

Eldercare Locator Data Report

Many older adults want to age at home and in their communities. But, at some point, nearly two-thirds will need assistance to do so. And that is why, whether it is help to find a ride to the doctor, finding a local wellness class, or help with cooking, cleaning or getting dressed, older adults, families and caregivers have relied on the **Eldercare Locator** for more than 30 years.

Since its 1992 launch as a national public service of the U.S. Administration on Aging, the Eldercare Locator has fielded more than 5.7 million inquiries via its toll-free phone number, website and email.

These queries come from older adults, caregivers, professionals and others who need connections to local services that support healthy aging at home, which is where most older adults want to be.

This infographic highlights the unique needs of older adults and describes the types of inquiries received by the Eldercare Locator in 2021.

More than 14 percent of 2021 calls required the specialized skills of **Enhanced Services Specialists** who are trained in supporting callers such as those who may be experiencing elder abuse or a mental health crisis.

Who Contacts the Eldercare Locator

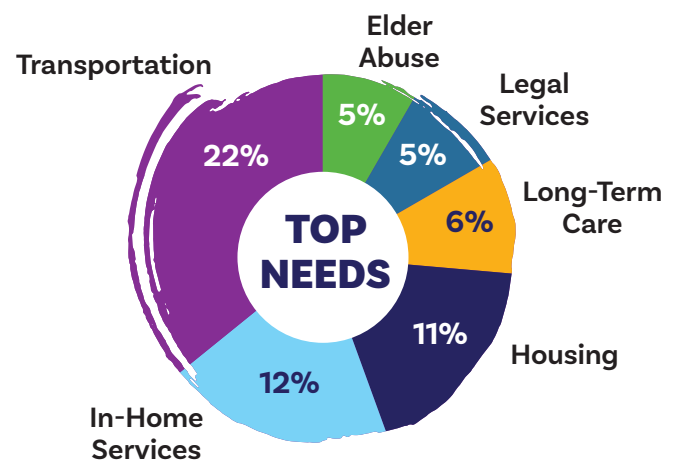
Older adults often contact the Eldercare Locator for themselves, and many reach out because they are a caregiver or are seeking resources to support a family member or loved one—such as a parent, spouse, other relative, sibling or grandparent.

Needs of Older Adults

Reflecting its importance, most inquiries fielded by the Eldercare Locator in 2021 were related to **transportation**. Older adults need transportation for a variety of reasons—to get to a medical appointment or to socialize with friends and family for example. The Eldercare Locator also connects people to local sources for medical equipment, such as wheelchairs or scooters, which can help make it easier to get around independently. These needs are just some of the reasons the Eldercare

Inquiries received in 2021
372,146

14%
Enhanced Service Calls



Locator collaborates with the National Aging and Disability Transportation Center, which is co-led by USAging and Easterseals, to support getting transportation information to consumers.

Older adults contacting the Eldercare Locator in 2021 also needed support with **in-home services** such as cooking or performing chores around the home, as well as bathing, dressing and other personal care activities.

Additionally, individuals sought information related to **long-term care**, including information about financial support to defray the cost of caregiving as well as living in institutional settings such as assisted-living facilities, nursing homes and memory care facilities for people living with dementia.

Housing was also a top concern for those contacting the Eldercare Locator in 2021. Inquiries received most often related to finding independent housing or financial resources to assist older adults with paying their mortgage or rent.

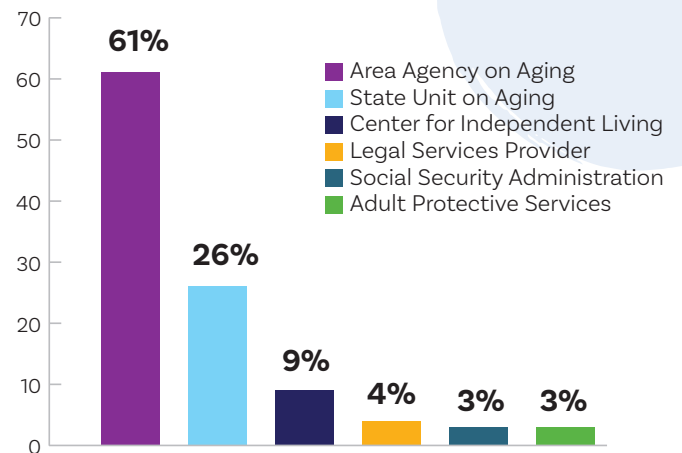
Other top reasons for contacting the Eldercare Locator included seeking information and assistance on **elder abuse, medical services, resources for caregivers, health insurance and nutrition services**, all of which play important roles in ensuring that older adults can age well in their homes and communities.

Connections to Local Resources

Consumers can rely on the Eldercare Locator to connect them to organizations that know their communities and have specialized skills to address their needs. This is because the overwhelming majority of inquiries, 61 percent, are referred to Area Agencies on Aging, which develop, plan and coordinate the delivery of local aging programs and services that help ensure that older adults have all they need to age well at home.

Other referral destinations are State Units on Aging, Centers for Independent Living, legal services providers, the Social Security Administration, Adult Protective Services, the local divisions of the U.S. Department of Housing and Urban Development, State Health Insurance and Assistance Programs, and Aging and Disability Resource Centers.

TOP REFERRAL DESTINATIONS



During the COVID-19 pandemic, the Eldercare Locator received additional funding from the U.S. Administration for Community Living and the Centers for Disease Control and Prevention to assist older adults with accessing COVID-19 vaccines and boosters. With this funding, the Eldercare Locator significantly increased the size of its staff, which helped reduce wait times and ensure that callers received a personal touch.



Connecting You to Community Services

About the Eldercare Locator | eldercare.acl.gov

Launched as a national service in 1992, the Eldercare Locator is the only national information and referral resource to provide support to consumers across the spectrum of issues affecting older Americans. The Locator was established and is funded by the U.S. Administration for Community Living and is administered by USAging.



About USAging | www.usaging.org

USAging is the national association representing and supporting the network of Area Agencies on Aging and advocating for the Title VI Native American Aging Programs. Our members help older adults and people with disabilities throughout the United States live with optimal health, well-being, independence and dignity in their homes and communities.

This project was supported, in part, by grant number 90EEIR0001, from the U.S. Administration for Community Living, Department of Health and Human Services, Washington, DC 20201. Grantees undertaking projects under government sponsorship are encouraged to express freely their findings and conclusions. Points of view or opinions do not, therefore, necessarily represent official Administration for Community Living policy.

1 (800) 677-1116 (Monday-Friday, 8:00 am – 9:00 pm ET) | eldercare.acl.gov

www.facebook.com/eldercarelocator

www.twitter.com/eldercareloc