



n4a | National Association of Area Agencies on Aging is Growing!

September is going to be an exciting month at n4a and we want to keep you up-to-speed on everything that is going on!

In early June, n4a was awarded the re-compete for the Eldercare Locator grant from the Administration on Aging (AoA). As part of the new grant the Eldercare Locator will be transformed from a call-routing system to a state-of-the-art, person-centered call center (housed at n4a). With the new call center comes many new and wonderful changes, faces and a higher level of expertise that the Eldercare Locator will utilize to connect older adults and caregivers around the U.S. with your AAA and Title VI programs.

Today, five (5) new, highly-qualified Information Specialists and two (2) Eldercare Counselors begin their orientation and training on the Eldercare Locator service, the new call system and the Aging Network. These Specialists will begin answering the Eldercare Locator line and connecting them to AAA and Title VI programs at the end of September. We are excited to add this “personal touch” for consumers who are looking for resources in their community.

In addition to live Information Specialists, the Eldercare Locator will also be adding/updating resources and services by mid-Fall, including:

- A website re-design of www.eldercare.gov
- Adding an Online Chat feature for consumers visiting www.eldercare.gov
- Extended hours of the call center – 9 a.m. to 8 p.m. Eastern Time
- A Spanish-speaking Information Specialist
- Additional expertise from the National Center on Senior Transportation (NCST), the Family Caregiver Alliance and Benefits Check-up
- New photos for your use in the Eldercare Locator Photo Gallery
- New fact sheets on aging issues at www.eldercare.gov

n4a is excited to be working in coordination with AoA to bring this new and improved service to consumers and the Aging Network to compliment the great work that you do for older adults and caregivers. We look forward to updating you on the progress of the call center in the coming months.

Helen Eltzeroth, [n4a](#) Chief Programs and Communications Officer

About the Ohio Association of Area Agencies on Aging | o4a

The Ohio Association of Area Agencies on Aging (o4a), a nonprofit organization, is a statewide network of agencies that provide services for older adults, their families and caregivers, as well as advocate on their behalf. The Association addresses issues that have an impact on the aging network, provides services to members, and serves as a collective voice for Ohio’s Area Agencies on Aging (AAAs). Equal Opportunity Employer/Provider. For more information visit, www.ohioaging.org.

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