Area Agencies on Aging &
Title VI Native American Aging Programs

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

A WIDE RANGE OF LONG-TERM SERVICES AND SUPPORTS to consumers in their local planning and service area (PSA)
All AAAs offer five core services under the OAA:

- **Nutrition**
- **Caregivers**
- **Health & Wellness**
- **Elder Rights** (includes abuse prevention and long-term care ombudsman programs)
- **Supportive Services** (information and referral, in-home services, homemaker & chore services, transportation, case management, home modification, legal services)

The average AAA offers more than a dozen additional services. The most common non-core services offered by AAAs are:
- Insurance Counseling (85%)
- Case Management (82%)
- Senior Medicare Patrol (44%)
2018 A Year In Review

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

National Association of Area Agencies on Aging
Call Statistics
Major Findings:

Call Volume
Call Complexity
Emerging Issues

Transportation needs continue to be the most requested service and there has been an increase in help with supportive in-home services.
Emerging Issues

Caller need complexity includes escalated calls regarding reporting of suspected elder abuse, emergency housing and crisis calls.
Welcome to the Eldercare Locator, a public service of the U.S. Administration on Aging connecting you to services for older adults and their families. You can also reach us at 1-800-677-1116.
Caregiver Corner

Caregivers play a critical role in the health and well-being of their loved ones. The Caregiver Corner is here to help with useful links and resources. Everyone’s caregiver story is different, but below are some common questions received at the ElderCare Locator.

1. Who can help me with transportation, in-home care (bathing, dressing, sitter services, preparing meals) and other local services such as respite care that I may not even know about?
2. My father is a veteran. What programs could he or his spouse be eligible for now that they need help in the home?
3. Can I get paid for caregiving?
5. My mother has been diagnosed with dementia. Where can I go to learn more about what to expect?
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Learn more about programs and support services for persons with dementia by calling the Alzheimer’s Association 24/7 Helpline at 1-800-272-3900. In addition, Alzheimers.gov is the federal government portal to information on Alzheimer's disease and related dementias care, research, and support.
9. I am concerned about a situation involving my neighbor. Where do I report suspected elder abuse?
I am concerned about a situation involving my neighbor. Where do I report suspected elder abuse?

In the event of an emergency related to elder abuse, call 911. All instances of suspected abuse, neglect or exploitation involving an older adult should be reported to the designated adult protective services program in your state. All reports are confidential. To find the contact information for the adult protective services program that serves your area, enter your ZIP code or city and state in the search bar at the top of this page. The Eldercare Locator publication, Older Adults and Elder Abuse, provides additional information about elder abuse.
Learn More About

Support Services  Housing  Elder Rights

Insurance and Benefits  Health  Transportation

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1. Information and 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
Connecting Older Adults and Their Caregivers to Local Resources

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

National Association of Area Agencies on Aging
Caring Across the Miles
Resources for Long-Distance Caregivers

elder care locator
Connecting You to Community Services

1 (800) 677-1116
elder care.acl.gov

National Association of Area Agencies on Aging
Living Well With Dementia in the Community
Resources and Support
Older Adults and Elder Abuse

As they age, older adults may need assistance from others with getting to and from medical appointments, managing their finances, preparing meals, personal care, and performing other activities that enable them to continue living in their homes and communities. Unfortunately, increasing numbers of older adults experience abuse from the very people they trust to provide them with this much-needed assistance.

According to the National Center on Elder Abuse (NCEA), elder abuse most often occurs when older adults are intimidated by someone who has a trusting relationship with them (e.g., a spouse, sibling, child, friend, or caretaker). In institutional settings like nursing homes, assisted living facilities, and hospitals, elder abuse can occur when older adults are mistreated by someone who has a legal or contractual obligation to provide them with care or protection.

While it can be difficult to quantify the precise number of individuals who experience elder abuse, the National Center on Elder Abuse has reported that one in 10 older adults have experienced some form of elder abuse. However, for many reasons, elder abuse is underreported. NCEA also cites a survey conducted in New York showing that for every case of elder abuse that is reported, 11 or 12 go unreported.

Types of Elder Abuse

While there are many types of elder abuse, they all involve one thing: interfering, limiting, or preventing the older adult from a basic need.

- **Physical abuse:** Injuring, or threatening to injure, physical pain, forcible confinement, injury or interfering with the elder adult's basic need.
- **Emotional abuse:** Inheriting mental pain, anguish or distress through a real or potential act.
- **Neglect:** Failure or inability by those responsible to provide food, shelter, health care or protection.
- **Self-Neglect:** Neglect of one's own care through failing to provide food, shelter, health care or protection.
- **Abandonment:** Failure by anyone who has assumed the responsibility for care or custody.
- **Swindles:** Use of a minor in a sexual context or other business.

Ways to Prevent Elder Abuse

- Education is critical to preventing elder abuse. In addition, older adults can reduce their risk of experiencing elder abuse through the following:
  - Staying engaged in their communities.
  - Not providing personal information, such as Social Security numbers, over the phone.
  - Revising your wills periodically and ensuring that a living will or advance directive is in place to protect their wishes.
  - Working with a financial advisor before making large purchases or investments.

For more information or to report elder abuse, visit [www.ncoa.org](http://www.ncoa.org) or [elderahep.org](http://elderahep.org).

National Association of Area Agencies on Aging
Older Adults and Medication Safety

As they age, older adults may develop health conditions that can be treated with over-the-counter medications, or those that have been prescribed by a physician. Research from the National Institute on Drug Abuse found that more than 80 percent of older patients take at least one prescription medication on a daily basis, with more than half of this population taking more than five medications or supplements daily.

Given these statistics, it is particularly important that older adults pay special attention to the instructions on their medications. Misuse of medications is critical to one’s health and well-being. In fact, it can be life-saving.

Prescription Opioids

In recent years doctors have increasingly prescribed medications that are commonly referred to as opioids. While prescription opioids can help alleviate chronic and debilitating pain, they can be abused, leading to injury and death. In fact, deaths related to the misuse of prescription opioids have more than quadrupled since 1999. Given the effects of aging on a person’s health, it is essential that older adults take particular care when using these powerful drugs.

Tips for the Wise Use of Medications

In the publication Medications and You: A Guide for Older Adults, the Federal Drug Administration recommends the following tips for the safe use of medications:

- Learn about your medicines. Read medicine tablets and package inserts, and follow the directions. If you have questions, ask your doctor, pharmacist or other health care professional.
- Talk to your team of health care professionals about your medical conditions, health concerns, and all the prescription and over-the-counter (OTC) medicines you take, as well as dietary supplements, vitamins, and herbal supplements. The more your doctors know, the more they can help. Don’t be afraid to ask questions.
- Keep track of side effects or possible drug interactions, and let your doctor know right away about any unusual symptoms or changes in the way you feel.
- Make sure to go to all doctor appointments and to any appointments for monitoring tests done by your doctor or in a laboratory.
- Use a calendar, pill box, or other tool to help you remember when you take your medicines. You can also ask a friend or relative to help.
- Take a friend or relative with you to your doctor’s appointments if you think you may need help understanding or remembering what the doctor tells you.
- Take only your own medicines. Taking someone else’s medicine may hide your symptoms and make diagnosing your illness more difficult for your doctor. It could also cause a bad reaction with other medicines you are taking, putting your health at risk.
- Always keep medicines in their original containers, and never put more than one kind of medication in the same container.
- Have a “Medicine Check-Up” at least once a year. Go through your medicine cabinet to get rid of old or expired medicines. If a medicine has expired or if you have used it for a long time, throw it away. Ask your doctor or pharmacist to get rid of all medicines you no longer take.
- Keep all medicines out of the sight and reach of children.

National Association of Area Agencies on Aging
Helping Older Adults Weather the Storm Before, During and After Disasters

Hurricanes, floods, tornados, earthquakes, chemical spills, wild fires and other man-made and natural disasters can have long-lasting and sometimes permanent effects on communities and the older adults who live in them. Community services and supports are critical tools that help older adults meet their needs before, during and after disasters. But these vital services are often limited or reduced as communities and individuals recover. Fortunately, there are steps that can help older adults—particularly those who have chronic illnesses, functional limitations to other requirements—prepare for and experience less trauma as they prepare for and recover from the devastating effects of disasters.

Disasters can strike without warning, but there are steps older adults and their caregivers can take to prepare themselves. The emergency management agency in your state or county will have the most current information that is specific to your community. To find the emergency management agency serving your community, visit www.fema.gov or your emergency management agency.

The tips provided in this fact sheet will help older adults and their caregivers prepare for disasters.

Before a Disaster
- Create a communications plan. Communication is critical during disasters. However, it may be difficult to connect with neighbors, friends and family members if communication is interrupted. Assist or during major disasters, start your plan by creating a list containing the emergency contact information for any family, friends and others you would like to keep in touch with before, during and after a disaster. Your plan should also include information for others to contact after a disaster, as well as important medical information.
- Make a medical plan. Many older adults rely on assistive devices to help with mobility and other needs. Many of these devices may include oxygen machines, hearing aids and wheelchairs, or mobility aides to operate. Where possible, ensure that each of these items, and their battery backups, are fully charged. In addition, make a list of all medications to help ensure you have everything needed on hand in the event.S of a disaster.

Tip: Contact your local utility company to let them know you have a medical device that requires electricity so they can put you on a priority list for service restoration.
Supports and Tools for Elder Abuse Prevention (STEAP) Initiative

The STEAP Initiative, a partnership between the National Association of Area Agencies on Aging (n4a) and the National Center on Elder Abuse (NCEA), has the mission of both increasing awareness of elder abuse and strengthening elder abuse prevention education and outreach programs.

The centerpiece of this Initiative is a toolkit with practical and customizable elder abuse education and outreach tools.

Download and customize your tools at nceausc.tk/STEAP
1-800-677-1116

eldercare.acl.gov