

Impact & Equity Report

FISCAL YEAR 2021

WHO WE ARE



Our Vision

A just and caring society in which each of us, as we age, lives with dignity, purpose, and security



Our Mission

Improve the lives of millions of older adults, especially those who are struggling



Our Goal

Impact the health and economic security of 40 million older adults by 2030, especially women, people of color, LGBTQ+, low-income, and rural individuals

THE WORK WE DO



Resources

Trusted, unbiased information on how to age well



Tools

Personalized, online support for decisions in later life



Best Practices

Technical assistance for aging services professionals



Advocacy

A national platform to strengthen federal programs

OUR FOCUS AREAS



Healthy Living

Empowering older adults to take small steps that can have a big impact on their well-being, including falls prevention, chronic disease self-management, and mental health and wellness.



Financial Security

Ensuring older adults have access to trusted knowledge and tools to age with dignity, including benefits, job training, and money management.



Ramsey Alwin
President and CEO

Improving Lives, Advancing Equity

At NCOA, we believe aging well should be a right, not a privilege. We're working to build a society where every person has the resources they deserve to age with health and financial security. In our march to measurably improve 40 million lives by 2030, we are focused especially on those who have faced inequalities to ensure they, too, reap the benefits of longevity. This cannot be achieved alone. We invite you to join with us in our quest for equitable aging for all.



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How We Count Impact

In reporting our social impact, we count individuals who, thanks to NCOA and our partners, have:

- Realized a reduction in expenses and/or increase in income
- Completed an evidence-based program that has been proven to improve the health and well-being of participants
- Completed an educational program to increase or improve health or financial security
- Were able to remain in their communities instead of being relocated to a nursing home
- Directly benefited (as defined above) from a policy change that would not have happened without NCOA's leadership and advocacy



Terry, Tennessee

Terry coped with chronic pain for years, and it prevented her from living the life she wanted. She decided to take control and participate in the Chronic Disease Self-Management Program. The community workshop gave Terry tools to improve her quality of life and even enabled her to fulfill a lifelong dream of hiking Machu Picchu.

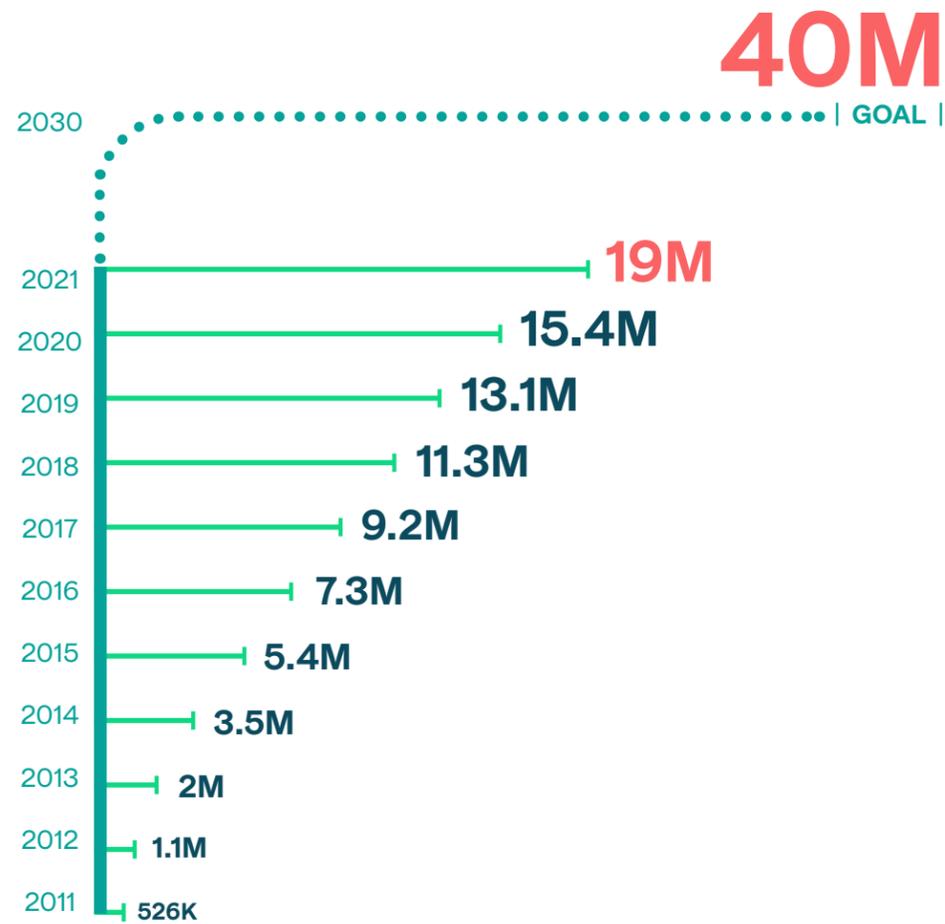


Tuan, Virginia

Tuan was laid off during the pandemic. A language barrier and uncertain job climate made it difficult for him to find work. Tuan discovered the Senior Community Service Employment Program, where he got the support he needed. He wanted to serve the Vietnamese community, and he was hired at Boat People SOS to improve the lives of immigrants.

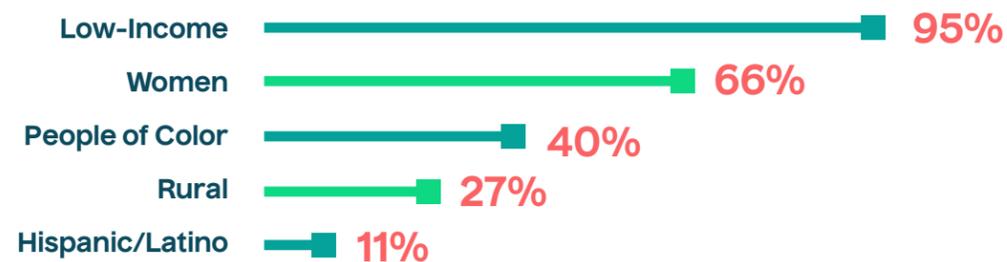
OUR SOCIAL IMPACT

Improving the lives of 40 million older adults by 2030



OUR FOCUS ON EQUITY

NCOA believes the ability to age well should not be based on luck or any factor outside our control. We also know that long-standing inequalities have made it difficult for certain populations to age with health and financial security. We are committed to changing that. For the first time, we are measuring and reporting our impact among specific groups who face unique barriers to aging well. In FY21, our programs served the following populations.



Mr. & Mrs. White, Texas

When Mr. White was diagnosed with cancer, Mrs. White panicked. Making ends meet each month was already difficult. She took action by contacting a Benefits Enrollment Center. Counselors used BenefitsCheckUp® to find the couple \$374 in food benefits, \$512 for Medicare costs, and in-home care, so they could stay in their home.



Mary, California

Mary had her life savings stolen by an internet scammer. The experience also robbed Mary of her self-esteem. She enrolled in the Senior Community Service Employment Program to forge a path forward. She updated her job skills—and her confidence. Soon, she had a new job and the determination to stop the scammers from harming others. She notified police, and the scammers were arrested.