



**APPROVED**  
SENIOR NETWORK



Brought to you by  
Home Helpers of Lake Norman

Call Your Local Experts:

**(704) 899-5706**

## Home Helpers of Lake Norman

(704) 899-5706



### **Our Purpose is to Provide Exceptional Care**

Our purpose is simple – to be there for you and your family to make life easier, happier, healthier and more enjoyable – each and every day! We offer a wide range of In-Home Care services targeted towards:

- Seniors
- Individuals recovering from injury, surgery or illness
- People facing lifelong challenges and disabilities, including transportation
- New moms and working parents

We are locally owned, *have been recognized as a top caregiving company in the US*, and offer personal care services as well as **Medical Alert LifeLine Products**. As one of the community's most trusted and respected providers of in-home care and support, we work with clients in their homes, retirement communities, assisted living and skilled nursing facilities – wherever you call home. In addition, our office has been certified by Home Care Pulse as a Certified Trusted Provider.

### **Our Mission**

Since our founding in 1997, Home Helpers' goal has always been simple – to provide exceptional home care to those in need of a caring, helping hand. What began as a simple idea – making life easier, one person at a time – has grown and evolved over the years.

As one of the nation's leading In-Home Care Providers, our mission is to become the most trusted and respected provider of comprehensive home care services and support for you and your loved ones, empowering you to remain independent in your residence and community. Our services include Senior Care, assisting New Moms, Respite Care, Recuperative Care, Transportation Services, and a broad range of Medical Alert LifeLine and In-Home Electronic Aids.

We strive to be the extended family when the family can't be there.

# Senior Nutrition and Meals in Mecklenburg County

**Senior Citizens Nutrition Program (SCNP)**, commonly also known as the “Meals on Wheels Program” is more than a meal service program for individuals 60 years and older residing in Mecklenburg County. We believe, this program positively impacts the health and independence of seniors because the services we provide promote nutritional, physical and social well-being.

SCNP offers three types of services to eligible customers. They are: 1) Home Delivered Meals 2) Congregate meals and activities and 3) Nutritional Supplements. There are no income guidelines to receive these services and there is no cost to participate. The program is funded with a combination of federal, state, and county dollars; plus, voluntary contributions from service participants. Participants are under no obligation to contribute; it is entirely voluntary.

## Congregate Meal Services and activities

This service is offered at 19 sites that are conveniently located throughout Mecklenburg County. To learn more about this service, click on [congregate meal service and programs](#).

## Home Delivered Meal Service

This service provides home-delivered meals to those seniors determined to be “homebound”. A short term twelve-week home-delivered meal service is also available for those seniors recovering from hospitalization or rehabilitation. To learn more about this service, click on [home-delivered meal service](#).

### Nutritional Supplements Meal Service

Limited liquid nutritional supplements is provided to seniors with prescribed supplemental nutrition needs to learn more about this service, click on [nutritional supplements meal service](#).

### Congregate Meal Service & Activities

This service is offered at over 19 sites located throughout Mecklenburg County. Participants at the congregate nutrition sites meet Monday-Friday between the hours of 9 am and 1 pm to engage in positive, meaningful socialization, exercise and take part in a variety of fun activities, health promotion and educational programs. Volunteer opportunities are also available. At noon, participants eat hot, nutritious and appetizing meals that are planned by a dietitian and catered by a food vendor. To view the congregate site listing, click on [congregate sites list](#).

### **Who qualifies for this service?**

- Mecklenburg County residents, age 60 + and their spouses regardless of age when the older client is a nutrition client
- People under age 60 with disabilities who reside with and accompany eligible people to meal sites
- People under age 60 with disabilities who reside in housing facilities occupied primarily by older adults at which a congregate nutrition site is located

### **How to apply?**

- Visit the closest site and complete registration form

### **Congregate Transportation**












Transportation services are available to select sites on a limited basis through Mecklenburg County Transportation Services (MTS). To find out more information or to apply, please call **Just 1 Call at 704-432-1111**.








## Congregate Meal Site Locations:

For more information call either the Senior Nutrition Information line 704-336-3144, or the site phone number shown below:

### Warehouse – Supplemental Pick Up

500 Spratt Street  
Charlotte, NC 28206  
Phone: 704-372-5028

Site	Address	Phone	Map
▣ Area : Charlotte (15)			
Bette Rae Thomas Center	2921 Tuckaseegee Road Charlotte, NC 28208	704-394-2585	
Edwin Towers	201 W 10th St Charlotte, NC 28202	704-375-4109	
Johnston YMCA	3025 N Davidson St Charlotte, NC 28216	704-336-5681	
Mallard Creek Recreation Center	2530 Johnston-Oehler Road Charlotte, NC 28269	980-314-1147	
McAlpine Terrace	6130 Pine Burr Rd Charlotte, NC 28212	704-614-9154	
McCrorey YMCA	3801 Beatties Ford Rd. Charlotte, NC 28216	704-560-2429	
New Hope Baptist Church	1303 Hawthorne Ln Charlotte, NC 28205	704-432-0107	
Parktowne Terrace	5800 Fairview Rd Charlotte, NC 28209	704-614-9154	
Paw Creek Presbyterian Church	7400 Mt Holly Rd Charlotte, NC 28214	704-395-5955	
Pleasant Grove United Methodist Church	1915 Oakdale Rd Charlotte, NC 28216	704-393-6394	
Senior Center - Tyvola	2225 Tyvola Road Charlotte, NC 28120	980-314-1326	
Senior Center - Shamrock	3200 Shamrock Dr Charlotte, NC 28215	704-531-9153	

Southview Recreation Center	1720 Vilma St Charlotte, NC 28208	704-392-7231	
Strawn Apartments	1225 S. Caldwell Street Charlotte, NC 28203	704-375-9303	
West Charlotte Rec Center	2401 Kendall Dr Charlotte, NC 28216	704-395-6040	
▣ Area : Derita (1)			
Ebenezer Baptist Church	2020 Sugar Creek Rd W Charlotte, NC 28269	704-921-2077	
▣ Area : Huntersville (1)			
North Meck Senior Center	102 Gilead Rd. Huntersville, NC 28078	704-948-3218	
▣ Area : Mint Hill (1)			
Philadelphia Presbyterian Church	11501 Bain School Rd Mint Hill, NC 28227	704-573-2490	
▣ Area : Pineville (1)			
Belle Johnston Center	1000 Johnston Drive Pineville, NC 28134	704-889-7444	

# Meals on Wheels in Cornelius, NC

We provide weekly home-delivery of meals to seniors who are assessed to be “homebound”, therefore cannot attend a congregate nutrition site, they are unable to shop and prepare food for themselves and they have no reliable support. The goal of this program is to provide a support service to enable senior adults to remain independent in their own homes. Eligibility for home delivered meal services are assessed by a county case worker. For more information about this service or to sign up for this program, please call Just1Call at 704-432-1111.

A short term (up to 12 weeks) home delivered meal option is also available for those seniors recovering from hospitalization or rehabilitation and meet the homebound meal service eligibility as described above. For more information or to sign up for this program, please call our office at 704-336-3144.

Who qualifies for this service?

- Mecklenburg County residents, age 60+ who are physically or mentally unable to obtain food or prepare meals and they have no responsible person who is able and willing to perform this service
- Are unable to attend a congregate nutrition site because of physical or mental impairment
- The spouse of an older person, if one or the other is homebound because of illness or incapacitating disability

How to Apply?

- Individual interested in this service must call Just 1 Call service at 704-432-1111. A medical provider, family member, caregiver, or a friend may call and make the referral for the potential client.
- For short term meal service, individual must call 704-336-3144. Referrals can also be made by a medical provider, family member, caregiver or a friend.

# Adult Social Work Services (ASWS)

## AVAILABLE SERVICES:

- **Just1Call (J1C)** is the single portal of entry for information, referral, and initiation of services. The J1C process begins with an inquiry from a prospective client, family member, a member of the community, or an agency. Our highly skilled intake social workers screen and assess urgent complex requests for assistance via telephone, office, and home visit interviews and help the client access needed resources. See [frequently asked questions](#).
- The **Monitoring Unit** Responds to complaints and monitors licensed Assisted Living Facilities and Family Care Homes to ensure their compliance with state regulations in meeting the needs of residents.
- **Adult Protective Services (APS)** provides protective services to disabled adults, 18 years of age or older who are alleged to be abused, neglected, or exploited and in need of protection. APS Social Workers evaluate the reports and assess the disabled adult's capacity to consent for services. To report instances of abuse, neglect or exploitation of an older or disabled adult, please call 704-336-CARE (2273) immediately. Your call will be kept confidential.
- The **Caregiver Support Program** provides assistance to family and volunteer caregivers who provide assistance to the loved ones at home. Persons being cared for must reside in Mecklenburg County and be over the age of 60 or have Alzheimer's Disease or other dementia. Services include referrals to community agencies, education, and funding for respite services and supplemental services such as home modifications, nutritional supplements and adaptive equipment. All of this is focused on making the caregiver's role more manageable.



- **Kinship Care** is the family caregiver support program at Mecklenburg County Department of Social Services for any older relative raising younger children. Thus far participants are grandmothers and grandfathers who are raising their grandchildren. If you are a grandparent raising grandchildren or other relative caregiver of children up to age 17, we invite you to come and be a part this very exciting group of grands. We meet the second Monday of each month at 3205 Freedom Drive, Charlotte, NC 28208. We are located at the corner of Ashley Rd and Freedom Drive. For more information call Just 1 Call at 704-432-1111.
- **Guardianship** provides services to individuals who have been declared mentally incompetent and who have no one else to assume this responsibility. Social workers aid in locating resources to meet the needs of these individuals in the least restrictive living arrangements.
- **Services to Maintain Independence (SMI)** Social Workers help older and disabled adults access community resources and other services that will enable the individuals to remain safely in their own homes as long as possible.
- **Community Social Work** provides social work and case management assistance for adults, seniors and disabled citizens who fall outside of protective services and public assistance services. These clients need supportive services to navigate multiple systems and guide them as they to grow to reach self-sufficiency. Staff work with other County services and external community collaborative partners to connect customers with resources to assist vulnerable and underserved citizens.

#### **HOW TO APPLY FOR SERVICES:**

The individual needing services or someone acting on the individual's behalf can call Just1Call at **704-432-1111** to request assistance. Requests for assistance can also be made in person. See list of locations.

# **Mecklenburg Transportation System (MTS)**

The Mecklenburg Transportation System (MTS) provides a variety of transportation services to Mecklenburg County residents.

## **How to Apply for Services**

- To apply for Medicaid funded transportation, an individual should contact his/her Medicaid worker.
- To apply for Veterans Transportation, an individual should call the Veterans Service Office 704-336-2102.
- To apply for transportation to a nutrition site, for homebound meal delivery, to a medical facility, or any other location, an individual should contact the Transportation Services Line 704-336-4547.

## **Description of Transportation Programs and Eligibility Provided by MTS**

### **Medicaid Transportation**

Adults and children authorized to receive Medicaid transportation are transported to and from a medical destination. CATS bus service is the primary mode of transportation. A Medicaid Transportation Exception Form (5028) is required. Cost: No fare.

### **Elderly Disabled Transportation Assistance (EDTAP)**

Adults aged 60+ and children and adults with a disability are transported to and from dialysis or chemotherapy. Cost: \$1.50 fare per one-way trip.

### **Elderly General Purpose (EGP)**

Adults aged 60+ that are not living in an assisted living facility or nursing home are transported to and from medical appointments, grocery shopping, and

Mecklenburg County Park and Recreation/Senior Centers. Cost: \$1.50 fare per one way trip. \$10.00 for a monthly CATS bus pass.

### **Enhanced Mobility of Seniors & Individuals with Disabilities (5310)**

Adults aged 65+ or individuals with a disability are transportation to and from medical facilities, paid employment and grocery shopping. Cost: \$1.50 per one way trip.

### **Rural General Public (RGP)**

Neither the origin or destination of the trip must be in the non-urbanized area of Mecklenburg County for persons of any age. Door to door service is provided or passengers may choose to be taken from the non-urbanized location to a local Charlotte Area Transit System (CATS). Cost: \$1.50 fare per one way trip.

### **Veterans Services Transportation**

Qualified veterans are transported to and from Veterans Affairs hospitals in North Carolina and to and from medical clinics in Charlotte. Call the Veterans Services Office at 704-336-2102 for more information. Cost: No fare. Veteran Transportation Online Request

### **Senior Citizens Nutrition Congregate (SCNP)**

Transportation provided directly by MTS for adults aged 60+ are transported to and from Mecklenburg County Senior Citizens Nutrition sites for a nutritious meal and social activities. The service is provided directly by MTS drivers. Costs: No fare. Contributions are accepted but not required.

## **Comprehensive Community Program (CCP)**

Transportation provided directly by MTS for developmentally disabled adults to participating agencies that provide employment and enrichment opportunities.  
Cost: Sponsoring agency is responsible for cost of service.

**Important to Remember: All MTS programs, except Medicaid Transportation, have limited funding available. As a result, frequencies and types of trips may be adjusted.**



**APPROVED**  
SENIOR NETWORK



Brought to you by  
Home Helpers of Lake Norman

Call Your Local Experts:

**(704) 899-5706**