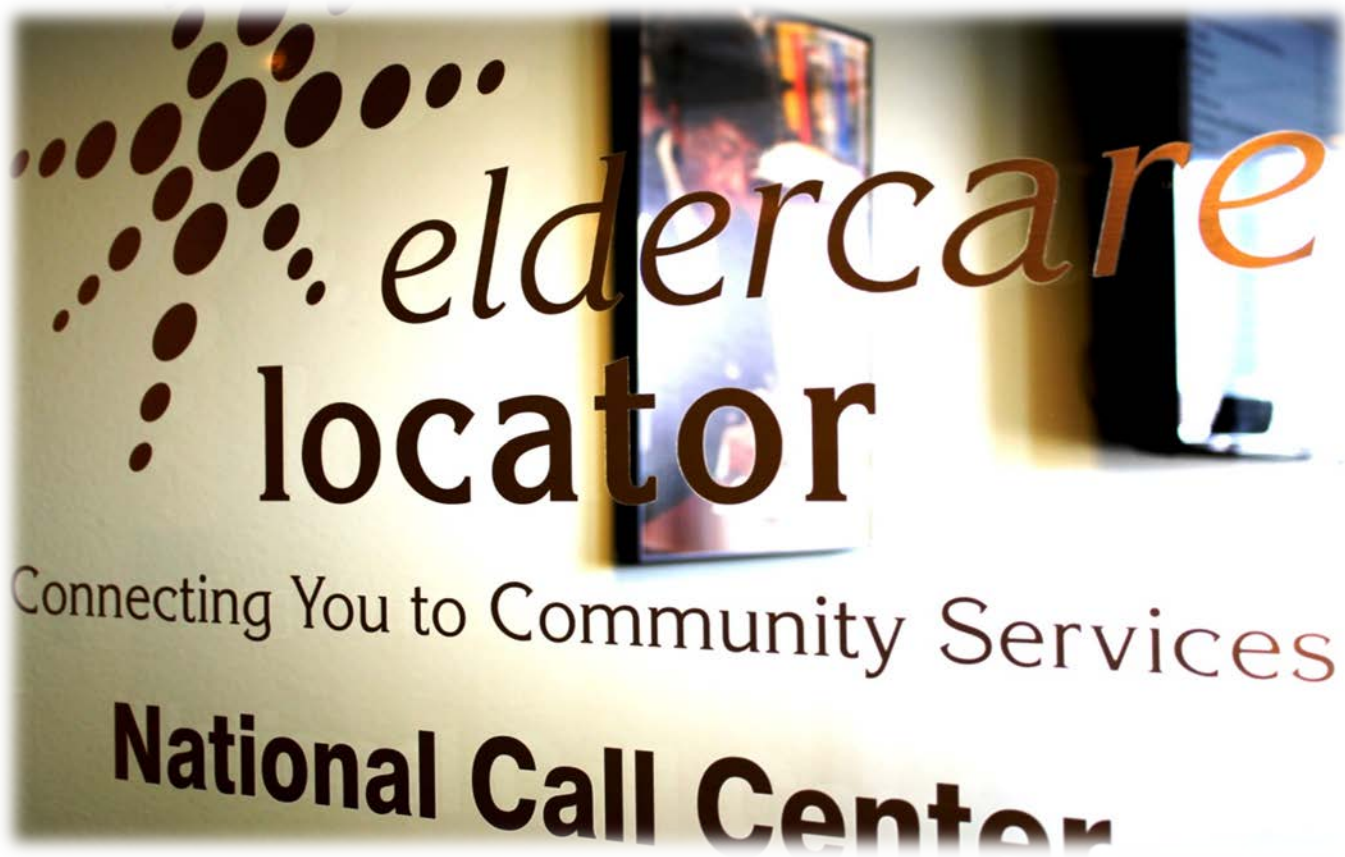


# The Eldercare Locator National Call Center





advocacy | action | answers on aging



— *Celebrating 20 Years* —  
Connecting You to Community Services

# 2015 Call Statistics

**Total Calls - 280,477**

**Emails - 3,553**

**Chats - 4,863**

# Caller Demographics

- **74%** Females
- **70%** Older adults seeking services
- **8%** Under 60 years of age
- **Learned of Services (Top 5):**
  - **50%** Federal, state or local government (Social Security, Medicare, FEMA, VA, HUD, & State Medicaid office)
  - **12%** Partner/professional organizations
  - **9%** Internet Search
  - **6%** Insurance providers
  - **4%** Newspaper, Radio, TV, & Social Media

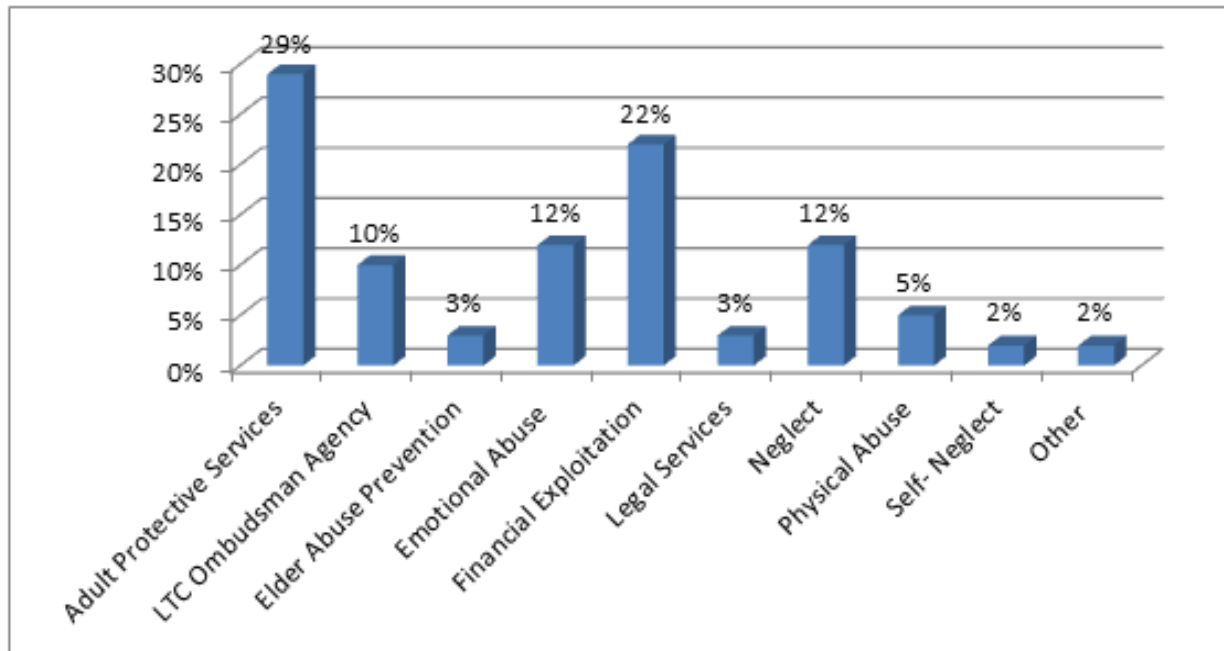


# Purpose of Call Top Reasons

Top 5 Call Purpose	Total	%
<b>Transportation-</b> Callers requested information about Medical Appointment, General Transportation, and Older Driver Safety Education	<b>32,981</b>	<b>12%</b>
<b>Housing Options-</b> Callers requested information about Independent and Government Housing and Financial Assistance.	<b>17,465</b>	<b>6%</b>
<b>In-Home Services-</b> Callers requested information about Home/Chores, Personal Care and Medical Assistance.	<b>14,626</b>	<b>5%</b>
<b>Health Insurance-</b> Callers requested information about Supplemental Options, Claims/Bills and SHIP.	<b>11,760</b>	<b>4%</b>
<b>Social Security-</b> Callers requested information about Benefits, Change of personal information and Award Letters.	<b>8,342</b>	<b>3%</b>

# Elder Abuse Calls

- In year 2015, there were 7,730 elder abuse reports. The elder abuse calls increased by 47% in year 2015. Majority of the requests were from family members or friends who suspected elder abuse occurring to a loved one. Inquirers were generally interested in learning how to report elder abuse.



# Top 5 Referral Agencies

<b>Top 5 Referral Agencies</b>	
<b>3%</b>	<b>Los Angeles County Community And Senior Services Area Agency on Aging- California</b>
<b>2%</b>	<b>New York City Department for the Aging-New York</b>
<b>2%</b>	<b>Atlanta Regional Commission- Georgia</b>
<b>1%</b>	<b>Harris County Area Agency on Aging- Texas</b>
<b>1%</b>	<b>Senior Connection Center-Florida</b>

# Top 5 States of Origin

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

# Enhanced Services Calls

## **Long-Term Care**

- Assisted living and long term care facilities

## **Caregiver Resources**

- Caregiver compensation programs
- Respite care services- in home support services

## **Transportation**

- Primarily needed rides to medical appointments
- Steady increase in the need for non-medical ride for grocery shopping, church, etc.
- Steady rise in the need of transportation for wheelchair and stretcher services.



# Call Center IT and Analytics Systems

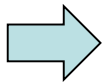
## **Reporting Systems:**

- Telephone Systems
- Client Tracking System
- Resource Center Online Store

# 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**

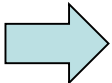


**Business Name and Address Information**

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](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

- 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-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

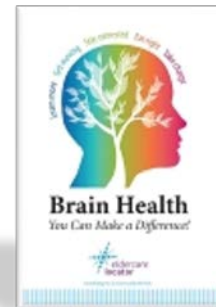
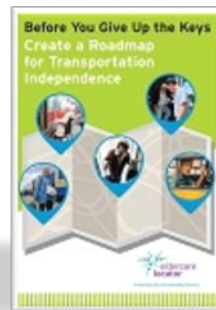
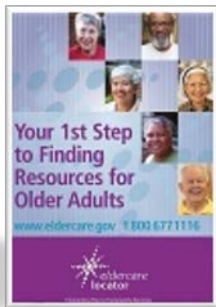
**Address :** 985 Avenue of the Nations  
**City :** Rock Hill  
**State :** SC  
**Zip :** 29730  
**Website :** <http://catawbaindian.net/>

**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](#)

# Eldercare Locator Resource Center Store

## Most Popular Brochures





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1-800-677-1116  
[www.eldercare.gov](http://www.eldercare.gov)