




Connecting You to Community Services

Making Connections


Consumer Needs in an Aging America



Introduction



Since it was launched in 1991, the Eldercare Locator has met the needs of the nation's growing aging population—and will continue to do so as our nation continues to age. By the year 2020, the number of adults age 65 and older is expected to jump to 73 million people, more than double its size in 2010. This increase means that one out of every five Americans will be age 65 or older, which will likely drive an increase in the demand for services from older adults and their caregivers. In fact, the Aging Network, the national network of federal, state and local agencies that plan and provide services to help older adults live independently in their homes and communities, is already seeing the effects.



The Eldercare Locator—a public service supported by the U.S. Administration on Aging—is the only nationwide service that connects older Americans and their caregivers with trustworthy local support and resources on an array of aging issues. This report examines 2016 data collected by the Eldercare Locator—calls, email requests and on-line chats—which indicates two major findings: First, the need for services among older adults is increasing and, second, the needs of this population are more complex than ever before. In 2016, the volume of calls, email requests and online chats received by the Eldercare Locator continued the upward trend identified in a 2014 report. In 2016, the Eldercare Locator received 308,637 requests for assistance from consumers compared to 271,234 in 2014. This equates to 25,720 requests per month and an average of 1,286 calls per day, with 22,141 of these calls requiring specialized assistance. The geographic reach of the Eldercare Locator is extensive, with requests for assistance coming from all 50 states, the District of Columbia and most U.S. Territories. Based on these figures, the Eldercare Locator expects to receive its four-millionth call in 2018.

As these numbers underscore, millions of older adults and caregivers count on the Eldercare Locator to serve as a trusted gateway to accurate information and resources. Due to its national scope and an increasing number of inquiries, the Eldercare Locator is able to gather important information about the needs of older adults and their caregivers, as well as information on how these needs have changed over time. This report showcases the top concerns of aging consumers as viewed from the perspective of the more than 300,000 people who contacted the Eldercare Locator in 2016, and describes how the Eldercare Locator connects consumers to local resources to address those concerns.



Connecting You to Community Services



advocacy | action | answers on aging

About the Eldercare Locator

Funded by the U.S. Administration on Aging, an agency of the Administration for Community Living, the Eldercare Locator is administered by the National Association of Area Agencies on Aging (n4a). The Eldercare Locator's Call Center operates five days a week from 9:00 a.m. to 8:00 p.m. ET.

Through its website and Call Center, the Eldercare Locator serves America's aging population by connecting consumers to resources that enrich their lives and help them meet their daily needs. The Eldercare Locator does this by directing consumers to the appropriate local resource—most often the local Area Agency on Aging—to help meet their needs, address their concerns or otherwise connect them to public and private resources.

The Eldercare Locator helps consumers navigate the maze of federal, state and local resources to find the help they need where they need it. More than 90 percent of the inquiries received by the Eldercare Locator's Call Center come via a phone call. When the phone rings, the Eldercare Locator's Certified Information Specialists answer and begin the process of responding to callers' questions, listening to and helping determine their specific needs, and providing reliable and unbiased referral information—all before directly connecting them with the most appropriate federal, state or local resource to respond to and address their needs.

The value of the personalized human contact provided by the Eldercare Locator's trained staff cannot be underestimated. This first step of support is not only valuable to consumers, who appreciate speaking directly to another person, but also to the local agencies that then receive the referred calls. In addition to helping consumers identify their most urgent needs, the Eldercare Locator's Certified Information Specialists give callers correct terminology and explain the types of services available in their local communities, a warm referral process that saves time and resources for both callers and the agencies to which callers are referred. Urgent calls are internally escalated to the Eldercare Locator's Enhanced Services staff who are trained to respond to complex situations.



About the Aging Network

The Eldercare Locator is part of the Aging Network, a well-established system of federal, state and local agencies and organizations that help older Americans live with dignity and independence in their homes and communities for as long as possible. Established more than 40 years ago and with federal leadership from the U.S. Administration on Aging, the 56 State Units on Aging, 622 Area Agencies on Aging, more than 250 Title VI Native American aging programs and thousands of service providers currently deliver assistance to more than 10 million older adults and their caregivers every year.

The Aging Network provides older adults with a range of home and community-based services that are designed to maximize independence while improving health, well-being and quality of life. These services include transportation options, in-home personal care assistance, nutrition services such as home-delivered meals, evidence-based health programs (e.g., falls prevention or chronic disease self-management), caregiver supports, legal services, elder abuse prevention programs and much more. While these services are offered in communities throughout the country, consumers must know that these services exist before they can use them. The Eldercare Locator helps bridge the gap between consumers who need assistance and the Aging Network that provides these services.

Report Methodology

The data in this report has been aggregated based on information gathered from the 308,637 inquiries made to the Eldercare Locator via phone calls, online chats and email during 2016. Callers to the Eldercare Locator are not asked to provide identifying information, and any identifying information that is received during the exchanges is kept confidential. This report does not include an analysis of the approximately 40,000 monthly visits to the Eldercare Locator website.

This report should not be viewed as a thorough assessment of the needs of older adults and caregivers nationwide, as only a fraction of all consumers contact the Eldercare Locator for help. Nor is the data included in this report necessarily representative of the types of services ultimately provided by the Aging Network or other entities, which is beyond the scope of the Eldercare Locator and this report.

Key Findings

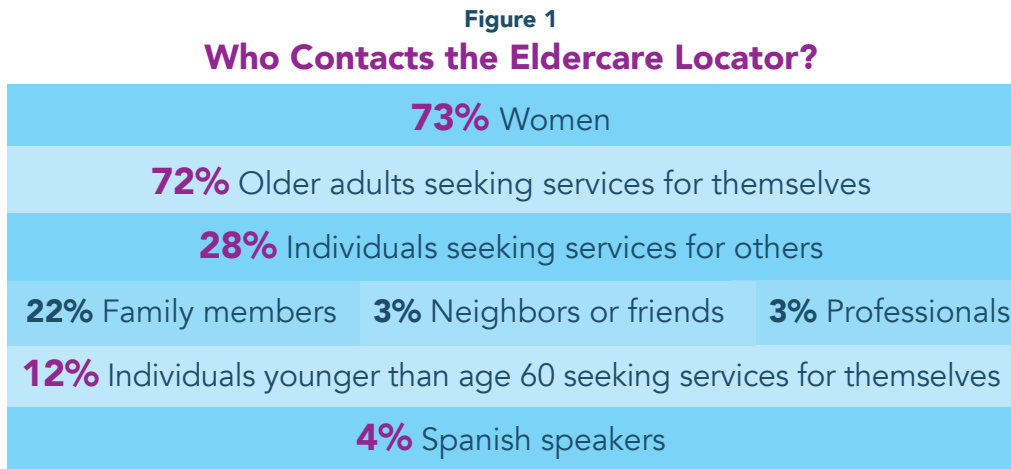
As this report will show, the consumers who contact the Eldercare Locator often do so because they do not know where else to turn for assistance and need help finding vital resources in their communities. By connecting individuals to these resources, the Eldercare Locator provides an invaluable service to older adults and their caregivers.

Who Contacts the Eldercare Locator?

Given that it is a nationwide service, the Eldercare Locator receives an array of requests from consumers across the country. From needing help finding affordable transportation options, assistance with personal care or chore services, to determining what resources are available to help install wheelchair ramps, the Eldercare Locator connects consumers to local resources that can address their needs.

Though the Eldercare Locator does not collect any personally identifiable information, it does collect information to keep track of trends and provide callers with accurate referrals to local resources. This data includes ZIP codes, whether the caller is age 60 or older, whether a caller contacts the Eldercare Locator for themselves or for a friend or family member, whether the caller has a disability, and whether the caller is a caregiver.

Eldercare Locator data indicates that 73 percent of calls received in 2016 came from women and 72 percent of calls came from people age 60 or older who were seeking services for themselves. Figure 1 provides a closer look at the types of people who call the Eldercare Locator to seek assistance.

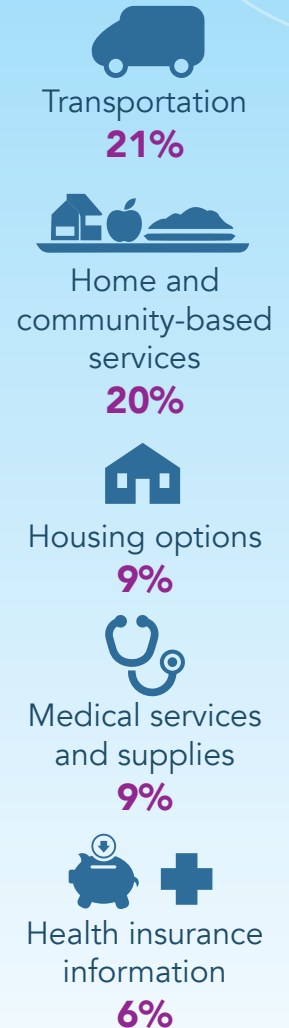


What are Consumers Calling About?

The Eldercare Locator is the nation's only information and referral resource that provides support to individuals seeking assistance with a spectrum of issues affecting older Americans. As a result, individuals contact the Eldercare Locator in need of a broad range of services. Figure 2 shows the top five service requests raised by callers with information regarding transportation or services that enable them to continue living in their homes and communities leading the list.



Figure 2
Top Five Consumer Needs



Top Concerns of Callers



TRANSPORTATION 21%

Many older adults experience a decline in physical and sensory skills as they age. As a result, older Americans may need help finding and accessing reliable transportation in their communities. A lack of reliable transportation may have an effect on a person's physical and mental health in the form of missed medical appointments, lack of continuous care, social isolation and other conditions. In short, access to reliable transportation can play a key role in the ability of older adults to remain healthy.

In 2011, family caregivers provided 1.4 billion rides to older adults.¹ While the bulk (78 percent) of transportation for older adults is provided by family caregivers,² many need to rely on more formal services to meet their needs due to the frequency of their appointments and the distance they live from their family members. Twenty-one percent of calls to the Eldercare Locator come from individuals who need assistance with finding reliable transportation to visit their doctors, shop for groceries, attend religious services and perform other tasks that enable them to live full lives in their communities. As Figure 3 shows, 74 percent of people who contact the Eldercare Locator regarding transportation need help finding reliable transportation to routine medical appointments.

While public transportation is a viable option in many communities, in rural and suburban communities where older adults are more likely to live, transportation may be either nonexistent or so limited that only certain destinations are served. Even in urban areas, where transportation is more readily available, often it is based on commuter travel patterns rather than transporting riders to medical offices, hospitals or other service destinations.

Figure 3

Top Transportation Requests



Routine Medical Appointments

74%



General Transportation

8%



Wheelchair/Scooter Assistance

5%



Dialysis Treatment

3%



Long-Distance Transportation

2%

Eldercare Locator data shows that callers requesting assistance with issues related to transportation often have complex requests. In addition to needing a ride to a medical appointment, some callers need someone to assist them during routine medical visits while others need door-to-door assistance, stretchers or non-emergency ambulances to take them to medical appointments. Callers also ask for hands-on assistance during dialysis, chemotherapy or radiation treatments. Other callers seek referrals to transportation services that would enable them to go to the grocery store, run errands, attend religious services or otherwise participate in community life.



Profile of a Call: Transportation

Mrs. Garcia's* call to the Eldercare Locator was handled by an Information Specialist who listened to her explain the challenges she faced getting a ride to her twice-weekly cancer treatments. Although Mrs. Garcia's use of a cane enabled her to walk, she needed someone to accompany her to these appointments. After learning that Mrs. Garcia was unable to afford the mileage rates charged by private transportation providers, Eldercare Locator staff transferred Mrs. Garcia's call directly to her local Area Agency on Aging, which provided her with information and contacts to volunteer transportation services and other low or no-cost resources in her community.

**Names have been changed, but all profiles are based on actual calls.*



Figure 4
Most Requested In-Home Services



Personal care assistance
 (help with Activities of Daily Living, including bathing, grooming and dressing)

44%



Chores
 (house cleaning, cooking, running errands)

36%



Home health care
 (medical services provided in the home)

18%

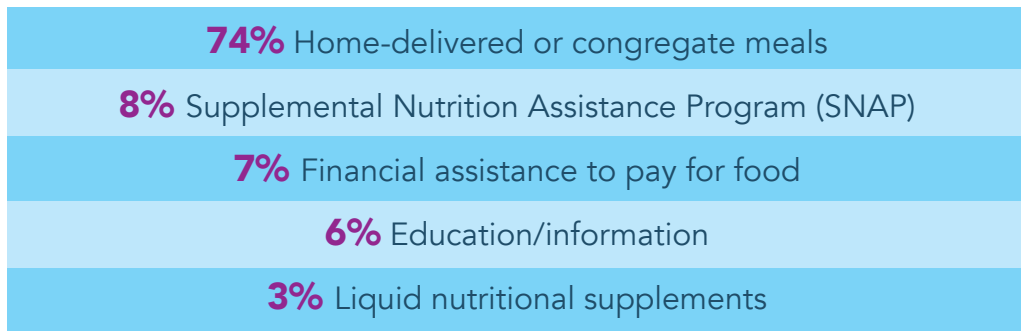


HOME AND COMMUNITY-BASED SERVICES 20%

More than 90 percent of older adults want to continue living in their homes for as long as possible.³ Home and community-based services, such as in-home personal care assistance and home-delivered meals, enable people to do just that—live safely and independently in their homes and communities.

The Eldercare Locator connects callers looking for information with local services that can best meet their needs. As Figures 4 and 5 indicate, the types of home and community-based services that callers to the Eldercare Locator seek assistance with can be divided into two categories—in-home services and nutritional support. The majority of services provided in the home involve assistance with Activities of Daily Living. These are basic personal tasks that are essential to daily life and include eating, bathing, grooming and dressing. The vast majority of inquiries related to nutrition involve requests for home-delivered meals or congregate meals (those that are served in social settings such as senior centers).

Figure 5
Most Requested Nutrition Services





Profile of a Call: In-Home and Caregiver Services

When Mr. Stanley* called the Eldercare Locator he shared that he was unsure if he was calling on behalf of himself or his mother. As a caregiver to his mother for the past three years, he had "always been there for her." Now, his own health challenges were making it difficult for him to continue providing the personal care that his mother needed. The Enhanced Services Specialist Mr. Stanley spoke with gave him information about programs such as home-delivered meals, personal care assistance and caregiver services, including respite care and local caregiver support groups. After explaining how these services could help support him as a caregiver, Mr. Stanley was directly connected to his local Area Agency on Aging to tap into such programs in his community.

**Names have been changed, but all profiles are based on actual calls.*





Figure 6

Top Housing Requests

Independent housing
61%

Subsidized housing
22%

Financial assistance
12%

Legal assistance with housing issues
3%

Reverse mortgage counseling
2%

Shared housing
1%



Figure 7

Top Home Improvement Requests

Repairs
52%

Home modifications
31%

HOUSING OPTIONS **9%**

Along with the desire the majority of older Americans have to remain in their homes for as long as possible comes the reality that their homes may not be in the condition to meet their needs without repair or home modification, such as adding grab bars or ramps. If they become unable to remain in their homes, older adults may



need assistance with finding affordable housing options that allow them to remain in their communities while living independently. Both of these topics were issues of concern for callers to the Eldercare Locator in 2016. As Figures 6 and 7 indicate, the individuals who contacted the Eldercare Locator with an interest in housing wanted assistance with issues related to living independently and making updates to their existing homes.

As Figure 7 shows, of the callers inquiring about home improvements, more than half (52 percent) requested help with home repairs. Many callers reported having lived in their homes for many years and that major repairs would be necessary in order for them to safely remain in their homes as they age. These callers sought assistance with roof replacements, plumbing and structural repairs. Additionally, 31 percent of callers in this category sought information on home modifications, which are structural and functional changes to the home that enable older adults to age in place. Examples of home modifications include the installation of wheelchair ramps and stairway lifts for people with reduced mobility, grab bars in bathrooms to prevent falls, and the adoption of other aging-friendly features to increase safety and maintain independence.



Profile of a Call: Housing

Unable to afford rent and facing eviction in three days, Mr. Jennings* called the Eldercare Locator to find out about potential housing options. Mr. Jennings indicated that being near public transportation was critical because he was unable to drive. Due to the urgency of Mr. Jennings' call, he was escalated to an Enhanced Services Specialist who counseled Mr. Jennings on subsidized housing options before directly connecting him to his local Area Agency on Aging, saving him another call. The Enhanced Services Specialist explained to Mr. Jennings that the Information and Referral Specialist at the Area Agency on Aging could provide local shelter information and permanent housing options for people with limited incomes, as well as information on transportation options and other supportive services in his area.

**Names have been changed, but all profiles are based on actual calls.*

MEDICAL SERVICES AND SUPPLIES 9%

Research shows that the likelihood of needing some type of medical assistance increases with age. This is particularly true among older adults, and especially for women because they tend to live longer. Eleven percent of adults aged 65 to 69 have a functional limitation compared to 62 percent of adults age 90 and older.⁴ These statistics, coupled with the fact that Medicare does not cover 100 percent of all health expenses, can create financial burdens for many older Americans who live on fixed incomes.

While Medicare pays for doctor's visits and routine medical appointments, many costs are not covered, including co-payments, non-emergency transportation, hearing aids, dental care or long-term services and supports. Low-income Medicare beneficiaries may qualify for help with some of the costs related to these items through Medicaid and other programs, but, for many, health care costs are a major expenditure. In 2014, the average Medicare recipient spent \$5,342 on health care costs.⁵



Out-of-pocket expenses can add up when an older adult needs an item or service that isn't covered

by Medicare. It is no surprise, then, that nearly one in ten callers to the Eldercare Locator seeks assistance with either paying for or locating a medical service. As Figure 8 indicates, whether it is simply information about medical devices or financial assistance, many callers to the Eldercare Locator indicated that they were concerned that a hearing aid, dental care or prescription wouldn't be covered by Medicare. Figure 9 shows that, in addition to medical services, 30 percent of callers needing assistance with medical services or supplies request information about affordable durable medical equipment such as walkers, wheelchairs and assistive technology devices. The Eldercare Locator connects callers to resources that can help them pay for or locate programs that can provide information about medical items that are not covered by Medicare.

Figure 8
Most Requested Medical Supplies



30% Durable medical equipment

26% Incontinence products

16% General financial assistance

15% Personal Emergency Response Systems

9% Purchase of wheelchair or scooter

4% Diabetic supplies

Figure 9
Most Requested Medical Services



General financial assistance

30%



Dental care

26%



Prescription assistance

23%



Auditory services

10%



Vision services

8%

HEALTH INSURANCE INFORMATION

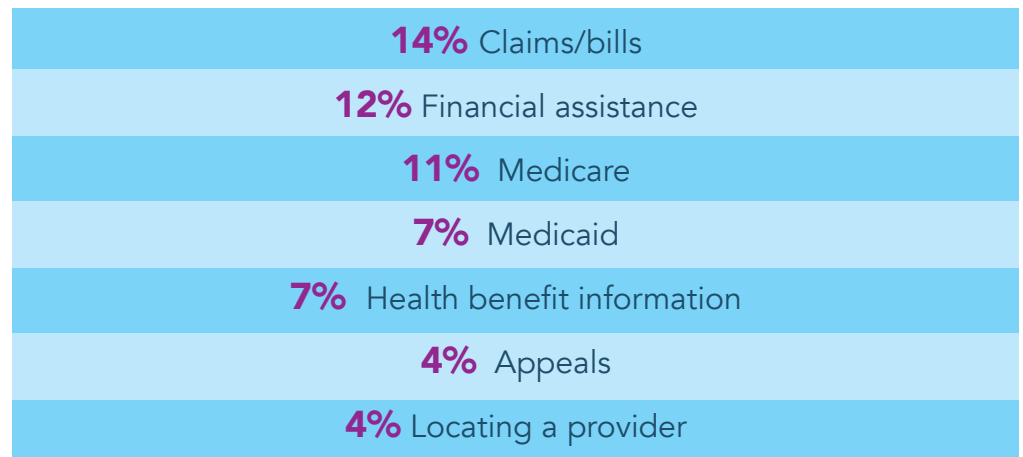
6%

Health insurance can be confusing, particularly for older adults covered by Medicare or Medicaid. Six percent of callers contacted the Eldercare Locator with questions about health insurance. As Figure 10 shows, many of these callers sought assistance with understanding a medical bill or claim while others sought guidance on Medicare Supplemental Plan options. Depending on the type of call, the Eldercare Locator's trained staff refers consumers to a range of federal, state and local Medicare and Medicaid resources.

For the complex Medicare calls that cannot be addressed by 1-800-MEDICARE or www.medicare.gov, Eldercare Locator staff refer callers to the local branch of their State Health Insurance Assistance Program (SHIP), a program funded by the U.S. Administration for Community Living that provides Medicare beneficiaries with one-on-one assistance. SHIPs use highly trained staff and volunteers to provide unbiased, personalized insurance counseling to all Medicare beneficiaries. Roughly two-thirds of local SHIPs are operated by an Area Agency on Aging.



Figure 10
Top Health Insurance Information Requests



Ensuring Accurate and Trusted Connections

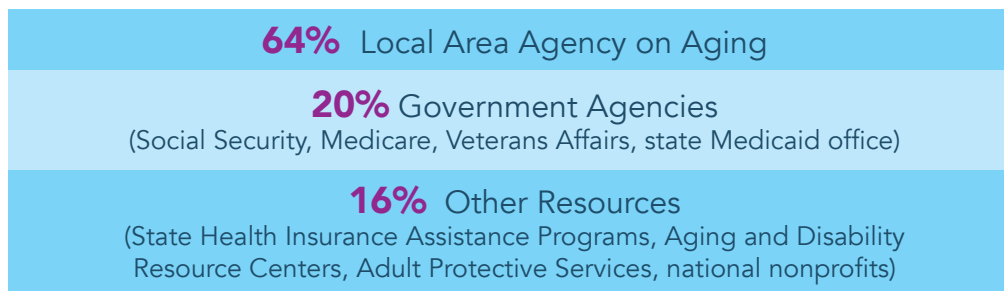
Connecting Callers with Much-Needed Resources

Of the more than 300,000 calls received by the Eldercare Locator in 2016, Figure 11 shows that two-thirds were referred to local Area Agencies on Aging (AAA), which are uniquely positioned to provide the most efficient and comprehensive services to older adults in their communities—and to the people who contact the Eldercare Locator. In addition to providing information and referral services, case management, benefits counseling and support to family caregivers, AAAs also work with local service providers to deliver meals, offer transportation and provide in-home services.



Twenty percent of callers to the Eldercare Locator sought assistance with access to information about public benefits. As a result, many callers were referred to government agencies, most often to local offices of the Social Security Administration and the Department of Veterans Affairs. Other calls to the Eldercare Locator were routed to state and local resources, including State Health Insurance Assistance Programs, Adult Protective Services or Aging and Disability Resource Centers.

Figure 11
Most Common Referrals



Connecting with Compassion and Commitment

The Eldercare Locator's staff makes a positive difference in the lives of those seeking help by handling an average of 1,286 calls each day, providing consumers with education, support and referrals to local resources. In addition to comprehensive and ongoing training, after a certain number of months of employment, all staff are required to attend training sessions and complete the process to become Certified Information and Referral Specialists in Aging and Disabilities.⁶

Connecting Through the Most Preferred Method of Communication: The Telephone

A 2014 Gallup study found that most Americans age 65 and older prefer using cellphones and landline phones.⁷ This sentiment is evident in conversations Eldercare Locator staff have with callers. Callers to the Eldercare Locator often express their appreciation for speaking with a “live voice” and knowing that they can speak with someone who will answer their questions with compassion and professionalism. Though telephone calls are the largest source of inquiries made to the Eldercare Locator, Figure 12 shows that staff also receive inquiries via e-mail and a chat feature found on www.eldercare.gov.

Figure 12
Methods of Communication



Phone calls
97%



Online chats
2%



E-mails
1%

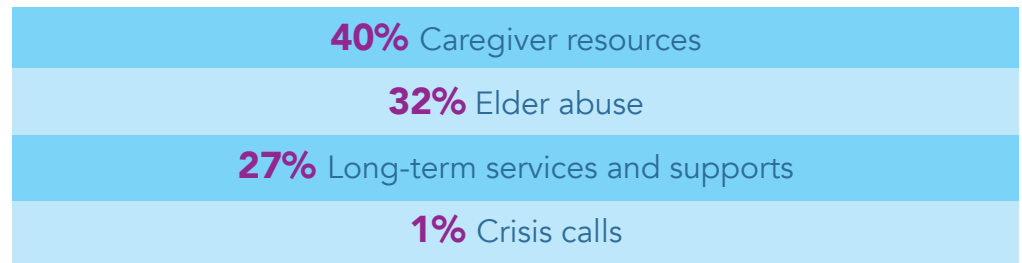
Website Visits: With more than 40,000 visitors per month in 2016, the Eldercare Locator’s website, www.eldercare.gov, is a critical online tool for older adults, caregivers and professionals seeking resources on a range of local supports and services available in their communities. The website also provides a variety of resources, including fact sheets and brochures that help consumers better understand aging issues and options. The most popular pages visited on the Eldercare Locator website mirror requests received by the Call Center, with searches for transportation, home health and in-home services topping the list.

Educational Materials: Every year, the Eldercare Locator creates consumer-focused brochures to educate older adults, caregivers and the general public about important issues that may affect them. In addition, the Eldercare Locator conducts *Home for the Holidays*, an annual campaign that addresses a current issue or topic relevant to older adults. In 2016, the Eldercare Locator disseminated more than 50,000 brochures, either directly to consumers or to professionals in the Aging Network. See the Appendix for a listing of the educational materials available from the Eldercare Locator in 2016.

The Anatomy of a Call: Crisis and Enhanced Services Calls

Callers often contact the Eldercare Locator during times of crisis and when they are in dire need of assistance. The Eldercare Locator protocol is to connect these callers to the Enhanced Services Specialists who are trained to provide additional supportive intervention to callers who have serious issues. These include suspected elder abuse or instances in which staff believes a caller may cause themselves physical harm. Fourteen percent of calls made to the Eldercare Locator in 2016 necessitated assistance from Enhanced Services Specialists. Figure 13 depicts the most common types of calls that require an Enhanced Services Specialist.

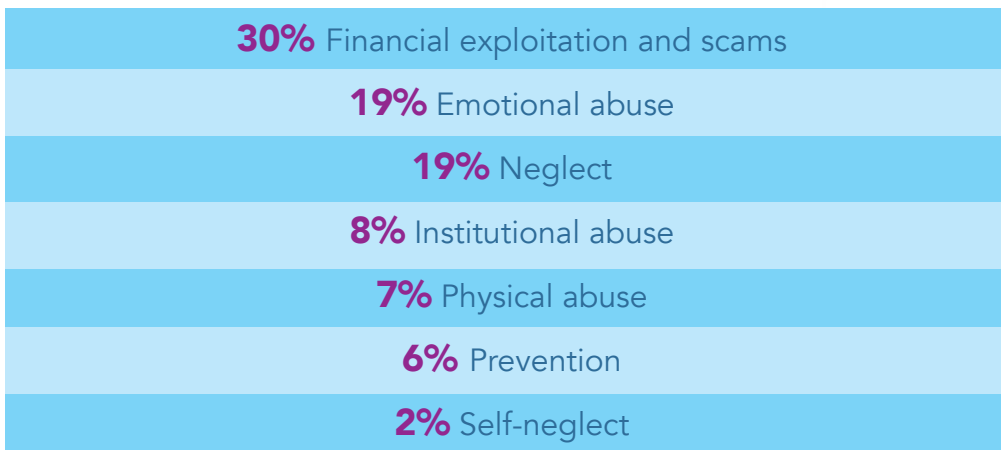
Figure 13
Reasons for Enhanced Calls



When a caller contacts the Eldercare Locator concerned about suspected elder abuse, the Eldercare Locator’s trained staff directly refers these calls to the appropriate reporting authority, usually the state’s Adult Protective Services agency and, for adults living in nursing homes or assisted living, a local Long-Term Care Ombudsman Program. Nearly one-third of all crisis calls received by the Eldercare Locator in 2016 were related to elder abuse. As Figure 14 shows, the types of elder abuse reported by callers to the Eldercare Locator included issues with financial exploitation (30 percent), emotional abuse (19 percent) and neglect (19 percent).



Figure 14
Reasons for Elder Abuse Calls



Profile of a Call: Crisis

Late one Friday afternoon, Ms. Hillman* contacted the Eldercare Locator because she was hungry and had no food in her home. Unfortunately, during the conversation, Ms. Hillman’s hearing aid failed, leaving her unable to communicate. Sensing the urgency of the call, an Eldercare Locator Enhanced Services Specialist contacted the local sheriff’s department in Ms. Hillman’s very rural community and asked them to conduct a wellness check. Fortunately, Ms. Hillman’s telephone number was on the department’s “Are You OK” contact list and the staff confirmed that they would send someone out to make sure she was safe.

**Names have been changed, but all profiles are based on actual calls.*



Profile of a Call: Elder Abuse

Mrs. Li* contacted the Eldercare Locator concerned that her brother, who is 83 years old and lives in another state, had been a victim of elder abuse by a tenant who allegedly stole money from him. Mrs. Li stated that her brother had threatened to contact the local authorities and report the incident, but was unsure of whether he had followed through with the call. She called the Eldercare Locator because she did not know if the incident could be reported as abuse and needed more information about examples of elder abuse. The Information Specialist gave Mrs. Li information on how to prevent and report elder abuse, and then directly connected her with her brother’s local Adult Protective Services agency to report the incident.

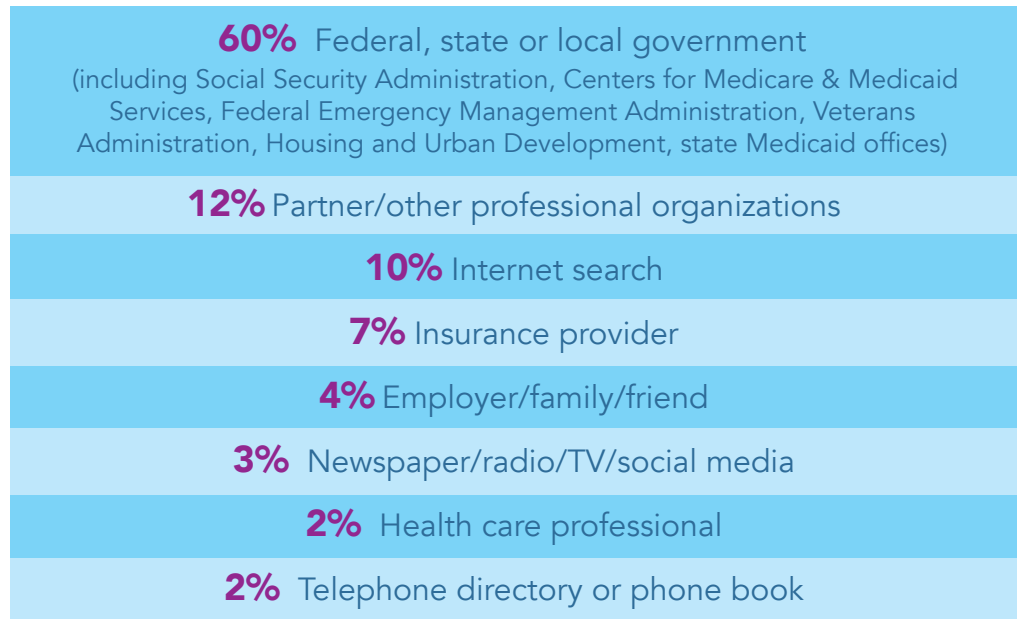
**Names have been changed, but all profiles are based on actual calls.*

Sources of Referrals to the Eldercare Locator

Since its launch more than 25 years ago, the Eldercare Locator has fostered connections with government agencies, service providers and national organizations. As shown in Figure 15, 60 percent of all referred calls to the Eldercare Locator come from state, federal or local government agencies. Professional organizations and the Internet were responsible for referring the next highest numbers of people to the Eldercare Locator.

Figure 15

How Do Consumers Learn about the Eldercare Locator?



Conclusion

The Eldercare Locator is a unique and valued service that connects consumers to local supports and services that help them live in their homes and communities for as long as possible. It does this by connecting consumers to professionals in their communities who can help address their needs. This human connection is the core of the Eldercare Locator and is highly valued by the older adults and caregivers who seek assistance. **In fact, in response to a post-call questionnaire, 98 percent of the callers reported their questions were fully answered by Eldercare Locator staff.**

As our nation's aging population continues to grow so, too, will its needs. The Eldercare Locator provides a critical and much-needed connection to local resources that consumers may not have otherwise known existed. The sooner consumers get the information or assistance they need, the safer and healthier they will be, the more efficient our country's aging services systems will be and the stronger our communities will be.

With the Eldercare Locator, help is truly one call away.



Endnotes

- 1 National Aging and Disability Transportation Center, *Older Adults & Transportation*, 2016, <http://www.nadtc.org/about/transportation-aging-disability/unique-issues-related-to-older-adults-and-transportation/>.
- 2 AARP Public Policy Institute, *Valuing the Invaluable: 2011 Update—The Growing Contributions and Costs of Family Caregiving*, <https://assets.aarp.org/rgcenter/ppi/ltc/i51-caregiving.pdf>.
- 3 AARP, *A State Survey of Livability Promises and Practices*, December 2011, <https://assets.aarp.org/rgcenter/ppi/liv-com/ib190.pdf>.
- 4 Erickson, W., Lee, C., & von Schrader, S., *2012 Disability Status Report: United States*. Cornell University Employment and Disability Institute (EDI), 2014.
- 5 Leadership Council of Aging Organizations, *Medicare Beneficiary Characteristics and Out-of-Pocket Costs*, 2016, <http://www.lcao.org/files/2016/04/medicare-beneficiary-character-april2016.pdf>.
- 6 The Certified Information and Referral Specialist – Aging/Disabilities credential is a nationally recognized accreditation provided by the Alliance of Information and Referral Systems, the membership association for information and referral professionals that sets the standards for quality in the field.
- 7 Newport, Frank, "The New Era of Communication Among Americans," Gallup Daily, November 10, 2014, <http://www.gallup.com/poll/179288/new-era-communication-americans.aspx>.

Appendix: Top Brochures Requested by Consumers from the Eldercare Locator, 2016



Expand Your Circles: Prevent Isolation and Loneliness As You Age (2016 Home for the Holidays campaign)

This publication focuses on the growing problem of social isolation and loneliness in older adults, which has been associated with higher rates of chronic disease, depression, dementia and death. The full-color, glossy brochure provides tips and resources that can help older adults take action to become more engaged and strengthen their circles of connection.



Before You Give Up The Keys

This brochure provides tips and tools for older drivers who want to develop a transportation plan before they give up the keys. It was developed in collaboration with the Administration for Community Living, the Federal Transit Administration, the National Highway Traffic Safety Administration and the National Aging and Disability Transportation Center.



Preventing Falls

This brochure describes safety checks older adults can perform in and around their homes to reduce their risk of falling and help enhance their ability to live independently.

These and many other brochures are available at www.eldercare.gov.



Acknowledgements

The National Association of Area Agencies on Aging would like to recognize the U.S. Administration on Aging, an agency of the Administration for Community Living, for its foundational and ongoing leadership of the Eldercare Locator since it was established in 1991. By connecting older adults and caregivers to local resources and information, the Eldercare Locator plays a major role in our shared goal of helping older adults live independently, with health and dignity, in their homes and communities for as long as possible.

Report and Project Lead

Patrice Earnest, *Director, Eldercare Locator, n4a*

Writing and Editing

Sandy Markwood, *CEO, n4a*

Nora Super, *Chief, Programs and Services, n4a*

Patrice Earnest, *Director, Eldercare Locator, n4a*

Amy E. Gotwals, *Chief, Public Policy and External Affairs, n4a*

Joellen Leavelle, *Director, Communications, n4a*



Connecting You to Community Services

Launched in 1991, the Eldercare Locator is the only national information and referral resource to provide support to consumers across the spectrum of issues affecting older Americans. The Locator was established and is funded by the U.S. Administration on Aging, part of the Administration for Community Living, and is administered by the National Association of Area Agencies on Aging.

eldercare.gov
1 (800) 677-1116



advocacy | action | answers on aging

The National Association of Area Agencies on Aging (n4a) is a 501(c)(3) membership association representing America's national network of 622 Area Agencies on Aging and providing a voice in the nation's capital for the more than 250 Title VI Native American Aging Programs.

The mission of n4a is to build the capacity of its members so they can better help older adults and people with disabilities live with dignity and choices in their homes and communities.

www.n4a.org
(202) 872-0888



This project was supported, in part, by grant number 901R0002, from the U.S. Administration for Community Living, Department of Health and Human Services, Washington, D.C. 20201. Grantees undertaking projects under government sponsorship are encouraged to express freely their findings and conclusions. Points of view or opinions do not, therefore, necessarily represent official Administration for Community Living policy.