

OLDER AMERICANS ACT IMPACT

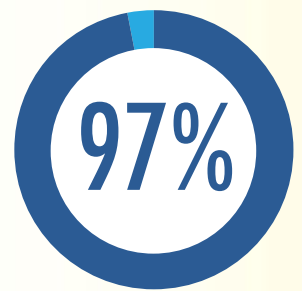
THE AGING NETWORK SERVED
11 MILLION PEOPLE IN 2019



OVER 23.6 MILLION RIDES to doctors' offices, grocery stores, and other essential places



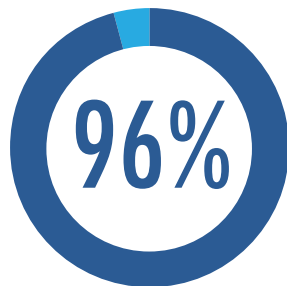
87% of riders say the service helps them to continue to live in their own homes



97% of riders would recommend the service to a friend



ALMOST 228.5 MILLION MEALS served



96% of older adults say they would recommend the nutrition program to a friend

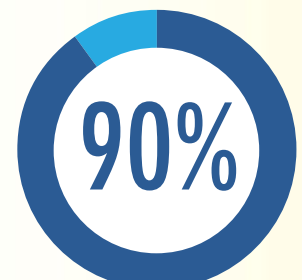


84% report the program improves their health

OVER 22 MILLION HOURS of homemaker services provided



96% of older adults say the services help them to continue to live in their own homes

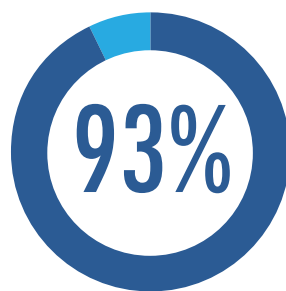


90% of those receiving homemaker services report needing help with heavy housework

ALMOST 4 MILLION HOURS



of case management provided



93% of older adults say case management has helped them continue to live in their own homes



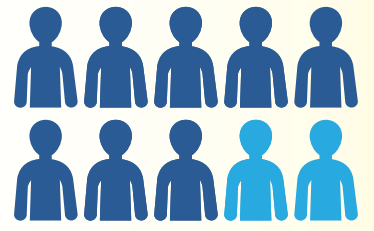
92% rate the services as good to excellent



OVER 6.7 MILLION HOURS of respite care provided



Almost three-quarters of caregivers report feeling less stressed due to the service



80% report that the services made it easier to care for their loved ones



ALMOST 22 MILLION HOURS of community service provided



Almost 45,000 participants in the Senior Community Service Employment Program



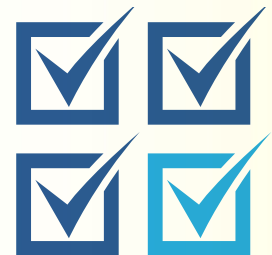
Over 80% of workers report that they are satisfied with the program



OVER 510,000 INDIVIDUAL CONSULTATIONS to LTC residents and their families provided



Long-Term Care Ombudsmen addressed almost 200,000 complaints made by or for residents of LTC facilities



Almost three-quarters of complaints were resolved or partially resolved to the satisfaction of the resident

Information presented is from the last full year of pre-pandemic data.