

Chapter 9 – Agencies Providing Services on Aging

National Resources

National organizations on aging can provide information about national trends in aging, legislative developments, and resources for programs and services. Agency supported websites provide substantial information and links to other informational resources for seniors. Many of the agencies have publications to which libraries can subscribe.

The following list of national agencies provides libraries with a good starting point when creating a webpage of links for seniors. Librarians may also consider adding some of the websites as reference bookmarks for ease in information retrieval regarding senior issues.

Administration on Aging (AoA)

U.S. Department of Health and Human Services
Office of Management and Policy
330 Independence Avenue SW
Washington, DC 20201
(202) 619-2230 / (202) 619-3759 (FAX)
<http://www.aoa.dhhs.gov>

Established in 1965, AoA is the principal federal agency responsible for programs authorized under the Older Americans Act of 1965. AoA and its ten regional offices are the focal point for the aging network, which includes, in addition to AoA, the State Units on Aging (SUAs) and the Area Agencies on Aging (AAAs). AoA serves as an advocate for older persons at the national level, advises Congress and federal agencies on the characteristics and needs of older people, and develops programs designed to promote the welfare of the aging. AoA provides advice, funding, and assistance to achieve state-administered, community-based systems of comprehensive social services for older people. The website offers links to statistical information on older persons.

Alzheimer's Disease and Related Disorders Association, Inc. (ADRDA)

919 N. Michigan Avenue, Suite 1000
Chicago, IL 60611-1676
(800) 272-3900 / (312) 335-1110 (FAX)
<http://www.alz.org>

The Alzheimer's Association, the name frequently used by this group, is a national nonprofit organization founded in 1980. Its objectives are to support research into the prevention, cure, and treatment of Alzheimer's disease; to organize chapters in a national network of family support groups; to educate lay people and professionals about the disease; and to advise local and federal government agencies on public policy and legislation. The association has chapters throughout the United States offering support and services. The organization publishes a quarterly newsletter, *The Alzheimer's Association Newsletter*. The website provides a link to Missouri chapters.

American Association for International Aging (AAIA)

1900 L Street, NW, Suite 510
Washington, DC 20036
(202) 833-8893 / (202) 833-8762 (FAX)
<http://www.unm.edu/~aging/AAIA.welc.html>

AAIA is a nonprofit, membership organization of individuals and groups, established in 1983 as a United States response to the United Nations sponsored World Assembly on Aging. The organization encourages new ideas for program development in senior enterprise, senior volunteerism, senior education, and senior consumerism. AAIA publishes a quarterly newsletter, *AAIA Reports*, as well as other publications and directories.

American Association of Homes and Services for the Aging (AAHSA)

901 E Street NW, Suite 500
Washington, DC 20004-2011
(202) 783-2242 / (202) 783-2255 (FAX)
<http://www.aahsa.org>

Founded in 1961, AAHSA is the national association dedicated to providing quality housing, health, community, and related services to older persons. The AAHSA website has information on Medicare, assisted living, and consumer tips. AAHSA publishes *AAHSA Provider News*, a monthly newsletter, and *Washington Report*, a biweekly newsletter.

American Association of Retired Persons (AARP)

601 E Street NW
Washington, DC 20049
(202) 434-2277
<http://www.aarp.org>

AARP is a nonprofit, nonpartisan organization dedicated to helping older Americans achieve lives of independence, dignity, and purpose. Founded in 1958, membership is open to persons age 50 or older, whether working or retired. The association offers

a wide range of membership services, advocacy and legislative representation at federal and state levels, and educational and community service programs, carried out through staff and a national network of volunteers and local chapters. The website facilitates discussions on a myriad of topics including travel, grandparenting, and books. Members receive *Modern Maturity*, a bimonthly magazine, and a monthly newsletter, *AARP Bulletin*. The National Retired Teachers Association (NRTA) is a division of AARP. The website provides a link to Missouri chapters.

American Health Care Association (AHCA)

1201 L Street NW
Washington, DC 20005
(202) 842-4444 / (202) 842-3860 (FAX)
<http://www.ahca.org/>

Founded in 1949, AHCA is the nation's largest federation of licensed nursing homes and residential care facilities. The website provides information on nursing homes and healthcare. AHCA publishes a monthly magazine, *Provider*, and *AHCA Notes*, a newsletter. The website provides a link to the Missouri chapter.

American Society on Aging (ASA)

833 Market Street, Suite 511
San Francisco, CA 94103
(415) 974-9600 / (415) 974-0300 (FAX)
<http://www.asaging.org/>

ASA is a national professional membership organization which offers a wide variety of programs for continuing education and specialized training in aging. Additionally, ASA offers computer-based training and web-enhanced teleconferencing on aging issues. ASA brings together researchers, practitioners, educators, business people, and policymakers. ASA publishes a quarterly journal, *Generations*, and a bimonthly newsletter, *Aging Today*.

Corporation for National Service (CNS)

1201 New York Avenue NW
Washington, DC 20525
(202) 606-5000 / (202) 565-2784 (FAX)
<http://www.cns.gov/>

The National & Community Service Trust Act of 1993 created CNS to administer national volunteer service programs, including the Senior Corps. Senior Corps offers seniors several volunteer opportunities as well as affording community service agencies opportunities for partnerships.

Senior Corps oversees four programs for seniors:

- Foster Grandparents is a volunteer program which links older adults with young people who have special needs. Foster Grandparents offer emotional support to abused children, tutor children with poor reading skills, mentor troubled teenagers, and care for infants and children with physical disabilities and severe illnesses. Consider inviting Foster Grandparents to bring their “grandchildren” to the library or to volunteer at youth programs. To locate a chapter in your area visit the Foster Grandparents website at: *www.fostergrandparents.org/joining/fgp/mo.html*
- The Retired and Senior Volunteer Program (RSVP) links seniors who wish to contribute their time and abilities with community groups able to provide meaningful and needed work experiences. Libraries are sites which can provide positive work experiences for seniors.
- Senior Companions is an outreach program which provides older adults who need extra assistance with the support to enable them to live independently in their own homes. Senior Companions provide companionship and friendship to homebound seniors and assist them by performing simple chores and providing transportation. Libraries can partner with Senior Companion volunteers to have library information and materials delivered to homebound seniors.
- Seniors for Schools is part of the Senior Corps Demonstration initiative that tests new models and emerging effective practices for involving older people in volunteer services. Seniors for Schools is a program which recruits and trains seniors to help children needing extra help with reading. Seniors are placed in elementary schools to provide literacy services, including tutoring in reading, to children with achievement difficulties. Libraries can assist this group of volunteers by providing them with the needed books and bibliographic tools.

The CNS website provides current information on the status of volunteerism in relation to government initiatives. The website provides a link to Missouri agencies.

Department of Veterans Affairs (VA)

810 Vermont Avenue NW

Washington, DC 20420

(202) 273-5700 / (202) 273-6705 (FAX)

<http://www.va.gov/>

Established in 1930, VA is the cabinet-level department that administers laws authorizing benefits for former members of the armed forces and their dependents.

Experience Works Missouri/Nebraska Region

P. O. Box 414
Buffalo, MO 65622
(417) 345-2797 / (417) 345-2998 (FAX)
<http://www.experienceworks.org>

Experience Works, formerly Green Thumb, Inc., is America's oldest and largest non-profit provider of mature and disadvantaged worker training and employment. The mission of Experience Works is "to strengthen families and communities by providing such individuals with opportunities to learn, work, and serve others." Partnering with Experience Works can provide the library with a resource for staffing and career opportunities to community seniors.

Federal Council on the Aging (FCoA)

330 Independence Avenue SW
Room 4661, Cohen Building
Washington, DC 20201
(202) 619-2451 / (202) 619-3759 (FAX)

FCoA was created by Congress under Title 11 of the 1973 amendments to the Older Americans Act. It is comprised of 15 members selected by the President and Congress. The functions of the council include: reviewing, evaluating, and recommending federal policies, programs, and activities affecting the aging; informing the public about the problems and needs of the aging; conducting public forums to discuss and publicize these problems and needs; and publishing an annual report to the President on the council's activities and recommendations.

Generations United (GU)

c/o Child Welfare League of America (CWLA)
440 First Street NW, Suite 310
Washington, DC 20001-2085
(202) 638-2952 / (202) 638-4004 (FAX)
<http://www.gu.org>

GU, a non-incorporated cooperative coalition of over 100 national organizations, promotes an intergenerational approach to advocacy and service for young and old and works to enhance the ongoing public policy, public information, and program activities of its member organizations. It accomplishes this in part through conference and workshop speakers, program ideas, and technical assistance on state and local organizing. The website provides information on intergenerational programs and grandparents as caregivers. GU publishes a quarterly newsletter, *Newsline*.

Gerontological Society of America (GSA)

1275 K Street NW, Suite 350
Washington, DC 20005-4006
(202) 842-1275 / (202) 842-1150 (FAX)
geron@geron.org
<http://www.geron.org>

Founded in 1945, GSA is a membership organization of professionals, which promotes the study of aging, the exchange of information between researchers and practitioners, and the use of research in forming public policy. Its interdisciplinary membership includes researchers, practitioners, and educators. It holds an annual scientific meeting and publishes two bimonthly journals, *The Gerontologist* and *The Journals of Gerontology*, plus a monthly newsletter, *Gerontology News*.

Gray Panthers Project Fund

P. O. Box 21477
Washington, DC 20009-9477
(202) 466-3132 / (202) 466-3133 (FAX)
<http://www.graypanthers.org/>
Missouri chapter: contact Eugene Schwartz (314) 727-7563

The Gray Panthers is a membership organization for people of all ages founded in 1970 by Maggie Kuhn. Working through local chapters and at the national level, the organization carries out programs of consciousness raising, education, petition drives, lawsuits, Congressional testimony, and media monitoring on a variety of aging issues, including national health care, affordable housing, Social Security, and peace. It often collaborates with youth groups for social change. It publishes a semiannual newspaper, *Network*, and other educational materials.

National Academy of Elder Law Attorneys (NAELA)

1604 North Country Club
Tucson, AZ 85716
(602) 881-4005 / (602) 325-7925 (FAX)
<http://www.naela.com/>

NAELA was incorporated in 1987 to ensure delivery of quality legal services for older persons and to advocate for their rights by promoting technical expertise and education. It provides information to help select an attorney. The website is a valuable resource for information concerning legal issues, finances, health care, and decision making for seniors. NAELA publishes *NAELA Quarterly* and *NAELA News*.

National Alliance of Senior Citizens (NASC)

1700 18th Street NW, Suite 401
Washington, DC 20009
(202) 986-0117 / (202) 986-2974 (FAX)

NASC is a membership organization of individuals founded in 1974 to advance the interests of older Americans. NASC provides its membership and the general public with current information on issues such as Social Security, health care, long-term care, and pensions. NASC publishes *Senior Guardian*, a bimonthly newsletter.

National Association for Home Care (NAHC)

228 7th Street SE
Washington, DC 20003
(202) 547-7424 / (202) 547-3540 (FAX)
<http://www.nahc.org>

Founded in 1982, NAHC represents home care agencies, hospices, and home care aide organizations. Members of NAHC are corporations and other entities that provide health care and supportive services to persons in their own homes. The organization publishes the monthly magazine *Caring*, a monthly newspaper *Home Care News*, and the *NAHC Report*, a weekly newsletter which focuses on legislative, regulatory, and judicial issues concerning home care.

National Association of Area Agencies on Aging (N4A)

1112 16th Street NW, Suite 100
Washington, DC 20036
(202) 296-8130 / (202) 296-8134 (FAX) / (800) 677-1116 (Eldercare Locator)
<http://www.n4a.org/>

Founded in 1975, N4A is a private, nonprofit organization representing the interests of Area Agencies on Aging (AAA). It provides advocacy, legislative information, training, and technical assistance related to the management of AAAs and programs for older persons. It also provides consulting services to employers in the development and implementation of eldercare information and referral services. It administers the Eldercare Locator, a national toll-free telephone database of information and referral services at the state and local level. N4A publishes the *National Directory for Eldercare Information and Referral* and the monthly newsletter, *Network News*.

National Caucus and Center on Black Aged, Inc. (NCBA)

1424 K Street NW, Suite 500
Washington, DC 20005
(202) 637-8400 / (202) 347-0895 (FAX)
<http://www.ncba-blackaged.org/>

NCBA, founded in 1970, is the only national organization dedicated exclusively to improving the quality of life for African-Americans and other minority older persons. NCBA's programs include housing sponsorship, technical assistance to housing organizations, the Senior Employment Program, employment training and placement, and legislative and public policy advocacy. The group publishes *Profiles of the Black Elderly*, an overview of the status of older African-Americans.

The National Committee to Preserve Social Security and Medicare

2000 K Street NW, Suite 800
Washington, DC 20006
(202) 822-9459 / (202) 822-9612 (FAX)
<http://www.ncpssm.org/>

Founded in 1983, the National Committee to Preserve Social Security and Medicare is a national membership organization that works to protect and improve Social Security and Medicare. The committee seeks to educate the public and its members, respond to members' concerns and questions about Social Security and Medicare, and to influence legislation through lobbying and organizing its membership to respond to legislative proposals. The website has useful information on Social Security issues in general, but also supports a feature called "Ask Mary Jane," where individuals can get answers to specific questions. The committee publishes a periodic bulletin, *Legislative Alert*, and a magazine, *Secure Retirement*.

National Council on the Aging (NCOA)

409 3rd Street SW, Suite 200
Washington, DC 20024
(202) 479-1200
<http://www.ncoa.org>

Founded in 1950, NCOA is a nonprofit organization of professionals providing service to older persons. NCOA offers policy and legislative advocacy, professional development, research, and information resources to its members. Major publications include *Innovations*, a quarterly journal for community services organizations, *NCOA Networks*, *Perspectives on Aging*, and *Abstracts in Social Gerontology: Current Literature on Aging*.

National Council of Senior Citizens (NCSC)

1331 F Street NW
Washington, DC 20004-1171
(202) 347-8800 / (202) 624-9595 (FAX)
<http://www.ncscinc.org>

Founded in 1961 to work for the passage of Medicare, NCSC is a national membership organization that works at local and federal levels to legislate benefits for older persons. In addition to political and legislative activities, NCSC offers members discounts on insurance, travel, and prescriptions. NCSC is also a provider of Section 202 low-income senior housing and is an administrator of senior employment programs. The organization publishes a monthly newsletter, *Senior Citizens News*. The NCSC website provides a link to the Missouri Council of Seniors.

National Family Caregivers Association (NFCA)

10400 Connecticut Avenue, #500
Kensington, MD 20895-3944
(800) 896-3650 / (301) 942 2302 (FAX)
<http://www.nfcacares.org/>

NFCA is a grass roots membership organization (free for family caregivers) created to educate, support, empower, and advocate for the millions of Americans who care for chronically ill, aged, or disabled loved ones. Through its services in the areas of information and education, support and validation, public awareness and advocacy, NFCA strives to minimize the disparity between a caregiver's quality of life and that of mainstream Americans. The website includes a complete bibliography, "Caring for Aging Parents and Other Elderly Relatives." NFCA supports National Family Caregivers Month, which is celebrated in November. NFCA offers low-cost promotional items recognizing caregivers and informational brochures and publishes *Take Care!* With the financial support of Novartis Pharmaceuticals, NFCA offers a support kit for caregivers of people with Alzheimer's disease. The kit includes a video and several informational brochures and is available free of charge via the NFCA website.

National Institute on Aging (NIA)

National Institutes of Health
Building B1 Center Dr.
MSC 2292
Bethesda, MD 20892-2292
(301) 496-1752 / (301) 496-1072 (FAX)
<http://www.nih.gov/nia>

NIA, a federal government agency within the National Institutes of Health, was established through the Research on Aging Act of 1974. NIA conducts and supports bio-

medical and behavioral research to increase knowledge of the aging process and associated physical, psychological, and social factors resulting from advanced age.

National Library Service for the Blind and Physically Handicapped (NLS)

Library of Congress
Washington, DC 20542
(202) 707-5100 / (202) 707-0712 (FAX)
<http://www.loc.gov/nls/>

Through a national network of cooperating libraries, NLS administers a free library program of Braille and audio materials circulated to eligible borrowers in the United States by postage-free mail. For more information, see the entry for Missouri's Wolfner Library for the Blind and Physically Handicapped near the end of this chapter.

National Senior Citizens Law Center (NSCLC)

1815 H Street NW, Suite 700
Washington, DC 20006
(202) 887-5280 / (202) 785-6792 (FAX)
<http://www.nsclc.org>

Established in 1972, NSCLC provides litigation support services, legal research, and national policy representation for lawyers and paralegals serving low-income elders. It provides assistance primarily to legal field staff in programs funded by the Legal Services Corporation and private attorneys. The center publishes the *Washington Weekly* newsletter, *Nursing Home Law Letter*, and a number of manuals and other resources.

Native Elder Health Care Resource Center

4455 East Twelfth Avenue
Denver, CO 80220
(303) 315-8974 / (303) 315-8669 (FAX)
<http://www.uchsc.edu/sm/nehcrc/>

The Native Elder Health Care Resource Center is a national resource center for older American Indians, Alaska Natives, and Native Hawaiians with special emphasis on culturally competent health care. The center focuses its efforts on ascertaining health status and conditions, improving practice standards, increasing access to care, and mobilizing community resources.

Older Women's League (OWL)

666 11th Street NW, Suite 700
Washington, DC 20001
(202) 783-6686 / (202) 638-2356 (FAX)
<http://www.owl-national.org/>

Chapter information can be obtained by calling (800) 825-3695

Founded in 1980, OWL is a national membership organization concerned with improving the lives of middle-aged and older women. OWL promotes advocacy and educational activities at the state and federal levels and through local chapters. The organization publishes a bimonthly newspaper, the *Owl Observer*, as well as other publications and educational materials.

Rehabilitation Research and Training Center on Aging with a Disability

Rancho Los Amigos National Rehabilitation Center
7601 E. Imperial Hwy, Building 800-W
Downey, CA 90242
(562) 401-7402 / (562) 401-7011 (FAX)
<http://www.agingwithdisability.org/>

The Rehabilitation Research and Training Center on Aging with a Disability investigates the impact of aging on persons with disabilities, examining issues such as health changes, family needs, and job accommodation. The center specializes in new research on aging with a disability and provides training to physicians, direct service professionals, and consumers. It is a source of information for the Americans with Disabilities Act and provides Fact Sheets related to job accommodations.

Service Corps of Retired Executives (SCORE)

409 3rd Street SW
Washington, DC 20024
(202) 205-6762 / (202) 205-7636 (FAX)
<http://www.score.org>

SCORE, established in 1964 by the U.S. Small Business Administration, is a national, nonprofit association. The SCORE network of volunteer business executives and professionals, mainly retirees, provides small businesses with technical and managerial counseling and training on an individual basis and through workshops. Professionals with time-tested knowledge and expertise provide website visitors with business advice and mentoring via e-mail. The organization publishes the monthly newsletter, *Savant*. The website offers a link to chapters in Missouri.

Setting Priorities for Retirement Years Foundation (SPRY)

10 G Street NE, Suite 600
Washington, DC 20002
(202) 216-0401 / (202) 216-0779 (FAX)
<http://spry.org/>

The foundation was established as a nonprofit organization in 1991. Its mission is to help older adults plan for healthy and financially secure futures and achieve successful aging. To reach that goal, SPRY conducts research and develops educational programs. SPRY also publishes books and pamphlets on aging issues, and conducts workshops on such issues as technology, the World Wide Web, and Social Security.

Social Security Administration (SSA)

6401 Security Boulevard
Baltimore, MD 21235
(800) 772-1213
<http://www.ssa.gov>

SSA administers a national program of contributory social insurance.

U.S. Senate Special Committee on Aging

G-31 Dirksen Building
Washington, DC 20510-6400
(202) 224-5364 / (202) 224-9926 (FAX)

Established in 1961, the Special Committee on Aging is charged with conducting a continuing study of all issues affecting older people. It conducts hearings and publishes reports on subjects such as Medicare, Social Security, health care, retirement income, employment, housing, energy assistance, and crime. Its findings and recommendations are submitted to the Senate annually in its report, *Developments in Aging*. The committee also conducts oversight of federal agencies and programs that are designed to assist older people.

Note: Format and content of the national organization list adapted in part from the American Association of Retired Persons (AARP) directory (<http://www.aarp.org>).

Local Resources

State and local organizations on aging can provide libraries with information regarding local trends in aging and senior service developments. These agencies can link libraries to community resources for services and programming needs.

Additionally, staffs of local organizations can provide libraries with expertise for developing senior-related services, staff inservices, grant writing, and collection development. Library directors and staff must work to develop relationships with the staffs at these agencies to successfully improve library services for seniors in the community.

Missouri-specific information can be found on the websites of these agencies.

Community Connection

Office of Social and Economic Data Analysis

508 Lewis Hall

Mail to: 602 Clark Hall

University of Missouri Outreach and Extension

Columbia, MO 56211

(888) 463-6221 / (573) 884-4635 (FAX)

<http://www.communityconnection.org>

The University of Missouri's Outreach and Extension Department maintains the Community Connection website. Community Connection is a statewide database of community resources and consumer information available on the Internet. It includes both public and private, nonprofit and for-profit resources, including agencies, organizations, government units, clubs, associations, schools, churches, businesses, libraries, and others. The site is an "electronic yellow pages" which helps users reach people and resources.

Governor's Advisory Council on Aging

Missouri Department of Health and Senior Services

P. O. Box 1337

Jefferson City, MO 65102

(573) 751-3082 / (573) 751-8687 (FAX)

<http://www.dss.state.mo.us/da/gac.htm>

The mission of the Governor's Advisory Council on Aging, together with the Department of Health and Senior Services, is to "provide advice and council to improve the quality of life for all seniors in the State of Missouri." This partnership seeks to "ensure the dignity of older individuals and strives for their maximum possible level of independence." The council's function is to "investigate and advise regarding the needs, concerns, and potential of Missouri's elderly population." At least 50% of the members of the council must be over 60 years of age.

Governor's Commission on Special Health, Psychological, and Social Needs of Minority Older Individuals

Missouri Department Health and Senior Services

P. O. Box 1337

Jefferson City, MO 65109

(573) 751-8535 / (573) 751-8687 (FAX)

<http://www.dss.state.mo.us/da/mincom.htm>

The function of the Governor's Commission on Special Health, Psychological and Special Needs of Minority Older Individuals is to "study certain needs of the state's minority older individuals." The four major minority groups the commission focuses on are Asian-American, African-American, American Indian, and Hispanic. The commission's primary function is to prepare an annual report, which includes an overview of special health needs, problems experienced by older individuals in obtaining services from governmental agencies, and identification of programs at the state and local level designed to specifically meet the needs of minority older adults. The report also includes recommendations for program improvements and services to the governor and key legislators. The commission solicits and considers input from individuals and organizations representing the concerns of the minority older population.

Governor's Council on Disabilities

3315 West Truman Boulevard, Suite 132

P. O. Box 1668

Jefferson City, MO 65102-1668

(573) 751-2600 / (800) 877-8249 / (573) 526-4109 (FAX)

<http://www.dolir.state.mo.us/gcd/index.htm>

The Governor's Council on Disabilities works to create a climate in which all Missourians with and without disabilities have equal access to employment opportunities. The council conducts educational seminars, on-site training, and an annual conference in addition to publishing a newsletter, a resource directory, and informational brochures on topics relating to people with disabilities.

Missouri Assistive Technology Advisory Council

Department of Labor and Industrial Relations

4731 S. Cochise, Suite 114

Independence, MO 64055-6975

(816) 373-5193 / (816) 373-9314 (FAX)

<http://www.dolir.state.mo.us/matp/council.htm>

The mission of the council is to "increase access to assistive technology for all

Missourians with disabilities through systems change.” It works to provide direction to Missouri Assistive Technology in the areas of legislation, training, information dissemination, and individual advocacy. The council is comprised of individuals with disabilities and organizations that advocate for persons with disabilities.

Missouri Bar

P. O. Box 119
Jefferson City, MO 65102-0119
(573) 635-4128 / (573) 635-4128 (FAX)
<http://www.mobar.org/>

The Missouri Bar publishes the *Senior Citizens Handbook: Laws and Programs Affecting Senior Citizens In Missouri*. This handbook links seniors to information on topics such as health care programs, housing resources, grandparents’ rights, financial assistance, and personal planning and protection. In addition to the handbook, the Bar also publishes a multitude of public information brochures, which can be useful as library program supplements. The Bar also operates a lawyer referral service and legal aid offices throughout Missouri.

Missouri Center on Minority Health and Aging

Lincoln University Cooperative Extension
215 Allen Hall, P. O. Box 29
820 Chestnut Street
Jefferson City, MO 65102-0029
(573) 681-5530 / (573) 681-5546 (FAX)
<http://www.luce.lincolnu.edu/mcmha>

The Missouri Center on Minority Health and Aging’s mission is to provide “leadership in addressing the health, social, and economic needs of Missouri’s minority, disabled, and elderly populations.” This is accomplished through education, training, applied research, policy, and technology. The center serves low-income African-Americans, Hispanic/Latino Americans, Asian and Pacific Islanders, and Native Americans throughout Missouri. The center coordinates the Annual Institute on Minority Aging each September.

Missouri Area Agencies On Aging (AAA)

Addresses and contact information for each Missouri AAA are listed at the end of the chapter.

The Missouri Area Agencies on Aging receive funding administered through the Missouri Department of Health and Senior Services. While each AAA addresses the basic services categories of the National Association of Area Agencies on Aging, each

is unique. The common thread of AAAs is that they serve as lifelines to a multitude of seniors with diverse needs and advocate for service enhancements for seniors. Additionally, AAAs play a central role in assessing community needs and developing the programs that will answer those needs. Meeting with the executive director of the AAA that serves your area will give you a thorough overview of senior needs and services in your community. See Chapter 8 for more information about the Missouri Area Agencies on Aging.

Missouri Department of Health and Senior Services (DHSS)

P. O. Box 1337

Jefferson City, MO 65102

(573) 751-3082 / (573) 751-2043 (FAX) / (800) 392-0210 (toll-free hotline)

<http://www.dhss.state.mo.us>

The purpose of the Department of Health and Senior Services is to promote, maintain, improve, and protect the quality of life and quality of care for Missouri's older adults and persons with disabilities so they may live as independently as possible with dignity and respect. Its goals are to improve seniors' quality of life, assure the maintenance of seniors' personal dignity, and protect seniors' basic rights to ensure that their mission is accomplished. The department's services include programs that safeguard the well-being of residents in long-term care facilities and support care for older persons who live at home. It is the parent agency of services such as the Governor's Silver Club, the Ombudsman Program, and the Older Volunteer Service Bank.

The Department of Health and Senior Services produces the *Missouri Guide for Seniors* (www.dss.state.mo.us/da/guide/). This comprehensive guide assists seniors, family members, friends, and professionals involved with aging in finding needed information on a wide variety of topics, including financial assistance, health care, housing, senior rights, estate planning, and legal assistance.

The guide also includes an information and referral directory, which provides users with phone numbers to a multitude of agencies that target seniors, and an Internet webpage directory, which links users to national organizations concerned with seniors.

With the Governor's Advisory Council on Aging, the Department of Health and Senior Services sponsors the annual Troy Cole Intergenerational Program awards. The purpose of the award is to identify and promote innovative intergenerational programs within Missouri. Nomination forms are sent to public libraries each spring. The awards are presented at the annual Governor's Conference on Aging.

Wolfner Library for the Blind and Physically Handicapped

Office of the Secretary of State, Missouri State Library

Missouri State Information Center

600 West Main Street

Jefferson City, MO 65102

(573) 751-8720 / (800) 392-2614 (toll-free within Missouri) / (573) 526-2985 (FAX)

<http://mosl.sos.state.mo.us/lib-ser/wolf/wolfhome.html>

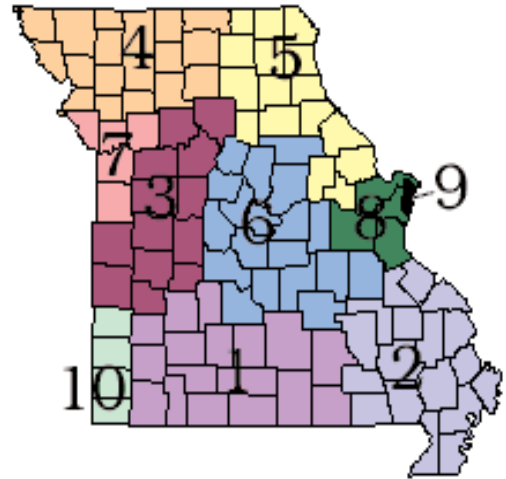
The Wolfner Library for the Blind and Physically Handicapped is a free library service available to anyone in the State of Missouri who is unable to use standard print materials due to a physical impairment. Residents have access to over 350,000 volumes of books in non-print formats (Braille, cassette) and to over seventy magazines. Special playback equipment (provided by the library free of charge) is required. All books and magazines are mailed free of charge to and from library patrons. Public libraries can request deposit collections. The application for Wolfner services, a list of print catalogs, and the Wolfner online catalog are accessible on the Wolfner website.

Wolfner Library, in cooperation with the National Federation of the Blind, offers subscriptions to NEWSLINE®, an easy-to-use telephone service that "reads" all the text from various newspapers across the country via digital technology and a computer-synthesized voice. Users need only a touch-tone phone and their personal identification numbers to access any NEWSLINE® service center. This service will be toll-free, statewide, in March 2002.

Missouri Area Agencies On Aging

1. Southwest Office on Aging

Dorothy Knowles, Exec. Director
1735 S. Fort
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(417) 865-2683 (FAX)
<http://www.swmoa.com>



2. Southeast MO AAA

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1219 N. Kingshighway, Suite 100
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(573) 335-3331 / (800) 392-8771 / (573) 335-3017 (FAX)
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3. District III AAA

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4. Northwest MO AAA

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5. Northeast MO AAA

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6. Central MO AAA

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7. Mid-America Regional Council

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(816) 421-7758 (FAX)
<http://www.marc.org>

8. Mid-East MO AAA

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9. St. Louis AAA

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10. Region X AAA

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