

# Responding to the Tides of Change:

## Ensuring Equitable COVID-19 Support for Older Adults and People with Disabilities in Harris County

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August 4, 2021



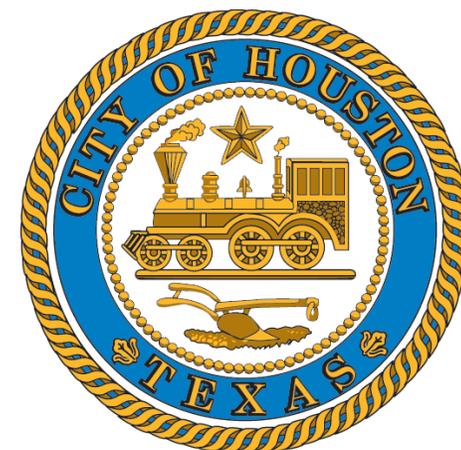
**HOUSTON HEALTH  
DEPARTMENT**



**Harris County Area Agency on Aging, (HCAAA) is part of a nationwide federal grant program authorized by the Older Americans Act of 1965.**

**The City of Houston is the grantee agency for Older Americans Act Services for Harris County.**

**HCAAA is a city-county partnership housed in the Houston Health Department.**





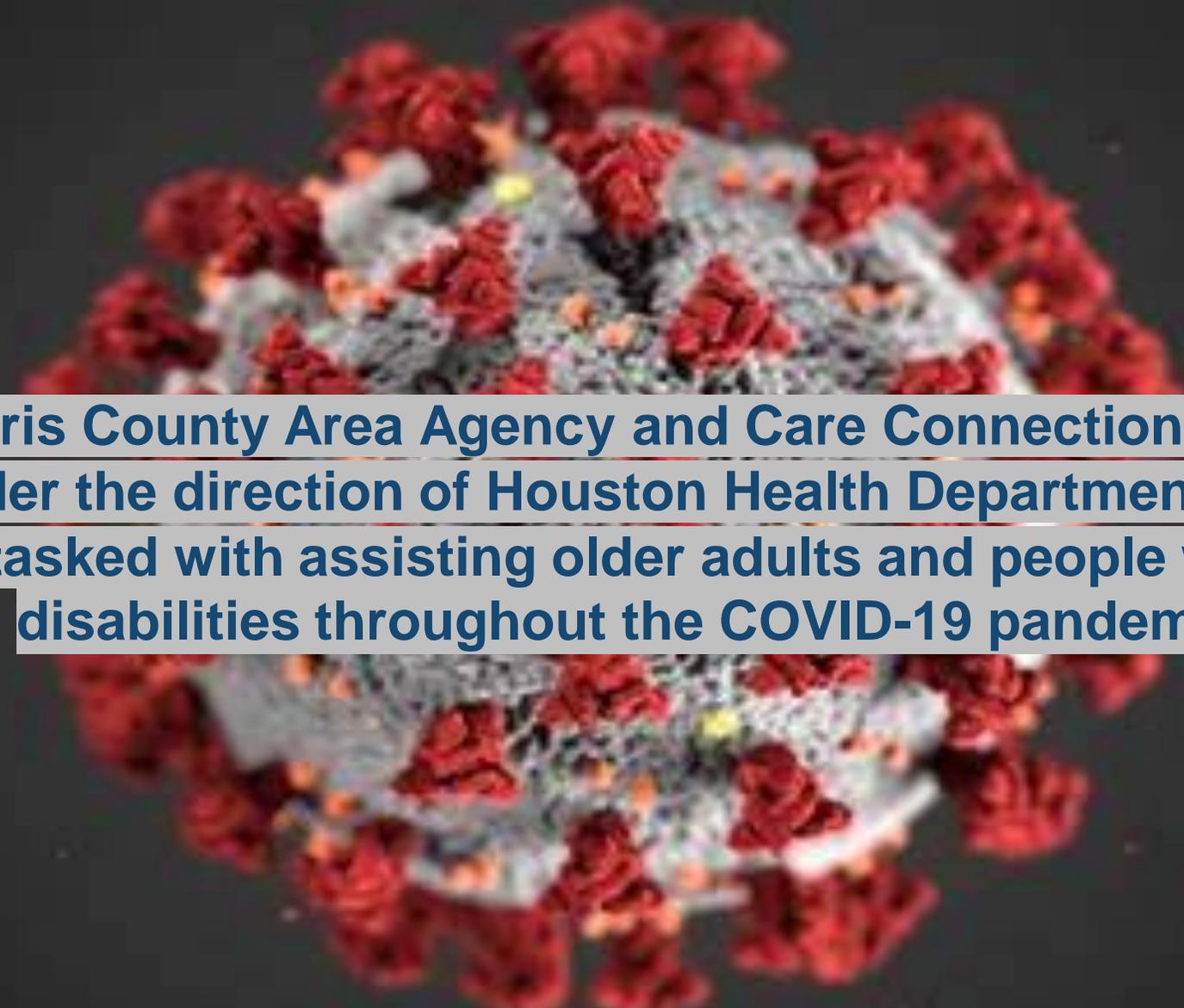
**We sponsor programs that provide a sense of well-being, dignity, independence, and the free exercise of individual initiative to older adults and their caregivers in planning and managing their lives through access to and participation in community-based services and programs provided for their benefit, health and safety.**



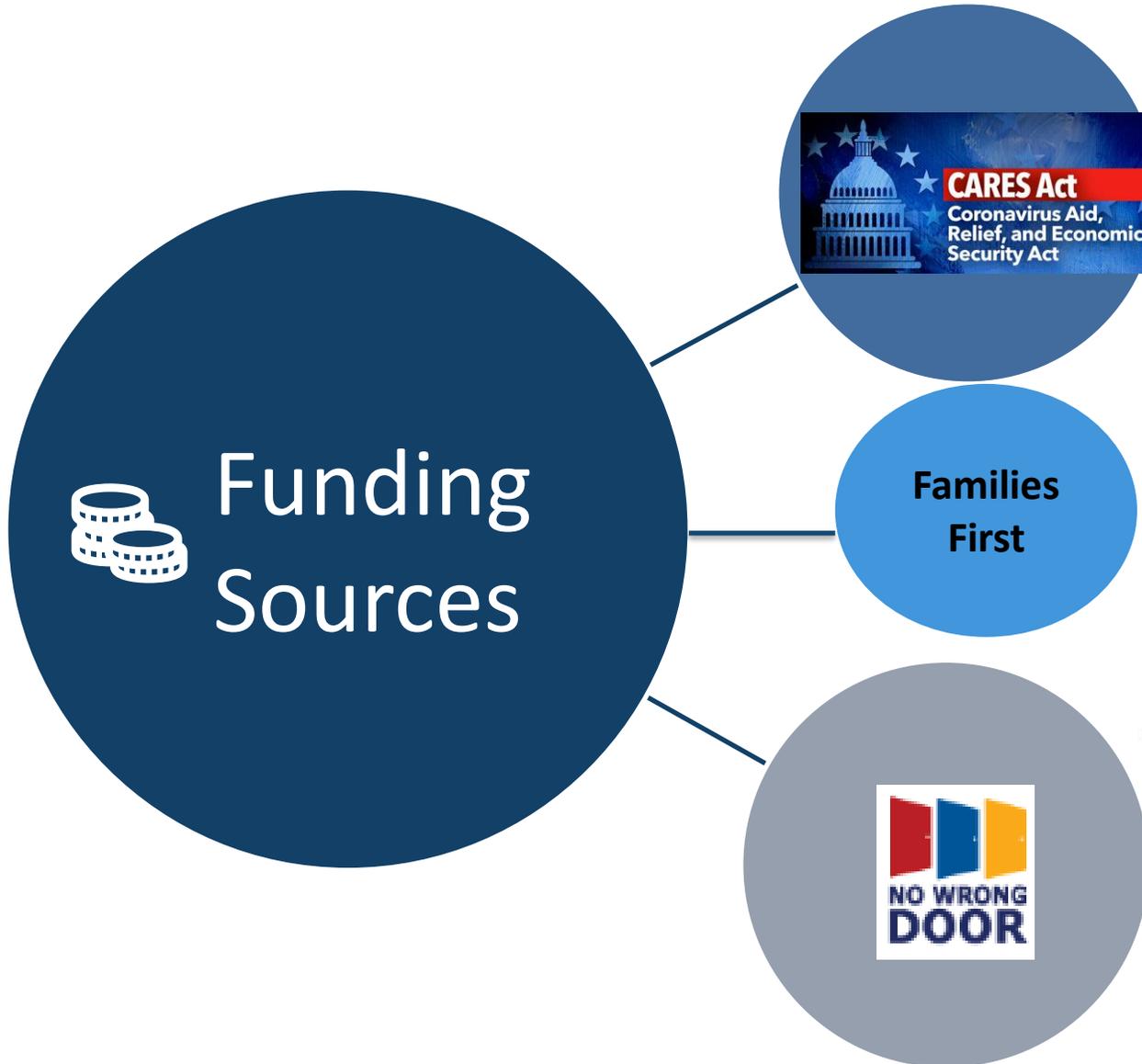


## ORGANIZATIONAL CHART





**Harris County Area Agency and Care Connection ADRC, under the direction of Houston Health Department, were tasked with assisting older adults and people with disabilities throughout the COVID-19 pandemic.**



• **The Coronavirus Aid, Relief and Economic Security Act (CARES)** was passed to address economic fallout from the shutdowns and sheltering in place.

is a partnership  
between...



- **NWD is developed and supported through a partnership between the Administration for Community Living, the Centers for Medicare and Medicaid Services and the Veterans Health Administration**
- **Through a network of agencies, NWD expands access to services and supports, helping individuals and their caregivers navigate resources they need with a person-centered approach.**

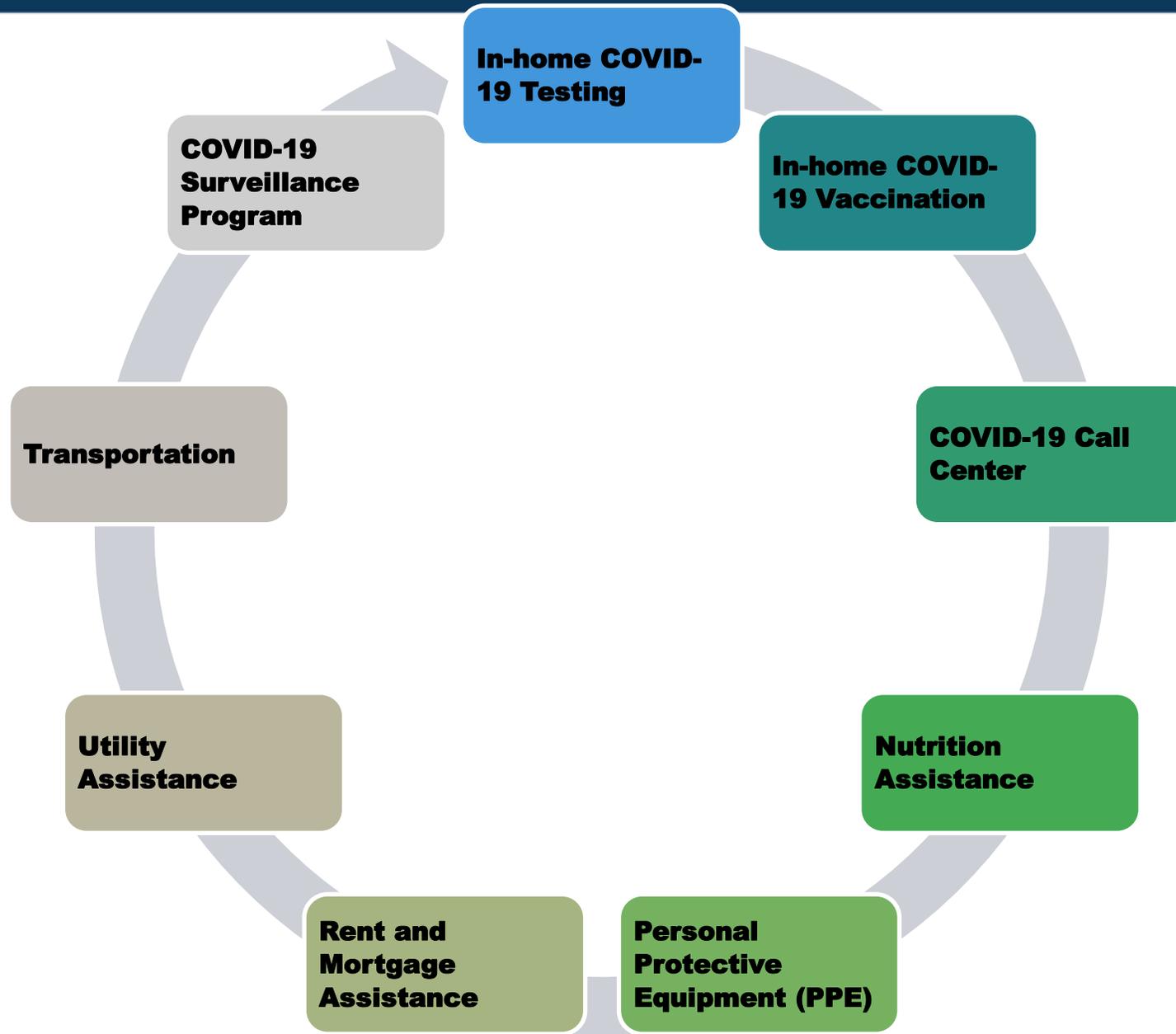
# Needs Assessment Outcomes



# Services & Response



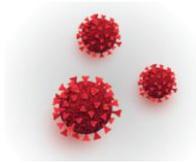
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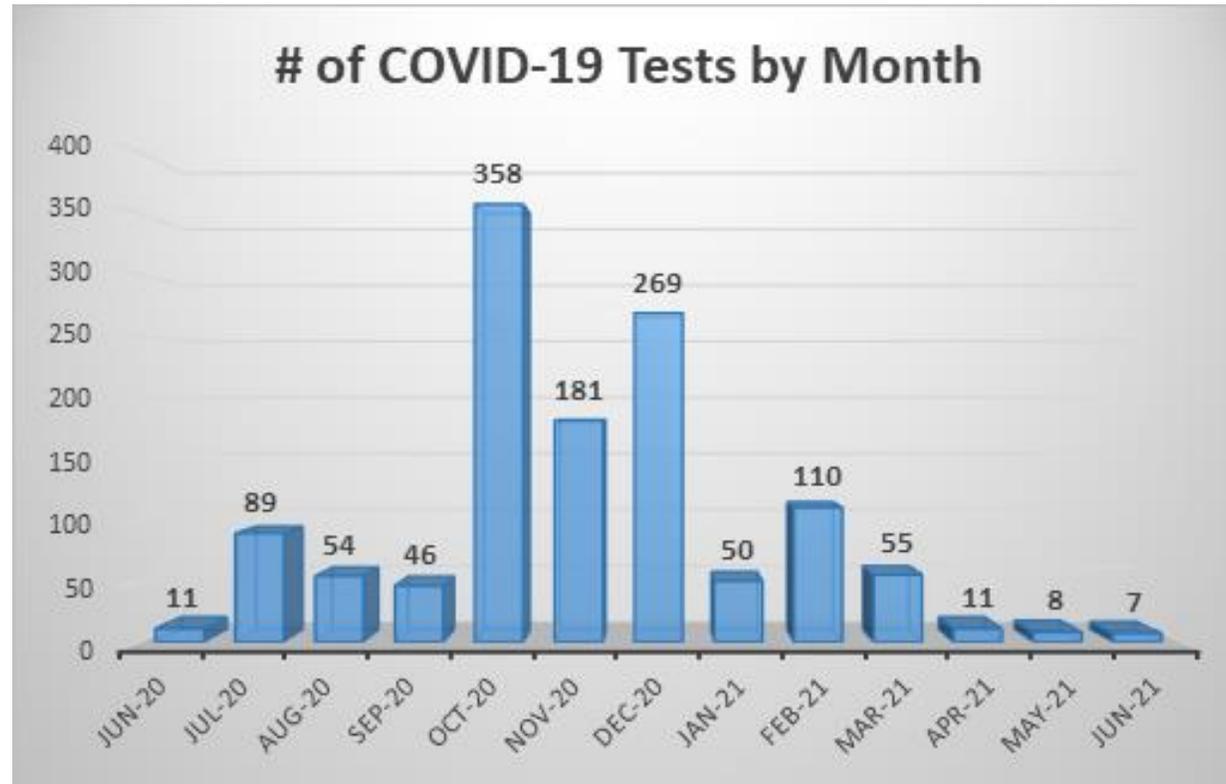
# In-Home COVID-19 Testing Services



The program provides services to older adults 60 years and over, people with disabilities 18+ and/or veterans with a disability who are homebound and may have difficulty leaving their residence to get tested for COVID-19.



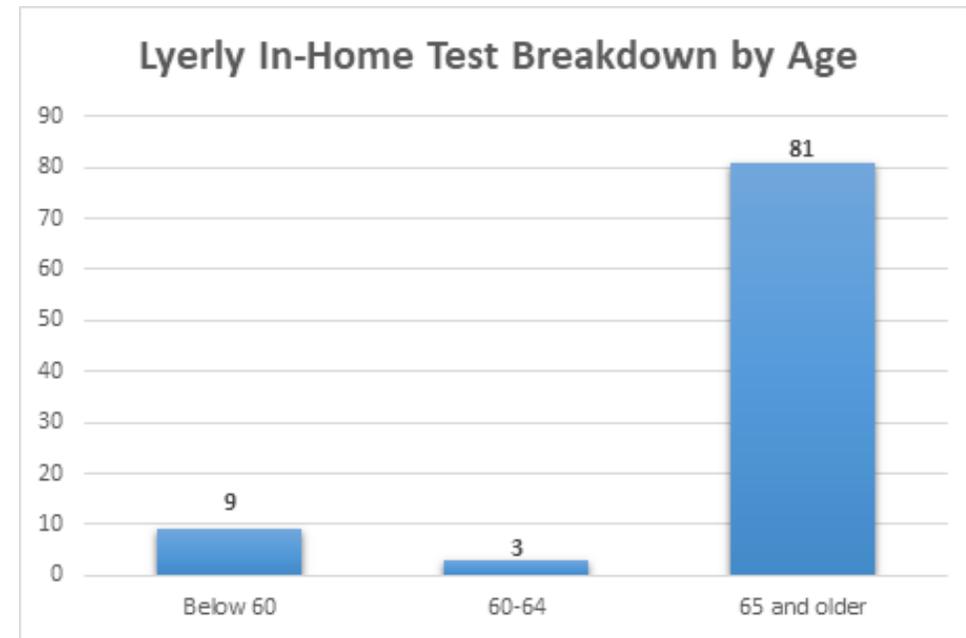
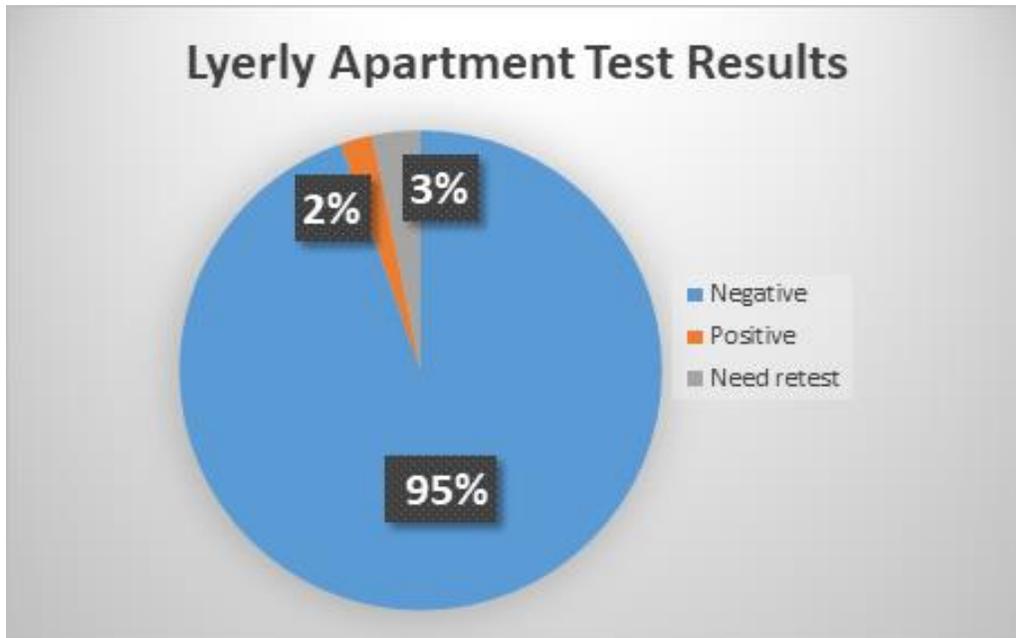
<b>Total COVID-19 Tests</b>	<b>1,249</b>
Tests in 2021	241
Tests in 2020	1,008



\*\* In response to the demand and the needs of the community, testing was expanded to all Harris County Residents in October 2020.\*\*

# In-Home COVID-19 Testing Services

In response to the community's need, conducted mass testing (on 2/10/2021) at Lyerly Apartments, a complex dedicated to the special needs of senior residents and persons with disabilities. A total of 93 residents were tested.



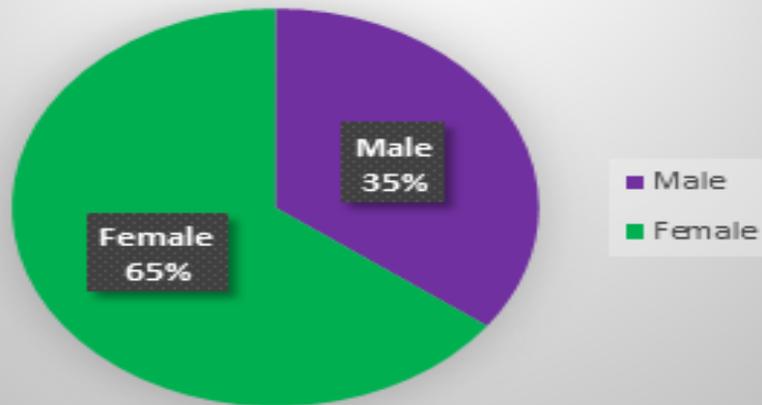
<b>Below 60</b>	<b>9</b>	<b>10%</b>
<b>60 and older</b>	<b>84</b>	<b>90%</b>

# In-Home COVID-19 Testing Services

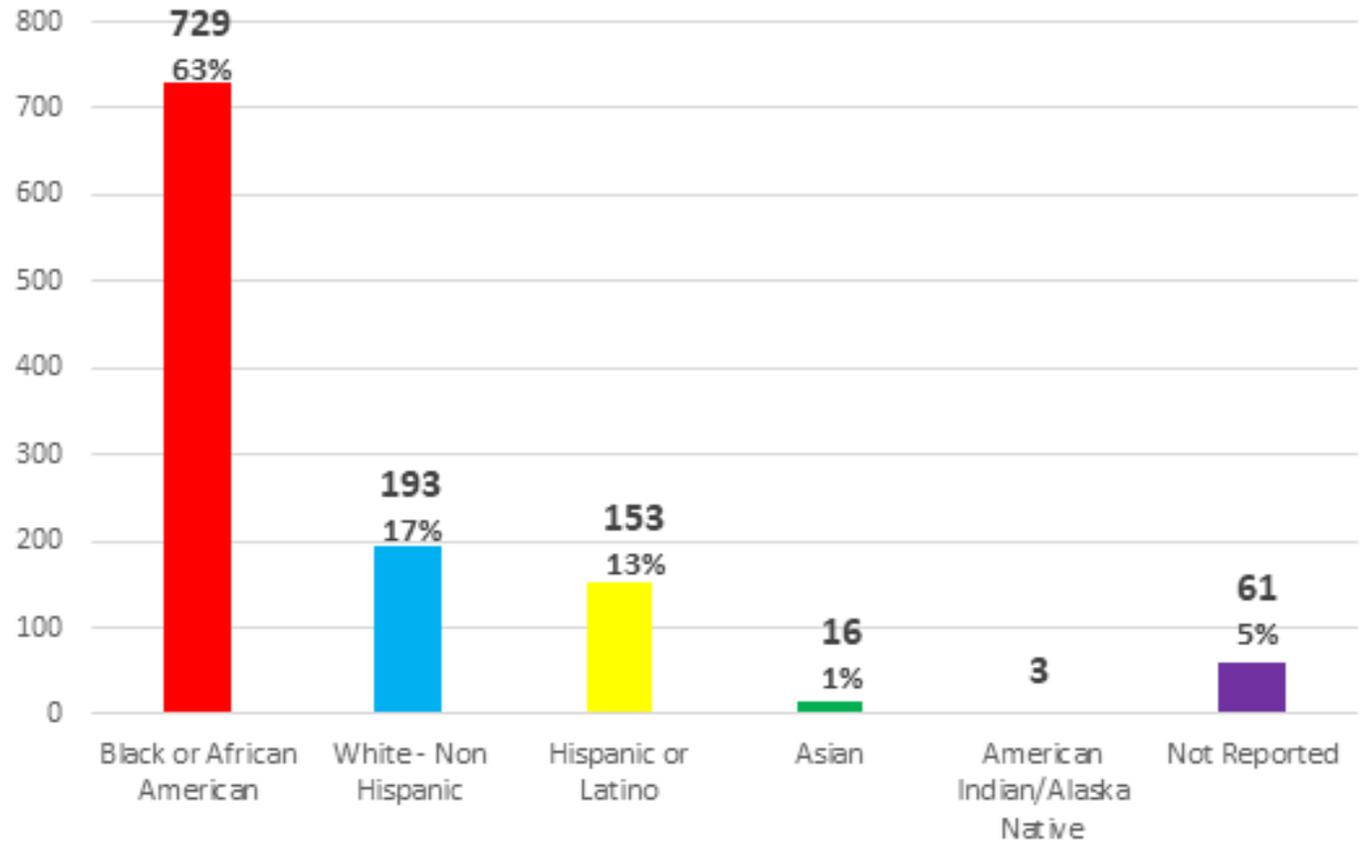
### In-Home COVID-19 Testing Results



### Gender



### Ethnicity

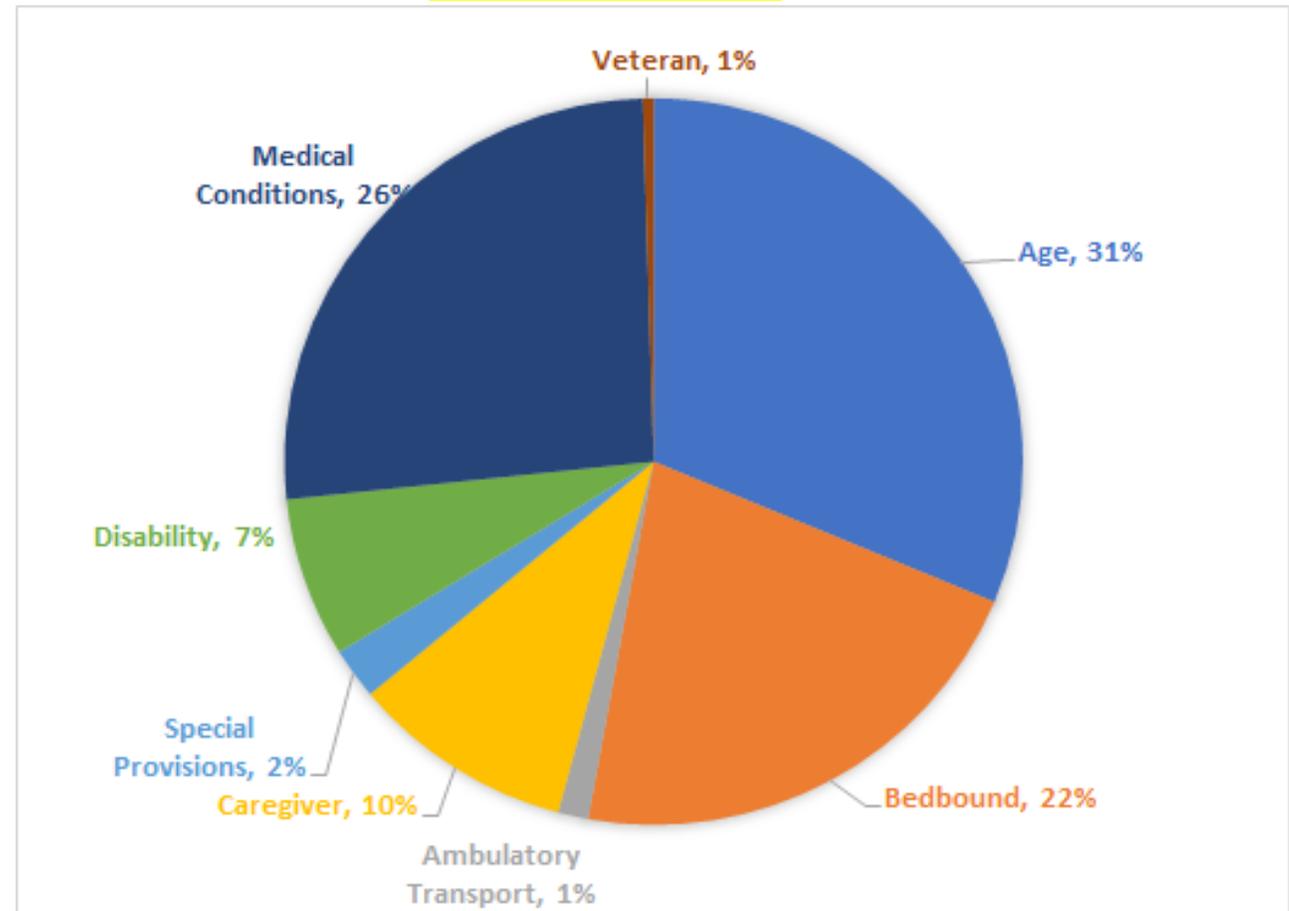




The program services vulnerable older adults, people with disabilities and veterans in their home. Consumers must meet one of the following criteria to receive the vaccine:

- 80 years of age or older
- Bedbound
- Ambulatory Transport
- Clients under 80 years of age: with at least 2 health conditions
- Veterans
- Person with disability
- Caregivers with or without respite care

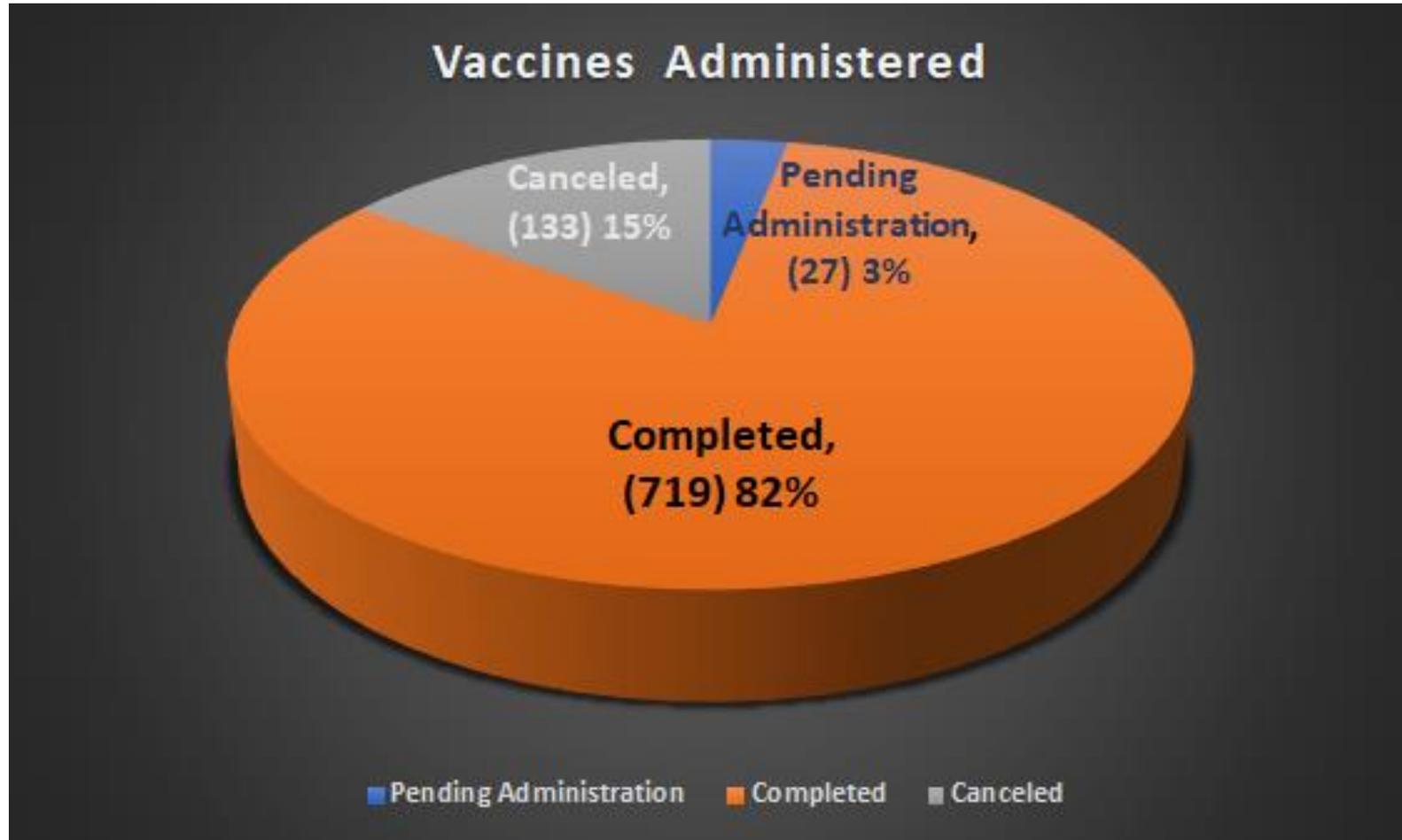
Eligibility based on Criteria





**719** individuals  
successfully  
vaccinated

**1,054** requests  
for In-Home  
COVID-19  
vaccine

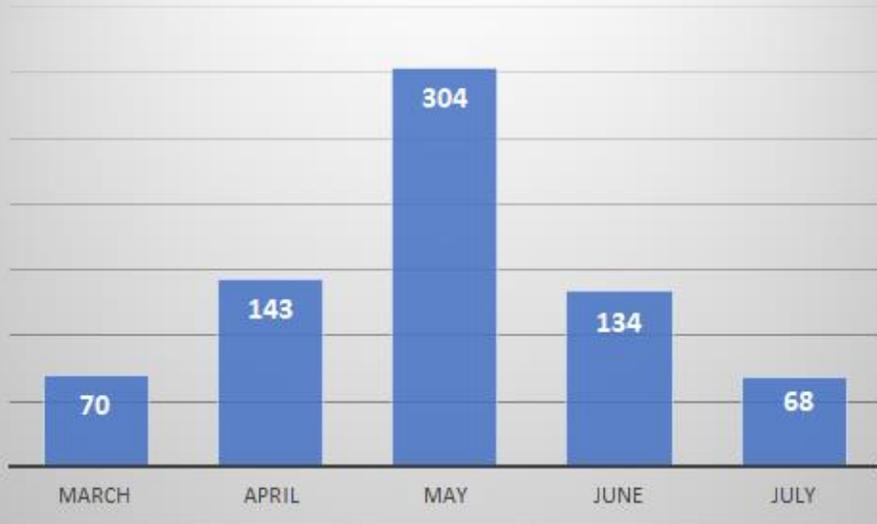


\*\*reason for cancelation include having secured a vaccine elsewhere, refused/declined specific vaccine, or unavailable (hospitalized)\*\*

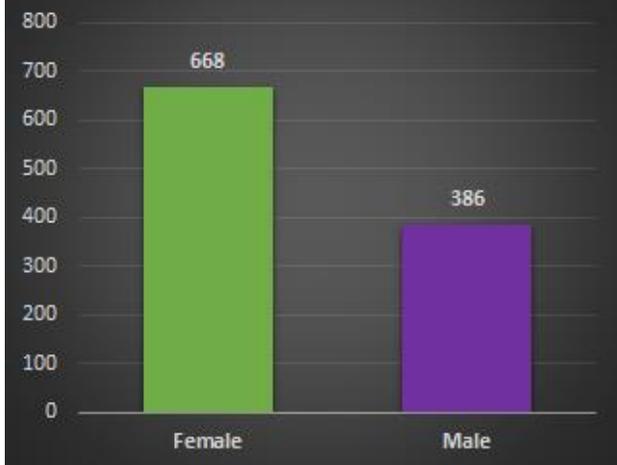
# Clients Served in 2021



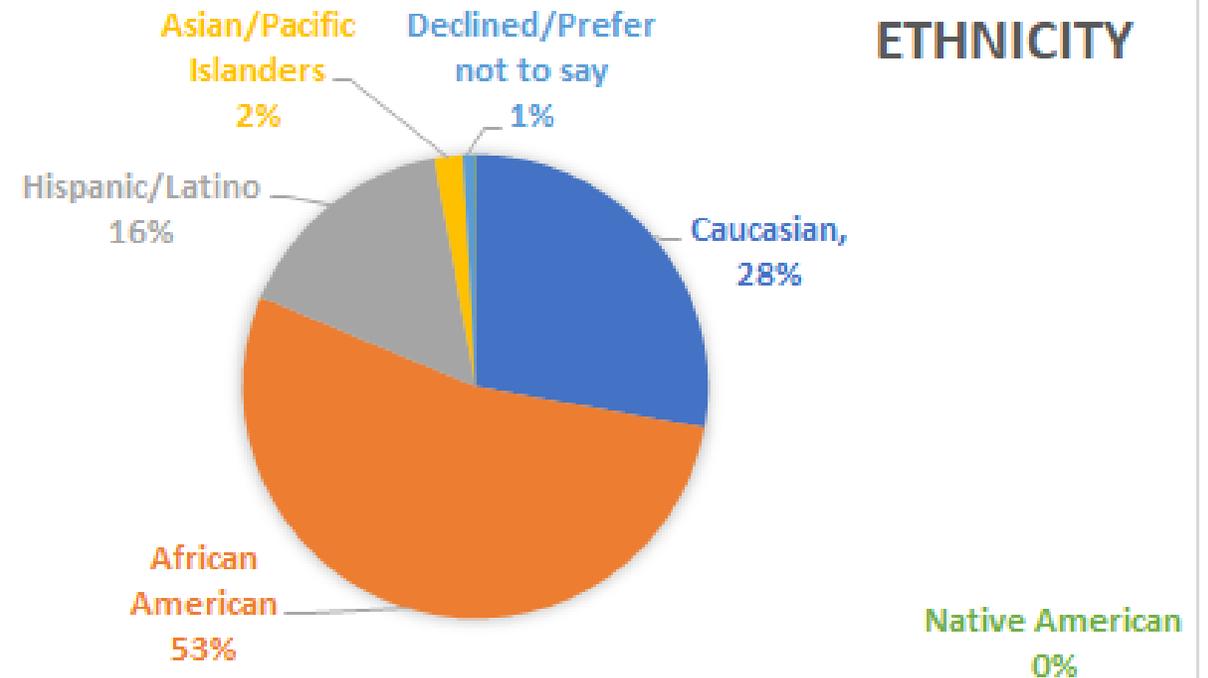
### Vaccines Administered by Month



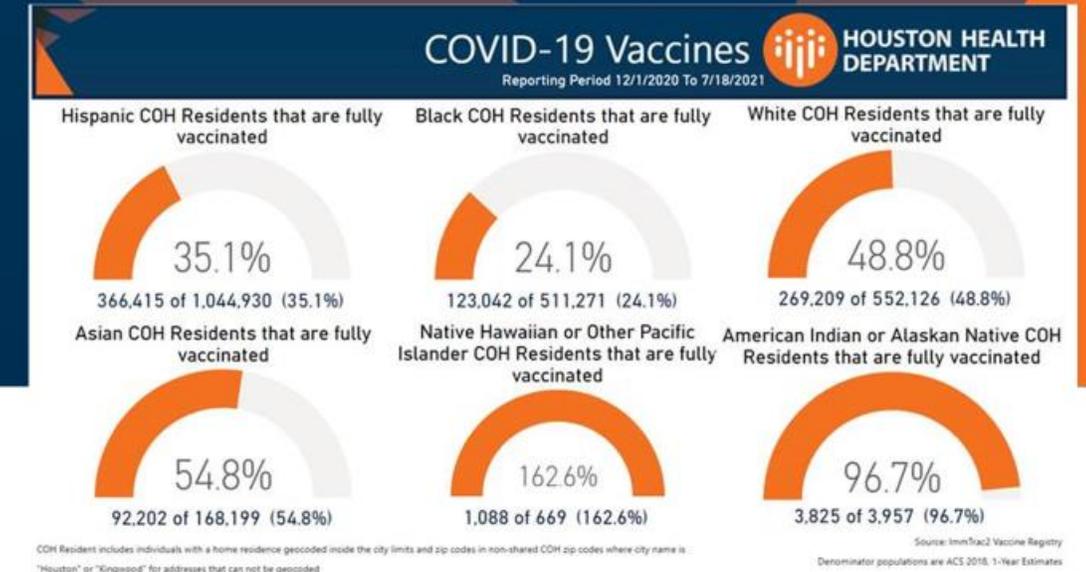
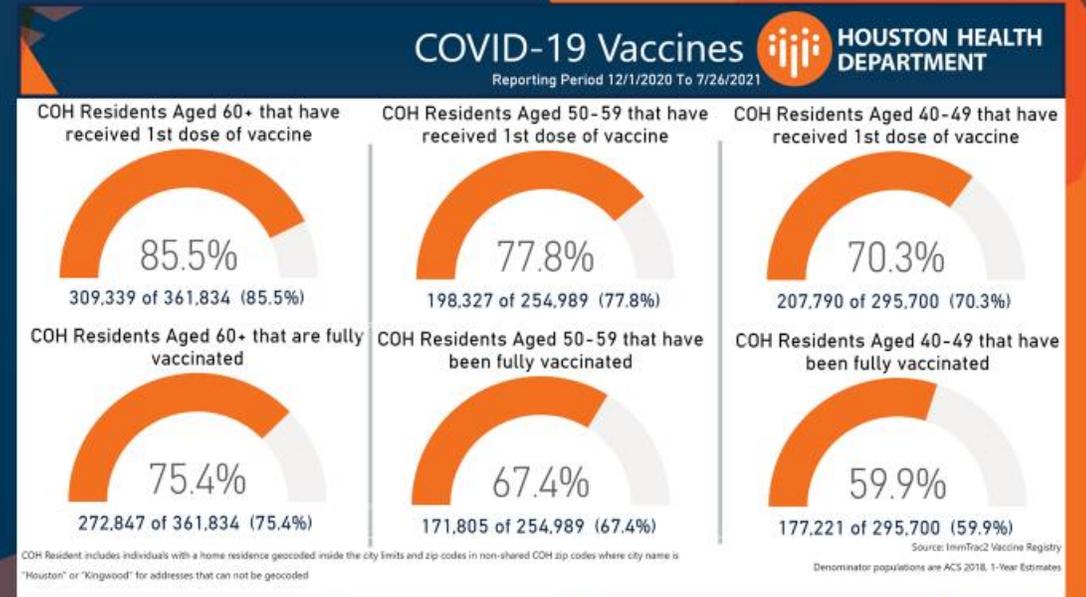
### Gender



### ETHNICITY



# Covid-19 Vaccine Uptake



Employed 65 call center  
agents to meet demand



## OPERATIONS

HSCCC operated 13 weeks

- 70 active days
- 71 jobs created
- 33,405.25 man-hours worked

## PRODUCTION

HSCCC received 392,955 inbound calls

- 234,503 calls returned (voicemail and unanswered)
- 256,682 Everbridge messages sent
- 100,252 appointments scheduled
- 1020 appointment scheduled (for Walgreens)
- 4702 referrals to Harris County Area Agency on Aging
- 1248 tested for Covid-19
- 469 in-home vaccinations administered
- 462 Readiness and Willingness Surveys administered
- 313 rides provided to vaccine sites
- 222 rides provided to testing sites



## COLLABORATIONS AND PARTNERSHIPS



- Daniel's Group: outbound call support
- Go Go Grandparent Uber: transportation
- Harris County Public Health Department: vaccine administration
- Harris County Precinct 1: outbound call support
- Harris County Rides: transportation
- Harris Health: referrals
- Houston Methodist Hospital: referrals
- Human Services Division: outbound call support
- Houston Housing Authority: scheduling
- Imaware: testing
- Mayor's Office for People with Disabilities: scheduling
- Rockwell
- Target Hunger
- Texas Organizing Project
- Workforce Solution: staffing augmentation



- **Nutrition Assistance**

- HCAAAA: 15,322 consumers served
- ADRC: 463 consumers served

- **Personal Protective Equipment (PPE)**

- Face masks, hand sanitizer, gloves



- **Rent and Mortgage Assistance**

- HCAAAA: 283 consumers served
- ADRC: 145 consumers served



- **Utility Assistance**

- HCAAAA: 1,233 consumers served
- ADRC: 165 consumers served



- **Transportation Assistance**

- ADRC: 200 consumers served

- **Purpose:** Monitor chronic disease and development of COVID-19 symptoms to prevent significant disease impact
- Participants virtually monitored via tablet
  - Other equipment issued includes thermometer, blood pressure cuff, scale, pulse oximeter, glucose monitor based on medical diagnoses
- Participants assigned a case manager to monitor vitals and screen for social factors such as nutrition and transportation needs
  - Conducted initial assessment, developed care plan and provide monthly monitoring
- Freedmen's Health provided medical oversight
  - Monthly meeting with nurse practitioner to review vitals
- Number enrolled: 72



# Conclusion

- The COVID-19 response is ongoing
- Continue public outreach and education
- Services and supports may change as needs change
- HCAAA and ADRC will receive funds to address vaccine efforts
- More to come...



Close

Questions???