

# Overview of the Eldercare Locator



Connecting You to Community Services

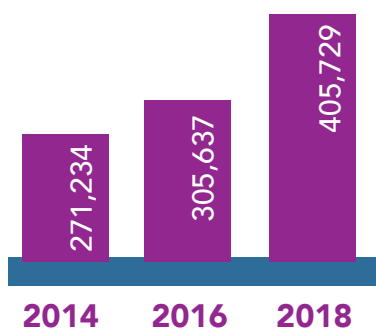
Research shows that 80 percent of older adults share the goal of remaining in their homes as they age.<sup>1</sup> However, doing so can require a bit of assistance, such as home and community-based services that are designed to maximize independence and health. Examples include transportation options, in-home personal care, nutrition services such as home-delivered meals, caregiver supports and much more.



With the unprecedented growth in the number of older adults living in the United States—rising from just over 49 million in 2016 to 78 million in 2035<sup>2</sup>—connecting older adults and their caregivers to services and support is more important than ever. Yet many caregivers and older adults struggle to find such help, even when it's right there in their community!

That's where the Eldercare Locator comes in. With a national Call Center and online database of resources in nearly every community in the country, the Eldercare Locator connects older adults and their caregivers to valuable federal, state and local resources and support that can help them continue living in their homes and communities as they age, with dignity and independence, for as long as possible. The Locator is a public service of the Administration on Aging, which is part of the U.S. Administration for Community Living, and is administered by the National Association of Area Agencies on Aging (n4a).

## Inquiries Received by the Eldercare Locator








In 2018, the volume of phone calls, emails and online chat inquiries to the Eldercare Locator rose to its highest levels ever, with 405,729 requests for assistance, a 33 percent increase from 305,637 in 2016. In fact, in 2018, the Eldercare Locator made its four millionth connection to vital local resources. Through its Call Center, website, online chat function and email, older adults and their caregivers can rely on the Eldercare Locator to provide connections to trusted supports and resources.

The staff of the Eldercare Locator's Call Center is trained to handle a range of calls, from the simple to the complex. And when they receive a call from an individual who has a complex question or is in a crisis situation, the call is transferred to an Enhanced Services Specialist who has been trained to provide support to callers in critical situations. All calls related to elder abuse are handled by Enhanced Services Specialists.

1. <https://www.aarp.org/research/topics/community/info-2018/2018-home-community-preference.html>  
2. <https://www.census.gov/library/stories/2018/03/graying-america.html>

## Consumer Needs: Issues Facing Older Adults in America Based on Inquiries Received by the Eldercare Locator

	Transportation	22%	
	Medical Services and Supplies	15%	
	Elder Abuse	6%	
	Home Repair and Modification	7%	
	Home and Community-Based Services	16%	

The Eldercare Locator staff understand that, just as older adults are all different, so are their needs. However, there are definite trends observable in the Eldercare Locator's data. Top inquiries received from older adults and caregivers fall into the following categories: transportation (22 percent), home and community-based services (16 percent), medical services and supplies (15 percent), home repair and modification (7 percent), and elder abuse (6 percent), all critical issues in helping older adults continue living in their homes. The Locator also receives calls on a range of other aging issues, including nutrition services, long-term care, employment services, adult day care, community programs and more.



Connecting You to Community Services



### About the Eldercare Locator

Launched in 1991, the Eldercare Locator is the only national information and referral service that provides 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, which is part of the Administration for Community Living, and is administered by the National Association of Area Agencies on Aging (n4a).



advocacy action answers on aging

### About the National Association of Area Agencies on Aging (n4a)

The mission of n4a is to build the capacity of Area Agencies on Aging and Title VI Native American aging programs so they can better help older adults and people with disabilities live with dignity and choices in their homes and communities. [www.n4a.org](http://www.n4a.org)

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