The Area Agency on Aging is a service of the Western Piedmont Council of Governments, a regional planning organization which serves 28 local governments in a four-county area of western North Carolina. Members include Alexander, Burke, Caldwell and Catawba counties and the 24 cities and towns within those counties.

**Physical Address:**
1880 Second Ave NW | Hickory NC 28601

**Mailing Address:**
P.O. Box 9026 | Hickory, NC 28603
Ph: 828.322.9191
Fax: 828.322.5991
www.wpcog.org

**Serving Four Counties:**
Alexander | Burke | Caldwell | Catawba

Tina Miller
Director, Area Agency on Aging
Ph: 828.485.4212
E-mail: tina.miller@wpcog.org

Christina Franklin
Regional Ombudsman
Ph: 828.485.4213
E-mail: christina.franklin@wpcog.org

Amber Thompson
Regional Ombudsman
Ph: 828.485.4280
E-mail: amber.thompson@wpcog.org

Mary Mitchell
Family Caregiver Support Specialist
Ph: 828.485.4256
E-mail: mary.mitchell@wpcog.org

Karen Phoenix
Project C.A.R.E. Family Consultant
Ph: 828.485.4267
E-mail: karen.phoenix@wpcog.org

Sarah Stamey
Aging Specialist
Ph: 828.485.4216
E-mail: sarah.stamey@wpcog.org

Anita Roberts
Aging Specialist/LCA
Ph: 828.485.4265
E-mail: anita.roberts@wpcog.org

WWW.WPCOGA AA.ORG
The Area Agency on Aging is an organization working within a federal mandate to inform, advocate, and plan for community services on behalf of older adults. The Area Agency on Aging is part of the National Network set in place by the Older Americans Act of 1965.

The Area Agency on Aging staff works with advisory committees in each county to study the needs of older adults and plan for services to meet those needs. The service goal is to enable older adults age 60 and better to live independently in their own homes. Eligibility is based on need for the service, not on income. There may be a waiting list for some services.

- Adult Day Care, Adult Day Health
- Congregate Meals
- Home-Delivered Meals
- In-Home Respite for Family Caregivers
- In-Home Aide
- Transportation
- Senior Center Operations
- Legal Services
- Information and Options Counseling
- Housing and Home Improvement

It is the mission of the Western Piedmont Council of Governments Area Agency on Aging to be responsive to the changing needs of older people, persons with disabilities, and their families through a community based system of supports and services. To listen carefully, respect individual choice, promote independence and assist younger citizens in planning for their later years.

Area Agency on Aging Services

- Administer federal, state and local funds to agencies serving older adults.
- Serve as a primary resource for information and assistance.
- Advocate for the needs of caregivers and older adults with media partners, legislators and the Senior Tar Heel Legislature.
- Lead regional planning efforts to develop programs and resources to meet the increased needs of the growing number of older adults in our service area.
- Provide education, training events, and presentations on aging topics for older adults, caregivers and professionals.
- The Ombudsman Program advocates for the rights of residents living in nursing homes and adult care homes and advocates against Elder Abuse.
- The Family Caregiver Support Program connects caregivers with community resources for education, support, and respite.
- Health Promotion Programs provides education for healthier life outcomes.
- The Local Contact Agency Program is an effort to educate residents in nursing homes about their options to transition out of the facility and return to community living.
- Reverse Mortgage Counseling is provided for older adults in our service area who are seeking a reverse mortgage loan or are just interested in learning more about their options.
- The “Resource Directory for Older Adults” is a guide book published by our agency that is available to older adults, caregivers and service providers.
- Project C.A.R.E. (Caregiver Alternatives to Running on Empty) provides support for caregivers of those with Alzheimer’s or dementia.