

PRINTABLE CHECKLIST

Services These Agencies Provide

Use this checklist when contacting your local Area Agency on Aging or senior services office in Maryland, Washington DC, or Northern Virginia. Check each service you want to ask about — then use the notes section to record what you learned.

Office / Agency contacted: _____ Date: _____

Contact person's name: _____ Phone: _____

1. Medicare and Health Insurance Counseling

Free counseling on Medicare benefits, supplemental insurance options, and avoiding billing errors — available through SHIP.

- Ask what Medicare plans are available in my area
 - Request help reviewing current coverage for my loved one
 - Find out if my loved one qualifies for extra help with prescription costs
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2. Long-Term Care Ombudsman Services

Independent advocates who investigate complaints and protect the rights of residents in assisted living and nursing facilities.

- Get the contact for my county's Long-Term Care Ombudsman
 - Ask how to file a complaint about a facility
 - Find out what resident rights apply to my loved one's situation
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3. Caregiver Support and Respite Programs

Support groups, counseling, and temporary relief care for family caregivers caring for a loved one at home.

- Find out what respite care options are available locally
 - Ask about caregiver support groups in my area
 - Request information on caregiver training or coaching programs
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4. Adult Protective Services and Elder Abuse Reporting

Services for reporting and investigating suspected abuse, neglect, or financial exploitation of a senior. Reports can be anonymous.

- Find out how to report suspected elder abuse or neglect
 - Ask what happens after a report is filed
 - Request information on financial exploitation prevention resources
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5. Benefits Assistance — Medicaid, SNAP and Energy Programs

Help applying for Medicaid, food assistance (SNAP), utility assistance (LIHEAP), and other programs available to seniors.

- Ask if my loved one may qualify for Medicaid-covered assisted living

- Request a benefits screening or eligibility appointment
- Find out how to apply for SNAP or energy assistance programs

6. Aging and Disability Resource Center (ADRC) Referrals

A single point of entry connecting seniors and families to in-home care, housing, transportation, and legal assistance.

- Request an ADRC intake or information appointment
- Ask what in-home support services are available
- Find out about local housing and transportation programs

7. Community-Based Senior Programs and Transportation Services

Senior centers, meal programs, volunteer drivers, and paratransit services that help seniors live independently at home.

- Ask about meal delivery or senior center dining programs
- Find out what transportation options exist for medical appointments
- Request information on socialization and wellness activity programs

My notes / follow-up actions:

Need help finding the right senior care community?

Senior Care Connect DMV matches families with trusted assisted living, memory care, and home care providers across Maryland, DC & Northern Virginia — always free for families.

Call 301-968-6860 · info@seniorcareconnectdmv.com · www.seniorcareconnectdmv.com