

Region IV Area Agency on Aging COVID-19 Response Regional Impact Data Report

During a 12-week span from March 16, 2020 to June 7, 2020, Region IV Area on Aging was called to action to care for the population most vulnerable to the COVID-19 pandemic. Through partnerships with the State of Michigan, aging network partners, United Way, Berrien Community Foundation, countless volunteers, and dedicated staff, we were able to keep the older adults of Berrien, Cass, and Van Buren Counties safe, informed, fed, and connected.

48,000 Meals
Home Delivered
Meals to Area Seniors



During the shelter in place order we experienced a 45% increase in needed funding for meal delivery to area seniors. Through providing support to our community partners, Senior Nutrition Services and Cass County Council on Aging, we were able to facilitate this need.

2,300 Phone Calls
Friendly Calls To
Isolated Seniors



RIV AAA launched a friendly caller initiative to serve isolated seniors. This phone line provides reassurance, helps connect them to services they may need, and mostly, it ensures they are not feeling lonely or isolated while sheltering in place and staying safe.

3,500 Face Masks
Collected for
Seniors & Caregivers



Through volunteer groups and area non-profits we were able to secure, and coordinate, mailing face masks to every client we serve, and many of the family caregivers who help them. This enables them to add a layer of protection as they have care providers, and eventually visitors, coming into their home.

\$185,772
Support for Direct
Care Workers



RIV AAA provided support for direct care workers serving COVID positive seniors and other vulnerable adults and younger persons with disabilities by providing increased hazard pay, childcare cost support, personal protective equipment, and gas cards for transportation.

1,700 Food Boxes
Shelf Stable Meals
& Fresh Produce



RIV AAA took the helm coordinating non-profits, senior centers, Meals on Wheels, commodity sites, and food banks for distribution and delivery of quarantine boxes and fresh produce boxes provided by the state and the USDA. We will continue delivery of 400 boxes weekly through September.

129,059 Hours
Providing Individual
Care & Counselling



Our Care Management and Provider Network team continued providing care for COVID-19's most vulnerable population. In addition, our Information & Assistance line received 3,000 unduplicated calls for person specific needs and answered United Way's MI-211 forwarded calls.

As the COVID-19 Pandemic continues, we remain committed to helping our region navigate these uncertain times. We recently created a ZOOM instruction guide for older adults to teach them how to join us for online classes, and connect with their families and friends. We continue to post helpful information on our social media pages with an average engagement rate of 913 unique users per day. We also will continue weekly friendly-calls to seniors, delivery of fresh USDA produce boxes, and share information with the community.



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