The Eldercare Locator
National Call Center

Connecting You to Community Services
National Call Center

National Association of Area Agencies on Aging
## Promoting Information and Referral Systems

<table>
<thead>
<tr>
<th><strong>Eldercare Locator</strong></th>
<th><strong>National I&amp;R Support Center</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>A national call center to provide consumer access to aging information resources nationwide</td>
<td>Established to assist state and local I&amp;R/A programs to enhance the quality and professionalism of their services.</td>
</tr>
</tbody>
</table>

![Eldercare Locator Logo](eldercare_locator.png)

![National I&R Support Center Logo](national_ir_support_center.png)
An Aging Nation

Over the next two decades, the proportion of the U.S. population over age 60 will dramatically increase as the baby boomers reach this milestone. By 2030, more than 70 million Americans will be 65 and older, twice the number in 2000.¹

By 2030, 1 in 5 Americans will be 65 or older.
Figure 1: Number of Persons 65+, 1900 to 2060 (numbers in millions)

Year (as of July 1)

3.1 4.9 9 16.6 25.5 35 43.1 56 79.7 92

National Association of Area Agencies on Aging
Proportion of AAAs Serving Individuals Under 60

Note: Data reflects AAAs that offer at least one service to individuals under 60
n=412

- Consumers under age 60 with disability/impairment/chronic illness: 85%
- Veterans of all ages: 66%
- Caregivers of all ages: 78%

Source: 2016 AAA National Survey
The National Aging Service Network

622 Area Agencies on Aging

National Association of Area Agencies on Aging
All AAAs Play A Key Role In...

Planning
Developing
Coordinating
Delivering

A WIDE RANGE OF LONG-TERM SERVICES AND SUPPORTS
to consumers in their local planning and service area (PSA)
Area Agencies on Aging
&
Title VI Native American Aging Programs
National Association of Area Agencies on Aging
2016 Call Statistics

Total Calls – 308,637

Emails – 3,222

Chats - 1,922
Caller Demographics

- 73% Females
- 72% Older adults seeking services
- 12% Under 60 years of age
- Learned of Services (Top 5):
  - 60% Federal, state or local government (Social Security, Medicare, FEMA, VA, HUD, & State Medicaid office)
  - 12% Partner/professional organizations
  - 10% Internet Search
  - 7% Insurance providers
  - 3% Newspaper, Radio, TV, & Social Media
## Top Requests For Services

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Transportation</td>
</tr>
<tr>
<td>2</td>
<td>In Home Services</td>
</tr>
<tr>
<td>3</td>
<td>Social Security</td>
</tr>
<tr>
<td>4</td>
<td>Housing</td>
</tr>
<tr>
<td>5</td>
<td>Health Insurance</td>
</tr>
</tbody>
</table>
# Top 5 States of Origin

<table>
<thead>
<tr>
<th>State</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>California</td>
<td>11%</td>
</tr>
<tr>
<td>Florida</td>
<td>11%</td>
</tr>
<tr>
<td>Texas</td>
<td>8%</td>
</tr>
<tr>
<td>New York</td>
<td>7%</td>
</tr>
<tr>
<td>Georgia</td>
<td>4%</td>
</tr>
</tbody>
</table>
Caller Demographics

- Zipcode
- Name (only for return calls)
- Telephone number (auto populated)
- Purpose of call
• Language
• Gender
• Gender of person requesting services
• Age 60 and over
• Age of person requesting services
• Caller relationship
• How did they learn of our service
• Caregiver
• VA benefits
Referral Sources

- Agency
- State

Other Questions:

- Brochure
- First time calling EL
- Questions answered
Primary Referrals

- Area Agency on Aging
- Adult Protective Services
- State Unit on Aging
- State Health Insurance Programs
- Centers for Independent Living
- Long Term Care Ombudsman
- Legal Services
Eldercare Locator Database Update

*Make sure your agency information on the Eldercare Locator database is up-to-date!

*Contact the Eldercare Locator at ELDB@n4a.org to get assistance in updating your agency information

---

**Johnson County Area Agency on Aging**

- **Address**: 11811 South Sunset Drive
- **City**: Olathe
- **State**: KS
- **Zip**: 66061
- **County**: Johnson
- **Website**: http://www.jocogov.org/dept/human-services/area-agency-aging/aging-overview

**Contact Information**
- **Contact Email**: HSA-AAAWeb@jocogov.org
- **Office Phone**: 913-715-8800
- **Information Phone**: 913-715-8861
- **State Phone**: 913-715-8800
- **Regional Phone**: 913-715-8800
- **TTY Phone**: (912) 894-8822
- **Language**: English
- **Description**: We are one of 11 Area Agencies on Aging (AAA) in Kansas. In keeping with the federal Older Americans Act, the AAA is responsible for planning and implementing services for persons 60 years of age and older, and for their caregivers. County specific services include meal sites, mail on wheels, geriatric care management, housekeeping, attendant care, legal assistance, caregiver programs and information and assistance.
- **Special Notes**: Free public parking. Accessible building. Please call for appointments. Information can be mailed or emailed. Single point of entry for aging services in Johnson County, Kansas. The Johnson County AAA hosts your local Aging and Disability Resource Center (ADRC). The ADRCs are visible and trusted places where people can turn for information, assistance, and a single point of entry to public long-term support programs and benefits.
- **Hours**: 8:00 AM - 5:00 PM - Central Time, Monday to Friday except holidays
- **Directions**: Office is 2 miles west of I-35 off 144th St. and Ridgeview, take 116th St. exit off I-35. You will pass 4 traffic lights. Turn North on Ridgeview Rd, turn West onto Sunset Dr, to Sunset Drive Office Building, visitor parking on the left. View on map

---

**Catawba Indian Nation**

- **Address**: 985 Avenue of the Nations
- **City**: Rock Hill
- **State**: SC
- **Zip**: 29730
- **Website**: http://catwbaindian.net/
- **Contact Email**: info@catwbaindian.net
- **Office Phone**: (803) 366-4792
- **Information Phone**: (803) 366-4792
- **Languages**: English
- **Special Notes**: Caregiver Programs, Adult Protective Services, Employment Services, Legal Assistance, Home Repair, Home Modification, Home-Delivered Meals, Personal Care, Respite Care, Government Assisted Housing, Senior Center Programs
- **Hours**: Monday-Friday - 8 am to 5 pm Closed on all Federal Holidays
- **Directions**: View on map

---

National Association of Area Agencies on Aging
Eldercare Locator Resource Center Store

1. Your 1st Step to Finding Resources for Older Adults
2. Before You Give Up the Keys
3. Preventing Falls at Home
4. Brain Health:
5. Guide to Benefits for Seniors
2016 Home for the Holidays Campaign