

Perry County Area Agency on Aging

Four-Year Plan 2020 to 2024

Office Location:

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Perry County Area Agency on Aging's Area Plan for 2020-2024

AREA PLAN PART A

EXECUTIVE SUMMARY

Perry County Area Agency on Aging (PCAAA), in support of its mission, has developed a comprehensive Four-year plan to meet goals and objectives as outlined by the Pennsylvania Department of Aging. Based on Census demographics, a comprehensive community needs assessment and evaluation of current service utilization, PCAAA has identified areas to develop and enhance the goals outlined in the Four-year plan.

Through a comprehensive multi-media approach, education to providers and staff, PCAAA will promote existing services; improve access to services; enhance the quality of services; introduce new services to an evolving consumer base; and empower the workforce. PCAAA realizes these goals cannot be done independently and recognizes the need for collaboration with local, state providers, other AAA's, and health care organizations.

PCAAA continues to be engaged in improving the lives of our residents through consistent evaluation of needs and through collaborative efforts.

AGENCY OVERVIEW

As the Area Agency on Aging (AAA), the mission of the Perry County Area Agency on Aging is to plan, develop, coordinate and deliver services that enable older adults to live safely in their communities and homes for as long as possible; to assure the rights and safety of older adults; and to advocate for all older adults in the county.

PCAAA is mandated by federal law through the Older Americans Act to provide services to older adults with the greatest economic, social and medical needs. PCAAA supports consumer choice as the agency carries out the responsibility for providing services, programs and activities for older Perry County residents. PCAAA provides information and assistance on various programs offered by the agency and connects consumers to resources outside the PCAAA, to ensure the consumer's health, safety and well-being as they age in place.

PCAAA provides services to consumers with nutritional needs by providing well balanced, hot meals through the OPTIONS Home Delivered Meal Program and the Non-Care Managed Congregate Meals at the local Senior Centers.

PCAAA provides services to Caregivers of older adults and older adults raising children through the Caregiver Support Program. This program provides needed supports and services to ensure the well-being of the caregivers and care receivers. This program's goal is to reduce Caregiver stress and burden through benefits and resource counseling, access to support groups, caregiving skills, training and education, support and financial reimbursement incurred in purchasing caregiving related services. Without these needed supports and services, this valued resource could be at risk.

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PCAAA provides the Ombudsman Program that advocates for those who can't, supports those who can, and ensures all long-term care consumers live with dignity and respect. This program supports the rights of residents receiving long term care supports and services while enhancing their quality of life. Ombudsman are trained professionals, both in an interagency and volunteer capacity, who actively advocate and give voice to our consumers that receive long term care services. PCAAA Ombudsman embrace their purpose to ensure our residents are achieving the highest quality of life and care, wherever they reside.

PCAAA provides activities, resources and supports to older adults under The Older Adults Protective Services Act (35 P.S. §§ 10225.101-10225.5102) to detect, prevent, reduce or eliminate abuse, neglect, exploitation and abandonment. PCAAA employs skilled and dedicated protective services caseworkers to perform the functions necessary for protective services including: receiving reports of need for protective services; investigating reports of need; assessing the need for protective services; and developing and coordinating the implementation of service plans. PCAAA ensures all caseworkers receive the required training as mandated under the Act as well as any additional appropriate training to ensure comprehensive understanding of the Act's purpose and goals. PCAAA has developed an Elder Abuse Task Force consisting of members from local and state law enforcement, legal community, judicial community, health community, victim's advocacy, domestic violence, financial community and other individuals that provide support and/or services to older adults who are victims of elder abuse. The Elder Abuse Task Force is comprised of two components: a law enforcement component and a community component; each of which have separate responsibilities within the Task Force. PCAAA actively participates in the Criminal Justice Advisory Board to broaden collaboration with local community partners in advising and educating on current topics. This collaboration allows PCAAA to provide a more comprehensive delivery of protective services.

PCAAA employs an APPRISE coordinator to assist Medicare beneficiaries of any age with Medicare, Medicare Prescription Drug Plans, Medicare Advantage Plans, Medicare Supplemental Insurance, Medicaid, Long-term Care Insurance, Screening and Applying for Financial Assistance Programs (COMPASS), Medicare Fraud, Abuse, Appeals and Complaints and Medicare Preventative Services. The APPRISE Program is Pennsylvania's State Health Insurance Assistance Program (SHIP) and is part of a national network of SHIP programs funded by the Administration for Community Living in conjunction with the Pennsylvania Department of Aging. APPRISE staff, counselors and volunteers are specially trained. PCAAA APPRISE Coordinator provides Perry County residents educational presentations and assistance during the Annual Open Enrollment Period. APPPRISE coordinators make appropriate referrals to programs and services offered through PCAAA as well as programs and services outside PCAAA's provision of services to encourage and promote long term care supports and services and to bridge the gap between consumers and resources.

PCAAA partners with our local Senior Citizen Centers and independent contractors to offer community-based programs that reduce falls, promotes chronic disease management, increases physical activity, reduces obesity, improves nutrition, and promotes better management of physical and behavioral health issues. In collaboration with the Senior Centers, PCAAA works closely to plan, coordinate and develop support services to assist

older adults at risk of losing independence. These programs provide an opportunity for older adults to participate in nutrition education, Healthy Steps in Motion, Healthy Steps for Older Adults, and Chronic Disease Self-Management.

Through the OPTIONS Program, Care Managers serve as a coordinative conjunction between the identification of consumer needs and the timely provision of appropriate services to meet those needs by utilizing all available resources. PCAAA Care Managers, through the OPTIONS program, are responsible for conducting comprehensive assessments of an individual's medical and social needs to determine the type of long-term care that is most appropriate, and to provide service management and comprehensive in-home services to keep people from needing nursing facility care.

Organizational Structures

PCAAA is part of the local service system governed by the Perry County Commissioners. PCAAA has fourteen employees, including a Director, two Supervisors, five Care Managers, three Case Aides, one Fiscal Technician, and two part time Clerk-Typists.

The Director provides direct supervision of two Supervisors, one Administrative Officer, and two Clerk-Typists. PCAAA strives for conflict free provisions of service and the implementation of Long-Term Care Supports, Services, and Managed Care, PCAAA is structuring the agency to remain conflict free and to provide person centered services while meeting the unique needs of the residents residing in Perry County. As part of the conflict free delivery of services, PCAAA has distinct departments within the agency that provide service delivery in a conflict free environment.

One department within PCAAA has the responsibilities of Older Adult Protective Services as well as Intake/Referral and Assessments. This department is comprised of a Supervisor, three Care Managers and a Case Aide. Two of the three Care Managers serve as Older Adult Protective Service Investigators. The third Care Manager serves as an Assessor but is also cross trained to complete Reports of Need (RON) if that is needed. Each Care Manger has a primary task but is cross-trained to complete various tasks as the needs arise. The Case Aide handles Intake/Referral and provides support within this department.

One department within PCAAA has the responsibility of the Ombudsman Program; the Care Management unit for the OPTIONS and Caregiver Support Program; the APPRISE program; the Health and Wellness programs; the Senior Centers; and the Volunteer Coordinator program. This department is comprised of a Supervisor, two Care Managers and two Case Aides. These Care Managers serve in both capacities as Care Manager and Assessor. Each Care Manager is cross trained and can assist through their Department. One of the Care Managers is also trained to complete RONs. Each Case Aide provides support within this department; one has the primary responsibility of the APPRISE program and Volunteer Coordinator program; and one has the primary responsibility of Senior Centers and contract monitoring.

In addition to the employees of the PCAAA, there are three volunteers that assist the agency; the Ombudsman Program has two volunteers and the APPRISE program has one volunteer.

The structure of PCAAA will continue to evolve as the changes in the current Administration evolve to effectively meet the needs of our diverse population while remaining conflict free in our provision of services. PCAAA projects changes in structure that will include changes in roles and responsibilities of staff; further enhancement in quality outcomes/measures; contracting with private health care entities; expansion of current database structuring requiring multiple databases and supportive staffing to manage the daily functioning of these databases; collaboration with other AAA's to effectively and prudently provide services to a larger service and planning area; and further training and certification of staff to better position PCAAA to meet the needs of the changing service delivery system.

Demographics

According to total population demographics provided through the Penn State Data Center, 2018 population estimates, Perry County has a total of 12,020 residents aged 60 and over. This accounts for 26 percent of the total population for the County. Perry County accounts for less than one percent of the total population of residents aged 60 and over State-wide. The population of residents within the county aged 60 and over is one race primarily; accounting for ninety eight percent reported as white. Forty-three percent of households in Perry County house at least one person 60 years of age or older. Three hundred and thirteen grandparents are raising grandchildren. Fourteen percent of residents aged 60 and over are Veterans. Of the 12,020 residents aged 60 and older, approximately 2.4% are below 100% of the poverty level. Approximately 25 percent of the 60 and over population have a disability. Like most, if not all areas, the number of people in the 55-64 and 65+ age groups exceed all other age groups except the group from age 18 and under which encompasses a large age span. Sixty-six percent of the 60+ population is married. Nineteen percent of this population is widowed. Mean earning in dollars for this population is \$46,155.

Going forward, the data center makes population projections at five-year increments. In 2015, the 60+ population of Perry County was 24 percent of the total county population. This figure increases to 27 percent in 2020, 29 percent in 2025, and 30 percent by 2030. During the same time period, the county population is to increase six percent.

PCAAA has seen a significant change in service utilization from the last 4 year plan reporting period. PCAAA has made a concerted effort to offer certain services to only those who qualify for the service. Due to this review of need, the number of persons aged 60 and over that are enrolled in programs and services through PCAAA has remained consistent or has decreased. PCAAA population demographics are counter-indicative of this finding. The above demographics would support an increase in service utilization due to the number of residents aged 60 and over living in poverty. Demographics additionally indicate there are a greater

proportion of grandparents raising grandchildren; however, utilization of the Caregiver Support Program is very low.

The demographics and current program utilization further support the critical need for awareness of and knowledge about programs and services provided through PCAAA. As PCAAA moves forward in the next four years, it is highly suggestive that education to the community be a top priority. Different avenues of education should be explored as traditional methods have shown ineffective during times of reduced social contact. Most people saw the pandemic as an anomaly and delayed their search for services of need. As time goes on, more people will be in need of services and will seek to meet those needs without waiting to see what social mandates are in place to make service acquisition more difficult.

Perry County has three skilled nursing facilities; one personal care home; three low income housing units specifically designated for seniors and those living with a disability; five subsidized housing units for seniors and those living with a disability; and one Section Eight housing unit. Perry County does not report a housing crisis.

PCAAA does have a waiting list for OPTIONS services. PCAAA started this Wait list in October of 2017 and maintained the fluctuating list until April of 2020. The list, at one point, had been in the forties. In April of 2020, everyone was removed from the Wait list and provided with their respective service. PCAAA began adding people back to the Wait list in May of 2020.

PCAAA has recognized a change in the utilization of services. The changes implemented through the Department of Human Services has impacted this utilization. Additionally, the implementation of Managed Care has impacted service utilization in Perry County. This implementation started in January of 2020 and the effects are still being realized. This transition has demonstrated some bumps in the road, but we are optimistic that issues can be resolved and increased efficiency of the delivery of service will result to Perry County residents.

Local, Political and Economic Conditions

PCAAA has consistently had the support of the governing board of commissioners as well as the legislators representing Perry County. The economic conditions that PCAAA is challenged with in meeting the goals and objectives relates to the continued flat funding of funds provided by the General Assembly. The number of persons needing home and community-based supports and services has continued to grow and the funding has not supported this growth. With the number of referrals PCAAA receives, it becomes a challenge to be innovative in meeting those needs.

Some participant needs exceed what PCAAA can provide. Due to static funding levels, PCAAA has instituted an OPTIONS Wait list for Home Delivered Meals, Personal Care, and Personal Emergency Response Systems. This list continues to grow as time progresses.

PCAAA has maintained a strong relationship with community partners and political organizations to ensure the continuity of care. Often times, residents will engage

with Perry County legislators to address concerns. This strong relationship allows collaboration in meeting the needs of our residents to ensure all older adults age in place in the setting of their choice.

Needs Assessment Data

Due to the COVID19 pandemic, PCAAA had difficulty in reaching out and conducting a thorough review of the public for their view of needs. Three public meetings were conducted prior to the COVID19 shutdown instituted by Perry County per the Commonwealth of Pennsylvania's colored phase system approach. The public meetings were designed to illicit information from Perry County residents as to their needs and future planning for provision of service in Perry County. All this was discussed within the parameters of the Pennsylvania Department of Aging and Perry Counties goals.

PCAAA was able to ascertain the need for promotion of services. While PCAAA does perform outreach by various methods such as events, flyers, social media and other printed materials, it was related that the knowledge base of older adults as to what PCAAA does and the services PCAAA offers are not widely known. PCAAA needs to make a more concerted effort to publicize what it does and how it can help older adults. PCAAA needs to be recognized as a one stop shop for the information and referral process. PCAAA offers a human voice to telephone calls and a warm hand-off of telephone calls for more specific services. PCAAA is also looking to expand ways to deliver service information. Meeting attendees did voice their concern over limited communication methods a lot of Perry County seniors engage in and their ability to be aware of important educational events. While some Perry County seniors have embraced technology and the access it provides, a large number of seniors have no desire to immerse themselves in the information age and still rely on radio, television, and printed material. PCAAA needs to use the entire spectrum of advertisement to promote its abilities, services, and events. Reliance on the more modern social media platform, while easier, is missing a large number of seniors who are in need of PCAAA assistance.

Due to the remoteness of Perry County and where seniors reside, a major concern of those seniors offering input is transportation opportunities. At present, rabbittransit, is the contracted provider for the Shared Ride program. Numerous concerns were voiced in relation to accessibility, timeliness, and ride time. In the last year, PCAAA has observed a downward trend in rabbittransit's utilization. In response to declining use, rabbittransit has adjusted their routes and locations being served. While access to anywhere on any weekday was an option, certain locations are now only being serviced on certain days of the week. This has created a problem for people whose doctors are only in the office on certain days. Depending on their individual need, seniors are complaining that they are being forced to be in vehicles for extended periods of time and to having to wait at locations for extended periods. Transportation services are very limited for Perry County residents. They are faced with the options of cost prohibitive transportation, rabbittransit, or not attending appointments or obtaining necessary items that ensure their safety. Many residents are saying that they try to find private transportation or just don't go. PCAAA and

the County of Perry are challenged to create or obtain a viable transportation alternative that invites use by seniors so that they obtain the services and items they need.

Seniors who attended these events expressed the importance of the Health and Wellness programs that are offered by PCAAA. While they did praise the addition of the Tai Chi program as well as others, they requested that these programs be offered in more locations throughout the county. Some seniors felt that Health and Wellness programs were continually held at the same venues which limited people with travel issues. They felt that they were limited to the same programs constantly at the locations they frequent. PCAAA is limited in available venues that would fit the needs of certain programs due to the area needed to perform the activities of the program. Rotation of program locations as well as in-depth venue searches are a must to satisfy the desire of seniors who want to partake in the different programs that are designed to help them manage their strength and physical wellbeing.

Seniors voiced a concern about more access to OPTIONS program in-home service providers. Once again, due to the remoteness of Perry County, certain areas in the county are not served as well by service providers as other parts of the county. The main reason listed for this by service providers is the lack of staff and the distance needed to travel to the location of service. PCAAA needs to partner with a number of service providers who are willing and able to serve consumers throughout the entire county no matter where they reside.

Some seniors did question where we are going as an agency and community. Noticing the increase in the senior population, PCAAA's institution of a 'Wait List', and learning of our agency being flat funded for an extended period of time, they question how an increased need is going to be met with stagnant funding. Their concern of not being able to meet the present needs of seniors now coupled with an anticipated future increase in volume and needs is a valid one. PCAAA needs to be creative in meeting these needs. A plan of coordinating funding and technology with a network of partners and volunteers is paramount to the success of our role. The institution of pride in the community needs to be formed to focus on the goal of self-sustaining. A phrase used in raising children "*It takes a village*" overwhelmingly applies in this situation and seriously needs to be exploited to meet anticipated needs. Concerted propagation of a 'Community First' mentality needs to flourish. During this COVID19 pandemic, we have seen many instances of the community stepping up to help their neighbors in need. PCAAA needs to use this as a springboard to continue and increase this type of activity.

Some seniors felt that PCAAA required a significant amount of personal information to accept some of the services they received. The specific information dealt with completing Parts I and II of the Needs Assessment Tool Express (NAT-E) to receive a congregate meal. The seniors felt that the requested information was no one's business. They were concerned with who had access to the information. PCAAA has had numerous conversations related to this topic and explained the requirement for the information. PCAAA supported this information with direction from PDA in the forms of the Assessment Chapter and were advised it would also be listed this

way in the new Nutrition Services Policy Chapter. PCAAA needs to work with partners in educating and obtaining buy in to obtain required information for certain programs.

Not addressed by the seniors at the meetings, but something that needs addressed is the increase in Protective Services Reports of Need (RON). While there is an increase in RONs received by the PCAAA, there needs to be more education as to what elder abuse is and the signs of it so that it can be recognized and addressed sooner rather than later or not at all. PCAAA is challenged to develop an education program for the public, service providers, social service partners, first responders, and professionals who deal with seniors. These education programs need to focus on the various types of abuse, the recognition of it, and the proper response to discovering it. Once again, due to the remoteness of Perry County, some seniors are extremely isolated either involuntarily or voluntarily. PCAAA instruction needs to focus on signs of abuse and the adoption of the 'see something, say something' mentality so that these seniors can be helped.

Resource Development

PCAAA, through a comprehensive assessment of agency strengths, supported in the Community Needs Assessment conducted as part of the 4 year plan, recognizes our commitment to the residents of this community.

PCAAA additionally recognizes the ongoing need to promote PCAAA within the community through a layered grass roots/multi-media promotional approach. This approach will provide knowledge of and awareness of programs and services to further enhance the lives of our residents. As part of this promotion, PCAAA will collaborate with local and regional providers of service; increase volunteer capacity through collaboration with RSVP of the Capital Region; and utilize PALink as a vehicle to collaborate with other social service agencies and other healthcare providers in support of the overall promotional strategy and resource expansion. PCAAA will coordinate with boots on-the-ground partners to be extra sets of eyes, ears, and voices to promote a community safety-net to better serve the Perry County seniors and reduce the number of seniors in need falling through the cracks

PCAAA will collaborate with the seven Senior Citizen Centers to expand the programs and services to include programs that attract a more diverse group. Education to the Centers will offer tools to enhance programs and increase participation including reaching a diverse population that encourages younger members. The need to continue to evolve and enhance programs is a resource that needs to be developed.

PCAAA will expand our resource network to provide appropriate long-term care supports and services to low income, minorities and hard to reach residents. PCAAA needs to serve as the central coordination point to help our residents to live independently and participate fully in their community.

PCAAA will expand the existing network to include information on accessing services including knowledge and awareness of programs. This may include communication portals and to cross market programs with other partners. Through this expansion, families and caregivers from outside of our planning and service area will have access to information and the available resources, resulting in a direct link to referrals and the opportunity to meet their needs.

PCAAA will continue to engage in relationships with state and local legislative entities to promote continued funding of programs, advocacy for our residents, and continued support for the AAA network.

PCAAA's vision, through our continued efforts of resource development, is to expand opportunity for enriching the lives of all our citizens and promote the well-being of all our older adults.

National Planning Requirements

PCAAA in conjunction with the Pennsylvania Department of Aging is charged with administering the Older Americans Act and the Administration for Community Living Discretionary Grants through coordination of a comprehensive array of programs that benefit older residents of Perry county, their families, their caregivers, and the aging network through health promotion and prevention, elder rights, long-term care support services and caregiver support.

PCAAA will ensure efforts are in place to provide services to older individuals with greatest economic need, older individuals with greatest social need and older individuals at risk for institutional placement through the use of targeted promotional approaches, including, but not limited to the expansion of the existing network, the enhancement of programs within the Senior Citizen Centers, and the development of a stronger volunteer network. PCAAA will collaborate with community partners to identify these individuals. These partners will include, but are not limited to, health care providers, home health agencies, local community organizations and the PALink.

PCAAA will create a collaborative network with physicians, both within and outside the planning and service area, to identify those individuals most at risk. This collaboration will include a component of education surrounding the topic of Alzheimer's related Dementia's and the inherit risk to this population for institutional placement. PCAAA will provide education to the community about the availability of support groups for individuals living with or caring for persons with an Alzheimer's diagnosis.

PCAAA, through comprehensive assessments and person-centered planning, will support the individual needs of each person and the unique needs of the caregivers supporting these persons.

Goals, Objective, Strategies, and Performance Measures

- The Area Plan includes five goals (1.), each supported by objectives (a)), strategies (1)), and performance measures (•).
 1. Strengthen aging network's capacity, promote innovation and best practices, and build efficiencies to respond to the growing and diversifying aging population.
 - a) Increase outreach opportunities to spread awareness of available services.
 - 1) Institute more I&R events throughout our service area to reach even the remote areas.
 - Increased number of Information and Referral events, at least one per month, to include areas outside of the traditional venues. This will be in addition to the two major annual events presently held
 - 2) Focus on reaching older adults from areas we have not been reaching (southwest) while maintaining dispersal of information to areas we typically already deal with.
 - Number of individuals attending events, where the individuals are from and how they learned of the event
 - 3) Finalize the website for the AAA so it can be used as a reference tool to reach seniors and their families in a way to promote available programs, contacts, activities, resources, etc.
 - Number of individuals accessing the website as well as contacts received as a result of website utilization
 - b) Seek more partnerships with local agencies to collectively provide for the growing number of consumers in need.
 - 1) Bolster our relationships with agencies like Join Hands, the Perry County Food Bank, and Bread of Life to look at new ways to get items to those in need.
 - Increased list of partner agencies we make referrals to and receive referrals from
 - 2) Seek to establish satellite locations of partners to make obtaining items easier. Increase distribution sites beyond the present centralized hub.
 - Increase the ease of obtaining needed items throughout the county by tracking the use of the new location and where the consumer is from
 - 3) Develop new partnerships to increase our ability to meet more needs that arise as the population we serve grows in number and needs diversity.
 - Number of events that are co-sponsored with other agencies and utilizing different venues
 - Number of consumer needs met along with number of more needs being met outside of what is traditionally offered

- c) Increase training to staff so that staff members are multifaceted in service/program delivery.
 - 1) Provide internal staff education so staff is able to recognize a need, what part of our office can respond, and what staff to notify to ensure a proper response.
 - Increased communication efficiency resulting in consumers not having to repeatedly tell the same story
 - Less staff time used to address calls that they are not truly able to deal with
 - 2) Crosstrain identified staff so that staff attrition and staff separations do not affect the provision of services as needs grow.
 - Effect of attrition not noticed resulting in a seamless transition of service after a staff separation or transition. This will be realized by an internal time it takes for the delivery of service to the consumer
 - 3) Have staff work with and assist each other to familiarize themselves with each other's roles and tasks for contingency purposes.
 - Employee resume expansion
 - Increased staff available to perform specified tasks resulting in less hand-offs and more consumer satisfaction
2. Establish and enhance efforts to support healthy living, active engagement and a sense of community for all older Perry Countians.
- a) Increase the number and frequency of Health and Wellness programs offered throughout our service area.
 - 1) Survey eligible participants annually to determine interest and need of Health and Wellness Programs.
 - Number of participants attending the programs. This count will include in-person attendance as well as virtual attendance. Due to COVID19, virtual attendance will be an option and continued to increase participation
 - Number of surveys returned with constructive information
 - 2) Solicit more interested program instructors to offer programs at more locations throughout the county.
 - Increase the number of Health and Wellness programs offered throughout the year to increase by at least one per year over what is already offered. The recent adoption of Tai Chi for Arthritis has been a huge hit. While multiple offerings of Tai Chi will be conducted, the addition of other evidence-based programs will be offered while being monitored for satisfaction
 - Number of contracted instructors to provide programs
- b) Establish partnerships with community and civic groups to promote and host Health and Wellness and education programs.

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- 1) Locate venues in areas not typically served at present. Focus on South and West
 - Numbers of venues outside the traditional locations. Focusing on the South and West
 - 2) Conduct outreach to potential partners to work to identify more alternatives to already offered programs.
 - Number of programs conducted in addition to traditionally offered programs
 - 3) Look to establish relationships with the Amish Community to establish programs for older Amish adults.
 - Number of Amish or Mennonite participants, instructors, or venues specific to their communities
 - 4) Work with the health care industry to encourage use of our Health and Wellness programs by their patients.
 - Number of referrals from Health Care agencies and where the referrals are coming from
3. Emphasize a citizen-first culture that provides outreach, embraces diversity, and honors individual choice.
- a) Create opportunities with partners to facilitate and encourage the onboarding of volunteerism throughout the service area.
 - 1) Provide partners with media for advertisement and information on what they can do to help others.
 - Number of new volunteers as a result of new partnerships
 - Number of new volunteers from presently established partnerships
 - 2) Utilize social media to advertise needs and ways to fulfill those needs.
 - Number of new volunteers and where they are originating from
 - Responses to advertised needs to measure the effectiveness of campaign
 - Determine how newly onboarded volunteers learned of the program
 - b) Provide educational opportunities to increase acceptance and inclusion in the Senior Centers.
 - 1) Promote various programs to the Senior Centers which encourage education and inclusion.
 - Number of daily center attendees. Ascertain the number of new attendees
 - Survey responses indicating positive experiences
 - 2) Utilize social media to promote the centers, their programming, and their purpose.
 - Survey responses indicating how participants learned of the programming

- c) Continue the supportive attitude that has increased during the COVID19 pandemic.
 - 1) Encourage continued support as was done during the COVID response.
 - Continued response to needs after re-opening of local area
 - 2) Continue the ‘together’ mentality of the whole being more important than the parts.
 - Number of responses to advertised needs (individual and group) being met
 - 3) Support the approach that the little things you do mean a lot to others.
 - Number of volunteers on a regular basis. How they are being onboarded and where they are being onboarded from
4. Protect older adults and ensure their safety and dignity by raising awareness of and responding effectively to incidences of abuse, injury, exploitation, violence and neglect.
- a) Increase Protective Service outreach to educate the service area as to what abuse is and who to report it to.
 - 1) Educate older adults as to the definition of abuse and the parameters it covers.
 - Number of RONs received
 - Variations of abuse reported
 - 2) Conduct quarterly Protective Service outreach education events throughout the service area
 - Number of PS outreach events
 - Number of participants at the PS outreach events
 - 3) Work to relieve older adults of the fear of the stigma of being the victim of abuse by establishing a media campaign enforcing a ‘You are not alone’ philosophy
 - Number of consumer reported RONs
 - 4) Establish support groups of older adults who have been victims of abuse so mutual healing can take place.
 - Number of support groups
 - Number of participants attending the victim groups
- b) Educate partners on signs to look for when they are dealing with their consumers and reporting to the AAA.
- 1) Provide partners with media/pamphlets to promote awareness, alleviate the stigma of being a victim, and encourage the ‘See something, Say something’ mentality.

- Number of PS information/education events delivered to partners or at partner venues
 - 2) Provide Protective Service presentations to partners annually on their role in reporting of suspected abuse.
 - Number of RONs received from partners, especially the partners who received PS outreach training
 - c) Increase the effectiveness of the Elder Abuse Task Force.
 - 1) Involve the Task Force in more outreach opportunities.
 - Number of Task Force members involved in outreach events throughout the year
 - 2) Use Task Force members as speakers/presenters for Sr. Center programs throughout the year.
 - Number of Sr Center presentations by Task Force members
 - Number of Sr Center presentations by different Task Force members
 - 3) Increase the participation of the County leadership in the Task Force.
 - Number of Local Government officials at Task Force meetings
5. Improve services for older adults and the ability to advocate for them by using evidence-informed planning, committing to data integrity and being accountable for results.
- a) Review prepared statistics and population trends to prepare for draws on offered programs and services.
 - 1) Evaluate how assets are situated throughout the service area to respond to different needs in different locations.
 - Accurate data and asset placement that is meeting the needs of participants throughout our service area
 - Bi-annual table top exercises to show response weaknesses
 - 2) Encourage a more even spread of those assets throughout the service area through partnerships and cooperative agencies.
 - More even attendance of programs that are spread throughout the service area
 - 3) Use data produced by other county agencies to analyze our county potential response to issues/emergencies.
 - Effective planning to mitigate potential issues/emergencies
 - Map assets, partners, and program offerings and compare with local populations statistics to show need vs needs met

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- b) Involve the Task Force in planning for different needs that data indicates will occur.
 - 1) Establish work groups to focus on individual issues that are realized by the group's individual expertise.
 - Work Group formulation and semi-annual meetings
 - Outreach and education for Task Force realized issues
 - Work group output and activities meeting local evolving needs
- 2) Encourage the Task Force to partner between their individual professions to meet local needs.
- Task force member partnerships and coordinated action
- 3) Encourage the Task Force business leaders to negotiate with their parent companies to assist at the local level.
- More interaction with Task Force parent companies realized
- More parent company sponsored events and outreach opportunities

Area Plan Part B

**Section 1. Signature Page/Standard Assurances Commonwealth of Pennsylvania
Department of Aging**

FY 2020-24 Area Agency on Aging

Four-Year Area Plan on Aging

**Signature Page
Perry County Area Agency on Aging
315 Keystone Way
P.O. Box 725
New Bloomfield, PA 17068**

I/we certify that I/we are authorized to submit this Plan on behalf of the designated Area Agency on Aging and agree to abide by regulations issued by the Pennsylvania Department of Aging, the U.S. Department of Health and Human Services, and the U.S. Department of Labor.

I/we further certify that the general public has had the opportunity to review and comment on this Plan through the public hearing process and that written policies, procedures or agreements, as appropriate, have been developed in accordance with Part A, Section 307 of the Older Americans Act, and are on file for review and approval, as appropriate, by Department of Aging officials.

I/we assure that services and programs of the Area Agency on Aging will be managed and delivered in accordance with the Plan submitted herewith. Any substantial changes to the Plan will be submitted to the Department of Aging for prior approval.

I/we hereby expressly, as a condition precedent to the receipt of State and Federal funds, assure:

That in compliance with Title VI of the Civil Rights Act of 1964; Section 504 of the Federal Rehabilitation Act of 1973; the Age Discrimination Act of 1975; The Americans With Disabilities Act of 1990; The Pennsylvania Human Relations Act of 1955, as amended; and 16 PA Code, Chapter 49 (Contract Compliance regulations):

- 1) I/we do not and will not discriminate against any person because of race, color, religious creed, ancestry, national origin, age, sex, or handicap:

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- a) In providing services or employment, or in its relationship with other providers;
- b) In providing access to services and employment for handicapped individuals.

2) I/we will comply with all regulations promulgated to enforce the statutory provisions against discrimination.

I/we further hereby agree that all contracts for the provision of services addressed herein will require contractors to comply with these same provisions.

I/we certify that the advisory council of the Area Agency on Aging has participated in the development of this Plan and has reviewed the Plan as herewith submitted.

Signature(s) of Governing Authority

Official(s), e.g., Chairman of County

Commissioners or President, Board of Directors.

Name	Title	Date

(Signature of the Area Agency on Aging
Aging Director)

(Title)

(Date)

Name of Person to Contact Regarding the Contents of This Plan:

Gregory A. Wirth _____ (717) 582-5128 _____
(Name) (Area Code and Telephone)

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Part B. Section 2

DOCUMENTATION OF PARTICIPATION BY THE AREA AGENCY ON AGING ADVISOR COUNCIL

PSA NO. 22

NAME OF AAA: Perry County Area Agency on Aging

PLAN PERIOD FROM October 1, 2020 TO September 30, 2024

In accordance with 6 PA Code, Section 35.23, a.(1) and (2) and the Older Americans Act of 1965, as amended, I certify that the Area Agency on Aging Advisory Council has had the opportunity to assist in the development of this Plan. I further certify that the Area Agency on Aging Advisory Council has participated in at least one Public Hearing held on this Plan.

The Area Agency on Aging Advisory Council (does / does not) not recommend approval of this Plan.

Signature of the Chief Officer of the Area
Agency on Aging Advisory Council

Patti McLaughlin, Chief Officer
Typed Name and Title

Date

Part B. Section 3**Listing of Plan Assurances and Required Activities****Older Americans Act, As Amended in 2016****ASSURANCES**

The Older Americans Act of 1965, as amended, requires each Area Agency on Aging (AAA) to provide assurances that it will develop a Plan and carry out a program in accordance with the Plan. Each AAA must comply with the following provisions of the Act. Written policies, procedures, or agreements, as appropriate, must be on file in the AAA office and available for review and approval by Department of Aging officials.

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- Assurances that an adequate proportion, as required under section 307(a)(2), of the amount allotted for part B to the planning and service area will be expended for the delivery of each of the following categories of services:
 - Services associated with access to services (transportation, health services (including mental and behavioral health services), outreach, information and assistance (which may include information and assistance to consumers on availability of services under part B and how to receive benefits under and participate in publicly supported programs for which the consumer may be eligible) and case management services.
 - In-home services, including supportive services for families of older individuals who are victims of Alzheimer's disease and related disorders with neurological and organic brain dysfunction
 - Legal assistance.
- Assurances that the AAA will report annually to the State agency in detail the amount of funds expended for each such category during the fiscal year most recently concluded.
- Assurances that the AAA will:
 - Set specific objectives, consistent with State policy, for providing services to older individuals with greatest economic need, older individuals with greatest social need, and older individuals at risk for institutional placement.
 - Include specific objectives for providing services to low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas.
 - Include proposed methods to achieve the objectives.
- Assurances that the AAA will include in each agreement made with a provider of any service under this title, a requirement that such provider will:

- Specify how the provider intends to satisfy the service needs of low-income minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas in the area served by the provider.
 - To the maximum extent feasible, provide services to low-income minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas in accordance with their need for such services.
 - Meet specific objectives established by the AAA, for providing services to low-income minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas within the planning and service area.
- Each AAA shall identify the number of low-income minority older individuals and older individuals residing in rural areas in the planning and service area, describe the methods used to satisfy the service needs of such minority older individuals, and provide information on the extent to which the AAA met the objectives described in clause (a)(4)(A)(i).
 - Assurances that the AAA will use outreach efforts that will identify individuals eligible for assistance under this Act, with special emphasis on:
 - Older individuals residing in rural areas.
 - Older individuals with greatest economic need (with particular attention to low-income minority individuals and older individuals residing in rural areas).
 - Older individuals with greatest social need (with particular attention to low-income minority individuals and older individuals residing in rural areas).
 - Older individuals with severe disabilities.
 - Older individuals with limited English proficiency.
 - Older individuals with Alzheimer's disease and related disorders with neurological and organic brain dysfunction (and the caretakers of such individuals).
 - Older individuals at risk for institutional placement.
 - Assurance that the AAA will ensure that each activity undertaken by the agency, including planning, advocacy, and systems development, will include a focus on the needs of low-income minority older individuals and older individuals residing in rural areas.
 - Assurances that the AAA will coordinate planning, identification, assessment of needs, and provision of services for older individuals with disabilities, with particular attention to individuals with severe disabilities, and individuals at risk for institutional placement, with agencies that develop or provide services for individuals with disabilities

- Assurances that the AAA, in carrying out the State Long-Term Care Ombudsman program under section 307(a)(9), will expend not less than the total amount of funds appropriated under this Act and expended by the agency in fiscal year 2000 in carrying out such a program under this title.
- Information and assurances concerning services to older individuals who are Native Americans (referred to in this paragraph as "older Native Americans"), including:
 - Information concerning whether there is a significant population of older Native Americans in the planning and service area and if so, an assurance that the AAA will pursue activities.
 - Outreach, to increase access of those older Native Americans to programs and benefits provided under this title.
 - Assurance that the AAA will, to the maximum extent practicable, coordinate the services the agency provides under this title with services provided under title VI.
 - Assurance that the AAA will make services under the area plan available, to the same extent as such services are available to older individuals within the planning and service area, to older Native Americans.
- Assurances that the AAA will maintain the integrity and public purpose of services provided, and service providers, under this title in all contractual and commercial relationships.
- Assurances that the AAA will disclose to the Assistant Secretary and the State agency the identity of each nongovernmental entity with which such agency has a contract or commercial relationship relating to providing any service to older individuals; and the nature of such contract or such relationship.
- Assurances that the AAA will demonstrate that a loss or diminution in the quantity or quality of the services provided, or to be provided, under this title by such agency has not resulted and will not result from such contract or such relationship.
- Assurances that the AAA will demonstrate that the quantity or quality of the services to be provided under this title by such agency will be enhanced as a result of such contract or such relationship.
- Assurances that the area agency will, on the request of the Assistant Secretary or the State, for the purpose of monitoring compliance with this Act (including conducting an audit), disclose all sources and expenditures of funds such agency receives or expends to provide services to older individuals.

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- Assurances that preference in receiving services under this title will not be given by the AAA to particular older individuals as a result of a contract or commercial relationship that is not carried out to implement this title.
- Assurances that funds received under this title will be used to provide benefits and services to older individuals, giving priority to older individuals identified in paragraph (4)(A)(i); and in compliance with the assurances specified in paragraph (13) and the limitations specified in section 212.

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Part B. Section 4

Narrative Summary of the Proceedings of the AAA Area Plan Public Hearing

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