The Eldercare Locator
National Call Center
1-800-677-1116
eldercare.acl.gov
Area Agencies on Aging
&
Title VI Native American Aging Programs
Today’s Webinar

- Description of Eldercare Locator
- Overview of Caller Needs
- Overview of Key Resources and Materials
- Q&A/Discussion
National Title VI Program Survey

Serving Tribal Elders Across the United States: 2017 Report
The Eldercare Locator
National Call Center

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About the Eldercare Locator:

• The Eldercare Locator was established in 1991 and is funded by the US Administration on Aging, of the Administration for Community Living, Health and Human Services and is administered by the National Association of Area Agencies on Aging.

• 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.

• Over 4 million people have been connected to local programs and services through its national call center.

• Callers contact the Eldercare Locator from all fifty states, the District of Columbia and most U.S. Territories.

• An After Hours Voice Prompt System allows callers to have direct connection to agencies that are open after normal business hours.
How the Eldercare Locator Works:

• Staffing: A Team of 17 Information Specialists

• Certified through the Alliance of Information and Referral Systems

• Call Center Environment – Average call handle time is 7 minutes

• Over half of callers are referred by another Federal agency

• Two-tiered response system
  • Information Specialists
  • Enhanced Services Counselors
How the Eldercare Locator Works:

• An average of 1,200 contacts each day
  • Chats
  • Emails
  • Written Letters

• Enhanced Website: eldercare.acl.gov

• Customer Relation Management System

• Taxonomy Classification System

• ACL Approved Resources for Referrals

• Resource Updating - A partnership approach
Call Statistics
Major Findings:

Call Volume
Call Complexity
Emerging Issues

Call complexity continues to increase. This includes escalated calls regarding reporting of suspected elder abuse, emergency housing and crisis calls.
Emerging Issues

Transportation needs continue to be the most requested service and there has been an increase in requests for supportive in-home services. Combined these two service requests comprise 38% of the calls into the Eldercare Locator.
Emerging Issues

Unexpected events continue to cause spikes in calls to the Eldercare Locator.
Caller Examples

1. Medical Transportation Request
2. Help After a Natural Disaster
3. Reporting of Suspected Elder Abuse
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.
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?
I am concerned about a situation involving my neighbor. Where do I report suspected elder abuse?

In the event of an emergency related to elder abuse, call 911. All instances of suspected abuse, neglect or exploitation involving an older adult should be reported to the designated adult protective services program in your state. All reports are confidential. To find the contact information for the adult protective services program that serves your area, enter your ZIP code or city and state in the search bar at the top of this page. The Eldercare Locator publication, Older Adults and Elder Abuse, provides additional information about elder abuse.
Native American Programs

Title VI Native American Aging Programs were created in the 1978 amendments to the Older Americans Act. The Administration on Aging makes grants to federally-recognized Indian tribes based on the number of elders who are 60 years of age and older. Title VI programs promote the delivery of supportive and nutrition services to American Indians and Native Alaskan elders. These programs also provide support to caregivers of older persons and grandparents raising grandchildren.
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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
Eldercare.acl.gov

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
Welcome to the Search Results Page. Below is a listing of resources in your community that provide information and assistance for older adults and caregivers.

To locate additional services for tribal elders in your state visit the Native Service Locator.

Gila River Indian Community Elderly Services Program Pima-Maricopa Tribe

Address:
  431 E. Pima Street
City: Sacaton
State: AZ
Zip: 85147
Website: http://www.gilariver.org/
Contact Email: Mary.Weston@gric.nsn.us
Office Phone: (520) 562-5232
Languages: English
Hours: 8:00 am - 5:00 pm, MST Monday to Friday
Directions: View on map
To locate additional services for tribal elders in your state visit the Native Service Locator.
Native Service Locator
Use the interactive map to locate tribal elderly services in your state.

Gila River Indian Community
Elderly Services Address:
431 E Pima Street, Sacaton, AZ 85147
Native Service Locator
Use the interactive map to locate tribal elderly services in your state.

What service you are looking for?

All Services

States with Native American Elderly Service Centers
Eldercare Locator
Consumer Publications
Connecting Older Adults and Their Caregivers to Local Resources

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

National Association of Area Agencies on Aging
TRANSPORTATION OPTIONS
for Older Adults and People with Disabilities

National Association of Area Agencies on Aging
Living Well With Dementia in the Community
Resources and Support
Eldercare Locator

Critical Conversations

Older Adults and Elder Abuse

As they age, older adults may need assistance from others with getting to and from medical appointments, managing their finances, preparing meals, personal care, and performing other activities that enable them to continue living in their homes and communities. Unfortunately, increasing numbers of older adults experience abuse from the very people they trust to provide them with this much-needed assistance.

According to the National Center on Elder Abuse (NCEA), elder abuse most often occurs when older adults are mistreated by someone with whom they have a trusting relationship (often a spouse, sibling, child, friend, or caregiver). In most cases, there are no witnesses, and abusive behaviors often go unnoticed. Older adults are most vulnerable to abuse when they are isolated or have a low income, live alone, or have limited access to resources.

While it can be difficult to quantify the precise number of individuals who experience elder abuse, the National Center on Elder Abuse estimates that in 2015, one in 10 older adults have experienced some form of elder abuse. However, for many reasons, elder abuse is underreported. NCEA also estimates that one in 10 older adults in New York state experienced some form of elder abuse.

Types of Elder Abuse

While there are many types of elder abuse, they all involve one thing: the mistreatment of an older adult by someone who is trusted. NCEA provides the following definitions for some of the most common forms of elder abuse:

- **Physical abuse**: Inflicting, or threatening to inflict, physical pain, injury, or injury that is not a basic need.
- **Emotional abuse**: Inflicting mental pain, anguish, or stress through verbal or nonverbal acts.
- **Neglect**: Refusal or failure by those responsible to provide food, shelter, health care, or protection.
- **Self-Neglect**: Refusal or failure by those responsible to provide food, shelter, health care, or protection, or abuse of oneself.
- **Abuse of medications**: The use of medication or health care to harm or exploit an older adult.
- **Abandonment**: The neglect of an older adult by someone who has assumed the responsibility for care or custody.
- **Sexual abuse**: Any form of sexual contact that involves sexual behaviors.
- **Exploitation**: Financial gain, misuse, or unauthorized use of funds, property, or assets.

How to Spot Elder Abuse

Although recognizing elder abuse can be difficult, NCEA has identified the following warning signs that may be an indication that further attention and action is needed:

- Social isolation: An older adult who appears distant or isolated.
- Safety concerns: An older adult who appears fearful or unsafe.
- Changes in behavior: An older adult who appears confused or withdrawn.
- Financial exploitation: An older adult who appears to have unexplained large transactions or accounts.
- Physical or emotional abuse: An older adult who appears physically or emotionally harmed.

Ways to Prevent Elder Abuse

Education is key to preventing elder abuse. In addition, older adults can reduce their risk of experiencing elder abuse through the following:

- Staying engaged in their communities.
- Keeping personal information safe, such as Social Security numbers, over the phone.
- Making sure their wills are periodic and ensuring that there is a living will or advance directives in place to protect their wishes.
- Working with a financial advisor to make large purchases or investments.

For other ways to prevent elder abuse, visit: [www.naaga.org/elder-abuse-prevention-resources](http://www.naaga.org/elder-abuse-prevention-resources).
Helping Older Adults Weather the Storm Before, During and After Disasters

Hurricanes, floods, tornados, earthquakes, chemical spills, wild fires and other人为和自然灾难 can have long lasting and sometimes permanent effects on communities and the older adults who live in them. Community services and support are critical tools that help older adults meet their needs before, during and after disasters, but these vital services can be limited or unavailable in communities and individuals recover. Fortunately, there are steps that can help older adults—particularly those who have chronic illnesses, functional limitations or other special needs—prepare themselves and their families have a plan to prepare for go through and recover from the devastating effects of disasters.

Disasters can strike without warning, but there are steps older adults and their caregivers can take to prepare themselves. The emergency management agency in your area or county will have the most current information that is specific to your community. To find the emergency management agency serving your community, visit www.fema.gov/emergencymanagement/agency.

The tips provided in this fact sheet will help older adults and their caregivers prepare for disasters.

Before a Disaster

- **Create a communications plan.** Communication is critical during disasters. However, it may be difficult to connect with neighbors, friends and family members if communication is hampered or an issue during major disasters. Start your plan by creating a list containing the emergency contact information for any family, friends or local stores you would like to keep in touch with before, during and after any disaster. Your plan should also include information on how to access a disaster, as well as important medical information.

  **Tip:** Program emergency contact information into your cell phones.

- **Make a medical plan.** Many older adults rely on special devices to help with mobility and other needs. Many of these devices which may include oxygen machines, hearing aids and wheelchairs require electricity to operate. Where possible, ensure that each of these items and their battery backups are fully charged. In addition, make a list of all components to help ensure you have everything you need in the event of a disaster.

  **Tip:** Contact your local utility company to let them know you have medical devices that require electricity so they can put your home on a priority list for service restoration.
Eldercare Locator
Critical Conversations

Older Adults and Medication Safety

Prescription opioids are powerful pain-relieving medications that can have benefits, as well as potentially serious risks. When used properly, opioids can help manage severe pain, but when misused or abused, they can cause serious harm, including addiction, overdose, and death. Common types of opioids are Morphine, Oxycodone, Hydrocodone, and Codeine.

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 adults took at least one prescription medication on a daily basis, with more than half of this population taking more than five medications or supplements daily.

Given these statistics, it is particularly important that older adults pay special attention to the instructions on their medications. Misuse of medications is critical to one's health and well-being. In fact, it can be lethal.

**Prescription Opioids**

In recent years doctors have increasingly prescribed medications that are commonly referred to as opioids. While prescription opioids can help alleviate chronic and debilitating pain, they can be misused, leading to injury and death. In fact, deaths related to the misuse of prescription opioids have more than quadrupled since 1999. Given the effects of aging on a person's health, it is essential that older adults, take particular care when using these powerful drugs.

**Tips for the Wise Use of Medications**

The publication Medications and You: A Guide for Older Adults, the Federal Drug Administration recommends the following tips for the safe use of medications:

- **Learn about your medicines.** Read medicine 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 about your medical conditions, health concerns, and all the prescription and over-the-counter (OTC) medicines you take, as well as dietary supplements, alternative and herbal supplements.** The more your doctors know, the more they can help. Don't be afraid to ask questions.
- **Keep track of side effects or possible drug interactions.** And let your doctor know right away about any unusual symptoms or changes in the way you feel.
- **Make sure to go to all doctor appointments and to any appointments for monitoring tests done by your doctor or in a laboratory.**
- **Use a calendar, pill box or other tool to help you keep track of when medications you need to take each day and when.** Write down information your doctor gives you about your medicines or your health condition.
- **Take a friend or relative with you to your doctor’s appointments if you think you may need help understanding what the doctor tells you.**
- **Take only your own medicines.** Taking someone else's medicine may hide your symptoms and make diagnosing your illness more difficult for your doctors. It could also create a bad reaction with other medicines you are taking, putting your health at risk.
- **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 medicine cabinet to get rid of 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 of the OTC medicines, vitamins and dietary or herbal supplements you take.
- **Keep all medicines out of the sight and reach of children.**
2018 Home for the Holidays Campaign

Caring Across the Miles
Resources for Long-Distance Caregivers

National Association of Area Agencies on Aging