# THE NATIONAL SURVEY OF AREA AGENCIES ON AGING: 2022 RESULTS

*March 2023*

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## BACKGROUND

**With a grant from the Administration on Community Living (ACL), USAging partnered with Scripps Gerontology Center of Excellence to conduct the 2022 National Survey of Area Agencies on Aging.**

The web-based survey was launched in September 2022 to all 616 AAAs. Data collection concluded in December 2022 with 74.2% (n=457) of AAAs responding. This response rate reflects all AAAs who completed 10% or more of the survey including the important questions about services provided. There were 408 AAAs who completed 100%. The remaining 49 partial responses contributed useful information for many questions and their answers are included where possible.

This report provides key findings from the survey related to the following topics: service provision and populations served, social engagement, workforce and staffing, partnerships, evidence-based programming, livable communities, COVID-19 partnerships and flexibilities, budget, and training and technical assistance needs.

Percentages are based on the number of responses to each question (except where noted). Question text shown in bold is reproduced as it appeared in the online survey.

# THE ORGANIZATION

## Q6. Is the area served by your organization:

(n = 452)

| Answer | Frequency | Percent |
|---|---|---|
| Predominantly urban | 21 | 4.7 |
| Predominantly suburban | 18 | 4.0 |
| A mix of urban and suburban | 33 | 7.3 |
| Predominantly rural | 184 | 40.7 |
| Predominantly remote or frontier | 16 | 3.5 |
| A mix of suburban and rural | 59 | 13.1 |
| A mix of urban, suburban, and rural | 121 | 26.8 |

## Q7. Which of the following structures best describes your organization:

(n = 452)

| Answer | Frequency | Percent |
|---|---|---|
| An independent, non-profit agency | 189 | 41.8 |
| A part of city/county government | 138 | 30.5 |
| Part of a council of governments or regional planning and development agency | 105 | 23.2 |
| Part of a tribe or tribal organization | 3 | 0.7 |
| Other | 17 | 3.8 |

Of the 17 respondents selecting 'Other' in structures describing AAAs, the most common categories were "quasi-governmental", and some combinations of structure types such as "coalition of non-profits", "part of city and county government", and "part of a larger non-profit".

**Q8. In addition to being designated as an AAA, does your organization have any other official (federal or state) designation or certification (such as ADRC, SHIP, etc. or something else)?** Check all that apply.

(n = 450)

| Answer | Frequency | Percent |
|---|---|---|
| Aging and Disability Resource Center-ADRC | 292 | 64.9 |
| State Health Insurance Assistance Program-SHIP | 284 | 63.1 |
| Long-term care Ombudsman program | 225 | 50.0 |
| Community Action Program/Agency | 26 | 5.8 |
| Kinship Navigator | 12 | 2.7 |
| Other | 59 | 13.1 |

There were 59 respondents who selected 'Other' official designation or certification. Responses include information about specific kinds of service and structural designations such as: Aging Services Access Point (ASAP), Head Start Grantee, programs serving veterans, housing authorities and development organizations, Medicaid waiver provider, Retired and Senior Volunteer Program (RSVP), and Benefits Enrollment Center.

# AAA SERVICES

The next section asks about services delivered by your organization.

**Q10. For the following list, please indicate which services are delivered by your AAA or through a contracted provider in a portion of or all of your service area.** Check all that apply.

(n = 453)

| Answer | AAA Provides this Service (computed variable: directly and/or contracted) | | Provided Directly by AAA | | AAA Contracts with Providers | | AAA Refers to Providers (not under contract) | |
|---|---|---|---|---|---|---|---|---|
| | Freq | Percent | Freq | Percent | Freq | Percent | Freq | Percent |
| Adult day service | 232 | 51.2 | 23 | 5.1 | 209 | 46.1 | 165 | 36.4 |
| Adult Protective Services | 93 | 20.5 | 58 | 12.8 | 38 | 8.4 | 320 | 70.6 |
| Advance care planning | 154 | 34.0 | 98 | 21.6 | 71 | 15.7 | 240 | 53.0 |
| AmeriCorps Seniors (Foster Grandparents, Retired and Senior Volunteer Program (RSVP) or Senior Companion Program) | 130 | 28.7 | 82 | 18.1 | 50 | 11.0 | 253 | 55.9 |
| Assessment for care planning | 345 | 76.2 | 295 | 65.1 | 80 | 17.7 | 99 | 21.9 |
| Assessment for long-term care service eligibility | 281 | 62.0 | 247 | 54.5 | 57 | 12.6 | 153 | 33.8 |
| Assistive technologies | 205 | 45.3 | 111 | 24.5 | 117 | 25.8 | 236 | 52.1 |
| Benefits/health insurance counseling | 368 | 81.2 | 327 | 72.2 | 75 | 16.6 | 97 | 21.4 |

| Answer | AAA Provides this Service (computed variable: directly and/or contracted) | | Provided Directly by AAA | | AAA Contracts with Providers | | AAA Refers to Providers (not under contract) | |
|---|---|---|---|---|---|---|---|---|
| | Freq | Percent | Freq | Percent | Freq | Percent | Freq | Percent |
| Benefits/health insurance enrollment assistance | 365 | 80.6 | 333 | 73.5 | 71 | 15.7 | 111 | 24.5 |
| Care transitions services | 237 | 52.3 | 210 | 46.4 | 46 | 10.2 | 180 | 39.7 |
| Caregiver services (National Family Caregiver Support Program (NFSCP) or another program) | 419 | 92.5 | 342 | 75.5 | 155 | 34.2 | 48 | 10.6 |
| Case management | 385 | 85.0 | 331 | 73.1 | 100 | 22.1 | 78 | 17.2 |
| Chore services | 321 | 70.9 | 72 | 15.9 | 265 | 58.5 | 116 | 25.6 |
| Congregate meals | 445 | 98.2 | 184 | 40.6 | 301 | 66.5 | 13 | 2.9 |
| Elder abuse prevention/intervention services | 318 | 70.2 | 253 | 55.9 | 94 | 20.8 | 175 | 38.6 |
| Emergency Response Systems | 250 | 55.2 | 92 | 20.3 | 173 | 38.2 | 197 | 43.5 |
| Evidence-based health and wellness programs (EBP) | 431 | 95.1 | 303 | 66.9 | 226 | 49.9 | 59 | 13.0 |
| Other health promotion services/programs (e.g., health screening, health fairs) | 319 | 70.4 | 248 | 54.8 | 134 | 29.6 | 199 | 43.9 |
| Financial management (e.g., representative payee programs, bill | 117 | 25.8 | 64 | 14.1 | 63 | 13.9 | 305 | 67.3 |

| Answer | AAA Provides this Service (computed variable: directly and/or contracted) | | Provided Directly by AAA | | AAA Contracts with Providers | | AAA Refers to Providers (not under contract) | |
|---|---|---|---|---|---|---|---|---|
| | Freq | Percent | Freq | Percent | Freq | Percent | Freq | Percent |
| pay assistance) | | | | | | | | |
| Fiscal intermediary services for self-direction | 119 | 26.3 | 34 | 7.5 | 85 | 18.8 | 260 | 57.4 |
| Guardianship/conservatorship | 111 | 24.5 | 59 | 13.0 | 54 | 11.9 | 294 | 64.9 |
| Hoarding clean-up or mitigation | 138 | 30.5 | 29 | 6.4 | 118 | 26.1 | 285 | 62.9 |
| Home-delivered meals | 449 | 99.1 | 179 | 39.5 | 324 | 71.5 | 21 | 4.6 |
| Other meals/nutrition program (e.g., nutrition counseling, senior farmer's market program) | 400 | 88.3 | 255 | 56.3 | 231 | 51.0 | 83 | 18.3 |
| Home health | 200 | 44.2 | 22 | 4.9 | 185 | 40.8 | 248 | 54.8 |
| Homemaker | 358 | 79.0 | 62 | 13.7 | 308 | 68.0 | 111 | 24.5 |
| Home repair or modification | 303 | 66.9 | 84 | 18.5 | 248 | 54.8 | 192 | 42.4 |
| Housing assistance program or services | 151 | 33.3 | 88 | 19.4 | 77 | 17.0 | 320 | 70.6 |
| Information and referral/assistance outreach | 443 | 97.8 | 414 | 91.4 | 114 | 25.2 | 39 | 8.6 |
| Legal assistance | 429 | 94.7 | 47 | 10.4 | 391 | 86.3 | 66 | 14.6 |
| Medication management | 174 | 38.4 | 62 | 13.7 | 127 | 28.0 | 246 | 54.3 |
| Mental/behavioral health screening | 131 | 28.9 | 56 | 12.4 | 86 | 19.0 | 332 | 73.3 |

| | AAA Provides this Service (computed variable: directly and/or contracted) | | Provided Directly by AAA | | AAA Contracts with Providers | | AAA Refers to Providers (not under contract) | |
|---|---|---|---|---|---|---|---|---|
| **Answer** | **Freq** | **Percent** | **Freq** | **Percent** | **Freq** | **Percent** | **Freq** | **Percent** |
| or services | | | | | | | | |
| Mental/behavioral health screening or services | 131 | 28.9 | 56 | 12.4 | 86 | 19.0 | 332 | 73.3 |
| Official eligibility determinations for public programs or benefits | 210 | 46.4 | 188 | 41.5 | 48 | 10.6 | 267 | 58.9 |
| Ombudsman services | 301 | 66.5 | 219 | 48.3 | 86 | 19.0 | 135 | 29.8 |
| Options counseling | 360 | 79.5 | 334 | 73.7 | 66 | 14.6 | 75 | 16.6 |
| Personal assistance/personal care | 365 | 80.6 | 69 | 15.2 | 314 | 69.3 | 123 | 27.2 |
| Respite care | 416 | 91.8 | 104 | 23.0 | 353 | 77.9 | 97 | 21.4 |
| Senior center activities or operations | 351 | 77.5 | 139 | 30.7 | 242 | 53.4 | 124 | 27.4 |
| Senior Community Service Employment Program (SCSEP) | 95 | 21.0 | 57 | 12.6 | 42 | 9.3 | 280 | 61.8 |
| Senior Medicare Patrol | 220 | 48.6 | 203 | 44.8 | 30 | 6.6 | 173 | 38.2 |
| Telephone reassurance/friendly visiting | 325 | 71.7 | 221 | 48.8 | 138 | 30.5 | 124 | 27.4 |
| Technical assistance or training for technology use | 197 | 43.5 | 126 | 27.8 | 100 | 22.1 | 238 | 52.5 |
| Translator/interpreter assistance | 236 | 52.1 | 98 | 21.6 | 165 | 36.4 | 210 | 46.4 |
| Transportation services | 414 | 91.4 | 127 | 28.0 | 332 | 73.3 | 125 | 27.6 |

| Answer | AAA Provides this Service (computed variable: directly and/or contracted) | | Provided Directly by AAA | | AAA Contracts with Providers | | AAA Refers to Providers (not under contract) | |
|---|---|---|---|---|---|---|---|---|
| | Freq | Percent | Freq | Percent | Freq | Percent | Freq | Percent |
| Vaccination support | 272 | 60.0 | 210 | 46.4 | 106 | 23.4 | 259 | 57.2 |
| Other services (please describe) | 31 | 6.8 | 28 | 6.2 | 8 | 1.8 | 7 | 1.6 |

Thirty-one respondents selected 'Other' in services delivered directly or contracted. The only service mentioned more than once was material aid. Several others mentioned specific services such as veterans outreach, and management services for a network.

## Q10.1. Average number of services provided by AAA.

| Computed Variable | Mean Response | Median Response | Answer Range | Standard Deviation | Frequency |
|---|---|---|---|---|---|
| Number of Services | 27.8 | 28 | 11-42 | 6.6 | 453 |

## Q11. You selected caregiver services. Please select the specific caregiver services that your AAA provides directly or through a contracted provider.

(n = 416: those who selected in Q10 that AAA provides directly and/or contracts with providers. For example, of those who said they provide caregiver services, 85.8% offer Caregiver assessment.)

| Answer | Frequency | Percent |
|---|---|---|
| Caregiver assessment | 357 | 85.8 |
| Support groups | 291 | 70.0 |
| Training or education | 324 | 77.9 |
| Information and Referral | 393 | 94.5 |
| Caregiver counseling | 275 | 66.1 |
| Respite services | 384 | 92.3 |
| Access assistance | 276 | 66.4 |
| Services for grandparent or kinship caregivers | 239 | 57.5 |
| Other services | 27 | 6.5 |

There were 27 respondents who selected 'Other' in caregiver services. Among services mentioned are home modification, legal support, behavioral health, recovery care, and vouchers. Only material aid was noted by more than one AAA.

## Q12. You selected elder abuse prevention services. Please select the specific elder abuse prevention service(s) that your AAA provides directly or through a contracted provider.

(n = 315: those who selected in Q10 that AAA provides directly and/or contracts with providers)

| Answer | Frequency | Percent |
|---|---|---|
| Case management services | 181 | 57.5 |
| Community education training | 251 | 79.7 |
| Financial abuse prevention | 193 | 61.3 |
| Investigations of abuse, neglect, and exploitation | 156 | 49.5 |
| Legal assistance | 252 | 80.0 |
| Prevention coalition or multi-disciplinary team | 213 | 67.6 |
| Public awareness/outreach | 271 | 86.0 |
| Safe havens or emergency senior shelters | 35 | 11.1 |
| Short-term emergency services for victims | 96 | 30.5 |
| Victim/witness assistance | 49 | 15.6 |
| Other (please describe) | 16 | 5.1 |

Sixteen respondents reported 'Other' specific elder abuse prevention services, including referrals to and from Adult Protective Services, but there were no patterns identified in their responses.

**Q13. You selected transportation services. Please select the transportation modes and/or services that your AAA provides directly or through a contracted provider.**

(n = 406: those who selected in Q10 that AAA provides directly and/or contracts with providers.)

| Answer | Frequency | Percent |
|---|---|---|
| Assisted transportation (e.g., might be provided curb-to-curb, door-to-door, door-through-door) | 334 | 82.3 |
| Driver cessation/driver retirement program | 11 | 2.7 |
| Driver refresher trainings | 52 | 12.8 |
| Medical transportation/non-emergency medical transportation (NEMT) | 242 | 59.6 |
| Non-medical transportation | 338 | 83.3 |
| Partnerships with housing sites | 70 | 17.2 |
| Partnerships with rideshare companies (e.g., Uber, Lyft, taxi) | 52 | 12.8 |
| Transportation information and referral/assistance (e.g., one-call-one-click, mobility management, transportation counseling) | 159 | 39.2 |
| Travel planning | 101 | 24.9 |
| Transportation vouchers | 122 | 30.1 |
| Transportation training | 28 | 6.9 |
| Volunteer transportation program | 134 | 33.0 |
| Wheelchair-accessible transportation service | 269 | 66.3 |
| Other transportation activities (Please describe) | 21 | 5.2 |

Of 21 respondents selecting 'Other' in transportation services, the only common item was planning and coordination with other transportation systems, such as public transportation systems, OATS transportation, and transportation to congregate meal sites.

## Q13.1 Transportation Funding - How are your transportation services funded? Check all that apply.

(n = 404)

| Answer | Freq | Percent |
|---|---|---|
| OAA funds | 351 | 86.9 |
| Medicare Advantage | 6 | 1.5 |
| Medicaid | 92 | 22.8 |
| Fares or consumer contributions | 151 | 37.4 |
| State government funds | 238 | 58.9 |
| Local government funds | 183 | 45.3 |
| Federal transportation infrastructure funds (e.g., from the "2021 bipartisan infrastructure package") | 23 | 5.7 |
| Federal Section 5310 funds (Enhanced Mobility of Seniors & Individuals with Disabilities) | 95 | 23.5 |
| Federal Section 5311 funds (Formula Grants for Rural Areas) | 60 | 14.9 |
| Other funding | 43 | 10.6 |

Of 43 respondents selecting 'Other funding', several indicated funding from grants (both public and private) and fundraising, the American Rescue Plan Act (ARPA), the United Way, local levies, and CARES Act.

# SOCIAL ENGAGEMENT PROGRAMMING

Many AAA services and programs, such as congregate meals and evidence-based health and wellness programs, provide social engagement opportunities for older adults. We would like to learn about other programs offered by your agency that specifically address social isolation or social engagement.

**Q14. Does your agency have any of the following types of social engagement programs/activities in place (either offered directly by your agency or through a contracted provider)?** Check all that apply.

(n = 443)

| Answer | Freq. | Percent |
|---|---|---|
| Arts and creative activities (e.g., book clubs, art classes, music, pen pal programs, games, or storytelling) | 279 | 63.0 |
| Health and wellness activities (e.g., friendly visiting or wellness checks, telephone reassurance programs, memory cafés or caregiver support groups) | 400 | 90.3 |
| Intergenerational activities (e.g., mentoring or tutoring) | 125 | 28.2 |
| Lifelong learning activities (e.g., educational classes, faith-based classes, lectures, or seminars) | 185 | 41.8 |
| Technology engagement activities (e.g., technology training, tablet programs or virtual or hybrid senior center programming) | 250 | 56.4 |
| Volunteer engagement opportunities for older adults | 332 | 74.9 |
| Other engagement activity (Please describe) | 42 | 9.5 |
| We do not offer any programs to address social isolation or engagement. | 8 | 1.8 |

There were 42 respondents reporting 'Other engagement activity' place that mostly included activities related to pets (living and robotic), evidence-based programs, and culturally specific programs.

## Q14.1. How does your agency evaluate your social engagement programming or interventions? Check all that apply.

(n = 440)

| Answer | Freq. | Percent |
|---|---|---|
| We are not currently evaluating our social engagement programs | 65 | 14.8 |
| We track outputs (Output measures are the "counts" of your program, such as number of participants, number of sessions delivered, number of sessions attended, number of partners, etc.) | 294 | 66.8 |
| We track outcomes (Outcome measures are the benefits your program is designed to bring about and measured at the participant level, for example a measured decrease in feelings of loneliness or increased satisfaction with life.) | 124 | 28.2 |
| We measure participant satisfaction with the program. | 266 | 60.5 |
| We use another evaluation method. (Please describe) | 10 | 2.3 |

Ten respondents reported that they use another evaluation method for social engagement programming and engagement. Types of methods mentioned include qualitative methods such as focus groups, narrative reports, and participants stories.

**Q14.2. You indicated that you evaluate outcomes for your social engagement interventions. Please select the activities or instruments used for outcome evaluations.** Check all that apply. [*Asked only of those AAAs that track outcomes related to social engagement programming/interventions*]

(n = 120)

| Answer | Freq. | Percent |
|---|---|---|
| Pre- and periodic or post-survey, e.g., conduct an assessment before the intervention and again after to see if there is a measurable change | 100 | 83.3 |
| Randomized control trial (RCT) | 3 | 2.5 |
| Comparison to control group | 5 | 4.2 |
| Partner with external researcher | 17 | 14.2 |
| UCLA Loneliness scale | 30 | 25.0 |
| Upstream Social Isolation Risk Screener (U-SIRS) | 2 | 1.7 |
| Other indicators, such as self-efficacy or quality of/satisfaction with life (Please specify) | 30 | 25.0 |
| Other (Please describe) | 4 | 3.3 |

Of 34 'Other' outcome evaluation activities or instruments noted, respondents mentioned the Corporation for National and Community Service's AmeriCorps Senior outcome measures, New York State loneliness screener, Thrive assessment, UCLA Loneliness Scale/Lubben Scale, and internally developed tools.

## Q14.3. Does your agency currently partner with any of the following organizations to offer social engagement activities and interventions?

If yes, please select all that apply. If no, please select "none."

(n = 436)

| Answer | Freq. | Percent |
|---|---|---|
| Arts and cultural organizations | 112 | 25.7 |
| Caregiver groups | 222 | 50.9 |
| Civic or service clubs (e.g., Rotary, Lions, Kiwanis) | 103 | 23.6 |
| Culturally specific groups or organizations | 92 | 21.1 |
| Disability groups | 116 | 26.6 |
| Faith-based organizations or faith communities | 150 | 34.4 |
| Health plans | 63 | 14.5 |
| Health care providers (e.g., hospitals, FQHCs, health systems) | 154 | 35.3 |
| Higher education (e.g., community colleges, technical colleges, colleges, universities) | 131 | 30.1 |
| Housing partners | 114 | 26.2 |
| Libraries | 158 | 36.2 |
| Nutrition providers | 257 | 58.9 |
| Parks and recreation agencies | 150 | 34.4 |
| Public health units or departments | 152 | 34.9 |
| Schools | 61 | 14.0 |
| Senior centers | 346 | 79.4 |
| Senior Medicare Patrol (SMP) | 175 | 40.1 |
| State Health Insurance Assistance Program (SHIP) | 233 | 53.4 |
| Technology partners | 107 | 24.5 |
| Transportation providers | 194 | 44.5 |
| Tribes/Title VI Native American Aging programs | 38 | 8.7 |
| YMCA/YWCA | 88 | 20.2 |
| Youth development/service organizations (e.g., Boy Scouts/Girl Scouts, 4H, Girls and Boys Club) | 24 | 5.5 |
| Other (Please describe) | 19 | 4.4 |

| Answer | Freq. | Percent |
|---|---|---|
| None. We do not currently partner with other organizations to offer social engagement activities and interventions. | 13 | 3.0 |

Of 19 respondents reporting 'Other' social engagement partnerships, four of them mentioned university extensions. Others mentioned formal programs like senior companion program, dementia friendly program, and virtual village.

## Q14.4. Computed variable. Number of current partner organizations to offer social engagement activities and interventions.

| Total number of partner organizations for offering social engagement activities and interventions | Freq | Percent | Cumulative Freq |
|---|---|---|---|
| 0 | 13 | 3.0 | 3.0 |
| 1 | 29 | 6.7 | 9.6 |
| 2 | 25 | 5.7 | 15.4 |
| 3 | 47 | 10.8 | 26.2 |
| 4 | 33 | 7.6 | 33.7 |
| 5 | 36 | 8.3 | 42.0 |
| 6 | 37 | 8.5 | 50.5 |
| 7 | 25 | 5.7 | 56.2 |
| 8 | 32 | 7.3 | 63.5 |
| 9 | 21 | 4.8 | 68.4 |
| 10 | 23 | 5.3 | 73.6 |
| 11 | 24 | 5.5 | 79.1 |
| 12 | 16 | 3.7 | 82.8 |
| 13 | 8 | 1.8 | 84.6 |
| 14 | 17 | 3.9 | 88.5 |
| 15 | 9 | 2.1 | 90.6 |
| 16 | 13 | 3.0 | 93.6 |
| 17 | 13 | 3.0 | 96.6 |
| 18 | 4 | 0.9 | 97.5 |
| 19 | 2 | 0.5 | 97.9 |
| 20 | 8 | 1.8 | 99.8 |
| 23 | 1 | 0.2 | 100.0 |
| Total | 436 | 100.0 | |

**Q14.5. Does your agency offer any specific social isolation and social engagement programming to address the needs of any of the populations or communities noted below?** If yes, please select all that apply. If no, select "none".

(n = 426)

| Answer | Freq. | Percent |
|---|---|---|
| Hispanic or Latino | 104 | 24.4 |
| Black or African American | 95 | 22.3 |
| Asian/Asian American and Pacific Islander | 59 | 13.9 |
| American Indian/Alaska Native/Native Hawaiian | 42 | 9.9 |
| LGBTQ+ | 93 | 21.8 |
| Kinship/grandfamily caregivers | 126 | 29.6 |
| People with disabilities | 134 | 31.5 |
| Refugees and/or immigrants | 33 | 7.8 |
| Rural | 181 | 42.5 |
| Veterans | 133 | 31.2 |
| Other (Please describe) | 28 | 6.6 |
| None. We do not currently offer any culturally specific social engagement programming. | 132 | 31.0 |

Among 28 'Other' responses, many noted that they offer services to all, but do not have specialized programming for individual groups. One AAA has an interesting approach where they focus on ZIP Codes to target those who live in the lowest quartile of the Healthy Places Index.

# HOUSING AND HOMELESSNESS CHALLENGES

**Q15. What housing-related challenges do older adults face in your planning and service area?**
Please indicate how much of a challenge you believe each of the following is for older adults by selecting from not really a challenge, somewhat of a challenge, or a major challenge for each.
(n = 444)

| Answer | Not really a challenge | | Somewhat of a challenge | | A major challenge | |
|---|---|---|---|---|---|---|
| | Freq | Percent | Freq | Percent | Freq | Percent |
| Lack of accessible housing | 13 | 2.9 | 153 | 34.5 | 278 | 62.6 |
| Lack of affordable housing | 7 | 1.6 | 59 | 13.3 | 378 | 85.1 |
| Lack of home modification services or providers | 17 | 3.8 | 200 | 45.1 | 227 | 51.1 |
| Inability to maintain or repair home | 4 | 0.9 | 170 | 38.3 | 270 | 60.8 |
| Increasing costs of property taxes, HOA fees or other home ownership related fees | 53 | 11.9 | 203 | 45.7 | 187 | 42.1 |
| Increasing rents which result in being "priced out" of long-term rental housing | 24 | 5.4 | 135 | 30.4 | 285 | 64.2 |
| Unlawful evictions/predatory landlords | 159 | 35.8 | 217 | 48.9 | 65 | 14.6 |
| Unavailability of or long waitlist for subsidized housing or housing vouchers | 19 | 4.3 | 111 | 25.0 | 314 | 70.7 |
| High cost of long-term care (assisted living and nursing homes) | 10 | 2.3 | 97 | 21.9 | 337 | 75.9 |
| Increasing homelessness | 48 | 10.8 | 210 | 47.3 | 185 | 41.7 |

| Answer | Not really a challenge | | Somewhat of a challenge | | A major challenge | |
|---|---|---|---|---|---|---|
| | Freq | Percent | Freq | Percent | Freq | Percent |
| Inability to transition out of long-term care institutions | 66 | 14.9 | 261 | 58.8 | 114 | 25.7 |
| Other | 187 | 42.1 | 17 | 3.8 | 37 | 8.3 |

Of the 54 respondents who said there was 'Other' housing related challenge, several respondents mentioned mental/behavioral health challenges that can put housing at risk, tax-related issues, and utility costs.

## HOUSING OR HOMELESSNESS PROGRAMS

The next section asks about housing or homelessness services delivered by your organization.

### Q16. Which housing or homelessness program(s) or service(s) does your agency offer?

For each of the following, please indicate if the service is provided directly by the AAA, if the AAA contracts with a provider, or if the AAA refers to another agency. Check all that apply.

(n = 428)

| Answer | AAA Provides this Service (computed variable: directly and/or contracted) | | Provided Directly by AAA | | AAA Contracts with Providers | | AAA Refers to Providers (not under contract) | |
|---|---|---|---|---|---|---|---|---|
| | Freq | Percent | Freq | Percent | Freq | Percent | Freq | Percent |
| Computed: Any Housing or Homelessness Programs | 348 | 81.3 | 249 | 58.2 | 280 | 65.4 | 404 | 94.4 |
| Accessory dwelling units | 5 | 1.2 | 1 | 0.2 | 4 | 0.9 | 288 | 67.3 |
| Adult foster care program | 18 | 4.2 | 3 | 0.7 | 15 | 3.5 | 286 | 66.8 |
| At-home safety program (e.g., home safety assessment) | 119 | 27.8 | 76 | 17.8 | 53 | 12.4 | 250 | 58.4 |
| Co-housing program (multigenerational or senior only) | 28 | 6.5 | 14 | 3.3 | 14 | 3.3 | 284 | 66.4 |

| Answer | AAA Provides this Service (computed variable: directly and/or contracted) | | Provided Directly by AAA | | AAA Contracts with Providers | | AAA Refers to Providers (not under contract) | |
|---|---|---|---|---|---|---|---|---|
| | Freq | Percent | Freq | Percent | Freq | Percent | Freq | Percent |
| Eviction prevention/diversion or mortgage foreclosure | 109 | 25.5 | 28 | 6.5 | 88 | 20.6 | 271 | 63.3 |
| Homelessness intervention program (such as targeted case management) | 69 | 16.1 | 49 | 11.5 | 25 | 5.8 | 301 | 70.3 |
| Homelessness prevention program | 45 | 10.5 | 25 | 5.8 | 23 | 5.4 | 311 | 72.7 |
| Home modification program | 255 | 59.6 | 82 | 19.2 | 197 | 46.0 | 207 | 48.4 |
| Housing navigator, coordinator, or other assistance with obtaining housing (e.g., locating affordable housing, applying for vouchers) | 138 | 32.2 | 100 | 23.4 | 46 | 10.8 | 272 | 63.6 |
| Own/operate assisted living or independent living | 24 | 5.6 | 11 | 2.6 | 14 | 3.3 | 326 | 76.2 |
| Own/operate domestic violence shelter | 7 | 1.6 | 2 | 0.5 | 5 | 1.2 | 342 | 79.9 |
| Own/operate homeless or emergency shelter | 11 | 2.6 | 4 | 0.9 | 8 | 1.9 | 336 | 78.5 |

| Answer | AAA Provides this Service (computed variable: directly and/or contracted) | | Provided Directly by AAA | | AAA Contracts with Providers | | AAA Refers to Providers (not under contract) | |
|---|---|---|---|---|---|---|---|---|
| | Freq | Percent | Freq | Percent | Freq | Percent | Freq | Percent |
| Own/operate subsidized senior housing | 35 | 8.2 | 26 | 6.1 | 10 | 2.3 | 331 | 77.3 |
| Provide AAA services in a shelter | 47 | 11.0 | 30 | 7.0 | 21 | 4.9 | 257 | 60.1 |
| Rental assistance or tenancy supports | 88 | 20.6 | 57 | 13.3 | 36 | 8.4 | 295 | 68.9 |
| Respite stays in long-term care settings | 127 | 29.7 | 42 | 9.8 | 92 | 21.5 | 256 | 59.8 |
| Service coordination on site at housing property | 86 | 20.1 | 67 | 15.7 | 25 | 5.8 | 270 | 63.1 |
| Other | 10 | 2.3 | 8 | 1.9 | 2 | 0.5 | 78 | 18.2 |

There were 10 'Other' responses for housing or homelessness programs that included coordination with health facilities, community action programs, and Community Development Block Grant (CDBG) Program.

**Q17. Now we would like to know about your partnerships for housing and homelessness program(s) or services. Please select the most formal partnership specifically related to housing or homelessness programs and services.** Check all that apply.

(n = 420)

| | Formal or Informal Partnership | | Formal partnership (formalized with a contract or MOU) | | Informal partnership | |
|---|---|---|---|---|---|---|
| Answer | Freq | Percent | Freq | Percent | Freq | Percent |
| Affordable housing coalition | 284 | 67.6 | 20 | 4.8 | 264 | 62.9 |
| Centers for Independent Living (CILs) | 330 | 78.6 | 92 | 21.9 | 238 | 56.7 |
| City, county, or other local housing office | 365 | 86.9 | 42 | 10.0 | 323 | 76.9 |
| Continuum of Care (CoC) or Coordinated Entry Systems for housing instability or homelessness | 268 | 63.8 | 17 | 4.1 | 251 | 59.8 |
| Home repair programs such as Rebuilding Together or Habitat for Humanity | 329 | 78.3 | 66 | 15.7 | 263 | 62.6 |
| Homelessness partners, including homeless or emergency shelters | 322 | 76.7 | 22 | 5.2 | 300 | 71.4 |
| Hospitals or health systems | 340 | 81.0 | 71 | 16.9 | 269 | 64.1 |
| Housing developers (for profit, nonprofit or government) | 259 | 61.7 | 27 | 6.4 | 232 | 55.2 |
| Housing trust funds | 202 | 48.1 | 10 | 2.4 | 192 | 45.7 |
| Landlords or property managers | 237 | 56.4 | 12 | 2.9 | 225 | 53.6 |

| Answer | Formal or Informal Partnership | | Formal partnership (formalized with a contract or MOU) | | Informal partnership | |
|---|---|---|---|---|---|---|
| | Freq | Percent | Freq | Percent | Freq | Percent |
| Law enforcement or emergency services | 328 | 78.1 | 31 | 7.4 | 297 | 70.7 |
| Legal support, such as for fair housing or tenant rights | 361 | 86.0 | 218 | 51.9 | 143 | 34.1 |
| Long-term care residences (nursing homes, assisted living) | 330 | 78.6 | 40 | 9.5 | 290 | 69.1 |
| Public housing authority (including Housing Choice Voucher/Section 8) | 342 | 81.4 | 39 | 9.3 | 303 | 72.1 |
| Public or other subsidized housing | 317 | 75.5 | 26 | 6.2 | 291 | 69.3 |
| Property tax office/tax office | 254 | 60.5 | 5 | 1.2 | 249 | 59.3 |
| Retirement/independent living communities | 280 | 66.7 | 9 | 2.1 | 271 | 64.5 |
| State Protection and Advocacy Systems (P&As) | 228 | 54.3 | 15 | 3.6 | 213 | 50.7 |
| Supportive housing | 238 | 56.7 | 27 | 6.4 | 211 | 50.2 |
| Universal design or accessibility experts/programs | 211 | 50.2 | 12 | 2.9 | 199 | 47.4 |
| Other | 68 | 16.2 | 3 | 0.7 | 65 | 15.5 |

While there were 68 'Other' responses, only 6 provided comments. There were no common responses, but one respondent noted that they have a subsidiary company focused on housing and primary care.

**Q18. In the past year, has your AAA advocated for the housing needs of older adults in any of the following areas?** Check all that apply.

(n = 417)

| Answer | Frequency | Percent |
|---|---|---|
| We have not advocated for housing needs in the past year | 151 | 36.2 |
| We have advocated for housing needs in the past year | 266 | 63.8 |
| - Plans that influence how governmental funding for housing is allocated | 114 | 42.9 |
| - Plans that influence how governmental funding for homelessness is allocated | 75 | 28.2 |
| - Government policies that influence housing supply and quality such as city planning, land use, eviction processes, building codes, public transportation, renter protections, rental market regulations, homeownership programs | 127 | 47.7 |
| - Private developers' plans or projects | 68 | 25.6 |
| - Housing or community development studies | 127 | 47.7 |
| - Other | 42 | 15.8 |

Of the 42 respondents who selected 'Other' advocacy for the housing needs of older adults, several respondents noted efforts such as reaching out to legislators, working with local boards and housing authorities, and serving on taskforces and planning groups.

## Q19. Does your organization provide consumer/self-directed services?

Consumer/self-directed programs and services are those where individuals have choice and control over their services and supports, including the ability to hire, manage and dismiss their workers and the opportunity to plan and budget services

(n = 438)

| Answer | Frequency | Percent |
|---|---|---|
| Yes | 306 | 69.9 |
| No | 132 | 30.1 |

## Q20. Does your AAA have a role in administering or implementing the Money Follows the Person Program?

(n = 437)

| Answer | Frequency | Percent |
|--------|-----------|---------|
| Yes | 128 | 29.3 |
| No | 309 | 70.7 |

# SERVICE ELIGIBILITY AND TARGET POPULATIONS

## Q21. Please check which of the following groups, in addition to consumers age 60+, are eligible to receive some type of service from your agency. Check all that apply.

(n = 433)

| Answer | Frequency | Percent |
|--------|-----------|---------|
| Only consumers aged 60 and older | 43 | 9.9 |
| Consumers under age 60 because of disability/illness | 345 | 79.7 |
| - Consumers under age 60 who qualify because of disability or impairment | 333 | 76.9 |
| - Consumers under age 60 who qualify because of chronic or serious illness | 196 | 45.3 |
| Veterans of all ages | 143 | 33.0 |
| Caregivers of all ages | 324 | 74.8 |
| Consumers with dementia of all ages | 213 | 49.2 |
| Other groups | 52 | 12.0 |

Fifty-two respondents reported 'Other' service eligibility and target populations. Of those, 12 mentioned serving those 55 years and older (particularly, grandparents, those seeking employment, and low-income individuals), and others mentioned serving populations of all age-groups.

# Q22. We would like to know about which populations your AAA currently targets, or would like to target, through special programs or initiatives.

For the first column, please select which populations your AAA targets through special programs or initiatives. For the second column, indicate populations for which you require additional funding or technical assistance to do so.

(n = 422)

| Answer | AAA has a special program or initiative which targets this population | | Would like to target this population but need funding, training or technical assistance to do so (select up to 5) | |
|---|---|---|---|---|
| | Freq | Percent | Freq | Percent |
| Individuals at high risk for ER use, hospitalization, and hospital readmission | 133 | 31.5 | 151 | 35.8 |
| Individuals at risk for nursing home placement | 239 | 56.6 | 77 | 18.3 |
| Individuals who have an intellectual and/or developmental disability | 88 | 20.9 | 58 | 13.7 |
| Individuals who have traumatic brain injury | 53 | 12.6 | 35 | 8.3 |
| Individuals who have mobility or physical impairments | 186 | 44.1 | 47 | 11.1 |
| Individuals with chronic conditions (e.g., heart disease, diabetes) | 223 | 52.8 | 51 | 12.1 |
| Individuals who are homeless or at risk of becoming homeless | 60 | 14.2 | 164 | 38.9 |
| Individuals who are dually eligible (Medicare and Medicaid) | 209 | 49.5 | 31 | 7.4 |
| Individuals who are uninsured | 101 | 23.9 | 50 | 11.9 |
| Individuals from racial or ethnic minority groups | 159 | 37.7 | 78 | 18.5 |

| Answer | AAA has a special program or initiative which targets this population | | Would like to target this population but need funding, training or technical assistance to do so (select up to 5) | |
|---|---|---|---|---|
| | Freq | Percent | Freq | Percent |
| Individuals who identify as LGBTQ+ | 105 | 24.9 | 99 | 23.5 |
| Individuals at risk for Medicaid spend-down | 113 | 26.8 | 32 | 7.6 |
| Individuals being discharged from rehab | 104 | 24.6 | 57 | 13.5 |
| Individuals who are immigrants and/or have limited English proficiency (LEP) | 93 | 22.0 | 64 | 15.2 |
| Individuals living with dementia and their caregivers | 305 | 72.3 | 48 | 11.4 |
| Individuals with serious mental illness | 42 | 10.0 | 66 | 15.6 |
| Individuals with substance abuse/opioid addiction | 28 | 6.6 | 49 | 11.6 |
| Individuals with hoarding issues | 64 | 15.2 | 84 | 19.9 |
| Individuals with advanced or terminal illness | 49 | 11.6 | 37 | 8.8 |
| Grandfamilies/grandparents caring for grandchildren/kinship caregivers | 225 | 53.3 | 56 | 13.3 |
| Family caregivers | 336 | 79.6 | 27 | 6.4 |
| Older adults who are incarcerated or recently released from prison | 8 | 1.9 | 65 | 15.4 |
| Other | 4 | 1.0 | 10 | 2.4 |
| None | 6 | 1.4 | 9 | 2.1 |

Of 14 respondents who selected 'Other' for current target populations or populations that they would like to target, the responses included veterans for special programs or initiatives, those in the lowest quartile of the Healthy Places Index, at those risk of foreclosure and evictions.

## Q25-26. Approximately what percentage of the people you serve are…?

(n = 388)

|  | Mean Response | Median Response | Response Range | Standard Deviation |
|---|---|---|---|---|
| Age 60 and older | 89.1 | 93 | 30 – 100 | 10.8 |
| Under age 60 | 10.9 | 7 | 0 – 70 | 10.8 |

## Q27-28. What is the total number of paid full-time and part-time staff currently employed by your AAA?

(n = 426)

|  | Mean Response | Median Response | Response Range | Standard Deviation | Frequency |
|---|---|---|---|---|---|
| Full-time staff | 48.9 | 23.5 | 1 – 613 | 73.6 | 416 |
| Part-time staff | 13.3 | 3.0 | 0 – 360 | 32.4 | 409 |

## Q29. How many volunteers does your AAA have? Please include only non-employed individuals working under the AAA, not under AAA contractors. Please include board of directors, advisory committee members and other committee members.

|  | Mean Response | Median Response | Response Range | Standard Deviation | Frequency |
|---|---|---|---|---|---|
| Volunteers | 133.3 | 40.0 | 0 – 2,376 | 263.8 | 411 |

## AAA JOB FUNCTIONS

The next section asks about services delivered by your organization.

**Q30. For the following list, please indicate which services are delivered by your AAA or through a contracted provider in a portion of or all of your service area.** Check all that apply.

(n = 420)

| Answer | Currently have on staff (include staff, contract, and volunteer; full or part-time) | | Will need to add or hire more in next 3 years | |
|---|---|---|---|---|
| | Freq | Percent | Freq | Percent |
| Accountant/Finance Coordinator/Manager | 396 | 94.3 | 33 | 7.9 |
| Behavioral/Mental Health Professional | 55 | 13.1 | 78 | 18.6 |
| Billing/Claims Coordinator/Manager | 232 | 55.2 | 44 | 10.5 |
| Business Development Coordinator/Manager | 85 | 20.2 | 73 | 17.4 |
| Caregiver Program Coordinator/Manager | 319 | 76.0 | 46 | 11.0 |
| Caregiver Trainer | 142 | 33.8 | 47 | 11.2 |
| Case Manager/Care Coordinator | 317 | 75.5 | 67 | 16.0 |
| Clinical Manager/Specialist | 81 | 19.3 | 53 | 12.6 |
| Community/City Planner | 55 | 13.1 | 37 | 8.8 |
| Community Health Worker | 87 | 20.7 | 84 | 20.0 |
| Digital Marketing/Social Media Specialist | 152 | 36.2 | 68 | 16.2 |
| Emergency Preparedness Coordinator/Manager | 132 | 31.4 | 40 | 9.5 |
| Evidence-Based Program Coordinator/Manager | 247 | 58.8 | 51 | 12.1 |
| Fundraising/Development Coordinator/Manager | 88 | 21.0 | 88 | 21.0 |
| Government Relations/Legislative Affairs staff | 95 | 22.6 | 37 | 8.8 |
| Grant Writer | 119 | 28.3 | 103 | 24.5 |

| Answer | Currently have on staff (include staff, contract, and volunteer; full or part-time) | | Will need to add or hire more in next 3 years | |
|---|---|---|---|---|
| | Freq | Percent | Freq | Percent |
| Home Health Aide | 85 | 20.2 | 40 | 9.5 |
| Homemaker Aide | 108 | 25.7 | 45 | 10.7 |
| Human Resources Coordinator/Manager | 225 | 53.6 | 32 | 7.6 |
| Information Technology Coordinator/Manager | 219 | 52.1 | 33 | 7.9 |
| Information/Referral Specialist | 337 | 80.2 | 48 | 11.4 |
| Intake Assessor/Screener | 281 | 66.9 | 40 | 9.5 |
| Kinship Program Coordinator/Manager | 85 | 20.2 | 42 | 10.0 |
| Medical Director | 19 | 4.5 | 32 | 7.6 |
| Nutritionist/Dietician | 268 | 63.8 | 28 | 6.7 |
| Occupational Therapist | 30 | 7.1 | 37 | 8.8 |
| Options Counselor | 265 | 63.1 | 41 | 9.8 |
| Personal Care Attendant/Assistant | 107 | 25.5 | 44 | 10.5 |
| Program Evaluator/Statistician/Research Methodologist | 62 | 14.8 | 51 | 12.1 |
| Provider and/or Contractor Relations Coordinator/Manager | 149 | 35.5 | 37 | 8.8 |
| Public Relations/Outreach/Marketing Coordinator/Manager | 176 | 41.9 | 58 | 13.8 |
| Quality Assurance/Compliance Coordinator/Manager | 176 | 41.9 | 61 | 14.5 |
| Service Coordinator (Facility and/or community-based) | 142 | 33.8 | 41 | 9.8 |
| SHIP Coordinator/Counselor | 310 | 73.8 | 17 | 4.1 |
| Staff Attorney/General Counsel | 127 | 30.2 | 25 | 6.0 |
| Transportation Coordinator/Mobility Manager | 162 | 38.6 | 40 | 9.5 |
| Travel Trainer | 21 | 5.0 | 29 | 6.9 |

| Answer | Currently have on staff (include staff, contract, and volunteer; full or part-time) | | Will need to add or hire more in next 3 years | |
|---|---|---|---|---|
| | Freq | Percent | Freq | Percent |
| Volunteer Management Coordinator/Manager | 194 | 46.2 | 58 | 13.8 |
| Wellness Coach/Program Coordinator/Manager | 139 | 33.1 | 43 | 10.2 |
| Other | 14 | 3.3 | 6 | 1.4 |

Twenty respondents selected 'Other' staff job functions. Multiple respondents noted that the director/most staff members each have multiple responsibilities from the list. Other AAAs are part of a city, county, or other entity that fulfills some of the functions for the AAA.

**Q31. Do you currently have AAA staff with any of the following qualifications, education, or certifications?** Check all that apply, and for each staff credential, indicate whether you will need to add a new position with this credential or hire additional employees with those credentials in the next three years. (n = 406)

| Answer | Currently have on staff | | Will need to add new or hire more staff with these credentials in next 3 years | |
|---|---|---|---|---|
| | Freq | Percent | Freq | Percent |
| Alliance of Information and Referral Systems (AIRS) Certification | 211 | 52.0 | 65 | 16.0 |
| Certified Case Manager | 152 | 37.4 | 51 | 12.6 |
| Certified Community Health Worker | 48 | 11.8 | 65 | 16.0 |
| Certified Health Education Specialist | 42 | 10.3 | 31 | 7.6 |
| Certified Human Resources Professional | 98 | 24.1 | 35 | 8.6 |
| Certified Nursing Assistant/State Tested Nursing Assistant | 31 | 7.6 | 36 | 8.9 |
| Certified Nutrition Specialist | 96 | 23.7 | 29 | 7.1 |
| Certified Public Accountant (CPA) | 99 | 24.4 | 33 | 8.1 |
| Licensed Psychiatrist | 2 | 0.5 | 31 | 7.6 |
| Licensed Psychologist | 13 | 3.2 | 28 | 6.9 |
| Licensed Social Worker | 191 | 47.0 | 52 | 12.8 |
| Nurse Practitioner/Physician's Assistant | 20 | 4.9 | 25 | 6.2 |
| Physician | 8 | 2.0 | 25 | 6.2 |

| Answer | Currently have on staff | | Will need to add new or hire more staff with these credentials in next 3 years | |
|---|---|---|---|---|
| | Freq | Percent | Freq | Percent |
| Registered Dietician | 174 | 42.9 | 36 | 8.9 |
| Registered or Licensed Practical/Vocational Nurse | 125 | 30.8 | 33 | 8.1 |
| Degree or Certificate in Business (bachelor's, master's, doctoral, certificate) | 230 | 56.7 | 24 | 5.9 |
| Degree or Certificate in Disability/Rehab Studies (bachelor's, master's, doctoral, certificate) | 24 | 5.9 | 31 | 7.6 |
| Degree or Certificate in Gerontology (bachelor's, master's, doctoral, certificate) | 157 | 38.7 | 33 | 8.1 |
| Degree, certification or specialized training in trauma-informed care, services or supports | 68 | 16.8 | 50 | 12.3 |
| Other licenses, degrees, certification, or training not listed above | 118 | 29.1 | 18 | 4.4 |

Of 136 respondents reporting 'Other' AAA staff qualifications, the most frequently cited include dementia specialist/practitioner, licensed counselor, and public health. Many mentioned licensed social worker, counselor, or other qualifications, but did not indicate whether those are qualifications of current staff members or ones they anticipate needing to hire in the next three years.

**Q32. In addition to the services and programs each AAA provides, we are interested in identifying the kinds of partnerships AAAs have.** Please indicate whether you have an informal, non-contractual working partnership or have a formal work partnership that is formalized with a contract or memorandum of agreement. Do not include agencies for which your partnership is strictly on a referral basis. If you have multiple partnerships with the same type of organization, please check the most formal level of partnership. Note: Agencies could select informal or formal, not both.

(n = 411)

| Answer | Computed variable: Any Partnership (Informal or Formal) | | Informal Working Partnership | | Formal Work Partnership | |
|---|---|---|---|---|---|---|
| | Freq | Percent | Freq | Percent | Freq | Percent |
| Federal programs/departments (e.g., Social Security, Veterans Administration Medical Center, Bureau of Indian Affairs) | 306 | 74.5 | 207 | 50.4 | 99 | 24.1 |
| Medicaid | 315 | 76.6 | 152 | 37.0 | 163 | 39.7 |
| Indian Health Service | 70 | 17.0 | 68 | 16.6 | 2 | 0.5 |
| Native American (American Indian, Alaska Native, and/or Native Hawaiian) tribe, organization, or consortium | 100 | 24.3 | 73 | 17.8 | 27 | 6.6 |
| Title VI Native American Aging Programs | 90 | 21.9 | 71 | 17.3 | 19 | 4.6 |
| Department of Health/Public Health | 304 | 74.0 | 207 | 50.4 | 97 | 23.6 |
| Intellectual disability/developmental disability organizations (e.g., The Arc) | 208 | 50.6 | 164 | 39.9 | 44 | 10.7 |

| Answer | Computed variable: Any Partnership (Informal or Formal) | | Informal Working Partnership | | Formal Work Partnership | |
|---|---|---|---|---|---|---|
| | Freq | Percent | Freq | Percent | Freq | Percent |
| Disability service organizations (e.g., Centers for Independent Living) | 319 | 77.6 | 183 | 44.5 | 136 | 33.1 |
| Mental health/behavioral health organization | 297 | 72.3 | 215 | 52.3 | 82 | 20.0 |
| Adult protective services | 367 | 89.3 | 233 | 56.7 | 134 | 32.6 |
| Public housing authority or other housing programs | 287 | 69.8 | 241 | 58.6 | 46 | 11.2 |
| Community health clinics (e.g., Federally Qualified Health Centers) | 235 | 57.2 | 193 | 47.0 | 42 | 10.2 |
| Physicians/physician groups/geriatricians | 174 | 42.3 | 158 | 38.4 | 16 | 3.9 |
| Hospitals and health systems | 292 | 71.1 | 208 | 50.6 | 84 | 20.4 |
| Long-term care facilities (e.g., nursing homes, skilled nursing facilities, assisted living residences) | 296 | 72.0 | 251 | 61.1 | 45 | 11.0 |
| Health plans (e.g., Medicare Advantage, managed care organizations) | 238 | 57.9 | 136 | 33.1 | 102 | 24.8 |
| State Health Insurance Assistance Program (SHIP) | 345 | 83.9 | 69 | 16.8 | 276 | 67.2 |
| Businesses (national and local businesses, fiscal intermediaries) | 188 | 45.7 | 113 | 27.5 | 75 | 18.3 |
| Advocacy Organizations (e.g., AARP) | 279 | 67.9 | 235 | 57.2 | 44 | 10.7 |
| Charitable organizations (e.g., United Way, Easterseals, Red Cross) | 281 | 68.4 | 189 | 46.0 | 92 | 22.4 |
| Civic groups (e.g., Lions Club, Kiwanis Club, Knights of Columbus) | 234 | 56.9 | 223 | 54.3 | 11 | 2.7 |

| Answer | Computed variable: Any Partnership (Informal or Formal) | | Informal Working Partnership | | Formal Work Partnership | |
|---|---|---|---|---|---|---|
| | Freq | Percent | Freq | Percent | Freq | Percent |
| Educational institutions | 280 | 68.1 | 185 | 45.0 | 95 | 23.1 |
| Faith-based organizations | 282 | 68.6 | 237 | 57.7 | 45 | 11.0 |
| Other social service organizations (e.g., local, 211 organization) | 301 | 73.2 | 197 | 47.9 | 104 | 25.3 |
| Emergency preparedness agencies | 286 | 69.6 | 211 | 51.3 | 75 | 18.3 |
| Transportation agencies | 339 | 82.5 | 109 | 26.5 | 230 | 56.0 |
| Village programs | 117 | 28.5 | 105 | 25.6 | 12 | 2.9 |
| Bank/financial services | 179 | 43.6 | 139 | 33.8 | 40 | 9.7 |
| Law enforcement/first responders | 283 | 68.9 | 242 | 58.9 | 41 | 10.0 |
| Pharmacies | 191 | 46.5 | 171 | 41.6 | 20 | 4.9 |
| Restaurants | 162 | 39.4 | 114 | 27.7 | 48 | 11.7 |
| Food banks | 304 | 74.0 | 229 | 55.7 | 75 | 18.3 |
| Other | 13 | 3.2 | 8 | 2.0 | 5 | 1.2 |

## Q33. Average number of partnerships

| | Mean Response | Median Response | Response Range | Standard Deviation | Frequency |
|---|---|---|---|---|---|
| Formal partnerships | 5.3 | 5 | 0-21 | 4.2 | 457 |
| Informal partnerships | 12.1 | 12 | 0-32 | 8.2 | 457 |

# COVID-19 PARTNERSHIPS AND FLEXIBILITIES

**Q34. We have heard from many AAAs that they developed new partnerships because of the COVID-19 pandemic. Below is a list of partner types that you selected in the previous question.** For each type of partner, please indicate if your agency formed a new partnership or expanded an existing partnership because of COVID-19.

(n = 314)

| Answer | New or expanded partnership | | Expect this new or expanded partnership to continue? | |
|---|---|---|---|---|
| | Freq | Percent | Freq | Percent |
| Federal programs/departments (e.g., Social Security, Veterans Administration Medical Center, Bureau of Indian Affairs) | 28 | 8.9 | 25 | 89.3 |
| Medicaid | 35 | 11.2 | 32 | 91.4 |
| Indian Health Service | 3 | 1.0 | 3 | 100.0 |
| Native American (American Indian, Alaska Native, and/or Native Hawaiian) tribe, organization, or consortium) | 19 | 6.1 | 18 | 94.7 |
| Title VI Native American Aging Programs | 8 | 2.6 | 8 | 100.0 |
| Department of Health/Public Health | 182 | 58.0 | 176 | 96.7 |
| Intellectual disability/developmental disability organizations (e.g., The Arc) | 23 | 7.3 | 20 | 87.0 |
| Disability service organizations (e.g., Centers for Independent Living) | 54 | 17.2 | 50 | 94.3 |
| Mental health/behavioral health organization | 62 | 19.8 | 57 | 91.9 |
| Adult protective services | 61 | 19.4 | 60 | 98.4 |

| Answer | New or expanded partnership | | Expect this new or expanded partnership to continue? | |
|---|---|---|---|---|
| | Freq | Percent | Freq | Percent |
| Public housing authority or other housing programs | 56 | 17.8 | 49 | 87.5 |
| Community health clinics (e.g., Federally Qualified Health Centers) | 63 | 20.1 | 57 | 90.5 |
| Physicians/physician groups/geriatricians | 19 | 6.1 | 12 | 63.2 |
| Hospitals and health systems | 77 | 24.5 | 72 | 93.5 |
| Long-term care facilities (e.g., nursing homes, skilled nursing facilities, assisted living residences) | 47 | 15.0 | 42 | 89.4 |
| Health plans (e.g., Medicare Advantage, managed care organizations) | 30 | 9.6 | 27 | 90.0 |
| State Health Insurance Assistance Program | 36 | 11.5 | 32 | 88.9 |
| Businesses | 19 | 6.1 | 15 | 79.0 |
| Advocacy Organizations (e.g., AARP) | 32 | 10.2 | 29 | 90.6 |
| Charitable organizations (e.g., United Way, Easterseals, Red Cross) | 68 | 21.7 | 60 | 88.2 |
| Civic groups (e.g., Lions Club, Kiwanis Club, Knights of Columbus) | 40 | 12.7 | 32 | 80.0 |
| Educational institutions | 33 | 10.5 | 31 | 93.9 |
| Faith-based organizations | 66 | 21.0 | 61 | 92.4 |
| Other social service organizations (e.g., local, 211 organization) | 67 | 21.3 | 62 | 92.5 |
| Emergency preparedness agencies | 97 | 30.9 | 91 | 93.8 |
| Transportation agencies | 66 | 21.0 | 62 | 93.9 |

| Answer | New or expanded partnership | | Expect this new or expanded partnership to continue? | |
|---|---|---|---|---|
| | Freq | Percent | Freq | Percent |
| Village programs | 8 | 2.6 | 8 | 100.0 |
| Bank/financial services | 7 | 2.2 | 6 | 85.7 |
| Law enforcement/first responders | 41 | 13.1 | 38 | 92.7 |
| Pharmacies | 36 | 11.5 | 31 | 86.1 |
| Restaurants | 48 | 15.3 | 41 | 87.2 |
| Food banks | 127 | 40.5 | 123 | 96.9 |
| Other | 6 | 1.9 | 6 | 100.0 |

When asked which post-COVID-19 flexibilities, services, or innovations they want to see continue, 12 respondents selected 'Other'. Of those, several indicated that they would like to see various financial flexibilities continue.

## Q35. New or expanded partnerships developed by AAAs because of COVID-19

| Total number of new/expanded partnerships by AAAs because of COVID-19 | Freq | Percent | Cumulative Freq |
|---|---|---|---|
| 1 | 70 | 22.3 | 22.3 |
| 2 | 46 | 14.7 | 36.9 |
| 3 | 40 | 12.7 | 49.7 |
| 4 | 26 | 8.3 | 58.0 |
| 5 | 19 | 6.1 | 64.0 |
| 6 | 25 | 8.0 | 72.0 |
| 7 | 17 | 5.4 | 77.4 |
| 8 | 15 | 4.8 | 82.2 |
| 9 | 16 | 5.1 | 87.3 |
| 10 | 10 | 3.2 | 90.5 |
| 11 | 6 | 1.9 | 92.4 |
| 12 | 3 | 1.0 | 93.3 |
| 13 | 3 | 1.0 | 94.3 |
| 14 | 5 | 1.6 | 95.9 |
| 15 | 1 | 0.3 | 96.2 |
| 16 | 3 | 1.0 | 97.1 |
| 17 | 1 | 0.3 | 97.5 |
| 18 | 2 | 0.6 | 98.1 |
| 19 | 2 | 0.6 | 98.7 |
| 20 | 2 | 0.6 | 99.4 |
| 22 | 1 | 0.3 | 99.7 |
| 23 | 1 | 0.3 | 100.0 |
| **Total** | **314** | **100.0** | |

## Q35.1 Computed variable. Summary of new or expanded partnerships.

| | Mean Response | Median Response | Response Range | Standard Deviation | Frequency |
|---|---|---|---|---|---|
| New or expanded partnerships by AAAs | 5.0 | 4 | 1-23 | 4.3 | 314 |

## Q36. What do you see as obstacles to continuing momentum on any of the above? Check all that apply.

(n = 406)

| | Obstacles | |
|---|---|---|
| Answer | Freq | Percent |
| Lack of funding | 327 | 80.5 |
| Lack of partners | 102 | 25.1 |
| Federal rules or regulations | 277 | 68.2 |
| State interpretations of federal rules or regulations | 247 | 60.8 |
| State rules or regulations | 214 | 52.7 |
| Program regulations or funder requirements (e.g., evidence-based program or other service requires in-person delivery) | 226 | 55.7 |
| Technology limitations | 221 | 54.4 |
| Workforce issues | 304 | 74.9 |
| Other (please describe): | 17 | 4.2 |

Of 17 respondents reporting 'Other' obstacles, the responses were diverse, but 1 indicated challenges faced by rural AAAs, and several mentioned the need for modernization of nutrition rules to better serve people.

# EVIDENCE-BASED PROGRAMMING

## Q37. Which of the following types of evidence-based health and wellness programs (EBP) is your AAA involved in offering?

Examples of EBP include Powerful Tools for Caregivers, CDSMP, Tai Chi for Arthritis, PEARLS, and Matter of Balance. By involvement we mean under a grant or contract, with AAA staff or AAA resources. Check all that apply.

(n = 413)

| Answer | Partnership likely to continue | |
|---|---|---|
| | Freq | Percent |
| Caregiver support | 266 | 64.4 |
| Care transitions | 87 | 21.1 |
| Chronic condition management | 248 | 60.1 |
| Falls prevention/physical activity | 330 | 79.9 |
| Mental or behavioral health | 90 | 21.8 |
| Wellness | 251 | 60.8 |
| Other (please describe) | 33 | 8.0 |
| None. We are not involved in offering evidence-based programs. | 11 | 2.7 |

Thirty-three respondents selected 'Other' evidence-based health and wellness programs (EBP). Several mentioned Bingocize, Tai Chi, health promotion programs, and CAPABLE (Community Aging in Place—Advancing Better Living for Elders) programs.

**Q38. How many different evidence-based programs does your agency offer? Please enter a whole number.**

| | Mean Response | Median Response | Response Range | Standard Deviation | Frequency |
|---|---|---|---|---|---|
| Evidence-based programs offered | 4.4 | 4.0 | 1 – 32 | 3.3 | 396 |

# SERVICE/BUSINESS ORIENTATION

**Q39. USAging would like to learn more about AAA roles in Medicaid. In what ways is your agency formally involved in Medicaid?** Check all that apply.

(n = 397)

| | Partnership likely to continue | |
|---|---|---|
| Answer | Freq | Percent |
| We have a contract with the state (Medicaid HCBS waiver) | 164 | 41.3 |
| We have a contract with one or more Medicaid managed care organizations (Medicaid Managed LTSS) | 75 | 18.9 |
| Other (please describe) | 59 | 14.9 |
| We are not formally involved in Medicaid | 150 | 37.8 |

Of 59 respondents selecting 'Other' roles in Medicaid, some indicated that they are not permitted to contract with Medicaid. Some AAAs contract with Medicaid indirectly through a third party, and 3 AAAs mention that they provide screening for Medicaid. Other responses were varied and indicated some complexity/diversity in ways that AAAs relate to Medicaid in their context.

**Q40. You indicated that you have a contract with the state (Medicaid HCBS waiver) or Medicaid managed care organizations (Medicaid Managed LTSS).** Please select which services your agency offers through the type(s) of Medicaid in which you are involved. (Only asked of those who indicated Medicaid involvement)

| Answer | Computed: Any Medicaid contract | | State-operated Medicaid HCBS waiver | | Medicaid managed care org/Medicaid managed LTSS | |
|---|---|---|---|---|---|---|
| | Freq | Percent | Freq | Percent | Freq | Percent |
| Adult day services | 64 | 77.1 | 54 | 32.9 | 18 | 24.0 |
| Assessment for long-term services and supports eligibility (including level of care/functional assessment) | 132 | 96.4 | 118 | 72.0 | 27 | 36.0 |
| Assistive technologies | 52 | 75.4 | 48 | 29.3 | 12 | 16.0 |
| Caregiver support | 73 | 83.9 | 67 | 40.9 | 12 | 16.0 |
| Home modification and repairs | 61 | 78.2 | 55 | 33.5 | 18 | 24.0 |
| Home care (e.g., homemaker, personal assistance, personal care) | 91 | 88.4 | 82 | 50.0 | 22 | 29.3 |
| Institutional transition and/or diversion (e.g., nursing facility to home) | 75 | 84.3 | 69 | 42.1 | 13 | 17.3 |
| Mental/behavioral health services | 29 | 50.9 | 23 | 14.0 | 10 | 13.3 |
| Nutrition program (e.g., counseling, meal provision) | 104 | 87.4 | 81 | 49.4 | 34 | 45.3 |
| Participant-directed care | 78 | 85.7 | 73 | 44.5 | 14 | 18.7 |
| Person-centered planning | 88 | 88.9 | 81 | 49.4 | 19 | 25.3 |
| Ongoing case management/care coordination/service coordination | 116 | 92.1 | 102 | 62.2 | 26 | 34.7 |

| Answer | Computed: Any Medicaid contract | | State-operated Medicaid HCBS waiver | | Medicaid managed care org/Medicaid managed LTSS | |
|---|---|---|---|---|---|---|
| | Freq | Percent | Freq | Percent | Freq | Percent |
| Options counseling | 91 | 87.5 | 81 | 49.4 | 17 | 22.7 |
| Transportation | 68 | 79.1 | 57 | 34.8 | 18 | 24.0 |

**Q41. What is your agency's involvement with PACE (Program of All-Inclusive Care for the Elderly)? Select all that apply.**

(n = 407)

| Answer | Freq | Percent |
|---|---|---|
| We do not currently have any involvement with PACE | 321 | 78.9 |
| We partner with a PACE site | 65 | 16.0 |
| We contract with a PACE site | 17 | 4.2 |
| We are a PACE site | 6 | 1.5 |

**Q42. Does your agency provide services through the Veteran Directed Care Program (VDC, formerly known as the VD-HCBS program)?**

(n = 408)

| Answer | Freq | Percent |
|---|---|---|
| Yes | 114 | 27.9 |

## Q43. Which of the following consumer outcomes are you tracking?

Check all that apply.

(n = 408)

| Answer | Freq | Percent |
|---|---|---|
| We do not track consumer outcomes | 55 | 13.5 |
| Consumer health issues and diagnoses | 78 | 19.1 |
| Consumer clinical/functional status (and/or impairment levels) | 91 | 22.3 |
| Consumer health changes over time | 100 | 24.5 |
| Consumer mental health issues | 60 | 14.7 |
| Consumer satisfaction | 320 | 78.4 |
| Consumer life satisfaction or other quality of life measures | 113 | 27.7 |
| Consumer loneliness or social isolation | 173 | 42.4 |
| Consumer utilization of medical services (including ED visits and hospitalization) | 68 | 16.7 |
| Consumer utilization of non-medical services | 64 | 15.7 |
| Consumer health care expenditures | 20 | 4.9 |
| Consumer community living measures/social support | 47 | 11.5 |
| Consumer nursing home utilization | 38 | 9.3 |
| Consumer financial stability | 42 | 10.3 |
| Consumer nutrition status | 204 | 50.0 |
| Caregiver health/quality of life | 153 | 37.5 |
| Other | 10 | 2.5 |

Ten respondents reported 'Other' consumer outcomes tracked. Among specific outcomes mentioned are caregiver strain and self-report pre and post surveys for evidence-based programs.

**Q44. Do you offer services to *private pay consumers*?** If yes, please select the services/components that are available. Please do not include fee-based services, outside of your agency, that you refer consumers to. Check all that apply. (n = 396)

| Answer | Freq | Percent |
|---|---|---|
| We do not provide services to private pay consumers | 235 | 59.3 |
| *Of those who do provide services to private pay consumers* | 161 | 40.7 |
| - 24-hour access (including helpline; emergency support) | 5 | 3.1 |
| - Care transitions | 13 | 8.1 |
| - Caregiver supports (e.g., respite, caregiver counseling or training) | 54 | 33.5 |
| - Case management/Care coordination | 34 | 21.1 |
| - Counseling services | 17 | 10.6 |
| - Errand services | 8 | 5.0 |
| - Home modifications/home safety | 23 | 14.3 |
| - In-home services (personal care, homemaker, chore services) | 48 | 29.8 |
| - Medication management | 5 | 3.1 |
| - Money management and managing personal affairs | 8 | 5.0 |
| - Nutrition services | 77 | 47.8 |
| - Options counseling | 36 | 22.4 |
| - Personal Emergency Response Systems (PERS) | 27 | 16.8 |
| - Telephone check-in services | 20 | 12.4 |
| - Transportation | 52 | 32.3 |
| - Other | 22 | 13.4 |

Of 22 respondents reporting 'Other' services to private pay consumers, several reported offering adult day services. Others mentioned Senior Center Plus and evidence-based programs.

**Q45. Does your agency offer any of the following *Medicare fee-for-service benefits*?** Check all that apply.

(n = 391)

| Answer | Freq | Percent |
|---|---|---|
| We do not offer Medicare fee-for-service benefits currently | 359 | 91.8 |
| *Of those who do offer Medicare fee-for-service benefits* | 32 | 8.2 |
| - Chronic Care Management (CCM)/Complex CCM | 11 | 34.4 |
| - Diabetes Self-Management Training (DSMT) | 9 | 28.1 |
| - Medical Nutrition Therapy (MNT) | 10 | 31.3 |
| - Health and Behavior Assessment/Intervention (HBAI) | 5 | 15.6 |
| - Transitional Care Management (TCM) | 10 | 31.3 |
| - Cognitive Assessment and Care Plan Services | 1 | 3.1 |
| - Medicare Diabetes Prevention Program | 4 | 12.5 |
| - Annual wellness visits | 3 | 9.4 |
| - Primary care | 3 | 9.4 |
| - Other | 5 | 15.6 |

**Q46. How does your agency bill for Medicare FFS benefits?**

(n = 29)

| Answer | Freq | Percent |
|---|---|---|
| We are a certified Medicare provider and bill Medicare directly | 16 | 55.2 |
| We partner with a Medicare provider to bill | 14 | 48.3 |

# LIVABLE COMMUNITIES

Livable communities are communities for all ages that value and support people throughout their lifetime. They provide a full range of options for engagement and intentionally encourage the integration of community development, infrastructure development, and services. Key issues for livability are housing, transportation, land use planning, workforce development, and civic engagement.

Many communities have also become engaged in dementia-friendly and age-friendly community activities that encourage communities to more effectively support and serve older individuals and individuals living with Alzheimer's and related dementias and their family and friend care partners.

**Q47. Is your AAA leading or involved in the following? Check all that apply. (n = 403)** If so, does your AAA have designated staff to work on the following initiative(s)? And, has your AAA obtained (grant, fundraising, pledges, etc.) for this work?

| Answer | Leading or involved? | | Designated staff? | | Obtained direct financial support? | |
|---|---|---|---|---|---|---|
| | Freq | Percent | Freq | Percent | Freq | Percent |
| We are *not* currently involved in a livable community initiative or project | 213 | 52.9 | 0 | 0.0 | 0.0 | 0.0 |
| *Any* current involvement in a livable community initiative or project | 190 | 47.2 | 136 | 71.6 | 55 | 28.8 |
| Age-friendly community initiative (such as through the World Health Organization/AARP) | 120 | 29.8 | 71 | 60.7 | 21 | 10.9 |

| | Leading or involved? | | Designated staff? | | Obtained direct financial support? | |
|---|---|---|---|---|---|---|
| Dementia-friendly community initiative (such as through Dementia Friendly America) | 125 | 31.0 | 97 | 78.2 | 33 | 26.4 |
| Other livable community initiative or project | 29 | 7.2 | 19 | 65.6 | 13 | 44.8 |

Twenty-nine respondents said they were leading or involved in 'Other' Age-friendly/Dementia-friendly community efforts. Among these other types, respondents mentioned initiatives such as telehealth, Senior Housing and Resource Exchange (SHARE), and formal AARP age-friendly process.

# ADVANCING EQUITY

We would like to know more about the types of activities your AAA is engaged in to promote equity and inclusion both within your agency and throughout your services and programs.

## Q48. Does your agency do any of the following as part of your area plan process or community needs assessment? Check all that apply.

(n = 406)

| Answer | Freq | Percent |
|---|---|---|
| Use external data (e.g., Census data) to understand the demographics of the older adult population in the PSA. For example, using Census data to understand community composition based on race, age categories, gender, ZIP code and primary language. | 359 | 88.4 |
| Collect demographic data on consumers, such as age, race, sexual orientation and gender identity, language(s) spoken and financial information | 338 | 83.3 |
| Analyze collected consumer demographic data to understand the demographic makeup of the people you serve | 288 | 70.9 |
| Compare external (e.g., Census) data with internal consumer data to identify gaps in service delivery | 198 | 48.8 |
| Disaggregate data to identify trends or needs in subpopulations | 81 | 20.0 |
| Oversample underrepresented groups in surveys or focus groups | 50 | 12.3 |
| Other | 9 | 2.2 |
| None | 8 | 2.0 |

Nine respondents selected the 'Other' category. While there were no common responses, one AAA uses life expectancy data to prioritize community engagement and research efforts, and another AAA contracts with culturally specific organizations to gather qualitative data.

## Q49. In addition to the data required by OAAPS, which data does your agency currently collect about consumers?

(n = 395)

| Answer | Freq | Percent |
|---|---|---|
| My agency does not collect consumer data beyond that required under OAA | 127 | 32.2 |
| Access to broadband | 46 | 11.7 |
| Disabilities | 138 | 34.9 |
| Disaster preparedness (e.g., enough food and medication for a week) | 87 | 22.0 |
| Food insecurity | 165 | 41.8 |
| Homelessness | 79 | 20.0 |
| Housing instability | 72 | 18.2 |
| Homebound status | 159 | 40.3 |
| Marital status | 222 | 56.2 |
| Religion | 38 | 9.6 |
| Sexual orientation or gender identity | 151 | 38.2 |
| Other | 9 | 2.3 |

Of 9 respondents selecting 'Other' data elements collected about consumers, two respondents mentioned collecting veteran status, other data elements mentioned include the elder index and Aging COMPASS assessment.

**Q50. Which actions, if any, has your agency taken to advance equity in access to and delivery of programs and services?** Check all that apply. If none, please select "none."

(n = 403)

| Answer | Freq | Percent |
|---|---|---|
| Identify geographic areas that are underserved | 287 | 71.2 |
| Identify demographic groups that are underserved | 266 | 66.0 |
| Update outreach strategies to reach underserved groups | 267 | 66.3 |
| Develop translated materials | 227 | 56.3 |
| Provide interpreters or translators | 255 | 63.3 |
| Partner with culturally specific organizations | 182 | 45.2 |
| Recruit staff members that reflect the ethnic, racial, or linguistic background of your consumers | 186 | 46.2 |
| Modify RFP process to encourage more provider applications | 91 | 22.6 |
| Make materials and website accessible for people with limited hearing or vision | 150 | 37.2 |
| Other | 11 | 2.7 |
| None | 15 | 3.7 |

Of 11 respondents selecting 'Other' actions to advance equity in access to and delivery of programs and services, responses include making plans for future action, staff and partner training, and digital efforts to enhance inclusion. One agency has installed hearing loop technology in the building for those with hearing loss.

## Q51. Which actions, if any, has your agency taken to advance diversity, equity and inclusion (DEI) within the AAA? Check all that apply.

If none, please select "none."

(n = 403)

| Answer | Freq | Percent |
|---|---|---|
| Provided staff training on DEI | 267 | 68.5 |
| Focused on developing an inclusive organizational culture | 208 | 53.3 |
| Formed DEI task force or committee | 82 | 21.0 |
| Developed an action plan | 70 | 18.0 |
| Established metrics or key performance indicators | 41 | 10.5 |
| Allocated resources | 68 | 17.4 |
| Conducted DEI survey of AAA staff | 62 | 15.9 |
| Hired external consultants to assist with DEI initiatives | 62 | 15.9 |
| Updated job descriptions and requirements | 84 | 21.5 |
| Made changes to hiring processes | 73 | 18.7 |
| Adjusted salaries to ensure pay equity | 102 | 26.2 |
| Created or updated policies | 108 | 27.7 |
| Other | 17 | 4.4 |
| None | 49 | 12.6 |

# SENIOR CENTERS

**Q52. The following questions are about the senior centers located within your agency's PSA and the relationship between the AAA and senior centers. Please answer these questions to the best of your knowledge. How many senior centers are located within your PSA?** Please enter a whole number.

| | Mean Response | Median Response | Response Range | Standard Deviation | Freq |
|---|---|---|---|---|---|
| Total senior centers in PSA | 17 | 11 | 0 – 321 | 23 | 402 |

**Q53. Who owns or operates the senior centers in your PSA? Check all that apply.**

(n = 399)

| Answer | Freq | Percent |
|---|---|---|
| The AAA | 99 | 24.8 |
| Municipal or county Health and Human Services | 67 | 16.8 |
| Municipal or county Parks and Recreation | 121 | 30.3 |
| Other county government agency | 95 | 23.8 |
| Other municipal or local government agency | 132 | 33.1 |
| Independent nonprofit organization | 238 | 59.7 |
| Faith-based organization | 49 | 12.3 |
| Other | 19 | 4.8 |
| Don't know | 5 | 1.3 |

When asked who owns or operates senior centers in their PSA, 19 respondents selected 'Other'. Among those, 4 respondents mentioned a tribal organization, followed by foundation, hospital, and Community Action Partnership agencies.

**Q54. What is the relationship between the AAA and the senior centers in your PSA?** Check all that apply. The AAA:

(n = 397)

| Answer | Freq | Percent |
|---|---|---|
| Owns or operates senior centers | 94 | 23.7 |
| Directly funds senior center personnel or operational support | 175 | 44.1 |
| Directly funds senior center for non-nutrition programs delivered at the senior center | 190 | 47.9 |
| Directly funds senior center to provide congregate meals | 266 | 67.0 |
| Directly funds other providers for programs or meals provided at a senior center | 181 | 45.6 |
| Provides transportation to the senior center | 153 | 38.5 |
| Other | 32 | 8.1 |
| No formal relationship | 16 | 4.0 |

When asked to describe 'Other' relationships between the AAAs and senior centers, of the 32 respondents, the two most frequently cited responses included renting/giving space to operate programs and funding for transportation services.

**Q55. To the best of your knowledge, what is the primary source of operational funding for most senior centers in your PSA?** Choose one.

(n = 399)

| Answer | Freq | Percent |
|---|---|---|
| Municipal | 83 | 20.8 |
| County | 88 | 22.1 |
| State | 41 | 10.3 |
| Federal | 91 | 22.8 |
| Tax levy or lottery | 18 | 4.5 |
| Fund development | 25 | 6.3 |
| Other (please describe) | 24 | 6.0 |
| Don't know | 29 | 7.3 |

Of 24 respondents selecting 'Other' as a primary source of operational funding for most senior centers in their PSA, 7 mentioned some sort of private funds, such as memberships or donations. Three mentioned a combination of federal and state funding, and two mentioned a combination of municipal and county funding.

**Q56. What do you see as the greatest needs of the senior centers in your PSA?** Select the top three needs.

(n = 397)

| Answer | Freq | Percent |
|---|---|---|
| Private fund raising | 126 | 31.7 |
| New or upgraded facilities | 192 | 48.4 |
| Offering senior center activities in different community settings (e.g., all-purpose community center, library, mall) | 115 | 29.0 |
| Increased facility access (through transportation or relocation) | 84 | 21.2 |
| Skills training for staff | 71 | 17.9 |
| Promotion and marketing, branding, messaging | 126 | 31.7 |
| Attracting new audiences (generations, race, ethnicity, etc.) | 294 | 74.1 |
| Greater diversity or range of programs | 162 | 40.8 |
| Other | 21 | 5.3 |

Of 21 respondents selecting 'Other' top needs of the senior centers, several mentioned fund development and workforce/volunteer development and recruitment. One mentioned the need to update programming.

# BUDGET

The following questions ask about your budget during 2021. Please report on either a fiscal or calendar year basis.

## Q57. For 2021, please give us the range of your AAA's total operating budget from all sources.

(n = 403)

| Answer | Freq | Percent |
|---|---|---|
| Less than $500,000 (less than five hundred thousand dollars) | 12 | 3.0 |
| $500,000 - $999,999 (five hundred thousand to 1 million dollars) | 17 | 4.2 |
| $1,000,000 - $4,999,999 (1 million to 5 million dollars) | 169 | 41.9 |
| $5,000,000 - $9,999,999 (5 million to 10 million dollars) | 88 | 21.8 |
| $10,000,000 - $49,999,999 (10 million to 50 million dollars) | 99 | 24.6 |
| $50,000,000 - $99,999,999 (50 million to 100 million dollars) | 14 | 3.5 |
| Over $100,000,000 (over 100 million dollars) | 4 | 1.0 |

## Q58. What was your AAA's total operating budget in 2021? (For those who reported a budget category but did not report a total budget, missing values were imputed by assigning the median total budget from non-missing values for each budget category. The total budget numbers as reported and numbers with imputed values are shown below.)

| | Mean Response | Median Response | Response Range | Standard Deviation | n |
|---|---|---|---|---|---|
| Total Budget | $ 13,400,120 | $ 5,260,525 | $ 211,260 - 398,000,000 | $ 30,230,500 | 375 |
| Total Budget with Imputed Missing Values | $ 12,775,357 | $ 5,000,988 | $ 211,260 - 398,000,000 | $ 29,273,467 | 403 |

**Q59. Approximately what percent of your total 2021 budget came from the following funding sources?** Please provide your best estimate. The total percentage should equal 100. The below table includes AAAs reporting some amount, greater than 0, for each individual funding source.

(n = 361 for AAAs reporting their budget percentages).

| | Mean Response | Median Response | Response Range | Standard Deviation | Frequency |
|---|---|---|---|---|---|
| Older Americans Act | 39.3 | 36.0 | 3 - 100 | 24.9 | 357 |
| COVID-19 Relief Funds (e.g., CARES) | 12.4 | 10.0 | 1 - 69 | 9.9 | 300 |
| Medicaid/Medicaid Waiver | 27.2 | 17.0 | 1 - 87 | 25.2 | 149 |
| Medicare | 2.8 | 1.0 | 1 - 26 | 5.6 | 20 |
| Health care payer (hospital plan, managed care organization, Medicaid MCO, etc.) | 8.6 | 5.0 | 1 - 46 | 10.5 | 47 |
| Grant funds / Fund development | 7.0 | 4.0 | 1 - 57 | 9.0 | 137 |
| Dept. of Veterans Affairs | 5.3 | 3.0 | 1 - 46 | 8.0 | 62 |
| Other federal funding | 8.4 | 5.0 | 1 - 55 | 10.0 | 126 |
| State general revenue | 20.4 | 16.0 | 1 - 100 | 16.1 | 237 |
| Other state funding | 17.8 | 10.0 | 1 - 86 | 20.0 | 105 |
| Local government | 14.6 | 9.0 | 1 - 80 | 16.2 | 199 |
| Private pay revenue | 4.6 | 2.0 | 1 - 22 | 5.3 | 51 |
| Cost share revenue | 3.7 | 1.0 | 1 - 25 | 4.7 | 69 |
| Transportation funding (federal, state, or local) | 8.4 | 5.0 | 1 - 40 | 9.9 | 60 |
| Other | 10.0 | 6.0 | 1 - 100 | 14.7 | 93 |

Among 93 respondents selecting 'Other' funding sources, there were 34 (37%) who reported fund raising/donations, 10 reporting in-kind donations, 7 investment/interest income, and 3 United Way funding.

# TRAINING AND TECHNICAL ASSISTANCE NEEDS

## Q61. Which of the following areas of training and technical assistance would most benefit your organization? Please select the categories that would be most important for your organization.

(n = 397)

| Answer | Freq | Percent |
|---|---|---|
| Business acumen | 161 | 40.6 |
| Caregivers | 116 | 29.2 |
| Dementia Friendly Communities | 125 | 31.5 |
| Diversity, equity, inclusion and belonging | 182 | 45.8 |
| Grandfamilies/Kinship caregivers | 71 | 17.9 |
| Housing/homelessness | 182 | 45.8 |
| Policy and advocacy | 170 | 42.8 |
| Social engagement | 166 | 41.8 |
| Transportation | 110 | 27.7 |
| Workforce | 181 | 45.6 |
| Others | 16 | 4.0 |

Of 16 respondents selecting 'Other' category in areas of training and technical assistance, the most frequently mentioned responses are fundraising (including grant writing and development), technology (IT and innovations for older adults), addressing workforce challenges, and training on addressing mental health.

## Q62. You selected business acumen under training and technical assistance needs. Please select up to two specific topics in this category.

(n = 161)

| Answer | Freq | Percent |
|---|---|---|
| Contracting with health care partners | 86 | 53.4 |
| Developing fee/rate structures for contracted services | 80 | 49.7 |
| Developing private pay opportunities | 73 | 45.3 |
| Developing value proposition, including Return on Investment | 67 | 41.6 |

## Q63. You selected caregivers under training and technical assistance needs. Please select up to two specific topics in this category.

(n = 115)

| Answer | Freq | Percent |
|---|---|---|
| Supporting long-distance caregivers | 63 | 54.8 |
| Providing caregiver respite | 81 | 70.4 |
| Caregiver assessments | 61 | 53.0 |

## Q64. You selected Dementia Friendly Communities under training and technical assistance needs. Please select up to two specific topics in this category.

(n = 182)

| Answer | Freq | Percent |
|---|---|---|
| Role of AAAs in dementia-friendly efforts | 89 | 71.2 |
| Dementia-friendly resources (sector guides, provider tools) | 52 | 41.6 |
| Dementia-friendly partnerships (public health, health systems) | 72 | 57.6 |
| Dementia Friends sublicense acquisition | 4 | 3.2 |
| Dementia Friends program support | 22 | 17.6 |

**Q65. You selected *diversity, equity, inclusion and belonging* under training and technical assistance needs.** Please select up to two specific topics in this category.

(n = 182)

| Answer | Freq | Percent |
|---|---|---|
| Ensuring culturally responsive services | 114 | 62.6 |
| Understanding and addressing gaps in service delivery and access | 125 | 68.7 |
| Applying trauma-informed principles in service delivery | 21 | 11.5 |
| Using demographic data collected by AAA's I&R program to improve service provision and/or outreach | 70 | 38.5 |
| Collaborating or working with Native American (American Indian, Alaska Native and/or Native Hawaiian) tribes or organizations | 18 | 9.9 |

**Q66. You selected *grandfamilies/kinship caregivers* under training and technical assistance needs.** Please select up to two specific topics in this category.

(n = 71)

| Answer | Freq | Percent |
|---|---|---|
| Mental health issues facing caregivers and children | 19 | 26.8 |
| Effective outreach strategies for grandfamilies and kinship families | 45 | 63.4 |
| Legal issues faced by kinship and grandfamilies | 27 | 38.0 |
| Collaborating with Kinship Navigator Programs | 8 | 11.3 |
| Older Americans Act and other funding opportunities to support this population | 36 | 50.7 |

## Q67. You selected *housing/homelessness* under training and technical assistance needs. Please select up to two specific topics in this category.

(n = 182)

| Answer | Freq | Percent |
|---|---|---|
| Addressing the lack of affordable housing | 134 | 73.6 |
| Partnering to stem the rising rates of homelessness among older adults | 66 | 36.3 |
| Creating a home-sharing program | 34 | 18.7 |
| Partnering with public housing authorities | 41 | 22.5 |
| Developing or enhancing home repair or modification services (e.g., partnerships, referrals, funding sources, assessments, installations) | 74 | 40.7 |

## Q68. You selected *policy and advocacy* under training and technical assistance needs. Please select up to two specific topics in this category.

(n = 170)

| Answer | Freq | Percent |
|---|---|---|
| Advisory Council training on their advocacy role | 97 | 57.1 |
| Building relationships with your Members of Congress | 84 | 49.4 |
| Effective advocacy strategies | 132 | 77.7 |

## Q69. You selected *social engagement* under training and technical assistance needs. Please select up to two specific topics in this category.

(n = 166)

| Answer | Freq | Percent |
|---|---|---|
| Innovative partnerships to promote social engagement | 94 | 56.6 |
| Meeting the social engagement needs of diverse populations | 61 | 36.8 |
| Volunteer programs as a tool for social engagement | 44 | 26.5 |
| Intergenerational social engagement programs | 57 | 34.3 |
| Technology as a tool for social engagement | 65 | 39.2 |

## Q70. You selected *transportation* under training and technical assistance needs. Please select up to two specific topics in this category.

(n = 110)

| Answer | Freq | Percent |
|---|---|---|
| Transportation equity | 23 | 20.9 |
| 5310 Funding | 26 | 23.6 |
| Other Federal, state, and local transportation funding | 53 | 48.2 |
| Promising practices in rural transportation | 64 | 58.2 |
| Coordination with public transit and community transportation | 46 | 41.8 |

## Q71. You selected *workforce* under training and technical assistance needs. Please select up to two specific topics in this category.

(n = 180)

| Answer | Freq | Percent |
|---|---|---|
| Addressing issues affecting home care workforce (retention, recruitment, wages) | 143 | 79.4 |
| Developing career ladders for staff | 69 | 38.3 |
| Improving retention | 114 | 63.3 |

**Q72. Using data from the AAA National Survey and other USAging research, USAging makes available resources to inform the work of AAAs.** For each of the following, please indicate if you found the resource useful, not useful, or you have not accessed this resource.

(n = 394)

| Resource | Useful | | Not Useful | | Have Not Used | |
|---|---|---|---|---|---|---|
| Answer | Freq | Percent that have used | Freq | Percent that have used | Freq | Percent of all responses |
| Innovations from the Field Case Example Compilations (e.g., AAAs Work to Improve Diversity, Equity and Inclusion, How Area Agencies on Aging and Title VI Programs Address Brain Health) | 150 | 93.8 | 10 | 6.3 | 221 | 56.1 |
| Fast Facts (e.g., Overview of AAAs by Organizational Structure, AAA Fast Facts) | 247 | 98.0 | 5 | 2.0 | 134 | 34.0 |
| Data Briefs (e.g., Building Community Capacity to Serve Older Adults: The Role of Area Agencies on Aging in Home Modifications and Repairs, Meeting the Needs of Older Adults Living in Rural Communities: The Roles of Area Agencies on Aging) | 224 | 97.8 | 5 | 2.2 | 152 | 38.6 |
| National Survey of Area Agencies on Aging 2020 Report | 268 | 96.4 | 10 | 3.6 | 103 | 26.1 |
| National AAA Survey Report Key Findings PowerPoint | 215 | 96.8 | 7 | 3.2 | 158 | 40.1 |

| Resource | Useful | | Not Useful | | Have Not Used | |
|---|---|---|---|---|---|---|
| Answer | Freq | Percent that have used | Freq | Percent that have used | Freq | Percent of all responses |
| National AAA Survey Report sample newsletter articles and social media posts | 184 | 91.5 | 17 | 8.5 | 175 | 44.4 |
| AAA State Reports National Survey of Title VI Programs 2021 Report and Toolkit | 257 | 95.9 | 11 | 4.1 | 114 | 28.9 |
| National Survey of Title VI Programs 2021 Report and Toolkit | 85 | 81.0 | 20 | 5.1 | 264 | 67.0 |
| Topical Poll Reports (e.g., Continued Impact of COVID-19 and Future Directions for Area Agencies on Aging, Dementia and Brain Health: The Role of Area Agencies on Aging, Caregiver Needed: How the Nation's Workforce Shortages Make It Harder to Age Well at Home) | 193 | 94.1 | 12 | 3.1 | 177 | 44.9 |

**Q73. How have you used USAging resources?** Check all that apply.

(n = 355)

| Answer | Freq | Percent |
|---|---|---|
| Benchmarking our organization to national trends | 124 | 34.9 |
| Preparing local issue educational or outreach materials | 170 | 47.9 |
| Preparing needs assessment reports | 88 | 24.8 |
| Presenting to Advisory Committee or Board | 182 | 51.3 |
| Presenting to local communities and service providers | 125 | 35.2 |
| Speaking with funders or legislators | 122 | 34.4 |
| Supporting grant applications and/or requests for funding | 120 | 33.8 |
| Understanding policy issues | 238 | 67.0 |
| Other | 8 | 2.3 |
| None of the above | 33 | 9.3 |

Eight selected 'Other' uses of USAging resources. They described using resources for business acumen consulting, new directors training, and responding to the shift to MLTSS. One mentioned a desire to see USAging helping to make resources and services more accessible to smaller AAAs.

# FINISHING UP

## Q74. Would you be willing to be contacted by USAging staff for additional follow up (e.g., to learn more about a best practice at your agency and/or request permission to feature your organization in a case study, webinar, or similar activity)?

(n = 316)

| Answer | Frequency | Percent |
|---|---|---|
| Yes | 165 | 52.2 |
| No | 151 | 47.8 |

## Q75. How long did it take you to complete this survey? If others assisted you, please estimate their time and provide approximate overall total.

(For those who reported a budget category but did not report a total budget, missing values were imputed by assigning the median total budget from non-missing values for each budget category. The total budget numbers as reported and numbers with imputed values are shown below.)

(n = 399)

| | Mean Response | Median Response | Response Range | Standard Deviation |
|---|---|---|---|---|
| Minutes | 2.05 Hours | 1.33 Hours | 15 Minutes – 60.5 Hours | 3.9 Hours |

40.4% of respondents completed the survey in one hour or less.

36.6% took between 1 – 2 hours to complete the survey.

23.1% of respondents needed more than two hours to complete the survey.