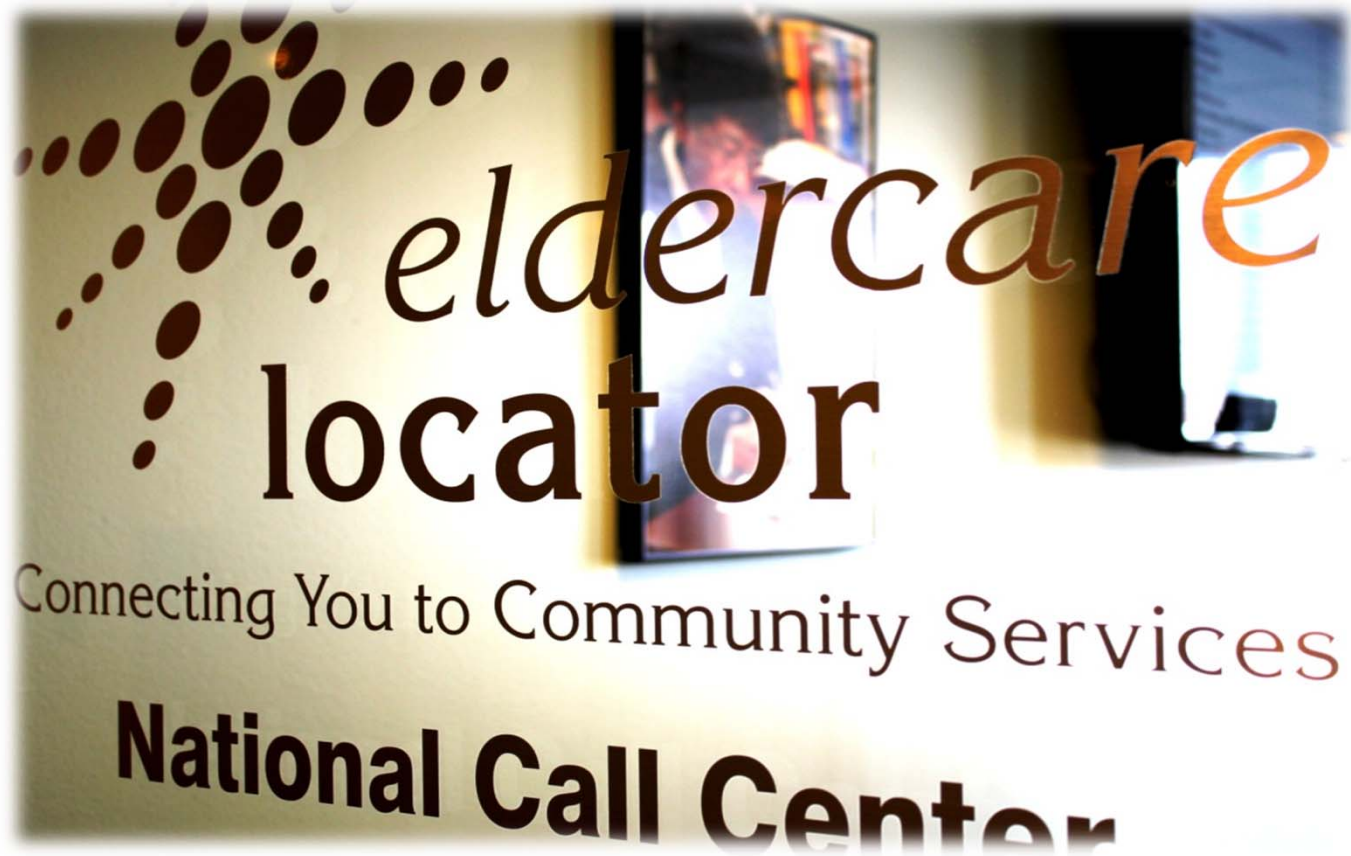


# The Eldercare Locator National Call Center



National Association of Area Agencies on Aging

## Promoting Information and Referral Systems

### Eldercare Locator

A national call center to provide consumer access to aging information resources nationwide



### National I&R Support Center

Established to assist state and local I&R/A programs to enhance the quality and professionalism of their services.

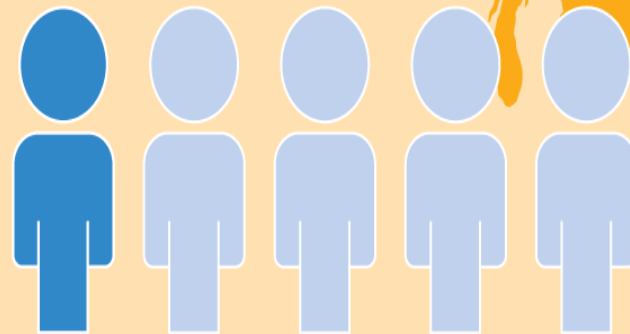


# An Aging Nation

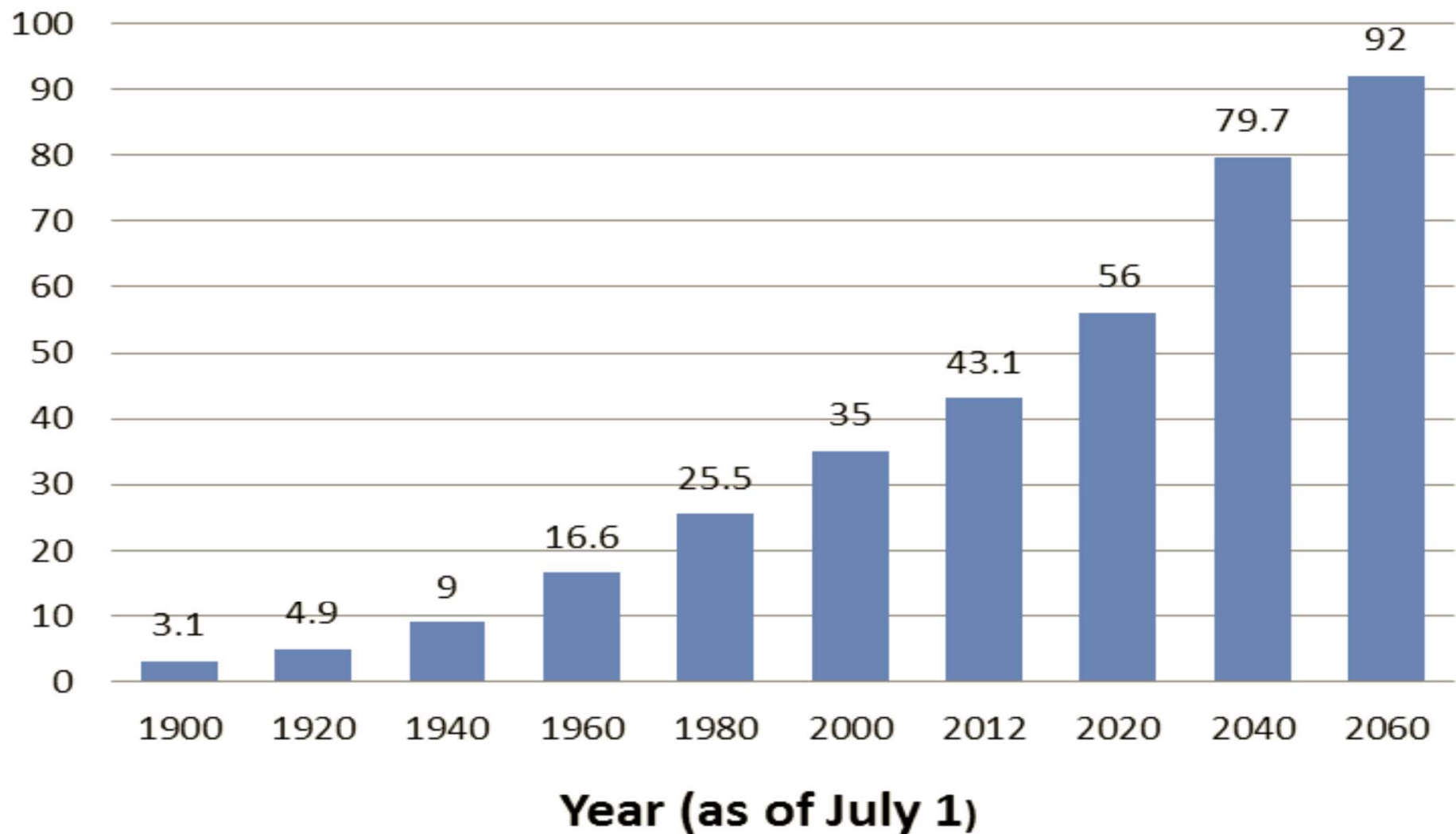
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Over the next two decades, the proportion of the U.S. population over age 60 will dramatically increase as the baby boomers reach this milestone. By 2030, more than 70 million Americans will be 65 and older, twice the number in 2000.<sup>1</sup>

By 2030, **1 in 5** Americans will be 65 or older.



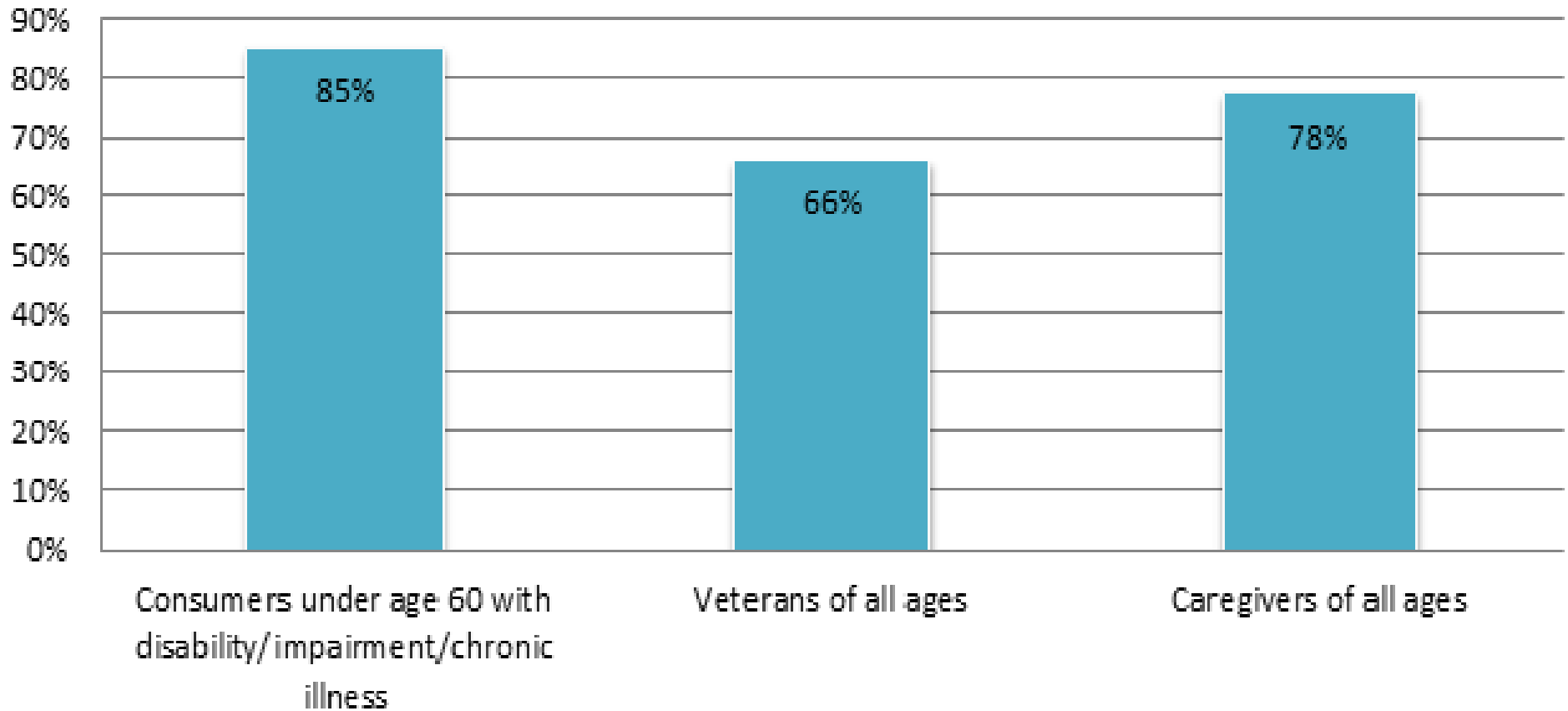
**Figure 1: Number of Persons 65+,  
1900 to 2060** (numbers in millions)



## Proportion of AAAs Serving Individuals Under 60

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

n=412



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...



# Area Agencies on Aging & Title VI Native American Aging Programs



advocacy | action | answers on aging

National Association of Area Agencies on Aging





National Association of Area Agencies on Aging



advocacy | action | answers 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

1	Transportation
2	In Home Services
3	Social Security
4	Housing
5	Health Insurance

# Top 5 States of Origin

11%	California
11%	Florida
8%	Texas
7%	New York
4%	Georgia



## **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](mailto:ELDB@n4a.org) to get assistance in updating your agency information**

**Business Name and Address Information**

Business/Firm Name: Atlanta Regional Commission  
 Director: Kathryn Lawler  
 Address 1: 40 Courtland Street NE  
 Address 2:  
 City: Atlanta  
 State: GA  
 Zip Code: 30303

**Contact Information**

Office Phone Number: (404) 463-3333  
 Information Phone Number: (404) 463-3333  
 Fax Number: (404) 463-3264  
 Email Address: aginginfo@atlantaregional.com  
 Internet Address: http://www.ageviseseconnection.com  
 National Phone Number (Toll-free): 800-676-2433  
 State Phone Number (Toll-free): 866-552-4464  
 Regional Phone Number (Toll-free): 404.463-3333  
 TTY Phone Number:

**Coverage**

AAA Coverage : [Edit Coverage](#)  
 Counties Covered  
 • Loudoun

Aging and Disability Resource Centers : [Edit Coverage](#)  
 Counties Covered  
 • LOUDOUN

Health Insurance Counseling : [Edit Coverage](#)  
 Counties Covered  
 • LOUDOUN

## Area Agencies on Aging ?

### Johnson County Area Agency on Aging

**Address :** 11811 South Sunset Drive  
Suite 1300

**City :** Olathe

**State :** KS

**Zip :** 66061

**County :** Johnson

**Website :** <http://www.jocogov.org/dept/human-services/area-agency-aging/aging-overview>

**Contact Email :** [HSA-AAWeb@jocogov.org](mailto:HSA-AAWeb@jocogov.org)

**Office Phone :** 913-715-8860

**Information Phone :** 913-715-8861

**State Phone :** 913-715-8800

**Regional Phone :** 913-715-8800

**TTY Phone :** (913) 894-8822

**Languages :** 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, meals on wheels, geriatric care management, housekeeping, attendant care, legal assistance, caregiver programs and information and assistance. Free public parking. Accessible building. Please call for appointments.

**Special Notes :** 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 ADRC's 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 119th St. and Ridgeview. Take 119th 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](#)

## American Indian Tribes and Tribal Organizations ?

### Catawba Indian Nation

**Address :** 985 Avenue of the Nations

**City :** Rock Hill

**State :** SC

**Zip :** 29730

**Website :** <http://catawbaindian.net/>

**Contact Email :** [info@catawbaindian.net](mailto:info@catawbaindian.net)

**Office Phone :** (803) 366-4792

**Information Phone :** (803) 366-4792

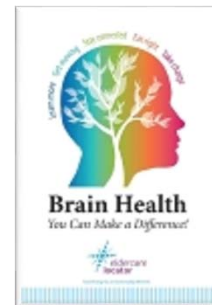
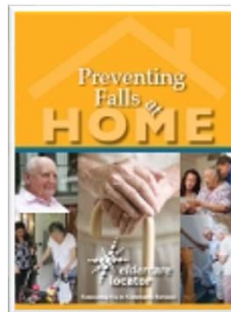
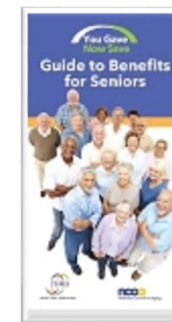
**Languages :** English

**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

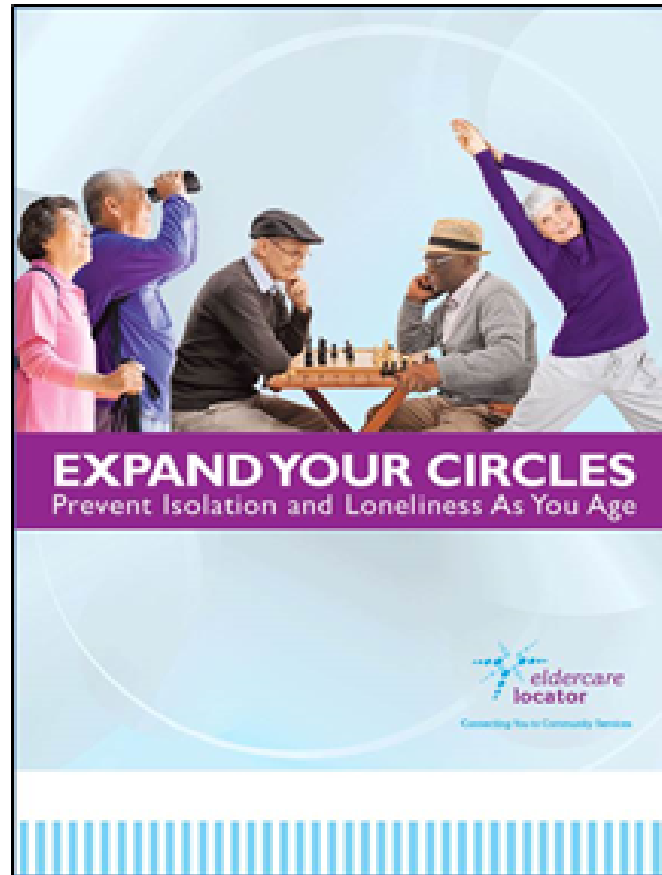
**Hours :** Monday-Friday- 8 am to 5 pm Closed on all Federal Holidays

**Directions :** [View on map](#)

# Eldercare Locator Resource Center Store



# 2016 Home for the Holidays Campaign



National Association of Area Agencies on Aging

# The Eldercare Locator National Call Center



1-800-677-1116

[www.eldercare.gov](http://www.eldercare.gov)

National Association of Area Agencies on Aging