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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.

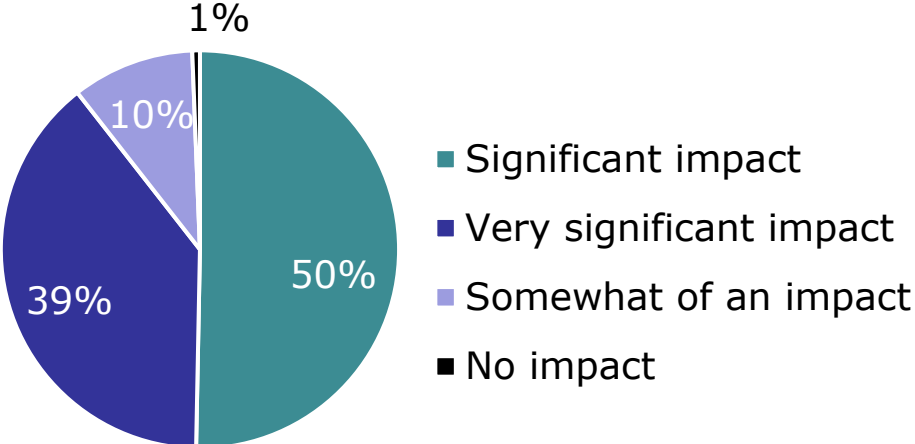


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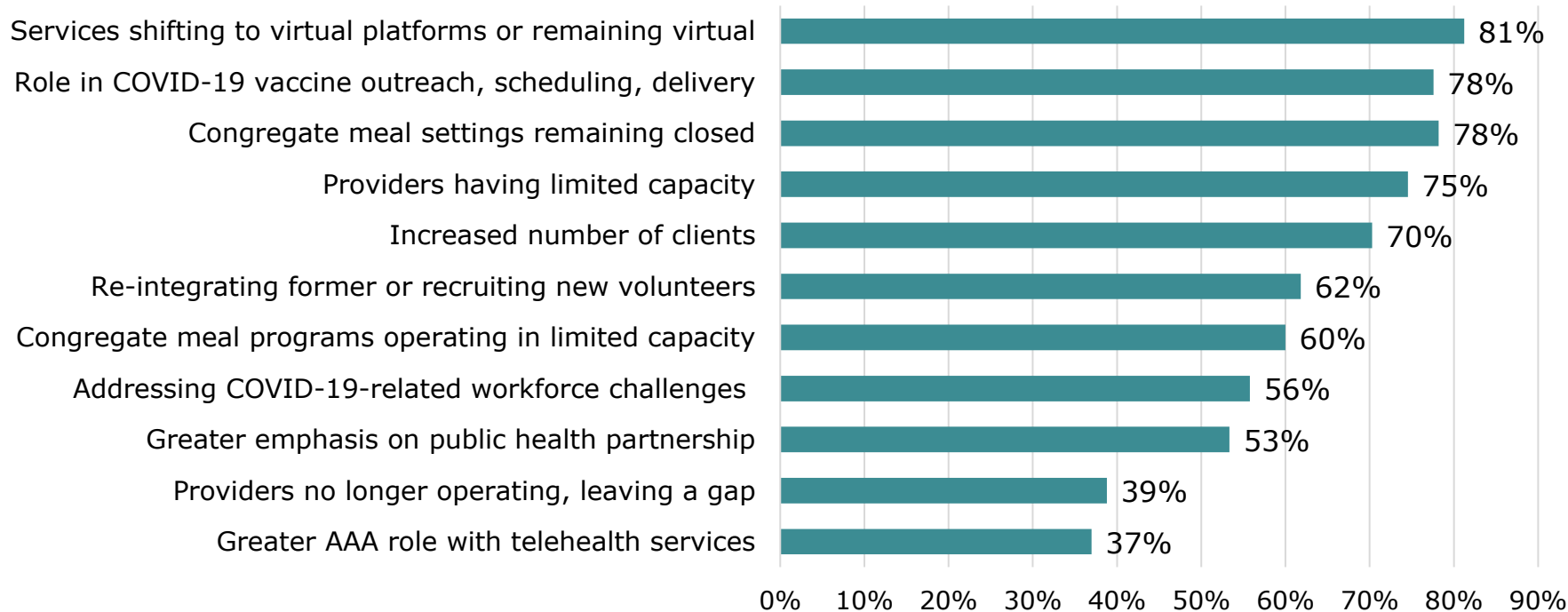
How much of a **continued impact** do you believe COVID-19 will have on your AAA's operations and services over the next 6-9 months, compared to now?

99% said COVID-19 will have **some impact**

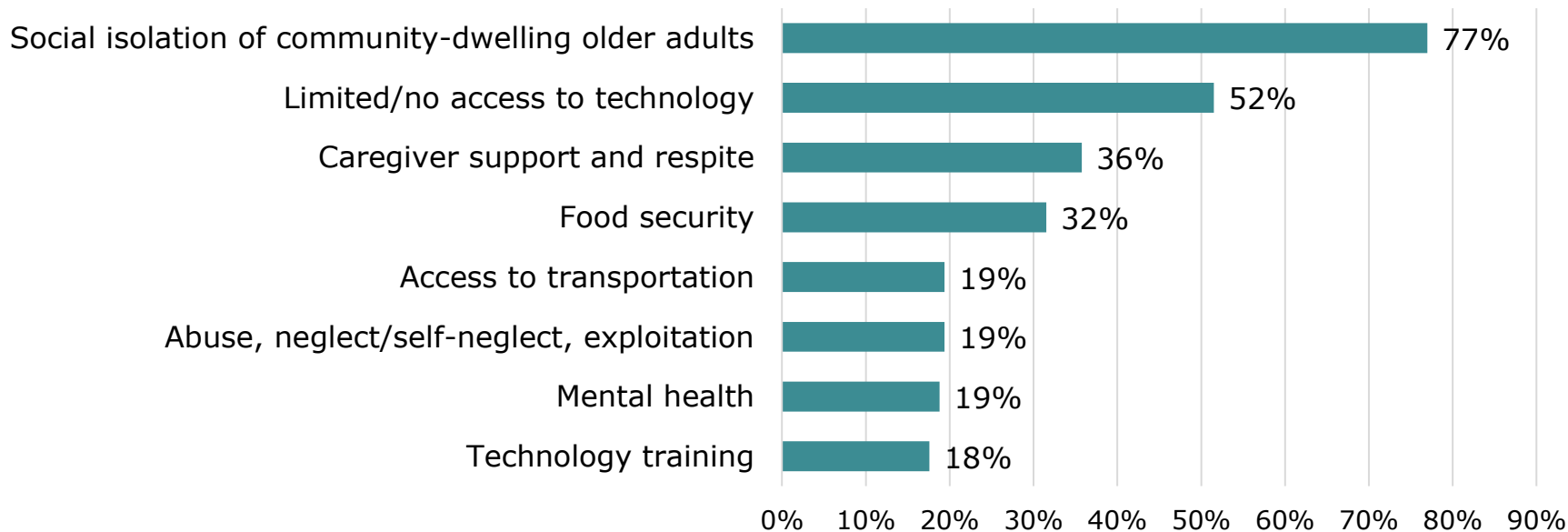
39% said COVID-19 will have a **very significant impact**



AAAs selected which **changes related to COVID-19** their **agency** will be facing through the end of 2021.

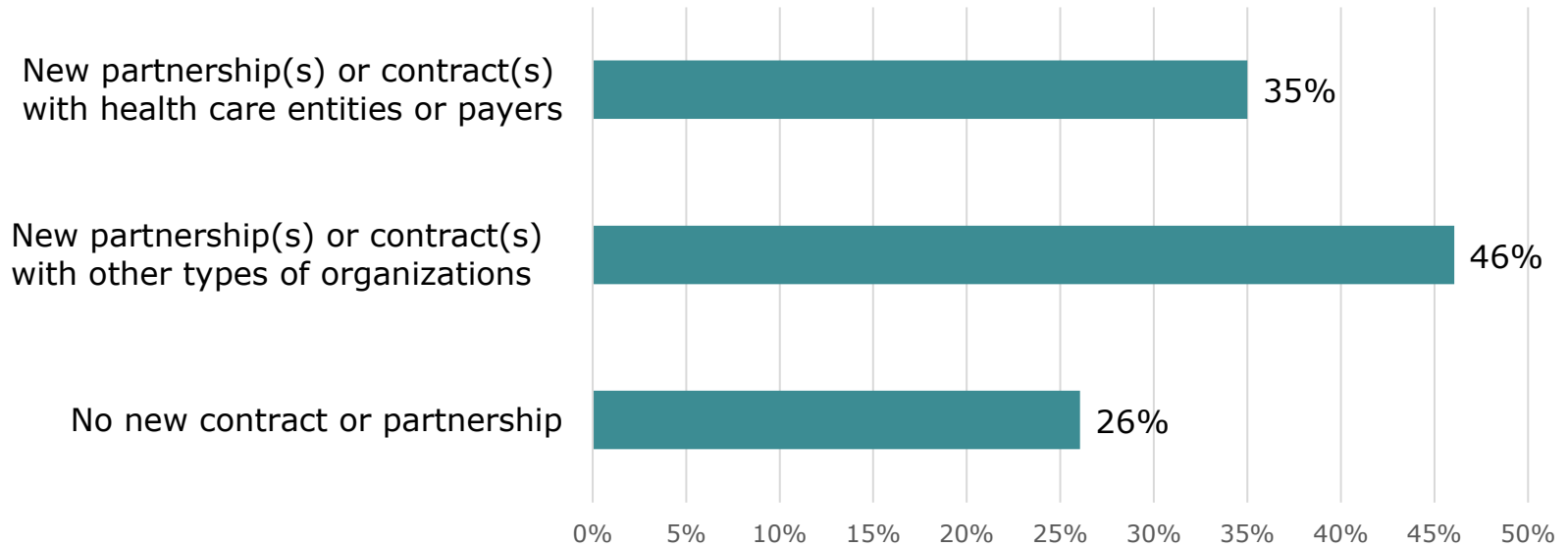


These are the greatest challenges AAAs see for **older adults and caregivers** related to COVID-19.*



****Respondents could select up to 3 challenges.***

74% of AAA respondents developed **new business, partnership or contracting relationships** because of the COVID-19 pandemic.



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 and www.n4a.org/buildingcapacity.
- To use these slides in your work or presentations, please email twilson@n4a.org.

Questions?

Please contact Traci Wilson,
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