Two National Call Centers: Connecting Older Adults and People with Disabilities to Local Resources

Sara Tribe Clark
Director, Eldercare Locator and DIAL
Stribeclark@usaging.org

Zach Trammel
Program Manager, Eldercare Locator and DIAL
ztrammel@usaging.org
Caller from Anywhere, USA...

Local, state and national resources
Eldercare Locator Info

Annual contact volume
400,000+

Monthly contact volume
26,000-36,000 contacts

Hours of operation
Monday – Friday 8:00 am – 9:00 pm ET
### Who is most likely to contact the call center?

<table>
<thead>
<tr>
<th>Description of Caller</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Females</td>
<td>65%</td>
</tr>
<tr>
<td>Between age 60-69</td>
<td>39%</td>
</tr>
<tr>
<td>Disability</td>
<td>82%</td>
</tr>
</tbody>
</table>
What are people calling about?

- Housing (25%)
- Transportation (20%)
- In-Home Services (13%)
- Abuse (9%)
- Legal Services (8%)
- COVID-19 (8%)
- Nutritional Programs (6%)
- LTC (4%)
- Medical Services (7%)
Quick Look-Up Feature

Find help in your community by entering your zip code OR city and state.

Zip Code  City/State
Enter zip code  Search

Eldercare.acl.gov
Find on the Eldercare Locator Website

1. Information and Referral/Assistance
2. Aging and Disability Resource Center
3. Area Agency on Aging
4. Title VI American Indian, Alaskan Native and Native Hawaiian Program
5. State Unit on Aging
6. Elder Abuse Prevention
7. Health Insurance Counseling
8. Legal Service Program
9. Long Term Care Ombudsman

US Aging
Past Campaign Topics
Contact Information

Phone/Text: 800-677-1116
Email: eldercarelocator@usaging.org
Live Chat: eldercare.acl.gov
Videophone ASL Communication: acl.gov/DIAL or 888-677-1199

ASL NOW
Disability Information and Access Line

DIAL 888.677.1199
Who is most likely to call?

<table>
<thead>
<tr>
<th>Description of Caller</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Females</td>
<td>59%</td>
</tr>
<tr>
<td>Between age 60-69</td>
<td>33%</td>
</tr>
<tr>
<td>Physical disabilities</td>
<td>45%</td>
</tr>
</tbody>
</table>
What are people calling about?

- Social Security: 37%
- Housing: 23%
- Health Insurance: 14%
- COVID-19 Testing: 12%
- Nutritional Programs: 7%
- COVID-19 Vaccine: 7%

DIAL
888.677.1199
Disability Information & Access Line
Your primary vaccine access resource
Reasons for Contacting DIAL

- Seeking In-Home COVID vax
- COVID-19 booster shots and testing
- Benefits/Social Security
- Housing options
- In-home services
- Health insurance
- Financial assistance
- Nutrition Services
Where is DIAL most likely to refer?

**Aging/Disability Organizations**
- Centers for Independent Living (CILs)
- Area Agencies on Aging (AAAs)
- Aging and Disability Resource Centers (ADRCs)
- Developmental Disability (DD) Councils
Marketing Materials

NEW! The Disability Information and Access Line (DIAL)

DIAL can help you find reliable COVID-19 vaccine information and support to access vaccines and boosters. DIAL can also connect you to other community living resources such as transportation and much more! DIAL is available in all languages and staff can assist deaf callers using American Sign Language and video relay service (VRS).

DIAL is funded by the U.S. Administration for Community Living and the Centers for Disease Control and Prevention, and is operated by USAGing in collaboration with organizations serving people with disabilities.

Learn more at acl.gov/DIAL

888.677.1199
Disability Information & Access Line
Billboard

Get connected to local resources with the Disability Information and Access Line

acl.gov/DIAL
888-677-1199
Spread the word!

Follow us on social media and share our posts

Twitter: @dial_connect
Facebook: @DIALConnect

DIAL webpage for promotion & webinar materials:
www.usaging.org/dialconnect
DIAL Contact Information

Phone/Text: 888-677-1199

Email: DIAL@usaginganddisability.org

Live Chat: acl.gov/DIAL

Videophone ASL Communication: acl.gov/DIAL or 888-677-1199

Hours of Operation:
Monday – Friday, 8:00 am - 9:00 pm ET