Environmental Scan Interventions Tables

Intervention Key

Website	Online tool	Telehealth	In-person	Media Campaign
Map	Phone Call	Smartphone app	Videos, webinars, videoconference	Print resource

Deconditioning

Public Health Interventions and Strategies

Education

Encouraging Older Adults to Stay Active and Safe During the Coronavirus Pandemic (National Council on Aging)[1]

The National Council on Aging (NCOA) developed tips and resources for organizations when communicating with older adults about the importance of staying active during the pandemic and how to do so. Tips included inspiring older adults to engage in physical activity through innovative ways and alleviating their concerns about safety when exercising at home.

Intervention Format	🌐	Audience/ Implementer	■ Health system ■ Community-based organization/ faith-based organization ■ Area Agencies on Aging	Population Focus	■ Older adults

The Importance of Physical Activity to Care for Frail Older Adults During the COVID-19 Pandemic (Aubertin-Leheudre, M., & Rolland, Y.)[2]

This article published in April 2020 provides an evidence-based summary of simple, specific, daily physical activities adapted for home use that include strength, balance, and walk exercises considered as the best solution to care for frail older adults during the COVID-19 pandemic. Examples of physical activity resources available specifically for older adults include website videos, DVDs, and live daily classes.

Intervention Format	📄	Audience/ Implementer	■ Health system ■ Community-based organization/ faith-based organization	Population Focus	■ Older adults

Exercise and Physical Activity (National Institute on Aging)[3]

This National Institute on Aging (NIA) website provides articles that were previously housed on the Go4Life exercise and physical activity website. The articles discuss the latest information on how exercise and physical activity can help older adults stay healthy as they age. This includes tips on how older adults can fit exercise into their daily lives safely and get motivated to get moving.

Intervention Format	🌐	Audience/ Implementer	■ Individual – Older adults ■ Individual – Caregivers	Population Focus	■ Older adults

Health and Fitness (San Diego County Health and Human Services Agency)[4]

In early April 2020 the San Diego County Health and Human Services Agency set up a website that provides links to health and fitness resources specifically designed for the needs of older adults. Resources include fitness programs adapted for COVID-19 and tips/resources from community partners to help older adults maintain physical fitness at home.

Intervention Format		Audience/ Implementer	■ Individual – Older adults ■ Individual – Caregivers	Population Focus	■ Older adults ■ Caregivers

Maximizing Mobility in Older People when Isolated with COVID-19 (Centre for Evidence-Based Medicine)[5]

The University of Oxford Center for Evidence-Based Medicine conducted a rapid review of how to minimize development of frailty in people who were previously mobile but are now homebound due to COVID-19 isolation. The review found that a mixture of resistance, strength, and balancing exercises appear most effective for older adults, with social factors improving motivation and adherence. The authors also highlight technology as a way to support exercise programs.

Intervention Format		Audience/ Implementer	■ Health system ■ Community-based organization/ faith-based organization	Population Focus	■ Older adults

Keeping Well at Home (University of Manchester)[6]

Keeping Well at Home is a PDF booklet published in May 2020 that contains specific exercises for older adults to do at home during the pandemic to stay active and healthy. These exercises are designed especially for those who are digitally excluded or are currently unable to go outside. All of the exercises contain visual depictions and step-by-step instructions.

Intervention Format		Audience/ Implementer	■ Individual – Older adults	Population Focus	■ Older adults

Maintaining Physical Activity and Options for Care During COVID-19 and Social Distancing (The American Physical Therapy Association)[7]

The American Physical Therapy Association provides resources for older adults and caregivers to stay physically active and independent during the pandemic. Resources include health and wellness tips, information about physical therapy during COVID-19, exercise videos and tips, and specific resources for those with arthritis.

Intervention Format		Audience/ Implementer	■ Individual – Older adults ■ Individual – Caregivers	Population Focus	■ Older adults ■ Caregivers

Direct Services

Enhance®Wellness (Sound Generations, University of Washington, Kaiser)[8]

Sound Generations in Seattle, Washington, (formerly known as Senior Services) in partnership with the University of Washington and Group Health Cooperative (now known as Kaiser Permanente), developed Enhance®Wellness, an individual-level, evidence-based behavior change program specifically targeted to older adults with chronic conditions and those aging with disability. Enhance Wellness (EW) connects participants with a personal health and wellness coach to improve physical, emotional, and social well-being and is part of a national level program called Project Enhance.[9]

Enhance Wellness unfolds in three steps:

1) Screen. Screening identifies personal strengths and risks. Together, an EW team member and the participant review a detailed health questionnaire.

2) Plan. A plan focuses on areas the participant chooses to work on, and may be shared with the participant's physician.

3) Action. With support from their EW coach, who offers ongoing encouragement, feedback, and monitoring, participants take action. The EW coach helps with problem solving, health education, and referral to support groups and additional services, including individual and family counseling. Evidence supports EW delivery via telephone or videoconference and delivery is ongoing without disruption.[10] Phone-based meetings with EW participants are encouraged if they are good fit for partner organizations.

Intervention Format		Audience/ Implementer	■ Individual – Older adults ■ Community-based organization/ faith-based organization	Population Focus	■ Older adults ■ Chronic conditions ■ Disability

Moving for Better Balance (Oregon Research Institute)[11]

Moving for Better Balance is a 12-week evidence-based group exercise program offered through YMCAs. The program, based on the principles of Tai Chi, is led by a qualified instructor who teaches eight movements modified especially for fall prevention. The program works to improve balance, muscle strength, flexibility, and mobility to enhance overall physical health, which leads to better functioning in daily activities. A randomized clinical trial found that for older adults at high risk of falling, a therapeutically tailored *tai ji quan* intervention was more effective than stretching or multimodal exercises in reducing the incidence of falls.[12]

Intervention Format		Audience/ Implementer	■ Individual – Older adults	Population Focus	■ Older adults

Tai Chi for Arthritis for Fall Prevention (Tai Chi for Health Institute)[13]

This evidence-based Tai Chi program focuses on older adults to build confidence and prevent falls, while also improving arthritis. The program is available on DVD or as an online/in-person class, and has been around since 2010. Remote implementation via video-conference is temporarily allowable; the program offers a guide for certified instructors on conducting the program virtually.[14]

Intervention Format		Audience/ Implementer	■ Individual – Older adults	Population Focus	■ Older adults ■ Chronic conditions

FallsTalk™ (FallScape)[15]

Designed for ease of use in any setting, FallScape is an evidence-based program for adults ages 50 and over who have fallen, are experiencing regular loss of balance, and are at risk of falls or concerned about falling. This program includes a 1- to 6-month personalized multimedia behavior change program. The software provides customized falls prevention programs in any setting and includes a standardized behavioral intervention (FallsTalk), reporting tools, and individual program materials. The FallScape system was developed in 2004, but FallsTalk was developed in response to COVID-19.

Intervention Format		Audience/ Implementer	▪ Individual – Older adults ▪ Individual – Caregivers	Population Focus	▪ Older adults ▪ Caregivers ▪ 50+

GeriFit® (Gerifit)[16]

Geri-Fit® is an evidence-based 12-week bodybuilding class for older adults age 60 and over that has been around since 1989. Geri-Fit helps rebuild strength lost through the aging process to help ensure a higher level of function as older adults continue to age. The workout is considered a "progressive resistance exercise program," meaning that once participants have built up enough strength and endurance using a set of 2- or 3-pound dumbbells, they can graduate to heavier dumbbells to become even stronger. Senior centers, nonprofit organizations, faith-based organizations, Area Agencies on Aging, county Health Departments, recreation and community centers, and other organizations offer this program. Classes are available online.

Intervention Format		Audience/ Implementer	▪ Individual – Older adults ▪ Community-based organization/ faith-based organization ▪ Area Agencies on Aging	Population Focus	▪ Older adults ▪ 60+

OntheMove: Group Exercise for Improved Mobility in Older Adults® (University of Pittsburgh)[17]

On the Move® is an evidence-based 12-week group exercise program for older adults designed to target the timing and coordination of walking. The program challenges the brain to match the timing and sequences of your movements with your posture to improve the smoothness and efficiency of walking. The key exercises for On the Move were developed first for a pilot clinical trial whose results, which were published in 2009, found that overall walking ability was improved. Remote implementation via video-conference is temporarily allowable.[18]

Intervention Format		Audience/ Implementer	▪ Individual – Older adults ▪ Area Agencies on Aging	Population Focus	▪ Older adults

Bingocize® (Western Kentucky University)[19]

Bingocize® is an evidence–based health promotion program that mixes exercise, health education, and bingo to help participants overcome health problems. The overall goals of the 10-week program are to help older adults improve and/or maintain mobility and independence, learn and use health information focused on fall reduction and other health-related behaviors, and engage older adults in social settings. The program has been adapted for remote implementation.[20] As a Tier III evidence-based program, Bingocize meets the highest-level criteria for evidence-based disease prevention and health promotion programs as established by the Administration on Aging Evidence-Based Programs Review Committee. The Healthy Communities Institute also recognized it as an evidence-based practice.

Intervention Format		Audience/ Implementer	▪ Community-based organization/ faith-based organization ▪ Health system	Population Focus	▪ Older adults

10 Today (BBC/Sport England/Demos/Anchor Hanover)[21]

10 Today is a series of 10-minute audio and video workouts from Sport England; Anchor Hanover (the largest nonprofit provider of specialist housing and care for older people in England); Demos (a cross-party think tank); and the BBC designed for older people to protect against poor health and improve mental health and maintain independence. The 10 Today exercise routines are broadcast live on BBC radio, and available on demand through BBC Sounds and online.

Intervention Format		Audience/ Implementer	■ Individual – Older adults	Population Focus	■ Older adults

Active Living Every Day (Human Kinetics)[22]

Active Living Every Day (ALED) is an evidence-based behavior change program that teaches participants the skills they need to become and stay physically active. The ALED workbook provides tools for older adults to become and stay physically active through a 12-session program. Each session contains forms to track progress and links to other resources. ALED is based on the research study Project Active, which was conducted at The Cooper Institute in the mid-1990s. Implementation is allowable by email, phone, or video-conferencing using the program book and online resources.

Intervention Format		Audience/ Implementer	■ Individual – Older adults	Population Focus	■ Older adults

CAPABLE (Johns Hopkins School of Nursing)[23]

Community Aging in Place – Advancing Better Living for Elders (CAPABLE) is a 5-month structured program delivered at home to decrease fall risk, improve safe mobility, and improve ability to accomplish daily tasks. This evidence-based program, which has existed since 2012, teams a nurse, an occupational therapist, and a handy worker to address the home environment and to use the strengths of the older adults themselves to improve safety and independence. During the 2020 COVID-19 pandemic, a number of CAPABLE programs were paused. Some programs continued with existing clients, following state and federal guidelines for the use of masks, hand hygiene, and personal protective equipment (PPE) as indicated. Most CAPABLE programs have resumed usual schedules and routines.[24]

Intervention Format		Audience/ Implementer	■ Individual – Older adults	Population Focus	■ Older adults

Walk With Ease (Arthritis Foundation)[25]

Developed by the Thurston Arthritis Research Center and the Institute on Aging of the University of North Carolina, Walk With Ease is an evidence-based, low-cost, 6-week walking program that provides a fully private online environment to record key elements of the program. These include stretches and strengthening moves to help older adults stay in walking shape. A Spanish language guidebook is also available. Walk With Ease is offered as a self-guided course. It includes tools to develop a walking plan to help older adults stay motivated, manage pain, and learn to exercise safely. The target audience for the program is community-dwelling older adults with arthritis and other chronic conditions, such as diabetes, heart disease, and hypertension. The program is accessible for individuals with mobility disabilities. Participants may use mobility devices including canes, walkers, or trekking poles to complete the walking segment. In addition, all strengthening exercises may be completed in a standing or seated position.[26]

Intervention Format		Audience/ Implementer	■ Individual – Older adults	Population Focus	■ Older adults ■ Individuals with disabilities

Otago Exercise Program (University of North Carolina at Chapel Hill School of Medicine Division of Geriatric Medicine Geriatrics Workforce Enhancement Program)[27]

The Otago Exercise Program (OEP) is an evidence-based muscle strengthening and balance retraining program delivered at home by a physical therapist through home visits and monthly phone calls over the course of 52 weeks. Participants perform OEP exercises three times a week and walk for up to 30 minutes three times a week. During COVID-19, participants are encouraged to continue on their current schedule and share their progress using email, texts or phone calls with the physical therapist who prescribed the program, or the fitness professional or community provider who is supporting participation in the program.[28] Virtual visits with a physical therapist following the Otago schedule should occur before progressing through the exercises.

Intervention Format		Audience/ Implementer	■ Individual – Older adults	Population Focus	■ Older adults

Beat the Virus (S3 balance)[29]

Beat the Virus is a home program for isolated older adults. These simple exercise programs aim to slow the physical decline in isolated older adults and require no formal equipment. Each step of the program is available in downloadable pdf sheets, and all the exercises (50+) are detailed in separate videos with demonstrations.

Intervention Format		Audience/ Implementer	■ Individual – Older adults	Population Focus	■ Older adults

Enhance®Fitness (Sound Generations)[30]

Enhance®Fitness is a low-cost, ongoing evidence-based group exercise and fall prevention program that helps older adults at all levels of fitness become more active, energized, and empowered to sustain independent lives. This program, developed by Sound Generations (Seattle, WA – formerly known as Senior Services) in partnership with the University of Washington and Group Health Cooperative (now known as Kaiser Permanente) in the mid-1990s, is safe for those less fit and/or frail, and has proven to improve physical function, protect against falls, and reduce medical care utilization costs. Beyond cuff weights, Enhance Fitness classes do not require any special equipment. A certified instructor, who has completed the Enhance Fitness training, leads the hour-long class. As of September 18, 2020, remote interactive delivery via video conference platform is allowable.

Intervention Format		Audience/ Implementer	■ Community-based organization/ faith-based organization ■ Individual – Older adults	Population Focus	■ Older adults

Active Choices (Stanford Prevention Research Center)[31]

Active Choices is an evidence-based program developed to assist peer mentors and volunteers in implementing telephone-supervised programs focused on increasing physical activity to improve cardiovascular health for inactive or under-active older adults. Decades of research, including a series of randomized, controlled clinical research trials, have demonstrated its effectiveness as a safe, successful method to assist sedentary older adults to adopt and maintain an ongoing program of regular aerobic exercise. The program can be adapted to a variety of communities and populations. Active Choices comes with training materials and a toolkit to help peer mentors with the skills and resources they need to deliver individually-tailored, personalized exercise advice, counseling, and goals for older adults of all ages.

Intervention Format		Audience/ Implementer	■ Community-based organization/ faith-based organization ■ Individual - Caregivers	Population Focus	■ Older adults

Feeding Support Team for Frail, Disabled, or Elderly People During the Early Phase of a Disaster (Department of Nutrition and Dysphagia Rehabilitation, Tamana Regional Health Medical Center Cancer Center, Aichi Medical University)[32]

This article published in *The Tohoku Journal of Experimental Medicine* in 2017 details the lessons learned from experiences of evacuee support members at evacuation centers after two earthquake disasters in Japan. These centers focused on feeding support, which consisted of nutritional and physical care. Experiences revealed that more rapid intervention is necessary, particularly for the frail, disabled, or older adults. The authors additionally proposed a new concept of medical assistance after a disaster, the Disaster Feeding Support Team (D-FST) comprising multidisciplinary professionals providing comprehensive nutritional, physical, and health support. The D-FST also performs interventions for swallowing exercises, activity, health condition, and cognition that are related to eating circumstances.

Intervention Format		Audience/ Implementer	■ Health system ■ Community-based organization/ faith-based organization	Population Focus	■ Older adults

Stay Active and Independent for Life Training (Washington State Department of Health)[33]

Stay Active and Independent for Life (SAIL) is an evidence-based fall prevention program, comprising strength, balance, and fitness classes for adults 65 and older. Health, fitness, nursing, and senior care workers are trained to lead SAIL exercise sessions, helping older adults improve strength, balance, and the ability to perform daily tasks. Information in the online workshop can be offered to a group class for up to 20 participants on a regular schedule, or it can be integrated into existing clinical, physical, or occupational therapy practices, or existing exercise programs. SAIL traces its roots back to the Senior Falls Prevention Study that ran from 2003 to 2005. During the COVID-19 pandemic, enrollment paused for new participants; virtual delivery is allowable for participants familiar with the SAIL fitness classes.

Intervention Format		Audience/ Implementer	■ Health system ■ Community-based organization/ faith-based organization	Population Focus	■ Older adults ■ 65+

Health Care

Clinical Management of COVID-19 (World Health Organization)[34]

The World Health Organization developed a report of interim guidance for how to care for individuals who have confirmed or suspected cases of COVID-19. Two chapters—"Rehabilitation for patients with COVID-19" and "Caring for older people with COVID-19"—provide specific guidance on caring for older adults. The report assists government, community health organizations, and health care providers with delivering optimized care in consultation with a formal Guideline Development Group comprising individuals with broad expertise that spans multiple specialties and all regions. For example, they outline actions for treatment for those with symptoms referred to as post-intensive care syndrome, including deconditioning, with a focus on older adults.

Intervention Format		Audience/ Implementer	■ Health system ■ Community-based organization/ faith-based organization	Population Focus	■ Older adults

Resources for WIHA Program Providers in Response to COVID-19 (Wisconsin Institute for Health Aging)[35]

This website contains resources for program providers to adjust services in a pandemic context. These include physical activity and exercise resources, fall prevention resources, health tips, and chronic disease resources. The website also includes videos for physical activity and exercise, and webinars for having conversations about stress, social isolation, and coping among older adults.

Intervention Format		Audience/ Implementer	■ Health system ■ Community-based organization/ faith-based organization ■ Individual – Older adults	Population Focus	■ Older adults

Sub-Acute Care for Frail Elderly (Perley and Rideau Veterans' Health Center, Ottawa)[36]

Sub-Acute Care for Frail Elderly (SAFE) is a new and innovative level of care that promises to improve the health and well-being of frail elderly patients hospitalized due to surgery, illness, or accident. The program is designed to prevent deconditioning that can happen during hospitalization. During this program, older adults are transferred to a special 20-bed unit for about two to three weeks where they can access the medical and rehabilitative supports needed to recover fully from deconditioning. Care team members include nurses, physiotherapists, occupational therapists, dieticians, resident care liaisons, recreation programmers, recreation therapists, creative art instructors, and personal support workers. The SAFE model is both scalable and replicable, and could transform how hospitals treat the frail elderly.

Intervention Format		Audience/ Implementer	■ Health system	Population Focus	■ Older adults

Elderly Populations in Disasters: Hospital Guidelines for Geriatric Preparedness (Geriatrics Disaster Preparedness Advisory Committee Healthcare Emergency Preparedness Program, NYC Department of Health and Mental Hygiene)[37]

Included in this November 2009 report on assisting elderly populations during disasters is Tool 3-8, which provides the Inventory and Clinical Guidelines for Frail, Elderly Inpatient Care. This tool, which breaks down guidance on care at various levels of vulnerability, suggests specific equipment needed for various subpopulations of older adults (such as those with a tendency for falls). Topics covered in this toolkit draw on experiences from previous disasters (such as the limited number of geriatric specialists available to care for frail, elderly patients) and address the need for the post-disaster, long-term needs of older adults.

Intervention Format		Audience/ Implementer	■ Health system	Population Focus	■ Older adults

COVID-19 Pandemic and Beyond: Considerations and Costs of Telehealth Exercise Programs for Older Adults with Functional Impairments Living at Home—Lessons Learned from a Pilot Case Study (Middleton et al.)[38]

This article, published in May 2020 in the journal *Physical Therapy*, describes a piloted telehealth program for 36 sessions with one participant. The steps involved in each phase (i.e., development, delivery) were documented, along with participant and program provider considerations for each step. The findings provide insight into the process and costs of developing and delivering telehealth exercise programs for older adults with functional impairments. The information presented may provide a blueprint for developing and implementing new telehealth programs or for transitioning in-person services to telehealth delivery during periods of social distancing and quarantine.

Intervention Format		Audience/ Implementer	■ Health system ■ Community-based organization/ faith-based organization	Population Focus	■ Older adults

Social Isolation

Public Health Interventions and Strategies

Education/Campaigns/Media

Connect2Affect (AARP Foundation)[39]

The Connect2Affect platform features tools and resources to help raise awareness of social isolation and its negative impacts and to identify solutions to support older adults in staying connected. Resources include a self-assessment to evaluate isolation risk and search tools for joining or creating a mutual aid group. The website has links to subpages geared toward audiences of various types of individuals (older adults, caregivers, volunteers); practitioners; and researchers.

Intervention Format	🌐	Audience/ Implementer	■ Individual – Older adult	Population Focus	■ Older adults ■ Caregivers

Social Isolation Resource Guide (Area Agency on Aging of Dane County)[40]

The Social Isolation Resource Guide was developed in April 2020 to be used by Dane County (Wisconsin) Senior Focal Points to help combat social isolation and loneliness in older adults. A PDF resource guide contains subsections connecting older adults to resources on the following topics: wellness calls, physical activity, brain health, music and art, positivity, and social connections. Many of the resources included in this guide are tailored to COVID-19 and are meant to provide local agencies with ideas on programming for older adults in their service area.

Intervention Format	🌐📄	Audience/ Implementer	■ Area Agencies on Aging ■ Health system ■ Community-based organization/ faith-based organization	Population Focus	■ Older adults

How to Stay Connected while Intentionally Isolated (Coalition to End Social Isolation & Loneliness)[41]

The Coalition to End Social Isolation & Loneliness created a compilation of resources in March 2020 on the physical, behavioral, and mental health effects of physical distancing and how to stay connected with others while intentionally isolating oneself. This list of resources is updated regularly and includes articles from news sources and government agencies aimed primarily at older adults and their caregivers.

Intervention Format	🌐	Audience/ Implementer	■ Individual – Older adult ■ Individual – Caregiver	Population Focus	■ Older adults ■ Caregivers

Key COVID-19 Resources for Older Adults (National Council on Aging)[42]

The National Council on Aging (NCOA) compiled resources for older adults and their caregivers. These resources include guidance from governmental agencies and organizations aimed at helping older adults during the pandemic.

Intervention Format	🌐	Audience/ Implementer	■ Individual – Older adult ■ Individual – Caregiver	Population Focus	■ Older adults Caregivers

Resources on COVID-19 (engAGED – The National Resource Center for Engaging Older Adults)[43]

This website contains resources for organizations in the Aging Network with information that can help them better meet the needs of older adults in their community during the COVID-19 pandemic. For example, resources include information about how older adults can stay connected with and without technology.

Intervention Format	🌐	Audience/ Implementer	■ Area Agencies on Aging ■ Community-based organization/ faith-based organization	Population Focus	■ Older adults

engAGING Practices: Best Practices for Helping Older Adults Stay Socially Engaged (engAGED – The National Resource Center for Engaging Older Adults)[44]

This engAGED report highlights 11 best practice programs implemented by Aging Network organizations that can be used by others to enhance social engagement among older adults in their communities. The descriptions contain details on how each program is adapting to continue to safely socially engage older adults throughout the COVID-19 pandemic.

Intervention Format	🖊	Audience/ Implementer	■ Area Agencies on Aging ■ Community-based organization/ faith-based organization ■ Government agency	Population Focus	■ Older adults

Examples from the Field: Wellness and Reducing Social Isolation (National Association of Area Agencies on Aging)[45]

The National Association of Area Agencies on Aging (n4a) has shared examples of how Area Agencies on Aging and Title VI programs are adjusting existing and launching new programs and services to continue to safely serve older adults, people with disabilities, and their caregivers throughout the COVID-19 crisis. This summary includes a section on wellness and reducing social isolation.

Intervention Format	🖊	Audience/ Implementer	■ Area Agencies on Aging ■ Community-based organization/ faith-based organization ■ Government agency	Population Focus	■ Older adults ■ Individuals with disabilities ■ Caregivers ■ Tribal elders

Five Tips to Decrease Social Isolation for Older People During COVID-19 (*Forbes*)[46]

This March 2020 *Forbes* article provides ideas for helping older adults stay connected, serves as a guide to how different generations may interact with technology, and reminds readers that what may be intuitive to some is not intuitive to all. The article suggests caregivers can assist older adults in joining online classes and reminds caregivers that older adults may experience frustration with new technology.

Intervention Format	🌐	Audience/ Implementer	■ Individual – Caregiver	Population Focus	■ Older adults

COVID-19 Isn't Just a Danger to Older People's Physical Health (American Psychological Association)[47]

In this article, the American Psychological Association describes how loneliness can impact older adults' mental health and how the COVID-19 pandemic may exacerbate the impacts of loneliness. This article provides statistics about loneliness in older adults and urges health care providers to take action to combat loneliness. It presents several ideas about implementing them in the workplace, including reaching out to patients and exploring telehealth options. This article was published in March 2020 in response to the pandemic.

Intervention Format		Audience/ Implementer	■ Health system	Population Focus	■ Caregivers

Staying Connected at Home During COVID-19 (engAGED – The National Resource Center for Engaging Older Adults)[48]

The National Resource Center for Engaging Older Adults (engAGED) developed a flyer with resources on how to stay connected and active during the COVID-19 pandemic. This flyer includes suggestions about how to connect with friends and family without necessarily using technology, such as through writing letters. The flyer also provides ideas on physical activities that can be done while social distancing or alone, such as stretching or going for a walk.

Intervention Format		Audience/ Implementer	■ Community-based organization/ faith-based organization	Population Focus	■ Older adults ■ Caregivers

Nancy's Tech Help[49]

Nancy's Tech Help assists older adults in learning how to use new technology. Though the service has been around for a number of years, services have been adapted to help older adults feel more connected during the COVID-19 pandemic. Some of the services include teaching texting, emails, getting medical results, contacting doctors, live-streaming church services, and connecting with family. The majority of the people who use this resource are in their 70s, 80s, and 90s. The services are delivered entirely remotely.

Intervention format		Audience/ Implementer	■ Individual – Older adult	Population Focus	■ Older adults

Tools to Help Advocates Reduce Social Isolation During the Coronavirus Pandemic (Community Catalyst)[50]

In March 2020, Community Catalyst developed a guide that included background information on social isolation, as well as actionable items to combat isolation that advocates can do during the COVID-19 pandemic. The guide begins with the physical and mental impacts of social isolation on older adults, including poor sleep, depression, and impaired executive function. The guide then provides ideas such as virtual community meetings and meal delivery programs to combat social isolation and its negative impacts on older adults.

Intervention Format		Audience/ Implementer	■ Health system	Population Focus	■ Caregivers

Social In All Policies (Health Affairs)[51]

This June 2020 *Health Affairs* policy brief discusses current or proposed policies for promoting social connection across multiple sectors. The brief discusses the prevalence and risk factors of social isolation, the evidence that social isolation is linked to health, evidence for interventions, and ongoing challenges in identifying effective interventions for addressing social isolation.

Intervention Format		Audience/ Implementer	■ Health system	Population Focus	■ Older adults ■ Chronic conditions ■ Caregivers

COVID-19: We Must Care for Older Adults' Mental Health (American Foundation for Suicide Prevention)[52]

The American Foundation for Suicide Prevention published this article in March 2020 to address the impacts of loneliness and social isolation of older adults during the COVID-19 pandemic. The resource includes tips for those who know older adults to help them feel connected/not isolated, cared for, and appreciated during the pandemic, including regularly checking-in on older adult friends and family members, seeking advice from them, as well as offering to deliver meals or run errands.

Intervention Format	🌐	Audience/ Implementer	■ Individual – Caregiver	Population Focus	■ Caregivers ■ Older adults ■ Disability

engAGED Social Isolation Virtual Summit (engAGED: The National Resource Center for Engaging Older Adults)[53]

The engAGED Social Isolation Virtual Summit, which took place in September 2020, brought together leaders from the Aging Network to discuss ways to reduce social isolation, increase engagement among older adults, and learn how technology can engage older adults during the COVID-19 pandemic. Topics included the latest research on social isolation and loneliness, as well as innovative social engagement best practices that respond to current challenges.

Intervention Format	▷	Audience/ Implementer	■ Health system ■ Community-based organization/ faith-based organization	Population Focus	■ Older adults

Enhancing the Social Engagement of Older Adults During COVID-19 (engAGED: The National Resource Center for Engaging Older Adults)[54]

This engAGED video, released in September 2020, presents information on the importance of combating social isolation and loneliness during the COVID-19 pandemic, and strategies for how organizations can enhance the social engagement of older adults during COVID-19.

Intervention Format	▷	Audience/ Implementer	■ Community-based organization/ faith-based organization ■ Government agency	Population Focus	■ Older adults

Far from Alone (Humana; Uber Health; Papa; Coalition to End Social Isolation and Loneliness; Translational Research Institute for Space Health)[55]

Far from Alone is a public health awareness campaign that provides resources for both identifying loneliness and social isolation and locating resources for addressing these concerns. The campaign launched in May 2020 in response to the COVID-19 pandemic includes links to individual resources, such as a downloadable PDF flyer called "Keep Connecting for Your Health," developed in 2019 to address social isolation and loneliness (available in Spanish, Chinese, Vietnamese, Korean, Tagalog-Filipino, Russian, French Creole, French, Polish, Portuguese, German, Japanese, Farsi, Navajo, and Arabic).

Intervention Format	✗	Audience/ Implementer	■ Individual – Older adult ■ Individual – Caregiver ■ Community-based organization/ faith-based organization	Population Focus	■ Older adults ■ Caregivers

How to Cope with Loneliness During the Coronavirus Pandemic (VeryWell Mind)[56]

VeryWell Mind developed a list of strategies for coping with loneliness during the COVID-19 pandemic. The list's author noted that addressing loneliness is important for both physical and mental health. The list includes suggestions such as keeping a schedule, staying active, and connecting with friends and family by writing letters or calling on the phone.

Intervention Format		Audience/ Implementer	■ Individual – Older adult ■ Individual – Caregiver	Population Focus	■ Older adults

Coping with Isolation During COVID-19 (Magellan Health Insights)[57]

Magellan Health Insights published an article in March 2020 identifying ways individuals, as well as caretakers of older adults, can cope with isolation during the COVID-19 pandemic. This list includes actionable items for caregivers including providing practical and emotional support for older adults, and giving clear information about how older adults can reduce their risk of contracting COVID-19.

Intervention Format		Audience/ Implementer	■ Individual – Older adult ■ Individual – Caregiver	Population Focus	■ Caregivers

Mental Health and Psychosocial Considerations During the COVID-19 Outbreak (World Health Organization)[58]

The World Health Organization (WHO) Department of Mental Health and Substance Use developed a series of messages that can be used to support mental and psychosocial well-being in different target groups, including health care workers, older adults, and individuals in isolation. Some of the messages in this resource include keeping routines for older adults and staying connected to social networks for individuals in isolation. This resource is available in Arabic, French, Russian, and Spanish.

Intervention format		Audience/ Implementer	■ Community-based organization/ faith-based organization	Population Focus	■ Older adults ■ Caregivers

Geriatrics COVID-19 Resources (Saint Louis University School of Medicine)[59]

This website developed by the Division of Geriatric Medicine at Saint Louis University School of Medicine contains links to interviews, podcasts, Zoom broadcasts, and documents that address social isolation among older adults during the COVID-19 pandemic.

Intervention Format		Audience/ Implementer	■ Community-based organization/ faith-based organization ■ Area Agencies on Aging ■ Individual – Older adult ■ Individual – Caregiver	Population Focus	■ Older adults ■ Caregivers

How Older People Can Use Technology to Stay Healthy and Connected while Avoiding Coronavirus (Vox)[60]

This article published on March 19, 2020, contains tips and resources for older adults to stay socially connected using technology during the COVID-19 pandemic. Examples are provided for various technologies (e.g., websites, devices, smartphone apps) that may be used to keep in touch with loved ones, order food or medication deliveries, stay active, and stay healthy (e.g., set up telemedicine appointments, set medication reminders, find caregiving help).

Intervention Format		Audience/ Implementer	■ Individual – Older adult ■ Individual – Caregiver	Population Focus	■ Older adults ■ Caregivers

Social Isolation: The COVID-19 Pandemic's Hidden Health Risk for Older Adults (Texas A&M Today)[61]

This article, published in July 2020, describes steps older adults can take on their own to stay active and socially engaged during the COVID-19 pandemic. Tips include planning your day, staying physically active, using the AARP Foundation's Connect2Affect tool to assess personal risk of social isolation, leaving the home in sensible ways, volunteering, reaching out to others, and accepting help from others.

Intervention Format		Audience/ Implementer	■ Individual – Older adult	Population Focus	■ Older adults

12 Ways to Ease Isolation While You're Practicing Social Distancing (American Geriatrics Society)[62]

This article published by the American Geriatrics Society (AGS) in March 2020 contains 12 tips for older adults to reduce social isolation during COVID-19 pandemic. Tips include identifying vital connections; getting contact information from loved ones; updating communications equipment (e.g., cell phone); getting outside; staying physically active; engaging in creative activities; getting or staying educated about local health care options; upgrading self-care habits; keeping in touch with loved ones in long-term care; dealing with caregiver isolation; reducing exposure to negative news stories; and calling a hotline for social support.

Intervention Format		Audience/ Implementer	■ Individual – Older adult ■ Individual – Caregiver	Population Focus	■ Older adults ■ Caregivers

Taking Care of Your Behavioral Health – Tips for Social Distancing, Quarantine, and Isolation During an Infectious Disease Outbreak (Substance Abuse and Mental Health Services Administration)[63]

In April 2020, the Substance Abuse and Mental Health Services Administration (SAMHSA) released a fact sheet that explains distancing, quarantine, and isolation in the event of an infectious disease outbreak. It discusses feelings and thoughts that may arise during this time and suggests ways to cope and support oneself during the COVID-19 pandemic by identifying typical responses to stressful situations.

Intervention Format		Audience/ Implementer	■ Individual – Older adult	Population Focus	■ Older adults

COVID Coach (U.S. Department of Veteran Affairs)[64]

COVID Coach is a smartphone app that was created for anyone to use, including veteran and service members, to support self-care and overall mental health during the COVID-19 pandemic. Created and released in August 2020 by the VA's National Center for PTSD, the app includes tools for coping, tracking moods, and improving emotional well-being.

Intervention Format		Audience/ Implementer	■ Government agency	Population Focus	■ Older adults ■ Veterans

Social Isolation Resources (LeadingAge New York)[65]

LeadingAge New York produced a list of online resources for seniors and loved ones to use while practicing social distancing to stay connected and stay well. These resources focus on opportunities to travel virtually, enjoy virtual music and theater, take classes and workshops online, as well as electronics assistance and mental health support. The website was last updated on May 5, 2020. A shareable PDF of these resources is also available on the website.

Intervention Format		Audience/ Implementer	■ Individual – Older adult ■ Individual – Caregiver	Population Focus	■ Older adults

Virtual Resources for Older Adults During the COVID19 Pandemic (GeriPal)[66]

GeriPal, a geriatrics and palliative care blog, compiled a list of free or low-cost resources for older adults that provide social engagement and intellectual stimulation during this period of physical isolation and social distancing. Resource topics include an introduction to various virtual platforms, adult education and learning opportunities, religious affiliations, virtual tours, fitness, mental health and counseling, and creative activities to do at home.

Intervention Format		Audience/ Implementer	■ Individual – Older adult	Population Focus	■ Older adults

Older Adults Are Getting Creative to Battle Loneliness During Pandemic (Providence)[67]

This website article published in August 2020 encourages older adults to use technology to combat social isolation while physically distancing during the COVID-19 pandemic. The article provides links to online resources, including those focused on volunteering, art, social isolation self-assessment, telemedicine, and forging intergenerational connections.

Intervention Format		Audience/ Implementer	■ Individual – Older adult	Population Focus	■ Older adults

Supporting Family Caregivers of Older Adults through Times of Stress and Isolation Resource Guide (Resources for Integrated Care)[68]

This printable resource guide published in April 2020 is intended for care managers, care coordinators, providers, and other staff at health plans and provider organizations interested in providing resources and supports to informal or unpaid caregivers of older adults, particularly during times of stress and isolation. The guide includes links to national organizations and hotlines, crisis support, assessments, and resources specific to COVID-19 and dementia.

Intervention Format		Audience/ Implementer	■ Health system ■ Community-based organization/ faith-based organization ■ Area Agencies on Aging	Population Focus	■ Caregivers (includes content regarding dementia)

Addressing Social Isolation for Older Adults During the COVID-19 Crisis (ADvancing States)[69]

Advancing States, an organization representing the directors of the nation's 56 state and territorial agencies on aging, disabilities, and long-term services, developed a guide summarizing how organizations and entities in each state have been addressing social isolation during the pandemic. The goal is to assist states and others with creative and thoughtful approaches to addressing social isolation and loneliness in older adults, as well as facilitating sharing and learning across states. This resource was created through one-on-one conversations with states and a call for ideas in the Friday Update—a weekly email reaching over 15,000 aging and disability professionals.

Intervention Format		Audience/ Implementer	■ Government agency ■ Area Agencies on Aging ■ Community-based organization/ faith-based organization	Population Focus	■ Older adults ■ Caregivers ■ Individuals with disabilities

Solutions from Around the World: Tackling Loneliness and Social Isolation During COVID-19 (The Commonwealth Fund)[70]

This April 2020 blog post from the Commonwealth Fund highlights strategies from around the world that tackle social isolation, with a special emphasis on older adults. These strategies, which are aimed primarily at policymakers and community organizations, include mobilizing volunteers, creating digital solutions for older adults, and building upon existing primary care models.

Intervention Format		Audience/ Implementer	■ Community-based organization/ faith-based organization ■ Health system	Population Focus	■ Older adults

Strategies to Address Social Isolation and Loneliness During COVID-19 (National Governors Association)[71]

The National Governors Association reviewed strategies that governors, national entities, and private-sector entities have taken to address social isolation and loneliness. An appendix with additional resources is also provided.

Intervention Format		Audience/ Implementer	■ Government agency	Population Focus	■ Older adults

How the COVID-19 Pandemic Could Increase Social Isolation, and How Providers and Policymakers Can Keep Us Connected (The Commonwealth Fund)[72]

This article from the Commonwealth Fund offers suggestions for how providers, payers, and policymakers can play important roles in combating this additional epidemic of social isolation, especially during the COVID-19 pandemic. The three primary tactics described include screening for isolation and referring to digital support, expanding access to telehealth for mental health care, and increasing access to internet and smartphones.

Intervention Format		Audience/ Implementer	■ Health system ■ Government agency	Population Focus	■ Older adults

Older Adults & Isolation During COVID-19 (Mental Health America)[73]

Mental Health America delivered a webinar on March 25, 2020, to discuss the strengths and weaknesses of traditional behavioral health services in meeting the needs of older adults, particularly around social isolation. The webinar includes information about how peer support and peer-delivered services can impact their well-being and sense of connection.

Intervention Format		Audience/ Implementer	■ Health system ■ Community-based organization/ faith-based organization	Population Focus	■ Older adults

Reducing Loneliness and Social Isolation among Older Adults (Suicide Prevention Resource Center)[74]

This fact sheet from July 2020 focuses on identifying and mitigating social isolation and loneliness in older adults. It describes the types of interventions and resources that can improve social skills, increase social support, increase access to social interactions, and change unhelpful thoughts about social situations. Key resources at the end of this document point older adults towards opportunities for volunteering, as well as strategies for handling their mental health.

Intervention Format		Audience/ Implementer	■ Community-based organization/ faith-based organization ■ Individual – Caregiver	Population Focus	■ Older adults

Telehealth Support Group for Socially Isolated Older Adults During the COVID-19 Pandemic (Weiskittle, R., & Mlinac, M.)[75]

Geriatric psychologists at the VA Boston Healthcare System developed a therapist manual for an 8-week support group for isolated older adults during the COVID-19 crisis, adapting evidence-based geriatric mental health telehealth treatments for video or telephone. The manual, published in March 2020 in response to the pandemic, aims to increase social support for older adults, teach anxiety and depression management techniques, and provide verified information on COVID-19 prevention strategies.

Intervention Format		Audience/ Implementer	■ Health system	Population Focus	■ Older adults ■ Chronic conditions

15 Smartphone Apps for Older Adults to Use While in Isolation During the COVID-19 Pandemic (Banskota, S., Healy, M., & Goldberg, E.)[76]

This journal article, published in April 2020, discusses 15 smartphone applications that can address physical and cognitive limitations that may improve older adults' quality of life and reduce social isolation during the COVID-19 pandemic. The applications are categorized by what they offer, such as social networking or health and fitness support. Applications with broad acceptability were given priority for inclusion on the list.

Intervention Format		Audience/ Implementer	■ Individual – Older adult ■ Individual – Caregiver	Population Focus	■ Older adults ■ Individuals with disabilities

Stay Connected to Combat Loneliness and Social Isolation (National Institute on Aging)[77]

Stay Connected to Combat Loneliness and Social Isolation is a media campaign from the National Institute on Aging (NIA) to encourage older adults to stay active and better connected. The infographic provides ideas for older adults to stay connected and points readers to additional resources on the NIA website. Readers are encouraged to share this infographic on social media to spread the word. The infographic cites research on perceived social isolation and cognition from Cacioppo and Hawkley, 2009.[78]

Intervention Format		Audience/ Implementer	■ Individual – Older adult ■ Individual – Caregiver	Population Focus	■ Older adults

Direct Services

Program to Encourage Active, Rewarding Lives (University of Washington)[79]

Program to Encourage Active, Rewarding Lives (PEARLS) is a home-based collaborative care model developed in 2000 to help older adults minimize symptoms of depression and improve social connections through activities and relationships. PEARLS was modified for phone during COVID-19, and engages a PEARLS counselor, a clinical supervisor, and health provider to help older persons improve quality of life. Service providers (CBOs) undergo programmatic training to teach problem-solving and activity planning skills. PEARLS is being evaluated with funding from AARP as an intervention to improve social connectedness for older persons with low incomes. PEARLS participants benefit from the program's goals to (1) get emotional, social, and instrumental support; (2) identify new ways of connecting socially in physically distanced times; and (3) learn new skills to reduce anxiety, depression, and stress, as well as feelings of social isolation and loneliness.

Intervention Format		Audience/ Implementer	■ Community-based organization/ faith-based organization	Population Focus	■ Older adults ■ Low SES

Friendly Voice (AARP)[80]

AARP Friendly Voice is a telephone service launched in April 2020 to address social isolation in older adults. AARP Friendly Voices-trained volunteers provide a "friendly" call at a date and time preferred by the older adult. Older adults can complete a form or leave a phone message to request a phone call.

Intervention Format		Audience/ Implementer	■ Individual – Older adult	Population Focus	▪ Older adults

Baltimore Neighbors Network (Healing City Baltimore)[81]

In March 2020, Healing City Baltimore developed the Baltimore Neighbors Network (BNN), a virtual community of trained volunteers to offer hope, comfort, and social solidarity. The virtual community includes pro bono clinicians to help address the epidemic of loneliness and isolation created by COVID-19. The website and services are available in both English and Spanish.

Intervention Format		Audience/ Implementer	■ Community-based organization/ faith-based organization	Population Focus	■ Older adults

We Care/We're Careful Campaign (Little Brothers – Friends of the Elderly, Chicago Chapter)[82]

The Chicago chapter of Little Brothers – Friends of the Elderly developed the We Care/We're Careful campaign in direct response to the COVID-19 pandemic. The campaign is a multifaceted approach to alleviating loneliness and isolation during the COVID-19 pandemic, including volunteers and staff who reach out daily to older adults and deliver food and fresh groceries for older adults in need. Little Brothers is partnering with other community organizations to provide needed services.

Intervention Format		Audience/ Implementer	■ Community-based organization/ faith-based organization	Population Focus	■ Older adults

Students to Seniors (Create Circles)[83]

The Students to Seniors service was developed by the Create Circles organization in response to the COVID-19 pandemic. Students to Seniors trains and connects student volunteers age 16 and up to call isolated older adults for companionship.

Intervention Format		Audience/ Implementer	■ Community-based organization/ faith-based organization	Population Focus	■ Older adults

iN2L (It's Never too Late)[84]

In2L is a touch screen technology system that supports social interaction, therapy, education, reminiscing, and memory support in senior living communities (e.g., nursing homes, assisted and independent living communities, adult day programs, and memory care settings) that specialize in those with dementia. Founded in 1999, the technology has been adapted for the pandemic, including how to use and clean/disinfect devices.

Intervention Format		Audience/ Implementer	■ Health system ■ Individual – Older adult	Population Focus	■ Older adults ■ Individuals with disabilities Chronic conditions

Reassurance Program (Aging and Long Term Care of Eastern Washington)[85]

The Aging and Long Term Care of Eastern Washington (ALTCEW) is partnering with Washington State University College of Nursing to have student nurses call older adults to provide reassurance, mitigate isolation, and monitor overall well-being. This program was developed for the COVID-19 pandemic.

Intervention Format		Audience/ Implementer	■ Community-based organization/ faith-based organization ■ Area Agencies on Aging	Population Focus	■ Older adults

Letters to Seniors to Address Social Isolation (Jefferson Area Board of Aging)[86]

Jefferson Area Board for Aging (JABA) in Charlottesville, Virginia, is matching its existing volunteers with older adults and caregivers, allowing them to develop a new friendship over email. Volunteers also provide transport and nutritional support through the delivery of food boxes and bags. This program was developed in response to the COVID-19 pandemic.

Intervention Format		Audience/ Implementer	■ Area Agencies on Aging	Population Focus	■ Older adults ■ Caregivers

Pen Pals for Seniors (Franklin County Area Agency on Aging)[87]

This new program invites members of the Franklin County community to send notes, poems, stories, and drawings to the Franklin County Area Agency on Aging (AAA), with AAA staff delivering the letters to older adults in the community facing increased social isolation. This program was developed in response to the COVID-19 pandemic.

Intervention Format		Audience/ Implementer	■ Area Agencies on Aging	Population Focus	■ Older adults

Friendship Network (Midland Area Agency on Aging)[88]

In response to the COVID-19 pandemic, the Midland Area Agency on Aging in Hastings, Nebraska, partnered with the Heartland Disaster Recovery group to launch the Friendship Network to connect socially distanced older adults with volunteers. Volunteers make phone calls or porch visits for companionship, assist with grocery delivery or medication pickup, or serve as a pen pal, all while adhering to social distancing guidelines.

Intervention Format		Audience/ Implementer	■ Area Agencies on Aging	Population Focus	■ Older adults

Joy for All Companion Pets/Robotic Pets to Reduce Social Isolation (New York State Office for the Aging)[89]

The New York City Department for the Aging (DFTA) and the New York State Office for the Aging are partnering to distribute more than 1,100 robotic Joy for All Companion Pets to older adults in New York who are most at-risk for social isolation. This program was announced in June 2019, prior to the COVID-19 pandemic. The partnership allowed the New York Area Agencies on Aging to purchase robotic cats and dogs at a discounted rate and distribute them to older adults who would most benefit from the companionship the robotic pets provide.

Intervention Format		Audience/ Implementer	■ Community-based organization/ faith-based organization ■ Area Agencies on Aging	Population Focus	■ Older adults

Maintaining Engagement through Spiritual Support (Lewis County Office for the Aging)[90]

The Lewis County Office for the Aging (LCOFA), an Area Agency on Aging, has partnered with local faith groups to offer telephone-based spiritual support for older adults in the community. Through their regular wellness check phone calls, trained LCOFA volunteers identify that an individual is feeling isolated or lacking social support and offers them supportive phone calls from either a mental health professional or a local faith leader.

Intervention Format		Audience/ Implementer	■ Community-based organization/ faith-based organization ■ Area Agencies on Aging	Population Focus	■ Older adults

Meals on Wheels (Meals on Wheels America)[91]

The Meals on Wheels network comprises local, community-based nutrition providers. Supported through the Older Americans Act (OAA) and other federal programs, local Meals on Wheels programs provide meal delivery, as well as safety checks and connections to other home and community-based resources. In response to the COVID-19 pandemic, Meals on Wheels has scaled up existing efforts to combat social isolation and provides wellness checks when delivering meals.

Intervention Format		Audience/ Implementer	■ Community-based organization/ faith-based organization	Population Focus	■ Older adults

CallHub (Motion Picture and Television Fund)[92]

Building on its Daily Call Sheet program, the Motion Picture and Television Fund (MPTF) developed CallHub, an end-to-end solution that facilitates safe, telephonic connections between volunteers and socially isolated older adults.

Intervention Format		Audience/ Implementer	■ Community-based organization/ faith-based organization	Population Focus	■ Older adults

Daily Call Sheet (Motion Picture and Television Fund)[93]

The Motion Picture and Television Fund (MPTF), in partnership with the AARP Foundation, created the Daily Call Sheet, a volunteer-driven social connection program that is available to MPTF members and their parents.[94] Volunteers call industry members once or twice a week to connect.

Intervention Format		Audience/ Implementer	■ Community-based organization/ faith-based organization	Population Focus	■ Older adults

Uniper TV Kit and Uniper Web Service (Uniper-Care Technologies)[95]

The Uniper TV Kit and Uniper Web Service have the capacity to convert a television, tablet, mobile device, or computer into an interactive device that receives video calls and other content to alleviate social isolation in older adults during the pandemic. This technology was launched in March 2020.

Intervention Format		Audience/ Implementer	■ Health system	Population Focus	■ Older adults ■ Disability

Older Adults Program (Guadalupe Centers)[96]

The Guadalupe Centers Older Adults Program is a comprehensive senior center that serves the Latino communities in the greater Kansas City area and is supported by bilingual staff. During the COVID-19 pandemic, Guadalupe Centers continues to provide meal delivery.

Intervention Format		Audience/ Implementer	■ Community-based organization/ faith-based organization	Population Focus	■ Older adults ■ 60+ ■ Disability ■ Racial/ethnic minorities

SoFIACare (Christopher & Dana Reeve Foundation, South Florida Institute on Aging)[97]

SoFIA expanded its services to older adults and caregivers in 2020 as a result of the COVID-19 pandemic. Volunteers are recruited to provide companionship, support, and friendly visits to older adults and adults with disabilities. Caregivers are offered respite services to give them a reprieve from caregiving and reduce their feelings of loneliness.

Intervention Format		Audience/ Implementer	■ Community-based organization/ faith-based organization ■ Area Agencies on Aging	Population Focus	■ Older adults ■ Individuals with disabilities ■ Caregivers

AASC Feeds the Pets (Appalachian Agency for Senior Citizens)[98]

The Appalachian Agency for Senior Citizens (AASC), an Area Agency on Aging in Cedar Bluff, Virginia, created the Feeds the Pets program in 2015 to help older adults adequately care for their pets, with the hope that continued pet companionship would improve quality of life and reduce social isolation among the older adults. Services also include funding for pets' emergency medical care and boarding assistance if an older adult is hospitalized. The program responded to COVID by expanding to provide pet food at drive-through community events—efforts that reached more than 1,000 older adults and 700 pets in May and June 2020.

Intervention Format		Audience/ Implementer	■ Area Agencies on Aging	Population Focus	■ Older adults ■ Rural

Technology and Connections at Home (San Francisco Department of Disability and Aging Services & Curry Senior Center)[99]

Launched in January 2018, the Technology and Connections at Home program loans older adults iPads, Fitbits, and digital scales for a 48-week curriculum, involving group and one-on-one instruction. Offerings include weekly technology classes, instruction on different technology applications, one-on-one tech support, tutoring, and health coaching. These components collectively help older adults manage their health and enhance their well-being through increased social interaction with instructors, staff, and peers. During the COVID-19 pandemic, programming moved to phone and video calls with the curriculum delivered via YouTube channel videos, which were promoted through calls, emails, and iMessage chats. Older adults are sent weekly emails with exercise options and other health tips. The program also offers weekly Zoom hangouts and group iMessages to boost engagement. In-person tech support is offered if needed, following physical distancing guidelines.

Intervention Format		Audience/ Implementer	■ Government agency ■ Community-based organization/ faith-based organization	Population Focus	■ Older adults ■ Chronic conditions

Art at Your Own PACE (Appalachian Agency for Senior Citizens)[100]

Originally launched in 2018 as a part of the Appalachian Agency's Program of All-Inclusive Care for the Elderly (PACE) program, Art at Your Own PACE offers art therapy and other creative activities to older adults with dementia. Almost all projects are implemented in group settings, offering opportunities for intergenerational social engagement between older adults and children who participate in the program. During the pandemic, programming continues at home. When health care providers such as physical and occupational therapists visit homes, they also engage the older adults in art projects.

Intervention format		Audience/ Implementer	■ Area Agencies on Aging	Population Focus	■ Older adults ■ Cognitive impairment

Helping Neighbors Initiative (Bay Aging)[101]

Bay Aging, an Area Agency on Aging in Urbanna, Virginia, launched the Helping Neighbors Initiative in April 2020 in response to the COVID-19 pandemic. The intervention provides meals and social engagement to at-risk older adults and those with underlying health conditions. Volunteers engage in brief, physically distanced conversations with older adults during twice-weekly hot dinner deliveries and supplemental phone calls between deliveries.

Intervention format		Audience/ Implementer	■ Area Agencies on Aging	Population Focus	■ Older adults

My Meal-My Way Senior Dining (Area Agency on Aging of Dane County)[102]

My Meal-My Way Senior Dining was founded in 2015 as a public-private partnership between the Area Agency on Aging of Dane County (Wisconsin) and seven local restaurants to provide food and social engagement for older adults. During the pandemic, the program shifted services from dining in-person to providing several takeout meals per day at various locations. At a food pantry location, older adults can pick up meals along with a weekly food box. Also provided are essential safety and hygiene supplies, as well as activity bags with coloring supplies, craft kits, and links to online exercise activities to mitigate social isolation.

Intervention format		Audience/ Implementer	■ Area Agencies on Aging	Population Focus	■ Older adults

Community Connections (AARP)[103]

AARP launched its Community Connections website in April 2020 in response to the COVID-19 pandemic. The website contains links to resources, tools, and guidance on a variety of topics, including using technology to stay connected. The platform also facilitates receipt of direct support; for example, it brings volunteers together to support those people most in need in their local community. Mutual aid can include picking up groceries, providing financial assistance, or lending emotional support to your neighbors. The site also features links to important resources, including help lines, volunteer support networks, and community chat rooms to help people stay connected and fight social isolation. For example, links to AARP's Friendly Voices and Connect2Affect initiatives are provided.

Intervention format		Audience/ Implementer	■ Area Agencies on Aging	Population Focus	■ Older adults

Virtual Companionship Visits, Assistance from a Distance (Papa)[104]

Founded in 2018, Papa is a company that pairs older adults and families with Papa Pals for companionship and assistance with everyday tasks. Programming is offered to health plans, providers, employers, and consumers. Papa Pals are paid for delivering their services, which can include being a "grandchild on demand." Health plans also offer services as a Medicare Advantage add-on at no cost to members. During the COVID-19 pandemic, services have gone virtual and a smartphone app is also available. As of September 2020, Papa was available in 17 states and recently raised $18 million to expand its business, including expanding to another four states in the next few months.

Intervention format		Audience/ Implementer	■ Health system ■ Community-based organization/ faith-based organization ■ Individual – Older adult	Population Focus	■ Older adults ■ Caregivers

Social Bridging Project (UNC Asheville, UNC Health Sciences at MAHEC, and Healthy Aging North Carolina)[105]

The Social Bridging Project pairs older adults with trained student volunteers who provide conversation, check-ins, and technology training to help seniors connect socially with friends and loved ones. Volunteers are also able to provide referrals for additional resources if needed and desired by the older adult.

Intervention Format		Audience/ Implementer	■ Community-based organization/ faith-based organization	Population Focus	■ Older adults

Project VITAL (Florida Department of Elder Affairs)[106]

In April 2020, the state of Florida launched Project VITAL (Virtual Inclusive Technology for All), which uses virtual technology to relieve the difficult symptoms of social isolation for residents in assisted living facilities and nursing homes. The Florida Department of Elder Affairs is partnering with the Alzheimer's Association and other industry leaders to distribute tablets statewide to residents to bring families together virtually and help mitigate feelings of isolation.

Intervention format		Audience/ Implementer	■ Government agency	Population Focus	■ Older adults ■ Caregivers ■ Cognitive impairment

Neighbor-to-Neighbor (Office of the Governor of California: California Volunteers)[107]

Neighbor-to-Neighbor is a program that encourages Californians to connect using the Nextdoor website or application. Volunteers are able to use the site to safely check in on and connect with neighbors, with a focus on older adults. The website also offers a printable note to leave for neighbors. This program, launched in March 2020, was designed to reduce social isolation in older adults during the COVID-19 pandemic.

Intervention format		Audience/ Implementer	■ Government agency	Population Focus	■ Older adults

Pilot with Somerville-Cambridge Elder Services (Commonwealth Care Alliance, Massachusetts)[108]

Commonwealth Care Alliance (CCA) of Massachusetts, a nonprofit health plan, launched a pilot program with Somerville-Cambridge Elder Services to screen members for loneliness and offer support through community-based programs and behavioral health consultations as appropriate. People at medium-risk are referred to "Phone Buddies"—CCA employees who volunteer to call their buddies, who are trained and supported, at least once a week for 15 minutes.

Intervention format		Audience/ Implementer	■ Health system ■ Community-based organization/ faith-based organization	Population Focus	■ Older adults

United Healthcare Support for Socially Isolated Medicare Advantage Patients (United Healthcare)[109]

United Healthcare (UHC) assists its Medicare Advantage members who are socially isolated with referrals to and enrollment in government and social services. In response to COVID, UHC has increased outreach to lonely and socially isolated members, checking on their well-being, connecting them to community resources and even directly shipping meals to members who have become food insecure. UHC's nonprofit United Health Foundation also recently announced a $5 million collaboration with AARP Foundation to support older adults experiencing isolation and food insecurity during the COVID-19 crisis.

Intervention format		Audience/ Implementer	■ Health system ■ Community-based organization/ faith-based organization	Population Focus	■ Older adults

Resources For Living (Aetna)[110]

Originally developed in November 2019, this Aetna Medicare program uses its Social Isolation Index tool to target Medicare Advantage members deemed at risk for social isolation based on a proprietary algorithm that takes into account insurance claims and other member data. Program members may be connected with community services and referred for time-limited telephonic coaching. After such coaching is completed, members may also be referred to ongoing behavioral health care. During the COVID-19 pandemic, programming shifted to focus on connecting members with other relevant resources, such as food and medication delivery services and long-distance caregiving.

Intervention format		Audience/ Implementer	■ Individual – Older adult	Population Focus	■ Older adults

Illinois Call4Calm Text Line (Illinois Department of Health)[111]

The Illinois Call4Calm Text Line is a free text service providing support for those struggling with stress related to the COVID-19 pandemic and needing emotional support. This service is available 24 hours a day, seven days a week, in both English and Spanish. Those seeking assistance are linked to a counselor in their area who is knowledgeable about available local resources.

Intervention format		Audience/ Implementer	■ Community-based organization/ faith-based organization	Population Focus	■ Older adults

Certified Peer Support Specialist Warmline (Michigan Department of Health and Human Services)[112]

The Michigan Department of Health and Human Services launched the Certified Peer Support Specialist (CPSS) Warmline in April 2020 to offer support for individuals feeling isolated from society, and to provide referrals for outreach and assistance for those seeking critical physical and behavioral health services. The warmline will provide particular support to underserved Medicaid beneficiaries, who often lack social connectedness and may now have increased anxiety and feelings of severe isolation during this critical time.

Intervention format		Audience/ Implementer	■ Community-based organization/ faith-based organization	Population Focus	■ Older adults ■ Low SES

NJ Mental Health Cares (New Jersey Department of Human Services)[113]

NJ Mental Health Cares, the state's behavioral health information and referral service, is providing support for individuals suffering from anxiety and depression due to COVID-19. The hotline provides a safe space to talk to someone about worries and concerns, but does not provide any medical or financial advice or referrals. Assistance is available in many languages.

Intervention format		Audience/ Implementer	■ Community-based organization/ faith-based organization	Population Focus	■ Older adults

COVID-19 Aging Network Rapid Response Plan (University of Nevada, Reno; Nevada Aging and Disability Services Division, Nevada Department of Health and Human Services; Nevada Senior Services)[114]

This report. released in March 2020, details Nevada's plan to mobilize its statewide network of aging service providers, along with the state's universities, volunteers, and other partners, to ensure homebound elders receive needed services during the COVID-19 pandemic. The Nevada COVID-19 Aging Network (NV CAN) disseminates information and resources; mobilizes volunteers; provides clinical services via telemedicine; and mobilizes county senior service agencies, volunteers, and community aging services organizations to meet the needs of homebound elders. NV CAN also provides direct services, including a Social Support Action Team (SSAT) that provides social support to older adults through one-to-one check in calls and small-group peer support.

Intervention format		Audience/ Implementer	■ Area Agencies on Aging ■ Government agency ■ Community-based organization/ faith-based organization	Population Focus	■ Older adults ■ Chronic conditions

Weaving Hearts (San Francisco Department of Disability and Aging Services; Mission Neighborhood Centers, Inc.)[115]

Originally launched in January 2019, this intergenerational program celebrates Latino(x) culture. It was developed to address the elevated barriers older adults who are immigrants or who have limited English proficiency face when accessing services, the increased risk for social isolation, and the demonstrated gap in tech use, access, and skills among older adults, especially older adult minority populations. During the COVID-19 pandemic, the program provides social engagement activities via Zoom. The program distributed tablets, hotspots, and computer training to participants to ensure their participation in online classes. Program reach extends to family members and friends living with older adults, who may help the older adults connect to Zoom and join them in daily music, dancing, and cooking classes.[116]

Intervention Format		Audience/ Implementer	■ Government agency ■ Community-based organization/ faith-based organization	Population Focus	■ Older adults ■ Caregivers ■ Limited English Proficiency

Weber-Morgan Senior Art Gallery (Weber Human Services Area Agency on Aging)[117]

First launched in January 2019, this online art gallery helps connect older adult artists to their community, motivating the participating artists to continue to produce artwork to be shared. During the COVID-19 pandemic, artwork is displayed at the homes of registered older adult artists to ensure that it is still shared on the virtual gallery.

Intervention format		Audience/ Implementer	■ Area Agencies on Aging ■ Community-based organization/ faith-based organization	Population Focus	■ Older adults

PEARLS Connect – Fort Worth, Texas (Area Agency on Aging of Tarrant County)[118]

In 2018, the Area Agency on Aging of Tarrant County (AAATC; Fort Worth, Texas) launched a local chapter of the national Program to Encourage Active and Rewarding Lives (PEARLS), which helps combat social isolation among older adults. During the COVID-19 pandemic, this PEARLS location began calling clients monthly and continued outreach with a monthly newsletter. The chapter also developed a Zoom Bingo (ZINGO) game, mailing hundreds of ZINGO cards and markers to all who were interested to keep them engaged. AAATC is also working with Junior League volunteers to convert other games and activities to a virtual format so the agency can continue offering social events during the pandemic.

Intervention format		Audience/ Implementer	■ Area Agencies on Aging	Population Focus	■ Older adults ■ Caregivers

Age-Friendly Student Senior Connection (University of Southern California Keck School of Medicine)[119]

The Geriatric Workforce Enhancement Program at the University of Southern California Keck School of Medicine designed the Age-Friendly Student Senior Connection to connect professional students across multiple disciplines (e.g., clinical psychology, medicine, social work) with isolated older adults in the community to prevent psychological consequences of social isolation because of the COVID-19 pandemic. Preliminary results from pre-post surveys (with 6-week follow up) showed statistically significant changes in students' perceptions about how much students and older adults each benefit from the program.

Intervention format		Audience/ Implementer	■ Health system	Population Focus	■ Older adults

Togetherness Program (CareMore, Aspire Health)[120]

In this intervention (originally launched in 2017), older adult patients are referred by an integrated care team and can also self-refer. Participation also extends to caregivers of patients. Patients are screened based on barriers to connectedness (e.g., mobility, transportation, insecurities). During the COVID-19 pandemic, the program has become almost entirely telephonic, and the number of program "Phone Pals" increased by nearly 200 percent. Phone Pals have shared interests with the clients and encourage them to take walks and do online classes through Nifty after Fifty (gym), Silver Sneakers, and other programs. Clients receive mailings with adult coloring books, puzzles, and checkers sets so that they can play together with Phone Pals while on the phone. The program also teaches clients how to use FaceTime and Zoom to stay in touch with their families.

Intervention format		Audience/ Implementer	■ Health system	Population Focus	■ Older Adults ■ Caregivers

SAGEConnect (SAGE and Mon Ami)[121]

SAGEConnect links LGBT elders with their broader community, reducing isolation and promoting well-being. SAGE teamed up with Mon Ami in August 2020 to connect LGBT older people with volunteers and allies across the country. Participants can sign up to receive a 30-minute call, once a week, over a period of 6 weeks. Caregivers and allies are encouraged to sign up to become volunteer callers.

Intervention format		Audience/ Implementer	▪ Health system ▪ Community-based organization/ faith-based organization ▪ Individual - Caregiver	Population Focus	▪ Older adults ▪ LGBT

Stitch (Stitch)[122]

Stitch is a social networking website for adults age 50 and over that aims to address social isolation in every country around the world. The site first launched in four different countries (including the United States) in 2014. Older adult members plan local activities to bring people together, help with member verification, and volunteer their time to help grow the community. In response to the COVID-19 pandemic, the program has added virtual events, group chats, and online discussions.

Intervention format		Audience/ Implementer	▪ Individual – Older adult	Population Focus	▪ Older adults ▪ 50+

Senior Centers Connect (National Council on Aging)[123]

The National Council on Aging's National Institute of Senior Centers developed a resource guide for senior centers that are closed during the pandemic, with programming and service continuity ideas. This resource was developed in March 2020 and serves as a toolkit that will be updated as more resources become available.

Intervention format		Audience/ Implementer	▪ Community-based organization/ faith-based organization	Population Focus	▪ Older adults

Friendship Line (Institute on Aging)[124]

The Friendship Line is a 24-hour toll-free line and the only accredited crisis intervention hotline in the country for people aged 60 years and older and for adults living with disabilities. The Friendship Line also acts as a warmline for nonemergency emotional support calls. This service remains available during the COVID-19 pandemic.

Intervention Format		Audience/ Implementer	▪ Individual – Older adult	Population Focus	▪ Older adults ▪ 60+ ▪ Individuals with disabilities

Lifetime Connections Without Walls (Family Eldercare)[125]

Lifetime Connections Without Walls provides opportunities for older adults to connect with others in their community and across the country using a telephone conference call system. The $10 participation fee is being waived during the COVID-19 pandemic to make the program more accessible.

Intervention Format		Audience/ Implementer	▪ Individual – Caregiver	Population Focus	▪ Older adults

Well Connected/Well Connected Español (Covia Communities)[126]

Well Connected is a telephone and online community that connects individuals to virtual classes, conversations, and activities. Some groups also offer the option to connect via computer, tablet, or mobile device. Programs are available in English and Spanish.

Intervention Format		Audience/ Implementer	• Area Agencies on Aging	Population Focus	• Older adults • Limited English Proficiency

Candoo Tech

Candoo Tech, a public benefit corporation, provides remote technology support and training specifically for older adults. Candoo partners with nonprofit organizations, social service agencies, and senior living communities.

Intervention Format		Audience/ Implementer	• Individual – Older adult • Individual – Caregiver • Community-based organization/ faith-based organization	Population Focus	• Older adults

Heart of Dinner (Heart of Dinner)[127]

Heart of Dinner is a nonprofit organization fighting to end hunger and isolation for low-income Asian-American homebound elderly. The organization's founders—along with restaurants, produce distributors, and volunteers—source, cook, and deliver culturally appropriate meals paired with handwritten letters and heartwarming illustrations.

Intervention Format		Audience/ Implementer	• Community-based organization/ faith-based organization • Individual – Older adult • Individual – Caregiver	Population Focus	• Older adults • Limited English Proficiency

Aging Connected (Older Adults Technology Services)

Older Adults Technology Services (OATS) is a nonprofit focused on helping seniors learn to use technology. Its primary program, Senior Planet, includes a 5- or 10-week course on digital skills. Senior Planet provided in-person programming at its technology-themed centers—including technology instruction, exercise programs, book clubs, workshops on various topics, and social events. With the increasing needs related to technology due to the COVID-19 pandemic, OATS has grown its online platform and converted in-person courses to digital. OATS is also launching an initiative to increase access to broadband, in partnership with telecommunication companies, nonprofit senior service providers, and public sector agencies.

Intervention Format		Audience/ Implementer	• Community-based organization/ faith-based organization • Individual – Older adult • Individual – Caregiver	Population Focus	• Older adults

National PACE Association Partnership with GrandPad (National PACE Association)

The National PACE Association partnered with GrandPad, a company that designed a tablet for people 75 or older that has a built-in 4G cellular connection, so it does not require a WiFi connection. PACE organizations provide primary, acute, and long-term care services to 54,000 individuals living at home across 31 states, but as of fall 2020 this program had been rolled out only to six PACE programs. Grandpad provides training for seniors who are given the devices. Seniors use the devices for telehealth visits with PACE providers, and also for communicating with other PACE participants.[128]

Intervention Format		Audience/ Implementer	■ Community-based organization/ faith-based organization ■ Individual – Older adult ■ Individual – Caregiver	Population Focus	■ Older adults

Home Connect (Community Tech Network)[129]

Prior to the pandemic, Community Tech Network (CTN) offered services primarily in person focused on digital literacy. CTN operates a range of programs that serve low-income people, including older adults, veterans, long-term unemployed, immigrants, and families. The organization provided access to computers, the internet, and training, but did not provide devices. In April 2020, the organization launched Home Connect, which provides tablets to seniors. For those who do not have access to internet through their housing development, CTN enrolls them in one of the low-cost internet options that are available. CTN staff connects with seniors by phone, helps them through the process of connecting the tablet to the internet, and uses a remote training tool with screen sharing to facilitate the process. In addition to training seniors in how to use the device and the internet, they provide education around protecting personal safety, evaluating the validity of various news and information sources, and identifying security threats encountered online.

Intervention Format		Audience/ Implementer	■ Community-based organization/ faith-based organization ■ Individual – Older adult	Population Focus	■ Older adults ■ Low SES

Senior Call Check Program (Maryland Department of Aging)[130]

Residents of Maryland ages 65 and over can sign up for a scheduled daily call. Calls are automated to check in on the well-being of older adults in Maryland. If a call is not picked up, the program notifies a loved one of the older adult so they may check in on them. This program was developed prior to COVID-19, but has been adapted during the pandemic so that older adults can expedite their enrollment in the program.

Intervention Format		Audience/ Implementer	■ Individual – Older adult	Population Focus	■ Older adults ■ 65+

Chat with a Trooper (State Police Association of Massachusetts)[131]

The State Police Association of Massachusetts started this program to help a vulnerable population during the COVID-19 pandemic. This program specifically addresses social isolation in older adults. Chat with a Trooper connects a group of senior citizens with volunteer state troopers for a friendly conversation during the COVID crisis. Conversations take place over the phone.

Intervention Format		Audience/ Implementer	■ Individual – Older adult	Population Focus	■ Older adults

Deferral of Medical Care

Public Health Interventions and Strategies

Education/Campaigns/Media

Your COVID-19 Health Toolkit (*Consumer Reports*)[132]

Consumer Reports published an online educational resource in July 2020 to help older adults and their caregivers better understand how to maintain health and wellness during the COVID-19 pandemic. The website describes the dangers of delaying care and provides guidance on how to safely resume medical appointments during the pandemic, including asking for the option to conduct routine consultations via telehealth or over the phone. Other information includes recommendations for critical preventative vaccines for adults 65 and older (e.g., flu, shingles, pneumococcal), and safety precautions to follow when accessing medical care in-person (i.e., wearing a mask, making sure temperature is checked upon arrival, practicing social distancing). It concludes with a list of medical supplies (over-the-counter medications and devices) to keep at home and guidance about conducting a medication review with a provider in-person or virtually.

Intervention Format		Audience/ Implementer	▪ Individual – Older adult ▪ Individual – Caregiver	Population Focus	▪ Older adults ▪ 65+

Resource Guide: Communicating with Patients Amid COVID-19 (The Advisory Board)[133]

The Advisory Board developed a collection of example communications for use by health care organizations and providers highlighting safety protocols and answers to frequently asked questions related to COVID-19 and made it available in May 2020. Contents of the resource guide include items such as (1) details for health care organizations and providers to consider when crafting communications; (2) communication examples from health care providers; (3) communication examples from other industries (i.e., retail, transportation, food, etc.); (4) example emails from health care providers; and (5) other related resources, including FEMA's strategies for communicating during emergency situations.

Intervention Format		Audience/ Implementer	▪ Health system	Population Focus	▪ Older adults

Adapting Care for Older Cancer Patients During the COVID-19 Pandemic (International Society of Geriatric Oncology)[134]

In the wake of the COVID-19 pandemic, the International Society of Geriatric Oncology (SIOG) COVID-19 Working Group formed a panel of experts to develop consensus recommendations on the implications of the pandemic on several aspects of cancer care for older adults, including the delay of cancer treatment. SIOG's recommendations, published in July 2020, include (1) deploying telehealth care via telephone or video link to protect both the patient and the clinician and provide continuity of care despite social containment; (2) encouraging digital literacy and providing access to online technologies to maintain a social network with family, friends, support workers, and care providers; and (3) implementing remote and self-administered screenings.

Intervention Format		Audience/ Implementer	▪ Health system	Population Focus	▪ Older adults ▪ Caregivers

Flu & People 65 Years and Older (CDC)[135]

The Centers for Disease Control and Prevention (CDC) developed this informational website explaining why it is important for older adults, specifically those 65 and older, to get an annual flu shot. The website was updated in September 2020 to highlight the importance of this year's flu vaccination: "Getting a flu vaccine during 2020-2021 is more important than ever because of the ongoing COVID-19 pandemic. Flu vaccination is especially important for adults 65 years and older, who account for most hospitalizations and deaths from flu and from COVID-19." The website provides information on the types of flu shots for people ages 65 and older, symptoms and treatment for the flu, and emergency warning signs to look out for. This resource is also available in Spanish.

Intervention Format		Audience/ Implementer	■ Individual – Older adult	Population Focus	■ Older adults ■ 65+

How Has COVID-19 Changed Healthcare for Older Americans? (The Commonwealth Fund)[136]

Host Shanoor Seervai (researcher, writer, and lead podcast producer for the Commonwealth Fund) interviewed Gretchen Jacobson (Vice President of Medicare for the Commonwealth Fund) about how the COVID-19 pandemic has shaped health care for older Americans. The podcast, which aired April 17, 2020, discusses the fact that older adults, specifically those 65 and older, are at high risk for severe illness from COVID-19 due to common chronic conditions, including diabetes and heart disease. Jacobson then discusses what the Medicare program has been doing to expand access to health care for older adults. One of the largest changes has been a waiver allowed audio-only telehealth visits. The Medicare program is also not requiring face-to-face visits for a lot of coverage decisions, for example, to receive home health care, to have a check-up after a hospitalization, or to receive other similar types of care. Another large change has been allowing people to receive three months' worth of a prescription medication.

Intervention Format		Audience/ Implementer	■ Individual – Older adult	Population Focus	■ Older adults ■ 65+ ■ Chronic conditions

Patient Priorities Care Telehealth Guidance (Patient Priorities Care)[137]

During the COVID-19 pandemic, telehealth has become the primary option for patients who are avoiding in-person visits. Patient Priorities Care (PPC) is a structure for having conversations with older patients about what matters most to them, namely their health values, outcome goals, and health care preferences, and making collaborative health care decisions. PPC developed this conversation guide for conducting effective telehealth clinic visits based on their principles. The PPC approach is integral to the implementation of the Institute for Healthcare Improvement's Age-Friendly Health System approach to the 4Ms, what Matters most, Medications, Mentation, and Mobility. Topics in the telehealth guidance include identifying with patients what matters most; setting health goals based on what matters most; care and medications that are helpful for patients and what may be bothersome; discussing mentation, including the effects of isolation on mood and memory; and discussing the effects of social distancing on mobility and daily functioning.

Intervention Format		Audience/ Implementer	■ Health system	Population Focus	■ Older adults

Promising Practices Promoting Flu Vaccinations for Dually Eligible Beneficiaries During COVID-19 (Resources for Integrated Care)[138]

Resources for Integrated Care (RIC), a collaboration between the Centers for Medicare & Medicaid Services (CMS) Medicare-Medicaid Coordination Office, and the Institute for Healthcare Improvement, hosted a webinar in October 2020 on promising practices promoting flu vaccinations for dually eligible beneficiaries during COVID-19. The primary audience for the webinar was health plans serving beneficiaries dually eligible for Medicare and Medicaid. The goals of the webinar were to (1) identify strategies for establishing and leveraging flu vaccination committees, (2) describe ways for gathering member input on flu vaccination outreach and communication, (3) identify strategies for messaging and promoting flu vaccination in the context of COVID-19, and (4) identify opportunities for partnering with community organizations in flu vaccination delivery.

Intervention Format	▷	**Audience/ Implementer**	■ Health system ■ Community-based organization/ faith-based organization	**Population Focus**	■ Older adults ■ Chronic conditions

COVID-19 Guidance for Older Adults (CDC)[139]

Older adults who have serious underlying medical conditions seem to be at higher risk for developing more serious complications from COVID-19. Developed by the CDC, the COVID-19 Guidance for Older Adults contains many educational resources providing valuable information to older adults who are at high risk for contracting and spreading COVID-19. Guidelines include how to reduce risk for getting COVID-19, what older adults should consider before going out, and tips to stay healthy.

Intervention Format	🌐	**Audience/ Implementer**	■ Individual – Older adult	**Population Focus**	■ Older adults ■ Chronic conditions

LA County Senior Resource Guide (Los Angeles County Department of Public Health)[140]

Los Angeles County Department of Public Health has updated its online resource guide for seniors in the community to reflect various services available during the COVID-19 pandemic such as health care, food delivery, and mental health services. The resource guide includes instructions and educational materials on health care resources available to older adults, including telemedicine, submitting a medication quantity limit exception, tips for health care planning and access, and pharmacy delivery services. The resource guide is also available in Spanish and Tagalog.

Intervention Format	🌐	**Audience/ Implementer**	■ Individual – Older adult	**Population Focus**	■ Older adults

Providing Virtual Care for Older Adults During COVID-19 (GlobalMed)[141]

GlobalMed developed this webpage in April 2020. It summarizes the following four benefits of implementing telehealth for older adults during COVID-19: (1) prevents spread of COVID-19 to the most vulnerable populations; (2) increases access to care, specifically to elderly patients who suffer from multiple chronic conditions and need specialty care; (3) improves quality time patients spend with clinical professionals; and (4) prepares for telehealth restrictions.

Intervention Format	🌐	**Audience/ Implementer**	■ Health system ■ Individual –Caregiver	**Population Focus**	■ Older adults ■ Chronic conditions

Getting Safe Emergency Care During the COVID-19 Pandemic (Mayo Clinic)[142]

Mayo Clinic updated its website in July 2020 to provide information to the public on what hospitals are doing to keep emergency rooms safe during the pandemic. The website outlines strict protocols implemented by emergency rooms and hospitals, including universal masking, screening at all entrances, separate waiting areas for potential COVID-19 cases, frequent cleaning/disinfecting, and social distancing. The website also provides tips for the public on how to travel safely to the hospital, what you can do to protect yourself in the emergency room, and what symptoms necessitate emergency care.

Intervention Format		Audience/ Implementer	■ Individual – Older adult	Population Focus	■ Older adults

Don't Die of Doubt (American Heart Association)

In June 2020, in response to a decline in emergency room visits and 911 calls, the American Heart Association launched a public education and awareness campaign—Don't Die of Doubt™—emphasizing the importance of calling 9-1-1 and going to the emergency room if you are experiencing symptoms of a heart attack or stroke. The campaign emphasizes that the best chance to survive an acute event, like a heart attack or a stroke, is to call 9-1-1 and get an ambulance to the hospital. From dispatchers to first responders, the emergency response system is trained to help safely and quickly, even during a pandemic. The print resource states five reasons hospitals are safe for heart and stroke emergencies: hospitals are following infection control protocols, calling 911 is your best chance of surviving an emergency, heart disease is a top killer worldwide so immediate help is warranted, fast care is key to survival, and emergency room workers know what to do.

Intervention Format		Audience/ Implementer	■ Individual – Older adult	Population Focus	■ Older adults

How to Provide Telehealth to Older Adults (APA Committee on Aging)[143]

This article from the American Psychological Association (APA) Committee on Aging website provides tips to providers and health systems to address perceived barriers of telehealth and provide optimal telehealth to older adults. The article includes strategies for providing technology support (e.g., contacting older adults via telephone prior to the telehealth session to provide verbal instructions, test the telehealth platform) and strategies for establishing rapport (e.g. directly acknowledge that telehealth sessions can feel awkward, reassure older adults that most people feel increasingly comfortable over time.).

Intervention Format		Audience/ Implementer	■ Health system	Population Focus	■ Older adults

An ER Visit Could Save Your Health or Life. Don't Avoid Hospitals During COVID Pandemic (*USA Today*)[144]

In July 2020, *USA Today* opinion contributor Dr. Melina L. Estes wrote about how hospitals are taking extra safety precautions during the COVID-19 pandemic to encourage patients who may be avoiding the ER to go for emergency and potentially lifesaving care. Dr. Estes highlighted extra precautions hospitals are taking, including entry-point COVID-19 screenings, social distancing and mask use while indoors, visitor restrictions, limited entry and exit points, asking patients to stay in their cars after arrival until called into the office, and using virtual care when it is available and appropriate. In addition to these precautions, Dr. Estes noted that many hospitals and their staff have been trained and have strong protocols in place to care for patients with communicable diseases.

Intervention Format		Audience/ Implementer	■ Individual -Older adult	Population Focus	■ Older adults

Stay Healthy: Don't Delay Care (American Hospital Association)[145]

In October 2020, the American Hospital Association launched a media campaign disseminating materials for use by hospitals emphasizing the safety protocols in place at hospitals and directing the public not to delay care for conditions beyond COVID-19 in the wake of the pandemic. Campaign materials include a 30-second YouTube video available in English and Spanish; a downloadable Communications Toolkit that contains talking points, a sample opinion editorial (OpEd), a checklist and communications plan, and a sample public service announcement (PSA); downloadable posters, public service advertisements, and social media messages; and additional resources.

Intervention Format		Audience/ Implementer	■ Health system	Population Focus	■ Older adults

COVID-19: Guidelines for Health Care Providers – Video-Based Telehealth Accessibility for Deaf and Hard of Hearing Patients (Hearing Loss Association of America)[146]

This online guide was developed by 12 deaf and hard of hearing (DHH) groups, health care providers, and other experts and published in April 2020. It describes best practices and requirements for telehealth video-based platforms and applications (where a provider and patient connect by video) to ensure accessibility for DHH patients. The guide first provides an overview of four patient-directed accommodations that ensure accessibility: remote interpreting services on the same screen or platform; communication access real-time translation (CART) on the same screen or platform; use of accessibility services (e.g., remote interpreting and captioning) on a separate screen or device; and use of other accessibility services (e.g., relay services) on a separate screen or platform. The guide then describes federal law governing requirements for video remote interpreting (VRI) connections and accessibility requirements for captions (or CART) for telehealth video communications. The guide also contains an appendix that provides technical details about the solutions described.

Intervention Format		Audience/ Implementer	■ Individual – Older adult ■ Health system	Population Focus	■ Individuals with disabilities (hearing)

Using Telehealth to Improve Home-based Care for Older Adults and Family Caregivers (AARP Public Policy Institute)[147]

This *Insight on the Issues* brief, developed in May 2018, focuses on telehealth strategies that provide older adults with access to high-quality and cost-effective care, in addition to improving support for their caregivers. It addresses issues such as the role of telehealth in home-based care for older adults, potential benefits of telehealth services for older adults and their caregivers, coverage of home telehealth in federal and state health programs, whether home telehealth delivers better outcomes than in-person care, and barriers and opportunities in expansion of home telehealth. It closes with three recommendations for improving home telehealth going forward. It provides many concrete examples of different types of home telehealth, including remote patient monitoring, palliative care conferences, chronic disease management, and video eVisits. This brief disseminates information about options for older adults to receive needed health care while avoiding in-person medical visits.

Intervention Format		Audience/ Implementer	■ Individual – Older adult ■ Individual – Caregiver	Population Focus	■ Older adults ■ Chronic conditions

COVID-19 Resources: Care of Older Adults (Institute for Healthcare Improvement)[148]

In the wake of the coronavirus pandemic, the Institute for Healthcare Improvement (IHI) has devoted a section of its website to a curated list of links to COVID-19 guidance related to medical care for older adults. These include IHI links to resources on designing an age-friendly health system to address COVID-19; a series of resources on advance care planning from the Regenstrief Institute and the Center to Advance Palliative Care (among others); links to policy updates from LeadingAge, the U.S. Senate Special Committee on Aging, and the Centers for Medicare & Medicaid Services; links to resources for health care professionals from the CDC, Johns Hopkins University, and Ariadne Labs; and links to resources on telehealth.

Intervention Format	🌐	Audience/ Implementer	■ Health system	Population Focus	■ Older adults

Using Telehealth to Expand Access to Essential Health Services During the COVID-19 Pandemic (CDC)[149]

In June 2020, the CDC developed a guidance document that describes the landscape of telehealth services during the COVID-19 pandemic. This document also outlines guidance and strategies for providers of telehealth and other virtual care during the COVID-19 pandemic.

Intervention Format	🌐	Audience/ Implementer	■ Health system	Population Focus	■ Older adults

Health Care

Tufts-Medically Home Partnership Program (Tufts Medical Center and Medically Home)[150]

In April 2020, Tufts Medical Center and the technology-enabled services company, Medically Home, partnered to develop a remote patient monitoring program that provides hospital-level care in patients' homes called the "Tufts-Medically Home partnership program." Eligible patients must have a safe, stable place to live and be suffering from common chronic and infectious conditions such as heart failure, diabetes, pneumonia, or kidney infections. Medically Home provides all the equipment to the patients' homes (communications devices, monitors, backup internet, cell signals, and power source) and health care teams monitor each patient 24 hours a day from a "command center" and are accessible in real time to address complications and questions. The goal of the program is to provide hospital-level medical care for patients who are able to receive it at home, thus increasing patient comfort and also increasing capacity at hospitals so that beds are available to treat those more severely affected by the COVID-19 pandemic.

Intervention Format	📈	Audience/ Implementer	■ Health system	Population Focus	■ Older adults ■ Chronic conditions

White Mountain Community Health Center Telehealth Program (New Hampshire Charitable Foundation)[151]

In July 2020, White Mountain Community Health Center in New Hampshire was awarded a grant of $27,000 from the New Hampshire Charitable Foundation (NHCF) to buy telemedicine equipment. The NHCF grant was used to purchase laptops so providers can switch more easily between working from home and working from the office, tablets to use for video visits, and wireless internet upgrades for the facility. The grant also allowed the health center to purchase blood pressure cuffs so patients who normally would need to come in regularly to get their blood pressure taken can take it at home. The health center also purchased pulse oximeters, so that if there is a local surge in COVID-19 cases, patients with the disease can monitor their blood oxygen levels at home. An executive order by Governor Sununu early in the pandemic required insurance companies to cover telemedicine visits at the same rate as in-person visits, and the New Hampshire Legislature recently made that change permanent.

Intervention Format	📈	Audience/ Implementer	■ Health system	Population Focus	■ Older adults

Phoebe Putney Health System Mobile Medical Units (Phoebe Foundation)[152]

In August 2020, the Phoebe Foundation Board of Directors approved spending $1 million to purchase and provide supplies for two mobile medical units so that Phoebe Putney Health System can deliver primary care, specialty care, and health and wellness services to low-resource rural areas in southwest Georgia. Specifically, the mobile medical units will provide in-person clinical assessments, management of chronic conditions, physicals and workers comp assessments at businesses; health education; vaccinations; and COVID-19 testing and care. Each vehicle will be supplied with exam rooms, a laboratory, medical refrigeration, imaging equipment, telehealth equipment for remote consultations with specialists, a bathroom, and a waiting area. The mobile units are expected to be delivered by February and they will be able to treat an estimated 4,000 patients in the first year, and up to 17,000 patients by year five.

Intervention Format		Audience/ Implementer	▪ Health system	Population Focus	▪ Older adults ▪ Chronic conditions ▪ Rural ▪ Low SES

Health Care Apps for Older Adults (Brown University and Johnson & Wales University)[153]

In May 2020, three researchers at Brown University and Johnson & Wales University published an article in *The Western Journal of Emergency Medicine* that summarizes 15 smartphone apps to use during the COVID-19 pandemic that may improve the health of older adults by addressing physical as well as cognitive abilities. The apps cover the following areas: social networking, telemedicine, prescription management, health and fitness, food and drink, and visual and hearing impairment. Among the 15 apps reviewed, five could help prevent the deferral of medical care: the three telemedicine apps (Teladoc, K Health: Primary Care, Doctor on Demand) and two prescription management apps (GoodRx - Save on Prescriptions and Medisafe Medication Management). These apps can be especially useful during isolation and social distancing in response to the COVID-19 pandemic.

Intervention Format		Audience/ Implementer	▪ Health System	Population Focus	▪ Older adults

The SMART-MH (Sandy Mobilization, Assessment, Referral and Treatment for Mental Health), a Program for Community Delivery of Therapy for Older Adults During Hurricane Sandy (Weil Cornell Medical College and New York City Department for the Aging)[154]

In the aftermath of Hurricane Sandy, researchers from Weill Cornell Medical College in partnership with New York City Department of Aging developed a service delivery program for older adults in New York City impacted by the hurricane. The intervention involved outreach, mental health screenings, referrals, and therapy at community sites across New York City. From October 31, 2014, through July 7, 2016 (24–44 months after the storm), a total of 2,831 PHQ-9 depression screenings were conducted by staff who serve older adults in 31 congregant meal sites across New York City. The screenings were conducted in four languages (Spanish, Russian, Cantonese, and English). Individuals whose PHQ-9 score indicated a need for mental health support (PHQ-9 ≥ 10) were offered six free weekly 45-min sessions of Engage therapy in a nearby senior center. Engage is a brief depression therapy tailored for older adults that can be implemented in a community setting for a diverse population. Weekly PHQ-9 screening questionnaires were administered by the therapist prior to each Engage session to monitor treatment progress. This study aimed to examine the feasibility, effectiveness, and patients' engagement of Engage. The study demonstrated that depression severity decreased significantly over time for older adults who received the intervention.

Intervention Format		Audience/ Implementer	▪ Health system ▪ Government agency ▪ Community-based organization/ faith-based organization	Population Focus	▪ Older adults

Rockaway Wellness Partnership (Visiting Nurse Service of New York)[155]

The Rockaway Wellness Partnership was established through a New York State block grant awarded to the Visiting Nurse Service of New York, a large, nonprofit home and community-based health care organization. The program, which was implemented two years after Hurricane Sandy hit, used trained health coaches and community health workers (CHW) to address the health and wellness needs of vulnerable residents living in communities across the Rockaway Peninsula impacted most by Hurricane Sandy. Specifically, the program provided wellness counseling and assistance with navigating local agencies and resources, including sometimes accompanying clients with Spanish-translation needs on visits to physician and social service offices. Of the 732 program participants, 49 percent were Hispanic and 32 percent were Black. Almost one quarter of participants had one or more limitations in activities of daily living. The program was evaluated by comparing participants' self-report rating of overall health before and after participation, as well as self-reported health care utilization. Results suggest improvements in participants' self-rated health (mean of 3.4 at exit compared with 2.8 at baseline; p < .001) and use of health care services (i.e., hospitalizations and emergency department visits) over the course of their enrollment in the program. No change was found in the number of doctor visits.

Intervention Format		Audience/ Implementer	■ Health system ■ Government agency ■ Community-based organization	Population Focus	■ Older adults ■ Racial/ethnic minorities

CommunityConnect Program (Contra Costa Health Services)[156]

Contra Costa Health Services (CCHS) was able to leverage an existing program, CommunityConnect, to assist Medicaid beneficiaries in response to the COVID-19 public health emergency. During four weeks of outreach in spring 2020, case managers called 7,096 high-risk individuals and directly spoke with 3,645 (51 percent). Of those reached, 40 percent reported having to regularly leave home during the shelter-in-place order, most commonly to obtain food (28 percent); to obtain medications (21 percent); to work (18 percent); or to attend medical appointments (17 percent). Case managers scheduled telehealth appointments or sent messages to the primary care providers for patients in need of medical services. For social needs, case managers provided food pantry information or referrals to the county's rapid response team to activate public benefits. Because the social conditions associated with heightened health risks are similar across threats—epidemics, wildfires, earthquakes, hurricanes, and other disasters—the CommunityConnect model demonstrates that the capacity to address interrelated health and social needs across a population is essential preparation for community resilience in any crisis.

Intervention Format		Audience/ Implementer	■ Health system ■ Community-based organization/ faith-based organization	Population Focus	■ Older adults ■ Individuals with disabilities ■ Low SES

Policy and System Change

Emergencies Still Happen in a Pandemic: How to Address Patient Fears in the ER (Emergency Design Collective)[157]

Leaders at a 150-bed community hospital in California partnered with a collective of human-centered designers to rapidly address a sudden drop in emergency department (ED) visits after the state-wide stay-at-home order. This initiative established new channels and effective methods to improve communication among hospitals, health care providers, and the general public during the COVID-19 pandemic. They created messages designed to alleviate patient concerns about day-to-day safety during the COVID-19 pandemic, and to remind them to remain vigilant and take action if they experience symptoms of heart attack or stroke. It also provides recommendations related to redesigning space in the ED to divide respiratory and nonrespiratory patients to make people feel more comfortable and less concerned about infection when seeking emergency care. The resource shares strategies that worked in the local community so that other health systems can adapt and benefit from them.

Intervention Format		Audience/ Implementer	■ Health system	Population Focus	■ Older adults

Emergency Care for Older Adults in the COVID-19 Era and Beyond: Proactive, Safe, and Close to Home (West Health Institute)[158]

This resource, written by researchers at West Health Institute and published on the George Washington University School of Medicine and Health Sciences' *Urgent Matters* website in July 2020, describes the current state of affairs in which patients are delaying emergency treatment for serious conditions (e.g., heart attacks, strokes) because of fears about COVID-19 and proposes solutions. The resource presents three approaches that policymakers, hospital administrators, and the broader clinician community can adopt to work with emergency medical professionals to address deferred emergency care during the pandemic: (1) proactive engagement of those at risk; (2) care at home through telehealth and EMS visits to patients' homes; and (3) safe, senior-friendly emergency room redesign. By providing concrete examples with details about how these approaches have worked in particular settings, the authors offer information that can be applied by policymakers, health systems, and community-based organizations.

Intervention Format		Audience/ Implementer	■ Government agency ■ Health system ■ Community-based organization/ faith-based organization	Population Focus	■ Older adults

Management of Chronic Conditions

Public Health Interventions and Strategies

Education/Campaigns/Media

Chronic Disease Self-Management Program Tool-kit (Stanford, Self-Management Resource Center)[159]

The Chronic Disease Self-Management Program (CDSMP) is an internationally recognized, six-week evidence-based program that teaches individuals with chronic conditions how to manage their health in their home setting. The program includes virtual workshops across the six weeks, weekly activities of reading and interacting via an online Learning Center, and participating in self-tests and activities (Spanish materials available). Program participants are recommended to post chronic disease-related concerns on a bulletin board and help other group members with similar problems. Funding from the National Institute of Nursing Research (NINR) allowed for rigorous evaluation of the program among research subjects with chronic diseases. During COVID-19, these programs have been adapted to further meet older adults where they are—at home. For example, the Centralina Area Agency on Aging partnered with the North Carolina Center for Health and Wellness and the North Carolina Division of Aging and Adult Services to offer their established CDSMP virtually, through the Self-Management Resource Center's CDSMP Tool Kit Plus (Spanish language materials available). This modified program begins with an initial session where the program leader calls each participant individually to complete the pre-survey, makes sure each participant understands how to access the conference call, and helps answers any other questions participants may have. The official six sessions are held via a weekly phone call in groups of four or fewer, per SMRC guidelines. The final session is an individual phone call to complete the post-survey. Some providers offer the sessions by conference call, while others use web-based platforms.

Intervention Format		Audience/ Implementer	■ Area Agencies on Aging ■ Community-based organization/ faith-based organization	Population Focus	■ Chronic conditions ■ Older adults

Staying Safe at Home During the Coronavirus Crisis (National Association of Area Agencies on Aging, Alliance for Aging Research)[160]

Alliance for Aging Research and the Eldercare Locator, which is administered by the National Association of Area Agencies on Aging (n4a) and funded by the U.S. Administration for Community Living, developed this two-page informational handout (in both English and Spanish) for older adults living at home, including information for those with chronic conditions, symptoms of COVID-19, what to do if you get sick, and support resources. It explains why older adults with chronic conditions have a higher risk of contracting the virus, symptoms, and how to protect yourself from getting sick. Provided by the Alliance for Aging Research, the intervention is a handout that provides resources for addressing coping and self-care management, which community organizations can send to their older adult members.

Intervention Format		Audience/ Implementer	■ Community-based organization/ faith-based organization	Population Focus	■ Chronic conditions ■ Older adults

#TimeForCare (Aetna, CVS)[161]

Aetna & CVS published a media campaign using a television commercial and website to direct members with chronic conditions who may have delayed in-person visits on how to receive care during the COVID-19 pandemic. On the website, transcripts are available for each commercial accompanied by a full article on the same topic. Topics include finding a doctor to manage chronic diseases, finding well-being and mental health support, finding resources and techniques for coping, and information about managing self-care.

Intervention Format		Audience/ Implementer	■ Individual – Older adults	Population Focus	■ Chronic conditions ■ Older adults

Living Healthy at Home (Piedmont Triad Regional Council Area Agency on Aging)[162]

The Piedmont Triad Regional Council Area Agency on Aging (PTRC AAA) implemented a modified version of the evidence-based Living Healthy with Chronic Disease Self-Management Education program (which typically is offered in person and in community settings) through a mailed toolkit and weekly phone calls. Called Living Healthy at Home, the modified program focuses on healthy eating, appropriate use of medication, being active, and developing communication skills to help participants take charge of their health and make connections from home. Offered at no cost and at several different times and days, the phone calls are held in small groups of four participants and one trained facilitator for an hour once a week for six weeks to walk participants through the toolkit. The mailed toolkit includes a book for the program, a relaxation CD, an exercise CD, and a self-test to determine focus area.

Intervention Format		Audience/ Implementer	■ Area Agencies on Aging ■ Community-based organization/ faith-based organization	Population Focus	■ Chronic conditions ■ Older adults

HBPC Patient Assessment Tool for Disaster Planning (The U.S. Veterans Emergency Management Evaluation Center)[163]

The U.S. Department of Veterans Affairs, Veterans Emergency Management Evaluation Center (VEMEC) developed this educational checklist to support the Veterans Health Administration (VHA)'s home-based primary care program, which serves older veterans with multiple chronic conditions. It is a short checklist to be administered by a visiting clinician to educate patients and their caregivers about preparedness, identify gaps where services or resources may be needed, and communicate effectively with first responders, if needed.

Intervention Format		Audience/ Implementer	■ Health system	Population Focus	■ Chronic conditions ■ Disability ■ Veterans

Chronic Disease Self-Management Resource for Professionals to Use in Supporting Communities (Wisconsin Institute for Healthy Aging)[164]

Wisconsin Institute for Healthy Aging developed this website for community organizations and professionals to support people in their community with chronic diseases. It includes flyers for tips on self-management of chronic diseases, articles on how to manage diabetes and other stressors from home to address health protective behaviors, and public-service announcement templates. The website includes videos for healthy eating and how to manage chronic conditions, including controlling diabetes. The website has an accessibility function to resize the text. The website is updated weekly with materials to support the community during COVID-19.

Intervention Format		Audience/ Implementer	■ Health system ■ Community-based organization/ faith-based organization	Population Focus	■ Chronic conditions ■ Older adults

COVID-19 Information for High-Risk Individuals Hand-out (Seattle Indian Health Board)[165]

Urban Indian Health Institute, a division of Seattle Indian Health Board, developed this two-page hand-out published in March 2020 that provides tribal communities with information on COVID-19 symptoms and transmission, including particular considerations for high-risk individuals such as older adults and members with chronic conditions to address health behaviors.

Intervention Format		Audience/ Implementer	■ Individual- Older adults ■ Individual- Caregiver	Population Focus	■ Chronic conditions ■ Older adults ■ Rural/Tribal

Community Health Tools - COVID-19 Tribal Resource Center (National Indian Health Board)[166]

This clearinghouse website, operated by the National Indian Health Board COVID-19 Response Team, compiles many community health tools to assist tribal communities during COVID-19. The tools include factsheets, infographics, resources for providers, and recorded webinars with downloadable slides. Topics includes older adults, vulnerable populations including those with chronic conditions, and people with disabilities.

Intervention Format		Audience/ Implementer	■ Government agency ■ Individual – Older adults ■ Individual-Caregiver	Population Focus	■ Chronic conditions ■ Rural/Tribal

COVID-19: Are You at Higher Risk? Resources to Help You Stay Healthy, Manage Stress, and Adapt to Change (Wisconsin Department of Health Services)[167]

This website from the Wisconsin Department of Health Services (WI DHS) includes numerous COVID-19 resources for older adults, people living with disabilities, and their caregivers. It also includes resources specific to individuals with chronic disease, including HIV and obesity. This website links to evidence-based resources such as CDC's website for older adults living with chronic conditions and how COVID-19 impacts this vulnerable population, and to ACL's website regarding COVID-19 impacting older adults.

Intervention Format		Audience/ Implementer	■ Individual – Older adults ■ Individual – caregiver	Population Focus	■ Chronic conditions ■ Disability ■ Older adults

COVID-19 Recommendations for Seniors (AK DHSS)[168]

This three-page printout developed by Alaska Department of Health and Social Services (AK DHSS) provides information to seniors with underlying medical conditions and their caregivers for how to protect themselves against COVID-19, as well as information from the CDC in case seniors feel symptoms and fall sick. Specific information about COVID testing in Alaska is also provided to older adults and caregivers.

Intervention Format		Audience/ Implementer	■ Individual – Older adults ■ Individual – caregiver	Population Focus	■ Chronic conditions ■ Disability ■ 65+ ■ Older adults

CV19 Checkup (BellAge, Inc., NY Office for the Aging)[169]

This online screening tool was developed by the New York Office for the Aging, BellAge, Inc., and the state's network of county Area Agencies on Aging. It is a free, anonymous tool that uses artificial intelligence and data from the CDC and WHO to generate a report with guidance about the client's risks related to COVID and how to manage care for chronic health conditions.[170]

Intervention Format		Audience/ Implementer	■ Individual – Older adults ■ Individual – caregiver ■ Area Agencies on Aging	Population Focus	■ Chronic conditions ■ Individuals with disabilities ■ 65+ ■ LGBT ■ Racial/ ethnic minorities ■ Older adults

Disaster Planning Toolkit for People Living with Dementia (National Alzheimer's and Dementia Resource Center)[171]

The National Alzheimer's and Dementia Resource Center (NADRC) developed a disaster planning toolkit for people living with dementia. The toolkit, based on information gathered from interviews with subject matter experts and other stakeholders, includes forms and checklists alongside the guide to inform individuals with dementia how to appropriately plan for natural disasters. Specific topics covered include:

- Planning for a Disaster
- Important Contacts
- Emergency Supplies Checklist
- My Medical Conditions and Care Needs
- Disaster Planning Tips for People Living Alone with Dementia
- Planning for after a Disaster
- Tips for Communication and Responding to Dementia Symptoms

A person is able to fill in the Important Contacts and My Medical Conditions and Care Needs sections, respectively, by using a computer or printing the form out.

Intervention Format		Audience/ Implementer	■ Individual – Older adults ■ Individual – Caregiver	Population Focus	■ Cognitive Impairment ■ Older adults

Kidney Community Emergency Response (CMS)[172]

Kidney Community Emergency Response (KCER) Program, under contract with CMS, developed this education website—a clearinghouse of technical assistance resources for kidney transplant and dialysis patients, their caregivers, providers, and payers—for emergency preparedness and disaster response. It includes specific resources for patients, health care professionals, natural hazards, and emergency alerts. The website has a special tab of resources available in Spanish.

Intervention Format		Audience/ Implementer	■ Individual – Older adults ■ Individual – Caregiver ■ Health system	Population Focus	■ Chronic kidney disease (ESRD) ■ Older adults

Emergency Preparedness for People with Kidney Disease (DaVita Kidney Care)[173]

Davita Kidney Care developed this website for people with kidney disease. It provides information to develop an emergency kit, a three-day example emergency diet plan, tips for evacuating to a shelter or an emergency hemodialysis center, and links to additional webpages.

Intervention Format		Audience/ Implementer	■ Individual – Older adults	Population Focus	■ Chronic kidney disease (ESRD) ■ Older adults ■ Caregivers

Telehealth for ESRD Providers Fact-Sheet (IPRO End-Stage Renal Disease Network of New York)[174]

Under contract with CMS IPRO, the ESRD Network of New York published a fact sheet in April 2020 that provides tips and regulatory guidelines for providers to expand and/or begin using telehealth with ESRD patients. The goal is to make telehealth more available during the COVID-19 outbreak. Although the fact sheet is developed by a New York-based organization, the information provided is general enough to be useful nationwide. It includes links to CMS rules and regulations, tips for the type of visits to conduct over telehealth platforms, and which providers are allowed to conduct telehealth visits.

Intervention Format		Audience/ Implementer	■ Health system	Population Focus	■ Chronic kidney disease (ESRD) ■ Older adults

COVID-19 Webinar Series (COPD Foundation)[175]

The COPD Foundation is hosting a series of informational webinars to provide updated public health and medical information about managing COPD during the COVID-19 pandemic. Webinars address critical topics like how to prevent exposure to the coronavirus, strategies for maintaining emotional well-being, and frequently asked questions about COPD and COVID-19. The recorded webinar, transcripts, and webinar slides are available for download after the live event occurs.

Intervention Format		Audience/ Implementer	■ Individual – Older adults	Population Focus	■ Chronic lung disease (COPD) ■ Older adults

Patient Education: What to Do When Pulmonary Rehabilitation Is Unavailable (American Thoracic Society)[176]

This one-page educational fact sheet published by the American Thoracic Society (ATS) is for patients with COPD to reference when pulmonary rehabilitation is not available due to COVID-19 business closures. The resource includes links to other resources on web-based pulmonary rehabilitation, such as exercises for rehab to help with deconditioning, COVID-19 webinars and online events, CDC and WHO informational websites, telephone and online support centers, and advice on how to seek medical help.

Intervention Format		Audience/ Implementer	■ Individual – Older adults	Population Focus	■ Chronic lung disease (COPD) ■ Older adults

Information Regarding Insulin Storage and Switching between Products in an Emergency (FDA)[177]

U.S. Food and Drug Administration developed a website in both English and Spanish that provides information about the storage and effectiveness, switching, and insulin type strategy during disasters for people with diabetes.

Intervention Format		Audience/ Implementer	■ Individual – Older adults	Population Focus	■ Diabetes ■ Older adults

Preparing for Emergencies: A Guide for People on Dialysis (Centers for Medicare & Medicaid Services)[178]

CMS released this 39-page booklet in June 2017. The booklet provides information to help individuals on dialysis prepare for an emergency, including helpful tips to make sure that individuals are prepared; what to include in an Emergency Go-Kit; which grocery items to have ready for a 3-Day Emergency Diet; what to do when you cannot leave the house; what to do when you must leave home; and what to do when the dialysis facility is closed.

Intervention Format		Audience/ Implementer	■ Individual – Older adults	Population Focus	■ Diabetes ■ Older adults

Patient Preparedness Plan (Diabetes Disaster Response Coalition)[179]

Diabetes Disaster Response Coalition developed this two-page plan to assist people with diabetes or caregivers of diabetic patients prepare for management of diabetes during a natural disaster or emergency. The plan notes what personal information should be written down and included in the plan, such as the type of diabetes, other medical conditions, and current and previous medication lists. It also includes guidelines for how many additional diabetes supplies to include in the kit as well as other supplies such as nonperishable food, first aid supplies, and a flashlight.

Intervention Format		Audience/ Implementer	■ Individual – Older adults ■ Individual- Caregiver	Population Focus	■ Diabetes ■ Older adults

My Diabetes Emergency Plan (American College of Endocrinology)[180]

American College of Endocrinology developed this one-page check-list that provides older adults with diabetes a list of items to include in a diabetes emergency kit. It recommends including a list of medical information and medications, a letter from the individual's health care providers verifying the medication regimen, a living will and/or power of attorney information. It also recommends day-of items such as wearing comfortable clothing, taking a mobile phone with extra batteries, and picking a designated meeting place with families and loved ones.

Intervention Format		Audience/ Implementer	▪ Individual – Older adults	Population Focus	▪ Diabetes ▪ Older adults

Emergency Preparedness for People with Disabilities (Christopher & Dana Reeve Foundation Paralysis Resource Center)[181]

The Christopher & Dana Reeve Foundation Paralysis Resource Center published this seven-page print resource in 2017, which includes a list of websites and resources for individuals with disabilities and their caregivers to reference when preparing for an emergency. It includes building evacuation tips, emergency kit recommendations, planning documents, and emergency responder resources, among other topics. It also provides tips for individuals who are dependent on oxygen and those with mobility issues. There are links to other reputable organizations and resources that give tips to help older adults and their caregivers prepare for disasters.

Intervention Format		Audience/ Implementer	▪ Individual – Older adults	Population Focus	▪ Individuals with disabilities (Mobility-specific) ▪ Older adults

AAHD Video Series on COVID-19 and Disability (American Association on Health and Disability)[182]

In April 2020, the American Association on Health and Disability (AAHD) developed a video series covering six topics pertaining to COVID-19 considerations for people with disabilities: (1) those at risk for complications, (2) social distancing, (3) precautions for people in wheelchairs, (4) keeping wheelchairs clean, (5) being a self-advocate, and (6) knowing your legal rights. Resources are available in English and Spanish.

Intervention Format		Audience/ Implementer	▪ Individual – Older adults	Population Focus	▪ Individuals with disabilities ▪ Older adults

Coronavirus, COVID-19, and Considerations for People Living with HIV and LGBTQIA+ People Guidebook (The Fenway Institute)[183]

The Fenway Institute developed this educational guidebook in March 2020 to provide the older adult LGBT community with specific information about COVID-19, including how the virus is suspected to spread and particular concerns for people living with HIV/AIDs and the broader LGBT community.

Intervention Format		Audience/ Implementer	▪ Individual – Older adults	Population Focus	▪ LGBT ▪ Older adults

Keeping Older People Safe and Well at Home (British Geriatric Society)[184]

This website contains a compilation of resources, including the booklet "Keeping Well at Home," to help keep older people safe at home by reducing deconditioning and fall hazards, supporting people with conditions such as dementia or Parkinson's, and improving overall well-being to help keep their minds and bodies active. These resources are particularly relevant for isolated older people during the pandemic. This resource also provides evidence-based information, such as the Falls Management Exercise Programme.

Intervention Format		Audience/ Implementer	■ Health system ■ Community-based organization/ faith-based organization ■ Individual - Older adults ■ Individual - Caregivers	Population Focus	■ Older adults ■ Chronic conditions ■ Cognitive Impairment

Social Support

HHS emPOWER Map 3.0 (HHS)[185]

The Health and Human Services (HHS) emPOWER Map gives every public health official, emergency manager, hospital, first responder, electric company, and community member the power to discover the at-risk, electricity-dependent Medicare population in their state, territory, county, and ZIP Code. The tool gives older adults options for resilience activities as well. The map is available through a website and on mobile phones via its emPOWER AI platform.

Intervention Format		Audience/ Implementer	■ Government agency ■ Health system ■ Community-based organization/ faith-based organization	Population Focus	■ Chronic conditions ■ 65+ ■ Older adults

Extended Meal Benefits (Centene)[186]

This direct service intervention by Centene Health Care extended eligibility for its meal benefit service for Medicare Advantage members with chronic conditions, offering 14 more free meals than standard provisions, which will be delivered to their home at no cost.

Intervention Format		Audience/ Implementer	■ Health system ■ Community-based organization/ faith-based organization	Population Focus	■ Chronic conditions ■ 65+ ■ Older adults

Priority Utility Reconnection Service List (CDC-Recommended)[187]

Centers for Disease Control and Prevention Center for Preparedness and Response provides this direct service intervention as an example of a utility company using a "priority reconnection service" list to track customers who use utility-dependent life support devices, so that they can reconnect to utility early on after disasters or outages. A CDC website titled, "Left in the Dark: Be Prepared for When the Lights Go Out," recommends contacting your local fire department and utility companies if you rely on electricity-powered medical devices. Additional information on the CDC website gives emergency preparedness, response, and COVID-19 information for those in areas affected by hurricanes and wildfires.

Intervention Format		Audience/ Implementer	■ Individual – Older adults ■ Government agency ■ Community-based organization/ faith-based organization	Population Focus	■ Chronic conditions ■ Disability ■ Older adults

Disability Disaster Access & Resources Program (PG&E, CFILC)[188]

The pilot disaster readiness program is being implemented by local Independent Living Centers associated with the California Foundation for Independent Living Centers (CFILC). The program will enable the local centers to provide qualifying customers who use electrical medical devices with access to backup portable batteries through a grant, lease-to-own, or the FreedomTech low-interest financial loan program. Transportation resources, lodging and food, emergency planning, and education and outreach about PG&E programs such as Medical Baseline will also be part of the program. This program has the potential to shape the future of how individuals with disabilities and older adults are provided opportunities to engage in training and resources to better prepare all of us during emergencies and Public Safety Power Shutoff (PSPS) events.

Intervention Format		Audience/ Implementer	■ Individual – Older adults ■ Community-based organization/ faith-based organization	Population Focus	■ Chronic conditions ■ Individuals with disabilities ■ Older adults

Priority Services Register (Ofgem)[189]

The Priority Services Register (PSR) is a free and voluntary direct service system that Ofgem, a U.K. energy supply company, uses to ensure its most vulnerable customers receive the correct support. It is a registrar system designed and overseen by Ofgem to better ensure that individuals with special requirements have access to additional support from their energy supplier when they require it. Materials on the program are available in Braille.

Intervention Format		Audience/ Implementer	■ Individual – Older adults ■ Government agency	Population Focus	■ Chronic conditions ■ Individuals with disabilities ■ Older adults

Map Your Neighborhood (Washington Emergency Management Division Public Education Program)[190]

The Map Your Neighborhood social support program by the Washington Emergency Management Division Public Education Program (WA EMD-PEP) guides you and your neighbors through simple steps to help enhance your preparedness for an emergency. Steps include learning immediate actions following a disaster, identifying neighbors' skills and equipment inventory, creating a neighborhood map, and creating a contact list of all neighbors who will need assistance, including older adults and those with chronic conditions. Program materials are also available in Spanish.

Intervention Format		Audience/ Implementer	■ Individual – Older adults ■ Government agency	Population Focus	■ Chronic conditions ■ Disability ■ Older adults

Mountain Empire Older Citizens Transportation Program (Mountain Empire Older Citizens)[191]

The public transit provider Mountain Empire Older Citizens (MEOC), the Area Agency on Aging in Big Stone Gap, Virginia, launched a program to identify riders who have chronic health conditions, such as dialysis patients and those receiving cancer treatment, to provide rides to those with high-risk conditions separate from rides provided to the general public.[192] To keep drivers and riders safe, MEOC is sanitizing its buses at least two times a day and encouraging drivers to sanitize vehicles after transporting riders who display signs of a cough before the next rider is picked up. "Best Practice" reviews have been conducted for MEOC's rural transportation program and this service has been evaluated by the National Aging and Disability Transportation Center (NADTC; administered by the National Association of Area Agencies on Aging and Easterseals), and engAGED: The National Resource Center for Engaging Older Adults.

Intervention Format		Audience/ Implementer	■ Government agency ■ Area Agencies on Aging ■ Individual – Older adult	Population Focus	■ Chronic conditions ■ Disability ■ Rural/Tribal ■ Older adults

HBPC GIS Mapping Project (Department of Veterans Affairs)[193]

The Veterans Health Administration Home Based Primary Care program (VHA-HBPC) uses GIS mapping for practice and patient care management through a quality improvement project, the HBPC-GIS mapping project. Teams across 30 program sites are trained to use Portal for ArcGIS to create maps for practice management tasks related to emergency preparedness (e.g., mapping where veterans dependent on oxygen and ventilators live). Training and technical assistance are also provided to the teams using the map.

Intervention Format		Audience/ Implementer	■ Health system ■ Government agency	Population Focus	■ Chronic conditions ■ Disability ■ Veterans ■ Older adults

Printable Wallet Card (NCI, ASCO)[194]

This printable wallet-card for individuals provides phone numbers for federal agencies that can help during a natural disaster and space for the individual to write down their name, diagnosis, treating physician's name, and treatment plan. This information can be provided to any doctors seen during an emergency who aren't within the normal care team. The card is also available in Spanish.

Intervention Format		Audience/ Implementer	■ Individual – Older adults	Population Focus	■ Cancer ■ Older adults

ESRD COVID-19 Helpline (Comagine Health)[195]

The Comagine Health ESRD Network 18 has continued operating their 24/7 helpline during COVID-19 shutdowns. It is available for individuals with end-stage renal disease, their care partner, or a facility with COVID-19 concerns.

Broadly, Comagine Health ESRD Network 18, under contract with CMS, provides support and guidance to ESRD patients and dialysis facilities in grievance investigations, quality improvement technical assistance, data management, emergency management support, and education for patients and providers in their service area of Southern California.

Intervention Format		Audience/ Implementer	▪ Individual – Older adults ▪ Individual - Caregiver	Population Focus	▪ Chronic kidney disease (ESRD) ▪ Older adults

Exercise for Someone with COPD Videos (COPD Foundation)[196]

These recorded videos offered by the COPD Foundation, with collaboration from medical experts, provide support and classes showing how to safely exercise while staying at home during the COVID-19 pandemic.

Intervention Format		Audience/ Implementer	▪ Individual – Older adults ▪ Individual - caregiver	Population Focus	▪ Chronic lung disease (COPD) ▪ Older adults

Health Care

Home-Based Care Programs During Hurricanes (VA)[197]

The U.S. Department of Veterans Affairs (VA) Home Based Primary Care (HBPC) Programs provide longitudinal interdisciplinary care to certain veterans who present with complex chronic disease. Veteran patients are assigned to a risk category and are then called at the beginning of hurricane season to discuss emergency plans. When a hurricane is imminent, staff follow up with veterans to walk through existing emergency plans. Post-hurricane phone calls, in-person visits, and police well visits (when needed) are conducted after hurricanes to ensure the veterans are safe and to assess any medical needs.

Intervention Format		Audience/ Implementer	▪ Health system ▪ Government agency	Population Focus	▪ Chronic conditions ▪ Veterans ▪ Older adults

Pharmacist-Led Chronic Care Management (FAMU CoPPS, IPH)[198]

The Florida Agricultural and Mechanical University College of Pharmacy and Pharmaceutical Sciences, Institute of Public Health (FAMU CoPPS, IPH) has developed an evidence-based program to use student pharmacists to identify needs of its vulnerable patients in rural areas while still providing the same standard of care delivered during nonpandemic time. It has two ambulatory care pharmacist faculty members who work at the FQHC clinic in Pensacola, Florida. Each pharmacist provides medication-related recommendations and counseling to a cohort of patients to help improve patient outcomes by using evidence-based guidelines. They have also established a medication therapy management (MTM) program that focuses on cardiovascular disease and stroke prevention among the medically underserved population. In this program, pharmacists and student pharmacists perform chart reviews, assess laboratory values, identify barriers to medication adherence, provide both pharmacologic and nonpharmacologic counseling, and make medication-related recommendations to referring providers. The health outcomes being monitored for improvement include blood pressure, blood glucose, glycated hemoglobin A1c, and cholesterol levels.

Intervention Format		Audience/ Implementer	▪ Health system	Population Focus	▪ Chronic conditions ▪ Disability ▪ Rural/Tribal ▪ Older adults

Program of All-inclusive Care for the Elderly (PACE)[199]

PACE is an integrated care model to support continued independent living for nursing-home eligible adults, typically dually eligible for Medicare and Medicaid. The model is designed to address health care (including behavioral health); long-term services and supports; and social determinants of health needs through the use of interdisciplinary care teams and day center programming. PACE programs in at least four states (Colorado, Massachusetts, Michigan, and North Carolina) have modified their operations in light of COVID-19: shifting from in-person to telehealth for needs assessments, care planning, monitoring, and day programming such as exercise and mental health check-ins; transporting clinicians, meals, durable medical equipment, medications, and other supports to participants at home rather than bringing participants to a PACE Center; and using PACE Centers as dedicated sites to care for participants with COVID-19 or for respite care. PACE Centers apply evidence-based practices.

Intervention Format		Audience/ Implementer	■ Health system	Population Focus	■ Chronic conditions ■ Disability ■ 65+ ■ Older adults

TV-AssistDem (IBIMA)[200]

The TV-AssistDem program, an evidence-based, television-based assistive integrated technology developed by the Regional University Hospital of Málaga - Biomedical Research Institute of Malaga (IBIMA) in Spain, provides television-based and telephone-based health and social support to community-dwelling older adults with mild cognitive impairment or mild dementia in Europe. The program, already established prior to COVID-19, used its program to evaluate stay-at-home restrictions on their existing patient population. They found that at the time of assessment, the physical and mental health and well-being of the study participants with mild cognitive impairment or mild dementia was overall optimal, although they found that living alone was a risk factor for a greater negative psychological impact and sleeping problems.

Intervention Format		Audience/ Implementer	■ Health system	Population Focus	■ Alzheimer's disease and other dementias ■ 60+ ■ Older adult ■ Caregiver

Tips for Effective Telemedicine Visits with Your Healthcare Team (ESRD National Coordinating Center)[201]

This presentation conducted in September 2020, provided by the End Stage Renal Disease (ESRD) National Coordinating Center, offers a doctor's perspective on what makes an effective telemedicine visit. It discusses various health services that can be provided using telemedicine and provides a patient perspective on the benefits of telemedicine.

Intervention Format		Audience/ Implementer	■ Health system	Population Focus	■ Chronic kidney disease (ESRD) ■ Older adults

Dialysis Treatment Cohorts (DaVita Kidney Care)[202]

This new policy, implemented at DaVita Kidney Care during the COVID-19 pandemic, groups patients who need dialysis into three cohorts: asymptomatic patients with COVID positive contact, patients under investigation who are asymptomatic, and COVID positive patients. The intention is to mitigate transmission risk among patients while receiving in-person care. Given COVID-19 regulations, in-person visits for dialysis are now transitioning to telehealth services.

Intervention Format		Audience/ Implementer	■ Health system	Population Focus	■ Chronic kidney disease ■ Older adults

Switching between Insulin Products in Disaster Response Situations (American Diabetes Association)[203]

This fact sheet published by the American Diabetes Association (ADA) and last updated in August 2020 contains guidelines for health care professionals for managing diabetes patients during a disaster when patients aren't on their usual schedule. It includes insulin storage notes and recommendations for safely interchanging insulin products.

Intervention Format		Audience/ Implementer	▪ Health system ▪ Individual-Older adults	Population Focus	▪ Diabetes ▪ Older adults

Telestroke ED (Mayo Clinic)[204]

Mayo Clinic's Telestroke Emergency Department Network provides 24-hour synchronous audio-video telestroke service to 27 hospitals located in Arizona, Florida, Iowa, Minnesota, and Wisconsin. It is activated when an ED physician or advanced practitioner recognizes patients presenting with acute stroke symptoms and signs who may require urgent stroke treatment. The researchers studied the impact on telestroke activations before and after the WHO declared COVID-19 as a pandemic, and found a 50 percent reduction in total telestroke activation after the declaration.

Intervention Format		Audience/ Implementer	▪ Health system	Population Focus	▪ Stroke patients ▪ 50+ ▪ Older adults

Discharge Planning and Care Coordination During the COVID-19 Pandemic Tool (U.S. Department of Health and Human Services, Office of the Assistant Secretary for Preparedness and Response)[205]

This discharge planning tool was developed by the U.S. Department of Health and Human Services Office of the Assistant Secretary for Preparedness and Response (US DHHS ASPR). It is designed to support nurses, social workers, case managers, and others conducting effective discharge planning and care coordination for adults with disabilities who received care or treatment for COVID-19 illness in an acute care setting, are no longer COVID-19 positive, and require continuation or reconnection to supports and services. These tips include using the CMIST framework as well as an overview of state-level programs, national resource centers, and federal contacts to support discharge planning and care coordination.

Intervention Format		Audience/ Implementer	▪ Health system	Population Focus	▪ Individuals with disabilities ▪ Older adults

The CMIST Framework (U.S. Department of Health and Human Services, Office of the Assistant Secretary for Preparedness and Response)[206]

At-risk individuals, including older adults and individuals with either chronic conditions or disabilities, may have a number of additional needs that must be considered in planning for, responding to, and recovering from a disaster or public health emergency. The CMIST Framework, developed by the U.S. Department of Health and Human Services Office of the Assistant Secretary for Preparedness and Response (US DHHS ASPR) is a recommended approach for integrating the access and functional needs of these individuals. CMIST is an acronym for the following five categories: Communication, Maintaining Health, Independence, Support, and Transportation. The CMIST Framework provides a flexible, crosscutting plan to address a broad set of common access and functional needs without having to define a specific diagnosis, status, or label.

Intervention Format		Audience/ Implementer	▪ Health system	Population Focus	▪ Individuals with disabilities ▪ Older adults

Self-measured Blood Pressure Monitoring (CDC)[207]

CDC's Million Hearts initiative highlights self-measured blood pressure (SMBP) monitoring on a regular basis as an evidence-based intervention for effective management of hypertension. The Million Hearts website offers an array of training materials for patients and clinicians (materials can be found in English and Spanish); resource briefs tailored for different audiences (public health professionals, clinicians, patients, and caregivers); information about validated blood pressure measurement devices; and links to evidence-based recommendations issued by the U.S. Community Preventive Services Task Force, the U.S. Preventive Services Task Force, and the CDC's 6|18 Initiative, as well as a comparative effectiveness review published by AHRQ. A recent policy statement published by the American Heart Association and the American Medical Association advocates for the expanded use of self-measured blood pressure monitoring as a cost-effective intervention; in interviews accompanying the statement, co-authors spoke to the importance of SMBP during COVID.

Intervention Format		Audience/ Implementer	▪ Health system ▪ Individual – Older adults	Population Focus	▪ Hypertension ▪ Older adults

Policy and System Change

1915(c) Appendix K Waivers (CMS)[208]

In 2020, 54 states amended their Medicaid home- and community-based services for older adults and their family caregivers to ensure access to long-term services and supports during the COVID-19 crisis. Under new federal rules, the states applied for Medicaid 1915(c) Appendix K waivers to make temporary or emergency-specific changes to protect enrollees. Interventions include telehealth flexibility, meals, and other services.

Intervention Format		Audience/ Implementer	▪ Government agency	Population Focus	▪ Chronic conditions ▪ Disability ▪ Low SES ▪ Older adults

Facility Preparedness Assessment Tool (CDC)[209]

The COVID-19 Outpatient Dialysis Facility Preparedness Assessment Tool provides dialysis facilities with a tool to check Completed/In Progress/Not Started on five pages worth of CDC recommendations to prepare a facility for potential COVID-19 patient arrivals. This tool is not a mandatory requirement established by the CDC, but rather used to highlight important areas CDC recommends for review in preparing for potential patients infected with the virus that causes COVID-19.

Intervention Format		Audience/ Implementer	▪ Health system	Population Focus	▪ Chronic kidney disease ▪ Older adults

Elder Abuse and Neglect

Public Health Interventions and Strategies

Education/Campaigns/Media

COVID-19 "Fraud Blog" Entries by FTC in the Consumer Information Blog (Federal Trade Commission)[210]

As part of the Federal Trade Commission's (FTC's) blog series, FTC posted blogs in February 2020 focused on COVID-19 fraud schemes to help consumers recognize and avoid these scams (available in English and Spanish). One blog post, "Avoid scams while finding help during quarantine" offers tips for older adults to avoid scams while seeking household assistance (e.g., picking up groceries) and tips for caregivers on how to manage an older adult's finances while practicing social distancing. Another post, "Did a nursing home or assisted living facility take your stimulus check?" highlights reports of long-term care facilities requiring Medicaid recipients to sign over stimulus checks to the facility. The blog post highlights the legal rights of residents and the steps that they can take to receive the payments entitled to them.

Intervention Format		Audience/ Implementer	■ Individual – Older adults ■ Individual – Caregiver	Population Focus	■ Older adults ■ Caregivers

Stay Savvy against COVID-19 Scams (Seniors Blue Book)[211]

Seniors Blue Book's website posted an article describing scams that have typically been used against older adults during the pandemic. The articles shares tips from the Better Business Bureau (BBB) on how to handle and report suspected COVID-19 scams, along with a link to BBB's website.

Intervention Format		Audience/ Implementer	■ Individual – Older adult	Population Focus	■ Older adults

Fraud Watch Network and Helpline (AARP)[212]

AARP's Fraud Watch Network provides resources to address common fraud schemes related to COVID-19, including watchdog alerts and a scam-tracking map. The Fraud Watch Network also supports a toll-free telephone helpline for AARP members and nonmembers to offer tips on spotting and avoiding scams, emotional support from peers, guidance on reporting a scam, and translation services, among others.

Intervention Format		Audience/ Implementer	■ Individual – Older adult	Population Focus	■ Older adults

Resources for Older Adults and Their Families (Consumer Financial Protection Bureau)[213]

The Consumer Financial Protection Bureau's (CFPB's) website shares financial resources (tips on using mobile apps and banking online, financial planning, and tips for financial caregivers for protecting and managing someone else's money while separated); information on how to detect, avoid, and report suspected scams related to COVID-19; and links to additional federal coronavirus resources.

Intervention Format	🌐	Audience/ Implementer	■ Individual – Older adult ■ Individual – Caregiver	Population Focus	■ Older adults ■ Caregivers

Tips for Financial Caregivers During the Coronavirus Pandemic (Consumer Financial Protection Bureau)[214]

The Consumer Financial Protection Bureau's (CFPB's) website includes a blog post that lists resources and tips for family members and caregivers to protect older adults from financial exploitation and fraud schemes during COVID-19. This blog, posted on March 20, 2020, is available in the following languages: English, Spanish, Chinese (Mandarin and Cantonese), Vietnamese, Korean, and Tagalog.

Intervention Format	🌐	Audience/ Implementer	■ Individual – Caregiver	Population Focus	■ Caregivers

Considerations for Elder Abuse Victims During the COVID-19 Pandemic (National Center on Elder Abuse)[215]

The National Center on Elder Abuse (NCEA) created a presentation slide deck to highlight considerations for elder abuse victims during the COVID-19 pandemic. The slides share general information on elder abuse and present three examples of COVID-19 specific scams and suggestions for how to recognize and avoid them. The presentation includes references to other resources for reporting abuse (e.g., Adult Protective Services, local law enforcement, the Long-term Care Ombudsman Program).

Intervention Format	▶	Audience/ Implementer	■ Individual – Older adult	Population Focus	■ Older adults

COVID-19 Fraud (Senior Medicare Patrol)[216]

Senior Medicare Patrol (SMP) hosts a COVID-19 fraud page containing resources to help older adults recognize and avoid COVID-19 related fraud. Resources include a fraud alerts page, a video of common COVID-19 scams, and infographics and tips sheets on specific types of COVID-19 fraud (e.g., Medicare scams, contact tracing scams). The infographics and tips sheets are available in English and Spanish. Also posted are COVID-19 resources developed by federal agencies and national organizations.

Intervention Format	🌐 ▶	Audience/ Implementer	■ Individual – Caregiver ■ Individual – Older adult	Population Focus	■ Older adults

COVID-19 Related Scams (Institute on Aging)[217]

The Institute on Aging (IOA)'s Elder Abuse Prevention Program's website hosts numerous COVID-19 resources. These include one-page printable fact sheets that describe various types of COVID-19 related scams (e.g., robocalls, social media scams, COVID-19 themed email phishing attacks, malicious sites posing as COVID-19 news and information sources) and how to identify them. These documents are available in English, Spanish, Chinese, and Russian. The website also has flashcards to help older adults recognize and avoid five of the most common scams (available in English, Spanish, and Chinese). Other resources include COVID-19 elder abuse blog posts, such as "Get Ready! With Shawna Reeves: Preventing Elder Financial Abuse," "Coronavirus Scams and How to Avoid Them," "Elder Financial Abuse Prevention During COVID-19," and "Elder Advocates Warn of Coronavirus Scams." The first of these COVID-19 blog posts was published in March 2020.

Intervention Format	🌐	Audience/ Implementer	▪ Individual – Older adult	Population Focus	▪ Older adults

Faith Elder Abuse and COVID Letter (National Clearinghouse on Abuse in Later Life)[218]

In coordination with Safe Havens Interfaith Partnership Against Domestic Violence and Elder Abuse, the National Clearinghouse on Abuse in Later Life (NCALL) published an open letter on their website to faith-based organizations and faith community leaders to enlist their support in helping older survivors of abuse access resources during the pandemic. The letter highlights that older adults in communities of color are especially affected by COVID-19 and that faith communities can play an important role in connecting them to services, particularly because older adults often view faith leaders or others in their faith community as a trusted resource. Included in the letter are actions steps (e.g., discuss elder abuse in congregation newsletters; post national domestic violence hotline information on congregation websites, Facebook pages, etc.; work with agencies dedicated to advocating for vulnerable older adults [APS, LTCOP, AAAs]; reaching out to congregants) as well as links to organizations that address abuse and neglect.

Intervention Format	🌐	Audience/ Implementer	▪ Community-based organization/ faith-based organization	Population Focus	▪ Older adults ▪ Racial/ethnic minorities

Social Support

Older Adults COVID-19 Listening Session (National Resource Center for Reaching Victims)[219]

In April 2020, the National Resource Center for Reaching Victims hosted a listening session (video-recorded with an American Sign Language interpreter) for advocates in the field of crime victims services on the challenges facing older adult survivors during the pandemic, and offered strategies for sustaining services to respond to their needs. In addition to the recording, a PowerPoint slide and printable document were also made available.

Intervention Format	📄 ▶	Audience/ Implementer	▪ Individual – Older adult	Population Focus	▪ Older adults

Keeping Family Together During COVID-19: A Checklist (National Center on Elder Abuse)[220]

As adult children move back in with their parents due to financial hardships created by the pandemic, the National Center on Elder Abuse (NCEA) developed tips and a checklist to reduce tensions within families resulting from the new living arrangements. The resource presents tips for preventing physical, emotional, and financial abuse, such as communicating physical boundaries, establishing shared household chores, and discussing whether funds will be pooled and how expenses will be allocated. The resource also includes a conversation checklist for family members to help establish boundaries and support a healthy living environment. Prior to living together, suggested conversations include discussing expectations with respect to finances (e.g., determine rent payment); maintaining respectful communication; and the estimated duration of cohabitation.

Intervention Format		Audience/ Implementer	■ Individual – Older adult	Population Focus	■ Older adults

Upstate Elder Abuse Center at Lifespan (Lifespan)[221]

The Upstate Elder Abuse Center at Lifespan provides resources and a network of professionals who work to impact positive outcomes in the protection of victims of elder abuse through intervention, education, and services. The Upstate Elder Abuse Center at Lifespan does the following: (1) investigates and intervenes in cases and suspected cases of elder abuse and mistreatment in ten Finger Lakes counties in upstate New York; (2) conducts informational presentations about elder abuse and scams for organizations, caregivers, and others throughout upstate New York; (3) educates and trains professionals and those who work with/have frequent contact with older adults to recognize the signs and symptoms of abuse; (4) acts as an incubator for Enhanced Multidisciplinary Teams (EMDTs) in New York State; and (5) advocates as manager of the NYS Coalition on Elder Abuse.

Intervention Format		Audience/ Implementer	■ Individual – Older adult	Population Focus	■ Older adults

Legal Social Work Elder Abuse Program (Jewish Association Serving the Aging)[222]

The Jewish Association Serving the Aging (JASA)'s Legal Social Work and Elder Abuse Program (LEAP) adapted its service from in-person to remote via weekly phone calls with clients to continue to support those who have experienced elder abuse. JASA's team includes attorneys and social workers who support clients legally and through individual counseling and case assistance.

Intervention Format		Audience/ Implementer	■ Community-based organization/ faith-based organization	Population Focus	■ Older adults

Adult Protective Services (National Adult Protective Services Association)[223]

Adult Protective Services (APS) programs investigate reports of abuse and neglect on behalf of older adults and individuals with disabilities. In response to the pandemic, programs have had to adapt many of their in-person services to virtual delivery. Although APS has been widely studied over the years (at least 50 studies of APS programs, clients, data, or resources such as assessment tools were identified), adaptations to virtual services on the effectiveness of APS programs and services have not yet been evaluated. However, researchers have found that adoption of virtual services (i.e., videoconferencing) has been successfully incorporated into APS's assessment protocols in some remote areas.

Intervention Format		Audience/ Implementer	■ Government agency	Population Focus	■ Older adults ■ Individuals with disabilities

Long-Term Care Ombudsman Program (Administration for Community Living)[224]

The Long-Term Care Ombudsman Program (LTCOP) advocates for residents of nursing homes and board and care homes, including assisted living facilities and other residential care communities. Although residents are primarily older adults, individuals with disabilities (who may or may not be older adults) also reside in these settings and receive LTCOP services. As a result of COVID-19, the Administration for Community Living developed guidance on March 10, 2020, for state LTCOPs to adapt to remote work so they could continue providing services. This LTCOP Frequently Asked Questions printable document describes adjustments made to the program to operate within the context of the pandemic (i.e., use personal protective equipment during essential visits to residents of long-term care facilities and conduct as much communication remotely as possible).

Intervention Format		Audience/ Implementer		Population Focus	
			■ Government agency		■ Older adults ■ Individuals with disabilities

Policy and System Change

Effects of the COVID-19 Outbreak on Elder Mistreatment and Response in New York City: Initial Lessons (Elman, et al. 2020)[225]

This journal article shares New York City's initial lessons in combating the COVID-19 pandemic to help inform and provide guidance to other communities facing the crisis. In addition to presenting creative solutions that New York City organizations have developed in response to the outbreak, the authors describe how various remote meetings brought together stakeholders in the community. These meetings help keep providers informed of service disruptions, new guidelines, updates on policy and programmatic changes, as well as create opportunities for service collaboration and provide emotional support. Sharing information with stakeholders via standing remote meetings can support the many organizations across sectors that protect vulnerable older adults as well as promote greater system-wide coordination. Their work also highlights the importance of attending to the needs of frontline workers, who often face secondary trauma and fear contracting the virus as they protect others.

Intervention Format		Audience/ Implementer		Population Focus	
			■ Community-based organization/ faith-based organization		■ Caregivers ■ Older adults

Caregivers

Public Health Interventions and Strategies

Education/Campaigns/Media

A Guide to Taking Care of Yourself (Family Caregiver Alliance National Center on Caregiving)[226]

This online guide is a tip sheet for caregiver well-being housed on the Family Caregiver Alliance Learning Center, a repository for information sheets, webinars, and audio recordings. This resource also houses classes and events; classes have always been offered in a digital format and can be accessed from a home setting, but events are now also online due to COVID-19.

Intervention Format		**Audience/ Implementer**	▪ Individual – Caregiver	**Population Focus**	▪ Caregivers

Eldercare Locator (U.S. Administration on Aging)[227]

The Eldercare Locator website is a public service of the U.S. Administration on Aging, connecting individuals to services for older adults and their families. The website contains a wealth of information, including a searchable database that helps users find a range of resources at the state and community levels. The Eldercare Locator database includes State Agencies on Aging, Area Agencies on Aging, Title VI Native American Aging Programs, Aging and Disability Resources Centers, and aging information and referral programs. It also includes special purpose information and assistance resources for legal services, elder abuse prevention, the State Health Insurance Assistance Program, and the Long-Term Care Ombudsman Program. The Caregiver Corner has a Q&A section that links to helpful resources. This resource is accessible during COVID-19.

Intervention Format		**Audience/ Implementer**	▪ Individual – Older adult ▪ Individual – Caregiver ▪ Area Agencies on Aging	**Population Focus**	▪ Caregivers ▪ Older Adults ▪ Cognitive impairment

Caregiver's Guide to Understanding Dementia Behaviors (Family Caregiver Alliance National Center on Caregiving)[228]

This online fact sheet provides strategies to help caregivers when communicating and handling difficult situations with a person who has dementia.

Intervention Format		**Audience/ Implementer**	▪ Individual – Caregiver	**Population Focus**	▪ Caregivers ▪ Cognitive impairment

Information for Family Caregivers (American Red Cross)[229]

This online fact sheet provides strategies for caregivers to remain safe and healthy during the COVID-19 pandemic such as washing hands, and provides advice and best practices for ensuring continuity of care, adequate medication, etc. This resource also links to more general COVID-19 guidance.

Intervention Format		Audience/ Implementer		Population Focus	
	🌐		■ Individual – Caregiver		■ Caregivers

Caregiving in Times of Crisis Toolkit (Torchlight)[230]

Torchlight is a private company that developed a digital platform and caregiver support program for employers and health plans. The company developed a free digital downloadable toolkit composed of critical guides for elder and child care, designed for family caregivers as well as paid caregivers. Many of the resources in the toolkit specifically address the emotional and self-care needs of caregivers during the COVID-19 pandemic.

Intervention Format		Audience/ Implementer		Population Focus	
			■ Individual – Caregiver		■ Older adults

Coronavirus Senior Care: 33 Top Caregiver Questions Answered (Daily Caring)[231]

This web-based question and answer guide discusses how to reduce risk and protect older adults from COVID-19, and obtain financial help, among other topics. Many answers link to additional external resources for further information.

Intervention Format		Audience/ Implementer		Population Focus	
	🌐		■ Individual – Caregiver		■ Caregivers

Tips for Sandwich Generation Caregivers in the Era of COVID-19 (Care Across Generations/National Alliance for Caregiving)

This digital fact sheet provides practical tips for caregivers responsible for both younger and older individuals, created specifically for caregiving during COVID-19.

Intervention Format		Audience/ Implementer		Population Focus	
			■ Individual – Caregiver		■ Caregivers

Tips for Family Caregivers During the COVID-19 Pandemic (Caregiver Action Network)[232]

This fact sheet provides tips for family caregivers during the COVID-19 pandemic and links to additional Caregiver Action Network (CAN) resources.

Intervention Format		Audience/ Implementer		Population Focus	
			■ Individual – Caregiver		■ Caregivers

COVID-19 Caregiver Resources (ARCHANGELS)[233]

This digital fact sheet describes Archangel's top four things to know about caregiving during COVID-19. This resource links to a number of other internal and external sources, depending on the specific need a caregiver indicates, including news articles, support groups, and interviews with experts.

Intervention Format		Audience/ Implementer	■ Individual – Caregiver	Population Focus	■ Caregivers

Supporting Family Caregivers of Older Adults through Times of Stress and Isolation: A Panel Discussion (Resources for Integrated Care)[234]

Resources for Integrated Care (RIC) hosted free, open access webinars in April and July 2020 on supporting caregivers during stressful times in isolation during the COVID-19 pandemic. Panelists discussed strategies for supporting caregivers of older adults with depression; assisting caregivers who live apart from their loved ones who need care, including those in rural areas; addressing caregiver grief; and strategies for engaging caregivers virtually. Panel discussion participants identify ways to address depression and manage the emotional health of caregivers and those receiving care, identify coping strategies for caregivers and care recipients during times of stress, and identify available community resources.

Intervention Format		Audience/ Implementer	■ Individual – Caregiver	Population Focus	■ Caregivers

Coronavirus Preparedness for People with Chronic Diseases: What Do Caregivers Need to Know? (National Health Council)[235]

This free webinar discusses general advice for caregivers, caregiving for older patients, caregiving for children, and federal policies on caregiving during the COVID-19 pandemic. This webinar is intended for patient advocacy group representatives, caregivers, and other stakeholders interested in what caregivers can do during this time.

Intervention Format		Audience/ Implementer	■ Individual – Caregiver	Population Focus	■ Caregivers

COVID-19 Pandemic: Considerations for Caregiving Advocates (National Alliance for Caregiving)[236]

This brief slide deck provides an overview of the core issues facing the caregiving community during the global COVID-19 pandemic. These slides are the basis for the webinar "Coronavirus Preparedness for People with Chronic Diseases: What Do Caregivers Need to Know?" Slides were prepared by NAC President and CEO C. Grace Whiting.

Intervention Format		Audience/ Implementer	■ Individual – Caregiver	Population Focus	■ Caregivers

Respite and Caregiving Resources in the Time of COVID-19 (ARCH National Respite Network and Resource Center)[237]

ARCH National Respite Network and Resource Center compiled a digital list of resources for caregivers during the COVID-19 pandemic. Linked resources include national and state caregiving and aging organizations, Medicare and Medicaid policy changes that affect caregiving, and respite and workforce providers.

Intervention Format		Audience/ Implementer	■ Individual – Caregiver	Population Focus	■ Caregivers

Coronavirus (COVID-19) Resources and Articles for Family Caregivers (Family Caregiver Alliance National Center on Caregiving)[238]

The Family Caregiver Alliance compiled a digital list of resources for caregivers during the COVID-19 pandemic. Linked resources include tip sheets, caregiving guidance, general COVID-19 safety information, updated guidelines, and self-care resources.

Intervention Format	🌐	Audience/ Implementer	■ Individual – Caregiver	Population Focus	■ Caregivers

Dementia, Caregiving, Communication, and Controlling Frustration (Family Caregiver Alliance National Center on Caregiving)[239]

This fact sheet provides information and advice on how to navigate the stresses of caregiving. It also provides a listing of organizations with resources to support caregivers.

Intervention Format	🌐	Audience/ Implementer	■ Individual – Caregiver	Population Focus	■ Caregivers ■ Cognitive impairment

Caregiving at Home: A Guide to Community Resources (Family Caregiver Alliance National Center on Caregiving)[240]

This fact sheet provides an overview of the different services and programs available to caregivers and individuals with cognitive disorders or other chronic health conditions.

Intervention Format	🌐	Audience/ Implementer	■ Individual – Caregiver	Population Focus	■ Caregivers ■ Older adults ■ Cognitive impairment

Guidelines for Better Communication with Brain-Impaired Adults (Family Caregiver Alliance National Center on Caregiving)[241]

This fact sheet provides basic guidelines to ease communication and lower levels of stress both for the caregiver and the care recipient.

Intervention Format	📄	Audience/ Implementer	■ Individual – Caregiver	Population Focus	■ Caregivers ■ Older adults

Depression and Caregiving (Family Caregiver Alliance National Center on Caregiving)[242]

This guide provides an overview of symptoms, resources, and treatment options for caregivers who may suffer from depression.

Intervention Format	🌐	Audience/ Implementer	■ Individual – Caregiver	Population Focus	■ Caregivers

A Guide to Engaging and Supporting LGBT Caregivers through Programming (SAGE USA)[243]

This guide provides an overview of what caregiving looks like in the LGBT community, and offers service providers ideas and best practices for reaching and supporting these caregivers.

Intervention Format		Audience/ Implementer	■ Community-based organization/ faith-based organization	Population Focus	■ Caregivers ■ LGBT

10 Tips for Finding LGBT-Affirming Services (SAGE USA)[244]

This guide provides tips on how to find LGBT help and assistance for older adults and caregivers, such as information on how to confirm if a health care provider is LGBT friendly.

Intervention Format		Audience/ Implementer	■ Individual – Caregiver	Population Focus	■ Older adults ■ Caregivers ■ LGBT

Home Instead Family Caregiver Support Web Seminar Series (American Society on Aging and Home Instead Senior Care)[245]

The American Society on Aging (ASA), in partnership with Home Instead Senior Care, presented a series of 12 web seminars that address pertinent caregiving issues. This family caregiver support webinar series features a variety of topics that will help caregivers navigate the many issues that arise while caring for an older adult. Continuing education is available at no cost to attendees.

Intervention Format		Audience/ Implementer	■ Individual – Caregiver ■ Community-based organization/ faith-based	Population Focus	■ Older adults

COVID-19 Senior Care (Daily Caring)[246]

This website contains articles for caregivers with tips and resources for taking care of older adults and coping with the stresses of the COVID-19 pandemic.

Intervention Format		Audience/ Implementer	■ Individual – Caregiver	Population Focus	■ Caregivers ■ Older adults ■ 65+

FCA Research Registry (Family Caregiver Alliance National Center on Caregiving)

The Family Caregiver Alliance's Research Registry lists professional and academic surveys, studies, and clinical trials of interest to caregiving families dealing with chronic disabling health conditions and health and service providers. This resource is available and updated during the COVID-19 pandemic.

Intervention Format		Audience/ Implementer	■ Health system	Population Focus	■ Older adults ■ Caregivers ■ Individuals with disabilities ■ Chronic conditions

Connections e-Newsletter (Family Caregiver Alliance)

The Family Caregiver Alliance's Connections e-newsletter focuses on issues and information important to family caregivers. The newsletter regularly covers tips, articles, and helpful advice that can assist families with the numerous daily tasks that caregiving for loved ones presents, including self-care. While much of the content can prove helpful to caregivers nationwide, the events included are local to communities in the six-county regions of the FCA's Bay Area Caregiver Resource Center. Past newsletters are also accessible. This newsletter is being published during the COVID-19 pandemic. Some resources are available in Spanish.

Intervention Format	🌐	Audience/ Implementer	■ Individual – Caregiver	Population Focus	■ Caregivers

Disaster Preparedness (The Hartford Center for Mature Market Excellence® and the MIT AgeLab)[247]

The Hartford Center for Mature Market Excellence® and the MIT AgeLab have developed two guides to help people with dementia and their families develop disaster recovery plans in advance of disaster situations. It Could Happen to Me: Family Conversations about Disaster Planning outlines the components of a thorough plan and includes checklists, worksheets, and resources to develop a plan.[248] The Calm Before the Storm: Family Conversations About Disaster Planning, Caregiving, Alzheimer's Disease, and Dementia was developed from research with family caregivers of individuals with dementia who live at home and addresses the unique needs that caregivers face in preparing for a natural disaster.[249] Both guides were developed in 2015.

Intervention Format	🌐	Audience/ Implementer	■ Individual – Caregiver	Population Focus	■ Older adults ■ Cognitive impairment

BRI Care Consultation™ (Benjamin Rose Institute on Aging)[250]

BRI Care Consultation™ is an evidence-based care-coaching program that helps professionals deliver cost-effective assistance and support to individuals with chronic conditions and family caregivers by telephone and email. Support is provided via telephone and email through individual care-coaching for caregivers and persons living with dementia and/or other chronic conditions, and focuses on accessing community and family resources, quality information, and emotional support. Care consultants develop relationships with clients and offer personalized coaching in line with evidence-based protocols to find solutions to problems in adult caregiving. Care consultants can work with both the individual and caregiver, or solely with the primary caregiver. These services are provided through telehealth during the COVID-19 pandemic.

Intervention Format		Audience/ Implementer	■ Health system	Population Focus	■ Caregivers ■ Older adults ■ Cognitive impairment ■ Chronic conditions

Care of Persons with Dementia in Their Environments (University of Pennsylvania, Drexel University, Thomas Jefferson University)[251]

Care of Persons with Dementia in their Environments (COPE) is an evidence-based behavioral home intervention for individuals with dementia and their caregivers, which seeks to support the capabilities of older adults with dementia (OADs) living at home by reducing environmental stressors and enhancing caregiver knowledge and skill.[252] The intervention consists of evaluating current abilities and needs, and implementing tailored interventions focused on improving the home environment, meeting medical and functional needs, and addressing care- and illness-related challenges and stress.[253] COPE is implemented in some Medicaid HCBS programs.[254] COPE has also been shown to improve outcomes, including quality of life for OADs and perceived benefit to caregivers. Some organizations have adapted the intervention using telehealth during the COVID-19 pandemic. A recent randomized controlled trial comparing telehealth and home visit delivery of the intervention found that clinical outcomes were not significantly different between the two modes of delivery.[255]

Intervention Format		Audience/ Implementer	■ Area Agencies on Aging ■ Government agency ■ Community-based organization/ faith-based organization	Population Focus	■ Caregivers ■ Cognitive impairment ■ Chronic conditions

Inner Resources for Stress (Palo Alto University)[256]

Palo Alto University's Inner Resources for Stress is an evidence-based intervention to help caregivers of individuals with dementia.[257] The program consists of eight in-person or online group education sessions on mindfulness, meditation, and breath-focused mantra repetition for caregivers of people living with dementia and/or other chronic conditions, to promote stress management and resiliency. Trainings can be requested online during the COVID-19 pandemic.

Intervention Format		Audience/ Implementer	■ Individual – Caregiver	Population Focus	■ Caregivers ■ Cognitive impairment ■ Chronic conditions

Savvy Caregiver (Emory University)[258]

Savvy Caregiver is an evidence-based psycho-educational training program for caregivers, focused on enhancing caregiving knowledge and skills, coping with stress, and encouraging people living with dementia to participate in daily tasks and activities.[259] A number of different programs administer this training, which consists of an online four module course.[260] Area Agencies on Aging and community organizations across the county implement the program. The National Minority Aging Organization Technical Assistance Center for the Development of Dementia Care Resources for American Indians and Alaska Natives at the National Indian Council on Aging developed the Savvy Caregiver in Indian County Trainer's Manual for trainers working with American Indian and Alaska Native caregivers.[261] An initial study of the efficacy of the online version—Tele-Savvy—confirmed its fidelity to the original program.[262] A randomized clinical trial is currently underway.[263]

Intervention Format		Audience/ Implementer	■ Community-based organization/ faith-based organization ■ Government agency	Population Focus	■ Caregivers ■ Cognitive impairment ■ Chronic conditions ■ Rural/Tribal

UCLA Alzheimer's and Dementia Care (UCLA)[264]

The UCLA Alzheimer's and Dementia Care (ADC) program, as described in "The University of California at Los Angeles Alzheimer's and Dementia Care Program for Comprehensive, Coordinated, Patient-Centered Care: Preliminary Data," is designed to help patients and their families with the complex medical, behavioral, and social needs of Alzheimer's disease and other types of dementia. Developed through evidence-based research, the program consists of five core components: recruitment and a dementia registry, structured needs assessments of individuals in the registry and their caregivers, creation and implementation of individualized dementia care plans based on needs assessments and input from the primary care physicians, monitoring and revising care plans as needed, and around-the-clock access for assistance and advice.[265] The ADC program has published a caregiver COVID-19 FAQ and care guide.

Intervention Format		Audience/ Implementer	■ Individual – Caregiver ■ Individual – Older adults	Population Focus	■ Caregivers ■ Older adults ■ Chronic conditions ■ Cognitive impairment

Together We Can! (National Office of the Alzheimer's Association)

A photo teaching guide in English and Spanish for Hispanic/Latino caregivers, which was developed through an evidence-based research process, focuses on providing quality care, caregiver coping and support, and community resources. This guide is available digitally during the COVID-19 pandemic.

Intervention Format		Audience/ Implementer	■ Individual – Caregiver	Population Focus	■ Caregivers ■ Racial/ ethnic minorities

Telenovela Mirela (National Institute on Aging)[266]

This evidence-based educational streaming video package is designed to teach Hispanic/Latino caregivers how to cope with dementia caregiving.

Intervention Format		Audience/ Implementer	■ Individual – Caregiver	Population Focus	■ Caregivers ■ Cognitive impairment ■ Racial/ ethnic minorities

Direct Services

Zarit Burden Interview (American Psychological Association)[267]

The Zarit Burden Interview (ZBI), a popular caregiver self-report measure used by many aging agencies, originated as a 29-item questionnaire and is now a 22-item questionnaire. The ZBI is used to assess caregiver burden in research and clinical settings, and is a useful tool to assess levels of burden throughout the COVID-19 pandemic.

Intervention Format		Audience/ Implementer	■ Health system	Population Focus	■ Caregivers

Caregiver Support Program Information for Caregivers During COVID-19 (Department of Veterans Affairs)[268]

The Department of Veterans Affairs (VA) Caregiver Support Program (CSP) is an assistance program for caregivers of veterans of all ages. In response to the change in caregiver burden due to COVID-19, the CSP has created a toolkit outlining resources to maintain level of care and the health of the caregiver and veteran. This toolkit links caregivers to other VA resources to reschedule medical appointments and connect with other caregivers.

Intervention Format		Audience/ Implementer	■ Individual – Caregiver	Population Focus	■ Caregivers ■ Veterans

VA Program of General Caregiver Support Services (Department of Veterans Affairs)[269]

The VA Program of General Caregiver Support Services (PGCSS) provides resources, education, and support to caregivers of veterans. These include Annie, a text message-based support service that promotes self-care for veterans and caregivers; Building Better Caregivers courses; Caregiver Self-Care courses; peer mentoring; coaching through Resources for Enhancing All Caregivers Health (REACH) VA; a suicide prevention toolkit; and VA Video Connect, a service that allows veterans and caregivers to meet with health care providers virtually. The virtual aspects of this service remain available during the COVID-19 pandemic.

Intervention Format		Audience/ Implementer	■ Individual –Caregiver	Population Focus	■ Caregivers ■ Veterans

VA Caregiver Support - Program of Comprehensive Assistance for Family Caregivers (Department of Veterans Affairs)[270]

The VA Program of Comprehensive Assistance for Family Caregivers (PCAFC) provides resources, education, support, mental health counseling, respite care, and a financial stipend to caregivers of eligible veterans. Health insurance and beneficiary travel are also provided if eligible. Caregivers and veterans apply to the program jointly. Virtual aspects of this service remain available during the COVID-19 pandemic.

Intervention Format		Audience/ Implementer	■ Individual – Caregiver	Population Focus	■ Caregivers ■ Veterans

VA Caregiver Support - Building Better Caregivers (Department of Veterans Affairs)[271]

Building Better Caregivers™ (BBC) is a 6-week online workshop for caregivers of veterans of all eras who are caring for someone with dementia, memory problems, post-traumatic disorder, a serious brain injury, or any other serious injury or illness. BBC helps caregivers in two key ways: training in how to provide better care, and helping caregivers learn how to manage their own emotions, stress, and physical health. This online workshop remains available during the COVID-19 pandemic.

Intervention Format		Audience/ Implementer	■ Individual – Caregiver	Population Focus	■ Caregivers ■ Veterans

VA Caregiver Support - Caregivers Support Line (Department of Veterans Affairs)[272]

VA's National Caregiver Support Line (CSL) serves as a primary resource/referral center to assist caregivers, veterans, and others seeking caregiver information. This service remains available during the COVID-19 pandemic.

Intervention Format		Audience/ Implementer	■ Individual – Caregiver	Population Focus	■ Caregivers ■ Veterans

VA Caregiver Support - Peer Support Mentoring Program (Department of Veterans Affairs)[273]

The Caregiver Peer Support Mentoring Program is available for general and family caregivers of all veterans. The VA developed this program to strengthen relationships between caregivers, to provide an opportunity for networking, and to empower caregivers to help and establish relationships with one another to create a comfort zone for support. This resource is helpful during the COVID-19 pandemic to help caregivers feel connected virtually. This program is also available for Spanish speakers.

Intervention Format		Audience/ Implementer	■ Individual – Caregiver	Population Focus	■ Caregivers

Resources for Enhancing All Caregivers Health (REACH) VA Program (Department of Veterans Affairs)[274]

The REACH VA Caregiver Program is designed to assist caregivers of veterans diagnosed with ALS, dementia, MS, PTSD, or spinal cord injury/disorder with challenges such as taking care of yourself, problem solving, mood management, asking for help, and stress management. REACH VA sessions can be held over the telephone or via telehealth video conferencing. Virtual aspects of this service remain available during the COVID-19 pandemic.

Intervention Format		Audience/ Implementer	■ Individual – Caregiver	Population Focus	■ Caregivers ■ Veterans ■ Chronic conditions

Minnesota Senior Linkage Line (Minnesota Senior Linkage Line)[275]

This website collects free or low-cost resources and support for Minnesota family caregivers. Support includes phone information and referral, caregiver skills classes, individual caregiver consulting, self-directed grants, and limited respite care. When meeting in person is not an option, as during the COVID-19 pandemic, classes and counseling are online. This website has also collected a number of print resources for caregivers to plan and prepare for a variety of circumstances.

Intervention Format		Audience/ Implementer	■ Individual – Caregiver	Population Focus	■ Caregivers

Community Connections (AARP)[276]

AARP has set up a resource phoneline for caregivers and care recipients during COVID-19. Individuals can request supports ranging from a phone call to help with daily activities. This resource also aggregates data on mutual aid groups across the country for individuals to connect with. This resource is also available in Spanish.

Intervention Format		Audience/ Implementer	■ Individual – Caregiver	Population Focus	■ Older adults ■ Caregivers

TCARE® (Tailored Caregiver Assessment and Referral®; Tailored Care)[277]

TCARE® is an evidence-based, CMS-approved, and federally accredited family caregiver support program grounded in Caregiver Identity Theory.[278, 279] TCARE provides care managers with an efficient way to triage resources and available support services within a community to effectively address caregivers' needs. This intervention is intended to support caregivers' needs and is implemented by professional staff that serve as care managers[280] and comprises a comprehensive system that includes software, assessment tools, decision algorithms, and a training program. It enables consistent, accurate screening and assessment of caregiver needs; uses scientifically based decision algorithms to target services to specific identified needs; and fosters informed client choice and person-centered care. TCARE and CareSignal, a patient engagement platform, have partnered to create three text message-based COVID-19 programs aimed at individuals, families, and providers.[281]

Intervention Format		Audience/ Implementer	■ Area Agencies on Aging	Population Focus	■ Caregivers

Powerful Tools for Caregivers (Powerful Tools for Caregivers)[282]

The Powerful Tools for Caregivers is a class designed to provide family caregivers skills they need to take care of themselves. The session consists of six classes held once a week led by a certified, experienced class leader. Although originally developed to reach caregivers of adults with chronic conditions, PTC has expanded the program to include classes for parents of children with special needs. This intervention is intended to support the caregivers' needs. This class is held virtually during the COVID-19 pandemic, and can equip caregivers with additional knowledge and support.

Intervention Format		Audience/ Implementer	■ Area Agencies on Aging	Population Focus	■ Caregivers ■ Chronic conditions

How Do You Feel Today? (Elizz)

This interactive online mental health tool helps caregivers understand they are not alone and that others are feeling the same way. This tool is designed for adult children caring for aging parents and is housed on the same website containing toolkits and other resources designed for specific caregiving situations. This service remains available during the COVID-19 pandemic.

Intervention Format		Audience/ Implementer	■ Individual – Caregiver	Population Focus	■ Caregivers

Internet-connected Automated Pill Dispenser (MedMinder)[283]

This internet-connected automated pill dispenser with a built-in SIM card was created to assist caregivers who need a way to remotely manage an older adult's medication. The device increases medication adherence to 90 percent and provides reports to track when medication was taken. The MedMinder can be refilled manually or through prefilled pill trays supplied by a pharmacist or caregiver. Depending on medication frequency, the MedMinder can hold between one and four weeks' worth of medication. MedMinder also offers a mail-order medication service, which centralizes your prescriptions at a single pharmacy for the cost of your pharmacy co-pay. This device increases caregiver oversight, while allowing the care to be conducted remotely. This service remains available during the COVID-19 pandemic.

Intervention Format		Audience/ Implementer	■ Individual – Caregiver	Population Focus	■ Older adults

CaringBridge - Stay Connected to Family and Friends through Any Health Journey (Caring Bridge)[284]

CaringBridge offers a safe, secure place for patients and caregivers to provide health updates, and for family and friends to respond with messages of emotional support and prayers. CaringBridge can be accessed via a website or mobile app, and is a repository for health updates, personal stories, donations, and support designed to help caregivers and patients feel less isolated. During the COVID-19 pandemic when meeting in person is not possible, this program offers a virtual way to connect with family and friends.

Intervention Format		Audience/ Implementer	■ Individual – Caregiver	Population Focus	■ Older adults

Lotsa Helping Hands (Lotsa Helping Hands)[285]

Lotsa Helping Hands is an online volunteer coordination service for friends, family, colleagues, and neighbors to assist older adults in need. Lotsa Helping Hands offers a private group calendar to organize meals delivery, rides, and other caregiving tasks for a loved one. The virtual platform allows loved ones to share announcements and photos to connect virtually. This service remains available during the COVID-19 pandemic and has released a list of recommendations for shifting caregiving methods.

Intervention Format		Audience/ Implementer	■ Individual – Caregiver	Population Focus	■ Older adults

Alarm.com Wellness (Alarm.com)[286]

Alarm.com Wellness is a tool to help caregivers monitor older adults living independently. Using wireless sensors, the tool tracks activity and wellness indicators. Caregivers can also remotely control critical home systems such as the thermostat, locks, and security through a mobile app without physically accessing the care recipient's home. This service remains available during the COVID-19 pandemic.

Intervention Format		Audience/ Implementer	■ Individual –Caregiver	Population Focus	■ Older adults

GrandCare Systems - Home Monitoring System For Elderly (GrandCare Systems)[287]

GrandCare is a touchscreen device placed in the residence of the care recipient that allows caregivers to remotely monitor a loved one while maintaining their independence. The system is equipped with wireless remote activity monitoring and telehealth sensors that can alert designated caregivers for further action, HIPAA-compliant video connections for telehealth appointments, medication reminders, and social engagement. This service remains available during the COVID-19 pandemic.

Intervention Format		Audience/ Implementer	■ Area Agencies on Aging	Population Focus	■ Older adults

The STAR Caregivers Intervention (University of Washington)[288]

STAR-C is an evidence-based behavioral intervention delivered by trained clinicians at the caregiver's home and over the phone over a period of six months. It aims to decrease caregivers' feelings of stress, burden, and depression by teaching them the ABC approach. Caregivers are also taught to monitor problems, to identify environmental triggers for behavioral problems, and to develop effective methods to alter the environment to decrease disruptive problems. The STAR-C manual provides detailed instructions for replication of the intervention, family caregiver assignments, and handouts. A preliminary evaluation of a telehealth translation of the intervention—Tele-STAR—has shown efficacy in reducing caregiver burden and fidelity to the original STAR-C protocol.[289]

Intervention Format		Audience/ Implementer	■ Area Agencies on Aging ■ Individual –Caregiver	Population Focus	■ Caregivers ■ Cognitive impairment ■ Chronic conditions

Alzheimer's Disease & Related Dementias Family Support Program (NYU Langone Health)[290]

NYU Langone's Alzheimer's Disease and Related Dementias Family Support Program, supported by a five-year grant from the New York State Department of Health, is an evidence-based program designed to support caregivers. Research has shown that caregivers who receive emotional and practical support experience measurable improvement in depression, stress, and physical well-being. This program provides counseling, referrals, and education to caregivers, including consultation with a social worker either in person, by phone, or via online videoconferencing. Virtual aspects of this service remain available during the COVID-19 pandemic.

Intervention Format		Audience/ Implementer	■ Health system	Population Focus	■ Caregivers ■ Cognitive impairment

PillPack Pre-Sorted Pills (PillPack)[291]

PillPack is a medication delivery service that presorts medications by day and time of day, sending them directly to a home address. Virtual customer support is available through phone, email, or chat in the PillPack app. PillPack services and shipping are free, so the only expense are co-pays for medication if your insurance is accepted. This service remains available during the COVID-19 pandemic.

Intervention Format		Audience/ Implementer	■ Health system	Population Focus	■ Older adults

Asking for Help Is a Sign of Strength (ARCH National Respite Network and Resource Center)

The ARCH National Respite Network and Resource Center's mission is to assist and promote the development of quality respite and crisis care programs, to help families locate respite and crisis care services in their communities, and to serve as a strong voice for respite in all forums. The ARCH National Respite Network includes the National Respite Locator, a service to help caregivers and professionals locate respite services in their community; the National Respite Coalition, a service that advocates for preserving and promoting respite in policy and programs at the national, state, and local levels; and the Lifespan Respite Technical Assistance Center, which is funded by the Administration for Community Living. This intervention is intended to support the caregivers' needs. ARCH has also developed a COVID-19 decision guide, which assists caregivers in planning respite care during the pandemic.

Intervention Format		Audience/ Implementer	■ Community-based organization/ faith-based organization	Population Focus	■ Caregivers

FCA CareNav - Personal Caregiver Support (Family Caregiver Alliance National Center on Caregiving)[292]

FCA CareNav is a secure online service for quality information, support, and resources for family caregivers of adults with chronic physical or cognitive conditions such as Alzheimer's, stroke, Parkinson's, and other illnesses. This service remains available during the COVID-19 pandemic.

Intervention Format		Audience/ Implementer	■ Area Agencies on Aging	Population Focus	■ Caregivers

Family Care Navigator (Family Caregiver Alliance National Center on Caregiving)

Family Care Navigator is an online repository that aggregates state resources to help family caregivers locate public, nonprofit, and private programs and services nearest their loved one—living at home or in a residential facility. Resources include government health and disability programs, legal resources, disease-specific organizations, and more. This service remains available during the COVID-19 pandemic.

Intervention Format		Audience/ Implementer	■ Area Agencies on Aging	Population Focus	■ Caregivers ■ Individuals with disabilities

Smart Patients Caregivers Community in Partnership with Family Caregiver Alliance (Family Caregiver Alliance National Center on Caregiving)[293]

The Smart Patients Caregivers Community is an online platform for caregivers to share, interact, and learn from each other, the result of a partnership between Family Caregiver Alliance and Smart Patients.

Intervention Format		Audience/ Implementer	■ Individual –Caregiver	Population Focus	■ Caregivers ■ Chronic conditions

PAPA (PAPA)[294]

PAPA On-demand Assistance pairs older adults and families with Papa Pals for companionship and assistance with everyday tasks; individuals can sign up and request services via phone or through the Papa mobile app. PAPA offers programs to health plans, providers, employers, and consumers. Papa is implementing travel restrictions and sanitization procedures, along with other COVID-19 protocols, and does not foresee impacts to the online platform. Other direct services include affordable door-to-door transportation service, virtually sharing uplifting conversations with the older adult to offer virtual companionship, and help with house tasks such as cleaning, laundry, etc.

Intervention Format		Audience/ Implementer	■ Area Agencies on Aging ■ Health system ■ Individual – Older adult ■ Individual – Caregiver	Population Focus	■ Older adults ■ Caregivers ■ Individuals with disabilities

Daughterhood (Daughterhood.org)[295]

Daughterhood.org's mission is to support and build confidence in women who are managing their parents' care. The Daughterhood blog, website, and social media links connect caregivers to resources and a wholly unique perspective on health and elder care systems. This resource remains available during the COVID-19 pandemic. Through curation of resources, Daughterhood's founder coaches women and men to insist on excellent care and a meaningful experience for their parents. Podcasts are available for topics related to elder care.

Intervention Format		Audience/ Implementer	■ Individual –Caregiver	Population Focus	■ Caregivers

INNOVAGE (Euro Carers)[296]

INNOVAGE is a collaborative project of 14 European regions working to improve policy regarding senior living and care. As part of INNOVAGE, a pilot study was conducted for developing and testing a web-based psychosocial intervention aimed at empowering family caregivers of older people in Italy, Sweden, and Germany. The program offered information resources and interactive services to enable both professional and peer support.[297] Findings from this study were integrated in the development of the InformCare website, where caregivers in 29 countries can access information, trainings, and support.[298]

Intervention Format		Audience/ Implementer	■ Area Agencies on Aging	Population Focus	■ Caregivers

Invisible Hands Deliver (Invisible Hands Deliver)[299]

Invisible Hands Deliver is a volunteer-powered, nonprofit organization that delivers groceries and other essential items to populations especially vulnerable to COVID-19, serving New York, New Jersey, and Pennsylvania. Delivery services include groceries, medication, and ballot pickup. Services can be requested online or via phone, and are offered in Spanish.

Intervention Format		Audience/ Implementer	■ Individual- Older adult	Population Focus	■ Older adults ■ Racial/ethnic minorities

Resources for Enhancing Alzheimer's Caregiver Health (REACH) II (National Institute on Aging and the National Institute on Nursing Research)[300]

REACH II is an evidence-based caregiver intervention protocol selected to address caregivers' individualized needs that were identified in an assessment. Intervention strategies include provision of information, skills training, problem solving, role playing, stress management, and telephone support. All coaching sessions are now conducted telephonically rather than in-person. REACH community can provide a caregiver with four one-hour sessions to "identify their specific challenges and figure out solutions." Previous analyses of the Resources for Enhancing Alzheimer's Caregiver Health (REACH II) intervention have found that it was less effective for African-American than for Hispanic or White caregivers.

Intervention Format		Audience/ Implementer	■ Area Agencies on Aging	Population Focus	■ Older adults ■ Caregivers ■ Racial/ ethnic minorities ■ Cognitive impairment ■ Veterans

Active Caregiving: Empowering Skills (Optimal Aging Center)[301]

ACES is an evidence-based caregiver workshop focused on stress management, pleasant events, and strategies for reducing behavioral symptoms for caregivers. Evidence has shown that intervention programs targeted to improve specific coping skills and psychological symptoms can have a significant impact on caregivers' distress.[302] The workshop consists of four in-person or telephone, group education and skills-training sessions for caregivers, offered in English, Spanish, and Vietnamese.[303] The virtual workshops are ongoing during the COVID-19 pandemic.

Intervention Format		Audience/ Implementer	■ Health system ■ Individual - Caregiver	Population Focus	■ Caregivers ■ Cognitive impairment ■ Racial/ ethnic minorities ■ 65+

African-American Alzheimer's Caregiver Training and Support Project 2 (African-American Alzheimer's Caregiver Training and Support)[304]

African-American Alzheimer's Caregiver Training and Support Project 2 (ACTS-2) is a free evidence-based program implementing community-integrated care through a geriatric patient-centered medical home developed by Florida State University College of Medicine. This program works with multiple organizations including Area Agency on Aging for North Florida. The program consists of a series of telephone sessions with a trained facilitator in one-on-one or group settings, focusing on skills-building, spiritual support, and improving self-care and the relationship with the person living with dementia. Caregiver outcomes include improvements in depression, health status, self-empowerment, and severity of caregiving and self-care problems. The telephone trainings remain available during the COVID-19 pandemic. It is a faith-based, skills-building, and support program that includes seven major components: overview of the basic characteristics of progressive dementia; relaxation training integrated with prayer and meditation; effective thinking about the challenges of caregiving coupled with self-care messages from sacred scriptures; building in pleasant daily activities as a guard against emotional distress, such as brief chats with phone buddies, prayer breaks, and listening to inspirational music; using assertive communication with family members and health professionals; developing problem-solving skills through personal goal setting; and building a social support network.

Intervention Format		Audience/ Implementer	■ Health system ■ Area Agencies on Aging	Population Focus	■ Caregivers ■ Older adults ■ Chronic conditions ■ Racial/ ethnic minorities ■ Cognitive impairment

Aging Brain Care (Eskenazi Health)[305]

The Eskenazi Health Aging Brain Care (ABC) program is an evidence-based program developed to support primary care providers in the specialized diagnosis and management of patients with cognitive impairment caused by conditions such as Alzheimer's disease, delirium, and cognitive and emotional problems that may arise after critical illnesses. The ABC team also supports caregivers and includes family members in all care decisions. A personal and specialized brain care plan will then be developed to include home-based care management, coordination with community resources, and tools to support patients and caregivers in managing dementia and navigating the health care system. Evidence suggests that this collaborative care programming increases quality of care for the individual.[306] Caregivers also experience improved health outcomes.[307] This care is delivered in-person in locations surrounding Indianapolis, Indiana, and the locations have implemented strict COVID-19 guidelines.

Intervention Format		Audience/ Implementer	■ Health system	Population Focus	■ Caregivers ■ Older adults ■ Chronic conditions ■ Cognitive impairment

HomeMeds (HomeMeds)[308]

HomeMeds is an evidence-based, in-home medication review and intervention developed by the Partners in Care Foundation. The intervention includes a computerized risk assessment and alert process, plus a pharmacist review and recommendation for improvement. The HomeMeds intervention is intended to complement other evidence-based programs to support patient readmission reduction, health self-management, care transitions, and caregiver support. In response to COVID-19, HomeMeds has announced additional protocols and methods to administer the intervention while following the CDC guidelines. HomeMeds has provided three COVID-19 safe options: for older adults or their in-home caregiver(s) who are relatively technology savvy and who have access to a smartphone and an internet connection, for older adults who do not have access to a smartphone or internet connection, and if HomeMeds has a problem contacting the older adult either through technology or telephone.[309]

Intervention Format		Audience/ Implementer	■ Individual - Caregiver	Population Focus	■ Older adults ■ Caregivers

The Stress-Busting Program (WellMed Charitable Foundation)[310]

The Stress-Busting Program (SBP) was developed by Dr. Sharon Lewis and the UT Health San Antonio and meets the Administration on Aging's criteria for evidence-based programs. The program is affiliated with many state Area Agencies on Aging. SBP is proven in helping family caregivers to manage their stress and learn coping techniques. There are four programs available: Stress-Busting Program for Family Caregivers of Persons with Alzheimer's Disease or Related Dementias; Stress-Busting Program for Family Caregivers of Person with Chronic Illness; Un Camino Hacia el Bienestar Program Par Eliminar el Estres De Las Personas Que Cuidan a Sus Familiares (Spanish Language Dementia Program Adaptation); and Stress-Busting Program for Caring Professionals Combating Compassion Fatigue and Burnout. Materials include a handbook, access to relaxation strategies videos, and a meditation. Stress-Busting classes are led in a small group setting by two trained group facilitators in locations that are convenient for family caregivers. However, in response to the COVID-19 pandemic, SBP is now offering courses online through Zoom. The program consists of 90-minute sessions that occur once per week for nine weeks. Participants are provided with many resources including a handbook covering class material, a meditation CD, and a relaxation strategies DVD. Program handbooks for caregivers to participate in the program are available for purchase separately.

Intervention Format		Audience/ Implementer	■ Individual – Caregiver ■ Health system ■ Individual – Older adults ■ Individual – Caregivers ■ Area Agencies on Aging	Population Focus	■ Caregivers ■ Chronic conditions ■ Racial/ethnic minorities ■ Cognitive impairment

Policy and System Change

Caring for Caregivers During COVID-19 (Veteran's Family Caregiver and Survivor Advisory Committee)[311]

The VA provides guidance for providers and practices, along with recommendations and examples of efforts to support high-risk veterans and their caregivers during the COVID-19 pandemic.

Intervention Format		Audience/ Implementer	■ Government agency ■ Health system	Population Focus	■ Caregivers ■ Veterans

Native Elder Caregiver Curriculum (National Resource Center on Native American Aging)[312]

The Native Elder Caregiver Curriculum (NECC) was designed to meet identified learning needs of family caregivers, as well as tribal community-based caregivers. The NECC is based in evidence-based practice versatile in its reach and flexible in its delivery, and can be offered by local health professionals, especially nurses, who have had experience with providing direct care for older adults. It can also be adapted to the specific learning needs of caregivers and can be used flexibly to meet training schedules for any given caregiver group. This intervention is intended to support the caregiver's ability to provide care for the designated care recipient. In response to the COVID-19 pandemic, the National Resource Center on Native American Aging published a list of partners, guides, and education resources.

Intervention Format		Audience/ Implementer	■ Area Agencies on Aging	Population Focus	■ Racial/ ethnic minorities ■ Rural/Tribal

Caring Across Generations (Caring Across America)[313]

The Caring Across Generations campaign aims to transform care through partnerships with field partners, activists, elected officials, and communities to fuel campaigns. This initiative is intended to support caregivers by drawing awareness to their needs during the COVID-19 pandemic. Caring Across Generations has developed policy proposals for building a care infrastructure, recommendations for state long-term services and supports benefits, and public family care insurance.

Intervention Format		Audience/ Implementer	■ Individual - Caregiver	Population Focus	■ Caregivers ■ Individuals with disabilities

Appendix K Waivers (Centers for Medicare and Medicaid Services [CMS])[314]

Many states have implemented Appendix K waivers—an addendum that allows for temporary modifications to existing Home- and Community-Based 1915 (c) waivers—to guarantee services during the COVID-19 pandemic (e.g., Alaska, California, Connecticut, Pennsylvania). These waivers pay family caregivers for services that would normally be done by formal caregivers.

Intervention Format	🌐	Audience/ Implementer	■ Government agency	Population Focus	■ Caregivers

Helping States Support Families Caring for an Aging America (Center for Health Care Strategies)[315]

Helping States Support Families Caring for an Aging America is an initiative driven by cross-sector state teams, comprising state and private organizations, including Medicaid, Departments of Aging, Health and Human Services, Area Agencies on Aging, and community organizations. The multistate learning collaborative partners in new ways to prioritize and strengthen family caregiving programs. During Phase I (2018-2020), CHCS worked with six states—Alabama, Idaho, Iowa, New Hampshire, South Carolina, and Virginia—in advancing family caregiving policy and program changes through support from The John A. Hartford Foundation, the Milbank Memorial Fund, the May & Stanley Smith Charitable Trust, and the Gordon and Betty Moore Foundation. Participating states received tailored one-on-one technical assistance, as well as peer-to-peer information sharing, convening, and learning opportunities. Over two years, participating states focused on strengthening strategies to identify family caregivers, collecting data through new statewide family caregiver assessments, determining how to assess and streamline existing programs and supports, and improving access to respite care. In Phase II (October 2020-September 2022), CHCS will recruit up to six additional states committed to developing policies or programs to support family caregivers and address the challenges of an aging population. With support from The John A. Hartford Foundation, states will develop and/or enhance existing strategies to assist family caregivers.

Intervention Format	🌐 📄	Audience/ Implementer	■ Individual - Caregiver	Population Focus	■ Caregivers

Iowa Department on Aging Resources for Caregivers (Iowa Department on Aging)[316]

Iowa's Department on Aging compiled a list of national and state resources to help caregivers find necessary supports to stay healthy, find balance, and maintain their caregiving role during the COVID-19 pandemic.

Intervention Format	🌐	Audience/ Implementer	■ Individual - Caregiver	Population Focus	■ Caregivers

Coronavirus Aid, Relief and Economic Security Act Tribal Allocation (Health and Human Services)[317]

The Coronavirus Aid, Relief and Economic Security Act, or CARES Act, was signed into law on March 27, 2020. The Act provides a total of $955 million to the Administration for Community Living, with $20 directed to Native American Programs under Title VI programs. Additionally, the CARES Act expands stimulus payments and extends the maximum amount of time a caregiver can receive unemployment benefits.

Intervention Format	🌐	Audience/ Implementer	■ Area Agencies on Aging ■ Government agency	Population Focus	■ Caregivers ■ Older adults

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