

INFORMATION & SUPPORT SERVICES

❖ WHAT IS INFORMATION & SUPPORT SERVICES?

Although there are many services available to senior citizens in Ada County, those services are not always easy to find. Being repeatedly referred from one agency to another is frustrating to elderly persons and their families.

With one phone call to Senior Solutions Information & Support Services, callers can obtain information about agencies, organizations and other resources that can help meet their needs. Information provided to seniors and their families includes in-depth counseling about in-home help, locating appropriate senior housing, and information about agencies, organizations and other resources that can help meet their needs.

Support services include in-home needs assessments done by licensed social workers. The social workers help seniors create a realistic plan to meet their needs, and assist seniors in putting resources and services in place. Intensive case management, education and specialized assistance is also available on a for-pay basis to help people with the challenges of caring for elderly family members.

Senior Solutions Information & Support Services is a rich source of information and assistance for all senior citizens and their families.

❖ HOW DOES INFORMATION & SUPPORT SERVICES WORK?

Elderly citizens and/or their family members who need information can call or visit the Senior Solutions office. An Information & Support Services (I&SS) staff person will listen to the questions and concerns and provide answers based upon training, experience and the use of an extensive computerized database of local, state and national resources. Referrals can be given over the phone, in person, or by mail.

If a problem appears serious, the I&SS staff person will immediately refer the person to a Senior Solutions social worker. I&SS also connects seniors to the other services available through Senior Solutions and/or other agencies. Because I&SS is part of Senior Solutions, often the problem or problems can be solved without having to be referred to yet another agency.

❖ HOW DO I REACH INFORMATION & SUPPORT SERVICES?

You can reach Senior Solutions Information & Support Services by calling 345-7777. We will gladly assist you.



Solutions for Independent Living

Senior Solutions, Inc. ♦ 3010 West State Street, Suite 120 ♦ Boise, ID 83703 ♦ 208-345-7777 ♦ Fax: 208-345-7867
Boise Senior Activities Center ♦ 690 Robbins Road ♦ Boise, ID 83702 ♦ 208-345-9921 ♦ Fax: 208-387-0370
Email: seniorpr@mindspring.com ♦ Website: www.seniorsolutions.bz

