

Community Resources

Area Agencies on Aging:

1. If you are age 60+ or disabled, and live in the City of St. Louis, this agency can assist you:

St. Louis Area Agency on Aging

1520 Market, Room 4086
St. Louis, MO 63103-2614
(314) 612-5918
www.slaaa.org

2. If you are age 60+ and live in St. Louis County, or the counties of Jefferson, Franklin, St. Charles, this agency can assist you:

Mid-East Area Agency on Aging

14535 Manchester Road
Manchester, MO 63011-3960
St. Louis County: (636) 207-1323
St. Charles, Jefferson, Franklin Counties: Toll-free:
1 (800) AGE-6060

Centers for Independent Living:

These centers assist people with disabilities achieve their maximum potential and offer a variety of services.

1. If you live in St. Louis City or St. Louis County:

Paraquad

5240 Oakland Ave., St Louis MO 63110 work
314-289-4200work
www.paraquad.org

2. If you live in Jefferson County:

Disability Resource Association

130 Brandon Wallace Way
Festus MO 63028
Phone: 636-931-7696
www.disabilityresourceassociation.org

3. If you live in Franklin County:
Heartland Independent Living Center
1010 Hwy 28 W
Owensville MO 65066
573-437-5100
www.heartlandilc.org

4. If you live in St. Charles County:
Delta Center for Independent Living
3833 McClay Road Suite 61
PO Box 550
St Peters MO 63376 work
636-926-8761
www.dcil.org

Protection and Advocacy Agency:

Missouri Protection and Advocacy Services is a federally mandated system in the state of Missouri which provides protection of the rights of persons with disabilities through legally-based advocacy.

Contact info:
925 South Country Club Dr.
Jefferson City MO 65109
800-392-8667
www.moadvocacy.org

Aging/Disability Resource Portal, sponsored by the Governor's Council on Disability

Truman State Office Building
301 West High Street
Room 840
PO Box 1668
Jefferson City, Mo 65102
1-800-877-8249

<http://disability.mo.gov/aging.htm>

Medicare Quality Improvement Organization:

If a Medicare beneficiary has a concern or is not satisfied with the quality of care received, he or she can call the KEPRO Medicare Beneficiary Helpline:
1-855-408-8557

Helpline hours of operation:

Weekdays: 9:00 a.m. to 5:00 p.m. Eastern, Central, and Mountain time

Weekends and Holidays: 11:00 a.m. to 3:00 p.m. Eastern, Central, and Mountain time

Hospital Appeals

A Medicare beneficiary has the right to appeal a hospital discharge if he or she feels too sick to leave. A Medicare beneficiary can do this even if he or she is in a health maintenance organization (HMO). The hospital will provide "An Important Message from Medicare," which explains how to appeal the discharge.

Medicare beneficiaries can call KEPRO for an appeal. KEPRO staff members will look at the medical record to see if the beneficiary should stay in the hospital. The beneficiary will be informed of the decision.

Skilled Services Appeals

A Medicare beneficiary has the right to appeal if he or she does not agree with the discontinuation of skilled services. The beneficiary must be given a letter with the planned discharge date explaining how to appeal. A Medicare beneficiary can appeal even if he or she is in an HMO.

Immediate Advocacy

Immediate Advocacy is an informal process used by the Quality Improvement Organization to quickly resolve an oral complaint. In this process, initiated with verbal consent from the Medicare beneficiary or representative, the Quality Improvement Organization makes direct contact with a provider or practitioner on behalf of the beneficiary. A beneficiary may discontinue Immediate Advocacy at any time. The use of Immediate Advocacy is not appropriate for situations when the beneficiary does not want his or her identity disclosed to the provider or practitioner.

KEPRO

5201 West Kennedy Boulevard, Suite 900
Tampa, Florida 33609
Attention: Beneficiary Complaints

Quality Home Health Care is committed to providing you with community outreach. Please if any social concerns or issues arise speak to your health care team for further direction. Our social work team is available by phone or visit if needed to assist.

ST LOUIS COMMUNITY RESOURCE PHONE GUIDE

CLOTHING AND FURNITURE

Connections to Success and Dress for Success 314-584-6887
 Dream Center 314-381-0700
 Isaiah 58 Ministries 314-776-1410
 Kingdom House 314-421-0400
 Salvation Army 314-771-3460
 St Vincent Depaul 314-231-9328
 Urban League 314-615-3564

COMMUNITY MENTAL HEALTH CENTERS

Adapt 888-657-3201
 Behavioral Health Response 314-469-6644
 BJC Behavioral Health 314-729-4004
 Centerpointe 800-345-5407
 Comtrea (Jefferson & So Cty) 636-931-2700
 Hopewell 314-531-1770
 Hyland 314-525-7275

COUNSELING (Sliding Scale Fees)

Provident Counseling 314-533-8200
 St Louis Empowerment Center 314-652-6100

COURTS

St Louis Circuit Court 314-622-4500
 St Louis Municipal Court 314-622-3231
 St Louis City Circuit Clerk 314-622-4434

DEVELOPMENTAL DISABILITIES

ACLU 314-652-3111
 ARC 314-569-2211
 Center for hearing and speech 314-968-4710
 Paragad 314-289-4200
 St Louis Society for the Blind and Visually Impaired 314-968-9000
 St Louis Help 314-567-4700

DISABILITY (SSI/SSD)

Social Security Administration 800-772-1213
 Access Disability Legal Services 314-450-4700

DIVISION OF FAMILY SERVICES

(FOOD STAMPS/MEDICAID)
 Resource Center 855-373-4636
 Family Support 573-751-3221
 Mo Health Net 573-751-3424

EDUCATION

Better Family Life 314-367-3440
 Canterbury Enterprises 314-781-3999
 Community Colleges 314-539-5722
 Computer Village 314-533-1900

EMPLOYMENT

Employment Connection 314-333-5627
 Jobs and more STL 314-922-9059
 Job Corps Center 314-679-6200
 Kingdom House 314-421-0400
 Manpower 314-241-1356
 Mers Goodwill 314-241-1133
 SLATE 314-589-8000
 St Patrick Center 314-802-0700
 Vocational Rehabilitation 314-877-2940

FOOD PANTRIES/PROGRAMS

HUNGER HOTLINE 314-726-5355 X 3
 Meals on Wheels 314-612-5918
 Biddle House 314-802-0700
 St Patrick Center 314-802-0700
 Guardian Angel/Hosea House 314-773-9027
 Isaiah 58 Ministries 314-776-1410
 Trinity Lutheran Church 314-231-4092
 St Vincent De Paul 314-231-9328
 Gateway 180 314-231-1515
 Peoples Center 314-269-5210
 St Louis Dream Center 314-381-0700
 Feed My People 314-631-4900
 St Stephens Food Pantry 314-521-0138
 Team Food Pantry 314-831-0879

HEALTH SERVICES

Affinia Health Care 314-814-8700
 Chips 314-652-9231
 City of St Louis Health Dept 314-872-1431
 Family Resource Center 314-53-9350
 SLU Health Resource 314-389-0008
 People Health Center 314-367-7848
 Family Care Health Center 314-353-5190
 Grace Hill Health Center 314-814-8700
 Myrtle Hilliard Davis 314-367-5820

HOUSING ASSISTANCE/HOMELESS SHELTERS

Biddle House 314-802-0700
 Covenant House 314-533-2241
 Peter & Paul 314-588-7111
 Sunshine Ministries 314-231-8209

HOUSING ASSISTANCE/HOMELESS SHELTERS cont.

3010 Apartments 314-833-4040
Community Action Agency 314-863-0015
Places for People 314-535-5600
Salvation Army Family Haven 314-423-7770
Father Dempsey's Home 314-535-7221
Missouri Veterans Endeavor 314-778-9497
St Louis Hope House 314-382-3801
St Louis Housing Authority 314-531-4770
Beyond Housing 314-533-0600
Catholic Charities Housing Resource 314-241-5600
HOPE 314-776-0155
Housing & Urban Development 314-539-6583
St Louis Housing Authority 314-531-4770
United Way 314-421-0700

LEGAL ASSISTANCE

ACLU 314-652-3111
Gateway Legal Services 314-534-0404
Lawyer Referral Service 314-621-6681
Legal Services of Eastern Missouri 314-534-4200

MEDICAL EQUIPMENT

STL HELP 314-567-4700

SUBSTANCE ABUSE

Alcoholics Anonymous 314-647-3677
Cocaine Anonymous 314-361-3500
Narcotics Anonymous 314-830-3232
Affinia Health Care 314-814-8700
Harris House 314-631-4299

TRANSPORTATION

Call A Ride 314-652-3617
Laclede Cab 314-652-3456
Metro Bus 314-231-2345
St Louis Area Agency on Aging 314-612-5918
OATS 314-888-6720

UTILITY ASSISTANCE

Ameren 800-552-7583
AT&T 800-288-2020
Spire Energy 800-887-4173
Cardinal Ritter 314-918-2258
Heat Up St Louis www.heatupstlouis.org
Cool Down St Louis www.cooldownstlouis.org
Franciscan Connection 314-773-8485
New Life Evangelistic 314-421-3020
United Way DIAL 211
Urban League 314-615-3684

VETERANS SERVICES

Hope Recovery Center 314-652-4100
Missouri Veterans Endeavor 314-778-9497
Project Hero 314-802-0700
US DEPT OF VETERANS AFFAIRS 800-827-1000
VA Medical Center 314-652-4100
Crisis Line 800-273-8255

HOTLINES AND INFORMATION

ALIVE Domestic Violence 314-993-2777
Behavioral Health Response 314-469-6644
Elderly Abuse & Neglect 800-392-0210
Hunger Hotline 314-726-5355
Housing Hotline 314-802-5444

HOTLINES AND INFORMATION cont.

Life Crisis Suicide Hotline 314-647-4357
United Way 211
Community Resource Guide www.startherestl.org
Mercy Neighborhood Ministry 314-364-2810
Catholic Charities 314-367-5500
Urban League 314-615-3600