

U.S. Office of Personnel Management



**Office of Workforce Relations
Family-Friendly Workplace
Advocacy Office**



**The Handbook of Elder Care Resources
for the Federal Workplace**



[Introduction](#)



[Caregivers](#)



[Community Resources](#)



[Housing Options](#)



[Legal Considerations](#)



[Financial Matters](#)



[Social Security](#)



[Additional Financial Resources for Women](#)



[Tax Information](#)



[Health Insurance](#)



[Medicare](#)



[Medicaid](#)

 [Qualified Medicare Beneficiary](#)

 [Practical Tips for Elder Care](#)

 [Establishing An Elder Care Support Group](#)

 [Nursing Home Checklist](#)

 [Selecting a Home Health Care Agency](#)

 [Federal and National Elder Care Organizations](#)

 [Examples of Federal Agencies' Elder Care Programs](#)

 [Resource and Referral Services](#)

 [Area Agencies on Aging](#)

 [State Long-Term Care Ombudsman Offices](#)

 [Elder Care Publication Guides](#)

-
- [To Family-Friendly Home Page](#)
 - [To OPM Site Index](#)
 - [To OPM Home Page](#)

U.S. OFFICE OF PERSONNEL MANAGEMENT

Ensuring the Federal Government has an effective civilian workforce

[OPM.gov Home](#) | [Subject Index](#) | [Important Links](#) | [Contact Us](#) | [Help](#)

U.S. Office of Personnel Management - Ensuring the Federal Government has an effective civilian workforce

Work / Life

[Advanced Search](#)

- [Main](#)
- [About Us](#)
- [News & Information](#)
- [Workplace Flexibility](#)
- [Family](#)
- [Health & Wellness](#)
- [Official Documents](#)

Search Work / Life

The Handbook of Elder Care Resources for the Federal Workplace

[Table of Contents](#)

- [Forms](#)
- [Handbooks & Guides](#)
- [Memos to Agencies](#)
- [Reports to Congress](#)

Introduction

Today, people are living longer, healthier lives and the elderly population is rapidly growing. With diversity and longevity becoming two terms that describe America's workforce and population, the Federal Government is addressing the issues of aging and its impact on our families, work environment, and productivity.

The statistics on aging are overwhelming. As of 1999, there are more than 34 million individuals age 65 or older living in the United States. By the year 2030, it is expected that this number will exceed 70 million, more than double the present number. The average age of the Federal full-time employee is 45.6 years. Moreover, an increasing number of these employees face the challenges and responsibilities of caring for an aging family member or friend. Approximately 25.8 billion Americans spend an average of 18 hours a week caring for an ailing relative. Women, the traditional caregivers to elderly persons, today make up 44.4 percent of our workforce.

Given these demographics, it is important that the Federal Government offer elder care programs, policies, and initiatives to assist employees who are currently, or who will be caregivers with family and work/life demands.

The *Handbook of Elder Care Resources for the Federal Workplace* was developed to introduce you -- the employer and employee caregiver -- to the various services and resources that are available to help you make informed elder care decisions. From choosing an assisted living arrangement to dealing with the complexities of social security income, this Handbook provides practical tips and solutions to these complicated aging issues.

The Handbook describes a variety of community resources that are offered around the country to help older adults function independently and discusses housing options, financial and medical

considerations, nursing homes, and home health care agencies. It also provides a listing of:

- Federal and National Elder Care Organizations;
- Area Agencies on Aging; and
- State Long-Term Care Ombudsman Offices.

The U.S. Office of Personnel Management (OPM) is committed to helping employees who care for elderly parents and older persons to meet their obligations to their families, personal responsibilities and the job.

Note: Under Federal Law, the U.S. Office of Personnel Management (OPM) is prohibited from ranking, endorsing, or promoting agencies or organizations listed in the Handbook of Elder Care Resources.



[Table of Contents](#)



[Back to Top](#)

U.S. Office of Personnel Management 1900 E Street NW, Washington, DC 20415 | (202) 606-1800 | TTY (202) 606-2532



U.S. OFFICE OF PERSONNEL MANAGEMENT

Ensuring the Federal Government has an effective civilian workforce

[OPM.gov Home](#) | [Subject Index](#) | [Important Links](#) | [Contact Us](#) | [Help](#)

U.S. Office of Personnel Management - Ensuring the Federal Government
has an effective civilian workforce.

Work / Life

[Advanced Search](#)

- [Main](#)
- [About Us](#)
- [News & Information](#)
- [Workplace Flexibility](#)
- [Family](#)
- [Health & Wellness](#)
- [Official Documents](#)

Search Work / Life

The Handbook of Elder Care Resources for the Federal Workplace

- [Forms](#)
- [Handbooks & Guides](#)
- [Memos to Agencies](#)
- [Reports to Congress](#)

[Table of Contents](#)

Caregivers

Elder care is a broad field that recognizes the role of the adult caregiver as one that provides essential services to a parent or older person. Often employees do not recognize their role as a caregiver nor do they realize that help may be available in the community to assist an older person. Sometimes it is difficult for an employee to remember that he or she has needs that should be met. Ask yourself the following questions:

Am I concerned about the safety or welfare of an aging relative or friend?

Do I help an older person from time to time with household tasks such as grocery shopping, paying bills, or house cleaning?

Am I providing personal care -- bathing, feeding, grooming -- to a parent or older person who needs assistance in these areas?

If you answered YES to any of these questions, you are a *caregiver*. *Caregiver* is a term describing a person who is concerned about or provides assistance to another because of physical or mental limitations. A caregiver can help anyone -- a child, a disabled person, or an aging individual. However, this handbook is intended to help people who are *employee caregivers of a parent or older person*.

Your agency's Employee Assistance Program (EAP) may be helpful in assisting you with problems or concerns you may be experiencing as a caregiver. An EAP counselor also can direct you to the appropriate resources that will help your parent or older person. In addition to the listings in this book, there are many other resources available to help caregivers do their jobs. If you would like to receive a fact sheet on caregiving, a pamphlet titled "*Caregiving: 1st Line of Defense*," or a

resource list of national organizations that offer free or low-cost resources, contact the Older Women's League (OWL) at **1-800-TAKE OWL** from 9:00 a.m. - 5:00 p.m. (Eastern Standard Time). The OWL is a non-profit organization that seeks to educate the public about issues affecting middle-aged and older women.

Employee caregivers can find other services, sources of help, and emotional support on several World Wide websites created by national caregiving and home care associations. Some of these include:

National Alliance for Caregiving

Suite 642
4720 Montgomery Lane
Bethesda, MD 20814
(301) 718-8444
<http://www.caregiving.org>

National Family Caregivers Association

Suite 500
10400 Connecticut Avenue
Kensington, MD 20895
(800) 896-3650
<http://www.nfacares.org>

National Association for Home Care

228 7th Street, NE
Washington, DC 20003
(202) 547-7424
<http://www.nahc.org>

National Council on the Aging

Suite 200
409 3rd Street, SW
Washington, DC 20024
(202) 479-1200
<http://www.ncoa.org>

Caregivers should also be mindful of the **Elder Care Locator** information below.

The **Locator** is a toll free number operating nationwide for people with elder care concerns. It is operated by the National Association of Area Agencies on Aging with funds from the Older Americans Act of 1992 (P.L. 102-375). The trained elder care operators can determine who you need to contact and give you local referral numbers. If your parent or an older person lives far away, the **Elder Care Locator** can give you information for their area.

Elder Care Locator

If you're concerned about an older person, and don't know where to turn for information, the Elder Care Locator can help you. Call the 1-800 number listed below:

1-800-677-1116
Monday - Friday
9:00 a.m. - 11:00 p.m. (Eastern Standard Time)

NOTE: Under Federal Law, the U.S. Office of Personnel Management (OPM) is prohibited from ranking, endorsing, or promoting agencies or organizations listed on its website.

This section of the Handbook was written with the assistance of the Older Women's League.



[Table of Contents](#)



[Back to Top](#)

U.S. Office of Personnel Management 1900 E Street NW, Washington, DC 20415 | (202) 606-1800 | TTY (202) 606-2532



U.S. OFFICE OF PERSONNEL MANAGEMENT

Ensuring the Federal Government has an effective civilian workforce

[OPM.gov Home](#) | [Subject Index](#) | [Important Links](#) | [Contact Us](#) | [Help](#)

U.S. Office of Personnel Management - Ensuring the Federal Government has an effective civilian workforce.

Work / Life

[Advanced Search](#)

- [Main](#)
- [About Us](#)
- [News & Information](#)
- [Workplace Flexibility](#)
- [Family](#)
- [Health & Wellness](#)
- [Official Documents](#)

Search Work / Life

The Handbook of Elder Care Resources for the Federal Workplace

[Table of Contents](#)

- [Forms](#)
- [Handbooks & Guides](#)
- [Memos to Agencies](#)
- [Reports to Congress](#)

Community Resources

Many people associate the aging process with the need for nursing home care. In fact, most persons do not need nursing home care. Instead, many parents or older persons can remain independent, but frequently need assistance with various daily living tasks. Communities throughout the United States offer varied services for their aging populations. Check with the social services office of your parent or older person's local government to determine which services are available in his or her area. Utilizing these community resources can help your parent or older person live more comfortably and remain independently in his or her home. In addition, a parent or older person who have chosen an alternative living arrangement, such as congregate housing, can use these services as an additional tool to make daily living simpler. The list below will familiarize you with some of the community resources that may be available in your parent or older person area and suggest the general availability of these services across the country. Remember, you must contact the local government where your parent or older person resides to determine if these services are available in his or her area.

Adult Day Care

Adult day care centers offer a variety of health care and social services for people who need assistance with personal care such as grooming or toileting, but not around-the-clock care. Round trip transportation may be provided to the center where people may spend a few hours or all day.

Availability - Adult day care center availability varies. The centers may be operated by hospitals, nursing homes, religious organizations or privately owned care centers. Contact your parent or older person's Area Agency on Aging for information.

Area Agencies on Aging

Area Agencies on Aging (AAA) provide access to a variety of services to older persons in communities throughout the United States. These services include: information and referral, homemaker/home health aides, transportation, congregate care and home-delivered meals, chores, and other supportive services.

Availability - AAAs are located in every State. The types of services they offer will differ. A partial listing of AAA addresses and telephone numbers are provided in the Resource and Referral Services section of this Handbook.

Assistive Products

Assistive products are services and devices that can be purchased or rented to help people function better at home. These may include devices for persons with hearing and/or visual impairments and those who need help in walking or moving about.

Availability - Assistive products may be available from medical equipment rental stores or electronic product retail stores. Several States have assistive products and devices distribution programs operated by the State rehabilitation agency for the disabled.

Case Management

Case management is a method of assessing a person's total care needs, arranging for necessary services, and coordinating the delivery of services. Since care problems rarely occur one at a time and services may be fragmented, this service can be used by caregivers to coordinate a care plan.

Availability - While availability varies, case management services are becoming more widely available. Contact your parent or older person's AAA for information.

Friendly Visitors

Friendly visitors are volunteers who regularly visit older persons who may need companion- ship. They may read, write letters, run local errands, etc. for the older person.

Availability - Friendly visitors are usually provided by a religious or volunteer organization. Contact your parent or older person's church or synagogue or the Visiting Nurses Association to see if the service exists in their community.

Home Adaptation

Home adaptation means making changes to your parent or older person's home to accommodate his or her changed needs. Adaptation may include small changes like installing grab bars, or major changes such as widening doorways for wheelchairs or installing a bathroom on the first floor of the home.

Availability - You need a good contractor and a good idea of what your parent or older person wants done. Seek advice from professionals you know you can rely on, such as an occupational therapist, before hiring anyone to do major jobs.

Home Chore Services

Home chore services offer minor household repairs, household cleaning, and yard work.

Availability - Home chore services are widely available. Contact your parent or older person's AAA for information.

Home-Delivered Meals

Home-delivered meals or "meals-on-wheels" is a service that delivers hot, nutritious meals once or twice a day, usually five days per week. Most home-delivered meal programs can accommodate special diets.

Availability - Home-delivered meals are widely available. Contact your parent or older person's AAA for information.

Home Health Care

Home health care covers a wide variety of medical services provided by such professionals as nurses or physical therapists.

Availability - Home health care is widely available. Contact your parent or older person's Visiting Nurses Association or AAA. Refer to the Practical Tips for Elder Care section for a helpful checklist on selecting a home health care agency. Also, see the Resource and Referral Services section for a listing of home health care resources.

Home Maintenance and Repair Programs

Home maintenance and repair programs (usually sponsored by nonprofit organizations) provide home maintenance, home repairs, and help with emergencies such as frozen pipes. No major improvements or cosmetic changes are included. Some programs will help you work with contractors.

Availability - These programs are widely available. Contact your parent or older person's AAA for information.

Homemaker Services

Homemaker services include assistance with grooming and dressing, and help with meal preparation, food shopping, or light housekeeping.

Availability - Homemaker services are widely available. Contact your parent or older person's AAA for information.

Hospice Care

Hospice is a special kind of care for terminally ill people and their families. It does not focus on recovery through medical treatment, but instead helps people cope with the physical and emotional pain of dying from a clearly terminal illness. Hospice care may be given at home or in a hospice facility, and may be provided by or supplemented by trained volunteers, as well as by family members. Insurance coverage for hospice care varies. Medicare will provide benefits to patients who are diagnosed as being terminally ill, but patients receiving hospice benefits waive their regular Medicare coverage while they are under hospice care.

Availability - Availability varies from State to State. Contact your parent or older person's AAA for information. You can also contact your parent's State hospice or home care association, the Foundation for Hospice and Homecare at (202) 547-6586, or the Hospice Association of America at (202) 546-4759.

Nutrition Services

Nutrition services provide people with inexpensive, nutritious meals in group settings such as senior centers, churches, synagogues, or senior housing. Nutrition sites may provide transportation.

Availability - Nutrition services are widely available. Contact your parent or older person's AAA for information.

Personal Emergency Response Systems (PERS)

PERS are emergency alert button devices that are placed in the home and can be pressed to summon help from emergency response centers such as hospitals or 800 numbers.

Availability - Approximately ten national companies manufacture PERS. They may not be readily available in all areas. Contact your parent or older person's AAA for information.

Respite Care

Respite care provides short-term relief to people who care for a parent or older person at home. The respite can be for a few hours or several days. It may be provided at home, at adult day care centers, or at hospitals overnight.

Availability - Respite care services are widely available. Contact your parent or older person's AAA for information.

Senior Centers

Senior centers offer older people an opportunity to socialize and a place to meet. They offer a wide variety of social, educational, and recreational programs. Some senior centers provide transportation services.

Availability - Senior centers are widely available. Contact your parent or older person's AAA for information.

Telephone Reassurance

Telephone reassurance is offered by volunteers who arrange to talk to older persons daily to ensure that "all is well." This service is especially helpful to people who live alone.

Availability - Availability varies in communities. Contact your parent or older person's AAA, church or synagogue, or Visiting Nurses Association.

This information is reprinted with permission from the AARP's publication Tomorrow's Choices.



[Table of Contents](#)



[Back to Top](#)



U.S. OFFICE OF PERSONNEL MANAGEMENT

Ensuring the Federal Government has an effective civilian workforce

[OPM.gov Home](#) | [Subject Index](#) | [Important Links](#) | [Contact Us](#) | [Help](#)

U.S. Office of Personnel Management - Ensuring the Federal Government
has an effective civilian workforce.

Work/Life

[Advanced Search](#)

- [Main](#)
- [About Us](#)
- [News & Information](#)
- [Workplace Flexibility](#)
- [Family](#)
- [Health & Wellness](#)
- [Official Documents](#)

Search Work / Life

The Handbook of Elder Care Resources for the Federal Workplace

[Table of Contents](#)

- [Forms](#)
- [Handbooks & Guides](#)
- [Memos to Agencies](#)
- [Reports to Congress](#)

Housing Options

Many people assume that a nursing home is the only option for parent or older persons who can no longer live alone in their own homes. However, there are many housing alternatives available. The information listed below will familiarize you with some of these options. The questions that follow each section suggest what you, your parent, or an older person might consider before selecting an alternative living arrangement. Please note that although this section refers to "parent," it applies to both parents.

- [Having a Parent Move in With You](#)
- [Foster Care](#)

Having a Parent Move in With You

For many people, having a parent move in with them is the best choice when living alone is no longer possible for the older person. For other people, it can be a difficult choice. If you are considering such an arrangement, you need to talk seriously with your immediate family and your parents to understand how each one of them feels. You also need to be sure to express all of your feelings about the situation. Talk with friends whose parents live with them and try to understand what it's like for them. Think through the questions listed below for both parents and children and discuss the issues together before agreeing to this living arrangement.

Questions for the Adult Child

- Do you want your parent to move in? Have you been honest in expressing your feelings about it?
- Are you aware of local services that could help you through difficult situations?
- If you don't want your mother or father to move in, but it must happen anyway, will you be able to handle it?
- How much time can you spend with your parent? Have you explained what your weekdays and weekends are like?
- Do you expect your parent to do chores around the house? Is this a reasonable expectation? Have you talked to your parent about what to expect and why?
- Can you afford it?

Questions for the Parent

- Does your son or daughter want you to move in? If not, and you move in anyway, will the emotional strain be too much on you?
- How will living expenses be shared?
- What will you use for transportation? Will you have easy access to shopping, a place of worship, friends, and other interests of your own?
- Do you have friends in the area where your children live? Are there people close by with whom you can create friendships?
- Will you be able to accommodate your child's lifestyle?
- Will you be able to live with your children's children?
- Can your children afford to have you live with them?
- How will your presence affect family relationships?
- How much time will you expect your child to spend with you?

Foster Care

Foster care is a social service that places an older person who is in need of a modest amount of daily assistance into a warm home environment. The costs vary, and may be covered by the State social services program. The older person may be expected to contribute to the stipend paid to the family providing the foster care. The availability of this program is limited. Contact your AAA for more information.



[Table of Contents](#)



[Back to Top](#)



U.S. OFFICE OF PERSONNEL MANAGEMENT

Ensuring the Federal Government has an effective civilian workforce

[OPM.gov Home](#) | [Subject Index](#) | [Important Links](#) | [Contact Us](#) | [Help](#)

U.S. Office of Personnel Management - Ensuring the Federal Government has an effective civilian workforce

Work / Life

[Advanced Search](#)

- [Main](#)
- [About Us](#)
- [News & Information](#)
- [Workplace Flexibility](#)
- [Family](#)
- [Health & Wellness](#)
- [Official Documents](#)

Search Work / Life

The Handbook of Elder Care Resources for the Federal Workplace

[Table of Contents](#)

- [Forms](#)
- [Handbooks & Guides](#)
- [Memos to Agencies](#)
- [Reports to Congress](#)

Legal Considerations

- [Legal Considerations](#)
- [Durable Power of Attorney](#)
- [Getting Your Affairs in Order](#)
- [Guardianship or Conservatorship](#)
- [Personal Records File](#)
- [Social Security Representative](#)
- [Financial Records File](#)
- [Will](#)
- [Legal Definitions](#)
- [Living Will](#)
- [Power of Attorney](#)
- [Legal Aid](#)

Legal Considerations

When an aging family member suddenly needs help with daily living tasks or must enter a nursing home, the emotions of such a change can interfere with a family's ability to make decisions. The decision making process can seem overwhelming, particularly if legal concerns are involved. While dealing with your parent's legal concerns may seem difficult, you need not feel overburdened. The best defense against confusion and uncertainty in coping with legal issues is to prepare in advance of change. The information in this section offers some suggestions for preparing you and your parents for the day they may need your assistance in handling their legal affairs. "Getting Your Affairs in Order" provides an easy process for



aging parents to organize their legal affairs should they need assistance later on. The second part of this section defines legal terms that relate to the aging field. Regardless of your circumstances, everyone should read this section and become familiar with the legal issues that affect many aging adults and their children.

Getting Your Affairs in Order

Relatives and friends sometimes must help older people manage their legal or financial affairs temporarily or even gradually assume these responsibilities. Often the person who provides care has little



knowledge of vital information and records. If papers are in order, the task is much simpler.

Although each situation is different, the following suggestions can help most people begin creating a financial and personal records file.

Personal Records File

A personal records file should include the following information:

- Full legal name;
- Social Security number;
- Legal residence;
- Date and place of birth;
- Names and addresses of spouse and children (or location of death certificates if any are deceased);
- Location of will or trust;
- Location of birth certificate and certificates of marriage, divorce, and citizenship;
- List of employers and dates of employment;
- Education and military records;
- Religious affiliation, name of church or synagogue, and names of clergy (if desired);
- Memberships in organizations and awards received;
- Names and addresses of close friends, relatives, doctors, and lawyers or financial advisors; and
- Requests, preferences, or prearrangement for burial.

A family member or friend should know the location of this personal records file and the location of all important papers and documents, although it is not necessary to reveal the contents of wills or trusts.

Financial Records File

In making a financial records file, list information about insurance policies, bank accounts, deeds, investments, and other valuables, using this outline:

- Sources of income and assets (pension funds, interest income, etc.);
- Social Security and Medicare information;
- Investment income (stocks, bonds, and property);
- Insurance information (life, health, and property), with policy numbers;
- Bank accounts (checking, savings, and credit union);

- Location of safe deposit boxes;
- Copy of most recent income tax return;
- Liabilities--what is owed to whom and when payments are due;
- Mortgages and debts -- how and when paid;
- Credit card and charge account names and numbers;
- Property taxes; and
- Location of personal items such as jewelry or family treasures.

Having this information available can help you or a family member plan for any change in later years--retirements, a move, a death in the family--and can help you or a family member make wise decisions.

Legal Definitions

Many communities offer legal services. For those elderly who are unable to manage their own affairs appropriately, legal and/or protective services may be needed. Such services are designed to safeguard the rights and interests of older persons, to protect them from harm, to protect the property of older persons, and to provide advice and counsel to older persons and their families in dealing with financial and business concerns. Older persons and their families should become familiar with the following legal terms.

Power of Attorney

This is a legal device which permits one individual (the Principal) to give to another person (the attorney-in-fact) the authority to act on his or her behalf. The person with power of attorney is then authorized to handle banking and real estate, pay bills, incur expenses, and handle a wide variety of legal affairs for a specific period of time. This can continue indefinitely as long as the person granting power of attorney remains competent and is capable of granting power of attorney. This kind of power of attorney expires when the Principal becomes comatose, mentally incompetent, or dies.

Durable Power of Attorney

Most people feel more secure knowing that, in the event of incapacity, a trusted person and not the courts will make decisions and carry out their wishes. A Durable Power of Attorney gives a specified person this right despite the physical or mental incompetence of the elder. It terminates only upon the death of the grantor (Principal) or if revoked by a legally appointed guardian or by the grantor if he or she remains competent.

Guardianship or Conservatorship

A guardianship or conservatorship, arranged through an attorney, blocks a person from acting on his or her own behalf. This arrangement is useful when a person is incapable of managing financial and/or personal affairs, or does not know that he or she is managing poorly, and this incapability poses a major threat to his or her well-being. All guardianships must be approved by a court and actions taken by a guardian are overseen by the court.

Social Security Representative

In the event a parent or older person cannot sign a Social Security check, the Social Security office will appoint a person, institution, or community association as representative payee. The name on the Social Security check is changed from the direct beneficiary's to the payee's, and the payee is then responsible for distributing the money on behalf of the beneficiary. Social Security checks can also be directly deposited in most situations.

Will

A will is a legal declaration of how the deceased wants his or her money, property, and other possessions disposed of after death. A will also can be used to determine guardianship of minor children and to set up trusts for heirs who may have an inadequate knowledge of how to manage inherited money or property.

Without a doubt, every person with property of any value should have a will. However, many people delay thinking about death and then die intestate, that is, the State distributes their estate according to the laws of the State. When drawing up a will, a parent and older person should make a list of his or her resources and clarify and write down his or her wishes. The parent and older person must choose an executor and witness to the will. The parent and older person also has the responsibility to review it periodically, to keep it up-to-date, and to see that it is stored in a safe place. You should know where your parent or older person's will is kept.

Living Will

A living will is a document that allows people to state, while they are still able, their wishes regarding the use of extraordinary measures or procedures to keep them alive when it is evident that they are dying. The living will may also appoint someone else (a relative, friend or attorney) to direct health care if the person signing the living will is unable to do so.

In most cases, people who sign living wills want to be certain that they will not receive unwanted or unwarranted treatment if death is near and they have no reasonable expectation of recovering. Others may want to make clear that they want to be at home when death is imminent, or that they want to donate their organs after death. Currently, 38 States and the District of Columbia have recognized the Living Will as legally binding under most circumstances.

Legal Aid

There are a few programs that will provide low-cost legal services to a parent or older adult. Legal aid offices are set up to provide low income individuals with legal services if they meet eligibility guidelines. A parent or older person can sometimes receive help with government forms, tax forms, wills, etc., from retired attorneys, volunteers from the Bar Association, or paralegals who are supervised by an attorney. Some States have toll free telephone numbers that a parent or older person can call and talk with an attorney. Contact your local AAA or senior center for further information on these programs.

These definitions were borrowed from The Partnership Group, Inc. and are reprinted here with their permission.



[Table of Contents](#)



[Back to Top](#)



U.S. OFFICE OF PERSONNEL MANAGEMENT

Ensuring the Federal Government has an effective civilian workforce

[OPM.gov Home](#) | [Subject Index](#) | [Important Links](#) | [Contact Us](#) | [Help](#)

U.S. Office of Personnel Management - Ensuring the Federal Government has an effective civilian workforce

Work / Life

[Advanced Search](#)

- [Main](#)
- [About Us](#)
- [News & Information](#)
- [Workplace Flexibility](#)
- [Family](#)
- [Health & Wellness](#)
- [Official Documents](#)

Search Work / Life

The Handbook of Elder Care Resources for the Federal Workplace

[Table of Contents](#)

- [Forms](#)
- [Handbooks & Guides](#)
- [Memos to Agencies](#)
- [Reports to Congress](#)

Financial Matters

- [Will](#)
- [Social Security](#)
- [Additional Financial Resources for Women](#)
- [Tax Information](#)

Will

The information in this section briefly discusses financial considerations that you and your parent or older person may wish to consider. The information is in no way intended as financial advice nor as a comprehensive overview of parent or older person financial concerns. Instead, this section is intended to introduce you to or remind you of some common financial topics that concern parent or older persons.

Most of the information concerns Social Security income. To receive additional information on any topics listed below contact the Social Security Administration. The Social Security Administration can answer many questions about the Social Security system and can send you free informative brochures on its programs. Refer to the resources listed at the end of the Social Security and Health Insurance sections for a partial listing of these publications.



Social Security

Social Security--The General Idea

The basic idea behind Social Security is a simple one. An individual pays taxes to the system during his or her working years, and the



individual and members of his or her family receive monthly benefits when he or she retires or becomes disabled. Or, survivors collect benefits when an individual dies.

Here's An Important Point: Social Security is **not** intended to be an individual's only source of income. Instead, it is meant to be used to supplement the pensions, insurance, savings, and other investments accumulated during the working years.

There are three types of Social Security benefits:

- Retirement Benefits provide retirement income to retired workers and their families
- Survivors Benefits provide income security to family members upon the death of a breadwinner
- Disability Benefits provide protection against the loss of family income due to the disability of a breadwinner.

What is Supplement Security Income?

SSI is short for Supplemental Security Income. The SSI pays monthly checks to people who are 65 or older, or disabled or blind and who have low incomes and few assets. SSI isn't just for adults. Monthly checks can go to disabled and blind children, too. People who get SSI usually get Food Stamps and Medicaid, too.

The amount of SSI money your parent or older person receives depends on where they live. The basic SSI check is the same nationwide. However, many States add money to the basic check. Call the Social Security Administration's toll free number -- 1-800-772-1213 -- to find out the amounts for your parent's or older person's State.

Signing Up

For disability, survivors, and SSI benefits, your parent or older person should apply as soon as he or she is eligible. When signing up for retirement, Social Security asks that an individual do so about three months before he or she wants the benefits to start.

When Individuals Need Help Handling Their Benefits

Sometimes Social Security or SSI recipients are not able to handle their own financial affairs. In those cases, the Social Security Administration turns to a relative, a friend, or another interested party to handle a person's Social Security matters. This person becomes the "representative payee." All Social Security or SSI benefits due are made payable in the payee's name on behalf of the beneficiary. Contact the Social Security Administration for more information.

For further information about any Social Security Program, or to apply, Call SSA's Toll Free Number

1-800-772-1213
Monday - Friday
7 a.m. - 7 p.m.
(Eastern Standard Time)

Booklets Available

The Social Security Administration produces many publications and fact sheets designed to help explain these programs to you or your parent or older person.

To obtain free copies of the following, call or write the Social Security Administration:

Dept. of Health and Human Services
Social Security Administration
Baltimore, MD 21235
Toll Free 1-800-772-1213

- *Retirement* - A guide to Social Security retirement benefits
- *Disability* - A guide to Social Security disability benefits
- *Survivors* - A guide to Social Security survivors benefits
- *Medicare* - A guide to the Medicare program
- *Supplemental Security Income* - A guide to the SSI program
- *Understanding Social Security* - A comprehensive explanation of all the Social Security Programs
- *A Guide For Representative Payees* - A guide for representative payees

Additional Financial Resources for Women

To receive a copy of the book, *Women and Money: The Independent Woman's Guide to Financial Security for Life*, by Frances Leonard, write to the Older Women's League at the address below and include a check or money order for \$12.95.

OWL
666 11th Street, NW., Suite 700
Washington, DC 20001

Tax Information

The following list of tax publications may be useful in understanding the often complex tax laws that govern an parent or older person's money. You may need to contact a lawyer to receive additional assistance.

Contact the Internal Revenue Service (IRS) toll free at **1-800-829-3676** to order the following free tax guides:

- *Tax Information for Older Americans* - Publication No. 554
- *Social Security Benefits and Equivalent Railroad Retirement Benefits* - Publication No. 915
- *Credit for the Elderly or the Disabled* - Publication No. 524
- *Tax Information for Survivors, Executors, and Administrators* - Publication No. 559
- *Pension and Annuity Income* - Publication No. 575
- *Child and Dependent Care Expenses* - Publication No. 503
- *Tax Rules for Children and Dependents* - Publication No. 929
- *Tax Counseling for the Elderly Handbook* - Publication No. 1114
- *Guide to Free Tax Services* - Publication No. 910

Tax Assistance

Contact the IRS toll free at **1-800-829-1040** to receive assistance in filling out tax forms for older persons. The IRS will refer you to a volunteer tax assistant in your area.



NOTE: Under Federal Law, the U.S. Office of Personnel Management (OPM) is prohibited from ranking,

endorsing, or promoting agencies or organizations listed on its website.



[Table of Contents](#)



[Back to Top](#)

U.S. Office of Personnel Management 1900 E Street NW, Washington, DC 20415 | (202) 606-1800 | TTY (202) 606-2532



U.S. OFFICE OF PERSONNEL MANAGEMENT

Ensuring the Federal Government has an effective civilian workforce

[OPM.gov Home](#) | [Subject Index](#) | [Important Links](#) | [Contact Us](#) | [Help](#)

U.S. Office of Personnel Management - Ensuring the Federal Government has an effective civilian workforce

Work / Life

[Advanced Search](#)

- [Main](#)
- [About Us](#)
- [News & Information](#)
- [Workplace Flexibility](#)
- [Family](#)
- [Health & Wellness](#)
- [Official Documents](#)

Search Work / Life

The Handbook of Elder Care Resources for the Federal Workplace

[Table of Contents](#)

- [Forms](#)
- [Handbooks & Guides](#)
- [Memos to Agencies](#)
- [Reports to Congress](#)

Health Insurance

- [Medicare](#)
- [Medicaid](#)
- [Qualified Medicare Beneficiary](#)

The information listed below briefly describes government funded and other health insurance programs for parents or older persons. To receive further information on any of these programs contact the Social Security Administration toll free at **1-800-772-1213** or contact your local Social Security office.

Medicare

Medicare is our country's health insurance program for people 65 or older, certain disabled people under 65, and people of any age who have permanent kidney failure. It provides basic protection against the cost of health care, *but it doesn't cover all medical expenses.*

Medicare has two parts: Hospital Insurance (Part A) and Medical Insurance (Part B). Hospital Insurance helps pay for inpatient hospital care, skilled nursing facility care, home health care, and hospice care. It is paid for by the payroll tax Federal Insurance Contribution Act (FICA) that also pays for Social Security. Medical Insurance helps pay for doctors' services, outpatient hospital services, ambulance services, diagnostic tests, therapies, durable medical equipment, medical supplies, and prosthetic devices. Medical Insurance is financed by monthly premiums paid by people who choose to enroll.

Medicaid

Many people think that Medicaid and Medicare are two different names for the same program. But actually, Medicaid is a State-run program designed primarily to help the elderly and others with low income and little or no resources. Each State has its own rules about who is eligible and what is covered under Medicaid. However, all States cover basic inpatient and outpatient medical services, and various additional services may be provided at the option of the individual States.

Qualified Medicare Beneficiary

If your parent or older person gets Medicare, and has little income or resources he or she may be eligible for the "**Qualified Medicare Beneficiary**" -- or QMB -- Program. If your parent or older person qualifies, the State he or she lives in will pay their Medicare premiums, deductibles, and co-insurance. If you think your parent or older person may qualify, contact his or her State or local medical assistance (Medicaid) agency, social services office, or welfare office for information.



Medigap

Medicare provides *basic* health care coverage, but it doesn't pay all medical expenses, and it doesn't pay for most long-term care. For this reason, many private companies sell insurance to fill the gaps in Medicare coverage. This kind of insurance is often called "**Medigap**" for short. Contact the Health Care Financing Administration's Medigap Hotline toll free at 1-800-638-6833 for more information on Medigap.

When Individuals Need Help Handling Their Benefits

See the section [Financial Matters](#) for an explanation of the representative payee system.

Booklets Available

The Social Security Administration (the organization that provides information about the Medicare program) and the Centers for Medicare and Medicaid Services (the organization that administers the Medicare program) produce many publications and fact sheets designed to help explain these programs to you or your parent or older person.

For a free copy of the following publications, write or call the Social Security Administration at:

Social Security Administration
Public Information Distribution Center
Public Affairs Office, P.O. Box 17743
Baltimore, MD 21235
Toll free 1-800-772-1213

- *Medicare* - A straight-forward guide to the Medicare program.
- *You Should Know About QMB* - A guide to the QMB program.
- *A Guide for Representative Payees* - A guide for representative payees.

To obtain a free copy of the publications, write or call the Health Care Financing Administration at:

Medicare Publications
Centers for Medicare and Medicaid Services
6325 Security Boulevard
Baltimore, MD 21207
Toll Free 1-800-638-6833
8:00 a.m. - 8:00 p.m.
Eastern Standard Time

- *The Medicare 1996 Handbook* - A handbook of the Medicare program.
- *Medicare: Hospice Benefits* - A guide to the medical and support services available to

Medicare beneficiaries with terminal illnesses.

- *Medicare and Advance Directives* - A guide to what action elders need to take to make sure that decisions made now - in advance of becoming ill - will be followed in the event they become physically or mentally unable to communicate their wishes about the type of treatment they wish to receive or who can make those decisions.

Medigap Resources

For a free copy of the *1999 Medicare and You*, write or call the Health Care Financing Administration at:

Medicare Publications
Centers for Medicare and Medicaid Services
6325 Security Boulevard
Baltimore, MD 21207
Toll Free 1-800-638-6833
8:00 a.m. - 8:00 p.m.

Write to AARP for a free copy of the following publications. Include the title and publication number.

AARP Fulfillment
601 E Street, NW.
Washington, DC 20049

- *Medigap: Medicare Supplemental Insurance - A Consumer's Guide* - Publication No. D-14042
- *Before You Buy: A Guide to Long-Term Care Insurance* - Publication No. D-12893.

NOTE: Under Federal Law, the U.S. Office of Personnel Management (OPM) is prohibited from ranking, endorsing, or promoting agencies or organizations listed on its website.



[Table of Contents](#)



[Back to Top](#)



U.S. OFFICE OF PERSONNEL MANAGEMENT

Ensuring the Federal Government has an effective civilian workforce

[OPM.gov Home](#) | [Subject Index](#) | [Important Links](#) | [Contact Us](#) | [Help](#)

U.S. Office of Personnel Management - Ensuring the Federal Government has an effective civilian workforce.

Work/Life

[Advanced Search](#)

- [Main](#)
- [About Us](#)
- [News & Information](#)
- [Workplace Flexibility](#)
- [Family](#)
- [Health & Wellness](#)
- [Official Documents](#)

Search Work / Life

The Handbook of Elder Care Resources for the Federal Workplace

[Table of Contents](#)

- [Forms](#)
- [Handbooks & Guides](#)
- [Memos to Agencies](#)
- [Reports to Congress](#)

Practical Tips for Elder Care (Page 1 of 3)

- [Establishing An Elder Care Support Group](#)
- [Nursing Home Checklist](#)
- [Selecting a Home Health Care Agency](#)

Establishing An Elder Care Support Group

A Guide for Group Coordinators, Employee Assistance Program Counselors and Work/Life Managers

As an increasing number of employees face the responsibilities of caring for an aging family member, many employers are searching for ways to help their employees balance the demands of caregiving and work. One effective and useful tool is the work-site support group. Support groups bring together people who have similar concerns or difficulties and enable participants to share personal stories and helpful information. Members often find it comforting to learn that their problems are not unique. Establishing a support group is inexpensive and relatively simple. The information provided below explains how to start a support group in your agency. These suggestions can be modified to suit the needs of your employees.

Employee Needs Assessment:

Establishing a support group should be based on a sufficient employee need and desire for one. One way to determine this is to conduct an employee survey to assess the extent to which employees have elder care responsibilities or concerns and would like agency help meeting them.

Many employees with elder care responsibilities may not even realize that they are caregivers. A needs assessment survey should describe the term "caregiver." Caregivers of the elderly are concerned about or provide assistance to elderly relatives or friends who have physical or mental

limitations. Such care may include any number of tasks such as making regular telephone checkups, providing transportation, meals, medical care, or personal care, managing finances, or assisting with shopping and other errands. A survey should emphasize that caregiving includes any support no matter how small the task and may be provided by a caregiver who lives far away from the elderly person. Include questions about anticipated elder care concerns in the near future and employee interest in participating in a support group.

If the survey results reveal an interest in starting a support group, consider the remainder of these steps. Keep in mind that a support group can be as small as five people and may grow as employees learn of its existence.

Support Group Coordinator:

Because attendance at support group meetings may be sporadic at times, the consistent attendance of an employee assistance program (EAP) counselor or work/life manager at the meetings can help to maintain the group. The group coordinator can be responsible for advertising future group meetings, arranging meeting space, and maintaining a current list of group members and their telephone numbers (see [Meeting Time and Place](#) below). An EAP counselor or work/life manager also can offer group members elder care resource and referral information and explain personnel flexibilities available in their agencies that may help employees balance work and caregiving demands.



There also may be interest in starting a support group newsletter that could include newspaper and magazine articles on caregiving and aging issues, resource and referral information, and the date and time of the next support group meeting. A newsletter is especially helpful to members who temporarily lose contact with the group.

If a counselor or work/life manager is not available to attend meetings on a regular basis, a leader may emerge from the group. This individual could be responsible for arranging the meetings or writing a newsletter. These tasks also could be shared by members on a rotating basis. Each group will conduct itself differently.

Meeting Time and Place

Establish the time, place, and frequency of the support group meetings. Generally, employees like to meet at lunch time and will bring their lunches. Participants will decide how often they want to meet. Usually, a meeting room must be reserved in advance. Contact the agency building services office to find out how to reserve a room. Once a meeting time has been established, advertise the meeting at least two weeks in advance by placing announcements in a location where employees are certain to see them (bulletin boards or employee newsletters, for instance).



Goals/Purposes/Expectations:

It is important to explore what members wish to accomplish at the meetings. Members should discuss the goals of the support group at the first gathering. The goals may change as new members are added or as problems or concerns change. These goals and purposes should be considered each time the group meets. Members also may wish to explain what they hope to gain from attending the meetings.

Confidentiality:

Support group members must agree not to discuss the personal aspects of the meetings they attend. Certainly it is appropriate to share resource information outside the group, but the personal problems and concerns of members should remain private. This agreement of confidentiality

should be stated at the first meeting.

Open or Close Ended Group:

Support groups can be open-ended or close-ended. An open group accepts new members at any time while a closed group establishes a group but does not add new members for a specified period of time. The person that establishes the support group may make this decision or the members at the first meeting may decide. An agency elder care support group may be better suited to an open-ended format since many employees experience the onset of elder care problems suddenly.



Resource and Referral Information:

In addition to emotional support, caregivers often need information about elder care resources and services available in the community. As mentioned above, an EAP counselor or work/life manager can often provide such information. However, these professionals may not be readily available to the group on a regular basis or may have limited access to such information.

Employees can call the Eldercare Locator, a toll-free telephone number (1-800-677-1116) operated by the National Association of Area Agencies on Aging, to learn how to contact the appropriate AAA in their parents' or older person's community. The 670 AAAs located in communities across the United States can help employees locate services for their parents or older persons, even if they live in another State.

NOTE: Under Federal Law, the U.S. Office of Personnel Management (OPM) is prohibited from ranking, endorsing, or promoting agencies or organizations listed on its website.



[Table of Contents](#)



[Back to Top](#)



U.S. OFFICE OF PERSONNEL MANAGEMENT

Ensuring the Federal Government has an effective civilian workforce

[OPM.gov Home](#) | [Subject Index](#) | [Important Links](#) | [Contact Us](#) | [Help](#)

U.S. Office of Personnel Management - Ensuring the Federal Government has an effective civilian workforce.

Work/Life

[Advanced Search](#)

- [Main](#)
- [About Us](#)
- [News & Information](#)
- [Workplace Flexibility](#)
- [Family](#)
- [Health & Wellness](#)
- [Official Documents](#)

Search Work / Life

The Handbook of Elder Care Resources for the Federal Workplace

[Table of Contents](#)

- [Forms](#)
- [Handbooks & Guides](#)
- [Memos to Agencies](#)
- [Reports to Congress](#)

Practical Tips for Elder Care (Page 2 of 3)

Nursing Home Checklist

- Keep these suggestions in mind when visiting a nursing home:
- Visit a nursing home more than once and during different times of the day.
- Make an appointment to meet with the administrator or admissions director for your first visit and ask for a guided tour of the facility.
- Make sure that you are given the opportunity to talk to residents and observe conditions in the nursing home by yourself.
- Meet with members of the nursing home family council, which is composed of family members of the facility's residents. If the nursing home doesn't have a family council, ask to speak with family members of residents of the facility.
- Review the facility's fire safety training program.



When you visit a nursing home, you should carry this checklist with you. It will help you to compare one facility with another, but remember to compare facilities certified in the same category; for example, a skilled nursing facility with another skilled nursing home. Because nursing homes may be licensed in more than one category, always compare similar types of service among facilities.

Home A _____

Home B _____

Look at Daily Life

No.	Checklist Question	Home A	Home B
1.	Do residents seem to enjoy being with staff?	_____	_____
2.	Are most residents dressed for the season and time of day?	_____	_____
3.	Does staff know the residents by name?	_____	_____
4.	Does staff respond quickly to resident calls for assistance?	_____	_____

Home A/Home B

No.	Checklist Question	Home A	Home B
5.	Are activities tailored to residents' individual needs and interests?	_____	_____
6.	Are residents involved in a variety of activities?	_____	_____
7.	Does the home serve food attractively?	_____	_____
8.	Does the home consider personal food likes and dislikes in planning meals?	_____	_____
9.	Does the home use care in selecting roommates?	_____	_____
10.	Does the home have a residents' council? If it does, does the council influence decisions about resident life?	_____	_____
11.	Does the home have a family council? If it does, does the council influence decisions about resident life?	_____	_____
12.	Does the facility have contact with community groups, such as pet therapy programs and Scouts?	_____	_____

Look at Care Residents Receive

No.	Checklist Question	Home A	Home B
1.	Do various staff and professional experts participate in evaluating each resident's needs and interests?	_____	_____
2.	Does the resident or his or her family participate in developing the resident's care plan?	_____	_____
3.	Does the home offer programs to restore lost physical functioning (for example, physical, occupational, and speech and language therapy)?	_____	_____
4.	Does the home have any special services that meet your needs (for example, special care units for residents with dementia or with respiratory problems)?	_____	_____

- | | | | |
|----|---|-------|-------|
| 5. | Does the home have a program to restrict the use of physical restraints? | _____ | _____ |
| 6. | Is a registered nurse available for nursing staff | _____ | _____ |
| 7. | Does the nursing home have an arrangement with a nearby hospital to treat a resident if needed? | _____ | _____ |

Look at How the Nursing Home Handles Payment

No.	Checklist Question	Home A	Home B
1.	Is the facility certified for Medicare?	_____	_____
2.	Is the facility certified for Medicaid?	_____	_____
3.	Is the resident or the resident's family informed when charges are increased?	_____	_____

Look at the Environment

No.	Checklist Question	Home A	Home B
1.	Is the outside of the home clean and in good repair?	_____	_____
2.	Are there outdoor areas accessible for residents to use?	_____	_____
3.	Is the inside of the home clean and in good repair?	_____	_____
4.	Does the home have handrails in hallways and grab bars in bathrooms?	_____	_____
5.	When floors are being cleaned, are warning signs placed, or are areas blocked off to prevent accidents?	_____	_____
6.	Is the home free from unpleasant odors?	_____	_____
7.	Are toilets convenient to bedrooms?	_____	_____
8.	Do noise levels fit the activities that are going on?	_____	_____
9.	Is it easy for residents in wheelchairs to move around the home?	_____	_____
10.	Is the lighting appropriate for what residents are doing?	_____	_____
11.	Are there private areas for residents to visit with family, visitors, or physicians?	_____	_____
12.	Are residents' bedrooms furnished in a pleasant manner?	_____	_____
13.	Do the residents have some personal items in their bedrooms (for example, family pictures, souvenirs, and/or a chair)?	_____	_____
14.	Do the residents' rooms have accessible storage areas for residents' personal items?	_____	_____

Other Things to Look For

No.	Checklist Question	Home A	Home B
1.	Does the home have a good reputation in the community?	_____	_____
2.	Does the home have a list of references?	_____	_____
3.	Is the home convenient for family and friends to visit?	_____	_____
4.	Does the local ombudsman visit the facility regularly?	_____	_____



[Table of Contents](#)



[Back to Top](#)

U.S. Office of Personnel Management 1900 E Street NW, Washington, DC 20415 | (202) 606-1800 | TTY (202) 606-2532



U.S. OFFICE OF PERSONNEL MANAGEMENT

Ensuring the Federal Government has an effective civilian workforce

[OPM.gov Home](#) | [Subject Index](#) | [Important Links](#) | [Contact Us](#) | [Help](#)

U.S. Office of Personnel Management - Ensuring the Federal Government has an effective civilian workforce

Work/Life

[Advanced Search](#)

- [Main](#)
- [About Us](#)
- [News & Information](#)
- [Workplace Flexibility](#)
- [Family](#)
- [Health & Wellness](#)
- [Official Documents](#)

Search Work / Life

The Handbook of Elder Care Resources for the Federal Workplace

[Table of Contents](#)

- [Forms](#)
- [Handbooks & Guides](#)
- [Memos to Agencies](#)
- [Reports to Congress](#)

Practical Tips for Elder Care (Page 3 of 3)

Selecting a Home Health Care Agency

Use this checklist when selecting a home health care.

Name of Agency: _____

Address: _____

Phone Number: _____

Referral Service: _____

I. Services							
Services			daily min. length of visit	cost per visit	Medicare reimbursable		for a parent or older person current condition
	Yes	No			Yes	No	
Nursing							
Physical Therapy							

Speech Therapy

Occupational Therapy

Social Work

Personal Care (bathing, grooming)

Chore Services (light housekeeping)

II. Staffing

Number of Supervisors: _____

Number of Registered Nurses (RN's): _____

Number of Licensed Practical Nurses (LPN's): _____

Number of Home Health Aides: _____

Is certification required for aides? _____

Number of training hours for aides: _____

Number of required in-service training hours: _____

Average length of employment for aides: _____

How often is a supervisory visit made to the home? _____

How are cases supervised by the director of nursing? _____

III. General

Checklist Items

Yes No

State licensed (if required by State)?		
Medicare/Medicaid certified?		
Written job description for each position?		
List of Board of Directors or Advisory Committee available?		

Agency auspices:

hospital based _____

private _____

public _____

other _____

Geographic area served: _____

IV. Evaluation

Evaluation (complete after service has been terminated)	very	moderately	not at all
1. How comfortable was your parent or older person with the staff who came to the home?			
2. How informed were you of the treatment plan?			
3. How informed were you of the progress?			
4. How well were your questions answered?			

5. How well were scheduled visits kept?

6. How well do you feel your parent or older person's physical needs were met?

7. How willing was the staff to speak with you about your parent or older person's care?

8. Overall, would you want to call upon this agency again should the need arise?

_____ **yes, definitely** _____ **possibly** _____ **definitely not**



[Table of Contents](#)



 [Back to Top](#)

U.S. Office of Personnel Management 1900 E Street NW, Washington, DC 20415 | (202) 606-1800 | TTY (202) 606-2532



U.S. OFFICE OF PERSONNEL MANAGEMENT

Ensuring the Federal Government has an effective civilian workforce

[OPM.gov Home](#) | [Subject Index](#) | [Important Links](#) | [Contact Us](#) | [Help](#)

U.S. Office of Personnel Management - Ensuring the Federal Government has an effective civilian workforce

Work / Life

[Advanced Search](#)

- [Main](#)
- [About Us](#)
- [News & Information](#)
- [Workplace Flexibility](#)
- [Family](#)
- [Health & Wellness](#)
- [Official Documents](#)

Search Work / Life

The Handbook of Elder Care Resources for the Federal Workplace

[Table of Contents](#)

- [Forms](#)
- [Handbooks & Guides](#)
- [Memos to Agencies](#)
- [Reports to Congress](#)

Federal and National Elder Care Organizations

A number of Federal and national organizations can provide you with information about elder care issues such as housing, health care, and legal matters.

Many such organizations are listed below; however, this is not an exhaustive list. Each organization's mission, address, and telephone number is included. Many of the organizations offer free publications that address numerous aging issues. There may be a charge for some materials. Contact the organizations to obtain a list of available publications.



Federal Organizations

Administration on Aging

Department of Health and Human Services
 330 Independence Avenue, SW
 Washington, DC 20201
 (202) 619-0641
<http://www.aoa.dhhs.gov>

The Administration on Aging (AoA) is the focal point and advocacy agency for older persons and their concerns at the Federal level. It develops Federal Government policy and programs and coordinates community services for older people. AoA assists State and Area Agencies on Aging in developing community services to meet the social and human service needs of older persons.

Centers for Medicare and Medicaid Services (CMS)

7500 Security Boulevard
 Baltimore, MD 21244-1850
 (410) 786-3000
 Medigap Hotline: Toll Free 1-800-638-6833
<http://www.cms.gov>

<http://www.cms.gov> The Centers for Medicare and Medicaid Services (CMS) coordinates the Federal Government's participation in Medicare and Medicaid. CMS also sponsors health care quality assurance programs such as the Medigap Hotline. The Medigap Hotline answers questions about Medigap insurance (health insurance to supplement Medicare). It also takes reports of suspected Medigap and Medicare fraud.

National Institute on Aging

Department of Health and Human Services
 Building 31, Room 5C27
 31 Center Dr. MSC2292
 Bethesda, MD 20892-2292
 (301) 496-1752
 Publication Service:
 Toll Free 1-800-222-2225
<http://www.nih.gov/nia>

The National Institute on Aging (NIA), part of the National Institutes of Health, is the Federal Government's principal agency for conducting and supporting biomedical, social, and behavioral research related to aging processes and the diseases and special problems of older people. The Public Information Office prepares and distributes information about issues of interest to older people.

Social Security Administration

Office of Public Inquiries
 6401 Security Boulevard
 Baltimore, MD 21235
 (410) 965-1234
 Information Service:
 Toll Free 1-800-772-1213
<http://www.ssa.gov>

The Social Security Administration is the Federal Government agency responsible for the Social Security retirement, survivors, and disability insurance program, as well as the Supplemental Security Income program. Social Security Administration offices, which are located in every State, are listed in the telephone directory under "Social Security Administration" or "U.S. Government." A toll free service is also available throughout the Nation.

FirstGov for Seniors

[FirstGov for Seniors](#) is one of several projects created at the direction of the National Partnership for Reinventing Government (NPRG). The Social Security Administration (SSA) agreed to create, host and maintain FirstGov for Seniors as a service especially geared toward senior citizens.

National Organizations

Alzheimer's Association

Alzheimer's Association
 Suite 1100
 919 North Michigan Avenue
 Chicago, IL 60611
 (312) 335-8700
 Information and Referral:
 Toll Free 1-800-272-3900

<http://www.alz.org>

The Alzheimer's Association is a volunteer organization that sponsors public education programs and offers supportive services to patients and families who are coping with Alzheimer's disease (AD). A 24-hour toll free hotline provides information about AD and links families with nearby chapters, which are familiar with community resources and can offer practical suggestions for daily living.

American Association of Homes for the Aging

American Association of Homes for the Aging
Suite 500
901 E Street, N.W.
Washington, DC 20004-2011
(202) 783-2242
<http://www.aahsa.org>

The American Association of Homes for the Aging (AAHA) is the national nonprofit organization representing more than 4,500 not-for-profit nursing homes, continuing care retirement communities, senior housing facilities, and community service agencies for the elderly. AAHA is headquartered in Washington, DC, with regional offices in Albany, Orlando, Chicago, and Denver.

AARP

AARP
601 E Street, NW
Washington, DC 20049
(202) 434-AARP
<http://www.aarp.org>

The AARP is a nonprofit membership organization of persons 50 and older dedicated to addressing their needs and interests. AARP seeks to enhance the quality of life for all by helping older persons achieve lives of independence, dignity, and purpose through education, advocacy, and service

Commission on Legal Problems of the Elderly - American Bar Association

Commission on Legal Problems of the Elderly - American Bar Association
740 15th Street, NW
Washington, DC 20005
(202) 662-8690
<http://www.abanet.org/elderly>

Dedicated to assisting senior citizens and their families with health-related legal issues.

Health Insurance Association of America

Health Insurance Association of America
Suite 600-E
555 13th Street, NW
Washington, DC 20004-1109
(202) 824-1600
National Insurance Consumer Helpline:
Toll Free 1-800-942-4242
<http://www.hiaa.org>

The Health Insurance Association of America offers information to the public about all aspects of health and disability insurance. Through the Helpline, the Association provides information to consumers about a wide range of health insurance issues, including continuation of group health benefits, major medical, Medicare supplements, and long-term care insurance.

Legal Counsel for the Elderly, Inc.

Legal Counsel for the Elderly, Inc.

Suite 4A
601 E Street, NW
Washington, DC 20049
(202) 434-2151
<http://www.aarp.org>

The Legal Counsel for the Elderly, Inc., a nonprofit agency sponsored by the AARP, is a national support center specializing in the delivery of legal services to older persons.

National Association of Area Agencies on Aging

National Association of Area Agencies on Aging
6th Floor
927 15th Street, NW
Washington, DC 20005
(202) 296-8130
<http://www.n4a.org>

The National Association of Area Agencies on Aging (NAAAA) is a private, non-profit association representing 670 Area Agencies on Aging throughout the country. NAAAA's mission is to advocate for the needs of seniors in their communities and to provide technical assistance in the planning of community based services.

National Council on the Aging

National Council on the Aging
Suite 200
409 Third Street, S.W.
Washington, DC 20024
(202) 479-1200
<http://www.ncoa.org>

The National Council on the Aging, a nonprofit, membership organization for professionals and volunteers, serves as a national resource for information, technical assistance, training, and research relating to the field of aging. Its key goal is to deliver services that enhance or extend independent living.

Older Women's League

Older Women's League
Suite 700
666 11th Street, NW
Washington, DC 20001
(202) 783-6686
<http://www.owl-national.org>

The Older Women's League (OWL) is a national membership organization addressing the special concerns of midlife and older women. OWL works to provide mutual support for its members to achieve economic and social equity for its constituents, and to improve the image and status of older women. OWL bridges the gap between the women's groups and organizations representing aging to achieve these goals.

United Seniors Health Cooperative

United Seniors Health Cooperative
Suite 200
409 Third Street, SW
Washington, DC 20024
(202) 479-6973

United Seniors Health Cooperative is a nonprofit organization which helps people understand issues of aging such as good health, health insurance (Medicare, Medicaid, Medigap, and major medical), housing options, and caregiving. It has developed a specialty of counseling people on insurance needs, including long-term care insurance.

NOTE: Under Federal Law, the U.S. Office of Personnel

Management (OPM) is prohibited from ranking, endorsing, or promoting agencies or organizations listed on its website.



[Table of Contents](#)



[Back to Top](#)

U.S. Office of Personnel Management 1900 E Street NW, Washington, DC 20415 | (202) 606-1800 | TTY (202) 606-2532



U.S. OFFICE OF PERSONNEL MANAGEMENT

Ensuring the Federal Government has an effective civilian workforce

[OPM.gov Home](#) | [Subject Index](#) | [Important Links](#) | [Contact Us](#) | [Help](#)

U.S. Office of Personnel Management - Ensuring the Federal Government
has an effective civilian workforce.

Work/Life

[Advanced Search](#)

- [Main](#)
- [About Us](#)
- [News & Information](#)
- [Workplace Flexibility](#)
- [Family](#)
- [Health & Wellness](#)
- [Official Documents](#)

Search Work / Life

The Handbook of Elder Care Resources for the Federal Workplace

[Table of Contents](#)

- [Forms](#)
- [Handbooks & Guides](#)
- [Memos to Agencies](#)
- [Reports to Congress](#)

Examples of Federal Agencies' Elder Care Programs

This section highlights five Federal agencies that have instituted elder care programs for their employees over the past few years. It describes the best examples of diverse Federal elder care programs that demonstrate exceptional commitment, dedication and promotion of family-friendly programs. The agencies include: the Departments of Labor, State, and Energy, the National Security Agency, and the Social Security Administration. They were past *Awards Winners* or *Honorable Mention* recipients of OPM's annual *Director's Awards for Outstanding Work and Family Programs*. Although we have singled out these agencies, other Federal agencies not mentioned have that should also be commended for their efforts in promoting elder care and aging programs.

DEPARTMENT OF LABOR

200 Constitution Avenue, NW
Washington, DC 20210
(202) 219-6741
<http://www.dol.gov>

The Department of Labor (DOL) serves American workers as a leader in creating progressive programs to deal with the diverse issues and needs that confront working men and women. The DOL was one of the first Federal agencies to negotiate a comprehensive menu of available alternative work schedules for their employees. Their WorkLife Center assists employees in managing their work and family responsibilities. The WorkLife Center clearinghouse offers referral services, websites, literature, and videos on family-friendly topics and personnel flexibilities such as dependent child and elder care, leave options, telework, and employee assistance programs.

In October 1998, DOL contracted with the Dependent Care Connection (DCC) Life Care Counseling, Education, and Referral Services which provides resource and referral services to employees nationwide via website or through toll-free numbers.

In promoting elder care programs, the Department of Labor offers two support groups. The first is the Alzheimer support group which meets every third Thursday of the month. The second is the newly established Elder Care Support Group which meets on the second Wednesday of each month. DOL sponsors annual elder care fairs with representatives from national and local adult dependent care organizations. In addition, the Department holds brown bag seminars for those who care for aging parents or relatives. DOL also has published and issued the *Helping Balance the Needs of Work and Family* brochure to all employees. This publication is also available on the DOL intranet, LaborNet.

DEPARTMENT OF STATE

Work and Family Programs
 PER/ER/WFP SA-6, Room 431
 2101 C Street, N.W.
 Washington, DC 20520
 (703) 516-1735
<http://www.state.gov>

The State Department sponsors the American Association of Foreign Service Women (AAFSW) Interagency Eldercare Forum. The Forum consists of work and family specialists from the Central Intelligence Agency (CIA), Federal Bureau of Investigation (FBI) and U.S. Aid to International Development (USAID) who answer questions and discuss issues on elder care. AAFSW and the Office of Employee Relations also coordinate a working group that identifies elder care issues.

The State Department's Family Liaison Office conducted a survey and report for relatives who reside on post with Foreign Service members. The State Department offers a variety of elder care services such as counseling and referrals, the use of overseas health units for elderly dependents, and an elder care seminar series to address dependent care needs and responsibilities.

DEPARTMENT OF ENERGY

Office of Human Resource Management
 1000 Independence Avenue, SW
 Washington, DC 20585
 (202) 586-4054
<http://www.doe.gov>

The Department of Energy (DoE) provides counseling, guidance and referral information to caregivers of elders. The DoE sponsors support elder care group meetings that are held monthly to assist employees with aging and adult dependent care needs. In 1997, DoE established an Eldercare Library that maintains current information on national and local elder care services.

The DoE also sponsors elder care and care-giver fairs, workshops and seminars. The agency provides work and family services such as extensive Dependent Care Directory, various alternative work schedules, job sharing and part-time employment, leave sharing and options (Family-Friendly Leave Program and Family and Medical Leave Act), telework, and Employee Assistance Programs.

NATIONAL SECURITY AGENCY

Work/Life Services
 9800 Savage Road
 Ft. George G. Meade, MD 20755
 (301) 688-4283
<http://www.nsa.gov>

The National Security Agency (NSA) offers their employees elder care resources and referral services to State and national organizations that serve seniors. The NSA Work/Life Services sponsors a biannual elder care expo in May for employees to learn about senior services and programs. As part of their assistance to caregivers, the NSA works with the Anne Arundel County Senior Health Insurance Counseling and Advocacy Program (HICAP) to offer workshops to help employees understand Medicare/Medicaid, Medigap Insurance, interpreting health insurance

policies, and understanding medical bills.

The NSA offers "lunch and learn" seminars and lectures on topics such as elder caregiving, how to minimize stress, and community resources that are available to family members and caregivers. Panel presentations such as "The Myths and Facts of Aging" are also offered for senior service professionals, managers, employees and caregivers.

The NSA established a Work and Family Resource Group (WFRG), a private organization of employees to discuss aging and elder care resources and services. The WFRG sponsors guest speakers from the Maryland Department of Aging and established a support group for grandparents raising grandchildren. In addition, the NSA's Employee Assistance Services have reconvened its Elder Care Support Group which meets once a week for 10 weeks. The Government Employees Benefits Association held an Eldercare Symposium in January 1999 that presented information on elder law issues, care management, and long term care insurance.

The NSA also offers an Employee Assistance Service that is open to all agency civilian and military employees and their dependents. Various forms of alternative work schedules are utilized by the majority of the agency's workforce. This flexible policy allows employees to work a reduced schedule by adjusting the requirements of the position or by permitting more than one individual to perform the duties and meet their family demands.

SOCIAL SECURITY ADMINISTRATION

West Highrise Building
6401 Security Boulevard
Baltimore, MD 21235
(410) 965-0479
<http://www.ssa.gov>

The Social Security Administration (SSA) offers a comprehensive work/life program that provides many benefits to its workforce of over 65,000 employees nationwide. SSA conducts ongoing activities such as lunchtime seminars, fairs, bimonthly newsletters, support groups, and information phone lines.

The SSA networks with local area agencies and senior care associations to keep up-to-date on new eldercare services in the community. For example, the Easter Seals and Employees' Activities Association of the SSA and the Centers for Medicare and Medicaid Services (CMS) opened a local adult day care center to give seniors a positive place to get appropriate medical care and therapy and participate in stimulating social activities with peers. In addition, the SSA sponsors a Grandparents Raising Grandparents Support Group that offers monthly lunch time meetings. This support group conducted a one hour satellite broadcast that featured information about legalities, rights, community assistance, and services to grandparents and grandchildren. Still, further SSA partnered with CMS to produce a 30 minute videotape entitled, "Medicare From a Caregivers Point of View" that is available to all SSA/CMS employees.

In terms of resources, the SSA Career/Life Resource Center offers programs, services, access to the Internet, videotapes, books on family services, and seminars pertaining to various family needs. The SSA conducted 20 eldercare interactive broadcasts on the SSA National Satellite Network, with tapes available in Resource Center.

As for personnel flexibilities, SSA employees are provided information on how to use Family-Friendly leave policies and volunteer leave transfer programs, and flexible and compressed work schedules to assist with their dependent care responsibilities.

NOTE: Under Federal Law, the U.S. Office of Personnel Management (OPM) is prohibited from ranking, endorsing, or promoting agencies or organizations listed on its website.



[Table of Contents](#)



[Back to Top](#)



U.S. OFFICE OF PERSONNEL MANAGEMENT

Ensuring the Federal Government has an effective civilian workforce

[OPM.gov Home](#) | [Subject Index](#) | [Important Links](#) | [Contact Us](#) | [Help](#)

U.S. Office of Personnel Management - Ensuring the Federal Government
has an effective civilian workforce.

Work/Life

[Advanced Search](#)

- [Main](#)
- [About Us](#)
- [News & Information](#)
- [Workplace Flexibility](#)
- [Family](#)
- [Health & Wellness](#)
- [Official Documents](#)

Search Work / Life

The Handbook of Elder Care Resources for the Federal Workplace

[Table of Contents](#)

- [Forms](#)
- [Handbooks & Guides](#)
- [Memos to Agencies](#)
- [Reports to Congress](#)

Resource and Referral Services (Page 1 of 4)

Area Agencies on Aging

Area Agencies on Aging (AAA) are located in approximately 300 communities throughout the United States and are there to assist you in obtaining services for your elderly parent or older person. A state directory of websites can be found at www.n4a.org/links.cfm. Among the variety of questions the AAA staff can answer for you are:



- What types of day care or nursing care are available in my parent's community?
- How can I arrange to have meals delivered to my parent's home?
- Can transportation be provided to bring my parent to medical appointments?
- How can I find someone to help my parent with household chores and home maintenance?
- Where can my parent get financial counseling?
- Where can my parent get legal counseling?
- How can I arrange for my parent's Social Security check to be deposited directly into his or her checking account?
- How can I learn whether my parent is covered by Medicaid, and what types of services are covered?

To keep the handbook to a manageable size, we have listed only those AAAs in metropolitan areas which have more than one thousand Federal employees.

They are listed alphabetically by State. If the AAA in your parent's community is not listed in this directory, you can phone the Eldercare Locator toll free at 1-800-677-1116, the State AAA office, or the AAA in your own local community to obtain the phone number of the AAA in your parent's community.



AL - AK - AZ - AR - CA - CO - CT - DC - DE - FL - GA - HI - ID - IL - IN - IA - KS - KY - LA - ME - MD - MA - MI - MN - MS - MO - MT - NE - NM - NV - NH - NJ - NY - NC - OH - OK - OR - PA - RI - SC - SD - TN - TX - UT - VT - VA - WA - WV - WI - WY

ALABAMA

Alabama Commission on Aging
Suite 470
770 Washington Avenue
RSA Plaza
Montgomery, AL 36130
(205) 242-5743
Toll Free 1-800-243-5463 (In State)

East Alabama Commission Area Agency on Aging
P.O. Box 2186
Anniston, AL 36202
(256) 237-6741
Toll Free 1-800-239-6741 (In State)

Jefferson County Office of Senior Citizens
2601 Highland Avenue South
Birmingham, AL 35205
(205) 325-1416

North Alabama Regional Council of Governments Area Agency on Aging
216 Jackson Street, SE
P.O. Box C
Decatur, AL 35601
(256) 355-4515

Southern Alabama Regional Council on Aging
P.O. Drawer 1886
230 North Oates Street
Dothan, AL 36302
(334) 793-6843
Toll Free 1-800-239-3507 (In State)

Top of Alabama Regional Council of Governments Area Agency on Aging
115 Washington Street
Huntsville, AL 35801
(256) 533-3330

South Alabama Regional Planning Commission/Area Agency on Aging
651 Church Street, P.O. Box 1665
Mobile, AL 36633-1665
(334) 433-6541

Central Alabama Aging Consortium
818 South Perry Street, Suite 1
Montgomery, AL 36104

(334) 240-4666

South Central Alabama Development Commission/Area Agency on Aging
5900 Carmichael Place
Montgomery, AL 36117
(334) 244-6903

West Alabama Planning and Development

Council Area Agency on Aging
4200 Highway 69 N., Suite 1
N. Port, AL 35473
(205) 333-2990
Toll Free 1-800-239-4049 (In State)

ALASKA

Alaskans Commission on Aging
Department of Administration, Rm 757
333 Willoughby Avenue, P.O. Box 110211
Juneau, AK 99811-0211
(907) 465-3250

ARIZONA

Aging and Adult Administration
Department of Economic Security
1789 W. Jefferson Street, 2SW, 950A
Phoenix, AZ 85007
(602) 542-4446
Toll Free 1-800-362-3474 (In State)

Area Agency on Aging - Region I
1366 E. Thomas Road, Suite 108
Phoenix, AZ 85014
(602) 264-2255

Intertribal Council of Arizona, Inc.
4205 N. 7th Avenue, Suite 200
Phoenix, AZ 85013
(602) 248-0071

Pima Council on Aging
Bldg. C-104
5055 E. Broadway
Tucson, AZ 85711
(520) 790-7262

ARKANSAS

Division of Aging and Adult Services
Arkansas Department of Human Services
7th and Main Street
P.O. Box 1437, Slot 1412
Little Rock, AR 72203
(501) 682-2441

Area Agency on Aging of Western Arkansas
P.O. Box 1724
Fort Smith, AR 72902
(501) 783-4500
Toll Free 1-800-737-1827

Carelink
700 Riverfront Drive
P.O. Box 5988
N. Little Rock, AR 72119

(501) 372-5300
Toll Free 1-800-482-6359 (In State)

Arkansas Area Agency on Aging of Southeast Arkansas
709 East 8th Avenue
P.O. Box 8569
Pine Bluff, AR 71611
(870) 543-6315
Toll Free 1-800-264-3260

CALIFORNIA

Department of Aging
1600 K Street
Sacramento, CA 95814
(916) 322-3887

Kern County Office on Aging
1415 Truxton Avenue
Bakersfield, CA 93301
(805) 861-2445

Fresno-Madera Area Agency on Aging
2220 Tulare Street, Suite 1200
Fresno, CA 93721
(209) 488-3821
Toll Free 1-800-287-8722 (In State)

City of Los Angeles Department of Aging
2404 Wilshire Blvd., Suite 400
Los Angeles, CA 90057
(213) 368-4000
Toll Free 1-800-634-6516 (In State)

Los Angeles County Area Agency on Aging
3175 W. 6th Street, Suite 400
Los Angeles, CA 90020
(213) 738-4004

Area 4 Agency on Aging
2862 Arden Way, Suite 101
Sacramento, CA 95825
(916) 486-1876

Office for Aging and Community Services
Monterey County Department of Social Services
1000 S. Main Street, Suite 202
Salinas, CA 93901
(831) 755-8490

Office on Aging San Bernardino County
686 East Mill Street
San Bernardino, CA 92415-0640
(909) 387-2412

San Diego County Area Agency on Aging
9335 Hazard Way, Suite 100
San Diego, CA 92123
(619) 495-5885
Toll Free 1-800-339-4661 (In County)

San Francisco City and County Commission on Aging
25 Van Ness Avenue, Suite 650
San Francisco, CA 94102
(415) 864-6051

Council on Aging of Santa Clara County, Inc.
2115 The Alameda

San Jose, CA 95126
(408) 296-8290

Central Coast Commission for Senior Citizens
208 W. Main Street, Suite B
Santa Maria, CA 93454-5027
(805) 925-9554

Sonoma County Area Agency on Aging
2250 North Point Parkway
P.O. Box 4959, CA 95402
Santa Rosa, CA 95407
(707) 565-5900

Department of Aging Children's and Community Services
102 S. San Joaquin Street
P.O. Box 201056
Stockton, CA 95201
(209) 468-3780

Solano-Napa Agency on Aging, Inc.
601 Sacramento Street, Suite 1401
Vallejo, CA 94590
(707) 644-6612

COLORADO

Aging and Adult Services Department of Social Services
110 16th Street
Denver, CO 80202
(303) 620-4147

Pikes Peak Area Agency on Aging
15 South 7th Street
Colorado Springs, CO 80905
(719) 471-2096

Denver Regional Council of Governments
2480 W 26th Avenue, Suite 200B
Denver, CO 80211-5580
(303) 455-1000

Larimer County Office on Aging
1629 Blue Spruce, Suite 209
Fort Collins, CO 80524
(970) 498-6800

Pueblo Area Agency on Aging
1120 Court Street, Suite 101
Pueblo, CO 81003
(719) 583-6611

CONNECTICUT

Connecticut Department on Aging
25 Sigourney Street
Hartford, CT 06106
(860) 424-5360
Toll Free 1-800-443-9946 (In State)

Southwestern Connecticut Area Agency on Aging
10 Middle Street
Bridgeford, CT 06604
(203) 332-2600

North Central Connecticut Area Agency on Aging

Suite 101
2 Hartford Square W.
Hartford, CT 06106
(860) 724-6443

Eastern Connecticut Area Agency on Aging
47 Town Street
Norwich, CT 06360
(860) 887-3561

Western Connecticut Area Agency on Aging
255 Bank Street, 2nd Floor
Waterbury, CT 06702
(203) 757-5449

DELAWARE

Division on Aging Department of Health and Social Services
Oxford Bldg.
256 Chapman Road, Suite 200
New Ark, DE 19720
(302) 577-4791
Toll Free 1-800-223-9074

DISTRICT OF COLUMBIA

District of Columbia Office on Aging
Suite 900 S.
441 4th Street, NW
Washington, DC 20005
(202) 724-5622

FLORIDA

Program of Aging and Adult Services
Department of Elder Affairs
4040 Esplanade Way, Suite 315
Tallahassee, FL 32399-0700
(850) 414-2000

Area Agency on Aging of Broward County, Inc.
5345 N.W. 35th Avenue
Ft. Lauderdale, FL 33309
(954) 714-3456

Area Agency on Aging of South West Florida
2285 First Street
Fort Myers, FL 33901-2895
(941) 332-4233

Mid-Florida Area Agency on Aging, Inc.
P. O. Box 141380
Gainesville, FL 36214
(352) 378-6649
Toll Free 1-800-262-2243 (In State)

Northeast Florida Area Agency on Aging, Inc.
590 S. Ellis Road
Jacksonville, FL 32254
(904) 786-5111

Alliance for Aging, Inc.
Suite 400
9500 South Dadeland Boulevard
Miami, FL 33156
(305) 670-6500

Northwest Florida Area Agency on Aging, Inc.
6500-B Pensacola Boulevard
Pensacola, FL 32505
(850) 484-5150

Tampa Bay Regional Planning Council
Area Agency on Aging
Henry Building
9455 Koger Boulevard, Suite 219
St. Petersburg, FL 33702
(727) 570-5151

Area Agency on Aging for North Florida
2639 North Monroe Street, Suite 145-B
Tallahassee, FL 32303
(850) 488-0055

West Central Florida Area Agency on Aging
5911 Breckenridge Parkway, Suite B
Tampa, FL 33610
(813) 623-2244
Toll Free 1-800-336-2226 (In State)

GEORGIA

Office of Aging
200 Northcreek, Suite 300
3715 Northside Parkway
Atlanta, GA 30327-2809
(404) 364-2626

Sowega Council on Aging, Inc.
Area Agency on Agency
309 Pine Avenue
Albany, GA 31701
(912) 432-1131

Northeast Georgia RDC Area Agency on Aging
305 Research Drive
Athens, GA 30605
(706) 369-5650

Atlanta Regional Commission
Aging Services Division
200 Northcreek, Suite 300
3715 Northside Parkway
Atlanta, GA 30327
(404) 364-2626

Central Savannah River Area Regional
Area Agency on Aging
2123 Wrightsboro Road
P.O. Box 2800
Augusta, GA 30914-2800
(706) 737-1823

Lower Chattahoochee Regional Development Center Area Agency on Aging
1428 2nd Avenue
Columbus, GA 31902-1908
(706) 649-7468

Middle Georgia Regional Development Center Area Agency on Aging
175-C Emery Highway
Macon, GA 31217
(912) 751-6160

HAWAII

Executive Office on Aging
Office of the Governor
250 South Hotel Street, Suite 109
Honolulu, HI 96813-2831
(808) 586-0100
Toll Free 1-800-468-4644 (In State)

Elderly Affairs Division
715 S. King Street, Suite 200
Honolulu, HI 96813
(808) 523-4545

IDAHO

Idaho Commission on Aging
3380 Americana Terrace, Suite 120
P.O. Box 83720
Boise, ID 83706
(208) 334-3833

ILLINOIS

Illinois Department on Aging
421 East Capital Avenue, #100
Springfield, IL 62701-1789
(217) 785-3356
Toll Free 1-800-252-8966 (In State)

Chicago Department on Aging
510 North Pestigo Court, Suite 300-A
Chicago, IL 60611
(312) 744-4016

Suburban Area Agency on Aging
1146 Westgate, Suite 200
Oak Park, IL 60301-1055
(708) 383-0258

Central Illinois Agency on Aging, Inc.
700 Hamilton Boulevard
Peoria, IL 61603
(309) 674-2071

NW Illinois Area Agency on Aging
2576 Charles Street
Rockford, IL 61108
(815) 226-4901

Project LIFE Area Agency on Aging
2141 West White Oaks Drive, Suite C
Springfield, IL 62704
(217) 787-9234
Toll Free 1-800-252-2918 (In State)

INDIANA

Aging/In-Home Services
Division of Aging and Rehabilitative Services
402 W. Washington Street, Room W454
P.O. Box 7083
Indianapolis, IN 46207-7083
(317) 232-7020
Toll Free 1-800-545-7763

SW Indiana Regional Council on Aging
16 West Virginia Street

P.O. Box 3938
Evansville, IN 47737-3938
(812) 464-7800
Toll Free 1-800-253-2188 (In State)

Northeast Area III Council on Aging, Inc.
Aging and Inhome Services
Suite 208
201 E. Rudisill Boulevard
Fort Wayne, IN 46806
(219) 745-1200
Toll Free 1-800-552-3662

Area 1 Agency on Aging
5518 Calumet Avenue
Hammond, IN 46320
(219) 937-3500

Central Indiana Council on Aging
Suite 200
4755 Kingsway Drive
Indianapolis, IN 46205-1560
(317) 254-5465

Area 2 Agency on Aging/REAL Services
1151 S. Michigan Street
P.O. Box 1835
South Bend, IN 46634
(219) 233-8205
Toll Free 1-800-552-2916 (In State)

West Central Indiana Economic Development District
1718 Wabash Avenue
P.O. Box 359
Terre Haute, IN 47808
(812) 238-1561
Toll Free 1-800-489-1561

IOWA

Department of Elder Affairs
Clemens Bldg., 3rd Floor
200 10th Street
Des Moines, IA 50309
(515) 281-5187

Heritage Area Agency on Aging
6301 Kirkwood Boulevard, S.W.
P.O. Box 2068
Cedar Rapids, IA 52406
(319) 398-5559

Great River Bend Area IX Agency on Aging
P.O. Box 3788
Davenport, IA 52808-3788
(319) 324-9085
Toll Free 1-800-551-7323

Aging Resources of Central Iowa
5835 Grand Avenue, Suite 106
Des Moines, IA 50312-1439
(515) 255-1310

KANSAS

Department on Aging
Kansas Dept. On Aging New England Bldg.
503 South Kansas Avenue

Topeka, KS 66603-3404
(785) 296-4986
Toll Free 1-800-432-3535

Wyandotte-Leavenworth Area Agency on Aging
9400 State Avenue
Kansas City, KS 66112
(913) 328-4531

Jayhawk Area Agency on Aging
1195 Southwest Buchanan, Suite 202
Topeka, KS 66604
(785) 235-1367

Central Plains Area Agency on Aging
510 North Main Street, 5th Floor
Wichita, KS 67203
(316) 383-7298

KENTUCKY

Division of Aging Services
Cabinet for Human Resources
5th Floor West,
CHR Building 275 East Main Street
Frankfort, KY 40621
(502) 564-6930

Bluegrass Area Agency on Aging
699 Perimeter Drive
Lexington, KY 40517
(606) 266-6873

Kentucky Regional Planning and Development Agency
11520 Commonwealth Drive
Louisville, KY 40299
(502) 266-6084

LOUISIANA

Governor's Office of Elderly Affairs
P.O. Box 80374;
4550 North Boulevard, 2nd Floor
Baton Rouge, LA 70806
(225) 634-0399

Capital Area Agency on Aging
Carrolton Office Bldg.
6554 Florida Boulevard, Suite 121-70806
P.O. Box 66038
Baton Rouge, LA 70896-6038
(504) 922-2525

East Baton Rouge Council on Aging
5790 Florida Boulevard
Baton Rouge, LA 70806
(504) 923-8012

New Orleans Council on Aging
2475 Canal Street, Suite 400
P.O. Box 19067
New Orleans, LA 70179-0067
(504) 821-4121

Caddo Council on Aging, Inc.
4015 Greenwood Road
Shreveport, LA 71109-6422

(318) 632-2090
Toll Free 1-800-256-3003 (In State)

MAINE

Bureau of Elder and Adult Services
Department of Human Services
11 State House Station

35 Anthony Avenue
Augusta, ME 04333-0011
(207) 624-5335

Southern Maine Area Agency on Aging, Inc.
P.O. Box 10480
Portland, ME 04104
(207) 775-6503
Toll Free 1-800-427-7411 (In State)

MARYLAND

Department of Aging
State Office Building
301 West Preston Street, Room 1007
Baltimore, MD 21201
(410) 767-1100
Toll Free 1-800-243-3425

Baltimore City Commission on Aging Retirement Education--CARE
34 Market Place, Suite 300, 3rd Floor
Baltimore, MD 21202
(410) 396-4932

Baltimore County Department of Aging
611 Central Avenue
Towson, MD 21204
(410) 887-2594

Area Agency on Aging
Anne Arundel County
2666 Riva Road, Suite 400
Annapolis, MD 21401
(410) 222-4464
Toll Free 1-800-492-2499 (In State)

Washington County Commission on Aging
9 Public Square
Hagerstown, MD 21740
(301) 790-0275

Prince George's Aging Services Division
Department of Family Services
5012 Rhode Island Avenue
Hyattsville, MD 20781
(301) 699-2696

Montgomery County Government Division of Elder Affairs
401 Hungerford Drive
Rockville, MD 20850-4192
(301) 468-4443

MASSACHUSETTS

Executive Office of Elder Affairs
One Ashburton Place, Room 517 5th Floor
Boston, MA 02108
(617) 727-7750
Toll Free 1-800-882-2003 (In State)

Boston Commission on Affairs of the Elderly
Boston Hall, Room 271
Boston, MA 02201
(617) 635-3993

Elder Services of Merrimack Valley, Inc.
360 Merrimack Street, Building 5
Lawrence, MA 01843
(978) 683-7747
Toll Free 1-800-892-0890 (In State)

Greater Springfield Senior Services, Inc.
66 Industry Avenue
Springfield, MA 01104
(413) 781-8800
Toll Free 1-800-649-3641 (In State)

MICHIGAN

Office of Services to the Aging
611 West Ottawa Street
P.O. Box 30676
Lansing, MI 48909
(517) 373-8230

Detroit Area Agency on Aging
1100 Michigan Building
220 Bagley Street
Detroit, MI 48226-1410
(313) 222-5330

Valley Area Agency on Aging
711 North Saginaw Street, Suite 325
Flint, MI 48503
(810) 239-7671

Area Agency on Aging of Western Michigan
1279 Cedar Street, N.E.
Grand Rapids, MI 49503
(616) 456-5664

Tri-County Office on Aging
5303 South Cedar Street
Lansing, MI 48910-0714
(517) 887-1440

MINNESOTA

Board on Aging
444 Lafayette Road,
4th Floor
St. Paul, MN 55155-3843
(651) 296-2770
Toll Free 1-800-333-2433 (In State)

Arrowhead Area Agency on Aging
221 West First Street
Duluth, MN 55802
(218) 722-5545
Toll Free 1-800-232-0707 (In State)

Central Minnesota Council on Aging
600 25th Avenue South, Suite 201
St. Cloud, MN 56301
(320) 253-9349
Toll Free 1-800-333-2433 (In State)

Metropolitan Council Area Agency on Aging
1600 University Avenue, Suite 300
St. Paul MN 55104-3825
(651) 641-8612

MISSISSIPPI

Council on Aging Division of Aging and Adult Services
750 N. State Street
Jackson, MS 39202
(601) 359-4929
Toll Free 1-800-345-6347 (In State)

Area Agency on Aging of Southern Mississippi
2015 A 15th Street
Gulfport, MS 39501
(228) 868-2326
Toll Free 1-800-444-8014

Central Mississippi Area Agency on Aging
1170 Lakeland Drive
Jackson, MS 39216
(601) 981-1516

MISSOURI

Division of Aging
Department of Social Services
615 Howerton Court
P.O. Box 1337
Jefferson City, MO 65102
(573) 751-3082
Toll Free 1-800-235-5503

Central Missouri Area Agency on Aging
Parkade Center, Suite 216 B 1121
Business Loop - 70 East Suite 2A
Columbia, MO 65201
(573) 443-5823

Mid-America Regional Council Department of Aging Services
600 Broadway
300 Rivergate Center
Kansas City, MO 64105
(816) 474-4240

Southwest Missouri Office on Aging
317 Park Central East
P.O. Box 50805
Springfield, MO 65805
(417) 862-0762
Toll Free 1-800-497-0822 (In State)

St. Louis Area Agency on Aging
Suite 721
634 N. Grand Avenue
St. Louis, MO 63103
(314) 658-1168

MONTANA

Governor's Office on Aging
State Capitol Building
Helena, MT 59620
(406) 444-3111
Toll Free 1-800-332-2272 (In State)

Area VII Agency on Aging
1445 Avenue B Post Office Box 21838
Billings, MT 59102
(406) 252-4812
Toll Free 1-800-758-4812

Area VIII Agency on Aging
Cascade County
501 Bay Drive
Great Fall, MT 59404
(406) 454-6990

NEBRASKA

Nebraska Department on Aging
301 Centennial Mall South
P.O. Box 95044
Lincoln, NE 68509-5044
(402) 471-2306
Toll Free 1-800-942-7830 (In State)

Lincoln Area Agency on Aging
129 N. 10th Street, Room 241
Lincoln, NE 68508-3648
(402) 441-7070
Toll Free 1-800-247-0938 (In State)

Northeast Nebraska Area Agency on Aging
White Stone Building P.O. Box 1447
Norfolk, NE 68702
(402) 370-3454
Toll Free 1-800-672-8368

Eastern Nebraska Office on Aging
7400 Court Bldg.
808 S. 74th Plaza, Suite 200
Omaha, NE 68114-4676
(402) 444-6444

NEVADA

Department of Human Resources
Division for Aging Services
340 North 11th Street, Suite 203
Las Vegas, NV 89101
(702) 486-3545

NEW HAMPSHIRE

Division of Elderly and Adult Services
129 Pleasant Street
Concord, NH 03301
(603) 271-4394
Toll Free 1-800-351-1888 (In State)

NEW JERSEY

Division on Aging
Department of Community Affairs CN
807 South Broad and Front Streets
Trenton, NJ 08625-0807
(609) 292-3766
Toll Free 1-800-792-8820 (In State)

Atlantic County Division on Aging

1333 Atlantic Avenue, 3rd Floor
Atlantic City, NJ 08401
(609) 345-6700 ext. 2804
Toll Free 1-800-982-7587 (In State)

Hunterdon County Office on Aging
6 Gauntt Place
Flemington, NJ 08822-4614
(908) 788-1362
Toll Free 1-800-792-8820 (In State)

Monmouth County Office on Aging
Hall of Records Annex 1
East Main Street
Freehold, NJ 07728
(732) 431-7000

Bergen County Division on Aging
Division of Senior Service
Court Plaza South Room
109 W. 21 Main Street West Wing
Hackensack, NJ 07601-7000
(201) 646-2625
Toll Free 1-800-792-8820 (In State)

Middlesex County Office on Aging
841 Georges Road No.
Brunswick, NJ 08902
(732) 745-3295

Somerset County Office on Aging
P.O. Box 3000
Somerville, NJ 08876
(908) 704-6346

Mercer County Office on Aging
640 S. Broad Street
Trenton, NJ 08650-0068
(609) 989-6661
Toll Free 1-800-792-8820 (In State)

NEW MEXICO

State Agency on Aging
La Villa Rivera Building
228 East Palace Avenue
Santa Fe, NM 87501
(505) 827-7640
Toll Free 1-800-432-2080

City of Albuquerque Area Agency on Agency
P.O.Box 1243 714 7th Street, S.W.
Albuquerque, NM 87103
(505) 764-6400

North Central New Mexico
Economic Development District - Area Agency on Aging
P.O. Box 5115
Sante Fe, NM 87502
(505) 827-7313

NEW YORK

New York State Office for the Aging
2-Empire State Plaza
Agency Building 2
Albany, NY 12223
(518) 474-4425

Toll Free 1-800-342-9871 (In State)

Albany County Department for the Aging
112 State Street, Room 710
Albany, NY 12207-2005
(518) 447-7177

Broome County Office for Aging
County Building, Government Plaza
P.O. Box 1766
Binghamton, NY 13902
(607) 778-2411

Erie County Department of Senior Services
95 Franklin Street
Buffalo, NY 14202-3963
(716) 858-8526

Orange County Office for the Aging
30 Matthews Street, Suite 201
Goshen, NY 10924-1963
(914) 294-5151, Ext. 1560

Niagara County Office for the Aging
Switzer Building
100 Davison Road
Lockport, NY 14094-3396
(716) 439-7833

New York City Department for the Aging
2 Lafayette Street
New York, NY 10007
(212) 442-1322

Dutchess County Office for the Aging
27 High Street
Poughkeepsie, NY 12601-3489
(914) 486-2555

Monroe County Office for the Aging
375 Westfall Road
Rochester, NY 14620-4678
(716) 428-8500

Metropolitan Commission on Aging (Onondaga County)
421 Montgomery Street
Syracuse, NY 13202-2911
(315) 474-7011

Aneida County Office for the Aging
520 Seneca Street
Utica, NY 13502
(315) 798-5770 Toll Free 1-800-541-0151 (In State)

NORTH CAROLINA

Division of Aging
693 Palmer Drive
Caller Box 29531
Raleigh, NC 27626-0531
(919) 733-3983
Toll Free 1-800-662-7030 (In State)

Land of Sky Regional Council
25 Heritage Drive
Asheville, NC 28806
(828) 251-6622

Centralina Area Agency on Aging
P.O. Box 35008
Charlotte, NC 28235
(704) 372-2416

Mid-Carolina Area Agency on Aging
P.O. Drawer 1510
Fayetteville, NC 28302
(910) 323-4191
Toll Free 1-800-662-7030 (In State)

Piedmont Triad Council of Governments
Area Agency on Aging
2216 W. Meadowview Road, Suite 201
Greensboro, NC 27407-3480
(336) 294-4950

OHIO

Ohio Department of Aging
50 West Broad Street - 9th Floor
Columbus, OH 43215-3363
(614) 466-5500

Area Office on Aging 10B, Inc.
1550 Corporate Woods Parkway Suite 100
Uniontown, OH 44685
(330) 746-2938
Toll Free 1-800-421-7277 (In State)

Council on Aging, Cincinnati Area
Holiday Office Park, Suite 1100
644 Linn Street
Cincinnati, OH 45203
(513) 721-1025

Western Reserve Area Agency on Aging
925 Euclid Avenue, Suite 600
Cleveland, OH 44115
(216) 621-8010

Central Ohio Area Agency on Aging
174 E. Long Street
Columbus, OH 43215
(614) 645-7250
Toll Free 1-800-589-7277

Area Agency on Aging,
PSA #2 6 South Patterson Boulevard
Dayton, OH 45402
(937) 341-3000
Toll Free 1-800-258-7277 (In State)

Area Agency on Aging of Northwestern Ohio
2155 Arlington Avenue
Toledo, OH 43609
(419) 382-0624

District XI Area Agency on Aging
25 East Boardman Street
Youngstown, OH 44503
(330) 746-2938

OKLAHOMA

Aging Services Division
Department of Human Services
312 North East 28th Street
Oklahoma City, OK 73105 or
P.O. Box 25352
Oklahoma City, OK 73125
(405) 521-2281

Areawide Aging Agency, Inc.
3200 NW 48th Street, Suite 104
Oklahoma City, OK 73112
(405) 942-8500

Tulsa Area Agency on Aging
110 S. Hartford
Tulsa, OK 74120-1820
(918) 596-7688

OREGON

Senior and Disabled Services Division
500 Summer Street, N.E., 2nd Floor
N. Salem, OR 97310-1015
(503) 472-6113
Toll Free 1-800-282-8096

Lane Council of Governments Senior Services Division
1025 Willamette, Suite 200
Eugene, OR 97401
(541) 687-4038

Multnomah County Aging Services Division
421 SW 5th Avenue, 3rd Floor
Portland, OR 97204
(503) 243-7600

Mid-Willamette Valley Senior Services
P.O. Box 12189
Salem, OR 97309
(503) 371-1313

PENNSYLVANIA

Pennsylvania Department of Aging
555 Walnut Street 5th Flr.
Harrisburg, PA 17101-1919
(717) 783-1550

Greater Erie Community Action Committee
18 W. Ninth Street
Erie, PA 16501
(814) 459-4581, Ext. 400

Dauphin County Area Agency on Aging
25 S. Front Street
Harrisburg, PA 17101-2025
(717) 255-2790 (accept collect calls)
Toll Free 1-800-801-3070 (In State)

Lancaster County Office of Aging
50 N. Duke Street P.O. Box 83480
Lancaster, PA 17608-3430
(717) 299-7979

Philadelphia Corporation for Aging
642 N. Broad Street
Philadelphia, PA 19130-3409

(215) 765-9040

Allegheny County Department of Aging
441 Smithfield Street, 3rd Floor
Pittsburgh, PA 15222
(412) 350-4234

Berks County Area Agency on Aging

County Services Center
633 Court Street
Reading, PA 19601-4303
(610) 478-6500

Lackawanna County Area Agency on Aging
200 Adams Avenue, Suite 300
Scranton, PA 18503
(717) 963-6740

Luzerne/Wyoming Bureau for Aging
111 N. Pennsylvania Boulevard
Wilkes Barre, PA 18701
(717) 822-1158
Toll Free 1-800-252-1512 (In State)

York County Area Agency on Aging
141 W. Market Street
York, PA 17401
(717) 771-9610
Toll Free 1-800-632-9073 (In State)

RHODE ISLAND

Department of Elderly Affairs
160 Pine Street
Providence, RI 02903-3708
(401) 222-2858
Toll Free 1-800-322-2880

SOUTH CAROLINA

Central Midlands Regional Planning Council/Area Agency on Aging
236 Stoneridge Drive
Columbia, SC 29210
(803) 376-5390

South Carolina Appalachian Council of Governments - Area Agency on Aging
30 Century Circle P.O. Box Drawer 6668
Greenville, SC 29607
(864) 242-9733

Trident ElderLink, Inc. - Area Agency on Aging Suite 210
4500 Leeds Avenue
Charleston, SC 29405
(843) 745-1710

SOUTH DAKOTA

Office of Adult Services and Aging
700 Governors Drive
Pierre, SD 57501-2291
(605) 773-3656

TENNESSEE

Tennessee Commission on Aging

500 Deaderick Street
Andrew Jackson Bldg., 9th Flr.
Nashville, TN 37243-0860
(615) 741-2056

Southeast Area Agency on Aging
Southeast Tennessee Development District
25 Cherokee Boulevard P.O. Box 4757-0757
Chattanooga, TN 37405
(423) 266-5781

East Tennessee Human Resource Area Agency on Aging
9111 Cross Park Drive, Suite-D100
Knoxville, TN 37923
(423) 691-2551

Delta Area Agency on Aging
2670 Union Exten, Suite 400
Memphis, TN 38112
(901) 324-6333

Greater Nashville Area Agency on Aging
501 Union Street, 6th Floor
Nashville, TN 37219-1705
(615) 862-8828

TEXAS

Department on Aging
4900 North Lamar
Austin, TX 78751
(512) 424-6840
Toll Free 1-800-252-9240

West Central Texas Council of Governments
1025 E. North 10th Street, P.O. Box 3195
Abilene, TX 79604
(915) 672-8544

Capital Area Planning Council Area Agency on Aging Suite 220
2512 Interstate Highway 35 South
Austin, TX 78704
(512) 443-7653

Panhandle Area Agency on Aging
415 W. 8, P.O. Box 9257
Amarillo, TX 79105-9257
(806) 372-3381
Toll Free 1-800-642-6008

Coastal Bend Area Agency on Aging
2910 Leopard Street, P.O. Box 9909
Corpus Christi, TX 78469
(512) 883-5743
Toll Free 1-800-421-4636 (In State)

Dallas Area Agency on Aging
400 North Street Paul, Suite 200
Dallas, TX 75201-4321
(214) 871-5065

Rio Grande Area Agency on Aging
1100 North Stanton, Suite 610
El Paso, TX 79902
(915) 533-0998
Toll Free 1-800-333-7082

Tarrant County Area Agency on Aging
210 East 9th Street
Fort Worth, TX 76102
(817) 258-8124

Houston-Harris County Area Agency on Aging
8000 N. Stadium Drive, 3rd Floor
Houston, TX 77054
(713) 794-9001

Houston-Galveston Area Agency on Aging
3555 Timmons Lane, Suite 500 P.O. Box 22777-77227
Houston, TX 77027
(713) 627-3200

S. Plains Association of Governments
1323 58th Street, P.O. Box 3730
Lubbock, TX 79412
(806) 762-8721
Toll Free 1-800-858-1809

Lower Rio Grande Valley Area Agency on Aging
4900 N. 23rd Street
McAllen, TX 78504
(210) 682-1109
Toll Free 1-800-365-6131 (In State)

Alamo Area Agency on Aging
118 Broadway, Suite 400
San Antonio, TX 78205
(210) 362-5273

Bexar County Area Agency on Aging
118 Broadway, Suite 400
San Antonio, TX 78205
Toll Free 1-800-960-5201

Ark-Tex Council of Governments Area Agency on Aging
122 Plaza West Street
Texarkana, TX 75501
(903) 832-8636

Heart of Texas Council of Governments
300 Franklin Avenue
Waco, TX 76701
(254) 756-7822

North Texas Area Agency on Aging
4309 Jacksboro Highway, Suite 200 P.O. Box 5144
Wichita Falls, TX 76307
(940) 322-5281

UTAH

Division of Aging and Adult Services
Department of Human Services
P.O. Box 45500
Salt Lake City, UT 84145-0500
(801) 538-3910

Salt Lake County Aging Services
2001 South State Street, Suite S-1500
Salt Lake City, UT 84190-2300
(801) 468-2480

VERMONT

Department of Aging and Disabilities
103 S. Main Street
Waterbury, VT 05671-2301
(802) 241-2400
Toll Free 1-800-642-5119

VIRGINIA

Virginia Department for the Aging
1600 Forest Avenue, Suite 102
Richmond, VA 23229
(804) 662-9333
Toll Free 1-800-552-4464

Alexandria Agency on Aging
2525 Mount Vernon Avenue, Unit #5
Alexandria, VA 22301-1159
(703) 838-0920

Arlington Area Agency on Aging
1800 N. Edison Street
Arlington, VA 22207
(703) 228-5030

Jefferson Area Board for Aging
674 Hillsdale Drive, Suite 9
Charlottesville, VA 22901
(804) 978-3644
Toll Free 1-800-277-5222 (In State)

Rappahannock-Rapidan Area Agency on Aging
15361 Bradford Road
Culpeper, VA 22701
(540) 825-3100

Fairfax County Area Agency on Aging
Suite 720 12011 Government Center Parkway
Fairfax, VA 22035-1104
(703) 324-5411
Toll Free 1-800-552-4464 (In State)

Shenandoah Area Agency on Aging
207 Mosby Lane
Front Royal, VA 22630-2611
(540) 635-7141

Loudoun County Area Agency on Aging
Suite 102 102 Heritage Way, N.E.
Leesburg, VA 20177
(703) 777-0257
Toll Free 1-800-552-4464

Prince William Area Agency on Aging
Suite 231 7987 Ashton Avenue
Manassas, VA 20109
(703) 792-6400

Peninsula Agency on Aging, Inc.
Suite 1006 739 Thimble Shoals Boulevard
Newport News, VA 23606-3562
(757) 873-0541

Capital Area Agency on Aging
24 East Cary Street
Richmond, VA 23219-3796
(804) 343-3000
Toll Free 1-800-989-2286 (In State)

League of Older Americans, Inc.
706 Campbell Avenue, S.W. P.O. Box 14205
Roanoke, VA 24038-4205
(540) 345-0451

WASHINGTON

Aging and Adult Services Administration
Department of Social and Health Services
P.O. Box 45600
Olympia, WA 98504-5600
(360) 493-2500
Toll Free 1-800-422-3263 (In State)

Seattle-King County Division on Aging Suite
1040 618 2nd Avenue
Seattle, WA 98104-2232
(206) 684-0684
Toll Free 1-800-972-9990 (King County)

Eastern Washington Area Agency on Aging
1222 North Post
Spokane, WA 99201-2096
(509) 458-2509

Pierce County Aging and Long Term Care
8811 S. Tacoma Way
Lakewood, WA 98499-4591
(253) 798-7236
Toll Free 1-800-642-5769 (In State)

Southwest Washington Agency on Aging
7414 NE Hazel Dell Avenue P.O. Box 425
Vancouver, WA 98666-0425
(360) 694-6577
Toll Free 1-800-752-8899 (In State)

Yakima Indian Area Agency on Aging
P.O. Box 151
Toppenish, WA 98948
(509) 865-5121

WEST VIRGINIA

Commission on Aging
Holly Grove
1900 Kanawha Boulevard
East Charleston, WV 25305-0160
(304) 558-3317

WVSC Metro Area Agency on Aging
West Virginia State College
Campus Box 144 P.O. Box 1000
Institute, WV 25112
(304) 766-3361

Upper Potomac Area Agency on Aging
Airport Road, P.O. Box 869
Petersburg, WV 26847
(304) 257-1221

Appalachian Area Agency on Aging
1612 N. Walker Street, P.O. Box 1432
Princeton, WV 24740
(304) 425-1147

Northwestern Area Agency on Aging
105 Bridge Street Plaza, P.O. Box 2086
Wheeling, WV 26003
(304) 242-1800
Toll Free 1-800-924-0088

WISCONSIN

Bureau on Aging
Division of Community Services
P.O. Box 7851
Madison, WI 53707
(608) 266-2536

Age Advantage Area Agency on Agency
3601 Memorial Drive
Madison, WI 53704
(608) 243-2450

Milwaukee County Department on Aging
235 W. Galena Street, Suite 180
Milwaukee, WI 53212-3923
(414) 289-6874

WYOMING

Wyoming Division on Aging
Wyoming Department of Health
Hathaway Building, Room 139
Cheyenne, WY 82002-0480
(307) 777-7986
Toll Free 1-800-442-2766

NOTE: Under Federal Law, the U.S. Office of Personnel Management (OPM) is prohibited from ranking, endorsing, or promoting agencies or organizations listed on its website.



[Table of Contents](#)



[Back to Top](#)



U.S. OFFICE OF PERSONNEL MANAGEMENT

Ensuring the Federal Government has an effective civilian workforce

[OPM.gov Home](#) | [Subject Index](#) | [Important Links](#) | [Contact Us](#) | [Help](#)

U.S. Office of Personnel Management - Ensuring the Federal Government has an effective civilian workforce

Work/Life

[Advanced Search](#)

- [Main](#)
- [About Us](#)
- [News & Information](#)
- [Workplace Flexibility](#)
- [Family](#)
- [Health & Wellness](#)
- [Official Documents](#)

Search Work / Life

The Handbook of Elder Care Resources for the Federal Workplace

[Table of Contents](#)

- [Forms](#)
- [Handbooks & Guides](#)
- [Memos to Agencies](#)
- [Reports to Congress](#)

Resource and Referral Services (Page 2 of 4)

State Long-Term Care Ombudsman Offices

[AL](#) - [AK](#) - [AZ](#) - [AR](#) - [CA](#) - [CO](#) - [CT](#) - [DC](#) - [DE](#) - [FL](#) - [GA](#) - [HI](#) - [ID](#) - [IL](#) - [IN](#) - [IA](#) - [KS](#) - [KY](#) - [LA](#) - [ME](#) - [MD](#) - [MA](#) - [MI](#) - [MN](#) - [MS](#) - [MO](#) - [MT](#) - [NE](#) - [NM](#) - [NV](#) - [NH](#) - [NJ](#) - [NY](#) - [NC](#) - [OH](#) - [OK](#) - [OR](#) - [PA](#) - [Puerto Rico](#) - [RI](#) - [SC](#) - [SD](#) - [TN](#) - [TX](#) - [UT](#) - [VT](#) - [VA](#) - [WA](#) - [WV](#) - [WI](#) - [WY](#)

ALABAMA

Commission on Aging
RSA Plaza - Suite 470
770 Washington Avenue
Montgomery, AL 36130-1851
(334) 242-5743
Toll Free 1-800-243-5463 (In State)

ALASKA

Office of the LTC Ombudsman
Older Alaskans Commission
3601 C Street, Suite 260
Anchorage, AK 99503-5209
(907) 563-6393

Toll Free 1-800-478-9996 (In State)

ARIZONA

Aging and Adult Administration
1789 West Jefferson, 950A
Phoenix, AZ 85007
(602) 542-4446

ARKANSAS

Division of Aging and Adult Services
P.O. Box 1437, Slot 1412
Little Rock, AR 72203-9491
(501) 682-2441

CALIFORNIA

Department on Aging
1600 K Street
Sacramento, CA 95814
(916) 323-6681
Toll Free 1-800-231-4024

COLORADO

Legal Center Colorado Ombudsman Program
455 Sherman Street, Suite 130
Denver, CO 80203
(303) 722-0300

CONNECTICUT

Elderly Services Division
Department of Social Services
25 Sigourney Street
Hartford, CT 06106
(806) 247-4080

DELAWARE

Division of Aging
18 North Walnut Street
Milford, DE 19963
(302) 422-1386
Toll Free 1-800-223-9074

DISTRICT OF COLUMBIA

Legal Counsel for the Elderly
601 E Street, NW. - 4th Floor, Building A
Washington, DC 20049
(202) 662-4933

FLORIDA

Department of Elder Affairs
4040 Esplanade Way
Tallahassee, FL 32399-7000
(850) 414-2000

GEORGIA

Office of Aging
Department of Human Service
132 Mitchell Street
Atlanta, GA 30303
(404) 730-0184

HAWAII

Hawaii Office on Aging
Office of the Governor
250 S. Hotel Street, Suite 107
Honolulu, HI 96813
(808) 586-0100

IDAHO

Office on Aging
P.O.Box 83720
3380 Americana Terrace, Suite 120
Boise, ID 83706
(208) 334-2220

ILLINOIS

Department on Aging
421 East Capitol Avenue
Springfield, IL 62701
(217) 785-3143

INDIANA

Department of Human Services Administration
P.O. Box 7083
Indianapolis, IN 46207-7083
(317) 232-7134
Toll Free 1-800-622-4484

IOWA

Department of Elder Affairs
Clemens Building, 3rd Floor
200 10th Street
Des Moines, IA 50309
(515) 281-5187

KANSAS

Department on Aging
New England Bldg. 503 South Kansas
Topeka, KS 66603-3404
(785) 296-4986
Toll Free 1-800-432-3535 (In State)

KENTUCKY

Office of Aging Services
275 East Main Street, 5th Floor
W. Frankfort, KY 40621
(502) 564-6930
Toll Free 1-800-372-2291 (In State)

LOUISIANA

Governor's Office of Elderly Affairs

4550 N. Boulevard - 2nd Floor
Baton Rouge, LA 70806-14013 or
P.O. Box 80374
Baton Rouge, LA 70898-0374
(225) 925-1700

MAINE

Legal Services for the Elderly
P.O. Box 2723
72 Winthrop Street
Augusta, ME 04338-2723
(207) 623-1797

MARYLAND

Office on Aging
301 West Preston Street, Room 1202
Baltimore, MD 21201
(410) 767-1083

MASSACHUSETTS

Executive Office of Elderly Affairs
1 Ashburton Place, 5th Floor
Boston, MA 02108
(617) 727-7750

MICHIGAN

Citizens for Better Care
Suite 211 6105 W. Street Joseph Highway
Lansing, MI 48917-4850
(517) 886-6797
Toll Free 1-800-292-7852

MINNESOTA

Office of Ombudsman for Older Minnesotans
444 Lafayette Road
St. Paul, MN 55155-3843
(651) 296-0382
Toll Free 1-800-657-3591

MISSISSIPPI

Council on Aging and Adult Services
750 N. State Street
Jackson, MS 39202
(601) 359-4929

MISSOURI

Division of Aging Department of Social Services
P.O. Box 1337
Jefferson City, MO 65102
(573) 751-3082

MONTANA

Office on Aging
P.O. Box 4210
Helena, MT 59604
(406) 444-4676

Toll Free 1-800-332-2272

NEBRASKA

Department on Aging
P.O. Box 95044 301 Centennial Mall South
Lincoln, NE 68509-5044
(402) 471-2306

NEVADA

Department of Human Resources
Division for Aging Services
340 North 11th Street, Suite 203
Las Vegas, NV 89101
(702) 486-3545

NEW HAMPSHIRE

Division of Elderly and Adult Services
129 Pleasant Street
Concord, NH 03301-3857
(603) 271-4375
Toll Free 1-800-442-5640 (In State)

NEW JERSEY

Office of the Ombudsman
for the Department of Institutionalized Elderly of Community Affairs
101 S. Broad Street, CN807
Trenton, NJ 08625-0807
(609) 292-8016
Toll Free 1-800-624-4262 (In State)

NEW MEXICO

State Agency on Aging
LaVilla Rivera Building, 4th Floor
228 East Palace Avenue
Santa Fe, NM 87501
(505) 827-7640

NEW YORK

Office for the Aging
Empire State Plaza Agency Building, #2
Albany, NY 12223-1251
(518) 474-7329

NORTH CAROLINA

Department of Human Resources
Division of Aging - CB-29531
693 Palmer Drive
Raleigh, NC 27626-0531
(919) 733-3983

OHIO

Department of Aging
50 West Broad Street, 9th Floor
Columbus, OH 43215-3363
(614) 466-1221
Toll Free 1-800-282-1206 (In State)

OKLAHOMA

Human Services
Aging Services Division 312 NE 28
Oklahoma City, OK 73105
(405) 521-6734

OREGON

Office of LTC Ombudsman
2475 Lancaster Drive N.E. #B-9
Salem, OR 97310
(503) 378-6533
Toll Free 1-800-522-2602 (In State)

PENNSYLVANIA

Department of Aging
Long Term Care Ombudsman
555 Walnut Street 5th Flr.
Harrisburg, PA 17101-1919
(717) 783-1550

PUERTO RICO

Governor's Office for Elderly Affairs
Call Box 50063 - Old San Juan Station
San Juan, PR 00902
(809) 721-8225

RHODE ISLAND

Department of Elderly Affairs
160 Pine Street
Providence, RI 02903-3708
(401) 222-2858

SOUTH CAROLINA

Office of the Governor Ombudsman Division
1205 Pendleton Street
308 Brown Building
Columbia, SC 29201
(803) 734-0457

SOUTH DAKOTA

Department of Social Services
Office of Adult Services and Aging
700 Governor's Drive
Pierre, SD 57501-2291
(605) 773-3656

TENNESSEE

Commission on Aging
500 Deaderick Street
Andrew Jackson Bldg., 9th Floor
Nashville, TN 37243-0860
(615) 741-2056

TEXAS

Department on Aging
4900 North Lamar P.O. Box 13247
Austin, TX 78711
(512) 424-6840
Toll Free 1-800-252-2412 (In State)

UTAH

Division of Aging and Adult Services
Department of Human Services
P.O. Box 45500
Salt Lake City, UT 84145-0500 or
120 North 200 West, Room 325
Salt Lake City, UT 84103
(801) 538-3910

VERMONT

Department of Aging and Disabilities
103 South Main Street
Waterbury, VT 05671-2301
(802) 241-2400
Toll Free 1-800-642-5119 (In State)

VIRGINIA

Department for the Aging
Suite 102 1600 Forest Avenue
Richmond, VA 23229
(804) 225-2271
Toll Free 1-800-552-3402 (In State)

WASHINGTON

State Ombudsman Program
1200 South, 336th Street
Federal Way, WA 98003-7454
(206) 838-6810
Toll Free 1-800-422-1384 (In State)

WEST VIRGINIA

Commission on Aging
State Capitol Complex/Holly Grove
1900 Kanawha Boulevard Bldg. 10
Charleston, WV 25305
(304) 558-3317

WISCONSIN

Board on Aging and LTC
214 North Hamilton Street
Madison, WI 53703
(608) 266-8944

WYOMING

Wyoming Senior Citizens, Inc.
P.O. Box 94 756 Gilcrest Street
Wheatland, WY 82201
(307) 322-5553



NOTE: Under Federal Law, the U.S. Office of Personnel Management (OPM) is prohibited from ranking,

endorsing, or promoting agencies or organizations listed on its website.



[Table of Contents](#)



[Back to Top](#)

U.S. Office of Personnel Management 1900 E Street NW, Washington, DC 20415 | (202) 606-1800 | TTY (202) 606-2532



U.S. OFFICE OF PERSONNEL MANAGEMENT

Ensuring the Federal Government has an effective civilian workforce

[OPM.gov Home](#) | [Subject Index](#) | [Important Links](#) | [Contact Us](#) | [Help](#)

U.S. Office of Personnel Management - Ensuring the Federal Government
has an effective civilian workforce.

Work/Life

[Advanced Search](#)

- [Main](#)
- [About Us](#)
- [News & Information](#)
- [Workplace Flexibility](#)
- [Family](#)
- [Health & Wellness](#)
- [Official Documents](#)

Search Work / Life

The Handbook of Elder Care Resources for the Federal Workplace

[Table of Contents](#)

- [Forms](#)
- [Handbooks & Guides](#)
- [Memos to Agencies](#)
- [Reports to Congress](#)

Resource and Referral Services (Page 3 of 4)

Elder Care Publication Guides

Unless otherwise stated, you can obtain *one free* copy of each publication listed below by contacting the author and/or organization listed. To order a publication *in bulk*, contact the organization to obtain the cost, if any, for multiple copies.

- [Community Services](#)
- [Financial](#)
- [Health Insurance](#)
- [Home Care](#)
- [Housing](#)
- [Long Distance Caregiving](#)
- [Long Term Care](#)
- [Nursing Homes](#)
- [AARP Fact Sheets on Nursing Homes](#)
- [General Overviews](#)

Community Services

Write:

AAHA Publications
901 E Street, NW., Suite 500
Washington, DC 20004-2037

Include the title, publication number, and a self-addressed, business-size, stamped envelope.

- *Community Services for Older People Living at Home* - Publication No. CF015.

Write:

Foundation for Hospice and Homecare
519 C Street, NW.
Washington, DC 20002-5809

Include a self-addressed, 52. cent stamped envelope.

- *All About Hospice: A Consumer's Guide*

Financial

Phone:

Toll Free 1-800-772-1213 to receive the free Social Security publications listed below.

- *Understanding Social Security*
- *Retirement*
- *Disability*
- *Survivors*
- *Supplemental Security Income*
- *A Guide For Representative Payees*



Phone:

Toll Free 1-800-829-3676 to receive a free copy of the IRS tax guides listed below.

- *Tax Information for Older Americans* - Publication No. 554
- *Social Security Benefits and Equivalent Railroad Retirement Benefits* - Publication No. 915
- *Credit for the Elderly or the Disabled* - Publication No. 524
- *Tax Information for Survivors, Executors, and Administrators* - Publication No. 559
- *Pension and Annuity Income* - Publication No. 575
- *Child and Dependent Care Expenses* - Publication No. 503
- *Tax Rules for Children and Dependents* - Publication No. 929
- *Tax Counseling for the Elderly Handbook* - Publication No. 1114
- *Guide to Free Tax Services* - Publication No. 910

Write:

OWL
666 11th Street, Suite 700
Washington, DC 20001

- ***Women and Money - The Independent Woman's Guide to Financial Security for Life***, by Francis Leonard. Include a check or money order for \$12.95.

Health Insurance

Phone:

Call Toll Free 1-800-772-1213 - to receive the *free* Medicare publications listed below.

- *Medicare*
- *You Should Know About QMB*
- *Medicare: Hospice Benefits Medicare and Coordinated Care Plans*
- *Medicare: Coverage for Second Surgical Opinion*
- *Medicare Coverage of Kidney Dialysis and Kidney Transplant Services: A Supplement to Your Medicare Handbook*

For the publications listed below write or call:

Medicare Publications
Centers for Medicare and Medicaid Services
6325 Security Boulevard
Baltimore, MD 21207
Toll Free 1-800-638-6833
8:00 a.m. - 8:00 p.m.

- *The Medicare 1999 Handbook* Department of Health and Human Services
- *1999 Guide to Health Insurance for People With Medicare*
- *Medicare and Advance Directives* - A guide to making sure the elder's wishes about the types of medical treatment received are followed and the person designated is allowed to make decisions on the elder's behalf should he or she become physically or mentally unable to communicate those wishes.

Write:

AARP Fulfillment
601 E Street, NW.
Washington, DC 20049

Include the title and publication number.

- *Before You Buy - A Guide to Long-term Care Insurance* - Publication No. D12893
- *Medigap: Medicare Supplemental Insurance - A Consumer's Guide* - Publication No. D13133

Home Care

Write:

The National Association for Home Care
519 C Street, NE.
Washington, DC 20024-5809

Include the title, publication number, and a self-addressed, stamped envelope.

- *How to Choose a Home Care Agency: A Consumer's Guide and Home Care Bill of Rights* - Publication No. C005
- *All About Home Care: A Consumer's Guide*

Write:

AARP Fulfillment
601 E Street, NW.
Washington, DC 20049

Include the title and publication number.

- *Staying at Home: A Guide to Long-Term Care and Housing* - Publication No. D14986

Housing

Write:

AAHA Publications
901 E Street, NW., Suite 500
Washington, DC 20004-2037

Include the title and publication number for the three AAHA publications listed below. Include a self-addressed, business-size, stamped envelope for the two brochures.

- *Continuing Care Retirement Community: A Guidebook for Consumers* -Publication No. CF012 - \$4.00 per copy (payable by check)
- *The Continuing Care Consumer Brochure: A Life Style Offering Security and Independence* - Publication No. CF013
- *Living Independently: Housing Choices for Older People* (brochure) - Publication No. CF0154

Write:

AARP Fulfillment
601 E Street, NW.
Washington, DC 20049

Include the title and publication number.

- *Staying at Home: A Guide to Long-Term Care and Housing* - Publication No. D14986

Long Distance Caregiving

Write:

AARP Fulfillment
601 E Street, NW.
Washington, DC 20049

Include the title and publication number.

- *Miles Away and Still Caring: A Guide for Long-Distance Caregivers* - Publication No. D12748

Long Term Care

Write:

AARP Fulfillment
601 E Street, NW.
Washington, DC 20049

Include the title and publication number.

- *Care Management: Arranging for Long Term Care* - Publication No. D13803
- *Making Wise Decisions for Long Term Care* - Publication No. D12435

Nursing Homes

Write:

AARP Fulfillment
601 E Street, NW.
Washington, DC 20049

- *Nursing Home Life: A Guide for Residents and Families* - Publication No. D13063

NOTE: Under Federal Law, the U.S. Office of Personnel Management (OPM) is prohibited from ranking, endorsing, or promoting agencies or organizations listed on its website.



[Table of Contents](#)



[Back to Top](#)

U.S. Office of Personnel Management 1900 E Street NW, Washington, DC 20415 | (202) 606-1800 | TTY (202) 606-2532



U.S. OFFICE OF PERSONNEL MANAGEMENT

Ensuring the Federal Government has an effective civilian workforce

[OPM.gov Home](#) | [Subject Index](#) | [Important Links](#) | [Contact Us](#) | [Help](#)

U.S. Office of Personnel Management - Ensuring the Federal Government has an effective civilian workforce

Work/Life

[Advanced Search](#)

- [Main](#)
- [About Us](#)
- [News & Information](#)
- [Workplace Flexibility](#)
- [Family](#)
- [Health & Wellness](#)
- [Official Documents](#)

Work/Life programs and policies are designed to create more flexible, responsive work environments supportive of commitments to community, home, and loved ones. [MORE...](#)

[Search Work / Life](#)



About Us

News & Information

- [Help Using this Site](#)
- [Contact Us](#)
- [Agency Contact \(s\)](#)
- [Announcements](#)
- [Upcoming Events](#)
- [New Memos to Agencies](#)

[Find YOUR Agency Contact](#)

In Focus

- [How did your agency do in the 2007 HealthierFeds Physical Activity Challenge?](#)
- [Find out more about how the Dependent Care Flexible Spending Account can help you pay for child care and elder care expenses tax-free](#)

Workplace Flexibility

- [Alternative Work Schedules](#)
- [Leave Programs](#)
- [Managing in a Flexible Work Environment: Performance Management](#)
- [Part-Time Work and Job Sharing](#)
- [Telework](#)
- [Volunteerism & Community Involvement](#)

Family

- [Child Care](#)
- [Child Care Subsidy Program](#)
- [Dependent Care Flexible Spending Accounts](#)

Quick Links

- [Telework website](#)
- [HealthierFeds website](#)
- [Handling Traumatic Events Handbook](#)
- [Tobacco Cessation](#)

Flexibility
Family

Family
Health

- Elder/Adult Dependent Care
- Leave for Family Purposes
- Parenting

Health and Wellness

- Employee Assistance Programs
- Health Care Flexible Spending Accounts
- Health Promotion
- HealthierFeds

Guidance

- [Implementing Child Care Legislation](#)
- [Dealing With Workplace Violence](#)

Official Documents

- [Forms](#)
- [Handbooks & Guides](#)
- [Memos to Agencies](#)
- [Reports to Congress](#)

U.S. Office of Personnel Management 1900 E Street NW, Washington, DC 20415 | (202) 606-1800 | TTY (202) 606-2532



U.S. OFFICE OF PERSONNEL MANAGEMENT

Ensuring the Federal Government has an effective civilian workforce

[OPM.gov Home](#) | [Subject Index](#) | [Important Links](#) | [Contact Us](#) | [Help](#)

U.S. Office of Personnel Management - Ensuring the Federal Government has an effective civilian workforce

Subject Index

[Advanced Search](#)

Browse this index to locate specific subject matter on our webpages. Visit our [Publications site](#) if you are looking for a specific handbook, manual, report, or other document we have published.

[A](#), [B](#), [C](#), [D](#), [E](#), [F](#), [G](#), [H](#), [I](#), [J](#), [K](#), [L](#), [M](#), [N](#), [O](#), [P](#), [Q](#), [R](#), [S](#), [T](#), [U](#), [V](#), [W](#), [X](#), [Y](#), [Z](#)

A

- [About this Agency](#)
- [Access America for Seniors](#)
- [Accessibility of Documents on Our Websites](#)
- [Accountability](#)
- [Administrative Law Judges](#)
 - [Employment](#)
 - [Qualification Standard For Administrative Law Judge Positions](#)
- [Adobe Acrobat PDF Files, Reading](#)
- [Adoption Benefits Guide for Federal Employees](#)
- [Adverse Actions](#)
- [Agency Benefits Officers](#)
- [Agency Memos](#)
- [Alcoholism, Addressing in the Workplace](#)
- [Alternative Dispute Resolution](#)
- [Alternative Work Schedules](#)
- [AmeriCorps - The National Service Plan](#)
- [Annual Leave](#)
- [Annual Review of Special Salary Rates \(1999\)](#)
- [Appeals, Position Classification and Job Grading](#)
- [Appraisal Program](#)
- [Archives](#)
 - [Federal Register Documents](#)
 - [News Releases](#)

- [What's New](#)
- [Operating Status: Washington, DC Area](#)
- [Assessment Decision Guide](#)

B

- [Benefits](#)
 - [Benefits Administration Letters \(BALs\)](#)
 - [Benefits Officers, Information for](#)
 - [Federal Employees Group Life Insurance Program \(FEGLI\)](#)
 - [Federal Employees Health Benefits Program \(FEHB\)](#)
 - [Federal Long Term Care Insurance Program \(FLTCIP\)](#)
- [Bilingual/Bicultural Program](#)
- [Biographies, Executive](#)
- [Bone Marrow or Organ Donor Leave](#)
- [Budget](#)

C

- [Career and Career-Conditional Appointing Authorities](#)
- [Career Intern](#)
- [Career Service and Retirement Certificates](#)
- [Career Transition](#)
 - [Employee's Guide to Career Transition](#)
 - ["Career One-stop Center" - Retraining Services](#)
- [Category Rating](#)
- [Center for Executive Leadership](#)
- [Central Personnel Data File \(CPDF\)](#)
 - [Duty Station File](#)
 - [Updates via Email, Listserv](#)
 - [Personnel Office Identifier Instructions](#)
 - [Agency Rankings](#)
 - [Instructional Program Data Standard](#)
- [Charitable Contributions](#)
- [Chief Human Capital Officers](#)
- [Children](#)
 - [Adoption Benefits](#)
 - [Child Care Subsidy Program](#)
 - [Dependent Care Fair Planning](#)
 - [Child Support Enforcement](#)
- [Citizenship, Requirements for Employment](#)
- [Civil Service Retirement System](#)
 - [CSRS and FERS Handbook for Personnel and Payroll Offices](#)
 - [General](#)
 - [Guidance to Agencies](#)
- [Civil Service Rule X](#)
- [Claims for Compensation and Leave, Decisions on](#)

- [Classification Appeals](#)
- [Classification \(Federal Classification Systems\)](#)
- [Closure Procedures](#), for federal employees in the Washington, DC area
- [Code of Federal Regulations](#)
 - [National Archives and Records Administration Web Site](#)
 - [Title 5, Administrative Personnel](#)
- [Collection and Management of Training Information](#)
- [Combined Federal Campaign](#)
- [Comparison of Flexible and Compressed Work Schedules](#)
- [Compensation](#)
 - [Compensation Administration](#)
 - [Compensation and Leave Decisions Search Engine](#)
 - [Compensation and Leave, Decisions on Claims for](#)
 - [Compensation Policy Memoranda \(CPM\)](#)
 - [Strategic Compensation Policy](#)
- [Compensatory Time Off](#)
- [Compressed Work Schedules](#)
- [Civil Service Retirement System \(CSRS\) Publications](#)
- [Conferences](#)
- [Congressional Relations](#)
- [Constitution Initiative](#)
- [Contacting us](#)
- [Content Inventory, Web](#)
- [Cost of Living Allowances \(COLA\)](#)
 - [Nonforeign Area Cost-of-Living Allowances](#)
- [Court Leave](#)
- [CPDF \(See \[Central Personnel Data File\]\(#\)\)](#)
- [Credit Hours Under a Flexible Work Schedule](#)
- [CSRS and FERS Handbook for Personnel and Payroll Offices](#)
- [Cyber Corp](#)

D

- [Data Collecting Authority](#)
- [Deaf & Hard of Hearing Resources](#)
 - [Federal Video Relay Service](#)
 - [Federal Relay Conference Captioning](#)
 - [Federal Relay Service Online \(a.k.a. Internet Relay\)](#)
 - [Federal Captel](#)
 - [Federal Relay](#)
 - [TTY directory](#)
- [Death](#)
 - [Reporting the death of a federal employee who is survived by a spouse who is eligible for benefits under CSRS or FERS](#)
 - [Reporting the death of someone covered by the Federal Employees' Group Life Insurance Program](#)
 - [Reporting the death of someone who receives retirement benefits from us](#)
- [Delegated Examining Training Schedule](#)
- [Delegated Examining Recertification Training](#)

- [Delegated Examining Operations Handbook](#)
- [Demonstration Projects](#)
- [Detail and Transfer of Federal Employees to International Organizations](#)
- [Denver Management Development Center](#)
- [Deputy Director's Biography](#)
- [Developing Leaders, SES Fed CDP](#)

- [Development of Training](#)
- [Direct-Hire Authority](#)
- [Director](#)
- [Disabled \(see \[People With Disabilities\]\(#\)\)](#)
- [Disabled Veterans Affirmative Action Program \(DVAAP\)](#)
- [Dismissal Policy](#)  [544 KB]
- [Diversity](#)
 - [Diversity Guide](#)
 - [Diversity Profiles \(Statistical\)](#)
 - [Federal Equal Opportunity Recruitment Program \(FEORP\)](#)
- [Document Accessibility](#)
- [Domestic Violence](#)
- [Downsizing](#)
 - [Downsizing Statistics](#)
- [Drug Free Workplace](#)
- [Dual Compensation Reductions](#)
- [Dual Employment](#)
 - [General](#)

E

- [e-GOV](#)
 - [e-Clearance](#)
 - [EHRI](#)
 - [e_Payroll](#)
 - [e-Training](#)
 - [Recruitment One-Stop](#)
- [e-QIP \(Electronic Questionnaires for Investigations Processing\)](#)
- [e-Scholar](#)
- [Eastern Management Development Center](#), Shepherdstown, West Virginia
- [Editing CPDF Data](#)
- [Elder Care](#)
- [Elder Care Fairs Planning Guide](#)
- [Elder Care, Handbook of Resources](#)
- [Electronic Forms](#)
- [Electronic Reading Room](#)
- [Emergency Dismissal](#), for federal employees in the Washington, DC area
- [Emergency Guidance Memos](#)
- [Emergency Leave Transfer](#)
- [Employee Assistance Programs](#)
- [Employee Health Programs](#)

- [Employee Relations](#)
- **Employment**
 - [Employment and Trends Data](#)
 - [Employment and Work Year Reporting Instructions, SF-113A and SF-113G](#)
 - [Employment Information](#)
 - [Employment in More Than One Federal Job](#)
 - [Employment of Military Retirees](#)
 - [Employment of Non-Citizens](#)
 - [Employment Policy](#)
 - [Employment Service Center Network](#)
- **Equal Employment Opportunity (EEO)**
 - [No Fear](#)
- [Ethics](#)
- [Evacuation Payments](#)
- **Evaluation**
 - [Personnel Management](#)
- [Events](#)
- [Excepted Service](#)
- [Executive Schedule Salary Tables](#)
- [Executive Seminars](#)
- [Executive Training](#)
- [ExpectMore.gov](#)

F

- [Fact Book, Federal Civilian Workforce Statistics](#)
- [Fair Labor Standards Act and Federal Employees](#)
- [Family and Medical Leave](#)
- [Family-Friendly Workplace Advocacy Office](#)
- [Family Leave Policies](#)
- [Fatherhood](#)
- [Federal Activities Reform Act \(FAIR\)](#)
- **Federal Benefits**
 - [Federal Benefits Counseling](#)
- [Federal Candidate Development Program \(Fed CDP\)](#)
- [Federal Civilian Employment Reporting Instructions, SF-113-A](#)
- [Federal Classification Systems](#)
- **Federal Employee's Group Life Insurance Program (FEGLI)**
 - [FEGLI Home Page](#)
 - [FEGLI Handbook](#)
- **Federal Employees Health Benefits (FEHB)**
 - [Federal Employees Health Benefits](#)
 - [Premium Conversion](#)
 - [FEHB Handbook](#)
- **Federal Employees Retirement System**
 - [Federal Retirement Programs](#)
 - [Guidance to Agencies](#)
 - [CSRS and FERS Handbook for Personnel and Payroll Offices](#)

- [Federal Equal Opportunity Recruitment Program \(FEORP\)](#)
- [Federal Erroneous Retirement Coverage Corrections Act \(FERCCA\)](#)
- [Federal Executive Boards](#)
- [Federal Executive Institute \(FEI\)](#)
- [Federal Government Operating Status \(DC Only\)](#)
- [Federal Holidays](#)
- [Federal Holidays Work Schedules and Pay](#)
- [Federal Labor Relations Authority Negotiability Determinations](#)
- [Federal Leadership Development Programs \(Fed LDP\)](#)
- [Federal Long Term Care Insurance Program \(FLTCIP\)](#)
- [Federal Medical Evidence of Record \(FEDMER\) Program](#)
- [Federal Register Documents](#)
- [Federal Relay Service](#)
- [Federal Salary Council Locality pay](#)
- [Federal Salary Tables](#)
- [Federal Wage System](#)
 - [Job Grading](#)
 - [Wage Schedules](#)
 - [Wage System Facts](#)
 - [Wage Systems](#)
- [FEORP](#)
- [Fitness](#)
- [Flexible Spending Accounts](#)
- [Flexible Work Schedules](#)
- [Flexifinder](#)
- [FLSA and Federal Employees](#)
- [Forms](#)
- [Freedom of Information Act \(FOIA\)](#)
 - [Improving Agency Disclosure of Information](#)
- [Frequently Asked Questions](#)
- [Full-time Equivalent \(FTE\) Reporting Instructions, SF-113-G](#)
- [Furlough](#)



- [General Schedule Leader Grade Evaluation Guide](#)
- [General Schedule Pay](#)
 - [General Schedule Pay Tables](#)
 - [Pay Structure of the Federal Civil Service](#)
- [General Schedule Supervisory Guide](#)
- [Gift Giving](#)
 - [Volunteer Activities, Memo regarding Participation of Federal Employees in Volunteer Activities](#)
 - [Volunteer Activities, Report to the President](#)
- [Glossary of Federal Sector Labor-Management Relations Terms](#)
- [Government Information Locator Service \(GILS\) Records](#)
- [Government Performance and Results Act \(GPRA\)](#)
 - [GPRA Resources for Federal Agencies](#)
 - [OPM GPRA Strategic Plan](#)

- [GoLearn Learning Center](#)
- [Guidance and Other Post-Disaster Information](#)
- [Guidelines for Settlement of Federal Personnel Actions](#)
- [Guides](#)
 - [Guide to Adoption Benefits for Federal Employees](#)
 - [Guide to Central Personnel Data File Edits](#)
 - [Guide for Collection and Management of Training Information](#)
 - [Guide to Personnel Data Standards](#)
 - [Guide to Personnel Recordkeeping](#)
 - [Guide to Processing Personnel Actions](#)
 - [Guide to the Central Personnel Data File \(CPDF\)](#)
 - [Guide to the Senior Executive Service](#)

H

- [Handbooks](#)
 - [CSRS and FERS Handbook for Personnel and Payroll Offices](#)
 - [Dealing with Workplace Violence: A Guide for Agency Planners](#)
 - [Delegated Examining Units Handbook](#)
 - [Federal Employee's Group Life Insurance Program: A Handbook for Employees, Annuitants, Compensationers, and Employing Offices](#)
 - [Federal Employees Health Benefits Program: A Handbook for Enrollees and Employing Offices](#)
 - [Federal Employees Health Benefits Program and Medicare](#)
 - [Handbook of Occupational Groups and Families](#)
 - [Handbook on Alternative Work Schedules \(AWS\)](#)
- [Hatch Act](#)
- [Hazardous Duty Pay](#)
- [HealthierFeds](#)
- [Health Insurance](#)
 - [Federal Employees Health Benefits \(FEHB\) Program](#)
- [Health Savings Account](#)
- [Hiring](#)
 - [Hiring Federal Retirees](#)
 - [Hiring Flexibilities Resource Center](#)
 - [USA Staffing](#)
- [Hispanic Employment](#)
 - [Hispanic Statistical Reports](#)
 - [Bilingual/Bicultural Programs](#)
- [Holidays, Federal Government](#)
- [Hours of Work for Travel](#)
- [HR Flexibilities and Lessons Learned](#)
- [HSA](#)
- [Human Capital](#)
 - [Human Capital Assessment and Accountability Framework \(HCAAF\) Resource Center: A Practitioners' Guide](#)
- [Human Resources](#)
 - [HR Manager](#)
 - [Human Resource Development Services](#)
 - [Human Resource Flexibilities and Authorities in the Federal Government](#)

- [Human Resources Management Accountability System Development Guide](#)
- [Human Resources Development Policy](#)
- [Human Resources Workforce Study](#)
- [Department of Homeland Security \(DHS\) Options for Human Resources Management Systems](#)
- **Hurricane Info**
- [Hurricane Info \(Katrina, Rita, Wilma\)](#)



- **Identity Theft**
- [Veterans Affairs Data Security](#)
- **ILA**
- [ILA Guidance and Implementation](#)
- [Improving Agency Disclosure of Information, FOIA Plan](#)
- **Incentives**
- **Individual Learning Accounts**
- [Guidance for Implementation, Pilot Initiative Report](#)
- [Pilot Project Synopsis](#)
- **Influenza, Pandemic**
- **Information for Veterans**
- **Information Quality Guidelines**
- **Information Technology Exchange Program**
- **Innovators' Tool Kit**
- **Inspector General, Office of the**
- **Insurance**
- [Health Benefits Program \(FEHB\)](#)
- [Life Insurance Program \(FEGLI\)](#)
- [Federal Long Term Care Insurance Program \(FLTCIP\)](#)
- **Insurance Publications**
- **Intergovernmental Personnel Act Mobility Program**
- **Intern Programs**
- [Career Intern Program](#)
- [Presidential Management Fellows \(PMF\) Program](#)
- **International Organizations, Details and Transfers To**
- **Inventory of Web Content**



- **Job Classification**
- **Job Evaluation**
- **Job Grading Appeals**
- **Job Grading Standards**
- **Jobs**
- **Job Related Injury or Illness, Restoration After**
- **Job Sharing/Part-time Work**
- **Judges, Administrative Law**



K

- [Kinship Care](#)
- [Katrina Hurricane Info](#)

L

- [Labor-Management Relations](#)
 - [Federal Labor Relations Authority Negotiability Determinations](#)
 - [Glossary of Federal Sector Labor-Management Relations Terms](#)
 - [Labor Agreement Information Retrieval System \(LAIRS\)](#)
 - [Labor Management Relations Advisories](#)
 - [Significant Cases in Federal Employee and Labor Relations](#)
- [Lawyers, Employment of](#)
- [Leader Grade Evaluation Guide, General Schedule](#)
- [Leadership Development](#)
 - [Candidate Development Program \(Fed CDP\)](#)
 - [Executive Core Qualifications](#)
 - [Leadership Development Catalogue of Programs \(Fed LDP\)](#)
 - [Leadership Training](#)
- [Learning Technology](#)
 - [Training and Management Assistance](#)
 - [Gov Online Learning Center](#)
- [Leave](#)
 - [Administration](#)
 - [Decisions on Claims for Compensation and Leave](#)
 - [Emergency Leave Transfer Program for Kenya and Tanzania Bombings](#)
 - [Family Friendly](#)
 - [Family Situations](#)
 - [Leave Administration Forms](#)
 - [Leave Bank](#)
 - [Leave Transfer](#)
 - [Leave Without Pay - Effect on Federal Benefits and Programs](#)
 - [Unscheduled Leave Policy](#)
 - [Work Years and Personnel Costs](#)
- [Life Insurance](#)
- [Links to HR related agencies](#)
- [Locality Pay Tables](#)
- [Long Term Care Insurance](#)
- [Luevano Consent Decree](#)
- [Lump Sum Payments for Annual Leave](#)
- [Lunch or Other Meal Periods](#)

M

- [Management Development](#)
 - [Eastern Management Development Center](#)

- [Federal Certificate Development Program \(Fed CDP\)](#)
- [Federal Executive Institute](#)
- [Federal Leadership Development Programs \(Fed LDP\)](#)
- [Western Management Development Center](#)
- [Management Fellows Program, Presidential](#)
- [Medical Leave, under Family and Medical Leave Act](#)
- [Medicare and FEHB](#)
- [Memos to Agencies](#)
- [Merged Records Personnel Folder](#)
- [Merit System Principles](#)
- [Military Leave](#)
- [Missing Annuity Payment, Report a](#)
- [Models of Compressed Work Schedules](#)
- [Models of Flexible Work Schedules](#)

N

- [Nature of Action Codes](#)
- [Negotiability Determinations, Federal Labor Relations Authority](#)
- **News**
 - [Events & Activities](#)
 - [News Releases](#)
 - [News Feeds - XML and RSS](#)
- [Night Pay](#)
- [No Fear Act Data](#)
- [Non-Title 5 Oversight](#)
- [Nonappropriated Fund Retirement Program](#)
- [Non-Citizens, Employment of](#)
- [Nonforeign Area Cost-of-Living Allowances](#)

O

- [Office of the Special Counsel](#)
- [Open/Close Status of Federal Government \(DC Area\)](#)
 - [Subscribe to Operating Status Mailing List](#)
- [OPM Forms](#)
- [OPM Glossary of Administrative Terms](#)
- [OPM Procurement](#)
- [Optional Forms](#)
- [Organizational Assessment Survey](#)
- [Outstanding Scholar](#)
- **Overseas**
 - [Employment](#)
 - [Employment of Teachers](#)
- **Overtime Pay**
 - [General](#)
 - [Hours of Work for Travel](#)
 - [Title 5](#)



- [Pandemic Influenza Information](#)
- [Parenting Support](#)
- [Part-time Work/Job Sharing](#)
- [Pay](#)
 - [Administration](#)
 - [Federal Wage System](#)
 - [Pay Caps](#)
 - [Pay Tables](#)
 - [Questions and Answers](#)
 - [Wage Schedules](#)
- [PBO's](#)
- [PDF \(Portable Document Format\) Files, Reading](#)
- [Performance](#)
 - [Performance and Accountability Reports \(PAR\)](#)
 - [Performance Appraisal](#)
 - [Performance Based Actions](#)
 - [Performance Management](#)
 - [Performance Management Clearinghouse](#)
 - [Performance Plan and Congressional Budget Justification, OPM](#)
 - [Performance Standards](#)
- [Personnel Assessment and Selection Resource Center](#)
- [Personnel Data Standards](#)
- [Personnel Flexibilities](#)
- [People With Disabilities](#)
 - [Disabled Veteran's Employment](#)
 - [Federal Employment of People with Disabilities Home Page](#)
 - [Selective Placement Program Coordinators](#)
- [Physical Fitness Programs](#)
- [Plum Book \(United States Government Policy and Supporting Positions\)](#)
- [Poor Performance](#)
- [Position Classification Appeals](#)
- [Postal Employees, Federal Employment of](#)
- [Premium Conversion](#)
- [Premium Pay Limitation](#)
- [Presidential Management Fellows \(PMF\) Program](#)
- [Presidential Rank Awards](#)
- [Presidential Transition Guidance](#)
- [President's Management Agenda](#)
 - [Human Capital Results](#)
 - [OPM Progress Scores](#)
- [President's Pay Agent](#)
- [President's Quality Award Program](#)
- [Presidential Rank](#)
- [Pre-Tax Health Insurance Premiums](#)

- [Preventive Health Services](#)
- [Privacy Act Information](#)
- [Privacy Policy, OPM Web](#)
- [Processing Personnel Actions](#)
- [Procurement \(OPM\)](#)
- [Prohibited Personnel Practices](#)
- [Publications](#)
- [Public Service Announcements](#)

Q

- **Qualifications**
 - [Draft Qualification Standards](#)
 - [Job Qualification System for Trades and Labor Occupations System](#)
 - [Operating Manual: Qualification Standards for General Schedule Positions](#)
 - [Policy](#)
 - [Qualification Standard For Administrative Law Judge Positions](#)
- [Quality Award Program](#)
- [Quality Guidelines](#)

R

- [Reading Room, Electronic](#)
- [Reasonable Accommodation](#)
- [Recordkeeping](#)
- **Recruitment**
 - [Recruitment Incentives](#)
 - [The Three Rs: Lessons Learned from Recruitment, Retention, and Relocation Incentives](#)
 - [2005 Report To Congress - Recruitment, Relocation, And Retention Incentives](#)  [4,406 KB]
- **Reduction in Force**
 - [General](#)
 - ["One-stop Centers" - Retraining Services](#)
 - [Special Study Of](#)
- [Reemployment After Uniformed Service](#)
- **Regulations**
 - [eRulemaking Initiative \(Regulations.Gov\)](#)
 - [Staffing Regulations Portal](#)
- [Reimbursable Services](#)
- [Reinstatement Eligibility](#)
- [Religious Observances, Work Schedules](#)
- **Relocation**
 - [Relocation Incentives](#)
 - [The Three Rs: Lessons Learned from Recruitment, Retention, and Relocation Incentives](#)
 - [2005 Report To Congress - Recruitment, Relocation, And Retention Incentives](#)  [4,406 KB]
- [Reporting Instructions, Standard Forms 113-A and 113-G](#)
- [Reporting Instructions, Work Years and Personnel Costs](#)
- [Report to Congress on Law Enforcement Classification, Pay, and Benefits](#)

- [Restoration of Annual Leave](#)
- [Restoration Rights After Job Related Injury or Illness](#)
- [Results Act, The](#)
- [Retention](#)
 - [Retention Incentives - Group](#)
 - [Retention Incentives](#)
 - [The Three Rs: Lessons Learned from Recruitment, Retention, and Relocation Incentives](#)
 - [2005 Report To Congress - Recruitment, Relocation, And Retention Incentives](#)  [4,406 KB]
 - [Retention of Personnel & Payroll Records of Employees Receiving Nonforeign Area Cost of Living Allowances \(COLA\)](#)
- [Retirement](#)
 - [Payment Schedule](#)
 - [Civil Service Retirement System \(CSRS\) Publications](#)
 - [Erroneous Retirement Coverage Corrections](#)
 - [Federal Employees Retirement System \(FERS\) Publications](#)
 - [Frequently Asked Questions](#)
 - [Hot Topics](#)
 - [Preguntas más frecuentes](#)
 - [Rate Our Site](#)
 - [Retirement List of State Tax Offices](#)
 - [Statistics](#)
 - [Tools](#)
 - [Coverage Determination Application](#)
 - [Search Engine](#)
 - [Tax Withholding Calculator](#)
 - [Voluntary Contribution Account Inquiries](#)
 - [Voluntary Early Retirement regulations](#)
- [Rita Hurricane Info](#)



- [Salaries and Wages](#)
 - [Federal Wage System](#)
- [Salaries and Wages](#)
- [Savings Education](#)
- [Schedule C Appointments in the Federal Government](#)
- [Schedule C Briefings](#)
- [Scholarships](#)
 - [e-Scholar](#)
 - [Scholarship for Service Program](#)
- [Search this Site](#)
- [Senior Citizen's Access America web site](#)
- [Senior Executive Service \(SES\)](#)
 - [Employment in](#)
 - [Executive Development](#)
 - [Federal Candidate Development Program \(Fed CDP\)](#)
 - [Guide to the Senior Executive Service](#)
 - [Senior Executive Service](#)

o [Senior Leaders](#)

- [Senior Foreign Service positions in the federal government](#)
- [Senior Level and Scientific Positions, Pay](#)
- [Separations, Employment and Trends](#)
- [Service Center Directory](#)
- [Service Credit; Credit for Leave Purposes](#)
- [Service Credit; Credit for Military Service](#)
- [Services Online](#)
- [Settlement of Federal Personnel Actions, Guidelines for](#)
- [Sexual Orientation Discrimination, Addressing](#)
- [Shepherdstown Management Development Center](#)
- [Sick Leave](#)
 - o [For Adoption](#)
 - o [For Family Care and Bereavement](#)
 - o [For Personal Medical Needs](#)
 - o [General Information](#)
 - o [To Care for a Family Member with a Serious Health Condition](#)
- [Significant Cases in Federal Employee and Labor Relations Newsletter](#)
- [Size of the Federal Workforce](#)
- [Smoking](#)
 - o [Smoking Cessation](#)
 - o [Smoking Cessation Model Program](#)
 - o [Tobacco Smoking Guideline](#)
- [Social Security](#)
- [Special Counsel, Office of the](#)
- [Special Employment Categories Reporting Instructions](#)
- [Special Salary Rates](#)
 - o [Special Salary Rate Court Case](#)
 - o [1996 Annual Review \(CPM 97-1\)](#)
 - o [1997 Annual Review \(CPM 97-8\)](#)
 - o [1998 Annual Review \(CPM 98-3\)](#)
 - o [1999 Annual Review \(CPM 99-1\)](#)
 - o [1999 Special Salary Rate Schedules](#)
 - o [2000 Special Salary Rate Schedules](#)
- [Special Studies](#)
- [Staffing](#)
 - o [Policy](#)
 - o [USA Staffing](#)
 - [Information](#)
 - [Agency Application - Authorized Users ONLY!](#)
- [Standard Forms](#)
 - o [Standard Form 50, Notification of Personnel Action](#)
 - o [Standard Form 171, Application for Federal Employment](#)
 - o [Standard Forms 113-A and 113-G, Reporting Instructions](#)
 - o [Standard Form 2818, Continuation of Life Insurance Coverage as an Annuitant or Compensation](#)
 - o [Standard Form 3112-1, Information for Disability Retirement \(CSRS\)](#)
 - o [Standard Form 3113, Applying for Immediate Retirement under FERS](#)
- [Standards, Classification](#)

- [Standards, Personnel Data](#)
- [Statistical Information on the Federal Workforce](#)
 - [Federal Equal Opportunity Recruitment Program \(FEORP\)](#)
 - [General](#)
 - [Retirement](#)
- [Strategic Compensation Policy](#)
- [Strategic Human Resources Management](#)
- [Strategic & Operational Plan](#)
- [Students](#)
 - [Outstanding Scholar and Bilingual/Bicultural Programs](#)
 - [Student Educational Employment Program](#)
 - [Student Loan](#)
 - [Student Volunteer Service](#)
- [Studies](#)
- [Suggestions](#)
- [Summer Employment](#)
- [Sunday Premium Pay](#)
- [Supervisors](#)
 - [Identification and Development of First-Level Supervisors](#)
 - [Supervisors in the Federal Government: A Wake-Up Call](#)
 - [Supervisory Guide, General Schedule](#)
- [Surveys](#)
- [Survivor Annuity, Information for \(CSRS\)](#)
- [Survivor Benefits \(CSRS\)](#)
- [System Development Guide, Human Resources Management Accountability](#)

T

- [Talent](#)
 - [Federal Hiring Flexibilities Resource Center](#)
- [Teachers, Overseas Employment of](#)
- [Team Leader Grade Evaluation Guide, General Schedule](#)
- [Telework \(sometimes referred to as 'Telecommuting'\)](#)
- [Testimony by OPM Officials](#)
- [Theodore Roosevelt](#)
- [Thrift Savings Plan](#)
- [Time Schedule for Reporting Data on SF-113-A and SF-113-G](#)
- [Title 5](#)
 - [Special Study of Exempt Agencies](#)
 - [Title 5 of the United States Code \(5 U.S.C.\)](#)
- [Tobacco](#)
 - [Tobacco Cessation](#)
 - [Tobacco Cessation Model Program](#)
 - [Tobacco Smoking Guideline](#)
- [Training](#)
 - [Gov Online Learning Center](#)
 - [Guide for Collection and Management of Training Information](#)

- [Federal Executive Institute \(Executive Training\)](#)
- [Training and Development Policy](#)
- [Management Development Centers \(Management Training\)](#)
- ["One-stop Centers" - Retraining Services](#)
- [Special Study of Non-Technical Training](#)
- [Training and Management Assistance](#)

- [Training Policy Handbook](#)
- [Using Technology to Improve Training Opportunities For Federal Government Employees](#)

- [Transfer Between Federal Agencies](#)
- [Transition Guidance](#)
- [Traumatic Events](#)
- [Travel and Hours of Work](#)
- [TRICARE](#)
- [Turnover, Employment and Trends](#)

U

- [United States Code \(U.S.C.\)](#)
- [Unscheduled Leave Policy](#)
- [Updates](#)
 - [The Guide to Personnel Recordkeeping](#)
 - [The Guide to Processing Personnel Actions](#)
- [USAJobs](#)
- [USA Staffing](#)
 - [Information](#)
 - [Agency Application - Authorized Users ONLY!](#)

V

- [Variations](#)
 - [To Compensation Regulations](#)
 - [To Staffing Regulations](#)
- [Veterans](#)
 - [Disabled Veteran's Employment](#)
 - [Special Appointing Authorities \(fact sheet\)](#)
 - [Special Complaint Procedures \(fact sheet\)](#)
 - [OPM Study -- Veterans: Getting Their Preference](#)
 - [Veteran's Information](#)
 - [Disabled Veterans Affirmative Action Program \(DVAAP\)](#)
 - [Vet Guide](#)
 - [VetsInfo Guide](#)
 - [Uniformed Services Reemployment Rights Act \(fact sheet\)](#)
 - [Veterans Employment Opportunity Act \(fact sheet\)](#)
 - [Veterans Preference \(fact sheet\)](#)
 - [Veterans' Recruitment Appointment \(VRA\) \(fact sheet\)](#)
- [Video Library](#)
- [Violence***](#)

- [Dealing with Workplace Violence: A Guide for Agency Planners](#)
- [Responding to Domestic Violence: Where Federal Employees Can Find Help](#)
- [Voluntary Contribution Account Inquiries](#)
- [Voluntary Separation Incentive Payments](#)
- [Volunteer Activities](#)

W

- [Wages and Salaries](#)
- **Wage System, Federal**
 - [General Information](#)
 - [Job Grading Standards](#)
 - [Job Qualification System](#)
 - [Wage Schedules](#)
- [Weather Dismissal Procedures, !\[\]\(af1290bcc7183a4d381cb73bd081f8d8_img.jpg\) \[544 KB\]](#) for federal employees in the Washington, DC area
- [Web Content Inventory](#)
- [Western Management Development Center \(WMDC\), Denver, CO](#)
- [What's New @ OPM](#)
- [White Collar Position Classification Standards](#)
- [White House Web Site](#)
- [Wilma Hurricane Info](#)
- [Work and Family](#)
- [Work/Life Programs](#)
 - [Adoption Benefits](#)
 - [Alcoholism](#)
 - [Child Care](#)
 - [Child/Elder Fairs](#)
 - [Child Support Enforcement](#)
 - [Domestic Violence](#)
 - [Drug-Free Workplace](#)
 - [Elder Care](#)
 - [Employee Assistance Program](#)
 - [Employee Health Services](#)
 - [Fatherhood](#)
 - [Health/Fitness Promotion](#)
 - [Job Sharing/Part-time Work](#)
 - [Kinship Care](#)
 - [Nursing Mothers](#)
 - [Parenting Support](#)
 - [Preventive Health Services](#)
 - [Smoking Cessation](#)
 - [Telework](#)
 - [Traumatic Events](#)
- [Workers Compensation, Special Study of](#)
- **Workforce**
 - [Development](#)
 - [Statistics](#)

- [Work Leader Grade Evaluation Guide, General Schedule](#)
- [Work Schedules](#)
- [Work Schedules, Religious Observances](#)
- [Worker Trainee Program](#)
- [Work-Year Civilian Employment Reporting Instructions](#)
- [Work Years and Personnel Costs](#)
- [Work Years and Personnel Costs, Reporting Instructions](#)

X 

- [X-118C Handbook for Trades and Labor Occupations](#)
- [XML and RSS Services](#)

Y 

Z 

- [Zipped Files Help](#)

[Top of Page](#)

U.S. Office of Personnel Management 1900 E Street NW, Washington, DC 20415 | (202) 606-1800 | TTY (202) 606-2532



U.S. OFFICE OF PERSONNEL MANAGEMENT

Ensuring the Federal Government has an effective civilian workforce

[OPM.gov Home](#) | [Subject Index](#) | [Important Links](#) | [Contact Us](#) | [Help](#)

- [Veterans Preference and Federal Employment](#)
- [FAIR Inventory](#)
- [Pandemic Influenza Information](#)
- [OPM Recruitment Showcase: Highlighting careers in the Federal Government](#)

Download and Install Flash Player



[Advanced Search](#)

Operating Status

Most Requested

- [USAJOBS](#)
- [Salaries and Wages](#)
- [Health Insurance](#)
- [Retirement Benefits](#)
- [Forms](#)
- [Publications](#)
- [Veterans' Information](#)

News & Events

- [News Releases](#)
- [Event Calendar](#)
- [Operational Goal Status](#)
- [Congressional Relations](#)

About OPM

- [Director's Desk](#)
- [Strategic & Operational Plan](#)

NEW WHAT'S NEW AT OPM

Aug 29, 2007

August 2007 Human Resources Line of Business Communications Letter.

[more](#)

Aug 28, 2007

Federal Register: Disabled Veterans Documentation.

[more](#)

Agency officials can view the latest updates to the Guide to Personnel Data Standards.

[more](#)

Aug 22, 2007

RI 79-9, Health Benefits Cancellation/Suspension Confirmation has been updated.

[more](#)

BROWSE BY AUDIENCE



Job Seekers

- USAJOBS Jobs at OPM Veterans' Information

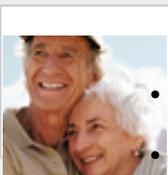
- Student Opportunities
- Scholarship for Service



Federal Employees

- Fed LDP
- Telework
- Leadership Training

- HealthierFeds
- Insurance Programs
- Federal Holidays



Retirees & Families

- Retirement Information
- Services Online

- Federal Tax Withholding Calculator



HR Practitioners/Agencies

- OASAS Systems
- Laws, Regulations & Other Guidance

- HR Line of Business
- Tools & Resources

- Organization Chart
- No FEAR Act Data
- Performance & Accountability Report
- Reports Portal
- More About the Agency

