



Connecting You to Community Services

Introduction to the Eldercare Locator

Presentation Structure

1. Context: Overview of Aging Network

- Area Agencies on Aging
- How the Eldercare Locator fits in

2. Eldercare Locator National Call Center

3. Eldercare Locator Website

- Database of key local services/supports
- Website resources
- Publications
- Demonstration – Three examples

Area Agencies on Aging & Title VI Native American Aging Programs



advocacy | action | answers on aging

The National Aging Network



622 Area Agencies on Aging (AAA)

National Association of Area Agencies on Aging

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)

All AAAs offer five core services under the OAA:



The average AAA offers more than a dozen additional services.

The most common non-core services offered by AAAs are:

- Insurance Counseling (85%)
- Case Management (82%)
- Senior Medicare Patrol (44%)

The Eldercare Locator National Call Center



Connecting You to Community Services

1 (800) 677-1116

eldercare.acl.gov

About the Eldercare Locator

- Established in 1991, the Eldercare Locator is a service of the U.S. Administration on Aging and is administered by the National Association of Area Agencies on Aging (n4a).
- It serves as a trusted gateway to accessing information and resources that are crucial to one's health and well-being.
- The Washington D.C. based Call Center operates M-F from 9:00 am - 8:00 pm ET.

How the Eldercare Locator Works

- Staffing: a team of 16 Information Specialists
- Specialists go through the Alliance of Information and Referral Systems (AIRS) certification process after 1 year on the job
- Person to Person Contact: phone, email, e-chat, text
- Website: eldercare.acl.gov
- Customer Relation Management System
- Resource Updating - A Partnership Approach

Types of Calls Received

- Transportation
- Home and Community-Based Services
 - E.g. In home services, senior wellness centers
- Medical Services and Supplies
- Home Repair and Modification
- Elder Abuse
- Housing options
- Caregiver Resources
- Health insurance and supplemental insurance
- Nutrition programs
- Legal Assistance

Local and National Resources Provided by the Eldercare Locator

- Area Agency on Aging (AAA)
- Aging & Disability Resource Centers
- Adult Protective Services (APS)
- Local Social Security offices
- Local SHIP offices
- Housing and Urban Development
- Medicare and Medicaid
- FEMA
- Alzheimer's Association Helpline
- VA Caregiver Support Line



The Eldercare Locator Website



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eldercare.acl.gov

The Eldercare Locator: eldercare.acl.gov

Database of Local Services/Supports

[Home](#) [About](#) [Resources](#)



1-800-677-1116 

Find help in your community by entering your zip code OR city and state.



Zip Code

City/State

Enter zip code

Search



Welcome to the Eldercare Locator, a public service of the U.S. Administration on Aging connecting you to services for older adults and their families. You can also reach us at [1-800-677-1116](tel:1-800-677-1116).

Have A Question?



Speak with an
Information Specialist
Monday - Friday
9am - 8pm ET

Caregiver Corner



National Association of Area Agencies on Aging

Service Listings in the Eldercare Locator Database

1. Information and Assistance
2. Aging and Disability Resource Center
3. Area Agency on Aging
4. Title VI American Indian, Alaskan Native and Native Hawaiian Program
5. State Unit on Aging
6. Elder Abuse Prevention
7. Health Insurance Counseling
8. Legal Service Program
9. Long Term Care Ombudsman

Sample Resource #1: Home & Community-Based Services

Area Agencies on Aging

Fairfax Area Agency on Aging

Address : 12011 Government Center Parkway
Suite 708

City : Fairfax

State : VA

Zip : 22035

County : Fairfax

Website : <http://www.fairfaxcounty.gov/dfs/olderadultservices/>

Contact Email : fairfax_aaa@fairfaxcounty.gov

Office Phone : 703-324-5411

Information Phone : 703-324-7948

National Toll Free Phone : 866-503-0217

Languages : English

Special Notes : For Northern Virginia Long-Term Care Ombudsman Program call (703) 324-5861 or TTY: 711.

Hours : 8:00 am - 4:30 pm, ET Monday to Friday.

Directions : [View on map](#)

Sample Resource #2: Abuse Prevention

Elder Abuse Prevention

Georgia Aging and Disability Network - Adult Protective Services

Coverage Area

Website : <http://aging.dhs.georgia.gov/adult-protective-services>

Information Phone : (866) 552-4464 Option 3

State Phone : (866) 552-4464 Option 3

Languages : English

Description : APS provides protection from exploitation, abuse or neglect for individuals living in the community who, because of physical or mental limitations, are unable to act in their best interests.

Special Notes : To connect to APS, select Option 3. To report abuse, neglect or exploitation of persons living in nursing homes or long term care facilities calls should be made to the Long-Term Care Ombudsman Program at 1-866-552-4464, Option 5.

Hours : 8:00 am - 5:00 pm, Eastern Time Monday to Friday. Leave a voice message after hours. In the event of an emergency, persons should call 911.

Directions : [View on map](#)

Sample Resource #3: Legal Services

MetroWest Legal Services

Coverage Area

Address : 63 Fountain Street

Suite 304

City : Framingham

State : MA

Zip : 01702

Website : <http://www.mwlegal.org>

Information Phone : 508-620-1830

Special Notes : Our services are available to residents who live in the communities we serve, meet our income guidelines, and whose requests for help fall within the priorities listed in our programs. Please note: We do not handle criminal cases.

Hours : 9:00 am - 5:00 pm, Monday to Friday.

Directions : [View on map](#)

Reporting Incorrect Contact Info to the Eldercare Locator

Email ELDB@n4a.org to update agency information for your local coverage area.

Information fields:

- Address
- Website
- Email
- Phone: Office, Information,
- National Toll Free, State,
- Regional
- TTY
- Languages
- Description
- Special Notes
- Hours

The Eldercare Locator: eldercare.acl.gov

Website Resources



[Home](#) [About](#) [Resources](#)

1-800-677-1116 

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Zip Code

City/State

Enter zip code

Search



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Caregiver Corner



National Association of Area Agencies on Aging

Learn More About



Support Services



Housing



Elder Rights



Insurance and Benefits



Health



Transportation

The Eldercare Locator: eldercare.acl.gov

Website Resources

[Home](#) > [Resources](#) > [Caregiver Corner](#)

Caregiver Corner

Caregivers play a critical role in the health and well-being of their loved ones. The Caregiver Corner is here to help with [useful links](#) and resources. Everyone's caregiver story is different, but below are some common questions received at the Eldercare Locator.



1. Who can help me with transportation, in-home care (bathing, dressing, sitter services, preparing meals) and other local services such as respite care that I may not even know about?



2. My father is a veteran. What programs could he or his spouse be eligible for now that they need help in the home?



3. Can I get paid for caregiving?



5. My mother has been diagnosed with dementia. Where can I go to learn more about what to expect?

The Eldercare Locator: eldercare.acl.gov

Publications



[Home](#) [About](#) [Resources](#)

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Caregiver Corner



National Association of Area Agencies on Aging

Home for the Holidays Campaign

**Modifying Your Home
for Healthy Aging**



 **eldercare
locator**
Connecting You to Community Services

1 (800) 477-1114
eldercare.acl.gov

Connecting Older Adults and Their Caregivers to Local Resources



1 (800) 677-1116 • www.eldercare.acl.gov

Conecta a los adultos mayores y a sus cuidadores con recursos locales



1 (800) 677-1116 • www.eldercare.acl.gov

Protect Your Pocketbook

Tips to Avoid Financial Exploitation



Connecting You to Community Services

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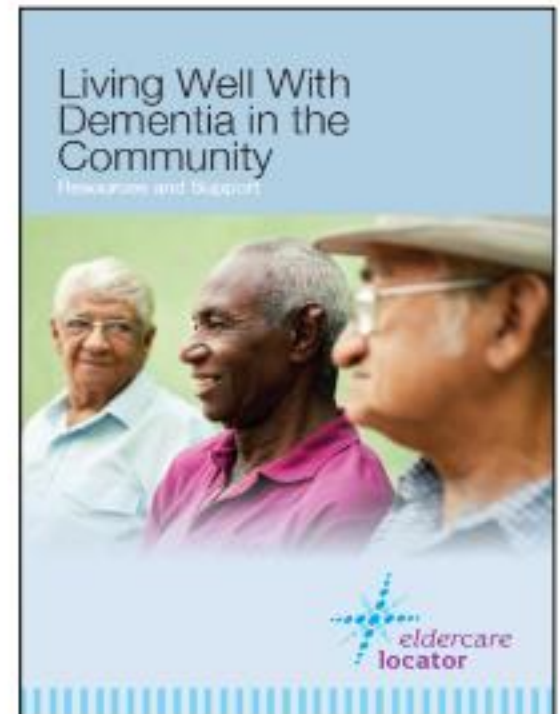
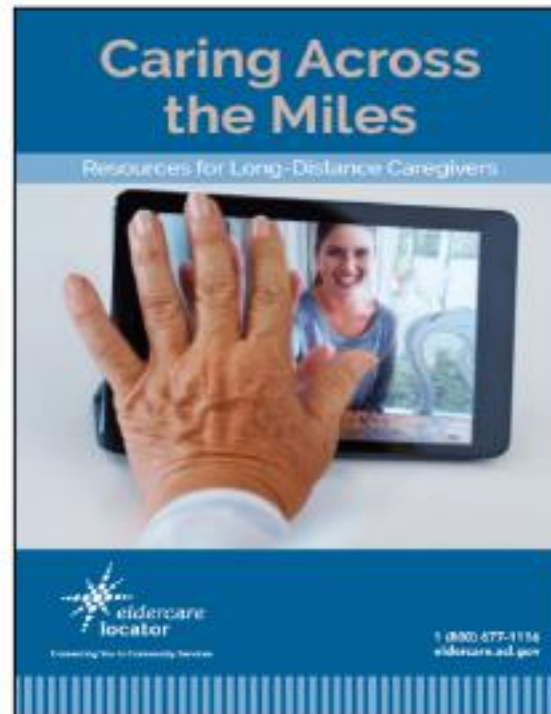
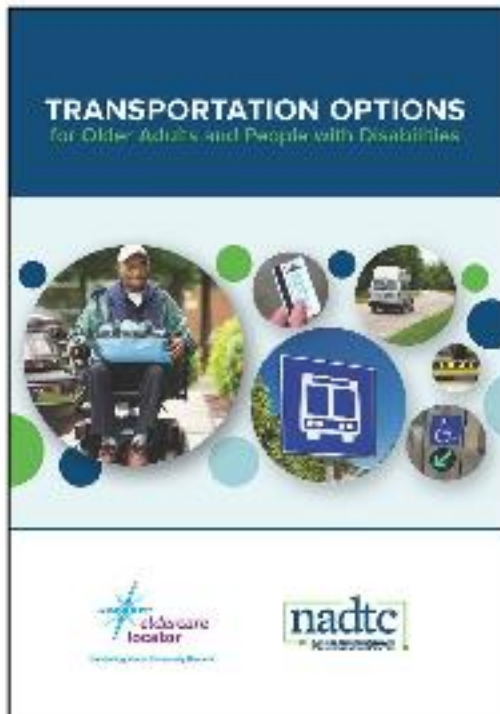


Preventing Falls at Home



Connecting You to Community Services

The Eldercare Locator's Publications



Fact Sheets



eldercare locator

CRITICAL CONVERSATIONS

Older Adults and Elder Abuse

As they age, older adults may need assistance from others, whether getting to and from places or social settings. However, some older adults are being mistreated or abused. Unfortunately, increasing numbers of older adults are mistreated by someone who is helping them with their everyday activities.

According to the National Center on Elder Abuse (NCEA), elder abuse most often occurs when older individuals are mistreated when they have a disability, mental impairment or a cognitive impairment. It includes neglect, financial exploitation, self-neglect, physical and sexual abuse, and older adults are mistreated by someone who is helping them with their everyday activities.

While it can be difficult to quantify the precise number of older adults who experience elder abuse, the National Center on Elder Abuse estimates that approximately one in 10 older adults have experienced some form of elder abuse. However, in some areas, elder abuse is under reported. NCEA also issues a report conducted in New York City that reported that more than one million older adults in that reported community, 34 cases go unreported.



Types of Elder Abuse

While there are many forms of elder abuse, they all involve a caregiver mistreating or mistreating an older adult that most often occurs by a person with whom they have a trusting relationship. NCEA provides the following definitions for some of the most common forms of elder abuse:

- **Physical abuse:** Inflicting or threatening to inflict physical pain, bodily harm, injury or deprivation of a basic adult's needs.
- **Emotional abuse:** Inflicting mental pain, anguish or distress or a general sense of well-being.
- **Neglect:** Failure or failure by those responsible to provide for a resident's basic needs or expenses.
- **Self-neglect:** Neglect of one's own care through failure to pay expenses, failure to maintain medical care, failure to provide one's self with adequate food, shelter or other basic needs.
- **Abandonment:** The desertion by a person who has assumed the responsibility for care of another.
- **Sexual:** To cause sexual contact of any kind or a person to engage in sexual behavior.
- **Exploitation:** The illegal or improper acquisition of funds, property or assets.

How to Spot Elder Abuse

Although recognizing elder abuse is a complex task, the following warning signs can help further identify it:

- are unable to perform most of their usual activities;
- are confused or disoriented;
- are unable to read or do simple tasks;
- a spouse if they have one will not be talking to or looking at them, having no conversation;
- are sleeping or sleeping less;
- have trouble sleeping.

For more signs of elder abuse, visit <http://www.eldercare.gov/abuse>.

Ways to Prevent Elder Abuse

Creating a social environment for older adults can reduce their risk of abuse through the following:

- staying engaged in their community;
- not covering personal information during meetings, over the phone;
- meeting with their personal care plan or someone else who is not family;
- having safe and secure access to personal care services.

For strategies to assist older care <http://www.eldercare.gov/abuse>



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CRITICAL CONVERSATIONS

Older Adults and Medication Safety

As they age, older adults may develop health conditions that can be treated with over-the-counter medications, or those that have been prescribed by a physician. Research from the National Institute on Drug Abuse found that more than 80 percent of older patients took at least one prescription medication on a daily basis, with more than half of this population taking more than five medications on a regular basis.

Given these statistics, it is particularly important that older adults pay special attention to the instructions on their medications. Use of medication is critical to overall health and well-being. In fact, it is often life-saving.

Prescription Opioids

In recent years, a lot of attention has been paid to the risks of what are commonly referred to as opioids. While prescription opioids help relieve chronic and acute pain, they can be misused, leading to injury and death. In fact, deaths related to the misuse of prescription opioids have more than doubled since 1999. Given the effects of aging on a person's health, it is important that older adults be particularly careful when using these powerful drugs.

Tips for the Wise Use of Medications

In partnership with MedWatch and the U.S. Food and Drug Administration, the Federal Drug Administration issues recommendations to the following tips for the safe use of medications:

- **Learn about your medicines.** Read and understand the labels and package inserts and follow the directions. If you have questions, ask your doctor, pharmacist or other health care professional.
- **Talk to your team of health care professionals.** Discuss your medical condition, health concerns, and all the medicines you are taking with your doctor. OTC medicines, vitamins, herbal and dietary supplements, vitamins and dietary supplements. Always use the lowest dose that works, for as long as you can. Don't be afraid to ask questions.
- **Keep track of side effects or possible drug interactions** and be your doctor's best patient. Get every counting, report, or prescription change promptly. Always use red ink.
- **Make sure to go to all doctor appointments** and to any appointments for monitoring tests done by your doctor as recommended.
- **Use a calendar, pill box or other tool** to help you remember to take your medicines on time. Write down information your doctor gives you about your medicines and your health concerns.
- **Take a friend or relative with you to your doctor's appointments.** If you're taking your medicines, you need help understanding your medicines and how to take them.
- **Take only your own medicines.** Taking someone else's medicine may harm your appearance and make diagnosing your illness more difficult for your doctor. It could also cause a bad reaction with other medicines you are taking, especially your health care team.
- **Always keep medicines in their original containers, and never put more than one kind of medication in the same container.**
- **Have a "Medicine Check-Up" at least once a year.** Go through your medicines, taking a good look at old or expired medicines at an appropriate drug disposal site. Also ask your doctor or pharmacist to go over all of the medicines you are taking. Don't forget to tell them about all the OTC medicines, vitamins and dietary or herbal supplements you take.
- **Keep all medicines out of the sight and reach of children.**



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CRITICAL CONVERSATIONS

Helping Older Adults Weather the Storm Before, During and After Disasters

Homeless, food, clothing, and shelter are needs that older adults and older adults with disabilities can have long-lasting and even life-threatening effects on their health. Homeless older adults are more likely to be injured and hospitalized, and older adults with disabilities are more likely to be injured and hospitalized. Homeless older adults are also more likely to be injured and hospitalized, and older adults with disabilities are more likely to be injured and hospitalized. Homeless older adults are also more likely to be injured and hospitalized, and older adults with disabilities are more likely to be injured and hospitalized.

Disasters can be both scary and confusing, but there are many older adults who are able to take steps to prepare themselves. This emergency preparedness planning guide is designed to help older adults and their caregivers understand what to do before, during and after a disaster. It will help you prepare your emergency plan, including what to do before, during and after a disaster.

will help older adults and their caregivers



charged. In addition, make a list of all computer work to help you access files, including your email, for use in a disaster.

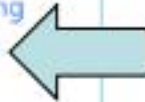
Tip: Consider your family emergency plan to be a living document. It should be updated as your family's needs change. Update your plan for every 12 months or as needed.

Ordering Brochures

Helpful Resources



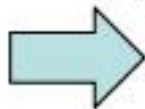
- Long Term Care Planning
- Consumer Publications
- Helpful Links



[Home](#) > [Resources](#) > [Consumer Publications](#)

Consumer Publications

The Eldercare Locator produces a variety of helpful brochures and fact sheets on topics for older adults and their caregivers.



- [Brochures](#)
- [Factsheets](#)



Connecting You to Community Services



Aging and Disability
BUSINESS INSTITUTE

Connecting Communities and Health Care



engAGED

The National Resource Center
for Engaging Older Adults



Dementia
Friendly
America®

Questions?



advocacy | action | answers on aging



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Contact Information

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