

# 2011 Senior Quick Reference Guide

## Palm Beach County

**Call 2-1-1, a helpline for Elders**

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



### 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 **211**

### ALCOHOL & DRUG ABUSE

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

### ALZHEIMER'S DISEASE

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

### CAREGIVER ASSISTANCE **211**

### CONSUMER COMPLAINTS

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

### CREDIT COUNSELING/MONEY MGT

- CredAbility/Consumer Credit Counseling (800) 251-2227

### CRIME

- Crime Prevention for Senior Citizens (561) 478-8750
- Division of Victim Services (561) 355-2418
- Economic Crimes and Crimes Against the Elderly (561) 355-7426
- Your Aging Resource Center (561) 684-5885
- Victim Services (Office of the 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 (Oakwood Center) (561) 383-5777
- Mobile Crisis Team (South County Mental Health) (561) 637-2102

### 211 Crisis Intervention **211**

### 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
- Handicapped Advocacy Program (561) 355-4931

### 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

### EMPLOYMENT-ELDER

- Workforce Alliance (800) 556-5627
- Senior Community Service Employment Program (561) 471-9828

### 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

- Community Action Program of Palm Beach County (561) 355-4792
- Food Stamps/SNAP (866) 762-2237
- Angel Food Ministries (888) 819-3745
- The Salvation Army (561) 686-3530

### FORECLOSURE CONCERNS

- FinancialStability.gov
- Foreclosure Assistance Center (561) 822-1575
- Homeowner's HOPE Hotline (888) 995-4673

### GERIATRIC CARE MANAGERS **211**

### 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



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## HEALTH CONCERNS

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

## HOME DELIVERED MEALS

**211**

## HOME HEALTH CARE

**211**

## HOME IMPROVEMENT

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

## HOMELESS ASSISTANCE

**211**

## 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

**211**

## INSURANCE

Agency for Health Care Administration	(561) 616-5255
FL Department of Children & Families (Medicaid)	(561) 837-5078
FL Department of Financial Services	(800) 342-2762
Health Care District of Palm Beach County	(866) 930-0035
Medicare Information	(800) 633-4227

## INSURANCE (cont'd.)

National Insurance Consumer Helpline	(800) 942-4242
SHINE	(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	(561) 514-5300
Drivers Licenses	(561) 681-6333
Marriage License Department	(561) 355-2230

## MEDICAL SUPPLIES

**211**

## 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
Oakwood Center of the Palm Beaches	(561) 383-8000
South County Mental Health Center	(561) 495-0522

## SENIOR CENTERS

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

## SUPPORT GROUPS

**211**

## TELEPHONE REASSURANCE

**211**

## TRANSPORTATION

Senior Transportation (Mae Volen)	(561) 395-8920
MV Transportation	(866) 207-7214
Palm Tran CONNECTION	(877) 870-9849
Palm Tran Main Office	(561) 841-4200
Tri-Rail	(800) 874-7245

## UTILITY ASSISTANCE

EHEAEP (Elderly Energy Assistance Program)	<b>211</b>
LIHEAP (Low-Income Energy Assistance Program)	<b>211</b>
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 calling 2-1-1.