

**Final
Four Year Plan
Of the
York County Area Agency on Aging**

For the period
July 1, 2016 through June 30, 2020



York County Area Agency on Aging
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Executive Summary

Area Agencies on Aging form part of an Aging network led by the U.S. Administration on Aging and State units on aging. Area Agencies on Aging are responsible for providing leadership in identifying gaps and weaknesses in the delivery of services, fostering the expansion of service programs for older persons, as well as direct funding of other public and private non-profit agencies that serve the elderly. The Older Americans Act authorizes an array of community services which are coordinated at the local AAA level, such as the nutrition programs, senior community centers, transportation, home health care and homemaking assistance, caregiver support, elder protection, adult day care, and legal assistance. AAAs provide the targeted assistance that allows many older Americans to remain in their own homes, thereby avoiding unnecessary and costly institutionalization.

The Pennsylvania Department of Aging has primary oversight for the administration of services directed and funded under the Older Americans Act. This department also administrates additional services and programs unique to Pennsylvania. Funding for planning, programs, and services comes from the State to our local county entity under the terms of a cooperative grant agreement. Much of the State funding that is made available is supported by the proceeds of the Pennsylvania Lottery.

Planning must occur at the Federal, State, and local levels every four years and is mandated under the Older Americans Act as well as Pennsylvania Act 70. The York County Area Agency on Aging (YCAAA) is the local agency responsible for developing and implementing a comprehensive plan to identify and prioritize the most critical needs of older adults. This plan, once approved, will be implemented July 1, 2016 and will cover the next four years, although it will be reviewed and updated annually.

The York County Area Agency on Aging is a county-based government organization that is governed by the York County Board of Commissioners. An advisory council, appointed by the Board of Commissioners, provides additional oversight, stakeholder input, and direction for the Agency. We are one of fifty-two Area Agencies on Aging that serve Pennsylvania residents.

The County of York is located in south central Pennsylvania with a population of 443,000, of which 98,000 are adults who are sixty years of age or older, according to U.S Census data. A mix of rural, urban, and suburban communities, the county borders the state of Maryland to the south and is an attractive relocation option for Maryland residents entering retirement, with lower cost of living, retirement friendly State taxes, and dedicated lottery funding for senior services.

The lingering effects of the last recession have had a devastating effect on the financial stability of many older adults in York County due to York County's heavy reliance on manufacturing. Older adults have experienced job loss and long-term unemployment, reduced retirement investments, and foreclosure. It is important that our plan support programs, resources, and targeted education to this population to maintain adequate nutrition and access to quality health care. Unfortunately, at the same time numbers and needs are increasing, funding for all Human Services programs is decreasing. We have less money to serve more people.

It is critical that this plan continues our initiative of prioritizing resources targeted to maintain the health and independence of older adults within our community to prevent or delay the need to receive care for chronic conditions and avoid or delay more costly service provision. YCAAA depends heavily on community partnerships to support this initiative. Partnerships on all levels are essential to maximize resources, reduce duplication of services, and create a vision for the community. Our

partnerships include the public and private sectors, and initiatives are frequently supported by local business entities. These partnerships enabled the Agency to fulfill many of the objectives in the 2012-2016 plan and we expect to significantly increase partnerships to achieve the outcomes outlined in the current plan.

Plan development must include significant opportunities for involvement of both older adults and service providers. As part of the process to develop this four-year plan, YCAAA initiated a random survey that was mailed to 2,500 older adults in York County that included a series of questions measuring issues and gathering profile data. Identified priorities/concerns are shown in order of importance: *Health Insurance, Medications, Taxes, Medical Services, Wellness/Prevention, Fall Risk, Safety, and Health Concerns.*

Focus group sessions were held using a standard tool of discussion questions to help identify barriers, needs, recommendations, and priorities. Focus group sessions were held with community residents, Agency advisory council members, and Agency staff, using the same tool. The common themes that resulted from the focus group sessions included the concerns of older adults in the areas of health issues, medications, aging in place issues, finances, transportation, and housing. Goals, objectives, and strategies of this plan were developed with these combined issues as driving forces and will serve as a roadmap for Agency management during the next four years.

In developing this four-year plan, we have incorporated the four goals identified by the Pennsylvania Department of Aging. The goals and objectives for each goal are listed below. Many strategies and outcomes in this plan align with these goals:

Promote Existing Services:

- Strengthen and expand community partnerships for the delivery of health and wellness programs.
- Deliver evidence-based programs designed for disease prevention and self-care management of chronic conditions.
- Increase visibility of existing services in the community through wider distribution of hardcopy materials and electronic media.
- Reduce falls through enhanced educational programs and community coalition efforts.

Improve Access to Services:

- Develop community partnerships to streamline access to services and programs.
- Create more user-friendly methods for older adults to access information, programs, and resources.
- Strengthen community collaborative efforts to address financial concerns of older adults.

Enhance Quality of Services:

- Examine the spectrum of existing services provided by the Agency.
- Explore resources to expand care management, including potential for new revenue producing consumers.
- Implement services to support livable communities.

Empower the Workforce:

- Mobilize a community network of advocates for local empowerment.
- Expand volunteer community network.
- Build a senior-to-senior caring connection model.
- Redefine and update the image of the York County Area Agency on Aging.

Moving forward, we anticipate that our increased focus on sustaining communities that allow older adults to age in place will support a better quality of life with reduced costs for service provision and placement. This can only be accomplished through collaborative partnerships and enhanced care planning that focuses on informal supports, such as family and neighbors. YCAAA makes the commitment, through this plan, to effectively mobilize and empower this community to be responsive to the needs of current and future older adults. The tsunami of baby boomers is on the threshold and change is inevitable. Our mission statement, however, remains unchanged and continues to align strongly with the Older Americans Act and Pennsylvania Act 70. The primary focus of the York County Area Agency on Aging is to provide education, advocacy, and coordination of community-based services to empower older adults to maximize their independence and quality of life.

Agency Overview

Purpose and Mission:

The York County Area Agency on Aging serves as the local, vital link to services and information related to the Aging process. Our mission statement provides the strong base that directs our planning and service provision in a way that is consistent with the goals set forth in the Older Americans Act and Pennsylvania Act 70.

Mission Statement

The primary focus of the York County Area Agency on Aging is to provide education, advocacy, and coordination of community-based services to empower older adults to maximize their independence and quality of life.

Organizational Structure:

The York County Area Agency on Aging is a county-based government organization that is governed by the York County Board of Commissioners. An advisory council, appointed by the Board of Commissioners, provides additional oversight, stakeholder input, and direction for the Agency. We are one of fifty-two Area Agencies on Aging that serve Pennsylvania residents.

The York County Area Agency on Aging is structured to provide staff and resources to respond to the questions, problems, and ongoing needs of a diverse older population. A four-member senior leadership team work together to provide general oversight for the Agency and administer the programs and services under our direction. A nineteen-member Advisory Council provides representative support that helps to guide policy and programs. The Agency contracts with more than eighty providers for services to York County seniors and administers an annual budget of 10.65 million dollars.

The Agency is comprised of seventy-five staff and two hundred volunteers and is divided into three divisions. The Agency Director oversees all Agency operations.

The Operations and Outreach Department includes the Director of Operations and Outreach and staff who administer the budgetary, contractual, and computer support functions of the Agency. This department also manages public education, health and wellness programs, website management, York County Senior Games, and quarterly newspaper publications. Many of the department's activities are collaborative efforts involving numerous community partners and volunteers.

The Social Services Department represents the largest segment of staff resources working in the community to help determine individual need and coordinate services. Care managers, supervisors, and support staff are responsible for the intake, assessment, and individual care management functions of the Agency. This department was also responsible for the Community-based Care Transitions Program (CCTP) administered by the Centers for Medicare and Medicaid Services (CMS).

The Public Relations and Advocacy Department administers a variety of services available on the local level. Information and assistance and volunteer coordination are housed here, as well as an initial intake unit and the Pennsylvania Department of Aging Waiver Service Coordination Program. This department also manages the local APPRISE Program that helps Medicare beneficiaries understand and make decisions about their Medicare and other health insurance

benefits. Many of the department's activities are also collaborative efforts involving numerous community partners and volunteers.

Local, Political and Economic Conditions:

YCAAA operates as a part of county government and is fortunate to have the support of the York County Board of Commissioners, as well as other elected officials representing us at the Federal and State levels. We have ongoing dialogue with our elected officials and their designated staff and find them responsive to the needs of older adults in our community.

The lingering effects of the recent financial crisis have had a devastating effect on the financial stability of many older adults in York County. They have not been insulated from job loss, reduced retirement investments, and foreclosure; those affected often have a difficult time finding new employment options. The costs of property taxes are hindering the ability of older adults to remain in their homes. They are also challenged to sell residential properties that would allow them to move into less expensive and reduced maintenance options.

This comes at a time when the number of individuals needing some level of assistance has increased dramatically, and revenue at all levels has remained level. The current scarcity of funding available for Human Service agencies has created fiscal challenges that will impact the next four years. All of this, combined with a significant growth in the older adult population, will have lingering effects. We will have less money to serve more people.

This plan focuses on both delaying and preventing chronic medical conditions and successfully implementing initiatives that generate diversified funding opportunities. Our primary focus is to provide education, advocacy, and coordination of community-based services to empower older adults to maximize their independence and quality of life

The burden of property taxes weighs heavily on older adults in York County and is a frequent topic of discussion with legislative representatives. As funding for education is also skewed, as a result of the "Hold Harmless" legislation, property owners in York County pay higher residential property taxes related to school district assessments. It is a great injustice when retired York County homeowners cannot remain in their homes, even if there is no mortgage, due to the high cost of local property taxes. We remain hopeful that recent legislation introduced by a York County representative will have positive consideration at the State level.

The legislative action that represented the largest increase for Aging services in Pennsylvania history has allowed our Agency to offer more services and reach more consumers than ever before. While this milestone has had a tremendously positive impact for York County older adults, we still face significant financial challenges.

While we have prudently managed resources in York County to provide services without a waiting list for several years, we had recently been forced to implement a waiting list for the majority of services due to the 2015-2016 Pennsylvania budget impasse. These are tremendous programs that support consumer choice in services and help older adults age in the setting of their choice. This waiting list was eliminated at the end of the State budget impasse; however, may need to be reinstated should another impasse occur.

Demographics:

The County of York is located in south central Pennsylvania with a population of 443,000, of which 98,000 are adults who are sixty years of age or older, according to U.S Census date. A mix of rural,

urban, and suburban communities, the county borders the state of Maryland to the south and is an attractive relocation option for Maryland residents entering retirement, with lower cost of living, retirement friendly State taxes, and dedicated lottery funding for senior services.

The growth rate of the older adult population in York County has been significant in the last four years. People over the age of sixty currently account for twenty-two percent (22%) of York County's total population and census estimates place this percentage at thirty percent (30%) by the year 2030. It is critical that this plan continues our trend of prioritizing resources targeted to maintain the health and independence of older adults within our community to prevent or delay the need to receive care for chronic conditions and avoid or delay more costly service provision.

While York County does not have above average poverty rates among the older adult population, the numbers are still staggering. The 2016 income level determined to identify poverty is \$11,880 for a one-person household and \$16,020 for a two-person household. According to 2014 census estimates, an estimated 10.2% of York County residents were determined to be living at or below poverty level. Considering that poverty level is not adjusted for health care costs, which tend to consume a larger portion of income as we age, the number of individuals at a poverty level adjusted for those costs is significantly higher. Unaffordable healthcare can also result in negative health outcomes and higher morbidity rates which results in a higher level of need as they enter aging services.

Due in part to an increase in the number of healthy older adults choosing to do so, and in part to a challenging economy, an increased number of older adults continue work past the normal retirement age. It speaks well of our society that there is an increasing acknowledgement of the value of the older worker; however, many who could benefit from supplemental income are not physically able to work. Approximately thirty-one percent (31%) of Pennsylvanians over the age of 65 receive only Social Security as an income and this program does not receive the same cost of living increases that were once commonplace.

Limited income has a tremendous impact on the ability to purchase nutritious food or pay for multiple medications. York County has had a significant increase in the number of older adults that utilize meal programs, both home delivered meals and senior community centers, and we must plan for the continued expansion of these programs. It is also important that our plan supports programs, resources, and targeted education to this population to maintain adequate nutrition and access to quality health care.

Transportation remains a challenging issue within our community, in spite of a shared-ride program supported in large part through funding from the Pennsylvania Lottery. Large portions of our county are rural and somewhat isolated and scheduling to meet the comprehensive need is difficult. It is an issue that older adults continue to express concern about as lack of transportation impacts the ability to remain independent. It is an issue we will continue to work on within individual communities.

Low to moderate income housing options can also be a challenge for older adults in York County. While there has been some growth, it is being outstripped by the need. We have partnered with the York County Planning Commission and local nonprofits to build interest in new housing units. One of the challenges, not unique to York County, has been the inability of individuals to sell residential property so they can transition to housing that is more financially and maintenance friendly. Others can simply not realize a price that will allow them to sell and satisfy a current mortgage.

Low-income adults that require some assistance to manage their daily routine, but do not require the care of a nursing facility, face significant challenges when seeking care at the personal care home level. Many personal care homes in York County voluntarily closed or were closed by the licensing entity in the past several years.

Trends:

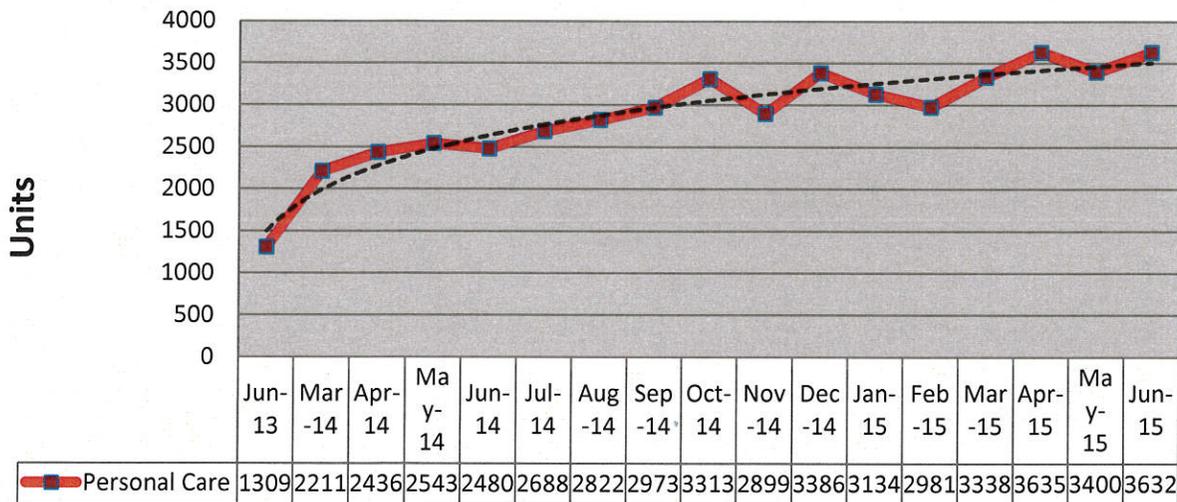
York County is a collaborative community that comes together to plan and remedy problems. Partnerships on all levels are essential to maximize resources, reduce duplication of services, and create a vision for the community. Our partnerships include the public and private sectors and initiatives are frequently supported by local business entities. These partnerships enabled the Agency to fulfill many of the objectives in the 2012-2016 plan and we expect to significantly increase partnerships to achieve the outcomes outlined in the current plan.

As Pennsylvania is home to an older adult population that is increasing faster than the national average, it is critical that we continue to work with our partners in the community to promote active, healthy living. Providing opportunities to stay active and involved, we encourage participation in senior center activities, falls prevention programs, volunteer opportunities, intergenerational programs, and even competitive sports. We were thrilled to have more than six hundred adults aged 50 and older participate in the most recent York County Senior Games.

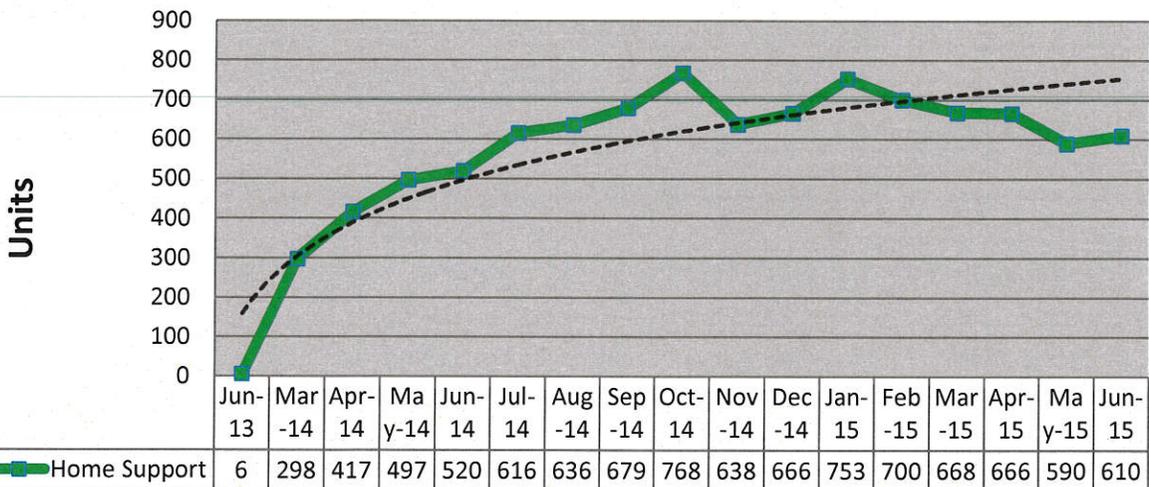
YCAAA depends heavily on community partnerships and initiatives geared toward the promotion of health and wellbeing and prevention of chronic disease processes. Increasingly we are sponsoring evidence-based health initiatives that are demonstrated to improve overall health functioning. We offer a variety of these programs either through Agency staff or trained volunteers. Programs offered include: A Matter of Balance, 10-Keys to Healthy Aging, and recently adopted Chronic Disease Self-Management and Diabetes Self-Management programs. We are making tools available that are proven to improve health by reducing the risk of falls, disease and disability, and that help individuals better manage chronic disease processes. These initiatives are made available community-wide through partnerships with senior community centers, libraries, churches, senior housing, civic clubs, and more.

Our Agency utilizes recently enhanced monitoring and quality assurance tools for all Agency contracted providers that are consistent with tools used by the Pennsylvania Department of Human Services and the Pennsylvania Department of Aging. With the availability of new Options services funding, our Agency was able to increase the number of consumers receiving in-home services in most areas. As we observed the disproportionate increase in food costs over the past five years, we strengthened our commitment to ensuring that good nutrition was available to all older adults who could benefit. We increased delivery of home delivered meals from five to seven days a week to ensure these consumers were receiving at least one nutritious meal per day. More than 200,000 meals were delivered in fiscal year 2014-2015 to homebound consumers; this represents a one hundred sixty three percent (163%) increase over fiscal year 2013-2014, in which the new funding was implemented. Personal care services for qualified individuals also observed a significant increase, nearly doubling from 21,000 units in fiscal year 2012-2013 to 38,000 in fiscal year 2014-2015. Our Agency also reinstated home support services, which had been previously eliminated due to funding shortfalls, to help consumers remain in their homes. Perhaps the most substantial increase in services, made possible by the availability of new funding, was adult day services. This service grew over five-hundred percent (500%) from fiscal year 2012-2013 to fiscal year 2014-2015. The charts below highlight just how significant these increases in services were. Note that these charts show the month-to-month variation in units served compared to a baseline of June 2013.

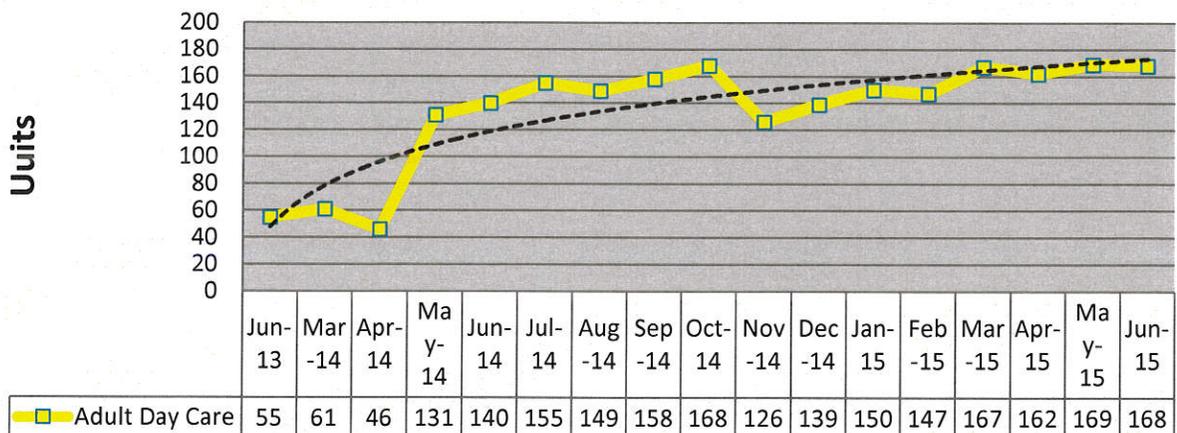
Personal Care Units V. June 2013 Baseline



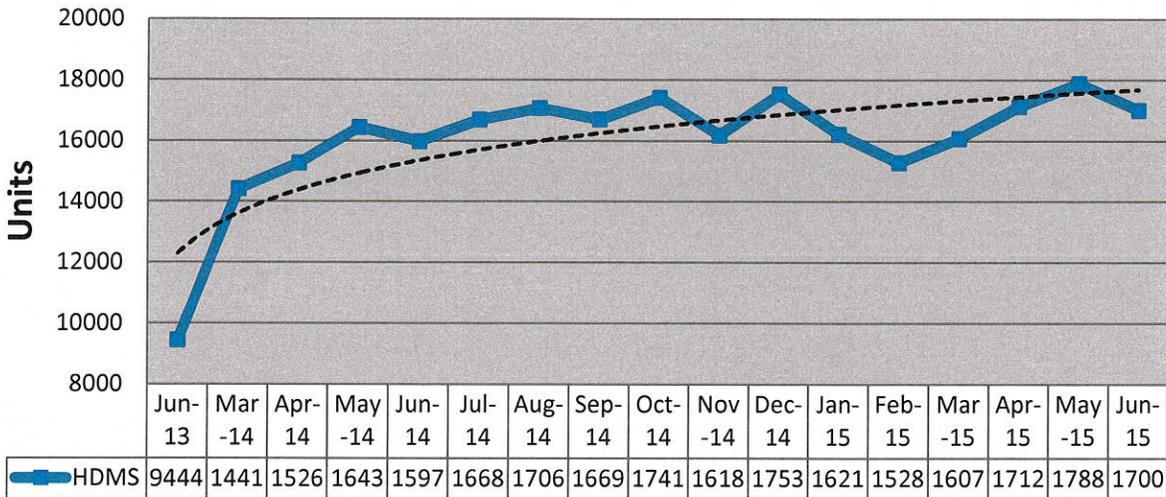
Home Support Units V. June 2013 Baseline



Adult Day Care Units V. June 2013 Baseline



HDMS Served V. June 2013 Baseline



Like most agencies, we continually look for ways to increase efficiencies and utilize cost saving technology to allow us to connect with an increased number of older adults and their families. Our website includes videos and opportunities to blog and we use e-alerts to share time sensitive information for just pennies. We expect in the next four years to enhance the website as an even more effective resource for the public to make referrals and register for events and for providers to retrieve and deposit service data.

Resource Development:

The challenge of serving increased numbers of older adults, without significant increases in funding, will be challenging and require new ways to generate income. Secondary sources of revenue, based in the private pay arena, will be necessary to sustain program levels, while our primary commitment must remain to those at greatest social and economic risk; however, without supplemental revenue sources we will fall short of that mission.

We were fortunate to be selected as a part of the CMS Community-based Care Transitions Program (CCTP) to help reduce hospital readmissions. This program was a pilot program that ended in March of 2016. While there have been many conversations with local health systems to continue to offer the program on a fee-for-service basis, there has yet to be a formal agreement. This is a valuable service and the Agency will continue to look for private sector partners to offer the service in the community.

With the implementation of Managed Long-Term Services and Supports, there will be opportunities for our Agency to offer bundled services to these organizations outside of Medicaid programs. This presents a unique challenge for the Agency to develop and implement attractive programs that are evidence-based and cost saving. We fully expect to work out agreements with the selected Managed Care Organizations (MCOs) and develop strategies that align with the mission of our Agency and the respective MCO.

Additionally, significant changes within the Aging Waiver Program, administered by the Pennsylvania Department of Public Welfare, leave us unable to project the degree of our long-term involvement with older adults receiving services that divert them from nursing facility placement. While we currently have no current plans to stop offering Aging Waiver Service Coordination, the future remains uncertain with the implementation of Managed Long-Term Services and Supports.

Needs Assessment Process and Findings:

As part of the process to develop the four-year plan, YCAAA initiated a random survey that was mailed to 2,500 older adults in York County that included a series of questions measuring issues and gathering profile data. A twenty-three percent (23%) response was received with 585 returned surveys. Identified priorities/concerns are shown in order of importance: *Taxes, Health Insurance, Medications, Medical Services Wellness/Prevention, Fall Risk, Health Concerns, and Safety.*

A community focus group session was held to gain insight from a minority population that we felt was under-represented in the community survey.

This roundtable discussion utilized the standard tool of discussion questions, shown below, to help identify barriers, needs, recommendations, and priorities.

- *What are the top three concerns of older adults in York County today? How might this change in the next four years?*
- *What existing services or programs should the Agency enhance, add, or modify/reduce in order to successfully meet the needs of older adults?*
- *What should be the role of the Agency in developing and promoting communities where older adults have access to services necessary to age in place?*
- *How can the Agency identify and partner with additional community organizations to offer increased services and programs for older adults?*
- *How can older adults be better informed and motivated to advocate for themselves?*
- *How should the Agency market information in order to increase awareness of programs and services for older adults?*
- *What additional roles do you see for YCAAA by the year 2020? How should the Agency prepare to meet the envisioned role?*
- *Should the Agency look to increase programs that generate revenue to supplement State and Federal funding? What types of services would you see the Agency providing?*

Focus group sessions were also held with the Agency advisory council members and Agency staff, utilizing the same standard tool that was used in the community focus group sessions.

The common themes that resulted from the focus group sessions included the concerns of older adults in the areas of health issues, medications, aging in place issues, finances, transportation, and housing. Data collected suggested the Agency's role in the promotion of aging in place is in an advocacy and awareness capacity and that education and the development of a clearinghouse of information and will be critical tools for success. A research study and development of a business plan, along with consideration for rebranding the Agency and its services, were also discussion topics in the focus group sessions. The data gathered is further outlined in the goals, objectives, and strategies of this plan.

Responding to the Pennsylvania Department of Aging's Goals:

In developing this four-year plan, consideration was given to the Pennsylvania Department of Aging's four goals, which are incorporated throughout this plan. The goals are listed below along with relevant objectives from YCAAA's plan.

▪ **Promote Existing Services:**

- Strengthen and expand community partnerships for the delivery of health and wellness programs.

- Deliver evidence-based programs designed for disease prevention and self-care management of chronic conditions.
- Increase visibility of existing services in the community through wider distribution of hardcopy materials and electronic media.
- Reduce falls through enhanced educational programs and community coalition efforts.
- **Improve Access to Services:**
 - Develop community partnerships to streamline access to services and programs.
 - Create more user-friendly methods for older adults to access information, programs, and resources.
 - Strengthen community collaborative efforts to address financial concerns of older adults.
- **Enhance Quality of Services:**
 - Examine the spectrum of existing services provided by the Agency.
 - Explore resources to expand care management, including potential for new revenue producing consumers.
 - Implement services to support livable communities.
- **Empower the Workforce:**
 - Mobilize a community network of advocates for local empowerment.
 - Expand volunteer community network.
 - Build a senior-to-senior caring connection model.
 - Redefine and update the image of the York County Area Agency on Aging.

GOALS, OBJECTIVES, STRATEGIES, OUTCOMES AND PERFORMANCE MEASURES

GOAL I PROMOTE EXISTING SERVICES

The health and wellness of older adults impacts both the quality of life and the need for community based and long-term care services. Older adults getting and staying healthier will reduce costly demands on the aging system. Through our planning process, healthcare concerns collectively were recognized as a paramount issue, with the following specific identified areas: nutrition, exercise, management of chronic medical conditions, fall prevention, behavioral health and advance care planning. One-third of people sixty-five years of age or older fall each year which leads to a downward spiral of extensive medical complications. Evidence-based wellness programs will play a significant role by improving the health and well-being of our county's older adults and attracting new participants and funders through innovative programming. Developing coalitions and networks of community partners, which include healthcare and managed care organizations working collaboratively with Agency care managers, will provide a stronger and unified approach. Likewise, partnering to expand pre-retiree education, individual counseling, and information about free preventive healthcare Medicare benefits through the APPRISE program would further promulgate this key and vital information. The "newest older adults", the baby boom generation, bring a different perspective to healthy living and wellness. Compared with their parents, boomers are often healthier, more educated and reliant on technology for information. This dynamic group is challenged with health care costs and the decreasing standard of retirement with employee health benefits. Balancing the programming and provision of health promotion programs to this new generation, while still serving the traditional consumer, will bring challenges to the delivery of programs and services. Partnerships that bridge cultural diversity will be a key factor in the success of county-wide health education.

Four areas have been identified and will be the focus of the objectives of this goal.

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|-------------|--|
| Objective 1 | Strengthen and expand community partnerships for the delivery of health and wellness programs. |
| Objective 2 | Deliver evidence-based programs designed for disease prevention and self-care management of chronic conditions. |
| Objective 3 | Reduce falls through enhanced educational programs and community coalition efforts. |
| Objective 4 | Increase visibility of existing services in the community through wider distribution of hardcopy materials and electronic media. |

GOAL II IMPROVE ACCESS TO SERVICES

Awareness of services, programs and issues are important keys to successful aging. Objective information should be easily accessible to all older adults across diverse cultures and incomes. For our ever-expanding Latino communities, literature and programming need to be available in both English and Spanish and accessible to all individuals. YCAAA strives to serve the community at large by increasing access to information and resources which in turn increases access to programs and services. Expanded use of electronic and social media sources, by both older adults and caregivers, facilitates direct access to information. The agency's New Horizon newspaper, with a distribution of 28,000, continues to reach those older adults who prefer hardcopy but is available as well electronically on the agency's website. Regarding health care and insurance systems, the access for older adults is currently both complex and fragmented. Medicare, health insurance plans and prescription drug coverage have become significant issues for older adults across all cultures. Ongoing negotiations and contracts with managed care organizations (MCOs) need to focus on providing the most comprehensive and affordable health coverage, which is both easy to understand and accessible. Managed care organizations, working closely with the well-respected APPRISE program, have the potential to improve this overall process. Tools need to be available for the wide spectrum of older adults, those coming into the system now, as well as the octogenarians and beyond. We will need to equip tech savvy baby boomers with self-help web based programs which will also enable them to assist older relatives. The range of interventions needs to reach the younger older adult, as well as the isolated older seniors living in the community. This will require collaboration and discussions by community leaders, health care professionals, municipalities, builders, legislators, aging professionals and others to address the changes and areas of need. Access to information on housing related issues, such as utilities, alternative financing, taxes, and home maintenance is vital to the success of older adults making informed decisions. Transportation is also of

paramount importance to assure the independence and aging in place of older adults. According to the community survey completed during the planning process, the greatest areas of concern by older York county residents are taxes, healthcare and medications. On-going advocacy efforts of senior issues are a vital step for everyone, including older adults themselves within their own communities. Representation needs to occur on state and national levels. The agency can serve as the facilitator and educator to enable and empower others to do appropriate advocacy.

Three areas have been identified and will be the focus of the objectives of this goal.

- Objective 1 Develop community partnerships to streamline access to services and programs.
- Objective 2 Create more user-friendly methods for older adults to access information, programs and resources.
- Objective 3 Support community partners in efforts to build more livable communities.

GOAL III ENHANCE QUALITY OF SERVICES

Research shows that older adults want to remain in their community as they age and have involvement in directing their own care needs. Transportation was identified among the top concerns in the planning assessment; in partnership with others, the Agency should take a leadership role in facilitating awareness of community leaders, planners and professionals across service sectors on mobility issues. While limited funding prevents the expansion of agency sponsored in-home services, the role of the agency will focus in the area of awareness, education, and developing community partnerships to enhance services, including collaboration with managed care organizations. Opportunities may exist to integrate the Agency's highly successful Care Transition program into designated managed care organizations. Considering the fiscal constraints, the agency will look for internal quality improvement opportunities which have the potential to streamline processes and rebrand provided services. Although the priorities for available traditional in-home services will remain for at risk, low-income older adults, services need to be developed to assist older adults who need care management direction, regardless of income and assets. The concept of private care management needs to be explored. Through the planning process of agency focus groups, expanding home support services was identified as a significant need.

Three areas have been identified and will be the focus of the objectives for this goal.

- Objective 1 Examine the spectrum of existing services provided by the Agency.
- Objective 2 Investigate care management expansion opportunities for new revenue producing consumers.
- Objective 3 Explore intensive care management service delivery models.

GOAL IV EMPOWER THE WORKFORCE

The workforce of YCAAA's programs and services is interpreted as agency staff, agency volunteers, contracted managed care organizations and contracted providers. Over the next four years, all entities need to critically evaluate and prioritize services according to greatest consumer need. Since funding will continue to be limited, the workforce should have opportunities for creative work groups both with Agency staff and externally with identified partners. Quality assurance measures and consumer satisfaction should guide the empowered workforce in designing the future YCAAA services and processes. Communities, defined as family members, faith-based groups, neighbors and organizations sensitive to needs of older adults, should take on a stronger role. Caregivers who provide one-on-one daily care in community settings require broader education and supportive resources. Working with contracted partners, community organizations, faith groups and interested individuals, the agency will present itself as the lead coordinator of caregiver workshops, support groups and resource materials. Expansion of volunteer programs is critical, with a focus in utilizing the youngest group of older adults to serve in supportive capacities as mentors and coaches and in the delivery of evidence-based programming. Boomers now constitute more than two-thirds of the 50 plus population. Expanding the scope of volunteerism will benefit both older adults at both spectrums of the aging system and should include peer-to-peer, senior-to-senior caring support model.

Four areas have been identified and will be the focus of the objectives for this goal.

- Objective 1 Mobilize a community network of advocates for local empowerment.
- Objective 2 Expand volunteer community network.
- Objective 3 Build a senior-to-senior caring connection model.
- Objective 4 Re-define and update the image of the Area Agency on Aging

GOAL 1: PROMOTE EXISTING SERVICES

OBJECTIVES	STRATEGIES	PROCESS	OUTPUTS	OUTCOMES
<p>1: Strengthen and expand community partnerships for the delivery of health and wellness programs.</p>	<ul style="list-style-type: none"> ➤ Further align relationships with Penn State York and York College of Pennsylvania in offering collaborative inter-generational programs; conduct needs/interest assessment with Harrisburg Area Community College – York Campus. ➤ Partner with managed care organizations, health systems and independent/assisted living organizations for expansion of evidence-based programming designed for older adults. ➤ Enhance collaborative relationships with established entities for greatest outreach: Embracing Aging; Osher Life Long Learning Institute (OLLI); American Association of Retired Persons (AARP). ➤ Identify and collaborate with faith-based organizations that have a wellness ministry, providing peer support and mentoring of aging programs. ➤ Expand utilization of Advance Care Planning services provided by Your Life Your Wishes community task force. 	<p>Local colleges will offer evidence based programming.</p> <p>New community partnerships will offer disease prevention and health promotion programming.</p> <p>Establish multi-agency common goals and combine resources to remove access barriers to health and wellness initiatives.</p> <p>Parish nurses, or identified wellness coordinators, will provide and promote aging service and wellness programs.</p> <p>Train-the-trainer model to provide education and advocacy in completion of Living Will and Durable Power of Attorney forms.</p>	<p>Minimum of one program annually offered by local college.</p> <p>Two new partnered evidence based programs will be implemented in first year with a minimum of one additional program each subsequent year.</p> <p>Focused program or project annually on significant identified need of older adults.</p> <p>Churches will connect seniors to aging services.</p> <p>Twenty-five percent increase in completion of Advance Directives by older adults.</p>	<p>Increase in participation of consumers through community programs.</p> <p>Improved health maintenance of older adults.</p> <p>Increase access and awareness of resources and services.</p> <p>More seniors will be able to age in place.</p> <p>Healthcare and end-of-life wishes will be honored.</p>
<p>2: Deliver evidence-based programs designed for disease prevention and self-care management of chronic conditions.</p>	<ul style="list-style-type: none"> ➤ Provide evidence-based program opportunities to senior centers. ➤ Expand programs for older adults in various organizations/settings rather than bringing people to pre-determined locations. ➤ Implement Stanford University's Chronic Disease Self-Management (CDSMP) and Diabetes Self-Management Programs (DSMP). 	<p>Senior Center directors will encourage participation in evidence-base programs offered by managed care organizations and YCAAA.</p> <p>New locations will be developed that include healthcare campuses featuring independent and assisted living options, low income housing, churches and township offices.</p> <p>Community partners will be identified for DSMP outreach and reimbursement.</p> <p>Initiate offerings in first year; community leader training in subsequent years.</p>	<p>One hundred per cent participation by Senior Centers and satellites.</p> <p>Three new peer/volunteers will be recruited and trained annually.</p> <p>Diabetes program will provide agency revenue.</p> <p>Quarterly CDSMP offerings in variety of settings.</p>	<p>Senior Center members will have healthier life styles.</p> <p>Ongoing quality programming at locations where consumers live.</p> <p>Improved health management of diabetes and other chronic conditions resulting in improved quality of life and decrease in hospital</p>

	<ul style="list-style-type: none"> ➤ Offer 10 Keys to Healthy Aging™ evening programs for newest older adults who are employed. 	New target population for programming will be developed.	Minimum of two evening programs annually.	readmissions. Healthier lifestyles will be developed for the emerging older adult.
3: Reduce falls through enhanced educational programs and community coalition efforts.	<ul style="list-style-type: none"> ➤ Unified delivery and promotion approach of A Matter of Balance through partners of the Falls Free Coalition of York County. ➤ Broaden and strengthen Falls Free Coalition relationships/efforts in: <ul style="list-style-type: none"> • education/speakers bureau • awareness programs/expos • evidence-based programming • in-home safety • research initiatives • primary care providers fall assessments • data collection • grants & funding to sustain efforts 	Ongoing collaborative approach for MOB delivery will be maintained through electronic media, phone lines, hard copy and registration processes. Subcommittees of Falls Free Coalition will be formed to deliver activities outline in the coalition mission and vision statements.	Twenty per cent annual increase of number of consumers who complete Matter of Balance program. Falls prevention outreach education will be uniform throughout York county.	Reduction in falls of older adults. Falls prevention interventions will result in reduction of annual fall mortality rates.
4: Increase visibility of existing services in the community through wider distribution of hardcopy materials and electronic media.	<ul style="list-style-type: none"> ➤ Further develop and promote electronic media resources including blogs, Facebook and e-alerts. ➤ Develop an email distribution of New Horizons ➤ Widen base of brochure locations to include libraries, retirement communities, designated businesses, rehabilitation offices and more. ➤ Explore new avenues for promotions and advertising. 	Electronic and social media will be maximized. Electronic PDF format of Agency will be available quarterly. Strategic locations will be identified; Volunteer Community Outreach Teams will be developed to maintain literature racks. Work group will be developed to evaluate feasibility and costs for removable magnetic ads on Agency vehicles; ads on public transportation vehicles; billboards; media; radio talk shows; regional public service announcements; Comcast promotions; newsprint; church bulletins and restaurant placemats.	Enhanced electronic communications will be an option for seniors. Distribution numbers will increase having both hardcopy and electronic versions. Resources will be available in communities where consumers live. Advertising and promotions will enhance connections of seniors to services.	Seniors will have choices in ways to receive information. Greater use of resources and assistance available to older adults. More aging services will be utilized.

GOAL II: IMPROVE ACCESS TO SERVICE				
OBJECTIVES	STRATEGIES	PROCESS	OUTPUTS	OUTCOMES
1: Develop community partnerships to streamline access to services and programs.	➤ Partner with pharmacies to provide safer medication management processes and easier delivery methods.	Implement collaborative agreement with independent pharmacies.	Identified homebound consumers will have delivery service with rich educational tools.	Reduction in complications from use of medications.
	➤ Explore options for behavioral health services.	Mental health management services will be initiated through community partners and/or managed care organizations.	Contracted agency managed care organizations will provide mental health initiatives.	Improved mental health of seniors.
	➤ Facilitate awareness of community leaders, planners and professionals across service area, regarding transportation issues.	Community plan will be developed to develop additional accessible transportation options in urban and rural areas.	Barriers to accessible transportation for older adults county-wide will be reduced.	Senior Centers will report improvement in transportation options.
2: Create more user-friendly methods for older adults to access information, programs and resources.	➤ Utilize senior centers to promote advocacy.	Collaborative relationships will continue and focus on advocacy for improved access to programs and services.	Bi-monthly memorandums and bi-annual senior center director meetings will address advocacy issues and information.	Access to program and services will improve.
	➤ Expand venues for education and awareness of Medicare health prevention benefits for older adults and individuals with disabilities.	Medicare preventive health care materials will be provided at all APPRISE and health promotion offerings.	Greater utilization of free preventative screenings for older adults over sixty-five years of age available through primary care providers.	Greater use of outpatient facilities and few hospital admissions for consumers over sixty-five years of age.
	➤ Investigate options to address language barriers.	Language needs assessment will be completed.	Educational resources will be available in other languages.	Non-English speaking older adults will have improved access to aging resources.
	➤ Facilitate increased use of adult day care services.	Educational programming will increase community awareness of adult day care services.	Fifteen percent increase in participation at day care locations.	Older adults will age in place within communities with family support.
	➤ Promote Rent-a-Kid Program.	Increased awareness of Rent-a-Kid Program outreach through feature stories, medical offices, speeches and fairs.	Rent-a-Kid program will expand by ten percent in number of seniors and youth.	Intergenerational in-home support.
	➤ Explore new opportunities to foster growth in APPRISE programming.	Expand partnering network, website/electronic media, medical outreach and literature distributions in county public locations.	APPRISE will assist an additional ten percent annually.	Better understanding and choices regarding Medicare options.

	<ul style="list-style-type: none"> ➤ Incorporate new locations for pre/recent retirees. ➤ Initiate online assessments and inquiries. ➤ Elaborate on website design to include informational videos/seminars and/or links. ➤ Conduct caregiver seminars. ➤ Promote information about social assistance programs. 	<p>Medicare Training Team will expand local trainings of volunteers.</p> <p>Fill forms will be implemented on agency website.</p> <p>Agency web site will become main source of services/resources for older adults.</p> <p>A planning committee of community partners, including AARP and Embracing Aging, will offer seminars based on needs assessments.</p> <p>Information regarding Supplemental Nutrition Assistance Program (SNAP) and Low Income Energy Assistance Program (LIEHAP) will be distributed at community programs and literature racks, and will have prominent area on Agency web site.</p>	<p>Ten per cent annual increase in attendance at retiree events.</p> <p>New information gathering format will easily connect technologically savvy older adults/families to aging services.</p> <p>Visitors to agency web site will increase fifteen per cent each year.</p> <p>Caregiver seminars will be offered bi-annually.</p> <p>Greater utilization of SNAP and LIEHAP funds, as well as other social assistance programs, for eligible seniors.</p>	<p>Seniors will make informed choices regarding healthcare coverage.</p> <p>Efficiency and cost-saving benefits.</p> <p>More informed consumers of aging resources and services.</p> <p>Caregivers will have educational support.</p> <p>Food insecurities will be decreased and more utility assistance will be provided.</p>
<p>3. Support community partners in efforts to build more livable communities.</p>	<ul style="list-style-type: none"> ➤ Participate in York County Housing Commission. ➤ Increase awareness of renovations/retrofit options of homes to allow older adults to age in place. ➤ Continue regular meetings with legislators to discuss senior housing issues. ➤ Support Embracing Aging with the Age-Friendly Designation initiative. ➤ Investigate opportunities with township and borough offices to address needs of older adults. ➤ Continue participation with Bureau of Highway Safety efforts geared toward older adults. 	<p>Housing Commission will focus on aging-in-place issues.</p> <p>Easier access to tools and information on renovations/retrofit of homes will be available.</p> <p>Legislators and their staff will continue to be informed of senior issues through bi-monthly discussion meetings.</p> <p>Through collaborative advocacy, community partners will be engaged and support age-friendly community initiatives.</p> <p>Local municipalities will collaborate with advocacy agencies for promotion of programs, services and age-friendly communities.</p> <p>Driver safety programs will expand.</p>	<p>More housing options and easier access will occur.</p> <p>Ten per cent increase in home modifications for older adults.</p> <p>Legislators will support initiatives for tax breaks and low interest loans for home renovations.</p> <p>Culture of age-friendly communities and/or Naturally Occurring Retirement Communities (NORCS) will result.</p> <p>Seniors will have access to evidence-based disease prevention programs, educational sessions and resources through township and borough offices.</p> <p>Car Fit program and other interventions will reduce number of collision fatalities in</p>	<p>Homelessness and home insecurities will be reduced.</p> <p>More seniors will be able to age in own homes.</p> <p>Increase in affordable home modifications for seniors.</p> <p>Increase in number of age-friendly York communities.</p> <p>Seniors will have more local access for aging services in their own neighborhoods.</p> <p>Older drivers will have safer driving practices.</p>

GOAL III: ENHANCE QUALITY OF SERVICES				older adults.
OBJECTIVES	STRATEGIES	PROCESS	OUTPUTS	OUTCOMES
1: Examine the spectrum of existing services provided by the Agency.	<ul style="list-style-type: none"> ➤ Conduct a market study regarding awareness of services, access to services, barriers, customer satisfaction, agency materials, image/look and logo. 	Business plan will be developed.	New business plan strategies will connect newest older adults to aging services.	More aging programs and services will be utilized.
2: Investigate care management expansion opportunities for new revenue producing consumers.	<ul style="list-style-type: none"> ➤ Evaluate feasibility of fee-for-service programs, including private care management. ➤ Explore methods for Medicare/Medicaid reimbursement of evidence-based health promotion/disease prevention programs. ➤ Advocate for reinstatement of Care Transitions program through new contracted managed care providers. 	<p>Opportunities for private care management, including roles of healthcare navigator, mental health navigator, healthy living coach and health educator will be explored.</p> <p>Best practices of successful community partner models with healthcare organizations and managed care organizations will be investigated.</p> <p>Contracted managed care organizations will be educated about successful positive outcomes/financial benefits of Care Transitions program (Coleman Model).</p>	<p>Development of new partnerships and expansion of aging services will connect more consumers to programs and services.</p> <p>Revenue producing programs will allow expansion of chronic disease management programs.</p> <p>Managed care partners will partner with Agency to provide post-hospital discharge management program.</p>	New revenues of income for agency; increased accessibility of services to seniors.
3: Explore intensive care management service delivery models.	<ul style="list-style-type: none"> ➤ Conduct internal analysis of care management services to identify opportunities to modify current roles to meet expanding consumer needs. 	Roles which include outreach/referral information; online intake; mental health management; respite services; primary care provider communication interventions; and location specialist will be reviewed.	Care management services will be modified to meet greatest consumer needs.	Value added services to seniors will be available.
GOAL IV: EMPOWER THE WORKFORCE				
OBJECTIVES	STRATEGIES	PROCESS	OUTPUTS	OUTCOMES
1: Mobilize a community network of advocates for local empowerment.	<ul style="list-style-type: none"> ➤ Involve municipalities for education and resources. ➤ Partner with private industry and community foundations to expand resources. ➤ Strengthen relationships and activities with Embracing Aging and AARP. 	<p>Township and borough office leaders will have opportunities to bring aging education and resources to respective communities.</p> <p>Businesses and organizations with aging interests will be identified.</p> <p>Common goals between Agency, Embracing Aging and AARP will be identified.</p>	<p>New municipality relationships will connect local seniors.</p> <p>New relationships will be developed with organizations that have a senior focus.</p> <p>Collaborative, comprehensive efforts will maximize senior outreach.</p>	<p>Easier access of community resources.</p> <p>Corporate organizations will expand reach of available services.</p> <p>Unified approach between key organizations will have far-reaching positive</p>

<p>2: Expand the volunteer community network.</p>	<ul style="list-style-type: none"> ➤ Promote neighborhood networking to foster a sense of community in both urban and rural areas. ➤ Establish new job descriptions in the Agency's Volunteer Program to meet the expanding need of services: focus on utilizing the newly retired in a variety of roles. 	<p>Explore ways to combine United Way volunteer program with needs of older adults.</p> <p>New agency strategies to recruit recently retired volunteers will be developed.</p>	<p>New unions of volunteer groups will be developed to provide aging services.</p> <p>New corps of newest older adult volunteers will be instrumental in the process to engage other baby boomers to become involved.</p> <p>Agency will provide information to seniors regarding approved volunteer networks for transportation.</p>	<p>effects.</p> <p>Empowered volunteer workforce.</p> <p>New volunteers will be empowered to meet emerging needs of older adults.</p> <p>Seniors with limited travel accessibility will have additional options to be more mobile.</p> <p>More seniors will be cared for in their own homes by effective and compassionate caregivers.</p>
<p>3: Build a senior-to-senior caring connection model.</p>	<ul style="list-style-type: none"> ➤ Explore barter models of transportation. ➤ Empower caregivers through education, workshops and networks. ➤ Pool resources to create peer-to-peer network of volunteers which include: <ul style="list-style-type: none"> • caregiving education and support • grief support groups • respite caregiving • home support 	<p>Bartering models of transportation services will be evaluated /supported.</p> <p>Educational trainings and support systems will be offered through partnering entities for family caregivers/caregiving volunteers.</p> <p>Volunteers from multiple organizations will be united to provide specific caregiving support interventions.</p>	<p>Caregiving trainings will develop skill sets and provide emotional support.</p> <p>Agency will provide information to seniors regarding approved volunteer networks for transportation.</p> <p>Wider array of hands-on resources will be available for home caregiving volunteers.</p>	<p>Seniors with limited travel accessibility will have additional options to be more mobile.</p> <p>More seniors will be cared for in their own homes by effective and compassionate caregivers.</p>
<p>4: Re-define and update the image of the Area Agency on Aging.</p>	<ul style="list-style-type: none"> ➤ Implement a new logo and update materials/web site, including expansion of literature to include nutrition, fitness, and social wellbeing. ➤ Provide website videos and online access using fill-forms for registrations, intake inquiries. ➤ Create culture of one-stop-shop on aging information for wider range of older adults. 	<p>Older adult volunteers/recent retirees will provide input on image and resource materials.</p> <p>Recently retired professionals will be recruited as volunteers for their expertise and skills in content and technology.</p> <p>Wider variety of types of resources (local, state and national) will be available, including availability of Spanish literature.</p>	<p>Agency outreach efforts will have materials and resources of interest to baby boom generation.</p> <p>More user-friendly delivery of information will be available to seniors who utilize technology.</p> <p>Expanded resources will enhance the senior consumer and reduce language barriers.</p>	<p>YCAA will be the hub for aging information designed to improve quality of life for all York county seniors.</p>

AREA PLAN PART B

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

FY 2016-20 Area Agency on Aging

Four-Year Area Plan on Aging

Signature Page

Area Agency on Aging Name and Address:

York County Area Agency on Aging
100 West Market Street
York, Pennsylvania 17401
Telephone#: (717) 771-9610 Fax#: (717) 771-9044

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:

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.

	Title	Date
X <u>Susan P. Byrne</u>	<u>President Commissioner</u>	<u>6/29/16</u>
X <u>Doug Hoke</u>	<u>Vice-President Commissioner</u>	<u>6/29/16</u>
X <u>Carol</u>	<u>Commissioner</u>	<u>6/29/16</u>
<u>Mark W. Shea</u>	<u>Director</u>	<u>6/29/16</u>

(Signature of the Area Agency on
Aging Director)

(Title)

(Date)

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

Ross A. Stanko

(Name)

(717) 771-9610

(Area Code and Telephone)

Part B. Section 2

DOCUMENTATION OF PARTICIPATION BY THE AREA
AGENCY ON AGING ADVISORY COUNCIL

PSA NO. 25

NAME OF AAA: York County Area Agency on Aging

PLAN PERIOD FROM July 1, 2016 TO June 30, 2020

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.

Patricia Egger

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

Patricia Egger, Chairman

Typed Name and Title

6/13/16

Date

Part B. 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 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 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 Department of Aging 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; and
 - 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 area agency on aging, 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 area agency on aging 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
- 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 will, in coordination with the State agency and with the State agency responsible for mental health services, increase public awareness of mental health disorders, remove barriers to diagnosis and treatment, and coordinate mental health services (including mental health screenings) provided with funds expended by the area agency on aging with mental health services provided by community health centers and by other public agencies and nonprofit private organizations.
- 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 area agency on aging 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 area agency on aging 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 non-governmental contracts or such commercial relationships.
- 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 non-governmental contracts or commercial relationships.
- 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.
- Assurances that funds received under this title will not be used to pay any part of a cost (including an administrative cost) incurred by the AAA to carry out 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.
- Information detailing how the AAA will coordinate activities and develop long-range emergency preparedness plans with local and State emergency.

**Minutes from the York County Area Agency on Aging's
June 13, 2016 Advisory Council Meeting
-Public Hearing-**



York County Area Agency on Aging Advisory Council Meeting

Monday, June 13, 2016

MEETING MINUTES

ATTENDANCE

- **ADVISORY COUNCIL MEMBERS PRESENT:**
Patricia Egger, Joni Griffin, Diane Berkheimer, Richard Farr, William Gordon, Dr. Sardari Khanna, William Long, Kimberly Maglaughlin
- **ADVISORY COUNCIL MEMBERS EXCUSED:**
Richard Bear, Sharon Bixler, Debra Daniels, Jacquelin Harrington, Susan Heinle, Robert Jensenius, Phyllis Seelig
- **ADVISORY COUNCIL MEMBERS ABSENT:**
Nina Aimable, John Manley
- **NEWLY APPOINTED ADVISORY COUNCIL MEMBERS PRESENT:**
Robert Fawcett, Carol Lyons
- **INVITED GUESTS PRESENT:**
Susan Byrnes, President Commissioner; Doug Hoke, Vice-President Commissioner; Michelle Hovis, Executive Director, York County Human Services Department; Brenda Arnold, Senator Scott Wagner's office; Kyle Joines and David Brubaker, Representative Kevin Schreiber's office; Wendy Leahy and Evan Cooper, Representative Seth Grove's office.
- **YORK COUNTY AREA AGENCY ON AGING STAFF PRESENT:**
Mark Shea, Director; Ross Stanko, Director of Operations and Outreach; Elizabeth DiLuigi, Director of Public Relations and Advocacy; Stephanie Frey, Director of Social Services; Diane Gerhart, Administrative Officer II (Operations and Outreach)

OPENING COMMENTS/DISCUSSIONS

- **CALL TO ORDER AND WELCOME:**
 - Patricia Egger, Chair, called the meeting to order at 12:35 p.m. Welcomed Advisory Council members and invited guests to the meeting. Opened the meeting with roundtable introductions for newly appointed Advisory Council members and invited guests. Thanked everyone for taking time out of their busy schedules to attend today's meeting.
- **PERIOD OF PUBLIC COMMENT – FIVE MINUTES PER INDIVIDUAL:**
 - No members of the public were in attendance.
- **APPROVAL OF THE MINUTES OF THE MONDAY, APRIL 11, 2016, ADVISORY COUNCIL MEETING:**
 - Richard Farr made a motion to approve the minutes of the Monday, April 11, 2016, Advisory Council meeting as presented. William Long seconded the motion. The motion carried and the minutes of the Monday, April 11, 2016, Advisory Council meeting were approved as presented with no opposition.

SPECIAL DISCUSSIONS – PUBLIC HEARING

- **PUBLIC HEARING – 2016-2020 FOUR-YEAR PLAN:**
 - **REVIEW OF THE 2016-2020 FOUR-YEAR PLAN – PLANNING AND FINANCE COMMITTEE:**
 - Ross Stanko (Director of Operations and Outreach), Diane Gerhart (Administrative Officer II - Operations and Outreach), and William Long (Planning and Finance Committee Chair) presented and explained in detail the draft of the York County Area Agency on Aging's 2016-2020 Four-Year Plan, the function of the plan, and the planning process that was undertaken to prepare the plan.
 - Reported a consumer survey was mailed to 2,500 older adults. The Agency approximately six hundred (600) responses or twenty-three percent (23%).
 - Briefly reviewed some facts and figures from the survey; 85% of the respondents have annual incomes of under \$50,000; 57% of the respondents listed their primary information source as newspaper, television or radio; 83% of the respondents live in homes they own; 89% of the respondents were between the ages of 60-89.
 - Reported five (5) focus groups were conducted for the purpose of gaining information and input.
 - Reported the approved rough draft of the 2016-2010 Four-Year Plan is due to the Pennsylvania Department of Aging on July 1, 2016 with the final plan due on August 1, 2016, for approval by the Pennsylvania Department of Aging and forwarding with the Pennsylvania Department of Aging's State plan to the Federal government for final approval and implementation.

- **PUBLIC HEARING – 2016-2020 FOUR-YEAR PLAN: (CONTINUED)**
 - **REVIEW OF THE 2016-2020 FOUR-YEAR PLAN – PLANNING AND FINANCE COMMITTEE: (CONTINUED)**
 - Reported in the past, the Agency had been able to develop its own goals for the four-year plan. This year was different as the four goals were supplied by the Pennsylvania Department of Aging. Having uniform goals throughout Pennsylvania's Aging network made it easier for the Pennsylvania Department of Aging to write the State plan.
 - Briefly reviewed the top overall concerns expressed in the survey responses; taxes, medications, health insurance, medical services, wellness/prevention, fall risk, health concerns, and safety.
 - Briefly reviewed the top financial concern expressed in the survey responses; taxes, medications, health insurance, home maintenance, and utility bills.
 - Briefly reviewed the top service concerns expressed in the survey responses; medical services, long-term care, in-home services, and transportation.
 - Briefly reviewed the top healthy living concerns expressed in the survey responses; health concerns, wellness/prevention, fall risk, and safety.
 - Reviewed the four (4) goals and each goal's respective objectives, strategies, processes, outputs, and outcomes.
 - **Promote Existing Services:**
 - *Objective #1.* Strengthen and expand community partnerships for the delivery of health and wellness programs.
 - *Objective #2.* Deliver evidence-based programs designed for disease prevention and self-care management of chronic conditions.
 - *Objective #3.* Reduce falls through enhanced educational programs and community coalition efforts.
 - *Objective #4.* Increase visibility of existing services in the community through wider distribution of hardcopy materials and electronic media.
 - **Improve Access to Services:**
 - *Objective #1.* Develop community partnerships to streamline access to services and programs.
 - *Objective #2.* Create more user-friendly methods for older adults to access information, programs, and resources.
 - *Objective #3.* Strengthen community partners in efforts to build more livable communities.
 - **Enhance the Quality of Services:**
 - *Objective #1.* Examine the spectrum of existing services provided by the Agency.
 - *Objective #2.* Investigate care management expansion opportunities for new revenue producing consumers.
 - *Objective #3.* Explore intensive care management service delivery models.
 - **Empower the Workforce:**
 - *Objective #1.* Mobilize a community network of advocates for local empowerment.
 - *Objective #2.* Expand volunteer community network.
 - *Objective #3.* Build a senior-to-senior caring connection model.
 - *Objective #4.* Redefine and update the image of the Area Agency on Aging.
 - Opened the floor for comments and questions.

AGENCY UPDATES/DISCUSSIONS

- **DIRECTOR UPDATES:**
 - Mark Shea, Director, referenced his written report. Offered the following additional updates and opened the floor for questions and comments.
 - **REAUTHORIZATION OF THE OLDER AMERICANS ACT UPDATE:**
 - Mark Shea, Director, reported after years of non-reauthorization, the Older Americans Act was reauthorized by Congress and signed into law by President Obama.
 - Reported the current funding allocation under the reauthorized Older Americans Act is not enough to sustain the needs of an ever-increasing older adult population. Advocacy is currently underway through the National Association of Area Agencies on Aging (N4A) to increase the funding with the next reauthorization that will occur in 2018.
 - **BUDGET UPDATE:**
 - Mark Shea, Director, reported there no word has been received on the upcoming 2016-2017 budget negotiations. The Aging network is anticipating another budget impasse; hopefully it will not be as lengthy and financially cumbersome as the 2015-2016 budget impasse. Reported the Agency has been able to replace some of the reserve funding and is in a financial position to pay providers and continue providing services through a short impasse. Reported the proposed budget allocation for Aging was flat-funded with there being no significant increase in Lottery funding.
 - President Commissioner Byrnes reported she was in attendance at a recent meeting where State legislators were present and they are optimistically hopeful that there will not be a budget impasse for the upcoming 2016-2017 fiscal year.

▪ **DIRECTOR UPDATES: (CONTINUED)**

▪ **MANAGED LONG-TERM CARE UPDATE:**

- Mark Shea, Director, provided a brief update on Managed Long-Term Care. Reported as of April 1, 2016, a change in the Pennsylvania Department of Aging's Waiver Program's enrollment process was implemented. As of that date, the Agency is no longer providing Waiver enrollment services as this responsibility has been turned over to the Independent Enrollment Broker (IEB) Maximus.
- Reported since Maximus' takeover in responsibility of Waiver enrollment, there have been significant issues and concerns. Reported meeting with Pennsylvania Department of Aging Secretary Teresa Osborne and discussing the issues of Maximus not answering their telephones or returning telephone calls. Was informed by Secretary Osborne that she would connect with Pennsylvania Department of Human Services Secretary Ted Dallas and express her concerns.
- Reported at the last Advisory Council's Advocacy Committee meeting that was held on Monday, May 16, 2016, he made a request that State legislators reach out to the Pennsylvania Department of Aging and express their concerns regarding the inefficient way Maximus is handling the Waiver enrollment process and the length of time it is taking to process enrollment paperwork and receive either denials or approvals. Numerous telephone calls were received by the Pennsylvania Department of Human Services by State legislators and he is hopeful that this has brought the concerns to the forefront and a resolution will be found.

▪ **AGENCY SENIOR LEADERSHIP UPDATES:**

▪ **OPERATIONS AND OUTREACH – ROSS STANKO, DIRECTOR OF OPERATIONS AND OUTREACH:**

- Ross Stanko, Director of Operations and Outreach, referenced his written report. Offered the following additional updates and opened the floor for questions and comments.
- Reported the 2016 York County Senior Games start on Monday, June 20th and run through Friday, June 24th. Events are scheduled for numerous locations throughout York County. Reported the Agency is in need of volunteers to staff and assist with some of the events. Encouraged Advisory Council members to volunteer. Contact Ross Stanko or Diane Gerhart if interested.

▪ **PUBLIC RELATIONS AND ADVOCACY – ELIZABETH DILUIGI, DIRECTOR OF PUBLIC RELATIONS AND ADVOCACY:**

- Elizabeth DiLuigi, Director of Public Relations and Advocacy, referenced her written report. Offered the following additional updates and opened the floor for questions and comments.
- Reported the Pennsylvania Department of Aging conducted their annual monitoring of the Aging Waiver Program at the Agency on Tuesday, May 24, 2016. Normally this monitoring takes two or three days; the monitors from the Pennsylvania Department of Aging completed the monitoring in one day. Informed the Agency that all information was found to be accurate and well documented.
- Brief discussion on the proposed changes to the Ombudsman Program referenced in Elizabeth DiLuigi's report.
 - Mark Shea, Director, reported that Terry Barley has accepted the position of Deputy Director with the Pennsylvania Department of Aging. Mr. Barley has extensive experience with the Aging network having previously been Director of Cumberland County Aging and Community Services. He is currently in the process of reviewing the Ombudsman Program as it currently operates under the local AAAs and will be making recommendations regarding the proposed changes.

▪ **SOCIAL SERVICES – STEPHANIE FREY, DIRECTOR OF SOCIAL SERVICES:**

- Stephanie Frey, Director of Social Services, referenced her written report. Offered the following additional updates and opened the floor for questions and comments.
- Reported the Protective Services Unit is very busy; having received ninety-seven (97) Reports of Need (RONs) in the month of May.
- Reported the Protective Services Unit is now fully staffed with the promotions of Mary Morrison and Patricia White to Aging Care Manager IIIs. They both came from the Care Management Unit as Aging Care Manager IIs. Reported Charles Patterson was hired to fill the vacant Aging Case Aide II position and is currently in training; he will be carrying a non-care managed caseload and assisting Protective Services with consumer transports.
- Reported three (3) cases are remaining active in Protective Services longer than necessary due to the Waiver enrollment process and non-receipt of either a denial or approval through Maximus. Reported that without the denial or approval from Maximus, the Agency is unable to start services either under the Aging Waiver Program or the Options Program.
- Reported Wendy Sherbine, Aging Care Manager III, Protective Services Unit, was nominated by the Agency to receive the 2016 Protective Services Leadership Award offered through the Pennsylvania Department of Aging. Wendy will be receiving the award in Harrisburg on Wednesday, June 15, 2016, as part of Pennsylvania's World Elder Abuse Awareness Day Event. She will be meeting Governor Tom Wolf and providing testimony on two (2) Protective Services cases for the purpose of explaining the actual involvement of and investigation by Protective Services. Wendy was also awarded a scholarship to attend the 2016 National Adult Protective Services Association (NAPSA) Conference in Philadelphia in August.

▪ **AGENCY SENIOR LEADERSHIP UPDATES: (CONTINUED)**

▪ **SOCIAL SERVICES – STEPHANIE FREY, DIRECTOR OF SOCIAL SERVICES: (CONTINUED)**

- Reported the new assessment tool is currently in the testing phase. A few of the AAAs volunteered to be testers in a trial run of the new assessment tool; our Agency is not one of the volunteers. The goal is to implement the new tool in September.

ADVISORY COUNCIL UPDATES/DISCUSSIONS

▪ **ADVISORY COUNCIL COMMITTEE UPDATES:**

▪ **BOARD DEVELOPMENT COMMITTEE:**

▪ **APPOINTMENT OF TWO ADVISORY COUNCIL MEMBERS:**

- Joni Griffin, Board Development Committee Chair, announced there are two (2) individuals who have expressed an interest in serving on the York County Area Agency on Aging's Advisory Council.
 - Joni Griffin, Board Development Committee Chair, presented Dr. Robert Fawcett's application as a new Advisory Council member for a three-year term. William Gordon made a motion to approve the appointment of Dr. Robert Fawcett to a three-year term on the Advisory Council. Dr. Sardari Khanna seconded the motion. The motion carried with no opposition and the appointment of Dr. Robert Fawcett will be presented to the York County Board of Commissioners at their Wednesday, June 29, 2016, meeting for approval.
 - Joni Griffin, Board Development Committee Chair, presented Mrs. Carol Lyon's application as a new Advisory Council member for a three-year term. William Long made a motion to approve the appointment of Mrs. Carol Lyons to a three-year term on the Advisory Council. Diane Berkheimer seconded the motion. The motion carried with no opposition and the appointment of Mrs. Carol Lyons will be presented to the York County Board of Commissioners at their Wednesday, June 29, 2016, meeting for approval.

▪ **ADVOCACY COMMITTEE:**

- In the absence of John Manley and Sue Heinle, Advocacy Committee Co-Chairs, Mark Shea, Director, reported the Advocacy Committee met on Monday, May 16, 2016, at Representative Kristin Hill's office.
- Reported the majority of the meeting was spent discussing Managed Long-Term Care and the issues and concerns relating to Maximus' appointment as the Independent Enrollment Broker (IEB) for the Aging Waiver Program. The reauthorization of the Older Americans Act and the need for increased funding that needs to be allocated to the Aging network was also discussed.
- Reported the next Advocacy Committee meeting is scheduled for Monday, July 11, 2016, at 9:00 a.m., at Representative Kristin Hill's office.

▪ **EXECUTIVE COMMITTEE:**

- Patricia Egger, Executive Committee Chair, reported the Executive Committee met by conference call on Tuesday, May 10, 2016.
- Reported the meeting was spent discussing Managed Long-Term Care and the issues and concerns relating to Maximus' appointment at the Independent Enrollment Broker (IEB), budget, staffing, and contracting/monitoring.
- Reported the next Executive Committee meeting is scheduled for Tuesday, July 12, 2016, at 9:00 a.m., by conference call.

▪ **PLANNING AND FINANCE COMMITTEE:**

- William Long, Planning and Finance Committee Chair, reported the Planning and Finance Committee has been meeting more often for the purpose of developing the 2016-2020 Four-Year Plan.
- Offered his personal thank you to Ross Stanko, Director of Operations and Outreach, and Diane Gerhart, Administrative Officer II (Operations and Outreach), for the effort and knowledge put into the development of the 2016-2020 Four-Year Plan.

▪ **PROGRAM EVALUATION AND QUALITY ASSURANCE COMMITTEE:**

- William Gordon, Program Evaluation and Quality Assurance Committee Chair, reported the Program Evaluation and Quality Assurance Committee has resumed meeting on a regular basis.
- Reported the Program Evaluation and Quality Assurance Committee re-established a workgroup comprised of Agency supervisors and staff. The workgroup is in the process of reviewing and updating the processes to the Intake Unit.

▪ **PENNSYLVANIA COUNCIL ON AGING UPDATE:**

- Mark Shea, Director, reported Richard Bear has stepped down from the position of the York County Area Agency on Aging's Advisory Council's liaison on the Pennsylvania Council on Aging (PCoA).
- Referenced his written report and reiterated the York County Area Agency on Aging's Advisory Council is looking for an interested Advisory Council member to fill this position. Reported the individual would need to attend four (4) quarterly meetings in Harrisburg and one (1) annual meeting in Gettysburg each year, as well as scheduled telephone conference calls.
- Interested Advisory Council members should contact him at mwshea@yorkcountypa.gov for more information.

OLD AND NEW BUSINESS

▪ **OLD BUSINESS:**

- There was no old business to be brought before the York County Area Agency on Aging's Advisory Council for discussion at this point in time.

▪ **NEW BUSINESS:**

- There was no new business to be brought before the York County Area Agency on Aging's Advisory Council for discussion at this point in time.

CLOSING COMMENTS/DISCUSSIONS

▪ **GENERAL DISCUSSION:**

- Diane Berkheimer questioned the attendance at the Prime of Life Festival since the location was changed from the York Expo Center to York College's Grumbacher Sport and Fitness Center.
 - Ross Stanko, Director of Operations and Outreach, reported the event was not as heavily attended as in past years. Reported the Agency's distribution of Farmers Market Nutrition Program fruit and vegetable vouchers kickoff is at this event and distribution was lower than in past years when the event was held at the York Expo Center.
 - Reported the Agency normally distributes approximately six hundred (600) vouchers at this site and this year only distributed approximately three hundred (300). Reported other site attendance has increased; are optimistic will be able to distribute all of the Agency's allotted vouchers by the end of September.
- William Long reported there was an interesting article in the *Atlantic Monthly* regarding the increasing aging population in China and the enormous impact this is having on their economy.

▪ **PERIOD OF PUBLIC COMMENT – FIVE MINUTES PER INDIVIDUAL:**

- No members of the public were in attendance.

▪ **NEXT SCHEDULED ADVISORY COUNCIL MEETING:**

- Patricia Egger, Chair, announced the next meeting of the York County Area Agency on Aging's Advisory Council will be held on Monday, August 8, 2016, beginning at 12:30 p.m., at the York County Department of Emergency Services, 120 Davies Drive, York.
- Announced a Pre-Advisory Council Meeting Information Session will be held prior to the meeting beginning at 12:00 noon. Topic to be determined and announced.

▪ **ADJOURNMENT:**

- Having no further business to be brought before the York County Area Agency on Aging's Advisory Council for discussion, Patricia Egger, Chair, adjourned the meeting at 1:30 p.m.

Respectfully submitted,



Joni Griffin, Secretary
York County Area Agency on Aging
Advisory Council