

### **Adult Protective Services**

**A program of the Texas Department of Protective and Regulatory Services**

**Hotline/24hrs 1-800-252-5400**

Provides investigations into reports of abuse, neglect and/or exploitation of adults who are unable to protect themselves.

### **AIDS Services of North Texas**

**972-424-1480**

**1-800-339-2437**

**WEBSITE:** [www.aidsntx.org](http://www.aidsntx.org)

Offers case management, individual and group counseling, support groups, limited financial assistance, and housing assistance.

### **Al-Anon and Alateen Information Service, Greater Dallas**

**24 hrs 214-363-0461**

**Spanish Telephone 214-363-1550**

**WEBSITE:** [www.dallasal-anon.org](http://www.dallasal-anon.org)

Support for families and friends of alcoholics. Members remain anonymous. Member donations accepted.

### **Alcoholics Anonymous**

**214-887-6699**

**WEBSITE:** [www.AA@dallas-aa.org](http://www.AA@dallas-aa.org)

Directs persons questioning their drinking to local Alcoholic Anonymous groups.

### **Allen, City of**

- **Citizens Police Academy**

**972-727-7526**

Offers an introduction to the operations of the police department with an opportunity to participate in a community program involving citizens.

- **Public Library**

**972-727-0190**

In addition to usual library services audiocassettes, videocassettes, and large print books.

- **Senior Citizens Center**

**972-727-0155**

Offers exercise programs, recreation and leisure activities and noonday lunch weekdays.

**Allen Community Outreach**

**972-727-9131**

**WEBSITE:** [www.acocares.org](http://www.acocares.org)

Information and referral, emergency food, clothing and financial assistance for low-income individuals, prescription and/or dental emergency needs, job placement. Information and referral services with no geographic limit: emergency assistance primarily for residents of Allen, Fairview and Lucas.

**Additional program: ACO Upscale Resale Shop: 972-727-4751**

**Allen Ministerial Alliance (Allen Community Outreach)**

**972-727-9131**

Allen Food Pantry and emergency gasoline allotments are available.

**Alzheimer's Disease and Related Disorders Association**

**214-827-0062**

**WEBSITE:** [www.alzdallas.org](http://www.alzdallas.org)

Information, referral, education and support for families dealing with Alzheimer's or other dementias. Support groups available in Collin County. Safe Return program for patients who may wander. Respite program. Call for details.

**Alzheimer's Disease Center at UT Southwestern Medical Center**

**214-648-7444**

**WEBSITE:** [www.swmed.edu/alzheimer](http://www.swmed.edu/alzheimer)

Evaluations of persons with memory deficits and other symptoms associated with Alzheimer's or other dementias. Research programs.

**American Association of Retired Persons (AARP)**

**1-512-480-9797**

Organization for persons 50 years and older offering publications, discounts, tax assistance, legislative advocacy, non-profit pharmacy, older driver training and other programs. Local chapters.

**Frisco Chapter meets at the Frisco Senior Adult Center 972-335-5515**

**Plano Chapter: Contact Assistance Center of Collin County 972-422-1850.**

**American Association of University Women**

**Plano Branch**

**972-608-0082**

**WEBSITE:** [www.aauw.org](http://www.aauw.org)

Promotes equality for all women and girls, lifelong education and positive societal change.

**American Cancer Society**

**214-819-1200**

**1-800-227-2345**

**Plano Location: 972-867-3577**

Provides services for cancer patients including education, medical equipment loan program, support groups, transportation to cancer treatments.

**American Diabetes Association, Inc.**

**South Central Region**

**972-392-1181**

**1-888-DIABETES**

**WEBSITE:** [www.diabetes.org](http://www.diabetes.org)

Patient, family, public and professional education as well as support for research.

**American Foundation for the Blind**

**214-352-7222**

Information and referral for blind and visually impaired persons and their families.

Brochures available

**American Heart Association**

**214-748-7212**

**WEBSITE:** [www.americanheart.org](http://www.americanheart.org)

Provides education for public and professionals on causes and prevention of cardiac diseases.

**American Lung Association of Texas**

**214-631-5864**

**WEBSITE:** [www.texaslung.org](http://www.texaslung.org)

Provides self-help smoking cessation manuals and videos. Education and information for public. Lung disease patient referral to community services for help with specific needs. Support groups. Call for details on all programs.

**American Red Cross Dallas Area Chapter**

**American Red Cross Lifeline Program**

**1-800-959-6989**

**214-678-4606**

Personal response monitoring system is designed to help seniors and at risk persons who may require assistance with activities of daily living remain in their homes longer and safer, while providing peace of mind to families and caregivers. Establishes 24 hours per day a voice to voice communication with central monitoring station. Personal help button.

Scholarship funds are available for installation charges. Call for specific details.

**American Red Cross of North Texas**

**24 hrs 972-542-5642**

**Metro: 972-562-0601**

**WEBSITE:** [www.arcnotx.org](http://www.arcnotx.org)

Emergency assistance for disaster victims; emergency communications for military personnel and their families; instruction in health and safety such as CPR, first aid, swimming classes; blood pressure screenings; youth programs; international tracing services and international humanitarian law education. Multiple volunteer opportunities are available.

**Arapaho Pharmacy**

**972-235-7133**

Located in Richardson, provides medical equipment such as walking aids, bathroom safety items as well as medical supplies. Medication counseling is available through the pharmacist and home delivery is an additional service for residents in the Richardson/Plano area. Call or come in with questions about services.

**ArtCentre of Plano**

**972-423-7809**

Art exhibitions, gallery spaces, a museum area and the ArtCentre Theatre are included in the center.

**Art Club of McKinney**

**972-562-3657**

An organization dedicated to elevating the art standards of the community by education through various projects and programs sponsored and /or presented by the club.

**Arthritis Foundation  
North Texas Chapter  
1-800-442-6653**

**WEBSITE:** [www.arthritis.org](http://www.arthritis.org)

Free educational material, education programs and training for public, patients, families; physician referral list, land and water exercise programs, support groups

**Assistance Center of Collin County  
(Formerly: The Information and Referral Center of Collin County)**

**972-422-1850**

**1-800-725-4936**

**WEBSITE:** [www.assistancecenter.org](http://www.assistancecenter.org)

Information and referral to social services for residents of Collin County. Emergency food, clothing and financial assistance. Agency is state-designated I&R Community Information Center of Collin County. Information and assistance is available for all areas of county. Emergency services are available for residents of southern Collin County.

**Assured Behavioral Health**

**214-630-3338**

**Toll Free 1-877-275-4224**

Offers in-home assessment and treatment in retirement centers, hospitals and nursing centers by experienced clinical psychologists who are trained to treat various issues including depression, chronic illness, dementia, agitation, anxiety, major life changes, etc. Direct billing to third party payers.

**Baylor College of Dentistry**

**Member of The Texas A&M University System Health Science Center**

**Appointments: 214-828-8441**

Located on the main campus of the Baylor Health Care System in Dallas the school provides a general and specialty dental clinic with services provided by Baylor graduate, dental and dental hygiene students. Call for details and fee schedule.

**Baylor Medical Center Garland**

**972-487-5000**

**Open 24 hours**

Full service acute care hospital located in Garland with inpatient and outpatient services and a 24 hour emergency department.

**Physician referral service is available at 1-800-4BAYLOR**

- **Inpatient Rehabilitation**

**972-487-5000**

Inpatient rehabilitation for diagnoses such as strokes, fractured hips, joint replacement and other illnesses and injuries.

**Baylor/ Richardson Medical Center**

**972-498-4000**

**Open 24 hours**

Full service acute care hospital located in Richardson with inpatient and outpatient services and a 24-hour emergency department.

**Baylor/Richardson Senior Health Center**

**972-498-4500**

Focuses exclusively on primary medical care for persons age 65 +. Patients receive complete care for their primary medical needs and work with a team of medical professionals knowledgeable in all aspects of geriatric care. Medicare and Medicare assignment and most supplemental Medicare insurance programs are accepted.

**Baylor Senior Health Center Garland**

**972-494-4888**

Provides primary medical care for persons 65+ with a medical staff knowledgeable in the needs of geriatric care. Medicare and Medicare assignment and most supplemental Medicare insurance programs are accepted.

**Better Business Bureau of Metropolitan Dallas**

**214-220-2000**

**WEBSITE:** [www.dallas.bbb.org](http://www.dallas.bbb.org)

Provides reliability reports on local and national businesses and charitable organizations as well as general consumer information. Mediates and arbitrates complaints between businesses and customers. Investigates false advertising.

**Care Corps**  
**972-596-1069**

private company located in Collin County offers relief for caregivers in caregiver's home. Services include sitter/companion services, light meal preparation and other duties to assist families who provide care for a loved one.

**Catholic Charities**  
**214-520-6590**

**WEBSITE: [www.cathdal.org](http://www.cathdal.org)**

Agencies include:

- **Catholic Counseling Services (A division of Catholic Charities)**

**214-526-2772**

**24 hrs 214-526-2774**

**1-800-227-3002**

Clinical counseling for individuals, marital or families at locations throughout Dallas area. Sliding scale fees.

- **Immigration Counseling Services**

**214-946-4889**

Immigration counseling and representation for individuals wishing to legalize their immigration status.

- **Migration and Refugee Services**

**214-946-2800**

Resettlement services for new refugees. Employment counseling, job placement, orientation workshops and ESL classes for all refugees with less than five years residency.

**Catholic Diocese of Dallas**

**St Joseph Residence**

**214-948-3597**

Personal care home for ambulatory men and women over 65 years of age. Staff is Catholic nuns and Mass is available daily.

**Celina, City of**

**Celina Community Center**

**972-382-4885**

Provides senior citizen activities and noon meal weekdays. Call for location and hours.

**Celina Community Library**

**972-382-3750**

Library is housed at the high school but available to the community at large. Audio and videotapes are also available. Call for hours of operation.

**Central Appraisal District of Collin County**

**972-578-5200**

**972-562-1404**

**WEBSITE: [www.collincad.org](http://www.collincad.org)**

Appraises all taxable property in the county. Accepts applications from persons 65+ years and others for homestead exemptions.

**Collin County Area Rural Transportation (CCART)**

**(A component of the Collin County Committee on Aging)**

**Metro 972-562-4275**

Provides public transportation for the elderly, persons who have Medicaid and need medical transportation, and others throughout Collin County with a small fee.

**Collin, County of:**

**Collin County Courthouse**

**210 S. McDonald, McKinney 75069**

**972-548-4100**

**Metro: 972-424-1460**

*Call main number for telephone numbers for any county offices not listed below.*

**Collin County Sub-Courthouse**

**900 & 920 East Park Blvd., Plano 75074**

- **Commissioners Court**

**972-548-4631**

**Metro 972-424-1460**

The Commissioners Court is the central policy making and budget setting body for the county.

- **County Clerk**

**972-548-4134**

**Metro 972-424-1460**

Responsible for land records, probate records, assumed name records, foreclosure notices, state and federal tax liens, beer and wine retailers permit records, trust funds, marks and brands, vital statistics, marriage licenses and mental health records.

- **County Judge:**

**972-548-4631**

**Metro 972-424-1460**

The county judge duties include service as the presiding officer and a member of the commissioners' court as well as the administrative head of the county.

- **County Court Mental**

**972-548-4521**

**Metro 972-424-1460**

Manages cases involving involuntary commitments to mental health hospitals or out-patient clinics and drug or alcohol commitments

- **County Courts-At-Law**

**Metro 972-424-1460**

**Call for telephone numbers and/or addresses for specific courts.**

Covers criminal misdemeanor cases, civil cases under \$100,000, probate, mental illness cases. Appoints guardians for persons who are minors and/or who are incompetents.

- **District Attorney**

**972-548-4323**

**Metro 972-44-1460**

The chief legal advisor for the county has the responsibility of representing the state in all criminal prosecutions in Collin County. He/she is also responsible for juvenile matters, mental health cases, certain child support cases, Department of Human Services enforcement and child custody matters, victim and witness assistance, and hot check complaints.

- **District Courts**

**972-548-4320**

**Metro 972-424-1460**

Responsibilities include case management and trial of felony cases, civil cases, family relations cases, juvenile cases, requests for injunctive relief, organization of the Grand Jury and supervision over various officials and boards.

- **Health Care Services**

**972-548-5503**

**Metro 972-424-1460**

Offers low-income services such as indigent health care. Sliding scale fees for sexually transmitted disease clinic, tuberculosis clinic and immunizations clinic. Can assist persons with limited income obtain medications through prescription assistance program.

- **District Clerk**

**972-548-4381**

**Metro: 972-548-4385**

**Satellite office:**

**Plano**

**972-881-3090**

Recorder, registrar and custodian of all court pleadings, instruments and papers that are part of any district court case. This office is responsible for the seating of juries. Accepts passport applications and renewals at the Plano location. Call for address.

- **Justices of the Peace**

**Metro 972-424-1460**

**Call for number for individual precinct telephone numbers and locations.**

Responsibilities include handling traffic ticket complaints filed by the State Highway Patrol as well as presiding over small claims cases, handling evictions, search warrants, peace bonds, driver's license hearings, felony examining trials, fish and game problems and school violations.

- **County Sheriff:**

**972-547-5100**

**Metro: 972-424-4797**

**Metro: 972-424-1433**

Provides law enforcement and related citizens' services including special educational programs and specially trained personnel to assist with mentally disturbed persons. Sponsors the County Wide Crime Watch Program. Offers the citizens' sheriff's academy for citizens to learn of the inter-workings of the sheriff's office.

- **County Tax Assessor/Collector**

**972-547-5020**

**Metro: 972-424-1460**

**Satellite office: Plano**

**972-881-3010**

**972-578-5200**

**WEBSITE: [www.collincad.org](http://www.collincad.org)**

Handles all appraisals for entities in the county. Accepts applications for homestead exemptions and other forms of tax relief such as the deduction for persons over 65 year old.

- **County Constables**

**Metro: 972-424-1460**

Serve subpoenas and other legal papers; have the same authority as deputy sheriffs.

- **County Fire Marshall**

**972-548-4669**

Investigates and enforces laws pertaining to fire and arson in unincorporated areas of the county also investigates hazardous materials and explosives. Offers fire safety inspections, fire safety training, building code and wrecking yard code enforcement.

- **Elections Administrator**

**1-800-687-8546**

**Metro: 972-633-3200**

**WEBSITE:** [www.co.collin.tx.us](http://www.co.collin.tx.us)

Registers voters, maintains voter registration rolls; organizes and runs all county-held elections, handles absentee voting and secures polling places.

- **Medical Examiner**

**972-548-3775**

**Metro 972-424-1460**

Performs autopsies and inspections within the county's jurisdiction.

- **County Extension Service:**

**972-548-4233**

**METRO: 972-424-1460 x4233**

Offers assistance with questions regarding nutrition, food safety, food preparation, as well as vegetable and landscape gardening. Provides advice on problems with insects or unwanted plants.

- **County Veteran's Service Office**

**Metro: 972-881-3060**

Free assistance for all veterans, their dependents and survivors with veteran's benefits claims from local, state and federal sources

### **Collin County Committee on Aging**

**Metro: 972-562-6996**

Variety of programs for Collin County residents 60 years and older including meals on wheels, homemaker programs, information/referral, telephone reassurance, independent living options and transportation.

### **Collin County Community College District**

**Metro: 972-548-6791 (Main Switchboard)**

**WEBSITE:** [www.cccd.edu](http://www.cccd.edu)

Campuses located in Frisco, Plano and McKinney. Call for specific locations and details on programs.

**Collin County Community College District Dental Hygiene Center**

**972-548-6537**

**972-516-5030 (Plano residents can call without long distance)**

Located on the Central Campus in McKinney, dental hygiene students provide low cost dental hygiene care for general public with supervision of professional staff. Appointments are required. Small fees for senior citizens for cleaning and X-Rays.

**Collin County Farm Museum**

**972-548-4793**

**Metro: 972-424-1460**

Museum focusing on agriculture of Collin County and offering outreach programs.

**Collin County Genealogical Society**

**972-424-0985**

Meets the second Wednesday of each month at 7:30 P.M. at the Gladys Harrington Library.

**Collin County Triad/S.A.L.T.**

**972-547-5167**

Triad is an inter-agency agreement between the Collin County Sheriff, the Chiefs of Police of the municipalities of the County, AARP and older/retired leadership in the County who have agreed to work together to reduce the criminal victimization of older persons and to enhance the delivery of law enforcement to older citizens. Call for meeting times and locations. Public invited to participate.

**Community Council of Greater Dallas, Inc.**

**Aging Information 24 hours: 214-379-4636**

Information and referral telephone line for 26 county United Way of Metropolitan Dallas service area. Specialized information and referral for senior adults and their families.

**Community Lifeline Center**

**972-542-0020**

**WEBSITE: [www.communitylifeline.org](http://www.communitylifeline.org)**

Provides information and referral services for residents of McKinney and northern Collin County. Call the agency regarding emergency assistance.

**Community Services, Inc.**

**1-800-831-9929**

income restricted program offers assistance with energy related crisis such as electric and gas bill payments and with weatherization of homes.

**Consumer Credit Counseling Service of North Central Texas, Inc.**

**972-542-0257**

**1-800-856-0257**

Education and counseling provided to families and individuals on money management and use of credit. Assistance can be provided for debt management and in planning of a debt repayment program when an over extension of credit has occurred. Some services are free and some have a nominal charge. Call main number for locations in Collin County

**Contact Counseling and Crisis Line**

**24 hours 972-233-2233**

Telephone counseling, crisis intervention, emergency transportation and referrals by trained volunteers with no charge to the caller within the 214 or 972 toll-free calling radius.

**Country Lane Seniors Community**

**214-544-7600**

Located in McKinney, income restricted apartments for persons age 55 and over.

**Crohn's Disease and Colitis Foundation of America**

**972-243-8959**

Information on inflammatory bowel disease, Crohn's disease, and ulcerative colitis.

**Dallas Area Parkinsonism Society**

**24 hours 972-620-7600**

**WEBSITE:** [www.geocities.com/daps\\_2000\\_2001](http://www.geocities.com/daps_2000_2001)

Education is provided for the general public as well as patients and families. Speech and physical therapy are provided at locations throughout the metroplex. Call for exact locations and for other services available.

**Dallas Area Rapid Transit (DART)**

Area bus service for parts of Collin County including Plano.

**Call schedules and areas served call 214-979-1111 or TTY 214-979-0277.**

**Paratransit Service: 214-515-2589**

**Ride Share: 214-749-3800**

**Dallas Lighthouse for the Blind****214-821-2375****TDD 1-800-735-2989 (Texas Relay Network)****WEBSITE: [www.dallaslighthouse.org](http://www.dallaslighthouse.org)**

Jobs, training and work adjustment provided for adults with visual impairments. Specialized programs for visually impaired senior adults. Also orientation and mobility training as well as independent living instruction are available. Braille instruction and technology education for low vision users. Call for details.

**Dallas Urban League****214-915-4600**

Included in the programs for minority groups and low income persons is a specific program for senior adults: Seniors in Community Service Employment and Training Program.

**Deaf Action Center****TDD/Voice 214-521-0407**

Located in Dallas, services include crisis intervention, information and referral, employment training and placement, advocacy and interpretation services for the deaf, deaf/blind.

Literacy program and hard of hearing program also available. Senior citizens center with nutrition program. Call for information on available specialized services.

**Dental Health Clinics of Collin County****Metro: 972-633-3380 (Plano location)**

Locations in McKinney and Plano, with Plano location providing primary dental care for low- income persons age 55 and over.

**Doctor's House Calls****214-891-0555**

Offers medical care in your residence with house calls by physicians and nurse practitioners. Medicare assignment accepted.

**Eldercare Locator****1-800-677-1116**

Offers a national information and referral service that can assist with identifying community resources for persons 60+ years throughout the United States. It is provided through the National Association of Area Agencies on Aging.

**Epilepsy Foundation of Greater North Texas**  
**214-823-8809**

**WEBSITE:** [www.efgnt.org](http://www.efgnt.org)

Programs include public and professional education and information, individual, family and group counseling and support groups. Call for specific information.

**Farmersville, City of**

- **Citizens Police Academy**

**972-782-6141**

Provides insight into the inner workings of the police department through a six weeks training course.

- **Public Library**

**972-782-6881**

Public library open to the citizens of Farmersville. Call for hours of operation.

- **Senior Citizens Advisory Council**

**972-782-6151**

Advises the City Council on issues related to senior adults in Farmersville. Meets quarterly. Call the City Hall for specific meeting times, dates, and issues to be discussed.

- **Senior Citizens Center**

**972-782-8231**

Offers recreation and leisure activities, exercise program, monthly socials, noon meals Monday through Friday. Some events are available on Saturdays. Call for specifics.

**Frisco, City of**

- **Citizens Police Academy**

**972-335-5502**

Introduces citizens to the operations of the police department with hands on experience.

- **Public Library**

**Metro 972-335-5510**

Full service library for children and adults. Call for hours.

- **Frisco Senior Adult Center**

**972-335-5515**

Activities to appeal to a variety of persons available for senior adults. AARP Chapter meets at center. Call for specific programs.

**Frisco's Project for the Future**

**972-335-9495**

**WEBSITE: [www.friscoproject.org](http://www.friscoproject.org)**

Services include emergency food, clothing, limited utility assistance, job referrals, ESL classes and GED classes.

**Genealogy Friends of Plano Libraries, Inc.**

**972-424-1373 or 972-517-4795**

Offers free genealogy seminars on a regular basis at the Gladys Harrington Library. Provides quarterly lock-ins at the library. Call for details.

**Green Oaks of McKinney: Special Care Unit for Older Adults**

**972-548-5355**

**1-888-246-0251 x5355**

Provides a range of inpatient services to meet the mental health needs of older adults who experience losses and limitations related to aging and are having difficulty coping with activities of daily living.

**Handicapped Parking Placard**

**Collin County Tax Office**

**972-547-5020 (McKinney office)**

**972-881-3010 (Plano office)**

Obtain an Application for Disabled Person identification Placard and/or Disabled Person License Plate, Form VTR-214 from the County Tax office. (Some physicians also have them in their offices.) A physician must complete a portion of the form to verify the need. When completed take the form along with a \$5.00 fee to the Tax Office to obtain the placard. For the license plate the charge is the same as for any license plate.

**HealthSouth Plano Rehabilitation Hospital**

**972-612-9000**

Rehabilitation hospital located in Plano with inpatient and outpatient rehabilitation services such as physical therapy, occupational therapy, speech therapy, respiratory therapy, sports medicine services and psychological services. Hospital is the host for a variety of health related support groups. Call for specific groups.

**Hear Now**

**Voice/TTY 1-800-648-4327**

Located in Minneapolis, Minnesota, can provide new hearing aids and FDA approved cochlear implants for persons with limited financial resources who are deaf or hard of hearing. Small fee requested. Call for details.

## **Heard Natural Science Museum and Wildlife Sanctuary**

**WEBSITE:** [www.heardmuseum.org](http://www.heardmuseum.org)

**972-562-5566**

Located near McKinney, museum exhibits Monday through Sunday with nature trails guided tours on Sunday; classes and demonstrations available. Paved trail is convenient for disabled. Call for classes and for hours of operation.

## **Heritage Farmstead Museum**

**972-881-0140**

Located in Plano museum dedicated to farm life on the Blackland Prairie. Offers guided tours. Discounts for senior adults. Call for hours.

## **High Pointe Clothes Closet**

**Sponsored by the High Pointe Church of Christ**

**Metro 972-562-2622**

Located in McKinney, group provides used clothing and limited furniture to those in need. Call for location as well as days and hours of operation.

## **Hip, Hip for Gray**

**972-517-6689**

Sponsored by the Junior League of Plano it provides Collin County persons 55+ years an opportunity to showcase handmade crafts at an annual craft fair at Collin Creek Mall. All of the proceeds from craft sales are returned to the participants. Crafter registration is open to senior adults who reside in Collin County. Fair is held annually in October.

## **Home Instead**

**972-239-3934**

Non-medical companion and home care for the elderly. Call for details.

## **Hopes Door**

**24hrs 972-422-7233**

Offers short-term emergency shelter and counseling for victims of domestic abuse.

## **Horizon Pharmacy**

**972-542-3329**

**972-736-3820 (2<sup>nd</sup> location)**

**WEBSITE:** [www.horizonrx.com](http://www.horizonrx.com)

Located in McKinney, provides medical equipment such as walking aids, bathroom safety items, hospital beds as well as medical supplies. Medication counseling is available through the pharmacist and home delivery is an additional service. Call or come in with questions about services.

## **Housing Crisis Center**

**Hotline: 214-828-4244**

Programs include:

- **Dallas Tenants Association**

Located in Dallas but serves North Texas, provides telephone counseling for landlord/tenant problems. Some legal representation is available for low-income clients who are evicted or sued by their landlords.

- **Homepower**

Services include budget and housing counseling; rental and other assistance for households headed by women, senior adults or disabled persons are also available.

- **Short-term and long-term housing program**

Short-term program for persons with children or grandchildren; long-term for single persons only is available. Call for details and qualifications.

**Informational and Referral of Collin County: See Assistance Center of Collin County**

## **Internal Revenue Service**

**214-742-2440**

**Tax Information 1-800-829-1040**

**To Request Forms 1-800-829-3676**

Information and questions answered in regard to income tax preparation.

## **Jewish Family Services of Greater Dallas**

**24 hours 972-437-9950**

Gerontological support offered including Lifeline 24 hour emergency response system, counseling, transportation for medical, homemaker services, guardianship and support groups. Food pantry.

## **Lawyer Referral Service**

**Sponsored by the Dallas Bar Association**

**214-220-7444**

Referral by answering service to a licensed attorney according to type of attorney the caller may need with an administrative fee of \$20 by the attorney for a 30-minute consultation.

## **League of Women Voters of Plano/Collin County**

**972-964-3335**

Organization offers voter information and registration materials. It also sponsors candidate and issue forums of public interest.

**Legacy Bank  
Gold Standard Plus  
972-461-1308**

**WEBSITE:** [www.legacytexas.com](http://www.legacytexas.com)

Offers a fun program for persons 50 years and older featuring banking benefits as well as travel and monthly socials.

**Legal Hotline for Older Texans  
1-800-622-2520**

Telephone hotline answers questions, offers free advice and referrals about rights, benefits or other legal matters for Texans 60 years and older over the telephone. **Nursing Home Advocacy Project 1-888-343-4414** is a component of the Legal Hotline and works statewide to protect the rights of nursing home residents, all of whom are entitled to respect, dignity, privacy and quality care.

**Legal Services of North Texas  
972-542-9405**

**Metro 972-424-1283**

Free legal assistance is provided for low-income persons in civil law matters.

**Programs include:**

- **Collin County Bar Legal Clinic**

Collin County, Plano and Legal Services of North Texas staff attorneys volunteer their time to interview legal cases such as family, landlord/tenant, consumer, wills, employment, public benefits and discrimination.

- **Alternative Dispute Resolution Center (McKinney)**

**972-562-6001**

Sliding scale mediation services provided to a range of low-income clients.

**Leukemia Association of North Central Texas, Inc.  
214-265-7393**

Assistance is provided for leukemia patients not served by other agencies. Services include limited assistance with cost of drugs, laboratory fees. Research grants to area medical centers.

**Leukemia and Lymphoma Society of America, Inc.  
972-239-0959**

**1-800-800-6702**

Supports research, patient aid, public education, and professional education and community service.

## **Life Path Systems**

**Metro 972-562-0190**

Diagnosis and evaluation, family support, counseling, supported housing, vocational training, case management, substance abuse recovery, child and adolescent services for persons with mental illness and/or mental retardation.

## **Maurice Barnett Geriatric Wellness Center**

**972-941-7335**

Located in Plano with service area to include all of Collin County services include health history, exams, lab work; education about medications, diagnoses, exercise, diet health education, health screenings, counseling for persons 55 years and older. Support groups for Alzheimer's, Grief, Breathing, Caregiver, and Diabetes. Friendly Visitor program available. Lending closet for durable medical equipment such as wheelchairs, walkers, bathroom equipment is provided. Volunteer program assists with minor home repairs and maintenance.

## **McKinney, City of**

- **Fire Department**

**972-547-7653**

--Citizens Fire Academy with class once each year in the spring to introduce citizens to the operations of the fire department  
--Box fan program is available through the fire department in the summer months for persons unable to purchase on their own.

- **Police Department**

**972-547-7600**

Citizens Police Academy is offered with citizens given an introduction to the operations of the police department and an opportunity to participate in various programs within the department.

- **Public Library**

**972-542-4461**

**Metro 972-562-0094**

Full range of books, audio and videocassettes. Technology center with word-processing and Internet access. Volunteers welcomed.

- **Senior Citizens Center**

Recreation and leisure activities as well as noon meal are available Monday through Friday.

- **McKinney Community Center**

**972-542-0045**

"Five-Oh" over-50 club meets each Tuesday at 10 AM for coffee and doughnut social. Socials and other activities are available. Call for specifics.

**Medical Center of Plano**  
**3901 West 15<sup>th</sup> Street**  
**972-596-6800**

Full service acute care hospital located in Plano with inpatient and outpatient services and a 24- hour emergency department.

**Physician referral service is available at 1-800-265-8624**

**Additional programs include:**

- **Mall Walkers at Collin Creek Mall**

Cool, safe environment for walking daily. First Thursday of each month Cardiac Rehabilitation meets with walkers to take blood pressures and to offer healthy living brochures

- **Medical Center of Plano Osteoporosis Hotline**

**972-519-1153**

- **Mended Hearts Support Group**

**972-985-4616**

Meets at Medical Center of Plano second Thursday of month for any person who has experienced a "heart event".

- **Senior Friends**

**972-519-1275**

A national organization that promotes healthy aging and lifestyle enrichment programs for persons 50+ years. Benefits include monthly meetings, mail order prescription program, discount vision care benefits, free annual flu shots, social and travel opportunities and hospital VIP benefits. Frequent newsletters.

- **Water Therapy/Aerobics Program**

**972-519-1206**

Offers multiple programs to improve muscular strength, endurance, flexibility, cardiovascular fitness and arthritis limitations. Group and one on one classes tailored to individual needs available

- **Wellness Exercise Program**

**972-519-1274**

Provided by the Cardiopulmonary Rehabilitation department individuals can exercise on there own, following an orientation to the area and equipment, with the knowledge that medical assistance is available for any emergencies.

**Medical Center of Plano Senior Health Care Centers (Two locations in Plano)**

**972-519-1414 (Location at 2540 Avenue K, Suite 500)**

**972-519-1304 (Location at 1600 Coit Road, Suite 109)**

Primary health and medical care for persons 65+ years provided by a team of medical professionals trained to work with this age group. Medicare accepted. Education programs. Referrals to specialists as indicated.

**Melissa, City of**

- **Melissa Public Library**

**972-837-4540**

Provides general-purpose library services. Call for hours of operation.

**Mobile Dental Care**

**214-750-6860**

Provides quality on-site dental treatment in the home, nursing home, hospital, assisted living facility etc.

**NAMICCO**

**National Alliance for the Mentally Ill**

**24 hours 972-422-5296**

Organization provides education and emotional support through three monthly scheduled meetings

**National Association of Retired Federal Employees (NARFE)**

**972-690-5712**

Richardson/Plano Chapter meets 2<sup>nd</sup> Thursday of each month at 10 A.M. at the Richardson Senior Center, 820 West Arapaho, Richardson.

**National Eye Care Project**

**Foundation of American Academy of Ophthalmology**

**1-800-222-3937**

San Francisco based program for persons 65+ years places callers who meet the eligibility requirements, and do not have access to an ophthalmologist, in contact with an ophthalmologist participating in the program in the caller's home area. Medical eye exams and treatment for conditions or diseases are a part of the program. Only the physician's services are included. The program does not cover items such as eyeglasses, prescriptions or hospital services. Physicians accept insurance assignment as payment in full. No one is turned away for lack of insurance. Call for details.

**National Institute on Aging**

**1-800-222-2225**

**WEBSITE:** [www.nih.gov/nia](http://www.nih.gov/nia)

Federal government program involved with studies of aging including health issues, research, and training programs.

**National Kidney Foundation of Texas**

**214-351-2393**

Provides public and professional education about kidney disease and services for patients with kidney failure. Will accept donated goods.

**National Multiple Sclerosis Society**

**Lone Star Chapter**

**214-373-1400**

Programs include professional counseling, peer support, advocacy, information and referral, educational programs, equipment loan program, lending library, self-help groups, and exercise programs for persons with multiple sclerosis.

**National Older Worker Career Center**

**214-378-6202**

Placement for workers 55+ is available under a federal contract with the Senior Environment Employment Program of Environmental Protection Agency and other public and private businesses.

**Neuromuscular Therapy**

**972-319-1818**

Located in Richardson, specializes in neuromuscular therapy for chronic pain relief and stress reduction.

**North Central Texas Area Agency on Aging**

**1-800-272-3921**

**Metro 817-695-9194**

**WEBSITE:** [www.dfwinfo.com](http://www.dfwinfo.com)

Information and referral, case management, benefits counseling, nursing home ombudsman services, money management and legal assistance for persons 60+ years who live in Collin and other counties surrounding the Metroplex.

**North Central Texas Workforce**

**Metro 972-359-0707**

**WEBSITE:** [www.jobsfirst.com](http://www.jobsfirst.com)

Services for job seekers including seminars on interviewing, networking and resumes. Veterans' and older worker services are available.

### **North Central Medical Center**

**Metro: 972-569-8000**

**Toll Free: 1-877-286-6890**

Full service acute care hospital located in McKinney with inpatient and outpatient services and a 24-hour emergency department

**Physician referrals available at 1-800-265-8624**

- **Inpatient Rehabilitation**

**972-548-5347**

Inpatient rehabilitation for diagnoses such as strokes, fractured hips, arthritis, joint replacement and other illnesses or injuries.

- **Senior Friends (see descriptor under Medical Center of Plano)**

### **North Collin County Genealogical Society**

**972-562-6543**

**WEBSITE:** [www.nccgs.org](http://www.nccgs.org)

**Meets monthly at the McKinney Public Library. Call or check website for details.**

### **North Texas Poison Center**

**TTD/24hrs 1-800-764-7661**

Provides first-aid information for poisoning emergencies and poison information regarding potential hazards.

### **North Texas Taping and Radio for the Blind, Inc.**

**WEBSITE:** [www.readingresource.org](http://www.readingresource.org)

**214-871-7668**

Radio broadcasts of local and national newspapers, magazines and books for reading impaired. Recorded Books produces audiotapes of textbooks, self-help and other materials.

### **OLA**

#### **Organization for Latin Americans**

**972-422-2252**

Provides programs including English and GED preparation, job placement, immigration information and referrals for persons of Hispanic and other ethnic backgrounds.

### **Operation Kindness Animal Shelter**

**972-418-7297**

No-kill shelter that temporarily houses unwanted cats or dogs until adopted by the public.

**Optometry****Therapeutic Optometrist****972-396-1100**

Specializes in geriatric, pediatric and learning challenged states.

**Outreach Health Services of North Texas, Inc.****Emergency Alert Response System (EARS)****972-270-9747****1-800-347-2288****WEBSITE;** [www.outreachhealth.com](http://www.outreachhealth.com)

Provides a monitoring and communications system for elderly and disabled homebound persons. Access to emergency aid or medical help is provided via a cordless transmitter worn by the user and a communicator box connected to the user's phone. Distress messages can be received 24 hours a day at a monitoring station. Call for details.

**Pastoral Counseling and Education Center****214-526-4525**

Call main number for appointments at locations in Collin County for individual, marital, family counseling. Educational programs available.

**PersonaMatch****1-800-713-4645****WEBSITE:** [www.PersonaMatch.com](http://www.PersonaMatch.com)

Provides assistance with selection of retirement community, assisted living facility, skilled nursing facility or personal care home which is most appropriate for the individual's physical and geographical needs as well as financial resources. No charge for services.

**Plano American Legion Post #321****972-423-5423**

Call for location, meeting times, and qualifications for membership in veteran's service organization.

**Plano Art Association****972-633-0099****WEBSITE:** [www.planoart.org](http://www.planoart.org)

Provides an opportunity for individuals and the community to advance artistic values in community projects, to further art education, to encourage creative activities related to art and to bring artistic values to everyday living. Reduced rates for senior adult membership. Call for details including meeting times and locations.

## **Plano, City of**

- **Action Center**

**972-941-7000**

Provides a central information request center to citizens for the City of Plano and its services.

- **Fire Department**

**972-941-7421**

A Citizens Fire Academy is offered for citizens to gain an understanding of the operations of the fire department with hands on experiences. Applications can be downloaded from the City of Plano WEBSITE, mailed upon request or may be obtained at any fire station in the city.

- **Police Department**

**972-941-2431**

Citizens Police Academy offers citizens the opportunity to learn about the functions of the police department with hands on experience.

- **Housing Rehabilitation Division**

**972-941-7133**

Financial assistance for very low-income homeowners through no-interest (forgivable) loans for home repairs. This is for repairs only not for remodeling. Call for details.

- **Public Library**

**972-941-7175**

Full service library that includes large print books, audio and videotapes. Books can be mailed FREE to homebound residents of Plano from Harrington Library. Second Tuesday Book Discussion. (See separate entry for book club).

- **Plano Senior Center**

**72-941-7155**

Activities to appeal to a variety of persons are offered at the senior center. Call for details. Monthly newsletter is available at the Center or can be mailed for a small fee. Lunch served on premise by Collin County Committee on Aging's nutrition program. See topical index for specific programs.

- **RUOK**

**“Are You O.K.?”**

**972-941-7900**

The City of Plano offers a computerized system that will check on the welfare of senior adults, persons with disabilities or anyone with a short-term or long-term illness. A pre-recorded message on the computer will call the recipient. If the call is unanswered after two attempts to reach the person, a designated relative, friend or neighbor will be notified. Call for details.

- **Senior Citizens Advisory Board**

**972-941-7250**

Ten citizens appointed by the Plano City Council to advise the Council on city related issues pertaining to senior adults within the city. Meetings are every other month beginning with January at 6:30 PM at the Municipal Center South, 1409 Avenue K. The public is invited to participate.

- **Senior Citizens Police Academy**

**972-941-7155**

Program provides an overview for senior adults of the inner workings of the Plano Police Department for senior adults. Call the Plano Senior Center for details.

- **Senior Trans**

**972-562-4275 (Call 48 hours in advance to schedule a ride)**

In agreement with the Collin County Committee on Aging, the City of Plano provides a low-cost (\$.50 one way) transportation program for Plano citizens age 60+ years to and from activities Monday through Friday within the Plano city limits. Call the Plano Parks and Recreation Department's Administrative office at 972-941-7250 for details.

- **Volunteers in Plano City Government**

**972-941-7114**

Multiple volunteer opportunities are available for citizens of Plano. Call to obtain information regarding specific opportunities.

**Plano Clothes Closet**

**(Call the Assistance Center of Collin County for assistance.) 972-422-1850**

**To make donations call 972-424-7844**

**Plano Community Charity**

**972-578-0399**

Financial assistance is provided for people in crisis situations. Thrift store available.

**Plano Community Home**

**24 hours 972-423-6058**

Federally subsidized housing for senior adults with two apartment locations in Plano.

**Plano Food Pantry**

**Call the Assistance Center of Collin County for assistance.**

**972-422-1850**

**To make donations call 972-424-4574**

**Plano Senior Men's Golf Association**  
**Pecan Hollow Golf Course 972-941-7600**

Golf association for men 60+ years with three tournaments a month -- one at Twin Creeks and two at Pecan Hollow.

**Presbyterian Hospital of Allen**  
**972-747-1000**

Medical facility affiliated with Presbyterian Healthcare System offering services such as: surgery center, women's services, inpatient care center, emergency department, radiology services, laboratory services and stress testing. Volunteer opportunities available.

**Presbyterian Hospital of Plano**  
**972-608-8000**

Full service acute care hospital located in Plano, with inpatient and outpatient services and a 24-hour emergency department. *Physician referral service is available at 214-860-0383.*

- **Volunteers**

**972-981-8220**

Offers many volunteer opportunities. Please call the Volunteer Services Department for a complete listing of opportunities.

- **Free Health Screenings**

**972-981-8180**

Offers free health screenings throughout the year. Call for more information.

- **CPR and Wellness Classes**

**972-981-3657**

Offers CPR classes and a variety of health wellness courses. Call for more information.

**Presbyterian Community Medical Center (Legal Name: Presbyterian Health Care System)**

**972-509-4554**

Outpatient clinic located in Plano for the citizens of Collin County, offering senior health care as well as health care for other age groups. Medicare, Medicaid and most insurance accepted. *Physician referral service is available at 214-860-0383.*

**Princeton Independent School District**  
**Adult and Community Education**

**972-736-3503**

**Metro 972-734-3504**

Provides literacy one-on-one tutoring, adult education classes, English as a Second Language and vocational training. Volunteers accepted.

**Princeton Senior Center**  
**972-736-3741**

Offers recreation programs and noon meals.

**Protective Animal League (PAL)**  
**Metro/24hrs 817-679-0817**

Provides a low-cost spay and neuter program in cooperation with a network of area veterinarians. Volunteers welcomed.

**Rape Crisis Center of Collin County**  
**24 hours 1-800-886-7273**

**WEBSITE:** [www.rcccc.org](http://www.rcccc.org)

Provides 24-hour crisis intervention counseling for victims of sexual assault. Community education including prevention of sexual assault of the elderly is available. Will accompany victims to the emergency room, police station and courtroom. Individual and group counseling are available. All services are free.

**REACH (Rehabilitation, Education and Advocacy for Citizens with Handicaps)**  
**214-630-4796**

**TTY 214-630-5995**

A non-profit organization with the goal of advocating for and empowering people with disabilities such as amputations, spinal cord injuries, arthritis, multiple sclerosis, muscular dystrophy, post polio, spina bifida and cerebral palsy to take charge of their lives and participate actively in community life. Through a joint program with the Area Agency on Aging offers a money management program for low-income senior adults and disabled persons who are unable to personally take care of their monthly finances.

**Retirement Lifestyles, A Division of CENTURY 21 Judge Fite Company**  
**972-416-7253 x352**  
**1-800-451-8057**

**WEBSITE:** [www.century21judgefite.com](http://www.century21judgefite.com)

Offers a free senior housing referral service that assists seniors with all aspects of senior relocation such as locating the retirement community that best suits the person's needs, selling the senior's existing home, townhouse or condo and/or referring senior or family to additional resources as needed.

**Richardson Senior Citizen's Center**

**972-231-4798**

Offers a variety of activities to appeal to a number of different persons. Monthly newsletter, information and referral, benefits counseling for government benefits and wellness program are available. Transportation can be arranged for senior adults who are residents of Richardson to and from destinations within Richardson. See topical index for specific activities.

**Richland College Continuing Education**

**Emeritus Program**

**972-238-6144**

Located in North Dallas offers a broad range of classes, lectures and activities for adults 55+. Small fee involved. Call for details.

**The Salvation Army -Collin County Corps**

**24hrs 972-423-8254 Plano**

**972-562-6022 McKinney**

Provides food, clothing and limited assistance with prescriptions, utility and rent.

**The Samaritan Inn**

**Legal Name: Collin County Care Center, Inc.**

**972-542-5302**

Provides a 24-hour shelter for homeless persons who live in Collin County.

**Second Tuesday Book Discussion**

**972-964-4200**

Book Club sponsored by the Plano Public Library System is held the 2<sup>nd</sup> Tuesday of each month at 7:15 P.M. at Schimelpfenig Library, 5024 Custer Road.

**Seniors Active in Learning (SAIL)**

**An Institute for Learning in Retirement Affiliated with Elderhostel Institute Network**

**Collin County Community College**

**972-985-3788**

SAIL is an educational program operated by and for persons 50+ years. No previous college attendance is necessary. It is affiliated with the Elderhostel Institute Network and is one of 265 Institutes for Learning in Retirement in the United States. All classes are held at the Courtyard Center of Collin County Community College. The Brown Bag Lunch lecture series is offered for senior adults at the Spring Creek Campus. Call for a brochure of classes and other details.

**Senior Behavioral Medicine Services at Garland Community Hospital  
Reflections (In-Patient)**

**972-487-2458**

Senior behavioral program provides a full continuum of care for senior adults who are experiencing severe behavioral and/or emotional disorders. Call for details.

**Senior Benefit Centers of America**

**972-280-9750**

**1-800-222-4420**

Publishes a senior magazine called *Senior Awareness* that is distributed to seniors across the nation. Goal of organization is to make seniors aware of health insurance benefits, to improve financial planning and to direct them to proper sources.

**Senior Citizens of Greater Dallas**

**214-823-5700**

Sponsors programs for seniors such as Retired & Senior Volunteers, Off Our Rockers, the Senior Employment Source for older adults, the Women's Financial Clinic and the Elder Support Program for the elderly and their caregivers. Coordinates a Volunteer Guardianship Program through volunteers placed as financial/personal guardians of incapacitated adults. Multiple volunteer opportunities are available for senior citizens. Call for specifics regarding individual programs.

**Senior Health Center of McKinney: An affiliate of North Central Medical Center**

**972-542-2205**

An outpatient department of North Central Medical Center designed to meet the special needs of senior adults. The Senior Health Center offers comprehensive primary medical care and social services with physicians and staff who specialize in the care of senior citizens. There is access to current health information through educational programs and wellness screenings. Referrals to specialists are made for continuum of care. Medicare assignment accepted.

**Senior Link**

**972-395-7823**

Offers full service consultation to assist seniors and their families in negotiating the maze of resources such as housing needs, in-home care, etc.

**Senior Softball**

**972-547-4894**

Active men 55+ interested in participation in a slow pitch softball team in Collin County that will compete with other senior teams in the area.

**Social Security Administration**

**1-800-772-1213**

**Metro 972-562-1055**

Receives and processes applications for and assists persons in filing for: Social Security Retirement and Survivor's Insurance, Disability Insurance, Supplemental Security Income and Medicare.

**SMU-in-Legacy Plano (Southern Methodist University)**

**972-473-3410**

Provides informal adult courses for residents of Dallas, Collin, Denton and Grayson counties to include cultural horizons, business personal finance, international languages, computer software and a lunchtime speaker series. Call for a free brochure of classes.

**SPCA of Texas**

**Society for the Prevention of Cruelty of Animals**

**Metro 972-562-7297**

**WEBSITE: [www.sPCA.org](http://www.sPCA.org)**

Provides education and assists with animals and animal-related problems

**The Suicide and Crisis Center**

**TTD/24hours 214-828-1000**

24hrs telephone crisis counseling for persons experiencing crisis. Education and support program for families and friends who are survivors of persons who are suicide victims. Speakers Bureau and community education programs are available.

**Swinging Seniors**

**Plano Super Bowl 972-424-5561**

Bowling league for senior adults in Collin County with bowling every Tuesday at 1 P.M. Call for details.

**Taylor Drug and Medical**

**972-578-8543**

Located in Plano, offers medical equipment such as walking aids, bathroom safety items as well as medical supplies. Medication counseling is available through the pharmacist and home delivery is available within the city of Plano. Call or come in with questions about services.

## **Tel-Assistance**

### **Texas Department of Human Services--Austin**

**1-800-343-8353**

Provides assistance with monthly telephone bills (basic charges only) for low-income persons who are at least 65 years of age and/or disabled. Can also provide information on the new LIFELINE program which includes a discount for basic telephone services for persons on government assistance programs or who meet certain income guidelines.

## **Texas Attorney General's Office**

- **Consumer Protection Division**

**1-800-621-0508**

Investigates consumer complaints and provides mediation between parties involved. Individual representation not available but can address trends that may affect the public.

- **Elder Law Division**

**1-800-806-2092**

Works to identify and prosecute those who cheat or deceive senior citizens.

## **Texas Commission for the Blind**

**Voice/TDD 214-360-9696**

Offers programs for persons who are visually impaired to assist with securing or maintaining employment consistent with their capabilities and to live as independently as possible consistent with their skills, abilities and interests.

## **Texas Comptroller's Office**

**Austin 1-800-252-5555**

**Dallas Office 972-671-7166 (Southern Collin County)**

**Sherman Office 903-893-0692 (Northern Collin County)**

Oversees the set up and regulation of state sales tax laws and monitors compliance with laws that deal with franchises, motor fuels, cigarettes and hotel taxes.

## **Texas Council on Problem and Compulsive Gambling**

**Helpline 1-800-742-0443**

24-hour per day Helpline staffed by trained specialists. Educational materials available.

## **Texas Crime Victim's Compensation Program**

**1-800-983-9933**

Victims who suffer personal injury as the result of violent primary or secondary crimes may be eligible for victim's benefits.

**Texas Department on Aging**

**1-512-424-6840 General Information**

**1-800-252-9240**

**1-800-252-2412 State Nursing Home Ombudsman Program**

**WEBSITE:** [www.tdoa.state.tx.us](http://www.tdoa.state.tx.us)

The State's visible advocate and leader in the provision of comprehensive, coordinated services for senior citizens.

**Texas Department of Health: Alzheimer's Disease Program**

**1-800-242-3399**

Provides a statewide Alzheimer's information and referral system with resources for caregivers, providers, family members, agencies and other groups

**Texas Department of Human Services**

**Services to Aged and Disabled Adults**

**Community Care for Aged and Disabled**

**972-542-0221**

**Metro 972-562-5832**

Offers numerous programs for aged and disabled adults including:

- **Nursing home Medicaid Eligibility**

Determines Medicaid eligibility for nursing home payments and residential care for nursing home clients.

- **Community Care Services**

Family and primary in home care including home health care, homemaker and chore services and emergency response services (ERS) for elderly and disabled persons based on income.

**Texas Department of Insurance**

**1-800-252-3439 Consumer Information**

**WEBSITE:** [www.tdi.state.tx.us](http://www.tdi.state.tx.us)

Provides information on insurance companies including financial and complaint inquiries. Accepts complaints of unfair treatment by insurance companies.

**Texas Governor's Citizens Assistance Office**

**1-800-843-5789**

**TDD 1-512-475-3165**

**WEBSITE:** [www.governor.state.tx.us](http://www.governor.state.tx.us)

Offers information and referral and takes comments/concerns regarding state government.

**Texas Medical Foundation**

**1-800-725-8315**

**1-512-329-6610**

Accepts complaints regarding the quality of care received from doctors, hospitals, nursing homes or managed care plans.

**Texas Neurofibromatosis Foundation**

**972-267-6145**

Provides information and education about neurofibromatosis. Support for patients and families including limited financial assistance when medical treatment requires travel out of the city or state.

**Texas Ombudsman Program**

**Texas Department on Aging Ombudsman Hotline**

**1-800-252-2412**

Accepts concerns and/or complaints regarding nursing home residents' rights or problems relating to quality of care. **If you are interested in becoming a volunteer ombudsman in**

**Collin County call:**

**North Central Texas Area Agency on Aging**

**1-800-272-3921 or Metro 817-695-9194**

**Texas Public Utility Commission**

**1-888-782-8477**

Handles complaints for persons who feel a telecommunication carrier has switched them to another carrier without permission of the customer.

**Texas Roadrunners: Tours by Jim**

**972-423-7668**

Fun tours with a personal touch to destinations such as Branson and Palo Duro Canyon, as well as customized tours for your group. Call for details.

**Texas Silver Haired Legislature**

**1-877-718-8745**

A non-partisan organization comprised of 116 elected members over the age of 60 which convenes in Austin during even-numbered years to establish legislative priorities related to senior adults.

**Texas State Library  
Talking Book Program---Division for Blind and Handicapped  
1-800-252-9605**

Offers free library services for Texans who because of visual, physical or learning disabilities are unable to read standard print material. Books are available in other media formats such as cassette, Braille or large print. Material and equipment are mailed free of charge to the user. Information and referral service is also available.

**Texas Woman's University  
Programs include:**

- **Dental Hygiene Clinic  
940-898-2888**

Teeth cleaning, topical fluoride application, full mouth x-ray survey, disease control counseling, pit and fissure sealants provided by dental hygiene students under supervision of faculty and clinical dentist. Small fee.

- **Institute for Women's Health  
940-898-2792**

Offers services to address concerns and issues related to aging and women's biological, social, psychological and socioeconomic wellbeing and health

- **Silver Hearts Program: A Wellness Program for Senior Adults  
940-898-2918**

**WEBSITE:** [www.twu.edu/o-sl/wellness.html](http://www.twu.edu/o-sl/wellness.html)

Primarily located on the Texas Woman's University campus outreach extends into the community. Offers chair aerobics, water aerobics, and wellness programming for the senior adult population.

**Towne Creek Apartments  
Legal Name: McKinney Retirement Housing Foundation  
972-548-7170**

Federally subsidized apartments for persons who are at least 62 years and/or have impaired mobility.

**Vet Center:  
Legal Name: Vietnam Veterans Readjustment  
24hrs 214-361-5896**

Individual and group counseling for Vietnam veterans and their families and for veterans of the Gulf War, Korea, Somalia, World War II, Grenada, Lebanon and Panama. Call for details.

**Veteran's Affairs North Texas Health Care System**  
**214-742-8387**

Located in Dallas offers comprehensive inpatient and outpatient services for eligible veterans. Numerous medical and psychological programs are available. Call for details and for other locations in the North Texas area.

- **Sam Rayburn Veterans Memorial Hospital in Bonham**  
**903-583-2111**

Full service veterans' hospital located in Bonham.

**Veteran's of Foreign Wars (VFW)**  
**972-542-9119**

Service organization for veterans who have served overseas.

**Victims Outreach.**  
**24hrs 214-358-5173**

Provides information, referral and various types of assistance for victims of violent crime throughout the recovery and criminal justice process.

**Villas of Mission Bend**  
**972-867-2700**

Income restricted apartments for persons age 60 years and older. Call for details.

**Visiting Nurse Association of Texas-Collin County**  
**Metro 972-562-0140**  
**1-800-942-9586**

Provides comprehensive home health care and hospice care to homebound persons with orders from a physician.

**Volunteer Center of Collin County**  
**972-422-1050**

**WEBSITE:** [www.volunteercollin.org](http://www.volunteercollin.org)

Serves the community as a clearinghouse for volunteers by recruiting and matching individuals or groups of volunteers to various non-profit organizations in Collin County and surrounding areas.

**Volunteer Income Tax Assistance (VITA)**  
**214-767-1428**

Free income tax help is provided by IRS trained volunteers for low-income, senior adults, disabled and non-English speaking persons. Call for details.

**Volunteer McKinney Center**  
**1-972-542-0679**

Serves as a clearinghouse for volunteer opportunities for individuals and non-profit organizations in McKinney.

**White House Greetings**  
**FAX: 1-202-456-2461**

To request a Birthday Greeting from the President of the United States for persons 100 years or older send fax to:

President (name of current President)  
White House  
"Greetings" Room 39  
Washington, D.C. 20500

Include name, birth date and address of person celebrating the birthday.

**Women's Advocacy Project, Inc.**  
**Family Violence Legal Line 1-800-374-4673**  
**General Legal Hotline 1-800-777-3247**

Located in Austin, program answers legal questions and makes referrals for consultations to gain legal information.

**Women's Center in Richardson**  
**972-238-9516**

Provides support groups, study groups, programs related to women's issues, peer counseling and telephone counseling. Resource library is available.

**Wylie, City of**

- **Public Library**  
**972-442-7566**

Full service library with large print books, audio and videotapes. Book club available. Call for details.

- **Bart Peddicord Community Center: Senior Services Program**  
**972-442-8119**

Lunch served Monday through Friday; fitness/exercise programs as well as recreation leisure activities.

- **Meals on Wheels Program**  
**972-442-8119**

Home delivered meals Monday through Friday and meals served daily at the Petticord Community Center for attendees of senior activities.

**Wylie Christian Community Care Center**

**972-442-4341**

Provides food, clothes, gasoline and limited counseling. Some help available for rent and utilities.

**YMCA in Legacy (Plano Family)**

**972-378-9622**

**WEBSITE:** [www.planoyymca.org](http://www.planoyymca.org)

Offers older adults programs involving exercise, sports, and outings to cultural and recreational events. Silver Sneakers program is a strength and conditioning class customized for seniors.

**Young At Heart Adult Day Care**

**972-424-7294**

Provides personal care for dependent adults in a supervised setting with structured homelike setting Monday through Friday. Occupational and physical therapies are available for participants in the program.