

# ADVANCING STATES



Leadership, innovation, collaboration  
for state Aging and Disability agencies

## Responding to the Need: Outreach, Engagement, and Connection During COVID-19

December 9, 2020  
HCBS Conference

# Agenda

- Introduction of speakers
- How each speaker's state or organization responded to COVID-19
- Q&A/Discussion
  - Enter your question in chat or feel free to ask face to face!

# Our Speakers

- **Olivia Burns**, Aging Texas Well Program Coordinator, Texas Health and Human Services Commission
- **Claire Irwin**, Age Well Live Well Program Coordinator, Texas Health and Human Services Commission
- **Crystal Wren**, Social Services Chief, Nevada Aging and Disability Services Division
- **Greg Olsen**, Director, New York State Office for the Aging
- **Richard Prudom**, Secretary, Florida Department of Elder Affairs
- **Ted Fischer**, CEO, Ageless Innovation

# Texas Health and Human Services Commission

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HHSC is the designated State Unit on Aging for Texas.

## **HHSC oversees:**

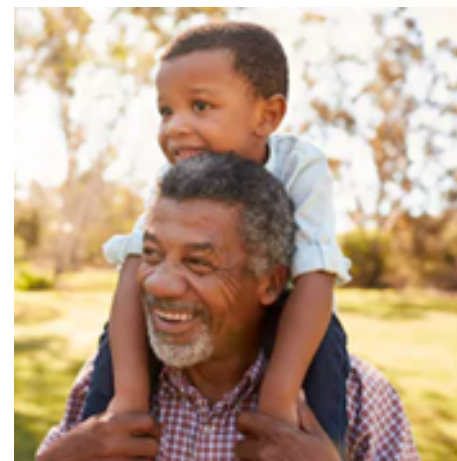
- eligibility determination
- system planning and evaluation
- policy development and rule-making
- Ombudsman services
- **aging programs**
  - **Aging Services Coordination**



**TEXAS**  
Health and Human  
Services

# Older Adults in Texas

- One of the fastest growing populations:
  - 2020: 5.5 million Texans 60+
  - 2030: Projected 7.2 million 60+
- Nearly 40% of Texans 65+ have four or more chronic conditions
- 11% of adults 65+ living in poverty
- 17% adults 85+ live in rural areas



Sources: U.S. Census Bureau. American Community Survey (ACS) for Texas; American Health Rankings for Texas



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Services

# Response to COVID-19

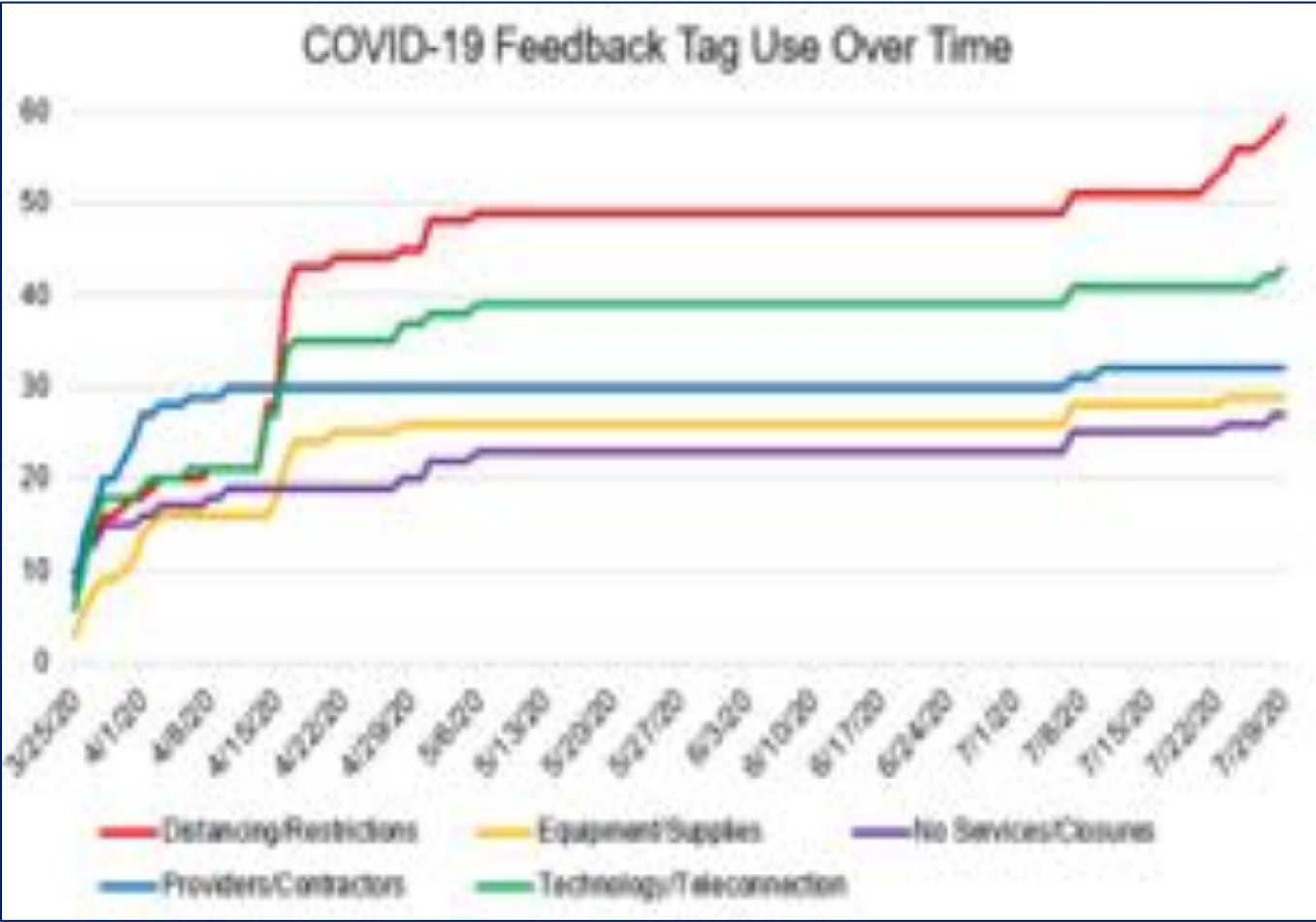
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- Outreach to stakeholders, partners, and service providers
- Statewide Mental Health Support Line
- Utilized federal flexibilities to expand benefits and services such as SNAP and HDM
- Adapted programs and created new resources
- Developed Know Your Neighbor Campaign



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Services

# Stakeholder and Partner Feedback



Steve Sisolak  
*Governor*



Richard Whitley  
*Director*

State of Nevada  
Department of Health and  
Human Services

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Nevada COVID-19 Aging Network  
(Nevada CAN)

Aging and Disability Services Division

Crystal Wren, Social Services Chief



12/9/2020

*Helping people. It's who we are and what we do.*





# What is Nevada CAN?

## What is Nevada CAN?

The Nevada COVID-19 Aging Network (Nevada CAN) rapid response effort is a statewide, inter-organizational collaboration of many aging services organizations, led by the Nevada Aging and Disability Services Division (ADSD).





# Our Goal





# Action Teams

Food and Medication Action Team

Social Support Action Team

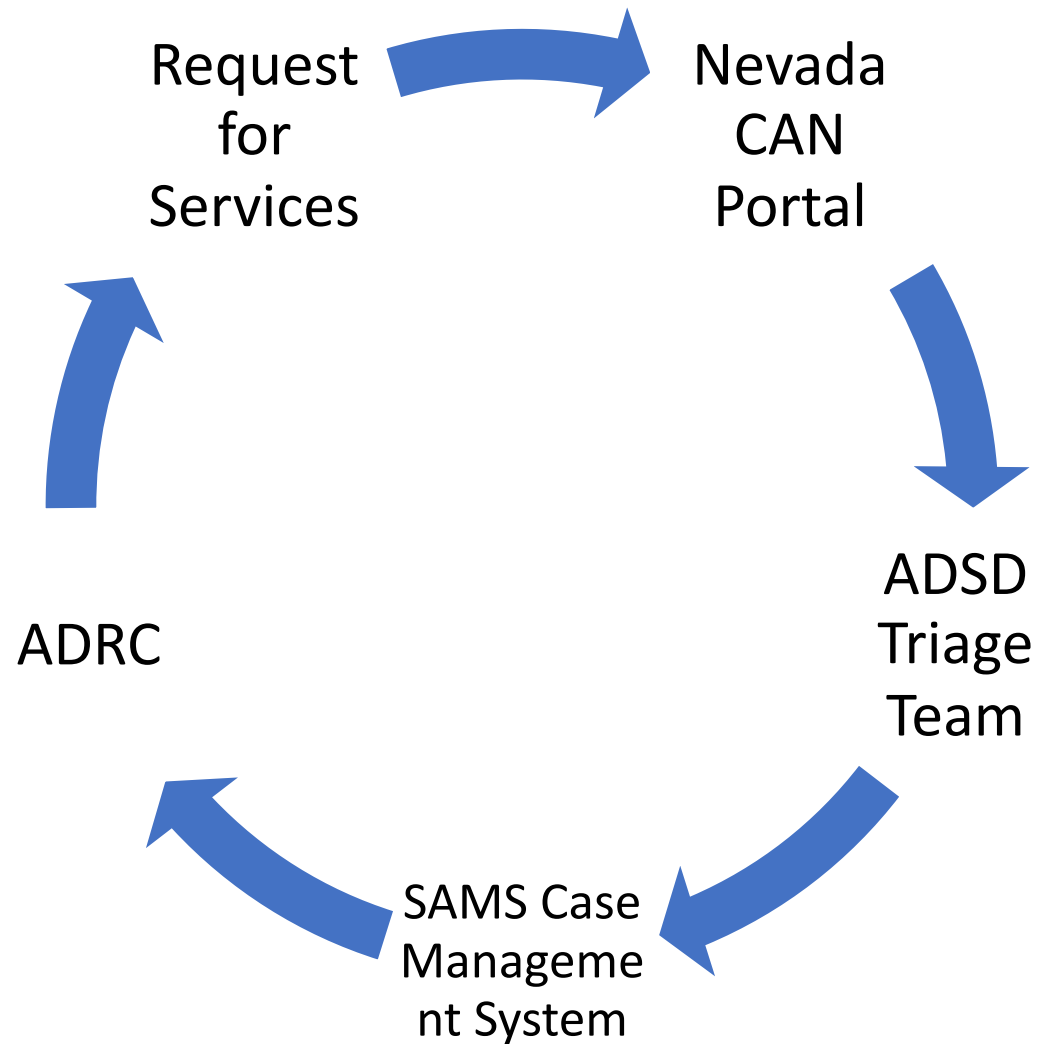
Telehealth Resources Action Team

Communication and Outreach Action Team



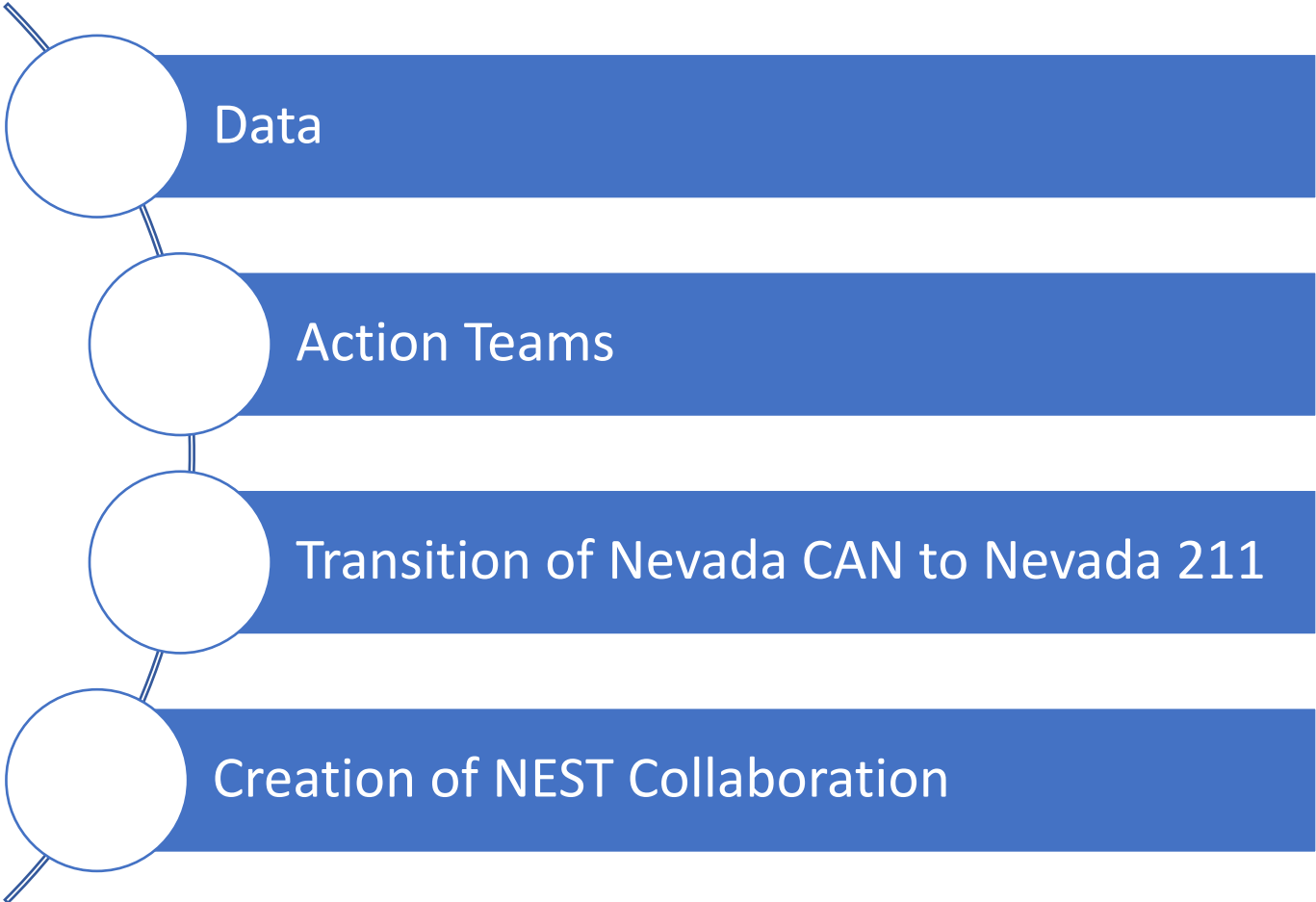


# How does it work?





# Where are we now?





# Nevadans Ensuring Supports Together (NEST) Collaborative addressing social isolation in Nevada

- Collaboration was at the forefront of the creation of the NEST Collaborative
- Development of the program included many hours of outreach and collaboration with community partners to ensure success
- Sustainability of the NEST Collaborative
- NEST programs
  - One on one check in calls
  - Group calls
  - Technical assistance
  - Volunteer mobilization





# NEST Flyers



**FREE VOLUNTEER-HOSTED SOCIAL SUPPORT**

Nevada Ensures Support Together

Reach out, relate, stay engaged!

**The NEST Collaborative is helping Nevadans stay connected during this time of social distancing.**

Find social support in one of these programs:

<b>One-to-One Calls</b> Receive a check-in call twice a week from a NEST Collaborative volunteer. We'll ask how you're doing and help you connect with local resources. We're also happy just to shoot the breeze, chat about activities, hobbies or what you're reading or watching on TV.	<b>Peer Social Groups</b> Participate in a weekly conversation with a small group of other Nevadans who are staying home during the pandemic. All you need is a phone or a computer with a webcam. Peer social groups help you get to know new people and develop a network of mutual support.	<b>Tech Assistance</b> Looking for help with technology? Connect with a NEST Collaborative volunteer for one-to-one telephone-based support in using technology for any purpose. Whether its email, social media, Zoom, or something else, we can help!
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To get started, complete the Request for Assistance Form at: [tinyurl.com/nevadans-talk](https://www.nevada211.org/seniors-request-for-assistance/) or call 2-1-1 from any phone and ask about "Nevada CAN Social Support."

All NEST Collaborative volunteers have had background checks and quality training in the best ways to support your social engagement.  
Nevada CAN's NEST Collaborative, led by the Nevada Aging and Disability Services Division, is comprised of aging- and social-services professionals from across the state.

**Need help connecting to tele-health?**

**FREE ONE-TO-ONE ASSISTANCE!**

We can help you...  
**make an appointment, learn to use Zoom, and more!**




To sign up, visit:  
<https://www.nevada211.org/seniors-request-for-assistance/>

**Questions? Call (775) 682-8641**

**Need help with technology?**

**FREE ONE-TO-ONE ASSISTANCE!**

We can help with any topic:  
**Zoom, Email, Facebook, and more!**

Talk to the same volunteer every time.




To sign up, visit:  
<https://www.nevada211.org/seniors-request-for-assistance/>

**Questions? Call (775) 682-8641**



# Success Stories

## From the Social Support Action Team:

- Seventy-six-year-old male, from Southern Nevada suffered a stroke in July. He and his wife have no family in town. The police department was performing wellness checks on them but stopped providing that service due to the COVID-19 pandemic. He signed up to receive the one-on-one calls to have someone check in on them and make sure their needs were met.



## Social Support Action Team & Telehealth Action Team

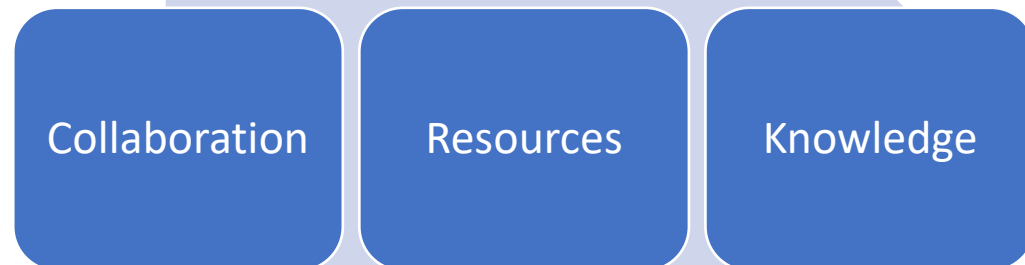
- Sixty-year-old female, called needing food, medical telehealth, emergency financial assistance, help with cooking, cleaning, and yard work. We were able to do an online application for Supplemental Nutrition Assistance Program (SNAP), she was able to provide pictures of her documents and send them via email. We also completed an Energy Assistance Program (EAP) application in which she would only have to go in to sign the application by curbside service. Helping Hands of North Las Vegas which does home maintenance assistance for the elderly and disabled were set up to maintain yard work. She called back stating how grateful she was for the assistance.







# Where do we go from here?



- Continue to work with community partners to build a strong aging network ready and able to serve Nevada's
- Continue the efforts and successful resources and opportunities created during this challenging time
- Expand our knowledge and work with other States to combat social isolation and loneliness



# Q&A and Discussion