Our Mission

To build the capacity of our members so that they can better help older adults and people with disabilities live with dignity and choices in their homes and communities for as long as possible.

Our Members

The National Association of Area Agencies on Aging (n4a) is a 501(c)(3) membership association representing America’s national network of 622 Area Agencies on Aging and providing a voice in the nation’s capital for the more than 250 Title VI Native American aging programs.

Area Agencies on Aging (AAAs) were established under the Older Americans Act (OAA) in 1973 to respond to the needs of Americans 60 and over in every local community. By providing a range of options that allow older adults to choose the home and community-based services and living arrangements that suit them best, AAAs make it possible for older adults to “age in place” in their homes and communities. Learn more about AAAs at n4a.org.

Title VI, Grants for Indian Tribal Organizations, was included in the 1978 Amendments to the OAA. Title VI Native American aging programs provide nutrition, supportive and caregiver services to older American Indians, Alaska Natives and Native Hawaiians.
An Aging Nation Demands Action

The maturing of America’s baby boomer generation has brought our nation to the steep slope of an unprecedented, long-term shift in our country’s age demographics.

In the next four years, nearly 15 million people will turn age 65. By 2030, 73 million—or one in five—people in America will be 65 or older.

Communities—rural ones in particular—across the country are already grappling with the challenges of this historic population shift, with ratios of older adults far exceeding the national average, and services unable to keep pace with growing need.

By 2035, however, all communities must be prepared to address these demographic realities when—for the first time in the nation’s history—the population of adults age 60 and over will outnumber children under 20.

These demographic milestones are not simply blips on the U.S. Census radar. They are mile markers on a longer road toward a significantly older nation.

That’s why our mission is more critical than ever, driven, as always, by what older adults need and what our members can do to meet those needs.

Because of what we know, this is what we do.
Because a majority of this growing population of older adults—nearly 70 percent or almost 80 million people—will need an average of three to five years of long-term services and supports as they age...
We advocate on Capitol Hill to affect policy change that supports aging at home and in the community with maximum health, independence and well-being.

To do this, we educate Members of Congress and their staff on critical aging issues, such as the value of home and community-based services and programs and services delivered under the Older Americans Act, Medicaid and Medicare. Our policy team supports transportation and caregiving policy, promotes evidence-based programs to keep older adults healthy, and advances the need for innovation, such as expanding care transitions services to keep consumers from returning to the hospital.

A key part of our advocacy involves raising the visibility of our members and the critical roles they play in communities across the country. We also inform our members with regular legislative analyses, advocacy alerts, grassroots tools, educational webinars and trainings and other opportunities for them to meet their own advocacy missions.
Because an estimated 90 percent of the nation’s 48 million adults over age 65 want to age well in their own homes and communities, and not in institutions such as nursing homes...
We help older adults and their caregivers access local resources.

The Eldercare Locator, which n4a operates with funding from the U.S. Administration on Community Living, connects callers to critical local resources, programs and services on a wide array of needs related to aging and caregiving. The Eldercare Locator has a National Call Center (800.677.1116) that operates five days a week (9:00 a.m. to 8:00 p.m. ET), as well as a website (eldercare.gov), both focused on ensuring that older adults and caregivers are connected to the appropriate local resources—most often the local Area Agency on Aging.

In 2016, the Eldercare Locator’s call, online chat and email volume reached an all-time annual high of 308,637 requests for assistance, a 10 percent increase over 2015. This equates to an average of 1,286 per day. The Eldercare Locator expects to hit its four millionth call by mid-2018.

Our highly successful fall 2016 Home for the Holidays campaign focused on reducing social isolation and loneliness through public education and outreach. The campaign equipped the Aging Network with new public education resources to help get the word out, including the consumer-friendly “Expand Your Circles: Prevent Isolation and Loneliness As You Age” brochure.
Because 3.6 million Americans miss or delay non-emergency medical care due to a lack of transportation...
We promote accessible transportation options that reflect communities’ needs.

n4a operates, in partnership with Easterseals, the National Aging and Disability Transportation Center (NADTC), which is funded by the Federal Transit Administration, to promote the availability and accessibility of transportation options for older adults, people with disabilities and caregivers.

- Two of the six 2017 Innovation Grants awarded by the NADTC are Area Agencies on Aging, and two grantees are focused on developing new approaches for meeting the transportation needs of individuals with chronic conditions, such as end-stage renal disease and cancer.

- The NADTC online course on Human Services Transportation was designed specifically for Area Agencies on Aging and other human services organizations that provide or administer transportation programs. A total of 133 learners participated in the course.

Through n4a’s work on the Inclusive Coordinated Transportation Planning Partnership Project funded by the U.S. Administration on Community Living, the needs and preferences of older adults and people with disabilities are guiding the development of new transportation options in eight new grantee communities funded in 2017.
Because half of all people with Medicare coverage live on incomes less than $26,200 per year—just above 200 percent of the federal poverty level. And one quarter of Medicare beneficiaries had annual incomes at or below $15,250⁷...
We educate consumers and aging professionals to better understand health and economic security programs and find resources that can help.

The Medicare Improvements for Patients and Providers Act (MIPPA) provides critical support to help Area Agencies on Aging and others enroll Medicare beneficiaries with limited means into benefits programs for which they are eligible. n4a, in partnership with the National Council on Aging’s Center for Benefits Access, works to provide MIPPA-funded training, technical assistance and resources to the Aging Network. This year, we continued to promote our You Gave, Now Save campaign, including distributing an additional 4,000 copies of our popular “Guide to Benefits for Seniors,” which details a wide range of government benefits and programs to support economically vulnerable older adults.

Only 12 percent of Medicare beneficiaries maximize their pharmacy benefits; that means 88 percent of beneficiaries do not take advantage of Medicare Part D cost savings or extra benefits. That’s why this is the second year n4a and Walgreens teamed up on the Maximize Your Pharmacy Benefits effort. Agencies conducted outreach through special events, including flyers in home-delivered meals, hosting TV and radio shows and posting material on social media. We awarded a prize to n4a member CICOA Aging and In-Home Solutions for their outstanding work on our Answers on Aging™ Pharmacy Benefits Week campaign.

Working with UnitedHealthCare (UHC) on Medicare education, n4a conducted a study of Medicare counselors, identified gaps in understanding Medicare and provided an opportunity to develop and disseminate educational tools, resources and training opportunities to address these unmet needs. In partnership, n4a and UHC developed and disseminated a revised Train-the-Trainer Education Kit and a dynamic Online Course to ensure every agency has access to critical and effective on-demand educational resources.
Because AAAs rely on more than 90,000 volunteers to meet community needs and according to numerous studies, volunteering just two hours per week improves cognitive, emotional and physical health...
We support the Aging Network in better reaching, retaining and tapping into the talents of volunteers.

With the support of the Aging Network Volunteer Resource Center, which n4a operates with funding from the U.S. Administration on Community Living, AAAs are increasing engagement opportunities and focusing on the health and wellness benefits of volunteering.

Released in fall 2016, our “Doing Good is Good for You: Volunteer!” brochure and supporting materials have been used by hundreds of AAAs to recruit new volunteers and to educate older adults about the health benefits of volunteering.

Our Stepping Up program connects AAA leaders of volunteers with colleagues from across the country in a six-week course that includes webinars and assignments. Teams from participating agencies are restructuring their volunteer programs, developing new volunteer roles and implementing innovative recruitment strategies to address the changing profile of today’s volunteers.
Because there are 5.3 million people living with Alzheimer’s disease and that number is expected to increase by 35 percent in 2025 to 7.1 million individuals...
We took on a larger role in supporting dementia-friendly communities nationwide.

Through the work of over 35 national, leading organizations and co-chaired and administered by n4a, Dementia Friendly America (DFA) is catalyzing a movement to more effectively support and serve those who are living with dementia and their care partners. There are now over 45 communities across 36 states that are part of the DFA network. These communities are working across sectors in their community (such as with partners in health care, business and banking, legal and financial, faith communities, and local government) to ensure there are friendly places for people with memory loss and their caregivers to live.

DFA also launched the Dementia Friends initiative to encourage individuals as well as communities to support people living with dementia. www.dfamerica.org
Because our nation’s health care delivery system is changing dramatically toward one focused on value-based care and more than two-thirds of states are actively implementing Medicaid Managed Long-Term Services and Supports Programs or intend to by 2018...
We provided our members and other CBOs with the tools and resources to successfully adapt to a changing health care environment.

n4a, in collaboration with a number of partners and funders, launched the Aging and Disability Business Institute, a nationwide initiative to build and strengthen partnerships between aging and disability community-based organizations (CBOs) and the health care system in order to improve the health and well-being of America’s older adults, people with disabilities and those that care for them.

As part of this work, we:

• created a dedicated Business Institute website to serve as a one-stop shop for CBOs looking for education, assistance and guidance on integrated care and business acumen topics: aginganddisabilitybusinessinstitute.org.

• hosted nine integrated care–related webinars for nearly 3,500 learners, covering topics ranging from how to find health care champions for your CBO services to best-practices on assessing your readiness for new partnerships.

• launched the inaugural The John A. Hartford Foundation Business Innovation Award to recognize CBOs that are embracing integrated care opportunities.

• provided more than 300 hours of targeted technical assistance (TA) via webinars, phone consultations, site visits and in-person trainings. Common topics included building a CBO network, developing a strong value proposition and navigating the contracting process.

In partnership with the U.S. Administration on Community Living, we also led two Business Acumen Learning Collaboratives, helping 20 CBO networks achieve over 30 contracts with health care payers.
Because by 2030, more than 70 million Americans will be 65 or older, leading to a greater need for services and support through the Aging Network...
We focused on building the capacity of AAAs and Title VI programs to meet the escalating and increasingly complex needs of older adults.

With funding from the U.S. Administration on Community Living, n4a’s Capacity Building effort conducts major surveys of the AAAs and Title VI grantees every two years, in addition to periodic surveys and/or key informant discussions on special topics. Information gathered through these initiatives is developed into reports, fact sheets, webinars and trainings. AAAs and Title VI agencies are encouraged to use the information in their own efforts, such as strategic planning, advocacy, research or benchmarking. In 2016, n4a launched both its AAA and Title VI surveys, the findings of which will be released in summer 2017.

n4a produced five full days of rich educational content and networking at our 41st Annual Conference & Tradeshow, which was held in July in San Diego. More than 1,000 attendees from across the nation participated, enjoying 110 workshop options, a tradeshow full of new resources and access to policymakers, thought leaders and new partners.

Thirty-nine AAA professionals graduated from n4a’s 10th annual Leadership Institute. The class of 2017 learned strategies for leading in these fast-changing times, including building staff morale, becoming better communicators and how to inspire and drive organizational innovation. Financial support for the Leadership Institute was provided by Mediware and Bateman Community Living.

We also showcased innovations and other successful programs through our Aging Innovations and Achievement Awards, earning 46 of our members’ programs national recognition and providing a 40-page book of best practices for the entire Aging Network to adapt or replicate in their communities. Financial support for the awards was provided by Critical Signal Technologies in 2016 and WellCare in 2017.
Reflections on 2016–2017

As we reflect on a year of tremendous growth and progress, we pause to thank our members, our partners, our funders and other stakeholders who share our passion for building a society that values and supports people as they age.

The launch of the Aging and Disability Business Institute last year was a culmination of years of effort by n4a to provide training, technical assistance and innovations to our members so that they can continue to meet their missions, even in a rapidly changing health care landscape. The dynamic partnerships that have funded and staffed the Business Institute represent a new era in collaborative work and we give special thanks to The John A. Hartford Foundation, the U.S. Administration for Community Living (ACL) and our other funders and partners (see full listing at aginganddisabilitybusinessinstitute.org).

Speaking of partnerships, the National Aging and Disability Transportation Center, which we operate with Easterseals, is supporting the delivery of more effective, efficient, high-quality and coordinated specialized transportation services through technical assistance, seed funding and a newly developed online course in Human Services Transportation.

The ACL-supported Eldercare Locator also enjoyed a record-breaking year, receiving an all-time annual high of over 308,000 requests for assistance, and distributing 16,000 “Expand Your Circles: Prevent Isolation and Loneliness As You Age” brochures as part of our 2016 Home for the Holidays campaign, which earned 41 media stories and included the participation of AAAs in 40 states.

The Aging Network Volunteer Resource Center, also supported through an ACL grant, launched a popular brochure with the fall release of “Doing Good is Good for You: Volunteer!”—which highlighted the health benefits of volunteering and included an assessment tool for prospective volunteers to find their idea match.

On the policy front, the final FY 2017 funding levels directly reflected our year-long advocacy, with an increase for Older Americans Act Title III B Supportive Services and Title VI Native American aging programs. In recent months, we’ve reached out to the new Administration and Congress to advance our 2017 Policy Priorities, released new policy resources for policymakers and advocates alike and hosted the largest-ever Aging Policy Briefing in Washington, DC this spring.
And perhaps most importantly, we’ve worked tirelessly to meet our members’ professional and educational training needs. Through webinars, publications, e-blasts and in-person events, we’ve reached 622 AAAs and 256 Title VI programs on a wide range of aging, caregiving and health topics. As in years past, our Aging Innovations and Achievement Awards and Leadership Institute continue to help us elevate leadership in action now and prepare for tomorrow’s leadership opportunities. Our staff traveled the country speaking to and with members and their networks at nearly two dozen events, coming back to DC with greater knowledge of the challenges that older adults currently face and the innovative approaches each community takes to address them.

Thanks in part to these efforts and the expanding portfolio of services and supports from n4a members, we believe the Aging Network has never been better positioned to build on its reputation as the gold standard for the provision of home and community-based services in America and serve more people than ever before.

Thank you for being on this journey with us. The year ahead will undoubtedly offer challenges, but if we keep older adults and caregivers at the forefront, our mission will remain clear.

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### Consolidated Statement of Financial Activities
for Twelve Months Ending December 31, 2016

<table>
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<tr>
<th>SUPPORT AND REVENUE</th>
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<td>Membership Dues</td>
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<td>Government Grant/In-Kind/Foundation/Net Assets Released</td>
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<td>Conferences/Seminars/Training</td>
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<td>Product Income/Interest/Other Income</td>
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<tr>
<th>EXPENSES</th>
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<td>Government Grants/In-Kind/Foundation</td>
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<td>Conferences/Seminar/Training</td>
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<td><strong>TOTAL EXPENSES</strong></td>
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Change in Net Assets $2,254,731
Net Assets, Beginning of Year $658,725
Net Assets, End of Year $2,913,456

Note: Information taken from the n4a draft audit consolidated Statement of Activities as of December 31, 2016. Audited by Cocchiara & Associates.
2. Ibid.
3. Ibid.
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