

USAging



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

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eldercare
locator

Connecting You to Community Services



Caller from Anywhere, USA...



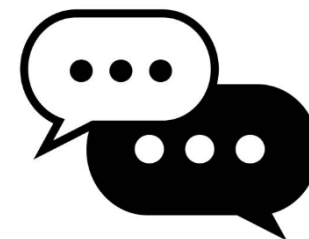
Local, state and national resources



Eldercare Locator Info

Annual contact volume

400,000+



Monthly contact volume

26,000-36,000 contacts



Hours of operation

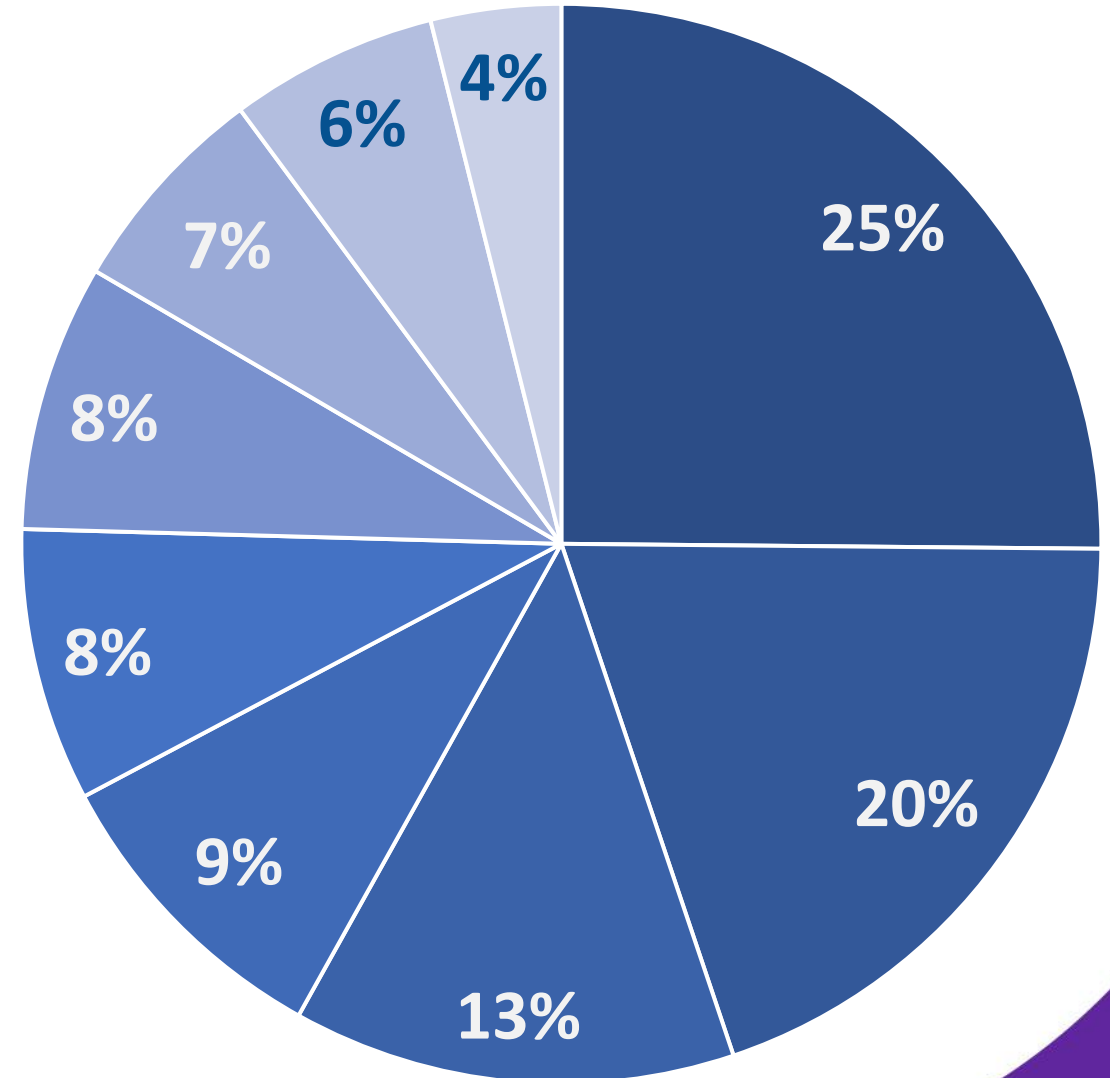
Monday – Friday 8:00 am – 9:00 pm ET

Who is most likely to contact the call center?

Description of Caller	Percentage
Females	65%
Between age 60-69	39%
Disability	82%

What are people calling about?

- Housing
- Transportation
- In-Home Services
- Abuse
- Legal Services
- COVID-19
- Nutritional Programs
- LTC
- Medical Services



Quick Look-Up Feature

[Home](#)[About](#)[Resources](#)

1-800-677-1116 

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

Zip Code

City/State

Enter zip code

Search



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



Home for the Holidays Campaign 2022

www.usaging.org/h4h2022



Ready to Volunteer... Now What?

A Guide on Giving Back for Older Adults

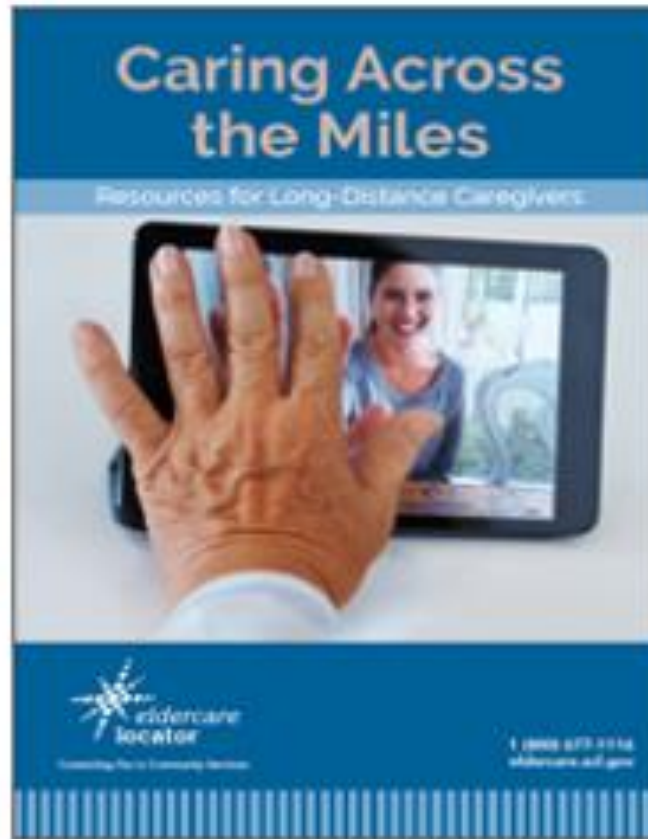
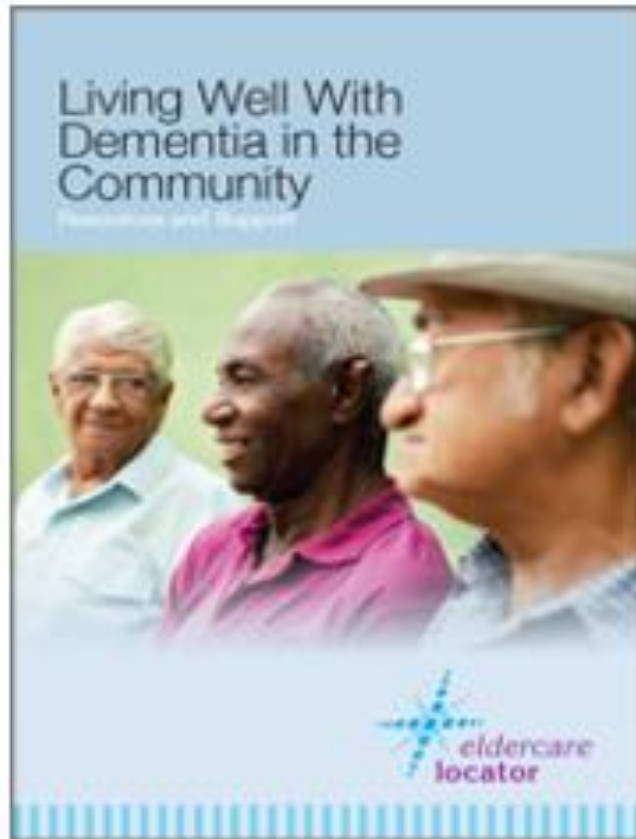


1 (800) 677-1116
eldercare.acl.gov



Connecting You to Community Services

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



Disability Information and Access Line



DIAL Partners



Independent Living Research Utilization



THE PARTNERSHIP
FOR INCLUSIVE DISASTER STRATEGIES



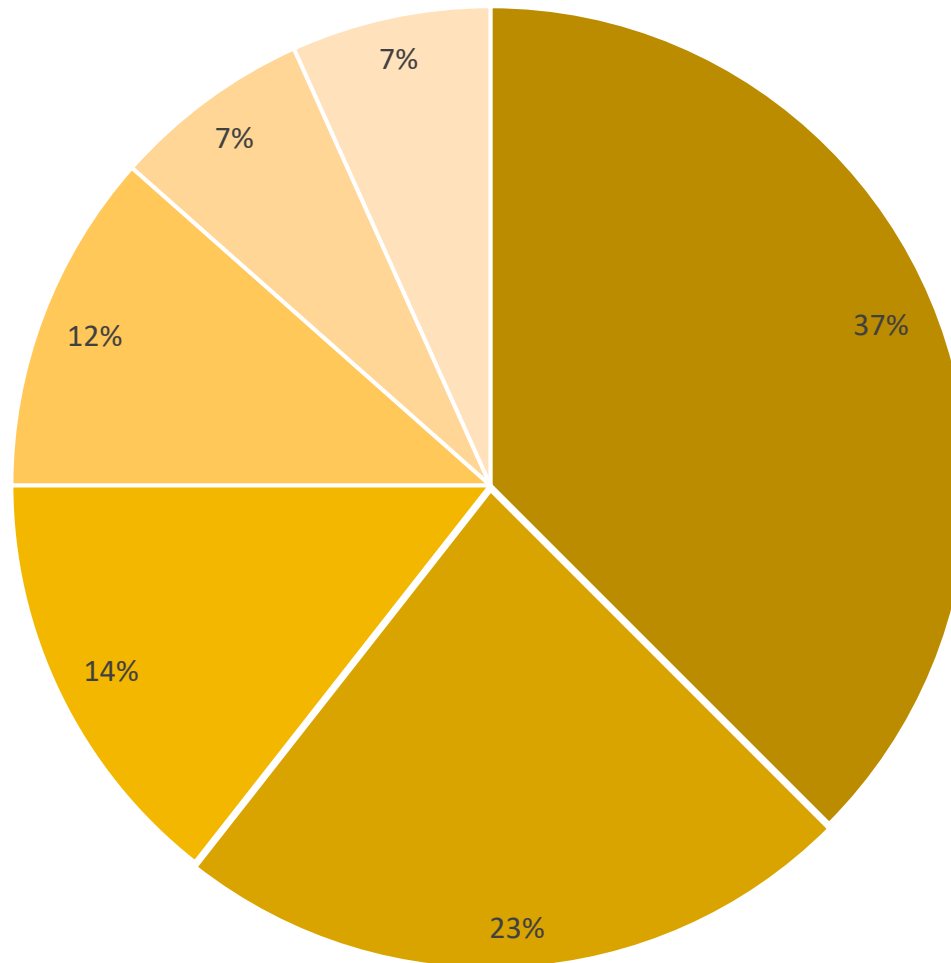
NACDD
National Association of Councils
on Developmental Disabilities

Who is most likely to call?

Description of Caller	Percentage
Females	59%
Between age 60-69	33%
Physical disabilities	45%

What are people calling about?

- Social Security
- Housing
- Health Insurance
- COVID-19 Testing
- Nutritional Programs
- COVID-19 Vaccine



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

DIAL
888.677.1199
Disability Information & Access Line





DIAL
Disability Information
& Access Line

An Easy, New Way
to Get **Connected**
to the Services
You Need.

<p>COVID-19 Resources</p>  <p>Get answers to your questions and learn where you can find COVID-19 vaccines, booster shots and tests near you.</p>	<p>Transportation</p>  <p>Find local accessible transportation options that can help you get where you want to go.</p>
<p>Disability Rights</p>  <p>You have rights. Connect with disability advocates to learn more.</p>	<p>Independent Living</p>  <p>Connect with resources that support community living and independence.</p>

Connect with one of our trained staff today
888.677.1199
DIAL@usaginganddisability.org

Learn more at
acl.gov/DIAL

2022

DIAL

Social Media Toolkit



DIAL
888.677.1199



**Thanks to DIAL, I got
my COVID-19 Vaccine!**

**Disability
Information
& Access Line**

DIAL
888.677.1199

DIAL@usaginganddisability.org

We've missed our favorite
activities during the pandemic.
**Let's get vaccinated and
get back together again.**

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& Access Line**

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Billboard



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

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ASL NOW



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