The Impact of COVID-19 on Community-Based Organizations Serving Older Adults

Findings from April and July 2020

cross the nation, community-based organizations that provide vital services to enable older adults to stay in their own homes are struggling to continue supporting their clients during the COVID-19 pandemic. In April and July 2020, the National Council on Aging (NCOA) surveyed 890+ organizations to understand this impact. As part of the nation's aging network, these organizations provide services such as meals, senior centers, healthy aging programs, benefits enrollment, caregiver support, transportation, and more.



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72%

80

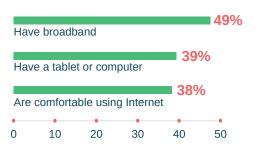
70

Older Adults' Needs Pressing Needs JULY APRIL The needs of older adults during 48% Affording food the pandemic has shifted from 51% **50%** food and supplies to staying Affording prescription medications **52%** socially connected. 50% Affording housing costs **49**% 44% Accessing masks, gloves, cleaning supplies 63% Help with picking up groceries or meal deliveries 48% 64% Help with technology 55% 38% Transportation 54% 47% Staying socially connected 62%

Technology Access

The digital divide means less than half of older adults have what they need to stay connected virtually.

Older Adults Access to Internet



JULY

Community-Based Organizations Efforts to Expand Internet Access for Older Adults

20

30

40

50

60

10

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Community-Based Organizations

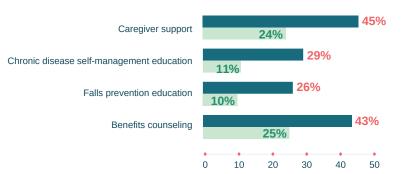
Community-based organizations shifted quickly from in-person services to virtual, phone, and home delivery - with a focus on meals, counseling, and support.

Services Reduced or Stopped APRIL .1ULY 29% Caregiver support 18% Congregate meals 35% 5% Home-delivered meals 4% 46% Chronic disease self-management education 31% Falls prevention education 37% 25% Benefits counseling 21% 41% Transportation 27% 0 10 20 30 40 50

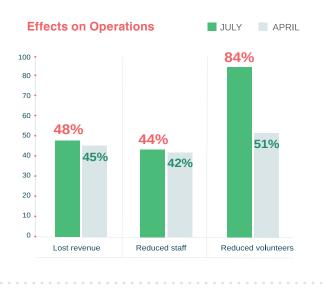
16% Caregiver support 9% 45% Take-home meals 26% 61% Home-delivered meals 35% **6%** Chronic disease self-management education 4% Falls prevention education 1% 12% Benefits counseling 7% **9%** Transportation 4% 0 10 20 30 40 50 60 70

Services Offered Virtually or by Phone

Services Increased or Introduced



The pandemic has decreased organizations' resources and spurred them to work with other groups to continue serving older adults.



New Partnerships

61%

70

60

APRIL

APRIL

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51%



Now working with municipal organizations

50%

Organizations are starting to make plans to reopen, while following local health guidelines.





National Council on Aging

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