

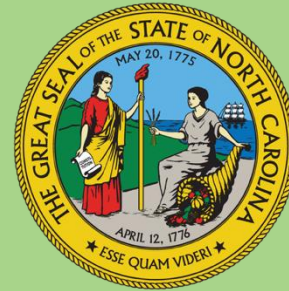
All Ages, All Stages NC

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



NC DEPARTMENT OF
HEALTH AND
HUMAN SERVICES

September 27, 2024



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

All Ages, All Stages NC NC's Multisector Plan for Aging Supporting Older Adults and Their Families

Kay Castillo and Jenisha Henneghan
Workgroup Leads



Goals

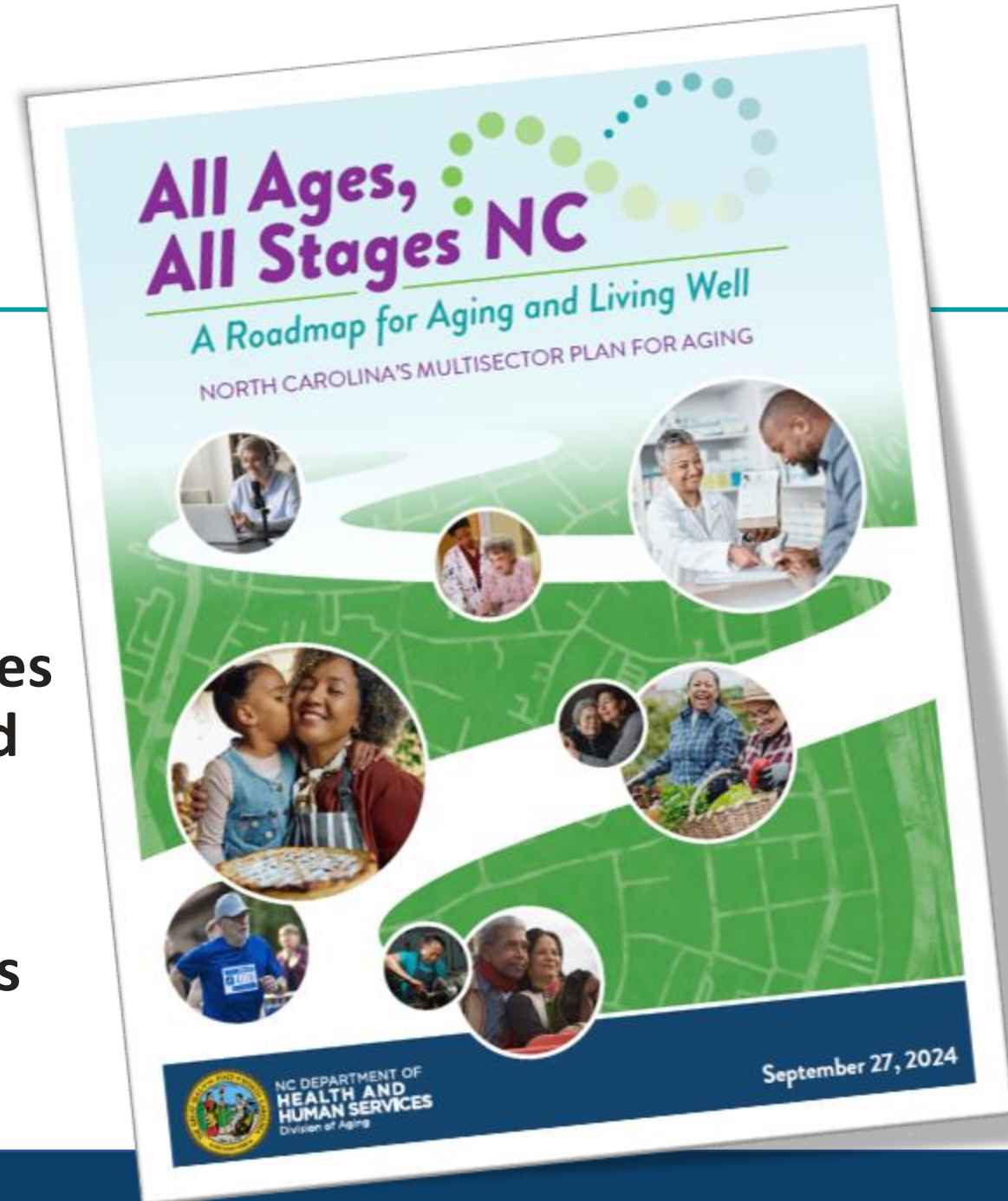
- Understand what All Ages, All Stages NC is
- Discover the structure and focus of the implementation subgroups guiding key recommendations.
- Explore how the NC Caregiving Collaborative is advancing caregiver support through cross-sector partnerships, statewide analysis, and alignment with national caregiving priorities
- Identify ways you and your organization can get involved in All Ages, All Stages NC and help shape its progress across North Carolina



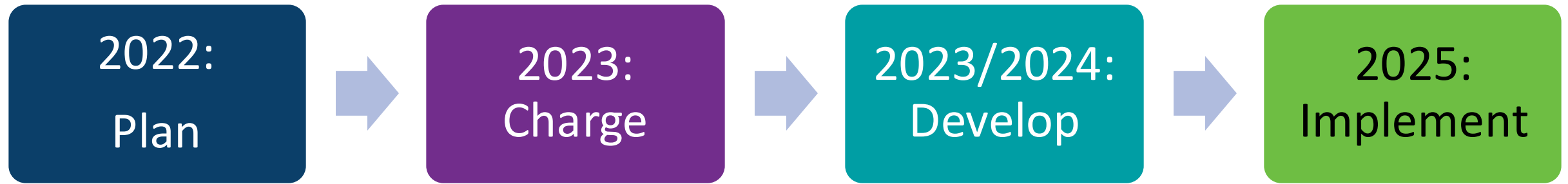
Find our plan at
<https://www.ncdhhs.gov/imstillhere>

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

Supporting Older Adults and Their Families

North Carolinians will have access to services and resources that will enable them to stay in their homes and communities as they age and will support their families in their efforts to provide care when needed.



TOPIC AREA 1:

Supporting Older Adults and Their Families



Supporting Older Adults and Their Families



Home and Community-Based Services



Family Caregiver Support

How the Supporting Older Adults & Their Families Workgroup Operates



- Fully externally led and aligns with existing coalitions and leadership structures
- Focuses on **amplifying**, not duplicating, ongoing efforts
- Prioritizes **cross-sector collaboration** and stakeholder inclusion
- Connects *All Ages, All Stages NC* with existing statewide initiatives
- Offers space for shared learning and strategic alignment

Statewide Strategies Feeding into the MPA:

- State Aging Plan
- NC Caregiving Collaborative
- NC Dementia Coalition, Dementia Capable
- Lifespan Respite Grant
- No Wrong Door
- NCCARE360 and NC211

The Role of Collective Impact

- Establishing a **unified vision** that aging, caregiving, and access to HCBS are **shared responsibilities** across communities and the state
- **Centering the voices and leadership of older adults, family caregivers, and diverse communities** in shaping policies and services
- **Co-designing collaborative, sustainable solutions** that strengthen long-term services and supports
- **Coordinating across sectors** to align resources, policies, and programs that improve access to person-centered, community-based care
- Promoting a **culture of shared learning and accountability** through transparent data sharing and tracking of outcomes.





Big Picture Perspective on Recommendations and Existing Efforts:

Implementation in Action



3 External 'Subgroups' and 7 Recommendations

1. Home and Community-Based Services* (Home and Community-Based Services Priority)

1. Align NC policies with OAA rules.
2. Pursue data modernization (ARMS replacement).

2. Caregiving* (Family Caregiver Support Priority)

1. Provide comprehensive support for family caregivers.
2. Expand consumer-directed caregiving options.
3. Sustain the NC Caregiving Portal.

3. Referrals and Access to Care* (Family Caregiver Support Priority)

1. Create a unified referral system ("No Wrong Door").
2. Enhance NC211 and NCCARE360.

*=Existing Initiatives/Workgroups (Division of Aging OAA Final Rule Workgroups; NC Caregiving Collaborative and other DA Caregiving Initiatives; NWD Governance Team)

Home and Community-Based Services



- **Recommendation:**
 - Align NC policies with the Older Americans Act rules to meet its intended goal of supporting more older North Carolinians to live at home and in the community.
- **All Ages, All Stages NC Liaisons:**
 - Misty Piekaar-McWilliams and Katie Kutcher



Older Americans Act



- **Older Americans Act (OAA) established in 1965 to build support and community-based services for seniors**
 - Same year as Medicare & Medicaid enacted
- **Every five (5) years the OAA must be reauthorized by Congress**
- **Periodically, the Administration for Community Living (ACL) updates the Federal regulations attached to the OAA**
 - Effective date March 15, 2024
 - October 1, 2025, is compliance date
 - [45 CFR 1321](#)

OAA Final Rule Updates



- **Workgroups developed around the services most impacted**

Nutrition	Ombudsman	Emergency Management
Planning & Administration	Caregiving	Legal Services

- **Workgroups established, meeting routinely**
 - **Each workgroup has reviewed the OAA (USC), the CFR ('final rule') and compared to program manual ('standards')**
 - **In the workgroups, items to be corrected have been unmasked**

OAA Final Rule Updates



- **Examples of Items Discussed**
 - meal take out (nutrition)
 - language services (legal)
 - private pay relationship (planning & administration)
- **Upon completion, proposed draft manuals will be put out for review**
 - Comment period
 - Workgroups will approve, amend or reject comments
 - Effective date will be determined
 - Budget

Caregiving



- **Recommendation(s):**
 - Provide family caregivers with more support including a comprehensive range of services like respite care.
 - Expand consumer-directed options for caregiving to provide greater flexibility and personalization in caregiving arrangements, enabling individuals to receive care from trusted sources and maintain their independence.
 - Sustain the NC Caregiver Portal so that caregivers can easily find reliable resources that meet the needs of the person for whom they are caring.
- **All Ages, All Stages NC Liaison:**
 - Amanda Swanger



Lifespan Respite Updates



- **Grant Highlights (2020–2025)**
 - Expanded Direct Services
 - Strengthened Training & Outreach
 - Built Volunteer Respite Network
 - COVID-19 Emergency Response
 - Sustainable Impact
- **100% caregiver satisfaction — expanding relief & support for NC families.**

NC Caregiving Portal Updates



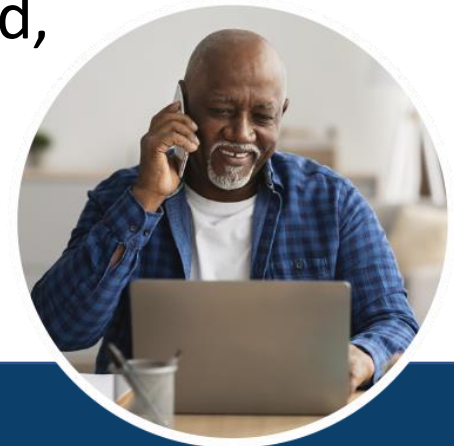
- **Contract Update**
- **Statistics**
 - **90% of counties are represented on the NC Caregiver portal**
 - **719 Caregivers registered on the portal**
 - **80.1% are self-enrolled and 19.9% are registered by invite from one of their local agency providers.**
- **2025 Trualta Learning Library Catalog**



Referrals and Access to Care



- **Recommendations:**
 - Create a unified referral system with a “no wrong door” approach so caregivers receive tailored and accurate information, referrals, and access to long-term services and supports no matter which “door” they walk through.
 - Enhance NC211 and NCCARE360 as comprehensive resources for older adults and people with disabilities to obtain information and connect to needed services, such as housing, health care, food, transportation, and life-long learning resources.
- **All Ages, All Stages NC Liaison:**
 - Kasie Odham



No Wrong Door Grant Updates



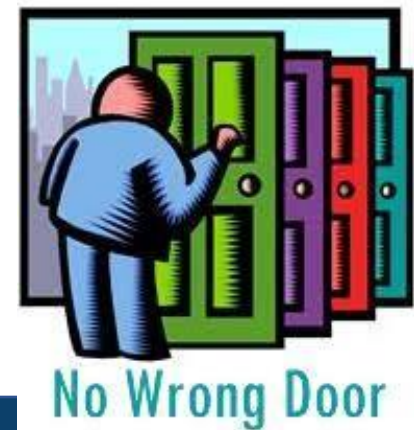
Identify the
Governing Body's
(GB) first Lead/Co-
Lead Entity(ies)



Identify any
additional
representation
needed for the GB



Develop a statewide
Person-Centered
Counseling
Curriculum





NC CAREGIVING
COLLABORATIVE

Deep Dive into the NC Caregiving Collaborative

Karen Appert, Co-lead, NC Caregiving Collaborative & Program Manager for the
Seniors Farmers' Market Nutrition Program, NCDHHS Division of Aging

Dr. Heather Altman, Executive Director, North Carolina Serious Illness Coalition



Objectives



- **Describe** the role and purpose of the NC Caregiving Collaborative
- **Identify** key partnerships across government, health care, advocacy, and academia that support the Collaborative's work.
- **Explain** how the Collaborative's efforts align with national priorities, including the National Strategy to Support Family Caregivers.
- **Understand** how current projects, such as the statewide landscape analysis of supports for caregivers and Medicaid advocacy, support the implementation of the *All Ages, All Stages NC* plan.
- **Explore** opportunities to provide input and engage with the Collaborative's ongoing initiatives.

CAREGIVER
VOICES

COMMUNITY
PARTNERS

FOCUSED
ADVOCACY

IMPACTFUL
CHANGE



NC CAREGIVING
COLLABORATIVE

Presentation for
Supporting Older Adults and Their Families
All Ages, All Stages NC

Heather Altman & Karen Appert

July 30, 2025



Background

- Volunteer group formed in Nov. 2021 by members of NC Serious Illness Coalition, NC Coalition on Aging, Children's Complex Care Coalition of NC
- Members associated with the following :
 - AARP NC
 - ACAP Community
 - Center for Volunteer Caregiving
 - Dementia Alliance of NC
 - Disability Rights North Carolina
 - Duke University
 - Duke Health
 - Eastern Carolina Council AAA
 - ECU Health
 - Exceptional Children's Assistance Center
 - Friends of Residents in LTC
 - Institute for Family Caregiving
 - Krishnan Family Foundation
 - Mom's Rising
 - NC Autism Society
 - NC Coalition on Aging
 - NC Dept. of Health & Human Services
 - NC Division of Aging
 - NC Serious Illness Coalition
 - Patient Centered Innovation
 - Relate Advocacy
 - Silver to Gold Strategies
 - The Frankie Mae Foundation
 - UNC Charlotte
 - UNC Gillings School of Public Health
 - UNC Health

<https://www.ncsicoalition.org/nccaregiving/>





Purpose

The NC Caregiving Collaborative convenes organizations and individuals engaged in caregiving advocacy.

We focus on improving the quality, equity, and accessibility of services and supports for caregivers of those with serious illness, cognitive impairment, and/or intellectual, developmental, or physical disabilities across the lifespan.



Caregiving at the National Level

- RAISE Family Caregivers Act - law Jan. 2018
- Changing the Care Conversation – May 2022
- National Strategy to Support Family Caregivers - introduced to Congress Sept. 2022. Five goals:
 1. Increase awareness of and outreach
 2. Advance partnership and engagement
 3. Strengthen services and supports
 4. Ensure financial and workplace security
 5. Expand data, research, and evidence-based practices

2022 National Strategy to Support Family Caregivers



Developed by:

The Recognize, Assist, Include, Support, and Engage (RAISE) Act
Family Caregiving Advisory Council
&
The Advisory Council to Support Grandparents Raising Grandchildren



Technical assistance provided by the Administration for Community Living | September 21, 2022

<https://www.ncsicoalition.org/nccaregiving/>





Grants & Goals for Growth

- **Phase 1 (2022-2024): Changing the Care Conversation**
 - Recruit & train Caregiver Champions for grassroots advocacy
 - Caregiver Champion advocacy videos
 - NC Caregiving Policy Summit
- **Phase 2 (2024-2025): Caregiver Nation Network**
 - Coalition building
 - Landscape Analysis project
 - Additional lived experience stories for caregiving advocacy
- **Phase 3: TBD**



<https://www.ncsicoalition.org/nccaregiving/>



National Activities

- Caregiver Nation Network
 - Bi-monthly meetings
 - Connection with other states in Network about caregiving efforts
- Caregiver Nation Summit, Washington DC
 - Hosted by NAC, Grantmakers in Aging, and others (2023, 2024, 2025)
 - Training workshops, meet with other state coalitions
 - Hill Day - advocacy visits to state legislators



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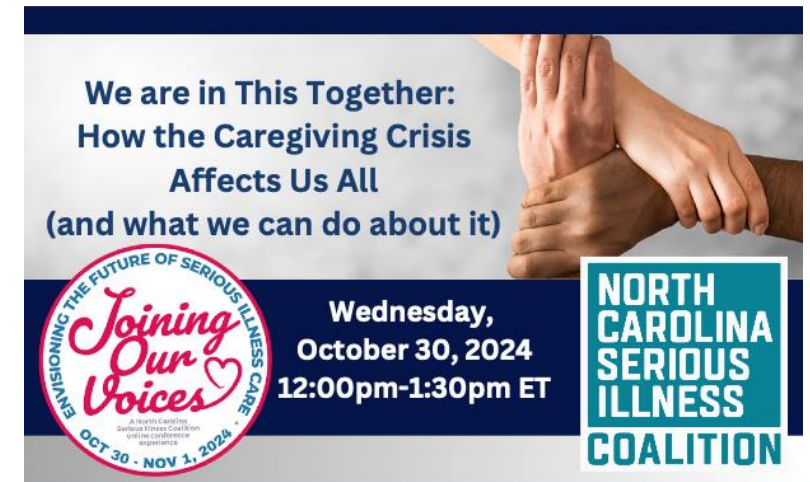


NC CAREGIVING
COLLABORATIVE



State Activities

- NC Serious Illness Coalition annual virtual symposia *“Joining Our Voices”*
 - Medicare Billing Codes for CTS – Nov. 2023
 - Family caregivers and direct care workers - Oct. 2024
 - TBD – Oct. 2025
- Essential Jobs, Essential Care initiative (NC Coalition on Aging) - partnering in advocacy for family caregivers & direct care workers
 - 2024 – “We are in this Together” symposium
 - 2025 – Medicaid advocacy, virtual Federal legislative visits
- Landscape Analysis



<https://www.ncsicoalition.org/nccaregiving/>



NC CAREGIVING
COLLABORATIVE



LANDSCAPE ANALYSIS PROJECT

Progress & Key Takeaways

Katalia Alexander

Landscape Analysis - Purpose

- Better understand the programs, services, agencies, and organizations supporting caregivers in North Carolina, as well as the gaps
 - Inventories relevant resources and services by county
 - Identify disparities between counties/regions
 - Not a consumer-facing project

Landscape Analysis – Selection Criteria

- Programs and services that directly benefit caregivers
- Excluded:
 - Housing options, such as long-term care and assisted living facilities
 - In-home health and in-home companion care agencies
 - Hospitals/health care offices without caregiver support programs
 - Legal and financial resources
 - Services that support a care recipient with no or indirect caregiver benefit
- Local resources on county lists in spreadsheet
- Statewide and national programs, resources separate (local chapters included if they offer direct services)

Landscape Analysis - Snapshot

County	Resource Name	Primary Client Caregiver or Care Recipient?	Type of clients (older adults, adults with disabilities, children with disabilities/children with complex medical needs)	Resource Website	Types of Services
Orange	Orange County Department on Aging Caregiver Support Services	Both	Older Adults	https://www.orangecountync.gov/169/Caregiver-Support-Services	Support Groups Financial Support Respite Information and Referral Transportation Education/Training Other
Orange	Orange County Department of Social Services (DSS) - Adult Services	Care recipient	Older Adults Adults w...	https://www.orangecountync.gov/572/Adult-Services	Information and Referral Other Financial Support
Orange	Snow Approach Foundation - Brain Cafes	Both	Older Adults	https://snowapproach.org/what-we-do/	Education/Training
Orange	Soltys Place Adult Day Health Program	Care recipient	Older Adults	https://soltysadultday.org/	Adult Day
Orange	Duke Dementia Family Support Program	Caregivers	Older Adults	https://dukefamilysupport.org/	Support Groups Education/Training
Orange	OE Enterprises	Care recipient	Adults with disabilities	https://oeenterprises.org/respite/	Respite

Landscape Analysis - Process

- Identified ten counties to begin analysis
 - Mix of Tier 1, Tier 2, and Tier 3 counties
 - Mix of urban and rural
 - Distributed across the state
- Mix of search strategies to identify resources - google, AI, county webpages/resource guides, personal networks
- Documenting relevant information about each resource:
 - Primary client (caregiver/care recipient)
 - Contact information
 - Population served (older adults, adults with disabilities, children with disabilities/complex medical needs)
 - Type of service(s) and details
 - Eligibility criteria, if known

Landscape Analysis - Process Notes & Challenges

Putting myself in the shoes of caregivers...finding resources is hard!

Search terms importance

Resources for caregivers of older adults are easier to find

Eligibility criteria for many services are not clear on websites

Feedback from Collaborative members on included information

Landscape Analysis - Early Takeaways

Resources for caregiving are predominantly aging-focused

Disparities between urban and rural counties and between Tier 1 and Tier 3 counties

Local chapters of statewide organizations - how active/resourced are different chapters?

Provider Survey

- Complement the Landscape Analysis inventory
- Gain provider perspectives on resources requested by caregivers, availability of resources, and gaps in resources
- First to Collaborative members, then to other stakeholders (e.g., AAAs, organizations serving caregivers of those across the lifespan)

NC Caregiving Collaborative Survey

B I U ↺ ↻

We are conducting a survey to better understand the resources available to family caregivers in North Carolina, as well as gaps in resources. Using the description from the RAISE Family Caregivers Act of 2017, "The term "family caregiver" means an adult family member or other individual who has a significant relationship with, and who provides a broad range of assistance to, an individual with a chronic or other health condition, disability, or functional limitation." We would appreciate your participation in our survey, which should take no more than 15 minutes. Thank you!



Examples of Support Requested by Caregivers

- ❑ Training/education
- ❑ Insurance information
- ❑ Emotional support or support groups
- ❑ Financial resources
- ❑ Respite programs
- ❑ Healthcare for care recipients
- ❑ Durable medical equipment
- ❑ Home health care
- ❑ Dementia/Alzheimer's-specific resources



Barriers & Service Gaps Mentioned



Limited funding for caregiver support programs and respite (*Caregivers frequently report financial barriers*)



Segmentation of resources



Lack of resources in small towns & rural communities



Caregivers struggle to find resources and know where to start



Waitlists and response times are challenging



Landscape Analysis - Next Steps

- Additional counties for spreadsheet
- Invite Collaborative members & other stakeholders to share additional resources for inclusion
- Expand survey distribution
- Explore how Landscape Analysis project can support/inform other caregiver support projects in North Carolina
- Report on key findings and next steps, implications for NC Caregiving Collaborative work



Landscape Analysis Project

- Additional uses
 - All Ages, All Stages NC (e.g., NC Caregiver Portal resources, other workgroups)
 - State resources (e.g. NC211, NCCARE360)
 - Caregiving research studies – resources provided
 - Legislators at state and federal levels
- Project updates
 - Interns with NC Serious Illness Coalition and other groups
 - Collaborative members and network partners (e.g., AAAs)

<https://www.ncsicoalition.org/nccaregiving/>



NC Caregiving Collaborative Additional Projects

- Medicare Billing Codes for Caregiver Training Services
- North Carolina Caregiving Research Roundtable
- Division of Aging initiatives (e.g. No Wrong Door, Lifespan Respite, Dementia Capable NC)
- Advocacy efforts
 - Medicaid changes
 - Essential Jobs Essential Care – family & paid caregivers
 - Advocating with other partners

<https://www.ncsicoalition.org/nccaregiving/>





NC Caregiving Collaborative

Ongoing efforts / ways to get involved

- Standing meetings via Zoom, first Friday monthly
 - Meeting this Friday, August 1 from 12:00-1:00 pm
 - Zoom link: <https://us02web.zoom.us/j/86443579109>
- Email updates with news, information, and advocacy efforts
- Landscape Analysis project
- All Ages All Stages NC

Questions / Comments?

<https://www.ncsicoalition.org/nccaregiving/>





THANK YOU!

Contacts:

Karen Appert

NC Caregiving Collaborative co-lead

Email: karen@appertgroup.com

Heather Altman

NC Caregiving Collaborative co-lead

Executive Director HSHIG & NC Serious Illness Coalition

Email: haltman@hshig.org

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Public Q&A



Discussion Prompts



- **What resonated most with you from today's caregiving presentation?**
- **Based on the liaisons' updates, are there opportunities you see to align your work or collaborate?**
- **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.

- **Recognize caregiving and HCBS as critical priorities for supporting older adults and their families**

Caregiving is central to enabling older adults to remain safely in their homes and communities. Strengthening home and community-based services ensures that families have the support and resources they need to provide care.

- **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.**

This requires aligning policies, programs, and partnerships around a shared vision that values caregiving as part of the continuum of support.



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>