



Centralina Area Agency on Aging (AAA) strives to support and improve the quality of life for older and disabled adults, their families and caregivers throughout our nine-county region. We plan, fund, develop, coordinate and deliver a wide range of long-term services, nationally recognized programs and support to help individuals age with choice, dignity and independence. Centralina AAA also advocates for older adults by participating in local, state and national committees and keeping informed of changing regulations. In 2019, we were awarded a grant to launch **Pride in Care**, an LGBT sensitivity and awareness training program for nursing facilities. The initiative won a National Association of Development Organizations innovation award in 2021.

Services for Local Governments and Businesses

The Americans with Disabilities Act (ADA) mandates that all local governments offer accommodations for people experiencing vision, hearing or mobility barriers and guarantees equal opportunity to individuals with disabilities across government services including employment, transportation and government buildings / facilities. Centralina AAA can ensure that your community meets these guidelines through ADA and age-friendly assessments. We also offer the following:

- Presentations and education on aging-related topics
- Dementia-friendly community certification
- Registered dietician services such as menu planning or nutrition counseling
- Health and wellness workshops in a business environment

Services for Individuals

Since 2020 we have managed millions in CARES Act federal funding for our region and we were recognized by the National Association of Area Agencies on Aging for quickly shifting our evidence-based health and wellness programs to a virtual platform during COVID-19. Recently Centralina AAA has been working on a [vaccine awareness](#) campaign targeting at older adults and people with disabilities, including those at home and non-English speaking individuals. Here are some of the [other services](#) we offer residents in your communities:

- Home and community-based services such as meals, transportation and in-home assistance
- Health and wellness workshops
- Long-term care facility information and complaint resolution
- Caregiver support
- Connections to aging options, resources and providers
- Falls prevention workshops
- Medicare and Medicare Advantage certified agency
- Medical nutrition therapy and registered dietician services

Ombudsman Program

Our [Ombudsmen](#) advocate for the rights of long-term care residents to enhance their quality of life. They're responsible for investigating complaints and working with residents, family members and concerned citizens. They also promote elder abuse awareness, monitor long-term care facilities and conduct training.

Volunteer Opportunities

Centralina AAA works with community members on advisory councils, trains individuals to be representatives of the ombudsman program and licenses leaders to host self-management workshops.

WANT TO LEARN MORE?

Contact Linda Miller, Area Agency on Aging Director, at 704-348-2712 or lmiller@centralina.org / CentralinaAging.org



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Area Agency on Aging