

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

Findings from April 2020 through January 2021

**A**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.



## 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:

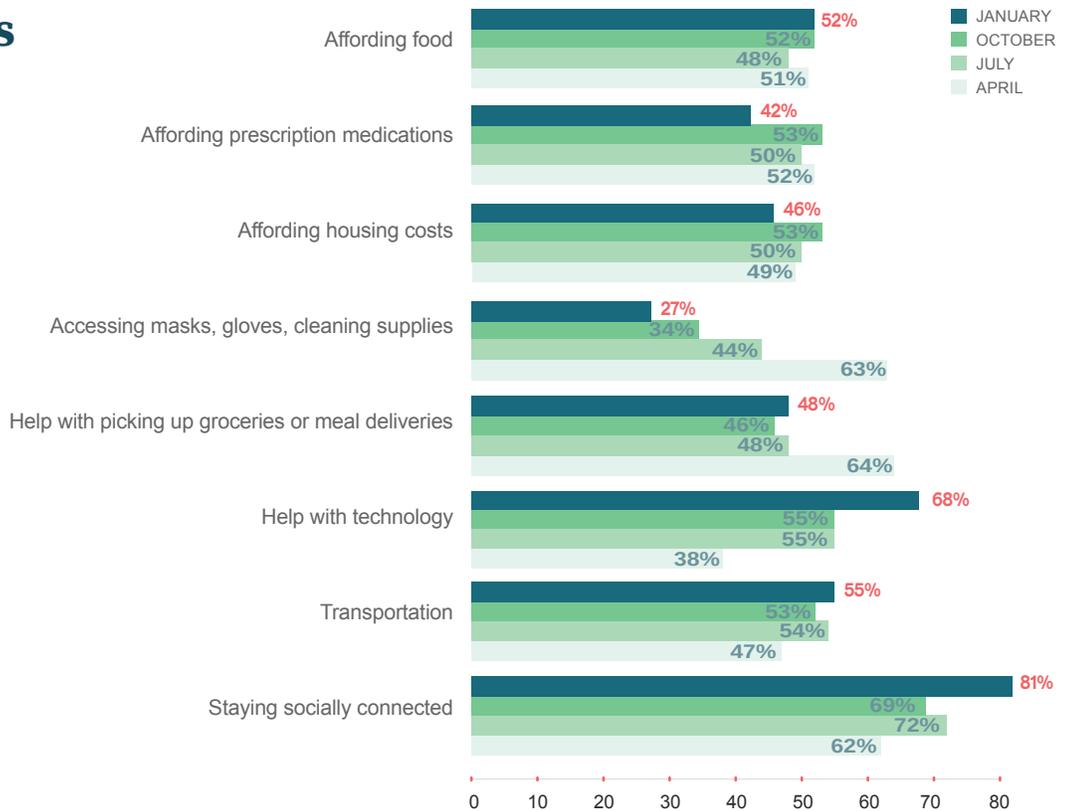
April: **1,003**

July: **890**

October: **814**

January: **430**

### High-Priority Needs



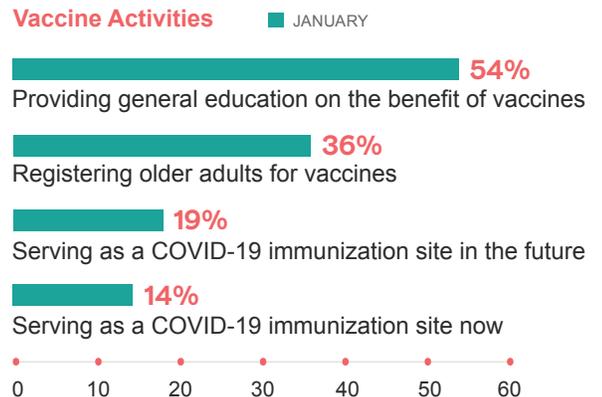
## Community-Based Organizations

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.

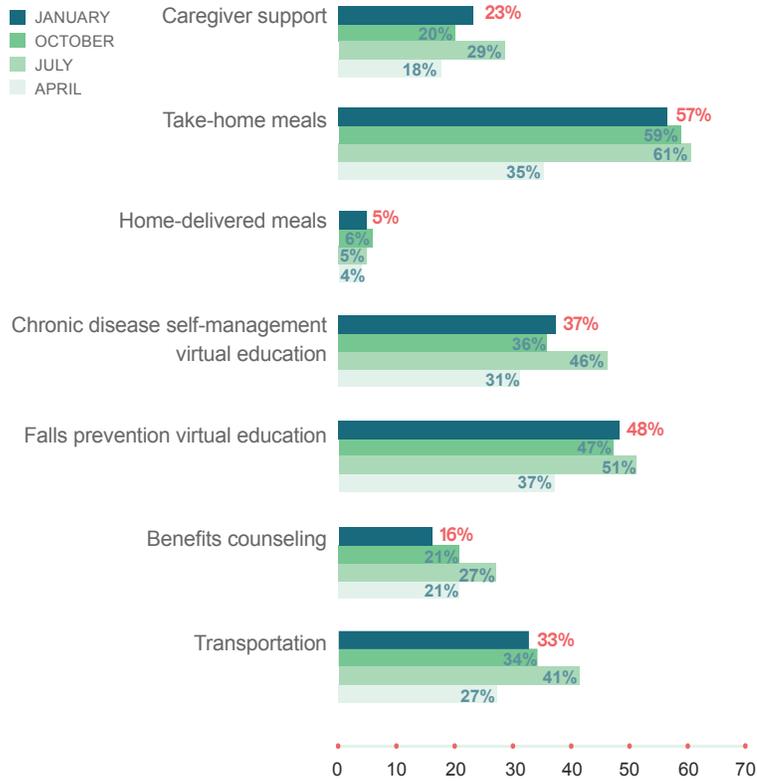
### Vaccine Distribution

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

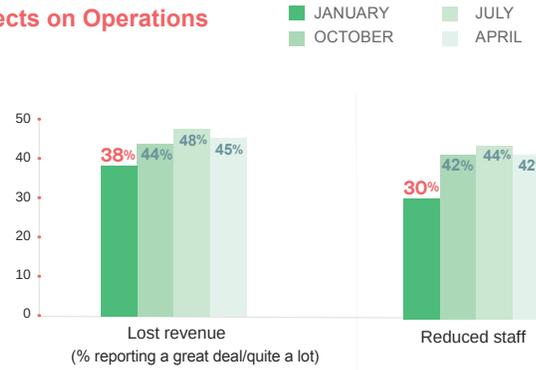
### Vaccine Activities



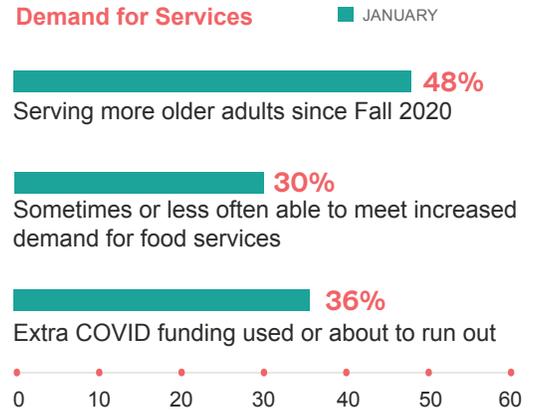
## Services Reduced or Stopped



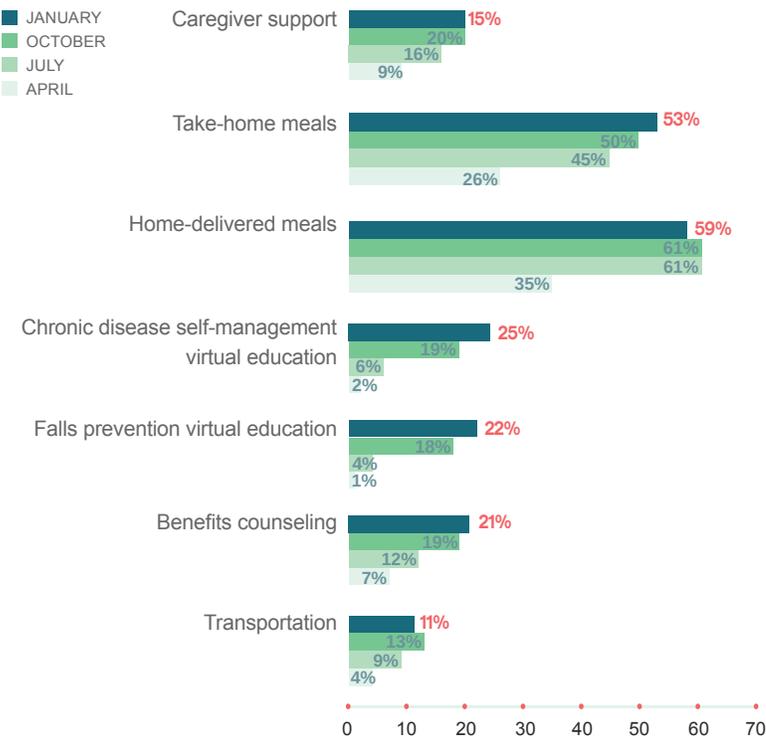
## Effects on Operations



## Demand for Services



## Services Increased or Introduced



## Where Funding Is Needed

