Service: Information and Assistance

Service Definition: Provide information and referral services to individuals and their caregivers, focusing on the senior population.

Services may include but are not limited to:

- Provide requested information
- Referral out to other agencies
- List of providers or resources for a specific need
- Advocacy and intervention on behalf of a client
- Research a specific need
- Follow-up when appropriate

Service limitations:

- May not act as an authorized representative for legal advocacy
- May not fill out legal forms
- May not be a health care representative

**The COA does not endorse or recommend any other entity, agency, or provider listed in the resources provided as part of this service**