The Eldercare Locator
National Call Center

Connecting You to Community Services

National Call Center
May is Older Americans Month

OLDER AMERICANS MONTH

AGE OUT LOUD: MAY 2017
Figure 1: Number of Persons 65+, 1900 to 2060 (numbers in millions)

Year (as of July 1)

- 1900: 3.1
- 1920: 4.9
- 1940: 9
- 1960: 16.6
- 1980: 25.5
- 2000: 35
- 2012: 43.1
- 2020: 56
- 2040: 79.7
- 2060: 92

Note: Increments in years are uneven.
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
Area Agencies on Aging & Title VI Native American Aging Programs
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)
The National Aging Service Network

622 Area Agencies on Aging

National Association of Area Agencies on Aging
2016 Call Statistics

Total Calls – 308,637

Emails – 3,222

Chats - 1,922
2016 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
Key Findings from the 2016 Eldercare Locator Data Report

- Transportation assistance and home & community based support were the most requested service needs that comprised 43% of all calls into the Eldercare Locator.
- Over 22,000 calls were handled as complex or crisis contacts.
- The number of calls to report suspected elder abuse has increased with over 7,000 calls received.
- Calls originated from every state, the District of Columbia and most US Territories.
- Two thirds of callers are referred to their local Area Agency on Aging.
## Top Requests For Services

<table>
<thead>
<tr>
<th></th>
<th>Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Transportation</td>
</tr>
<tr>
<td>2</td>
<td>Home and Community Based Services</td>
</tr>
<tr>
<td>3</td>
<td>Housing Options</td>
</tr>
<tr>
<td>4</td>
<td>Medical Services and Supplies</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>10%</td>
</tr>
<tr>
<td>Texas</td>
<td>8%</td>
</tr>
<tr>
<td>New York</td>
<td>7%</td>
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<tr>
<td>Georgia</td>
<td>5%</td>
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</tbody>
</table>
# Top 5 Referral Agencies

<table>
<thead>
<tr>
<th>Rank</th>
<th>Agency</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Workforce Development Aging and Community Services</td>
<td>Los Angeles County, CA</td>
</tr>
<tr>
<td>2</td>
<td>New York City Department for the Aging</td>
<td>New York City</td>
</tr>
<tr>
<td>3</td>
<td>Atlanta Regional Commission, Area Agency on Aging</td>
<td>Atlanta, Georgia</td>
</tr>
<tr>
<td>4</td>
<td>Harris County Area Agency on Aging</td>
<td>Houston, Texas</td>
</tr>
<tr>
<td>5</td>
<td>Senior Connection Center Area Agency on Aging</td>
<td>Tampa, Florida</td>
</tr>
</tbody>
</table>
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.
Eldercare Locator Resource Center Store
2016 Home for the Holidays Campaign

EXPAND YOUR CIRCLES
Prevent Isolation and Loneliness As You Age
The Eldercare Locator
National Call Center

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

National Association of Area Agencies on Aging
Thank you!

Patrice Earnest, Director
Eldercare Locator
pearnest@n4a.org

Alliance of Information and Referral Systems
Annual Conference
May, 2017