

Lebanon County Area Agency on Aging

Four-Year Plan

October 1, 2020 – September 30, 2024

Lebanon County Area Agency on Aging

710 Maple Street

Lebanon, PA 17046

(717) 273-9262

Carol A. Davies, Administrator

Part A

Section I

Executive Summary.....	Pg. 4
------------------------	-------

Section II

Agency Overview:

<i>Organizational Structure</i>	Pg. 6
<i>Demographics</i>	Pg. 8
<i>Local, Political, and Economic Conditions</i>	Pg. 9
<i>Needs Assessment Data</i>	Pg. 10
<i>Resource Development</i>	Pg. 11
<i>National Planning Requirements</i>	Pg. 12

Section III

Goals, Objectives, and Strategies.....	Pg. 13
--	--------

Part B

Section I

Signature Page.....	Pg. 20
---------------------	--------

Section II

Advisory Council Participation.....	Pg. 22
-------------------------------------	--------

Section III

Assurances.....	Pg. 23
-----------------	--------

Section IV

Summary of Public Hearing.....	Pg. 26
--------------------------------	--------

Area Plan

Part A

**Lebanon County Area Agency on Aging
Four-Year Plan
October 1, 2020 – September 30, 2024**

Section I

Executive Summary

The Lebanon County Area Agency on Aging (AAA) is an entity of Lebanon County government. Through an agreement with the Pennsylvania Department Aging (PDA), the AAA is charged with advancing the well-being of older adults in Lebanon County. The agency currently employs 41 full and part time employees, and is guided by a 16-member Advisory Council. The mission of the AAA is to develop, coordinate, and promote a continuum of services that values and supports adults as they age; empowers them to maintain independence, dignity and respect; and enhances their overall well-being and quality of life.

Based on state and federal requirements, the AAA must engage in a periodic planning process to take stock of the agency and the community it serves in order to develop a blueprint for future action. The process includes a review of demographic data; local political and economic conditions; and needs assessment data. The AAA is then required to develop a set of goals and measurable objectives that are well-aligned with the plan developed by the PDA. The plan covers the four-year period beginning on October 1, 2020, and ending on September 30, 2024.

As part of the planning process, the AAA examined local demographic information. The AAA continues to be impacted by the aging of the Baby Boom generation, which includes people born between 1946 and 1964. The oldest baby boomers are now reaching their mid-70s. While this is a national trend, it's notable that Pennsylvania is one of the grayest states in the nation, and the percentage of older adults in Lebanon County exceeds the statewide average. Census data also reveals gradual growth in the older Hispanic population in the County.

The AAA looked at the general political and economic outlook for the County, where many local trends are reflective of state and national issues. The COVID 19 Pandemic is impacting communities across the country. Pennsylvania is experiencing a shortage of Direct Care Workers which impacts the ability of many older adults to receive care in their homes. Technology continues to play an increasingly important role in our society, although many older adults do not have the interest or the capacity to adopt it into their daily lives. A crucial problem for the AAA continues to be funding, as revenues have not been able to keep pace with the growing older population of the County.

The AAA studied many different assessments of the needs of older adults in the County. Even though the AAA has been providing necessary services for decades, it must continue to promote its services so that the next generation of older adults and their families know where to go for assistance when the need arises. Older adults generally want to remain in their own homes. To do so, they need adequate, affordable housing; ongoing assistance with home-maintenance chores; and reliable transportation options.

Based on the analysis outlined above and described more fully in the body of the plan, the AAA then established its goals for the Four-Year Plan period, using specific focus areas provided by the PDA. For each goal, more specific objectives and strategies were defined. Performance factors were also defined so that progress against the plan could be measured.

The goals are summarized below. More detail can be found in the body of the plan.

1. Strengthen the AAA's capacity and infrastructure, promote innovation and best practices, and build efficiencies to respond to the growing and diversifying aging population.
2. Advocate for and improve services for older adults by using evidence-informed planning, committing to data integrity, and being accountable for results.
3. Establish and enhance efforts to support healthy living, active engagement and a sense of community for all older Pennsylvanians.
4. Emphasize a citizen-first culture that provides outreach, embraces diversity, and honors individual choice.
5. Advocate for the rights of older adults and raise awareness of ways to identify and prevent abuse. Ensure safety and dignity by responding effectively to incidences of abuse, exploitation, abandonment, and neglect.

**Lebanon County Area Agency on Aging
Four-Year Plan
October 1, 2020 – September 30, 2024**

Section II

Agency Overview

1. Organizational Structure

The Lebanon County Area Agency on Aging (AAA) was formed as the Office for the Aging in 1967, and formally designated as an Area Agency on Aging in 1974 after the passage of the Federal Older Americans Act. It was created via an agreement between the Lebanon County Commissioners and the Pennsylvania Department of Aging (PDA). It is one of 52 similar agencies established across the state of Pennsylvania. The AAA is a Department of Lebanon County Government, under the direction of the Board of County Commissioners, the chief governing body of the County. The AAA Administrator reports directly to the County's Chief Clerk / Administrator. The agency currently employs 41 full and part time employees, and is guided by a 16-member Advisory Council.

The mission of the AAA is to develop, coordinate, and promote a continuum of services that values and supports adults as they age; empowers them to maintain independence, dignity and respect; and enhances their overall well-being and quality of life.

AAA provides services that benefit older adults at varying stages of interest, need, and ability. Many services are provided directly by AAA staff, while others are provided by volunteers or through subcontract arrangements with other area providers.

Services provided by the AAA include:

APPRISE Medicare Counseling	The AAA APPRISE Coordinator, along with a group of well-trained volunteers, provide free and objective one-on-one Medicare counseling designed to help beneficiaries make informed and cost-effective healthcare decisions. The Lebanon County APPRISE Team won the Secretary of Aging's 2019 BRAVO Award for excellence in all four BRAVO categories: Performance, Client Service, Innovation, and Collaboration.
Assessments	AAA Care Managers provide a comprehensive needs assessment for individuals seeking community service or placement in a personal care home or a nursing facility.
Caregiver Support Program	The AAA Care Manager works directly with families to provide supportive services directly related to the needs of adults caring for older loved ones at home, or for older adults caring for grandchildren. Caregivers may receive financial reimbursement to help purchase necessary caregiving services and supplies. One-time grants are also available to help pay for home adaptations or assistive devices that ease caregiving tasks.

Health and Wellness Programs	The AAA provides evidence-based programs that are proven to improve health outcomes for older adults, including exercise, chronic disease self-management, and falls prevention. Programs may be provided at Senior Community Centers or in the community.
Information and Referral	Trained AAA staff assist older adults and their families to provide information and resources, connect them with appropriate resources, whether in regards to a service provided by the AAA or another community partner.
In-Home Meals	In-Home Meals are an essential service that allows consumers to maintain their independence, by providing a well-balanced meal and a daily safety check. The AAA contracts with a private meal vendor to prepare the meals, which are then delivered throughout the county by a network of paid drivers and volunteers. A bi-weekly delivery option is also available.
Legal Services	Financially eligible older adults are referred to legal professionals who provide counseling and legal representation on benefits, rights, and other legal matters.
OPTIONS Program	<p>This program provides care management and in-home services to aging County residents who are experiencing some degree of decline in their physical or mental health status. AAA Care managers assess individuals to determine their needs and develop a plan for appropriate services. Options services are cost-shared based on a sliding income scale. This can include referrals for:</p> <p>In-home Personal Care - provides assistance with bathing, dressing, grooming, and medication reminders</p> <p>Older Adult Daily Living Centers - provide a daytime program of activities in a protective setting</p> <p>Personal Emergency Response Systems - an emergency alert unit that provides rapid response to a fall</p>
Ombudsman	Provided through a sub-contract relationship, the Local Ombudsman and trained volunteers investigate and attempt to resolve complaints related to the health, safety, and rights of residents in nursing facilities, personal care homes, and assisted living residences.
Person Centered Counseling	AAA Care Managers assist consumers and their significant others to make support and care decisions in the context of the consumer's needs, preferences, values, and individual circumstances.
Protective Services	The AAA Protective Services staff is specifically trained to assure that older adults who lack the capacity to protect themselves and are at imminent risk of abuse, neglect, exploitation, or abandonment have access to, and are provided with, services necessary to protect their health, safety, and wellness.
Senior Community Centers	The AAA operates five Senior Community Centers within the county that provide programs, activities, and meals to promote socialization and prevent social isolation. Centers are located in Annville, Jonestown, Lebanon, Myerstown, and Palmyra.
Volunteer Opportunities	The AAA Volunteer Coordinator connects interested volunteers with opportunities to support older adults in various AAA programs including delivering In-Home Meals, assisting at Senior Community Centers, and completing Property Tax and Rent Rebate forms.

Per legal mandate, both the PDA and AAA must engage in a periodic planning process to take stock of the agency and the community it serves in order to develop a blueprint for future action. The planning process includes a review of demographic data; local, political and economic factors; and needs assessment data. The AAA then develops measurable goals and objectives based on the above items. This document outlines the AAA's plan for the four-year period beginning on October 1, 2020 and ending on September 30, 2024.

2. Demographics

The older population continues to grow across the country as Baby Boomers, those born between 1946 and 1964, are now entering their mid-seventies. According to the Federal Administration on Aging's 2019 Profile of Older Americans, "People age 65 and older represented 16% of the population in the year 2018, but are expected to reach 21.6% of the population by 2040." Pennsylvania is one of the grayest states in the nation, and is one of nine states that account for 51% of the people aged 65 and older in 2018. In Pennsylvania, 23.1% of the population will be 65 or older in 2040, and in Lebanon County, 23.9% of the population will be 65 or older by 2040.

There are currently 141,793 people in Lebanon County. Of that, 37,542, or 26% of the total County population, is over 60 years old, with women making up just over half of those 60 and older.

	2010	2019	# Increase/ Decrease	% Increase/ Decrease
Total Population	133,568	141,793	8,225	6.16%
60 to 64 Years	8,148	9,369	1,221	14.99%
65 to 69 Years	6,474	8,475	2,001	30.91%
70 to 74 Years	4,897	6,986	2,089	42.66%
75 to 79 Years	4,199	5,141	942	22.43%
80 to 84 Years	3,537	3,491	-46	-1.30%
>85 Years	3,622	4,080	458	12.64%
Total 60 and Older	30,877	37,542	6,665	21.59%

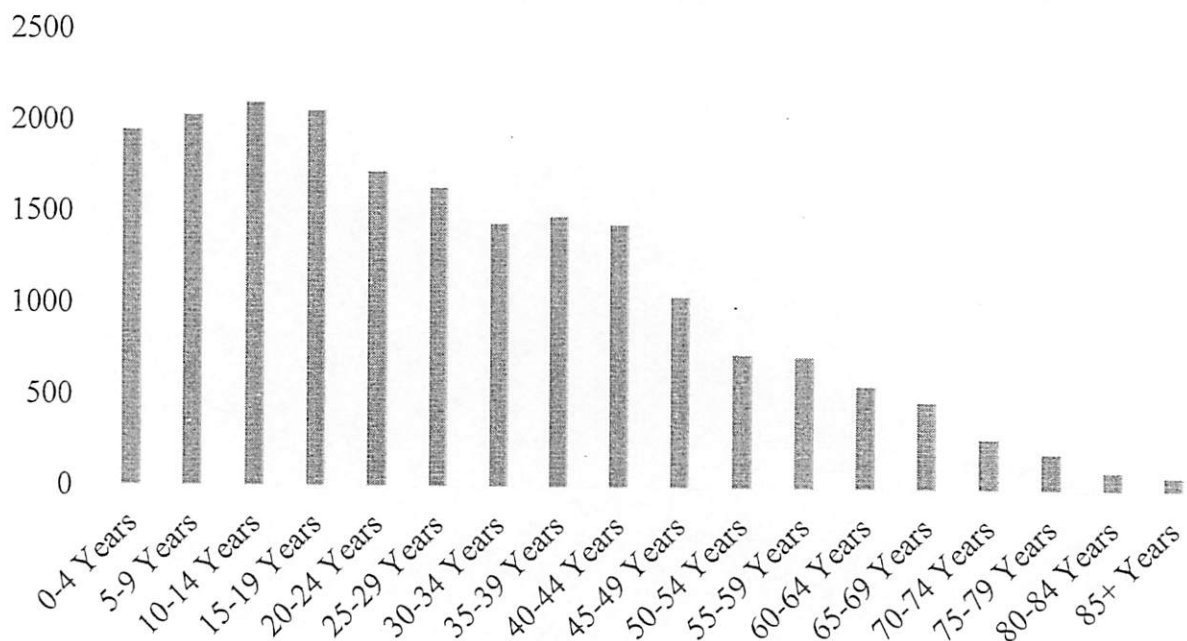
Recent census data reflects an ongoing change in the population of the County that mirrors national trends. As summarized in the chart above, the number of people 60 years of age and older in the County, both in raw numbers and as a percent of the total population, has increased dramatically in the past nine years. Looking at the breakdown by age cohort, it is easy to see the advent of the Baby Boom Generation into the AAA's service population, and those born

in 1946 turn 78 years old by the end of this four year planning period. This generation has impacted the nation as they moved through every age category, and as they now enter their 70s, their impact will be just as significant. Also of significance is the large increase in those 85 years of age and older. This group generally represents those who are the most fragile, and often the most likely to need in-home services.

The 2020 National Survey of Area Agencies on Aging Report notes that 86% of older adults wish to age in their homes, and estimate that more than half of them will need in-home services to do so. This will put increasing pressure on the AAA service system.

Census data also reveals that Lebanon County has a higher non-Hispanic White population than the statewide average, 81% in Lebanon County vs. 76% in the state as a whole. The largest minority group in the County is the Hispanic population, which includes 14% of the total County population, compared to only 8% state-wide. However, only 5 % of adult aged 60 and older are Hispanic. A closer look reveals that nearly 25% of the people aged 0-4 years in the County are Hispanic, and that percentage gradually decreases in each age cohort, as only 2% of the population of the 85 and older is Hispanic. This highlights the need to consider the aging of this demographic in the years ahead.

2019 Census Data: Hispanic Population of Lebanon County



3. Local, Political and Economic Conditions

As part of the planning process, the AAA examined outside factors that could have a bearing on its operation in the coming years.

Currently, the COVID 19 virus has dramatically impacted nearly every facet of society. This extremely contagious virus generally impacts older adults more severely than the younger population, due in part to other existing health conditions that many older adults have. Public health experts have advised the general population to socially isolate themselves to prevent the spread of the virus, which exacerbates the social isolation that many older adults regularly experience.

Pennsylvania is experiencing a Direct Care Worker Shortage that impacts the long term services that are provided to older adults. The work is demanding both from a physical and an emotional point of view, often leading workers to choose another field to work in for comparable pay. Like many other AAAs across the state, Lebanon County AAA is having difficulty in referring new people to in-home services, since the providers are unable to staff all the referrals that are given.

Technology plays an increasingly larger role in our society. From an organizational standpoint, the AAA needs to continue to update its resources and processes to stay abreast of these changes. In the community, it must be recognized that many older adults do not have the interest or the capacity to take advantage of this technology.

Given the increasing number of older adults in our community, a crucial problem for the AAA is ongoing funding. Pennsylvania is fortunate to be the only state in the country that devotes the proceeds of its lottery to benefit older adults. Lottery proceeds are allocated to the AAAs from the Pennsylvania Department of Aging via the Aging Block Grant. Baseline allocations of general block grant revenue have not increased in over a decade. New funding tied to specific services has been allocated in that period, but is not available to cover increases in general operating costs. As a result, the AAA must work within its means to provide the best service mixture possible within the funding that is available.

4. Needs Assessment Data

The AAA examined data from a variety of sources to prepare this plan, including information gathered by the AAA and other community partners.

Focused discussion with the AAA Advisory Council yielded excellent suggestions on how to increase awareness of the AAA's services within the community, and how to better target underserved populations. Suggestions included targeting outreach more to the general community, using easy to understand language, so that family members as well as the older adults could learn what the AAA has to offer. It was also suggested that outreach be targeted to "every day" places where people congregate, including banks, churches supermarkets, and medical practices.

Similarly, a focused discussion with members of Lebanon County's Age Wave Initiative highlighted changes in several local media outlets that impact the ability to create awareness of AAA services. It was noted that while the older population doesn't often use social media, their younger family members do. Housing and transportation needs were highlighted, and

suggestions for networking with other local social service organizations, particularly those that target underserved populations, were offered.

Additionally, the Age Wave Initiative conducted a needs assessment survey at the most recent 50+ Festival. A total of 90 surveys were completed. The biggest concerns regarding aging indicated by the respondents were maintaining physical health (74%), losing their memory (52%), and living independently (34%). The main service that the respondents thought they would need as they age was support with doing maintenance on their homes, with 53% of all respondents selecting this option. Other significant responses included support with long-term care (39%), support managing health and wellness (33%), and support with transportation (27%).

Another survey was conducted with AAA staff members, most of whom interact with older adults on a daily basis, and thus are keenly aware of the needs of the older adults they are in contact with. These surveys echoed previously stated comments on methods to improve awareness of AAA services. An overall observation that was universally recognized was the concern over how to do more for a growing aging population when financial resources are not growing at the same pace. Concerns over staff vacancies and hiring timeframes were noted. In addition, 87% of the staff surveyed noted problems that older adults encounter related to transportation. Other areas of need include in-home housekeeping and medication management.

In a survey of the local social services provider network, 67% noted an increase in the number of minorities needing services.

There were 53 responses to the Pennsylvania State Plan Survey from Lebanon County. 48% of the respondents were not very confident that they would know where to go or who to contact if they or a loved one needed services. 46% were not very confident that they would know where to go or who to contact if they or a loved one was the victim of abuse. These responses further support the need for the AAA to improve its outreach and marketing efforts.

The AAA also examined the Community Needs Survey compiled by the Lebanon County Community Health Council. Of the nearly 1,900 responses to this survey, 14% were from those 55 years of age and older. Housing and transportation were noted as key issues in this survey. Another local data source examined was a summary of calls to the local 211 Call Center. 6.5% of the calls were from those 60 and older, and 20% of the callers had questions related to education and 15% were seeking healthcare information.

5. Resource Development

To continue in its mission to serve those 60 and older in our community, the AAA must continue to partner with outside organizations.

Due to the size of Lebanon County, the AAA is fortunate to be able to work directly and cooperatively with many other County Human Service Agencies. Staff members reach out into the community on a regular basis, to open doors as necessary when the need arises. The AAA

also has strong relationships with other organizations serving the 60+ population, which include the Senior Outreach Services group, a network of professionals from a variety of industries, including those that don't specifically focus on serving the senior population, such as banks and insurance companies. The AAA also partners with the Age Wave Initiative, a volunteer group of concerned professionals that are advocating to prepare the community for the changes that will take place as the Baby Boom generation continues to age.

During this planning cycle, the AAA will revisit its network of community partners, reaching out specifically to those organizations that target low-income and Hispanic individuals.

6. National Planning Requirements

The AAA recognizes the need to provide services to older individuals with the greatest social and economic need and those at risk for institutional placement, as well as low-income minority individuals, older individuals with limited English Proficiency, and older individuals living in rural areas. The AAA meets these objectives in many ways. Translation services are available both for intake and referral calls as well as for formal assessments. The AAA delivers meals to every corner of the county. Farmers' Market Nutrition Program check distribution sites are located throughout the County, including the subsidized senior housing locations. Provider contracts also pass on these requirements so that all are aware of the importance. The AAA will reach out in this planning cycle to newly-formed organizations that target low income and minority populations.

**Lebanon County Area Agency on Aging
Four-Year Plan
October 1, 2020 – September 30, 2024**

Section III

Goals, Objectives, and Strategies

The Federal Administration on Community Living (ACL) requires that both the PDA and the AAA identify at least one goal for each of four designated State Plan Focus Areas. In addition, the PDA requires that the AAA's goals are to be well aligned with the state's goals. Based on this expectation, the AAA's goals were very similar to the PDA's. The more detailed objective and strategies that the AAA developed take into account the analysis of the local data reviewed, including the demographic data, local political and economic conditions, and the needs assessment.

The following chart shows each of the four ACL Focus Areas, and the related AAA goals and objectives. Additional charts show the more detailed local objectives and strategies, as well as the related performance measures that will enable the AAA to measure its success in reaching them. It should be noted that many objectives and strategies will address more than one goal, although each is only assigned to a single goal. The AAA will use these goals, objectives and strategies as a guide during the next four-year period to provide the best possible services for older adults in Lebanon County.

ACL Older Americans Act Core Programs Focus Area		ACL Discretionary Grants & Other Funding Sources Focus Area	ACL Participant- Directed/Person- Centered Planning Focus Area	ACL Elder Justice Focus Area
Goal One: Strengthen the AAA's capacity and infrastructure, promote innovation and best practices, and build efficiencies to respond to the growing and diversifying aging population.		Goal Three: Establish and enhance efforts to support healthy living, active engagement and a sense of community for all older Pennsylvanians.	Goal Four: Emphasize a citizen-first culture that provides outreach, embraces diversity, and honors individual choice.	Goal Five: Advocate for the rights of older adults and raise awareness of ways to identify and prevent abuse. Ensure safety and dignity by responding effectively to incidences of abuse, exploitation, violence, and neglect.
Objectives: <ul style="list-style-type: none"> • Increase use of technology to improve the quality and efficiency of AAA services • Increase staff knowledge of programs offered by AAA and outside agencies, and the unique needs of older adults • Increase capacity to deliver aging programs by strengthening the ability of caregivers for older adults 		Objectives: <ul style="list-style-type: none"> • Use existing data to improve quality of services • Provide opportunities for providers, consumers, and caregivers to offer feedback on services 	Objectives: <ul style="list-style-type: none"> • Develop partnerships with community partners who target underserved populations • Advance the status of older workers and senior volunteers 	Objectives: <ul style="list-style-type: none"> • Improve outreach efforts to older adults and their families • Enhance and expand Person Centered Counseling services • Collaborate with other community partners to identify or develop supports for consumers who wish to remain in their homes.
				Objectives: <ul style="list-style-type: none"> • Increase collaboration with Community Partners • Enhance Protective Services Staff Training

Goal One: Strengthen the AAA's capacity and infrastructure, promote innovation and best practices, and build efficiencies to respond to the growing and diversifying aging population.

Objective #1: Increase use of technology to improve the quality and efficiency of AAA Services

Strategies	Performance Measures/Target Dates	
1. Enroll in health information exchange to share health and social data that can improve service to consumers	Signed contract	Summer 2021
2. Increase number of posts to social media to reach older adults and their families	2 social media posts per month	Winter 2020-2021
3. Actively solicit new contacts for AAA E-mail list through community organizations	Contact 2 organizations per quarter	Fall 2021
4. Regularly update AAA website to promote AAA Services	# website hits	Fall 2020

Objective #2: Increase staff knowledge of programs offered by AAA and outside agencies, and the unique needs of older adults

1. Survey AAA Staff to determine training needs	Complete staff survey each year. Evaluate and respond to results.	Annually
2. Provide group presentations on programs and services	# staff trainings	Winter 2020-2021
3. Provide targeted training to individual staff based on identified training needs	# staff trained	Winter 2020-2021
4. Become a Dementia Friendly Workplace	All staff trained as Dementia Friends, two staff members trained as Dementia Champions.	Fall 2021

Objective #3: Increase capacity to deliver aging programs by strengthening the ability of caregivers caring for older adults

1. Provide educational opportunities for caregivers of older adults	Hold 2 educational programs per year	Spring 2022
2. Provide education material for caregiver of older adults	# materials provided	Spring 2021

Goal Two: Advocate for and improve services for older adults by using evidence-informed planning, committing to data integrity, and being accountable for results.

Objective #1: Use existing data to improve quality of services

Strategies	Performance Measures/Target Dates	
1. Use existing data to identify at-risk consumers and provide targeted outreach	# Consumers identified	Fall 2021

Objective #2: Provide opportunities for providers, consumers, and caregivers to give feedback on services

1. Survey consumers and caregivers as part of annual contract monitoring to determine satisfaction with contract services, and areas where improvements may be made	Number and type of improvements made to programs based on consumer feedback.	Fall 2021
2. Develop more in-depth, targeted surveys to gauge satisfaction with AAA services, including those that are non-contracted.	# programs surveyed	Summer 2022

Goal Three: Establish and enhance efforts to support healthy living, active engagement and a sense of community for all older Pennsylvanians.

Objective #1: Develop partnerships with community agencies who target underserved populations

Strategies	Performance Measures/Target Dates	
1. Meet with local partners who target priority populations	1 partner meeting per quarter	Spring 2021
2. Promote AAA services at community events targeted to underserved populations	1 event per quarter	Spring 2021

Objective #2: Advance the status of older workers and senior volunteers

1. Collaborate with partner agencies such as Career Link and the AARP Foundation to promote employment opportunities for older workers	# referrals made	Winter 2020-2021
2. Expand opportunities for volunteers to assist in AAA programs.	# new opportunities	Spring 2021
3. Provide simple, consistent training material and tools to make it easy to onboard and retain new volunteers	Recruit 2 new volunteers/quarter	Fall 2020
4. Check in with volunteers regularly to communicate schedules, review duties, and provide an opportunity to share any successes or concerns.	# contacts per month	Fall 2020

Goal Four: Emphasize a citizen-first culture that provides outreach, embraces diversity, and honors individual choice.		
Objective #1: Improve outreach to older adults and their families		
Strategies	Performance Measures/Target Dates	
1. Develop marketing materials in easy to understand language	1 new item per quarter	Winter 2020-2021
Objective #2: Enhance and expand Person Centered Counseling services		
1. Train new staff to provide PCC	# staff trained	Summer 2021
2. Train other AAA staff members on how to refer to PCC	# trainings	Summer 2021
3. Provide PCC to individuals seeking resources and services	# units PCC	Beginning Summer 2021, increase 20% per year
4. Provide education to providers on when to refer to PCC	1 training per quarter	Summer 2021
Objective #3: Collaborate with other community partners to find or develop supports for consumers who wish to remain in their own homes		
1. Develop resource lists for services such as medication management, transportation, in-home cleaning, and minor outdoor maintenance, including non-traditional sources	# resources identified	Fall 2021
2. Work with community partners to develop additional resources for in-home supports	# resources developed	Ongoing

Goal Five: Advocate for the right of older adults and raise awareness of ways to identify and prevent abuse. Ensure safety and dignity by responding effectively to incidences of abuse, exploitation, violence, and neglect.

Objective #1: Increase collaboration with community partners

Strategies	Performance Measures/Target Dates	
1. Meet with PS community partner agencies, including hospitals, crisis intervention, law enforcement, and others to more effectively respond to the needs of victims of abuse, neglect, exploitation, and abandonment.	1 meeting per quarter, with priorities established after final quarterly meeting	Summer 2021

Objective #2: Enhance PS staff training

1. Develop process to provide ongoing internal training to Protective Services Workers to enhance their skills.	# of trainings per quarter	Fall 2020
2. Develop a checklist of training topics for new PS workers	# of new workers trained per quarter	Fall 2020
3. Implement unannounced survivors field visits with PS workers	# of visits every 6 months	Summer 2021

Area Plan

Part B

**Lebanon County Area Agency on Aging
Four-Year Plan
October 1, 2020 – September 30, 2024**

Section I

Signature Page

Name and Address:

Lebanon County Area Agency on Aging
710 Maple Street
Lebanon, PA 17046

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 providers.
 - b. In providing access to services and employment for handicap individuals
2. I/we will comply with all regulations promulgated to enforce the statutory provisions against discrimination.

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

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

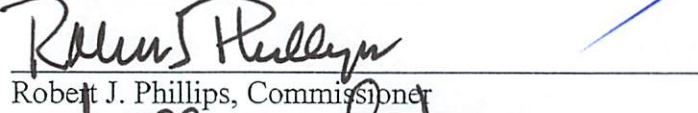
Signatures of the governing Authority

Board of Commissioners of the County of Lebanon:



William E. Ames, Commissioner

11/6/20
Date



Robert J. Phillips, Commissioner

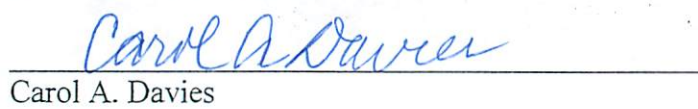
11/5/20
Date



Jo Ellen Litz, Commissioner

11/5/20
Date

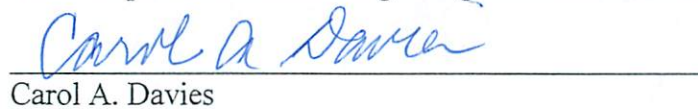
Area Agency on Aging Director:



Carol A. Davies

11/12/20
Date

Name of person to contact regarding the content of this Plan:



Carol A. Davies

717-273-9262 (work)

**Lebanon County Area Agency on Aging
Four-Year Plan
October 1, 2020 – September 30, 2024**

Section II

Advisory Council Participation

PSA No.: 24

NAME OF AAA: Lebanon County Area Agency on Aging

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

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

The Area Agency on Aging Advisory Council does recommend approval of this Plan.

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

Vickie O'Neill

Vickie O'Neill, Chairperson

10/30/2020

Date

**Lebanon County Area Agency on Aging
Four-Year Plan
October 1, 2020 – September 30, 2024**

Section III

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

- To the maximum extent feasible, provide services to low-income minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas in accordance with their need for such services.
 - Meet specific objectives established by the AAA, for providing services to low-income minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas within the planning and service area.
- Each AAA shall identify the number of low-income minority older individuals and older individuals residing in rural areas in the planning and service area, describe the methods used to satisfy the service needs of such minority older individuals, and provide information on the extent to which the AAA met the objectives described in clause (a)(4)(A)(i).
- Assurances that the AAA will use outreach efforts that will identify individuals eligible for assistance under this Act, with specific emphasis on:
 - Older individuals residing in rural areas.
 - Older individuals with greatest economic need (with particular attention to low-income minority individuals and older individuals residing in rural areas).
 - Older individuals with greatest social need (with particular attention to low-income minority individuals and older individuals residing in rural areas).
 - Older individuals with 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, in carrying out the State Long-Term Care Ombudsman program under section 307 (a)(9), will expend not less than the total amount of funds appropriated under this Act and expended by the agency in fiscal year 2000 in carrying out such a program under this title.
- Information and assurances concerning services to older individuals who are Native Americans (referred to in this paragraph as "older Native Americans"), including

- Information concerning whether there is a significant population of older Native Americans in the planning and service area and if so, an assurance that the AAA will pursue activities.
 - Outreach, to increase access of those older Native Americans to programs and benefits provided under this title.
 - Assurance that the AAA will, to the maximum extent practicable, coordinate the services the agency provides under this title with services provided under title VI.
 - Assurance that the AAA will make services under the area plan available, to the same extent as such services are available to older individuals within the planning and service area, to older Native Americans.
- Assurances that the AAA will maintain the integrity and public purpose of services provided, and service providers, under this title in all contractual and commercial relationships.
 - Assurances that the AAA will disclose to the Assistant Secretary and the State agency the identity of each nongovernmental entity with which such agency has a contract or commercial relationship relating to providing any service to older individuals; and the nature of such contract or such relationship.
 - Assurances that the AAA will demonstrate that a loss or diminution in the quantity or quality of the services provided, or to be provided, under this title by such agency has not resulted and will not result from such contract or such relationship.
 - Assurances that the AAA will demonstrate that the quantity or quality of the services to be provided under this title by such agency will be enhanced as a result of such contract or such relationship.
 - Assurances that the area agency will, on the request of the Assistant Secretary or the State, for the purpose of monitoring compliance with this Act (including conducting an audit), disclose all sources and expenditures of funds such agency received or expends to provide services to older individuals.
 - Assurances that preference in receiving services under this title will not be given by the AAA to particular older individuals as a result of a contract or commercial relationship that is not carried out to implement this title.
 - Assurances that funds received under this title will be used to provide benefits and services to older individuals, giving priority to older individuals identified in paragraph (4)(A)(i); and in compliance with the assurances specified in paragraph (13) and the limitations specified in section 212.

**Lebanon County Area Agency on Aging
Four-Year Plan
October 1, 2020 – September 30, 2024**

Section IV

Summary of Public Hearing

**Lebanon County Area Agency on Aging
Public Hearing**

Tuesday, October 27th, 2020
3:00 PM

The Lebanon County Area Agency on Aging (LCAAA) held its annual Public Hearing to discuss the 2020-2021 Aging Block Grant and the 2020-2024 Four Year Plan. The meeting began at 3:00 p.m. via Zoom.

28 people attended, including members of the Advisory Council, the general public, and Commissioners Bill Ames and Jo Ellen Litz.

Carol Davies, Administrator, welcomed those in attendance.

Using a PowerPoint presentation, Ms. Davies explained that Area Agencies on Aging (AAAs) must hold a Public Hearing every year to discuss the Aging Block Grant and receive input from the community. Additionally, every four years, the Public Hearing includes discussion on the creation of a new Four Year Plan. As such, the subjects of discussion were 1) An overview of the AAA's structure and history, 2) A discussion of the Aging Block Grant funding stream, 3) A discussion of the 2020-2024 Four Year Plan, and 4) Public Comment.

The Older Americans Act of 1965 describes the nation's commitment to older adults by outlining 10 core objectives to help senior citizens as they age. Further, the Pennsylvania Act 70 of 1978 created a statewide Department of Aging, providing a cabinet-level agency to administer services for citizens over 60. The LCAAA was formed as the Office of Aging in 1967 and formally designated as an Area Agency on Aging in 1974. Locally, employees of the LCAAA are part of the Lebanon County government and supported by a 16-member Advisory Council. The Pennsylvania Department of Aging (PDA) provides most of the Agency's funding and program structure. Pennsylvania is the only state for which all proceeds from the lottery benefit senior citizens. Through the work of its full- and part-time employees, the LCAAA is able to provide senior citizens with a continuum of services that benefit seniors at varying degrees of independence and frailty.

Ms. Davies noted the LCAAA's Mission Statement, which is "to develop, coordinate and promote a continuum of services that values and supports older adults as they age; empowers them to maintain independence, dignity and respect; and enhances their overall well-being and quality of life." She explained that the Agency offers much more than basic services, and noted services that can positively impact Seniors' quality of life.

Ms. Davies explained that the Aging Block Grant (ABG) is a large pool of money granted to the LCAAA by the Pennsylvania Department on Aging (PDA) to provide services to Lebanon County citizens aged 60 and older. There are sixteen different sub-categories of funding, and each has its own requirements of how it may

be spent. The Regular Block Grant, which is approximately \$1.9 million, has not increased for more than ten years, but costs have risen due to inflation. However, this is the largest and most flexible portion of the ABG. Total Agency revenue is \$4 million with 84% of all revenue coming from the ABG. The remaining amount of money comes from various other funds. Ms. Davies highlighted that the agency received special COVID funding, which will only be for this year. The Major Disaster Declaration allows for use of the funds, which come from the Federal CARES Act and the Families First Coronavirus Response Act. Ms. Davies continued by explaining that this money and the related LCAAA services are not entitlements to Seniors, but rather the AAA must spend within the amount of money it receives. She concluded discussing funding by noting that a majority of the budget is in contracted services and personnel, which indicates the people-centered nature of the work at LCAAA.

Ms. Davies then reviewed the program areas for services the agency provides:

- *APPRISE Medicare Counseling*: Currently in Open Enrollment; the coordinator and volunteers are providing free, impartial assistance on helping select an insurance plan. Ms. Davies mentioned the APPRISE program received the Secretary of Aging's BRAVO Award in 2019, which is the highest award for excellence they could receive.
- *Assessments*: Review the needs for services or assess for nursing home placement.
- *Caregiver Support Program*: Works with caregivers caring for older loved ones or grandparents taking care of grandchildren.
- *Health and Wellness Programs*: The LCAAA offers these programs which are evidence based, such as Healthy Steps and Tai Chi for Arthritis.
- *Information and Referral*: encompasses the many requests that come in to the agency with questions or needs that an agency employee can direct them to a resource, such as a phone number, service, or program to help them.
- *In-Home Meals*: Also known as Meals on Wheels, delivers a nutritious meal to those who are unable to afford or prepare meals for themselves; Meals on Wheels specifically provides a daily check-in with the individual. Through Meals on Wheels, the agency provides 250-280 meals per day, serving 560 people within the last year; MOMs meals, a delivery service which delivers meals every two weeks, averages 80 meals a day. Meals are provided free of charge, but the agency does send a request for donations on a monthly basis.
- *OPTIONS*: Encompasses care management and other services. The care manager meets with a consumer to assess needs and provide a care plan, with either contracted services through the agency or an outside community program. Examples of services are adult day care, in-home personal care, and personal emergency response systems. 542 individuals were helped over the last year through OPTIONS, with individuals staying an average of 400 days in the program.
- *Protective Services*: The need for this service has grown significantly in the past few years; the agency has increase the amount of staff to address the increase. Employees work with individuals at risk of abuse, neglect, abandonment, or exploitation in order to provide them the assistance they need to remove that risk. Last year, Protective Services received 404 reports of need.
- *Senior Community Centers*: There are five senior community centers in the County – Annville, Lebanon, Myerstown, Jonestown, and Palmyra. The centers offer a meal and social time for seniors, including games and physical fitness. Offsite activities have been offered in the past, but this year none have been planned. Back in Spring, the centers closed because of COVID, but they reopened in September with limited activities available through reservation.

- *Volunteer Opportunities:* LCAAA offers volunteer opportunities – delivering meals, working in the senior centers, working in APPRISE, or helping with income tax or property tax/rent rebate.

Next, Ms. Davies discussed the 2020-2024 Four Year Plan, which is required by legal mandate. The LCAAA plan must be consistent with State and Federal requirements. The plan is to inform and educate stakeholders, provide a management tool that helps guide decision making throughout the plan period, provide critical information to the Pennsylvania Department of Aging (PDA), and to comply with Act 70 and the Federal Older Americans Act. The State Plan Process looks at demographics, community outlook, and needs assessments in order to develop goals, objectives, strategies, and performance measures. After the development, the agency receives public comment regarding the plan and it is reviewed by oversight entities.

Starting with demographics, Ms. Davies shared that in 2019, there were 141,793 people living in Lebanon County, with 26% of that population being over 60 (37,542 people). Ms. Davies then highlighted factors that will influence future services based on population. The biggest factor that will impact the LCAAA in the future is the aging Baby Boomer Generation. While the overall Lebanon County population increased by 6.2% from 2010 to 2019, the percent of the population over 60 grew by over 21%. In 2019, from the age brackets of 65-69 and 70-74 years, there was an increase of 31% and 43%, respectively. These high increases come from the Baby Boomer Generation, with the oldest Baby Boomers turning 74 this year. By 2040, it is expected that there will be a high number of the population in each of the 60+ age brackets, including a significant increase in the 80-84 and 85+ cohorts. As those aged 75 and older are most likely to use intensive in-home services, this increase demonstrates the need for an increase in the availability of potential services. Another important factor is the Hispanic population. While the current Hispanic population aged 60+ only encompasses 5%, the higher numbers for the younger age cohorts indicates a future growing need as those groups age. Ms. Davies also noted that Lebanon County has one of the fastest growing elderly populations in the state, which will add additional challenges to providing services in the coming years.

Ms. Davies then discussed the community outlook and needs assessment data which was used to help formulate the goals, objectives, and strategies. While public health experts have advised the general population to socially isolate to combat COVID spread, this can exacerbate the social isolation that many older adults regularly experience. LCAAA is currently open by appointment only and completing in-home visits with safety protocols in place. All employees must undergo a daily health screen and senior centers have reopened with limiting guidelines in order to maintain safety. Pennsylvania is experiencing a Direct Care Worker shortage; due to the physical and mental demand of the work, this often leads them to choose another field to work in for comparable pay. Also, with an increase in the aging population, the number of workers available may not be able to keep up. Like many other agencies across the state, LCAAA is having difficulty in referring new people to in-home services as providers are unable to staff all referrals given to them.

Technology plays an increasingly larger role in our society. The agency needs to continue to update resources and processes to stay ahead of changes. However, it must be recognized in the community that many older adults do not have an interest or the capacity to take advantage of this technology. Given the increasing number of older adults, a crucial problem for LCAAA is ongoing funding. With lack of increase in general block grant revenue, in addition to new funding tied to specific services but unavailable to cover increase to general costs, the agency must work within means to provide the best service possible with funding that is available.

Through focused discussions with the Age Wave Initiative and the Advisory Council, in addition to surveys completed by those at the 2019 50+ Festival, LCAAA employees, Lebanon County service providers, and the

Community Health Council, the agency compiled important factors to seniors in the community. While the agency has been providing services for decades, promotion of those services is still necessary, especially to younger family members who may be looking to assist their older adult relatives. The 2020 National Survey of Area Agencies on Aging Report noted that 86% of older adults wish to age in their homes, and estimate more than half will need in-home services to do so. With the increasing aging population, this will place higher pressure on the AAA service system. Additionally, those in the Lebanon community listed transportation assistance and home maintenance as important needs.

Based on this information, Ms. Davies presented an overview of the Agency's 2020-2024 Four Year Plan. The first goal is to strengthen the AAA's capacity and infrastructure, promote innovation and best practices, and build efficiencies to respond to the growing and diversifying aging population. The second goal is advocate for and improve services for older adults by using evidence-informed planning, committing to data integrity, and being accountable for results. The third goal is to establish and enhance efforts to support healthy living, active engagement, and a sense of community for all older Pennsylvanians. The fourth goal is to emphasize a citizen-first culture that provides outreach, embraces diversity, and honors individual choice. The fifth goal is to advocate for the rights of older adults and raise awareness of ways to identify and prevent abuse; ensure safety and dignity by responding effectively to incidences of abuse, exploitation, violence, and neglect.

To conclude the Public Hearing, Ms. Davies responded to the following question from the public.

Are APPRISE and tax preparation being completed by the agency this year? If so, what procedures are they following?

Due to COVID, the APPRISE program has had to adjust in order for volunteers and consumers to be safe. Volunteers are offering appointments via phone and in-person, while a majority will be conducted over the phone. APPRISE is following similar safety guidelines as the agency office for those who have appointments in-person.

LCAAA typically works with AARP for income tax assistance, which AARP suspended as of last Spring. They are currently looking at what they will be doing for this upcoming tax season.

Commissioner Ames commended and thanked the LCAAA and its staff for continuing to serve older adults through the pandemic regardless of challenges.

The meeting was adjourned at 3:46 pm.

Respectfully Submitted,

Sarah Gill, Administrative Secretary