



# Senior Resource Guide

Provided as a courtesy by the

**Area Agency on Aging Region X**

**531 E. 15<sup>th</sup> St.**

**Joplin, MO**

**417-781-7562**

[www.aaaregionx.org](http://www.aaaregionx.org)

(Revised 1/16/2019)

## **Area Agency on Aging Senior Resource Guide**

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<b>Abuse, Neglect and Exploitation Hotline</b> Missouri's Adult Abuse and Neglect Hotline responds to reports of abuse, neglect, and financial exploitation- If you suspect someone is being abused, neglected or exploited, call the hotline, which operates 365 days per year from 7 am to 12 pm	1-800-392-0210
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<b>Affordable Care Act (ACA)</b>	
*Obamacare or Healthcare.gov insurance	
Access Family Care 530 S. Maiden Lane, Joplin or 412 E. McKinney St, Neosho	417-451-9450
Freeman Health System (Freeman West Campus) 1102 W. 32 <sup>nd</sup> St, Joplin	417-347-8888 or 1-800-736-2107
Mercy Coverage Assistance Program 1235 E. Cherokee St Springfield, MO Open M-F, 8 am to 4:30 pm	417-820-2000

<b>Assistive Durable Medical Equipment</b>	
American Cancer Society (Wigs, turbans, prosthesis, cancer info, nutritional supplements)	417-624-6808
First Christian Church, Carthage (Loans for assistive equipment, hospital and medical donations accepted)	417-358-4044
Independent Living Center 2639 E. 34 <sup>th</sup> St, Joplin (Assistive equipment loans, home modifications to provide accessibility, training)	417-659-8086 417-359-9911
Southwest Missouri Arthritis Association 819 E. 9 <sup>th</sup> , Joplin	417-782-6752

<b>Clothing Assistance</b>	
Crosslines Churches - Joplin 320 S. School	417-782-8384

Crosslines Ministries – Carthage 600 E. 6 <sup>th</sup> St	417-358-1577
Salvation Army 320 E. 8 <sup>th</sup> St, Joplin Clothing vouchers given- Call for additional info	417-624-4528
Salvation Army (Carthage Corps) 125 E. Fairview, Carthage (By appointment only)	417-358-2262
Watered Gardens 531 S. Kentucky, Joplin Clothing and shoes. Call for additional info	417-623-6030

<b>Credit/Money Management</b>	
Catholic Charities 403 E. 4 <sup>th</sup> , Joplin Housing and financial counseling	417-624-3790
Consumer Credit Counseling Services 3130 Wisconsin, Suite 4, Joplin	417-782-6830
Salvation Army – Joplin 320 E. 8 <sup>th</sup> St, Joplin Life Skills classes and assistance completing social services applications, job applications, medical forms, etc.	417-624-4528 Must live in Jasper county, call for assistance

<b>Dental Resources</b>	
Access Dental 530 S. Maiden Lane, Joplin (Sliding fee scale- All appts made on first day of the month; contact for more information and availability of appointments)	417-782-0080
Area Community Health 508 W. 76 Hwy, Anderson	417-845-2243 (must call for an appointment)
Community Clinic (currently for people NOT on Medicare or Medicaid) 701 S. Joplin, Joplin	417-624-5500 (call for additional info)
Dental Lifeline Network	573-636-4440 or <a href="mailto:tparis@DentalLifeline.org">tparis@DentalLifeline.org</a>
Mid-America Dental & Hearing, Mt- Vernon	800-354-1905
Missouri Donated Dental Services	866-792-9988
Missouri Southern State University Dental Hygiene Clinics, Joplin campus (students provide care and are supervised by faculty)	417-625-9379 (must call for an appointment)

<b>Disaster Assistance</b>	
Catholic Charities 403 E. 4 <sup>th</sup> , Joplin Provides immediate and long term case management services.	417-624-3790

<b>Domestic Violence Shelters</b>	
Lafayette House (Women & Children only) 1809 Connor, Joplin	1-800-416-1772 or 782-1772
Neosho Lafayette House 110 Spring St., Joplin	417-451-6106

<b>Emergency Shelters</b>	
Carthage Crisis Center 100 S. Main, Carthage	417-358-3533
Restoration Life 415 N. High, Neosho	417-455-9393
Souls Harbor Mission 915 S. Main St, Joplin	417-623-4358
Watered Gardens 531 S. Kentucky, Joplin	417-623-6030

<b>Employment</b>	
SCSEP (Senior Community Service Employment Program; formerly Experience Works) Assists seniors over 55 in Jasper, Newton and Barton Counties only. Income restrictions may apply.	660-233-4054
Joplin Office 730 Wall St. (Job Center) Joplin, MO 64804	417-625-3624 417-625-9905
Neosho Office 601 Laclede Ave, Smith Hall Neosho, MO 64850	417-451-2223 417-873-9275

<b>Family Caregiver Services</b>	
Area Agency on Aging 531 E. 15 <sup>th</sup> , Joplin Information and assistance for caregivers and families, assessment for services, temporary homemaker services, respite services, and personal care. (based on funding availability)	417-781-7562
The Independent Living Center/Consumer Directed Services (CDS Waiver) @ 2639 E 34 <sup>th</sup> St, Joplin	417-659-8086
Southwest Missouri Ombudsman Council of Churches - Connie Payne	417-862-3598

<b>Food Assistance/Food Stamps/SNAP</b>	
Department of Family Services (MoHealth.Net, SNAP - Supplemental Nutritional Assistance Program)	1-855-373-4636 (customer service line)
<ul style="list-style-type: none"> <li>▪ Barton County 501 W. 13<sup>th</sup> St, Lamar</li> <li>▪ Jasper County 601 Commercial, Joplin</li> <li>▪ McDonald County 929 N. 71 Business Hwy, Anderson</li> <li>▪ Newton County 201 N. Washington St, Neosho</li> </ul>	<p>417-682-3531</p> <p>417-629-3050</p> <p>417-845-6951</p> <p>417-455-5100</p>
Catholic Charities 403 E. 4 <sup>th</sup> , Joplin (Provides assistance with SNAP/Food stamps applications)	417-624-3790

<b>Food Pantries</b>	
Crosslines Churches Commodities and food pantry 320 S. School Ave., Joplin (Must be referred by Family Support Division/DFS); Driver's license needed. Call for hours and additional information.	417-782-8384
Crosslines of McDonald County Food Pantry 925 N. 71 Business Highway, Anderson	417-845-1800
Helping Hands Ministries 1304 E Pennell Carl Junction	417-649-6866 Hours: Wednesday and Saturday from 10-2 pm
The Help Center	417-451-0884

1321 N. Business Hwy 49, Neosho	
Lamar Good Samaritan 1301 Parry St, Lamar	417-682-5396
Salvation Army (Carthage Corps) 125 E. Fairview, Carthage	Lunch at 11:30, Monday thru Friday
Soul's Harbor (Prepared meals) 915 Main, Joplin	417-623-7927
"We Care" of the Four States 6863 Newman Rd (behind Abundant Life Church) Joplin	417-625-1600 By appointment only

<b>Hearing Services</b>	
Affordable Hearing Aid Project	630-203-3837
Starkey Foundation	866-354-3254
Midwest Ear Institute	816-932-1660
Missouri Assistive Technology – Show Me Loans	800-647-8557

<b>Homebound Services</b>	
Area Agency on Aging Region X Meals on Wheels Program (Homebound meals for qualifying individuals only; must be over 60 years old)	417- 781-7562 (frozen meal routes)
<b>Joplin Senior Center</b> 2616 S. Picher Ave. (at the corner of 26 <sup>th</sup> and Picher in Mercy Park)	417-781-9353 417-682-3881
<b>Barton County Senior Center</b> 306 11 <sup>th</sup> St, Lamar	417-358-4741
<b>Carthage Senior Center</b> 404 E. 3 <sup>rd</sup> St	417-673-1876
<b>Webb City Senior Center</b> 210 N. Pennsylvania	417-649-6437
<b>The Center</b> 303 N. Main, Carl Junction	417-451-0981
<b>The Center for Seniors</b> 1017 Carl Sweeney Parkway, Neosho	417-475-3511
<b>McDonald County Senior Center</b> 624 Johnson Dr, Noel	
Homebound Services (An outreach service of Saint Paul's UMC) Grocery shopping, medical transportation and light safety repair for those who qualify	417-624-3577 or 417-623-7090

<b>Home Repair Services/Handyman/Volunteers</b>	
Economic Security Home Repair Program (must call to see if you qualify; for homeowners only)	417-781-4437
Hearts & Hammers	417-629-8135
Joplin Area Ministerial Alliance	417-623-6134
Watered Gardens 531 S. Kentucky, Joplin (Must have need that is assessed during an interview; must call for more information)	417-623-6030
We Care of the Four States 6863 Newman Road, Joplin	417-325-1600 (call for availability and information)

<b>Housing/Shelter Assistance</b>	
City of Joplin Housing Authority 1824 W. 24 <sup>th</sup> , Joplin	417- 624-4514
Jasper County Public Housing Agency/Economic Security Corp 302 S. Joplin, Joplin	417-781-0352
Neosho Housing Authority	417-451-5303
Ozark Community Care (Medical diagnosis required) 3220 Wisconsin Avenue	417-347-7630
Salvation Army	

<b>Legal Services/Assistance</b>	
Legal Aid of Southwest Missouri 302 S. Joplin, Joplin	417-782-1650 or 1-800-492-7095
Missouri Bar Association	573-635-4128

<b>Low Vision Assistance</b>	
Joplin Association for the Blind 311 S. Schifferdecker, Joplin	417-623-5721

<b>Meals/Homebound meals</b>	
Area Agency on Aging Senior Centers Services available to people over 60 years of age. Also homebound meals available for qualifying individuals. <b>Joplin Senior Center</b>	417-781-9353

<p>2616 S. Picher Ave. (corner of Picher and 26<sup>th</sup> St. in Mercy Park)</p> <p><b>Barton County Senior Center</b> 306 11<sup>th</sup> St, Lamar</p> <p><b>Carthage Senior Center</b> 404 E. 3<sup>rd</sup> St</p> <p><b>Webb City Senior Center</b> 210 N. Pennsylvania</p> <p><b>The Center</b> 303 N. Main, Carl Junction</p> <p><b>The Center for Seniors</b> 1017 Carl Sweeney Parkway, Neosho</p> <p><b>McDonald County Senior Center</b> 624 Johnson Dr, Noel</p>	<p>417-682-3881</p> <p>417-358-4741</p> <p>417-673-1876</p> <p>417-649-6437</p> <p>417-451-0981</p> <p>417-475-3511</p>
<p>Salvation Army 320 E 8<sup>th</sup> St, Joplin Free breakfast Mon-Fri, 8 am to 8:45 am Free lunch Mon-Saturday, 12 pm to 1 pm</p>	<p>417-624-4528</p>
<p>Salvation Army (Carthage Corps) 125 E Fairview, Carthage Lunch 11:30, Mon-Fri</p>	

<b>Medical Assistance</b>	
<p>Access Family Care Community Health Center 430 S. Maiden Lane, Joplin</p>	<p>417-782-6200</p>
<p>Access Family Care Community Health Center, Dental Department 430 S Maiden Lane, Joplin</p>	<p>417-782-0080</p>
<p>Community Clinic (only for uninsured at this time, no Medicare patients) 701 S Joplin, Joplin</p>	<p>417-624-5500</p>
<p>Department of Family Services (MoHealth.Net/Medicaid)</p> <ul style="list-style-type: none"> <li>▪ Barton County 501 W. 13<sup>th</sup> St, Lamar</li> <li>▪ Jasper County 601 Commercial, Joplin</li> <li>▪ McDonald County 929 N. 71 Business Hwy, Anderson</li> <li>▪ Newton County 201 N. Washington St, Neosho</li> </ul>	<p>1-855-373-4636 (Family Support Division customer service line)</p>

<b>MEDICARE Assistance/Counseling</b>	
Area Agency on Aging Region X 531 E. 15 <sup>th</sup> St, Joplin (Medicare Part D enrollment, Extra Help and Medicare Savings Program enrollment assistance; Medicare counseling). Services for people over 60 years of age.	417-781-7562
Centers for Medicare & Medicaid Services (CMS) 7500 Security Boulevard Baltimore, Maryland 21244	1-800-MEDICARE or <a href="http://www.medicare.gov">www.medicare.gov</a>
CLAIM State Health Insurance Assistance Program	1-800- 390-3330
Social Security Administration (administers financial aspects of Medicare) 4102 S Arizona, Joplin, MO	1-866-964-7421 or <a href="http://www-socialsecurity.gov">www-socialsecurity.gov</a>

<b>Mental Health Services</b>	
National Alliance on Mental Illness 2701 Davis Blvd, Joplin	417-781-6264
Ozark Center 3010 McClelland Park Blvd, Joplin	417-347-7600

<b>Prescription Drug Assistance</b>	
Area Agency on Aging Region X 531 E. 15 <sup>th</sup> , Joplin, MO Assistance with screening for and applying for Extra Help and Medicare Savings Programs	417-781-7562 Call for an appointment
Extra Help from Social Security	800-772-1213
Medicare Savings Programs – Department of Family Services	855-373-4636
RX Outreach (Patient pharmaceutical assistance programs) Call for eligibility questions.	1-800-769-3880
Salvation Army 320 E. 8 <sup>th</sup> St Joplin, MO Must reside in Jasper County. Must call and make an appt, no walk-ins. (one prescription; no narcotics)	417-624-4528

<b>Rental Assistance</b>	
Crosslines	417-782-8384; Call to pre-qualify for assistance
Economic Security 302 S. Joplin, Joplin	417-781-0352; Call for info and eligibility requirements
Joplin Area Ministerial Alliance	417-623-6134
Salvation Army 320 E. 8 <sup>th</sup> St Joplin, MO	417-624-4528 Call for assistance. Must reside in Jasper County. Must call and make an appt, no walk-ins.
St. Vincent de Paul (various charity programs, call for details) 512 E. 32 <sup>nd</sup> St, Joplin	417-625-1085

<b>Social Security Information</b>	
Social Security Administration (Local Office) 4102 S. Arizona Ave, Joplin, MO Social Security benefits information, retirement issues, Medicare, spouses and disability issues	1-866-964-7421
US Social Security Administration <a href="http://www.socialsecurity.gov">www.socialsecurity.gov</a>	1-800-772-1213

<b>State Agencies – Local Offices</b>	
Department of Health and Senior Services 1110 E 7th St, #12, Joplin	417-629-3085
Department of Family Services FSD Information Center (Food stamps, MoHealthNet, TANF) Local offices: Joplin – 601 Commercial Joplin – 2639 E. 34 <sup>th</sup> St (Satellite office at The Independent Living Center) Neosho – 201 N. Washington Anderson – 929 N. Business Hwy 71 Lamar – 501 W. 13 <sup>th</sup> St	1-855-373-4636 1-800-392-1261 (Automated 24 hour information line)

<b>Tax Assistance</b>	
Internal Revenue Service	800-829-1040
Missouri Department of Revenue Taxation Division (for information about Property Tax Credit and Rent Rebate)	573-751-3505
Tax Volunteer Information line	800-906-9887 or 888-227-7669

We Care Coalition – Joplin Volunteer Income Tax Assistance (VITA) site (only available during tax season)	
We Care Coalition – MSSU 3950 Newman Road, Plaster Hall, Joplin Volunteer Income Tax Assistance (VITA) site (only available during tax season)	417-625-9371 (by appt only)
We Care Coalition – Carthage 2320 S. Grand(Fairview Christian Church) Carthage, MO Volunteer Income Tax Assistance (VITA) site (only available during tax season)	417-388-7609 (by appt only)

<b>Transitional Housing</b>	
Connection House 1901 Pennsylvania, Joplin	417- 781-2981 or (681) 521-7771
Economic Security Corp- – Joplin 302 S. Joplin, Joplin	417-781-0352

<b>Transportation</b>	
<b>MAPS (Metro Area Public Transit System)</b> is a curb-to-curb, accessible public transportation. MAPS HandiPass Coupon books (ten \$1-00 coupons per book) are sold through the City Finance Department, 602 Main Street, or at the Webb City Municipal Building, 200 S. Main, Webb City	417- 626-8609
<b>MORide.org</b> - MO RIDES referral service coordinates affordable rides for people with transportation challenge. MO RIDES can especially benefit senior citizens, individuals with disabilities and those with low to moderate incomes by helping locate transportation companies that will transport to work, medical appointments, shopping and more, throughout Missouri	636-359-4656
<b>(OATS)</b> - Organized Alternative Transit System Travels routes from city to city in the four county area. Call for details.	417-887-9272 or 800-770-6287
Metro Emergency Transport System (METS) (NO LONGER providing wheelchair van service for medical appointments; <u>only</u> ambulance services)	417-623-3347
Nationwide Medicare Transportation	417-206-8700
Logisticare Non-Emergency Medical Care	866-431-4635

(Medicaid/MoHealthNet only)	
Neosho Healthcare Transit	417-325-4111
Sunshine Lamp Trolley (Joplin)	417-626-8609
Homebound Services (An outreach service of Saint Paul's UMC). Medical transportation for those who qualify.	417-624-3577 or 417-623-7090

<b>Utility Assistance</b>	
Crosslines 2 <sup>nd</sup> and High Streets Requires proof of cancellation or shut off notice	417-782-8384 to pre-qualify for assistance
Crosslines of McDonald County 925 N 71 Business Highway, Anderson	417-845-1800
Economic Security Corporation 302 S. Joplin, Joplin	417- 781-0352 liheap@escswa.org
St. Vincent de Paul (rental & utility assistance) 512 E. 32 <sup>nd</sup> , Joplin	417- 625-1085
Liberty Utilities/Empire District Project Help	800-206-2300
Salvation Army - Joplin 320 E. 8 <sup>th</sup> St, Joplin Must reside in Jasper County. Must call and make an appt, no walk-ins.	417-624-4528
St. Vincent de Paul (various charity programs, call for details) 512 E. 32 <sup>nd</sup> St, Joplin	417-625-1085

<b>Veterans Resources</b>	
Healthcare for Homeless Veterans	1-800-253-8387, ext.- 65276
Missouri Department of Mental Health Housing Programs	573-751-2257 Or 573-751-9206
Missouri Veteran's Commission 730 S Wall Ave, Joplin, MO	417-629-3538
Veteran's Administration	1-800-827-1000 (main number)
Veteran's Administration – Joplin office 3015 S. Connecticut (plan to open in late 2018)	

<b>Vision Resources</b>	
EyeCare America	Must apply online at <a href="http://www-aa-org/eyecare-america">http://www-aa-org/eyecare-america</a>
Lion's Club	417-623-6129

1827 S Wall Street, Joplin	
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<b>Volunteer Opportunities</b>	
RSVP (Retired Senior Volunteer Program)	417-659-8086