

INFORMATION AND ASSISTANCE PROGRAM (I&A)

Throughout this guide, the Area Agencies on Aging and Disability (AAAD) are mentioned as information resources on a wide range of topics. The Tennessee Commission on Aging and Disability (TCAD) funds the Information and Assistance program (I&A) at the AAAD. I&A staff at TCAD and the AAAD are trained and certified by the Alliance of Information and Referral Systems (AIRS). Specialists also maintain, update and cross reference local resources.

I&A Specialists at the community level help a caller determine what they need, then find the best way to get help. Specialists are trained in screening callers to determine eligibility for various programs, help in a crisis, and provide additional help when needed. For I&A assistance, dial **866-836-6678**.



502 Deaderick Street | Nashville, Tennessee 37243 | www.tn.gov/aging | Main Office 615-741-2056
Information and Assistance 866-836-6678 | SHIP Medicare Counseling 877-801-0044