

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



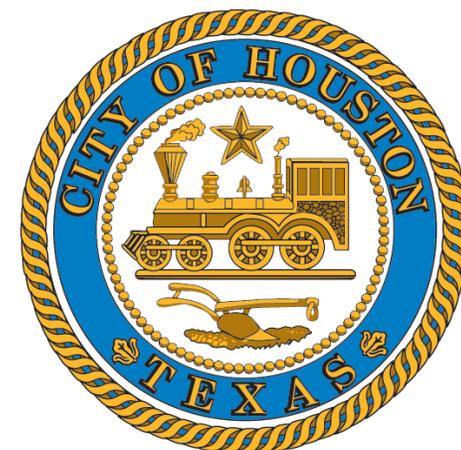
**HOUSTON HEALTH
DEPARTMENT**



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.



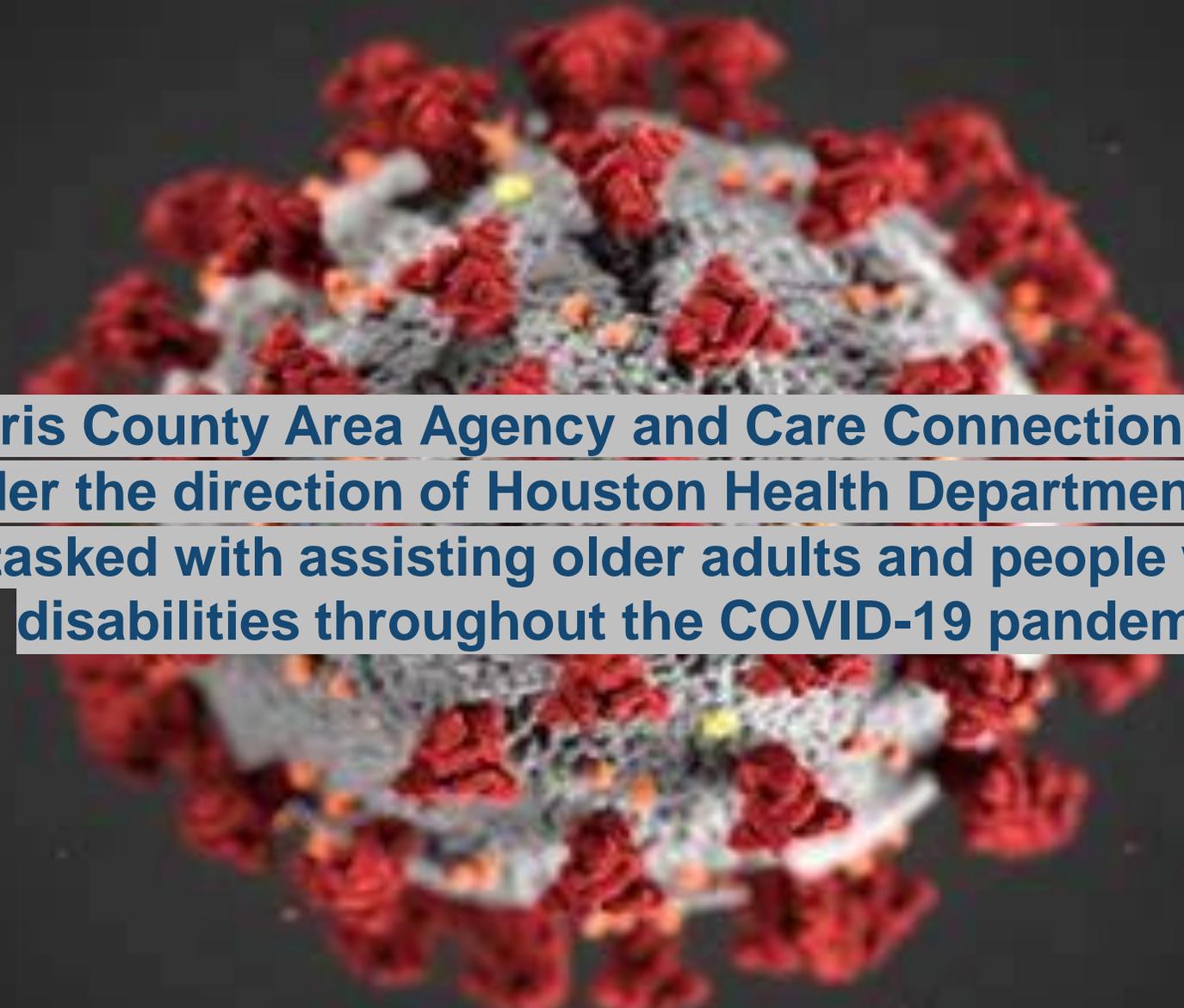


We sponsor programs that provide a sense of well-being, dignity, independence, and the free exercise of individual initiative to older adults and their caregivers in planning and managing their lives through access to and participation in community-based services and programs provided for their benefit,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

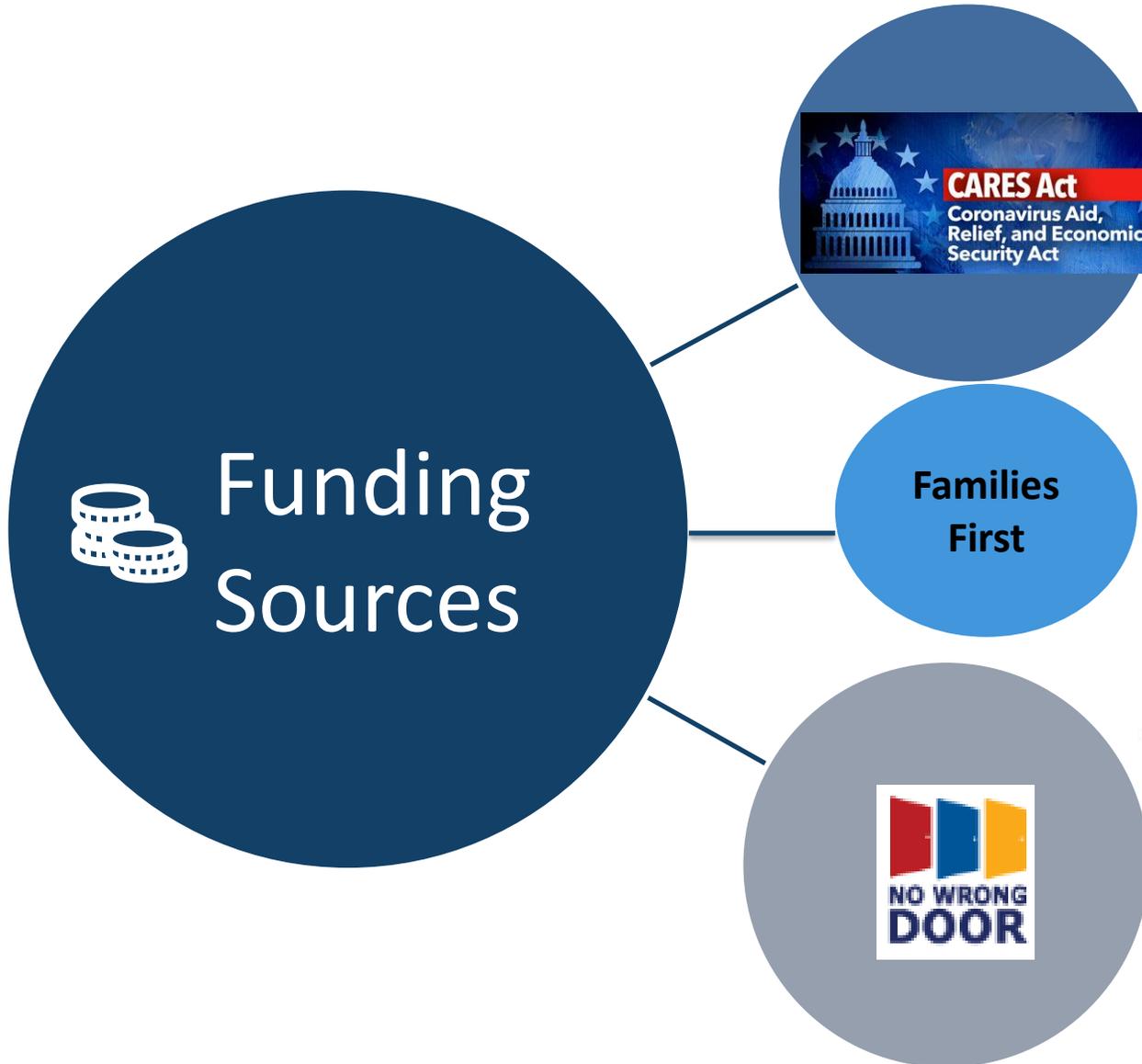


ORGANIZATIONAL CHART





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.**

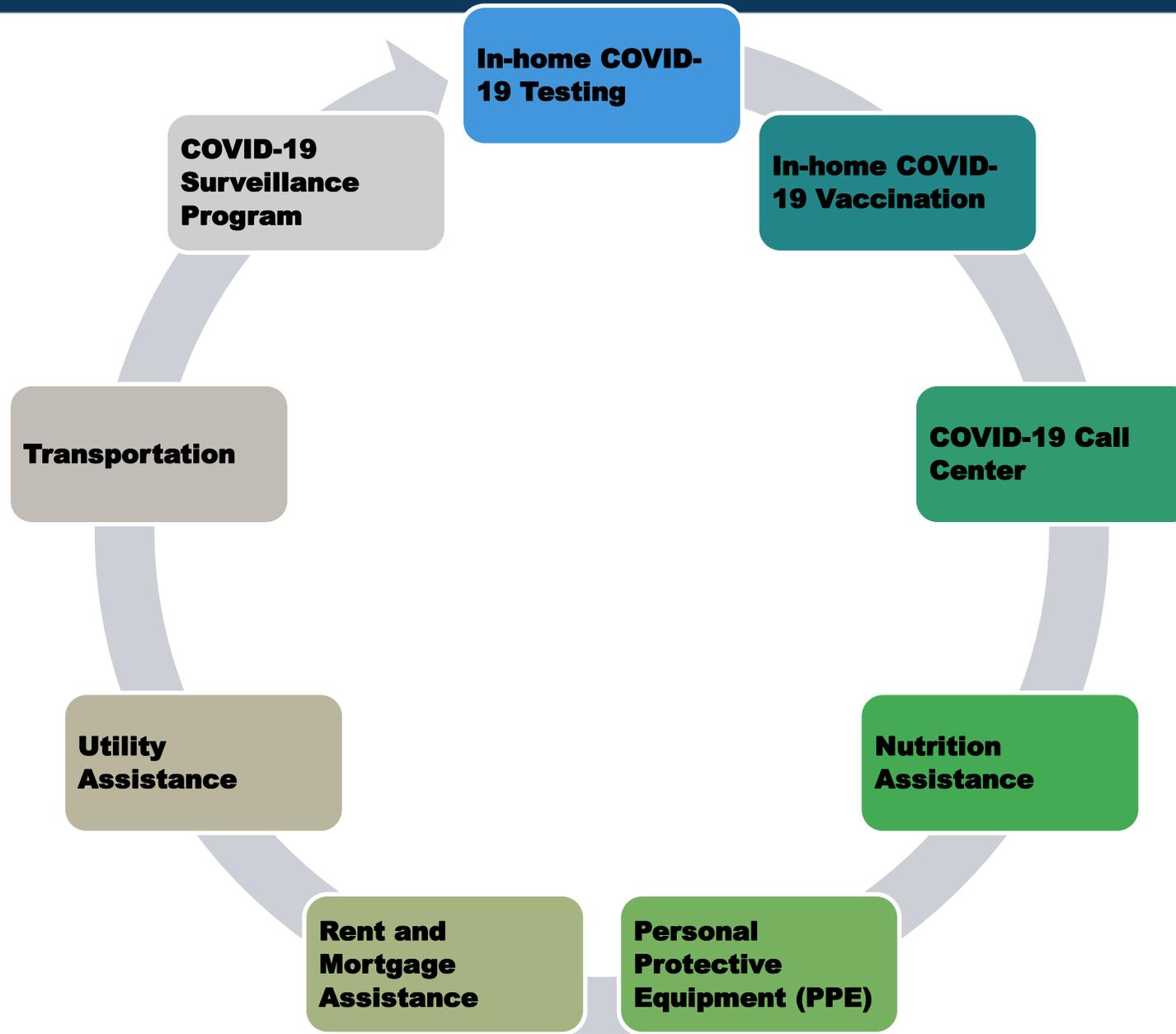
Needs Assessment Outcomes



Services & Response



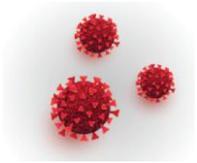
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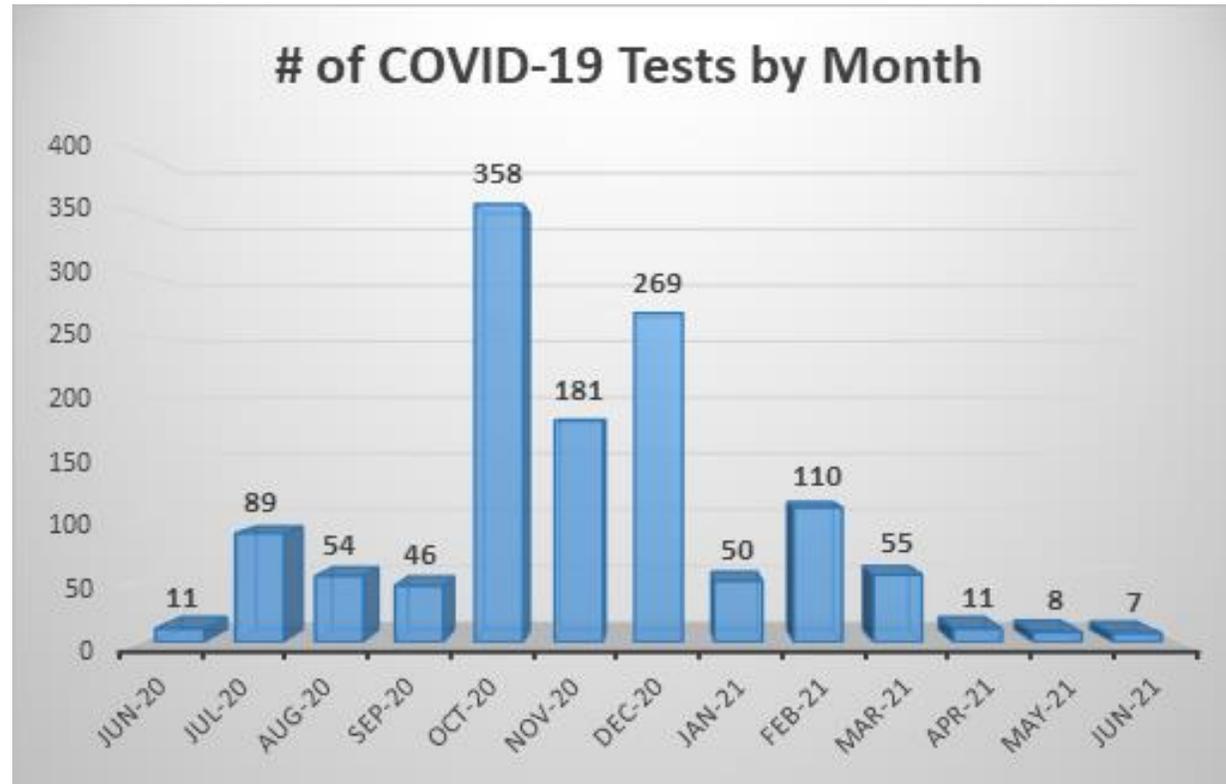
In-Home COVID-19 Testing Services



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.



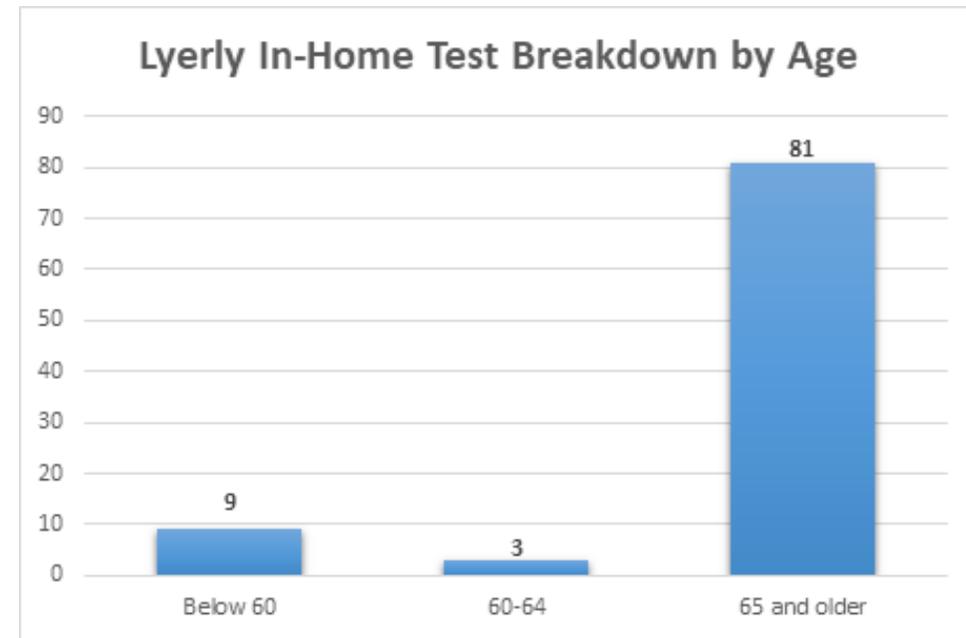
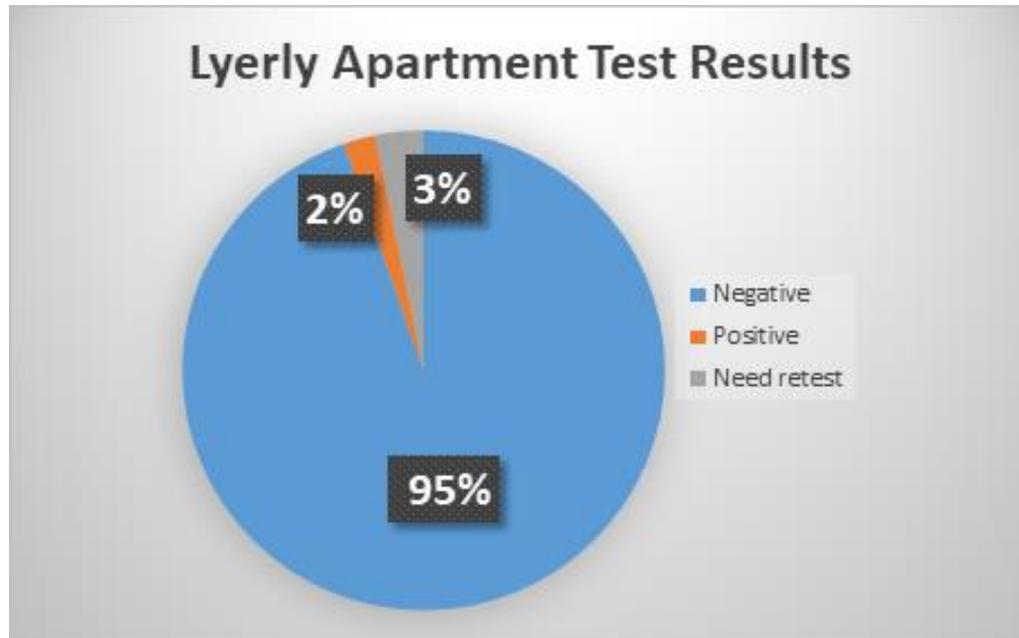
Total COVID-19 Tests	1,249
Tests in 2021	241
Tests in 2020	1,008



** 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.



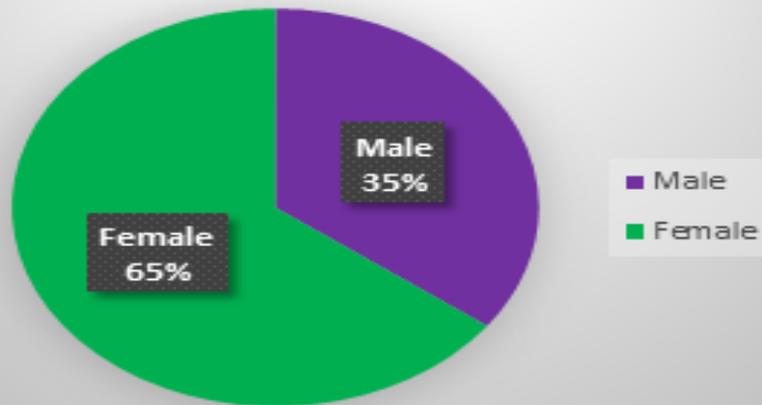
Below 60	9	10%
60 and older	84	90%

In-Home COVID-19 Testing Services

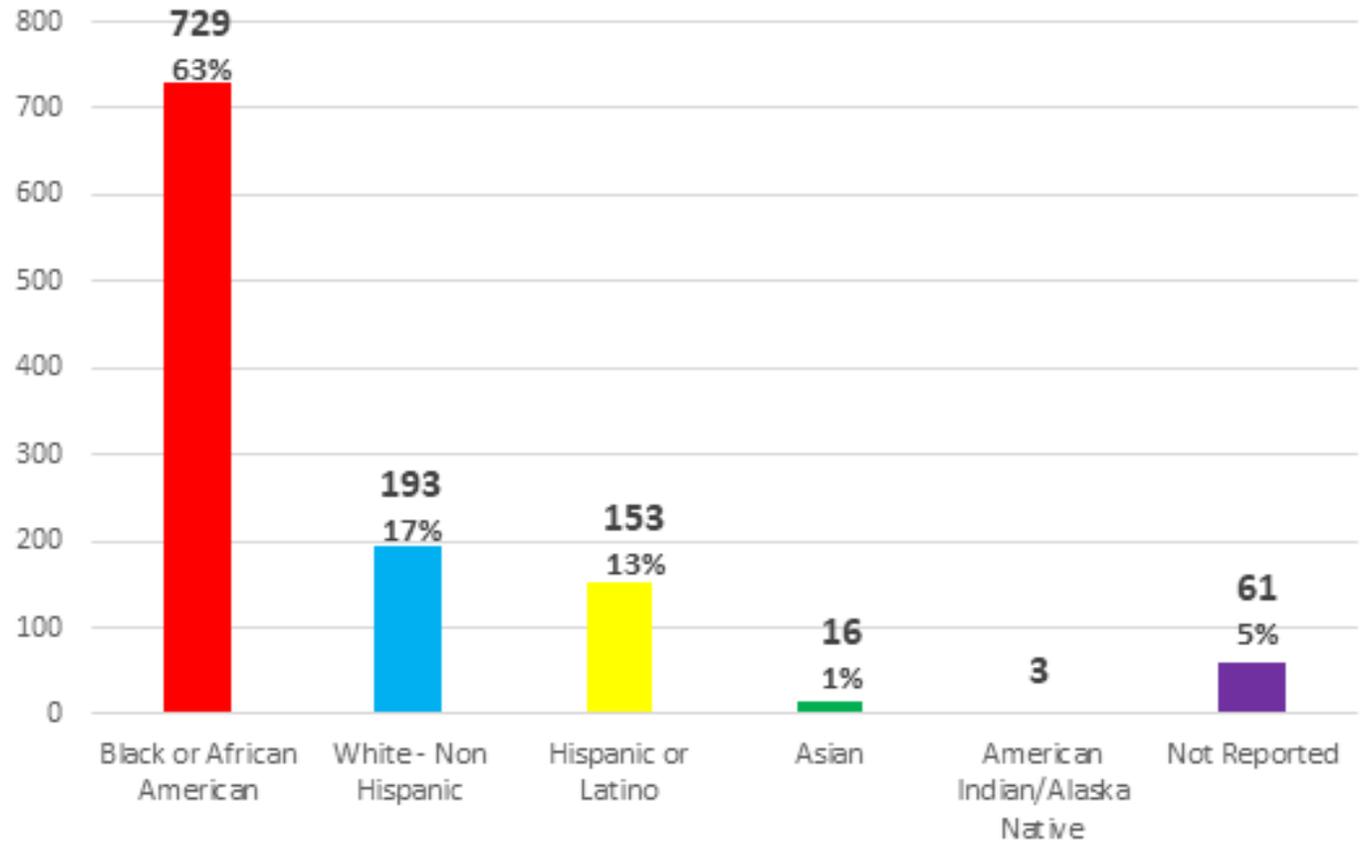
In-Home COVID-19 Testing Results



Gender



Ethnicity

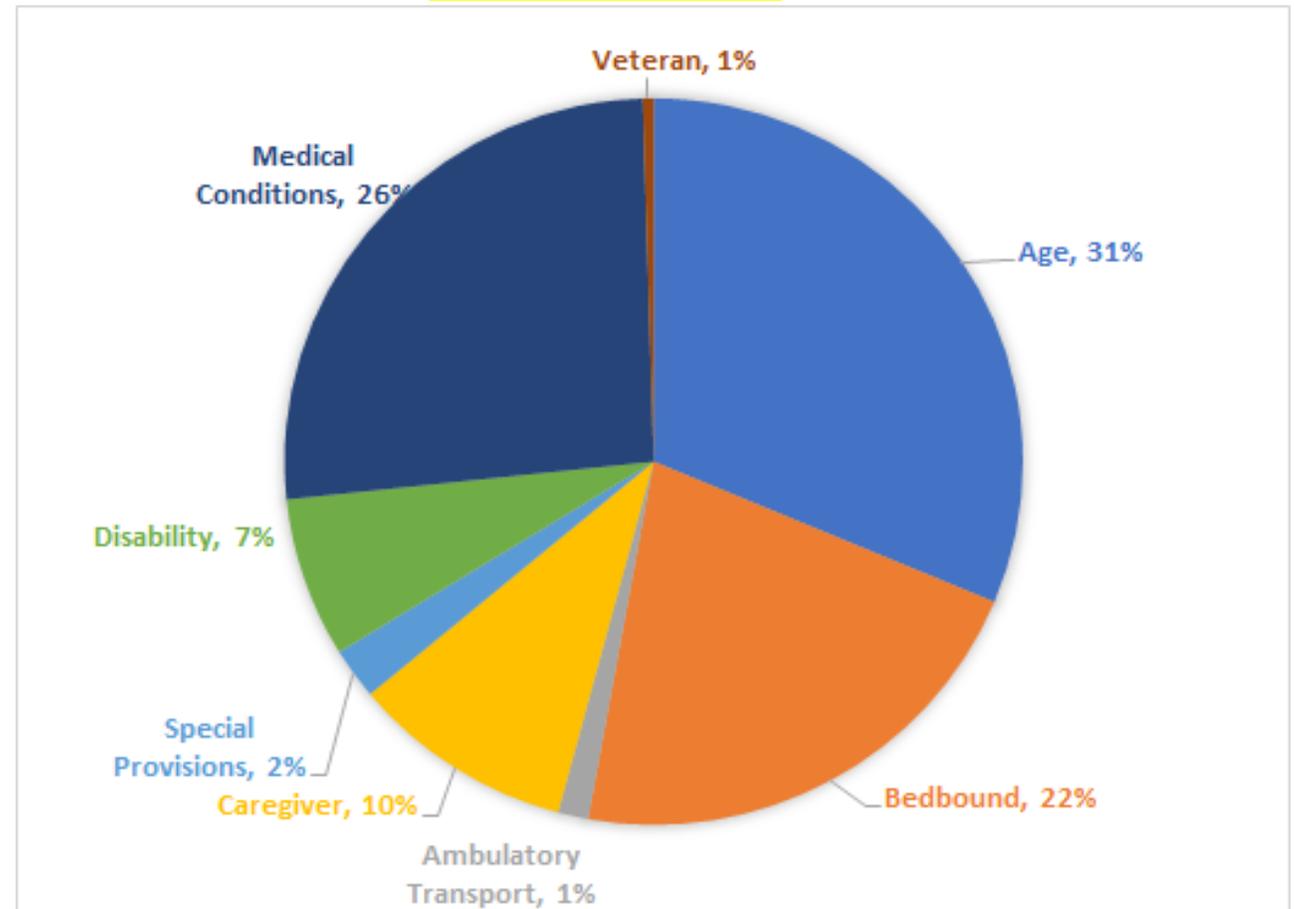




The program services vulnerable older adults, people with disabilities and veterans in their home. Consumers must meet one of the following criteria to receive the vaccine:

- 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

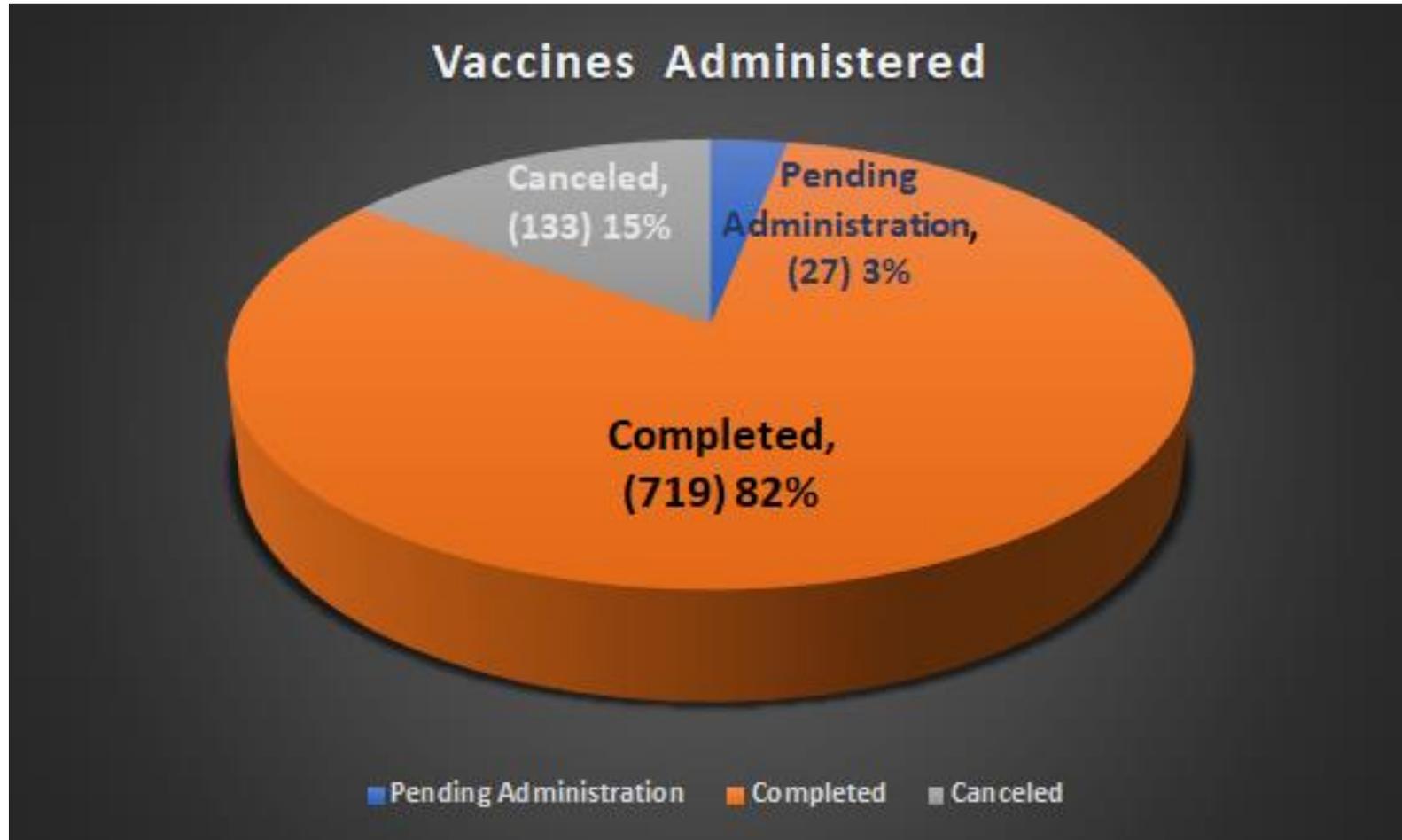
Eligibility based on Criteria





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)

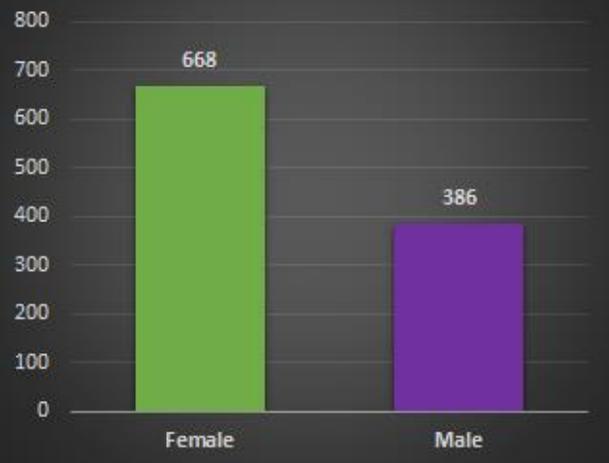
Clients Served in 2021



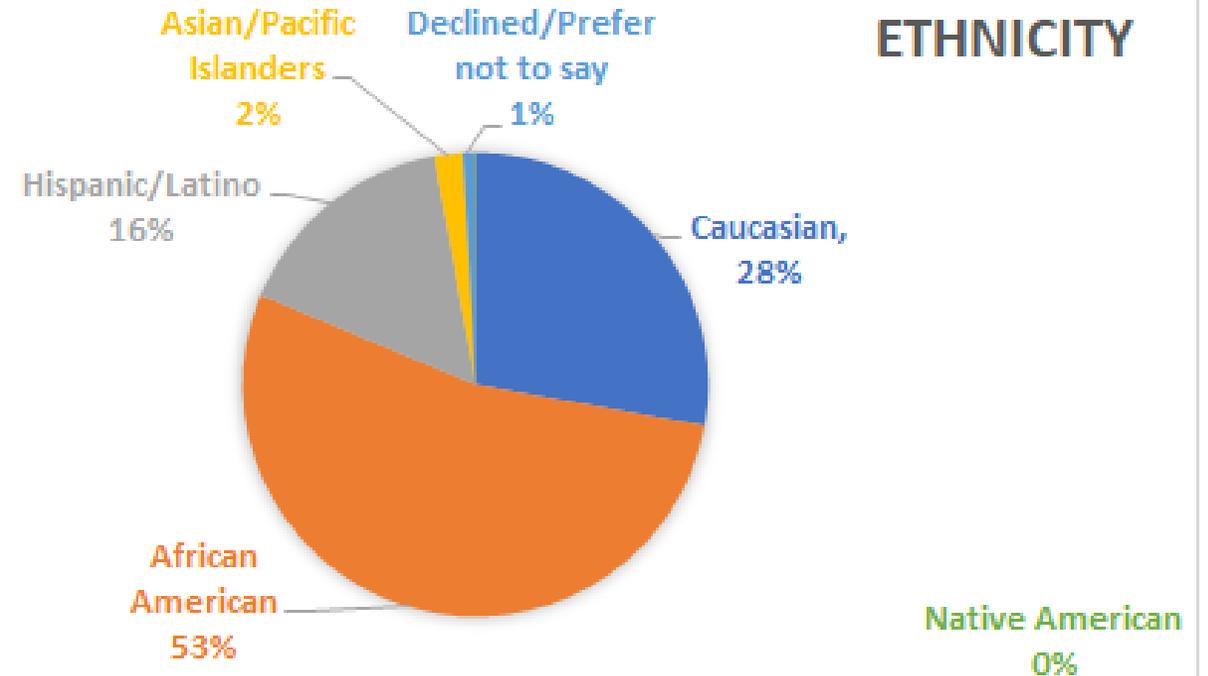
Vaccines Administered by Month



Gender



ETHNICITY



Covid-19 Vaccine Uptake

COVID-19 Vaccines HOUSTON HEALTH DEPARTMENT

Reporting Period 12/1/2020 To 7/26/2021

COH Residents Aged 60+ that have received 1st dose of vaccine



COH Residents Aged 50-59 that have received 1st dose of vaccine



COH Residents Aged 40-49 that have received 1st dose of vaccine



COH Residents Aged 60+ that are fully vaccinated



COH Residents Aged 50-59 that have been fully vaccinated



COH Residents Aged 40-49 that have been fully vaccinated



COH Resident includes individuals with a home residence geocoded inside the city limits and zip codes in non-shared COH zip codes where city name is "Houston" or "Kingwood" for addresses that can not be geocoded

Source: ImmTrac2 Vaccine Registry
Denominator populations are ACS 2018, 1-Year Estimates

COVID-19 Vaccines HOUSTON HEALTH DEPARTMENT

Reporting Period 12/1/2020 To 7/18/2021

Hispanic COH Residents that are fully vaccinated



Black COH Residents that are fully vaccinated



White COH Residents that are fully vaccinated



Asian COH Residents that are fully vaccinated



Native Hawaiian or Other Pacific Islander COH Residents that are fully vaccinated



American Indian or Alaskan Native COH Residents that are fully vaccinated



COH Resident includes individuals with a home residence geocoded inside the city limits and zip codes in non-shared COH zip codes where city name is "Houston" or "Kingwood" for addresses that can not be geocoded

Source: ImmTrac2 Vaccine Registry
Denominator populations are ACS 2018, 1-Year Estimates

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???