

2024-2028 Local Area Plan

Perry County Area Agency on Aging

PSA # 22

Perry County

October 1, 2024 through September 30, 2028



Alyson Thebes
Director

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Executive Summary

Introduction

The Perry County Area Agency on Aging (PCAAA) is the local designated agency on aging. It is responsible for developing and providing a comprehensive, coordinated system of services and support for older adults and their families. This four-year plan is the culmination of internal and external review of the issues facing both the agency and the population served. This plan also incorporates major trends identified in the planning process of Aging Our Way, PA, and objectives and strategies outlined by the Administration for Community Living (ACL).

In developing the 2024-2028 plan, the Perry County Area Agency on Aging (PCAAA) utilized a strategic planning process to obtain input from consumers, stakeholders, other partners, and the public. Community assessment done through surveys and public meetings helped identify needs particular to the aging population.

The PCAA facilitated seven (7) focus group sessions to discuss a range of topics facing older adults, including but not limited to, social participation, housing, health services and community supports, transportation, the built environment, communication, and civic engagement.

Over the next four years, PCAA plans to increase the ability for our 60 and older population to age in place through a combination of outreach, preventative education, and home and community-based service. PCAA hopes to engage community organizations and expand partnerships to assist in reaching these goals. The agency strives to become more fiscally responsible, seeking ways to work more efficiently and effectively by examining services provided in homes to meet the needs of the aging population and promote their health and well-being.

Agency Overview

Mission Statement

As the Area Agency on Aging (AAA), the mission of the Perry County Area Agency on Aging is to honor and protect the lives of individuals by supporting choice through advocacy, education, and facilitation of services to maximize independence and quality of life

Organizational Structure:

The Perry County Area Agency on Aging (PCAAA) is a designation of the U.S. Administration on Community Living (ACL) and the Commonwealth of Pennsylvania's Department of Aging (PDA) and is one of the 52 agencies that provide services for older adults 60 and older. The agency operates as part of Perry County government.

As a department of County government, the agency is governed by the Perry County Board of Commissioners with support from the Perry County Advisory Council on Aging. PCAA has fourteen employees, including the 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 and two Clerk-Typists. PCAA strives for conflict free provisions of service and the implementation of Long-Term Care Supports, Services, and Managed Care. PCAA 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 the Supervisor, three Care Managers and a Case Aide. Two of the three Care Managers serve as full-time Older Adult Protective Service Investigators. The third Care Manager serves as an Assessor and carries a small caseload of Home Delivered Meal OPTIONS consumers, 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 Care Management unit for the OPTIONS and Caregiver Support Program; the PA MEDI program; the Health and Wellness programs; the Senior Centers; and the Volunteer program. This department is comprised of the Supervisor, two Care Managers and two Case Aides. One Care Manager is responsible for the Caregiver Support Program and OPTIONS Program, and one Care Manager serves in both capacities as Care Manager and back-up Assessor and is trained to complete intake on RONs. Each Care Manager is cross trained and can assist through their department. Each Case Aide provides support within this department; one has the primary responsibility of the PA MEDI program, Health & Wellness Program, and Volunteer Coordination; and one has the primary responsibility of Senior Centers and contract monitoring.

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.

Advisory Council:

The Perry County Advisory Council on Aging provides additional oversight and direction. The advisory council, reviews, advises, and assists the AAA in developing and administering the area plan. They review, at least quarterly, documents or summaries thereof detailing the progress achieved to date by the area agency toward the accomplishment of the objectives set forth in the area plan. The advisory council represents the interests of older adults and reviews and evaluates existing and proposed programs, policies and legislation affecting its constituency.

[Agency Services](#)

Perry County Area Agency on Aging (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.

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 a PA MEDI 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 PA MEDI 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. PA MEDI staff, counselors and volunteers are specially trained. PCAAA PA MEDI Coordinator provides Perry County residents educational presentations and assistance during the Annual Open Enrollment Period. PA MEDI 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.

Demographics

The planning and service area for which this agency is responsible consists of 551.4 square miles within the borders of Perry County. Located in central Pennsylvania, it is bound by Cumberland County to the south, Franklin County to the west, Juniata County to the north and Dauphin and Northumberland Counties to the east. Perry County has three (3) skilled nursing facilities and one (1) personal care and assisted living facility. There are two (2) housing units for individuals 62 and older and seven (7) housing units for individuals 62 and older and/or living with a disability.

According to the 2020 US Census Population Estimates, Perry County has a population of 45,84 and 27% of Perry County residents are aged 60 and older. The largest age cohort of Perry County residents is individuals between the age of 55 and 59 years old, according to the 2020 US Census Data. The Penn State Data projects in 2025 the 60+ population of Perry County will account for 30 percent of the total county population. This figure increases to 32 percent in 2030 and remain in 2035. Of the 8,948 residents aged 65 and older, approximately 7.5% are living in poverty.

Thirty-five percent of households in Perry County house at least one person 65 years of age or older. Perry County residents 65 and older account for 13 percent of individuals living alone. Approximately 34 percent of the 65 and over population are living with a disability.

There are 950 grandparents who are living with their own grandchildren under the age of 18 years old. Fifty-three percents of those grandparents are the responsible adult for their grandchildren; this has increased 24 percent from the 2020-2024 Annual Plan. Twenty-four percent of the grandparents responsible of for their grandchildren have been for five (5) or more years. Approximately 62 percent of the grandparent raising their grandchildren are females.

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. 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.

Local, political, and economic conditions:

The Perry County Area Agency on Aging (PCAAA) is governed under County Government with oversight from the County Commissioners. PCAAA has consistently had the support of the governing board of commissioners as well as the legislators representing Perry County.

The percentage of the population of those 60 and older has increased slightly over the last several years. This increase in population, combined with current flat funding, creates a difficult situation for the aging system. These factors will require a shift in how services for older adults are provided and funded.

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

Community Outreach & Needs Assessment

The Perry County Area Agency on Aging (PCAAA) began assessing the needs of the community in August 2023. Both internal and external stakeholder options were sought after during the assessment period. It was our intention to reach out to as many different stakeholders as possible to get a clear picture of what our community looked like and what was needed by the population we serve.

To gain additional insight regarding current and future needs within the community, the PCAA conducted seven (7) Needs Assessment/Master Plan discussions using the AARP's domains of age-friendly communities.

1. Newport Senior Center, Newport, PA on August 3, 2023
2. Central Perry Senior Center, New Bloomfield, PA on August 9, 2023
3. Marysville/Rye Senior Center, Marysville, PA on August 10, 2023
4. Babs Curran Senior Center, Duncannon, PA on August 17, 2023
5. Blain Senior Center, Blain, PA on August 23, 2023
6. Millerstown Senior Center, Millerstown, PA on August 24, 2023
7. Perry County Veteran's Building (evening program), New Bloomfield, PA on August 31, 2023

Discussions were advertised through email, PCAA monthly newsletter, senior centers, social media platforms, PCAA Advisory Council on Aging meeting and Perry County Commissioner meetings. Individuals unable to attend a listening session were able to receive the Aging Our Way survey via print or electronic, with an opportunity to provide feedback to PDA and directly to the PCAA.

The sessions were facilitated by staff including the Director and two Supervisors for data collection. During these seven (7) sessions, 138 participants were asked to share their experiences on a range of topics, including but not limited to social participation, housing, health services and community supports, transportation, the built environment, communication, and civic engagement.

Quality Management

Several unmet needs requiring additional services and support emerged from the data examined. Needs included:

- Transportation: Transportation concerns were discussed in seven (7) of seven (7) focus groups. Major transportation concerns are related to the lack of available in and out-of-county transportation options and on demand transportation to medical appointments. Many participants expressed frustration with long wait-times/delayed arrivals and pick-ups through rabbittransit shared ride service. Participants reported driver shortages are not helping with the availability or long wait times. Due to most services being out of the county, participants reported

rides are often very long and uncomfortable. Another concern related to the operating time of rabbittransit, it can be challenging for individuals to arrange transportation for appointments that occur later in the day. Additionally, another challenge of the rabbittransit shared ride system was that it is only operational in specific areas of the county on specific days, which can be an issue when certain medical providers are only available on certain days, without any available transportation option. Some participants reported wanting to attend community events, however most of the events are on the weekends or evenings. Participants reported not being aware of transportation resources or utilizing informal transportation. Another barrier reported regarding transportation is the needs for assistance on and off the bus.

- **Access to Health Care:** Access to health care was discussed at every listening session. Participants reported relying on vaccine clinics at local senior centers due to lack of local pharmacy or physician office. New residents reported being unaware of providers in the area and reported a list of providers would be helpful. Majority of participants reported a lack of specialty providers in the county and providers in the county not accepting their insurance. Concerns were discussed regarding limited access to dental and eye care providers. Another concern related to no urgent care services in the county, requiring going out of the county to obtain services without transportation. Participants discussed the need for pharmacy services who delivery and especially for acute medications.
- **Accessibility & Inclusion/Community Events & Activities:** Participants discussed accessibility and inclusion at community events and activities. Concerns regarding accessibility within their communities were discussed including uneven or unkept sidewalks, no ramps into local businesses, no automatic doors for easy access, and businesses located in older buildings with steps. Many participants voiced concerns related to limited handicap parking and two (2) hour parking limits within town; participants reported having to walk longer distances to find parking without time limitations. Participants reported not attending community events held outside due to difficulty ambulating on uneven grounds or unpaved area and limited parking within a short walking distance. Additionally, participants discussed limited volunteer opportunities or awareness of opportunities. Participants reported the need for local newsletter, as many activities and opportunities are advertised online and they do not have access to the internet.
- **Housing/In Home Care needs:** Housing and in-home care needs were discussed at each of the seven (7) sessions. Participants reported a need for more affordable senior housing. They noted every affordable senior housing options in the county has a very long wait list. Some participants reported they would need assistance in applying for senior housing. Another concern discussed by homeowners was requiring home modifications or home repairs and not having enough resources. Participants who had required nursing facility placement reported needing better care at the local facilities. They reported there was a nursing shortage at the facilities that needed addressed. Additionally, in the community there is lack of caregivers to aid, especially in the western end of the county. Participants reported needing assistance with house chores instead of personal care.

Goals, Objectives, Strategies, and Outcome Measures

Goals

The Perry County Area Agency on Aging identified five goals for 2024-2028, each with accompanying objectives and strategies.

Goal 1: Protect older adults and ensure their safety and dignity by raising awareness and responding effectively to incidences of abuse, injury, exploitation, violence, and neglect.

Goal 2: Direct efforts to address the social needs of isolated individuals suffering poor health outcomes and emotional distress exacerbated by the COVID-19 pandemic

Goal 3: Reduce the impact of social determinants of health for older adults.

Goal 4: Empower and assist older adults to safely remain in their homes and active in the community.

Goal 5: Enhance services and supports for caregivers.

Objectives & Strategies

Goal 1: Protect older adults and ensure their safety and dignity by raising awareness and responding effectively to incidences of abuse, injury, exploitation, violence, and neglect.

- Objective 1.1: Protect the rights of older adults through increased knowledge and awareness of legal assistance programs.
 - Establish a legal assistance referral policy and increase referrals to legal services.
 - Screen individuals during intake to determine need for legal services.
- Objective 1.2: Increase involvement in Elder Abuse coalitions and community committees.
 - Reinstate Elder Abuse Task Force.
 - Increase participation in community committees to build partners for creation of multi-disciplinary collaboration.
- Objective 1.3: Lead training and education of community partners to respond to elder abuse, neglect, exploitation, and disasters.
 - Increase Elder Abuse awareness presentations to public and community partners.
 - Increase community education on Protective Services through media outlets, local newsprint media and billboards.
 - Collaborate with Emergency Management to ensure older adults needs are met during disasters.
- Objective 1.4: Work with local law enforcement, District Attorney, and Department of Banking and Securities to educate and inform the elderly population of crime prevention techniques and how to protect themselves from victimization.
 - Collaborate to present at special events, and distribute information to home bound seniors.
 - Share information as it becomes available on scams through various means of communication.

Goal 2: Direct efforts to address the social needs of isolated individuals suffering poor health outcomes and emotional distress exacerbated by the COVID-19 pandemic.

- Objective 2.1: Expand in-person programs and events to reduce social isolation.
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- Reinststate and increase PCAA sponsored events.
 - Provide opportunities for senior centers to connect with community agencies and organizations.
 - Improve PCAA newsletter to include community events and increase distribution.
 - Collaborate with health care providers to educate staff and potential consumers about Senior Center programs.
 - Objective 2.2: Enhance relationships with mental health provider agencies.
 - Utilize an evidence-based program to identify consumers in need of mental health support and services referrals.
 - Increase participation with Cumberland Perry MH/IDD/IE Advisory Committee.
 - Increase participation with Perry County Health Care Coalition to advocate for needed services within service area.
 - Objective 2.3: Increase volunteer opportunities.
 - Establish a Volunteer & Community Engagement Coordinator.
 - Create a list of volunteer opportunities and volunteer job descriptions.
 - Identify and establish relationships with school districts, local organizations, and clubs to gain volunteers and volunteer opportunities.
 - Provide older adults with community volunteer opportunities through agency newsletter.
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Goal 3: Reduce the impact of social determinants of health for older adults.

- Objective 3.1: Ensure older adults have options for housing in Perry County.
 - Establish partnerships with local housing companies and the housing authority to promote housing availability.
 - Provide housing resources to ensure older adults are aware of housing options and assistance.
 - Advocate for older adults of Perry County to be prioritized for Perry County housing.
 - Objective 3.2: Expand transportation services for older adults.
 - Connect Perry County transportation provider with senior centers to educate older adults on available services and enrollment process.
 - Partner with transportation providers to coordinate community trips.
 - Encourage senior centers to obtain center owned transportation for senior center trips and events.
 - Establish partnerships with local agencies to provide informal transportation options.
 - Objective 3.3: Ensure older adults can access their community and community events.
 - Educate local municipalities of the needs voiced by consumers.
 - Coordinate senior center town hall meetings with local municipalities
 - Collaborate with local event boards to makes events more accessible.
 - Partner with the Perry County Voter Registration office regarding voting accessibility.
 - Objective 3.4: Increase access to health care services.
 - Collaborate with Hamilton Health & Sadler Health to offer mobile services to older adults.
 - Advocate for Perry County health care facilities (urgent care, specialist, etc.)
 - Develop resource guide for health care options in Perry County.
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Goal 4: Empower and assist older adults to safely remain in their homes and active in the community

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- Objective 4.1: Enhance the availability and participation of evidence-based programs as established by the ACL.
 - Work with community partners to provide a variety of evidence-based programs to older residents.
 - Solicit more interested program instructors to offer programs at more locations throughout the county.
 - Objective 4.2: Empower consumers to take a self-directed approach to their individual care needs.
 - Educate consumers on self-directed care approaches.
 - Develop brochure with various types of continued supports and services to ensure consumers are aware of all options for needs.
 - Objective 4.3: Strengthen housing with supports.
 - Establish Home Modification and Home Repair services.
 - Partner with Housing Authority to educate property managers on PCAA programs, services, and resources.
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Goal 5: Enhance services and supports for caregivers.

- Objective 5.1: Increase awareness of available supports and services to reduce caregiver stress.
 - Expand marketing and outreach opportunities to spread awareness to potential consumers and caregivers of available services through PCAA.
 - Collaborate with local school districts to educate staff and potential consumers about services available through PCAA to better support older adults raising children.
 - Provide overview of all PCAA services during initial assessment home visit.
 - Develop and provide a caregiver guide for obtaining local resources.
 - Objective 5.2: Reduce caregiver burden by expanding services and local services and support access.
 - Utilize the Perry County Health Coalition, Perry County Planning Commission, Perry County Economic Development, and other agencies to advocate for the needs of caregivers and consumers to have access to county-based services and supports.
 - Educate consumers and caregivers about the consumer reimbursement payment model.
 - Coordinate chore services offered through community partnerships.
 - Objective 5.3: Provide opportunities for caregiver education and training.
 - Survey consumers and their caregivers to determine training and educational needs.
 - Offer educational materials and trainings designed to provide information and support for caregivers.
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Outcome Measures

| Goal 1: Protect older adults and ensure their safety and dignity by raising awareness and responding effectively to incidences of abuse, injury, exploitation, violence, and neglect | | |
|---|---|---|
| Objective 1.1: Protect the rights of older adults through increased knowledge and awareness of legal assistance programs | | |
| Strategies | Performance Measure | Target Date |
| Establish a legal assistance referral policy and increase referrals to legal services | Referrals to legal services | Continues through the life of the area plan |
| Screen individuals during intake to determine need for legal services | Number of referrals | Daily |
| Objective 1.2: Increase involvement in Elder Abuse coalitions and multi-disciplinary teams | | |
| Strategies | Performance Measure | Target Date |
| Reinstate the Elder Abuse Task Force | Quarterly meetings | January 2025 |
| Increase participation in community committees to build partners for creation of multi-disciplinary collaboration | Number of meetings attended and number of protective services cases | Quarterly |
| Objective 1.3: Lead training and education of community partners to respond to elder abuse, neglect, exploitation, and disasters | | |
| Strategies | Performance Measure | Target Date |
| Increase Elder Abuse awareness presentations to public and community partners | Number of elder abuse presentations | Monthly |
| Increase community education on Protective Services through media outlets, local newsprint media and billboards | Number of educational programs and media contacts | Monthly |
| Collaborate with Emergency Management to ensure older adults needs are met during disasters. | Revise emergency management plan(s) related to older adults | January 2025 |
| Objective 1.4: Work with local law enforcement, District Attorney, and Department of Banking and Securities to educate and inform the elderly population of crime prevention techniques and how to protect themselves from victimization | | |
| Strategies | Performance Measure | Target Date |
| Collaborate to present at special events, and distribute information to home bound seniors | Number of contacts | Quarterly |
| Share information as it becomes available on scams through various forms of communication | Number of educational programs and media contacts | Quarterly |

Goal 2: Direct efforts to address the social needs of isolated individuals suffering poor health outcomes and emotional distress exacerbated by the COVID-19 pandemic

| Objective 2.1: Expand in-person programs and events to reduce social isolation | | |
|---|--|---------------------------|
| Strategies | Performance Measure | Target Date |
| Reinstate and increase PCAAA sponsored events | Number of events | Quarterly |
| Provide opportunities for senior centers to connect with community agencies and organizations at manager meetings | Number of presentations by agencies and organizations. | Bi- Monthly |
| Improve PCAAA newsletter to include community events and increase distribution | Number of newsletters distributed. | Monthly |
| Collaborate with health care providers to educate staff and potential consumers about Senior Center programs | Number of participants at Senior Centers | 25% over the next 4 years |
| Objective 2.2: Enhance relationships with mental health provider agencies | | |
| Strategies | Performance Measure | Target Date |
| Utilize an evidence-based program to identify consumers in need of mental health support and services referrals | Number of referrals | Quarterly |
| Increase participation with Cumberland Perry MH/IDD/IE Advisory Committee | Number of meetings attended | Monthly |
| Increase participation with Perry County Health Care Coalition to advocate for needed services within service area | Number of meetings attended | Quarterly |
| Objective 2.3: Increase volunteer opportunities | | |
| Strategies | Performance Measure | Target Date |
| Establish a Volunteer & Community Engagement Coordinator | Recruit one coordinator | January 2025 |
| Create a list of volunteer opportunities and volunteer job descriptions | Established list of volunteer opportunities and descriptions | January 2025 |
| Identify and establish relationships with school districts, local organizations, and clubs to gain volunteers and volunteer opportunities | Number of volunteers and volunteer opportunities | Quarterly |
| Provide older adults with community volunteer opportunities through agency newsletter | Number of newsletters distributed | Monthly |

| Goal 3: Reduce the impact of social determinants of health for older adults | | |
|--|--|--------------------|
| Objective 3.1: Ensure older adults have options for housing in Perry County. | | |
| Strategies | Performance Measure | Target Date |
| Establish partnerships with local housing companies and the housing authority to promote housing availability. | Number of availabilities promoted. | Quarterly |
| Provide housing resources to ensure older adults are aware of housing options and assistance. | Number of older adults provided with resources. | Quarterly |
| Advocate for older adults of Perry County to be prioritized for Perry County housing. | Number of Perry County older adults receiving housing. | Quarterly |
| Objective 3.2: Expand transportation services for older adults. | | |
| Strategies | Performance Measure | Target Date |
| Connect Perry County transportation provider with senior centers to educate older adults on available services and enrollment process. | Number of older adults participating in the shared ride program. | Monthly |
| Partner with transportation providers to coordinate community trips. | Number of community trips provided. | Quarterly |
| Encourage senior centers to obtain center owned transportation for senior center trips and events. | Number of senior centers with private transportation. | Annually |
| Establish partnerships with local agencies to provide informal transportation options. | Number of older adults served by informal transportation. | Quarterly |
| Objective 3.3: Ensure older adults can access their community and community events. | | |
| Strategies | Performance Measure | Target Date |
| Educate local municipalities of the needs voiced by consumers. | Number of municipality meetings attended. | Semi-Annually |
| Coordinate senior center town hall meetings with local municipalities | Number of senior center town hall meetings. | Annually |
| Collaborate with local event boards to makes events more accessible. | Number of partnerships with event boards. | Annually |
| Partner with the Perry County Voter Registration office regarding voting accessibility. | Consumer satisfaction survey. | Annually |
| Objective 3.4: Increase access to health care services. | | |
| Strategies | Performance Measure | Target Date |
| Collaborate with Hamilton Health & Sadler Health to offer mobile services to older adults. | Number of older adults served by mobile services | Semi-Annually |
| Advocate for Perry County health care facilities (urgent care, specialist, etc.) | Number of advocacy efforts to stakeholders | Quarterly |
| Develop resource guide for health care options in Perry County. | Number of guides distributed | Quarterly |

| Goal 4: Empower and assist older adults to safely remain in their homes and active in the community | | |
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| Objective 4.1: Enhance the availability and participation of evidence-based programs as established by the ACL | | |
| Strategies | Performance Measure | Target Date |
| Work with community partners to provide a variety of evidence-based programs to older residents. | Number of enrollees in evidence-based programs | Increase 25% annually |
| Solicit more interested program instructors to offer programs at more locations throughout the county. | Number of contracted instructors | Annually |
| Objective 4.2: Empower consumers to take a self-directed approach to their individual care needs | | |
| Strategies | Performance Measure | Target Date |
| Educate consumers on self-directed care approaches | Number of consumers educated | Semi-annually |
| Develop brochure with various types of continued supports and services to ensure consumers are aware of all options for needs. | Number of brochures distributed | Semi-annually |
| Objective 4.3: Strengthen housing with supports | | |
| Strategies | Performance Measure | Target Date |
| Establish Home Modification and Home Repair services. | Number of Home Modifications and Home Repairs | Semi-annually |
| Partner with Housing Authority to educate property managers on PCAA programs, services, and resources | Increased referrals to PCAA | Semi-annually |

| Goal 5: Enhance services and supports for caregivers | | |
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| Objective 5.1: Increase awareness of available supports and services to reduce caregiver stress. | | |
| Strategies | Performance Measure | Target Date |
| Expand marketing and outreach opportunities to spread awareness to potential consumers and caregivers of available services through PCAA | Number of marketing and outreach occurrences | Quarterly |
| Collaborate with local school districts to educate staff and potential consumers about services available through PCAA to better support older adults raising children | Number of referrals received for older adults raising children | Quarterly |
| Provide overview of all PCAA services during initial assessment home visit. | Increase in utilization of PCAA services. | Increase 25% during plan period |
| Develop and provide a caregiver guide for obtaining local resources | Number of guides distributed | Monthly |
| Objective 5.2: Reduce caregiver burden by expanding services and local services and support access | | |
| Strategies | Performance Measure | Target Date |
| Utilize the Perry County Health Coalition, Perry County Planning Commission, Perry County Economic Development, and other agencies to advocate for the needs of caregivers and consumers to have access to county-based services and supports | Increase in number of county-based services and supports providers | Plan conclusion |
| Educate consumers and caregivers about the consumer reimbursement payment model | Number of consumers with consumer reimbursement payment model | Quarterly |
| Coordinate chore services offered through community partnerships | Referrals to chore services partners | Quarterly |
| Objective 5.3: Provide opportunities for caregiver education and training | | |
| Strategies | Performance Measure | Target Date |
| Survey consumers and their caregivers to determine training and educational needs | Identification of training and educational needs | Annually |
| Offer educational materials and trainings designed to provide information and support for caregivers | Number of educational materials and trainings provided. | Monthly |

Area Plan Part B

Section 1

Department of Aging
FY 2024-2028 Area Agency on Aging
Four-Year Area Plan on Aging
Signature Page

Name and Address:

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315 Keystone Way, PO 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 public has had the opportunity to comment on this plan through the public comment process and that written policies, procedures, or agreements as appropriate, have been developed in accordance with Part A, section 307 of the Older American's 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:
 - a. In providing services or employment in its relationship with providers
 - b. In providing access to services and employment for handicap 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 the 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 here within submitted.

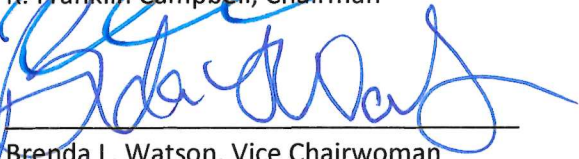
Signatures of the governing Authority

Board of Commissioners of The County of Perry:



R. Franklin Campbell, Chairman

4/22/24
Date



Brenda L. Watson, Vice Chairwoman

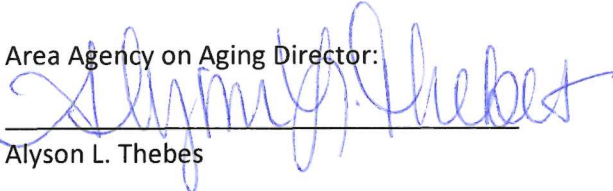
4-22-24
Date



William G. Lyons, Secretary

4-22-24
Date

Area Agency on Aging Director:



Alyson L. Thebes

4-19-24
Date

The Name of the person to contract regarding the context of this Plan:

Alyson L. Thebes, Director

717-582-5128 (office)

Section 2

**DOCUMENTATION OF PARTICIPATION BY THE
AREA AGENCY ON AGING ADVISORY COUNCIL**

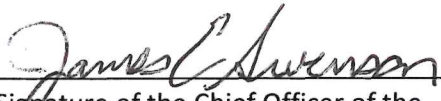
PSA NO: 22

NAME OF AAA: Perry County Area Agency on Aging

PLAN PERIOD FROM: October 1, 2024 to September 30, 2028

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 Comment held on this Plan.

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



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

4-19-24
Date

James E. Swenson
James Swenson, Chairman (PRINTED)
Area Agency on Aging Advisory Council

4-19-24
Date

Section 3

Listing of Plan Assurances and Required Activities Older Americans Act, As Amended in 2006

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.

Area Plans

- Assurances that an adequate portion, as required under section 307(a)(2), of the amount allowed 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 service (including mental and behavioral health services), outreach, information and assistance (which may include information and assistance to consumers on the 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 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 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, 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 objective 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 specific 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 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.
- Assurances 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 adults 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 AAA 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 received or expends to provide services to older individuals.
 - 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.

Section 4

Narrative Summary of the Proceedings of the AAA Area Plan Focus Groups

The seven (7) advertised public focus groups provided service providers, consumers, and community members the opportunity to provide their feedback and ideas concerning the programs and services of the Perry County Area Agency on Aging (PAAAA). The input provided was incorporated into the agency's four-year plan.

The focus groups were held throughout the county at various times of the day, to be accessible to all residents.

1. Newport Senior Center, Newport, PA on August 3, 2023
2. Central Perry Senior Center, New Bloomfield, PA on August 9, 2023
3. Marysville/Rye Senior Center, Marysville, PA on August 10, 2023
4. Babs Curran Senior Center, Duncannon, PA on August 17, 2023
5. Blain Senior Center, Blain, PA on August 23, 2023
6. Millerstown Senior Center, Millerstown, PA on August 24, 2023
7. Perry County Veteran's Building (evening program), New Bloomfield, PA on August 31, 2023

Discussions were advertised through email, PAAAA monthly newsletter, senior centers, social media platforms, PAAAA Advisory Council on Aging meeting and Perry County Commissioner meetings. Individuals unable to attend a listening session were able to receive the Aging Our Way survey via print or electronic, with an opportunity to provide feedback to PDA and directly to the PAAAA.

The sessions were facilitated by PAAAA staff including the director and two (2) supervisors for data collection. During these seven (7) sessions, 138 participants were asked to share their experiences on a range of topics, including but not limited to social participation, housing, health services and community supports, transportation, the built environment, communication, and civic engagement. On average, sessions lasted one and a half hours, with the availability of the director and supervisors to remain on site for individual discussion.