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

Findings from April 2020 through January 2021

cross the nation, thousands of community-based organizations provide vital services that enable older adults to stay in their own homes. When the pandemic hit, these organizations pivoted quickly to meet the shifting health and economic needs of the people they serve. Since April 2020, the National Council on Aging (NCOA) has conducted four surveys to better understand the impact of COVID-19 on these organizations and the people they serve.





### **High-Priority Needs**

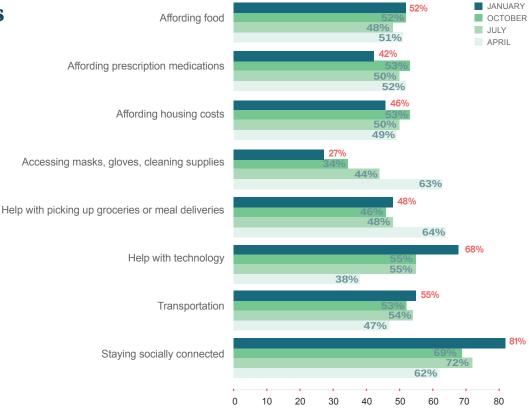
## Older Adults' Needs

The highest-priority needs for older adults during the pandemic have remained relatively consistent-staying socially connected, affording basic expenses, and getting help with technology and transportation. In January, a new need was identified around getting reliable information about the pandemic with 52% identifying it as high-priority.

## **Respondent totals:**

April: 1,003 July: 890 October: 814

January: 430



# **Community-Based Organizations**

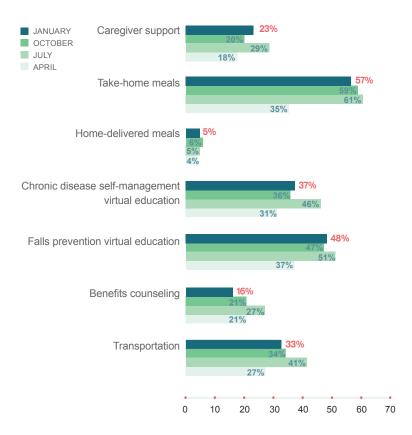
Organizations have continued to adapt to meet the needs of older adults. This includes ramping up with vaccine support and continuing to offer services virtually.

#### Vaccine Distribution

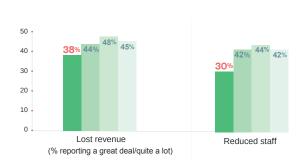
Organizations are playing an important role in vaccine education and distribution for older adults.

## **Vaccine Activities** JANUARY Providing general education on the benefit of vaccines Registering older adults for vaccines Serving as a COVID-19 immunization site in the future 14% Serving as a COVID-19 immunization site now 10 20 30 40 50 60

### **Services Reduced or Stopped**



#### **Effects on Operations**



JANUARY

OCTOBER

#### **Demand for Services**

48%

JANUARY

JULY

APRIL

Serving more older adults since Fall 2020

30%

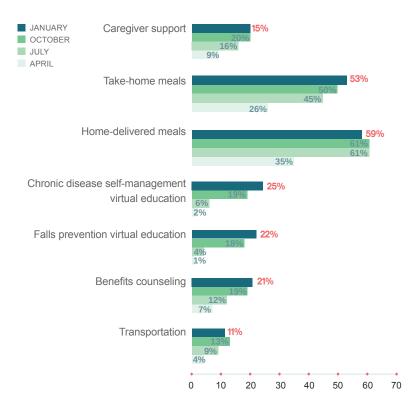
Sometimes or less often able to meet increased demand for food services

36%

Extra COVID funding used or about to run out

10 10 20 30 40 50 60

## **Services Increased or Introduced**



## Where Funding Is Needed

JANUARY

Providing older adults with access to technology

Offering new programs and services

55%

66%

Paying staff salaries



39%

