



Helping Older Philadelphians
Live Life to the Fullest



PCA

PHILADELPHIA CORPORATION FOR AGING

PCA HELPLINE: 215-765-9040

FOR HEARING IMPAIRED: 215-765-9041 (TDD)

Established in 1973, Philadelphia Corporation for Aging (PCA) is the Area Agency on Aging for Philadelphia County. PCA is the first place for older Philadelphians and adults living with disabilities to turn to for information and services to help maintain or improve the quality of their lives.

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 older Philadelphians and adults living with disabilities in Philadelphia. These programs include care provided in the home, housing repairs, senior community centers, employment and volunteer opportunities, health insurance counseling, protective and legal services, home-delivered meals, and transportation.

The PCA Helpline starts with English and Spanish options and offers communication in more than 140 languages through a telephone-based language interpreter service. PCA also maintains the following language-based 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 or neglect of an older adult, 24 hours a day, seven days a week, by calling 215-765-9040. (Toll-free, outside Philadelphia: 1-888-482-9060) Press 1 for protective services when prompted. For more information on protective services, see page 18.

PCA WEBSITE

PCA's website, **pcaCares.org**, provides information on services, organizations and activities for older Philadelphians, adults living with disabilities in Philadelphia and caregivers. PCA's website offers translation in 17 languages.

INTERPRETATION AND TRANSLATION

Interpretation and translation are provided for non-English-speaking individuals at no cost.

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SENIOR COMMUNITY CENTERS

Adults 60 or older will find a warm welcome at senior community centers and satellite meal sites, conveniently located in neighborhoods throughout Philadelphia. A list of centers can be found on pages 3-4. The PCA Helpline at 215-765-9040 can also provide information on senior centers whose programming is specifically geared toward limited-English-speaking older adults.

Vital services, such as information and referral, benefits assistance, meals, and transportation assistance, are available at senior 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, art, music, exercise, dance and health classes; and social, educational and cultural activities. Centers also provide a variety of opportunities for volunteering and civic engagement.

SENIOR COMMUNITY CENTERS

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

NORTH CENTRAL

**Nativity BVM
Senior Community Center**
3255 Belgrade St., 19134
215-423-7241

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

King Older Adult Center
2100 W. Cecil B. Moore Ave., 19121
215-685-2716

**Lutheran Settlement House
Senior Center**
1340 Frankford Ave., 19125
215-426-9610

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

Northern Living Center
827 N. Franklin St., 19123
215-978-1300

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

**Philadelphia Senior Center –
Allegheny Branch**
1900 W. Allegheny Ave., 19132
267-286-1455

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 site, which provides meals and limited programming*

NORTHEAST

KleinLife: Northeast Philadelphia

10100 Jamison Ave., 19116
215-698-7300

KleinLife: Rhawnhurst

2101 Strahle St., 19152
215-745-3127

KleinLife: Russian-Speaking Satellite*

10100 Jamison Ave., 19116
215-698-7300

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

Firehouse Active Adult Center**

5331 Haverford Ave., 19139
215-472-6188

West Philadelphia Senior Community Center

1016-26 N. 41st St., 19104
215-386-0379

SOUTHWEST

Star Harbor Senior Community Center, CHCS*

4700 Springfield Ave., 19143
215-726-7468

Southwest Senior Center**

6916 Elmwood Ave., 19142
215-937-1880

SOUTH

St. Edmonds

Senior Community Center

2130 S. 21st St., 19145
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 – Avenue of the Arts and Asian Pacific Resource Center

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

South Philadelphia Older Adult Center

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

*Indicates a satellite meal site, which provides meals and limited programming

**Operated by PCA



HEALTH AND WELLNESS

As we age, it becomes increasingly important to adopt and maintain a healthy lifestyle 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.

PCA-funded health and wellness programs empower older adults to adopt safe, healthy lifestyles, reducing their risk of dependency and disability.

Through the Pennsylvania Department of Aging Health and Wellness Program, PCA funds and provides evidence-based health promotion programs to older adults throughout the city on topics including exercise, the management of chronic diseases, such as arthritis, high blood pressure and diabetes; pain management, and falls prevention.

PCA also collaborates with other community health organizations to arrange health-related information, education, skill-building, screening and support for older adults.

Programs are scheduled throughout the year and primarily take place at senior community centers. Schedules are available from the individual centers, through the events calendar at 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 assist older adults in obtaining the nutrition they need. Lunch is served Monday through Friday at senior community centers and satellite meal programs funded by PCA. Anyone 60 or older (proof of age is required) can go to these sites and have a hearty, nutritious lunchtime meal at no cost. Donations are suggested, but not required. Reservations are required.

EMPLOYMENT AND VOLUNTEERING

Many older adults choose to work 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 older adults with resources to learn about the many employment and volunteer programs available in Philadelphia. Information is also available at pcaCares.org.

Senior Companion Program

Income-eligible adults, 55 and older, may participate in the federally subsidized Senior Companion volunteer program that promotes the welfare of homebound older adults. Volunteers receive a small stipend.

Senior Companions visit with older adults or people 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 Senior Companion Program at 215-765-9000, ext. 5126.

Senior Community Service Employment Program (SCSEP)

The Mayor's Commission on Aging operates a Senior Community Service Employment Program in Philadelphia. This program provides employment and job-search training to income-eligible adults, 55 and older. Participants are placed in temporary, federally subsidized employment, up to 20 hours per week, to acquire valuable skills and work experience to help them obtain regular and unsubsidized employment.

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

JEVS Human Services Career Solutions for 55+

Operated by JEVS Human Services, the Career Solutions for 55+ employment program helps adults, 55 and older, to learn new skills and secure jobs.

Located at the Suburban Station CareerLink, services include career workshops, job readiness training, résumé 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 senior discounts starting at age 62 or 65. In addition, the following transportation services are available through SEPTA:

SEPTA’s “Seniors Ride Free Program,” is offered on its fixed-route service system and is available to adults, 65 or older, who may ride free of charge, 24 hours a day, every day of the week. This program includes service on buses, trolleys, the Broad Street Subway and the Market-Frankford Line. Older adults must show one of the following forms of identification when boarding: Pennsylvania driver’s license, Pennsylvania non-driver photo ID card or the new SEPTA Key Senior Fare card.

SEPTA's CCT Connect Shared Ride Program is a ride-sharing transportation service that provides door-to-door transportation by reservation to registered Philadelphia adults, 65 and older, on a space available basis. Older adults 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.

Regional Rail rides within Pennsylvania are free for older adults with valid ID; Pennsylvania driver's license or Pennsylvania non-driver ID card issued before 2017; and SEPTA Key Senior Photo ID Card. Regional Rail rides outside Pennsylvania, traveling between Center City, Philadelphia and New Jersey or Delaware, cost 50% of the regular weekday fare.

The ADA Paratransit Program is also offered through SEPTA CCT Connect. This program 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 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.



HELP IN THE HOME

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 may be available through PCA depending upon clinical and financial eligibility:

- Adult Daily Living Services
- Assistive Technology
- Companion Services
- Counseling Services
- Financial Management Services
- Home-Delivered Meals
- Home Adaptations
- Home Health Services
- Non-Medical Transportation
- Participant-Directed Community Supports
- Participant-Directed Goods and Services
- Personal Assistance Services
- Personal Care Services
- Personal Emergency Response System
- Respite Services
- Service Coordination
- Specialized Medical Equipment and Supplies
- Telecare

Assessment

An assessment must occur to determine eligibility for these services. Individuals with the greatest social and economic 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 worker will talk with the individual to determine the level and types of care needed, the individual's resources, whether there will be 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

In-home care services are provided through:

- The Pennsylvania Department of Human Services' Community HealthChoices
- The Pennsylvania Department of Aging's OPTIONS Program

Each program has its own eligibility criteria, which are discussed during the assessment. PCA or another participant-selected service coordination organization works with each person to determine their needs, abilities and preferences in order to develop an individualized service plan.

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

Home-delivered meals

People who are homebound and 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. For information, call the PCA Helpline at 215-765-9040.



CAREGIVER SUPPORT

Many Philadelphians provide full-time, unpaid care to a dependent adult, according to the National Alliance for Caregiving. Caregiving can be physically demanding and can also take an emotional toll.

Resources are available to assist caregivers, including respite care, adult day services, training, benefits counseling, supplies, education and support groups. Depending on household income, there may also be reimbursement for certain expenses.

Caregiver Support Program

PCA's Caregiver Support Program helps eligible care receivers who meet income guidelines and have a primary, unpaid caregiver to receive financial assistance. Additional eligibility requirements for each type of caregiver-care receiver relationship include:

Caregivers of older adults

Caregivers, 18 or older, who are caring for an adult that is 60 years of age or older, or a person with Alzheimer's disease or a related disorder of any age.

Caregivers of adults with disabilities

Relative caregivers, 55 or older, who are caring for and living with an adult with disabilities.

Older relatives caring for children

Non-parent relatives, 55 or older, who are the primary caretakers of children living with them.

PCA works with the caregiver to design a care plan to meet the person's needs and provides information on benefits, 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.

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



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 older adults who wish to live independently in the community may also be eligible for subsidized housing.

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, 18 and older, who cannot live alone with individuals or families who are willing to open their homes. 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 resident-provider matches, placing eligible people in certified homes. Care managers monitor the homes and provide professional guidance.

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





HOME REPAIRS AND RESOURCES

PCA's Housing Department assesses older adults' homes and arranges for minor repairs and modifications. Home repairs and modifications may include the installation of 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 that assist homeowners with home repairs, modifications, utilities, mortgages, insurance and other issues. The services needed and the homeowner's financial resources will determine eligibility and 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 pcaCares.org.



PROTECTION AND ADVOCACY

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 facilities, assisted living facilities, 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.

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

- **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 volunteering, 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 people who are at imminent risk of danger and 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. (Toll-free, outside Philadelphia: 1-888-482-9060)

LEGAL RESOURCES

PCA supports a comprehensive program of legal services for older Philadelphians. The subcontracted providers below help individuals with legal problems and conduct community education. Providers assist individuals with matters such as wills, benefits, taxes, small claims court, landlord-tenant disputes, mortgage problems, consumer protection issues, and abuse or neglect.

- **Community Legal Services, Aging and Disabilities Unit:** 215-227-2400
- **SeniorLAW Center:** 215-988-1242

COMMUNITY OUTREACH

PCA's Community Engagement team connects diverse populations to the supports necessary to age with independence and dignity in their homes and communities. Staff and volunteers actively engage the community where they are, participating in outreach events throughout the year, including health fairs, senior expos, faith-based gatherings, community events and block parties.

A Commitment to Inclusion

The Community Engagement team has established several advisory councils to assist in outreach to populations of differing ethnicities and creeds. These councils are integral in assisting Community Engagement with outreach efforts, including events and multi-language literature. A current list of these councils can be found below:

- Latino Advisory Council
- African and Caribbean Elders Initiative
- Asian Advisory Council
- Clergy Interfaith Coalition

Plan an Outreach Event

PCA's Community Engagement staff provides speakers and outreach workers for appearances at community events. Representatives can make a presentation or set up an informational table.

INSURANCE AND BENEFITS COUNSELING

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 PA MEDI, the state health insurance counseling program for Pennsylvanians who receive Medicare, to help older adults 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 confidential.

Medicare health insurance counseling

Staff and volunteer counselors are certified by the Department of Aging and are qualified and trained to help anyone who is eligible for Medicare understand their health care coverage options.

Counselors provide free, unbiased and confidential services personalized to your needs.

PA MEDI counselors are available to help navigate the complex system of Medicare and prescription drug coverage.

Community education and outreach

PA MEDI conducts presentations to explain Medicare parts A, B, C and D. These presentations provide the audience with information to make informed choices about Medicare coverage options.

PA MEDI participates in health fairs and community events, and develops partnerships within the community to promote Medicare education and outreach in Philadelphia.

Contact one of the following PA MEDI providers, depending upon your ZIP code of residence:

Einstein Medical Center

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 on Medicare are available to community groups through the above providers and also the Center for Advocacy for the Rights and Interests of the Elderly (CARIE): 215-545-5728.



EMERGENCY ASSISTANCE

Programs are available to assist older Philadelphians who need 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 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 older adults. Older Philadelphians without funds for medication, food, fuel, medical supplies, housing or other health and safety necessities may be eligible to receive assistance through the Emergency Fund, which is administered by PCA on behalf of a coalition of 24 social service and home care 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 that individual.

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

ABOUT PCA

Philadelphia Corporation for Aging's mission is to improve the quality of life for older Philadelphians and people with disabilities and to assist them in achieving their maximum level of health, independence and productivity.

Established in 1973, PCA is a private, nonprofit organization that serves as the Area Agency on Aging for Philadelphia County. PCA contracts with more than 200 community organizations to deliver services aimed at helping older Philadelphians and adults living with disabilities in Philadelphia achieve their maximum levels of health, independence and productivity. Through its work, PCA touches the lives of more than 140,000 individuals each year.

One of the region's largest nonprofit organizations, PCA is funded primarily by federal and state sources.

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PCA Helpline: 215-765-9040

Toll-free 888-482-9060 (outside Philadelphia) • 215-765-9041 (TDD)

PCACARES.ORG

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PHILADELPHIA CORPORATION FOR AGING

Enriching lives, preserving dignity.™