



**National Survey Insights:  
Research and Resources for  
AAAs and Title VI Programs**

7/8/2024

# Today's Speakers

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# Agenda

- Tracking the trends of the Aging Network
- ACL perspective
- Resources available
- Applied examples
- Activity - Using the data and resources in your work

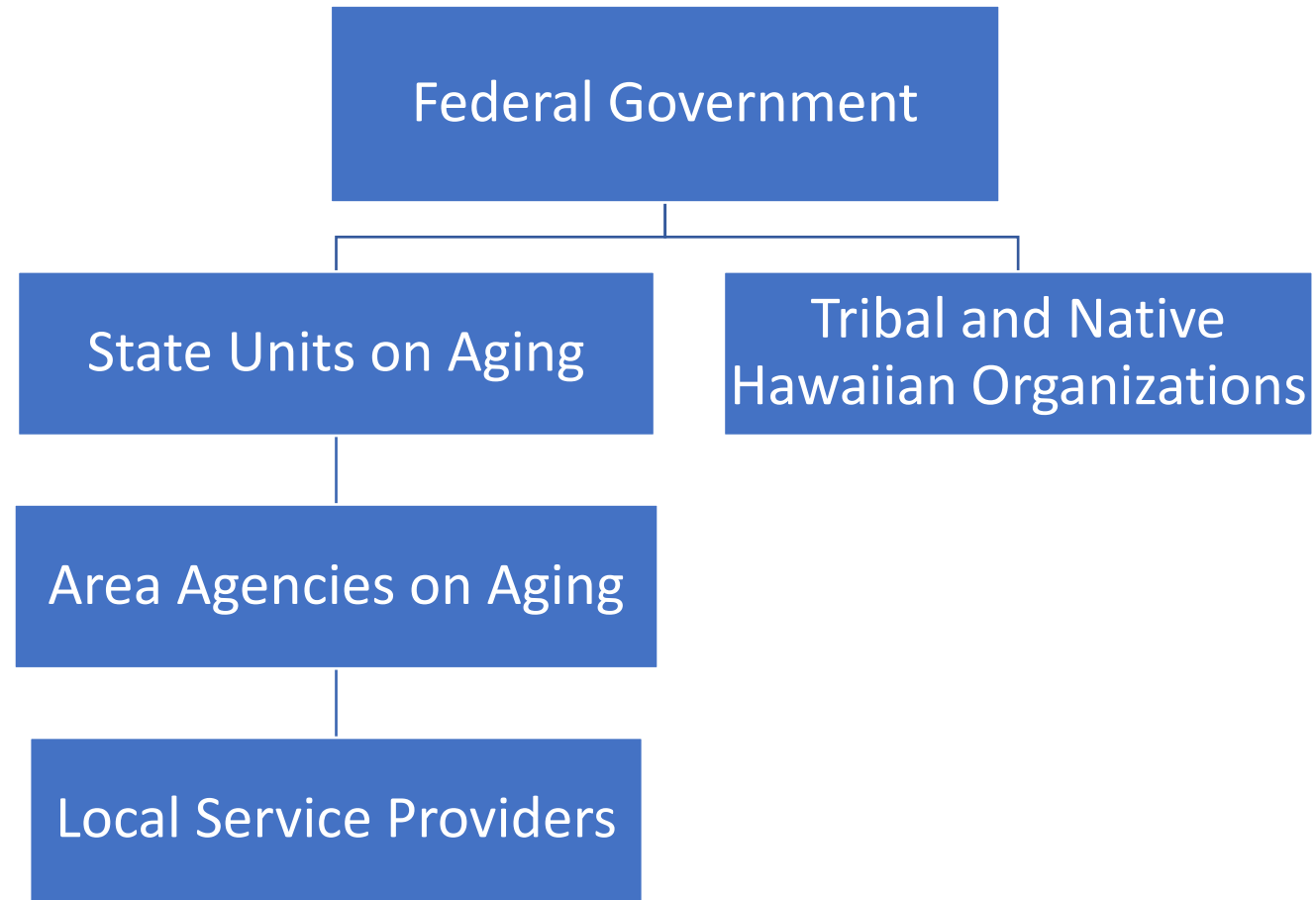


# Tracking the Trends of the Aging Network

**Traci Wilson**

Director, Research  
USAging

# The Aging Network



# It's All About Your Work!

- Sixth cycle of the Information and Planning grant, starting in 2006.
- Triennial surveys of AAAs and Title VI Programs
- Topical polls
- Focus groups and interviews
- In partnership with Scripps Gerontology Center at Miami University, Ohio

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# Survey Methodology

## **Title VI Survey**

- Sept. – Dec. 2023
- Each Title VI Director received an emailed survey invitation with unique link
- 80 percent response rate

## **AAA Survey**

- Sept. – Dec. 2022
- Each AAA Director received an emailed survey invitation with unique link
- 74 percent response rate

**THANK YOU** for taking the survey and encouraging your peers!

# Title VI: Changes Over Time

- 2007 – same survey for AAAs and Title VI
- 2009 - Customized surveys for Title VI Programs
- Title VI role in administering programs and services
- 2014 - Title VI Survey expanded its focus to include the entire Tribe, Tribal Consortium, or Inter-Tribal Council



# Title VI Programs See Increasing Number of Elders

**2007**

241 Title VI Grantees

## **Number of Elders Served**

Average (*mean*): 277

50th percentile (*median*): 150

Range: 38-2,500

**2023**

290 Title VI Grantees

## **Number of Elders Served**

Average (*mean*): 556

50th percentile (*median*): 215


Range: 35-18,000

# 91% of Title VI Programs provide service to groups in addition to elders:


Groups Eligible for Services	% of Title VI Programs
<b>Caregivers</b> of all ages	60
People of all ages who qualify because of <b>disability</b>	56
<b>Children</b> being raised by grandparents or elders	51
Volunteers or guests	48
People living with <b>dementia of all ages</b>	41
People of all ages who qualify because of <b>chronic or serious illness</b>	32
<b>Veterans</b> of all ages	22


2014: **75%** provided services to other groups


# Top 10 Services Supported by Title VI Funding

1 Home-delivered meals 


2 Congregate meals 

3 Information and referral/  
assistance 

4 Family caregiver support 


5 Respite care 

6 Services for grandparents raising grandchildren 

7 Telephone reassurance/  
friendly visiting 

8 Senior center activities 

9 Outreach 

10 Special events for elders 

# Social Engagement for Elders

Social Engagement Program	Percent (n=230)
Events (e.g., cultural events, pow-wows)	84
Health and wellness activities (e.g., friendly visiting or wellness checks, telephone reassurance programs, memory cafes or caregiver support groups)	76
Games (e.g., Bingo, cards)	73
Arts and creative activities (e.g., storytelling, arts and crafts, music, pen pal programs)	70
Outings and excursions (e.g., trips to games, sightseeing)	64
Intergenerational activities (e.g., mentoring, activities to share traditions with younger generations)	42
Lifelong learning activities (e.g., educational classes, lectures, or seminars)	32
Volunteer engagement opportunities for elders	27
Technology engagement activities (e.g., technology training, tablet programs or virtual or hybrid programming)	19

# Median Annual Title VI Budgets

2013	2019	2022
\$153,300	\$279,786	\$462,375

Note: Budgets are inflation-adjusted for purchasing power as of January 2023.

# 2022 Funding for Title VI Programs

		Amounts for those reporting some funding from this source	
Funding Source	Percent Receiving	Median	Range
OAA Title VI Parts A/B	<b>96</b>	\$145,385	\$14,440 - \$1,505,000
OAA Title VI Part C	<b>84</b>	\$62,150	\$6,858 - \$671,720
Nutrition Services Incentive Program (NSIP)	<b>86</b>	\$13,133	\$374 - \$171,791
Public Health Supplemental Funds	<b>74</b>	<b>\$80,000</b>	<b>\$31,000 - \$80,000</b>
COVID Relief Funds	<b>71</b>	<b>\$110,000</b>	<b>\$6,000 - \$14,979,871</b>
Tribal dollars, including gaming revenue	<b>38</b>	\$365,565	\$5,000 - \$2,938,576
OAA Title III (Not NSIP)	<b>27</b>	\$50,346	\$14,833 - \$600,000
State funds	<b>18</b>	\$69,557	\$4,080 - \$787,539
Other (e.g., private donations, grants)	<b>15</b>	\$23,256	\$2,000 - \$1,400,000
Other Federal funds	<b>11</b>	\$13,720	\$1,623 - \$207,219
Medicaid	<b>8</b>	\$5,200	\$4,410 - \$85,680
Total Budget		\$462,375	\$1,000 - \$15,529,037

# Title VI Staff, 2017-2023

	2017	2020	2023
Full-time staff	3	3	3
Part-time staff	2	2	1.5
Volunteers	1	0	0

In 2017, 83% of Title VI directors also spent time on direct service activities. In 2023, this increased to 94%.

# Title VI Workforce Challenges

	%
Offering or maintaining competitive wages	63
Staffing shortages	59
Staff feeling overwhelmed or burnt out due to workload	43
High staff turnover/low retention	37
Keeping staff continually and appropriately trained	35
Volunteer shortages	32
Recruiting staff with required licenses or certifications	25
Providing competitive benefits	24
Maintaining appropriate staff workloads/caseloads	23
New hires not passing background check/drug screening	22
Recruiting culturally-responsive staff	15
Loss of staff resulting from employee child or elder care responsibilities	15



# Title VI Training and TA Needs

	Percent (n=211)
Supporting caregivers of elders	63
Supporting elders living with dementia and their caregivers	58
Alternative funding sources (e.g., Medicaid, FTA)	56
Supporting grandparents raising grandchildren/grandfamilies	54
Title VI program management	49
Developing or modifying program policies and procedures	46
Elder justice/elder abuse prevention and intervention	46
Transportation options	44
Services and resources for people with disabilities	44

# AAAs: Evolution of This Initiative

- Preparing to serve an increasing number of older adults
- Shifting from institutional to community settings
- Developing management structure and business acumen
- Diversifying funding streams; sustainability
- Focusing on emerging issue areas
- Understanding COVID-19 impacts
- Expanding partnerships to serve an increasing number of older adults with more complex care needs

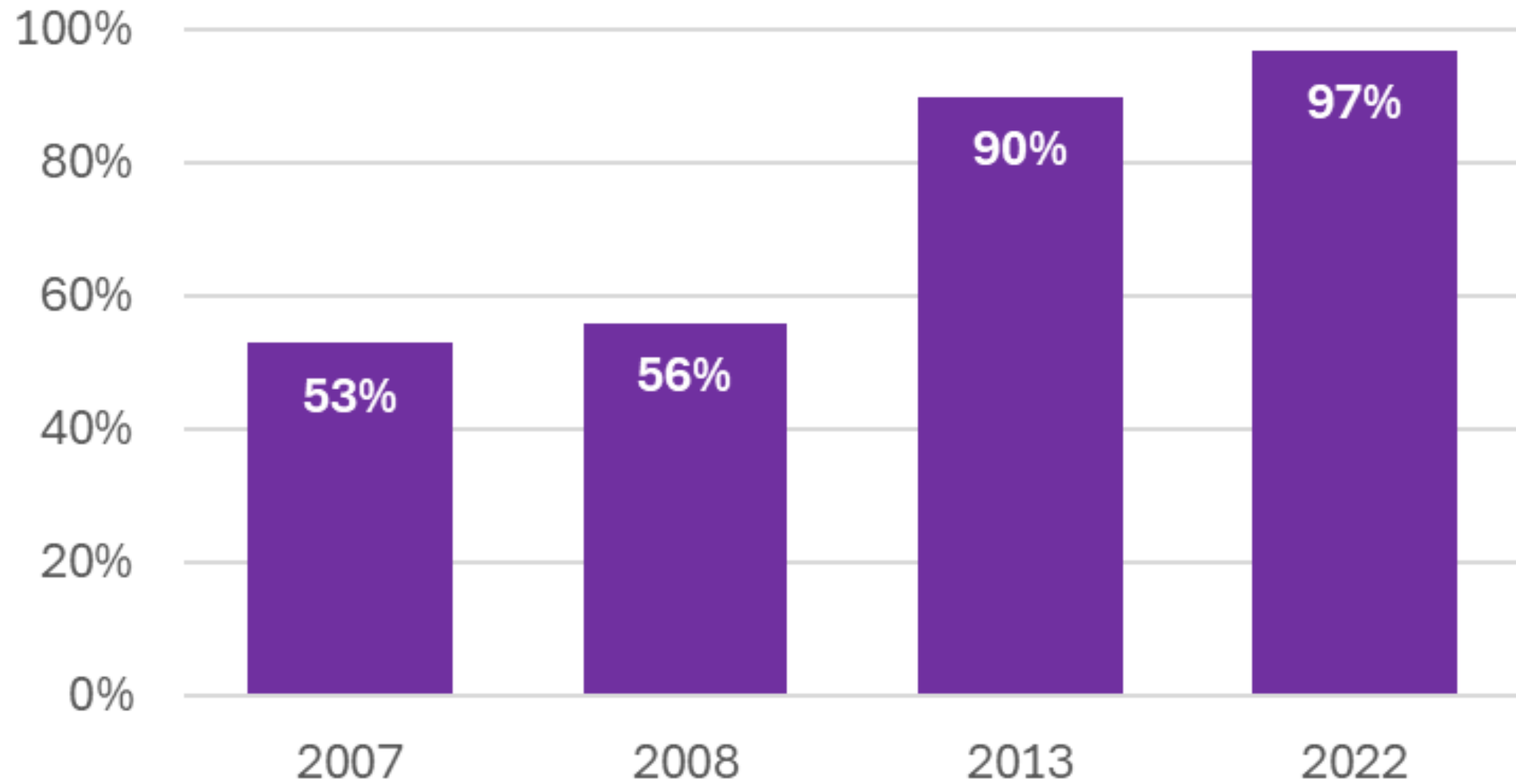
# Service Provision: Where We See Changes

	2022 % Providing	Change from 2019	Change from 2016
Official eligibility determinations for public programs or benefits	46%	+6	+24
Chore Services	71%	+5	+14
Home Health	44%	+1	+14
Assistive Technologies	45%	+6	+13
Care Transitions Services	52%	+6	+7
Telephone reassurance/ Friendly visiting	72%	+17	<i>Not asked</i>
Housing Assistance	33%	+8	<i>Not asked</i>

# Transportation Service Options are Increasing

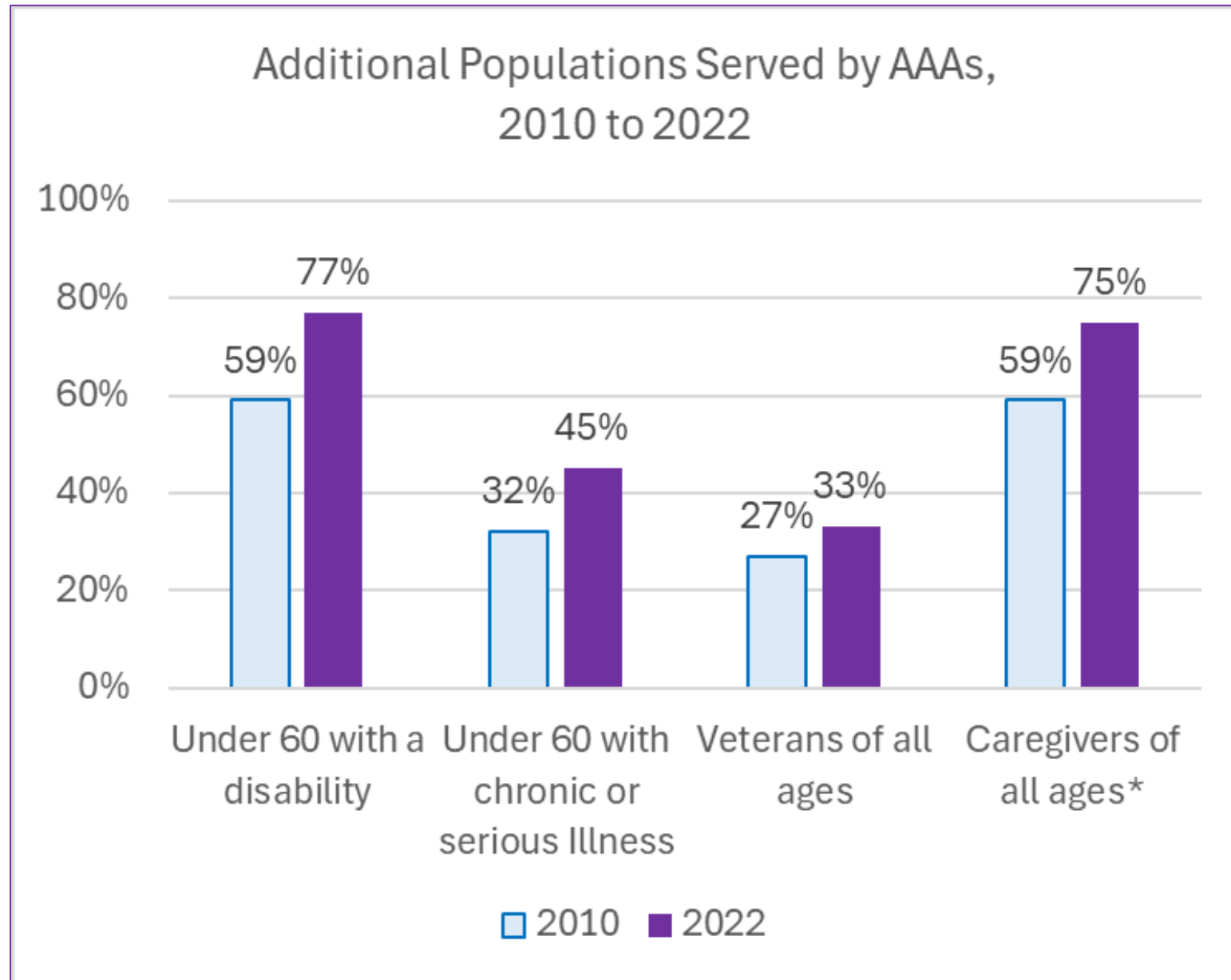
Transportation Service	2019 Percentage (n=489)	2022 Percentage (n=445)
Any transportation service	89	91
<b>Non-medical transportation</b>	65	<b>76</b>
Assisted transportation (e.g., curb-to-curb, door-to-door, door-through-door)	74	75
<b>Wheelchair-accessible transportation service</b>	53	<b>60</b>
<b>Medical transportation/NEMT</b>	41	<b>54</b>
Transportation information and referral/assistance	34	36
Volunteer transportation program	29	30
Transportation vouchers	21	27
Travel planning	<i>Not asked</i>	23
Partnerships with housing sites	<i>Not asked</i>	16
<b>Partnerships with rideshare companies</b>	5	<b>12</b>

## AAAs Offering Evidence-Based Programs, 2007-2022



# 90% of AAAs Serve Consumers Under Age 60

And, 49% serve consumers with dementia of all ages



# Advancing Equity

**96 percent** of AAAs are actively taking steps to advance equity in access to and delivery of programs and services.

- 71 percent identify underserved geographic areas
- 66 percent identify demographic groups that are underserved
- 46 percent recruit staff members that reflect the ethnic, racial and/or linguistic background of consumers
- 45 percent partner with culturally-specific organizations

# AAAs Build on Their Expertise to Support the Health of Older Adults

- 60 percent provide **vaccination support**
- 9 percent offer **Medicare FFS**
- 11 percent involved with a **PACE** site
- 21 percent have a **Community Health Worker** on staff
- 17 percent have staff with specialized training in **trauma-informed** care, services or supports



# Grandfamilies and Kinship Services

- 3% of AAAs have a **Kinship Navigator** designation
- 58% provide **services for grandparent or kinship caregivers**
- 30% provide **social engagement programming** for this population
- 20% have a **Kinship program coordinator/manager** on staff



*Credit: Getty Images*

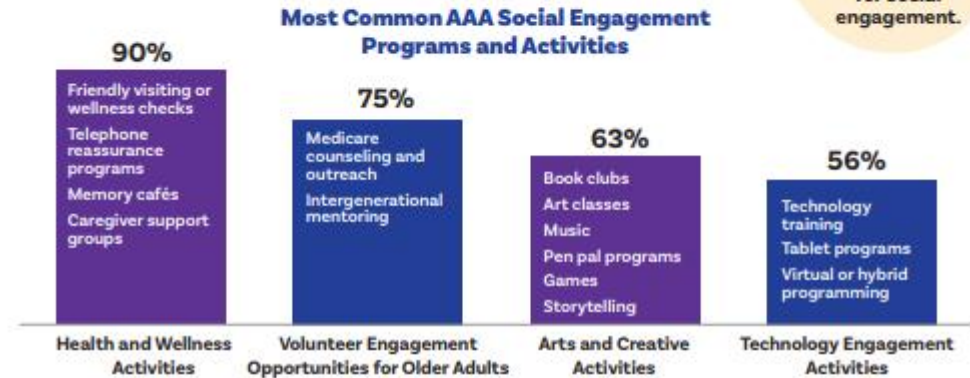
# Fast Facts: AAA Social Engagement Programs and Partnerships

## FAST FACTS

## AAA Social Engagement Programs and Partnerships

Social engagement plays a key role in our health and well-being.<sup>1</sup> For many of us, including older adults, engaging in social activities improves mental and physical health, and reduces loneliness, depression and stress—ultimately leading to improved overall health.<sup>2</sup> Area Agencies on Aging (AAAs) provide many social engagement opportunities for older adults, through core services such as congregate meals, as well as specific social engagement programs.

**98%**  
of AAAs have a program or activity to address the critical need for social engagement.



"We are starting to offer Guided Autobiography Classes which help older adults recall, share and record stories from their life. Not only is it a good mental exercise, but participants engage socially and gain new meaning in later life."

— AAA Director

### Engagement Programs for Specific Populations

AAAs work to reach historically underserved populations and provide culturally responsive services. Recognizing that older adults from these groups are often at a higher risk of social isolation, **69 percent of AAAs offer social engagement programming tailored to the needs of different communities**, most commonly:

Older adults living in rural areas: 43%

Specific racial or ethnic minority groups: 34%

People with disabilities: 32%

Veterans: 31%

Grandfamily or kinship caregivers: 30%

LGBTQ+: 22%

Refugees and/or immigrants: 8%

1 Julianne Holt-Lunstad, Timothy B. Smith, Mark Baker, Tyler Harrison, David Stephenson, Loneliness and Social Isolation as Risk Factors for Mortality: A Meta-Analytic Review, *Perspectives on Psychological Science*, [www.ncbi.nlm.nih.gov/25910392](http://www.ncbi.nlm.nih.gov/25910392).

2 Manijeh Dehi Aroogh, Farahnaz Mohammadi Shahboulaghi, Social Participation of Older Adults: A Concept Analysis, *International Journal of Community Based Nursing and Midwifery*, [www.ncbi.nlm.nih.gov/pmc/articles/PMC6969951](http://www.ncbi.nlm.nih.gov/pmc/articles/PMC6969951).

# Social Engagement Programming

**98 percent** of AAAs offer programs to specifically address social isolation and engagement



Health and  
Wellness

90%



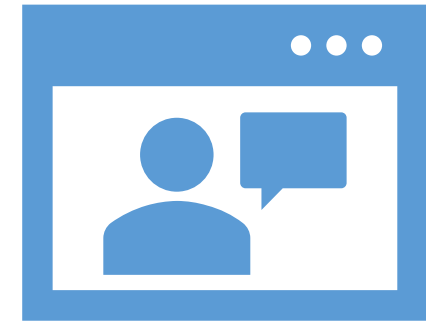
Volunteer  
Engagement

75%



Arts and  
Creative

63%



Technology

56%

# Partners for Social Engagement Programs



**79%**

Senior centers



**59%**

Nutrition providers



**53%**

State Health  
Insurance Assistance  
Program (SHIP)



**51%**

Caregiver groups



**45%**

Transportation  
providers



**40%**

Senior Medicare Patrol  
(SMP)



**36%**

Libraries

# Fast Facts: AAA Housing and Homelessness Programs and Partnerships

## FAST FACTS

## AAA Housing and Homelessness Programs and Partnerships

Area Agencies on Aging (AAAs) provide a variety of supportive services that enable older adults to live independently at home, yet the root of that independence—stable housing—is a challenge for many older adults. In response, AAAs are increasingly providing housing and homelessness-related services. They are also developing innovative partnerships to help ensure that older adults have a place to call home.

### Housing Challenges Facing Older Adults

AAAs regularly assess community needs and are positioned to understand local emerging housing challenges. AAAs see these as the top five "major challenges" facing older adults in their planning and service areas.

### Top 5 Housing Challenges Facing Older Adults, Per AAAs



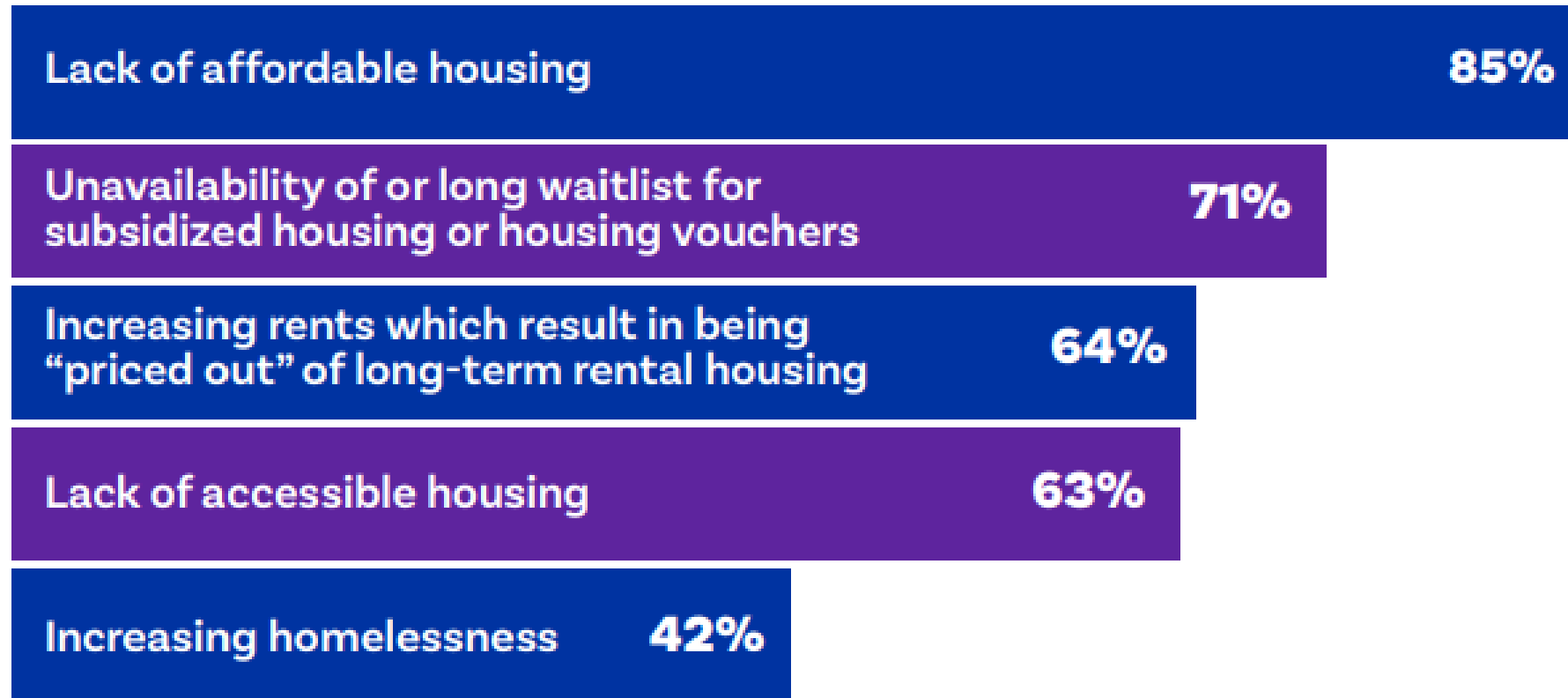
### AAA Directors Say:

"A lack of safe and affordable housing is a growing issue across our state. Emergency homeless shelters specifically for older adults are needed."

"The high cost of living in our mountain state impacts older adults in many ways. Older adults on fixed incomes cannot afford the increasing housing costs, and neither can the direct care workers who provide in-home services to our clients."

"Within our rural region [in the Southwest], there is a lack of housing stock in general, and older adults are being priced out of their homes."

# Major Housing Challenges Facing Older Adults



# Housing and Homelessness-Related Services

## Top 10 Housing-Related Services and Supports Provided by AAAs

**81%**  
of AAAs provide one or more program or service related to housing and/or homelessness

<b>60%</b>	Home modification program
<b>32%</b>	Housing navigator, coordinator or other assistance with obtaining housing (e.g., locating affordable housing, applying for vouchers)
<b>30%</b>	Respite stays in long-term care settings
<b>28%</b>	At-home safety program (e.g., home safety assessment)
<b>26%</b>	Eviction prevention/diversion or mortgage foreclosure
<b>21%</b>	Rental assistance or tenancy supports
<b>20%</b>	Service coordination on site at housing property
<b>20%</b>	Homelessness intervention program (such as targeted case management) and/or homelessness prevention program
<b>11%</b>	Provide AAA services in a shelter
<b>8%</b>	Own or operate subsidized senior housing

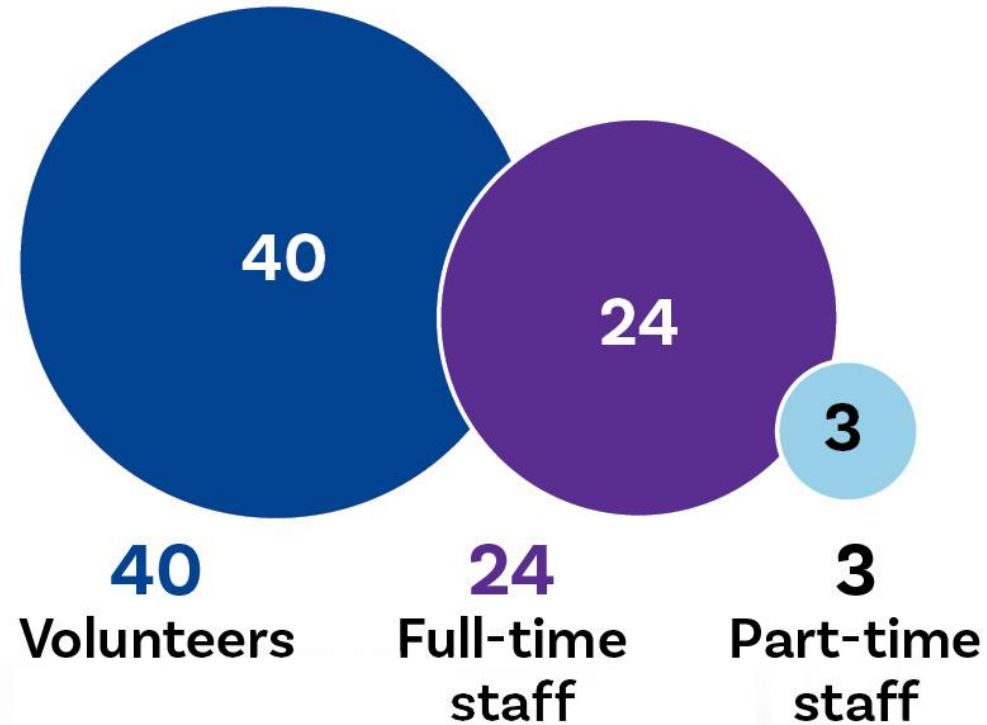
# AAAs Build Formal Partnerships for Housing and Homelessness Services

Partner	Percent of AAAs
Legal supports: fair housing or tenant rights	52
Centers for Independent Living (CILs)	22
Hospitals or health systems	17
Home repair programs (Rebuilding Together, Habitat for Humanity)	16
City, county, or other local housing office	10
Homelessness partners, including shelters	5
Affordable housing coalition	5
Continuum of Care (CoC) or Coordinated Entry Systems	4



# Spotlight: Workforce

## Median AAA Workforce



CAREGIVER NEEDED:

## How the Nation's Workforce Shortages Make it Harder to Age Well at Home



Impact Data from  
Area Agencies on Aging

**USAging**  
Leaders in Aging Well at Home

Poll administered by USAging  
to all AAAs in March 2022

29% response rate

Results are reliable to within  
+/- 6 percent

### **Acknowledgement**

*This work was supported by the Administration for Community Living (ACL), U.S. Department of Health and Human Services (HHS) as part of a financial assistance award totaling \$378,130 with 75 percent funded by ACL/HHS and \$96,925 and 25 percent funded by non-government source(s). The contents are those of the authors and do not necessarily represent the official views of, nor an endorsement by, ACL/HHS or the U.S. Government.*

# Top Workforce Challenges

AAA Workforce Challenges	
Challenge	Percent (n=178)
Staff feeling overwhelmed or burnt out due to workload	79%
Having strong applicant pools	78%
Offering or maintaining competitive wages	75%
Staffing shortages	74%
Recruiting staff with aging and/or disability expertise	74%
Maintaining appropriate staff workloads/caseloads	67%
Coverage issues due to staff illness or quarantine	53%

Contracted Provider Workforce Challenges	
Challenge	Percent (n=178)
Staffing shortages	91%
Offering or maintaining competitive wages	81%
High staff turnover/low retention	80%
Staff feeling overwhelmed or burnt out due to workload	71%
Having strong applicant pools	67%
Providing competitive benefits	61%
Coverage issues due to staff illness or quarantine	60%

# Over Half of AAAs Report a MAJOR Impact on These Caregiver Services

Impact of Workforce Challenges on AAA Services		
Type of Service	Of AAAs who offer this service:	
	% at Least Some Impact on Service	% Major Impact on Service
Personal assistance/personal care	98%	69%
Respite care	97%	59%
Home health	96%	57%
Homemaker	93%	58%

## **Workforce Shortages Make It Harder for Older Adults to Age Well at Home**

AAAs report that due to caregiving workforce shortages, some older adults are unnecessarily experiencing:

- Declining health
- Missed medical appointments
- Increased hospitalizations
- Nursing home admissions

# Agency Strategies to Address Challenges

## Top strategies

- Remote work policy (71%)
- Increased virtual services (69%)
- Flexible work hours policy (61%)
- Increasing direct service wages (53%)
- Paying family members for direct care services (38%)

## Emerging strategies

- Dividing job tasks (25%)
- Outsourcing with new provider types (24%)
- Targeted recruiting of non-traditional workers (23%)
- Bringing direct care workers on board as agency staff members (7%)
- Sharing staff across agencies/network (7%)

# How Do Workforce Challenges and Strategies Vary Across Area Agencies on Aging?

### The Issue

Workforce shortages negatively impact the ability of older adults to access supportive services that can help them live independently where they want to age—in their own homes and communities.

A 2022 USAging report, *Caregiver Needed: How the Nation's Workforce Shortages Make It Harder to Age Well at Home*,<sup>1</sup> showed that high proportions of the nation's AAAs experienced numerous challenges related to workforce shortages, impacting their ability to deliver services to older adults.

**These workforce challenges are coming at a time of increased need:** 94 percent of AAAs reported that they

### The Question

Do workforce challenges and mitigation strategies vary based on agency structure, size and/or service area?<sup>2</sup>

### The Bottom Line

**Regardless of AAA structure, size or area served, nearly all AAAs are facing workforce shortage issues.** USAging found few differences in workforce challenges based on AAA structure, size or geographic service area. However, the strategies that AAAs employ to address these challenges vary based on agency structure and size.

# Budgets Have Not Kept Pace With the Increasing Numbers and Needs of Older Adults

## Median AAA Budget, Adjusted for Inflation

Budget Year	Median Budget	n
2021	5,260,525	375
2018	4,206,247	441
2015	4,635,504	335
2012	4,486,216	338
2009	4,938,954	400

Note: The CPI Calculator at [www.bls.gov/data/inflation\\_calculator.htm](http://www.bls.gov/data/inflation_calculator.htm) was used to identify the inflation rate. All numbers have been adjusted to January 2021 assuming dollar values in January 2009, 2012, 2015 and 2018.



## 2021 Budget Sources and Proportions

Funding Source	Percent Receiving (n=361)	Mean Budget Proportion	Median Budget Proportion	Range
Older Americans Act	100	39	36	3-100
COVID-19-Relief Funds (e.g., CARES, ARPA)	83	12	10	1-69
State funds	80	23	20	1-86
Local government	55	15	9	1-80
Medicaid/Medicaid waiver	41	27	17	1-87
Grant funds/fund development	38	7	4	1-57
Other federal funding	35	8	5	1-55
Other	26	9	6	1-66
Cost share revenue	19	4	1	1-25
Department of Veterans Affairs	17	5	3	1-46
Transportation funding (federal, state or local)	17	8	5	1-40
Private pay revenue	14	5	2	1-22
Health care payer	13	9	5	1-46
Medicare	6	3	1	1-26

# AAAs Report Their Top Training and TA Needs

## **Three-way tie for first place:**

- Diversity, equity, inclusion and belonging
- Housing and homelessness
- Workforce development and retention

## **And closely following were:**

- Policy and advocacy
- Social engagement



# **ACL Perspective**

**Greg Link**

Director, Office of Supportive and Caregiver  
Services

Administration for Community Living



# Resources for You!

**Beth Blair**

Senior Research Associate

USAging

# Chartbook


[www.usaging.org/research](http://www.usaging.org/research)

[www.usaging/aaasurvey](http://www.usaging/aaasurvey)



2022  
AAA National Survey Report

AAAs Serve More Older Adults with Complex Needs:  
Trends and New Directions from the 2022 National Survey of AAAs

A collage of six photographs illustrating various AAA services: a caregiver presenting a tray of fruit to an elderly man; a caregiver sitting on a rug with a woman; a caregiver assisting an elderly man with a cane; a caregiver helping a woman with a walker; a caregiver interacting with a young child and an elderly man; and a caregiver providing medication management to a woman.

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# Toolkit

- Comprehensive toolkit to help your agency utilize the data and findings:
  - Fast Facts data briefs
    - AAA Social Engagement Programs and Partnerships
    - AAA Housing and Homelessness Programs and Partnerships
  - PowerPoint slide deck on key findings
  - 28 State Reports for states that met the required response rate
  - Sample newsletter articles and social media posts on the data.

# State Data Reports Include:

- Budget and staffing
- Populations served
- Most common supplemental services
- Funding sources
- Involvement in Medicaid
- Other roles of AAAs
- Actions to address equity

## USAging | 2022 PROFILE

### North Carolina Area Agencies on Aging State Data Report



This State Data Report presents data from North Carolina AAAs as compared to AAAs at the national level. Data shown in this report were gathered through the 2022 National Survey of Area Agencies on Aging conducted by USAging in partnership with the Scripps Gerontology Center at Miami University. The survey helps track the trends and new directions in a growing and evolving Aging Network. The full report is available at [www.usaging.org/research](http://www.usaging.org/research).

#### About North Carolina's AAAs

Fourteen of North Carolina's 16 AAAs responded to the survey, resulting in a response rate of 88 percent.<sup>1</sup>

- 100 percent of AAAs in North Carolina are part of a council of governments or regional planning and development agency.
- 64 percent of the AAAs in North Carolina serve predominantly rural service areas.

#### Budget and Staffing

Table 1 provides details about the median budget and staff size of the North Carolina AAAs that responded to the survey.

**Table 1: AAA Annual Budget and Staffing, Medians and Ranges**

	North Carolina		National	
	Median	Range	Median	Range
Annual budget	\$1.3 million	\$538,000 - \$13.2 million	\$5.3 million	\$211,260 - \$398 million
Number of full-time staff	9	4-21	24	1-613
Number of part-time staff	2	0-9	3	0-360
Number of volunteers	50	8-750	40	0-2,376

North Carolina: budget n=12; full-time staff n=14; part-time staff n=14; volunteers n=13. National: budget n=375; full-time staff n=416; part-time staff n=409; volunteers n=411.

# Other Research Resources

- [AAA Homelessness Prevention Programs and Partnerships Case Examples](#) (2024)
- [Research Insight: How Do Workforce Challenges and Strategies Vary Across Area Agencies on Aging?](#) (2023)
- [Innovations from the Field: AAAs Work to Improve Diversity, Equity and Inclusion](#) (2022)
- [Caregiver Needed: How the Nation's Workforce Shortages Make it Harder to Age Well at Home](#) (2022)
- [Fast Facts: Overview of AAAs by Organizational Structure](#) (2022)



# Data Request Process

<https://www.usaging.org/AAAsurvey>

## State Data Reports

The State Data Reports showcase state-level data alongside national figures for states that achieved 75 percent response rate or higher.

Arizona	Maryland	Oregon
Arkansas	Michigan	South Carolina
California	Minnesota	Tennessee
Colorado	Missouri	Utah
Georgia	Montana	Vermont
Idaho	Nebraska	Virginia
Illinois	New York	Washington
Iowa	North Carolina	West Virginia
Kansas	Ohio	
Maine	Oklahoma	

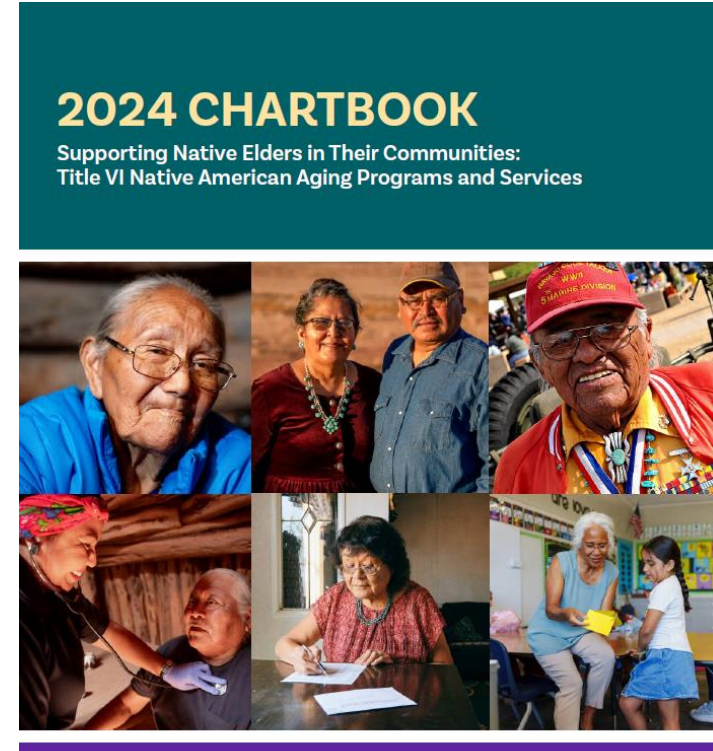
- [Data request form](#)
- [Data guidelines](#)

In addition to the state reports above, USAging will provide interested AAAs and state AAA associations with an Excel spreadsheet containing aggregated data from their state data report, including response options that were left out due to space constraints. Requestors must complete a [request form](#) and agree to adhere to the [data guidelines](#).

# Title VI Chartbook and Toolkit Coming Summer 2024

Includes

- 2024 Chartbook
- Regional Reports
- Fast Facts



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# **Perspective From a State Association of AAAs**

**Beth Kowalczyk**

Chief Executive Officer

Ohio Association of Area Agencies on Aging  
(o4a)

# How will YOU use these resources?

