Sandy Markwood
CEO
National Association of Area Agencies on Aging
n4a.org
Protecting Older Adults from the Harms of Social Isolation and Providing a Continuum of Care During COVID-19

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April 15, 2020
Area Agencies on Aging (AAAs) play a key role in:

- Planning
- Developing
- Coordinating
- Delivering

A wide range of long-term services and supports to consumers in their local planning and service area (PSA)
All AAAs offer five core services under the OAA:

- **NUTRITION**
- **HEALTH & WELLNESS**
- **CAREGIVERS**
- **ELDER RIGHTS**
- **SUPPORTIVE SERVICES**

The average AAA offers more than a dozen additional services. The most common non-core services offered by AAAs are:

- Insurance Counseling (85%)
- Case Management (82%)
- Senior Medicare Patrol (44%)
AAA COVID Challenges

Service Delivery Challenges
- Program closures
- Assessing clients needs
- Combating social isolation
- Changing service delivery models
- Access to technology for clients
- Increase in service demand from emerging populations
- Client fears re: in-home services
- Increases in fraud and abuse

Administrative Challenges
- Maintaining health and safety of AAA & providers, clients, and staff—especially access to PPE!
- Shortages of essential volunteers and staff
- Adapting to remote work
- Confusion about the status of the Aging Network workforce (essential? yes; emergency responders?)
- Confusion re: funding flexibilities
Aging Network Innovations During the Crisis

- Meal delivery
- Combating social isolation
- Revamping programs to encourage social engagement
- Working with hospitals to support Care Transitions
- Collaborating with Public Health, Housing, Transportation, Public Safety, schools, jails