Caregiving may be one of the most important roles you will ever take on in your life. You may have become a caregiver suddenly or perhaps your role has evolved over time. No matter where you are in the continuum of caregiving—starting to plan, helping to coordinate a big move, or taking care of a family member in your home—having resources at your fingertips will make the process easier.

With many organizations offering different types of help and services, it can be a challenge to sort out the specific type of help or services best suited for your needs. AARP developed this resource guide with you—the caregiver—in mind as a starting point to help you find the services and supports you need throughout your caregiving journey.

We hope this resource guide can assist you in the following ways:

- **Help you get the type of assistance you need.** This directory lists many government and nonprofit resources, which you can access both in-person and online.

- **Help you connect with others.** You’ll discover, if you have not already, that you’re a part of a community of caregivers and caregiver supporters. You are truly not alone.

- **Help take care of yourself.** This is vitally important but something that many caregivers often overlook. The act of caregiving can take a physical and mental toll on the caregiver. So, it’s important that you make self-care a top priority.
Tips to Find Services and Supports

Here are a few pointers to keep in mind as you begin to look for resources and support.

**Ask for help.**
Friends and family will often ask you if there is anything that they can do to help. Use your network and ask others to help you look for resources and information in your area.

**If possible, use the Internet.**
The Internet is an easy and quick way to get information. Because information can vary, it is important not to rely on one site alone. Also, make sure the sponsoring organization is a reputable and reliable source of information.

**Talk to a real person.**
Many phone numbers will lead to voicemail. It's important to leave a message, but don't wait for someone to call you back. Keep in mind that some services have backlogs of calls to return. Keep calling back until you connect with someone who can help you. Usually a second request receives prompt attention.

**Write down your questions in advance.**
Before you call, write down specific questions and try to be as concrete and detailed as possible.

**Keep track of your conversations.**
Keep a notebook of who you talked to. Write down names, phone numbers, and notes from each call. You never know when you will need the information down the road.

**No one person or organization has all the answers.**
The person you get on the phone or the website you visit may have expertise in certain areas, but not in others. It is always smart to be prepared with other resources and organizations that can help.

**Use your creativity.**
Create your own personal resource network. This could include contacting community-based agencies to find out what kinds of support services are available in your area. Consider asking friends or other caregivers what resources they found to be useful.

**Many services are local.**
Services can vary widely from state to state and region to region. Make sure you look for resources that provide services where you live.

“Making the decision to care for Mother meant leaving my own home, job, church and friends to devote my life to her and help her get back on her feet. It was a quick decision because I knew she needed me, but a hardship financially.”

—S. of Fayetteville
Many of the organizations in your state can help provide you with the big picture of what is going on in the community. State organizations can refer you to local organizations that provide resources and services in your local community.

Aging Related

**Adult Protective Services**

Provides education about and investigates allegations of elder abuse and neglect. Forms of abuse include physical, sexual abuse, financial exploitation and emotional and verbal abuse. If you suspect an adult is being abused or neglected at home or in a care facility, call the Adult Abuse Hotline to make a confidential report.

**Adult Abuse Hotline:**
1-800-482-8049

Phone numbers for APS staff covering each county:
www.aradultprotection.com/map.htm
www.aradultprotection.com

**Arkansas Area Agencies on Aging (AAA)**

Established under the Older Americans Act (OAA) in 1973 to respond to the needs of Americans 60 and over in every local community. By providing a range of options that allow older adults to choose the home and community-based services and living arrangements that suit them best, AAAs make it possible for older adults to “age in place” in their homes and communities.

www.daas.ar.gov/aaamap.html

Telephone: Eight regional AAAs; phone numbers available at website

**Arkansas Department of Human Services Division of Aging and Adult Services (DAAS)**

Designs and manages resources for older adults and persons with disabilities and caregivers. This state agency can provide an overview of aging and caregiver services in the state.

P.O. Box 1437, Slot S-530
Little Rock AR 72203-1437
501-682-2441
www.daas.ar.gov
aging.services@arkansas.gov

**Long-Term Care Ombudsman**

Long-term care ombudsmen are advocates for residents of nursing homes, board and care homes and assisted living facilities. Ombudsmen provide information about how to find a facility and what to do to get quality care. They are trained to resolve problems and can assist you with complaints.

501-682-8952
www.arombudsman.com

**University of Arkansas for Medical Sciences (UAMS) Donald W. Reynolds Center on Aging**

Designed to meet the needs of an aging generation with the highest standards of service, research and care currently available, recognizing that the focus of health care must shift from merely keeping people alive to making those later years healthier and more productive. Includes the Arkansas Aging Initiative, a network of eight Centers of Aging (COA) with a mission of improving the quality of life for older adults and their families.

http://aging.uams.edu/
501-686-8948 (Arkansas Aging Initiative)
Health Care Related

Arkansas Works
Arkansas adults ages 19 through 65 with no dependent children and whose incomes are below 138 percent of the poverty level OR parents ages 19 through 65 whose household income is between 17 and 138 percent of poverty
Determine Eligibility to Enroll: https://access.arkansas.gov/Welcome.aspx
Arkansas Works Act of 2016: Fact Sheet
http://www.achi.net/Content/Documents/ResourceRenderer.ashx?ID=351

Health Insurance Marketplace
The Health Insurance Marketplace helps guide Arkansans as they shop and compare health plans available in the state.
Open enrollment for 2017 ends Jan. 31, 2017; after that date, applicants need to quality for a Special Enrollment Period to enroll.
Arkansas has a state-based health insurance marketplace using the federal enrollment platform at www.HealthCare.gov
Questions? Contact the Arkansas Health Insurance Marketplace at 1-844-355-3262 (toll-free) Monday through Saturday, 7:00 a.m. to 7:00 p.m. or go to http://myarinsurance.com/pages/individuals

Senior Health Insurance Information Program (SHIIP)
Provides one-on-one counseling and assistance to people with Medicare and their families. The agency can help with obtaining benefits, filing claims and understanding health care options.
1200 W. Third Street
Little Rock, AR 72201
1-800-224-6330 or 501-371-2782
http://insurance.arkansas.gov/shiip.htm

Arkansas Medicaid Program
Medicaid is a joint federal and state health care program for people with low income and limited resources insufficient to pay for health care, including physician, hospital and prescription drug costs. Through the ElderChoices program, older adults who are eligible for nursing home payments can receive medical and support services that enable them to continue living at home. Waiver services prevent or delay nursing home admission.
Donaghey Plaza South, P.O. Box 1437, Slot S401, Little Rock, AR 72203-1437
1-800-482-5431 toll-free in-state; 501-682-8501 local & out of state
www.medicaid.state.ar.us
aging.services@arkansas.gov

Caregiver Training/Counseling

Alzheimer’s Arkansas
An independent nonprofit organization dedicated to supporting Arkansas families affected by any kind of dementia. Support services include information for caregivers.
201 Markham Center Drive
Little Rock, AR 72205
501-224-0021; 1-800-689-6090 (outside Pulaski County); 501-913-1878 (after hours)
www.alzark.org/caregivers/alzheimers-overview/
Facebook: www.facebook.com/alzheimers.arkansas
Twitter: @AlzArk

Alzheimer’s Association Arkansas
Arkansas chapter of the Alzheimer’s Association, the world’s leading voluntary health
Central Arkansas Veterans Health Care System (CAVHS) Caregiving Support
A flagship Department of Veterans Affairs (VA) healthcare provider with hospitals in Little Rock and North Little Rock, CAVHS offers a variety of caregiver support services to veterans and those caring for them.
501-257-2123 or 501-257-3349
www.littlerock.va.gov/services/caregiver/index.asp

UAMS Schmieding Center for Senior Health and Education
The UAMS Schmieding Home Caregiver Training Program educates individuals to care for older adults in the home. Whether your goal is to work as a paid caregiver or help care for an older family member the center wants to help. Fees may apply.
http://uamscaregiving.org

Other Income-Based Assistance

Access Arkansas
An online portal offering eligibility information for 30 different state and federal programs including the Arkansas Health Care Independence Program, also known as the Private Option (see Health-Care Related Services).
https://access.arkansas.gov/Welcome.aspx

Arkansas Legal Services Partnership
Offers free or low-cost legal services for older adults. Provides legal advice, information and assistance with non-criminal problems.
Helpline: 1-800-952-9243
www.arlegalservices.org

Low Income Home Energy Assistance Program
Provides financial assistance for residents who are unable to pay utility bills. Weatherization resources also may be available.
Division of County Operations
P.O. Box 1437, Slot S301,
Little Rock, AR 72203
501-682-8375

Supplemental Nutrition Assistance Program (SNAP)
SNAP, formerly known as Food Stamps, provides monthly nutritional assistance to people who have low income and limited assets to pay for food. SNAP also provides nutritional education.
Division of County Operations
P.O. Box 1437, Slot S301, Little Rock, AR 72203 501-682-8375
http://humanservices.arkansas.gov/dco/Pages/SupportServices.aspx

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http://humanservices.arkansas.gov/dco/Pages/SupportServices.aspx

NATIONAL RESOURCES
The national resources below provide valuable information and can connect you to programs and services in your state and local community.

Alzheimer’s Association
Information and support for people with Alzheimer’s disease and their caregivers. Operates a 24/7 helpline and care navigator tools.
www.alz.org | 1-800-272-3900

Alzheimers.gov
A free federal information resource about Alzheimer’s disease and related dementias.
www.alzheimers.gov

ARCH Respite Network
The ARCH National Respite Network includes the National Respite Locator, a service to help
caregivers and professionals locate respite services in their community.

www.archrespite.org

**Caregiver Action Network**
Information, educational materials, and support for family caregivers.

www.caregiveraction.org

**Eldercare Locator**
A public service of the U.S. Administration on Aging that connects caregivers to local services and resources for older adults.

www.eldercare.gov
1-800-677-1116

**Family Caregiver Alliance**
Tools and resources for family caregivers, including the Family Care Navigator, a state-by-state list of services and assistance.

www.caregiver.org
1-800-445-8106

**Medicare**
Provides information about the Medicare program and how to find Medicare plans and providers. Caregivers will also find a tool on the website to compare home health care agencies and nursing homes.

www.medicare.gov
1-800-633-4227

**National Academy of Elder Law Attorneys**
A professional association of attorneys who specialize in legal services for older adults and people with special needs. Find a database of elder law attorneys by state.

www.naela.org

**The National Clearinghouse for Long-Term Care Information**
Information and tools to help plan for future long-term care needs.

www.longtermcare.gov

**Social Security Administration**
Information on retirement and disability benefits, including how to sign up for Social Security.

www.ssa.gov | 1-800-772-1213

**Veterans Administration**
Provides supports and services for families caring for veterans. Connects caregivers with local caregiver supports programs for veterans.

www.caregiver.va.gov
855-260-3274

**AARP RESOURCES FOR CAREGIVERS**

**AARP Caregiving Resource Center**
One-stop shop for tips, tools and resources to use while caring for a loved one.

www.aarp.org/caregiving
For Spanish visit www.aarp.org/cuidar

**AARP Caregiving Support Line**
Connects you directly with an information specialist who can talk with you about services and support available in your community.

1-877-333-5885

For Spanish call 1-888-971-2013
Monday-Friday,
7:00 a.m.–11:00 p.m., EST

**Advance Directive Forms**
Free, downloadable state-specific advance directive forms and instructions.

www.aarp.org/advancedirectives

**AARP Caregiving App**
Helps you manage your to-do list, calendar of appointments and support scheduling.

You can download it at www.aarp.org/caregivingapp

**AARP Rx App**
Helps you manage your loved one’s medications. You can also use it to help manage your own medications.

You can download it at www.aarp.org/rxapp

**Prepare to Care: A Planning Guide for Families**
A practical tool to help you care for your family member or close friend. You’ll find information, resources, and checklists to help you get organized and find the support that you might need.

You can download it at http://spr.ly/61808KWPn

**AARP’s Medicare Guide for Family Caregivers**
If you are caring for family or friends with Medicare, it’s important that you know about this health insurance program. Getting to know how Medicare works and how to find information when you need it can help you and
Family Caregiving and Out-of-Pocket Costs: 2016 Report
Estimates the monetary costs of caring for an adult with care needs by quantifying the out-of-pocket costs family caregivers are incurring and explores other financial and personal strains that family caregivers may experience as result of caregiving.
www.aarp.org/caregivercosts

AARP CAREversations
Free family caregiving event that mixes fun with a purpose. Developed using AARP’s Prepare to Care: A Planning Guide for Families, CAREversations are 120-minute, lightly facilitated programs that include table conversations, mix and mingle and information sharing.
http://aarpTek.aarp.org/workshops

AARP Online Caregiving Courses
Being a family caregiver can be overwhelming. Whether you’ve been caring for a loved one for many years or you’re just beginning your journey, we have resources that can help. To make it easy, we’ve gathered everything here, in one place, so you can easily access webinars and download guide books, like Prepare to Care. Come back often and check for updated resources.
http://aarpTek.aarp.org/caregiving

I Heart Caregivers
An initiative to recognize family caregivers by providing them a place to share their stories and learn how they can help improve caregiver support in their state.
www.aarp.org/iheartcaregivers

Living Longer, Living Smarter
An educational series that helps caregivers and older adults create a plan for their future.
www.aarp.org/decide

AARP Benefits Quick Link
Find public benefits that can help you pay for food, medicine, health care, utilities and more by using AARP Foundation's Benefits QuickLINK tools.
www.aarp.org/quicklink

Family caregiving and out-of-pocket costs are a significant concern for many caregivers. Resources like AARP’s Prepare to Care: A Planning Guide for Families, CAREversations, AARP Online Caregiving Courses, I Heart Caregivers, Living Longer, Living Smarter, and AARP Benefits Quick Link provide valuable support and information for caregivers and their loved ones.