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Connecting You to Community Services

Resources, Trends, and Reflections on I&R/A Services

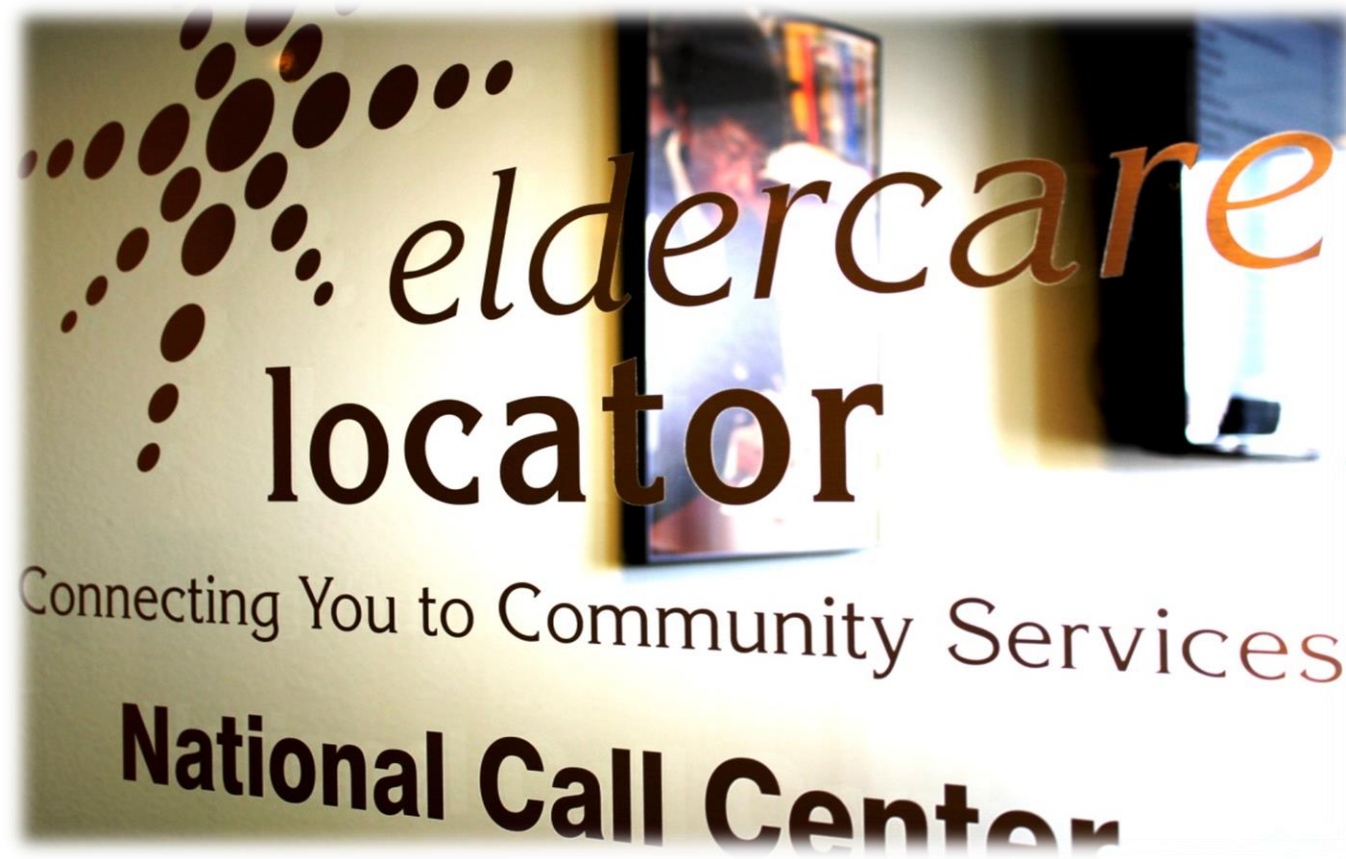
August 27, 2018

Patrice Earnest, CIRS-A/D, CRS

Director, Eldercare Locator

n4a

**The Eldercare Locator
National Call Center
1-800-677-1116**



Area Agencies on Aging & Title VI Native American Aging Programs



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Connecting You to Community Services



Aging and Disability
BUSINESS INSTITUTE

Connecting Communities and Health Care



engAGED

The National Resource Center
for Engaging Older Adults



Dementia
Friendly
America®

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)

All AAAs offer five core services under the OAA:



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%)

The Eldercare Locator National Call Center



1-800-677-1116

www.eldercare.acl.gov

About the Eldercare Locator:

- The Eldercare Locator was established in 1991 and is funded by the US Administration on Aging, of the Administration for Community Living, Health and Human Services and is administered by the National Association of Area Agencies on Aging.
- It serves as a trusted gateway to accessing information and resources that are crucial to one's health and well-being.
- The Washington D.C. based call center operates M-F from 9:00 am - 8:00 pm ET.
- Over 4 million people have been connected to local programs and services through its national call center.
- Callers contact the Eldercare Locator from all fifty states, the District of Columbia and most U.S. Territories.
- An After Hours Voice Prompt System allows callers to have direct connection to agencies that are open after normal business hours.

How the Eldercare Locator Works:

- Staffing : A Team of 14 Information Specialists
- Certified through the Alliance of Information and Referral Systems
- Call Center Environment – Average call handle time is 7 minutes
- Person to Person Contact
- Robust Website: eldercare.acl.gov
- Customer Relation Management System
- Taxonomy Classification System
- Resource Updating - A Partnership Approach
- Two Tiered Response System



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.

Find Help in your Community

You can start your search by selecting zip code OR city/state OR topic.

Search by Location

Zip Code:

or

City:

State:

 ▾

or

Search by Topic

- Adult Day Program
- Alzheimer's Disease
- Behavioral Health
- Caregiver
- Elder Abuse Prevention
- Financial Assistance
- Food & Nutrition
- Health Insurance
- Healthy Aging
- Home Repair & Modification
- Housing Options
- In-Home Services
- Legal Assistance
- Long Term Care
- Nursing Home & LTC Facilities
- Transportation
- Volunteering

[Search](#)

[Reset](#)

[Resize Text](#)

[Email Page](#)

[Printer Friendly](#)



Online Chat

Have a question? Speak with an Information Specialist Monday-Friday 9am-8pm ET. [Start Online Chat.](#)



Media Spotlight

STARTING IN APRIL 2018

People with Medicare are getting new Medicare cards with safer, unique numbers. 

#NewCardNewNumber

[LEARN MORE](#)

Results for Jacksonville, FL

Welcome to the Search Results Page. Below is a listing of resources in your community that provide information and assistance for older adults and caregivers. To learn more about each type of agency access the

 button located next to each service.

-  [Email Page](#)
-  [Resize Text](#)
-  [Printer Friendly](#)

[New Search](#)

Show All 

Information and Assistance

ElderSource

[Coverage Area](#)

Address : 10688 Old St. Augustine Road
City : Jacksonville
State : FL
Zip : 32257
Website : <http://www.myeldersource.org>
Contact Email : information@myeldersource.org
Office Phone : (904) 391-6699
Information Phone : (888) 242-4464
National Toll Free Phone : (888) 242-4464
State Phone : (888) 242-4464
Regional Phone : (888) 242-4464
TTY Phone : (904) 391-6697
Languages : English,Spanish
Description : ElderSource is the Area Agency on Aging and the Aging and Disability Resource Center for Northeast Florida. In addition to the Helpline who assists elders, adults with disabilities and caregivers, ElderSource also provides health insurance counseling and information through the SHINE program, assistance to veterans through the Veterans Directed Home and Community Based Services Program, and care transition coaching.
Hours : 8:00 AM - 5:00 PM, EST Monday to Friday
Directions : From Downtown [View on map](#)

Service Listings in the Eldercare Locator Database Eldercare.acl.gov

1. Information and Assistance
2. Aging and Disability Resource Center
3. Area Agency on Aging
4. State Unit on Aging
5. Elder Abuse Prevention
6. Health Insurance Counseling
7. Legal Service Program
8. Long Term Care Ombudsman



The Eldercare Locator National Call Center



[Connecting to Local Programs and Services](#)



Connecting You to Community Services

Making Connections

Consumer Needs in an Aging America



National Association of Area Agencies on Aging



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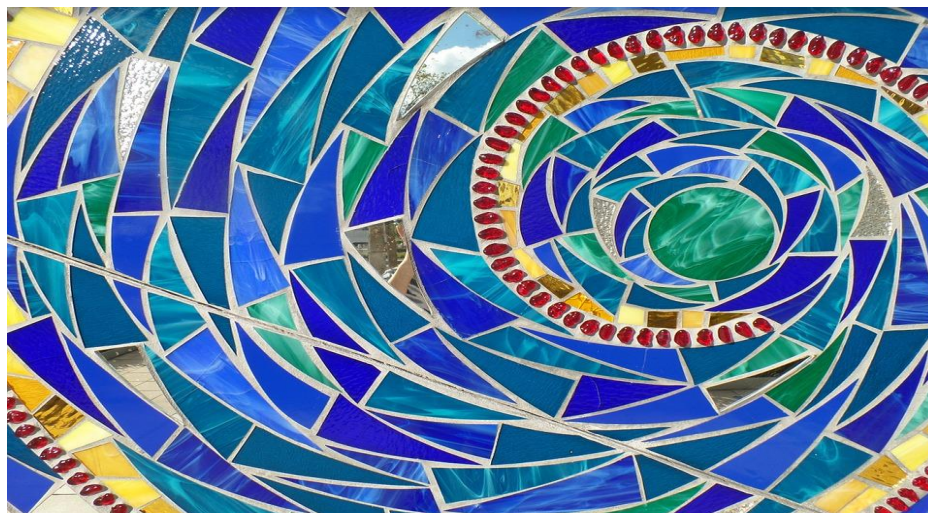


2016 Call Statistics

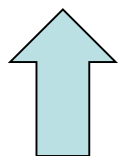
Total Calls – 308,637

Emails – 3,222

Chats – 1,922



2016 Call Statistics Major Findings:



Call Volume
Call Complexity

Who Contacts the Eldercare Locator?

73% Women

72% Older adults seeking services for themselves

28% Individuals seeking services for others

22% Family members **3%** Neighbors or friends **3%** Professionals

12% Individuals younger than age 60 seeking services for themselves

4% Spanish speakers

How Do Consumers Learn about the Eldercare Locator?

60% Federal, state or local government
(including Social Security Administration, Centers for Medicare & Medicaid Services, Federal Emergency Management Administration, Veterans Administration, Housing and Urban Development, state Medicaid offices)

12% Partner/other professional organizations

10% Internet search

7% Insurance provider

4% Employer/family/friend

3% Newspaper/radio/TV/social media

2% Health care professional

2% Telephone directory or phone book

Most Common Referrals

64% Local Area Agency on Aging

20% Government Agencies

(Social Security, Medicare, Veterans Affairs, state Medicaid office)

16% Other Resources

(State Health Insurance Assistance Programs, Aging and Disability Resource Centers, Adult Protective Services, national nonprofits)

Top Five Consumer Needs



Transportation
21%



Home and
community-based
services
20%



Housing options
9%



Medical services
and supplies
9%



Health insurance
information
6%



Transportation Resources



1. **Local Area Agency on Aging**
2. **Veteran Transportation Programs: 1-877-222-8387**
<https://www.va.gov/HEALTHBENEFITS/vtp/>. Connect to the (PACT) Patient Aligned Care Team. VA Caregiver Support Program at 855-260-3274.
3. **Condition Specific Programs** such as the ACS Road to Recovery Program
4. 1-800-227-2345
5. **ESRD Inquiries** – Call the local Dialysis Center/ESRD Network
6. **Local Transit Authority** – travel training programs, mobility managers
7. **Centers for Independent Living** <https://www.ncil.org/>
8. **Air Travel Air Charity Network** 1-877-621-7177
<http://aircharitynetwork.org/request-a-flight/>

In-Home Services 20%

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%

Most Requested Nutrition Services

74% Home-delivered or congregate meals

8% Supplemental Nutrition Assistance Program (SNAP)

7% Financial assistance to pay for food

6% Education/information

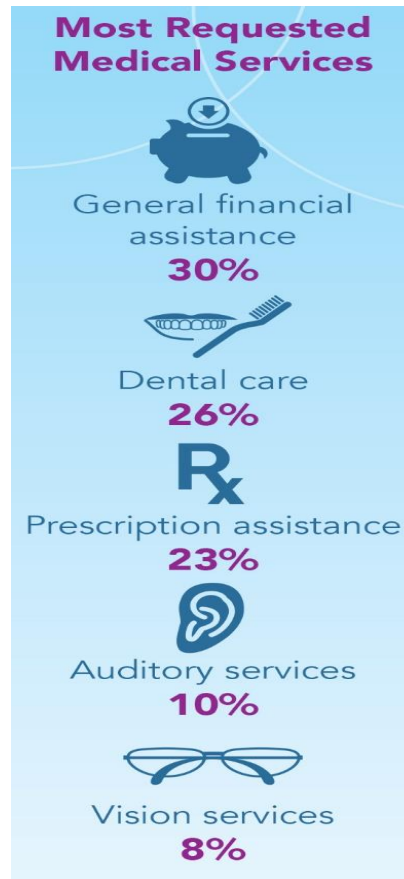
3% Liquid nutritional supplements

Web Resources



Feeding America: <http://www.feedingamerica.org/>

Medical Services 9%



Health Center Resources



Federal Qualified Health Centers

<https://www.findahealthcenter.hrsa.gov/>

Wisdom Tooth Program

<https://www.toothwisdom.org/>



Assistive Technology Centers
<https://www.at3center.net/stateprogram>

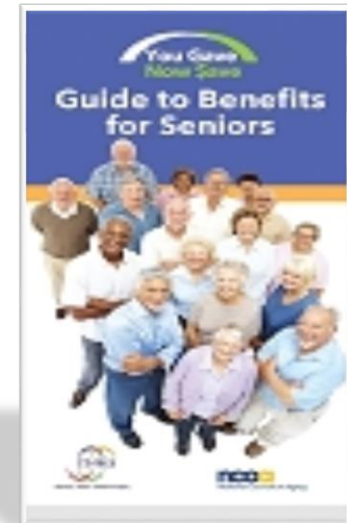
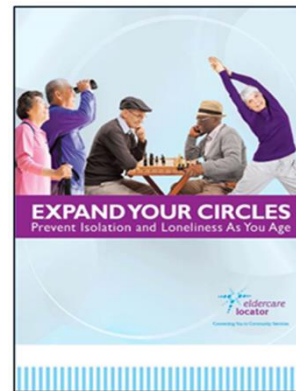
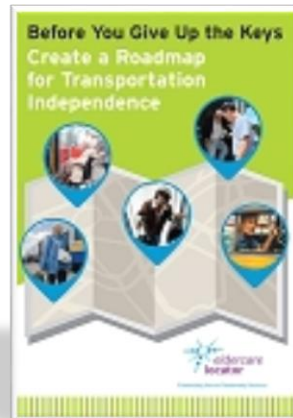
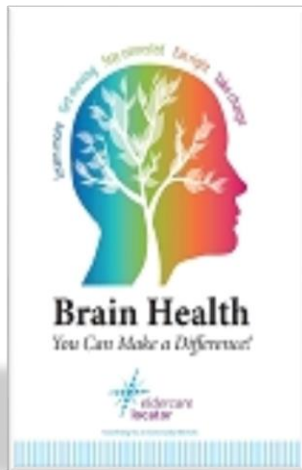


- In the event of an emergency - 911
- National Suicide Prevention Hotline - 1-800-273-8255
- Adult Protective Services
- Long Term Care Ombudsman Program
- State Regulatory and Licensing Agency
- DOJ/EJI Initiative

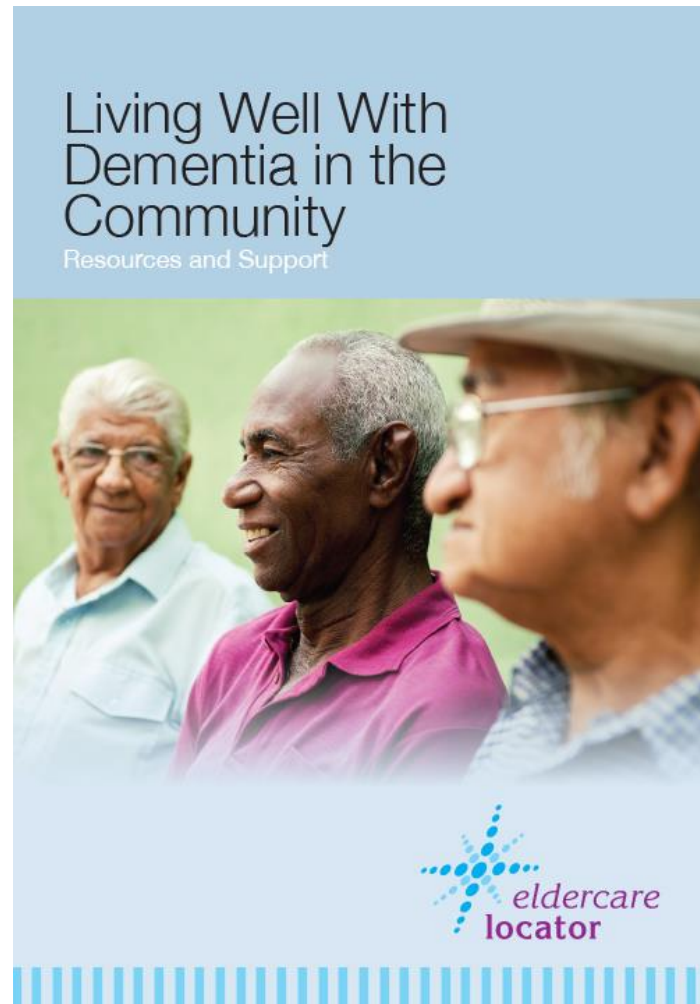


- Legal Aid Assistance Programs
 - State Attorney General Office/Consumer Protection
 - Federal Trade Commission
 - National Disability Rights Network
 - National Center on Elder Abuse
 - Department of Justice/Elder Justice Initiative
- <https://www.justice.gov/elderjustice>

Eldercare Locator Resource Center Store



2017 Home for the Holidays Campaign



Connecting Older Adults and Their Caregivers to Local Resources



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

Conecta a los adultos mayores y a sus cuidadores con recursos locales



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

Protect Your Pocketbook

Tips to Avoid Financial Exploitation



Connecting You to Community Services

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



Preventing Falls at Home



Connecting You to Community Services

TRANSPORTATION OPTIONS

for Older Adults and People with Disabilities



Eldercare Locator Critical Conversations



eldercare locator CRITICAL CONVERSATIONS

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 mistreated by someone with whom they have a trusting relationship—most often a spouse, sibling, child, friend or caregiver. 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 cites research indicating that approximately 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 case of elder abuse that is reported to authorities, 24 cases go unreported.



Types of Elder Abuse

While there are many types of elder abuse, they all have one thing in common: the mistreatment of an older adult that most often occurs by a person with whom they have a trusting relationship. NCEA provides the following definitions for some of the most common forms of elder abuse.

- **Physical abuse:** Inflicting, or threatening to inflict, physical pain, bodily harm, injury or depriving the older adult of a basic need.
- **Emotional abuse:** Inflicting mental pain, anguish or distress through verbal or nonverbal acts.
- **Neglect:** Refusal or failure by those responsible to provide food, shelter, health care or protection.
- **Self-Neglect:** Neglect of one's own care through hoarding; poor hygiene; failure to take essential medications; failure to provide one's self with adequate food, nutrition or other basic needs.
- **Abandonment:** The desertion by anyone who has assumed the responsibility for care or custody.
- **Sexual:** Non consensual sexual contact of any kind; coercion to witness sexual behaviors.
- **Exploitation:** Illegal taking, misuse or concealment of funds, property or assets.

How to Spot Elder Abuse

Although recognizing elder abuse can be difficult, NCEA has identified the following warning signs that may be an indication that further attention and action is needed.

An older adult may be experiencing elder abuse if it appears that they:

- are socially isolated or cut off from contact with friends and/or loved ones;
- are confused or depressed;
- are undernourished or dehydrated;
- appear dirty or have unexplained bruises or bed sores;
- are not receiving care for health problems: eyesight, dental, hearing, incontinence;
- are abusing drugs or alcohol; and
- have trouble sleeping;

For other signs of elder abuse, visit <https://www.nia.nih.gov/health/elder-abuse#signs>.

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;
- reviewing their wills periodically—and ensuring that a living will or advance directive is in place—to protect their wishes; and
- working with a financial adviser before making large purchases or investments.

For other ways to prevent elder abuse, visit <http://www.aaging.org/elder-abuse-prevention-resources>.

Eldercare Locator Critical Conversations



eldercare locator

CRITICAL CONVERSATIONS

Helping Older Adults Weather the Storm Before, During and After Disasters




Hurricanes, floods, tornadoes, earthquakes, chemical spills, wildfires 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 can be 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 or other impairments—maintain their independence as they prepare for, go through 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/emergency-management-agencies.

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 hampered, as it often is during major disasters. Start your plan by creating a list containing the emergency contact information for any family, friends or loved ones you would like to keep in touch with before, during and after any disaster. Your plan should also include information on locations to meet after a disaster, as well as important medical information.

 **Tip:** Program emergency contact information into your cell phone.

- **Make a medical plan.** Many older adults rely on assistive devices to help with mobility and other needs. Many of these devices, which may include oxygen machines, hearing aids and wheelchairs, require electricity to operate. Where possible, ensure that each of these items and their battery backups are fully



charged. In addition, make a list of all components to help ensure you have everything you need in the event of a disaster.

 **Tip:** Contact your local utility companies to let them know you have a medical device that requires electricity so they can put your home on a priority list for service restoration.

Eldercare Locator Critical Conversations



eldercare locator CRITICAL CONVERSATIONS

Older Adults and Medication Safety

What is a Prescriptive Opioid?

Prescription opioids are powerful pain-reducing medications that have benefits, as well as potentially serious risks. When used properly, opioids can help manage severe pain, but when misused or abused, they can cause serious harm, including addiction, overdose and death. Common types of opioids are Morphine, Oxycodone, Hydrocodone and Codeine.

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 took 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. Wise use of medications is critical to one's health and well being. In fact, it can be lifesaving.

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 misused, 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 *Medicines 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 labels 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 unexpected 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 at a laboratory.
- **Use a calendar, pill box or other tool** to help you remember what medications you need to take and when. Write down information your doctor gives you about your medicines or your health condition.
- **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 create 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 at an appropriate drug disposal site. Also ask your doctor or pharmacist to go over all of the medicines you now take. Don't forget to tell them about all the OTC medicines, vitamins and dietary or herbal supplements you take.
- **Keep all medicines out of the sight and reach of children.**



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