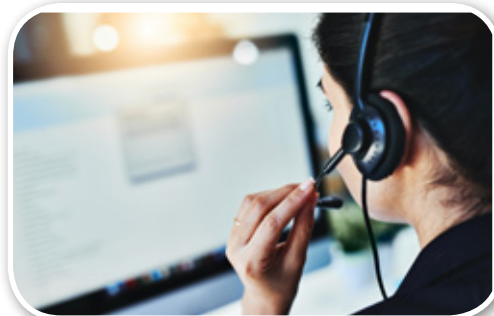


# Who Calls the Eldercare Locator? And Where Are They Referred?



Connecting You to Community Services

Ofentimes, older adults need assistance with learning about or accessing local aging resources that can help them live at home and in the community. In 2018, record-breaking numbers of older adults, caregivers and others contacted the Eldercare Locator to receive connections to services to help them continue living at home, which is where 80 percent of older adults living in the United States want to be.<sup>1</sup>



In 2018, the volume of phone calls, emails and online chat inquiries to the Eldercare Locator rose to its highest level, with 405,729 requests for assistance. Whether they contact the Eldercare Locator through its Call Center, website chat function or email, older adults and their caregivers can rely on the Eldercare Locator to provide connections to trusted supports and resources in their communities.

By collecting limited demographic information, the Eldercare Locator is able to create a snapshot of the types of people seeking services, their service needs, how they learned of the Eldercare Locator and where they were referred.



*Staying consistent with recent years, women compose **73%** of people contacting the Eldercare Locator.*

## Who Contacts the Eldercare Locator?

Consistent with recent years, 74 percent of individuals contacting the Eldercare Locator did so to find services for themselves. Due to the large role caregivers play in the lives of their loved ones, it makes sense that a quarter of all those contacting the Eldercare Locator in 2018 were doing so to seek services for others. This group consisted of family members (20 percent), professionals (three percent) and neighbors or friends (two percent). Women composed 73 percent of people contacting the Eldercare Locator in 2018.

1. <https://www.aarp.org/research/topics/community/info-2018/2018-home-community-preference.html>

## What Are They Calling About?

Just as all older adults are different, so are their needs. The major inquiries received from older adults and caregivers fall into the following categories: transportation (22 percent), home and community-based services (16 percent), medical services and supplies (15 percent), home repair and modification (7 percent) and concerns related to elder abuse (6 percent), all critical issues facing older adults as they continue living in the home and in the community.

## How Did They Learn About the Eldercare Locator?

Most of the people who contacted the Eldercare Locator were referred by a federal, state or local government agency. In fact, these sources account for 64 percent of all inquiries to the Eldercare Locator. The next highest sources of referrals include professional organizations (9 percent), the internet (7 percent), health insurance providers (3 percent), and media and social media (2 percent).

## Where Are They Being Referred?

By and large, most of the people who contact the Eldercare Locator are referred to local Area Agencies on Aging. This is due, in no small part, to the breadth of services these local agencies provide to older adults, caregivers and other consumers in communities around the country. In addition to providing information and referral services, health insurance and benefits counseling, case management services, dementia and caregiving programs and support, Area Agencies on Aging also connect consumers to transportation, meals and in-home services available in their communities.



Connecting You to Community Services



Administration for Community Living



advocacy action answers on aging

### About the Eldercare Locator

Launched in 1991, the Eldercare Locator is the only national information and referral service that provides support to consumers across the spectrum of issues affecting older Americans. The Locator was established and is funded by the U.S. Administration on Aging, which is part of the Administration for Community Living, and is administered by the National Association of Area Agencies on Aging (n4a).

### About the National Association of Area Agencies on Aging (n4a)

The mission of n4a is to build the capacity of Area Agencies on Aging and Title VI Native American aging programs so they can better help older adults and people with disabilities live with dignity and choices in their homes and communities. [www.n4a.org](http://www.n4a.org)

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