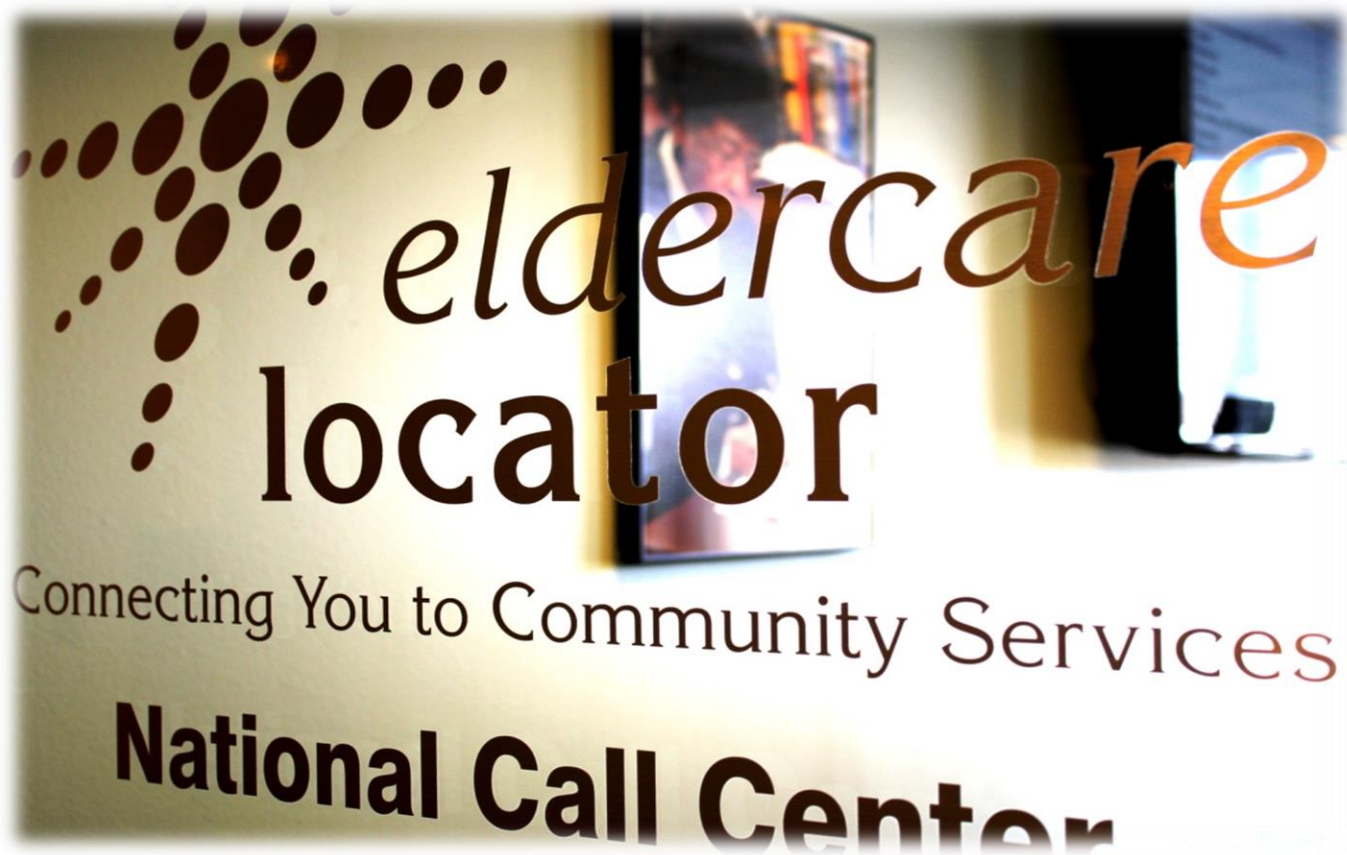


# The Eldercare Locator National Call Center



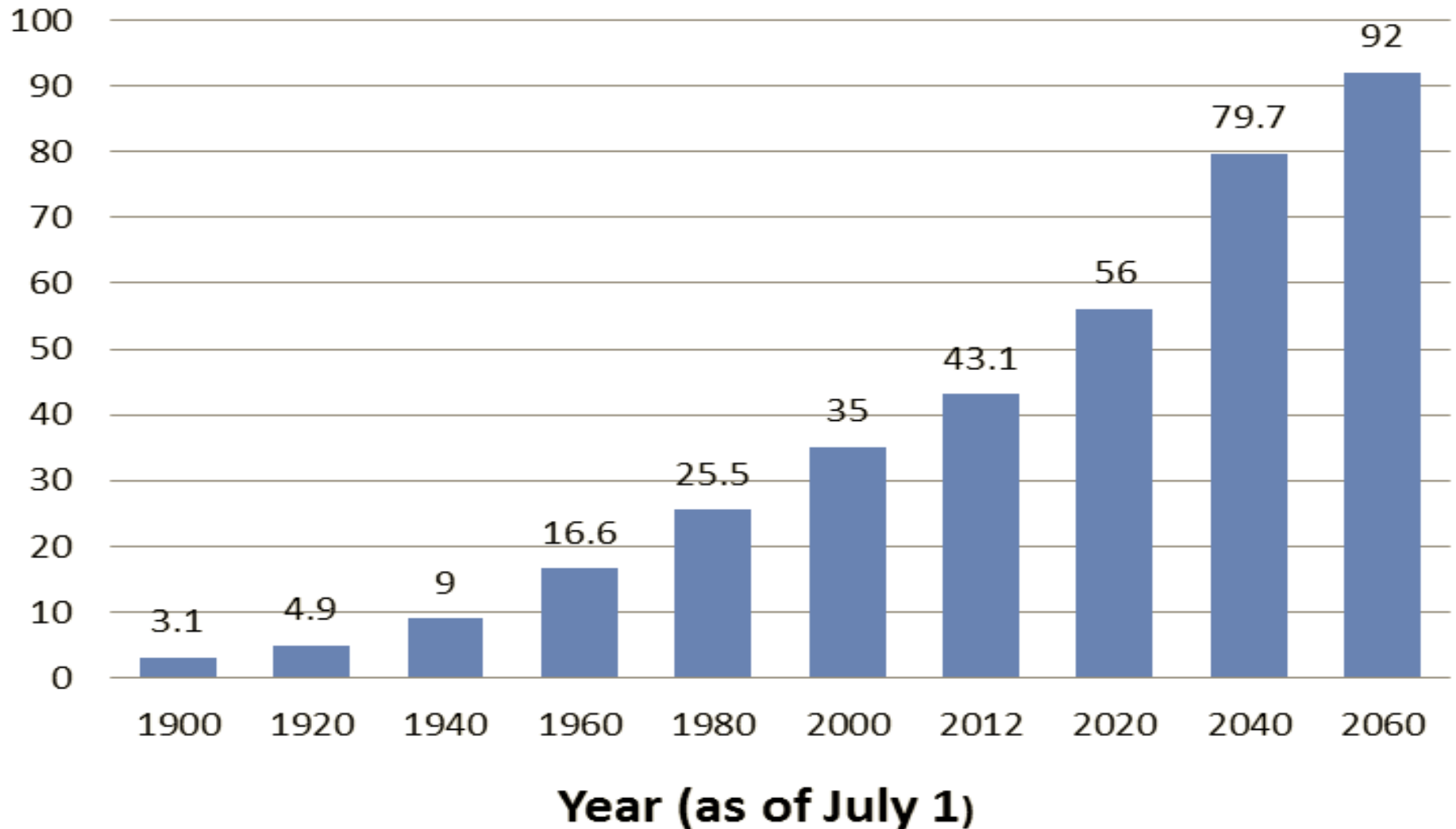
**May is Older Americans Month**

**OLDER  
AMERICANS  
MONTH**



**AGE OUT LOUD: MAY 2017**

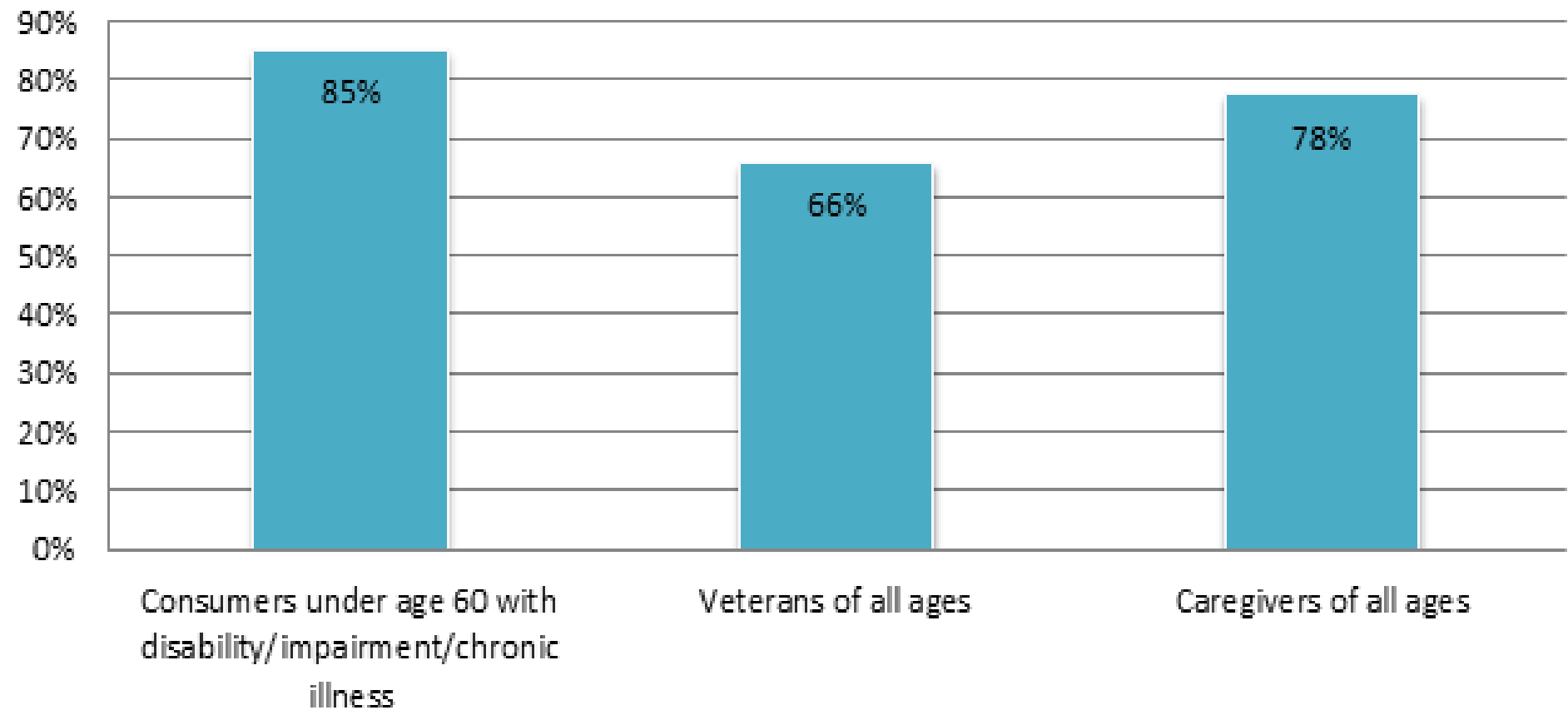
# Figure 1: Number of Persons 65+, 1900 to 2060 (numbers in millions)



## 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

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



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# 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







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# 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

1	Transportation
2	Home and Community Based Services
3	Housing Options
4	Medical Services and Supplies
5	Health Insurance

# Top 5 States of Origin

11%	California
10%	Florida
8%	Texas
7%	New York
5%	Georgia

# Top 5 Referral Agencies

1	Workforce Development Aging and Community Services Los Angeles County, CA
2	New York City Department for the Aging New York City
3	Atlanta Regional Commission, Area Agency on Aging Atlanta, Georgia
4	Harris County Area Agency on Aging Houston, Texas
5	Senior Connection Center Area Agency on Aging Tampa, Florida

# 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**

## 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-AAAWeb@jocogov.org](mailto:HSA-AAAWeb@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

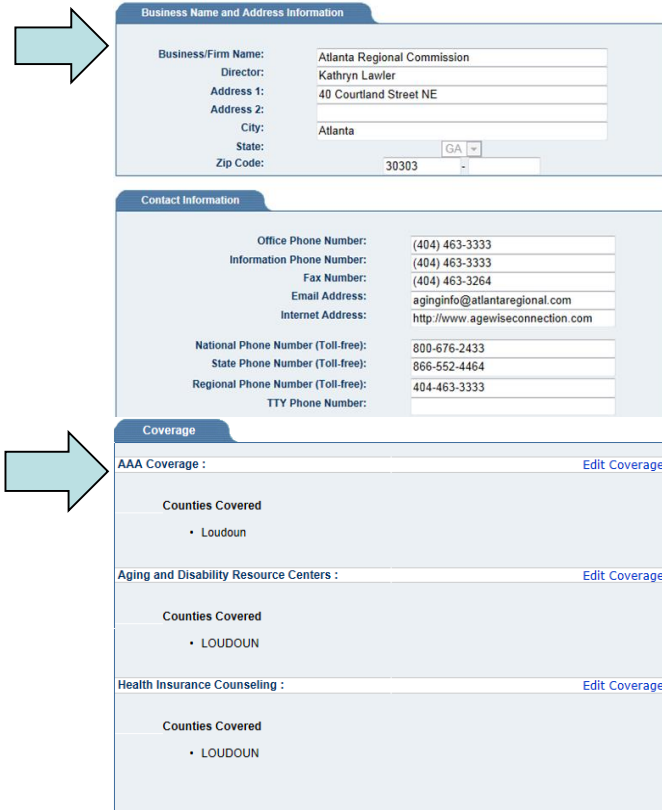
**Information Phone :** (803) 366-4792

**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](#) 



**Business Name and Address Information**

Business/Firm Name: Atlanta Regional Commission

Director: Kathryn Lawler

Address 1: 40 Courland 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](mailto:aginginfo@atlantaregional.com)

Internet Address: <http://www.agevisconnection.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

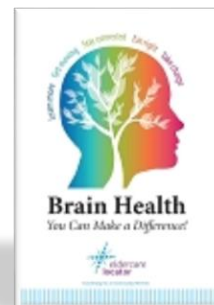
- LOUDOUN

Health Insurance Counseling : [Edit Coverage](#)

Counties Covered

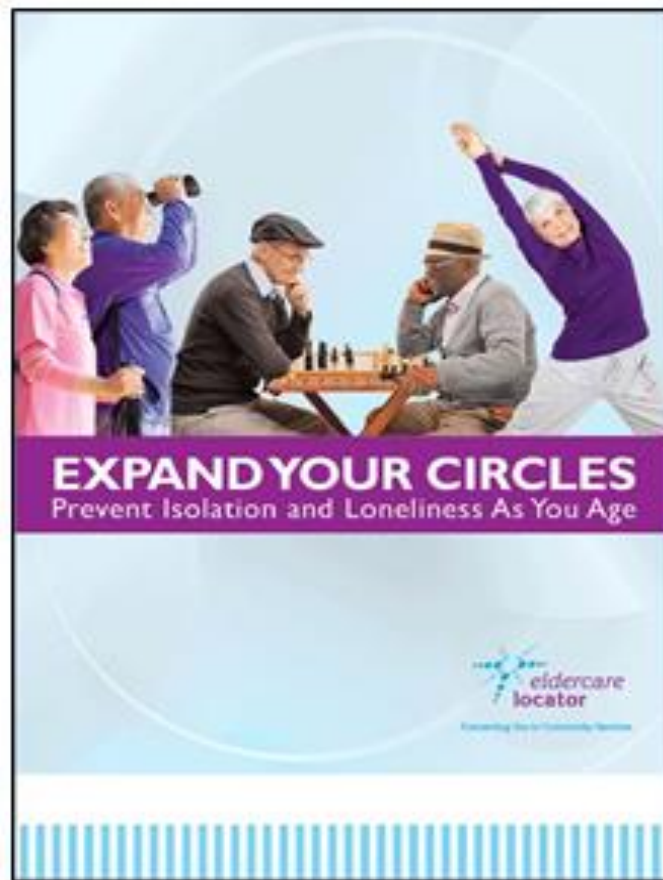
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# Eldercare Locator Resource Center Store





# 2016 Home for the Holidays Campaign



# The Eldercare Locator National Call Center



1-800-677-1116

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



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**Thank you!**

**Patrice Earnest, Director  
Eldercare Locator  
[pearneest@n4a.org](mailto:pearneest@n4a.org)**

Alliance of Information and Referral Systems  
Annual Conference  
May, 2017