

Area Agencies on Aging (AAA)



The logo for USAging features the letters 'USA' in a purple, rounded sans-serif font, followed by 'Aging' in a blue, rounded sans-serif font. A blue swoosh underline starts under the 'A' and extends under the 'g'.

USAging

Leaders in Aging Well at Home



The Local Angle: The Role and Value of Area Agencies on Aging

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The AAA Role in the Aging Network



**Federal
Government**



**State Units
on Aging**



**Area Agencies
on Aging**



**Local Service
Providers**

To Serve Communities, AAAs:

- **Assess** community needs and develop and fund programs to respond
- **Educate** and provide direct assistance to consumers about available resources in their communities
- **Serve** as portals to care via assessments, eligibility determinations, and coordination or monitoring of services
- **Maximize** use of public and private funding to serve as many consumers as possible
- **Develop**, fund and coordinate a wide range of services

Core AAA Services

All AAAs provide:



Nutrition



Supportive
Services



Caregivers



Health &
Wellness

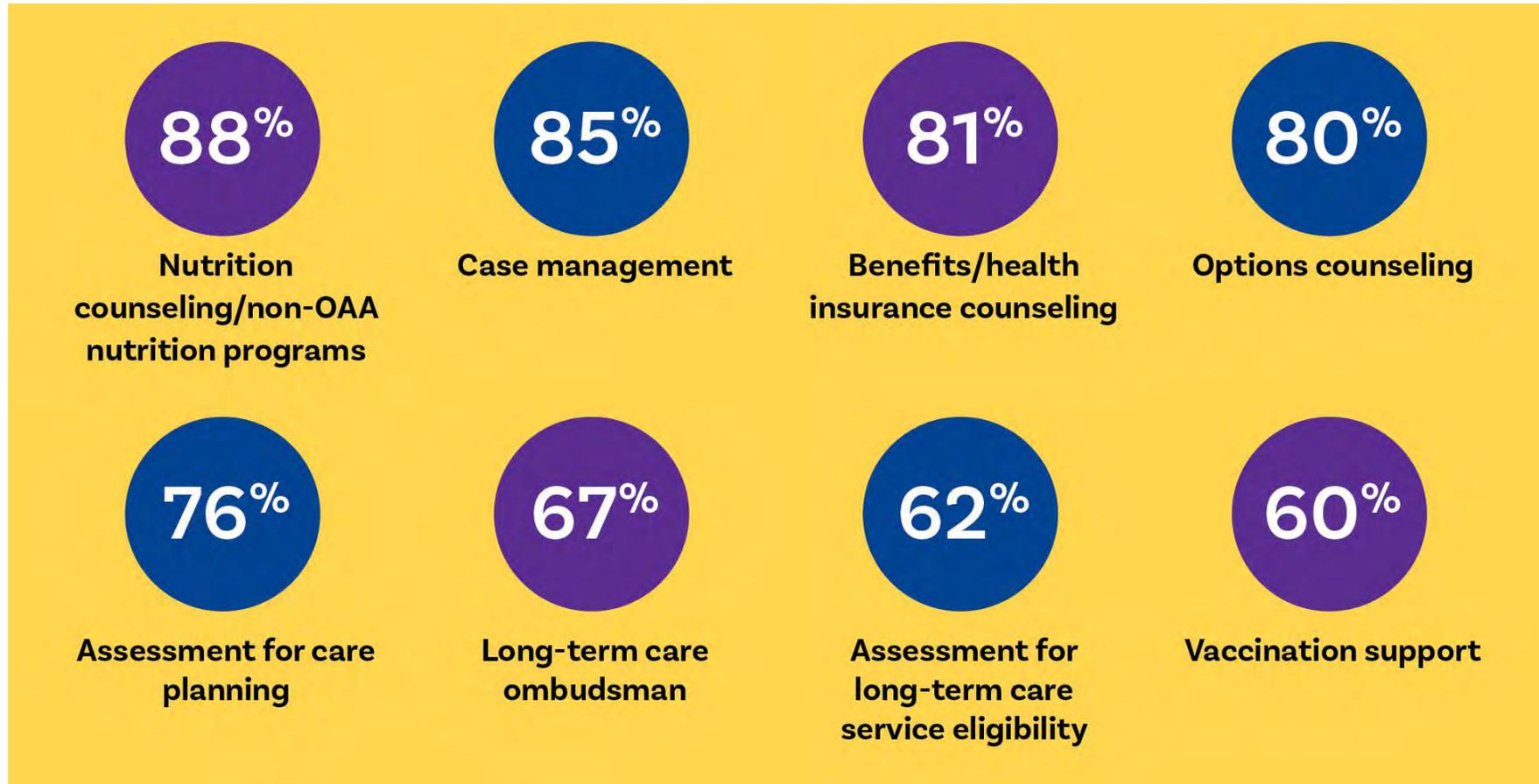


Elder Rights

Information and referral
In-home services
Homemaker & chore services
Transportation
Case management
Home modification
Legal services

Includes abuse
prevention and
long-term care
ombudsman
programs

Common Non-Core Services Offered by AAAs Include:



Service Provision: Where We See Changes

	2022 % Providing	Change from 2019	Change from 2016
Assistive Technologies	45%	+6	+13
Care Transitions Services	52%	+6	+7
Chore Services	71%	+5	+14
Home Health	44%	+1	+14
Housing Assistance Program	33%	+8	<i>Not asked</i>
Official eligibility determinations for public programs or benefits	46%	+6	+24
Telephone reassurance/Friendly visiting	72%	+17	<i>Not asked</i>

90 Percent of AAAs Serve Consumers Under Age 60



- **80%** of AAAs serve individuals under 60 with a disability or chronic/serious illness
- **75%** serve caregivers of all ages
- **49%** serve consumers with dementia of all ages
- **33%** serve veterans under 60

People Living with Dementia



72 percent of AAAs have targeted programs for people living with dementia

Social Engagement Programming

- **98 percent** of AAAs offer programs to specifically address social isolation and engagement



Health and
Wellness

90%



Volunteer
Engagement

75%



Arts and
Creative

63%



Technology

56%

Partners for Social Engagement Programs



79%

Senior centers



59%

Nutrition providers



53%

State Health
Insurance Assistance
Program (SHIP)



51%

Caregiver groups



45%

Transportation
providers



40%

Senior Medicare Patrol
(SMP)



36%

Libraries

Percentage of AAAs Providing Social Engagement Programming for Specific Populations

Older adults living in rural areas: 43%

Specific racial or ethnic minority groups: 34%

People with disabilities: 32%

Veterans: 31%

Grandfamily or kinship caregivers: 30%

LGBTQ+: 22%

Refugees and/or immigrants: 8%

69 percent
of AAAs offer programming tailored to the needs of specific communities

- Hispanic or Latino: 24%
- Black/African American: 22%
- AAPI: 14%
- AI/AN/NH: 10%

Housing and Homelessness

Top 5 Housing-Related “Major Challenges” Facing Older Adults	% AAAs
Lack of affordable housing	85
Unavailability of/long waitlist for subsidized housing or vouchers	71
Increasing rents - “priced out” of long-term rental housing	64
Lack of accessible housing	63
Increasing homelessness	42



Housing and Homelessness-Related Services

81%
of AAAs provide one or more program or service related to housing and/or homelessness

Top 10 Housing-Related Services and Supports Provided by AAAs

60%	Home modification program
32%	Housing navigator, coordinator or other assistance with obtaining housing (e.g., locating affordable housing, applying for vouchers)
30%	Respite stays in long-term care settings
28%	At-home safety program (e.g., home safety assessment)
26%	Eviction prevention/diversion or mortgage foreclosure
21%	Rental assistance or tenancy supports
20%	Service coordination on site at housing property
20%	Homelessness intervention program (such as targeted case management) and/or homelessness prevention program
11%	Provide AAA services in a shelter
8%	Own or operate subsidized senior housing

AAAs Build Formal Partnerships for Housing and Homelessness Services

Partner	Percent of AAAs
Legal supports: fair housing or tenant rights	52
Centers for Independent Living (CILs)	22
Hospitals or health systems	17
Home repair programs (Rebuilding Together, Habitat for Humanity)	16
City, county, or other local housing office	10
Long-term care residences	10

Additional Formal Partnerships for Housing and Homelessness-Related Programs and Services

Partner	Percent of AAAs
Public housing authority	9
Law enforcement or emergency services	7
Housing developers	6
Supportive housing	6
Public or other subsidized housing	6
Homelessness partners, including shelters	5
Affordable housing coalition	5
Continuum of Care (CoC) or Coordinated Entry Systems	4
State Protection and Advocacy Systems (P&As)	4

Advancing Equity

96 percent of AAAs are actively taking steps to advance equity in access to and delivery of programs and services.

- 71 percent identify underserved geographic areas
- 66 percent identify demographic groups that are underserved
- 46 percent recruit staff members that reflect the ethnic, racial and/or linguistic background of consumers
- 45 percent partner with culturally specific organizations



AAAs Build on Their Expertise to Support the Health of Older Adults

- 60 percent provide **vaccination support**
- 9 percent offer **Medicare FFS**
- 11 percent involved with a **PACE** site
- 21 percent have a **Community Health Worker** on staff
- 17 percent have staff with specialized training in **trauma-informed** care, services or supports



New
Data
Points!

Grandfamilies and Kinship Services

- 3% of AAAs have a **Kinship Navigator** designation
- 58% provide **services for grandparent or kinship caregivers**
- 30% provide **social engagement programming** for this population
- 20% have a **Kinship program coordinator/manager** on staff



Credit: Getty Images

Transportation Service Options are Increasing

Transportation Service	2019 Percentage (n=489)	2022 Percentage (n=445)
Any transportation service	89	91
Non-medical transportation	65	76
Assisted transportation (e.g., curb-to-curb, door-to-door, door-through-door)	74	75
Wheelchair-accessible transportation service	53	60
Medical transportation/NEMT	41	54
Transportation information and referral/assistance	34	36
Volunteer transportation program	29	30
Transportation vouchers	21	27
Travel planning	<i>Not asked</i>	23
Partnerships with housing sites	<i>Not asked</i>	16
Driver refresher trainings	9	12
Partnerships with rideshare companies	5	12



Spotlight:
Post-COVID Partnerships and
Flexibilities

AAAs Saw Increased Demand for Services and Supports

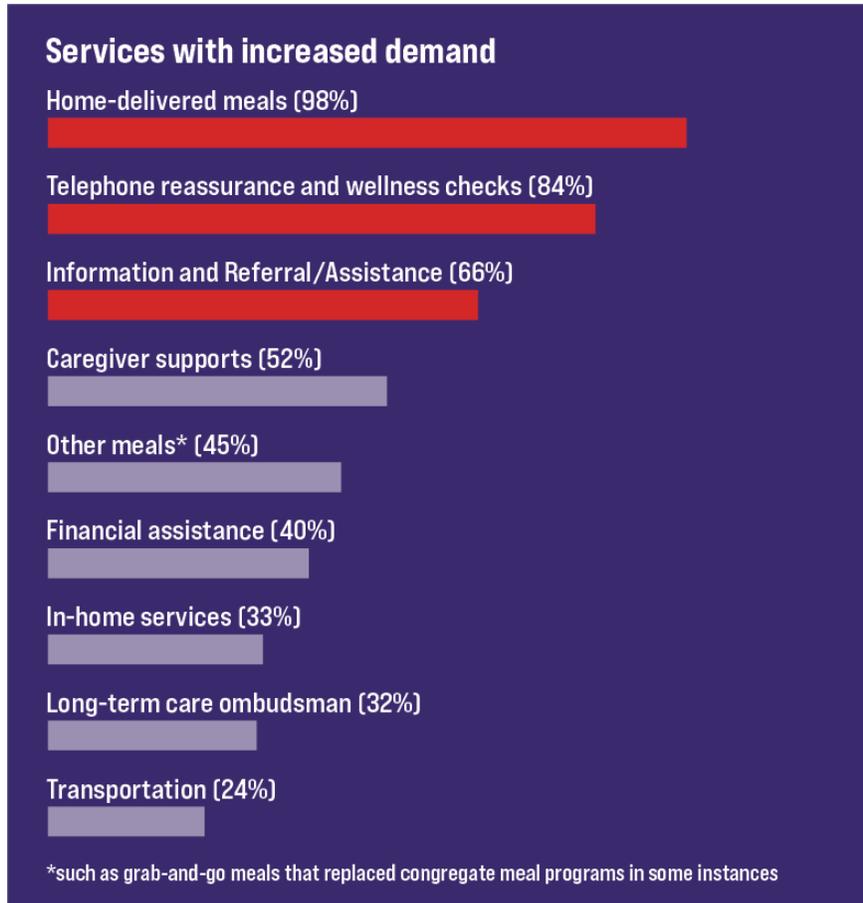
93%

served more clients since the pandemic began

69%

saw an increased need for AAA supports and services among existing clients

Most Common Aging Services With Increased Demand

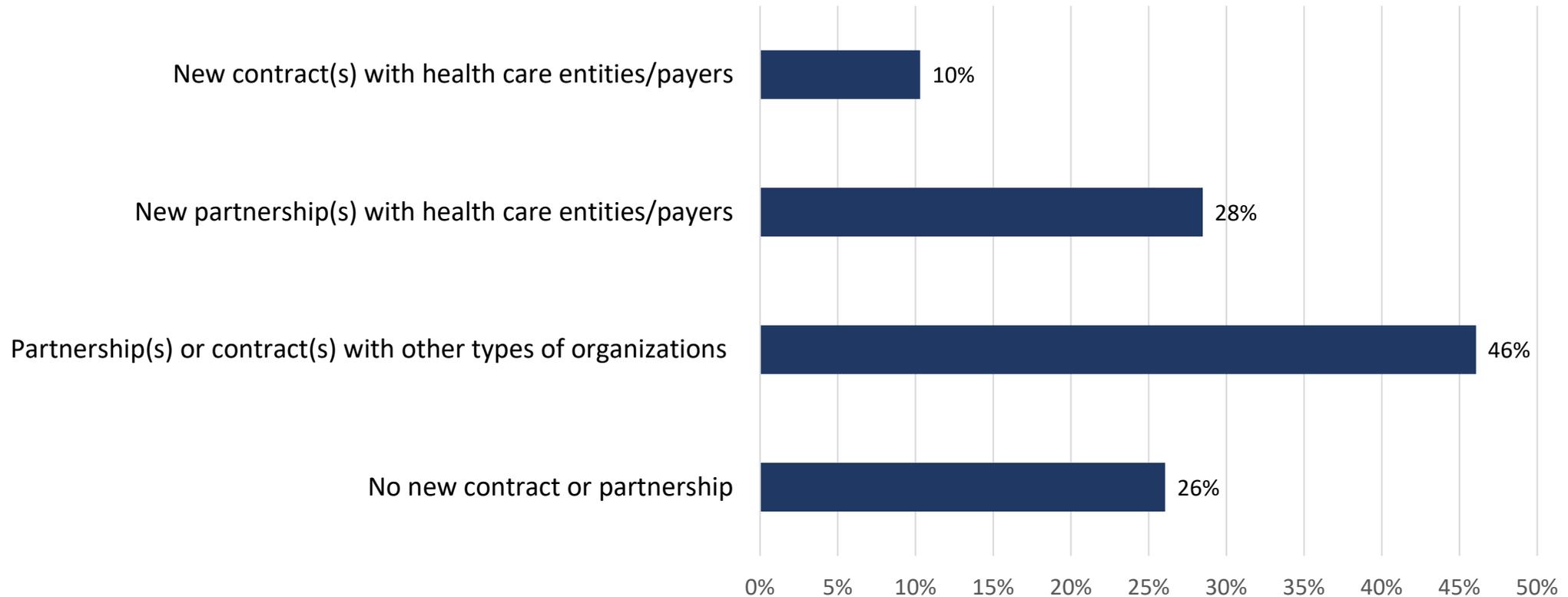


AAAs Expanded Existing and Created New Partnerships Due to COVID-19 Pandemic

The top ten organization types included:

- Public health
- Food banks
- Emergency preparedness agencies
- Hospitals, health systems and community health clinics
- Charitable organizations
- Other social service organizations
- Transportation agencies
- Faith-based organizations
- Mental and behavioral health organizations

74% of AAA developed new health and business, partnership or contracting relationships as a result of the pandemic.



AAAs See Benefit to Continuing Certain COVID Flexibilities and Innovations

Flexibilities and Innovations	Percent of AAAs
Emphasizing social engagement	91
Serving congregate meal clients through grab-and-go	78
Offering virtual programs	67
Serving congregate meal clients via home-delivered meals	63
Delivering services virtually	62
Expanding telephone reassurance programs	60
Delivering groceries	57
Working with non-traditional partners to deliver services	56
Working with non-contracted community groups	56
Expanding the use of volunteers	56
Providing personal care supplies	53
Delivering medication	36

AAAs See Barriers to Continuing Some Flexibilities

Perceived Barrier	Percent of AAAs
Lack of funding	81
Workforce issues	75
Federal rules or regulations	68
State interpretations of federal rules or regulations	61
Program regulations or funder requirements	56
Technology limitations	54
State rules or regulations	53
Lack of partners	25

Aging Network's Role with COVID-19 Vaccine Access Solidified Its Role with Health Care



Courtesy of AgeOptions, the AAA in Oak Park, IL



Health Care and Aging Partnerships

Why Health Care Partnerships Are Important

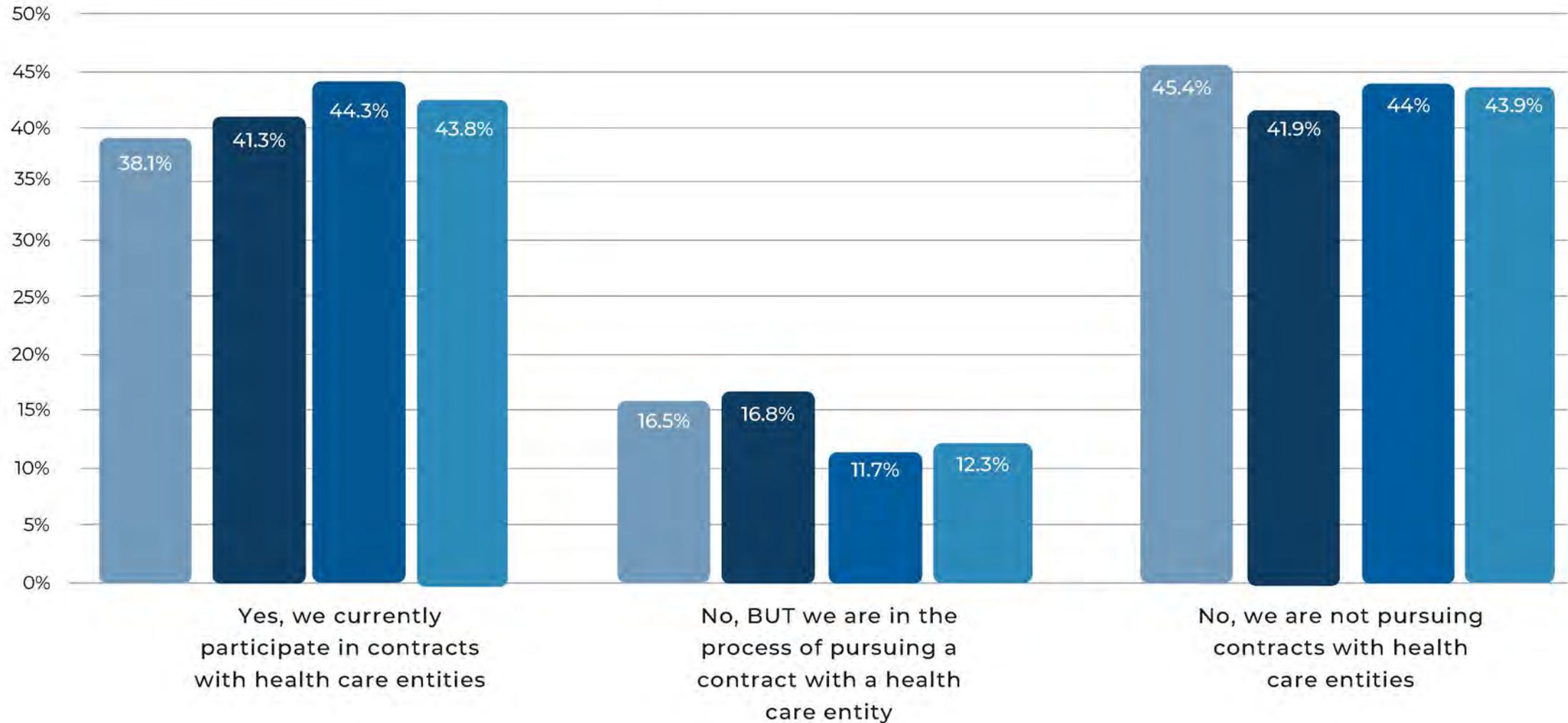
For health care providers and payers

- Emphasis on integration of health care & social services
- Increasing recognition of importance of services addressing social determinants of health (SDOH) and community living services for health outcomes
- Drive toward value-based care

For AAAs and CBOs

- Increasing recognition of the value that they bring to health care providers and payers in improving health outcomes and quality of life, and engaging individuals, their families and communities on what matters to them
- Need for sustainable revenue sources

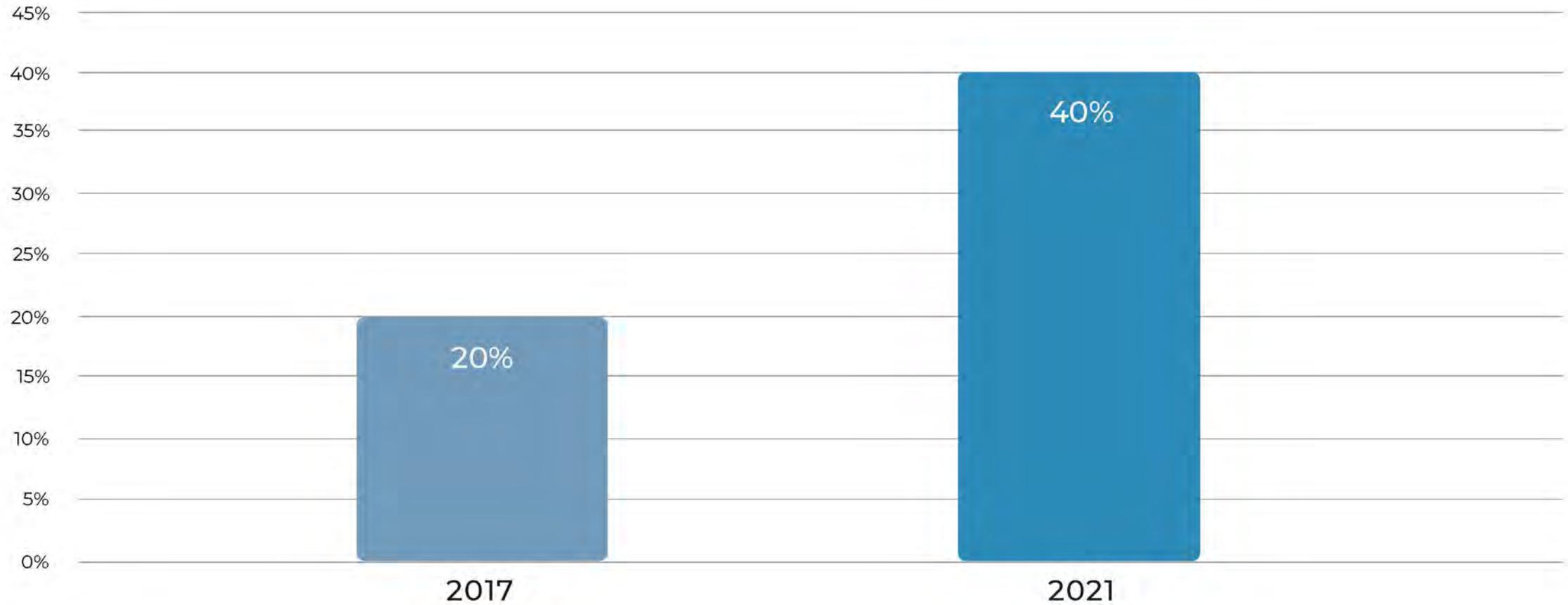
Overall Contracting Status by Year



The data used in this graph was collected through a survey conducted by Scripps Gerontology Center at Miami University on behalf of the Aging and Disability Business Institute, led by USAging. For more information, visit <http://ow.ly/842K50lsrYA>

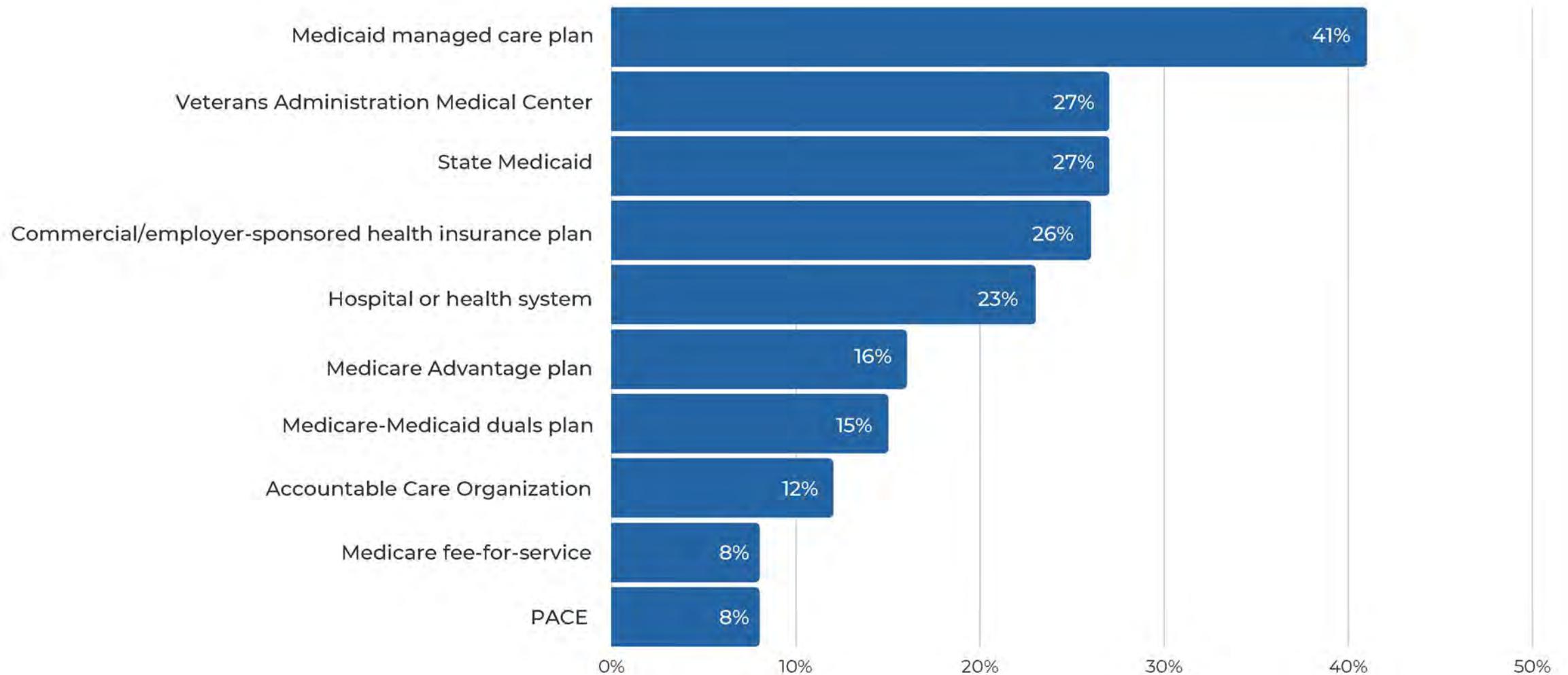
■ 2017 ■ 2018 ■ 2020 ■ 2021

CBOs Contracting Through Networks by Year



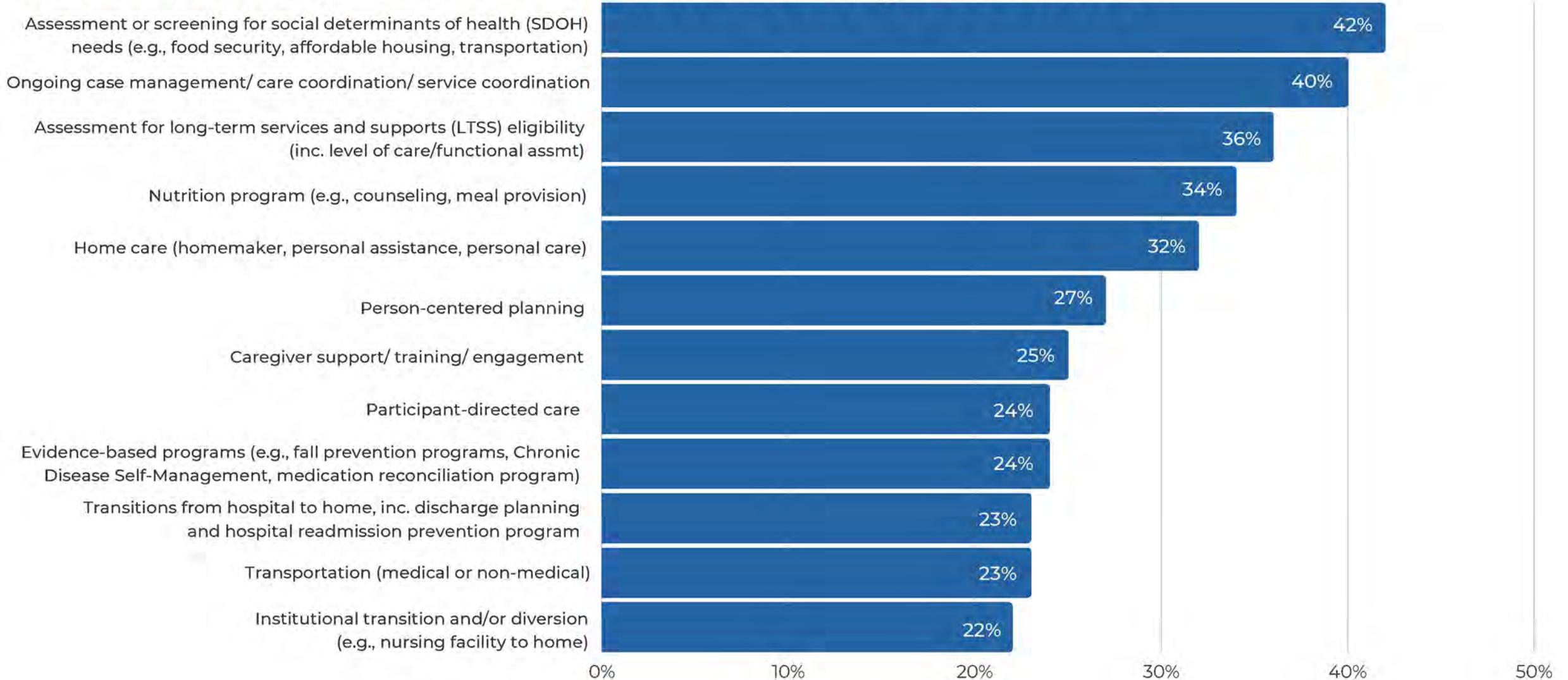
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Most Common Health Care Partners for CBOs with Contracts



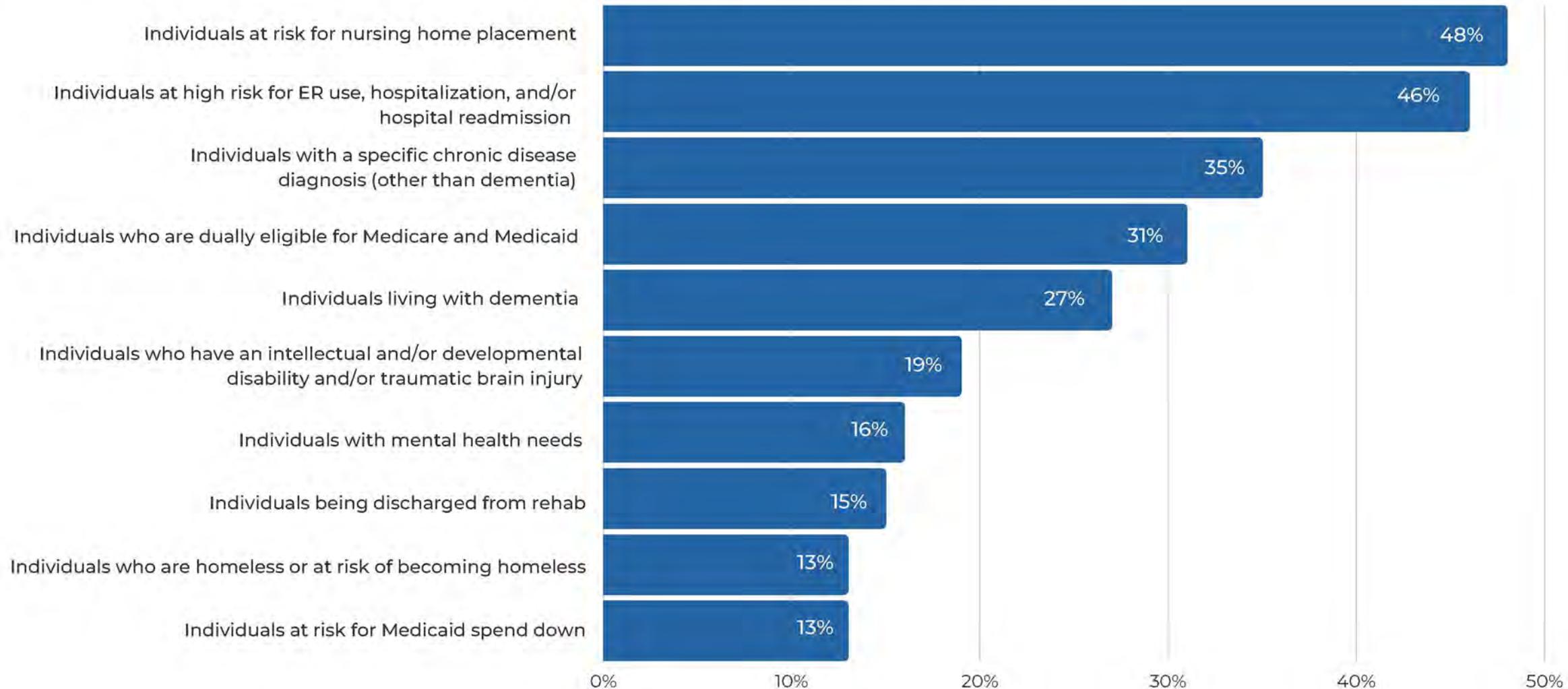
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Most Common Services Provided Through Contracts



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High-Risk, High-Need Groups Targeted in Contracts



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Most Common Contracting Challenges

Challenge When Establishing Contract

Time it takes to establish a contract	43%
Negotiation of price and/or contract terms	34%
Common understanding of proposed programs/services	26%
Timely payment for contracted services	23%
Start-up funding to build infrastructure, hire staff, etc.	21%

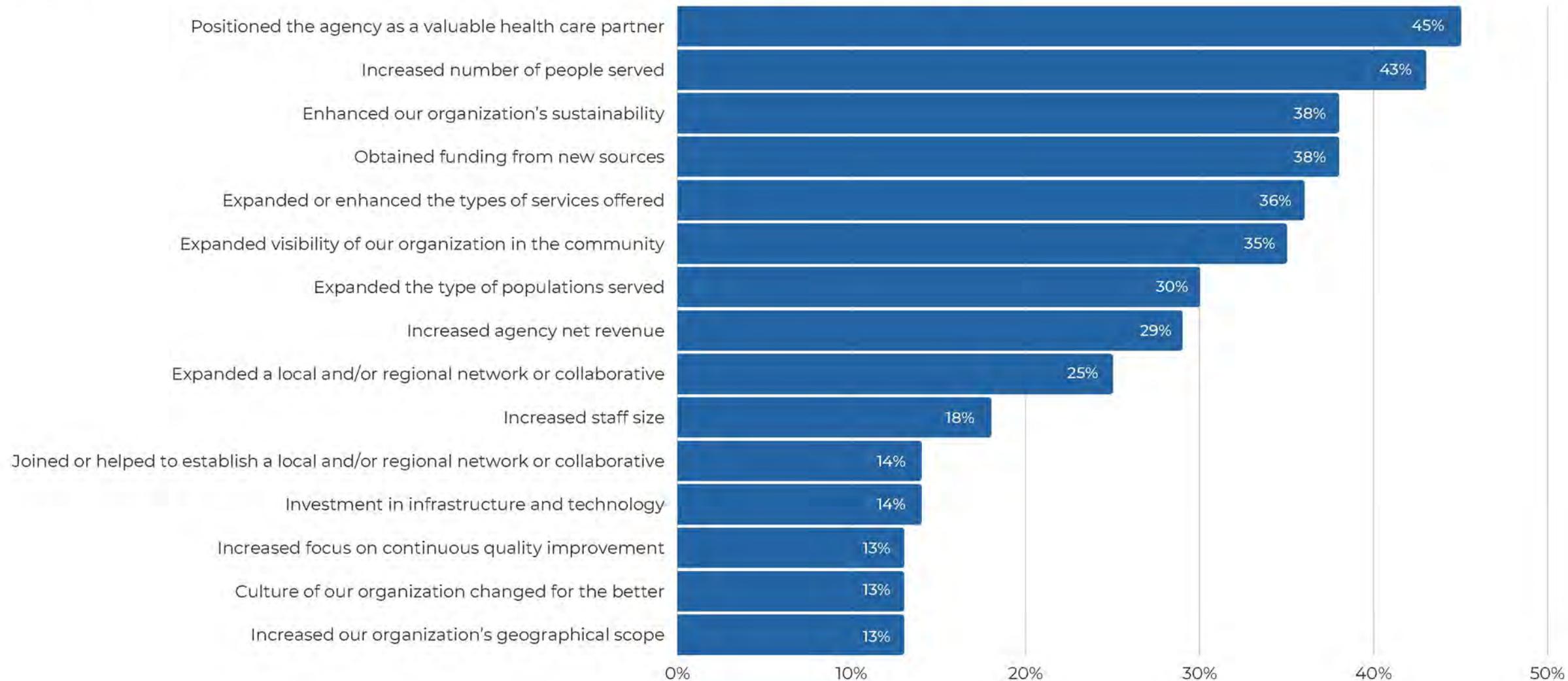
Challenge During the Contracting Relationship

Negotiation of price and/or contract terms	32%
Referrals and volume	28%
Staff turnover in the health care entity	26%
Timely payment for contracted services	25%
Denial of claims	24%

n=188

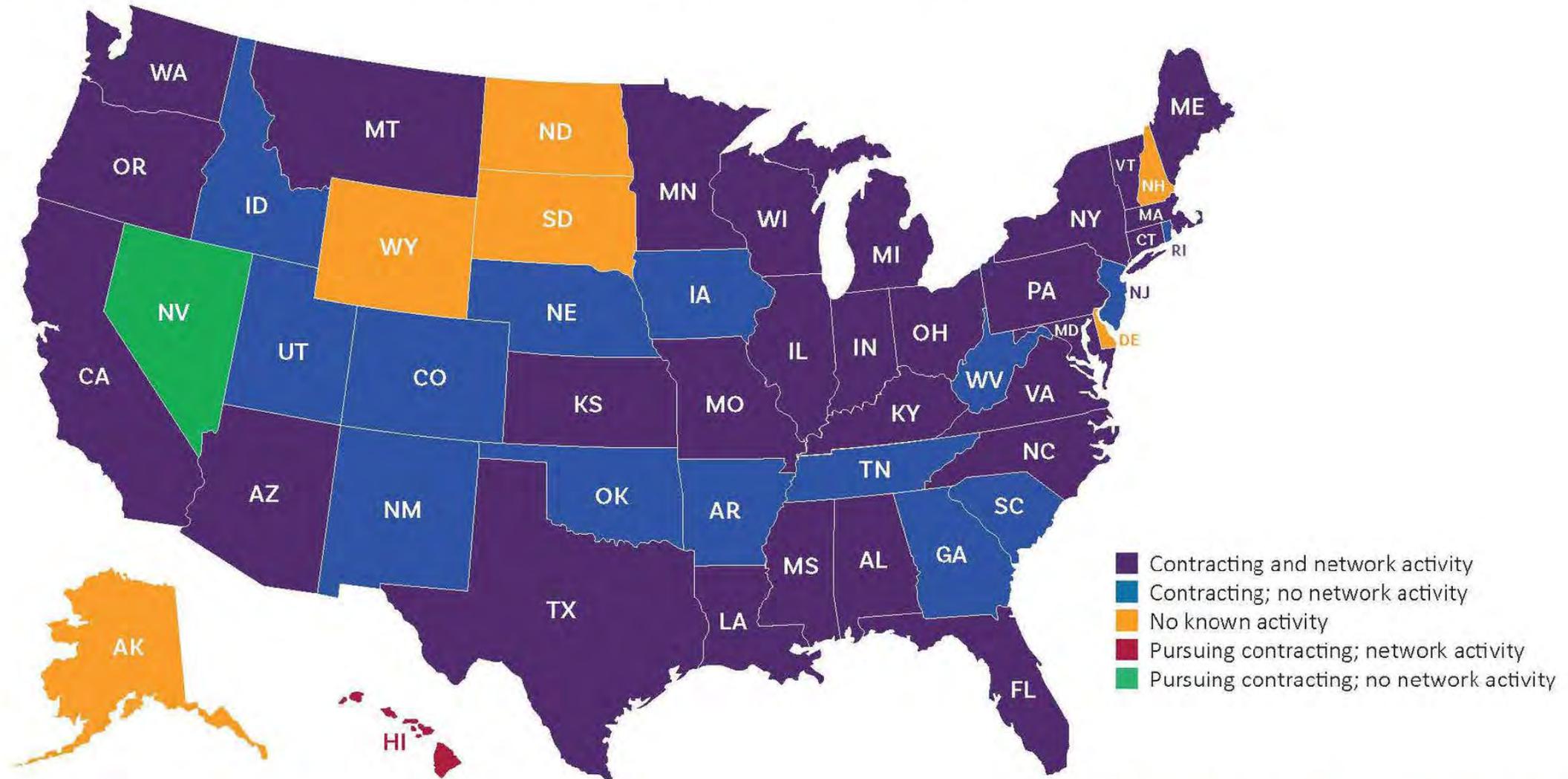
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Most Common Experiences of Contracting



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CBO Contracting and Network Activity by State



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We Are All in This Together!

Serving America's Growing and Diverse Aging Population



Aging Services Reset: What Will Aging Services Look Like Moving Forward?

- New Hybrid Ways of Delivering Services
- Social Isolation/Engagement
- Technology (Broadband? Equipment?)
- Emphasis on Home and Community-Based Services and Planning
- SDOH--Transportation and Housing with Services
- Supporting Caregivers
- Investing in the Aging Workforce and Volunteers
- Partnerships with Health Care and Public Health
- Focus on Racial and Health Disparities

State Units on Aging and Area Agencies on Aging

Strength in Working Together!



Questions?

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Thank you!



2023 Home and Community-Based Services Conference