

CREATING OPPORTUNITY

2018 ANNUAL REPORT



CONNECTING OLDER ADULTS WITH OPPORTUNITY



3./W+
people were served
by AARP Foundation
initiatives in 2018



53,000 volunteers supported Foundation programs



in tax refunds for taxpayers helped by AARP Foundation Tax-Aide



in new income created by AARP Foundation workforce programs



in income recovered through litigation in federal and state courts



in our strategic grantmaking portfolio supporting innovation



2.5M

meals for local communities packed by volunteers in Chicago, Memphis and Washington, D.C.



390,000 hours invested by

AARP Foundation
Experience Corps volunteers
to help 30,000 students
improve their reading skills



\$1.5M

invested in five innovationbased programs seeking ways to improve the lives of older adults



FROM THE PRESIDENT

AARP Foundation's vision is a country free of poverty, where no older person feels vulnerable. It's an aspirational idea: a world where the millions of older adults who, today, struggle to meet their basic needs, are able to enjoy economic security, strong social connections, affordable and safe housing, and healthy, food-secure lives. It's our moon shot — our ultimate success and highest achievement. At some point in the future, when we've achieved this vision, I believe 2018 will be seen as the point when we cleared the earth's atmosphere. We still have a long journey ahead of us with many challenges to overcome, but we are on our way.

Perhaps our most important accomplishment in 2018 was our bold, organization-wide move toward outcomes. Beyond measuring the output of our programs and services — represented by such metrics as the number of people served — we are focused keenly on the outcomes of our work, the measurable differences we make in people's lives. Whether it's empowering an older adult to form meaningful connections in their community, or helping a senior find a job that ensures financial security, outcomes are the ultimate goal.

Of course, our work to this point has undoubtedly had positive outcomes for those we serve, but evaluating the impact of those efforts is key to ensuring we are effective. Moreover, the low-income older adult beneficiaries of our programs and services, and our generous donors who make that work possible, expect and deserve our very best.

This shift in focus is a core part of our current three-year strategic plan, which began in 2018 and runs through 2020. You'll see that focus in the examples of our work detailed in this report, and in the twin goals of our strategic plan: to increase both economic opportunity and social connectedness. You'll also see that these examples are represented by the stories of individuals — a reminder that there are human faces behind everything we do. The positive impact of our service builds from the transformation of individual lives to the strengthening of whole communities and ultimately our whole society.

Reaching for these goals continues to drive us. As we look back to 2018 and evaluate our achievements, we are using what we've learned to inform our steps into the future, always striving for better outcomes, a broader reach, and greater impact.

With gratitude,

Lisa Marsh Ryerson

President, AARP Foundation

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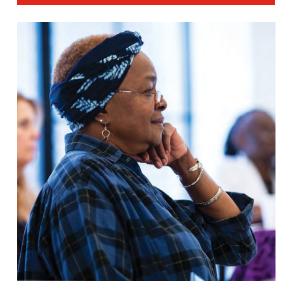
WHAT WE DO

OUR VISION

A country free of poverty where no older person feels vulnerable.

OUR MISSION

The Foundation serves vulnerable people 50 and older by creating and advancing effective solutions that help them secure the essentials.



AARP Foundation works to end senior poverty by helping vulnerable older adults build economic opportunity and social connectedness. As AARP's charitable affiliate, we serve AARP members and nonmembers alike. Bolstered by vigorous legal advocacy, we spark bold, innovative solutions that foster resilience, strengthen communities and restore hope.

ECONOMIC OPPORTUNITY

As a young man, Genga
Ponnampalam fled his war-torn home
country of Sri Lanka at his father's
insistence. Arriving in the United
Kingdom as a refugee, he eventually
found his way to Buffalo, New York,
where he completed his education and
found a good job. After 10 stressful
years as a computer programmer, he
was laid off. So he decided to start a
business of his own: Go Veggies, a
vegetarian food company.

AARP Foundation's **Work for Yourself@50+** workshop at the
Westminster Economic Development
Initiative helped Genga develop his
business plan while also providing him

1961

 AARP creates a charitable entity that becomes AARP Foundation

1968

 Tax-Aide and Senior Community Service Employment Program (SCSEP) launched

1998

 Foundation creates litigation team to advance the legal rights and interests of people 50 and older

2003

 Foundation creates development team to build financial support for Foundation programs



with legal advice and growth strategies. The Work for Yourself@50+ workshops and Five Simple Steps to Get You Started toolkit provide participants with guidance, coaching and peer support so they can make smart decisions about self-employment.

Today, Genga and Go Veggies are making major strides, including local distribution at 65 grocery stores and potential expansion to Canada.

"I love being a business owner," Genga says. "When customers say good things about my product, I feel sure that it's what I need to be doing."

BACK TO WORK 50+ puts older adults back to work by connecting them with training, support and access to employers through close to 20

2007

 Tax-Aide assists a record 2 million people with tax returns

2006

 Number of donors supporting oundation reaches 1 million community colleges and nonprofits across the country. In 2018, more than 1,200 people were employed through the coaching program.

Our Senior Community Service Employment Program (SCSEP)

offers training assignments that not only help low-income older adults acquire the skills they need to obtain employment, but also provide critical income support through subsidized wages while they complete their training. In 2018, SCSEP served nearly 13,000 participants, ultimately placing more than 3,600 of them in unsubsidized jobs.

But that's not all. During their training, AARP Foundation SCSEP participants contribute over 5.5 million hours of

2011

scar introduces innovation and evaluation approach in its work



2.6V taxpayers received free tax preparation services from 35,000 Tax-Aide volunteers community service a year to senior centers, food banks, human service agencies, day care centers, VA hospitals, schools and other municipal services, and nonprofits — a direct benefit to the community that's comparable to an investment of more than \$120 million.

In 2018, Foundation workforce programs helped to generate more than \$123 million in new income for program participants.

The Foundation empowered vulnerable older adults to gain financial stability in other ways, too. **AARP Foundation Tax-Aide** celebrated its 50th anniversary by helping 2.5 million taxpayers secure more than \$1.4 billion in tax refunds and \$212 million in tax credits. Tax-Aide, the nation's largest free, volunteer-run tax assistance and preparation program, has assisted nearly 50 million low- to moderate-income taxpayers since its inception in 1968.

AARP Foundation also supports well-being and stability through its food security work. In 2018, the Foundation's Broward County, FL, initiative, *Broward County Screen & Intervene* (supported by an investment from the Humana Foundation) began working with health care providers to screen older patients for food insecurity and diet-related

2012

 Litigation team settles two years of class action litigation with California, benefiting 35,000 Medicaid recipients

2015

- One million meals packed by volunteers during the first Foundation-sponsored meal packing event in Washington, D.C.
- Experience Corps joins AARP Foundation

2016

 Connect2Affect launched to raise awareness of social isolation, especially among low-income older adults



disease, and helping people apply for Supplemental Nutrition Assistance Program (SNAP) benefits. The goal is to help program participants achieve a positive change in their health and food security status.

Also in support of improved food security, the Foundation issued grants to organizations in six states to support SNAP enrollment and implemented meal-packing events in three cities, providing 2.5 million meals to help meet the immediate nutritional needs of vulnerable older adults.

SOCIAL CONNECTEDNESS

"I have been alone for 20 years. I am 60 and it gets very depressing during the holidays," Tami C. told us on Facebook. She added, "It is difficult to make new friends and I dread dying alone."

 Foundation initiates evidence-based grantmaking

2017

 Experience Corps launches afterschool program at 22 sites Tami is not alone in feeling socially isolated. About 17 percent of adults age 65 and older are isolated. Prolonged isolation puts millions of people age 50 and older at risk of diminished health.* As many as 40 percent of adults over 65 years of age experience significant loneliness.**



Celebrate National Good Neighbor Day. It's good for your health. Really.

In 2018, through AARP Foundation's **Connect2Affect**, more than 54,000 people assessed their risk of isolation (or that of a loved one) at Connect2Affect.org. More than 37,000 of those were the result of our National Good Neighbor Day

2018

 Foundation strategy emphasis shifts from "outputs" to "outcomes." Four new initiatives readied for launch 2.6 million taxpayers served by Tax-Aide

WHAT WE DO

campaign, which invited people across the country to celebrate their neighbors and their communities.

We're also building a foundation for research that will bring a more unified, heightened awareness to the topic of social connectedness and identify recommendations for preventive and remedial actions for social isolation.

In 2018, AARP Foundation, USC
Center for Body Computing and
UnitedHealthcare initiated a threemonth pilot in which a group of seniors
was offered free rides to both medical
and non-medical destinations, delivered
through ride service Lyft. Through the
final results, we hope to learn whether
cost-free, on-demand rides reduce
social isolation and missed medical
appointments among approximately
150 Keck Medicine of USC patients
over the age of 60.

In addition, the Foundation commenced sponsorship of a National Academies of Sciences, Engineering, and Medicine study that will look at predictors of social isolation and loneliness in older adults, the impact of these conditions on well-being, and factors that may mitigate the link between isolation and negative health outcomes.

LEGAL ADVOCACY

At the age of 95, Miriam***, a former Delaware elementary school teacher who was a Medicaid beneficiary, entered a nursing facility for rehabilitation. Despite having dementia, Miriam was able to stand, talk, feed herself, and

play word games and trivia before she came to the facility. After facility staff determined that she needed more prolonged care, they decided she would remain in the facility long term. On the very day she was told she would not transition back to her senior living community, the facility put her on psychotropic drugs because, according to staff, "she was yelling out."







Psychotropic drugs can be helpful in treating certain mental health issues, but they are not approved to treat dementia symptoms. The FDA orders drug manufacturers to label these types of drugs with a black box warning — its strongest warning because the drugs pose an increased risk of death for elderly patients with dementia. The misuse of these drugs as a chemical restraint and not for a medically justifiable reason has an additional insidious edge: Victims and their families are typically completely unaware that the so-called treatment they are receiving is actually abusive.



There was no medical justification for Miriam to receive psychotropic drugs, and yet her family — which was actively involved in her care — wasn't consulted or even informed about giving her these drugs. Worse, she wasn't monitored to see how she reacted to them. Within weeks, Miriam became comatose; she died two months after entering the long-term-care facility.

AARP Foundation attorneys filed a lawsuit on behalf of Miriam's family, which was successfully resolved in 2018. We've settled other, similar lawsuits, and we continue to hear from people across the country whose loved ones suffered because they received these drugs — frequently without informed consent. Through our litigation, AARP Foundation has changed medical and nursing facility policies and practices to prevent the inappropriate use of antipsychotic drugs on vulnerable older adults.

To call greater attention to this dangerous practice, the Foundation hosted *Invisible People: The Misuse*

of Antipsychotic Drugs With Nursing Facility Residents Who Have Dementia. Experts in the field discussed the severity of the issue and explored practical strategies to promote behavioral, non-drug interventions.

Low-income seniors who become ill or who can no longer care for themselves often have no one in their corner, no one to speak up for them. AARP Foundation protects their rights, and the rights of all older adults, in the nation's courts. Foundation attorneys cover a broad range of issues, from fair housing and age discrimination to consumer fraud, employment benefits, pension rights and more.

- * Holt-Lunstad, J., Smith, T. B., Baker, M., Harris, T., & Stephenson, D. (2015). *Loneliness and Social Isolation as Risk Factors for Mortality*. Perspectives on Psychological Science, 10(2), 227-237.
- ** Loneliness and Social Connections Among Adults Age 45 and Older was prepared by AARP Research and GfK Custom Research on behalf of AARP Foundation, with generous funding from Consumer Cellular.
- *** Name changed because of confidentiality agreement.

WHERE WE'RE GOING: INNOVATION FOR IMPACT



54,000
people assessed their risk of isolation at connect2affect.org

For AARP Foundation, "innovation" isn't a buzzword; it's woven into every strand of our DNA. Since our founding, the driving force behind our work has been to pair real needs with fresh, forward-looking solutions that genuinely transform lives. We collaborate with individuals and organizations who share our passion for solving complex problems — and we believe that good ideas can come from anywhere.

In 2018, we funded five solutions with a total of \$1.5 million. These initiatives are intended to equip low-income older adults with the skills and resources that increase their financial stability, and that help them connect and stay connected — to each other and to their communities.

AARP FOUNDATION PROPERTY TAX-AIDE

The vast majority of adults over the age of 50 say they want to remain in their current homes and communities rather than relocate. Yet research suggests that as their property taxes increase, older adults are more likely to leave their homes and move to communities with lower property tax rates.

Although property tax refund and credit programs exist in nearly every state and the District of Columbia, complicated



application forms and lack of awareness of these programs often deter older adults from applying. AARP Foundation Property Tax-Aide is a comprehensive solution that enables low-income older adults to stay in their homes longer by providing access to property tax refund and credit programs.

A network of volunteers, drawn initially from the AARP Foundation Tax-Aide pool of 35,000 volunteers, will help low- and moderate-income older adults navigate the process of applying for property tax refunds or credits. The program relies on innovative Property Tax-Aide digital tools:

- Using our eligibility screener, trained program volunteers will work with older adults to determine their eligibility to apply for a property tax refund or credit.
- If eligible, volunteers will help them complete the appropriate forms using the application wizard.

Older adults who take advantage of property tax relief programs can receive, on average, \$1,100 in either tax credits or a direct refund. Additionally, they can benefit from increased knowledge of

property tax relief programs, by learning how to process their own applications and by improving their ability to stay in their homes

AARP FOUNDATION SELF-SAVER™

For many, entrepreneurship or self-employment after age 50 is a great way to generate income when traditional job opportunities are scarce and the value of retirement savings has declined. But, it's not always easy to find trustworthy information on how to manage the expenses that go with working for yourself. More than half of older self-employed adults earn less than \$50,000 a year and have no long-term savings, creating problems managing cash flow and leaving them especially challenged at tax time.

Self-Saver calculates the taxes due on each payment self-employed workers receive, withholding the right amount into an FDIC-ensured account and submitting estimated quarterly taxes to the IRS. Self-Saver also gives customers the option to organize their business expenses, which may help to reduce their tax bill.



By providing greater support and a better understanding of cash flow necessities, Self-Saver can help decrease the financial vulnerability many low-income self-employed older workers face.

AARP FOUNDATION CONNECT2AFFECT CONNECTED COMMUNITIES™

As of 2014, there were approximately two million low-income older adults living in independent, federally subsidized rental properties in the United States. Older adults who live in senior housing communities frequently have lower incomes, less social support, and worse health compared to those who continue to live on their own in their community. A recent study found that about 1 in 4 older adults living in affordable senior housing are socially isolated — and the rate of loneliness is as high as 69 percent.

Connected Communities is an initiative that connects older adults to their senior housing communities by

enabling them to access community information using voice-activated technology. The program works directly with affordable senior housing providers to incorporate voice-activated technology into their properties and resident programming.

Empowering older adults with a pair of AARP Foundation "skills" is a goal of Connected Communities. These are skills helping them obtain the social support resources needed to stay socially connected, remain independent and age in place:

- The Community Hub skill encourages participation in group activities by voice-enabling a community's calendar of events and allowing residents to discover, register and receive reminders for events.
- The Social Check-In skill administers a 10-item version of the Duke Social Support Index at regular intervals to measure changes in individual levels of social connectedness.

AARP FOUNDATION EXPERIENCE CORPS AFTERSCHOOL PROGRAM

There is a strong correlation between low childhood literacy rates and economic insecurity. In 2018, Experience Corps, a proven literacy intervention utilizing highly trained volunteer tutors 50+ to help children become better readers by the end of third grade, completed the first full year of its innovation-driven afterschool program. This expansion of the volunteer-based, in-school Experience Corps tutoring supports the growth strategy of reaching large numbers of students and older adult volunteers outside of the school day. During the 2017-2018 school year, the program was active at 22 sites and benefited 579 students. To date, the project's outcomes have been largely comparable to those from Experience Corps' school-day program.

AARP FOUNDATION MYSAVINGSJAR™

Research indicates that millions of older adults are struggling to make ends meet, with little or no money put aside for retirement. Many have not developed the savings habit necessary to meet unexpected expenses, let alone prepare for retirement.

Research also shows that even modest savings can provide vital protection and security for low-income older adults. When families have even a small savings cushion, they are better able to avoid missing a bill payment or having to lean on other less-than-ideal financing vehicles when unexpected expenses arise.

To help kick-start the savings habit, MySavingsJar provides users with the tools and resources they need to move from financial stress to financial freedom. The online program provides incentives to save and offers both expert advice and the support of a community of peers. Users progress through small steps, gaining confidence and moving toward the ultimate goal of building long-term assets and becoming more financially adept.



STRATEGIC INVESTING

Piloting our own innovative programs isn't the only way we are involved in acquiring evidence from new approaches to serve low-income 50 and older adults. We also support the work of other organizations with goals aligned with AARP Foundation's through strategic investing and grantmaking. During 2018, our portfolio of active evidence-based grants reached \$6 million, and our portfolio of program-related investments that address housing and other needs of vulnerable older adults was \$8 million.

Thank you for believing in AARP Foundation's mission and our work to end senior poverty. Your generous support in 2018 is helping ensure low-income seniors can live independently for as long as possible, get enough nutritious food every day, and maintain strong and lasting connections to their friends, family and community.

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Karen Magalotti

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Leonard Maley
John & Sally Mandle

David Mann

Marvin Marcus

Marcia Marshall

Ellen Martin

Ellen Martin

F. Tim & Marcia Martin

Michael Martin, Sr.

Bradley Mayer

Kristy Mayo

Susan McCrary

Bob Melvin

Dennis Menendez

Jimmy Meyer

Quentin Mever

Victoria Milam

Jay Miller

Jeffrey Mitchell

M. Michael Mohajery

Khadijat Mojidi

Nathaniel Moore

Joann Moorefield

Ardelia Morrison

& Robert Jones

Donald Morrison

Daniel Move

Mandla Movo

Edwin & Wilhelmina Mumau

Ronald Murakami

Gregory & Mercedes Murray

Gayle Musser

Shirley Myers

Neil Myntti

Judy Myton

Masao Nakaiye

Edward Nelson, II

Steven Neubauer

Oto voi i i to abaao.

Ursula Neuburger

Thomas Newton Robyn Norman

Harold Oaklander

Paul O'Connor

James Olander

Francis O'Malley

Lawrence & Bonnie

Oosterhouse

John O'Steen

Rae & Joseph Ott

Nell Painter & Glenn Shafer

Ruth Pannell

Peter Papasifakis

Kusum Patel

John Payne

Lloyd Peckham

William Penn

Kimberly Perry Angela Peters

Nikki Peters

Floy Peterson

Ruth Phillips

Robert Piano

Stephen Pinney

Terrence Pogorzelski

Ann Poll

Elizabeth Popoola

Barry Potter

Diane Pratt

Ernest Price

Paul Pringle

Joseph Puleio

William Reed

Michael Reilly

Janet Reincke

Linda Repaci

Tom Rice

Pauline Rippel

Cassandra Rivers

Leonard Roberts

Ernest Robertson

David Robinson

Paulette Robinson

Altagracia Rodriguez

Roberta Rogers

Paul Rolig

Alan Rolph

Pam Rolph & Marie Gahn

Jack Romines

John Rose

Ellen Rosenbaum

Marilyn & Skip Rosskam

Bobbie Russell

Melinda Sagoskin

Maria Salgar

Louis Samuels

Michele Sanda-Jones

William Schildgen

Eric Schneidewind

Martha Schrader

Larry Schultz

Ronald Schwarcz

Charlene & Ray Selle

Janet & Robert Shanklin

John Shelton

Gopalaiengar Sheshadri

James Shiratsuki

Kenneth Simmons

Dorothy Sims

Jean Simson

Margaret & Stephen Sinclair

David Smith

Katherine Smith

Richard Smith

Bill Soffel

Marion Steeg

Helen Stokes & Jerome

Lendzion

Yu Sun

Greg Swalwell & Terrence

Connor

Cabrini Swassing

Cecilia Swift

John Swinney

Frances Taitano

Angelina Taylor

Lien Teample

Isabelle Thompson

Ross Thompson

Edward Thymes

Susan Tisano

Denver & Sandy Tomerlin

J. Kevin Toomb

Carol Trani

Nancy Trick

Larry C. Tripplett

Cynthia Tucker

Peter Tuohy

Robert Tuzik

Erica Ueland

Sandy Ulsh

Thomas Uttormark

Linda Valentine

Michael Vanlewen

Mark Vann

Bertie Vaughn

José Vélez

Sandra Venters

Cynthia Ward Linda Wark

LIIIda vvaik

Craig Warman Michael Webster

John Wharrie

Mary Wilens

Linda & Mark Wilford

Charles Wilhelm

Roger Williams

Jack Wold

Homer Wolfe

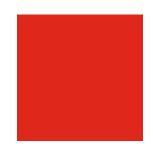
Carol Woodfint

Boe & Carol Workman

Gary Wright

Ruby Young

Fred & Kathy Zanoff



FINANCIALS

This summary of financial information has been extracted from the AARP Foundation audited financial statements for the year ending December 31, 2018, and on which an independent public accounting firm expressed an unmodified opinion.

CONSOLIDATED STATEMENTS OF FINANCIAL POSITION

AS OF DECEMBER 31, 2017 AND DECEMBER 31, 2018 (IN THOUSANDS)

ASSETS	2018	2017	
Cash and cash equivalents	9,187	11,098	
Contributions receivable, net	555	2,378	
Grants receivable	10,679	9,111	
Prepaid expenses and other assets	2,468	2,612	
Investments	331,746	213,167	
Charitable gift annuity investments	5,341	6,195	
Program related investments, net	5,728	5,518	
Property and equipment, net	17,236	18,563	
Total Assets	382,940	268,642	
LIABILITIES			
Accounts payable and accrued expenses	23,842	20,567	
Deferred revenue	6,073	3,787	
Due to affiliates	192	407	
Charitable gift annuities payable	3,172	3,305	
Bonds payable	25,000	25,000	
Total Liabilities	58,279	53,066	
NET ASSETS			
Unrestricted:			
Undesignated	21,881	16,998	
Board-designated quasi-endowment	20,564	18,611	
Board-designated operating reserves	55,483	54,477	
Total Unrestricted	97,928	90,086	
Temporarily Restricted	2,937	2,449	
Permanently Restricted	223,796	123,041	
Total Net Assets	324,661	215,576	
Total Liabilities and Net Assets	382,940	268,642	

CONSOLIDATED STATEMENTS OF ACTIVITIES

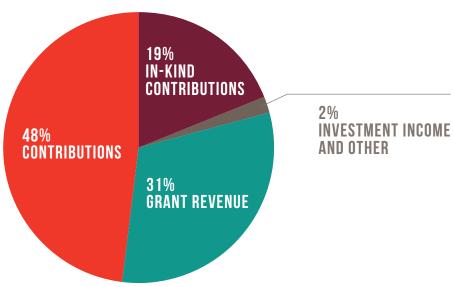
FOR THE YEARS ENDING DECEMBER 31, 2017 AND DECEMBER 31, 2018 (IN THOUSANDS)

OPERATING REVENUE	2018	2017	
Grant revenue	96,938	94,839	
Contributions	152,462	184,954	
In-kind contributions	59,792	55,935	
Investment income designated for operations	4,266	3,970	
Other	1,046	1,942	
Total Operating Revenue	314,504	341,640	
EXPENSES			
Program Services:			
SCSEP	112,430	107,922	
Tax-Aide	18,344	12,297	
Experience Corps	15,075	11,624	
Impact areas and other programs	39,965	38,116	
Legal Advocacy	5,189	4,751	
Total Program Services	191,003	174,710	
Supporting Services:			
Fundraising	24,545	24,704	
Management and general	21,112	19,285	
Total Supporting Services	45,657	43,989	
Total Expenses	236,660	218,699	
Changes in Net Assets from Operations	77,844	122,941	
OTHER CHANGES IN NET ASSETS			
Investments return in excess of			
amounts designated for operations	31,486	10,225	
Changes in value of charitable gift annuities	(245)	(5)	
Change in Net Assets	109,085	133,161	
Net Assets, Beginning of Year	215,576	82,415	
Net Assets, End of Year	324,661	215,576	

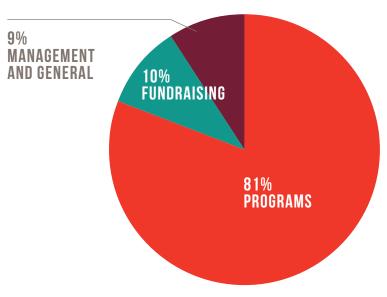
SOURCES AND USES OF FUNDS

AARP Foundation receives funding from multiple sources, including public support, grants and AARP. Eighty one cents of every dollar the Foundation spends goes to our important programs and services to improve the quality of life for vulnerable older adults in your community across the country.

REVENUE BY CATEGORY



FUNCTIONAL EXPENSES



2018 AARP FOUNDATION BOARD OF DIRECTORS

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David Adame

Hon, Patricia Banks

Ann G. Daw

Jaime P. Gutierrez, Vice Chair

Harry E. Johnson, Sr.

Diane D. Miller

Susan Werth

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President

PATRICIA D. SHANNON

Chief Financial Officer & Senior Vice President; Financial Officer; Strategy, Innovation, Evaluation, Finance, Grants, Operations & Technology

EMILY ALLEN

Senior Vice President, Foundation Programs

WILLIAM ALVARADO RIVERA

Senior Vice President, Foundation Litigation

DAVID WHITEHEAD

Senior Vice President & Chief Development Officer

ABOUT AARP FOUNDATION

AARP Foundation works to end senior poverty by helping vulnerable older adults build economic opportunity and social connectedness. As AARP's charitable affiliate, we serve AARP members and nonmembers alike. Bolstered by vigorous advocacy, we spark bold, innovative solutions that foster resilience, strengthen communities and restore hope.



