



Older Adult Resource Guide



**HUMAN
SERVICES**

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BENEFITS NAVIGATION

BENEFITS AND FINANCIAL COUNSELING

City of San Antonio | Department of Human Services

Speak to a Financial Counselor or a Benefits Navigator at a City Senior Center to discuss financial health, avoiding scams and exploitation, and finding resources to daily needs.

W: [SA.gov/SeniorCenters](https://www.sa.gov/SeniorCenters)

P: 210-207-7172

COUNSELING MEDICARE BENEFICIARIES

Bexar Area Agency on Aging | Alamo Area Council of Governments

Speak to a Certified Benefits Counselor to receive an impartial review of Medicare and Medicare Advantage health plans, help you think about the options, and help you choose what is best for you.

W: [AACOG.gov/Who-We-Serve/Area-Agencies-On-Aging](https://www.aacog.org/Who-We-Serve/Area-Agencies-On-Aging)

P: 210-477-3275

UNEMPLOYMENT BENEFITS

Texas Workforce Commission

The Texas Workforce Commission (TWC) offers Unemployment Benefits Services to a person unemployed or working reduced hours through no fault of their own.

W: [TWC.Texas.Gov/Apply-Benefits](https://www.twc.texas.gov/Apply-Benefits)

P: 1-800-939-6631



CAREGIVER SUPPORT

ALZHEIMER'S AND DEMENTIA CAREGIVER SUPPORT

Alzheimer's Association

Talk to a dementia expert for confidential support, crisis assistance, local resources and information in over 200 languages.

W: [ALZ.org/Help-Support/Caregiving](https://www.alz.org/Help-Support/Caregiving)

P: 24/7 Helpline 1-800-272-3900

ALZHEIMER'S HELPLINE

Alzheimer's Foundation of America

AFA's National Toll-Free Helpline is open seven days a week and staffed entirely by licensed social workers specifically trained in dementia care.

W: [ALZFDN.org](https://www.alzfdn.org)

P: Toll-Free Helpline 866-232-8484

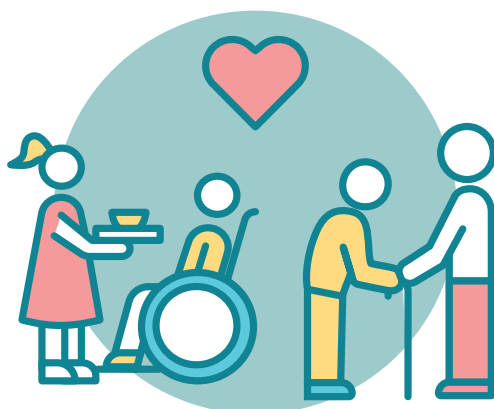
CAREGIVER SUPPORT

WellMed Charitable Foundation

Caregiver SOS supports caregivers at no cost with caregiver coaching, Caregiver Teleconnection, Stress-Busting Program and an annual Caregiver Summit.

W: [WellMedCharitableFoundation.org/Caregiver-Support](https://www.WellMedCharitableFoundation.org/Caregiver-Support)

P: 1-866-390-6491



CAREGIVER SUPPORT

CARING FOR THE CAREGIVER

UT Health Science Center

The Caring for the Caregiver program supports family caregivers through education, research, and practice. UT Health Science Center provides education through classes and workshops for family caregivers, opportunities for socialization, and clinical care to support families living with dementia.

W: UTCaregivers.org

P: 210-450-8862

CAREGIVER SUPPORT COORDINATION

Bexar Area Agency on Aging | Alamo Area Council of Governments

Speak to a Caregiver Care Specialist to receive support and learn about valuable resources, including educational training, respite care, and support groups.

W: AACOG.gov/Who-We-Serve/Area-Agencies-On-Aging

P: 210-477-3275



EMERGENCY WEATHER RESPONSE



PLACES TO STAY WARM

City of San Antonio

Residents in need of a place to stay warm during the day can visit City libraries and senior and community centers during normal operating hours.

W: [SA.gov/StayWarm](https://sa.gov/StayWarm)

P: 3-1-1 or 210-207-6000

PLACES TO STAY COOL

City of San Antonio

Residents in need of a place to stay cool during the day can visit City libraries and senior and community centers during normal operating hours.

W: [SA.gov/StayCool](https://sa.gov/StayCool)

P: 3-1-1 or 210-207-6000

FREE BOX FAN

Catholic Charities

Free box fans are provided to older adults for heat relief and to prevent heat-related illness during the hot summer months.

W: [CCAOSA.org/Project-Cool](https://ccaosa.org/Project-Cool)

P: 210-222-1294

FLOOD AWARENESS

City of San Antonio

The City provides resources to help prepare for, respond to, and recover from a flood.

W: [SA.gov/Floods](https://sa.gov/Floods)

P: 3-1-1 or 210-207-6000

FOOD RESOURCES

EMERGENCY FOOD ASSISTANCE

San Antonio Food Bank

Find a food distribution near if you're struggling to provide meals for yourself or your loved ones.

W: SAFoodBank.org/Help

P: 210-431-8326

PROJECT HOPE

San Antonio Food Bank

Project HOPE (Healthy Options for the Elderly) provides eligible seniors monthly food packages curated with a diverse range of nutritious items, including canned fruits and vegetables, grains, protein sources, and dairy products.

W: SAFoodBank.org/Project-Hope

P: 210-431-8326

HOME-DELIVERED MEALS

Meals on Wheels

Meals on Wheels provides a daily lunch meal to eligible home-bound older adults.

W: MOWSATX.org

P: 210-735-5115



FINANCIAL PLANNING

FINANCIAL EMPOWERMENT CENTER

City of San Antonio | Department of Human Services

Schedule free one-on-one financial counseling to manage finances, eliminate debt, check credit scores and more.

W: SanAntonioFEC.org

P: 210-431-4425

HOMEBUYER COUNSELING

City of San Antonio | Neighborhood Housing Services

Housing counselors can provide guidance for anyone preparing for homeownership. Counseling sessions include information on credit score, reducing debt, creating a budget and becoming mortgage ready. Counseling sessions are 60-90 minutes long and can be conducted over video call, by phone or in person at the Homeownership Center at 847 Steves Ave.

W: NHSofSA.org/HomebuyerCounseling

P: 210-798-2394



HEALTHCARE AND COUNSELING



HEALTHCARE

Center for Health Care Services

The Center for Health Care Services provides integrated care for mental health conditions, substance use challenges and intellectual or developmental disabilities.

W: CHCSBC.org

Main Phone: 210-261-2427

Crisis Phone: 800-316-9241

LOW VISION CLINIC SERVICES

Vibrant Works

The Low Vision examination provides an eye evaluation and recommendations to help visually impaired adults and seniors maximize the use of their remaining vision.

W: VibrantWorks.org/Adults-Seniors

P: 210-531-1547

MENTAL HEALTH SUPPORT

Texas Health and Human Services

Texas Health and Human Services offers mental health and substance use services for families and people of all ages.

W: HHS.Texas.Gov/Services/Mental-Health-Substance-Use

P: Call toll-free 833-986-1919

COUNSELING SERVICES

Catholic Charities

Licensed professional counselors provide mental health services to children older than 5 years old, adolescents, adults, couples and families overcome life's challenges.

W: CCAOSA.org/Counseling

P: 210-377-1133



HEALTHCARE AND COUNSELING

COUNSELING SERVICES

The Ecumenical Center

The Ecumenical Center provides counseling services for healing of mind, body and spirit. Based on client preference, the Center can provide straightforward clinical counseling or take a faith-based approach that correlates with the client's traditions.

W: [ECRH.org/Counseling](https://www.ecrh.org/Counseling)

P: 210-616-0885

PRESCRIPTION ASSISTANCE

Christian Assistance Ministry (CAM)

CAM can provide up to \$80 in assistance annually for prescription medication.

W: [ChristianAssistanceMinistry.org/Cam-Services](https://www.ChristianAssistanceMinistry.org/Cam-Services)

P: 210-223-4099



HELP PAYING BILLS

INCOME SUPPORT

Bexar Area Agency on Aging | Alamo Area Council of Governments

The Area Agency on Aging assists eligible individuals needing help with utility bills to prevent disconnection of essential services.

W: [AACOG.gov/Who-We-Serve/Area-Agencies-On-Aging](https://www.aacog.org/Who-We-Serve/Area-Agencies-On-Aging)
P: 210-477-3275

UTILITY ASSISTANCE

City of San Antonio | Department of Human Services

The City of San Antonio offers utility assistance to eligible households needing help with their energy bills. Priority is provided to households with children younger than 17 years, individuals with a medically-diagnosed disability and adults 60 years or older.

W: [SA.gov/DHS](https://www.sa.gov/DHS)
P: 210-207-7830



HOME REPAIR



MINOR HOME REPAIRS

Bexar Area Agency on Aging | Alamo Area Council of Governments

The Area Agency on Aging assists eligible individuals needing minor home repairs to ensure a safe and comfortable living environment.

**W: [AACOG.gov/Who-We-Serve/Area-Agencies-On-Aging](https://www.aacog.org/Who-We-Serve/Area-Agencies-On-Aging)
P: 210-477-3275**

GREEN AND HEALTHY HOMES

City of San Antonio | Neighborhood and Housing Services Department

The City of San Antonio's Green and Healthy Homes helps prevent and correct housing-related health and safety hazards, such as addressing lead-based paint, household asthma triggers and fire hazards.

**W: [SA.gov/NHSD](https://www.sa.gov/NHSD)
P: 210-207-4444**

MINOR HOME REPAIR PROGRAM

City of San Antonio | Neighborhood and Housing Services Department

The City of San Antonio can help with essential minor home improvement repairs which may include plumbing, electrical, non-working utilities, broken windows, damaged doors or other needs.

**W: [SA.gov/NHSD](https://www.sa.gov/NHSD)
P: 210-207-6459**

MAJOR HOME REPAIR PROGRAM

City of San Antonio | Neighborhood and Housing Services Department

The City offers 0% interest, forgivable loans to help homeowners make important repairs that improve the safety, health, accessibility, and code compliance. Repairs include electrical, plumbing, heating and cooling, foundation/structural, windows and doors.

**W: [SA.gov/NHSD](https://www.sa.gov/NHSD)
P: 210-207-6459**

HOME REPAIR

UNDER 1 ROOF

City of San Antonio | Neighborhood and Housing Services Department

The City of San Antonio offers free energy-efficient cool roof shingle replacements for homeowners who live in designated high heat areas and have a household income at or below 80% of the Area Median Income (visit SA.gov/AMI to learn more about income qualifications).

W: SA.gov/NHSD

P: 210-207-6459

CASA VERDE WEATHERIZATION REBATE PROGRAM

CPS Energy

This program assists income-eligible residential customers in reducing energy consumption in their homes. Both homeowners and renters can receive home efficiency upgrades, such as attic and wall insulation, LED bulbs, duct sealing, solar screens, and more.

W: CPSEnergy.com/CasaVerde

P: 210-353-CASA (2272)

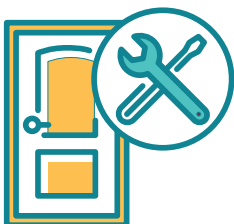
HOME SUPPORT AND ENERGY SOLUTIONS

Weatherization Assistance Program | Alamo Area Council of Governments

The Weatherization Assistance Program (WAP) helps low income and fixed income individuals reduce the high cost of energy by installing energy efficient improvements in their homes.

W: AACOG.gov/Who-We-Serve/Area-Agencies-On-Aging

P: 210-362-5282



INCOME TAX PREPARATION ASSISTANCE

VOLUNTEER INCOME TAX ASSISTANCE PROGRAM

City of San Antonio & Catholic Charities

The Volunteer Income Tax Assistance Program (VITA) provides free income tax return preparation to eligible taxpayers.

W: VITASA.org

P: 210-207-6575 or 210-207-1712

LEGACY PLANNING

FREE ONLINE WILL-GENERATING PROGRAM

**City of San Antonio | Department of Human Service
Financial Empowerment Center**

A will plan provides all the essential legal documents tailored to a state's laws, created by estate planning attorneys, and customized by the client. With a comprehensive plan in place, you can ensure your loved ones, personal assets, and wishes are protected during your life and after.

W: SanAntonioFEC.org

P: 210-206-5372



LEGAL ASSISTANCE

LEGAL DOCUMENTS PREPARATION

Bexar Area Agency on Aging | Alamo Area Council of Governments

The Area Agency on Aging provides legal assistance through contracted attorneys who assist with preparing legal documents such as simple will, power of attorney, advanced directives, and transfer on death deed.

W: AACOG.gov/Who-We-Serve/Area-Agencies-On-Aging
P: 210-477-3275

CARITAS LEGAL SERVICES

Catholic Charities Archdiocese of SA

Caritas Legal Services, under the Catholic Charities of the Archdiocese of San Antonio, provides comprehensive, lower-cost legal aid in uncontested guardianship, uncontested probate, and immigration law to individuals and families.

W: CCAOSA.org/Caritas-Legal-Services
P: 210-433-3256

LEGAL COUNSEL

Texas RioGrande Legal Aid

TRLA is a nonprofit organization that provides legal counsel, representation, and education to low-income people in 68 Texas counties.

W: TRLA.org
P: 210-212-3700



MEDICAL SUPPLIES



HEALTH MAINTENANCE

Bexar Area Agency on Aging | Alamo Area Council of Governments

The Area Agency on Aging assists eligible individuals needing help with supplies necessary to promote or maintain their health. Items include eyeglasses, incontinence supplies, and nutritional supplements.

W: [AACOG.gov/Who-We-Serve/Area-Agencies-On-Aging](https://www.aacog.org/Who-We-Serve/Area-Agencies-On-Aging)
P: 210-477-3275

DIABETES INSULIN ASSISTANCE PROGRAM

City of San Antonio | Department of Metro Health

The San Antonio Metropolitan Health District and H-E-B teamed up for the Diabetes Insulin Assistance Program to help residents manage the cost of life-saving diabetes medication. The program is available until allocated funding is exhausted. The program covers up to \$100 per insulin prescription for eligible residents.

W: [SA.gov/Health](https://www.sa.gov/Health)
P: 3-1-1

MEDICAL EQUIPMENT

Project MEND

Project MEND provides professionally refurbished and sanitized medical equipment and other assistive technology items to individuals of all ages who are living with a disability and/or illness.

W: [ProjectMEND.org](https://www.projectmend.org)
P: 210-223-6363

SENIOR CARE ESSENTIALS

Texas Diaper Bank

Senior Care Essentials program helps low-income seniors 60 years old and older access free incontinence supplies such as adult diapers, protective underwear, and bladder control pads.

W: [TexasDiaperBank.org/Programs/Senior-Care-Essentials](https://www.texasdiaperbank.org/Programs/Senior-Care-Essentials)
P: 210-731-8118

REPORT ABUSE

ABUSE HOTLINE

Texas Department of Family and Protective Services

The Department of Family and Protective Services provides a secure website for reporting suspicions of abuse, neglect and exploitation of children, adults with disabilities, or people 65 years or older.

W: TXAbuseHotline.org

P: 1-800-252-5400

REPORT DOMESTIC VIOLENCE

Domestic Violence Crisis Hotline

Trained expert advocates are available 24/7 to provide confidential support to anyone experiencing domestic violence or seeking resources and information. If you are unable to speak safely, you can log onto the National Domestic Violence Hotline website or text LOVEIS to 22522.

W: TheHotline.org

P: 210-733-8810 or 1-800-799-SAFE (1-800-799-7233)



RENTAL ASSISTANCE & RESOURCES

RENTAL ASSISTANCE

City of San Antonio | Neighborhood and Housing Services Department

The City of San Antonio provides financial assistance to renters experiencing financial hardship. The City of San Antonio accepts applications on the second Wednesday of each month. The portal opens at 1 p.m. and closes at 2 p.m.

W: SA.gov/NHSD
P: 210-207-5910

COMMUNITY CONNECTIONS HOTLINE

City of San Antonio | Homeless Services and Strategy Department

The Community Connections Hotline is a resource hub phone line to connect to resources to prevent homelessness or for people who are experiencing homelessness.

W: SA.gov/HSSD
P: 210-207-1799

AIR HOUSING PROGRAM

City of San Antonio | Neighborhood and Housing Services Department

The City provides support in tenant/landlord mediation, mortgage counseling, discrimination complaint assistance and essential information about local, state and federal fair housing laws.

W: SA.gov/RenterSupport
P: 210-207-5910



SCAM AWARENESS & RESOURCES



TOP COMMON SCAMS

Below are the top six common scams the San Antonio Police Department and Department of Human Services see in the community:

1. Imposter Scams

Involve pretending to be someone else, often to deceive victims into sharing personal information, providing access to financial accounts or giving money. Scammers will attempt to impersonate family members, delivery services, government entities, financial institutions or other.

2. Romance Scams

Scammers start a relationship with someone to build trust, sometimes talking or chatting several times a day. Then, they make up a story and ask for money. Oftentimes, scammers will request money in a way that makes it hard to get back. They'll ask for wire money through a company like Western Union or MoneyGram, or money on gift cards through a money transfer app, or transfer cryptocurrency.

3. Medicare ID Theft

Typically targeting during the open enrollment period, scammers will call with personal information and may pretend to be with Medicare and offer new cards to gain personal information, or to threaten coverage cancellation or advise of a late bill or medical charges.

4. Misappropriation of Funds

Scammers will build trust and will misuse access to accounts.

5. Sweepstakes/Lottery Scams

Scammers will call, email and mail a letter stating a sweepstakes, lottery or prize has been won. Signs of a prize scam include paying for a free prize or providing access to financial or personal information.

6. Artificially generated media

In recent trends, scammers are using Artificial Intelligence technology – commonly known as AI – to create videos, mimic voices and promote fake/services.



SCAM AWARENESS & RESOURCES



CREDIT REPORT

Check your credit reports from the three national credit bureaus - Experian, TransUnion and Equifax - for signs of unfamiliar accounts or credit applications.

Equifax

W: [Equifax.com](https://www.equifax.com)

P: (800) 685-1111

TransUnion

W: [TransUnion.com/Credit-Help](https://www.transunion.com/Credit-Help)

P: 888-909-8872

Experian

W: [Experian.com/Help](https://www.experian.com/Help)

P: 888-397-3742

FINANCIAL CRIME REPORT

San Antonio Police Department | Financial Crime Unit

If you believe your identity has been stolen or are a victim of a scam, **call 9-1-1 law enforcement immediately.**

The SAPD Financial Crimes Unit investigates complex financial offenses including forgery, credit card abuse, identity theft, and elder fraud, providing resources and guidance for victims to report and pursue criminal charges.

W: [SA.gov/SAPD](https://www.sa.gov/SAPD)

P: 210-207-7451

PREVENTING MEDICARE FRAUD

Texas Senior Medicare Patrol

The Senior Medicare Patrol is a group of trained staff and volunteers who help Medicare beneficiaries avoid, detect, and prevent health care fraud by conducting outreach in their communities. If you, or someone you know, sees something suspicious on your Medicare Summary Notices or Explanation of Benefits call the Texas Senior Medicare Patrol Hotline.

W: [TexasAMP.org](https://www.texasamp.org)

P: 1-888-341-6187

VETERAN ASSISTANCE

VETERAN SUPPORT SERVICES

Alamo Veterans Network | Alamo Area Council of Governments

The Alamo Veterans Network connects all military members, including active duty, retirees, veterans, National Guard/Reserves, and their immediate family members to the resources they need.

**W: AACOG.gov/Who-We-Serve/Area-Agencies-On-Aging
P: 210-477-3275**

MILITARY AFFAIRS

City of San Antonio | Office of Military & Veterans Affairs

The Military and Veteran Affairs Department collaborates with military partners to enhance mission readiness, protects installations, advocates for military issues at all levels of government, and supports veterans and their families.

**W: SA.gov/MVAD
P: 210-207-3995**

MILITARY & VETERAN SERVICES

Bexar County | Department of Military & Veterans Services

Providing Bexar County's Veterans, transitioning military, their families, and the military-affiliated community with services, connection to resources, and facilitating opportunities that benefit them and the community.

**W: Bexar.org/509/Department-of-Military-and-Veterans-Serv
P: 210-335-6775**



VETERAN ASSISTANCE

VETERAN SUPPORT SERVICES

Texas Veterans Network (TVN) - San Antonio

TVN is a statewide collaborative of more than 300 veteran-serving community-based organizations and government agencies holistically serving the veteran and military community. Together, the network offer more than 1,100 resources for the military and veteran community. The Texas Veterans Network serves Active Duty, Reservists, National Guard, Veterans from all service eras and their family members.

W: CombinedArms.us/TexasVeteransNetwork

P: 844-489-8387

VETERAN SERVICES

TXServes

Various support organizations connecting veterans, active duty, guard, reserve, caregivers and military spouses with a coordinated network of care for all of life's needs – from employment to benefits navigation, education to mental health and wellbeing supports.

W: ServingTogetherProject.org/Service

P: 1-855-738-7176

CONFIDENTIAL 24/7 CRISIS SUPPORT

Veteran Crisis Hotline

The Veterans Crisis Line is access free, confidential support 24/7, 365 days a year and serves Veterans, service members, National Guard and Reserve members, and those who support them.

W: VeteransCrisisLine.net

P: Dial 988 then Press 1

COMPREHENSIVE VETERAN SUPPORT

National Veterans Outreach Program

The program provides employment assistance, housing solutions, mental health counseling and other empowerment services.

W: AGIF-NVOP.org/Programs

P: 210-354-4892

ADDITIONAL INFORMATION & RESOURCES



2-1-1

United Way of San Antonio & Bexar County

24/7 resources and referral service.

W: 211.org

P: 2-1-1 or 877-541-7905

3-1-1 Customer Service

City of San Antonio Services

W: SA.gov

P: 3-1-1

Text: COSAGOV to 55000

AARP

AARP Local Assistance Directory for financial assistance, food pantries, medical care and other free or reduced cost help.

W: Local.AARPFoundation.org

P: 1-800-775-6776

LONG-TERM SERVICES AND SUPPORTS

Alamo Service Connection | Alamo Area Council of Governments

The Alamo Service Connection provides easy exploration of options to ensure you receive the services and benefits that best fit your needs.

W: AACOG.gov/Who-We-Serve/Area-Agencies-On-Aging

P: 210-477-3275





100 W. Houston St. | 9th Floor
San Antonio, TX 78205
(210) 207-8198 | [SA.gov/DHS](https://sa.gov/DHS)

We aim to make our Older Adult Resource Guide accessible to everyone.
If you have specific concerns or need assistance, call us at (210) 207-8198.
We will respond within 48 hours.

