

## Older Americans Act Information and Assistance System

**T**he growth of the older adult population has increased the demand for information by both older persons and their caregivers. Today, older Americans face a complicated array of choices and decisions about a variety of issues, such as health care, housing, financial management, nutrition, and long-term care. Federal, state, and local programs provide similar services but the requirements for each may vary. Older adults and their caregivers often need help to know what services are available and whether they qualify.

The Older Americans Act Information and Assistance system helps older adults access social and health services across the country. This system is considered by older adults as a source of accurate and unbiased information and referral.

### **What Is Older Americans Act Information and Assistance?**

The primary purpose of the Information and Assistance system and its component national, state, and local systems and services is to support all older adults and their caregivers in:

- Assessing their needs,
- Identifying the most appropriate services to meet their needs, and
- Linking the older persons and caregivers to agencies providing these services.

Information and Assistance system is the vital link between older persons who

need services and those who can provide them.

There are more than 2,500 information and assistance programs across the country. Information and assistance programs provide direct service to older persons and caregivers through nearly 14 million contacts annually.

These programs are key to connecting older persons and their caregivers with much needed information on services such as:

- Adult day care
- Community senior centers
- Consumer protection
- Elderly nutrition services
- Elder abuse prevention
- Energy assistance
- Financial services
- Health insurance counseling
- Home health care
- Home repair and modification
- Homemaker/chore services
- Housing options
- Legal assistance
- Pension counseling
- Respite services
- Reverse mortgages
- SSI and food stamps
- Transportation services

### **The Eldercare Locator**

The Eldercare Locator, a national toll-free service and Web site established by the U.S. Department of Health and Human Services, Administration on Aging, helps older persons and their caregivers

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## FACT SHEET

### *Older Americans Act...cont'd.*

link to the Older Americans Act Information and Assistance system.

No matter where an individual lives, anyone can call the toll-free number, 1-800-677-1116, or access the Web site at [www.eldercare.gov](http://www.eldercare.gov).

### **AoA Website**

The AoA Web site, [www.aoa.gov](http://www.aoa.gov), provides information for and about older persons, their families, and professionals and organizations involved in aging programs. It also provides information about the AoA and the aging network and serves as an important link to the Web sites maintained by the state and area Agencies on Aging, as well as other resources related to aging programs and services.

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The U.S. Department of Health and Human Services, Administration on Aging (AoA), works with a nationwide network of organizations and service providers to make support services and resources available to older persons and their caregivers. For more information about the AoA, please contact: **the U.S. Department of Health and Human Services, Administration on Aging**, Washington, DC 20201, Phone 202-619-0724, e-mail [aoainfo@aoa.gov](mailto:aoainfo@aoa.gov), Web site: [www.aoa.gov](http://www.aoa.gov)

