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[n4a.org](http://n4a.org)



advocacy | action | answers on aging

# **Protecting Older Adults from the Harms of Social Isolation and Providing a Continuum of Care During COVID-19**

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# Area Agencies on Aging (AAAs) play a key role in:



# All AAAs offer five core services under the OAA:



**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