Trends and Adaptations for AAAs: National Survey Results and Resources
Webinar Instructions

Audio Options
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• All participants are muted.

Questions and Answers (Q&A)
• You can submit questions for the panelists at any time during this presentation. On the Zoom module on the bottom of your screen, click the Q&A icon, type your question in the box and submit.

Chat Feature
• The Chat feature allows webinar attendees, the host, co-hosts and panelists to communicate for the duration of the webinar.
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• **Screen Reader Users: Reduce unwanted chatter**
  • Request speech on demand:
    Insert, Spacebar, “S”

• **To get our attention if you need tech assistance:**
  • Raise or Lower Hand: Alt + Y
Speakers

Sherri Clark  
Senior Aging Services Program Specialist, U.S. Administration for Community Living

Pam Curtis  
President, USAging  
CEO, Senior Resources of West Michigan

Traci Wilson  
Director, Research, USAging

Beth Blair  
Senior Research Associate, USAging
Today’s Webinar

• ACL Perspective
• AAA Context
• Highlights from the Survey Findings
• Toolkit and Resources
• Q&A
Making the Most of the Resources

Pam Curtis
USAGening President
CEO, Senior Resources of West MI
AAA National Survey
Key Findings
Traci Wilson
Director, Research
USAging
Poll

Which of the following best describes your organization?

- Area Agency on Aging (AAA)
- State Unit on Aging
- Government department
- Service provider
- Educational or research organization
- Other
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
The National Survey of Area Agencies on Aging

• Survey was open September to December 2022
• 74 percent response rate
• THANK YOU for taking the survey and encouraging your peers!

Acknowledgement:
This work was supported by the Administration for Community Living (ACL), U.S. Department of Health and Human Services (HHS) as part of a financial assistance award totaling $562,397 (75 percent) funded by ACL/HHS and $202,618 (25 percent) funded by non-government source(s). The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement by, ACL/HHS or the U.S. Government.
Core AAA Services

All AAAs provide:

- Nutrition
- Supportive Services
- Caregivers
- Health & Wellness
- Elder Rights
Common Non-Core Services Offered by AAAs Include:

- **88%**: Nutrition counseling/non-OAA nutrition programs
- **85%**: Case management
- **81%**: Benefits/health insurance counseling
- **80%**: Options counseling
- **76%**: Assessment for care planning
- **67%**: Long-term care ombudsman
- **62%**: Assessment for long-term care service eligibility
- **60%**: Vaccination support
## Service Provision: Where We See Changes

<table>
<thead>
<tr>
<th>Service Description</th>
<th>2022 % Providing</th>
<th>Change from 2019</th>
<th>Change from 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Official eligibility determinations for public programs or benefits</td>
<td>46%</td>
<td>+6</td>
<td>+24</td>
</tr>
<tr>
<td>Chore Services</td>
<td>71%</td>
<td>+5</td>
<td>+14</td>
</tr>
<tr>
<td>Home Health</td>
<td>44%</td>
<td>+1</td>
<td>+14</td>
</tr>
<tr>
<td>Assistive Technologies</td>
<td>45%</td>
<td>+6</td>
<td>+13</td>
</tr>
<tr>
<td>Care Transitions Services</td>
<td>52%</td>
<td>+6</td>
<td>+7</td>
</tr>
<tr>
<td>Telephone reassurance/ Friendly visiting</td>
<td>72%</td>
<td>+17</td>
<td>Not asked</td>
</tr>
<tr>
<td>Housing Assistance</td>
<td>33%</td>
<td>+8</td>
<td>Not asked</td>
</tr>
</tbody>
</table>
## Transportation Service Options are Increasing

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

<table>
<thead>
<tr>
<th>Population Category</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Older adults living in rural areas</td>
<td>43%</td>
</tr>
<tr>
<td>Specific racial or ethnic minority groups</td>
<td>34%</td>
</tr>
<tr>
<td>People with disabilities</td>
<td>32%</td>
</tr>
<tr>
<td>Veterans</td>
<td>31%</td>
</tr>
<tr>
<td>Grandfamily or kinship caregivers</td>
<td>30%</td>
</tr>
<tr>
<td>LGBTQ+</td>
<td>22%</td>
</tr>
<tr>
<td>Refugees and/or immigrants</td>
<td>8%</td>
</tr>
</tbody>
</table>

#### Additional Information:

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

Percentage of AAAs Using Specific Methods for Social Engagement Program Evaluation

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Outputs</td>
<td>67%</td>
</tr>
<tr>
<td>Participant satisfaction</td>
<td>61%</td>
</tr>
<tr>
<td>Outcomes</td>
<td>28%</td>
</tr>
<tr>
<td>Other</td>
<td>2%</td>
</tr>
</tbody>
</table>
**Fast Facts:**
AAA Social Engagement Programs and Partnerships

Social engagement plays a key role in our health and well-being. For many of us, including older adults, engaging in social activities improves mental and physical health, and reduces loneliness, depression and stress—ultimately leading to improved overall health. Area Agencies on Aging (AAAs) provide many social engagement opportunities for older adults through core services such as congregate meals, as well as specific social engagement programs.

98% of AAAs have a program or activity to address the critical need for social engagement.

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**Engagement Programs for Specific Populations**
AAAs work to reach historically underserved populations and provide culturally responsive services. Recognizing that older adults from these groups are often at a higher risk of social isolation, 69 percent of AAAs offer social engagement programming tailored to the needs of different communities, most commonly:

- 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%

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Spotlight: Housing and Homelessness-Related Programs and Partnerships
Major Housing Challenges Facing Older Adults

- Lack of affordable housing: 85%
- Unavailability of or long waitlist for subsidized housing or housing vouchers: 71%
- Increasing rents which result in being “priced out” of long-term rental housing: 64%
- Lack of accessible housing: 63%
- Increasing homelessness: 42%
Housing and Homelessness-Related Services

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

81% of AAAs provide one or more program or service related to housing and/or homelessness
## AAAs Build Formal Partnerships for Housing and Homelessness Services

<table>
<thead>
<tr>
<th>Partner</th>
<th>Percent of AAAs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Legal supports: fair housing or tenant rights</td>
<td>52</td>
</tr>
<tr>
<td>Centers for Independent Living (CILs)</td>
<td>22</td>
</tr>
<tr>
<td>Hospitals or health systems</td>
<td>17</td>
</tr>
<tr>
<td>Home repair programs (Rebuilding Together, Habitat for Humanity)</td>
<td>16</td>
</tr>
<tr>
<td>City, county, or other local housing office</td>
<td>10</td>
</tr>
<tr>
<td>Homelessness partners, including shelters</td>
<td>5</td>
</tr>
<tr>
<td>Affordable housing coalition</td>
<td>5</td>
</tr>
<tr>
<td>Continuum of Care (CoC) or Coordinated Entry Systems</td>
<td>4</td>
</tr>
</tbody>
</table>
Fast Facts:
AAA Housing and Homelessness Programs and Partnerships

AAA Housing and Homelessness Programs and Partnerships

Area Agencies on Aging (AAAs) provide a variety of supportive services that enable older adults to live independently at home, yet the root of that independence—stable housing—is a challenge for many older adults. In response, AAAs are increasingly providing housing and homelessness-related services. They are also developing innovative partnerships to help ensure that older adults have a place to call home.

Housing Challenges Facing Older Adults
AAAs regularly assess community needs and are positioned to understand local emerging housing challenges. AAAs see these as the top five “major challenges” facing older adults in their planning and service areas.

Top 5 Housing Challenges Facing Older Adults, Per AAA

<table>
<thead>
<tr>
<th>Challenge</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lack of affordable housing</td>
<td>85%</td>
</tr>
<tr>
<td>Unavailability of or long waitlist for subsidized housing or housing vouchers</td>
<td>71%</td>
</tr>
<tr>
<td>Increasing rents which result in being “priced out” of long-term rental housing</td>
<td>64%</td>
</tr>
<tr>
<td>Lack of accessible housing</td>
<td>63%</td>
</tr>
<tr>
<td>Increasing homelessness</td>
<td>42%</td>
</tr>
</tbody>
</table>

AAA Directors Say:
“...”
“...”
“...”
“...”

US Aging
Spotlight: Post-COVID Partnerships and Flexibilities
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
### AAAs See Benefit to Continuing Certain COVID Flexibilities and Innovations

<table>
<thead>
<tr>
<th>Flexibilities and Innovations</th>
<th>Percent of AAAs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emphasizing social engagement</td>
<td>91</td>
</tr>
<tr>
<td>Serving congregate meal clients through grab-and-go</td>
<td>78</td>
</tr>
<tr>
<td>Offering virtual programs</td>
<td>67</td>
</tr>
<tr>
<td>Serving congregate meal clients via home-delivered meals</td>
<td>63</td>
</tr>
<tr>
<td>Delivering services virtually</td>
<td>62</td>
</tr>
<tr>
<td>Expanding telephone reassurance programs</td>
<td>60</td>
</tr>
<tr>
<td>Delivering groceries</td>
<td>57</td>
</tr>
<tr>
<td>Working with non-traditional partners to deliver services</td>
<td>56</td>
</tr>
<tr>
<td>Working with non-contracted community groups</td>
<td>56</td>
</tr>
<tr>
<td>Expanding the use of volunteers</td>
<td>56</td>
</tr>
<tr>
<td>Providing personal care supplies</td>
<td>53</td>
</tr>
</tbody>
</table>
## AAAs See Barriers to Continuing Some Activities

<table>
<thead>
<tr>
<th>Perceived Barrier</th>
<th>Percent of AAAs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lack of funding</td>
<td>81</td>
</tr>
<tr>
<td>Workforce issues</td>
<td>75</td>
</tr>
<tr>
<td>Federal rules or regulations</td>
<td>68</td>
</tr>
<tr>
<td>State interpretations of federal rules or regulations</td>
<td>61</td>
</tr>
<tr>
<td>Program regulations or funder requirements</td>
<td>56</td>
</tr>
<tr>
<td>Technology limitations</td>
<td>54</td>
</tr>
<tr>
<td>State rules or regulations</td>
<td>53</td>
</tr>
</tbody>
</table>
Organizational Characteristics
AAA Workforce

Median AAA Workforce

- 40 Volunteers
- 24 Full-time staff
- 3 Part-time staff
AAA Budgets

$5.3 Million
(range is $211K to $398 M)

Older Americans Act 39%
(Median = 3-100%)

Medicaid/Medicare Waiver 27%
(Median = 1-82%)

State General Revenue 20%
(Median = 1-82%)

The most common sources of non-OAA funding leveraged by AAAs for additional programs include:

<table>
<thead>
<tr>
<th>Budget Source</th>
<th>% of AAAs receiving funding</th>
</tr>
</thead>
<tbody>
<tr>
<td>State general revenue</td>
<td>66%</td>
</tr>
<tr>
<td>Local government</td>
<td>55%</td>
</tr>
<tr>
<td>Medicaid/Medicaid Waiver</td>
<td>41%</td>
</tr>
<tr>
<td>Grant funds/fund development</td>
<td>38%</td>
</tr>
<tr>
<td>Other federal funding</td>
<td>35%</td>
</tr>
<tr>
<td>Other state funding</td>
<td>29%</td>
</tr>
</tbody>
</table>
AAAs Report Their Top Training and TA Needs

Three-way tie for first place:
- Diversity, equity, inclusion and belonging
- Housing and homelessness
- Workforce development and retention

And closely following were:
- Policy and advocacy
- Social engagement
Resources for YOU!
USAGing National AAA Survey Chartbook and Toolkit
Beth Blair
Senior Research Associate
USAGing
Chartbook – Coming Soon!

www.usaging.org/research
Toolkit

• Comprehensive toolkit to help your agency utilize the data and findings:
  • Fast Facts data briefs
    • AAA Social Engagement Programs and Partnerships
    • AAA Housing and Homelessness Programs and Partnerships
  • PowerPoint slide deck on key findings
  • 28 State Reports for states that met the required response rate
  • Sample newsletter articles and social media posts on the data.
State Data Reports Include:

- Budget and staffing
- Populations served
- Most common supplemental services
- Funding sources
- Involvement in Medicaid
- Other roles of AAAs
- Actions to address equity
Sample Social Media and Newsletter Articles

• Sample social media posts
  • Twitter
  • Facebook
  • LinkedIn

• Sample newsletter articles on national and state reports
Updated Local Leaders Brochure

www.usaging.org/publications
Questions?

• Submit your questions using the Q&A icon
• Email us at research@usaging.org
• Webinar recording will be available at www.usaging.org/webinars
• Chartbook and Toolkit will be available online at www.usaging.org/research
• Please complete the post-webinar evaluation survey
Join us for the next Aging Policy Briefing & Capitol Hill Day!

March 12-13, 2024

Learn more at www.usaging.org/apb
How will YOU use these resources?