

Carroll County Bureau of Aging & Disabilities

125 Stoner Avenue

Westminster, MD 21157

410-386-3800

FAX: 410-840-0436

Md. Relay: 711 / 800-735-2258

Website: <http://ccgovernment.carr.org/ccg/aging>

Mission: The Bureau of Aging & Disabilities is dedicated to providing the highest quality of services, programs, and assistance to promote choice, dignity and independence for older adults, individuals with disabilities, Veterans, and those who care for them.

Services Provided by the Bureau of Aging & Disabilities

Christine Kay, Director, Department of Citizen Services

Celene Steckel, Bureau Chief, Bureau of Aging & Disabilities

Gina Valentine, Aging and Disabilities Services Supervisor

Patty Whitson, Community Services Supervisor

Rebecca Hellyer, Fiscal Supervisor

The Bureau of Aging & Disabilities is responsible for a wide range of programs and services for older adults (60 +), individuals with disabilities, and Veterans in Carroll County. Combined federal, state, and county funding support essential services for Carroll's older adults, people with disabilities, and Veterans. Programs and activities are offered regardless of race, creed, or national origin. Many programs are offered free of charge. Other programs require small fees and all programs accept donations to help defray costs.

Maryland Access Point (MAP)/Information & Assistance

Maryland Access Point (MAP)/Information & Assistance is a resource for information and assistance about long-term services and supports, particularly for older adults and individuals with disabilities. If you or someone you know needs community services to avoid a nursing home stay or help with shopping, chores or personal assistance because of a disability, MAP is a gateway, guide and a single entry point to long term services and programs within the Bureau of Aging & Disabilities and other service providers in Carroll County.

Referrals are made to supporting services and community agencies. Information is available concerning care giving, housing options, medicine costs, transportation and legal problems, as well as other topics.

Although the main office is located at the Carroll County Bureau of Aging & Disabilities, satellite offices are located at each senior center. A Senior Information and Assistance program staff member visits the senior and community centers on a monthly basis, excluding July and December. Scheduled appointments are appreciated,

but walk-ins are accepted. Please call our office at 410-386-3800 for the schedule of Senior Center visits. Home visits can be made for those considered homebound.

As a MAP agency, the Bureau of Aging & Disabilities can connect individuals with services about ...

- Housing Options
- Caregiver Resources
- Veterans Services
- Case Management Services for Veterans
- Medical Transportation for Veterans
- Maryland Energy Assistance
- Renters' Tax Credit
- Homeowners' Tax Credit
- Qualified Medicare Beneficiary (QMB)
- Specified Low-Income Medicare Beneficiary (SLMB)
- Food Supplement
- Medicare Prescription Drug
- Transportation
- Long Term Care Options
- Home & Community Based Services
- Chronic Disease Self-Management Programs
- Volunteer Opportunities
- Referrals to Community Service Providers
- And More!

Center for Independent Living

The Freedom Center

410-386-3828 (Carroll County location) or 301-846-7811 (Frederick County location)

The Freedom Center is a Center for Independent Living that provides assistance and advocacy to help individuals with disabilities lead independent and productive lives. The Freedom Center provides services to individuals residing in Carroll and Frederick Counties.

Services provided:

- Individual and systems advocacy
- Information and referral
- Peer counseling
- Independent living skills training
- Nursing Home transition
- Community outreach to people with disabilities and agencies
- Independent Living Assistive Technology Program
- Services and supports to empower individuals with disabilities to lead self-directed, independent and productive lives in a barrier-free community
- Disability awareness and sensitivity training to community groups and businesses
- Accessibility
- Benefits planning

Veterans Services Program of Carroll County

Website: www.carrollVeterans.com

The Carroll County Veterans Services Program provides guidance and assistance to Carroll County Veterans, their dependents and survivors with applying for Federal and State benefits. This assistance includes help with application for veteran's benefits via the system administered by the State of Maryland and the United States Department of Veterans Affairs. In order to make the application process more seamless and because every veteran's situation is unique, the Program provides assistance with preparation and processing of various required forms that assist Veterans with navigating a system that can be overwhelming. The program also provides case management services to Veterans seeking assistance with connecting to other community programs and services.

Services Provided:

- Collaborate with the United States Department of Veteran Affairs, Maryland Department of Veterans Affairs and Veterans Service Organizations in securing benefits for Veterans.
- Assist Veterans with obtaining their military discharge (DD214)
- Help with preparing and submitting compensation/pension claims to the Veterans Benefits Administration
- Link Veterans to the VA Healthcare system
- Advocate on behalf of Veterans and their dependents
- Connect Veterans to other community agencies, services or providers
- Track claims and assist with additional development requests made by the Veterans Benefits Administration.
- Assist with denied claims by filing Notices of Disagreement or filing Appeals to reverse the negative decision
- Veteran Assistance Program to assist Veterans with additional needs that cannot be met through traditional resources

Veterans Shuttle Transportation Program

The Veterans Transportation Shuttle Program transports Veterans residing in Carroll County to medical appointments at the following Veterans Administration (VA) medical sites: Baltimore VA Medical Center on Greene Street; Loch Raven Center on Loch Raven Boulevard; Fort Detrick Outpatient Clinic. Transportation is also available upon request to the Martinsburg VA Medical Center in West Virginia. All Veterans must register to use the Veterans Transportation Shuttle. There is no cost to the Veteran to utilize the transportation Shuttle. A personal care assistant may also accompany the Veteran at no charge.

Registration: Register over the phone or in person at:

Carroll County Bureau of Aging & Disabilities
125 Stoner Avenue, Westminster, MD 21157

410-386-3800

TTY Users (Maryland Relay) 711/800-735-2258

Scheduling for the Veterans Transportation Shuttle:

Contact Carroll Transit System, Operated by Ride With Us

410-363-0622

Transportation requests must be made two business days prior to your scheduled appointment.

The Veterans Transportation Shuttle Program is made possible by a partnership between the Board of Carroll County Commissioners, the Department of Citizen Services and Carroll Transit System, operated by Ride With Us.

National Family Caregiver Support Program

The focus of this program is on individuals serving as caregivers in our community. The program is designed to assist caregivers who are caring for family members over the age of 60, and grandparents who are raising grandchildren under the age of 18. Assistance may be information, referrals to community programs, and limited financial help to provide supplies and respite care. Support groups for caregivers and grandparents raising grandchildren are also available.

Senior Care Program

The purpose of the program is to help older adults remain in their homes. Senior Care serves moderate to severe physically impaired persons 65 years or older who are at risk of entering nursing homes. Senior Care provides screening, assessment, case management, and financial subsidies. The financial subsidies can help purchase personal care, homemaker services, home delivered meals, medication, and medical supplies.

Senior Assisted Living Group Home Subsidy

Funds are available to subsidize low income persons, 62 years and older, living in or transitioning to an assisted living facility. The Subsidy provides financial assistance for individuals to access needed assisted living services. Applications for subsidies are received and evaluated by the Carroll County Bureau of Aging & Disabilities.

State Health Insurance Assistance Program (SHIP)

Trained health insurance counselors are available on an appointment basis to help seniors, age 60 and older, and younger Medicare beneficiaries, with questions and problems regarding:

- Medicare
- Medigap
- Health Maintenance Organizations (HMO's)
- Long Term Care
- Qualified Medicare Beneficiary
- Pharmacy Assistance.

Home visits are available when needed for the homebound.

Senior Medicare Patrol (SMP)

Project SMP is an anti-health care fraud, waste and abuse project administered by the Maryland Department of Aging through the U.S. Department of Health and Human Services and the Administration on Aging. The SMP mission is to increase senior awareness of health care fraud, waste and abuse and to mobilize national, state, and community resources to work together in resolving and publicizing health care fraud concerns. Home visits are available when needed for the homebound.

Transportation

Transportation services and tickets are available through the Carroll Transit System by calling 410-363-0622. For those 60 years of age or older, and adults 18+ with a disability, **limited** tickets are available by donation or at a reduced cost, at the Bureau of Aging & Disabilities or at the Senior and Community Centers located throughout Carroll County. For more information, call 410-386-3800.

Home and Community Based Services Programs

Community Options (CO) Waiver

The Community Options waiver (CO) serves individuals who are medically, technically and financially eligible for Medicaid waiver services who have been transitioned or diverted from a nursing facility. Eligible individuals must be age 18 years or over, require a nursing facility level of care, choose to receive services in the community, and have a cost neutral plan of services that supports the individual to safely live in the community.

CO Waiver offers:

- Assisted Living
- Medical Day Care
- Nutritionist/Dietician
- Family Training
- Behavioral Consultation
- Senior Center Plus
- Personal Assistance Services
- Supports Planning/Case Management
- Nurse Monitoring
- Consumer Training
- Home delivered Meals
- Assistive Technology
- Accessibility Adaptations
- Environmental Assessments
- Personal Emergency Response Systems (PERS)
- Voluntary training for participants
- Transition Services

Community First Choice

The Affordable Care Act created a program called Community First Choice (CFC), which provides states the option to offer certain community-based services as a state plan benefit to individuals who meet an institutional level of care. There is no wait list for services through the CFC program.

CFC offers:

- Personal Assistance Services
- Supports Planning/Case Management
- Nurse Monitoring
- Consumer Training
- Home delivered Meals
- Assistive Technology
- Accessibility Adaptations
- Environmental Assessments
- Personal Emergency Response Systems (PERS)
- Voluntary training for participants;
- Transition Services

Services are provided in the individual's home or community residence by agency employed providers. The program does not have age, cost neutrality or enrollment limitations.

Money Follows the Person (MFP)

Money Follows the Person (MFP) in Maryland will help people transition from an institution, for example a nursing facility, to community living in an apartment, private home, or small group setting. MFP initiatives increase outreach to individuals in institutions and decrease barriers to transition. New efforts under MFP include peer mentoring, enhanced transition assistance, improved information technology, housing assistance, flexible transition funds, and the addition of waiver services to existing waivers.

Long Term Care Ombudsman Program (LTCOP)

The Long Term Care Ombudsman Program (LTCOP) is a federally mandated program charged with upholding the rights of residents in nursing homes and assisted living facilities.

An Ombudsman...

- Knows residents' rights and can provide information about residents' rights to residents, family members and staff members
- Takes complaints and seeks to resolve complaints made by or on behalf of residents in nursing homes and assisted living facilities
- Protects the confidentiality and privacy of residents, their families and others who contact the LTCOP
- Promotes the quality of life and care in nursing homes and assisted living facilities
- Encourages self advocacy by providing information, assistance and support
- Provides information to the public on nursing homes, assisted living facilities, resident's rights, legislative/policy issues and LTCOP services
- Provides in-services to long term care facilities and community agencies/groups about Residents' Rights, Elder Abuse and Restraints
- Supports Resident and Family Councils
- Promotes community involvement through volunteer opportunities

For more information about the LTCOP or to obtain information about nursing homes or assisted living facilities in Carroll County, please contact the Long Term Care Ombudsman Program.

Legal Aid Services

The Legal Aid Bureau provides legal assistance, advice, information, and referrals to anyone age 60 and older. Paralegal or attorney services are offered on a rotating basis at Carroll County Senior and Community Centers each month. The service is free and offered on a first come, first serve basis. Call the Bureau of Aging & Disabilities or contact your local senior center for a schedule.

Additional legal aid staff and attorneys serve Carroll County citizens 60 + from their main office in Frederick and on additional days in Carroll County as needed. You may reach the Legal Aid Bureau at 1-800-679-8813, Tuesday – Friday from 9:00 am to 12:00 pm.

Guardianship Program

Carroll County's Bureau of Aging & Disabilities serves as the designated Guardian of last resort for individuals age 65 and over who are unable to manage their own affairs effectively because of a disability. Guardianship is appointed by the Circuit Court when an individual is no longer able to make their own medical or housing decisions and all other alternatives to guardianship have been exhausted. Once appointed, the Guardian assumes

responsibility for the health, social, and basic needs of the individual. Consultations for families considering guardianship of a loved one are also available.

Senior Inclusion Program (SIP)

The Senior Inclusion Program (SIP) is a unique program in the State of Maryland, providing seniors with developmental disabilities the opportunity to remain actively involved in their community. The program's setting in the Westminster Senior and Community Center gives members the opportunity to participate with the non-disabled population and enjoy the same retirement activities. A wide range of social, recreational, health and educational programming is offered. Transportation, community excursions, and a hot daily meal are provided. SIP gives seniors with developmental disabilities the chance to experience a self-directed retirement, improving their quality of life and promoting independence in a community setting. SIP is licensed by the state's Developmental Disabilities Administration. This agency also determines eligibility for participation in the SIP program.

Living Healthy, Living Well With Chronic Conditions

Email: LivingHealthy@ccg.carr.org

Managing your health starts with taking care of yourself. Living Healthy, Living Well workshops offer you a hands-on opportunity to discover solutions that work with your life, and your health concerns. If an ongoing health problem has kept you from doing things you want to do, you aren't alone. As many as 80% of older adults are living with at least one chronic condition. With mutual support in a Living Healthy, Living Well workshop, you can build confidence to make new choices and feel better. You set your goals and put new problem-solving skills to work in your own life. These FREE workshops are part of an evidence-based self-management program originally developed at Stanford University that has proven effective in helping attendees manage their health. You'll get information and advice for healthy eating and nutrition, relaxation techniques, short-term goal setting, planning for the future, feedback and problem-solving, stress and depression management and communicating effectively with friends, family and your medical team. Workshops are held for 2 ½ hours each week for 6 weeks throughout Carroll County. A Diabetes Self-Management program is also offered.

Senior and Community Centers

The Bureau of Aging & Disabilities also operates five senior and community centers in Carroll County. Each is a community focal point where older adults can receive services, and participate in quality educational, recreational, fitness, health, nutritional, and informational activities. The community centers are located in Mt. Airy, Hampstead, Eldersburg, Taneytown, and Westminster.

Mt Airy Senior & Community Center

703 Ridge Ave

Mt Airy, MD 21771

Hours: M-F 8:00 A.M. – 4:00 P.M.

410-795-1017, 301-829-2407

mtairvsc@ccg.carr.org

North Carroll Senior & Community Center

2328 Hanover Pike

Hampstead, MD 21074

Hours: M-F 8:00 A.M. – 4:00 P.M.

410-386-3900

northcarrollsc@ccg.carr.org

South Carroll Senior & Community Center

5928 Mineral Hill Rd

Eldersburg, MD 21784

Hours: M-F 8:00 A.M. – 4:00 P.M.

410-386-3700

southcarrollsc@ccg.carr.org

Taneytown Senior & Community Center

220 Roberts Mill Rd

Taneytown, MD 21787

Hours: M-F 8:00 A.M. – 4:00 P.M.

410-386-2700

taneytownsc@ccg.carr.org

Westminster Senior & Community Center

125 Stoner Ave

Westminster, MD 21157

Hours: M-F 8:00 A.M. – 4:00 P.M.

410-386-3850

westminstersc@ccg.carr.org

Nutrition Program – Congregate Meals

Lunch is served at each of the senior centers, Monday through Friday. This federally funded program is for anyone age 60 and over and their spouse of any age. Older adults come together to socialize and enjoy a nutritionally balanced meal that meets one-third of the recommended daily nutritional requirement. For meal reservations, call your local senior and community center. Reservations for meals must be made by 10:00 am the day before you plan to eat at the center. A donation for this congregate meal is encouraged.

Home Delivered Meal Program

The Bureau of Aging & Disabilities' Home Delivered Meal Program is for people 60 years and older and their spouse of any age, who are homebound and cannot shop for food or prepare meals because of illness and/or chronic physical disabilities. The driver who brings the meals also provides social stimulation if needed. People may request home delivered meals for themselves, or anyone may make a referral on a senior's behalf. For more information on the home delivered meal program, please contact:

The Carroll County Branch of Meals on Wheels of Central Maryland

255 Clifton Boulevard – Suite 312

Westminster, MD 21157

410-857-4447

Seniors on the Go Expo – An Aging & Disabilities Expo

The Bureau of Aging and Disabilities sponsors an Aging & Disabilities Expo every April. This Expo focuses on the needs and interests of older adults, people with disabilities, Veterans, their families and caregivers in Carroll County. This event features vendors, demonstrations, health screenings, speakers, games, and lunch.

Commission on Aging & Disabilities

Mission Statement

The mission of the Carroll County Commission on Aging & Disabilities is to represent the Bureau of Aging & Disabilities and to advocate for the needs of Carroll County's older adults, individuals with disabilities and Veterans to ensure they receive the highest level of service, assistance and programs.

The Carroll County Commission on Aging & Disabilities is a panel of at least 16 volunteer citizens appointed to rotating three-year terms by the Board of County Commissioners. The Commission acts as the advisory council to the Carroll County Bureau of Aging & Disabilities under 306 of the Older Americans Act of 1965, as amended. In this role the Commission assists the elected officials and the Bureau of Aging & Disabilities in gathering public opinion, providing educational information and supporting events and programs. These events include representation at the annual Seniors on the Go Expo; participation in educational and advocacy opportunities locally, in Annapolis and in Washington D.C.; and appearances at events with a focus on the needs of older adults, individuals with disabilities and Veterans in our community. As such, many Commission members are active in related organizations at the local, state and national levels. This enables the Commission to have a large resource of information on key issues and their impact on Carroll County citizens and policies.

The Commission on Aging & Disabilities is comprised of residents from various communities throughout Carroll County. There are representatives from many of Carroll County's eight municipalities; Hampstead, Manchester, Mt. Airy, New Windsor, Sykesville, Taneytown, Union Bridge and Westminster. Additional members on the Commission represent Eldersburg and Finksburg as well as the Carroll County Health Department. The Commission is led by a Chair with assistance from a Vice-Chair and numerous committees and area and special interest representatives.

**For more information about the above programs,
please call 410-386-3800 or email ccboa@cgc.carr.org**

The Americans with Disabilities Act applies to the Carroll County Government and its programs, services, activities, and facilities. Anyone requiring an auxiliary aid or service for effective communication or who has a complaint should contact The Department of Citizen Services, 410.386.3600 or 1.888.302.8978 or MD Relay 7-1-1/1.800.735.2258 as soon as possible but no later than 72 hours before the scheduled event. Email: ada@cgc.carr.org