

**PORTAGE COUNTY**  
**PROBATE RESOURCES GUIDE**

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## **PRIMARY RESOURCES**

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### **GENERAL RESOURCES**

#### **Area Agency on Aging**

Area Agencies on Aging (AAA) are public or private non-profit organizations designated by the state to address the needs and concerns of all older adults at the local level. These agencies can provide information on services in the area and other specific activities related to the state.

AAAs connect older adults to local resources, such as:

- Adult Day Care
- Caregiver Resources
- Case Management
- Grocery/Shopping Resources
- Childcare Resources
- Home Repair Programs
- Housekeeping Services
- Medical Equipment
- Personal and In-Home Care
- Resource Guides
- Senior Centers
- Support Groups
- Transportation Services
- Nutrition Assessment and Counseling
- Volunteer Opportunities

#### **Direction Home Akron Canton Area Agency on Aging & Disabilities**

1550 Corporate Woods Pkwy., Suite 100, Uniontown, OH 44685

(800) 421-7277 □ [www.dhad.org](http://www.dhad.org)

Local contact for AAA services. Serving Portage, Stark, Summit and Wayne counties.

#### **Ohio Department of Aging**

246 N. High St., Columbus, OH 43215 □ (614) 466-5500 □ [www.aging.ohio.gov/](http://www.aging.ohio.gov/)

#### **Office of the State Long-Term Care Ombudsman**

246 N. High St., Columbus, OH 43215 □ (800) 282-1206 □ [www.aging.ohio.gov/Ombudsman](http://www.aging.ohio.gov/Ombudsman)

The Long-Term Care Ombudsman program is an impartial government program that advocates for excellence in long-term services and supports wherever consumers live, including nursing homes, assisted living facilities, adult care facilities and in private residences. Ombudsmen investigate complaints and seeks resolution of problem with the goal of enhancing consumers' quality of life and care. The also provide information to help consumers examine their long-term care options and know their rights.

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

1550 Corporate Woods Pkwy., Suite 100, Uniontown, OH 44685 □ (800) 421-7277

Local contact for ombudsman services and concerns. Serving Portage, Stark, Summit and Wayne counties.

#### **Portage County Department of Job and Family Services**

449 South Meridian St., 2nd Floor, Ravenna, OH 44266 □ (330) 297-3750

[www.co.portage.oh.us/jfs](http://www.co.portage.oh.us/jfs)

County Job and Family Service departments which coordinate public assistance benefits, provide protective services and assistance for the elderly and children, and more.

INFORMATION AND REFERRAL SERVICES

**United Way’s 2-1-1 First Call for Help – UW Of Greater Cleveland**

1331 Euclid Ave., Cleveland, OH 44115 ☐ 2-1-1 or (216) 436-2100

☐ [www.unitedwaycleveland.org](http://www.unitedwaycleveland.org)

Free and confidential service that connects people with the local resources they need, such as nutrition programs, emergency information and relief, health information and abuse resources.

**Ohio Benefits**

(844) 640-6446 ☐ [www.benefits.ohio.gov/](http://www.benefits.ohio.gov/)

Internet-based state program that helps individuals and families check eligibility and file for public benefits such as Medicaid, long-term services and supports, food and cash assistance, and child care assistance.

SENIOR CENTERS

Senior centers are community facilities where older adults can gather for socialization and recreation purposes, as well as gain access to outreach programs, health screenings, meals, counseling, and a variety of other fitness, volunteer and educational programs.

<b>ORGANIZATION</b>	<b>ADDRESS</b>	<b>PHONE</b>
Portage County Senior Center	705 Oakwood St., Ste 221 Ravenna, OH 44266	(330) 297-3456
Streetsboro Senior Center	9184 OH-43, Streetsboro, OH 44241	(330) 626-2398
Coleman Adult Day Services	6695 N. Chestnut St., Ravenna, OH 44266	(330) 296-3214

COUNTY HOTLINES

<b>ORGANIZATION</b>	<b>PHONE</b>
Area Agency on Aging	(800) 421-7277
Department of Jobs and Family Services	(330) 297-3750
Long-Term Care Ombudsman	(800) 421-7277
Information Services	(216) 436-2100
Adult Protective Services	(330) 296-2273
Veterans Service Commission	(330) 297-3545
Board of Developmental Disabilities	(330) 297-6209

OHIO HOTLINES

<b>ORGANIZATION</b>	<b>PHONE</b>
Alzheimer's Association Hotline	(800) 272-3900
American Association of Retired Persons (AARP)	(866) 389-5653
Americans with Disabilities Act (OH)	(800) 232-6446
Assistive Technology (T.R.A.I.N.)	(800) 784-3425
Attorney General's Office	(614) 466-4986
Ohio Medicaid Consumer Hotline	(800) 324-8680
Golden Buckeye Program	(800) 422-1976
Hill-Burton Assistance Line (Free or reduced health care)	(800) 638-0742
Home Energy Assistance Program (HEAP)	(800) 282-0880
Legal (Pro-Senior) Hotline	(800) 488-6070
Long-Term Care Complaints (Office of the State Long-Term Care Ombudsman)	(800) 282-1206
Ohio Senior Health Insurance Information Program (OSHIIP)	(800) 686-1578
Ohio Department of Health	(800) 342-0053
Ohio Legislative Information	(800) 282-0253
Ohio Relay Service	7-1-1
Public Utilities Commission	(800) 282-0198
Utility Consumer Hotline	(800) 282-9448
Worker's Compensation	(800) 644-6292

## CRISIS AND ABUSE RESOURCES

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### **Adult Protective Services**

(855) 644-

6277 [www.jfs.ohio.gov/ocf/aps.stm](http://www.jfs.ohio.gov/ocf/aps.stm)

Adult Protective Services (APS) is a program supervised by the Ohio Department of Jobs and Family Services designed to protect individuals over the age of 60 in danger of harm or abuse or who may be unable to protect themselves. Serves the community by offering and evaluating the need for protective services, as well as offering a 24/7 hotline.

### Portage County Adult Protective Services

449 S. Meridian St., 2nd Floor, Ravenna, OH 44266

(330) 296-2273

[www.co.portage.oh.us/jfs](http://www.co.portage.oh.us/jfs)

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

*See Long-Term Care Ombudsman.*

Advocates who investigate complaints of abuse, neglect and exploitation in long-term care settings, including nursing homes and assisted living facilities.

### ELDER ABUSE RESOURCES

#### **Ohio Attorney General – Elder Justice Initiative**

(800) 282-

0515 [www.ohioattorneygeneral.gov/Individuals-and-Families/Seniors/Elder-Abuse](http://www.ohioattorneygeneral.gov/Individuals-and-Families/Seniors/Elder-Abuse)

Legal division that works alongside law enforcement and the justice system to investigate cases of elder or dependent adult abuse and improve local capacities to serve and protect older adults.

#### **Helping Ohio Protect and Empower Seniors (HOPES)**

(800) 411-2267 □ [www.ohiohopes.org/](http://www.ohiohopes.org/)

Seeks to safeguard Ohio's seniors from abuse, neglect, fraud and exploitation through education on warning signs of abuse, federal laws and statutes, and more.

## FINANCIAL ASSISTANCE

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### GENERAL RESOURCES

#### **Ohio Attorney General - Consumer Protection Division**

(800) 282-0515

[www.ohioattorneygeneral.gov/About-AG/Service-Divisions/Consumer-Protection](http://www.ohioattorneygeneral.gov/About-AG/Service-Divisions/Consumer-Protection)

Legal division dedicated to informing consumers and fighting predatory and criminal business practices through local and federal investigations.

#### **Golden Buckeye Card Program**

(866) 301-6446

[www.aging.ohio.gov/GoldenBuckeye](http://www.aging.ohio.gov/GoldenBuckeye)

Discount card available through the Department of Aging for those over 60 and some disabled older Americans. Can be used to obtain discounts at over 20,000 businesses statewide.

### **Supplemental Security Income**

(800) 772-1213 □ [www.ssa.gov/ssi](http://www.ssa.gov/ssi)

Federal income supplement program funded designed to help the aged, blind, and disabled with little to no income.

### **Senior Community Service Employment Program**

(877) 872-5627 □ [www.doleta.gov/seniors](http://www.doleta.gov/seniors)

Federal service program that provides community service and work-based job training and opportunities for low-income, unemployed older Americans.

### BILL AND UTILITY ASSISTANCE

#### **Electric Partnership Program**

(800) 282-0880

[www.development.ohio.gov/is/is\\_epp.htm](http://www.development.ohio.gov/is/is_epp.htm)

State-funded program that assists eligible persons with reducing their home electricity usage through in-home audits and installations of energy efficiency measures.

#### **Home Energy Assistance Program (HEAP)**

(800) 282-

0880 [www.development.ohio.gov/is/is\\_heap.htm](http://www.development.ohio.gov/is/is_heap.htm)

Ohio Department of Development assistance program designed to help low-income Ohioans pay for gas and heating bills from November to March.

#### **Percentage of Income Payment Plan (PIPP)**

(800) 282-0880

[www.development.ohio.gov/is/is\\_pipp.htm](http://www.development.ohio.gov/is/is_pipp.htm)

Extended payment arrangement that allows individuals who are at or below the poverty line by 150% to pay for just a percentage of their gas and electric bills.

### **Ohio Home Weatherization Assistance Program (HWAP)**

(800) 282-

0880 [www.development.ohio.gov/is/is\\_hwap.htm](http://www.development.ohio.gov/is/is_hwap.htm)

Provides eligible Ohioans with assistance improving the energy efficiency of their homes and reducing energy costs.

### TAX ASSISTANCE

#### **Ohio Department of Taxation**

(800) 282-1780 □ [www.tax.ohio.gov](http://www.tax.ohio.gov)

State tax department, which can assist older Americans with issues such as age-qualifying income tax exemptions or estate taxes.

#### **Internal Revenue Service –Tax Counseling for The Elderly Program**

(800) 829-

1040 [www.irs.gov/individuals/tax-counseling-for-the-elderly](http://www.irs.gov/individuals/tax-counseling-for-the-elderly)

Offers a volunteer assistance hotline to provide free tax help to those 60 and above.

#### **AARP Tax-Aide Program**

(888) 227-

7699 [www.aarp.org/money/taxes/aarp\\_taxaide/](http://www.aarp.org/money/taxes/aarp_taxaide/)

Offers free tax assistance and guidance for individuals over 60.

#### **Ohio Benefit Bank**

(800) 648-1176 □ [www.ohiobenefits.org](http://www.ohiobenefits.org)

Assist with tax preparation and counseling for eligible low-income individuals.

## HOUSING AND LIVING ASSISTANCE

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### HOME AND COMMUNITY CARE

#### **Direction Home Akron Canton Area Agency on Aging & Disabilities**

*See Area Agency on Aging.*

Local AAAs work to bridge the gap between older adults living independently and living in a nursing home, providing a cost-effective option for long-term care. Information on at-home services such as home repair, homemaker services, and shopping assistance is available through your AAA. AAAs can also help identify and coordinate in-home care plans, such as:

→ Home Care Waiver: Provides in-home care for eligible Medicaid enrollees under 60 with significant mental health and disability needs.

→ PASSPORT: Medicaid program that helps adults over 60 in need of skilled or intermediate level of care receive assistance and support in their homes.

→ Assisted Living Waiver: Long-term care option for adults 21 and over in need of intensive, personal support services.

→ Specialized Recovery Services: Assists people age 21 and older with mental health conditions with assessments and service planning, referrals for group support, and finding and maintaining employment.

→ Helping Ohioans Move, Expanding Choice (HOME Choice): Transition program that helps persons with disabilities move from a long-term care facility into home and community-based settings.

→ Care Coordination Programs: Provides home care services to vulnerable older adults at risk of losing their independence, as well as connects them with a social worker or registered nurse.

### HOUSING

#### **Ohio Housing Finance Agency (OHFA)**

(614) 466-7970 □ [www.ohiohome.org/](http://www.ohiohome.org/)

Offers a range of resources to help low-income, first-time buyers, renters and senior Ohioans find quality and affordable housing options.

#### **Ohio Housing Locator**

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

Support service that makes available information on immediate or long-term housing options, rental assistance, tenants' rights and homebuying information, and other housing resources.

#### **Long-Term Care Consumer Guide**

[www.ltc.ohio.gov/](http://www.ltc.ohio.gov/)

Department of Aging guide designed to help individuals and their families navigate and compare long-term care options for loved ones, report issues with care providers, and locate housing.

#### **U.S. Housing and Urban Development Agency**

(800) 669-9777 □ [www.hud.gov/](http://www.hud.gov/)

Federal department dedicated to resolving home and economic inequality, including an information service and complaint intake line.

#### **Residential State Supplement Program**

(614) 752-

9316 [www.aging.ohio.gov/services/residentialstatesupplement/](http://www.aging.ohio.gov/services/residentialstatesupplement/)

State supplementation program which provides financial assistance to adults with disabilities to help with accommodations, supervision, and personal care services in eligible living arrangements.



## NUTRITION

### **Direction Home Akron Canton Area Agency on Aging & Disabilities**

*See Area Agencies on Aging.*

Contact your local AAA for assistance locating senior dining sites, grocery and shopping assistance, and home-delivered meals.

### **Portage County Department of Job and Family Services**

*See County Job and Family Services.*

Coordinates Supplemental Nutrition Assistance Program (SNAP) benefits, which provides nutrition assistance to qualifying low-income individuals and families.

## TRANSPORTATION

### **Direction Home Akron Canton Area Agency on Aging & Disabilities**

*See Area Agencies on Aging.*

Contact your local AAA for information regarding curb-to-curb transportation, home-to-door service and transportation to congregate meal sites and senior centers in the local area.

### **Portage County Department of Job and Family Services**

*See County Job and Family Services.*

Can provide transportation to and from medical appointments for qualifying Medicaid enrollees.

## LEGAL AND ADVOCACY

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### LEGAL RESOURCES

#### **Pro Seniors, Inc.**

7162 Reading Rd., Cincinnati, OH 45237  
(800) 998-9454 □ [www.proseniors.org](http://www.proseniors.org)  
Attorney service that offers free legal consultations and advice to seniors in Ohio of 60 years of age and older.

#### **LASPD (Legal Advocates for Seniors and People with Disabilities)**

(866) 785-3328

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

Coalition of lawyers working to assist seniors and people with disabilities with legal challenges like debt collection and social security disability at a low cost.

#### **Ohio Legal Assistance Foundation**

10 W. Broad St., Columbus, OH 43215  
(614) 715-8560 □ [www.olaf.org](http://www.olaf.org)

Statewide organization dedicated to making legal aid available for all low-income Ohioans.

#### **Disability Rights Ohio**

(800) 282-

9181 [www.disabilityrightsohio.org](http://www.disabilityrightsohio.org)

Federally and state-designed system working to connect protection, advocacy, and client assistance services for people with disabilities in the state.

## OHIO ADVOCACY RESOURCES

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

*See Long-Term Care Ombudsman.*

Advocates for excellence in long-term services and supports wherever consumers live, including nursing homes, assisted living facilities, adult care facilities and in private residences.

### **Ohio Association of Area Agencies on Aging**

88 E. Broad St., Columbus, OH 43215  
(614) 481-3511

[www.ohioaging.org/index.html](http://www.ohioaging.org/index.html)

Statewide nonprofit agency that connects services and advocates for the network of local offices, working to provide a wide range of services for the elderly.

### **Ohio Council for Home Care and Hospice**

(614) 885-0434 □ [www.ochch.org](http://www.ochch.org)

Ohio trade association representing the interests of home care and hospice facilities in the state.

### **Ohio Health Care Association**

(614) 436-4154 □ [www.ohca.org](http://www.ohca.org)

Represents Ohio nursing care facilities, assisted living communities, and care providers of individuals with developmental disabilities.

### **Ohio Hospice & Palliative Care Organization**

(614) 763-0036

[www.caregiver.org/ohio-hospice-and-palliative-care-organization-ohpco](http://www.caregiver.org/ohio-hospice-and-palliative-care-organization-ohpco)

Works to distribute information about end-of-life care, including programs for individuals with advanced or terminal illnesses.

### **AARP Ohio**

(614) 224-9800 □ [www.aarp.org](http://www.aarp.org)

Prominent advocate for the elderly, whose efforts include lobbying and providing resources and discounts to those over 65.

## MEDICAL AND HEALTHCARE

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### GENERAL RESOURCES

#### **Portage County Department of Job and Family Services**

*See County Job and Family Services.*

Assists with applications for Medicaid benefits, as well as the integration of federal Medicaid programs, supports and services throughout Ohio.

#### **Ohio Association of Free Clinics**

(614) 221-6494 □ [www.ohiofreeclinics.org](http://www.ohiofreeclinics.org)

Organization that supports free clinics statewide and provides referrals to health clinics in the local area.

#### **Ohio Senior Health Insurance Information Program (OSHIIP)**

(800) 686-1578

[www.insurance.ohio.gov/Consumer/Pages/ConsumerTab2.aspx](http://www.insurance.ohio.gov/Consumer/Pages/ConsumerTab2.aspx)

Department of Medicaid program offering consumer education about health plans and one-on-one counseling, and interpretation of health care bills and insurance claims for seniors.

#### **Ohio T.R.A.I.N.**

(800) 784-3425 □ [www.oh.train.org](http://www.oh.train.org)

State-funded information service that lists and describes essential medical equipment available for purchase, as well as information about items.

## **Ohio Department of Health**

246 N. High St., Columbus, OH 43215  
(800) 899-7127 □ [www.odh.ohio.gov/](http://www.odh.ohio.gov/)  
State department dedicated to improving public health, health policy and health care delivery systems.

### DISABILITIES RESOURCES

#### **Direction Home Akron Canton Area Agency on Aging & Disabilities**

*See Area Agencies on Aging.*

#### Aging and Disability Resource Center (ADRC):

Call center that provides information to older adults, people with disabilities, caregivers and professionals.

#### **Portage County Board of Developmental Disabilities**

2606 Brady Lake Rd., Ravenna, OH 44266  
(330) 297-6209 □ [www.portagedd.org/](http://www.portagedd.org/)  
Local advocacy group who aims to invigorate people with disabilities by helping them create, develop and fund opportunities and activities in their community.

#### **Ohio Relay Service**

7-1-1 □ [www.ohiorelay.com](http://www.ohiorelay.com)

Telephone service that allows persons with hearing or speech disabilities to place and receive telephone calls.

#### **Opportunities for Ohioans With Disabilities (OOD)**

(800) 282-4536 □ [www.ood.ohio.gov](http://www.ood.ohio.gov)  
State agency working to advance community participation for Ohioans with disabilities through opportunities for employment and independence.

### WELLNESS PROGRAMS

#### **Direction Home Akron Canton Area Agency on Aging & Disabilities**

*See Area Agencies on Aging.*

→ Healthy U: Workshops aimed at teaching individuals with diabetes and other ongoing diseases how to stay active, make healthy choices and manage chronic conditions so to achieve the highest possible quality of life.

→ A Matter of Balance: Community-based workshops that focus on practical strategies to reduce the fear of falling and increase activity levels. Work to set realistic goals, change their environment to reduce risk factors, and exercise to increase strength and balance.

→ Self-Management Programs: Workshops that work to train seniors and older adults to gain control of their health, through teaching goal setting and stress management, as well as meal planning, healthy eating, and more.

→ Tai Chi Moving for Better Balance: Education and exercise program offered by the Akron/Canton Area Agency on Aging that aims to strengthen muscles and prevent falls.

## **RETIREMENT AND BENEFITS**

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### **Social Security Administration**

(800) 772-1213 □ [www.ssa.gov](http://www.ssa.gov)

Social insurance program offering retirement, disability and survivor's benefits.

### **Supplemental Security Income**

(800) 772-1213 □ [www.ssa.gov/ssi/](http://www.ssa.gov/ssi/)

Federal income supplement program funded designed to help the aged, blind, and disabled with little to no income.

### **Ohio Benefits Bank**

(800) 648-1176 □ [www.ohiobenefits.org/](http://www.ohiobenefits.org/)

Internet-based, counselor-assisted program that helps low-income individuals and families file for public benefits like Healthy Start & Healthy Families, childcare subsidies, and more.

## **SUPPORT SERVICES**

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### **Direction Home Akron Canton Area Agency on Aging & Disabilities**

*See Area Agencies on Aging.*

Contact your local AAA for information on adult day care programs, caregiver training and respite services, support groups and resource guides.

→ Family Caregiver Support Program:

Provides one-on-one support for family or volunteer caregivers by identifying balance strategies and increasing caregiver knowledge and quality of care.

### **CAREGIVER RESOURCES**

#### **Caregiver Action Network**

(202) 454-3970 □ [www.caregiveraction.org](http://www.caregiveraction.org)

National non-profit dedicated to improving the lives of caregivers through education, support and public awareness.

### **VETERANS' SUPPORTS**

#### **Portage County Veterans Service Commission**

449 S. Meridian St., Ravenna, OH 44266  
(330) 297-3545

[www.co.portage.oh.us/veterans-services](http://www.co.portage.oh.us/veterans-services)

Provides a variety of services for both active and retired military personnel.

#### **Veterans' Health Care Benefits**

(800) 488-8244 □

[www.va.gov/healthbenefits](http://www.va.gov/healthbenefits)

Connects aging veterans with services at local veteran's hospitals and benefits.