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.

**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.

**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.

**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.

**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.

**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.

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

**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.

“I was a direct caregiver, I did everything. I had to learn on the run and it’s difficult. I learned many things the hard way.”

—C. of LaGrange
KENTUCKY RESOURCES

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.

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. The hotline number below operates Monday through Friday, 8:00 to 4:30.

1-800-752-6200 (Adult Abuse Hotline)
http://chfs.ky.gov/dcbs/dpp/AdultSafetyBranch.htm

Department on Aging and Independent Living
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.
502-564-6930
http://chfs.ky.gov/dail

kynect
The health insurance marketplace helps guide Americans as they shop and compare health plans available in the state.
1-855-4kynect (459-6328)
https://kynect.ky.gov

Low Income Home Energy Assistance Program
Provides financial assistance for residents who are unable to pay utility bills. Weatherization resources also may be available.
1-800-456-3452
http://chfs.ky.gov/dcbs/dfs/LIHEAP.htm

Legal HelpLine for Older Kentuckians
The Legal HelpLine for Older Kentuckians is a service of the Access to Justice Foundation (AJF). It is a service intended to help elderly Kentuckians with legal issues. The service provides legal advice to persons age 60 and older and their caregivers.
1-800-200-3633
www.ajfky.org/index.php/legal-helpline-for-older-kentuckians

Kentucky 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.
1-800-372-2991
http://chfs.ky.gov/dail/kltcop.htm

State Health Insurance Program (SHIP)
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.
1-877-293-7447
http://chfs.ky.gov/dail/ship.htm

Department for Medicaid Services
Medicaid is a joint federal and state health care program for people with low income and limited resources insufficient to pay for health care. Through the Medicaid Waiver 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.
1-800-635-2570
www.chfs.ky.gov/dms
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.
1-855-306-8959

Family Caregiver Support Program
The Older Americans Act Amendments of 2000 established the National Family Caregivers Support Program to help families with their roles as caregivers.
502-564-6930
http://chfs.ky.gov/dail/familycaregiver.htm

Kentucky Department of Insurance
The Kentucky Department of Insurance regulates the commonwealth’s insurance market, licenses agents and other insurance professionals, monitors the financial condition of companies, educates consumers to make wise choices, and ensures that Kentuckians are treated fairly in the marketplace.
1-800-595-6053
http://insurance.ky.gov/

Community Action Kentucky
Community Action Kentucky provides social services throughout the 120 counties by providing employment services, education services, financial and asset building, transportation services, housing services, energy assistance, and nutrition services.
1-800-456-3452
www.communityactionky.org/

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

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

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.aging.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 support programs for veterans.
www.caregiver.va.gov
1-855-260-3274

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

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