

Programs & Services

HELPING SENIORS

Live Life to the Fullest



PCA

PHILADELPHIA CORPORATION FOR AGING
Enriching lives. preserving dignity.™

ABOUT PCA

Philadelphia Corporation for Aging (PCA) provides information and services to help older Philadelphians live as independently as possible and make the most of the wealth of resources and opportunities our city offers its older citizens.

PCA HELPLINE: 215-765-9040 **For Hearing Impaired: 215-765-9041 (TDD)**

The PCA Helpline operates from 8:30 a.m. to 5 p.m. Monday through Friday. Callers can obtain information about programs and services for Philadelphians aged 60 and older, or who have disabilities. These include: housing, care at home, senior community centers, employment and volunteer opportunities, health insurance, protective services, transportation, and more.

The PCA Helpline main number offers English and Spanish options. PCA contracts with an on-call language interpreter service that allows communication in more than 140 languages, and also maintains the following dedicated telephone lines:

- Chinese - 215-399-4944
- Hindi - 215-399-4943
- Khmer - 215-399-4940
- Korean - 215-399-4941
- Vietnamese - 215-399-4942

Anyone can report suspected abuse of an elder 24 hours a day, seven days a week, by calling 215-765-9040 and selecting “to report elder abuse.” For more information on protective services, see page 19.

PCA WEBSITE

PCA’s website, www.pcaCares.org, provides information on services, organizations and activities for older Philadelphians and those who care for them. It includes a directory of more than 1,200 organizations and programs that serve older Philadelphians. PCA’s website offers translation into 17 languages through the World Lingo service.

INTERPRETATION AND TRANSLATION

Interpretation and translation are provided for non-English-speaking individuals on a case-by-case basis, at no cost.

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SENIOR COMMUNITY CENTERS

These senior centers and satellite meal programs are funded by PCA.

NORTH CENTRAL

**Norris Square
Senior Citizen Center, CHCS**
2121 N. Howard St., 19122
215-423-7241

**St. Anne's
Senior Citizen Center, CHCS**
2607 E. Cumberland St., 19125
215-423-2772

King Older Adult Center
2101 W. Cecil B. Moore Ave., 19121
215-685-2716

Lehigh Senior Center
Pavilion Building #6
1701 W. Lehigh Ave., 19132
215-226-0761

**Lutheran Settlement House
Senior Center**
Temporary Location:
Atonement Lutheran Church
1542 E. Montgomery Ave. 19125
215-964-9698

Mann Older Adult Center
3201 N. 5th St., 19140
215-685-9844

North Broad Street Senior Center
1438 N. Broad St., 19121
215-978-1300

On-Lok House*
219 N. 10th St., 19107
215-599-3016

**Philadelphia Senior Center –
Tioga Branch**
1531 W. Tioga St., 19140
215-227-9999

Spring Garden Senior Center
1221 Spring Garden St., 19122
215-787-2944

NORTHWEST

Center in the Park
5818 Germantown Ave., 19144
215-848-7722

The Center at Journey's Way
403 Rector St., 19128
215-487-1750

PHA Emlen Arms Satellite*
6733 Emlen St., 19119
215-684-5892

West Oak Lane Senior Center
7210-18 Ogontz Ave., 19138
215-685-3511

* Indicates a satellite meal center

SENIOR COMMUNITY CENTERS

Adults age 60 or older will find a warm welcome at Senior Community Centers and satellite meal centers conveniently located in neighborhoods throughout Philadelphia. A list of centers can be found on the following pages. The PCA Helpline, 215-765-9040, can also provide information on senior centers that serve immigrant and limited-English-speaking elders.

Vital services such as information and referral, benefits assistance, congregate meals, and transportation assistance are available at centers. Recreational and educational activities, group trips, and programs catering to a variety of interests and hobbies make senior centers social hubs for older adults. Activities at individual centers vary, and may include computer classes; art and music classes; exercise; dance; health promotion; and social, educational and cultural activities. Centers also provide a variety of opportunities for volunteering and civic engagement.

NORTHEAST

KleinLife Center & Russian Satellite

10100 Jamison Ave., 19116
215-698-7300

KleinLife Tabas House Satellite*

2101 Strahle St., 19152
215-745-3127

Juniata Park Older Adult Center*

1251 E. Sedgley Ave., 19134
215-685-1490

Northeast Older Adult Center*

8101 Bustleton Ave., 19152
215-685-0576

Peter Bressi Northeast Senior Center

4744-46 Frankford Ave., 19124
215-831-2926

WEST

Older Adult Sunshine Center

137 S. 58th St., 19139
215-472-6188

West Philadelphia Senior Community Center

1016-26 N. 41st St.
(41st & Poplar Sts.), 19104
215-386-0379

SOUTHWEST

Star Harbor

Senior Citizen Center, CHCS
4700 Springfield Ave., 19143
215-726-7468

Southwest Senior Center

6916 Elmwood Ave., 19142
215-937-1880

SOUTH

St. Charles

Senior Community Center, CHCS
1941 Christian St., 19146
215-790-9530

Marconi Older Adult Program

2433 S. 15th St., 19145
215-218-0800

PHA Cassie L. Holly Apts. Satellite*

2100 Dickinson St., 19146
215-684-4891

PHA Wilson Park Satellite*

2508 Jackson St., 19145
215-684-4895

Philadelphia Senior Center – Coffee Cup Satellite and Asian- Pacific Senior Resource Center*

247 S. 10th St., 19107
215-627-8048

Philadelphia Senior Center – Main Branch

509 S. Broad St., 19147
215-546-5879

South Philadelphia Older Adult Center

1430 E. Passyunk Ave., 19147
215-685-1697

HEALTHY AGING

As we age, it becomes increasingly important to adopt and maintain healthy lifestyles in order to continue to live as independently as possible. People who are physically active, have healthy lifestyle habits and take an active role in managing chronic medical conditions will have a better quality of life as they age than those who do not.

Philadelphia Corporation for Aging's PrimeTime Health Promotion Program empowers older adults to adopt safe, healthy lifestyles, reducing their risk of dependence and disability.

PCA works with community health care organizations to present evidence-based health promotion programs city-wide that provide information, education, skill-building, screenings and support for older adults. The programs take place primarily at senior community centers throughout the year, and focus on the following priority areas:

- Alcoholism
- Mental Health & Depression
- Injury Prevention
- Exercise & Nutrition
- Chronic Conditions
- Urinary Incontinence
- Medication Management

Schedules are available from the individual senior community centers; through the Event Calendar of www.pcaCares.org; or from the PCA Helpline at 215-765-9040.



MEAL PROGRAMS

Good nutrition is essential for health at any age, but is especially important as you grow older. In Philadelphia, food programs are available to help ensure that older adults obtain the food and nutrition they need. Lunch is served Monday through Friday at Senior Community Centers and satellite meal programs funded by PCA. Anyone aged 60 or older (proof of age required) can go to these sites and have a hearty, nutritious lunchtime meal. Donations are requested, but not required. Reservations are required.

People who are homebound, and who meet other qualifications, can obtain home-delivered meals through PCA. Other home-delivered meal services are available for those who do not qualify for meals through PCA.



EMPLOYMENT AND VOLUNTEER OPPORTUNITIES

Many older adults who are past retirement age may wish to continue working for financial reasons or personal fulfillment; or they may be interested in sharing their knowledge and experience as volunteers.

The PCA Helpline at 215-765-9040 can connect seniors with resources to learn about the many employment and volunteer programs available in Philadelphia. Information is also available from the website at www.pcaCares.org.

Programs that PCA supports are on the next page.

Senior Companion Program

Income-eligible seniors age 55 and older may participate in this part-time, federally-subsidized volunteer program that provides a small stipend to promote the welfare of homebound seniors.

Senior Companions visit with the elderly or persons with disabilities who need assistance in order to remain in their homes. PCA administers the program with funding from the Corporation for National and Community Service.

For more information, contact the PCA Helpline at 215-765-9040.

Senior Community Service Employment Program (SCSEP)

The Mayor's Commission on Aging operates one of four SCSEPs in Philadelphia. This program provides employment and job search training to income-eligible persons age 55 and older. Participants are placed in temporary federally-subsidized employment, part time, up to 20 hours per week, in nonprofit and public agencies to acquire valuable skills and work experience for the purpose of obtaining regular and unsubsidized employment.

For more information, contact the Mayor's Commission on Aging at 215-686-8450.

Jewish Employment and Vocational Service (JEVS)

Career Solutions for 55+

As operated by JEVS Human Services, this employment program helps older adults, age 55 and older, learn new skills and secure jobs.

Services include career workshops, job readiness training, resumé evaluation, placement assistance, and access to a computer lab equipped with software tutorials and job search related programs. For more information, contact Career Solutions for 55+ at 267-647-7137.

TRANSPORTATION

Transportation is vital for preserving independence. Public transportation providers, including AMTRAK, SEPTA, PATCO, New Jersey Transit and the Delaware River Port Authority, offer discounts for adults aged 65 and older.

In addition, the following transportation services are available:

SEPTA's "Seniors Ride Free Program," offered on its fixed route service system, is available to senior citizens, aged 65 or older, who may ride free of charge, 24 hours a day, every day of the week. This includes service on buses, trolleys, the Broad Street Subway and the Market-Frankford Line. Seniors must show one of the following forms of identification when boarding the vehicle to travel for free: Medicare card, Railroad Retirement card or Senior Citizen Transit Identification card.

SEPTA's CCT Connect Shared Ride Program is a ride-sharing transportation service that provides door-to-door transportation by advance reservation to registered Philadelphia seniors age 65 and older on a space-available basis. Seniors must register with SEPTA for this service. Riders pay 15% of the ride cost and share a vehicle with passengers traveling to and from other destinations. For more information, or to register for this program, contact CCT Connect at 215-580-7145.

The ADA Paratransit Program is also offered through SEPTA CCT Connect. This is available to registered customers who are

functionally unable to use SEPTA's fixed route service system for some or all of their mobility needs because of a disability. This service is provided in accordance with the Americans with Disabilities Act (ADA). Generally, this service is provided from door-to-door or curb-to-curb, by advance reservation, and with limited driver assistance. Riders must apply to SEPTA for registration for this program. For more information, contact CCT Connect at 215-580-7145.

PCA Attendant Transportation Service (ATS) provides door-through-door and upper floor assistance to physically and/or mentally impaired residents of Philadelphia aged 60 and older. This service is available to people who are transported by SEPTA's CCT Connect Shared Ride Program and are unable to independently transfer from their home to the vehicle, or from the vehicle to their destination. Riders must be certified by PCA as needing this service, and must also be registered in SEPTA's CCT Connect Shared Ride program. Attendant services are meant to supplement, rather than replace, those of an informal or paid escort. For more information, contact the PCA Helpline at 215-765-9040

The Medical Assistance Transportation Program (MATP) is a medical transportation service available to people receiving Medical Assistance, and is paid for by the Pennsylvania Department of Human Services (DHS). In Philadelphia, MATP is administered by LogistiCare Solutions, LLC. For more information contact LogistiCare at 1-877-835-7436.



HOME- AND COMMUNITY-BASED SERVICES

With the proper support, many people can, and most would prefer, to stay in their homes. Many family members also prefer to care for their loved ones at home, but may need assistance. Home-based care enables the person to maintain independence; to remain in a familiar setting; and to maintain optimum control over his or her own well-being. The following items and services are available:

- Adult Daily Living Services
- Community Transition Services
- Companion Services
- Counseling Services
- Environmental Modifications
- Financial Management Services
- Home-Delivered Meals
- Home Health Services
- Home Support Services
- Non-Medical Transportation
- Participant-Directed Goods and Services
- Participant-Directed Community Supports
- Personal Assistance Services
- Personal Care Services
- Personal Emergency Response System
- Respite Services
- Specialized Medical Equipment and Supplies
- TeleCare

Assessment

An assessment must occur prior to provision of these services. Individuals with the greatest social, economic, and health needs are given priority consideration when seeking assistance through PCA. The process begins with a phone call to the PCA Helpline at 215-765-9040. Following a telephone interview, an assessment worker will be scheduled to visit the home. The assessment worker will talk with the individual to determine the level and types of care needed, the individual's resources, whether there is any

cost involved, and the programs available. Based on clinical and financial criteria, the appropriate programs will be discussed and recommended.

Income, assets and expenses are taken into consideration in determining, on a case-by-case basis, whether a person is eligible to receive services funded through PCA at no cost; on a sliding scale; or on a private pay basis.

In-home care programs through PCA

Services are provided through:

- The Aging Waiver Program
- The Pennsylvania Department of Aging's OPTIONS Program

Each has its own eligibility criteria, but in general, individuals eligible for these care programs are 60 years of age or older, and have an ongoing need for assistance with multiple activities of daily living. PCA or another participant-selected service coordinator organization works with each person to determine needs, abilities, and preferences in order to develop an individualized service plan.

To determine eligibility, please contact the PCA Helpline at 215-765-9040.

Individuals who do not wish to work through Philadelphia Corporation for Aging can contact providers directly and pay privately for services. To locate providers, use the search function of PCA's website at www.pcaCares.org; or call the PCA Helpline at 215-765-9040 for information.



CAREGIVER RESOURCES

Thousands of Philadelphians provide full-time, unpaid care to a dependent adult. Caregiving can be physically demanding and can also take an emotional toll.

Resources are available to assist caregivers, including respite care, adult day services, financial assistance, supplies, education and support groups.

Caregiver Support Program

This program helps people who are caring for a physically and/or mentally impaired person who is:

- 60 or older and unable to perform some of the self-care tasks necessary for daily living
- Under age 60 with a physician's diagnosis of chronic dementia
- Between the ages of 19 and 59, with disabilities, and living with a relative caregiver, who is not a parent, and who is over age 55

PCA works with the caregiver to design a care plan to meet the person's needs and provides information on entitlements, insurance, support groups, and caregiving techniques.

Home adaptations, respite care, and assistance with the purchase of caregiver supplies and adaptive devices that are not covered under Medicare or Medicaid may also be provided.

Some funding from this program also provides services for older primary caregivers, age 55 and older, who are caring for children, age 18 or under, who are related to them and who live in the same household.

For other programs that provide caregiver support, call the PCA Helpline at 215-765-9040.

IN-HOME SUPPORT PROGRAM

Many situations, such as recovery from surgery or another medical condition, can render an older adult temporarily homebound. The In-Home Support Program provides early intervention and prevention services to assist people on their road back to independence. Services are available short-term, for up to six months, to individuals 60 years of age and older who need assistance or supervision when leaving the home. Services may include shopping and housekeeping. Individuals also receive counseling about benefits and discounts. In addition, they may be eligible for home-delivered meals, transportation and a Senior Companion for an extended period of time. Following are the organizations that currently administer this program:

North Central Philadelphia: North City Congress, 215-978-1360

Northeast Philadelphia: KleinLife, 215-698-7300

Northwest Philadelphia: Center in the Park, 215-848-7722

West Philadelphia: Lutheran Children and Family Service, 215-399-4980

South Philadelphia: Catholic Health Care Services, St. Charles Senior Community Center, 215-732-1140

LIVING OPTIONS

PCA's Helpline at 215-765-9040 can provide assistance and information to enable older Philadelphians to explore the housing options available to them, which may include their own homes; continuing care retirement communities; assisted living facilities; domiciliary care homes; personal care boarding homes; or nursing homes. Low-income seniors who wish to live independently in the community may also be eligible for subsidized housing.

Nursing Home Transition

PCA's Nursing Home Transition Program helps nursing home residents aged 60 and older return to community living. Program staff may help appropriate candidates to find housing; modify an existing home to make it accessible; access needed medical, adult day or home-based services; and provide training for independent living. Call PCA's Helpline at 215-765-9040 for information.

Younger nursing home residents, aged 18 to 59, who are interested in returning to community living may contact Liberty Resources at 215-634-2000.



Domiciliary Care (Dom Care)

"Domiciliary" comes from the word "domicile" or home, and is used to describe care provided in the home. PCA's Dom Care program matches adults aged 18 or older who cannot live alone with individuals or families who are willing to open their homes to them. Dom Care providers offer a warm and encouraging family environment, and assist residents with their daily needs, including meals, laundry, personal hygiene and medication administration. PCA makes consumer-provider matches, placing eligible persons in certified homes. Care managers monitor the homes and provide professional guidance.

For more information on becoming a provider or a Dom Care resident, call the PCA Helpline at 215-765-9040.

HOMEOWNER RESOURCES

Serving more than 1,000 people each year, PCA's Housing Department assesses seniors' homes and arranges for repairs and modifications to their homes. Home modifications and repairs may include grab bars, tub seats, intercom systems, lift chairs, bathroom modifications, doors, steps, locks, faucets, smoke alarms, and stair railings.

Individuals who meet financial and other eligibility requirements may receive these services at no cost. Services are also available on a cost-sharing or fully paid basis. There is a waiting list for some services.

In addition to PCA services, there are many resources in Philadelphia which assist homeowners with home repairs, modifications, utilities, mortgages, insurance and other issues. The type of repairs needed, and the homeowner's financial resources will determine which program is most appropriate.

The PCA Helpline at 215-765-9040 can provide information about these programs. Information is also available on the website at www.pcaCares.org.

EMERGENCY ASSISTANCE

There are programs available to assist older Philadelphians who are in need of food, shelter, help with utilities and other bills, or who have been victims of crimes. Details on these programs are available through PCA's website at www.pcaCares.org, or by calling the PCA Helpline at 215-765-9040.

When all other resources have been depleted, the Emergency Fund for Older Philadelphians provides a safety net for the city's senior citizens. Older adults without funds for medication, food, fuel, medical supplies, needing protection from eviction, or in need of other health and safety necessities may be eligible to receive assistance through the Emergency Fund, which is administered by Philadelphia Corporation for Aging on behalf of a coalition of social service agencies.

Assistance is granted ONLY in response to referrals from a recognized social service agency or member of the clergy. Those making a referral must verify that the Emergency Fund is the last available resource for aid.

To make a donation to the Emergency Fund, call the PCA Helpline at 215-765-9040 or donate online at www.pcaCares.org.





ADVOCACY AND PROTECTION

Ombudsman Program

Ombudsman comes from a Swedish word meaning “citizen representative,” and describes someone who represents the interests of others. PCA’s Ombudsman Program helps to protect the rights of individuals in long-term care facilities, including participants at older adult day centers and residents of nursing homes, personal care homes and domiciliary care homes.

Often, residents in long-term care facilities are unable to advocate for themselves. Staff and volunteer ombudsmen visit long-term care facilities; inform residents of their rights; and investigate complaints.

PCA contracts with two community-based nonprofit organizations to address concerns and complaints about these facilities:

- **In South, West or North Philadelphia:** Center for Advocacy for the Rights and Interests of the Elderly (CARIE), 215-545-5724.
- **In Northeast or Northwest Philadelphia:** Center in the Park, 215-844-1829.

Volunteers are always needed to perform this important work. For information on how to volunteer, call the PCA Helpline at 215-765-9040.

Older Adult Protective Services (OAPS)

PCA’s Older Adult Protective Services unit is available 24 hours a day to investigate and respond to reports of elder abuse, neglect, financial exploitation or abandonment.

Reports may be made about persons who are at imminent risk of danger to themselves or their property; or who lack a responsible caregiver and may be unable to perform essential self-care tasks. As mandated by law, all reports are strictly confidential.



Anyone can get help for an older adult in need of protective services by calling the PCA Helpline 24/7 at 215-765-9040.

LEGAL RESOURCES

PCA supports a comprehensive program of legal services for older Philadelphians. Subcontracted providers help individuals with legal problems and conduct group education workshops. Legal service providers assist individuals with such matters as wills, benefits, taxes, small claims court, landlord-tenant disputes, mortgage problems, consumer protection issues, and abuse problems.

Community Legal Services, Aging and Disabilities Unit: 215-227-2400

SeniorLAW Center: 215-988-1244

Temple Elderly Law Project, Temple University’s Beasley School of Law: 215-204-6887



COMMUNITY OUTREACH

PCA has an active outreach program, through which staff volunteers make more than 300 appearances per year, presenting information about services and other resources for older Philadelphians at community events, such as health fairs, senior expos, faith-based gatherings, community meetings and block parties. Groups can request a representative to speak, or to set up an informational table at an event, by calling the PCA Helpline at 215-765-9040.

HEALTH INSURANCE AND BENEFITS

Health care, health insurance and prescription drugs are expensive, and finding an insurance plan that is affordable and offers the best coverage can be challenging. The Pennsylvania Department of Aging created APPRISE, the state health insurance counseling program for Pennsylvanians aged 60 and older, to help them understand their health insurance options and make sound decisions about what is best for them. Health insurance counseling is provided at no cost and is kept confidential.

Continued on next page

Specially trained APPRISE counselors can answer questions about:

- Prescription coverage, including Medicare Part D, PACE, PACENET, veteran's benefits and drug manufacturer's assistance programs
- Medicare coverage, claims and billing questions
- Medicare supplements and Medigap insurance
- Long-term care insurance
- Medicaid and Healthy Horizons, a program to help low-income seniors pay their Medicare premiums
- The Social Security Administration's "Extra Help" Program, which is part of Medicare Part D, for low-income people

Contact one of the following APPRISE providers, depending upon your zip code of residence:

Albert Einstein Medical Center's Premier Years Program

Phone: 215-456-7600

Covered Zip Codes: 19111, 14, 15, 16, 18, 19, 20, 24, 26, 28, 29, 35, 36, 40, 41, 44, 49, 50, 52 and 54.

The Mayor's Commission on Aging

Phone: 215-686-8462

Covered Zip Codes: 19102, 03, 04, 05, 06, 07, 12, 21, 22, 23, 25, 27, 30, 31, 32, 33, 34, 37, 38, 39, 42, 43, 45, 46, 47, 48, 51 and 53.

Free presentations are available to community groups through these two organizations and through the Center for Advocacy for the Rights and Interests of the Elderly (CARIE): 215-545-5728.

ABOUT PCA

Philadelphia Corporation for Aging (PCA) is the first place for older Philadelphians, and adults with disabilities, to turn for information and services to help maintain or improve the quality of their lives.

Established in 1973, PCA is a private, nonprofit, nationally-recognized Area Agency on Aging. PCA contracts with more than 180 community organizations to deliver services aimed at helping older Philadelphians and adults with disabilities achieve their maximum levels of health, independence and productivity. Through its work, PCA touches the lives of more than 100,000 individuals each year.

One of the region's largest nonprofit organizations, PCA is funded primarily through the Older Americans Act, Medical Assistance and the Pennsylvania Lottery, channeled through the Pennsylvania Department of Aging.



PHILADELPHIA CORPORATION FOR AGING

Enriching lives, preserving dignity.™

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www.pcaCares.org

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