



2019 **AGING**

Innovations & Achievement
AWARDS

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National Association of Area Agencies on Aging



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About n4a

The National Association of Area Agencies on Aging (n4a) is a 501(c)(3) membership association representing America's national network of 622 Area Agencies on Aging (AAAs) and providing a voice in the nation's capital for the more than 250 Title VI Native American aging programs. n4a's primary mission is to build the capacity of our members so they can help older adults and people with disabilities live with dignity and choices in their homes and communities for as long as possible.

For more information about n4a, AAAs or Title VI programs, visit www.n4a.org.

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About WellCare Health Plans, Inc.

Headquartered in Tampa, Fla., WellCare Health Plans, Inc. (NYSE: WCG) focuses primarily on providing government-sponsored managed care services to families, children, seniors and individuals with complex medical needs primarily through Medicaid, Medicare Advantage and Medicare Prescription Drug Plans, as well as individuals in the Health Insurance Marketplace. WellCare serves approximately 6.3 million members nationwide as of March 31, 2019. For more information about WellCare, please visit the company's website at www.wellcare.com.

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A handwritten signature in black ink, appearing to read 'DSW'.

Deborah Stone-Walls
n4a President, 2018-2020



A handwritten signature in black ink, appearing to read 'Sandy Markwood'.

Sandy Markwood
n4a CEO

Every year, the National Association of Area Agencies on Aging (n4a) proudly recognizes the innovative programs and best practices of our members through the *n4a Aging Innovations and Achievement (AIA) Awards* program. This publication is a comprehensive listing of the 48 programs earning awards in 2019.

It is thanks to our partnership with WellCare that we have this opportunity to honor and showcase the initiatives of Area Agencies on Aging (AAAs) and Title VI Native American aging programs across the country.

We salute all those who have enhanced the prestige of this awards program by sharing their initiatives with their peers in the Aging Network. This sharing of cutting-edge concepts, best practices and innovative ideas helps inspire others, seeds replication and, ultimately, boosts the capacity and success of all agencies.

The awards highlight leading-edge and successful programs that demonstrate sound management practices that are replicable by others in the Aging Network. They exemplify both traditional and new strategies in a range of categories: Advocacy, Agency Operations, Caregiving, Community Planning & Livable Communities, Diversity & Cultural Competency, Elder Abuse Prevention, Health-LTSS Integration, Healthy Aging, Home & Community-Based Services, Housing, Information & Referral/Access to Services, Intergenerational Programs, Nutrition, Social Engagement, Technology, Transportation & Mobility and Workforce Development.

Aging Innovations Awards honor the most innovative programs among all nominations received and **Aging Achievement Awards** recognize the most contemporary, effective and replicable programs.

Annually, the awards are presented at a luncheon held during the n4a Conference & Tradeshow. This year in New Orleans, LA, 16 programs were honored with engraved Aging Innovations Awards and 32 received Aging Achievement Awards with a certificate of recognition. In addition, through the generous support of WellCare, the top-ranking programs received monetary awards.

To qualify for an award, programs must have been in operation between one and five years, receive minimal assistance from outside experts and demonstrate effective approaches in either offering new services or improving existing services. Awards criteria include demonstration of measurable results, e.g., cost savings, improved client service and enhanced staff productivity. The AIA Awards are open to n4a members only.

Highlights of all past Aging Innovations Award recipients are available in the n4a member-only clearinghouse of best practices at www.n4a.org/bestpractices.

We hope that these award-winning programs will inspire your efforts as you address current challenges, seize opportunities and implement solutions in your community. And remember, plan to share your innovations with us next year!

WellCare is pleased to support n4a's *Aging Innovations and Achievement Awards* program, which recognizes the work of Area Agencies on Aging to serve older adults, people with disabilities and caregivers with innovative, successful programs designed to fill gaps in services and meet the critical needs of consumers in communities across the country. We salute this year's winners for sharing their secrets to success with their peers, helping grow the AAA network's capacity and responding to the incredible demographic changes ahead.

Mark Henry
Director, LTC & HCBS Contracting
WellCare

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2019 Aging INNOVATIONS Awards

CAREGIVING

Model for Alzheimer's/Dementia Services (MAS)

Area Agency on Aging of Tarrant County

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United Way of Tarrant County/Area Agency on Aging of Tarrant County (AAATC) created Model for Alzheimer's/Dementia Services (MAS) to help people who either have or are at high risk of developing Alzheimer's disease and related dementias continue living safely at home for as long as possible. MAS expands the existing dementia-capable services and supports to minorities and increases access to culturally sensitive, evidence-based support services for unserved and underserved populations and their caregivers.

AAATC partnered with other community agencies to create a referral system that can be initiated by any partner. Additionally, AAATC's dementia options counselors visit with each potential client to create a customized plan and set of authorized services. The person-centered planning also often includes evidence-based caregiver education programs, ensuring people with dementia and their caregivers have ample support to manage their situations.

Budget:

Total operating costs of \$281,168 for the most recent fiscal year include vendor/direct services costs (including caregiver respite, REACH II, home-delivered meals and diabetes nutrition counseling) of \$192,581 and administrative/overhead costs (for dementia options counselors and a project management consultant) of \$88,587.

Accomplishments:

The program has connected 92 people living with dementia to community resources and helped 132 individuals create person-centered plans with a dementia options counselor. The program far exceeded its goal of increasing the numbers of African American and Hispanic caregivers and care recipients served by the program, with the percentages of services provided to African American and Hispanic caregivers and care recipients increasing from 34.9 percent to 57 percent and 36 percent to 54 percent, respectively, between 2016 and 2018.

Replicability:

Replication is possible by working closely with community partners who serve people with dementia and their caregivers. Training existing case management employees to administer a screening tool and offer Care Transitions and Advanced Care Transitions services is essential.

HEALTH-LTSS INTEGRATION

Care Connection Health Intervention Program (C-CHIP)

CareWell Services Southwest

The goal of the Care Connection Health Intervention Program (C-CHIP) is to reduce burdens and increase joy by reaching older adults who have limited health literacy living in rural areas by visiting them in their homes. On these visits, a certified community health worker communicates with the patient's pharmacist and primary care office in real time via iPads and Zoom video conferencing to get answers to medication questions, conduct a Medication Therapy Management (MTM) review and more.

The program, a partnership between Oaklawn Hospital, a local pharmacy and CareWell Services Southwest, is focused on improving health outcomes and reducing hospital readmission for older adults who have multiple chronic diseases through improved transitional care and patient-centered interventions. The project creates a technology-informed interdisciplinary intervention that extends health care into the home, focusing on medication adherence, disease and health coaching, barriers to self-management and short-term transitional support services.

Budget:

Primary costs include staffing (\$51,250), mileage (\$3,500), technology (\$4,000), pharmacy contract (\$5,000 for non-Medicare-reimbursed MTM) and evaluations (\$10,000 for hospital staff time for data extraction).

Accomplishments:

Of the 198 referrals, 141 received in-home visits with options counseling, health coaching and resource navigation. The hospital readmission rate for qualifying referrals was only three percent. Overall, patient self-management confidence increased to 92.8 percent from 78 percent, as reported through the Self-Management Confidence Scale.

Replicability:

Replication requires strong partnerships with local health systems and primary care practices. Agencies should ensure that adequate agreements cover information sharing and access to clinical information for appropriate health coaching and home visit effectiveness. Program goals and outcomes must be clearly communicated to potential referrals to increase the acceptance rate.

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HEALTH-LTSS INTEGRATION

Partnering with Chronically Ill Patients to Improve Health and Well-Being Springwell, Inc.

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A partnership between Springwell, Inc. and the second largest health care provider in Massachusetts provides health coaches to work one-on-one with patients who are struggling to manage chronic conditions such as diabetes, hypertension and COPD. The six-to-eight-week telephone intervention includes a comprehensive assessment, education around the causes and risks associated with the chronic conditions, and development of patient-centered goals. Coaches at Springwell work closely with pharmacists, community resource staff and the primary care team to maximize success.



Patients are referred to the program by primary care physicians or are identified via claims-data algorithms as being at risk of negative outcomes. A key component of the program is consultation with the program pharmacist to address issues related to side effects, costs or other concerns. The Springwell coach also assists patients with identifying health-related goals to work toward during the patient's participation in the program, such as improving diet and increasing exercise.

Budget:

Springwell's health care provider partner pays the full cost of salaries and fringe benefits for the health coaches and a proportional cost of overhead to cover contract management. Remaining expenses including supplies, supervision and training workshops cost \$4,151 in FY 2018.

Accomplishments:

The disease management program has served 429 patients since June 2017. Of the participants who responded to a post-program survey, 93 percent reported a satisfaction level of "excellent."

Replicability:

AAAs can pitch programs like this to local health care organizations that are spending a considerable amount of money to implement similar programs with expensive medically licensed staff. Non-medical AAA staff are capable of providing a highly effective intervention that is less costly and promotes patient satisfaction.

The Health Empowerment Program

Senior Services of Southeastern Virginia

The Health Empowerment Program (HEP) is a collaboration between the Eastern Virginia Medical School (EVMS) Department of Family Medicine, Sentara Healthcare's primary care practices and Senior Services of Southeastern Virginia (SSSEVA) aimed at improved care for seniors identified as high-risk/high-need during Medicare Annual Wellness Visits. Patients with a mix of unregulated chronic illnesses, cognitive impairments or poor functional status, and/or social barriers are visited in their homes by SSSEVA health coaches who provide assessment and education services.

The project leverages SSSEVA's experience with the Coleman Care Transition Intervention, adapting certain components to empower patients and caregivers to take charge of their health care. These interventions include assisting individuals with developing an Advanced Care Plan, conducting an in-home assessment of the social determinants of health and linking patients/caregivers to services that address their needs. After an initial home visit, coaches follow up at 30 and 60 days to assess whether patients are addressing the identified issues.

Budget:

Funding is provided by EVMS through a Practice Change Leaders Enhancement Award from The John A. Hartford Foundation. A cost of \$300 per patient served covers up to five hours of the coach's time for the home visit, follow-up calls, service linkages, documentation and exchanges of information. A health coach needs to serve at least 265 patients per year to cover the costs of a full-time employee.

Accomplishments:

According to pre and post-survey data, patients reported improved awareness of red flag symptoms, medication management and healthy lifestyle changes, which translates into patients who are better able to manage their chronic health conditions.

Replicability:

AAAs can use Older Americans Act funds for care coordination or care transitions; however, a hybrid program like this may require an alternative funding source. Ideally, a AAA would contract with a primary care practice—whether as part of a bundled payment or other arrangement.

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HEALTHY AGING

Aging and Addicted: There's a New Face to Opioid Addiction . . . And It's Older

Area Office on Aging of Northwestern Ohio, Inc.

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In the first partnership of its kind in the country, the Area Office on Aging of Northwestern Ohio, the Lucas County Sheriff's Office and Bowling Green State University teamed up to develop a local strategy to reduce opioid addiction among older adults. The partnership has resulted in the production and distribution of a documentary called *Aging and Addicted* that profiles older adults who have struggled with opioid addiction. Additionally, more than 1,000 people have been trained to identify red flags that indicate whether an older adult is struggling with opioid addiction, how to initiate a conversation on the topic and where to find available resources.



Recently, the Area Office on Aging of Northwestern Ohio hired a retired police officer to serve as a Drug Abuse Response Team (DART) Officer, who provides older adults who are addicted to opioids with education, intervention/treatment, referrals and distribution of opioid drug deactivation bags. Chronic pain self-management workshops also are offered to assist older adults in avoiding opioid addiction.

Budget:

Total operating costs of \$87,000 a year include \$55,000 for the DART officer's salary and benefits, \$30,000 for educational presentations, \$1,000 for the documentary production and \$1,000 for the chronic pain self-management program workshops.

Accomplishments:

To date, 1,000 people have received detailed education on opioid addiction, 300 people watched the *Aging and Addicted* documentary and 10 people have participated in the chronic pain workshops.

Replicability:

This program can be replicated in partnership with local law enforcement agencies. Materials developed for this initiative are available to other AAAs, which will help reduce costs.

Campus for Creative Aging

Region IV Area Agency on Aging

The Campus for Creative Aging is a one-of-a-kind virtual learning community for older adults seeking to fulfill their potential, embrace new experiences, be creative, expand their social circles and have fun. Based in the Region IV Area Agency on Aging and operated in collaboration with related organizations and individuals throughout southwest Michigan, the Campus is a hub for life enrichment information and programs designed to reduce isolation and promote health, social connectivity and access to needed services.

The Campus began with two programs: fee-based Aging Mastery classes that rotate throughout the region and a state-of-the-art, fee-based Computer Learning Center run by a team of older adult volunteers. Upcoming initiatives include a Sounds Good Choir and 10 Campus for Creative Aging kiosks located at partner organizations.

Budget:

Existing Region IV AAA staff used reserve funding to develop the program. Startup expenses included furnishing the Computer Learning Center (\$20,000) and hiring a part-time consultant for outreach and development of the Sounds Good Choir (\$15,000). Future costs will include compensation for organizational ambassadors (\$200 per year) and individual ambassadors (\$40 per year).

Accomplishments:

The Computer Learning Center has held 100 classes with 689 students. To date, 61 individuals aged 35 to 89 have graduated from seven 10-week Aging Mastery courses.

Replicability:

The Campus for Creative Aging can be replicated with collaboration involving a range of like-minded organizations and individuals. Embracing the “virtual” campus idea provides an easy starting point if a set location is not available.

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HEALTHY AGING

Fan Fair

KIPDA Area Agency on Aging and Independent Living

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Recognizing the need for cooling devices in Louisville, an urban heat island where the temperatures are 10 degrees higher than in other parts of the county, KIPDA Area Agency on Aging and Independent Living worked with the Louisville Metro Office of Aging and Disabled Citizens to create a Fan Fair that has since become an annual event. Partnering with local media, businesses and citizens, fans are donated and distributed throughout the KIPDA region to individuals who have a disability or individuals older than 60.

Community members are greeted at the event by local agencies that provide information on available services and the opportunity to partake in various health screenings. Attendees also learn how to avoid heat-related conditions and complications, including using the fan as a method of cooling off if someone is overheated. Fans not distributed during the Fan Fair are given to older adults at other locations, including in rural counties.

Budget:

Fans are donated and monetary donations from community members, local churches, organizations, businesses and television stations are used to purchase additional fans and promote the event. Primary costs of program staff time include salary (\$2,500), supplies (\$200) and printing (\$150). Volunteer assistance is key.

Accomplishments:

Since 2016, approximately 1,700 fans have been donated and distributed. An estimated 800 people attending the Fan Fairs also have received resources, education and/or health screenings.

Replicability:

AAAs can replicate and modify this much-needed program in any area through partnerships with local media, community members and local organizations.



Juniper–Your Health. Your Community.

Metropolitan Area Agency on Aging

Juniper, a network of all seven Minnesota Area Agencies on Aging, community organizations, health care organizations and class leaders (volunteers and staff), is expanding the reach and effectiveness of evidence-based health promotion classes. Through Juniper’s statewide reach, Minnesota AAAs have become hubs for community health and wellness and have a new way to fund health promotion and disease prevention activities. The Metropolitan AAA created the concept and implemented the Juniper Network by developing the business model and securing funding. Key to Juniper’s early success is a powerful technology platform and a nimble management services infrastructure that ensures scale and sustainability.

Juniper is a fresh, interesting brand that does not connote stereotypes of aging. The Juniper website (www.yourjuniper.org) targets potential participants, class leaders, service delivery organizations and referring health care providers. Class searches, registration and referral functions are easy to use, mobile-enabled and secure.

Budget:

The total budget for 2016–2018 of \$3,125,375 included the primary capital cost of the technology platform and related expenses (\$450,000), as well as expenses for personnel costs for the seven AAAs, reimbursements for service delivery organizations, website development, graphic design, marketing, hiring a contracted physician and other consultants, legal fees and cost-allocated overhead. Total operating costs for 2018 were \$344,250.

Accomplishments:

Juniper has built a scalable, statewide network of 170 providers and has served 16,018 people and engaged 660 class leaders. The network has secured one health plan contract, developed two secondary business lines and has been invited to submit a proposal to a Medicare Advantage plan for reimbursement on a per-member, per-month basis.

Replicability:

Juniper is replicable if a AAA or network of AAAs has an Older Americans Act Title III D–funded network and experience from which to build. The Juniper technology platform is available for sublicense, so AAAs do not have to invest resources to build a website and management information system from the ground up.

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HEALTHY AGING

Senior Summer Adventure Camp

Loudoun County Area Agency on Aging

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Who says summer camp is just for kids? The Loudoun County Area Agency on Aging collaborates with the Department of Parks, Recreation, and Community Services to offer an exhilarating four-day nature and adventure camp for adults age 55 and older that combines learning, fitness and socialization at Banshee Reeks Nature Preserve.

Camp is held from 9 a.m. to 3 p.m. Up to 20 campers meet at a central location and are transported by bus to the nature preserve. Each morning begins with a “coffee and connect with nature” session where campers learn from experts in the fields of ecology, biology, astronomy and natural history. Activities include demonstrations, lectures, hiking, fishing, hands-on field activities and adventure trips such as tubing down the Antietam River.

Budget:

Startup costs were primarily time investment by Loudoun County AAA and parks staff for planning and identifying instructors. Loudoun County AAA buses are used for transportation and professional instructors volunteer their time. Annual camp costs of \$1,460 include morning snacks, boxed lunches, transportation, walking sticks and t-shirts. Camp fees of \$75 per person cover all costs.

Accomplishments:

Participant satisfaction surveys indicate a 95 percent satisfaction rate, with 67 percent requesting more camps the following year. This program allows the Loudoun County AAA to reach a new segment of the senior population in new ways.

Replicability:

This low-cost program is easily replicable and highly sustainable. The Loudoun County AAA can provide a senior camp resource manual and assistance to other AAAs interested in developing similar programs in their communities. Begin planning at least six to eight months in advance.

HOUSING

Enhanced Supportive Services Program: Collaboration and Contracting to Improve Housing Stability and Health

Elder Services of the Merrimack Valley

To keep older adults living in senior housing independent and healthy, Elder Services of the Merrimack Valley partnered with Winn Managed Properties and the Alice G. Winn and Family Heritage House to create an enhanced supportive services model. This model helps older adults avoid evictions, reduces emergency room visits and unnecessary 911 calls, and improves the overall health and well-being of residents.

The onsite nurse consults with residents on health care questions and issues and directs them to the most appropriate level of care. After this initial consultation, the nurse and a geriatric support services coordinator work together with each resident's case manager, protective services worker, property management and other staff, and resident families to ensure the resident is receiving the best service. The program also offers congregate meals, protective services, family caregiver supports, money management and managed care options to residents.

Budget:

Total program costs of \$125,000 include a full-time geriatric support services coordinator, 20 hours of nursing weekly and the costs of embedded evidence-based programs. The AAA's costs were covered by Winn Managed Properties, which received special funding from the U.S. Department of Housing and Urban Development.

Accomplishments:

In the first 12 months of the program's operation, all 111 Heritage House residents received services and at least 14 emergency room visits were avoided as a result of nurse intervention. Additionally, 42 percent of residents successfully completed one or more evidence-based programs.

Replicability:

The program can be replicated by other AAAs that partner with housing and/or housing management partners, particularly those that can secure resources from the U.S. Department of Housing and Urban Development or other funders.

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INFORMATION & REFERRAL/ACCESS TO SERVICES

Aging Ahead at Home—Bringing Resources to Your Door

Aging Ahead

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The Aging Ahead at Home program was established to expand access to resources, combat social isolation and meet the needs of residents living in affordable housing. A Community Options Specialist offers onsite support and individual assessments to residents so they are aware of the programs offered by Aging Ahead and other community providers. Engaging programming delivered in an inviting communal space encourages socialization among neighbors.

The fee-based private-pay program also supports the expansion of other vital services. Each hour onsite is billed to the apartment management company, offering Aging Ahead a revenue source outside of Older Americans Act funding. The project began with one housing community in 2016 and has expanded to four as of January 2019.

Budget:

Funds to support development of the pilot program were diverted from administrative costs associated with the Community Options and Services Department. Ongoing salary and benefits of onsite employees have been integrated into the continued staffing model of the department. No overhead costs have been calculated because the apartment management company provides space and access to office equipment.

Accomplishments:

More than 275 residents have gained access to services and have participated in more than 100 educational events, resulting in them receiving an additional \$45,000 in benefits or income. Currently, Aging Ahead has increased its annual revenue by approximately \$40,000.

Replicability:

This program can easily be replicated by organizations recognized for quality service delivery for older adults. AAAs should contact agencies that provide housing information and funding to developers for assistance with identifying partners. The state housing development commission can offer state-specific and federal tax credit information.

NUTRITION

Connecting Home-Delivered Meals Clients to Food Pantry Resources Using Smart Speaker Technology

Mid-America Regional Council

For homebound older adults, poor access to healthy foods drives food insecurity, increases the risk of malnutrition and is a known social determinant of health. Echo Show, Amazon's voice-controlled touch-screen smart speaker that uses Alexa artificial intelligence, can be used to connect home-delivered meals clients to food pantry resources through the Show Me KC Pantry app.

Through this pilot program, 60 homebound older adults participating in the Older Americans Act (OAA) Title III home-delivered meals program were provided with smart speakers equipped with the Show Me KC Pantry application. Participants received training on using Alexa in their everyday lives and specifically for ordering food. Orders, which are constrained based on Dietary Reference Intakes requirements, are sent automatically to the partner food pantry, which packages and delivers food boxes via volunteer home-delivered meals drivers.

Budget:

Program costs include annual personnel and fringe benefits to support project development (\$11,649), Echo Show smart speakers (\$5,400), administration and mileage for supporting partners (\$1,400), 12-month Internet access for participants who do not have it (\$7,300 through a low-cost federal program), development of the Show Me KC Pantry app (\$5,000) and indirect costs (\$4,287).

Accomplishments:

Twenty home-delivered meals clients are using the Alexa smart speaker to make orders through the Show Me KC Pantry app. Older adults participating in this project have reported decreased depression scores and improved health.

Replicability:

The smart speaker program was designed with replication and scaling in mind. OAA Title III dollars can support the core activities. Broadband Internet access can be procured for clients through collaborations with technology partners and a federal program.

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NUTRITION

Mobile Farmers' Market

Central Plains Area Agency on Aging

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Central Plains Area Agency on Aging (CPAAA) has worked with the Kansas Department of Health and Environment since May 2011 to distribute to eligible older adults Kansas Senior Farmers' Market Nutrition Program (KSFMNP) check booklets valued at \$30.

People age 60 and older in the tri-county area are encouraged to purchase fresh produce, honey or herbs at local farmers' markets. Additionally, through an innovative partnership with a local farmer, a mobile food truck visits older adults and senior centers to bring the fresh food right to clients. CPAAA works with service coordinators, senior centers and local county departments on aging to distribute the booklets and raise awareness of the program.

Budget:

The CPAAA investment to coordinate this effort is minimal since staff time is already being used to administer the KSFMNP program.

Accomplishments:

In 2018, 1,043 people participated in the program within CPAAA's service area. A partnership with Common Ground Producers and Growers, Inc., a local nonprofit that operates the mobile food truck, allowed CPAAA to increase use of the check booklets and access to fresh produce by 218 percent.

Replicability:

AAAs interested in replicating the program should connect with the Senior Farmers' Market Nutrition Program in their state and identify food deserts, areas with limited access to farmers' markets and grocery stores, and places where older adults have limited or no transportation options. The local Cooperative Extension System office can assist with identifying farmers or farmers' market vendors who may be open to working with the AAA to take produce to seniors.

The Campus Dining Program

Ohio District 5 Area Agency on Aging, Inc.

The Campus Dining Program connects college students and older adults at an on-campus congregate meal site. The program, a partnership between the Ohio District 5 Area Agency on Aging, Inc., Ohio State University at Mansfield and North Central State College, provides older adults with flexible dining hours, fresh food choices and intergenerational programming that promotes lifelong learning, positive aging and mentorship.

The Campus Dining Program provides a wider variety of fresh and healthy foods than the single meal selection that is usually offered by traditional meal sites. This format supports new relationships and activities with students and faculty. This atmosphere appeals to younger seniors and avoids the stigma often associated with meal voucher programs.

Budget:

The annual costs of this program are primarily service dollars (\$30,000), personnel costs (\$6,000) and overhead (\$4,000). AAA marketing staff promote the program to the community. Fiscal and program staff monitor spending, work with consumers and track consumer information.

Accomplishments:

During the pilot program from September 2017 to May 2018, 2,192 meals were served to 365 individuals from six of the nine counties in the AAA's service area. The majority (63 percent) of participants were age 60–74, demonstrating that the AAA succeeded in engaging the younger senior demographic.

Replicability:

Organizations can replicate an on-campus congregate meal site by securing a funding source and identifying a college/university partner that has an onsite dining hall. Developing, marketing and running a pilot program that includes a voucher system, registration tools, a welcome packet, complementary programming and satisfaction surveys to be distributed at the end of the pilot are all key steps.

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NUTRITION

The Encore Café

Heritage Area Agency on Aging

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The Encore Café concept is an innovative and fresh take on the traditional senior dining program, and places a special emphasis on combating diabetes in older adults. Encore Café locations in fresh locales (e.g., local library and an arts space) offer diners more menu choices (two entrees, two sides and a fresh salad bar).

Attendees also can participate in evidence-based programming (including Chronic Disease Self-Management, Falls Prevention, Tai Chi and Water Aerobics for Arthritis), as well as cooking demonstrations and dietitian visits. Encore Cafés also serve as distribution points for fresh produce and supplemental food benefits while offering access to additional services, including case management, pet assistance, elder rights and caregiver support.

Budget:

In FY 2018, total cost of implementation was approximately \$83,000, which included furnishing three locations, staff time, mileage, marketing supplies, evidence-based programming training and initial operating expenses like obtaining food establishment licensing. Meals at one location are provided by an existing nutrition provider, while meals at the other locations are provided by a regional grocery store chain at a cost of \$8 per meal (including food preparation, delivery, setup and cleanup).

Accomplishments:

The Marion and Cedar Rapids locations have served more than 10,000 congregate meals to more than 400 unduplicated participants who were not previously participating in congregate meal programs in the region. At least 50 participants receive additional services, and since the implementation of the cafés, participation in physical activity classes, evidence-based programs and healthy living programs has increased at many locations.

Replicability:

The Encore Café concept was designed to be replicated in a variety of ways depending on specific needs. Heritage Area Agency on Aging has already assisted other AAAs with implementing the concept.

TRANSPORTATION & MOBILITY

A "Lyft" at Your Service

Community Council/Dallas Area Agency on Aging

For more than 10 years, My Ride Dallas has provided information on transportation options for thousands of older adults living in Dallas County. However, the need to develop creative transportation solutions for older adults in areas not supported by public transportation systems remained, which led to the creation of A "Lyft" at Your Service.

Through a contractual arrangement with ride-sharing service Lyft, rides are provided for participating seniors five days a week from 8 a.m. to 5 p.m. Navigators schedule and monitor rides to assist the many older adults who may not have smart phones they can use to secure their own rides. Although most Lyft rides are not wheelchair-friendly, a fold-up wheelchair with rider assistance is allowed.

Budget:

Total program costs of approximately \$75,000 include 30 percent of a program coordinator's time, 50 percent of a navigator/case manager's time and Lyft rides (generally between \$10 and \$17 per ride for a 7 to 10-mile radius). The program is supported by Older Americans Act Title III B funding and other grant funds.

Accomplishments:

In the first few months of the pilot, 99 percent of clients served responded favorably to the program, which helps them reach medical appointments and social engagements in a timely manner. The program served almost 100 clients during the 12-month pilot.

Replicability:

This program is replicable in communities where Lyft is available. Other organizations wishing to replicate this program can reference the contracts established with Lyft to create this pilot program.

CONTACT:

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Brittney Tree, Manager, My Ride Dallas

Teresa Sheffield, Managing Director, Dallas Area Agency on Aging

Community Council/Dallas Area Agency on Aging

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Marc Hors

2019 Aging ACHIEVEMENT Awards

ADVOCACY

Digital Advocacy

Pima Council on Aging

Pima Council on Aging operates a successful advocacy program that includes traditional grassroots strategies as well as Facebook and Twitter messaging, email blasts and newsletters that tackle a variety of important topics. An online platform enables community members to send form letters, publicly track legislation and votes at the state and federal levels, and engage in letter-to-the-editor campaigns.

Budget:

The estimated budget for public policy and advocacy programs for the upcoming year is approximately \$100,000, mostly for personnel and related expenses (\$70,000). Additional expenses include travel to and from the state capitol for advocacy, printing newsletters and general operating costs. The online SoftEdge plugin, which assists with digital advocacy efforts, costs \$1,500 per year.

Accomplishments:

Through digital advocacy, constituents have sent more than 319 letters to state and federal officials since September 2018. Most recently, 71 advocates engaged in a 48-hour campaign to reach Members of Congress online.

Replicability:

Other AAAs can easily replicate varying levels of digital advocacy. The full approach requires an advocacy coordinator; however, social media messaging may be written by existing staff.

CONTACT:

Maddy Bynes, Public Policy & Advocacy Coordinator

Pima Council on Aging

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Night of the Living Will

Area Agency on Aging, Region One

Night of the Living Will is an annual program that is held around Halloween and connects costume-wearing volunteer attorneys and notaries with clients who need assistance with completing powers of attorney and/or living wills. Attendees sign up to receive general education and meet with an attorney for 30 minutes. The program is a partnership of the Area Agency on Aging, Region One; The Elder Law, Mental Health & Special Needs Planning Executive Council; and the State Bar of Arizona.

Budget:

Program costs of \$9,363 include advertising (\$8,363) and refreshments (\$1,000). The event is promoted via social media, printed flyers, press releases and other print media.

Accomplishments:

More than 50 attorneys volunteer their time to assist approximately 125 clients each year.

Replicability:

Volunteer efforts by local attorneys are vital to this event's success. Additional resources needed include a venue, staff to coordinate the event, notaries and a way to print advance directive forms.

CONTACT:

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AGENCY OPERATIONS

Evaluating for Equity & Impact: Understanding the Impact of a AAA-Sponsored Funding Opportunity

Multnomah County Aging, Disability & Veterans Services Division

To focus on the needs of communities of color and other marginalized communities, Multnomah County's Aging, Disability & Veterans Services Division (ADVSD) reallocated state and local program resources to provide more equitable, culturally specific services. To accomplish this, ADVSD conducted a robust, multi-method evaluation of its funding process that included feedback from a variety of stakeholders to help identify barriers that could be reduced to enhance equity for organizations and participants alike.

Budget:

The primary program cost was the AAA's staff time for research. Additional program staff and a manager participated in the internal evaluations and developed extensive guidebooks on how to structure future funding opportunities based on the evaluation findings. Expenses for dedicated time totaled \$187,647, with an additional \$3,821 expended on materials and supplies.

Accomplishments:

As a result of the multi-method evaluation of the AAA's funding model conducted in 2018–2019, ADVSD redesigned an Older Americans Act funding opportunity. As a result, funding to culturally specific organizations grew by approximately 28 percentage points.

Replicability:

Other AAAs could replicate this participatory process, which relies on multi-method evaluation strategies and multiple stakeholder perspectives, to amend their funding processes.

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Fast Pass

Alliance for Aging

In response to frustration from community providers over an outdated, inefficient and overwhelmed referral process, the Alliance for Aging created a new way to electronically receive referrals. This system, called Fast Pass, streamlines the referral process, allowing community agencies to process up to 40 referrals in a single spreadsheet submitted by email for a quicker, more efficient point of entry—enabling clients to gain access to services sooner.

Budget:

Program implementation and maintenance costs are minimal, involving existing employee time for creating and distributing the spreadsheet, monitoring Fast Pass and delegating referrals to intake specialists.

Accomplishments:

With Fast Pass in place, the Alliance processes an average of 200–300 referral clients per month. The system also reduces call volume from professionals to the Alliance's I&R line so non-referred clients have a greater chance of getting through directly.

Replicability:

The Alliance will provide the spreadsheet to other agencies upon request. Replication requires contacting community agencies to inform them of the change in procedure and developing a plan for processing the referrals.

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CAREGIVING

Personal Financial Participation in Valuable Programs

Northeast Iowa Area Agency on Aging

The Northeast Iowa Area Agency on Aging (NEI3A) developed a two-pronged strategy to serve more older adults in the community through “personal financial participation” contributions and private pay. NEI3A developed a plan for staff and contractors to discuss individualized contribution options with clients based on their income levels. Additionally, NEI3A offers people on waiting lists the option to pay for services until a slot is available in the personal financial participation–focused program, reducing the number of people on wait lists and ensuring more individuals are reached with needed services.

Budget:

Costs of less than \$100 are associated with this initiative. A staff person designed the tools for discussing financial participation, and all ongoing staff training and support is handled by existing employees.

Accomplishments:

Through increased contributions and private pay, more funds are available to serve more older adults. Waiting lists for services have decreased substantially.

Replicability:

Replicating NEI3A’s tools or designing your own takes time and may require printing costs. The biggest requirement is identifying an individual with credibility and the ability to enthusiastically train staff on the new approach.

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AASC CARES

Appalachian Agency for Senior Citizens

Appalachian Agency for Senior Citizens’ Caregiver Assistance & Relief Education Services (CARES) program provides two free in-home counseling sessions and support to caregivers who face the behavioral challenges that accompany dementia and Alzheimer’s disease. Counselors offer educational materials, follow-up communication and tools to manage dementia’s effects, along with community resources to support the individual and caregiver.

Budget:

Staffing is provided through the AAA’s existing options counselors, with partial funding through the state’s portion of Older Americans Act Title III E.

Accomplishments:

In two years, the program has served 30 clients and 30 family members of individuals with dementia.

Replicability:

Replication is achievable, especially if an Options Counselor is already on board. The book *The 36 Hour Day* is an invaluable tool that is provided to all clients. Counselors should research the particular situations faced by caregivers to provide useful suggestions.

CONTACT:

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CAREGIVING

Dress for Success

Wyandotte/Leavenworth Area Agency on Aging

The Wyandotte/Leavenworth Area Agency on Aging partnered with a local school district in Wyandotte County to identify grandparents with grandchildren enrolled in grades K-12 who were eligible for assistance from the Dress for Success program. Dress for Success assists grandparents who are primary caregivers for their grandchildren and live on a fixed income with the purchase of grade level-specific school supplies, bookbags, socks and two sets of uniforms for each child.

Budget:

Operating costs are limited to the budget available from Older Americans Act Title III E funding. The total operating cost of approximately \$6,400 includes \$4,000 for school uniforms and supplies and \$2,400 for 80 hours of work by an administrative specialist staff member who assists volunteers with shopping for, labeling and packing supplies; sends letters to grandparents; and makes supplies available for pickup.

Accomplishments:

On average, the agency assists up to 30 grandparents and 50 grandchildren annually. To date, more than 147 grandparents and 297 children have received assistance.

Replicability:

This program can easily be replicated using Title III E dollars and partnering with local school districts.

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COMMUNITY PLANNING & LIVABLE COMMUNITIES

Accessible Events & Meetings

Aging and Disability Services, Seattle Human Services

In an ongoing initiative to increase civic participation among older adults in the Seattle area, the Area Agency on Aging for Seattle-King County's Age Friendly Seattle team created the Community Guide to Accessible Events & Meetings and a series of trainings to heighten awareness of disability issues among city staff and community partners. The frequently updated guide, which is available online, provides interviews and case studies of events that were not welcoming and inclusive, with a focus on making future meetings and other events accessible for everyone.

Budget:

Accessible Events & Meetings advocacy is incorporated into Area Agency on Aging for Seattle-King County's existing work, including Age Friendly Seattle, the Northwest Universal Design Council and Community Living Connections, so no extra costs are incurred.

Accomplishments:

The biggest accomplishments to date are the ways local meetings and events have become more accessible for people in the community who are blind, hard of hearing or non-verbal, have invisible disabilities, use a wheelchair and more.

Replicability:

Replication involves crafting a policy about welcoming and inclusive events, incorporating accessibility expectations and universal design principles into all workplaces and providing ongoing training for staff. Age Friendly Seattle's community guide can be modified for local use.

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DIVERSITY & CULTURAL COMPETENCY

LGBTQ Elder Friendly Business Certification

ElderSource

The LGBTQ Elder Friendly Business Certification recognizes those businesses that have undergone LGBTQ Elder Cultural Competency Training, have inclusive HR and client services policies, and use LGBTQ symbols and graphics featuring older adults in their marketing materials. Once certified, the participating businesses are listed in a database and recommended to LGBTQ elders and their caregivers who call the AAA's Helpline. Businesses receive a certificate, window cling and electronic logo to showcase their certification, which lasts one to two years.

Budget:

Program costs include toolkit material printing (\$6,000), marketing and advertising (\$10,000), and partial salary for a staff person who serves as the LGBTQ Elder Initiative Champion (\$15,000). The database is provided at no cost through a collaboration with a local university.

Accomplishments:

The database, which continues to expand, now includes a variety of industries, including home health, assisted living, funeral homes, realtors and private pay case managers.

Replicability:

The program is copyright protected, however, ElderSource is happy to discuss replication with interested agencies.

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ELDER ABUSE PREVENTION

Collaborative Response to Elder and Vulnerable Adult Abuse

East Tennessee Area Agency on Aging and Disability

A new collaborative response to elder abuse enables investigators (district attorney staff, law enforcement and Adult Protective Services employees) to offer suspected victims of elder abuse a range of supportive services provided by the AAA. Examples of interventions on behalf of victims include advocacy in court, paying utilities or housing costs, providing transportation, replacing stolen cell phones, arranging for support counseling and providing intensive case management services.

Budget:

This initiative is funded through the Department of Justice (DOJ) Office of Criminal Justice Programs through Victims of Crime Act fees. The annual grant in East Tennessee is \$670,000.

Accomplishments:

Program outcomes include the creation of a new service that expands support for elder abuse victims, improved collaboration among agencies, increased arrest and prosecution rates for offenders, and improved information gathering and archiving systems.

Replicability:

DOJs in each state are mandated to improve services and systems for the elder and vulnerable adult populations, so AAAs seeking to replicate this program should begin by connecting with these and other stakeholders. East Tennessee Area Agency on Aging and Disability can share materials (such as a policies and procedures manual) and other information with interested agencies.

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ELDER ABUSE PREVENTION

Elder Abuse Prevention and Awareness

Aging Resources of Central Iowa

Aging Resources of Central Iowa attempts to mitigate elder maltreatment by identifying at-risk older adults and providing them with support, education and alternatives. After receiving a call from a concerned person or vulnerable adult, the AAA offers client-driven services such as holding family mediations, filing no-contact orders and advocating for older adults in different settings to reduce or eliminate escalation to what the law regards as elder abuse.

Budget:

The cost is minimal for agencies that have already established elder abuse programs. Expenses totaling \$22,000 include salary and benefits (\$18,446), brochures and wallet-size cards (\$750), client financial aid (\$129), travel within eight counties (\$550) and office costs (\$2,125). Partnerships with local organizations can increase reach without incurring additional costs.

Accomplishments:

Program outcomes are measured by quality assurance responses provided by the victims regarding emotional relief and their improved quality of life.

Replicability:

Other AAAs can replicate this program by networking and partnering with local emergency response agencies and human services departments, which often receive multiple calls from or about vulnerable adults.

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Aging Resources of Central Iowa

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Marin County FAST

Marin County Area Agency on Aging

To combat the financial abuse of older and dependent adults, Marin County's AAA funds and staffs a multidisciplinary Financial Abuse Specialist Team (FAST). The team includes the county's Public Guardian and Adult Protective Services program manager, a AAA program coordinator and 20 volunteers with expertise in accounting, law, business or banking. FAST members provide community education, training and consultation to recognize, investigate, stop and prevent elder financial abuse.

Budget:

Staff time from the many contributing agencies is provided in-kind. Total annual operating costs of \$3,500 include materials such as educational handouts, supplies (e.g., gloves for properly handling victims' financial documents) and an annual World Elder Abuse Awareness Day event.

Accomplishments:

Since 2015 the team has given 81 educational sessions reaching a total of 1,458 people. The team has distributed 14,000 pieces of educational materials. In 2018, the team handled 25 cases.

Replicability:

Marin County FAST's structure can easily be replicated and lends itself to various iterations depending upon the needs of each agency and area. Marin County FAST can share organizational documents, educational handouts and other materials.

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Marin County Area Agency on Aging

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HEALTH-LTSS INTEGRATION

Utilizing the Aging and Disability Resource Network to Connect Health Care Providers to Community Organizations

Area Agency on Aging & Disabilities of Southwest Washington

Area Agency on Aging & Disabilities of Southwest Washington is working with local health care provider partners to develop a scalable and sustainable referral infrastructure and to design workflows to enhance the coordination of care. To promote health-LTSS integration, the AAA leverages its Aging and Disability Resource Center (ADRC) and its provider network, which is comprised of health care, long-term services and supports, emergency medical services, social services and disability organizations. Partners share resources, identify and problem-solve gaps in services and improve client care.

Budget:

Operating costs of \$30,000 in 2018 primarily include staff time to support ongoing relationships with network members and ongoing program development. Meeting space is donated by community partners.

Accomplishments:

The network has received 4,500 referrals from health care partners since its launch in June 2016. Partners better understand how the ADRC connects individuals facing challenges around adverse social determinants of health, disabilities or aging to relevant services that can help maximize quality of life.

Replicability:

The biggest investment for AAAs is dedicated staff time to cultivate relationships and design the program. Organizations can scale development to align with resources.

CONTACT:

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HEALTHY AGING

Better Living For Seniors Pinellas: Fall Prevention Coalition

Area Agency on Aging of Pasco-Pinellas, Inc.

Better Living for Seniors Pinellas (a AAA initiative to engage local aging business partners) drives community-wide initiatives to reduce the prevalence of falls through a Fall Prevention Coalition. Coalition initiatives include *Denying Gravity*, an innovative fall prevention comedy play put on by a local volunteer senior acting troupe and local fire departments, a series of quarterly community provider symposiums, and a pilot program at two assisted living facilities to reduce unnecessary calls to EMS for falls assistance.

Budget:

Currently the program has operated through the contributions of volunteers' time and sponsorships provided by the local business community.

Accomplishments:

Five showings of *Denying Gravity* have reached more than 1,700 local older adults. The two assisted living facilities in the EMS pilot program both saw a 12 percent overall reduction in 911 calls in 2018.

Replicability:

This work is replicable in other communities with interest from and connection to a wide range of partners from the for-profit, nonprofit and government sectors.

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HOME & COMMUNITY-BASED SERVICES

Helping People + Helping Pets: A Community Collaboration

Pima Council on Aging

Many older adults who receive home-delivered meals share their food with their pets because they do not have the means to buy proper pet food. Through a partnership between Pima Council on Aging (PCOA) and Pima Alliance for Animal Welfare, Helping People + Helping Pets volunteers deliver donated pet food, walk dogs, clean litter boxes and provide social interaction for older adults. PCOA also ensures the pets are vaccinated, spayed and/or neutered.

Budget:

Overall program costs of \$14,700 include personnel (15 percent of the volunteer coordinator's time), employee-related expenses, supplies and pet food delivery costs. Meals on Wheels America provided a \$1,500 one-time grant and a local philanthropist donated \$6,000.

Accomplishments:

Currently PCOA is serving 38 households with 38 dogs and 30 cats through the pet food program.

Replicability:

Connect with local animal welfare groups to explore ways to help vulnerable people keep their pets safe. Survey older adults receiving agency services to see what pet-related challenges they face.

CONTACT:

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In-Home Mental Health Services for Aging Clients

Johnson County Kansas Area Agency
on Aging

For a number of years Johnson County Area Agency on Aging had access to mental health specialists who could work with seniors. When the mental health department eliminated these positions, the AAA hired one mental health employee to provide services on a contractual basis; now the specialist on-call goes into homes and provides mental health counseling when clients are referred by an agency case manager.

Budget:

Using \$8,500 from the Older Americans Act (OAA) Title III B counseling and III E caregiver covers an on-call employee rate of \$34.44 per hour for a total of 246 sessions (assisting approximately 40 clients total).

Accomplishments:

Chart review shows measurable client improvement in affect, behavior and thought content. No clients showed regression.

Replicability:

As part of an Area Plan, funds can be allocated under OAA Titles III B and III E. The AAA recommends seeking mental health specialists who have experience working with older adults.

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INFORMATION & REFERRAL/ACCESS TO SERVICES

It Is About Time

Area Agency on Aging Palm Beach/
Treasure Coast, Inc.

The Area Agency on Aging of Palm Beach/Treasure Coast's five-county area had a daily Helpline call volume of between 250 and 300 inbound calls. Coupled with a cumbersome process for scheduling screenings, the Helpline had become a bottleneck and barrier to service for older adults and people with disabilities. To streamline the process, the AAA found a web-based vendor called Time Tap that enables information and referral specialists to arrange appointments for clients during their initial calls.

Budget:

Monthly fees to the Time Tap vendor are based on the number of staff schedules in the program. For the 20 intake users, the cost is \$60 per month (\$720 a year); for the AAA's Medicare SHIP program, which has more than 50 users, the cost is closer to \$120 per month (\$1,440 per year).

Accomplishments:

The improved efficiency of this approach results in faster booking with appointments three-to-four days out rather than two weeks out from the date of the first call.

Replicability:

The agency can share tools and cheat sheets to help other agencies get started. The Time Tap vendor and their customer service employees can help set up the program.

CONTACT:

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INTERGENERATIONAL PROGRAMS

Gramping: The Camping Event

County of San Diego Health and Human
Services Agency, Aging & Independence
Services

Gramping, a camping event for kinship caregivers and the children they care for, offers families the opportunity to enjoy games, a twilight hike, a glow-stick dance-off, a buffet-style supper, s'mores around the campfire, and breakfast and tree planting the next morning. The annual event resulted from a collaboration between Aging & Independence Services, the County Department of Parks and Recreation and other Health and Human Services Agency departments. Adventure 16, an outdoor outfitter, donated equipment, including tents and sleeping bags for families to keep after the campout.

Budget:

Thanks to donations from Adventure 16 and free use of the county-owned park, the only costs were staff time and food expenses of \$3,345 in 2017 and \$3,086 in 2018.

Accomplishments:

Participants had the opportunity to enrich family bonds, enjoy the great outdoors together and share experiences with other families in a similar situation. The event also strengthened partnerships that can lead to other intergenerational collaborations to serve at-risk populations.

Replicability:

By facilitating community partnerships with parks and recreation departments and local businesses, this event is easily replicable and can be modified to meet the needs of clients in different areas.

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County of San Diego Health and Human Services Agency, Aging & Independence Services

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INTERGENERATIONAL PROGRAMS

Intergenerational Sensitivity to Aging Area Agency on Aging Region 9

The Area Agency on Aging Region 9 (AAA9) partners with Zane State College to provide training for local high school and college students to bridge generational gaps, break down stereotypes and increase sensitivity to the community's population of older adults. Students in Zane State's Social Work Assistant program practicum are trained by AAA9 staff on the AgePlay course and then present the programming to local high school and college students.

Budget:

Program costs of \$4,173 include AgePlay kits (\$450 for master kit; \$625 for reusable student kits at \$25 each) and staff development time (\$3,098).

Accomplishments:

This program has helped address the identified intergenerational and outreach gaps in a cost-effective way for both AAA9 and Zane State College.

Replicability:

With low costs and limited staff time required, this program can be replicated by other training organizations. The initial investment is in the AgePlay kits or a similar sensitivity model.

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NUTRITION

Creating a Sustainable Partnership Greater Wisconsin Agency on Aging Resources

A partnership between the Greater Wisconsin Agency on Aging Resources (GWAAR) and Sustainable Kitchens, a Wisconsin food service consulting firm, transformed one county's catered nutrition program, adding fresh, local foods prepared in an on-site kitchen for both congregate and home-delivered meals. The project uses the Sustainable Kitchens motto "Back. To. Scratch." to provide simple and fresh foods that can be used to create meals that are nutritious, cost-effective and delicious. Sustainable Kitchens helped develop menus using local foods, offered culinary training for staff and provided input on creating a cooking kitchen.

Budget:

Operating and annual costs paid by GWAAR totaled \$30,000.

Accomplishments:

According to data from a 2018 survey, 59 percent of home-delivered meal participants and 38 percent of congregate meal program participants said the meals helped maintain or improve their health conditions. From February to March 2019, the number of people selecting the "excellent" food quality rating on surveys increased by 20 percent.

Replicability:

Replicating this project requires identifying a partner in the food industry who can assist with improving food quality and implementing a catered operation.

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Innovative Partnerships to Develop New Approaches to Congregate Meals

Central Plains Area Agency on Aging

Central Plains Area Agency on Aging identified a number of opportunities to expand and enhance congregate meal service through innovative partnerships with housing properties and rural towns. An outside-the-box approach led to three unique congregate sites, a centralized kitchen serving two new congregate sites, increased usage in one county and a pilot project to expand nutrition choices at a rural hospital.

Budget:

Total estimated costs of \$142,430 were covered by available Older Americans Act Title III C1 funding. Program development expenses were \$2,983 and program coordination costs totaled \$746.

Accomplishments:

These innovative partnerships increased congregate usage and attendance in the planning and service area. Since the inception of the hospital congregate meal program, Title III C1 program income increased by 45 percent.

Replicability:

To replicate, any AAA could identify areas with high densities of home-delivered meals users and investigate opportunities for new congregate meal program partnerships or centralized kitchens. Community sites or restaurants with meal service, such as hospitals, could be potential partners. With dedicated staff, the review, coordination and development process takes about one year.

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Making Meals Easy

Northeast Iowa Area Agency on Aging

To increase consumption of protein, vegetables and whole grains and reduce malnutrition, the Northeast Iowa Area Agency on Aging developed the Making Meals Easy program. Clients receive education on food safety and nutrition as well as a slow cooker, recipe booklets and assistance preparing 10 nutritious meal kits to freeze and cook later. The program also addresses loneliness and isolation because meals are prepared by partners and in groups.

Budget:

Costs of \$3,100 included staff time for the startup and one three-week program (including staff time, supplies and food expenses). Private grant funding covered costs.

Accomplishments:

The program was successfully piloted in four counties. After three months, 81 percent of participants reported they froze meals ahead of time to make meals easier to cook.

Replicability:

Once the recipes are completed, developing the actual program requires practice and planning. Working with local public health officials is necessary.

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NUTRITION

Medical Nutrition Therapy Pilot Program

Coastline Elderly Services, Inc.

The Medical Nutrition Therapy (MNT) Pilot Program supports older adults at home, providing direct nutrition counseling, increasing interdisciplinary care and offering greater integration of home services to address the nearly 41 percent of elders in New Bedford who have diabetes and related debilitating complications. Additionally, the AAA expanded Emergency Nurse Practitioner services through Medicare reimbursement for eligible consumers with diabetes or chronic kidney disease.

Budget:

FY 2018 costs totaled \$6,507 and FY 2019 costs totaled \$20,276.

Accomplishments:

As of April 2019, 60 MNT appointments were completed, 20 of which were follow-up visits. Since the start of the program, nutrition counseling services increased an estimated 270 percent (and that is only halfway through the current fiscal year). The ratio of physician referrals received per request is increasing as awareness of this unique service grows.

Replicability:

Documents and systems are already developed for other agencies to use. This program has been expanded from the original three agencies to nine agencies in Massachusetts.

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Name Changer

Arlington Agency on Aging

To combat a decrease in participation at congregate nutrition sites when participation in senior center programming was not declining, Arlington Agency on Aging scheduled a series of listening sessions to help identify the reason for this shift. Agency staff heard concerns about the quality and variety of food offerings and learned that senior center participants thought the congregate meal program was only for older participants and that the name “Congregate Meal Program” sounded too institutional. When the agency chose a new food vendor to improve quality and selection, they also rebranded the program with the name chosen by participants, Social 60+ Cafes.

Budget:

The only costs incurred were for marketing materials and staff time.

Accomplishments:

An upturn in participation, particularly among the 65–69 and 70–74 age groups, occurred after the program was implemented in October 2017. Participants now rave about the food, and the new name reduced stigma and motivated more people try the program.

Replicability:

Engaging participants to understand what does and does not appeal to them in program choices is a key first step. Allowing participants to have a voice encourages ownership and participation in the program moving forward.

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SOCIAL ENGAGEMENT

Community Music Center Older Adult Choir Program

City and County of San Francisco,
Department of Aging and Adult Services

The Community Music Center Older Adult Choir Program offers a practical model to improve the lives of older adults through choir programs developed for specific target populations. By participating in Community Music Center Older Adult choirs, older adults benefit from increased social engagement and pursuit of ongoing activities based on their interests and cultural backgrounds.

Budget:

Each Community Music Center Older Adult Choir in San Francisco costs approximately \$17,000 per year. This includes fees for a professional choir director, a pianist/accompanist, a two-hour class session each week and coordination of an annual celebration. Practices and performances are held at community centers and low or no-cost public venues.

Accomplishments:

The University of California, San Francisco conducted a study using 12 Community Music Center Older Adult Choirs to assess whether art-based social interventions could measurably improve the lives of older adults. Results of that study determined that older adults participating in a choir for six months experienced significant decreases in loneliness and increases in interest in life.

Replicability:

A manual for replication of the Community Music Center Older Adult Choir Program has been developed and published online at www.sfcmc.org/adults/older-adult-choir-program.

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TECHNOLOGY

AAA Network Technology Collaboration

Southern Alabama Regional Council
on Aging

The Alabama Area Agency on Aging network acquired a locally managed, web-based case management software that could be customized and deployed across the state, then aligned its processes and enhanced the technology to support quality and accreditation. A lead AAA serves as the technology administrator and supports the network through a shared services agreement.

Budget:

In addition to software costs, a \$140,000 annual budget for this collaborative model includes 10 percent of the salary costs for a full-time software developer, a full-time programmer and some contracted work with the software company. Costs are allocated to each AAA (about \$7,700 each plus software costs).

Accomplishments:

Each of the 13 AAAs in the Alabama AAA network worked together to strengthen processes in order to successfully achieve National Committee for Quality Assurance (NCQA) Accreditation for Long-Term Services & Supports Case Management.

Replicability:

This model can be replicated through a collaboration between AAAs. This model requires the commitment of one AAA or other entity with technical strength to serve as the lead. The support of the payer or state unit is recommended.

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TECHNOLOGY

Assistive Technology Program Region 2 Area Agency on Aging

Assistive Technology (AT) can be used to compensate for specific needs of people with physical, memory and sensory deficits to improve their safety and independence. The Region 2 Area Agency on Aging AT program provides a full range of technology services for older adults, including assessments and recommendations, training, device demonstrations, assistance with funding options and awareness presentations and training for community groups and other AT providers.

Budget:

Program costs of \$20,266 include the AT professional's salary, travel, updates to equipment and administrative costs. A grant from the local community foundation was used to purchase equipment. Services are provided on a fee-for-service model, resulting in gross revenue of \$20,893.

Accomplishments:

Last year, the AT Program provided services to 43 people, made 30 community presentations to 429 people and provided four training sessions to 127 people.

Replicability:

The program and gradual approach to building a referral base can be replicated. Having committed support from partner agencies and putting time into community education helps the program grow faster. A funding model that includes some combination of fee-for-service, grants and contracts provides stability.

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L.A. FOUND: Bringing Our Loved Ones Home

**Los Angeles County Department of
Workforce Development, Aging &
Community Services**

The LA County AAA took a leading role in implementing the recommendations of a wandering taskforce, including enhancing collaboration with law enforcement and creating L.A. Found, a countywide initiative that aims to quickly locate missing people with autism, dementia or Alzheimer's disease. At-risk individuals are given Project Lifesaver trackable bracelets, which allow a specially equipped team of law enforcement and L.A. Found staff to assist with search and rescue should the individual wander or go missing.

Budget:

Total FY 2017–2018 costs of \$650,000 included operating costs for the L.A. Found team and any action or intervention with the Sheriff's Department.

Accomplishments:

As a result of advocacy and donations, all Project Lifesaver participants have received free bracelets. Since the launch of the L.A. Found–Project Lifesaver tracking devices, Los Angeles County has saved five lives.

Replicability:

Organizations should first connect with their local law enforcement agency, which must take the lead on obtaining Project Lifesaver bracelets. Organizations that provide the National Family Caregiver Support Program (Older Americans Act Title III E) can purchase bracelets and handle case management, coordination and education services.

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TRANSPORTATION & MOBILITY

Middle Georgia Area Agency on Aging Dialysis Transportation

Middle Georgia Regional Commission,
Area Agency on Aging

Middle Georgia Area Agency on Aging's Dialysis Transportation program promotes access to health care and the continued independent living of older adults through the provision of transportation services to and from regularly scheduled dialysis treatments in a rural county that does not have a county transit system. Individuals age 60 and older who have no public-funded transportation services are picked up at their homes in a non-emergency, wheelchair-accessible van, transported to dialysis and then returned home.

Budget:

The dialysis transportation program uses approximately \$28,000 in annual aging-designated transportation funding.

Accomplishments:

Using the metric of 672 successfully attended appointments (which cost approximately \$500 each), the AAA estimates a potential savings of \$6.3 million in avoided emergency dialysis treatments (at an estimated cost of \$9,900). From July 2018 through February 2019, clients attended their scheduled dialysis appointments 94 percent of the time.

Replicability:

This program is easily replicable by other AAAs that complete assessments to determine eligibility for services and sign a Memorandum of Understanding with a local dialysis center that can recommend individuals for the program.

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MyRide West Tennessee

Southwest Tennessee Development
District/Southwest Area Agency on
Aging and Disability

MyRide West Tennessee is a volunteer-assisted, door-through-door transportation service that provides rides to adults age 60 and older who need assistance getting to locations in and around Madison and Henderson counties. The goal of the program is to enable older adults who use the service to obtain essential services and maintain their independence, dignity and quality of life. Volunteers stay with the rider and assist with tasks such as doctor's office check-in or grocery shopping, offering an extra layer of security and support. Participants contribute to the cost of service through small membership fees, but volunteers are the key ingredient.

Budget:

Total FY 2018 costs of \$74,000 included a MyRide coordinator's annual salary and fringe expenses (\$42,171), supplies including computers (\$4,600), marketing materials (\$6,000), plus travel, training, meetings, insurance, dues and indirect costs.

Accomplishments:

Since its launch in May 2017, MyRide West Tennessee in Madison County provided 3,309 trips through the assistance of 44 volunteers. Almost 1,500 of those trips were to medical appointments. The program expanded to Henderson County in November 2018.

Replicability:

This program is being replicated across Tennessee and relies on volunteers and community support.

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TRANSPORTATION & MOBILITY

Vouchers, Volunteers and Vehicles: A Multi-Agency Collaboration

Davis County Health Department, Senior Services and Weber Human Services, Area Agency on Aging

The best solutions to mobility transportation challenges require collaboration. A voucher program established via a partnership between two AAAs (Davis County Senior Services and Weber Human Services), a Center for Independent Living (Roads to Independence) and the Utah Transit Authority enables drivers to receive vouchers for mileage reimbursement when they drive eligible clients (seniors and people with disabilities) to health appointments or work. The volunteer workforce also allows clients access to locations outside the two counties—a critical need for many.

Budget:

A Federal Transit Administration (FTA) 5310 grant provided \$10,000, with a required match of \$10,000 covered by contributions of \$2,500 from each of the four agencies.

Accomplishments:

In two years, Davis County Senior Services has approved 80 clients, allowing for 558 round trips and reimbursements of \$4,423 in mileage to client-chosen drivers. At \$3.96 per one-way trip, this program's affordability makes it sustainable.

Replicability:

The partners established the voucher program with replicability in mind. Work with your local FTA 5310 funds administrator and coordinating council.

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WORKFORCE DEVELOPMENT

S.E.T. (Senior Employment Transitions) Program

Peninsula Agency on Aging

Peninsula Agency on Aging's Senior Employment Transitions (S.E.T.) Program provides comprehensive assistance to long-term unemployed or under-employed older adults to help them successfully re-enter the workforce. Assistance options include monthly Career Club meetings for networking and job search skills, a Virginia Career Works-approved Community Outreach site for one-on-one job-seeking assistance, an older workers job fair and a partnership with AARP Richmond to enroll very low-income unemployed seniors in the Senior Community Service Employment Program (SCSEP, Title V of the Older Americans Act).

Budget:

Program costs are minimal because S.E.T. relies heavily on skilled, trained volunteers. Ongoing funding is provided by employer job fair registration fees. All supplies, meeting rooms and job fair venues are donated.

Accomplishments:

Approximately 215 seniors participate in the S.E.T. Program each year. In 2018, five individuals participated in the SCSEP program. The Community Outreach Site helped two former SCSEP participants secure permanent positions and assisted 24 older job seekers. Twenty-nine percent of the 16 employers who attended the 2018 job fair indicated they planned to offer a position to individuals they interviewed at the event.

Replicability:

The S.E.T. Program is easily replicable but requires time to build partnerships and train volunteers.

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