

State Senator
Dave Schatz
District 26



Senior Services Handbook

Guide for Seniors in District 26, St. Louis and Franklin County



Dear Citizen,

This Senior Services Resources Guide was put together to better aide senior citizens in Senate District 26 find and acquire the services they need and are encouraged to utilize. If you need services in our area, please use this guide as a reference.

This guide includes phone numbers and addresses of many common and senior-specific public services in Franklin and St. Louis Counties. If you cannot find what you are looking for in this guide, then please do not hesitate to call my office for more help.



Sincerely,

A handwritten signature in black ink that reads "Dave Schatz". The signature is fluid and cursive, with the first and last names being the most prominent.

Senator Dave Schatz
26th Senate Distinct

**CAPITOL OFFICE:
201 W. CAPITOL AVE., RM. 433
JEFFERSON CITY, MO 65101
(573) 751-3678**

The contents of this publication are for informational purposes only and do not endorse or imply eligibility or availability.

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EMERGENCY SERVICES

FOR ALL AMBULANCE,
FIRE OR POLICE EMERGENCIES

DIAL **911**

For your safety and convenience, St. Louis City and County have consolidated their respective emergency numbers and established a 911 emergency number. At any time of the day or night, you may contact needed emergency services simply by dialing 911 and giving the following information:

1. Nature of the emergency.
2. Exact location - street address, community.
3. Number of the phone from which you are calling.

Poison Control (314) 772-5200
Arson Alert Program 1-800-392-7766

POLICE

St. Louis County (314) 889-2341
Franklin County (636) 583-2560

STATE HIGHWAY PATROL

Troop C - St. Louis County (636) 300-2800
 891 Technology Drive, Weldon Springs, MO 63304
Highway Patrol Road Conditions 1-800-222-6400

CRISIS HOTLINES

Elderly Abuse Hotline 1-800-392-0210
St. Louis Housing Resource Center
 (Homeless Hotline) (314) 802-5444

CONSUMER PROTECTION

Auto Safety Hotline 1-800-424-9393

Learn about recalls or report hazardous aspects of a car.

Better Business Bureau (314) 645-3300

Consumer Credit Counseling Services (314) 647-9004

1300 Hampton, 63139

Consumer Credit Counseling, SW 1-800-876-7069

Consumer Credit Reports 1-877-322-8228

Individuals can check their credit status. A fee may be charged for the service.

Missouri Consumer Protection Hotline 1-800-392-8222

MO Dept. of Insurance Consumer Information ... 1-800-726-7390



**To add your name to the
Missouri No Call List:**

Call toll free 1-866-662-2551 or

Visit the No Call website www.moago.org.

Office of the Missouri Attorney General

Consumer Protection Division St. Louis (314) 340-6815

Office of the U.S. Attorney General

U.S. Consumer Product Safety Commission 1-800-638-2772

DISABLED CITIZENS SERVICES

- Deaf Contact (Relay Missouri)** (Voice) 1-800-735-2466
 TDD 1-800-735-2966
- St. Louis Arc** (314) 569-2211
- Disability Determination Services**.....(314) 416-2803
- MERS/Missouri Goodwill Industries**.....(Voice) (314) 241-3464
 1727 Locust St., 63103.....TDD (314) 241-4645
- Governor’s Council on Disability** 1-800-877-8249
 P.O. Box 1668, 3315 W. Truman Blvd., Jefferson City, 65102
- Life Crisis Services**
- 1423 S. Big Bend Blvd., 63117 Hotline 1-800-273-8255
 Business Office (314) 647-3100
- Metropolitan Employment & Rehabilitation Services (MERS)**(314) 921-1782
 165 Cross Keys Shopping Center, 63033
- Missouri Head Injury Advisory Council** (573) 751-6246
- Missouri Protection & Advocacy Services** (314) 785-1702
 1992 Innerbelt Business Center Dr., 63114..... 1-800-233-3958
- Paraquad, Inc.** (314) 289-4200
 5240 Oakland Ave., 63110 TDD (314) 289-4252
- Rehabilitation Services for Blind** 1-800-592-6004
 9900 Page Ave., Ste. 105, 63132-1431
- Brain Injury Association of Missouri** (314) 423-6442
 10270 Page Ave., Ste., 100, 63132
- Central Institute for the Deaf** (314) 977-0132
 4560 Clayton Ave., 63110 TDD (314) 977-0037
- Center for Hearing and Speech** (314) 968-4710
 9835 Manchester Rd., 63119
- St. Louis Society for the Blind and Visually Impaired** ... (314) 968-9000
 8770 Manchester Rd., 63144
- Transportation - Mid-East Area Agency on Aging** (636) 207-1323
 14535 Manchester Rd., Manchester, 63011

FOOD AND SHELTER

- American Red Cross**(314) 516-2800
10195 Corporate Square, 63132-2905
- Community Action Agency of St. Louis, Inc.**(314) 863-0015
2709 Woodson Rd., 63114
- Community in Partnership Family Center**(314) 423-7770
10740 W. Page Ave., 63132-1016
- Food Stamps** 1-800-392-1261
- Ladies of Charity Service Center Caritas**(314) 383-4207
7500 Natural Bridge Rd., Serves Zip Codes: 63120 and 63121
Thrift store: Tue - Sat 10:00 - 2:00
Food Pantry: Wed & Fri 10:00 - 2:00
- Metro Ministry - Shalom House (Women)**(314) 534-1010
1040 S. Taylor Ave., 63110
- New Life Evangelistic Men's Shelter**(314) 421-3020
1411 Locust Ave., 63103
- New Life Evangelistic Women's Shelter**
County-9221 Delphine
Answering machine(314) 421-3020 or (314) 832-3615
- Operation Food Search**(314) 726-5355
- St. Louis County Human Services**(314) 615-4453
TDD (314) 615-4425
- St. Louis Housing Resource Center**
(Homeless Hotline)(314) 802-5444
(Other Business)(314) 802-5440
TDD (314) 802-5438

HEALTH-RELATED SERVICES

Alzheimer's Association	1-800-272-3900
St. Louis Chapter, 9374 Olive Blvd., 63132	(314) 432-3422
ALS Association	(314) 432-7257
2258 Weldon Parkway, 63146	1-888-873-8539
Birth & Death Records, Franklin County	(636) 583-7300
414 E. Main St., Union	
Birth & Death Records, St. Louis County	(314) 615-1720
111 S. Meramec Ave., 1st Floor	
Missouri Dept. of Health-Vital Records	(573) 751-6400
Cancer Information	1-800-422-6237
Health Education & Disease Prevention	(314) 615-0600
John C. Murphy Family Health Center and Medical Examiners Office	
6121 N. Hanley Rd., Berkeley, 63134	Main (314) 615-0500
Appointment	(314) 615-0560
PAKT Community Resource Center	(314) 524-2710
Public Health Sanitation	(314) 615-0600
Enforces ordinances and standards for food, pools and sewage.	
Vector Control (mosquito and rodent control)	(314) 615-0680
Salvation Army	(314) 535-0057
3949 Forest Park Ave.	
Franklin County Department of Health	(636) 583-7300
St. Louis County Department of Health	(314) 615-0600
Missouri Department of Health	1-800-835-5465

MEDICARE

If you are eligible for Social Security monthly benefits and are 65 or older, you are also eligible for Medicare health benefits. There is no cost to you for the hospital part of Medicare (Part A), which pays a large portion of any hospitalization you may require.

You may check on Medicare benefits with the Social Security Administration at 1-800-772-1213

TDD 1-800-325-0778

Local Social Security Offices:

Union: 43 Prairie Dell Plaza Drive, #5

Fenton: 650 Gravois Bluffs Blvd.

HOSPITALS

Franklin County- Area Hospitals:

Mercy Hospital (636) 239-8000

901 E. Fifth St., Washington, 63090

Mercy Clinic Women’s Health (636) 239-1001

2716 W. Osage St., Pacific, 63069

St. Clair Medical Center (636) 629-3300

370 N. Commercial Ave., 63077

Missouri Baptist Sullivan Hospital (573) 468-4186

751 Sappington Bridge Rd., 63080

St. Louis County- Area Hospitals:

Barnes-Jewish Hospital (314) 747-3000

#1 Barnes-Jewish Hospital Plaza, 63110

Barnes West County Hospital/BJC Health System (314) 996-8000

12634 Olive Blvd., 63104or (314) 996-8410

Cardinal Glennon Children’s Hospital (314) 577-5600

1465 S. Grand Ave. (Poison Control) (314) 772-5200

Christian Hospital (Northwest)/BJC Health System(314) 953-6000

1225 Graham Rd., 63031

(Northeast) 11133 Dunn Rd., 63136 (314) 653-5000

DePaul Health Center (314) 344-6000

12303 DePaul Drive, Bridgeton 63044

- Mercy St. Louis** (314) 525-1000
615 S. New Ballas Rd., Creve Coeur, 63141
- Missouri Baptist Medical Center/BJC Health System** (314) 996-5000
3015 N. Ballas Rd.
- St. Alexius Hospital (Jefferson Campus)** (314) 865-7000
2639 Miami St., 63118
- St. Anthony's Medical Center** (314) 525-1000
10010 Kennerly Rd., 63128
- St. Louis Children's Hospital at
Washington Univ./BJC Health System** (314) 454-6000
One Childrens Place, 63110
Pediatric Answer Line(314) 454-5437
- St. Louis Connectcare** (314) 361-2273
5535 Delmar Blvd.
- St. Louis University Hospital** (314) 577-8000
3635 Vista at Grand, 63104
- St. Luke's Hospital** (314) 434-1500
232 S. Woods Mill Rd., Chesterfield, 63017
- St. Mary's Health Center** (314) 768-8000
6420 Clayton Rd., Richmond Heights, 63117
- Shriner's Hospital for Children** (314) 432-3600
2001 S. Lindbergh Blvd.
- Veterans Administration Hospitals**
- John Cochran Hospital** (314) 652-4100
915 North Grand, 63106
- Jefferson Barracks Hospital** (314) 652-4100
#1 Jefferson Barracks Dr., St. Louis, 63125

HOUSING

- Community Action Agency of St. Louis, Inc.** (314) 863-0015
- Housing Authority - St. Louis County** (314) 428-3200
- Jefferson Franklin Community Action Corp.**.....(636) 789-2686

INSURANCE

The Missouri Department of Insurance is responsible for investigating rates, claims concerning adjustment practices and answering inquiries of concern. Homeowners, automobile and long-term care guides are available upon request.

- Department of Insurance** 1-800-726-7390
P.O. Box 690, Jefferson City, 65102
- Missouri Health Insurance Pool** 1-800-821-2231

MENTAL HEALTH SERVICES

- Crider Center for Mental Health** (636) 239-1717
416 Market St., Washington, 63090
- BJC Behavior Health Services** (314) 729-4004
343 S. Kirkwood Rd, Ste. 200, Kirkwood, 63122.
After Hours..... (314) 469-6644
- Barnes Jewish Hospital** (314) 747-3000
216 S. Kingshighway, 63110
- Bellefontaine Habilitation Center** (314) 340-6000
10695 Bellefontaine Rd., St. Louis, 63137
- Div. Of Alcohol & Drug Abuse Regional Office** (314) 877-0370
5400 Arsenal St., Room A-419, St. Louis, 63139
- Mental Health Assn. Of Greater St. Louis** (314) 773-1399
1905 S. Grand Blvd., 63104 TDD (314) 512-7593
- St. Louis County Regional Office**..... (314) 371-6500
9900 Page Ave., Ste. 106, St. Louis, 63132
- St. Louis Psychiatric Rehabilitation Center** (314) 877-6500
5300 Arsenal St., St. Louis, 63139
- Provident Counseling** Administrative Office (314) 371-6500
2650 Olive St., St. Louis, 63103. Crisis Hotline (314) 647-4357

SENIOR CITIZEN SERVICES

MEDICARE/SOCIAL SECURITY

If you are eligible for Social Security monthly benefits and are 65 or older, you are also eligible for Medicare for health benefits. There is no cost to you for the hospital part of Medicare (Part A), which pays for a large portion of any hospitalization you may require.

You may check on Medicare benefits with the Social Security Administration at..... 1-800-772-1213

TDD 1-800-325-0778

Local Social Security Offices:

Union: 43 Prairie Dell Plaza Drive, #5

Fenton: 650 Gravois Bluffs Blvd.

MEDICAID

Medicaid is a health assistance program administered by the state according to certain federal guidelines. Benefits are available to persons who are temporarily or permanently disabled, as well as low-income families and others.

Medicaid pays for visits to the doctor; immunization against diseases such as measles, tetanus and polio; ambulance services in case of emergency; in-patient hospital care; yearly eye examinations; children's glasses; laboratory and X-ray services; home health care services; family planning services; certain dental work and certain prescriptions and nursing home care for eligible recipients.

For more information, contact:

Division of Family Services - Income Maintenance ... (314) 493-6800

9900 Page Ave., 63132

PRESCRIPTION DRUGS FOR LOW INCOME SENIORS

Missouri Rx Program 1-800-375-1406

You May Be Eligible If You Are:

- A resident of the State of Missouri; and
- 65 years of age or older and enrolled in Medicare; or age 18 – 64, disabled and enrolled in Medicare; and
- Single with an annual gross income of \$19,600 or less; or married with an annual gross income of \$26,400 or less; and
- Enrolled in a Medicare Prescription Drug Plan (Part D). To learn more about the Part D or to choose and enroll in a Part D plan that's best for you, call **1-800-MEDICARE (1-800-633-4227) toll-free.**

OTHER INFORMATION FOR PHARMACEUTICAL ASSISTANCE

Prescription Drug Information Assistance (CLAIM)...1-800-390-3330

CLAIM assists persons needing prescription drugs to locate appropriate sources for medicines.

Veteran's Administration 1-877-222-8387

Veterans can call to see if they are eligible for prescription drug benefits.

Seniors can ask their physician for free samples. If seniors are not eligible under the Missouri Rx program, they can ask their physician for a 90-day supply that provides a savings.

Many services for senior citizens are available. If you are having problems with utility bills, bus transportation, rent, food stamps, medical care, tax returns, or other things, one of the following agencies may be able to help you.

Adult Abuse1-800-392-0210

Information regarding abuse, neglect or exploitation of people over 60, handicapped adults between the ages of 18 and 59, or residents in long-term care facilities is relayed to representatives of the Division of Aging for action.

Alzheimer's Disease and Related Disorders Association

St. Louis Chapter (314) 432-3422

Monday-Friday, 8 a.m.-5 p.m. 24/7 Hotline 1-800-272-3900

- Circuit Breaker** (314) 301-1660
Includes questions about Senior Citizen Tax Relief (Circuit Breaker), for retirees 65 or over on rent paid or real estate taxes. For information and tax forms, call or write:
2510 S. Brentwood, Blvd., Ste. 300, St. Louis, 63144
- Dept. of Health & Senior Services** (314) 340-7300
For information on in-home services such as personal care, homemaker assistance, and alternative and institutionalized care for seniors.
- Long-Term Care Information - VOICE** (314) 918-8222
Options for long-term care facilities; fees; level of care; facility inspection files; Medicare/Medicaid information. Nursing home directories upon request.
- Older Adult Community Action Program (OACAP) ...** (314) 993-2671
- Insurance**
- Oasis** (314) 862-2933
Help with insurance, Medicare and health care billings age 55 and over. Enrollment free. Other services are also available.
- CLAIM** 1-800-390-3330
(Insurance questions/claims for seniors.)
- Legal Services of Eastern Missouri (Elderly Law Unit) ...** (314) 534-4200
Free legal services for the elderly.
- Meals On Wheels** (314) 268-1523
Hot lunches delivered to your home.
- Mid-East Area Agency on Aging** (636) 207-1323
14535 Manchester Rd., 63011
- Eye Care America** 1-877-887-6327
Professional medical eye care is available for the needy elderly at no cost to the patient, prescription and glasses not included.
- OATS-Bus Transportation Information** (314) 894-1701
- Visiting Nurse Association** (314) 918-7171

TAXES

Each year new federal and state legislation brings changes in our tax laws. Hopefully, some of these new laws bring tax relief to most, if not all of us. In any event, they do make the task of preparing income tax returns a challenging one.

Missouri Department of Revenue

Income Tax Division (314) 877-0177

3256 Laclede Station Rd., Ste. 101

Mon. - Fri., 8:00 a.m. - 4:30 p.m.

Tax Form Request Hotline 1-800-877-6881

Circuit Breaker Tax Relief for Senior Citizens (314) 615-5500

For help with filing tax returns (no fee for low-income persons), contact:

Internal Revenue Service (Voice Recorded Info)..... (314) 612-4002

1222 Spruce St., Rm. 5203, 63103

2218 N. Hwy 67, Florissant

Federal Information Center..... 1-800-688-9889

Federal Tax Assistance By Phone 1-800-829-1040

TRANSPORTATION

For information about our state highways, transportation services, law enforcement assistance, or auto and driver's licenses, contact:

Department of Revenue - Licensing & Titles

Truman Bldg., Jefferson City, 65105 Motor Vehicle (573) 526-3669

Driver's License (573) 526-2407

Taxation (573) 751-3505

Department of Transportation - District 6 Office .. (314) 275-1500

1590 Woodlake Dr., Chesterfield, 63107

Missouri Department of Transportation

Customer Service 1-888-275-6636

UTILITIES/ENERGY INFORMATION

Ameren U.E.	1-800-552-7583
Inquiries about your bill, to obtain meter reading or discuss credit.	
Crawford Electric	(573) 732-4415
Gas Leaks (Laclede)	(314) 342-0800
Laclede Gas	(314) 621-6960
Community Action Agency of St. Louis, Inc.	(314) 863-0015
Energy assistance, Weatherization	(314) 863-0015

NOTICE REQUIRED ON UTILITY CUTOFFS

During the winter heating season, Missouri gas and electric utilities regulated by the Missouri Public Service Commission must give customers at least 10 days written notice before service may be disconnected and additional written or personal contact at least 96 hours prior to disconnection. Additionally, no disconnections may occur on any day in which the temperature is forecast to be below 30 degrees.

These rules, which are in effect between Nov. 1 and March 31, require also that customers whose service is about to be cut off be told that they might qualify for financial aid to help pay their utility bills. Elderly or handicapped customers who register with utilities in advance are given even greater protection by the new rules.

Customers can get more information on these regulations by calling:

Missouri Public Service Commission 1-800-392-4211

VETERANS' BENEFITS

The federal government has made many special benefits available to veterans. For questions concerning disability benefits, veterans' pensions, scholarships and loans under the GI Bill, contact a representative of Veterans' Affairs at one of the following locations:

Missouri Veterans Commission (573) 751-3779

12th Floor, Jefferson State Office Building 1-866-VET-INFO

P.O. Drawer 147, Jefferson City, 65102..... 1-866-838-4636

400 S. 18th St., Room 107, St. Louis, 63103-2271 (314) 552-9885

St. Louis County Office of Veterans' Services (314) 615-4413

121 S. Meramec Ave., Clayton, 63105

Franklin County Office of Veterans' Services.....(636) 584-6211

400 E. Locust St., Union, 63084

Veterans' Benefits 1-800-827-1000

400 S. 18th St., St. Louis, 63103

Education Benefits 1-888-442-4551

Veterans' Administration Hospitals

John Cochran Hospital (314) 652-4100

915 North Grand Ave., 63106..... 1-800-228-5459

Jefferson Barracks Hospital (314) 652-4100

#1 Jefferson Barracks Drive, St. Louis, 63125

**MISSOURI STATE
SENATOR DAVE SCHATZ**

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Jefferson City, MO 65101

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