

## Additional Programs that Serve Older Adults

### APPRISE Medicare Counseling

APPRISE is the State Health Insurance Assistance Program provided to Pennsylvania's Medicare beneficiaries. APPRISE is a free program funded by the Pennsylvania Department of Aging and operated by Wesley Family Services in partnership with the Allegheny County Department of Human Services Area Agency on Aging.

**Phone:** 412.661.1438

**Email:** APPRISE@fswp.org

**Website:** www.wfspa.org

### Options Care Management

The Options Care program provides trained care managers to older adults so they can remain living in their homes. Options Care is funded through the Allegheny County Department of Human Services Area Agency on Aging.

**Phone:** 412.350.5460 or 800.344.4319

**Email:** Options-Care@fswp.org

**Website:** www.wfspa.org



**In Service of Seniors:  
Pittsburgh**

## Empowering People. Strengthening Communities. Transforming the Future.

Every day, the caring, highly trained staff of Wesley Family Services empowers children, adults and families to overcome challenges so that they can be part of a stronger community with a brighter future. When you or a loved one needs help, we'll be there.



**For more information about  
In Service of Seniors: Pittsburgh, or to  
make a referral, call:**

**412-345-7420**

[www.wfspa.org](http://www.wfspa.org)

Providing volunteer-based services to help older adults maintain their independence.





## In Service of Seniors: Pittsburgh

In Service of Seniors: Pittsburgh (ISOSP) is a program of Wesley Family Services that provides services with a mission to maximize the independence of older adults in the Pittsburgh area through volunteer-based practical supports.

ISOSP staff work with volunteers from the community, from universities, from religious congregations of all faiths, and from local businesses and professional groups to provide free neighborly services to adults age 60 and older.

## How Can Someone Get Help?

Self-referrals are accepted, as well as referrals from family members and service coordinators. Please contact us by phone at (412) 345-7420 or send an email inquiry to [ISOS@wfspa.org](mailto:ISOS@wfspa.org).

## What Services are Provided through ISOSP?

Services provided by ISOSP volunteers include:

- Friendly visiting or friendly phone calls once a week or every other week
- Assistance with grocery shopping
- Transportation to/from medical appointments, pharmacy, therapy, etc.
- Assistance reading and sorting mail
- Home safety assessments and grab bar installations to minimize fall and fire hazards

As part of program enrollment for most service requests, ISOSP staff visit each participant for an in-home assessment to make sure the program will be a good fit.

Because ISOSP relies on volunteers to provide services, the program cannot guarantee assistance for every request.

## Who is Eligible to Receive Services?

Allegheny County residents aged 60 or older qualify for free help from our program. ISOSP is a welcoming program and is open to all, regardless of income, race, sexual orientation, or religious affiliation.

### Please note the following:

Volunteers provide transportation in their personal vehicles. Participants requesting transportation must be able to transfer into and out of a vehicle independently.

Volunteers are unable to assist with housecleaning, money management (including bill paying), meal preparation, personal care, pet care, yard work, or help with packing or moving.

