

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

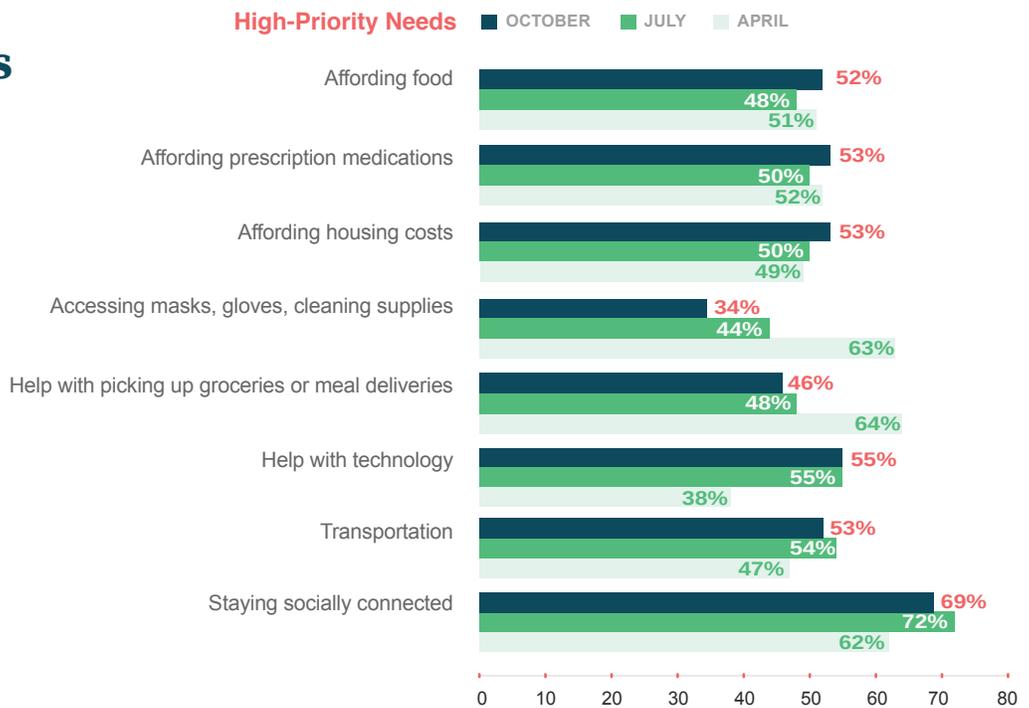
Findings from April, July, and October 2020

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 (1,003 respondents), July (890 respondents), and October (814 respondents) 2020, the National Council on Aging (NCOA) surveyed 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

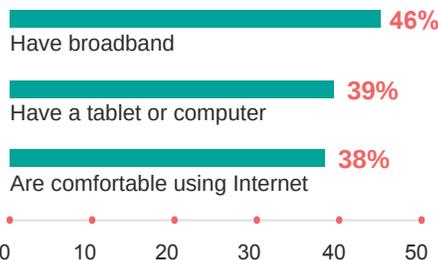
The highest-priority needs for older adults during the pandemic are staying socially connected while physically distancing, affording basic expenses, and getting help with technology.



Technology Access

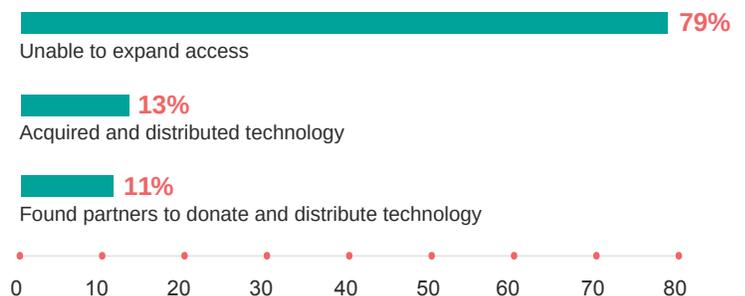
The digital divide means less than half of older adults have what they need to stay connected virtually.

Older Adults Access to Internet



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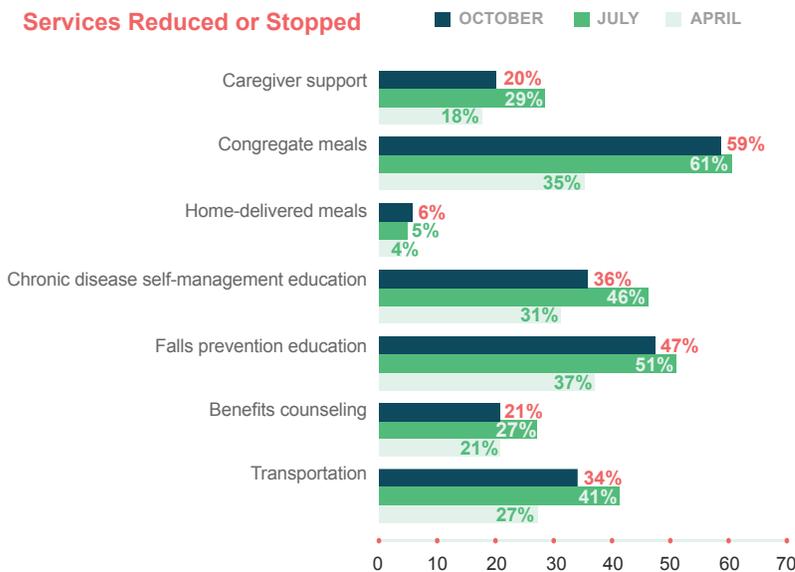
Community-Based Organizations Efforts to Expand Internet Access for Older Adults



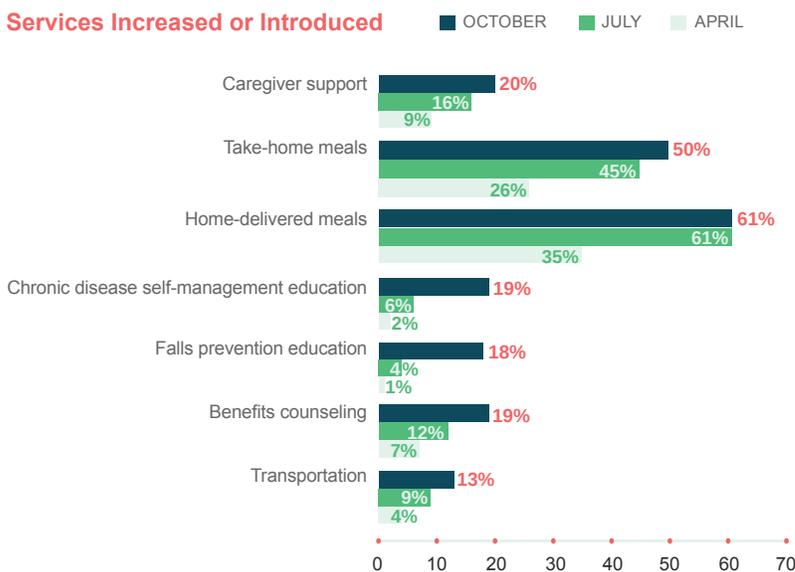
Community-Based Organizations

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

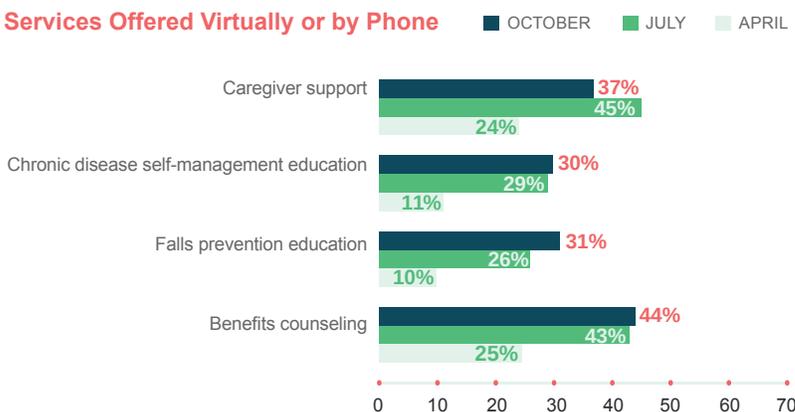
Services Reduced or Stopped



Services Increased or Introduced

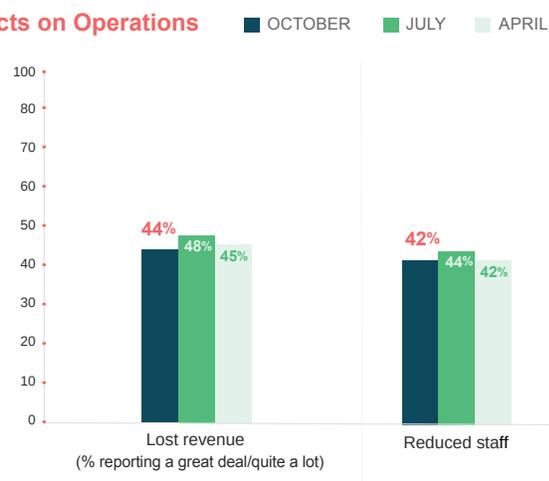


Services Offered Virtually or by Phone

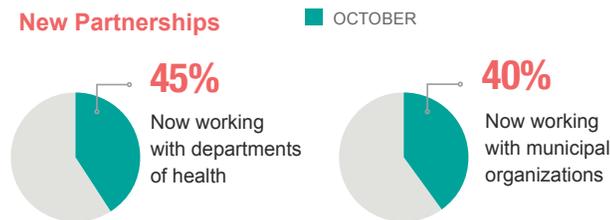


The pandemic has decreased organizations' resources and spurred them to work with other groups to continue serving older adults.

Effects on Operations



New Partnerships



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

Reopening Plans

