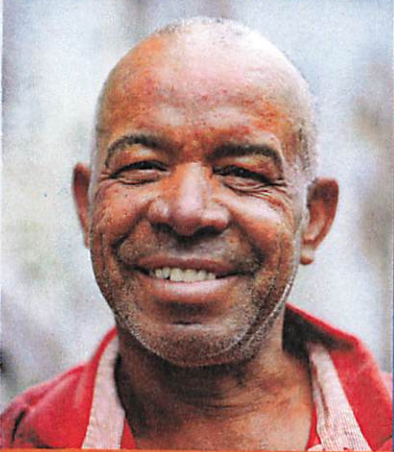


## North Central Texas Area Agency on Aging



A program  
of the  
North Central  
Texas  
Council of  
Governments

## Support Services and Programs

for North Central Texans  
Age 60 and Over and  
Their Family Caregivers

*The North Central Texas Area Agency on Aging provides services to help maintain health, obtain public and private benefits, and protect rights.*

### Who is eligible for services?

Services are available to persons age 60 and over and their family caregivers who live in Collin, Denton, Ellis, Erath, Hood, Hunt, Johnson, Kaufman, Navarro, Parker, Palo Pinto, Rockwall, Somervell and Wise counties.

### What services are available?

**Benefits counseling:** help understanding and applying for public and private benefits

**Care coordination:** help connecting frail older persons with services that allow them to live independently. Services may include emergency response systems, medications, medical equipment, and residential repair

**Caregiver support:** information and respite services to help caregivers meet their own needs, as well as those of aging family members

**Grandparents raising grandchildren:** information about benefits and legal options

**Information and referral** to federal, state, and local programs

**Legal assistance:** information about legal services, referrals to attorneys, and help with legal fees

**Long-term care ombudsman:** help for residents of nursing homes and assisted living facilities who have concerns about quality of care

**Meals:** hot or frozen meals delivered to the home and hot meals served in a group setting

**Nursing home relocation:** information and help for nursing home residents to return to the community

**Personal assistance:** hands-on help with bathing and other personal care tasks

**Transportation:** curb-to-curb service, by reservation, for medical appointments, and other activities

**Health promotion:** small-group workshops to reduce risk of falls and better manage chronic disease

*Waiting lists may be in effect for some services.*

### **Who provides meals and transportation?**

Collin County (Meals & Transportation) – Committee on Aging (972) 562-6996

Denton County (Meals & Transportation) – SPAN, Inc. (940) 382-2224

Ellis County (Meals) – Meals on Wheels North Central Texas (888) 869-6325

Ellis County (Transportation) – STAR Transit (877) 631-5278

Erath County (Meals & Transportation) – Senior Citizens Inc. (254) 965-3510

Hood County (Meals & Transportation) – Committee on Aging (817) 573-5533

Hunt County (Meals & Transportation) – Senior Center Resources and Public Transit (903) 454-1444

Johnson County (Meals) – Meals on Wheels North Central Texas (888) 869-6325

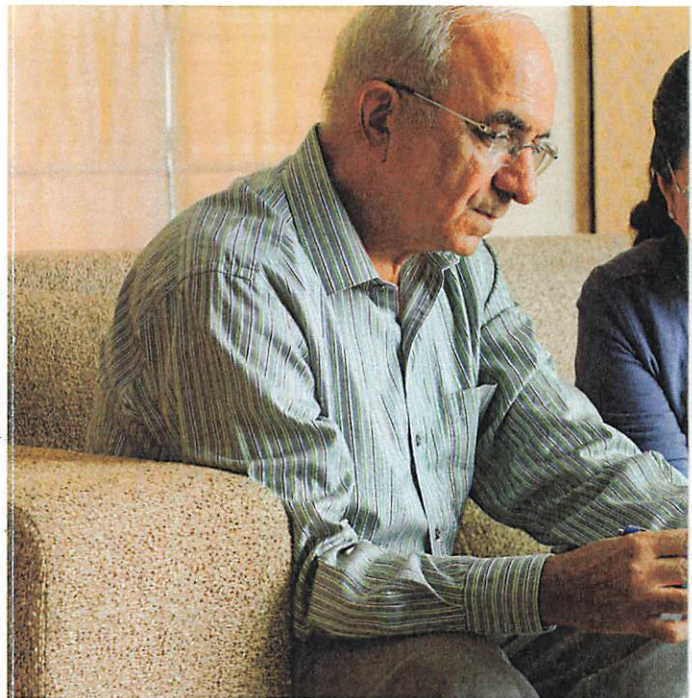
Kaufman County (Meals) – Senior Connect (469) 376-6325

Kaufman County (Transportation) – STAR Transit (877) 631-5278

Navarro County (Meals) – Meals on Wheels North Central Texas (888) 869-6325

Navarro County (Transportation) – STAR Transit – (877) 631-5278

Palo Pinto County (Meals) – Meals on Wheels (940) 325-7919



Palo Pinto County (Transportation) – Public Transit Services (940) 328-1391

Parker County (Meals) – Committee on Aging (817) 594-7419

Parker County (Transportation) – Public Transit Services (940) 328-1391

Rockwall County (Meals) – Meals on Wheels Senior Services (972) 771-9514

Rockwall County (Transportation) – STAR Transit (877) 631-5278

Somervell County (Meals & Transportation) – Committee on Aging (254) 897-2139

Wise County (Meals & Transportation) – Committee on Aging (940) 627-5329



## Additional Resources

Legal Hotline for Texans  
(800) 622-2520

Medicare Information  
(800) 633-4227

Medicaid Fraud Hotline  
(800) 447-8477

Social Security Administration  
(800) 772-1213

Texas Attorney General  
Consumer Hotline  
(800) 621-0508

Texas Department of Insurance  
(800) 252-3439

Texas Department of Family and  
Protective Services  
(800) 252-5400

Texas Area Agencies on Aging  
(800) 252-9240

Texas Medicaid  
2-1-1

Texas Senior Medicare Patrol  
(888) 341-6187

Veterans Administration  
(800) 827-1000



The North Central Texas Area Agency on Aging is a regional organization that plans, coordinates and delivers services for persons age 60 and over and their family caregivers. The Agency serves residents of the 14 counties surrounding the Dallas/Fort Worth area.

For more information about services through the North Central Texas Area Agency on Aging, please call:

**1(800) 272-3921**

Office hours:  
Monday-Friday  
8 a.m.-5 p.m.



Funded in part by Texas Health and Human Services

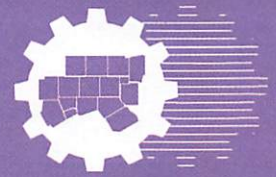
P.O. Box 5888 • Arlington, TX 76005-5888

Ph.: 1-800-272-3921

Fax: (817) 695-9274

Website: <https://www.nctcog.org/aging-services>

E-mail: [dgreen@nctcog.org](mailto:dgreen@nctcog.org)



# Services for Older Adults and Family Caregivers

Through its **Area Agency on Aging**, NCTCOG provides and administers services for North Central Texans aged 60+ and family caregivers who live in **Collin, Denton, Ellis, Erath, Hood, Hunt, Johnson, Kaufman, Navarro, Palo Pinto, Parker, Rockwall, Somervell, and Wise Counties**. All services are provided at no charge to those who qualify, with preference given to those who have low incomes, are socially isolated, and/or have disabilities.

*During Fiscal Year 2025 (October 1, 2024 – September 30, 2025), the Area Agency on Aging:*



**10,021**  
services



*Provided on-going services to **10,021 older adults and family caregivers***



**868,144**  
delivered meals



*Delivered **868,144 meals** to homebound participants*

**180,730**  
served meals



*Served **180,730 meals** to 2,574 senior center participants*

**30,924**  
one-way trips



*Provided **30,924 one-way trips** to 422 riders*



**\$1.2 million**  
in-home services



*Arranged more than **\$1.2 million in in-home services and supports** to help older people at risk of nursing home placement remain safely in their homes*

**Helped 206**  
return home



*Helped **206 long-term residents of nursing facilities return to community living***

**1,930**  
advocate visits



*Made **1,930 visits** to nursing and assisted living facilities to advocate for residents' rights*

**Helped 428**  
reduce risk



*Helped **428 older adults reduce fall risk** and more effectively manage chronic disease through preventive health workshops*



**What is NCTCOG?** NCTCOG was formed by state law to help local governments, including cities and counties, plan for common needs. Its departments include the Area Agency on Aging, Transportation, Workforce Development, Environment and Development, Research and Information Services, Emergency Preparedness, and 9-1-1 Emergency Communications.

**What is NCTCOG's Area Agency on Aging?** NCTCOG's Area Agency on Aging is part of a national network, created by the Older Americans Act to help older adults age with dignity and independence. It is funded in part by U.S. Health and Human Services and Texas Health and Human Services Commission.

## What services are available through NCTCOG's Area Agency on Aging?

**Information and referral**, to help older adults and family caregivers access federal, state, and local services

**Benefits counseling**, to help Medicare beneficiaries and older adults understand public (e.g., Medicare and Medicaid) and private (e.g., long-term care insurance) benefits.

### Home-delivered meals

**Congregate meals**, served at senior centers

**Accessible transportation services**

**Care coordination**, to help older adults at risk of nursing home placement get services that support community living

**Health and wellness classes to reduce fall risk**

**Caregiver support**, including education, counseling, and respite care

**Dementia education and support services**  
**community education** on aging and caregiving topics

**Long-term care ombudsman services**, to advocate for rights of people in assisted living and nursing facilities

**Home by Choice**, to help long-term residents of nursing facilities return to community living

**Veteran Directed Care program** for Veterans at risk of nursing home placement who receive health care through the Veterans Administration

## Who does NCTCOG's Area Agency on Aging serve?

Services are available to people aged 60+, caregivers of family members aged 60+, people aged 55+ who live with and care for adult family members with severe disabilities, and people aged 55+ who have primary custody of their minor grandchildren. Services are not restricted to people with low incomes and limited resources. However, they target older adults and family caregivers with greatest economic need, greatest social need, and disability.



### How to Get More Information

Call 800-272-3921

Go to: <https://www.nctcog.org/aging-services>

Email [dgreen@nctcog.org](mailto:dgreen@nctcog.org)

### Service Area

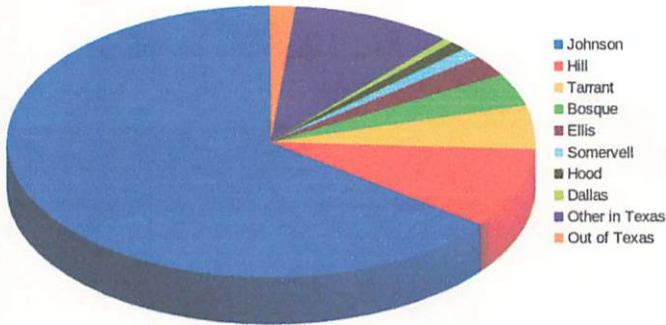
NCTCOG's service area consists of the 14 counties surrounding, but not including, Dallas and Tarrant.



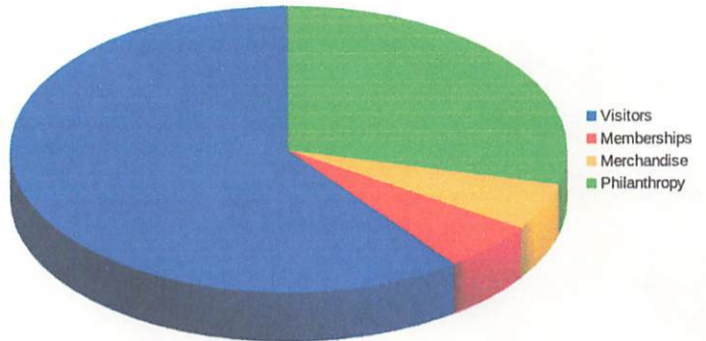
## Data Sheet

- Opened in 2014
- Now the largest and longest-enduring all-volunteer children's museum in the US
- Visitors to date: 65,909 (as of 1/20/26), Volunteer hours to date: over 64,000
- A recognized 501(c)(3) non-profit organization
- Board is comprised of individuals of varied experiences, ages, and backgrounds
- Home to three Sulcata Tortoises, two Bearded Dragons, and a rescued Jack-rabbit
- 24,000 square feet of stations designed to help children learn through hands-on interactive play

Visitors by County

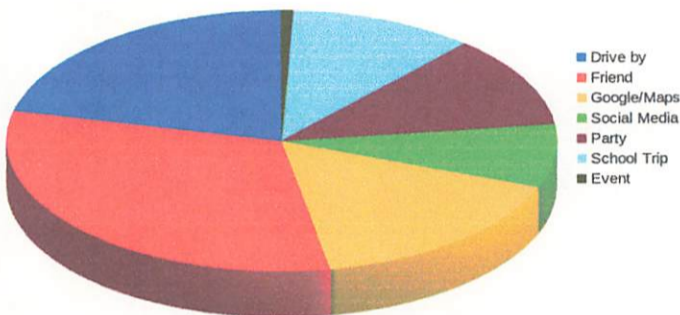


Income by Source 2022-2025

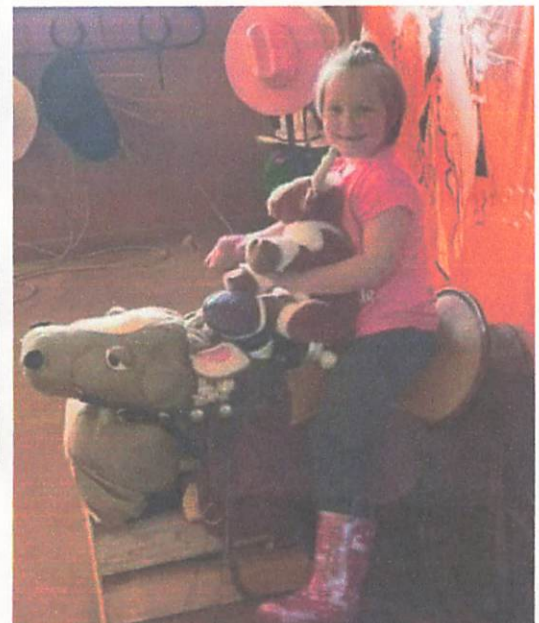
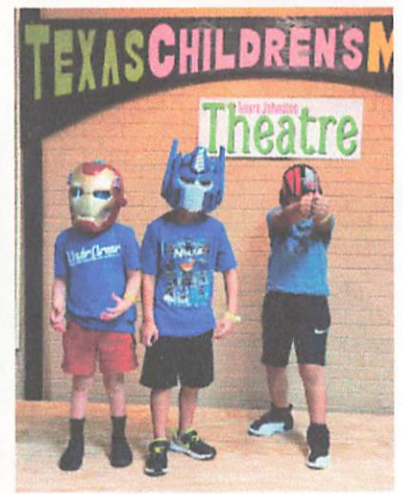
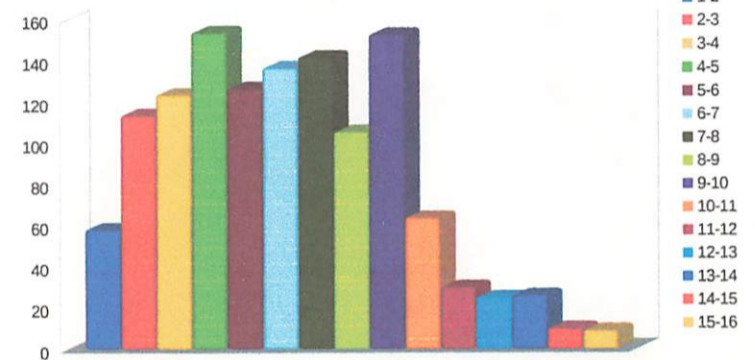


New Visitor Referral Source

(From Waivers Filled Out by Visitors)



Visitors by Age (2025)



201 North Highway 174  
Rio Vista, Texas 76093  
(817) 729-5351

[www.texaschildrensmuseum.org](http://www.texaschildrensmuseum.org)  
[texaschildrensmuseum@gmail.com](mailto:texaschildrensmuseum@gmail.com)