

**FREE Services for  
People with Memory  
Loss or Dementia and  
Their Family  
Caregivers  
in North Central and  
East Texas**



**Dementia Friendly**  
North Central/East Texas

**On-Going Services to Support People  
with Memory Loss or Dementia**

<b>Service</b>	<b>What Service Does</b>	<b>Who Qualifies</b>	<b>How Service is Provided</b>	<b>Where to Get More Information</b>
<b>Case Management</b>	Pays for things like medical equipment and supplies, housekeeping, and minor home repairs	People who are at least 60 years old or caregivers of older adults, young adults with severe disabilities, or grandchildren	Area Agency on Aging caseworker does assessment and sets up short-term services.	800-252-9240
<b>Help in the Home</b>	Helps with housekeeping and personal care	People with low incomes who are older or have disabilities	Aging and Disability Resource Center helps people apply for programs that help in the home.	855-937-2372
<b>Home-Delivered Meals</b>	Brings at least five meals per week to home	People at least 60 years old who have problems fixing meals	Local meals on wheels program arranges delivery.	800-252-9240

## On-Going Services to Support People with Memory Loss or Dementia

Service	What Service Does	Who Qualifies	How Service is Provided	Where to Get More Information
Support Groups	Brings together people who've recently been diagnosed with dementia	People who've recently been diagnosed with dementia	Alzheimer's Association provides information and support.	800-272-3900
Virtual Activity Program	Does fun activities five days a week	People with memory loss who want to spend more time with others but find it hard to get out of the house	Dementia Friendly Fort Worth leads activities, done by computer, tablet or smart phone.	817-332-6266

## On-Going Services to Support Family Caregivers

Service	What Service Does	Who Qualifies	How Service is Provided	Where to Get More Information
Building Better Caregivers	Helps family caregivers manage stress	Anyone caring for person with memory loss	Area Agency on Aging leads series of six on-line classes	682-433-0495

## On-Going Services to Support Family Caregivers

Service	What Service Does	Who Qualifies	How Service is Provided	Where to Get More Information
Caregiver Support Groups	Provides information and support to family caregivers	Anyone caring for a person with memory loss	Groups meet over the phone, by computer and in person.	800-272-3900
Resources for Enhancing Alzheimer's Caregiver Health (REACH)	Gives one-on-one education and support to caregivers to help them respond better to challenging behaviors	Care for person with memory loss who's living at home	Dementia care specialist talks with caregiver at least once a month for several months.	800-272-3921 if in Greater Dallas/Fort Worth or 903-509-8323 if in Greater Tyler
Respite	Gives temporary break to family caregivers	Care for older adult or young adult with severe disabilities	Area Agency on Aging pays for someone to give caregiver a break.	800-252-9240
Respite	Gives temporary break to family caregivers	Care for someone with diagnosis of dementia who has traditional Medicare	Medicare-approved provider pays for someone to give caregiver a break.	Call Alzheimer's Association at 800-272-3900 and ask about GUIDE.
Tele-connections	Provides education and support	Care for family member	Wellmed sponsors one-hour programs by phone.	866-390-6401

## Training for Caregivers

Service	What Service Does	Who Qualifies	How Service is Provided	Where to Get More Information
Compassionate Touch <sup>®</sup> Workshop	Helps family members learn how to use touch and communication to calm someone with memory loss	Anyone caring for family member with memory loss	James L. West does virtual classes (by computer, tablet, or smartphone).	817-877-1199
Dealing with Dementia Workshop	Helps family members understand dementia and deal with behaviors like wandering and getting angry	Anyone caring for family member with memory loss	James L. West does virtual classes (by computer, tablet, or smartphone).	817-877-1199
Dementia Live <sup>®</sup> Workshop	Helps family members understand what it's like to live with dementia and how to provide better care	Anyone caring for family member with memory loss	James L. West does virtual classes (by computer, tablet, or smartphone).	817-877-1199
Stress-Busting for Family Caregivers <sup>®</sup>	Helps family members manage stress	Anyone caring for family member with memory loss	James L. West does virtual classes (by computer, tablet, or smartphone).	817-877-1199

## General Information and Referral

Service	What Service Does	Who Qualifies	How Service is Provided	Where to Get More Information
Aging and Disability Information and Referral	Gives information about services for people of all ages, with all types of disabilities, and their family caregivers	Anyone who's older, has a disability, or cares for someone who's older or has a disability	Aging and Disability resource specialist provides information over the phone.	855-937-2372
Aging Information and Referral	Gives information about services for older adults and family caregivers	Anyone who's at least 60 years old or caring for someone who's at least 60	Area Agency on Aging resource specialist provides information over the phone.	800-252-9240
Dementia Information and Referral	Provides information, local resources, crisis help, and emotional support	Anyone with memory loss or caring for someone with memory loss	Alzheimer's Association dementia specialist provides information and support over the phone.	800-272-3900
Intellectual and Developmental Disability Information	Gives information about services for people with intellectual and developmental disabilities	Anyone caring for someone with intellectual and developmental disabilities	Aging and Disability resource specialist provides information over the phone.	855-937-2372
Legal Hotline for Older Texans	Provides information on Medicare, Medicaid, and	Texans aged 60+ and people on Medicare	Attorney provides general legal advice.	800-622-2520, ext. 3

## General Information and Referral

Service	What Service Does	Who Qualifies	How Service is Provided	Where to Get More Information
<p style="text-align: center;"><b>Long-Term Care Ombudsman</b></p>	<p style="text-align: center;"><b>Helps solve problems at nursing homes or facilities</b></p>	<p style="text-align: center;"><b>People who live in Texas nursing homes and assisted living facilities</b></p>	<p style="text-align: center;"><b>Advocate works with resident or family member to solve problems regarding quality of care or quality of life.</b></p>	<p style="text-align: center;"><b>800-252-2412</b></p>
<p style="text-align: center;"><b>Medicare and Medicaid Information</b></p>	<p style="text-align: center;"><b>Helps people understand what Medicare and Medicaid pay for and who qualifies</b></p>	<p style="text-align: center;"><b>Anyone who wants more information about Medicare and Medicaid</b></p>	<p style="text-align: center;"><b>Area Agency on Aging benefits counselors provide information and help fill out applications.</b></p>	<p style="text-align: center;"><b>800-252-9240</b></p>
<p style="text-align: center;"><b>Texas Information and Referral Network</b></p>	<p style="text-align: center;"><b>Connects people to local resources</b></p>	<p style="text-align: center;"><b>Anyone</b></p>	<p style="text-align: center;"><b>Resource specialist provides information over the phone.</b></p>	<p style="text-align: center;"><b>2-1-1 or 877-541-7905</b></p>

## Crisis Information

Service	What Service Does	Who Qualifies	How Service is Provided	Where to Get More Information
<p style="text-align: center;"><b>Adult Protective Services</b></p>	<p style="text-align: center;">Investigates if someone may be abused, neglected, or exploited</p>	<p style="text-align: center;">Texan who's at least 65 years old or disabled</p>	<p style="text-align: center;">State of Texas caseworker does investigation.</p>	<p style="text-align: center;">800-252-5400</p>

*This information was last reviewed in February 2025.*

*For a more complete resource list, go to:*

***[nctcog.org/aging-services/dementia-friendly/resources-for-people-with-memory-loss-and-family-caregivers](https://nctcog.org/aging-services/dementia-friendly/resources-for-people-with-memory-loss-and-family-caregivers)***



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