

Administration on Aging (AoA)**Public Inquiries Unit**

330 Independence Avenue, SW

Washington, DC 20201

(202) 619-0724

TDD: (800) 877-8339

Eldercare Locator: (800) 677-1116

Fax: (202) 357-3555

www.aoa.dhhs.gov

About: An agency of the U.S. Department of Health and Human Services, AoA is one of the nation's largest providers of home- and community-based care for older persons and their caregivers. AoA's mission is to develop a comprehensive, coordinated, and cost-effective system of long-term care that helps elderly individuals to maintain dignity in their homes and communities.

Alliance for Aging Research

2021 K Street, NW, Suite 305

Washington, DC 20006

(202) 293-2856

Fax: (202) 785-8574

www.agingresearch.org

About: The Alliance for Aging Research is dedicated to supporting and accelerating the pace of medical discoveries to vastly improve the universal human experience of aging and health.

Alzheimer's Association

225 North Michigan Avenue, Floor 17

Chicago, IL 60601-7633

(800) 272-3900

Fax: (866) 699-1246

info@alz.org

www.alz.org

About: The Alzheimer's Association is the leading voluntary health organization in Alzheimer care, support, and research. Its mission is to eliminate Alzheimer's disease through the advancement of research, to provide and enhance care and support for all affected, and to reduce the risk of dementia through the promotion of brain health.

American Association of Homes and Services for the Aging (AAHSA)

2519 Connecticut Avenue, NW

Washington, DC 20008-1520

(202) 783-2242

Fax: (202) 783-2255

www.aahsa.org

About: The members of AAHSA offer a continuum of aging services, including adult day services, home health, community services, senior housing, assisted living residences, continuing care retirement communities, and nursing homes.

American Association of Retired Persons (AARP)

601 E Street, NW

Washington, DC 20049

(888) 687-2277 (OUR AARP)

www.aarp.org

About: AARP is a nonprofit, nonpartisan membership organization for people age 50 and over. AARP is dedicated to enhancing the quality of life for all as we age. The association leads positive social change and delivers value to members through information, advocacy, and service.

American Automobile Association (AAA) Foundation for Traffic Safety

607 14th Street, NW, Suite 201

Washington, DC 20005
(800) 993-7222

www.aaafoundation.org

About: The AAA Foundation for Traffic Safety is dedicated to saving lives and reducing injuries on the roads. Since 1947, the Foundation has funded over 170 research projects designed to discover the causes of traffic crashes, prevent them, and minimize injuries when they do occur. The AAA Foundation uses this research to develop focused, high-impact educational materials for drivers, pedestrians, bicyclists, and other road users.

**American Bar Association
Commission on Law and Aging**

740 15th Street, NW
Washington, DC 20005-1022
(202) 662-8690
Fax: (202) 662-8698

abaaging@abanet.org
www.abanet.org/aging/

About: The mission of the ABA Commission on Law and Aging is to strengthen and secure the legal rights, dignity, autonomy, quality of life, and quality of care of elders. It carries out this mission through research, policy development, technical assistance, advocacy, education, and training.

American Federation for Aging Research (AFAR)

55 W 39th Street, 16th Floor
New York, NY 10018
(212) 703-9977
Fax: (212) 997-0330

info@afar.org
www.afar.org
www.infoaging.org

About: AFAR plays a major role in providing and advancing knowledge of aging and mechanisms of age-related disease by providing start-up grants and fellowship programs to encourage scientists and physicians to pursue careers in the aging field.

American Seniors Housing Association (ASHA)

5100 Wisconsin Avenue, NW, Suite 307
Washington, DC 20016
(202) 237-0900
Fax: (202) 237-1616

www.seniorhousing.org

About: Members of ASHA are executives involved in the operation, development, and finance of the entire spectrum of senior housing—senior apartments, independent living communities, assisted living residences, and continuing care retirement communities. ASHA's membership consists of both for-profit and not-for-profit operators, lenders and investors, and other prominent professionals.

American Society on Aging (ASA)

833 Market Street, Suite 511
San Francisco, CA 94103
(800) 537-9728
(415) 974-9600
Fax: (415) 974-0300

www.asaging.org

About: ASA is an association of diverse individuals bound by a common goal: to support the commitment and enhance the knowledge and skills of those who seek to improve the quality of life of older adults and their families. The membership of ASA is a multidisciplinary array of professionals who are concerned with the physical, emotional, social, economic, and spiritual aspects of aging. They range from practitioners, educators, administrators, policymakers, business people, researchers, students, and more.

Assisted Living Federation of America (ALFA)

1650 King Street, Suite 602
Alexandria, VA 22314-2747
(703) 894-1805
Fax: (703) 894-1831

www.alfa.org

About: ALFA is the largest national association dedicated exclusively to professionally operated assisted living communities for seniors. ALFA's member-driven programs promote business and operational excellence through national conferences, research, publications, and executive networks. ALFA works to influence public policy by advocating for informed choice, quality care, and accessibility for all Americans.

Better Business Bureau (BBB)

4200 Wilson Blvd, Suite 800
Arlington, VA 22203-1838
(703) 276-0100
Fax: (703) 525-8277

www.bbb.org

About: BBB is an unbiased nonprofit organization that sets and upholds high standards for fair and honest business behavior. Businesses that earn BBB accreditation contractually agree to adhere to the organization's high standards of ethical business behavior. BBB provides objective advice, free business and charity reports, and educational information on topics affecting marketplace trust. To further promote trust, BBB also offers complaint and dispute resolution support for consumers and businesses when there is difference in viewpoints.

CellPhone Bank.org

4551 NW 44th Avenue
Ocala, FL 34482
(866) 290-7864

www.911cellphonebank.com

About: In May of 2004, the 911 Cell Phone Bank was created to provide an ongoing and readily available source of 911 emergency cell phones and funds to meet unexpected and urgent needs of participating law enforcement and affiliated victims services agencies.

Citizen Corps

cert@dhs.gov
www.thecitizencorps.gov

About: Citizen Corps, a vital component of USA Freedom Corps, was created to help coordinate volunteer activities that will make our communities safer, stronger, and better prepared to respond to any emergency situation. It provides opportunities for people to participate in a range of measures to make their families, their homes, and their communities safer from the threats of crime, terrorism, and disasters of all kinds. Citizen Corps programs include the Community Emergency Response Team (CERT) Program, the Fire Corps, the Medical Reserve Corps (MRC) Program, USAonWatch (Neighborhood Watch), and the Volunteers in Police Service Program.

Office of Community Oriented Policing Services (COPS)

U.S. Department of Justice
1100 Vermont Avenue, NW
Washington, DC 20530
(800) 421-6770
(202) 307-1480 (Response Center)

AskCopsRC@usdoj.gov

www.cops.usdoj.gov/

About: A component of the U.S. Department of Justice, the COPS Office works to advance the practice of community policing as an effective strategy to improve public safety. The COPS Office awards grants to tribal, state, and local law enforcement agencies to hire and train community policing professionals, acquire and deploy cutting-edge technology, and develop and test innovative policing strategies. The COPS Office also provides training and technical assistance to law enforcement professionals.

Community Safety Institute (CSI)

101 Austin Boulevard, Suite 600

Red Oak, TX 75154

(972) 576-8662

Fax: (972) 576-8682

info@csi1.org

www.communitysafetyinstitute.org

About: CSI is a matrix organization of law enforcement, school, public safety, and local government management professionals. CSI specialists conduct campus safety assessments, community safety training, and crisis response training. CSI has a proven track record in the development and implementation of national training and technical assistance programs, including the Safety Training and Resources (STAR) initiative.

Consumer Action Handbook

Federal Citizen Information Center

U.S. General Services Administration

1800 F Street, NW, Room G142

Washington, DC 20405

(202) 501-1794

(888) 878-3256 (8-PUEBLO)

www.consumeraction.gov

About: The *Consumer Action Handbook* is published by the federal government and offers general buying tips and suggestions for resolving marketplace problems, as well as information on specific topics such as credit, cars, insurance, and travel.

To order *Handbook* by mail, send name and address to:

Handbook

Pueblo, Colorado 81009

Consumer Consortium on Assisted Living (CCAL)

2342 Oak Street

Falls Church, VA 22046

(703) 533-8121

info@ccal.org

www.ccal.org

About: CCAL is the only nonprofit consumer-based organization nationwide focused on the needs, rights, and protection of assisted living consumers, their caregivers, and loved ones. CCAL advocates for the safety, quality care, and protection of assisted living residents and educates consumers to help them navigate the confusing array of assisted living choices and make appropriate, informed decisions.

CREDIT BUREAUS**Annual Credit Report Request Service**

PO Box 105283

Atlanta, GA 30348-5283

(877) 322-8228

www.annualcreditreport.com

About: www.annualcreditreport.com is a centralized service for consumers to request free annual credit reports. It was created by the three nationwide consumer credit reporting companies—Equifax, Experian, and TransUnion.

OptOutPrescreen.com

PO Box 600344

Jacksonville, FL 32260

(888) 567-8688 (5OPTOUT)

www.optoutprescreen.com

About: OptOutPrescreen.com is the official consumer credit reporting industry website that allows consumers to opt in or opt out of offers for credit and insurance. NOTE: All requests must be made via the toll-free number or the website. Suggestions and complaints may be mailed to the physical address listed above.

Equifax

PO Box 740250
Atlanta, GA 30374-0250
(888) 766-0008 (to report credit card fraud)
(800) 685-1111 (to request credit report)
www.equifax.com

Experian (formerly TRW)

475 Anton Boulevard
Costa Mesa, CA 92626
(888) 397-3742 (Experian) (to request credit report and to report credit card fraud)
www.experian.com

TransUnion

PO Box 6790
Fullerton, CA 92834
(800) 680-7289 (fraud victim assistance)
(800) 877-322-8228 (to request credit report)
www.transunion.com

Department of Health and Human Services (HHS)

200 Independence Avenue, SW
Washington, DC 20201
(877) 696-6775
(202) 619-0257

www.hhs.gov

www.hhs.gov/about/referlst.html (alphabetical directory of HHS information and hotline topics)

About: HHS is the U.S. government's principal agency for protecting the health of all Americans and providing essential human services. The department comprises more than 300 programs, including health and social science research, Medicare, and services for older Americans such as home-delivered meals.

Department of Justice (DOJ)

950 Pennsylvania Avenue, NW
Washington, DC 20530-0001
(202) 514-2000
TTY: (202) 514-0716

askdoj@usdoj.gov

www.usdoj.gov

About: The mission of DOJ is to enforce the law and defend the interests of the United States according to the law, to ensure public safety against foreign and domestic threats, to provide federal leadership in preventing and controlling crime, to seek just punishment for those guilty of unlawful behavior, and to ensure fair and impartial administration of justice for all Americans.

Direct Marketing Association (DMA)

1120 Avenue of the Americas
New York, NY 10036-6700
(212) 768-7277

customerservice@the-dma.org

www.the-dma.org

About: DMA advocates industry standards for responsible marketing, promotes relevance as the key to reaching consumers with desirable offers, and provides cutting-edge research, education, and networking

opportunities. The DMA website offers information and instructions for removing your name from direct mail, telemarketing, and email lists

ELDER ABUSE/EXPLOITATION

Administration on Aging (AoA)

<http://www.aoa.gov/press/fact/fact.asp>

About: Fact sheets and briefs on AoA services.

Eldercare Locator

(800) 677-1116

<http://www.eldercare.gov/Eldercare/Public/Home.asp>

About: A service linking those who need assistance with state and local area agencies on aging and community-based organizations that serve older adults and their caregivers.

National Center on Elder Abuse (NCEA)

http://www.ncea.aoa.gov/NCEAroot/Main_Site/FAQ/Questions.aspx

About: Frequently asked questions on elder abuse.

NCEA Promising Practices Database

http://www.ncea.aoa.gov/NCEAroot/Main_Site/Resources/Promising_Practices/PP_Home.aspx

About: NCEA program and information locator.

NCEA Publications

http://www.ncea.aoa.gov/NCEAroot/Main_Site/Library/Publications/Publications1.aspx

About: Provides links to NCEA publications on elder abuse.

OnGuard Online

OnGuardOnline@ftc.gov

www.onguardonline.gov

About: OnGuard Online provides tips from the federal government and the technology industry to help consumers guard against Internet fraud, secure their computers, and protect personal information.

Eldercare Locator

(800) 677-1116

Fax: (202) 296-8134

www.eldercare.gov

<http://www.eldercare.gov/Eldercare/Public/Home.asp>

About: A service of the U.S. Administration on Aging, Eldercare Locator is the first step to finding resources for older Americans. The service links those who need assistance with state and local area agencies on aging and community-based organizations that serve older adults and their caregivers.

Elder Wisdom Circle (EWC)

506 Tampico

Walnut Creek, CA 94598

(925) 945-8814

www.elderwisdomcircle.org/

About: EWC is a place for people in their teens, 20, and 30s (and beyond) to connect with "cyber grandparents" for anonymous personal advice. EWC seeks to provide a meaningful, enriching volunteer opportunity for seniors aged 60 to 100+ living at home or in communal senior facilities and to improve society's perception and value of older citizens.

Family Caregiver Alliance (FCA)

180 Montgomery Street, Suite 1100

San Francisco, CA 94104

(800) 445-8106

(415) 434-3388
Fax: (415) 434.3508
info@caregiver.org
www.caregiver.org

About: FCA was the first community-based nonprofit to address the needs of families and friends providing long-term care at home. FCA now offers national, state, and local programs to support and sustain caregivers.

Federal Bureau of Investigation (FBI)

www.fbi.gov
www.fbi.gov/majcases/fraud/fraudschemes.htm (information on common frauds and schemes)

About: The mission of the FBI is to protect and defend the United States against terrorist and foreign intelligence threats, to uphold and enforce the criminal laws of the United States, and to provide leadership and criminal justice services to federal, state, municipal, and international agencies and partners.

Federal Interagency Forum on Aging-Related Statistics

3311 Toledo Road, Room 5419
Hyattsville, MD 20782
(800) 232-4636
www.agingstats.gov

About: The Forum brings together federal agencies interested in improving aging-related data. It plays a key role by evaluating existing data resources and limitations, stimulating new database development, encouraging cooperation and data-sharing, and preparing collaborative statistical reports.

Federal Trade Commission (FTC)

Consumer Response Center
600 Pennsylvania Avenue, NW
Washington, DC 20580
(877) 382-4357 (FTC-HELP)
(877) 438-4338 (IDTHEFT) (identity theft helpline)
TTY: (866) 653-4261
<http://www.ftc.gov/bcp/index.shtml>

About: FTC is the nation's consumer protection agency. The FTC Bureau of Consumer Protection works for the consumer to prevent fraud, deception, and unfair business practices in the marketplace.

FirstGov for Seniors

USA.gov
U.S. General Services Administration
Office of Citizen Services and Communication
1800 F Street, NW, Suite G-142
Washington, DC 20405
(800) 333-4636 (FED-INFO)
www.firstgov.gov/Topics/Seniors.shtml

About: As the U.S. government's official web portal, USA.gov makes it easy for the public to get U.S. government information and services on the web. The site provides resources for seniors on topics such as caregiving; consumer protection; education, jobs, and volunteerism; end-of-life issues; health; and more.

Generations United (GU)

1331 H Street, NW, Suite 900
Washington, DC 20005
gu@gu.org
www.gu.org

About: GU focuses solely on improving the lives of children, youth, and older people through intergenerational strategies, programs, and public policies. GU acts as a catalyst for stimulating collaboration between aging, children, and youth organizations, providing a forum to explore areas of common ground while celebrating the richness of each generation.

Gerontological Society of America

1220 L Street, NW, Suite 901
Washington, DC 20005
(202) 842-1275
Fax: (202) 842-1150

geron@geron.org

www.geron.org

About: The Gerontological Society of America provides researchers, educators, practitioners, and policymakers with opportunities to understand, advance, integrate, and use basic and applied research on aging to improve the quality of life as one ages.

Hearing Aid Helpline**International Hearing Society (IHS)**

16880 Middlebelt Road, Suite 4
Livonia, MI 48154
(800) 521-5247

About: IHS represents hearing instrument specialists worldwide. IHS members are engaged in the practice of testing human hearing and selecting, fitting, and dispensing hearing instruments. The IHS website provides information on hearing loss and the selection, use, and maintenance of hearing instruments. The IHS Hearing Aid Helpline provides callers with a booklet on hearing loss and hearing aids and a listing of qualified hearing instrument specialists.

Home Safety Council (HSC)

1250 Eye Street, NW, Suite 1000
Washington, DC 20005
(202) 330-4900
Fax: (202) 330-4901

info@homesafetycouncil.org

www.homesafetycouncil.org

About: HSC is dedicated solely to preventing home-related injuries that result in nearly 20,000 deaths and 21 million medical visits on average each year. Through national programs, partnerships, and the support of volunteers, HSC educates people of all ages to be safer in and around their homes.

Hospice Foundation of America

1621 Connecticut Avenue, NW, Suite 300
Washington, DC 20009
(800) 854-3402
Fax: (202) 638-5312

hfaoffice@hospicefoundation.org

www.hospicefoundation.org

About: Hospice Foundation of America is a non-profit organization that exists to help those who cope personally or professionally with terminal illness, death, and the process of grief and bereavement.

International Hearing Society (IHS)

Hearing Aid Helpline
16880 Middlebelt Road, Suite 4
Livonia, MI 48154
(800) 521-5247
(734) 522-7200

www.ihsinfo.org

About: IHS represents hearing instrument specialists worldwide. IHS members are engaged in the practice of testing human hearing and selecting, fitting, and dispensing hearing instruments. The IHS website provides information on hearing loss and the selection, use, and maintenance of hearing instruments. The IHS Hearing Aid Helpline provides callers with a booklet on hearing loss and hearing aids and a listing of qualified hearing instrument specialists.

IDENTITY FRAUD

Privacy Rights Clearinghouse (PRC)

(619) 298-3396 (consumer hotline to report privacy abuse and request information)

<http://www.privacyrights.org/identity.htm> (identity theft resources and fact sheets)

About: The PRC is a nonprofit consumer organization with a two-part mission—consumer information and consumer advocacy.

U.S. Department of Justice (DOJ)

<http://www.usdoj.gov/criminal/fraud/websites/idtheft.html> (identity fraud information and tips to avoid becoming a victim)

About: The mission of DOJ is to enforce the law and defend the interests of the United States according to the law, to ensure public safety against foreign and domestic threats, to provide federal leadership in preventing and controlling crime, to seek just punishment for those guilty of unlawful behavior, and to ensure fair and impartial administration of justice for all Americans.

U.S. Federal Bureau of Investigation (FBI)

www.fbi.gov

www.fbi.gov/majcases/fraud/fraudschemes.htm (information on common frauds and schemes)

About: The mission of the FBI is to protect and defend the United States against terrorist and foreign intelligence threats, to uphold and enforce the criminal laws of the United States, and to provide leadership and criminal justice services to federal, state, municipal, and international agencies and partners.

U.S. Federal Trade Commission (FTC)

<http://www.ftc.gov/bcp/edu/microsites/idtheft/>

About: This website is a one-stop national resource to learn about the crime of identity theft. It provides detailed information to help users deter, detect, and defend against identity theft.

U.S. Postal Service (USPS)

Postal Inspection Service

(877) 876-2455

<http://postalinspectors.uspis.gov/>

About: As the primary law enforcement arm of the USPS, the U.S. Postal Inspection Service is a highly specialized, professional organization performing investigative and security functions essential to a stable and sound postal system. The USPS website offers consumer information on topics such as identity theft, shipping and money order scams, check fraud, sweepstakes, and more.

U.S. Secret Service

www.treas.gov/usss

About: The U.S. Secret Service investigates violations of laws relating to counterfeiting of obligations and securities; financial crimes that include access device fraud, financial institution fraud, identity theft, computer fraud; and computer-based attacks on our nation's financial, banking, and telecommunications infrastructure.

U.S. Social Security Administration (SSA)

www.ssa.gov

About: The mission of the SSA is to advance the economic security of the nation's people through compassionate and vigilant leadership in shaping and managing America's Social Security program.

International Association of Chiefs of Police (IACP)

615 North Washington Street

Alexandria, VA 22314

(800) 843-4227 (THE-IACP)

Fax: (703) 836-4543

www.iacp.org

About: IACP is the world's oldest and largest nonprofit membership organization of police executives. IACP's leadership consists of the operating chief executives of international, federal, state, and local agencies of all sizes.

International Association of Fire Chiefs

4025 Fair Ridge Drive, Suite 300

Fairfax, VA 22033-2868

(703) 273-0911

Fax: (703) 273.9363

www.iafc.org

About: The mission of IAFC is to provide leadership to career and volunteer chiefs, chief fire officers, and managers of emergency service organizations throughout the international community through vision, information, education, services and representation to enhance their professionalism and capabilities.

Keep America Beautiful, Inc.

1010 Washington Boulevard

Stamford, CT 06901

(203) 323-8987

Fax: (203) 325-9199

info@kab.org

www.kab.org

About: Keep America Beautiful changes behaviors and improves communities through a focus on litter prevention, waste minimization and recycling, and beautification of the environment.

Meals on Wheels Association of America (MOWAA)

203 South Union Street

Alexandria, VA 22314

(703) 548-5558

Fax: (703) 548-8024

www.mowaa.org

About: MOWAA is the oldest and largest organization in the U.S. representing those who provide meal services to people in need.

MEDICARE AND MEDICAID

Centers for Medicare & Medicaid Services (CMS)

7500 Security Boulevard

Baltimore, MD 21244-1850

(877) 267-2323

TTY: (866) 226-1819

www.cms.gov

About: Formerly known as the Health Care Financing Administration (HCFA), CMS is the federal agency responsible for administering Medicare, Medicaid, HIPPA, and other health-related programs.

Medicare Fraud and Abuse

(800) 477-8477 (HSS-TIPS)

Fax: (800) 223-8164

HHSTips@oig.hhs.gov

About: HHS provides a hotline for individuals to report matters involving Medicare fraud, waste, and mismanagement.

Medicare Service Center

(800) 633-4227 (MEDICARE)

TTY: (877) 486-2048

About: The toll-free number is available to request general Medicare information and health plans and to order Medicare booklets.

National Adult Protective Services Association (NAPSA)

920 South Spring Street, Suite 1200

Springfield, IL 62704

(217) 523-4431

Fax: (217) 522-6650

Kathleen.Quinn@apsnetwork.org

www.apsnetwork.org

About: NAPSA provides adult protective service program administrators and staff with a forum for sharing information, solving problems, and improving the quality of services for victims of elder and vulnerable adult abuse. NAPSA conducts annual training events, research, and innovation in the field of adult protective services.

National Asian Pacific Center on Aging (NAPCA)

1511 Third Avenue, Suite 914

Seattle, WA 98101

(800) 336-2722 (33-NAPCA)

(206) 624-1221

Fax: (206) 624-1023

www.napca.org

About: NAPCA's mission is to serve as the leading advocate committed to the dignity, well-being, and quality of life of Asian Pacific Americans (APA) in their senior years. NAPCA addresses issues such as welfare reform and healthcare and provides consumer education to APA seniors and their families.

National Association of State Directors of Veterans Affairs (NASDVA)

107 South West Street, Suite 570

Alexandria, VA 22314

www.nasdva.com

About: NASDVA comprises the top veterans affairs official in each state and territory. The organization works to secure uniformity, equality, efficiency, and effectiveness in providing services to veterans and their families, especially in regards to claims representation.

National Association of State Units on Aging (NASUA)

Information/Resource/Referral Support Center

1201 15th Street, NW, Suite 350

Washington, DC 20005

(202) 898-2578

Fax: (202) 898-2583

info@nasua.org

www.nasua.org

About: NASUA's mission is to advance social, health, and economic policies responsive to the needs of a diverse aging population and to enhance the capacity of its membership to promote the rights, dignity, and independence of, and expand opportunities and resources for, current and future generations of older persons, adults with disabilities, and their families.

National Association of Triads, Inc. (NATI)

1450 Duke Street

Alexandria, VA 22314

(800) 424-7827

Fax: (703) 519-8567

nati@sheriffs.org

www.nationaltriad.org

About: Triad is a partnership of three organizations: law enforcement, senior citizens, and community groups. The sole purpose of Triad is to promote senior safety and to reduce the unwarranted fear of crime that seniors often experience.

National Center for Assisted Living (NCAL)

1201 L Street, NW
Washington, DC 20005
(202) 842-4444

www.ncal.org

About: NCAL is dedicated to serving the needs of the assisted living community through national advocacy, education, networking, professional development, and quality initiatives. In addition to national advocacy, NCAL supports state-specific advocacy effort through its national federation of state affiliates. NCAL state affiliates work to create local education, advocate on behalf of assisted living providers, and provide the direct, ongoing support their assisted living members need to improve quality and grow their businesses.

National Center for Injury Prevention and Control (NCIPC)

Centers for Disease Control and Prevention
4770 Buford Highway NE, MS K65
Atlanta, GA 30341-3724
(800) 232-4636 (CDC-INFO)
TTY: (888) 232-6348

cdcinfo@cdc.gov

www.cdc.gov/ncipc/

About: As the lead federal agency for injury prevention, NCIPC works closely with other federal agencies; national, state, and local organizations; state and local health departments; and research institutions.

National Center on Elder Abuse (NCEA)**Center for Community Research and Services**

University of Delaware
297 Graham Hall
Newark, DE 19716
(302) 831-3525
Fax: (302) 831-4225

ncea-info@aoa.hhs.gov

www.ncea.aoa.gov

About: NCEA serves as a national resource center dedicated to the prevention of elder mistreatment. NCEA disseminates elder abuse information to professionals and the public and provides technical assistance and training to states and community-based organizations. NCEA makes news and resources available, collaborates on research, identifies and provides information about promising practices and interventions, operates a listserv forum for professionals, and provides subject matter expertise on program and policy development.

National Center for Victims of Crime

2000 M Street, NW, Suite 480
Washington, DC 20036
(800) 394-2255
(202) 467-8700
Fax: (202) 467-8701

www.ncvc.org

About: The National Center for Victims of Crime is a leading resource and advocate for crime victims and those who serve them. Working with local, state, and federal partners, the center provides resources to crime victims, advocates for new laws and public policies, delivers training and technical assistance, and fosters cutting-edge thinking about the impact of crime and the way in which we can help crime victims rebuild their lives.

National Committee for the Prevention of Elder Abuse

1612 K Street, NW
Washington, DC 20006
(202) 682-4140
Fax: (202) 223-2099

ncpea@verizon.net

www.preventelderabuse.org

About: The mission of NCPEA is to prevent abuse, neglect, and exploitation of older persons and adults with disabilities through research, advocacy, public and professional awareness, interdisciplinary exchange, and coalition building.

National Consumers League (NCL)

1701 K Street, NW, Suite 1200
Washington, DC 20006
(202) 835-3323
Fax: (202) 835-0747
info@nclnet.org
www.nclnet.org

About: The nation's oldest consumer organization, NCL works to protect and promote social and economic justice for consumers and workers in the U.S. and abroad. NCL represents consumers on marketplace and workplace issues and provides government, businesses, and other organizations with the consumer perspective on concerns such as child labor, privacy, food safety, and medication information.

National Council on Aging, Inc. (NCOA)

1901 L Street, NW, 4th Floor
Washington, DC 20036
(202) 479-1200
Fax: (202) 479-0735
info@ncoa.org
www.ncoa.org

About: NCOA is a nonprofit organization whose members include senior centers, area agencies on aging, adult day service centers, faith-based service organizations, senior housing facilities, employment services, consumer groups, and leaders from academia, business, and labor. NCOA seeks to help older people remain healthy and independent, find jobs, increase access to benefit programs, and discover ways to continue contributing to society.

National Crime Prevention Council (NCPC)

2345 Crystal Drive, Suite 500
Arlington, VA 22202-4801
(202) 466-6272
Fax: (202) 296-1356
www.ncpc.org

About: NCPC helps people keep themselves, their families, and their communities safe from crime. NCPC produces tools that communities can use to learn crime prevention strategies, engage community members, and coordinate with local agencies, including publications and teaching materials, trainings, public service announcements, and support for a national coalition of crime prevention practitioners.

National Domestic Violence Hotline (NDVH)

(800) 799-7233 (SAFE)
TTY: (800) 787-3224
www.ndvh.org

About: NDVH is a nonprofit organization that provides crisis intervention, information, and referral to victims of domestic violence, perpetrators, friends, and family.

National Energy Assistance and Referral (NEAR) Project

(866) 674-6327
energyassistance@ncat.org

About: NEAR provides information on applying for the Low-Income Home Energy Assistance Program.

National Fire Protection Association (NFPA)

1 Batterymarch Park
Quincy, MA 02169-7471

(800) 344-3555
Fax: (617) 770-0700
www.nfpa.org

About: The mission of NFPA is to reduce the worldwide burden of fire and other hazards on the quality of life by providing and advocating consensus codes and standards, research, training, and education.

National Fraud Information Center

(800) 876-7060
www.fraud.org

About: Provides information to help consumers avoid becoming victims of telemarketing and Internet fraud and to help them get their complaints to law enforcement agencies quickly and easily.

National Hispanic Council on Aging (NHCOA)

734 15th Street, NW, Suite 1050
Washington, DC 20005
(202) 347-9733
Fax: (202) 347-9735

www.nhcoa.org

About: NHCOA supports the growing number of aging Hispanic adults through advocacy, research, the building of support networks, capacity-building assistance to support and strengthen Hispanic community-based organizations, and funding for community-based projects.

National Hospice and Palliative Care Organization (NHPCO)

1700 Diagonal Road, Suite 625
Alexandria, VA 22314
(800) 658-8898 (free consumer information on hospice care)
(703) 837-1500
Fax: (703) 837-1233

info@nhpco.org

www.nhpco.org

About: NHPCO promotes access to hospice and palliative care and to maintaining quality care for persons facing the end of life and their families.

National Institute of Environmental Health Sciences (NIEHS)

PO Box 12233
Research Triangle Park, NC 27709-2233
(919) 541-3345
TTY: (919) 541-0731
Fax: (919) 541-4395

www.niehs.nih.gov

About: The primary mission of NIEHS, one of the 27 institutes and centers of the National Institutes of Health, is to reduce the burden of human illness and disability by understanding how the environment influences the development and progression of human disease.

National Institute on Aging (NIA)

Building 31, Room 5C27
31 Center Drive, MSC 2292
Bethesda, MD 20892
(301) 496-1752
TTY: (800) 222-4225
Fax: (301) 496-1072

www.nia.nih.gov

About: NIA, one of the 27 institutes and centers of the National Institutes of Health, leads a broad scientific effort to understand the nature of aging and to extend the healthy, active years of life.

National Institutes of Health

SeniorHealth.gov

custserv@nlm.nih.gov

<http://nihseniorhealth.gov/>

About: NIHSeniorHealth.gov, is a website designed for older adults. NIHSeniorHealth makes aging-related health information easily accessible for family members and friends seeking reliable, easy-to-understand online information. This site was developed by the National Institute on Aging (NIA) and the National Library of Medicine (NLM), both part of the National Institutes of Health (NIH).

National Long Term Care Ombudsman Resource Center (ORC)

1828 L Street, NW
Washington, DC 20036
(202) 332-2275
Fax: (202) 332-2949

ombudcenter@nccnhr.org

www.ltombudsman.org

About: The ORC provides support, technical assistance, and training to the state long-term care ombudsman programs and their statewide networks of regional programs. ORC's objectives are to enhance the skills, knowledge, and management capacity of the state programs to enable them to handle residents complaints and represent resident interests (individual and systemic advocacy).

National Organization for Victim Assistance (NOVA)

510 King Street, Suite 424
Alexandria, VA 22314
(800) 879-6682 (TRY-NOVA)
(703) 535-6682 (NOVA)
Fax: (703) 535-5500

nova@try-nova.org

www.try-nova.org

About: NOVA's mission is to promote rights and services for victims of crime and crisis. NOVA's four purposes and accomplishments are national advocacy, direct services to victims, assistance to professional colleagues, and membership activities and services.

National Senior Citizens Law Center (NSCLC)

1444 Eye Street, NW, Suite 1100
Washington, DC 20005
(202) 289-6976
Fax: (202) 289-7224

www.nsclc.org

About: NSCLC provides technical assistance to elder law and disability attorneys. NSCLC works to promote the independence and well-being of low-income elderly and disabled Americans, especially women, people of color, and other disadvantaged minorities. The Center works to preserve and strengthen Medicaid, Medicare Part D, Social Security, and SSI, as well as for greater access to federal courts for citizens and for better enforcement of consumer's legal rights in safety net programs.

National Sheriffs' Association (NSA)

1450 Duke Street
Alexandria, VA 22314-3490
(800) 424-7827
Fax: (703) 683-6541

www.sheriffs.org

About: NSA provides programs that help sheriffs, their deputies, chiefs of police, and others in the field of criminal justice to perform their jobs in the best possible manner and to better serve the people of their cities, counties, and jurisdictions.

National Volunteer Fire Council (NVFC)

7852 Walker Drive, Suite 450

Greenbelt, MD 20770
(888) 275-6832 (ASK-NVFC)
(202) 887-5700
Fax: (202) 887-5291
nvfcoffice@nvfc.org
www.nvfc.org

About: NVFC represents the interests of the volunteer fire, EMS, and rescue services. NVFC serves as the information source regarding legislation, standards, and regulatory issues and provides resources and to volunteer fire and emergency services.

National White Collar Crime Center (NW3C)

10900 Nuckols Road, Suite 325
Glen Allen, VA 23060
(877) 693-2874
Fax: (804) 217-5665
www.nw3c.org

About: NW3C equips state and local law enforcement agencies with skills and resources they need to tackle emerging economic and cybercrime problems. For the general public, NW3C provides information and research so that they may become proactive in the prevention of economic and cybercrime. NW3C helps victims register Internet crime complaints and notify the appropriate authorities promptly and securely.

Office of Community Oriented Policing Services (COPS)

U.S. Department of Justice
1100 Vermont Avenue, NW
Washington, DC 20530
(800) 421-6770 or (202) 307-1480 (Response Center)
AskCopsRC@usdoj.gov
www.cops.usdoj.gov

About: A component of the U.S. Department of Justice, the COPS Office works to advance the practice of community policing as an effective strategy to improve public safety. The COPS Office awards grants to tribal, state, and local law enforcement agencies to hire and train community policing professionals, acquire and deploy cutting-edge technology, and develop and test innovative policing strategies. The COPS Office also provides training and technical assistance to law enforcement professionals.

Office of the Inspector General (OIG) Fraud Hotline

(800) 447-8477 (HHS-TIPS)
TTY: (866) 501-2101
Fax: (410) 597-0118

About: The Social Security Administration (SSA) OIG Fraud Hotline provides an avenue for individuals to report fraud, waste, and abuse within the SSA's programs and operations. The OIG handles allegations regarding violations of law or regulations affecting SSA programs and operations.

Office for Victims of Crime Training and Technical Assistance Center (OVC TTAC)

10530 Rosehaven Street, Suite 400
Fairfax, VA 22030
(866) 682-8822 (OVC-TTAC)
TTY: (866) 682-8880
Fax: (703) 279-4673

TTAC@ovcttac.gov
www.ovcttac.gov

About: OVC TTAC focuses on strengthening the capacity of victim assistance organizations across the country. The center's three core functions are needs assessment, capacity building, and evaluation. From its comprehensive database of experts, OVC TTAC provides developmental support, mentoring, and facilitation in areas such as program design and implementation, strategic planning, program management, evaluation, quality improvement, collaboration, and community coordination.

Older Women's League (OWL)

3300 N Fairfax Drive, Suite 218
Arlington, VA 22201
(703) 812-7990
Fax: (703) 812-0687

www.owl-national.org

About: OWL is a national grassroots membership organization that focuses solely on issues unique to women as they age. OWL educates about and advocates for health care, economic security, and quality of life.

Safety Training and Resources (STAR) Program

1450 Duke Street
Alexandria, VA 22314
Tel: (703) 836-7827
Fax: (703) 519-8567
nati@sheriffs.org

www.nationaltriad.org/STAR_Program/

About: The STAR Initiative is a partnership of the National Sheriffs' Association (NSA), the Community Safety Institute (CSI), and the U.S. Department of Justice (DOJ) Office of Community Oriented Policing Services (COPS). This innovative, citizen-led program is designed to assist local law enforcement agencies and emergency responders in collecting and disseminating local information for community preparedness. The program provides community-based training and includes a database development project designed to provide emergency responders with crucial resource information.

Senior Corps

1201 New York Avenue, NW
Washington, DC 20525
(800) 424-8867
(202) 606-5000
Fax: (202) 606-3472

help@joinseniorservice.org

www.seniorcorps.gov

About: Senior Corps is a program of the Corporation for National and Community Service. Senior Corps connects individuals over 55 with the people and organizations that need them most. The program helps them become mentors, coaches, or companions to people in need, or contribute their job skills and expertise to community projects and organizations.

Social Security Administration (SSA)

Office of Public Inquiries
Windsor Park Building
6401 Security Boulevard
Baltimore, MD 21235
(800) 772-1213
TTY: (800) 325-0778

www.ssa.gov

About: The mission of the SSA is to advance the economic security of the nation's people through compassionate and vigilant leadership in shaping and managing America's Social Security program.

Social Security Administration (SSA) Fraud Hotline

Office of the Inspector General
PO Box 17768
Baltimore, MD 21235
(800) 269-0271

www.ssa.gov/oig/public_fraud_reporting/index.htm

About: The Fraud Hotline allows users to report the fraud, waste, or abuse of SSA programs such as retirement, survivors, disability, and supplemental security insurance.

Substance Abuse and Mental Health Services Administration (SAMHSA)

Department of Health and Human Services

1 Choke Cherry Road

Rockville, MD 20857

(800) 729-6686

(240) 276-2000

TTY: (800) 487-4889

Fax: (240) 276-2010

www.samhsa.gov

About: Through its centers and supporting offices, SAMHSA engages in program activities to carry out its mission. SAMHSA funds and administers a rich portfolio of grant programs and contracts that support state and community efforts to expand and enhance prevention and early intervention programs and to improve the quality, availability and range of substance abuse treatment, mental health and recovery support services—in local communities—where people can be served most effectively.

Telemarketing Fraud

Federal Trade Commission (FTC)

Bureau of Consumer Protection

(877) 382-4357 (FTC-HELP)

SPAM@UCE.GOV (complaints about unsolicited email)

[https://m.ftc.gov/dod/wsolcq\\$.startup?Z_ORG_CODE=PU01](https://m.ftc.gov/dod/wsolcq$.startup?Z_ORG_CODE=PU01) (online consumer complaint form)

U.S. Department of Health and Human Services

200 Independence Avenue, SW

Washington, DC 20201

(877) 696-6775

(202) 619-0257

www.hhs.gov

www.hhs.gov/about/referlst.html (alphabetical directory of HHS information and hotline topics)

About: HHS is the U.S. government's principal agency for protecting the health of all Americans and providing essential human services. The department comprises more than 300 programs, including health and social science research, Medicare, and services for older Americans such as home-delivered meals.

U.S. Department of Housing and Urban Development

451 7th Street, SW

Washington, DC 20410

(202) 708-1112

TTY: (202) 708-1455

<http://www.hud.gov/groups/seniors.cfm> (information for seniors on topics related to housing)

About: HUD's mission is to increase homeownership, support community development, and increase access to affordable housing free from discrimination.

U.S. Department of Justice (DOJ)

950 Pennsylvania Avenue, NW

Washington, DC 20530-0001

(202) 514-2000

TTY: (202) 514-0716

askdoj@usdoj.gov

www.usdoj.gov

About: The mission of DOJ is to enforce the law and defend the interests of the United States according to the law, to ensure public safety against threats foreign and domestic, to provide federal leadership in preventing and controlling crime, to seek just punishment for those guilty of unlawful behavior, and to ensure fair and impartial administration of justice for all Americans.

U.S. Senate Special Committee on Aging

G31 Dirksen Senate Office Building
Washington, DC 20510
(202) 224-5364
Fax: (202) 224-8660
mailbox@aging.senate.gov
www.aging.senate.gov

About: The Special Committee on Aging is a focal point in the Senate for discussion and debate on matters relating to older Americans. Often, the Committee submits its findings and recommendations for legislation to the Senate. In addition, the Committee publishes materials of assistance to those interested in public policies that relate to the elderly.

U.S. Social Security Administration (SSA)

Office of Public Inquiries
Windsor Park Building
6401 Security Boulevard
Baltimore, MD 21235
(800) 772-1213
TTY: (800) 325-0778

www.ssa.gov

About: The mission of the SSA is to advance the economic security of the nation's people through compassionate and vigilant leadership in shaping and managing America's Social Security program.

Unsolicited Commercial Email (Spam)

Forward fraudulent offers to uce@ftc.gov

Volunteers of America

1660 Duke Street
Alexandria, VA 22314
(800) 899-0089
(703) 341-5000
Fax: (703) 341-7000

info@voa.org

www.volunteersofamerica.org

About: Volunteers of America is one of the nation's largest human services organizations, serving more than two million people each year, including at-risk youth, the frail and elderly, men and women returning from prison, homeless individuals and families, people with disabilities, and those recovering from addictions.

Women's Institute for a Secure Retirement (WISER)

1146 19th Street, NW, Suite 700
Washington, DC 20036
(202) 393-5452
Fax: (202) 393-5890

info@wiserwomen.org

www.wiserwomen.org

About: WISER provides low- and moderate-income women (aged 18 to 65) with information to help them take financial control of their lives and works to increase awareness of the barriers that prevent women's adequate participation in the nation's retirement systems. WISER seeks to improve the opportunities for women to secure retirement income.

Young Men's Christian Association (YMCA)

YMCA of the USA
101 North Wacker Drive
Chicago, IL 60606
(800) 872-9622

www.ymca.net

About: YMCA of the USA serves millions of people each year. Through a variety of programs and services focused on the holistic development of children and youth, family strengthening and health and well-being for all, YMCAs unite men, women, and children of all ages, faiths, backgrounds, abilities, and income levels. From urban areas to small towns, YMCAs serve America's communities by building healthy spirit, mind, and body for all.

Young Women's Christian Association (YWCA)

1015 18th Street, NW, Suite 1100

Washington, DC 20036

(202) 467-0801

Fax: (202) 467-0802

info@ywca.org

www.ywca.org

About: The YWCA is the oldest and largest multicultural women's organization in the world. The mission of the YWCA is to eliminate racism and empower women. The YWCA provides safe places for women and girls, builds strong women leaders, and advocates for women's rights and civil rights in Congress.