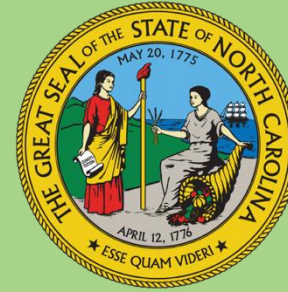


All Ages, All Stages NC

A Roadmap for Aging and Living Well
NORTH CAROLINA'S MULTISECTOR PLAN FOR AGING



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**
Division of Aging

All Ages, All Stages NC NC's Multisector Plan for Aging Optimizing Health and Wellbeing Webinar

Bill Lamb and Lee Dobson
Workgroup Leads

September 27, 2024



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

Goals

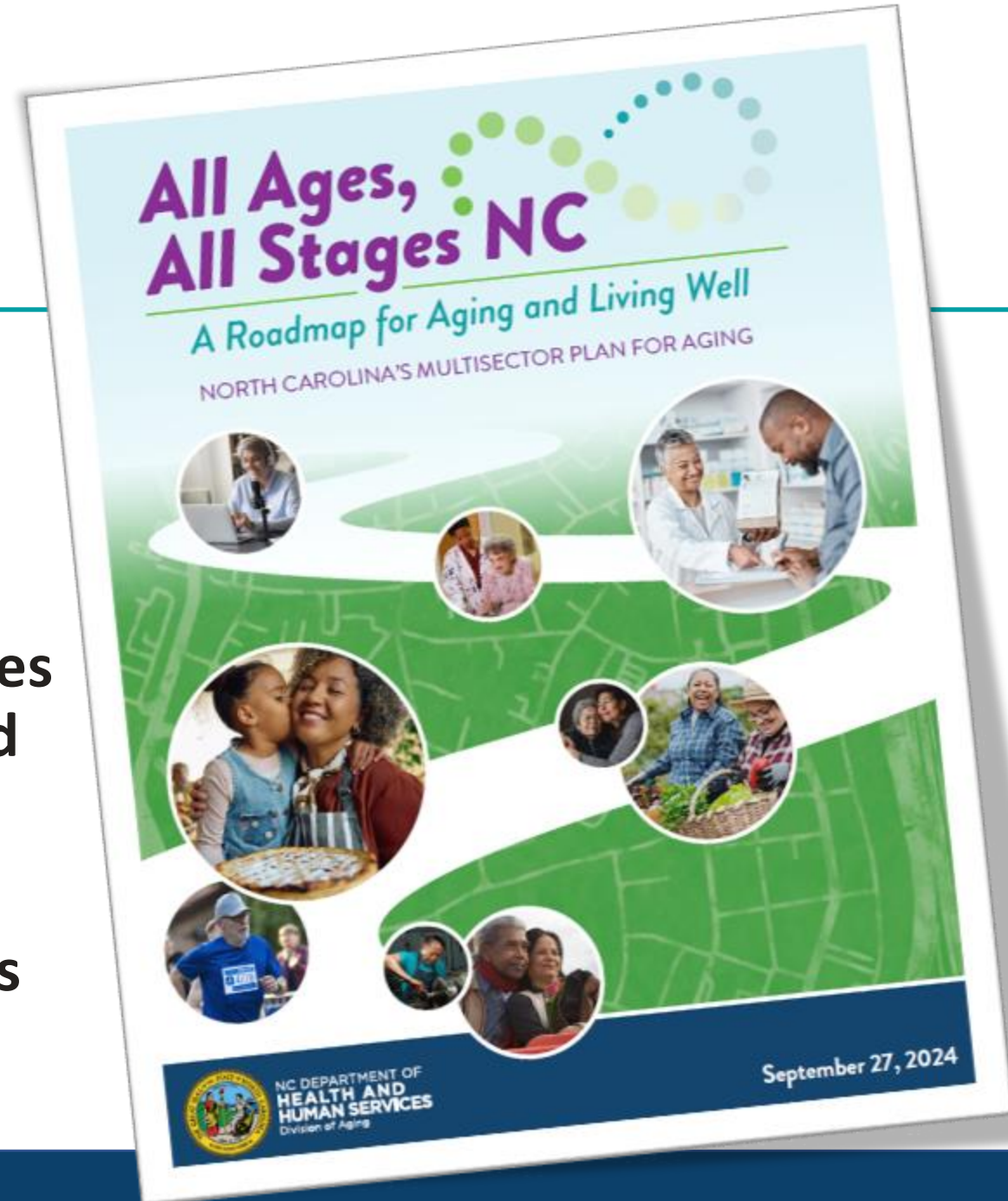
- Understand what All Ages, All Stages NC is
- Discover the structure and focus of the implementation subgroups guiding key recommendations.
- Gain insights from PHI and the NC Center on the Workforce for Health on the role of data in strengthening the direct care workforce
- Learn about the National Core Indicators – State of the Workforce (NCI–SOW) and its role in informing workforce strategies
- Identify ways you and your organization can get involved in All Ages, All Stages NC and help shape its progress across North Carolina



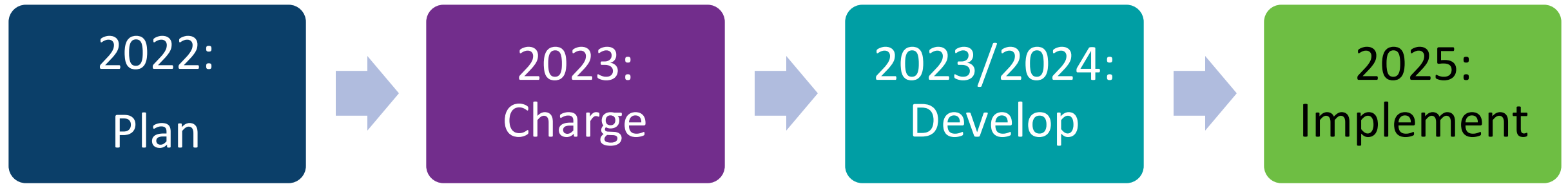
Find our plan at
<https://www.ncdhhs.gov/imstillhere>

What is All Ages, All Stages NC?

- It is our Multisector Plan on Aging!
- To do this we took a **cross-sector, state-led strategic planning process** that will help us transform our infrastructure and coordinate services for our rapidly aging population, and people with disabilities.
- Our plan elevates common goals, reduces duplication, and streamlines efforts!



Process of Developing NC's Plan



*Multi-state Collaborative
& Age My Way NC*



Executive Order 280



Plan Unveiling

Current Priorities



Supporting Older Adults and Their Families

Home and
Community-
Based Services

Family
Caregiver
Support

Optimizing Health and Well Being

Long-Term
Services and
Supports

Workforce

Strengthening Communities for a Lifetime

Housing

Adult Protective
Services

Age-Friendly
State and
Communities

Affording Aging

Potential of
Older Adults

Optimizing Health and Wellbeing

North Carolinians will have access to person-centered services and supports that will optimize their life-expectancy and health quality.



TOPIC AREA 3:

Optimizing Health and Wellbeing



Scope of “Workforce” in All Ages, All Stages NC



- The plan uses a broad, lifespan-oriented definition of workforce, covering the full aging services continuum.
 - Direct care and paraprofessional roles (e.g., home health aides, CNAs) are a central focus due to urgent workforce shortages.
 - However, the plan also includes:
 - Licensed professionals (e.g., nurses, social workers)
 - Administrative and systems-level roles
 - Informal and family caregivers
 - Workforce development partners across sectors
- The **first two years of action steps** focus more narrowly on **direct care workforce priorities**, aligning with:
 - NC Center on the Workforce for Health’s framework
 - The *Investing in North Carolina’s Caregiving Workforce* report
 - Rate setting and compensation strategies

What LTSS Are We Focused On?



- **We define Long-Term Services and Supports (LTSS) broadly**
 - Includes medical and non-medical services that help people live as independently as possible
 - Covers both formal supports (like in-home care, adult day programs) and informal supports (like caregiving by family or friends)
- **Our focus goes beyond clinical care**
 - Emphasizes *social drivers of health*, housing, transportation, nutrition, and caregiver support
 - Recognizes that healthy aging requires coordinated, person-centered support across systems
- **LTSS in this plan includes all settings**
 - Home, community, and facility-based settings
 - Includes services funded through Medicaid, Older Americans Act, private pay, and other sources



The Role of Collective Impact



- Establishing a unified vision that aging is a shared community and state responsibility
- Centering the voices and leadership of older adults, caregivers, and diverse communities to guide decisions on health services and workforce development.
- Designing collaborative, sustainable solutions that strengthen long-term services and supports and build a skilled, resilient health and caregiving workforce.
- Coordinating across sectors to align resources, policies, and programs to improve access to person-centered care and support services.
- Building a culture of continuous learning and accountability through data sharing and transparent tracking of progress in health outcomes and workforce capacity.

Statewide Strategies Feeding into the MPA:

- NCIOM Healthy Aging Taskforce Report
- State Health Improvement Plan
- Exercise is Medicine Taskforce
- Healthy Aging NC
- NC Senior Games
- Senior's Health Insurance Information Program (SHIIP)
- NC Center for Workforce
- Caregiving Workforce Report



Strengthening North Carolina's Direct Care Workforce

Kezia Scales, Vice President of Research & Evaluation,
PHI

Trish Farnham, Caregiving Workforce Analyst, NC
Center on the Workforce for Health



Objectives



- **Describe the current landscape of the direct care workforce in North Carolina, including key roles, challenges, and demographic trends.**
- **Highlight current initiatives and strategies in North Carolina aimed at strengthening the direct care workforce, including cross-sector efforts.**
- **Demonstrate how improved data collection and analysis can guide policy and investment decisions that support workforce recruitment, retention, and career advancement.**
- **Identify key considerations and recommendations for improving the state's direct care workforce data infrastructure**
- **Discuss opportunities for collaboration in strengthening North Carolina's direct care workforce**



DOROTHY HIERSTEINER
CO-DIRECTOR OF NCI FROM HUMAN
SERVICES RESEARCH INSTITUTE
DHIERSTEINER@HSRI.ORG



ROSA PLASENCIA
CO-DIRECTOR OF NCI-AD FROM
ADVANCING STATES
RPLASENCIA@ADVANCINGSTATES.ORG

National Core Indicators Aging and Disability – State of the Workforce Survey

Dorothy Hiersteiner
Rosa Plasencia





Subgroup Highlights: Implementation in Action



2 Subgroups and 6 Recommendations

1. Subgroup 1: Health and Well-Being

1. Foster a culture of healthy living through community programs.
2. Promote best practices in health care delivery.

2. Subgroup 2: Long-Term Care Costs and Medicare

1. Increase awareness of long-term care costs and Medicare limitations.

3. Workforce*

1. Develop targeted recruitment campaigns, partnerships with educational institutions, and enhance trainings to ensure a skilled workforce for aging-related jobs.
2. Address recommendations from the Investing in North Carolina's Caregiving Workforce report
3. Expand financial incentives for health care careers.

*=Workgroups already exist (Center for Workforce for Health)

Health and Well-Being Subgroup Updates



- **Subgroup Leaders**

- Tish Singletary, Amber Chapman

- **Year 1 Subgroup Focus:**

- Concentrating on fostering lifelong wellness and enhancing person-centered care for older adults. This includes promoting evidence-based health programs, advancing care models that improve accessibility and engagement, and integrating medical, behavioral, and social supports to reduce system
- Conducting a statewide landscape analysis to identify current resources, gaps, reimbursement structures,

and programs to leverage or expand and aligning continuing education and licensure standards with whole-person care principles

- **Teams will compile information on:**

- Data and mapping resources such as CHIS, BRFSS, Medicaid, and GIS
- Existing community programs including AAAs, Local Health Departments, AHECs, and FQHCs
- Reimbursement models like Medicaid billing codes and claims
- Public education and awareness campaigns





Long-Term Care Costs and Medicare Subgroup Updates

- **Subgroup Leaders**
 - Melinda Munden, Kevin Robertson, and Gina Upchurch
- **Year 1 Subgroup Focus:**
 - Address challenges and opportunities in long-term care financing, Medicare, and Medicaid in North Carolina, including updates on federal and state policy changes affecting programs like SHIP.
 - Highlight SHIP's role in unbiased Medicare counseling amid funding uncertainties.
 - Compare North Carolina's LTC costs and policies nationally, exploring models from other states and integrating financial education into planning.



Public Q&A





Discussion Prompts

- **What resonated most with you from today's workforce presentation(s)?**
- **Based on the subgroup updates, are there opportunities you see to align your work or collaborate?**
- **Are there any gaps or missed perspectives in the subgroup focus areas that you want to raise?**
- **What would make it easier for you or your organization to stay engaged with the implementation phase?**
- **How can we better connect state-level planning with local needs and realities?**



Closing Remarks



What Do We Want You to Take Away?



- **Aging is a lifelong process.**
We all have a stake in shaping the systems that will support us - our families, our neighbors, and our communities.
- **Optimizing health and well-being across the lifespan is essential.**
This means promoting prevention, managing chronic conditions, strengthening the workforce, and ensuring access to quality care and resources that enable people to live well at every stage of life.
- **The plan is ready. The vision is bold.**
Implementation requires partnership. We need your expertise, your leadership, and your advocacy.
- **This is not about starting from scratch.**
It is about aligning what we already do, health care, long-term services and supports, community infrastructure, with a shared framework for impact.

How Can You Get Involved?



- Connect your work to the plan's eight priorities
- Share the plan with your team
- Align policies and funding with the plan's action steps
- Share successes, lessons, stories, and data to inform statewide efforts to AAASNC@dhhs.nc.gov
- Join our workgroup and stay engaged

Thank you. We appreciate your interest and involvement in this work.



Find our plan at
<https://www.ncdhhs.gov/imstillhere>