

INFORMATION AND ASSISTANCE (I&A)

You have concerns about an older family member or for yourself, and want to find out what services are available, but aren't sure who to talk with or what questions to ask.

Trained staff will assess the individual's problems/needs, determine appropriate available services, and makes referrals. When appropriate will follow-up to ensure the service met the need.

Staff will also assist individuals when needed in signing up for public services or linking them directly with public service agency.

If you receive information from us about services that do not meet the individual's need(s) or are no longer available. Please let us know. Our goal is to provide accurate information.

Contact us by phone at 208-667-3179 or toll free 800-786-5536, or by e-mail at infoassist@aaani.org. Just mention that you have questions about services and would like to talk with someone.

Area Agency on Aging of North Idaho

2120 Lakewood Drive, Suite B • Coeur d'Alene, ID 83814 208-667-3179 or 800-786-5536 • Fax 208-667-5938 • www.aaani.org