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National Association of Area Agencies on Aging

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New Report Sheds Light on Challenges Facing Older Americans

Washington, DC—Today, data culled from over 270,000 requests for assistance received by the [Eldercare Locator](#), the only national information and referral resource to connect older adults, caregivers and others to a broad spectrum of services and supports they need to age successfully and live independently was released. As detailed in the “[2014 Eldercare Locator Data Report: A Snapshot of Older Adult Issues & Needs in America](#),” challenges accessing transportation, affordable housing and in-home services needed to help older adults live with dignity and independence were among the top reasons people contacted the Locator. The data also provided a clear profile of who is requesting assistance with nearly 75 percent of inquiries coming from older women seeking help for themselves.

Launched in 1991, the Eldercare 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](#). Through its Washington, DC—based National Call Center (800.677.1116) which operates five days a week from 9:00 a.m. to 8:00 p.m. ET and website (www.eldercare.gov), the Locator’s information specialists received an all-time annual high of 271,234 inquiries in 2014; that’s an average of over 22,000 requests a month or 1,000 a day. People from all fifty states, the District of Columbia and most U.S. territories have contacted the Locator and in February of this year, the Locator received its three millionth call—from a female caregiver in California seeking housing assistance for her mother.

“In helping callers navigate the maze of aging programs and services, there is no question that the Eldercare Locator program plays a vital role in helping older Americans continue to live the lives they want, participating in the communities they choose,” said Kathy Greenlee, Assistant Secretary for Aging and Administrator of the Administration for Community Living.

Although data aggregated from the requests for assistance received by the Locator has been developed in the past, the information in this report represents the most in-depth analysis conducted to date. This is also the first time the data has been publicly released.

“This data tells a story about the real needs of older adults and caregivers across America. We decided to release this information publicly because we believe that the insights gained from this research will aid those in a position to address the needs of our rapidly aging population, whether they be community-based organizations like Area Agencies on Aging or policy makers on a national level,” said n4a CEO Sandy Markwood.

About n4a

The National Association of Area Agencies on Aging (n4a) is a 501c(3) membership association representing America’s national network of 618 Area Agencies on Aging (AAAs) and providing a voice in the nation’s capital for the 246 Title VI Native American aging programs. The mission of n4a is to build the capacity of its members so they can better help older adults and people with disabilities live with dignity and choices in their homes and communities for as long as possible.

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