Continued Impact of COVID-19 and Future Directions for Area Agencies on Aging: Poll Results

April 2021
About the AAA Future Directions Poll

n4a, through support from the Administration for Community Living (ACL), surveyed the nation’s 600+ AAAs to learn more about how they anticipate COVID-19 will continue to affect their agency’s operations, service delivery and clients.

The poll was open from January 26-February 26, 2021 with a 27% response rate.

These slides provide highlights from the poll that AAAs can use to support planning and decision making.

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How much of a **continued impact** do you believe COVID-19 will have on your AAA’s operations and services over the next 6-9 months, compared to now?

99% said COVID-19 will have some impact

39% said COVID-19 will have a very significant impact
AAAs selected which changes related to COVID-19 their agency will be facing through the end of 2021.

<table>
<thead>
<tr>
<th>Change</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Services shifting to virtual platforms or remaining virtual</td>
<td>81%</td>
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<tr>
<td>Role in COVID-19 vaccine outreach, scheduling, delivery</td>
<td>78%</td>
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<td>Congregate meal settings remaining closed</td>
<td>78%</td>
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<tr>
<td>Providers having limited capacity</td>
<td>75%</td>
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<tr>
<td>Increased number of clients</td>
<td>70%</td>
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<td>Re-integrating former or recruiting new volunteers</td>
<td>62%</td>
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<tr>
<td>Congregate meal programs operating in limited capacity</td>
<td>60%</td>
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<tr>
<td>Addressing COVID-19-related workforce challenges</td>
<td>56%</td>
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<td>Greater emphasis on public health partnership</td>
<td>53%</td>
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<td>Providers no longer operating, leaving a gap</td>
<td>39%</td>
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<td>Greater AAA role with telehealth services</td>
<td>37%</td>
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These are the greatest challenges AAAs see for older adults and caregivers related to COVID-19.*

- Social isolation of community-dwelling older adults: 77%
- Limited/no access to technology: 52%
- Caregiver support and respite: 36%
- Food security: 32%
- Access to transportation: 19%
- Abuse, neglect/self-neglect, exploitation: 19%
- Mental health: 19%
- Technology training: 18%

*Respondents could select up to 3 challenges.
74% of AAA respondents developed **new business, partnership or contracting relationships** because of the COVID-19 pandemic.

- **35%** developed new partnerships or contracts with health care entities or payers.
- **46%** developed new partnerships or contracts with other types of organizations.
- **26%** had no new contracts or partnerships.

![Bar chart showing distribution of new business, partnership, or contracting relationships](image-url)
Examples of AAA New Partnerships

- New Contracts with Health Care Entities
  - New or increased telehealth
  - COVID-19 care transitions

- New Partnerships Focus On:
  - Public health
  - Friendly callers
  - Food distribution
  - Virtual programming
The big positive of COVID has been the new partnerships with local organizations that we were aware of and may have referred to, but never worked with directly.

Most of these partnerships revolved around food insecurity, from volunteer shoppers with the United Way to shelf-stable and produce box distribution with other partners.

It has been fantastic to see how communities come together.

-AAA Director
AAAs’ top training needs in 2021:

1. Reducing social isolation and improving social engagement opportunities
2. Technology resources for clients
3. Adapting programming to a virtual platform
4. Community planning for aging in place
5. Business acumen in agency operations
6. Addressing the needs of special populations
7. Supporting family caregivers
What’s Next?

• n4a will continue to develop and share resources with AAAs to support their work and new directions.

• Resources at [www.n4a.org/covid19](http://www.n4a.org/covid19) and [www.n4a.org/buildingcapacity](http://www.n4a.org/buildingcapacity).

• To use these slides in your work or presentations, please email [twilson@n4a.org](mailto:twilson@n4a.org).
Questions?
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