Quality Care Checklist for Older Adults Choosing Care at Home

The Care You Want

made possible through a generous grant from the Gould Charitable Foundation
If you are one of the millions of older adults who want to live at home and need supportive services, this Quality Care Checklist is for you.

Kansas Advocates for Better Care (KABC) is a non-profit, charitable organization. Our mission is to improve the quality of long-term care in Kansas.

- Our work is made possible by support from concerned citizens.
- We offer guidance, support, and resources to older adults and families.
- We provide training to caregivers.
- We advocate for public policies which improve long-term care.

Please call Kansas Advocates for Better Care if you have questions or would like guidance:

1-800-525-1782 (toll-free)
785-842-3088 (Lawrence)
email us: info@kabc.org
visit our website: www.kabc.org

There is never a fee for our help.
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Information Current to February 2019
DO YOU WANT TO STAY AT HOME?

Things to consider:

• What kind of help would make your life better?
• How often do you need help?
• What health or safety concerns do you have?
• Are you risking an accident, injury or hospitalization by not having help?
• You want to stay at your highest level of ability — what kind of help would make that possible?
• Could you ask family or friends for help? What kind?
• Would you rather ask family to help or hire a helper?
• Is your home set up so you can easily get around in it?
• Is your home easy to keep up?

Will a care provider:

• Treat you with dignity?
• Support your choices?
• Make it possible for you to do the things you need and enjoy, or go places important to you?
• Respect your ability to make decisions?
• Speak your language?
• Respect your religious preferences, sexual orientation, cultural or ethnic identity?
THE HELP YOU NEED TO STAY AT HOME

The following people are trained to help you know how a caregiver might benefit you, or in what ways a supportive service might be of help. You can talk through what you can do on your own and what you may like help with. Together you will look at the setup of your home and identify any changes which might improve your level of independence and safety. There is usually not a cost for this assessment. If there is a cost, Medicare may cover the cost.

• Your local Area Agency on Aging will likely come to your home.

• Your doctor’s office may have a trained nurse or social worker to help you with this, or the doctor can give a referral to an occupational therapist.

TIP: Doctors don’t always know about services that can help you remain at home and instead may suggest nursing or assisted living facilities. If you want to remain at home, tell your doctor and talk with him/her about finding home-based resources.
• Your local **Public Health Department** may have nurses or social workers trained to help with this kind of assessment.

• **Case managers** are often social workers or nurses. They can do an assessment and also refer you to any healthcare or support services you might need. They can help set up services or appointments. Case managers also can help resolve problems which might come up with a caregiver or service provider.

• Your local **Community Mental Health Center** can help you with mental health concerns and supports.
HOME HEALTH CARE AND HOME CARE

There are many services which could make your day-to-day life easier.

Home health care

Home health care is medical care for an illness or injury which is provided in your home by a licensed nurse or therapist or a certified home health aide working under the supervision of a nurse. Medicare often pays for home health care but requires a doctor’s order. Home health agencies are licensed by the State of Kansas. You may check with the Kansas Department for Aging and Disability Services (KDADS) about licensed home health providers and report any complaints about home health care. Home Health Care offers skilled nursing services:

- Wound care for pressure sores or a surgical wound
- Patient and caregiver education
- Intravenous or nutrition therapy
- Injections
- Monitoring serious illness and unstable health status
- Physical, speech, occupational, or respiratory therapy
- Catheter care
Along with skilled nursing services, some home health agencies also have aides who can help you with bathing, housekeeping and meal preparation.

**TIP:** Home health care and home care are NOT the same.
Home care

Home care helps you function and keeps you independent. It is not medical care. Home care workers can help you with activities such as:

- **Personal care:** help to get dressed, eat, bathe and brush teeth, walk or get around, get up and down
- **Medication assistance:** set up medicines by day of week reminder to take medicine (or set electronic reminders), help take medicine
- **Meals and preparation:** shop for food, make meals, sign-up for delivered hot or frozen meals
- **Housekeeping:** clean house, do chores and laundry
- **Make appointments:** doctor, dental, barber or beauty
- **Transportation:** medical, personal, shopping, entertainment
- **Yard and home maintenance:** mow grass, home upkeep or repair
- **Finances:** pay bills (set up automatic bill pay, write checks); balance your bank statement; manage your income from Social Security, an individual retirement account, veterans or other pension. Choose someone as your financial power of attorney to do these things. (See Resources.)
Qualities of a good caregiver

☐ Is trained or can be trained for your specific needs. *If she is not trained, will you train her or get training for her?*

☐ Treats you with respect

☐ Is reliable/shows up for work

☐ Has a positive, can-do attitude and is good at solving problems that arise

☐ Has good judgment/decision-making skills

☐ Has the physical strength and is able to provide the types of help you need

☐ Likes older adults, is kind, has a sense of humor

☐ Is gentle when providing hands-on care

☐ Is able to be with you when needed. *If you need long hours of care, most or every day, how many people will it take to meet your needs?*

**TIP:** Have a caregiver agreement. It should be written out, clearly stated with specific details, and signed by you and the caregiver. It should include the hours and times of care, cost and payment. *(See more in the Solving Problems section.)*
CAREGIVERS: FAMILY, PAID OR TRADE

If you are staying in your home and need help, who will your caregiver(s) be?

- A family member, friend or neighbor
- A hired personal care aide or attendant
- An agency hired to provide a personal care aide or attendant

Things to think through if you choose a family member, friend or neighbor as your caregiver:

- Is the person able to give the care or do the things you need?
- Is the person reliable? Will she come to help when she promised? Does he make good decisions? Is she trustworthy? Will he be respectful of you and your belongings?
- Does he encourage you to do what you can, or undercut your abilities?
- Will she respect your choice to take a risk? Will he pressure you to do only things he believes are safe?
- Do you get along well together?
- Will you pay him, or is it his gift to you?
- Will you trade something of value like housing for the care you receive?
Things to think through if you hire a personal care aide or attendant as your caregiver:

• How will you find this person? Get a referral from a trusted source. Is it someone you know? Did you use the internet (such as www.care.com) to search or to advertise?
• For your safety, have you done a background check on the person? Check criminal records (law enforcement), financial records (credit check), and your state’s abuse registry (most states have this resource).
• Is the person able to give you the care you need or do what you need?
• Is the person able to be with you at the times you need?
• If you need long hours of care, most or every day, how many people will it take to meet your needs?
• Does the person have the training needed for the care you need? If not, will you train them, or get training for them?
• Is the person reliable? Will she show up when promised, make good decisions? Is he trustworthy? Will he be respectful of you and your belongings?
• Does the person encourage you and your strengths, or “do everything for you” including making decisions you are able to make?
• Do you get along well? Does the person like older adults?
• Will you pay the person or will you trade something of value like housing for the care you receive? Whatever your agreement, it should be clearly stated, written out with specific details, and signed by you and your caregiver. Include the hours and times of care, cost and payment (See more in the Solving Problems section.)
• If you hire the person, do you want to be responsible for preparing payroll, filing taxes and W2 forms? If not, you can use a payroll service (www.care.com, some centers for independent living, some private companies, etc.). (See Resources for Self Direction Toolkit, or www.care.com.)
Things to think through if you hire an agency to provide the personal care aide or attendant:

- How did you hear about the agency? Was the referral from a trusted source, from someone you know, or from phone book or internet?
- Does the agency have a business license? If yes, who approves the license? Are their services reviewed on websites?
- Does the agency do a background check (criminal, financial, abuse) on every employee?
- Does the agency allow the aide to work with you before they have the results of the background check, or only after it is completed and clear of concerns?
- What things could show up in a background check that would cause the agency to not hire someone? Make sure the reasons they would not hire someone are the reasons you would not hire someone as a care aide.
- How often does the agency do the background check? Every year or only at hire?
- Are the employees bonded (does the agency have an insurance policy for a certain dollar amount which covers theft by the employee or other misdeeds)?
- Are the agency and employees respectful of your religious and cultural values?
• If the agency has an application fee, how much is it? Is it refundable?
• Does the agency have a minimum fee or charge for hours? Many do.
• Can the agency guarantee that you have a care aide whenever you need help (including for an unscheduled urgent need or emergency)?
• Does the agency have care aides who speak your language?
• Will the agency provide the same care aide to you? If you require more than one care aide to meet your needs, will they always send the same aides?
• Does the agency have a standard training for care aides? If so, what does it cover?
• Does the agency offer specialty care? If yes, what training is provided by the agency or someone with whom they contract?

**TIP:** A 2017 law requires any business providing in-home care to be licensed by the State. A 2018 law requires a criminal background check on employees of an in-home care business, certain exemptions and limits apply. See www.kabc.org
YOUR BACKUP SAFETY PLAN

Having good caregivers and a good plan won’t keep life from surprising us. Times may arise when a caregiver doesn’t or can’t arrive as agreed, or in a storm, power outage or other unexpected event. It is important to have a backup plan so that your needs are met.

- Think through what needs to be in your backup plan. Write it down. Share it with everyone who is a part of your plan.
- Add their contact information and yours.
- It is always good to have a couple of contacts for each backup service. It will increase the likelihood that you get help.
- Keep the plan up to date, and the people and their contacts, too.
- If you can’t tolerate heat or cold, if you use oxygen or other medical devices that require power, be sure that your name, address and contact information are listed with the local agency that coordinates critical services. (See Resources.)
YOUR EMERGENCY PLAN

Tornadoes, flooding, snow and ice, and other natural disasters happen. Have a plan in place for the help you need in case of an emergency that is serious and longer lasting. The plan should include:

- The name and address of a temporary, safe location that has the help you may require, such as a hospital, health facility or shelter.
- Contact information for local emergency services (emergency medical technicians, fire department, police).
- Contact information for the agency or company responsible for power or critical services if it is important that you have access to power for oxygen or heating/cooling. Make sure the right agency knows you will need immediate help. Will you call them if an emergency arises, or will someone call them for you?
- Keep a week’s supply of food and water on hand.

TIP: Learn the facts and make arrangements in advance: Does one agency in your community maintain a list of persons who should be helped first in the event of a disaster? If phone service is not working, how does your community provide emergency management for older adults who need special or priority response?
PAYING FOR CARE

- **Medicare** will pay for home health care when skilled nursing or therapy services are ordered by a doctor.
- **Medicaid** will pay for in-home care services for older adults who meet the financial and functional (need for personal care assistance) requirements.
- **PACE/Program of all Inclusive Care for the Elderly** is a program which covers the costs of in-home care through the Medicare and Medicaid programs. Older adults must meet financial and functional requirements.
- **Veterans Administration** will pay for in-home care services and caregiver support for veterans who qualify based upon financial need.
- **Private long-term care insurance** will pay a daily amount for in-home care services if the policy covers home locations.
- **Private pay** may be an option. Home care is often paid for by the older adults who use these services or by their families.
SOLVING PROBLEMS

Chances are good that you’ll experience a problem at some point with the care you receive or the person or agency providing the care or service. It helps to be ready when you do.

You can be ready in two ways:

• Set out clear guidelines and what you expect from the beginning.
• Address a problem as soon as it occurs, or as soon as it is possible and safe for you to do so.

TIP: If the problem involves abuse, neglect, theft or other serious wrong-doing, call 911 for the police and call Adult Protective Services immediately for help. (See Resources.) Depending on the danger to you, your care needs or any injuries, you may need to stay temporarily in a hospital or a care facility or with a friend/family member for safety, healing and care. Get others involved who can help you as soon as possible. Stop any harm.

Following are guidelines for problem solving:

• **Communicate.** Sometimes a problem is simply miscommunication. Say clearly what your needs are, what you are asking of the person or agency, confirm what they have agreed to, and repeat as often as necessary.

• **Talk about it immediately.** A pattern of problems is harder to correct than turning a problem around as soon as it happens, as long you are not in danger from the person.

• **Write it down.** Having an agreement in writing and which you both sign, makes what you expect clear on both sides. If something does go wrong, you have the written agreement as a starting point to talk about correcting the problem. Keep track of what the problem is, the date(s) you talked about it with the care provider or agency, and their response.

• **Talk directly with the person the problem started with.** If your caregiver did not show up as agreed, talk with him as soon as you are able. Tell him how his action(s) or lack of action made your life harder or put you in harm’s way. Remind him about the written agreement and what he agreed to do.
• **Listen.** Learning what caused the problem(s) in the first place may help you know if it is likely to happen again.

• **Make a decision.** Do you want to give the care provider or agency another chance, or do you need to end your agreement and replace the care provider or service? One thing to consider is the harm or risk the incident created for you.

• **Take appropriate action.** If the problem is not resolved, your next step will depend on whether you hired the caregiver directly or an agency hired them. If you hired the caregiver directly, determine if you need to replace her temporarily or permanently, or if she needs additional training. *Your well being is the most important thing to think about as you decide.* You’ll likely need a temporary plan for getting care until you hire a replacement. If you have an agreement with an agency to provide a caregiver or service, talk to the person in charge. It helps if you have written out what happened, when it happened, what negative effect it had on you, as well as everything you have done or tried to do to correct the problem. Tell the agency what you want them to do to make it right — such as provide more training or instruction for the employee, assign a new caregiver to you, fire the employee, or
something else. If the agency does not correct the problem as you’ve asked and within a timeframe which meets your needs, you may choose to end your agreement with the agency and hire another care provider. If the agency or provider has a license from or oversight by a government agency or a healthcare licensing entity, you may want to report the problem as well.

• **If you cannot act on your own behalf, ask someone to do so for you.** This may be a family member, friend, case manager, banking trust officer, health care power of attorney, or durable power of attorney. If you have asked someone else to act on your behalf, you will have put something in writing so that your representative can talk freely with your caregiver without breaking privacy rules. This may be as simple as signing a release of information, or it may be a more formal health care or durable power of attorney form. If you have a legal guardian or conservator, that person will be appointed by the court to act on your behalf. The court order is usually all that is needed so that information can be shared between the guardian and the care/service provider. *(See Resources: Self-direction toolkit at www.kabc.org/wp-content/uploads/2018/07/Self-Direction-k-pass-toolkit-2006.pdf)*
YOUR HOME

Staying independent might require changes inside your home, additional help for upkeep inside and out, or moving to a new home which is less work or may be setup better for your needs. Some things to think about:

In your house

• Who will do home and yard maintenance?
• Can you easily use a wheelchair or walker throughout your house?
• Do you need to climb stairs to get into your house or around on the inside?
• Can you get easily in and out of your bathtub or shower?
• Can you manage and afford the upkeep and taxes?
• Do you have a strong neighborhood, faith community or social support system nearby?
• Is there transportation close by that you can use easily?
In your apartment

• Can you use a wheelchair or walker easily throughout your apartment?
• Can you easily get in and out of your bathtub or shower?
• Do you need to climb stairs to get into your apartment or around on the inside? Is there an elevator or chair lift?
• Is there transportation you can use easily?

With a friend or family member

If you are thinking about moving in with a family member or friend, in addition to the things listed above, you might also think about these things:

• Do you like the person/people and enjoy spending a lot of time with them?
• Is the person respectful of your choices or does he try to make decisions for you?
• Is there enough room for you both/all to have privacy (bedroom, bathroom, etc.)?
• Will you enjoy how busy or quiet the home is?
• Will it create a financial hardship for you or for your family member or friend?
In senior housing or a 55+ community

If you are thinking about moving into a senior or 55+ housing community, in addition to the things listed above, you might also think about these things:

• Do you want to live only with others your age?
• Are services included such as meals, housekeeping, group activities, care or supportive services for hire, transportation, etc.?
• If it is public housing, do you meet the income guidelines?

In an assisted living or nursing facility

If you are looking into a licensed assisted living or nursing facility, see www.kabc.org for resources or call us for guidance.
EATING WELL

Nutrition is important for health. Many older adults live alone and don’t want or find it hard to shop and prepare meals.

If you want to cook

• Supplemental Nutrition Assistance Program (SNAP) and food pantries help many seniors with limited incomes. SNAP helps with the cost of groceries if you meet the income guidelines, and food pantries provide basic staples such as canned goods, cereal and flour.

• Many grocery stores offer home delivery.

If you want prepared meals

• Meals on Wheels, Schwan’s and other food companies deliver pre-packaged prepared meals to your home.

• Senior centers, senior public housing or other community locations often provide a community meal at noon.

• Area Agencies on Aging often have programs that allow you to choose a prepared meal at a local restaurant or food bar.
TRANSPORTATION

Getting around is important so that you can engage in activities that you enjoy. You need to have easy access to transportation when you need it.

Personal vehicle

Do you drive a car or have a car that your caregiver can drive? If you aren’t driving will your insurance cover the driver?

Public transportation

- Is a van or small bus, with or without a lift, available in your community that can pick you up at home and take you to a specific location, then back home?
- Is there a regular bus stop or train stop close to your home and your usual destinations? Does accessing it involve stairs?
- Does your community offer transportation programs for older adults or those with disabilities?
- Does your senior center, independent living center, area agency on aging, or town/county offer transportation with/without lifts?
Other transportation options

• Is medical transport (often through Medicaid) to and from health care appointments available?
• Is a taxi service available in your community?
• Are you comfortable using an app on your phone to schedule private transportation services (such as Uber or Lyft)?
ASSISTIVE TECHNOLOGY

Assistive technology can help a person remain at home and more independent in many ways, including the following:

- Communication
- Computers and related equipment
- Hearing
- Home modifications
- Mobility
- Recreation and leisure
- Vision

To learn more, see and borrow devices, or get help to purchase assistive technology in Kansas, call Assistive Technology for Kansans at 800-526-3648 or visit their website online: https://atk.ku.edu/learn-about. Visit https://atk.ku.edu/contact-atk for regional contacts.

Smart home technology

The field of smart technology for the home is rapidly progressing. Smart speakers respond to voice commands (see Amazon’s Echo) and can control turning off and on lights or appliances. Electronic medication reminders and dispensers are available, as are stove guards with automatic shut-off.
Home modification

Ramps, chair lifts, grab bars and many other minor home modifications can make your home more useable for you, and easier and safer to get around in.

Assistive devices

A wide variety of items are available to offer practical help for safely getting in or out of the car, or in and out of the shower.

Where to start

Use an internet browser (such as Google) to see the many options available to help solve a particular challenge. In the browser window, search for “smart home technology” or “assistive technology” or “assistive devices for car or bath” or to address whatever need you have.

To learn more about assistive technology or home modification or to find help, contact KABC or your local Center for Independent Living or your Area Agency on Aging. You also may wish to call and talk directly with various assistive technology companies you find in your online search, in order to compare devices, pricing and solutions.
MEDICATION REVIEW

Many older adults are on several medications, prescribed or over the counter, to manage health conditions. Taking a number of medications can increase the risk of negative health reactions or interactions.

Your home health provider or local Area Agency on Aging (see Resources) may be able to do a medication review for you. Geriatric pharmacists are very knowledgeable about medications and the risks that are specific to older adults (55+) when using a drug. For more information about these options and how they may be of help, contact KABC.
HOME CARE RESOURCES – KANSAS

KANSAS ADVOCATES FOR BETTER CARE (KABC)
Call, email or visit our website if you need help:
800-525-1782     info@kabc.org     www.kabc.org

HOME HEALTH CARE
Kansas Home Care & Hospice Association:
   (primarily medical) . . . . . . . . . . . . . . . . www.kshomecare.org
Home health agency comparison site:
www.medicare.gov/homehealthcompare/search.html

HOME CARE
For a care assessment:
Aging & Disability Resource Center
   (ADRC) . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . 855-200-2372
www.kdads.ks.gov/commissions/commission-on-aging/
   aging-and-disability-resource-centers
Self-direction of home care toolkit:
   Self-Direction-k-pass-toolkit-2006.pdf
National Family Caregivers
   Association . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . caregiveraction.org/

FIND A CARE PROVIDER
Kansas Personal Care Directory:
www.rewardingwork.org/State-Resources/Kansas
Care.com. . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . www.care.com
Pre-employment background checks:
EMERGENCY AND DISASTER PLANNING
www.cdc.gov/aging/pdf disaster_planning_tips.pdf

AREA AGENCIES ON AGING
www.agingcare.com/local/area-agency-on-aging
South Central – Arkansas City .................. 620-442-0268
Southeast – Chanute .............................. 800-794-2440
Southwest – Dodge City .......................... 620-225-8230
Northwest – Hays ................................. 800-432-7422
Northeast – Hiawatha ............................. 800-883-2549
North Central – Manhattan ...................... 800-432-2703
East Central – Ottawa ........................... 800-633-5621
Wyandotte/Leavenworth – Kansas City ........ 888-661-1444
Johnson County – Olathe ........................ 888-214-4404
Central Plains – Wichita ........................ 855-200-2372
Jayhawk – Topeka ................................. 800-798-1366

CENTERS FOR INDEPENDENT LIVING
   centers-independent-living
Directory of centers for independent living:
www.ilru.org/projects/cil-net/cil-center-and-association-
directory-results/KS
Delaware Valley Center – Horton .................. 785-487-1370
Independence, Inc. – Lawrence .................... 888-824-7277
Independent Connection – Salina .................. 800-526-9731
Independent Living Resource
   Center – Wichita ................................. 800-479-6861
Kansas Association Centers for
   Independent Living – Topeka .................... 785-215-8048
Topeka Independent Living
   Resource Center ................................. 800-443-2207
LINK:
LINK – Hays ........................................... 800-569-5926
LINK – Great Bend .................................. 620-792-6600

Prairie Independent Living Resource Centers:
Hutchinson .................................................. 888-715-6818
Dodge City .................................................... 620-371-7690
Pratt ............................................................. 620-672-9600
Newton ......................................................... 620-663-3989

Resource Centers for Independent Living:
Osage City .................................................... 800-580-7245
El Dorado ........................................................ 800-960-7853
Emporia ......................................................... 888-261-4024
Iola ............................................................... 877-944-8144
Topeka .......................................................... 877-719-1717

Southeast Kansas Independent Living Resource Centers:
Parsons ......................................................... 800-688-5616
Chanute ........................................................ 866-927-0757
Columbus ....................................................... 866-927-3600
Fredonia ......................................................... 866-927-4881
Hays ............................................................. 800-316-8019
Independence ................................................. 866-927-1006
Pittsburg ......................................................... 866-927-6780
Sedan ........................................................... 866-906-3990

Three Rivers Inc.:
Wamego ....................................................... 800-555-3994
Mayetta ......................................................... 785-966-8344
Clay Center ................................................... 785-632-6117
ADDITIONAL RESOURCES

TO REPORT ABUSE, NEGLECT OR EXPLOITATION
Local police/sheriff ......................................................... 911
Adult protective services:
Kansas Department of Children and Families . 800-922-5330
Adult care facility complaints:
  Kansas Department for Aging and
    Disability Services .................................................. 800-842-0078
  Attorney General’s office .......................................... 888-428-8436

OTHER LEGAL RESOURCES
Elder Law Hotline .......................................................... 888-353-5337
Kansas Legal Services ................................................. 800-723-6953
Disability Rights Center of Kansas ......................... 877-776-1541
Kansas Guardianship Program ............................. 800-672-0086
Medicaid Fraud .............................................................. 800-447-8477

FOOD RESOURCES
Supplemental Nutrition Assistance Program (SNAP):
https://www.fns.usda.gov/snap/snap-special-rules-elderly-or-disabled
Kansas Food Pantries ........................................... www.foodpantries.org/st/kansas

MEALS ON WHEELS
www.mealsonwheelsamerica.org/about-membership/
  state-associations/kansas
The Meals on Wheels Association
  of Kansas (MOWAK) ............................................... 785-295-3980
  Meals on Wheels America .................................... 888-998-6325
MENTAL HEALTH RESOURCES
National Association of Mental Illness (NAMI Kansas)
namikansas.org/ .................................................. 800-539-2660
Association of Community Mental Health
Centers of Kansas ............................................. 785-234-4773
www.acmhck.org/about-us/cmhc-directory/

RESOURCES FOR INDIVIDUALS WITH DISABILITY
Home and Community Based Services ........ 800-432-3535
The Whole Person ........................................... www.facebook.com/TheWholePerson/
Disability Rights Center of Kansas ................ 877-776-1541

DURABLE MEDICAL EQUIPMENT & DME RECYCLING
Accessibility Medical ................................. www.AccessibilityMedical.org

ASSISTIVE TECHNOLOGY RESOURCES
Assistive Technology for Kansans .................. 800-526-3648
https://atk.ku.edu/
Regional access sites:
Western (Oakley) ........................................... 785-672-3125
North Central (Salina) ..................................... 785-827-9383
Northeast (Topeka) .......................................... 785-267-1717
South Central (Wichita) ................................. 316-942-5444
Southeast (Parsons) ......................................... 620-421-6551
Southwest (Garden City) ............................... 785-673-9609
MEDICAID
KanCare ........................ www.kancare.ks.gov/
KanCare Eligibility for Elderly and Persons with Disabilities .......... 800-792-4884
KanCare Ombudsman Office ........................................ 855-463-8180
Kansas Department for Aging and Disability Services (KDADS) ........ 785-296-4986
http://kdads.ks.gov/ .................................................. 800-432-3535
PACE/Program of All Inclusive Care for the Elderly ...................... 800-432-3535

RESOURCES FOR VETERANS
Commission on Veteran Affairs ...................................... 785-296-3976
kcva.ks.gov/
The Quality Care Checklist incorporates knowledge and experience shared by older adult users of home care; family caregivers of older adults; and geriatric specialists including doctors, nurses, pharmacists, therapists and case managers. Their participation was invaluable in creating this resource. Information was gathered through in-person interviews, focus groups and surveys. Surveys were also submitted online and by mail.

To learn more about this project and for additional resources, visit our website: www.kabc.org. All KABC resources are free.

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