

Ultimate Guide to Area Agencies on Aging: Official Contacts & Resources

1. What the Area Agencies on Aging (AAA) Are


Area Agencies on Aging are federally-mandated local organizations established under the Older Americans Act of 1973 to support adults age 60+ in living independently with dignity. They coordinate nutrition, supportive services, caregiver support, elder rights assistance, and health/wellness programming through local partners.

2. How to Contact Your Local AAA (Official National Tools)

Eldercare Locator — Your #1 Official Resource

This is the ONLY federally-supported nationwide referral service to help you find your local AAA.

 **Phone: 1-800-677-1116** (Monday–Friday, ~8 am–9 pm ET)

 Official Site (AAA lookup): <https://www.eldercare.acl.gov>

 Email: **eldercarelocator@usaging.org**

Chat support available on the Eldercare Locator website.

Use this service by ZIP code to be connected directly to the agency that serves your parent's home area.

3. Contact by State or Regional Support Lines (Examples)

These are official state services that help route you to your local AAA or provide statewide aging resources:

North Carolina

- **NC Department of Health and Human Services – Area Agencies on Aging support**

 Customer Service: **1-800-662-7030**

(This line helps you connect to regional AAAs within North Carolina.)

Illinois

- **Senior HelpLine: 1-800-252-8966** (711 TRS)
(Connects you to local AAAs and aging services.)

Georgia

- **Toll-Free State Aging Services Line: 1-866-552-4464**
(Connects you to your Georgia Area Agency on Aging or local Aging & Disability Resource Centers.)

Arizona (Examples)

- Maricopa County AAA: **602-264-2255** (Helpline: **1-888-783-7500**)
- Pima County Council on Aging: **520-790-0504** (Helpline: **520-790-7262**)
- Northern Arizona AAA (NACOG): **1-877-521-3500**
(And others by county — see official AZ Aging & Adult Services pages.)

Note: Contact info *varies by county or region*, always cross-check with the Eldercare Locator to find *your exact local AAA*.

4. What Services You Can Access Through Your Local AAA

- ✓ **Nutrition Programs** — meals at centers + home-delivered meals
- ✓ **Supportive Services** — transportation, in-home help, safety modifications
- ✓ **Caregiver Support** — respite, training, support groups
- ✓ **Elder Rights Assistance** — ombudsman advocacy, legal referrals
- ✓ **Health & Wellness Programs** — fall prevention, chronic disease management
(Services depend on local funding & capacity.)


5. Eligibility Basics

- ✓ **Age:** Most core services are available to *anyone age 60+* regardless of income.
- ✓ **Priority:** Those with greatest economic or social need (low income, rural, isolated) are prioritized.
- ✓ **Cost:** Many services are *free or donation-based* — you cannot be denied services due to inability to pay.

6. Other Helpful National Resources

 **National Association of Area Agencies on Aging (n4a)** – advocacy & national tools

 <https://www.n4a.org>

 **Administration for Community Living (ACL)** – federal aging and disability network info

 <https://acl.gov>

 **BenefitsCheckUp®** – eligibility screener for benefits

 <http://www.benefitscheckup.org>

 **211 Information Line** – general referral service

 Dial **211** in most U.S. areas

7. EXACT Steps to Get Help

1 Call Eldercare Locator: 1-800-677-1116

2 Enter ZIP code on <https://eldercare.acl.gov> to find your local AAA

3 Write down the agency's phone/email and hours

4 Ask specifically:

- Meals on Wheels / home-delivered meals
- Transportation to medical appointments
- Respite care options
- Home safety modifications
- Caregiver support & training

5 Save notes in this PDF for each call

8. Helpful Script for Your First Call

“Hi, my name is ____ and I’m calling for support for my [parent/spouse] who is age ____ and lives in [City/ZIP]. I’d like information on services you offer, especially meals, transportation, in-home support, caregiver resources, and any eligibility requirements.”

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“Hi, my name is ____ and I’m calling for support for my [parent/spouse] who is age ____ and lives in [City/ZIP]. I’d like information on services you offer — especially meals, transportation, in-home support, caregiver resources, and any eligibility requirements.”

 **Remember: Every county has *a local AAA* that is funded to help, you don’t have to figure this out alone.**

Download your local contact from *Eldercare Locator* and save it in your phone today.

NOTES:

Disclaimer

This guide is for informational and educational purposes only. I am not a medical, legal, or financial professional. Information is based on publicly available resources and personal caregiving experience.

Services, eligibility, and availability may vary by location and can change. Always confirm details directly with official agencies and consult qualified professionals regarding your specific situation.

For more resources, visit:
parentcareworkshop.com