



Area Agency on Aging
40 W. Second St., Suite 400
Dayton, OH 45402

(937) 223-HELP
800-258-7277
Info4seniors.org

July 31, 2020

Agency Covid-19 Responses Support Communities, Providers, Staff

Among all the changes occurring over the past four months, the Agency's dedication toward continuing services and resources has remained strong and even grown in areas. See below for how we have adapted to our new reality.

Remote Work Continues

Agency staff remain working remotely and all clinical activity has continued unimpeded through telephone outreach. Our clinical staff contact all consumers on a regular basis to ensure their needs are met. Consumers considered as most at-risk were identified early on and their essential services prioritized for immediate and ongoing attention.

Our Information Specialists answering the 937-223-HELP number initially experienced an increase in calls with the primary requests for home-delivered meals, wellness checks and services. This crew is providing the same assistance and information as always, including scheduling free home assessments that are currently being completed over the telephone.

The Agency adapted to remote formats to continue providing its wellness programming either by telephone or Zoom until it is safe to resume in-person workshops. This includes the new Healthy U At Home which offers all three programs: chronic disease, diabetes, and chronic pain. The Aging Mastery Program and Eat Smart Live Strong have both been converted to Zoom workshops. Upcoming workshops are listed on our website's [wellness programming calendar](#).

The Agency's ability to work remotely is made possible through the efforts and expertise among our Information Technology, Fiscal, and Administrative staff to remotely support Agency functions.

Additional Funding – Expanded Services

The Agency was awarded two emergency federal funds - **Family First Coronavirus Response Act (FFCRA)** and the **Coronavirus Aid, Relief, and Economic Security (CARES) Act** to expand services to older persons during the pandemic.

FFCRA was received in April to expand congregate and home-delivered meals, both the number of persons served and, in some cases, the number of meals per person per week.

CARES funds three service areas: Supportive Services, Home-delivered Nutrition Services, and Caregiver Services. The Agency has been working on plans to best utilize those funds.

- Supportive Services includes assembly of over 12,000 wellness kits that will be distributed to older persons in our region. We are partnering with Catholic Social Services and Older Americans Act meal providers to deliver kits throughout our region, and kits will be mailed to the Agency's enrolled consumers. Supportive Services funds will also be used to support emergency services and expansion of current contract services.
- Home-delivered Nutrition Services will support outreach and recruitment of small business restaurants as meal providers, expansion of home-delivered meals, and safe resumption of congregate meal services.
- Caregiver Services will provide monthly virtual education; a caregiver outreach campaign to promote Agency caregiver services, including the new Trualta online education program; and increase contract caregiver respite services. [Click here](#) for more information.

The Agency also received a **No Wrong Door Grant** via the Association for Community Living and the Ohio Department of Aging (ODA) supporting two initiatives specific to coronavirus response:

- A new personal care aide training program for displaced customer service workers.

- Updates to our Agency website to include a live chat feature with our Information Specialists.

Partnering to Support Seniors

Agency staff work closely with partner organizations to ensure timely processing of paperwork for important details such as Medicaid applications. The State of Ohio has authorized multiple emergency rules allowing Area Agencies on Aging to respond in various ways such as:

- Suspending adverse actions including dis-enrolling individuals from programs.
- Allowing providers to deliver services in different ways, such as telephonic and in-person Adult Day Services, increasing home-delivered meals and allowing legally responsible family members to provide services.
- Offering social work counseling over the telephone and via video conferencing.

ODA supplied personal protective items to Area Agencies on Aging throughout the state for use by providers whose staff interact directly with consumers. Our Agency enlisted the help of Ahlers Catering in Vandalia to help us unload, separate and pack up the five pallets of materials to distribute the thousands of PPE materials to providers within our nine-county region to help their staff serve consumers safely.

Call Us. We Can Help.

The Agency continues its commitment to improving the quality of life for older adults throughout our region with safety and health of utmost consideration. Please [contact us](#) with any questions about services and resources available to help you and your loved ones.

937-223-HELP

info4seniors.org

800-258-7277