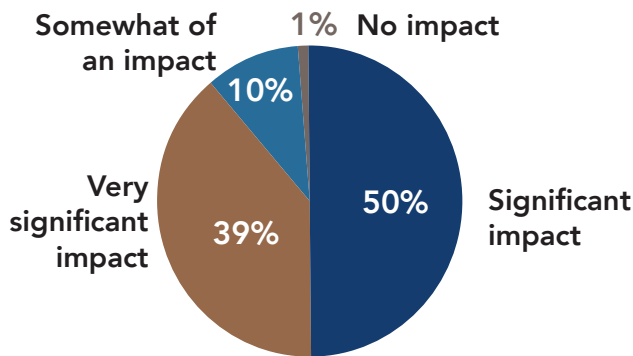


## The Continued Impact of COVID-19 on Area Agencies on Aging and Their Clients in 2021

The nation's Area Agencies on Aging (AAAs) have played a critical and well-documented role in meeting the nutritional, health and wellness needs of older adults during the COVID-19 pandemic. As described in *#AAAsAtWork for Older Adults: A Snapshot of Area Agency on Aging Responses to COVID-19*, AAAs pivoted their services to meet the increased demands of new and existing clients during the early months of the pandemic. Since January 2021, AAAs have pivoted again to ensure that older adults have access to the COVID-19 vaccine. A poll conducted by the National Association of Area Agencies on Aging (n4a) in February 2021 asked AAAs to consider what the continued impact on Aging Network services will be in 2021 as communities—and the older adults who live in them—begin to emerge from the pandemic's grip.

### What Impact Will COVID-19 Have on AAA Operations and Services in 2021?

89% said COVID-19 will continue to have a significant or very significant impact



### AAAs Play Major Role in Vaccine Access for Older Adults

“We implemented a COVID call center to answer questions and provide assistance in making vaccination appointments. Case managers reach out to clients in their homes to provide vaccine clinic information, assist with appointment scheduling and arrange transportation if needed. We work closely with our public health department to coordinate mobile teams to provide vaccines to homebound clients, to identify the number of vaccines needed for our foster home and in-home clients and to map them out. We have opened smaller vaccine clinics so that our clients who are unable to wait or stand for long periods can receive the vaccination more quickly.”

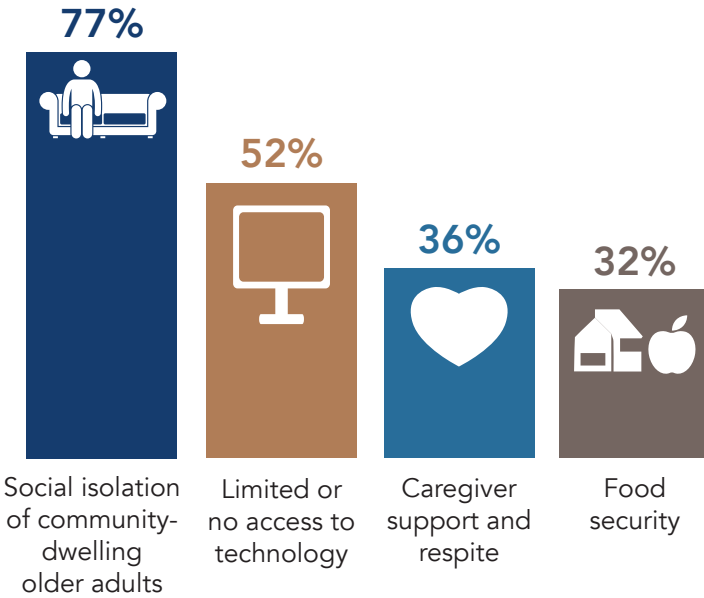
-AAA director

AAAs anticipate the following factors will affect their work throughout 2021:

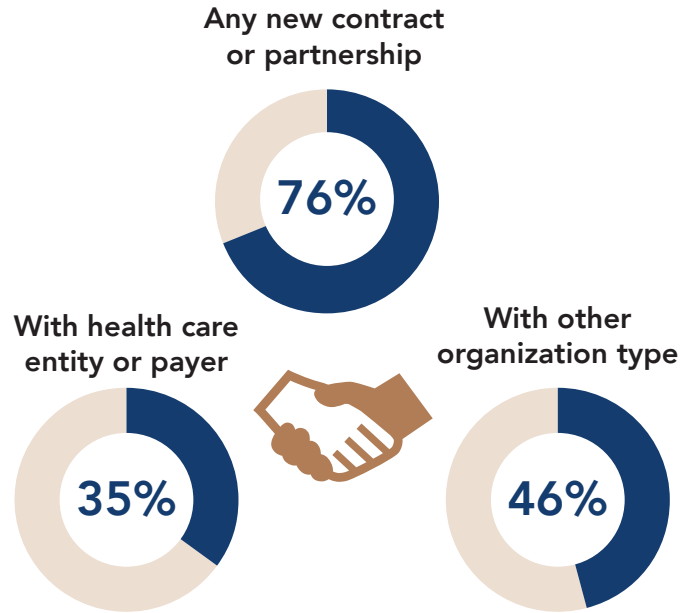
Services shifting to or remaining virtual	81%
Role in COVID-19 vaccine outreach, scheduling or delivery	78%
Congregate meal sites remaining closed	78%
Limited capacity of AAA provider partners	75%
Increased number of clients	70%
Re-integrating former or recruiting new volunteers	62%
Addressing workforce challenges related to COVID-19	56%
Greater emphasis on public health partnerships	53%



AAAs see these as the greatest challenges facing older adults and caregivers:



AAAs have developed new partnerships and contracts due to COVID-19:



“We have developed several new partnerships in response to COVID-19. We have put in place new contracts with meal vendors, a new partnership with the State Assisted Technology Assistance Program to support technology and IT training as part of implementation of virtual programming, a contract with the State Division of Services for People with Disabilities to provide home-delivered meals to clients on the disability waiver, and a contract with the Governor’s Office of Management and Budget to support high-risk individuals in need of services and supports due to COVID.”

-AAA Director

The National Association of Area Agencies on Aging (n4a), with the support of a grant from the Administration for Community Living, surveyed the nation’s AAAs to get their perspective and insight on the ways that the COVID-19 pandemic will continue to impact the older adults and caregivers they serve, as well as their operations and programming throughout 2021. The poll was in the field from January 26 to February 26, 2021 and closed with a 27 percent response rate. For more information about the AAA and Title VI program response to COVID-19, see [www.n4a.org/COVID19](http://www.n4a.org/COVID19) and [www.n4a.org/BuildingCapacity](http://www.n4a.org/BuildingCapacity).

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