Webinar Instructions

Audio Options
• Use your computer speakers, **OR** dial in using the phone number in your registration email.
• 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.
Poll administered by USAging to all Area Agencies on Aging in March 2022

29% response rate

Results are reliable to within +/- 6 percent

Acknowledgement
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A Workforce Crisis and Growing Need

94% of AAAs are seeing an increase in the number of older adults requesting help or services.

95% of AAAs report an increase in the complexity of older adult needs.
AAAs perceive these as the top workforce challenges facing contracted providers.

<table>
<thead>
<tr>
<th>Challenge</th>
<th>Percent (n=178)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staffing shortages</td>
<td>91%</td>
</tr>
<tr>
<td>Offering or maintaining competitive wages</td>
<td>81%</td>
</tr>
<tr>
<td>High staff turnover/low retention</td>
<td>80%</td>
</tr>
<tr>
<td>Staff feeling overwhelmed or burnt out due to workload</td>
<td>71%</td>
</tr>
</tbody>
</table>
Over Half of AAAs Report a MAJOR Impact on These Caregiver Services

<table>
<thead>
<tr>
<th>Type of Service</th>
<th>Of AAAs who offer this service:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>% at Least Some Impact on Service</td>
</tr>
<tr>
<td>Personal assistance/personal care</td>
<td>98%</td>
</tr>
<tr>
<td>Respite care</td>
<td>97%</td>
</tr>
<tr>
<td>Home health</td>
<td>96%</td>
</tr>
<tr>
<td>Homemaker</td>
<td>93%</td>
</tr>
</tbody>
</table>
Innovative Solutions to Address Caregiver Shortages
Today’s Speakers

- Meg Burmeister, Executive Director, Northeast Kingdom Council on Aging, VT
- Kelly Butts-Elston, Executive Director, Connections Area Agency on Aging, IA
- Amanda McDade, Executive Director, Northwest Regional Council, WA
- Trae Turner, VP Community Living, Ohio District 5 Area Agency on Aging, Inc.
Meg Burmeister
Northeast Kingdom Council on Aging, Vermont

Initiative: Flexible Moderate Needs Program
Staying Home Starts with Client Goals

Person Centered Plan

Focus on their Goals

Explore Options
Vermont Homemaker Program (Moderate Needs)

Prior to Covid
- Most served through VNA's
- Some served through a "Flex Model"

During Covid
- Staff Shortages
- Many VNA's stopped or limited the program
Solution: Flexible Moderate Needs Program

- Laundry
- Home Cleaning
- Shopping
- Volunteers Help Too!

Think Outside the Box!

Non-Medical Care:
- Family
- Friends
- Neighbors

NORTHEAST KINGDOM Council on Aging
Amanda McDade
Northwest Regional Council, Washington

Initiative: Caregiver Outreach
Kelly Butts-Elston
Connections Area Agency on Aging, Iowa

Initiative: Rapid Response Specialist
Trae Turner
Ohio District 5 Area Agency on Aging, Inc.

Initiative: Community Care Specialist
Discussion
Resources

• **Report**: Caregiver Needed: How the Nation’s Workforce Shortages Make it Harder to Age Well at Home

• Poll results **slide deck**

• USAging **press release**

• Upcoming workforce **webinars**:
  • **Key Reports on Eldercare Workforce and Caregiving**
    Tuesday, October 11 at 3:00 pm ET
  • **Strategies to Improve Employee Engagement and Retention at AAAs**
    Tentative: Thursday, November 17 at 2:00 pm ET
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