Across 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.

### Older Adults’ Needs

The needs of older adults during the pandemic has shifted from food and supplies to staying socially connected.

#### Pressing Needs

- **Affording food**: JULY 48% | APRIL 51%
- **Affording prescription medications**: JULY 50% | APRIL 52%
- **Affording housing costs**: JULY 49% | APRIL 50%
- **Accessing masks, gloves, cleaning supplies**: JULY 44% | APRIL 63%
- **Help with picking up groceries or meal deliveries**: JULY 48% | APRIL 64%
- **Help with technology**: JULY 38% | APRIL 55%
- **Transportation**: JULY 47% | APRIL 54%
- **Staying socially connected**: JULY 72% | APRIL 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

- **Have broadband**: 49%
- **Have a tablet or computer**: 39%
- **Are comfortable using Internet**: 38%

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

- **Unable to expand access**: 79%
- **Acquired and distributed technology**: 13%
- **Found partners to donate and distribute technology**: 11%
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.

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

### Effects on Operations

<table>
<thead>
<tr>
<th></th>
<th>JULY</th>
<th>APRIL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lost revenue</td>
<td>48%</td>
<td>45%</td>
</tr>
<tr>
<td>Reduced staff</td>
<td>44%</td>
<td>42%</td>
</tr>
<tr>
<td>Reduced volunteers</td>
<td>51%</td>
<td>84%</td>
</tr>
</tbody>
</table>

### Services Reduced or Stopped

- Caregiver support: JULY 18%, APRIL 29%
- Congregate meals: JULY 35%, APRIL 61%
- Home-delivered meals: JULY 5%, APRIL 46%
- Chronic disease self-management education: JULY 31%, APRIL 46%
- Falls prevention education: JULY 37%, APRIL 51%
- Benefits counseling: JULY 21%, APRIL 25%
- Transportation: JULY 27%, APRIL 41%

### Services Increased or Introduced

- Caregiver support: JULY 16%, APRIL 9%
- Take-home meals: JULY 45%, APRIL 61%
- Home-delivered meals: JULY 35%, APRIL 61%
- Chronic disease self-management education: JULY 6%, APRIL 2%
- Falls prevention education: JULY 4%, APRIL 1%
- Benefits counseling: JULY 7%, APRIL 12%
- Transportation: JULY 4%, APRIL 9%

### Services Offered Virtually or by Phone

- Caregiver support: JULY 24%, APRIL 45%
- Chronic disease self-management education: JULY 11%, APRIL 29%
- Falls prevention education: JULY 10%, APRIL 26%
- Benefits counseling: JULY 25%, APRIL 43%

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

### Reopening Plans

- Developing, but not ready to move ahead: JULY 49%
- Have plans for staff only: JULY 41%
- Plan to continue remotely: JULY 38%
- Anticipate working with limited staff in office: JULY 37%

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