# Ensuring a Skilled Workforce to Improve the Lives of Older Adults

2024 National Healthy Aging Symposium: Innovation Across the Age-Friendly Ecosystem







# Today's Speakers



Moderated by:
Juan Rodriguez
Centers for Disease Control
and Prevention



**Kezia Scales** *PHI* 



James Moorhead

Maine DHHS Office of Aging
and Disability Services



Jackie Catron

Kansas Department of

Health and Environment



Adam Lustig
National Network of Public
Health Institutes





# The Direct Care Workforce: Essential to the Age-Friendly Ecosystem

National Healthy Aging Symposium September 26, 2024

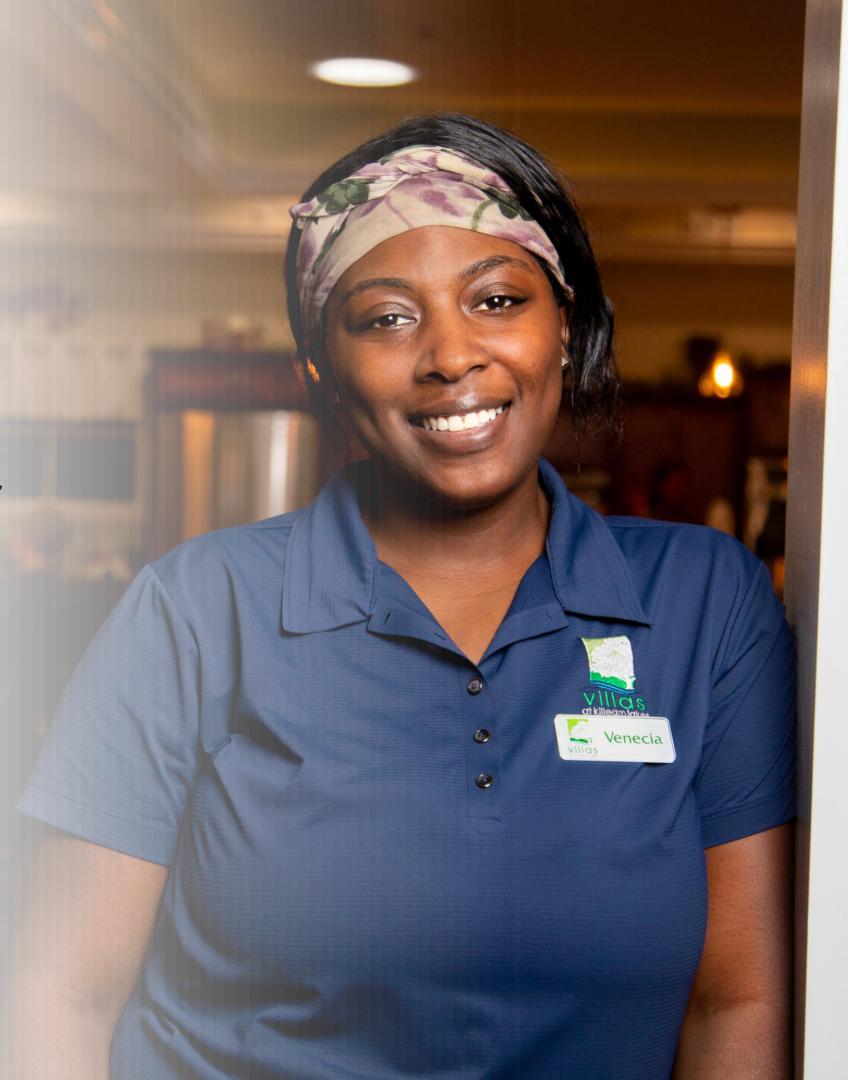
Kezia Scales, PhD, Vice President of Research & Evaluation, PHI



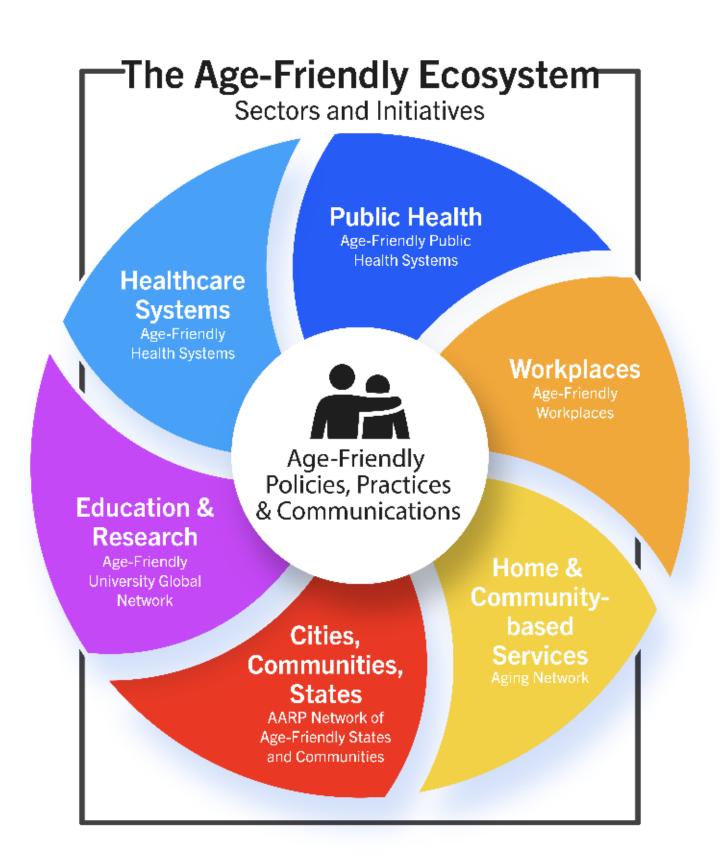


# Overview of the Direct Care Workforce

- 5 million personal care aides, home health aides, nursing assistants who support older adults and people with disabilities across settings (2023)
- A rapidly growing workforce: 1.6 million jobs added from 2014-2023; >860,000 new jobs expected from 2022-2032 (outpacing job growth in every other occupation in the U.S.)
- Predominantly women (85%), people of color (64%), and immigrants (28%)







What is the role of direct care workers in the age-friendly ecosystem?

https://www.johnahartford.org/grants-strategy/currentstrategies/age-friendly/age-friendly-ecosystem



"I'm a single parent working six days a week, and I don't spend enough time with my kid. As home health aides, we work too hard, we're dealing with too much stress with the client, and we also have to deal with family members, and we're not getting paid for how hard we work. That's the problem. You have to pay your bills. You have to take care of your family."

#### **FARAH GERMAIN**

Home Health Aide at JASA Brooklyn, NY



https://phinational.org/worker-stories/



# THE 5 PILLARS OF DIRECT CARE JOB QUALITY





FAIR COMPENSATION



QUALITY
SUPERVISION
& SUPPORT



RESPECT & RECOGNITION



REAL OPPORTUNITY







### **REAL OPPORTUNITY**

A quality direct care job should invest in workers' learning, development, and career advancement.



# Innovation: Real Opportunity through Advanced Roles

- Maximize the contribution of direct care workers to care delivery across settings
- Encourage job seekers to consider direct care in their career plans (recruitment)
- Encourage incumbent workers to stay in the field, rather than seeking career progression opportunities elsewhere (retention)
- Improve job satisfaction and satisfaction with care
- Build the skilled workforce needed to support integration across the age-friendly ecosystem

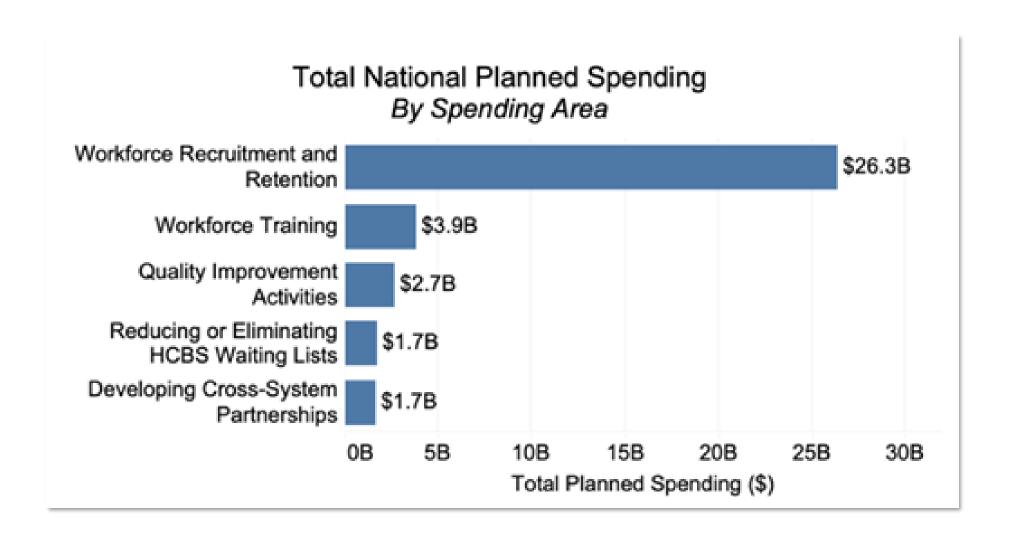
"Working in these advanced roles has given me a lot of confidence in what I do. I feel good about being able to help more clients, more workers, and more family members in this way. I continue to learn, which is also good for me."

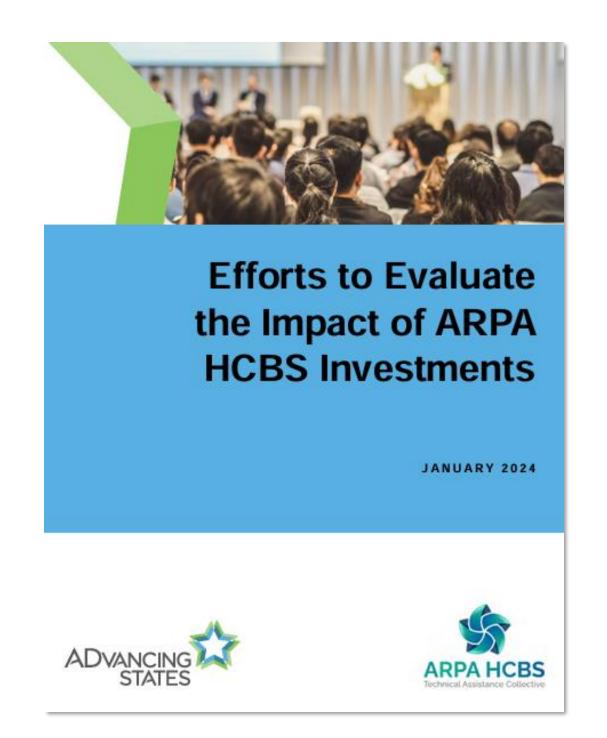
#### MARISOL RIVERA

Care Coordinator at Cooperative Home Care Associates, Bronx, NY

# The Moment for Innovation (#1): American Rescue Plan Act of 2021, Section 9817

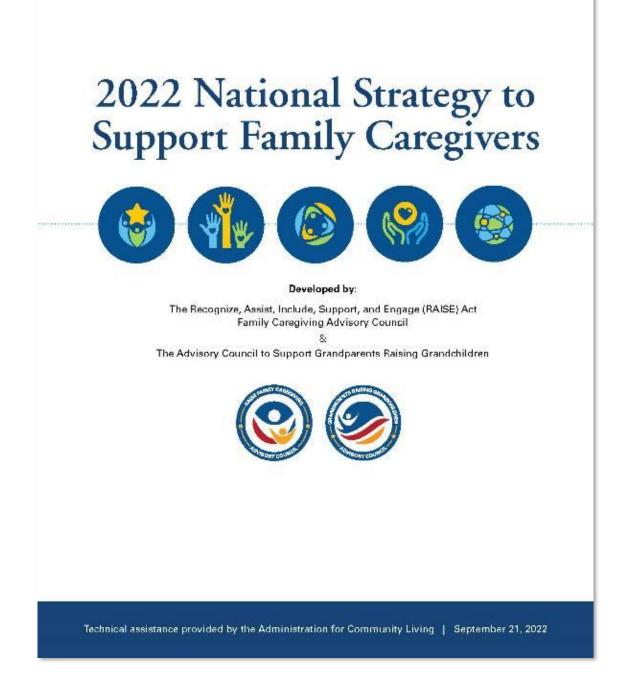






# The Moment for Innovation (#2): National Strategy to Support Family Caregivers







# The Moment for Innovation (#3): Direct Care Workforce Strategies Center





About the Center •

Resources by Topic ▼

**Technical Assistance** 

Search



## Building national capacity to support community living

Many people with disabilities and older adults cannot get the services they need to live in the community because there are not enough direct care professionals. The Direct Care Workforce Strategies Center provides resources, technical assistance, and training to state systems, providers, and stakeholders to improve workforce recruitment, training, and retention.



#### **Browse Resources**

Find relevant reports, fact sheets, infographics, and other materials organized by topic.



#### **Data & Research**

Explore a range of data-driven documents to gain insights and understand trends and findings.



#### **Technical Assistance**

Learn about options for assistance to further state systemschange efforts and apply for two exciting opportunities!



#### **Events**

View recordings of the first event in our TA webinar series and an informational event on new state TA opportunities



# AGING IN THE UNITED STATES: A STRATEGIC FRAMEWORK FOR A NATIONAL PLAN ON AGING

THE INTERAGENCY COORDINATING COMMITTEE ON HEALTHY AGING AND AGE-FRIENDLY COMMUNITIES

CHAIRED BY THE ADMINISTRATION FOR COMMUNITY LIVING

REPORT TO CONGRESS

**MAY 2024** 

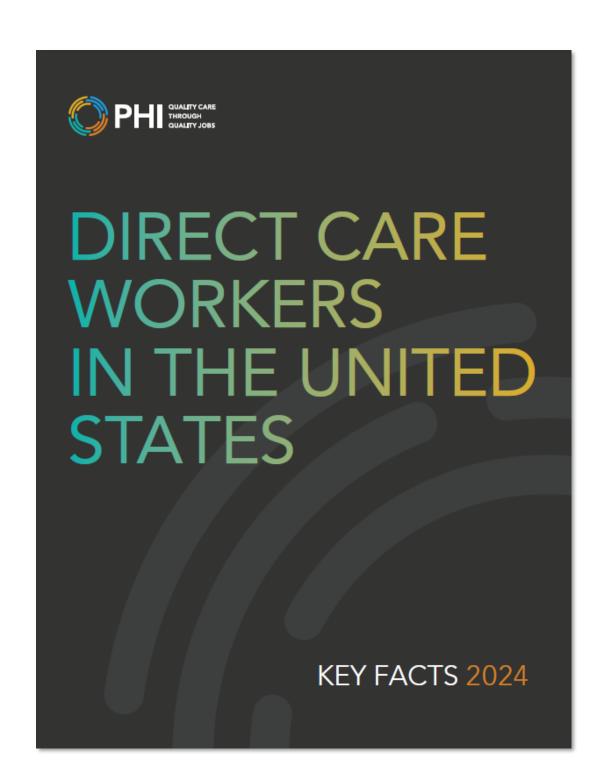


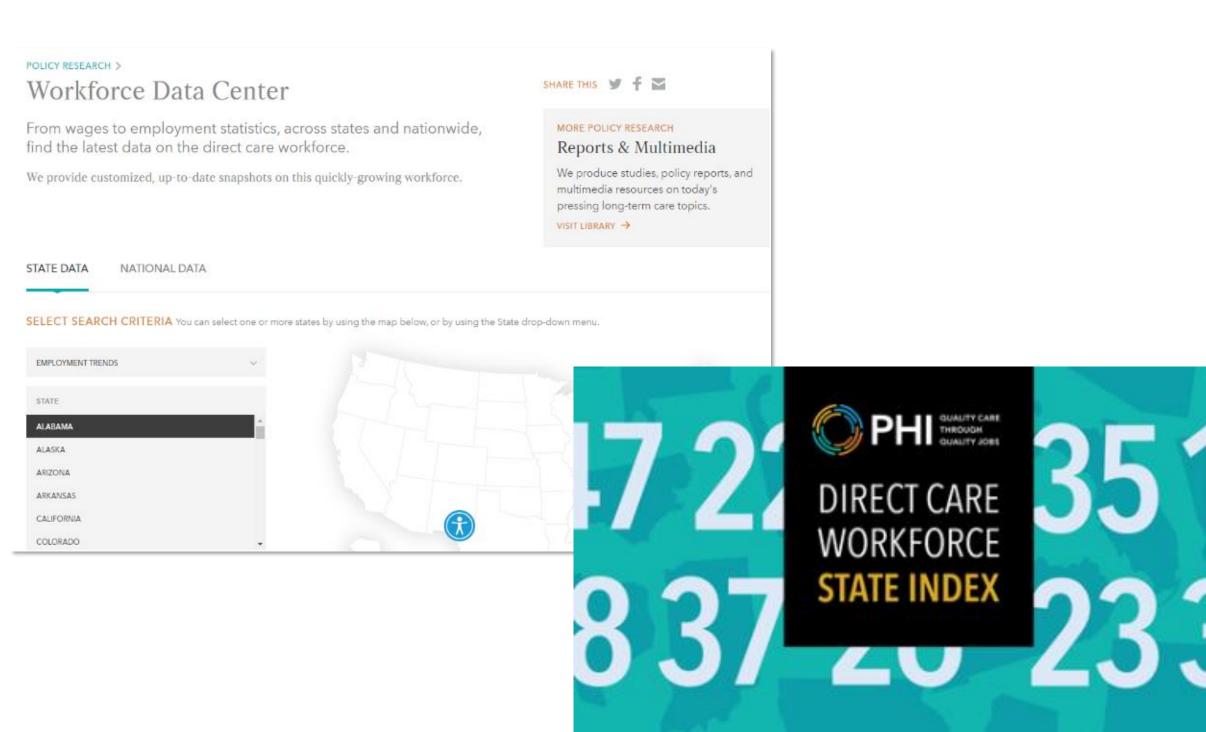
# The Moment for Innovation (#4): Strategic Framework for a National Plan on Aging

https://acl.gov/sites/default/files/ICC-Aging/StrategicFramework-NationalPlanOnAging-2024.pdf









https://www.phinational.org/policy-research/workforce-data-center/; https://www.phinational.org/state-index-tool/



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#### HIGHLIGHTS OF MAINE'S HCBS WORKFORCE EFFORTS

Presented by James Moorhead, Healthy Aging Services Manager, Office of Aging and Disability Services,

Maine Department of Health and Human Services

September 26, 2024



#### **OVERVIEW**

#### Focus Areas of Maine's HCBS Workforce Efforts

- Reimbursement
- Workforce Recruitment and Retention
- Qualifications and Training
- Workforce Development
- Expanding Existing Support Systems
- Consumer Directed Services
- Public Assistance

#### RESOURCES

Relevant Reports and Resources

- Commission to Study Long-term Care Workforce Issues
- AAAA-7 First Annual Report
- AAAA-7 Second Annual Report
- Home and Community Based Services Improvement Plan
- Bonus Data

#### REIMBURSEMENT

DHHS has taken several steps to support higher wages for direct support workers (DSWs)

- In July 2022, the Department implemented the Commission's recommendation to reimburse long-term care services at rates sufficient to support wages of at least 125% of the State minimum wage. This was applied to both Medicaid and State Funded services.
- Earlier in the year (February and March), to stabilize the workforce, HCBS providers were allocated \$121M in one-time funding for retention and attraction bonuses to direct support workers and supervisors under Maine's ARPA Section 9817 HCBS Improvement Plan.
- These actions were in addition to other one-time payments to providers made during the pandemic under emergency authority.

#### WORKFORCE RETENTION: WAGES

Participating agencies had flexibility to develop their bonus policies within DHHS guidelines, had until December 31, 2022, to spend their allotments, and were required to submit reports to DHHS specifying how the bonuses were distributed. The reports also indicated what DSWs earned and how many were employed at the start and end of the initiative.

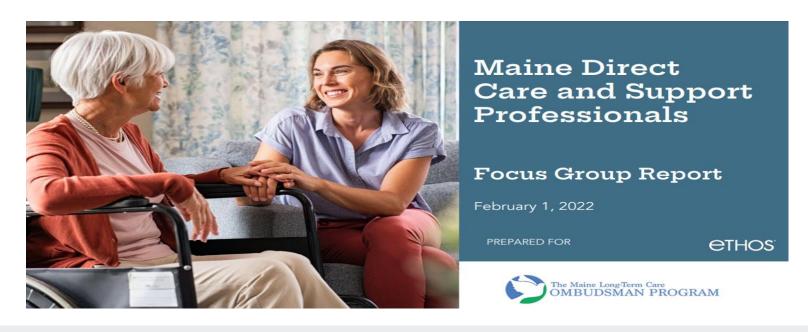
#### **Results**

- Bonuses Helped Stabilize and Grow Maine's Home and Community Based Service Workforce
- More than 24,000 DSWs and DSW supervisors in every Maine county received bonuses
- Workers received an average of \$3,429 in bonuses over the reporting period
- Wages rose across DSW service population groups
- The workforce grew and agencies retained nearly 82 percent of their HCBS staff

#### WORKFORCE RECRUITMENT







#### WORKFORCE RECRUITMENT



Connecting lives · Advancing community

https://mainecareerswithpurpose.org/

#### WORKFORCE RETENTION: UPSKILLING & TRAINING



Connect to healthcare training resources to accelerate your career or upskill your current workforce

#### **Program Highlights**

- Agencies & public education partners aligned on priority list of trainings to aggregate and fund in one centralized website.
- Website launched in April 2022. Supported by 2 Healthcare Navigators and 2 Tuition Remission Consultants.
- > The website was launched in April 2022 with more than 40,000+ unique viewers.
- ➤ Healthcare Training for ME has received 2,877 worker applications, and 184 employer applications.

#### WORKFORCE RETENTION: UPSKILLING & TRAINING

MDOL's tuition remission program funds short-term training that upskills our current healthcare workforce.

1,533 requests were eligible for Tuition Remission and enrolled in a course.

- 643 have completed.
- 622 are in progress.
- 134 are scheduled.
- 134 have exited without completing

| Dutanthy lab                            | Occupt |
|---|--------|
| Priority Job                            | Count  |
| EMT, AEMT, and Paramedic                | 354    |
| MHRT                                    | 251    |
| ACRE and Fading Supports                | 167    |
| CNA                                     | 148    |
| MA                                      | 125    |
| LPN                                     | 118    |
| DA and EFDA                             | 112    |
| CRMA                                    | 86     |
| PSS                                     | 48     |
| IPDH                                    | 28     |
| Phlebotomist                            | 27     |
| RN                                      | 24     |
| Surg Tech Surg Tech                     | 18     |
| Lactation Consultant                    | 12     |
| Certified Alcohol and Drug Counselor    | 4      |
| Health Coach                            | 3      |
| Advanced Sonography Cert                | 2      |
| Certified Clinical Supervisor           | 1      |
| Cardiovascular Ultrasound Technologist. | 1      |
| RBT                                     | 1      |
| Certified Dementia Care Provider        | 1      |
| Foot Care Specialist                    | 1      |
| CIC Infection Preventionist             | 1      |
| TOTAL                                   | 1533   |

#### OTHER WORKFORCE DEVELOPMENT INITIATIVES



### Maine DHHS, DOL, and DOE are collaborating on a number of workforce development initiatives:

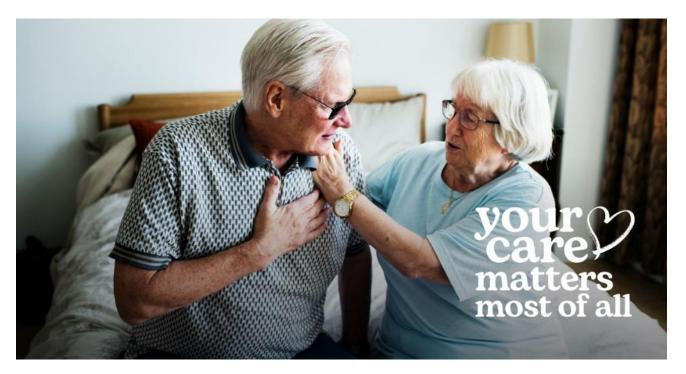
- Utilizing a combination of Maine Jobs & Recovery Program (MJRP) funds and a federal grant, DOL is actively expanding healthcare pre-apprenticeship and apprenticeship programs
- DHHS is engaged with the University of Maine System (UMS) and MCCS to align learning standards with provider needs.
- Supported by Maine Jobs & Recovery Plan funding, DOL hired two full-time healthcare career navigator positions to assist individuals statewide interested in healthcare careers get connected to training and job opportunities. Healthcare navigators have worked with 552 unique clients. 24% have been further enrolled in a program like WIOA, CSSP, Tuition Remission, or Apprenticeship.

#### EXPANDING EXISTING SUPPORT SYSTEMS

In October 2022, DHHS and the five Area Agencies on Aging implemented Respite for ME, funded through the Maine Jobs & Recovery Plan. The two-year pilot program provides grants for family caregivers providing care to a loved one at home. Informal and unpaid caregivers may use the funds for respite care, counseling and training, legal and financial guidance, and assistive technology. Family caregivers can also access services to maintain their own health such as self-care. In 2023, the grant amount has been raised to \$5,171.

First-Year Evaluation Report





#### CONSUMER DIRECTED SERVICES

- DHHS has long had consumer-directed options in its programs for older adults and adults with physical disabilities and those options have been growing in popularity. Self-Direction is currently offered in Maine Care Section 19 (Older Adults and Adults with Physical Disabilities Waiver), Section 96 (Private Duty Nursing and Personal Care Services) and Section 12 (Consumer Directed Attendant Services). In addition, the Department also allows self-direction in its state funded Section 69 (Independent Support Services), Section 63 (In-Home and Community Support Services for Elderly and Other Adults) and Chapter 11 (Consumer Directed Personal Assistance Services).
- Self-direction has been expanded to participants of Section 18 (Brain Injury Waiver), 20 (Other Related Conditions) and 29 (Supportive Services for Individuals with Intellectual Disabilities waiver) through a temporary modification to the waivers through the emergency use of the Appendix K option during the federal public health emergency. DHHS is pursuing permanent changes to its waiver policies to allow these options to continue.



#### PUBLIC ASSISTANCE



#### **CLIFF Dashboard**

**Maine Pilot Evaluation** 

## Whole Family Approach to Jobs and Partnership with the Federal Reserve Bank of Atlanta (CLIFF Tool) Highlights

- The suite of tools includes a calculator (short term planning), dashboard (long term planning), customizable planner for people, employers, and policy decisions
- Maine is one of several states partnering with the Atlanta Fed and Augusta CareerCenter, Family Futures Downeast, Fedcap, Kennebec Valley Community Action Program, Higher Opportunity for Pathways to Employment (HOPE), McAuley Residence, and Southern Midcoast CareerCenter to pilot the CLIFF dashboard
- Next Steps: The second pilot is currently underway working with the same, and additional, organizations to continue testing the usefulness of the calculator with coaches and participants
- You can read the complete evaluation by double clicking the Photo

Click on the picture to read the full report!





Community Health Workers
National Healthy Aging Symposium
Jackie Catron | September 26, 2024



#### **Community Health Worker**

APHA definition – adopted by Kansas Community Health Worker Coalition.

#### "A frontline public health worker who:

- is a trusted member of and/or has an unusually close understanding of the community served,
- has a trusting relationship that enables the CHW to serve as a liaison/link/intermediary between health/social services and the community,
- can facilitate access to services and improve the quality and cultural competence of service delivery and
- **builds individual and community capacity** by increasing health knowledge and self-sufficiency through a range of activities such as outreach, community education, informal counseling, social support and advocacy."



#### Kansas CHW Coalition's Scope of Work

Kansas Community Health Workers (CHW) use core competencies that aid in connecting individuals to the information and services needed for optimal, individualized health outcomes. These core competencies support the CHW in performing appropriately within different models of practice as determined by employers.

- Client Support: Provide encouragement and social support to assist clients with goal setting and barrier identification within professional boundaries.
- Care Coordination: Assist in coordinating care by linking people to appropriate information and services.
- **Health Care Liaison:** Serve as a culturally-informed liaison between clients, community and healthcare systems.
- **Health Education:** Provide culturally appropriate health education to individuals, organizations or communities, to reduce modifiable risk factors and encourage healthy behaviors.
- Advocacy: Recognize gaps and advocate for individual and community health needs.

https://kschw.org/



#### What do CHWs do:

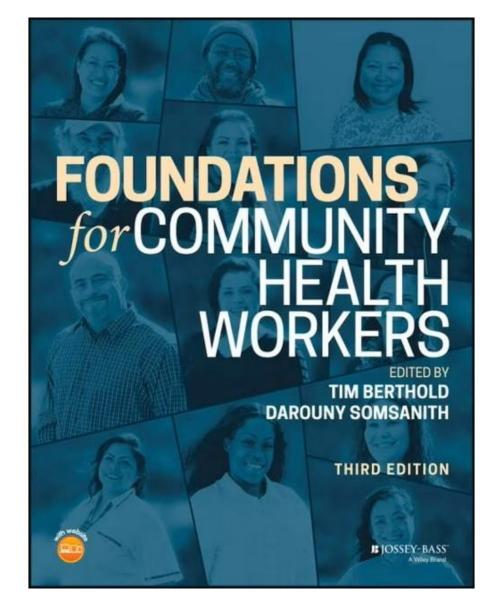
- Bridge the gap between healthcare, social services and other community resources.
- Facilitate access to services and resources.
- Improve the quality of service.
- Build relationships in their community.
- Develop peer-to-peer relationships of trust.
- Communicate openly.
- Strengthen care teams.





#### Kansas CHW Core Curriculum Training

- 1. Professionalism and Conduct
- 2. Self-awareness
- 3. Service Coordination and System Navigation
- 4. Education to Promote Healthy Behavior Change
- 5. Advocacy
- 6. Individual and Community Capacity Building
- 7. Effective Communications Strategies
- 8. Cultural Responsiveness
- 9. Documentation and Reporting
- 10. Use of Public Health and Community Health Concepts and Approaches
- 11. Individual Assessment
- 12. Community Assessment



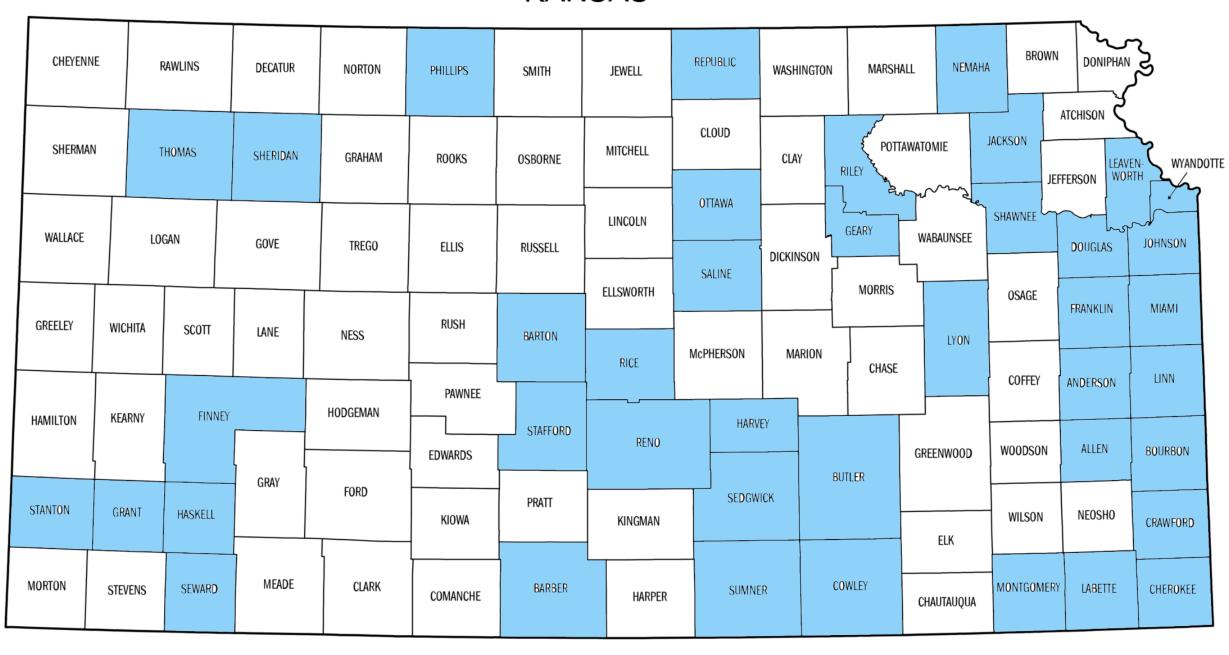




#### Landscape in Kansas

- Mostly Rural and Frontier state
- 105 Counties
  - 10 counties have a population greater than 50,000
- Areas of Refugee Populations
- Four Tribal Nations
- Many Bilingual CHWs

#### **KANSAS**



<sup>\*</sup> The map above indicates the location of CHWs based on the updated KS CHW Coalition map (September 2024).



#### **Training**

- CHW Core Curriculum Course now also available in Spanish
- Motivational Interviewing
- Hypertension, Heart Disease, CHW Stroke Bootcamp, Arthritis Management, Management of Respiratory Conditions
- Mental Health, Behavioral Health
- Dementia, Alzheimer's, Healthy Brain Initiatives
- Insurance (Medicare, marketplace, Medicaid), Supplemental Security Income, Senior Health Insurance Counseling for Kansas, Advance Directives, Legal end-of-life
- Assistance with housing, utilities, medication
- Grandparents Kinship
- Matter of Balance
- Diabetes Prevention Program
- Healthy Hearts Ambassador



#### **CHW Led Classes**

#### **Matter of Balance**

- Program designed to reduce the fear of falling by learning to view falls as controllable and increase activity levels among older adults.
- Class meets once a week for 8 weeks.
- Curriculum includes group discussions, mutual problem solving, role-play activities, exercise training, assertiveness training, few homework assignments.
- Participants conduct home safety evaluation.
- Learn to get up and down safely.



#### **CHW Led Classes**

#### **Matter of Balance**

- During week four, hosted a Physical Therapist who discussed the various systems in the body that can cause balance concerns and gave participants tips on things to do at home to help.
- During week seven, hosted Phil Davis, with Harmony Homes, who offered suggestions
  about "Aging in Place-Home" and what modification would be options to help the
  participants stay in their homes longer. (Phil is a CAP-Certified Aging in Place Contractor).
- Weeks four through seven, we exercised with basic exercises to help with strength and balance.
- Flyers posted in the lobby and each exam room, advertised on Facebook
- Offer to all patients who have been in the Emergency Room (ER) for a fall (when doing ER follow-up call)



#### **CHW Led Classes**

#### **National Diabetes Prevention Program**

- Patients who are at risk of developing type 2 diabetes
- CHWs became Lifestyle Coaches
- 12-month program
  - 16 weekly sessions
  - Six-month monthly sessions
- Goals of the program
  - Lose 10% of their starting body weight
  - Weekly activity of 150 minutes or more

#### **Healthy Hearts Ambassador**

- Four-month program
  - Weekly check-ins
  - Monthly nutrition education seminars
- Encourage self-monitoring and recording of blood pressure
- Educate on a heart-healthy diet





#### Other Areas CHWs Assist in

- Red Files (working with Emergency Medical Technicians (EMTs))
- Hide Key boxes program (developed by EMTs)
- Bridging the Digital divide/gap
- Enrolling in grief support groups



### Advancing the CHW Workforce in the Heartland

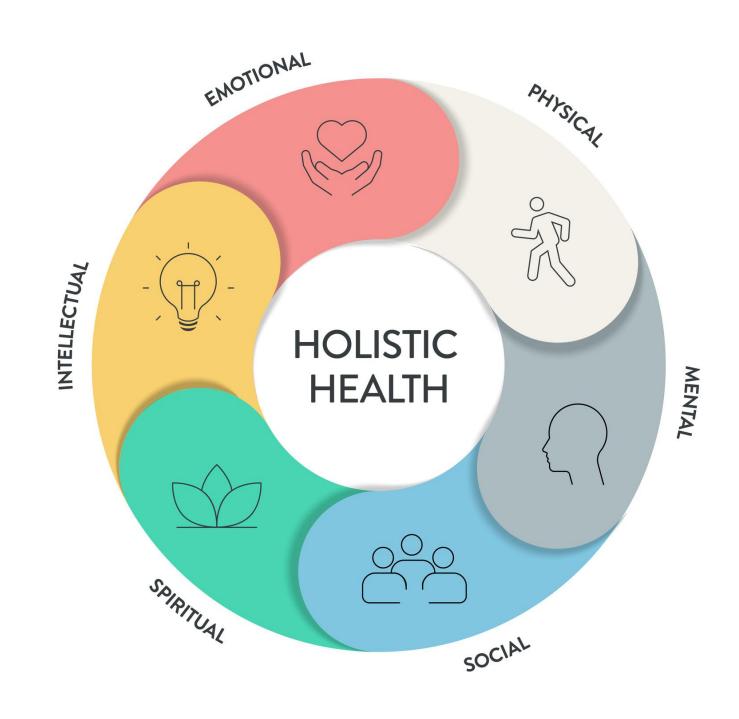
#### 17,953 Referrals Made for Services

#### **8014 Health Conditions**

- Primary Medical Care
- Hypertension, Heart Disease
- Improving Physical Activity/Healthy Eating
- Diabetes Management
- Mental Health/Addictions

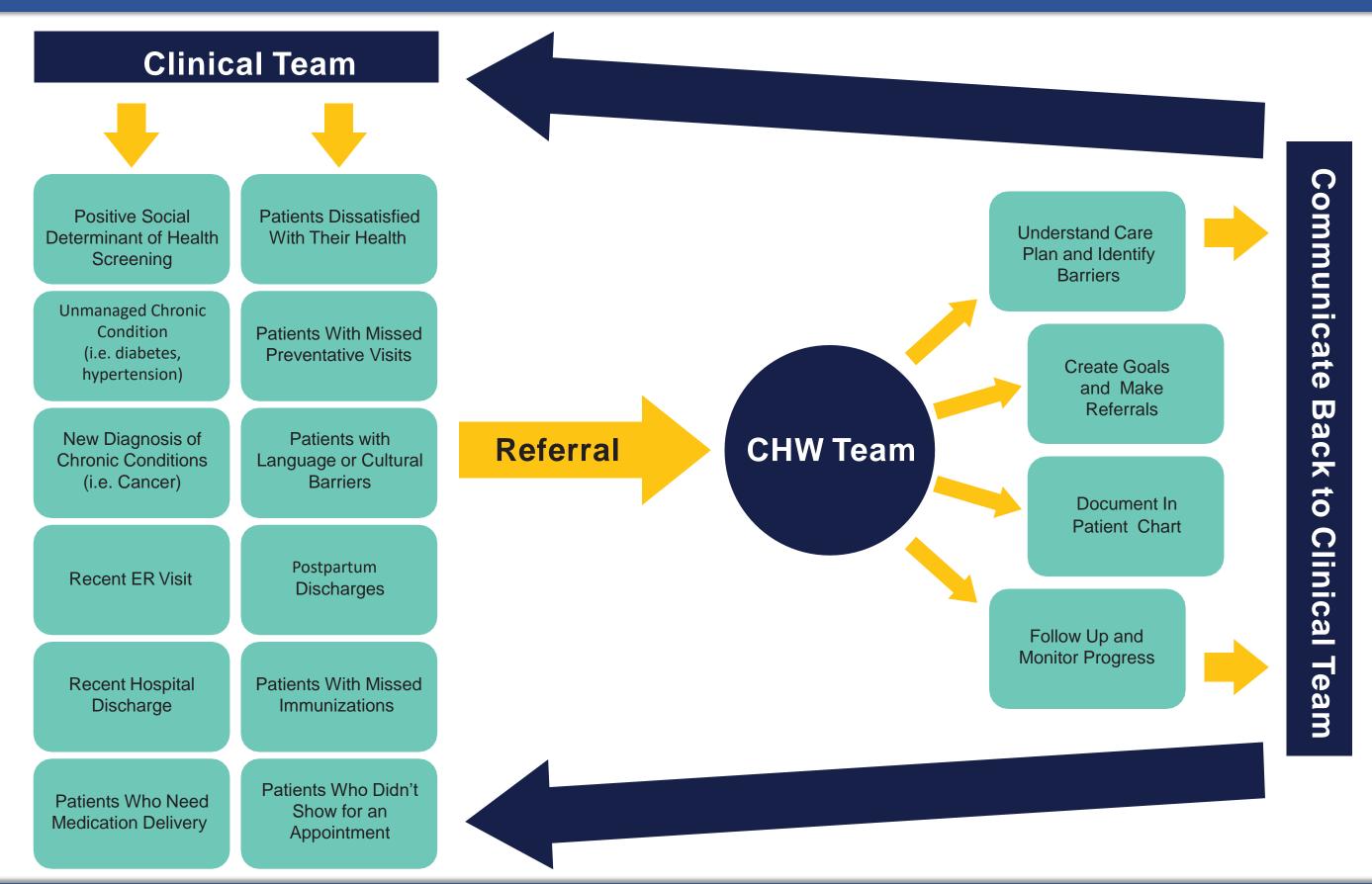
#### 9939 Social Services

- Public Health Insurance
- Food Assistance
- Medication Assistance
- Housing/Shelter
- Language Barriers/ Interpretation
- Transportation





### Community Health Worker Clinical Team Workflow





#### **Success Story**

- A 105-year-old patient was referred to the CHW team for frequent falls.
- We started making home visits; we found that the family member who lived with her was not assisting her as needed. The patient has had multiple falls when she was home alone and has incurred injuries.
- Thanks to the effective support of the CHW program, the patient has made the significant decision to reassign her DPOA.
- We obtained an emergency alert button for her.
- We monitored her vitals and reported blood pressure changes.
- We followed up on medication changes by the provider.
- We provided support for her skin tear wounds and other injuries sustained from falls.
- We provided support when the patient was sick and connected her to a provider.
- We helped when she moved into a nursing home.





#### Resources

- kschw.org/
- https://www.kdhe.ks.gov/1770/Community-Health-Workers
- worldpopulationreview.com/us-counties/kansas
- apha.org/apha-communities/member-sections/community-health-workers

#### Other

- National Association of Community Health Workers <u>nachw.org/</u>
- C3 The Community Health Worker Core Consensus Project <a href="https://hc3project.org/">hc3project.org/</a>
- CHW Center for Research and Evaluation <a href="mailto:chwcre.org/">chwcre.org/</a>
- MHP Salud <u>mhpsalud.org/</u>



#### **Questions and Curiosities**



#### **Jackie Catron**

Community Health Worker Section Director Jackie.Catron@ks.gov

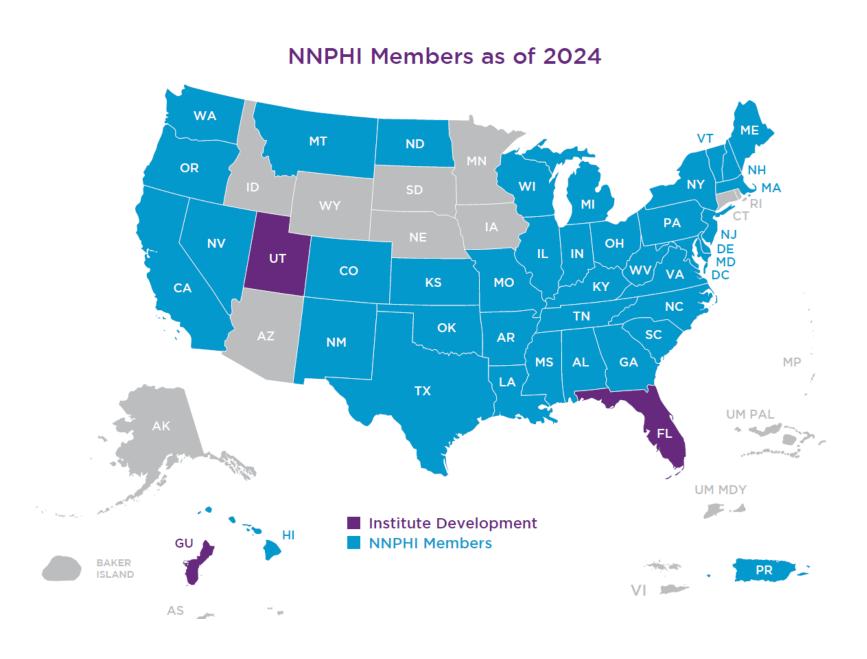


How Public Health is Evolving to Ensure a Skilled Workforce to Improve the Lives of Older Adults



### **About NNPHI**

Mobilizing 47 public health institutes throughout 32 states, including more than 8,500 subject matter experts, the National Network of Public Health Institutes (NNPHI) supports national public health system initiatives and strengthens public health institutes to promote multisector activities resulting in measurable improvements of public health structures, systems, and outcomes. To learn more about NNPHI, visit www.nnphi.org.

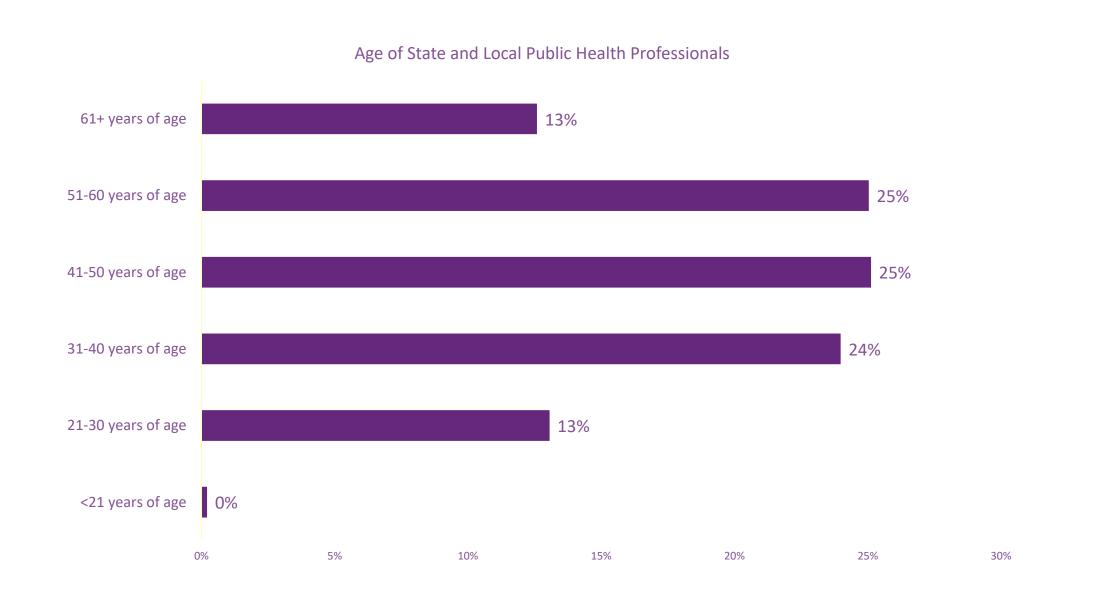




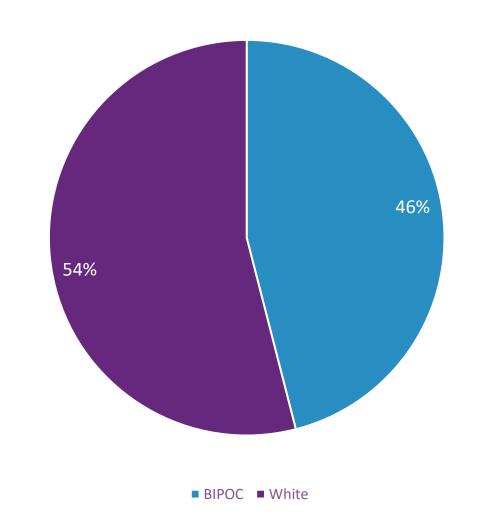
# The Public Health Workforce: A Field in Transition



# A Diverse and Aging Workforce



Race & Ethnicity of State and Local Public Health Professionals





de Beaumont Foundation and Association of State and Territorial Health Officials, *Public Health Workforce Interests and Needs Survey: 2021 Dashboard.* www.phwins.org/national. July 31, 2023

# Funding cuts and the pandemic contributes to a changing and overburdened workforce

46%

of state and local public employees left their organizations from 2017-2021.<sup>1</sup> 80,000 more FTE are needed to deliver basic public health

services.<sup>2</sup>

of the public health workforce plan to retire following the COVID-19 pandemic.<sup>1</sup>

1 Leider JP, Castrucci BC, Robins M, Hare Bork R, Fraser MR, Savoia E, Piltch-Loeb R, Koh HK. (March 2023). The Exodus of State and Local Public Health Employees: Separations Started Before and Continued Throughout COVID-19. Health Affairs. DOI: 10.1377/hlthaff.2022/01251



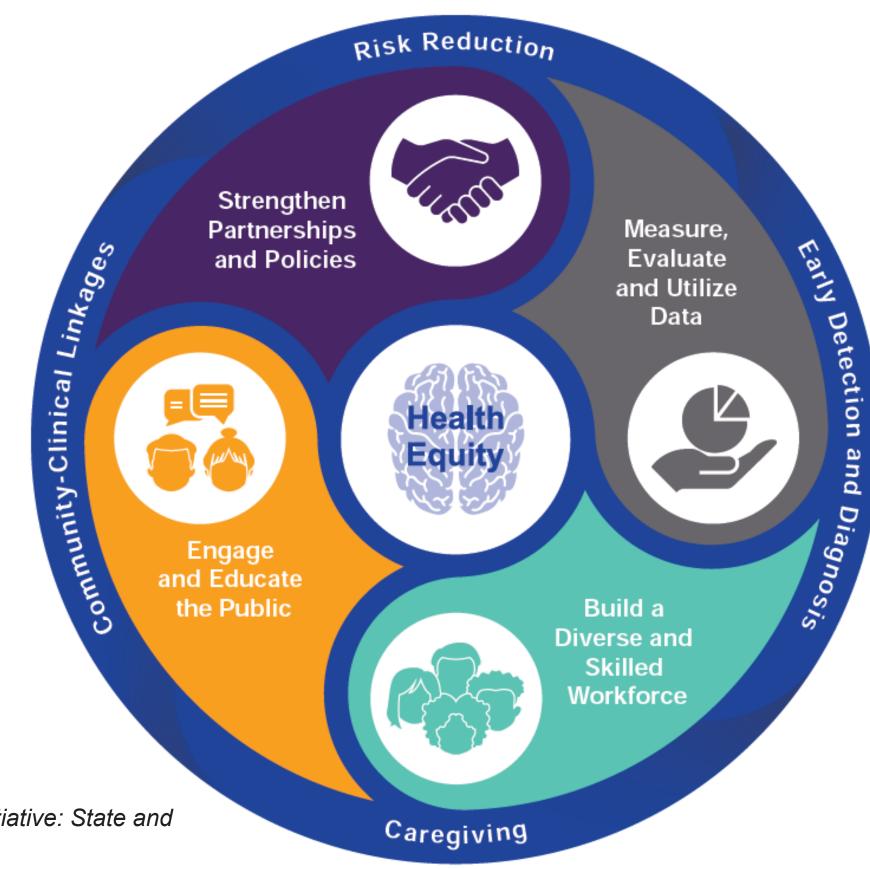


# Efforts to Develop and Maintain a High-Functioning Public Health Workforce



# Healthy Brain Initiative: Strategies to Increase Knowledge and Skills of the Workforce

- Train current and future public health professionals about risk factors for cognitive decline and dementia (W-2)
- Promote inclusion of the life course approach to brain health in licensing, certification and continuing education requirements (W-3)
- Strengthen training of community health and direct service workers about brain health across the life course (W-4)
- Partner with public safety and emergency response agencies (W-5)



Alzheimer's Association and Centers for Disease Control and Prevention. Healthy Brain Initiative: State and Local Road Map for Public Health, 2023–2027. Chicago, IL: Alzheimer's Association; 2023.

# Age-Friendly Public Health Systems Initiative



Trust for America's Health (March 2024). How the 10 Essential Public Health Services Align with the AFPHS 6Cs Framework for Supporting Healthy Aging. https://www.tfah.org/report-details/how-the-10-essential-public-health-services-align-with-the-afphs-6cs-framework-for-supporting-healthy-aging/

| AFPHS<br>6Cs Framework | Corresponding Essential Public Health Services  |
|------------------------|---|
| Creating & Leading     | #5: Create, champion, and implement policies, plans, and laws that impact health  |
|                        | #6: Utilize legal and regulatory actions designed to improve and protect the public's health                              |
| Connecting & Convening | #4: Strengthen, support, and mobilize communities and partnerships to improve health                                      |
|                        | #8: Build and support a diverse and skilled public health workforce   |
| Coordinating           | #10: Build and maintain a strong organizational infrastructure for public health  |
| Collecting             | #1: Assess and monitor population health status, factors that influence health, and community needs and assets            |
|                        | #2: Investigate, diagnose, and address health problems and hazards affecting the population                               |
| Communicating          | #3: Communicate effectively to inform and educate people about health, factors that influence it, and how to improve it   |
| Complementing          | #7: Assure an effective system that enables equitable access to the individual services and care needed to be healthy     |
|                        | #9: Improve and innovate public health functions through ongoing evaluation, research, and continuous quality improvement |



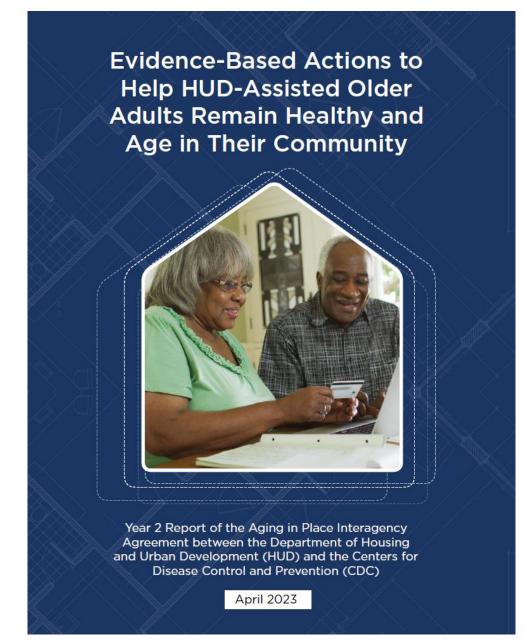
# How Public Health Can Collaborate with Other Sectors

Healthcare System Interventions and Partnership Opportunities for management of existing chronic health conditions among older adults and reduce risk for falls

- <u>Case-managed Care for Community-Dwelling Frail Elders or Integrated Long-term Care for Community-dwelling Frail Elders, Chronic Disease Management Programs,</u>
- Risk Assessments & Personalized Approaches to Fall Prevention among Older Adults or Multicomponent Fall Prevention Interventions for Older Adults,
- Team-based Care to Improve Blood Pressure Control, and
- Home-Based Depression Care Management.

**Programs and Services HUD Could Offer or Partner to Provide** to promote health and reduce the risk of chronic physical and mental health conditions that contribute to transitions out of independent living.

- Service-enriched Housing,
- <u>Interventions Engaging Community Health Workers or Combined Diet and Physical Activity Promotion Programs to Prevent Type 2 Diabetes Among People at Increased Risk, and</u>
- Activity Programs for Older Adults.





# Public Health Infrastructure Grant Program

#### **STRATEGIES**

#### SHORT-TERM OUTCOMES

#### LONG-TERM OUTCOMES

#### Workforce

Recruit, retain, support, and train the public health workforce

Increased hiring of diverse public health staff

Increased size of the public health workforce



#### **Foundational Capabilities**

Strengthen systems, processes, and policies Improved organizational systems and processes

Stronger public health foundational capabilities



More modern and efficient data infrastructure

Increased data interoperability Increased availability and use of public health data



Accelerated prevention, preparedness, and response to emerging health threats, and improved outcomes for other public health areas.

#### Data Modernization

Deploy scalable, flexible, and sustainable technologies



# The Protecting the Health of America's Older Adults Act Background

The Protecting Health of Older Adults Act would authorize the Secretary of Health and Human Services (HHS), pending availability of appropriations, to create a Healthy Aging program at CDC to promote the health and well-being of older adults, improve health equity, and reduce healthcare costs. The Healthy Aging program would coordinate efforts across CDC and implement grants and technical assistance to state, local, territorial, and tribal health departments for:

- Improving the coordination of public health interventions that promote the health and wellbeing of older adults
- Disseminating and implementing evidence-based best practices and programs with respect to promoting the health and well-being of older adults
- Coordinating multisectoral efforts to promote the health and wellbeing of older adults across governmental and nongovernmental health and related agencies
- Improving coordination of interventions to identify gaps and reduce duplication of efforts at federal, local, and state agencies and with other aging services organizations.



### **Moderated Question and Answer**





# Next Up at 4:20 pm ET: Empowering Caregiving and Strengthening Support for Older Adults AND Supporting Health through Affordable, Safe, and Accessible Housing

Go to your Whova platform to join!





# Thank You!



