RFS Services Overview

Main Office:
1110 Navaho Drive, 4th Floor
Raleigh, NC 27609
Phone: 919-872-7933
Email: Intake@rfsnc.org
Website: www.resourcesforseniors.org

Since 1973, Resources for Seniors has provided a wide range of services designed to inform, educate, empower, and improve the quality of life for older adults and adults with disabilities in Wake County.

Information about the following services can be obtained by calling our **Information and Referral Line** at **919-713-1556** or by visiting our website.

Information, Referral, and Case Assistance

Helping the Wake County community find information about resources is central to the mission of Resources for Seniors. The Information Department staff can listen to your situation, help you determine and find the right services, and direct you to the appropriate agencies. Assistance may be provided by telephone, email, or through a brief consultation visit (call for an appointment). Resources can also be found using the online directory:
https://resourcesforseniors.org/community-resources/
Fee: Free

Housing and Home Improvement

For eligible seniors 60+ years of age, the Housing and Home Improvement Program provides installation of safety and accessibility equipment such as ramps and grab bars. At this time, the program does **NOT** assist with any minor or major home repairs.
Fee: Sliding-scale fees for some services

Weatherization Services

Provides upgrades and repairs to make homes easier to heat and cool. Available to low-income homeowners and some renters.
Fee: Free

Housing Resources

Offers information on local housing options, including affordable senior housing, retirement communities, and long-term care facilities.

Note: RFS does NOT directly assist with placement of any kind

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Senior Activity Centers

Locations and contact numbers:

- Five Points (Raleigh): (919) 996-4738
- Anne Gordon (Raleigh): (919) 996-4720
- Garner: (919) 661-6894
- East Wake: (919) 365-4248
- Northern Wake: (919) 554-4111
- Cary: (919) 462-3983
- Apex: (919) 249-3354
- Morrisville: (919) 463-7140

These centers offer a variety of programs, activities, and services designed to provide social, educational, and health support to independent older adults. To find out more about activities offered or have general questions about a particular center, please call the center of interest directly.
Fee: *Most* programs are free

Total Life Centers

Locations and contact information:

- **North Raleigh (Departure Drive)**
  5124 Departure Drive Suite 101
  Raleigh, NC 27616
  (919) 873-1870
- **Cary (Bond Park)**
  110 Maury O'Dell Place
- Cary, NC 27513
  (919) 460-9008
- **Eastern Wake & Wendell**
  323 Lake Drive

Wendell, NC 27591
(919) 365-4248

- **Garner (Methodist Drive)**
  201 Methodist Drive
  Garner, NC 27529
  (919) 773-3790

These centers provide adult day services for older adults who require supervision during the day. Services include enrichment programs, nutritious meals, and caregiver respite.
Fee: Limited public funding available through the RFS Adult Day Care Funding Program or private pay

Note: Please contact each center directly for information regarding the enrollment process or for any other center-related questions.

Saturday Day Break

An adult group respite program offered on alternating Saturdays at:

- Total Life Center (Departure Drive, Raleigh)
- Total Life Center (Bond Park, Cary)

Fee: Private pay
Contact: Daniel Maynard – (919) 713-1525

Respite and Wake Independence at Home

Resources for Seniors administers public funding for programs that provide limited home care at subsidized rates for Wake County residents who have no caregiver or whose caregivers need a break from caregiving. These programs typically have long waiting lists. Contact our Information Department at **919-713-1556** to learn more.

Community Alternatives Program for Disabled Adults (CAP/DA)

This is a Medicaid-funded state program offering in-home care for those clients who might otherwise require nursing home care.

Note: RFS only does two things in CAP/DA:

- Submit the referral (not the official application)
- Serve as Case Managers if the client chooses RFS

- Clients can pick from several case management agencies
- Case Managers only work with assigned clients who are actively enrolled in CAP/DA

Transportation

Limited medical transportation is available for seniors age 60 and older who have no other transportation options. Lengthy waitlist may apply.
Fee: Free
Note: Seniors with full Medicaid are not eligible for this service, as they receive transportation through GoWake Access.

Options Counseling

Provides guidance for seniors and individuals with disabilities to access community supports and services. Helps individuals navigate available programs and make informed decisions about long-term care options.

Caregiver Support Groups

Various support groups (Alzheimer's/dementia, general caregiving, grief, etc.) meet monthly at senior centers and other community locations. Feel free to call our **Information and Referral Department** to request a list of local support groups.

Medication Education for Drug Safety (MEDS) Program

Our staff Pharmacist can provide medication reviews to identify possible side effects, drug interactions, and safety concerns.

How to Find Resources on Our Website

Visit **www.resourcesforseniors.org** to access information about services for older adults and adults with disabilities.

Users can search the **Community Resource Database**, which includes information on a wide range of services such as housing, transportation, home care, caregiver support, and more.

For assistance, contact the Information Department at **919-713-1556**, Monday through Friday, 8:00 a.m. to 5:00 p.m.

Speed Referrals

The **Speed Referrals** page on our website allows individuals to submit referrals online. Through Speed Referrals, users can complete referral forms online and submit electronically for selected programs.

Programs available for referral include:

- Community Alternatives Program for Disabled Adults
- In-Home Care Program
- Housing and Home Improvement (ramps, grab bars, hot water heaters only)
- Adult Day Care Funding

How to access Speed Referrals:

1. Go to **www.resourcesforseniors.org**
2. Click on **"Speed Referrals"** found under the "**Our Services"** tab at the top of the page.
3. Select the appropriate program
4. Complete and submit the online form

Note: **Incomplete forms will not be accepted**

- All questions with an asterisk (*****) are required
- The person filling out the form is responsible for giving all required information
- You can fill out the form yourself, OR call **919-713-1556** to have an Intake Specialist fill it out with you over the phone

For any questions or concerns, please reach out to the **Information and Referral Department**.