Center for Regional Operations

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Office of Supportive and Caregiver Services
Administration on Aging

Sherri Clark, Aging Services Program Specialist
Office of Supportive and Caregiver Services
Administration on Aging

• Works with the Aging Services Network to implement and enhance programs of home and community-based services, information & assistance, and caregiver support services at the state and community levels.

• Provides technical assistance to the Network on the implementation of formula and discretionary grant programs.
Key Program and Project Areas

- Alzheimer’s Disease Programs Initiative
- Lifespan Respite Program
- Eldercare Locator
- Alzheimer’s 24/7 Call Center
- Community Care Corps
- Home Modifications Project
- Social Engagement Resource Center
- Minority Technical Assistance Resource Center grantees
- The Center For Advancing Holocaust Survivor Care
Opportunities

• Minority Technical Assistance Resource Center grantees
  – Currently being re-competed
  – Includes a new Coordinating Center to enhance partnerships across ACL resource centers and programs.

• MOU Between ACL and CNCS
  – A focus area is to actively promote and encourage Senior Corps grantees to seek available opportunities to support ACL programs including SHIP and SMP

• Interest in trauma and its affect on older adults - The Center For Advancing Holocaust Survivor Care has resources. The Center has sub-grantees around the country that have the capacity to provide training and direct services employing person-centered, trauma-informed approaches.
Who Are We?

HHS
ACL
AOA
OEJAPS
ACL’s Vision for Elder Justice

A comprehensive, multidisciplinary approach that effectively supports older adults and adults with disabilities so they can exercise their right to live where they choose, with the people they choose, and fully participate in their communities without threat of abuse, neglect, or financial exploitation.
ACL’s Vision for Elder Justice

- Prevention
- Coordinated Integrated Holistic
- Services for Victims; Perpetrator Accountability
- Early Intervention
- APS

Research - Data - Research
Elder Justice Portfolio

https://elderjustice.acl.gov/

Long-Term Care Ombudsman
- National Ombudsman Resource Center

Elder Justice Resources
- National Center on Elder Abuse
- Elder Justice Coordinating Council

Adult Protective Services
- Grants to States
- Demonstrations
- Data Collection
- National APS TA Resource Center

Legal Services for the Elderly
- National Center for Law & Elder Rights
- OAA funded legal services

Economic Security
- Pension Counseling
- Secure Retirement for Women
The Long-Term Care Ombudsman program (LTCOP) is a person-centered consumer protection service that supports long-term care residents.

Ombudsmen resolve problems and advocates for the rights of individuals in order to maximize the independence, well-being, and health of individuals residing in nursing facilities; assisted living & similar adult care facilities.

Ombudsmen represent the interests of residents before governmental agencies and seek administrative, legal and other remedies to protect residents; and

The National Ombudsman Resource Center (at the Consumer Voice for Quality Long-term Care) provides information and resources to Ombudsman and the general public. http://ltcombudsman.org/
Examples of Ombudsman program activities

• Completed work on nearly 195,000 complaints
  • 74% -- resolved* to the satisfaction of the resident

• Provided at least quarterly visits to:
  • 67% of nursing homes
  • 28% of assisted living/board and care

• Provided > 540,000 consultations to residents, families and facility staff

• Resident and family council support – providing technical assistance, training and information to:
  • resident councils (> 21,000 sessions) and
  • family councils (> 1700 sessions);

• Trained long-term care facility staff (> 4200 sessions)
COVID-19 and Ombudsman Program

• Ombudsman programs are not first responders or public health employees
• Most in touch with the experiences of long-term care facility residents
• Typically meet residents in person
• Have had to pivot to develop new ways to reach residents and their families.
Program Outreach

• Phone calls
  – Some challenges accessing residents and their representatives
• Video “walk through”
• Virtual meetings – Zoom, Facebook, etc.
• Letters, newsletters, flyers
Resident Concerns

- Cohorting based on COVID-19 status
  - Concerns that their neighbor was ill and staff not taking precautions
  - Some residents abruptly moved without notice so that facility could be a COVID-19 designated care facility
  - States took individual approaches – mixed results
Resident Concerns

• All the other problems in the midst of the pandemic, compounded by isolation, and lack of in-person advocates
  – Care issues
  – Being treated with respect
  – Improper eviction
  – Food – quality, quantity
General Elder Justice Programs

- National Center on Elder Abuse [www.ncea.acl.gov](http://www.ncea.acl.gov)
- National Indigenous Elders Justice Initiative [www.nieji.org](http://www.nieji.org)
- World Elder Abuse Awareness Day (WEAAD)
- Grants that support innovation and build the evidence base for prevention and intervention:
  - Elder Justice Innovation Grants
Adult Protective Service (APS)

• APS is a social services program provided by state and local governments serving older adults and adults with disabilities who need assistance because of abuse.

• ACL supports APS through:
  – State Grants to Enhance APS
    https://acl.gov/programs/elder-justice/state-grants-enhance-adult-protective-services

  – Voluntary Consensus Guidelines for APS

  – National Adult Maltreatment Reporting System (NAMRS)
    https://namrs.acl.gov/

  – National APS Technical Assistance Resource Center
    https://apstarc.acl.gov/
Legal Assistance

• ACL-funded legal programs in every state provide civil legal counsel and representation to older people with economic or social need in order to preserve their independence, choice, and financial security.

• Legal Assistance for the Elderly Programs - priority service that is formula-funded by Title III-B, Older Americans Act
  https://acl.gov/programs/legal-help/legal-services-elderly-program

• Legal Assistance Enhancement Program- a grant program

• The National Center on Law and Elder Rights (NCLER) – national resource center, https://ncler.acl.gov/
Economic Security

- Economic security is critical to a high quality of life for older adults. ACL supports economic security through:
  
  - The Pension Counseling and Information Programs, [https://www.acl.gov/programs/retirement-planning-support/pension-counseling-and-information-program](https://www.acl.gov/programs/retirement-planning-support/pension-counseling-and-information-program)
  
Office of Nutrition and Health Promotion
Programs Team

• **Director:**
  o Keri Lipperini

• **Staff:**
  o Shannon Skowronski, Team Lead
  o Monique Bolton
  o Judy Simon
ONHPP Programs/Activities

• Older American’s Act (OAA) – Titles IIIC and IIID
• Discretionary Grants
  o Chronic Disease Self-Management Education (CDSME)
  o Falls Prevention
  o Innovations in Nutrition
• Resource Centers
  o CDSME and Falls Prevention
  o Nutrition and Aging
• Other health-related areas
Title III C – Nutrition Program

• Home Delivered (C1), Congregate (C2), and Nutrition Services Incentive Program (OAA Section 311)

• Goals:
  o Reduce hunger, food insecurity, and malnutrition of older adults
  o Promote socialization of older adults
  o Promote the health and well-being of older adults

ACL Nutrition Program webpage
Innovations in Nutrition

**Purpose:** To fund innovative and promising practices that enhance the quality, effectiveness, and other proven outcomes of nutrition programs and services within the aging services network.

**Since FY2017:** Over $5 million in funding has been awarded to 23 grantees with the expectation that these efforts will be eventually replicable throughout the aging and nutrition network.

[Innovation in Nutrition Programs and Services Resource Hub](#)
Evidence-Based Health Promotion and Disease Prevention Programs

- OAA Title III-D ($24.7M in FY2020)
- Prevention and Public Health Fund Grantees ($13M in FY2020)
  - Significantly increase the number of participants in these evidence-based programs
  - Implement innovative funding arrangements with one or more sustainability partners

[ACL Health Promotion webpage](#)
[NCOA Healthy Aging Resource Center](#)
Malnutrition Resource Hub, Evidence-based programs, Behavioral Health, Community Integrated Care, Best Practices Toolkit
National CDSME and Falls Prevention Resource Centers

- Webinars and Technical Assistance
- Public Education and Consumer Resources
- Workgroups and Learning Collaboratives
- Resource Library
- Listserv and E-newsletters
- Annual Grantee Meetings
- Vetting Process

Falls Resource Center  CDSME Resource Center
(both include grantee information)
National Resource Center on Nutrition and Aging

- Learning Collaboratives
- Webinars
- Online Digital Resource Library
- State Unit on Aging Listserv
- Technical Assistance
- Consumer Education

https://nutritionandaging.org/
Partnership Ideas

Referral to services and supports to maintain health, like nutrition and evidence-based programs. Examples:

- Congregate nutrition sites
- Diabetes Self-Management Program
- Economic Supports including SNAP
- Falls Prevention
- Depression (PEARLS and Healthy IDEAS)
- Caregiver support programs (Savvy Caregiver, etc)

Training staff in evidence-based programs
Partnership Example

• Mississippi Access to Care (MAC Centers) is enhancing outreach to persons with disabilities through better coordination and working with more partners to increase the number of Medicare beneficiaries reached.

• MAC Centers have promoted preventive services like CDSMP and Matter of Balance to all Medicare Beneficiaries.
Thank you!

Any Questions:
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Nationwide Aging and Disability Network
“America’s Long Term Service and Support Access System”

56 States and Territories
1,322+ Access Points
All Populations and All Payers

- Older adults and people with disabilities in need of community supports and services usually need more than one service and often use an array of resources to pay for the services.

- The No Wrong Door System connects individuals to an array of resources that pay for community services:
  - Private resources/insurance
  - Medicare & Medicaid
  - VA benefits
  - Older Americans Act
  - Other privately funded programs (pharmaceutical benefits, community transportation programs, faith based initiatives, etc.)
Strategic Framework for Action

• Introduced on June 10, 2020

• Link to Strategic Framework: https://acl.gov/news-and-events/announcements/seeking-input-strategic-framework-action

• Please submit feedback via email at ACLFramework@acl.hhs.gov by August 31, 2020.
ACL Strategic Framework

Section 1 – Opportunities for strengthening and supporting aging and disability networks

➢ Community Integrated Health Networks (CIHNs) – an organizing model for integrated networks of CBOs with a centralized, coordinated process for service provisions, administrative functions, and quality improvement.

➢ Policy Levers – Medicaid, Medicare, and Dual Eligible – Innovative state examples of collaborating with state Medicaid agencies.

➢ Management and Oversight – Addressing policy and financial oversight, conflict of interest, and coordination of payment sources.

➢ Data Coordination – Enhancing IT infrastructure and data standards.
ACL Strategic Framework (cont.)

• Section 2 – State Driven Roadmaps
  ➢ How to leverage existing planning activities and funding opportunities and identify tactical steps for integrating health and social services.
  ➢ Strategies, actions, tools, and resources that can help state leaders develop their own roadmaps with innovative strategies in policy, financing, and partnerships.

• Addendums 1 & 2 - Resources to Increase Access to SDOH Services
  ➢ Focus on the most frequently identified unmet social needs including transportation, housing, nutrition, and assistive technology.
Nationwide Assistive Technology Act Program

• For FFY 2018
  – Received $28 million
  – Served over 500,000 people
  – Generated close to $63 million in savings and benefits
  – Provided 32,353 short term loans of 49,721 AT devices to individuals or entities
  – Over 59,000 consumers, received a total of 70,673 lightly used devices resulting in a savings of over $28 million

• Find your state AT program: https://www.at3center.net/stateprogram
• Data on your state AT program: https://catada.info/
Inclusive Community Transportation Program

• Transit 4 all
  http://www.acltoolkit.com/

• Mobility on Demand FOA
  https://tp4all.smapply.io/prog/tp_4all_mobility_on_demand_solutions/
The MENTAL Health Challenge

• Develop innovative ideas and solutions for a software platform that increases awareness of, access to and use of social engagement technologies and programming to help curtail the impact of loneliness and social isolation.

• Identify solutions that assess socially isolated individuals and match them with appropriate technology tools and social engagement programming that best meet their needs.

• Develop consumer facing app, clearinghouse with built-in algorithms to match people’s interest, accessibility needs to social engagement programing, technology, software, and apps and enable enrollment/fulfillment of needs

Partnership with Federal Agencies

- U.S. Department of Veterans Affairs
- Federal Transit Administration
- Housing & Urban Development
- US Department of Agriculture
- Federal Communications Commission
- HHS Agencies
For Additional Information

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