

2025 ANNUAL REPORT

USAging

Leaders in Aging Well at Home



MISSION

USAgging represents and supports the national network of Area Agencies on Aging and advocates for the Title VI Native American Aging Programs that help older adults, people with disabilities and family caregivers live with optimal health, well-being, independence and dignity in their homes and communities.

VISION

USAgging believes that every person should be able to age with optimal health, well-being, independence and dignity in their homes and communities. To achieve this, we are committed to building a society that values and supports people as they age.



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MESSAGE FROM

DUANA PATTON AND SANDY MARKWOOD

2025 was a year of change. Change can elicit uncertainty and challenges, but at the same time can also drive innovation and resiliency.

Throughout 2025, USAging has been proud to serve as a steady anchor for our Area Agencies on Aging (AAAs) and Title VI Native American Aging Programs (Title VI programs). When the ground shifted, we stepped in, advocating for your interests. Our advocacy ensured that all Older Americans Act (OAA) programs stayed together and fully funded amidst a U.S. Department of Health and Human Services (HHS) reorganization, protected funding for vital aging programs and crafted advocacy tools to help our members navigate an unpredictable landscape. Most importantly, we made sure you stayed informed and supported every step of the way.

We can't pretend this was a business-as-usual year focused neatly on our strategic plan—it wasn't. But in many ways, our response to these changes reflected the very heart of that plan: advocating for our members, building capacity across the Aging Network and making sure the incredible work of AAAs and Title VI programs is recognized and valued.

What's been inspiring to us is how, even in times of disruption, innovation has flourished. You've continued to adapt, find new ways to serve and support the needs of older adults, people with disabilities and caregivers and, in doing so, lead with compassion and creativity. That spirit defines the Aging Network and fuels our shared progress.

As we look back on this unprecedented and extraordinary year, we want to thank each of you for your perseverance, your resilience, your partnership and your unwavering commitment. In a year that demanded constant adaptation, we met the moment together—emerging stronger, more connected and better prepared for what lies ahead.



Duana Patton

Duana Patton

President, USAging, and
CEO, Ohio District 5 Area
Agency on Aging, Inc.



Sandy Markwood

Sandy Markwood

Chief Executive Officer
USAging

STRATEGIC GOALS

Advocacy



Champion policies to advance support for older adults, people with disabilities and caregivers.

Visibility and Awareness



Position USAging and its members as the leading experts and change agents in aging and home and community-based services (HCBS).

Capacity Enhancement



Enhance and expand members' ability to successfully provide a range of aging and caregiver services to improve the health and well-being of older adults and people with disabilities.

STRATEGIC OBJECTIVES

Advocate for increased, flexible and sustainable funding mechanisms to drive member impact.

Expand reach into key federal agencies and Congress to amplify USAging's influence on policy and funding issues affecting our members.

Provide training and tools to strengthen members' advocacy efforts.

Lead efforts to inform policymakers, key stakeholders and the public on the value and impact of the AAA and Title VI networks.

Develop strategic partnerships and recruit champions that raise the visibility of USAging's members' mission and priorities.

Implement a cohesive communications strategy to elevate the profile of AAA, Title VI and USAging programs.

Refine USAging's portfolio of professional development and technical assistance resources.

Be recognized as the leader in developing and supporting AAA, community-based organization (CBO) and network partnerships and contracts with health care to expand access to social care.

Explore and develop new ways to increase member and stakeholder engagement and collaboration.

Organizational Excellence

Invest in USAging's staffing model and infrastructure to ensure resources are aligned with strategic initiatives.

Foster a culture of ongoing professional growth and sustained well-being for staff.

Optimize organizational systems and policies to enhance operational efficiency.

Strategic Outcomes

USAging's impact on aging and health policy expands, with successful initiatives to influence legislation, regulations and other policymaking.

USAging members' ability to serve older adults, caregivers and people with disabilities is enhanced by access to best practices, training and technical assistance, funding opportunities and other resources.

USAging has formed new and strengthened existing partnerships and relationships, including those with the health care sector, for-profit entities and philanthropic organizations.

USAging members and key stakeholders have increased their engagement in the organization's programs and resources.

USAging's staff feel they have increased support and resources to perform and succeed in their roles.

STRATEGIC PRIORITY: **IMPACT ON ADVOCACY**

Champion policies to advance support for older adults, people with disabilities and caregivers.

Protecting and strengthening the OAA and other critical aging programs was a major focus of USAgings advocacy efforts in 2025. These efforts included:

- ▶ Leading a six-week advocacy campaign to ensure OAA programs were protected and remained intact in the HHS reorganization and budget plans. Our work ensured that aging and disability programs stayed together and in a human service agency that fits the nature of our shared work.
- ▶ Tapping AAA directors' expertise to inform Congress through congressional hearings. Three USAgings member agency directors testified before the Senate Aging Committee in 2025: Jennifer Raymond (AgeSpan, Lawrence, MA) on how exercise can improve health outcomes for older adults; Maricela Morado (Area Agency on Aging for



Southwest Florida, Fort Myers, FL) on combating elder abuse and neglect; and USAging President Duana Patton (Ohio District V AAA, Ontario, OH) on how the OAA supports older adults living with diseases such as Parkinson's and Alzheimer's.

- ▶ Advancing OAA reauthorization to build upon last year's bipartisan, bicameral bill, which included several critical USAging priorities, such as freedom from undue state oversight of AAA contracting activities when no OAA funding is used. We continue to press Congress to take up the measure swiftly and without re-opening the bipartisan compromise reached in 2024.
- ▶ Joining with several national partners to recognize the 60th Anniversary of the OAA, releasing new tools for allies to educate the public and lawmakers of the value of these essential services.
- ▶ Voicing strong concerns about how the Medicaid and Supplemental Nutrition Assistance Program cuts in the One Big Beautiful Bill Act would negatively impact older adults and caregivers and provided members with resources to inform their advocacy.
- ▶ Supporting and endorsing several legislative bills, including the Improving Access to Advance

Care Planning Act, the Senior Savings Protection Act to reauthorize and fund the Medicare Improvements for Patients and Providers Act, the Alleviating Barriers for Caregivers Act and more.

Administrative advocacy was also a top concern. The Policy Team engaged with the U.S. Administration for Community Living (ACL), Centers for Medicare & Medicaid Services and other federal agencies, as well as many nongovernmental organizations, on critical topics such as health care and social care integration, technicalities of the OAA and its regulations, and the important role AAAs play within cross-sector health care partnerships. USAging advocated the importance of these issues to older adults, people with disabilities, caregivers and the AAAs that serve them.

Thanks to the efforts and commitment of the Policy Team, USAging Board members and a record-breaking number of Aging Policy Briefing & Capitol Hill Day participants, 125 visits to Senators and Representatives were conducted in 2025 to advocate for aging and caregiving policies and legislation.

In 2025, USAging programs, policy and membership staff provided nearly **400 technical assistance and learning/training webinars** to members, grantees, state associations and others in the Aging Network.



In 2025, USAging awarded more than \$9.8 million in grants to 145 grantees nationwide to expand efforts in establishing community care hubs (also known as CCHs), transportation services and caregiver support.

STRATEGIC PRIORITY:

IMPACT ON CAPACITY ENHANCEMENT

Enhance and expand members' ability to successfully provide a range of aging and caregiver services to improve the health and well-being of older adults and people with disabilities.

National Convenings

The **Answers on Aging 2025 Annual Conference and Tradeshow** marked USAging's 50th anniversary, gathering more than 1,400 attendees from across the Aging Network in Chicago, IL. Participants chose from more than 170 education sessions, Corporate Workshops and Hot Topic sessions on important issues facing USAging members. The Conference Tradeshow included more than 90 exhibitors who shared knowledge, products and solutions with Aging Network leaders.

The **2025 Aging Policy Briefing & Capitol Hill Day** (APB) was the largest in USAging history, bringing together 250 USAging members and other Aging

Network advocates for expert panel discussions on aging and health policy and preparing members for Capitol Hill meetings with lawmakers on USAging's priorities. This year's APB was particularly impactful because it provided new insights for members and attendees related to the new Administration, new Congress and implications for aging policy.

The **2025 Leadership Institute** welcomed AAA and Title VI program staff members from around the country for three days of intensive leadership skills training, providing them with knowledge and tools to more effectively lead within their agencies. To date, almost 700 AAA and Title VI directors and staff have graduated from this program.



Spurring Research and Innovation

The **2025 Aging Innovations & Achievement (AIA) Awards** recognized 15 Innovations winners and 26 Achievement recipients at the USAging 50th Answers on Aging Annual Conference and Tradeshow. The [awards program showcases](#) USAging members who have implemented innovative, effective and replicable solutions for older adults and caregivers in their communities while also exemplifying exceptional management practices.

The **Center for Dementia Respite Innovation (CDRI)** awarded a second round of funding to respite care innovation projects nationwide. Supported by a grant from ACL, CDRI will invest up to \$4 million over the next three years to help local providers enhance and expand respite services, particularly in underserved communities. USAging partners on this initiative with the Alzheimer's Association and the University of Minnesota.

In 2025, **Community Care Corps**, which supports 23 grantees across the country in establishing, enhancing and expanding innovative volunteer programs, has amplified its impact and visibility through a range of knowledge-sharing initiatives. The publication **Grantee Spotlights: Beyond the Grant** captured powerful sustainability insights from past grantees, sharing strategies for continuing volunteer programs beyond initial funding. Additionally, the [Grantee Snapshots 2023-2025](#) series showcased innovative, volunteer-driven models of nonmedical assistance making a difference in communities nationwide.

USAging Research conducted the triennial **AAA National Survey** in partnership with Scripps Gerontology Center at Miami University. Seventy-two percent of AAAs responded to the survey. The findings illustrate that AAAs are adapting to meet the increasingly complex needs of older adults and caregivers, building upon their decades of expertise to innovate within and beyond the core OAA services. The result is a robust program of nutrition, health promotion and supplemental services, with many AAAs broadening their scope to support



behavioral health, housing stability and other local needs. Read more in the [2025 Chartbook](#).

USAging Research also published **two fact sheets**: [Fast Facts: AAA Services and Resources for People Living With Dementia](#) and [Fast Facts: Planning a Vaccination Clinic: A Practical Guide for Aging Network Organizations](#), as well as **five case studies** detailing how AAAs partner with health care organizations to serve caregivers.

USAging worked across programs to publish an **article in the Generations Journal**: [Dementia-Friendly Communities as a Catalyst for Cross-Sector Collaboration](#) and a **Forum article in The Gerontologist**: [Strengthening Connections Between the Aging and Disability Networks: Perspectives From the Field](#).

Connecting Older Adults and People With Disabilities to Community Services

The **Eldercare Locator** was contacted by more than 352,600 people in 2025. Of those assisted, nearly 91 percent requested local assistance and received referral to the AAA. The top reasons for contacts included questions about transportation, housing, in-home services, caregiver assistance and long-term care.

USAgings would like to

THANK AND RECOGNIZE

the following generous sponsors of
USAgings programs and initiatives:

AMGEN

BetterAge

CCS
health

Elevance
Health

GROUNDGAME.
HEALTH

GSK

MOM'S
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2025 USAGING AIA AWARDS SPONSORS

caregiving.com

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2025 LEADERSHIP INSTITUTE SPONSORS

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Helping Older Adults Thrive in Their Communities

USAgings engaged fully in supporting caregivers nationwide through involvement in ACL's **National Caregiver Support Collaborative (NCSC)**. USAgings is the lead entity in the **Innovations in Family Caregiver Services and Supports Initiative** that serves to build Aging Network capacity in providing person- and family-centered services. Additionally, USAgings expanded efforts to support caregivers through a new grant from ACL, **Caregiver Navigation Services**, to build and enhance the capacity of the Aging Network to deliver effective caregiver navigation services within programs funded under the National Family Caregiver Support Program. Of the six focus areas included in the NCSC, USAgings leads two and actively contributes to three others, resulting in a strong and effective presence in the NCSC. USAgings additionally enhanced emphasis on caregiver support through partnership in the ACL CDRI initiative. This project supports local CBOs to build or enhance innovative respite options for caregivers of individuals with dementia-related diagnoses, thereby meeting a critical community need for caregiver support.

Commit to Connect, funded by ACL, and **engAGED: USAgings's Resource Center for Engaging Older Adults** are addressing social isolation and loneliness





impacting older adults, people with disabilities and caregivers. Commit to Connect is spearheading communities of practice supporting measurement and evaluation, technical assistance events and an online networking platform for professionals committed to addressing this issue. Both initiatives support the growth of the **Social Engagement Innovations Hub**, which now features more than 100 programs, showcasing replicable and innovative programs across the country. engAGED continues to support the Aging Network through website and newsletter content.

The **Amazon Ring Project** enhances the capacity of AAAs to support caregivers and at-risk or socially isolated older adults and people with disabilities by providing them with free Ring devices. This initiative promotes safety and security, empowers those with mobility challenges to respond to visitors with ease and creates meaningful touchpoints for socially isolated individuals. It also offers caregivers invaluable peace of mind by enabling them to remotely monitor their loved one's living environment and ensure their well-being.

With funding from The John A. Hartford Foundation, the Health Foundation for Western & Central New York and RRF Foundation for Aging, the **Aging and**



USAgings Preferred Provider and Corporate Marketplace programs showcase companies who support the mission of and provide cost savings benefits to AAAs and Title VI programs in meeting the needs of older adults, caregivers and people with disabilities.

USAgings Would Like To Recognize

PREFERRED PROVIDER



CORPORATE MARKETPLACE SUPPORTERS



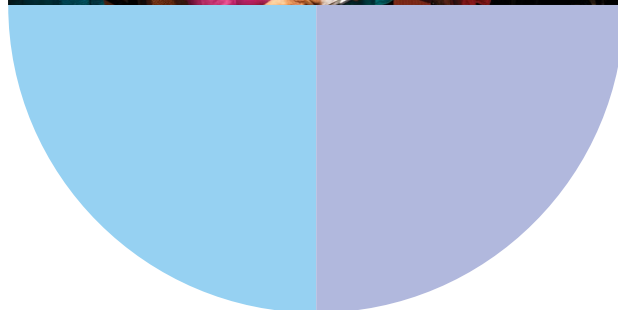
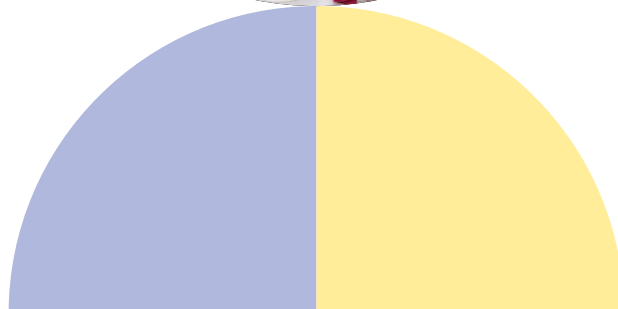
Disability Business Institute and **engAGED** launched **Strengthening Social Connection in Communities**.

The goal of this new initiative is to improve the health of older adults and their caregivers through replication and sustainability of evidence-based and evidence-informed social connection programs, partnerships and processes in communities and promoting alignment with Age-Friendly Ecosystem initiatives through seed grants and technical assistance.

The **Center of Excellence to Align Health and Social Care** (COE) continued work with 42 CCH subgrantees and learning collaborative participants. The COE provides these CCHs with training and technical assistance as well as infrastructure and innovation funds (for subgrantees) to support and enhance scaling and sustainability as these CCHs align with health care partners to support whole person health. The COE also launched a survey to identify CCHs across the nation, their services and service areas. This data is now publicly available via a searchable online map. Finally, the COE developed a CCH infographic with the National Association of Chronic Disease Directors to assist individuals, organizations and policymakers in better understanding what CCHs do and how they bring value to health care partners.

Dementia Friendly America (DFA) celebrated its 10-year anniversary in 2025. Over the past decade, DFA has grown from an initiative into a national movement, engaging and equipping communities across the country in creating dementia-friendly environments.

Since its inception, the DFA Network has expanded its reach to include: **40 U.S. states** that are Dementia Friends sublicense holders; **more than 241,000 people** who have become Dementia Friends; **more than 400 Dementia Friendly Communities** nationwide; the **Memory Cafe Alliance's Directory of over 469 Memory Cafes**; and a **national partnership with Giving Voice Chorus**, a network of dementia-friendly choirs that celebrates the power of music and connection. DFA hosted its first-ever virtual Dementia Friendsgiving in November, which brought together more than 500 attendees from across the country to celebrate, connect and build momentum for the DFA movement.



USAging Housing and Services is leading the first cross-sector national initiative to address older adult homelessness: **Doors to Housing for Older Adults**. With a Next50 grant and in partnership with the National Alliance to End Homelessness, USAg

ing produced an [online action guide](#) for initiating local-level collaboration. Successful, trailblazing partnerships between AAAs and homeless continuums of care informed this resource. To further support partnership development, USAg

ing created a resource and key concept listing with core information about the Aging Network and homeless services system. Additionally, as a technical assistance provider for the federal Housing and Services Resource Center, USAg

ing developed community of practice sessions and tools as well as briefings for states on the crucial role of AAAs in cross-sector partnerships to improve housing stability for older adults. Through presentations and workshops, USAg

ing elevated the issue of older adults' homelessness, housing instability and possible solutions.

The **National Aging and Disability Transportation Center (NADTC)** developed guidance to help community transportation providers more effectively promote their services to riders and potential riders with vision loss, including those who are blind. Building on NADTC's Every Ride Counts (ERC) initiative, this effort highlights the importance of accessible communication and offers customizable images and messages



that transportation programs can use in their outreach. The ERC campaign materials remain publicly available to help communities strengthen comprehensive messaging around transportation access. Learn more at www.nadtc.org/everyridecounts.

In August and September 2025, the **NADTC** partnered with the Peninsula Agency on Aging in Newport News, VA, and the Aging and Disability Resource Center of Rock County/Janesville, WI, to host regional forums focused on advancing transportation for older adults and people with disabilities. Each event brought together more than





50 community leaders, stakeholders and consumers to highlight local collaborations, share best practices and explore innovative partnerships that strengthen transportation access and coordination.

Completed Initiatives With Lasting Impact

The year saw the successful end of three truly impactful USAging programs: The **Aging and Disability Vaccination Collaborative (ADVC)**, the **Disability Information and Access Line (DIAL)** and **NADTC**. All three of these efforts had a marked impact on improving the lives of older adults, people with disabilities and their caregivers.

Between 2023 and 2025, **ADVC** rapidly scaled its operations, supporting more than 9,000 vaccination events across 46 states and Washington, DC, and helping to deliver more than 781,000 vaccinations to older adults.

DIAL, which began in 2021 to help connect people with disabilities to much-needed local resources

during the COVID-19 pandemic, closed at the end of its ACL grant funding period in June. During its four years of operation, DIAL assisted more than 102,000 people with disabilities in finding the community resources they needed.

NADTC amplified the mobility needs of older adults and people with disabilities and seeded innovative solutions to meet those needs over more than a decade of work completed through a cooperative agreement with the Federal Transit Administration (FTA). However, USAging continues to strengthen national leadership in accessible transportation through its partnerships with the **Accessible Transportation Resource Center** and the **Coordinating Council on Access and Mobility Technical Assistance Center (CCAM-TAC)**. Funded by the ACL and the FTA respectively, these Centers advance coordinated global mobility solutions for older adults and people with disabilities.

2025

CONFERENCE SPONSORS

PREMIER LEVEL



DIAMOND LEVEL



GOLD LEVEL



The John A. Hartford Foundation

SILVER LEVEL



GENERAL LEVEL



STRATEGIC PRIORITY: IMPACT ON VISIBILITY AND AWARENESS

Position USAging and its members as the leading experts and change agents in aging and home and community-based services.

Public Awareness Campaign

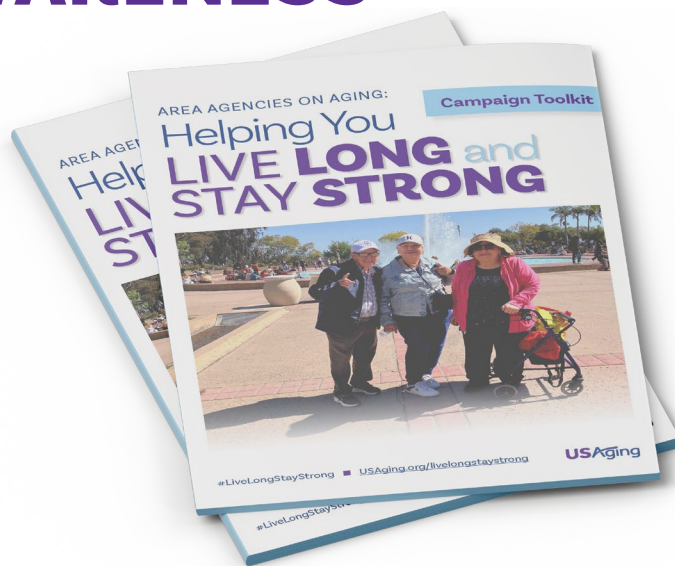
In June 2025, USAging launched a public awareness campaign to educate consumers about AAAs—what they are, the supports and services they provide to older adults, and how to connect with a local AAA. A variety of tactics were used to reach the public, including visual stories, social media, digital advertising, press releases, earned media and partner toolkits.

Digital advertising run between August and October acquired nearly 200,000 views, and social media posts captured nearly 20,000 views. This drove 3,000 visitors to the campaign web pages, 600 views of campaign videos and 200 downloads of consumer fact sheets. Each month demonstrated more engagement than the month before. This initial start has paved the way for continued campaign efforts in 2026.

USAging and Our Members in the News

Media placements in 2025 increased over 2024, continuing a positive trend indicating more name recognition of USAging and awareness of AAAs. USAging began using a media relations and monitoring platform that provides real-time analytics and tracks coverage of USAging and aging topics in the news. USAging was mentioned in the media more than 3,200 times, and CEO Sandy Markwood was quoted in more than 1,500 articles.

Top stories included the April 30 *New York Times* article “[Trump Cuts Threaten Agency Running Meals On Wheels](#)” (reach: 144.1M); the May 3 MSN.com story



“[When It Comes To Social Security And Medicare, This Is What The Nation’s Top Experts On Aging Worry About](#)” (reach: 122.3M); and the August 23 *Philadelphia Inquirer* article “[Healthcare Groups Aim to Counter Growing ‘National Scandal’ of Elder Homelessness](#)” (reach: 104.7M). In 2025, USAging stories acquired 7.78 million views, with a reach of 1.89 billion.

To see all of the top media stories of 2025, visit www.usaging.org/usagingnews.

Promoting AAA and Title VI Programs

Throughout the year, USAging CEO Sandy Markwood, staff and members presented at high-profile conferences and events to promote the work of AAAs and Title VI programs. Here are some highlights:

- ▶ AARP Rural Roundtable
- ▶ Age+Action Conference
- ▶ ARCH National Lifespan Respite Conference
- ▶ On Aging Conference (American Society on Aging)
- ▶ Putting Care at the Center Annual Conference (Camden Coalition National Center for Complex Health and Social Needs)



- ▶ Caregiver Summit (Senior Connection)
- ▶ Civitas Annual Conference
- ▶ Community Transportation Association of America Expo
- ▶ Generations United 23rd Global Intergenerational Conference
- ▶ GSA Annual Scientific Meeting (Gerontological Society of America)
- ▶ Grantmakers in Aging Annual Conference
- ▶ HCBS Conference (ADvancing States)
- ▶ Inform USA Conference
- ▶ Mobilize
- ▶ National Adult Day Services Association Conference
- ▶ National Aging and Law Conference
- ▶ National Association of Development Organizations and the Development District Association of Appalachia Conference
- ▶ National Association of Regional Councils National Conference of Regions
- ▶ National Association of Nutrition and Aging Services Programs Conference General Session
- ▶ National Consumer Voice for Quality Long-Term Care Annual Conference
- ▶ National Rural Health Association Rural Health Access Conference
- ▶ National Title VI Training & Technical Assistance Conference
- ▶ National Virtual Village Gathering
- ▶ NICOA American Indian Elders Conference
- ▶ Optimal Aging Conference, Trager Institute
- ▶ Transportation Research Board Annual Meeting

Additionally, USAging staff presented at regional, state and local events in more than 30 states on topics focused on elder abuse, healthy aging, health care contracting, housing stability, legislation, mobility needs, patient-centered outcomes and transportation.

USAGING DISASTER RELIEF FUND: MEETING IMMEDIATE NEEDS IN A CRISIS

In late 2024, the Southeastern United States was hit with a series of tremendously damaging natural disasters: two hurricanes within two weeks, which caused widespread damage and triggered flooding that further impacted some areas. Older adults are often the most severely affected and have the hardest time recovering from these crises.

So many of you, our members, as well as many corporate partners, responded to the call for donations to the USAging Disaster Relief Fund, which provides immediate crucial funding to any AAA that requests it. Between late 2024 into early 2025, USAging distributed more than \$90,000 in relief funds. Recovery can take months, so as 2025 came to a close, USAging checked in with those AAAs who had received help from the Disaster Relief Fund to see how they were faring.

“The USAging Disaster Relief Fund has enabled us to address gaps that traditional disaster response often misses—from uncovered insurance expenses to basic necessities that government programs don’t provide,”

said Maricela Morado, President & Chief Executive Officer, Area Agency on Aging for Southwest Florida, Fort Myers, FL. “Most importantly, it has allowed us to restore dignity and hope to older adults when they need it most. Thank you for the opportunity to showcase the incredible impact of these funds and for USAging’s unwavering commitment to supporting older adults during their most vulnerable moments.”

“Our disaster recovery efforts were made possible because USAging’s funding enabled immediate action,” said Sarajane Melton, AAA Director, Southwestern Commission–Area Agency on Aging (Region A). “We utilized our AAA staff’s expertise and local knowledge across the region. Flexible, timely funding amplifies those assets: flexible dollars turn local goodwill into measurable outcomes and let us say ‘yes’ when families need immediate help. We are deeply grateful to USAging and every donor who stepped forward. Thank you for your partnership and for investing in the safety, dignity and resilience of the older adults who built this region!”

Following are two stories of recovery that you made possible in 2025—and you can read more stories of how your donations helped older adults recovering from disaster at www.usaging.org/disaster-recovery-stories.

When the Waters Rose: Hurricane Helene’s Impact on Older Adults in District Three

District Three Governmental Cooperative, Marion, VA

On September 27, 2024, Hurricane Helene swept into southwest Virginia with little warning, unleashing relentless rain and catastrophic flooding across the region. District Three Governmental Cooperative, an Area Agency on Aging that serves Bland, Carroll, Grayson, Smyth, Washington and Wythe counties and the cities of Bristol and Galax, found itself at the heart of the devastation.



Power outages lasted for days—and in some areas, weeks—leaving hundreds of older adults stranded without electricity, communication or access to food. More than 650 clients who relied on home-delivered frozen meals lost everything stored in their freezers. Roads were washed away, homes were flooded and some were even torn from their foundations.

In response, District Three secured disaster relief funding from USAging to support the region's vulnerable older adults. With these funds, the team purchased 750 cases of water and 10,000 shelf-stable meals. District Three staff braved impassable roads, often delivering supplies on foot.

For many recipients, the arrival of food and water was more than just sustenance—it was a lifeline. Tears flowed not only for the aid, but for the compassion shown by those who walked through flood-ravaged terrain simply to check in and offer help.

— **Chris Stone**, Director of Aging and Disability Services, District Three Governmental Cooperative, Marion, VA

Hurricane Helene: “Our Senior Center Was Completely Submerged With Toxic Flood Water and Condemned”

Thank you for supporting the needs of older adults in Western North Carolina and the High Country Region. We are extremely grateful for the tremendous generosity and support.



All USAging relief funding allocated to the High Country Region was directed to support aging services in Avery County, one of the hardest hit areas in Western North Carolina. Areas of Avery County received over 30 inches of rain during Hurricane Helene, causing widespread violent flooding and landslides.

The Avery County Senior Center was completely submerged with toxic flood water and condemned.

It was a total loss, requiring the County to rebuild on a new site. The County acted quickly to purchase a small building that will be used for the next three to five years as a long-term temporary senior center, while a new facility is built.

The purchased facility needed more than \$100,000 in commercial kitchen equipment in order to provide congregate nutrition and home-delivered meals. USAging funds have been used to purchase and install equipment necessary to provide critical meals for older adults in Avery County. The equipment purchased included a walk-in cooler/freezer, double oven, new range, braising pan and much more.

We are so excited that Avery County leadership has made the necessary plans to continue services to seniors, and we are grateful that USAging is a partner in these efforts to re-open the County's primary aging service provider. Prior to the storm, Avery Senior Center was serving approximately 150 older adults daily through congregate nutrition and home-delivered meals. USAging support has helped impact many lives in our Avery County as they work to recover from this natural disaster.

— **Zack Green**, Director, High Country Area Agency on Aging, Boone, NC



CELEBRATING 50 YEARS
**AS LEADERS IN
AGING WELL
AT HOME**

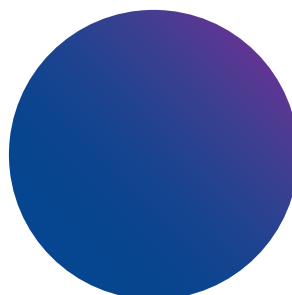




In 2025, USAging proudly marked its 50th anniversary—a milestone that reflected five decades of partnership, progress and impact. Since our founding, USAging has worked hand-in-hand with our members nationwide to support older adults, people with disabilities and their caregivers in aging well—wherever they call home.

Throughout this milestone year, we celebrated not only our history, but also the innovation and dedication that continue to shape the Aging Network’s work every day. From advancing HCBS to strengthening caregiver supports, USAging’s 50-year legacy is rooted in collaboration, compassion and commitment to aging well in every community.

We look forward to building on this foundation—together—with our members and partners, for the next 50 years and beyond!



STRATEGIC PRIORITY:

IMPACT ON ORGANIZATIONAL EXCELLENCE

Invest in USAging's staffing model and infrastructure to ensure resources are aligned with strategic initiatives.

Audit

An outside independent accounting firm performed an annual audit on USAging's FY **2024** finances. The firm issued an unqualified opinion on the finances, which is the firm's highest form of assurance. This is the **sixth** straight year in which USAging has received an unqualified opinion from the firm, a demonstration of the organization's financial stability and stewardship.

Home for the Holidays 2024 Campaign Recognized

The 2024 Home for the Holidays Campaign, "Protect Your Wallet," was recognized with a **Bronze Award for Consumer Campaign by the 2025 National Mature Media Awards**, which honors the nation's best marketing, communications, educational materials and programs for older adults. The campaign sought to educate older adults and their loved ones about scams that target them and how to avoid falling victim. This campaign is funded by the ACL through the Eldercare Locator grant.



USAging **maintains more than 180 organizational partnerships**, which help make possible its many programs in transportation; research; housing; social isolation; grandfamilies, kinship and caregiver support; and information and referral.

USAGING FINANCIALS 2024

Consolidated Statement of Activities for the Year Ended December 31, 2024

Revenue and Support

Federal and Non-Federal Grants/Contributions/In-Kind Contributions	\$72,024,995
Membership Dues	1,573,129
Conferences/Seminars and Trainings	2,039,016
Contract Revenue and Other Income	497,987

Total Support and Revenue	76,135,127
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Expenses

Program Services

Services for the Aging	71,322,636
Public Policy/External Affairs/Communications and Outreach	1,191,649
Conferences/Seminars and Trainings	1,422,971

Total Program Services	73,937,256
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Supporting Services

Management and General	1,866,459
Membership and Fundraising	423,971

Total Supporting Services	2,290,430
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Total Expenses	76,227,686
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Change in Net Assets	(92,559)
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Net Assets , beginning of the year	2,769,612
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Net Assets , end of year	\$2,677,053
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In-Kind Contributions:	42,448,616	Conferences:	1,744,111
Federal Grants:	26,647,431	Membership Dues:	1,573,129
Grants and Contributions:	2,928,948	Contracts:	321,564
		Seminars:	294,905
		Other:	176,423



USAging Programs:	71,322,636	Public Policy:	649,173
Management and General:	1,866,459	Communications:	450,787
Annual Conference:	1,309,205	Membership:	273,425
		Fundraising:	150,546
		Training:	113,766
		Outreach:	91,689



USAging Board of Directors 2025-2026

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