

2012 Senior Quick Reference Guide

Palm Beach County



Overwhelmed and not sure where to turn?

Dial 2-1-1. It's free, confidential, available 24/7

ABUSE - ADULT & DOMESTIC

Aid to Victims of Domestic Assault (AVDA) (561) 265-2900
 Division of Victim Services (561) 833-7273
 Florida Abuse Hotline (800) 962-2873

ADULT DAY CARE

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ALCOHOL & DRUG ABUSE

Alanon/Alateen Family Groups (561) 882-0308
 Alcoholics Anonymous – (Central/North PBC) (561) 655-5700
 Alcoholics Anonymous - (Southern PBC) (561) 276-4581
 Comprehensive Alcoholism Rehab. Programs (561) 844-6400

ALZHEIMER'S DISEASE

Alzheimer's Assn Southeast Florida Chapter (800) 272-3900
 Alzheimer's Community Care (561) 683-2700
 Memory Disorder Center at St. Mary's Medical (561) 882-6363
 Memory & Wellness Center at FAU (561) 297-0502

CAREGIVER ASSISTANCE

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CONSUMER COMPLAINTS

Better Business Bureau (561) 842-1918
 Consumer Affairs Division of PBC (888) 852-7362
 Florida Division of Consumer Services (800) 435-7352

CREDIT COUNSELING/MONEY MGT

CredAbility/Consumer Credit Counseling (800) 251-2227

CRIME/FRAUD

Consumer Helpline (877) 693-5236
 Division of Victim Services (561) 355-2418
 Economic Crimes & Crimes Against the Elderly (561) 355-7394
 Seniors vs. Crime (800) 203-3099
 Your Aging Resource Center (561) 684-5885
 Victim Services (Office of Attorney General) (561) 837-5000
 Victim Services (State Attorney's Office) (561) 355-7100

CRISIS INTERVENTION

Alzheimer's CrisisLine (800) 394-1771
 Division of Victim Services (561) 833-7273
 Mobile Crisis Team (Jerome Golden) (561) 383-5777
 Mobile Crisis Team (South County Mental Hlth) (561) 637-2102

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DEATH/DYING/GRIEF

Hospice & HomeCare By The Sea (800) 392-3188
 Hospice of Palm Beach County (888) 848-5200
 VITAS Innovative Hospice Care (800) 938-4827

DISABILITY SERVICES

Coalition for Independent Living Options (800) 683-7337
 Deaf Service Center of Palm Beach County (561) 802-3353
 Division of Blind Services (866) 225-0794
 Lighthouse for the Blind of the Palm Beaches (888) 399-1129
 Florida Relay Service (800) 955-8771

DISASTER

FEMA Helpline (800) 621-3362
 PBC - Division of Emergency Management (877) 655-0495

DISCRIMINATION-ELDER

Fair Housing Center of the Greater Palm Beaches (561) 533-8717
 Palm Beach County Office of Equal Opportunity (561) 355-4883

EDUCATION-ADULT

55 Alive/Mature Driving Program (888) 227-7669
 Lifelong Learning Society (FAU) (Boca Raton) (561) 297-3171
 Lifelong Learning Society (FAU) (Jupiter) (561) 799-8667
 Literacy Coalition of Palm Beach County (800) 273-1030

EMPLOYMENT-ELDER

AARP Foundation SCSEP (Senior Employment) (561) 471-9828
 Experience Works (561) 802-1704
 Workforce Alliance (800) 556-5627

FINANCIAL ASSISTANCE

Palm Beach County Div Human Services (North) (561) 845-4644
 Palm Beach County Div Human Services (South) (561) 274-3130
 Social Security Administration (800) 772-1213

FOOD ASSISTANCE

Christians Reaching Out to Society (561) 233-9009
 Community Action Program of Palm Beach County (561) 355-4792
 Food Stamps/SNAP (DCF) (866) 762-2237
 The Salvation Army (561) 686-3530

FORECLOSURE CONCERNS

FinancialStability.gov
 www.FLHardestHitHelp.org (877) 863-5244
 Homeowner's HOPE Hotline (888) 995-4673

GERIATRIC CARE MANAGERS

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GRANDPARENTS

AARP Grandparent Information Center (202) 434-2296
 Foster Grandparent Program (561) 684-5885

GUARDIANSHIP

Clerk of the Court 15th Judicial Circuit (561) 355-2996

211 Helpline provides crisis intervention, information, assessment & referral to community services 24 hours a day, 7 days a week.

HEALTH CONCERNS

American Cancer Society	(561) 616-9370
American Diabetes Association	(800) 342-2383
American Heart Association	(800) 242-8721
American Lung Association of Southeast Florida	(800) 330-5864
American Parkinson's Disease Association	(800) 223-2732
Health Care District of Customer Services	(866) 930-0035
Palm Beach County Health Department	(561) 840-4500

HOME DELIVERED MEALS

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HOME HEALTH CARE

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HOME IMPROVEMENT

PBC -Housing & Community Development	(561) 233-3600
Weatherization Assistance Program	(877) 212-0309

HOMELESS ASSISTANCE

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HOSPITALS

Bethesda Memorial Hospital	(561) 737-7733
Boca Raton Regional Hospital	(561) 395-7100
Columbia Hospital	(561) 863-3802
Delray Medical Center	(561) 498-4440
Lakeside Medical Center	(561) 996-6571
Good Samaritan Medical Center	(561) 655-5511
JFK Medical Center	(561) 965-7300
Jupiter Medical Center	(561) 747-2234
Palm Beach Gardens Medical Center	(561) 622-1411
Palms West Hospital	(561) 798-3300
St. Mary's Medical Center	(561) 844-6300
Wellington Regional Medical Center	(561) 798-8500
West Boca Medical Center	(561) 488-8000
West Palm Beach VA Medical Center	(800) 972-8262

HOUSING

Belle Glade Housing Authority	(561) 996-2140
Boca Raton Housing Authority	(561) 206-6200
Delray Beach Housing Authority	(561) 272-6767
Housing Authority of Pahokee	(561) 924-5565
Palm Beach County Housing Authority	(561) 684-2160
PBC - Human Services and Veterans Services	(561) 355-4761
West Palm Beach Housing Authority	(561) 655-8530

INFORMATION & REFERRAL

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INSURANCE

Agency for Health Care Administration	(800) 226-5082
DCF Access Florida (Medicaid)	(866) 762-2237
FL Department of Financial Services	(800) 342-2762
Health Care District of Customer Services	(866) 930-0035
Medicare Information	(800) 633-4227

INSURANCE (cont'd.)

National Insurance Consumer Helpline	(800) 942-4242
SHINE (Elder Helpline)	(866) 684-5885
Social Security Administration	(800) 772-1213

LEGAL SERVICES

American Civil Liberties Union of Florida	(786) 363-2700
Florida Rural Legal Services	(800) 284-4588
Lawyer Referral Service (PBC Bar Association)	(561) 687-3266
Legal Aid Society of Palm Beach County	(800) 403-9353

LICENSES

Death Certificates (Vital Statistics)	(561) 837-5847
Drivers Licenses	(561) 681-6333
Marriage License Department	(561) 355-2986

MEDICAL SUPPLIES

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MENTAL HEALTH

Glades Crisis Stabilization Unit	(561) 993-8022
Mental Health Association of PBC	(561) 832-3755
National Alliance for the Mentally Ill of PBC	(561) 588-3477
Jerome Golden Center for Behavioral Health	(561) 383-8000
South County Mental Health Center	(561) 495-0522

SENIOR CENTERS

Boynton Beach Senior Center	(561) 742-6570
Mid County Senior Center (Lake Worth)	(561) 357-7100
North County Senior Center (Palm Beach Gardens)	(561) 694-5435
The Volen Center (Boca Raton)	(561) 395-8920
West County Senior Center (Belle Glade)	(561) 996-4808

SUPPORT GROUPS

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TELEPHONE REASSURANCE

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TRANSPORTATION

Community Coach and LIFT (The Volen Center)	(561) 395-8920
MV Transportation (Non-Emergency Medical)	(866) 207-7214
Palm Tran CONNECTION Door-to-Door	(877) 870-9849
Palm Tran Bus Information	(877) 930-4287
Tri-Rail	(800) 874-7245

UTILITY ASSISTANCE

EHEAEP (Elderly Energy Assistance Program)	211
LIHEAP (Low-Income Energy Assistance Program)	211
PBC - Human Services and Veterans Services	(561) 355-4761

VETERAN SERVICES

Florida Department of Veterans Affairs	(800) 827-1000
Palm Beach Vet Center	(561) 422-1201
West Palm Beach VA Medical Center	(800) 972-8262

VOLUNTEER OPPORTUNITIES

United Way of Palm Beach County	(561) 375-6600
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This is a partial listing of community information maintained by 211 Palm Beach/Treasure Coast. It represents the most frequently requested service information. For more detailed information, call 211 Palm Beach/Treasure Coast by dialing 2-1-1.