduct investigations, and sue companies and individuals that violate the law.

The Consumer Financial Protection Bureau (CFPB) helps consumer finance markets work by making rules more effective, by consistently and fairly enforcing those rules, and by empowering consumers to take more control over their economic lives. It is the only office in the federal government specifically dedicated to the financial health of seniors 62+ to obtain the financial education and training they need to prevent unfair, deceptive and abusive practices and make sound financial decisions as they age. For more information, contact the CFPB at <http://www.consumerfinance.gov> or (855) 411-2372.

The Federal Trade Commission helps to prevent business practices that are anticompetitive or deceptive or unfair to consumers and to enhance informed consumer choice. For more information or to file a complaint, contact the Federal Trade Commission's Bureau of Consumer Protection visit: [www.ftc.gov](http://www.ftc.gov)

Nebraska's Office of the Attorney General's Consumer Protection Division is committed to preventing senior fraud. You can also reach the Nebraska Attorney's Office Consumer Protection Division at [www.ago.nebraska.gov](http://www.ago.nebraska.gov) or call (402) 471-2683.

## DISCOUNT AND FEE-EXEMPT FISHING AND HUNTING PERMITS

The Nebraska Game and Parks Commission offers discounted and fee-exempt annual fishing and hunting permits for disabled individuals, seniors, and veterans.

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Disabled individuals are those who can't cast or retrieve unassisted due to physical or developmental disability. They must also be certified by a physician as having a permanent physical or developmental disability. The disabled person can take one guest to help them.

Senior permits are for those residents 69 and older, while Veterans qualify at age 64.

Fee exempt permits are available for those who are 50% disabled as a result of armed forces service, receive a pension from the Veteran Administration due to the permanent disability not incurred during their time in the service.

For more information and to purchase these and other permits, contact the Game and Parks Commission at [www.OutdoorNebraska.gov](http://www.OutdoorNebraska.gov) or call (402) 471-0641.

## 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. You can search by topic or by zip code and/or city and state. There are also helpful tools and resources regarding benefits, long-term care planning, and many other topics.

Visit <https://eldercare.acl.gov/> or call (800) 677-1116.

## ELDERHOSTEL/ROAD SCHOLAR

Elderhostel is a non-profit organization that operates a program called Road Scholar that organizes travel experiences for adults over 40. It is an educational adventure for those looking for something different – new beginnings, opportunities and challenges. There are even trips specifically for grandparents to take their adult children and grandchildren.

Each program is a unique experience and typically offers:

- 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.
- Meals are also included in your travel fees.

You can reach Road Scholar at <http://www.roadscholar.org/> or call 1-800-454-5768.

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## 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 more information, organizations to contact in your area, or other possible employment service options, contact the Department of Labor at (402) 471-9948 or visit <https://dol.nebraska.gov>.

## ENERGY ASSISTANCE

The Nebraska Low Income Home Energy Assistance Program (LIHEAP) 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.

For further assistance, contact ACCESSNebraska, Health and Human Services Customer Service Center at:

[www.accessnebraska.ne.gov](http://www.accessnebraska.ne.gov)

(800) 383-4278

**In Lincoln:** (402) 323-3900

**In Omaha:** (402) 595-1258

## 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 verifies the eligibility of the improvement and makes a commitment to the lender on the improvement project, the borrower makes the improvement and begins to repay the loan.

Improvement projects may not be started prior to Energy Office making a commitment to the lender on the improvement loan except in emergency situations such as failures of heating systems during the winter or cooling systems during the summer where there is a medical reason. Emergency requests must be made to the Energy Office by the lender.

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For more information, contact either an eligible Nebraska lender or you can contact the Nebraska Energy Office: <http://www.neo.ne.gov/loan/index.html#getting> or (402) 471-2186.

## EVERY WOMAN MATTERS

Every Woman Matters is a program that can help women get health check-ups. It may pay for exams based on health history, your insurance coverage and program guidelines for those age 40-74. For information about this program, contact the Every Woman Matters Program at <http://dhhs.ne.gov/EWM> or call 1-800-532-2227.

## FOOD ASSISTANCE

Nebraska offers many programs and services for those experiencing hunger. Government and non-profit organizations are here to help.

### **Area Agencies on Aging**

The eight Area Agencies on Aging (See page 2) serve those 60 and over and each have nutrition programs. These can include meals at a senior center or meals delivered to your home. Contact your local Area Agency on Aging for availability of services in your area.

### **Food Banks and Pantries**

Food banks and pantries provide emergency food support to people in need and are located throughout the state. While not intended to be a long term solution, these sites serve people directly with emergency food support. To find a food pantry near you, contact your local Community Action Partnership listed on page 37 or Foodbank of the Heartland at (402) 331-1213.

### **Supplemental Nutrition Assistance Program (SNAP)**

The federal Supplemental Nutrition Assistance Program (SNAP), formerly known as food stamps, provides food assistance to millions of eligible, low-income individuals.

To find a counselor to help you apply for SNAP, call Foodbank of the Heartland at (855) 444-5556 and ask about speaking with a local SNAP Outreach Coordinator.

To apply for SNAP, contact ACCESS Nebraska at [www.accessnebraska.ne.gov](http://www.accessnebraska.ne.gov) or (800) 383-4278. **In Lincoln:** (402) 323-3900. **In Omaha:** (402) 595-1258.

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## GRANDPARENTS RAISING GRANDCHILDREN

Grandparents raising their grandchildren can face unique challenges. Parenting at this stage of life can involve not only issues with the children, but their parents and those related to aging.

Fortunately, there are many resources to help you.



- The Area Agencies on Aging have funds available to help grandparents care for their minor grandchildren. These can include respite, meals, transportation and other supportive services. You can also find out about other resources in the community that might be available to you. For more information, contact your local Area Agency on Aging (See page 2).
- The Nebraska Foster and Adoptive Parent Association (NFAPA) offers supports and services available to all parents who have adopted. This includes grandparents who have adopted their grandchildren. They serve grandparents who have taken guardianship of their grandchildren if the child(ren) were previous wards of the state of Nebraska and they are receiving a subsidy.

A variety of services and supports which include one-on-one support from a Permanency Support Specialist, connections to mental health therapists and respite, parent to parent networking, as well as trainings and support groups are available. Services are free and are completely voluntary.

For more information, contact the agency below:

Nebraska Fostercare and Adoptive Parent Association (NFAPA)

[www.nfapa.org](http://www.nfapa.org)

3601 North 25th Street, Ste. D

Lincoln, NE 68521

(402) 476-2273

(877) 257-0176

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# HOMESTEAD TAX EXEMPTION

The Nebraska homestead exemption program is a property tax relief program for seven categories of homeowners:

1. Persons over age 65
2. Veterans totally disabled by a nonservice-connected accident or illness
3. Qualified disabled individuals
4. Qualified totally disabled veterans and their widow(er)s
5. Veterans whose home was substantially contributed to by the Department of Veterans Affairs (DVA) and their widow(er)s
6. Unremarried widow(er)s of a servicemember who died on active duty.
7. Individuals who have a developmental disability.

There are income limits and homestead value requirements for 1, 2, 3, 6, and 7. The income limits are on a sliding scale. There are no income limits and homestead value requirements for categories 4 and 5.

The State of Nebraska reimburses counties and other governmental subdivisions for the reduction in tax revenue as a result of approved homestead exemptions.

For more information, contact the Nebraska Department of Revenue at:  
[www.revenue.nebraska.gov](http://www.revenue.nebraska.gov) or (800) 742-7474

There are also offices at the following locations:

## **Lincoln**

Nebraska State Office Building  
301 Centennial Mall South  
Lincoln NE 68508

## **Omaha**

Nebraska State Office Building  
1313 Farnam St Suite 100  
Omaha NE 68102-1836

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**Scottsbluff**

505A Broadway Suite 800  
Scottsbluff NE 69361

**Norfolk**

304 N 5th St Suite D  
Norfolk NE 68701-4091

**North Platte**

200 S Silber St  
North Platte NE 69101-4200

## HOUSING ASSISTANCE

Rental subsidies are available to those in public and private housing to make them affordable to individuals with low incomes. The US Department of Housing and Urban Development in partnership with state and local housing authorities operate public housing and will issue vouchers to those in private housing who qualify.

For more information, go to <https://housing.ne.gov/> or call 1(877)428-8844 or call the United Way of the Midlands information at (402) 342-8232.

## IDENTITY (I.D.) THEFT

According to the Justice Department, 17.6 million people in the United States experienced identity theft in 2014. This includes unauthorized use of personal information for fraudulent purposes or the opening and/or unauthorized use of a bank or other consumer account. There are many resources to keep you informed of potential dangers and help if you have been the victim of identity theft.

For more information or if you have been the victim of identity theft you can contact:

- The Federal Trade Commission at [www.IdentityTheft.gov](http://www.IdentityTheft.gov) or call (877) ID-THEFT or (877) 438-4338.

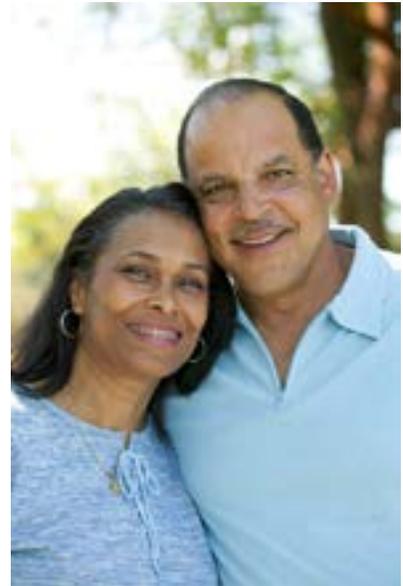
- 
- The Nebraska Office of the Attorney General Consumer Protection at: [www.ago.nebraska.gov](http://www.ago.nebraska.gov) or call (800) 727-6432 where you can Request an Identity Theft Repair Kit.
  - You can also get free help from the Identity Theft Resource Center, a nonprofit education and assistance center, at [www.idtheftcenter.org](http://www.idtheftcenter.org) or call (888) 400-5530.

## IN-HOME SERVICES

In-Home Services allow older Nebraskans to stay in their own homes as long as possible.

These services include personal care, homemaker, chore, delivered meals, transportation, emergency response system, durable medical equipment, respite care and information and referral.

To find out more about programs, providers, and possible assistance with the cost of the services, contact your local Area Agency on Aging (See page 2).



## 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 landlord-tenant problems, consumer protection issues, health care powers of attorney, financial powers of attorneys and wills. Each person's situation is unique and important to these providers.

For more information, contact your local Area Agency on Aging (See page 2) or the State Unit on Aging at 402-471-2307.

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## LIFETIME LEARNING

The Osher Lifelong Learning Institute at UNL (OLLI at UNL) is for all adults who value lifelong learning and social interaction. Our members come from all educational and social backgrounds. OLLI courses are developed by its members who volunteer their time and talents.

Typically, courses are taught once a week for six weeks. But there are also one-time classes, workshops and symposia. There are also many local, national and international travel opportunities available.

OLLI offers financial assistance to individuals who find it a hardship to pay the full membership fee. Contact the office for an application.

For more information, please contact the Osher Lifelong Learning Institute at: <http://olli.unl.edu> or call (402) 472-6265.

## LONG-TERM CARE OMBUDSMAN PROGRAM

Nebraska's State Long-Term Care Ombudsman Program (SLTCOP) is operated by the Nebraska Department of Health & Human Services. 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.

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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 your local Long-Term Care Ombudsman (See page 39).

## 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 (See page 2) for availability of meals on wheels services in your area.



## MEDIATION

From time to time, almost everybody has a dispute with a neighbor, 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.

For more information, visit <http://www.nebraskamediationcenter.com/> or call (402) 753-9415.

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## MEDICAID PROGRAM

The Medicaid program 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. In particular, Medicaid pays the Medicare co-payments, 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.

For eligibility information and to apply for Medicaid, contact ACCESSNebraska at: [www.accessnebraska.ne.gov](http://www.accessnebraska.ne.gov) or (855) 632-7633. **In Lincoln:** (402) 473-7000  
**In Omaha:** (402) 595-1178

## MEDICARE

Medicare is a federal 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. It includes Parts A, B, C and D that provide different benefits. There is also supplemental coverage that can be purchased for expenses not covered by Part A and B.

Be aware there are specific enrollment periods and conditions for Medicare coverage along with penalties for late enrollment. It is important to consider your personal needs when choosing Medicare programs.

- Medicare Part A covers inpatient care in hospitals, critical access hospitals, and skilled nursing facilities. It also helps cover hospice care and some home health care.
- Medicare Part B covers your doctors' services, outpatient hospital care, physical and occupational therapists, and some home health care. Part B also pays for certain preventative services and supplies when they are medically necessary.
- Medicare Part C, or Medicare Advantage Plans, are optional plans offered by private companies and not a government agency. They are required to provide the same coverage as Part A and Part B and many plans also cover many of the prescription drugs as Part D. Options include a Private Free-for-Service Plan (PFFS); Medicare Preferred Provider Organizations (PPO); Medicare Managed Care Plans (HMO & POS) and Medicare Specials Needs Plans (SNP).

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- Medicare Part D provides drug coverage for those with Medicare Part A and Part B. They are private plans and the covered medications and premiums vary.

Medicare supplemental insurance, also known as MediGap, is available to help with expenses not covered by Part A or Part B. For those with Medicare Part A and B, it pays copayments, coinsurance, and deductibles after Medicare has paid its share.

You may qualify for help with your Medicare premiums if you meet certain income guidelines. You may qualify as a Qualified Medicare Beneficiary (QMB), Specified Low-Income Medicare Beneficiary (SLMB), Qualifying Individual (QI), or a Qualified Disabled and Working Individual (QDWI). Be sure to ask about these Medicare savings programs when enrolling in any Medicare Program.

To learn more about or to enroll in Medicare, Medicare Advantage Plans, Medicare Part D drug coverage, MediGap insurance, or Medicare Savings Program you have several resources to help you. You can also receive counseling regarding Medicare Choices.

- Area Agencies on Aging  
Please (See page 2) for contact information
- Medicare  
[www.Medicare.gov](http://www.Medicare.gov)  
1-800-MEDICARE (1-800-633-4227)
- Nebraska Senior Health Insurance Information Program (SHIIP)  
<https://doi.nebraska.gov/consumer/senior-health>  
[DOI.SHIIP@nebraska.gov](mailto:DOI.SHIIP@nebraska.gov)  
(800) 234-7119

The Nebraska Senior Health Insurance Information Program provides information and counseling free of charge to older Nebraskans regarding Medicare, Medicaid, and health insurance. Trained Volunteers teach classes and provide one-on-one counseling with accurate, objective information so you can better understand your options. Volunteers have been trained in Medicare and Medicaid benefits, claims and eligibility, as well as Medicare Supplement, Long-Term Care, and group health insurance.

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## NATIONAL DO NOT CALL REGISTRY

The National Do Not Call Registry gives you freedom from sales calls. Registration on the Do Not Call Registry only expires when you change phone numbers.

To register any phone number, visit [www.donotcall.gov](http://www.donotcall.gov) or call (888) 382-1222.

## 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 as well as grandparents or relative caregivers who are the primary caregiver for a grand child who is eighteen years of age or younger.

The caregiver can receive support in the form of care management, respite, counseling, information and assistance and other supplemental services.

Check with your local Area Agency on Aging (See page 2) for available services.

## NEBRASKA.GOV

Nebraska.gov is your interactive resource for the State of Nebraska. Access online services such to renew your drivers license or purchase hunting and fishing permits. You can also find out about education, government, business, along with travel guides for citizens and visitors to our great state.

Visit [www.Nebraska.gov](http://www.Nebraska.gov) 24 hours a day/7 days a week for all of this and more.

## NEBRASKA CARE MANAGEMENT PROGRAM

The Nebraska Care Management Program assists 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. The fees are based on your level of income.

Check with your local Area Agency on Aging (See page 2) for services available.

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## NEBRASKA HANDICAPPED PARKING PERMITS & LICENSE PLATES

Handicapped Parking Permits and License Plates are available to all individuals who meet certain guidelines. Permits are issued for either permanent or temporary conditions related to severe visual, physical, respiratory, certain classes of cardiac conditions and the loss of use of one or more limbs.

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.



To learn more, call or visit your local county DMV or the Nebraska Department of Motor Vehicles at [www.clickdmv.ne.gov](http://www.clickdmv.ne.gov) or call (402) 471-3918.

## NEBRASKA SENIOR HEALTH INSURANCE INFORMATION PROGRAM (SHIIP)

The Nebraska Senior Health Insurance Information Program provides information and counseling free of charge to older Nebraskans regarding Medicare, Medicaid, and health insurance. Trained Volunteers teach classes and provide one-on-one counseling with accurate, objective information so you can better understand your options. Volunteers have been trained in Medicare and Medicaid benefits, claims and eligibility, as well as Medicare Supplement, Long-Term Care, and group health insurance.

For more information and to register for Medicare classes, contact SHIIP at: <http://www.doi.nebraska.gov/shiip/index.html> DOI.SHIIP@nebraska.gov or 1-800-234-7119.

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## NURSING HOMES

Nursing homes, or long-term care facilities, provide care to a person who is not able to remain home alone due to physical health problems, mental health problems or functional disabilities. There are three main types of long-term care:

- Skilled Nursing Facility means a facility where medical care, skilled nursing care, rehabilitation or related services and associated treatment are provided for a period of more than 24 consecutive hours to persons residing at such facility who are ill, injured or disabled.
- Nursing Facility means a facility where medical care, nursing care, rehabilitation or related services and associated treatment are provided for a period of more than 24 consecutive hours to persons residing at such facility who are ill, injured or disabled.
- Intermediate Care Facility means a facility where shelter, food and nursing care or related services are provided for a period of more than 24 consecutive hours to persons residing at such facility who are ill, injured or disabled and do not require hospital or skilled nursing facility care.



For a complete listing of facilities in your area call your local Area Agency on Aging (See page 2).

Medicare.gov also offers Nursing Home Compare with ratings on Medicare and Medicaid certified facilities throughout the United States. Ratings are a combination of surveys and state survey agencies.

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

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## NUTRITION SERVICES INCENTIVE PROGRAM (NSIP)

The federal Nutrition Services Incentive Program grants State Units on Aging funds to provide meals and related nutrition services to those 60 and over. Meals are home delivered (i.e. Meals-on-Wheels) or in group settings at senior centers and other sites. Nutrition assessment and counseling, education, and socialization are among the services provided. Contributions to the program are strictly voluntary and confidential.

Call your local Area Agency on Aging (See page 2) for a complete listing of meal sites and/or meal delivery options in your area.

## NEBRASKA LIFESPAN RESPITE NETWORK

The Nebraska Respite Network, through the Nebraska Department of Health and Human Services, provides 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.

To learn more and apply for respite services you can reach the Nebraska Respite Network at: <https://respite.ne.gov/> or (866) 737-7483.

## 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.

They offer door delivery based on “Hardship or Medical Problems” which they define “as an illness or handicap which would present a physical challenge for an individual to retrieve mail”. It requires a written request and a statement from a doctor be sent to the Postmaster of the location that serves you. For more information, contact USPS.

To learn more, visit your local post office or log on to [www.usps.com](http://www.usps.com).

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## REVERSE MORTGAGES

The reverse 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. Reverse mortgages do not have to be repaid until the last surviving borrower no longer lives in the house.

You can learn more about reverse mortgages online at the Federal Trade Commission at: [www.ftc.gov](http://www.ftc.gov)

## RURAL DEVELOPMENT HOUSING REPAIR LOANS & GRANTS

USDA loans are available to very low income applicants with homes in rural areas 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.

- All communities in Nebraska are eligible EXCEPT Fremont, Grand Island, Hastings, Kearney, Lincoln, North Platte, Omaha and South Sioux City/Dakota City.
- You must be the owner of the home and not be able to utilize personal credit elsewhere.

Grants, which don't need to be paid back, are available for persons 62 years of age and older.

For more information, visit the Nebraska State Office of USDA Rural Development at [www.rd.usda.gov/ne](http://www.rd.usda.gov/ne) or call (800) 292-8293.

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## 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 determine 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 7). The goal of the program is to provide "the right care at the right time."

Call your local Area Agency on Aging (See page 2) to speak with a Senior Care Options Counselor.

## SENIOR CENTERS

A senior center is a community focal point where older adults can come together for meals, services and activities. Individuals can find opportunities for personal care, nutrition, socializing and volunteering. Most senior centers in Nebraska are run by a local Agency on Aging funded by a mixture of state, federal, and local sources.

To locate a Senior Center near you, contact your local Area Agency on Aging (See page 2).

A complete senior center directory can be found at:

<http://dhhs.ne.gov/Pages/Aging-Client-Information.aspx>

## SOCIAL SECURITY

Social Security provides cash benefits to older Americans, the disabled, or the survivors or dependent parents of a worker who has died. It is funded through payroll and self-employment taxes and is primarily based on the person's average wages during their working life. There are many ways to collect these benefits and options should be considered carefully.

To apply or learn more about Social Security, find a local office, or get copies of Social Security documents at [www.ssa.gov](http://www.ssa.gov) or call 1-800-772-1213.

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## SOCIAL SERVICES BLOCK GRANT

The Social Services Block Grant 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 determines 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 these services, contact the Nebraska Department of Health and Human Services, ACCESS Nebraska at [www.accessnebraska.ne.gov](http://www.accessnebraska.ne.gov)

### **Medicaid:**

(855) 632-7633

In Lincoln: (402) 473-7000

In Omaha: (402) 595-1178

### **Economic Assistance:**

(800) 383-4278

In Lincoln: (402) 323-3900

In Omaha: (402) 595-1258

## SUPPLEMENTAL 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 disabled and who have limited incomes.

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 apply for Supplemental Security Income, visit the federal Social Security Administration at [www.ssa.gov](http://www.ssa.gov) or call (800) 772-1213 between 7 a.m. and 7 p.m.

For State Supplement to the SSI payment, contact ACCESSNebraska at: [www.accessnebraska.ne.gov](http://www.accessnebraska.ne.gov) or call **In Lincoln:**(402)323-3900 **In Omaha:**(402)595-1258.

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## NEBRASKA 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 landline or cellphone service up to \$12.75 per month. It also provides a deferred payment of installation charges without interest. No cash or checks are distributed and the discount appears as a credit on your monthly telephone bill.



To apply, visit the Nebraska Public Service Commission at: <https://psc.nebraska.gov/telecommunications/nebraska-telephone-assistance-programlifeline> or 1(800) 526-0017.

## STATE SENIOR VOLUNTEER PROGRAM

Senior volunteers are age 60 and over who make a difference by providing assistance and friendship to adults who have difficulty with daily living tasks, such as shopping or paying bills. We help these adults remain independent in their homes instead of having to move to more costly institutional care. Senior volunteers give families or professional caregivers a much needed time off from their duties, run errands, and often provide friendship for their clients.

Volunteers receive pre-service orientation and ongoing training from the organization where they serve, supplemental insurance while on duty, annual physical examination, and reimbursement for mileage and meals taken during service.

For more information you can contact your local Area Agency on Aging (See page 2).

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## TRANSPORTATION

Public transportation in Nebraska includes demand-response, fixed routes, intercity bus transportation and taxi service. There is also Medicaid Transport which is non-emergency medical transportation for Medicaid eligible services arranged by your Health Plan.

- Demand-response is individualized public transportation from your home (or other location in the provider's service area) to your destination.
- Fixed routes are bus or van services that have a standard schedule and pickup/drop off at set locations.
- Intercity bus transportation travels long distances via van or bus between cities specifically to connect passengers with other modes of transportation (Amtrak, Burlington Trailways, etc.)
- Taxi service is private transportation provided by a company whose activities are regulated by the Nebraska Public Service Commission.
- Medicaid Transport is scheduled by contacting your Health Plan.

To learn more about transportation services and availability you can contact:

- Your local Area Agency on Aging (See page 2).
- Nebraska Department of Roads at [www.nebraskatransit.com](http://www.nebraskatransit.com) or (402) 479-4694.

### **American Cancer Society Road to Recovery**

Road to Recovery Program volunteers provide transportation to and from treatment facilities for individuals with cancer who are too ill to drive or whose family members, friends and neighbors are unable to provide transportation.

Rides are only available when there are volunteers. Volunteers can only transport those participants that are mobile and not in wheel chairs.

To learn more about the Road to Recovery Program, contact The Nebraska Chapter of the American Cancer Society at 1(800)227-2345.

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## USA.gov

USA.gov is your first link to federal, state and local government. There are several helpful topics on the homepage including Health, Housing and Community, Jobs and Employment and much more. You can also connect to Elected Officials and find links to apply for benefits, grants and loans.

Log on to [www.U.S.A.gov](http://www.U.S.A.gov) or call (844) USA-GOV1 or (844) 872-4681.

## U.S. NATIONAL PARKS SENIOR PASS

For \$20.00 an annual pass is available to those 62 and older for entry to any national park. For \$80.00 a lifetime Senior Pass is available. The Passport admits the holder and companions traveling in a single, private, non-commercial vehicle to all national parks.

To purchase a Senior Pass, contact the U.S. National Parks at:  
<http://www.nps.gov/findapark/passes.htm>  
(888) ASK USGS or (888) 275-8747 Ext. 3



## VETERANS' BENEFITS

Federal Veteran's 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 about federal Veteran's benefits, contact your local County Veterans Service Officer or call the USVA at: 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.

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For State Veterans' benefits, call (402) 471-2458 or contact your local County Veterans Service Officer.

County Veterans' Services - Counties in Nebraska often have Veterans Service Offices whose goal is to help Veterans and their dependents to apply for State and Federal Benefits. Their also maybe county specific benefits you can apply for.

A statewide directory of County Veterans' Service Officers is available at:  
<https://veterans.nebraska.gov/cvso>

## VETERANS' HOME

Nebraska has Veterans' homes in Bellevue, Norfolk, Kearney and Scottsbluff. They focus on wellness and allowing people to live their lives to the fullest extent possible. Services range from assisted living, for members able to essentially care for themselves, to skilled nursing care.

Admissions to the four Homes are determined on a case-by-case basis by the Veterans' Homes Board, a separate, independent entity. Various veterans' organizations donate time, money and companionship to people living in the Homes. This unique relationship creates a positive difference in the quality of life of our members.



For more information, contact a Veterans' Home:

<b>Bellevue</b>	(402) 595-2180
<b>Kearney</b>	(308) 865-6000
<b>Norfolk</b>	(402) 370-3330
<b>Scottsbluff</b>	(308) 632-0300

Information is also available at the Division of Veterans' Homes website at:  
<http://veterans.nebraska.gov/nebraska-veterans-homes>

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## 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 Records at:

<http://dhhs.ne.gov/Pages/vital-records.aspx>

(402) 471-2871 Toll Free (800) 254-4202

## VOLUNTEER PROGRAMS FOR SENIORS

The National Institute on Aging cites volunteering as a great way to promote your health and wellbeing. There are programs for any interest, schedule and activity level.

Nebraska is a great place to find volunteer opportunities. To find out more, contact:

- Your local Area Agency on Aging (See page 2).
- Experience Corps  
<http://www.aarp.org/experience-corps/>  
1(800)775-6776
- Retired and Senior Volunteer Program/Senior Corps  
<http://www.nationalservice.gov/programs/senior-corps>  
1(800)942-2677
- Serve Nebraska  
<http://www.serve.nebraska.gov/>  
1(402)471-6213
- Veterans' Homes Volunteer Coordinators
  - Bellevue** 1(402)591-4852
  - Kearney** 1(308)865-3421
  - Norfolk** 1(402)370-3102
  - Scottsbluff** 1(308)632-0321

## WEATHERIZATION

The U.S. Department of Energy sponsors weatherization assistance available to both homeowners and renters with homeowner's permission. 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 for those who qualify.

For more information and to apply for assistance contact your local Community Action Partnership (See page 37).

# APPENDIX: DIRECTORIES

## Behavioral Health Regions

<http://dhhs.ne.gov/Pages/Behavioral-Health.aspx>



**\*\*If you are in Crisis, call 911 or the NE Suicide Prevention Line (800) 784-2433\*\***

### Region 1

[www.region1bhs.net](http://www.region1bhs.net)

4110 Avenue D

Scottsbluff, NE 69361

Office: (308) 635-3173

Counties Served: Banner, Box Butte, Cheyenne, Dawes, Deuel, Garden, Kimball, Morrill, Scotts Bluff, Sheridan, Sioux

### Region 2

[www.r2hs.com](http://www.r2hs.com)

110 North Bailey

P. O. Box 1208

North Platte, NE 69103

Office: 308-534-0440

Counties Served: Arthur, Chase, Dawson, Dundy, Frontier, Gosper, Grant, Hayes, Hitchcock, Hooker, Keith, Lincoln, Logan, McPherson, Perkins, Red Willow, Thomas

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### **Region 3**

[www.region3.net](http://www.region3.net)

4009 6th Ave. #65

PO Box 2555

Kearney, NE 68847

Office: 308-237-5113

Counties Served: Adams, Blaine, Buffalo, Clay, Custer, Franklin, Furnas, Garfield, Greeley, Hall, Harlan, Howard, Kearney, Loup, Nuckolls, Phelps, Sherman, Valley, Webster, Wheeler

### **Region 4**

[www.region4bhs.org](http://www.region4bhs.org)

206 Monroe Avenue

Norfolk, NE 68701

Office: 402-370-3100

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

### **Region 5**

[www.region5services.com](http://www.region5services.com)

3600 Union Drive

Lincoln, NE 68516

Office: 402-471-6400

Counties Served: Butler, Fillmore, Gage, Jefferson, Johnson, Lancaster, Nemaha, Otoe, Pawnee, Polk, Richardson, Saline, Saunders, Seward, Thayer, York

### **Region 6**

[www.regionsix.com](http://www.regionsix.com)

4715 South 132nd Street

Omaha, NE 68137

Office: 402-444-6573

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

# Community Action Partnerships of Nebraska

<http://www.canhelp.org/>



## Blue Valley Community Action Partnership

[www.bvca.net](http://www.bvca.net)

620 5th Street

Fairbury, NE 68352

(402) 729-2278

Counties Served: Butler, Fillmore, Gage, Jefferson, Polk, Saline, Seward, Thayer, and York

In Kansas: Jewell, Smith

## Central Nebraska Community Action Partnership

<https://centralnebraskacap.com/>

626 N Street

Loup City, NE 68853

(308) 745-0780

Counties Served: Blaine, Boone, Boyd, Brown, Colfax, Custer, Garfield, Greeley, Hall, Hamilton, Holt, Howard, Keya Paha, Loup, Merrick, Nance, Platte, Rock, Sherman, Valley, Wheeler

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**Community Action Partnership of Lancaster and Saunders Counties**

[www.communityactionatwork.org](http://www.communityactionatwork.org)

210 "O" Street  
Lincoln, NE 68508  
(402) 471-4515

Counties Served: Lancaster, Saunders

**Community Action Partnership of Mid Nebraska**

[www.communityactionmidne.com](http://www.communityactionmidne.com)

16 West 11th Street Kearney, NE 68847  
(308) 865-5675

Counties Served: Adams, Arthur, Buffalo, Chase, Clay, Dawson, Dundy, Franklin, Frontier, Furnas, Gosper, Grant, Harlan, Hayes, Hitchcock, Hooker, Kearney, Keith, Lincoln, Logan, McPherson, Nuckolls, Perkins, Phelps, Red Willow, Thomas, Webster  
In Kansas: Norton and Phillips

**Community Action Partnership of Western Nebraska**

[www.capwn.org](http://www.capwn.org)

3350 10th Street Gering, NE 69341-1700  
(308) 635-3089

Counties Served: Banner, Cheyenne, Deuel, Garden, Kimball, Morrill, Scotts Bluff, and for Migrant Head Start, Box Butte County

**Eastern Nebraska Community Action Partnership**

[www.encapomaha.org](http://www.encapomaha.org)

2406 Fowler Avenue Omaha, NE 68111  
(402) 453-5656

Counties Served: Douglas, Sarpy

**Northeast Community Action Partnership**

[www.nencap.org](http://www.nencap.org)

603 Earl Street Pender, NE 68047  
(402) 385-6300

Antelope, Burt, Cedar, Cuming, Dakota, Dixon, Dodge, Knox, Madison, Pierce, Stanton, Thurston, Washington and Wayne

**Northwest Nebraska Community Action Partnership**

[www.ncap.info](http://www.ncap.info)

270 Pine Street Chadron, NE 69337  
(308) 432-3393

Counties Served: Box Butte, Cherry, Dawes, Sheridan, and Sioux

**Southeast Nebraska Community Action Partnership**

[www.senca.org](http://www.senca.org)

802 Fourth Street Humboldt, NE 68376  
(402) 862-2411 or (402) 862-2412

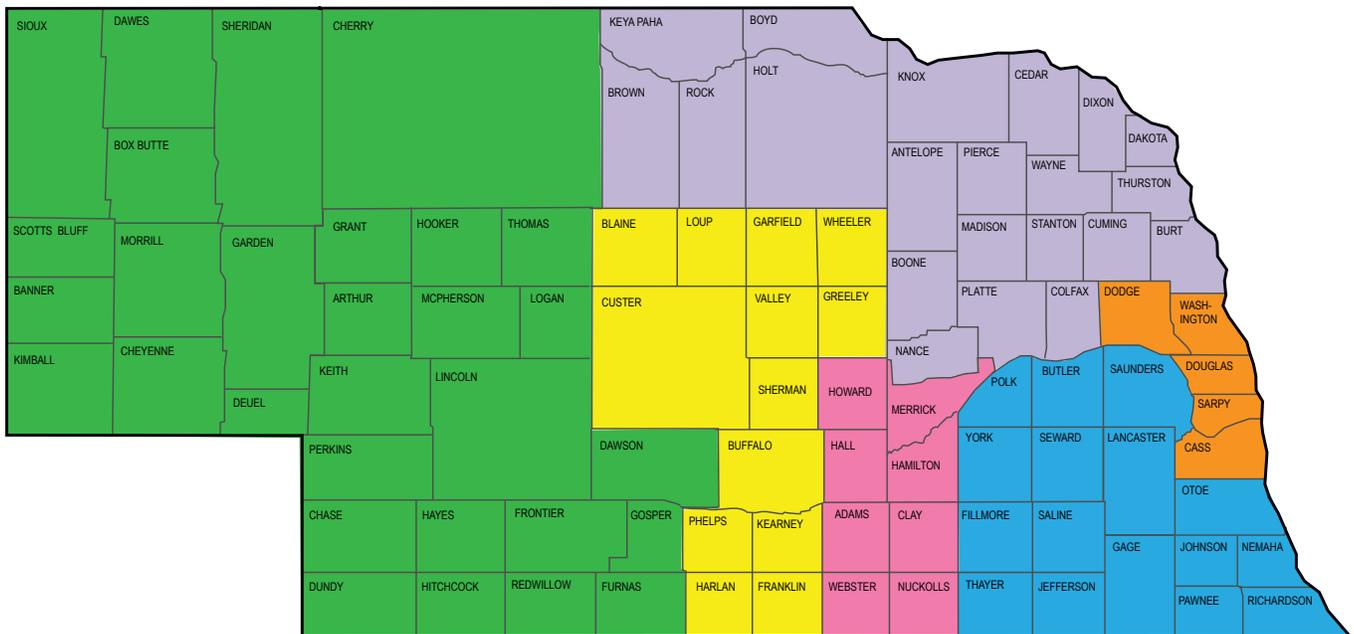
Cass, Johnson, Nemaha, Otoe, Pawnee, and Richardson. Weatherization also serves Sarpy.

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# State Long-Term Care Ombudsman Program

<http://dhhs.ne.gov/Pages/Aging-Ombudsman.aspx>

1-800-942-7830



## Penny Clark, State Long-Term Care Ombudsman

[penny.clark@nebraska.gov](mailto:penny.clark@nebraska.gov)

(402) 802-5541

Serves the State of Nebraska

## Regional Ombudsman

<http://dhhs.ne.gov/Pages/Aging-Ombudsman.aspx>

(308) 641-8436

Counties Served: Arthur, Banner, Box Butte, Chase, Cherry, Cheyenne, Dawes, Dawson, Deuel, Dundy, Frontier, Furnas, Garden, Gopher, Grant, Hayes, Hitchcock, Hooker, Keith, Kimball, Lincoln, Logan, McPherson, Morrill, Perkins, Red Willow, Scotts Bluff, Sheridan, Sioux, Thomas

## Regional Ombudsman

<http://dhhs.ne.gov/Pages/Aging-Ombudsman.aspx>

(402) 471-7780 (800) 942-7830

State Unit on Aging

Counties Served: Butler, Fillmore, Gage, Jefferson, Johnson, Lancaster, Nemaha, Otoe, Pawnee, Polk, Richardson, Saline, Saunders, Seward, Thayer, York

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**Local Ombudsman**

[www.nenaaa.com](http://www.nenaaa.com)

(402) 370-3454 (800) 672-8368

Northeast NE Area Agency on Aging

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

**Local Ombudsman**

[www.agingkearney.org](http://www.agingkearney.org)

(308) 234-1851 (800) 658-4320

South Central NE Area Agency on Aging

Counties Served: Blaine, Buffalo, Custer, Franklin, Garfield, Greeley, Harlan, Kearney, Loup, Phelps, Sherman, Valley, Wheeler

**Local Ombudsman**

[www.enoa.org](http://www.enoa.org)

(402) 444-6356

Eastern Nebraska Office on Aging

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

**Local Ombudsman**

[www.midlandareaagencyonaging.org](http://www.midlandareaagencyonaging.org)

(402) 463-4565 (800) 955-9714

Midland Area Agency on Aging

Counties Served: Adams, Clay, Hall, Hamilton, Howard, Merrick, Nuckolls, Webster

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## State Offices on Aging/Aging and Disability Resource Center Directory

Alabama .....	334/242-5743	Missouri .....	573/526-3626
Toll-free .....	877/425-2243	Montana .....	800/551-3191
Toll-free ADRC .....	800/243-5463	ADRC .....	406/444-0998
Alaska .....	907/465-4879	Nebraska .....	402/471-2307
Toll-free ADRC .....	877/625-2372	ADRC .....	844/843-6364
Arizona .....	602/542-4446	Nevada .....	775/687-4210
Arkansas .....	501/682-2441	Toll-Free .....	888/729-0571
California .....	916/419-7500	New Hampshire .....	866/634-9412
Toll-free .....	800/677-1116	New Jersey .....	877/222-3737
Colorado .....	303/866-2800	New York .....	800/342-9871
ADRC .....	844/265-2372	North Carolina .....	919/255-3400
Connecticut .....	860/424-5274	North Dakota .....	701/328-4601
ADRC .....	860/424-5698	ADRC .....	855/462-5465
Delaware .....	800/223-9074	Ohio .....	800/266-4346
Dist. of Columbia .....	202/724/5622	Oklahoma .....	405/521-2281
ADRC .....	202/724-5626	Oregon .....	855/673-2372
Florida .....	800/963-5337	Pennsylvania .....	717/783-1550
Georgia .....	866/552-4464	Puerto Rico .....	787/721-6121
Hawaii .....	808/586-0100	Rhode Island .....	01/462-3000
ADRC .....	808/643-2372	ADRC .....	401/462-4444
Idaho .....	208/334-3833	South Carolina .....	803/734-9900
ADRC .....	877/471-2777	ADRC .....	800/434-4036
Illinois .....	217/524-6911	South Dakota .....	605/773-3656
Toll Free .....	800/252-8966	Toll Free .....	866/854.5465
Indiana .....	317/232-7020	Tennessee .....	800/640-4636
ADRC .....	800/986-3505	Texas .....	855/937-2372
Iowa .....	515/725-3333	Utah .....	877-424-4640

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Toll Free..... 800/532-3213  
Kansas..... 785/296-4986  
Kentucky..... 502/564-6930  
Louisiana ..... 225/234-7100  
Maine..... 207/624-5335  
Maryland..... 410/767-1100  
Massachusetts..... 617/727-7750  
Michigan ..... 517/373-8230  
Minnesota ..... 651/296-2770  
ADRC ..... 866/642-4582  
Mississippi ..... 601/359-4925  
ADRC ..... 844/822-4622

Vermont ..... 802/241-2401  
Virgin Islands ..... 340/774-1404  
Virginia ..... 800/552-3402  
Washington ..... 509/458-2509  
ADRC ..... 509/568-3700  
West Virginia ..... 304/558-3317  
ADRC ..... 866/987-2372  
Wisconsin ..... 608/266-2536  
Wyoming ..... 307/777-7986  
Toll-free ..... 800/442-2766  
ADRC ..... 877/435-7851

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# HEALTH AND HUMAN SERVICES MAIN OFFICES

## ACCESSNebraska Customer Service Center

### Medicaid:

(855) 632-7633

In Lincoln: (402) 473-7000

In Omaha: (402) 595-1178

### Economic Assistance:

(800) 383-4278

In Lincoln: (402) 323-3900

In Omaha: (402) 595-1258

**Adult Protective Services** (800) 652-1999

**Aging and Disability Resource Center** (844) 843-6364

<https://dhhs.ne.gov/Pages/Public-Assistance-Offices.aspx>

**Ainsworth**, 644 South 4th Street, Ainsworth, NE 69210

(402) 387-2523 Toll Free (888) 454-0474

**Alliance**, 411 Black Hills, P.O. Box 759, Alliance, NE 69301

(308) 763-2900 Toll Free (800) 843-1407

**Auburn**, 1908 "O" Street, Auburn, NE 68305

(402) 274-4021 Toll Free (888) 421-4764

**Beatrice**, 3000 Lincoln Boulevard, 204 Sheridan Building, Beatrice, NE 68310

(402) 223-6000 Toll Free (800) 554-9123

**Blair**, Courthouse, 597 Grant Street, Suite 100, Blair, NE 68008

(402) 426-2329 Toll Free (800) 232-6497

**Bridgeport**, 605 Main Street, P.O. Box 669, Bridgeport, NE 69336

(308) 262-1900 Toll Free (800) 316-0039

**Broken Bow**, 2475 South E Street, Broken Bow, NE 68822

(308) 872-6700 Toll Free (800) 497-1515

**Center**, Courthouse Annex, 309 Bazile Street, Center, NE 68724

(402) 288-4226 Toll Free (888) 437-8883

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**Chadron**, 1033 East 3rd Street, P.O. Box 310, Chadron, NE 69337  
(308) 432-0537 Toll Free (800) 559-9718

**Columbus**, 2365 39th Avenue, Columbus, NE 68601  
(402) 564-1113 Toll Free (800) 330-0755

**Cozad** 1910 Meridian Avenue, Cozad, NE 69130  
(308) 784-5140

**Crete**, 1005 E. Hwy 33, Suite 1, P.O. Box 186, Crete, NE 68333  
(402) 826-2196 Toll Free (800) 557-8511

**Dakota City**, 1401 Pine, 2nd Floor, P.O. Box 490, Dakota City, NE 68731  
(402) 241-0032 Toll Free (888) 493-9929

**David City**, 532 D Street, David City, NE 68632  
(402)367-0277

**Eastern Nebraska Veterans' Home**, 12505 South 40th Street, Bellevue, NE 68123  
(402)595-2180

**Fairbury**, Courthouse, 411 4th Street, Fairbury, NE 68352  
(402) 729-6168 Toll Free (800) 562-7656

**Falls City**, Courthouse, 1700 Stone Street, Falls City, NE 68355  
(402) 245-4431 Toll Free (888) 421-4761

**Fremont**, 124 East 5th Street, Fremont, NE 68026-0770  
(402) 727-3200 Toll Free (800) 421-4761

**Geneva**, 160 North 9th, P.O. Box 308, Geneva, NE 68361  
Toll Free (888) 562-7656

**Gering**, 1600 10th Street, P.O. Box 540, Gering, NE 69341  
(308) 436-6500 Toll Free (800) 477-6393

**Grand Island**, 208 North Pine Street, Box 2440, Grand Island, NE 68802  
(308) 385-6123 Toll Free (800) 892-7922

**Grand Island Veterans' Home**, 2300 West Capitol Avenue, Grand Island, NE 68803  
(308) 385-6252

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**Hastings**, 300 North St. Joseph, P.O. Box 2005, Hastings, NE 68902-2005  
(402) 462-1800 Toll Free (800) 557-8544

**Hebron**, Courthouse, 225 North 4th Street, Hebron, NE 68370  
(402) 768-0400 Toll Free (800) 793-0227

**Holdrege**, 701 Fifth Avenue, P.O. Box 168, Holdrege, NE 68949  
(308) 995-4010

**Imperial**, 135 West 5th, P.O. Box 1269, Imperial, NE 69033  
(308) 882-4791

**Kearney**, 24 West 16th Street, P.O. Box 218, Kearney, NE 68848  
(308) 865-5592 Toll Free (800) 779-4855

**Lexington**, 200 West 7th Street, Suite 1, Lexington, NE 68850  
(308) 324-6633 Toll Free (800) 778-1613

**Lincoln**, 301 Centennail Mall South Lincoln, NE 68509  
(402) 471-3121 (800) 430-3244

**McCook**, 108 West D Street, P.O. Box 1177 McCook, NE 69001  
(308) 345-8420 Toll Free (800) 778-1612

**Nebraska City**, 917 Wildwood Lane, Suite A, Nebraska City, NE 68410  
(402) 873-6671 Toll Free (800) 884-6411

**Neligh**, Courthouse (Old), 501 Main Street, Neligh, NE 68756  
(402) 887-4196 Toll Free (888) 419-1708

**Norfolk**, 209 North 5th Street, Norfolk, NE 68701  
(402) 370-3120 Toll Free (800) 782-8844

**Norfolk Veterans' Home**, 600 East Benjamin Avenue, Norfolk, NE 68701  
(402) 370-3330

**North Platte**, 200 South Silber Street, North Platte, NE 69101  
(308) 535-8200 Toll Free (800) 778-1611

**Oakland**, DHHS Office, 200 S Lincoln, West Point, NE 68788  
(402) 727-3245

**Ogallala**, 201 East 5th, Ogallala, NE 69153  
(308) 284-8080 Toll Free (800) 778-1614

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**Omaha Main Office Omaha**, 1313 Farnam-on-the-Mall, 2nd Floor, Omaha, NE 68102  
(402) 595-2880

**O'Neill**, 128 North 6th St., Suite 101, O'Neill, NE 68763  
(402) 336-2750 Toll Free (877) 521-6195

**Ord**, 801 S Street, Suite 2, Ord, NE 68862  
(308) 728-3685

**Oxford**, 811 Howell, Suite 116, Oxford, NE 68967  
(308) 824-3219

**Pender**, 415 Main Street, P.O. Box 340, Pender, NE 68047  
(402) 385-2571 Toll Free (888) 423-2729

**Pierce**, Courthouse, 111 West Court, #15, Pierce, NE 68767  
(402) 329-4927 Toll Free (888) 537-9727

**Rushville**, P.O. Box 565, Rushville, NE 69360  
(308) 327-2455

**Scottsbluff**, 1930 East 20th Place, Suite 200, Scottsbluff, NE 69361  
(308) 632-1420

**Seward**, 1313 285th Road, Seward, NE 68434  
(402) 643-6614

**Sidney**, Courthouse, 10th and King Sidney, NE 69162  
(308) 254-6913 Toll Free (800) 643-7415

**Valentine**, 365 North Main Street, Suite 4, Valentine, NE 69201  
(402) 376-1790 Toll Free (888) 567-6856

**Wahoo**, 433 North Chestnut Street, Wahoo, NE 68066  
(402) 443-4252 Toll Free (800) 755-1333

**Wayne** 510 N. Pearl Street, Suite 2, Wayne, NE 68787  
(402) 375-7050 Toll Free (888) 608-0712

**West Point**, 200 South Lincoln West Point, NE 68788  
(402) 372-6014 Toll Free (888) 610-6836

**Western Nebraska Veterans' Home**, 1102 West 42nd Street, Scottsbluff, NE 69361  
(308) 632-0300

**York**, 824 Lincoln Avenue, York, NE 68467  
(402) 362-4471 Toll Free (800) 627-3411

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Nebraska Department of Health and Human Services  
State Unit on Aging

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