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MEMORANDUM

TO: Area Agencies on Aging **NOTICE #:** 120903-1-I-OVCS

FROM: Terry White
Secretary

DATE: December 8, 2003

SUBJECT: Notice of Instruction: Eldercare Locator Service

The National Association of Area Agencies on Aging and the National Association of State Units on Aging solicit our support to help bring awareness to the Eldercare Locator and its invaluable service to elders, their families and caregivers.

Established as a public service by the Administration on Aging, the Eldercare Locator connects those who need information and assistance with state and local area agencies on aging and private organizations that serve older adults and their caregivers.

For thousands of elders the Eldercare Locator is their entry point into an array of home and community-based aging services that exist across the nation. Many have referred to the Eldercare Locator as a "lifeline." Whether an elder living alone needing help with home care or meals or a caregiver needing training or support, the Eldercare Locator is there to point that person in the right direction. In 2002, the Eldercare Locator referred approximately 11,400 calls to our aging network.

An administrative portal is available that allows us to update information as needed. I encourage the Area Agencies on Aging to review the information listed for their planning and service area regularly to ensure that the most up-to-date information is available.

I also encourage each of you to share this information with your colleagues or constituents who may need assistance accessing aging services, whether they are living in Florida or another state. Consumers can access the Eldercare Locator by calling toll-free 1-800-677-1116 weekdays 9:00 a.m. to 8:00 p.m. EST. It is also accessible online at www.eldercare.gov.

Should you have questions regarding the Eldercare Locator or would like to request a poster to display, please email Gretta Jones at jonesg@elderaffairs.org. Thanks for your assistance and your continued support to our elders.

cc: DOEA Employees

TW/gj