

**BUCKS COUNTY AREA  
AGENCY ON AGING**  
30 East Oakland Avenue  
Doylestown, PA 18901  
267-880-5700

***Four Year Plan***  
***October 1, 2016 – September 30,***  
***2020***

***Promote, Improve, Enhance and Empower***

**Bucks County Area Agency on Aging**  
**Four Year Plan**  
**October 1, 2016 – September 30, 2020**  
**PART A**

**1. EXECUTIVE SUMMARY**

The Older Americans Act (OAA) of 1965 is the foundation for many services and supports available to older adults today. The Act declares it is the duty and responsibility of the government to ensure older adults have an equal opportunity for living standards that promote the dignity of individuals in our society. This includes access to “full restorative services for those who require institutional care, and a comprehensive array of community based, long-term care services adequate to appropriately sustain older people in their communities and in their homes, including support to family members and other persons providing voluntary care to older individuals needing long-term care services.” After nearly 5 years after it expired, reauthorization of the OAA was passed by Congress and signed into law by the President April 19, 2016. Reauthorization of the OAA is critical to preserve necessary services and supports that assist our older adults across our nation.

The 52 Area Agencies on Aging (AAA) in Pennsylvania have been dedicated to fulfilling our Older Americans Act mandates since officially designated by our state and local officials. Our assistance for older adults typically follows one of three paths:

- providing education and supports to healthy residents to help them to remain connected to the community,
- providing assistance with home and community based services to aid residents remain in their homes and communities as long as possible, and
- advocating for the rights and benefits of older adults, and assisting those at risk for abuse, neglect, financial exploitation, and abandonment.

The AAAs across the Commonwealth strive to continue serving as a trusted resource for consumers, their families, and stakeholders, while strengthening our commitment to our OAA mandates.

Pennsylvania remains unique because the Lottery Fund addresses the service needs of older adults who do not qualify for Medical Assistance or other state entitlement programs. Lottery funded programs are responsive to consumer needs and allow for freedom of choice. Home and Community Based Services (HCBS) supported by the Pennsylvania Lottery promote older adults living in the community, provide significant relief to consumers and their caregivers, and are often an economically responsible

alternative to institutionalization. In addition to programs at the AAAs across the Commonwealth, the Lottery also supports rent and property tax rebates, transportation services, and the Pharmaceutical Assistance Contract for the Elderly (PACE) Program. It is important for the Pennsylvania lottery to remain dedicated to meeting the service and support needs of the Commonwealth's older adults.

The PA Lottery continues to provide tremendous support to the Commonwealth's older adults, but increased state funding is needed to meet the needs of PA's growing older adult population. Pennsylvania remains unique, because the PA Lottery Fund has been dedicated to providing supports to consumers that are not eligible for Medical Assistance or other state entitlement programs. However, in fiscal year 2015/16, approximately \$300M of Lottery Fund revenue was used to support consumers in nursing facilities and other Medical Assistance program, while more than 4,000 consumers remained on AAA waiting-lists across the Commonwealth for necessary Home and Community Based Services. Additionally, 50.9 percent of eligible consumers utilized Medical Assistance funding for Home and Community Based Services versus 49.1 percent being supported by Medical Assistance in nursing facilities. However, 95 percent of those eligible consumers wished to receive their care in their homes and communities. Therefore, increased state funding is needed to meet the needs of the growing older adult population, and rebalanced state funding is needed to ensure: A) Medical Assistance funding continues to support Nursing Facility and other state entitlement programs, B) Lottery funding remains dedicated to supporting consumers that are not eligible for Medical Assistance or other state entitlement programs, and C) there is greater funding and commitment to Home and Community Based Services, a consumer preferred and cost effective model to support people within their homes and communities.

The 2016-2020 Bucks County Area Agency on Aging Four Year Plan highlights the growth in the number of older adults in the County and plans for current and future services and supports. The strategic goals of our agency plan will coincide with the Pennsylvania Department of Aging goals, highlighting four main focus areas:

- Promoting existing services
- Improving access to services
- Enhancing quality of services
- Empowering the workforce

## **2. AGENCY OVERVIEW**

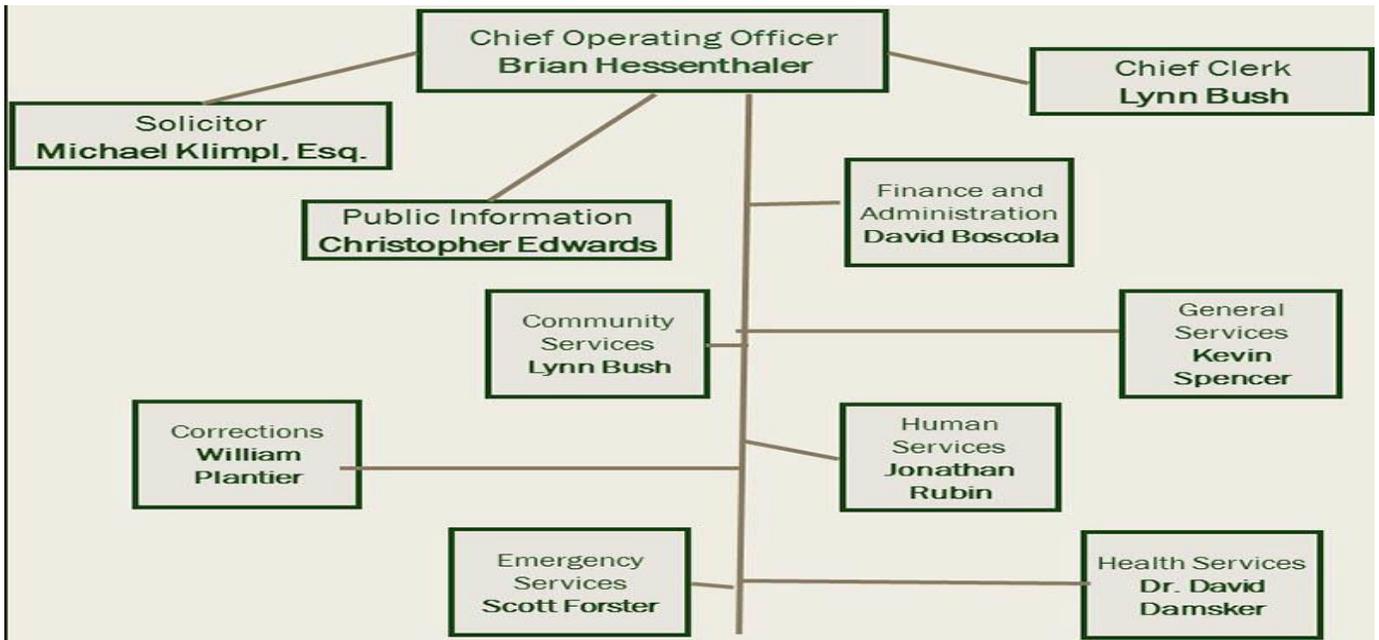
The Bucks County Area Agency on Aging (formerly known as Bucks County Adult Services) has its roots at Neshaminy Manor dating back to 1966, where the objective was to divert appropriate Bucks County residents from institutionalization to community services. Since the official designation by the Bucks County Commissioners in 1973, the agency has been charged with the planning and implementation of a variety of services and programs to assist older adults in Bucks County.

Acting in accordance with the OAA, our consumers are primarily older adults: with the greatest economic or social needs, those at risk for institutionalization, low-income minority consumers, those residing in rural areas, and those with limited English proficiency. The Agency primarily works with consumers age 60 and over who wish to maintain their independence and remain in their homes and communities. We currently offer more than twenty programs and supportive services to help older adults and their families and serve as an advocate for older residents of Bucks County. Specific information regarding agency programs and services can be found in the section entitled "*Overview of Services and Supports.*"

The Board of Bucks County Commissioners is comprised of three commissioners, two majority and one minority, who are elected to four-year terms. The commissioners are responsible for the adoption and administration of the county operating budget (\$403 million in 2016), along with oversight of the largest workforce in the county (more than 2,200 employees).

### **Organizational Structure**

The Bucks County Area Agency on Aging is governed by the Bucks County Board of Commissioners, and falls within the operations of Bucks County Department of Human Services. The county organizational chart also includes a Chief Operating Officer, Division Leaders, and county agency Directors.



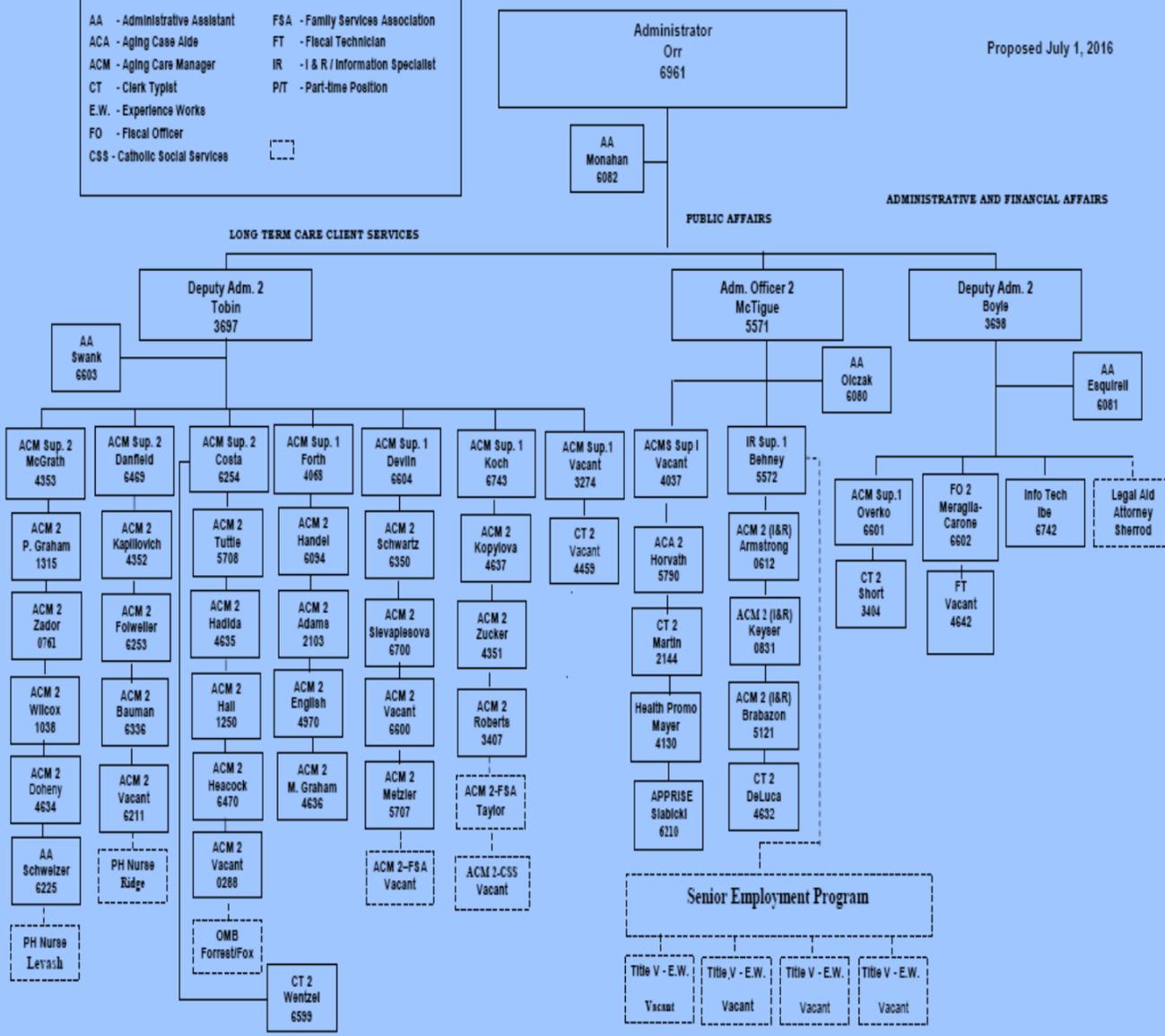
Our departmental organizational chart includes: a Director, two Deputy Directors, an Administrative Officer, 10 supervisors, 28 Care Managers, a Case Aide, a Health Promotions Coordinator, 10 clerical staff, a Fiscal Tech, a Fiscal Officer, an Information Technology position, and several contract positions (two RNs', a Dietitian, three skilled medical professionals, three Care Managers, two Ombudsman, and one Legal Aid attorney). Currently we have a 10 percent agency vacancy rate, and all county vacant positions must be reviewed and approved by the Position Review Committee prior to hiring external candidates.

# BUCKS COUNTY AREA AGENCY ON AGING

Proposed July 1, 2016

**KEY**

AA - Administrative Assistant	FSA - Family Services Association
ACA - Aging Case Aide	FT - Fiscal Technician
ACM - Aging Care Manager	IR - I & R / Information Specialist
CT - Clerk Typist	P/T - Part-time Position
E.W. - Experience Works	
FO - Fiscal Officer	
CSS - Catholic Social Services	



## **Demographics - "Riding the Wave of the Silver Tsunami... the Baby Boomers are Here"**

### **Growth Trends and the Older Adult Population**

Since the first of the nearly 78 million estimated Baby Boomers (Americans born between 1946 and 1964) turned age 60 as of January 2006, the growth in the older adult population will continue to have impact through mid-century. Nationally, the 60 plus population is estimated to have increased as a group by 3 percent between 2011 and 2012, is estimated to have increased by an additional 10 percent between 2012 and 2015, and is projected to increase by another 15 percent between 2015 and 2020.<sup>1</sup> The national 60 plus population growth is projected to be higher than the projected total population growth for all ages combined nationally (which has projected growth by 2 percent between 2012 and 2015, and an estimated increase of 4 percent between 2015 and 2020).

Pennsylvania ranks 5<sup>th</sup> nationally in the total number of residents age 62 and over, and 8<sup>th</sup> among states in the proportion of Baby Boomers to the total population.<sup>2</sup> Statewide the 60 plus population is estimated to have increased as a group by 2 percent between 2011 and 2012, increased by additional 8 percent between 2012 and 2015, and is projected to increase by another 13 percent between 2015 and 2020.<sup>3</sup> The state-wide 60 plus population growth is projected to be higher than the projected total population for all ages combined statewide, which indicates a nominal gain between the period of 2012 and 2015, and a 3 percent increase between 2015 and 2020.

Bucks County, Pennsylvania is composed of 54 municipalities, including 23 boroughs and 31 townships. Bucks County ranks 4<sup>th</sup> in the State in the total number of residents age 60 and over. Bucks County's 60 plus population had a nominal decrease in percent of population growth as an age group between 2011 and 2012, increased 26 percent between 2012 and 2015, and is projected to increase by another 17 percent between 2015 and 2020.<sup>4</sup> The County's 60 plus population growth is projected to be higher than the projected total population for all ages combined for the County, which indicates nominal percent increases between the period of 2012 and 2015 and 2015 to 2020 respectively.

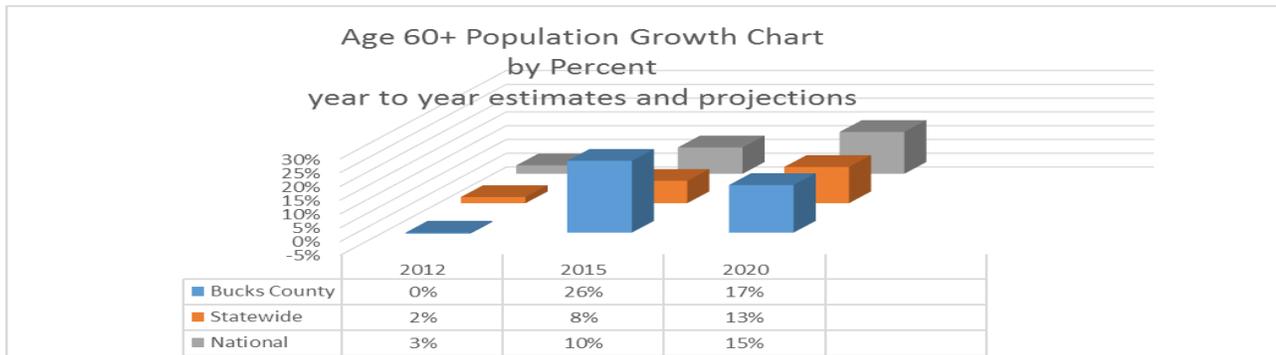
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<sup>1</sup> Colby, Sandra L. and Ortman, Jennifer M. (2014). Report. The Baby Boom Cohort in the United States: 2012 to 2016.15

<sup>2</sup> Pennsylvania's Olders Baby Boomer Turns 65 (2012). Data Brief. *Pennsylvania State Data Center*, 1

<sup>3</sup> U.S. Census Bureau. American FactFinder. Data Report. PEPASR6H, Year 2011, Year 2012 and Pennsylvania State Data Center for the Center for Rural Pennsylvania. Pennsylvania Population Projections 2010-2040

<sup>4</sup> U.S. Census Bureau. American FactFinder. Data Report. PEPASR6H, Year 2011, Year 2012 and Pennsylvania State Data Center for the Center for Rural Pennsylvania. Pennsylvania Population Projections 2010-2040



### Poverty Levels and Other Economic Factors Affecting the Older Adult Population

Pennsylvania has the sixth-largest state economy in the nation.<sup>5</sup> The percentage of people in Bucks County below the poverty level is estimated at 6.6 percent of all residents, which is lower than the state's average of 13 percent, and the National average of 9 percent. Of the 60 plus population age group, 5 percent of those individuals are estimated to be below the poverty level. In comparison, 16 percent of all individuals who are below the poverty level in Bucks County are age 60 plus.<sup>6</sup> While the percent of seniors below the poverty level in Bucks County is and historically has been, below the state and national averages, the increase in the 60 plus population in Bucks County through 2020, will result in a concurrent increase in the number of seniors who will be below the poverty level <sup>6</sup>.

Currently, rental housing composes 22.9 percent of the total housing market in Bucks County.<sup>7</sup> The amount of affordable rental housing for seniors is limited. There are currently 8 complexes that have 473 units available. Subsidized housing applications available through HUD are currently closed for new applicants and there are waiting lists. With the median income in the county averaged at over \$71,000 per household the information does not indicate a change in the housing growth to include increase affordable low income housing, Average rental cost ranges from mid-\$700 per month to over \$1,000 per month. These average rental costs exceed the monthly income of those seniors whose income is at or below the poverty level.

A 2016 Point In Time study regarding homeless in the county indicated at 9 percent increase in the number of people in the count compared to a 2015 review. This count also showed that of the 520 individuals 416 or 78 percent of the individuals were sleeping outdoors or in other locations that were not meant for habitation. <sup>8</sup> Included among the individuals in the count were seniors, with 2 percent of the individuals identified as Veterans, 1 percent were victims of domestic violence, 5 percent were

<sup>5</sup> Pennsylvania Facts (2012). *Pennsylvania State Data Center*.

<sup>6</sup> U.S. Census, QuickFacts, Bucks County Pennsylvania. <http://www.census.gov/quickfacts/table/SEX255214/42017> and [http://www.city-data.com/county/bucks\\_County-PA.html](http://www.city-data.com/county/bucks_County-PA.html)

<sup>7</sup> <http://afordablehousingonline.com/housing-search/Pennsylvania/Bucks-County/>

<sup>8</sup> Bucks County Department of Housing and Community Development. March 2016. *Bucks County Point In Time Count 2016*.

experiencing long-term or repeated episodes of homelessness and 59 percent identified as having a mental health or substance abuse disorder.

Bucks County has 14,660 caregivers age 65 or older. Of these, 800 are below the poverty level. Grandparents caring for grandchildren constitute 3000 of the county's 14,000+ caregivers.<sup>9</sup>

### **Diversity and Disability Trends with Older Adult Population**

According to the 2010 Census, 89.2 percent of Bucks County residents were White, 3.6 percent African American, 0.2 percent American Indian or Native Alaskan, 3.8 percent Asian, 4.3 percent Latino or Hispanic, and less than 0.006 percent Native Hawaiian or Other Pacific Islander. The race breakdown and prevalence as trended for 2011 through 2015 continues to show a majority of individuals in the county identify as White, but there is another trend in the data indicating that the number and percent identifying as White is decreasing slightly every year with Black or African American and Asian increasing slightly each year.<sup>10</sup>

Ten percent of Bucks County residents lived with a disability with 46 percent of that population age 65 or older.<sup>11</sup>

### **Overview of Services and Supports – “What We Do, Who We Serve”**

#### *Information and Referral*

- The Information and Referral department has staff available to answer questions about programs at Bucks County Area Agency on Aging (BCAAA), and to provide referrals to other community agencies that provide supports.
- BCAA maintains a listing of various community resources.
- Additionally, resource listings are available in the “Aging Collection” at all locations of the Bucks County Free Library.
- The Information and Referral Department typically interfaces with about 30,000 individuals by phone, email, fax, and face to face encounters at community events and expos annually from consumers, families, professionals, and other stakeholders seeking services and supports for older adults.
- BCAA successfully implemented a web-based consumer referral process as a commitment to enhance referrals during the 2012-16 Four Year Plan. Currently, the agency receives five percent of all referrals via this web-based format. The agency will continue to track and improve the capability to submit referrals electronically.

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<sup>9</sup> Extrapolated from: US Census Bureau. American FactFinder 2014 and Bucks County QuickFacts, 2013; and The National Alliance for Caregiving and The AARP Public Policy Institute. “Caregiving in the US”. June , 2015.

<sup>10</sup> U.S. Census Bureau. American FactFinder. Data Report. PERPSR5H. years 2011, 2012, 2013, 2014, 2015 and <http://www.homefacts.com/demographics/Pennsylvania/Bucks-County.html>

<sup>11</sup> [http://www.city-data.com/county/Bucks\\_County-PA.html](http://www.city-data.com/county/Bucks_County-PA.html)

- In addition, some of the daily support provided by the Information and Referral staff is now categorized by State and Federal agencies as Person Centered Counseling through the Aging and Disability Resource Center model. This activity has grown by 50 percent since the model was launched in Pennsylvania, and staff received official certification for recognized and related tasks.

### *Nutritional Services*

- Bucks County Area Agency on Aging contracts with senior centers and several private meal vendors to ensure seniors at risk for food insecurity have an opportunity to receive a balanced meal that will meet the individuals' nutritional needs (satisfying 1/3 of the individual's recommended dietary allowance).
- Hot meals are served at lunchtime in the Congregate Meal Program at eleven Senior Centers and two satellite locations across the county, Monday through Friday.
- Consumers who are unable to attend a Senior Center or prepare meals may obtain a nutritious meal through the Home Delivered Meals Program.
- During Federal Fiscal year 2015 (October 1, 2014 through September 30, 2015), 2550 consumers received a total of 148,700 meals.

### *Transportation*

- To promote community involvement and independence among older adults, individuals at least 65 years old may receive partially subsidized transportation from the Agency through the Shared Ride Program to destinations such as senior centers, medical facilities, human service agencies, libraries, adult day services, pharmacies, banks, and food shopping.
- During Federal Fiscal year 2015 (October 1, 2014 through September 30, 2015), 68,500 one way trips were supplemented by the Agency for seniors in Bucks County.

### *APPRISE*

- The APPRISE Program trains and qualifies volunteers who desire to offer health insurance information and counseling to persons with disabilities, adults age 65+ and their families. These trained counselors answer questions regarding Medicare, Medicaid, HMOs', Medigap, Long Term Care Insurance, and prescription insurance coverage by helping to identify and explain benefit options. APPRISE counselors complete a structured program of online and classroom training and mentoring. They are routinely available to meet with individuals in the BCAA office and at Agency-designated locations. Also, arrangements can be made for in-home visits, as circumstances permit.
- During Federal Fiscal year 2015 (October 1, 2014 through September 30, 2015) there were:

- 3,200 persons enrolled for benefits at events throughout the County by APPRISE.
- 571 disabled individuals were contacted about insurance benefits available to them.
- 1,300 individuals were counseled about Medicare Part D (prescription drug) benefits

### *Prime Time Health*

- The Prime Time Health Program provides information on a wide range of subjects to encourage disease prevention and health promotion. The purpose is to provide education and support to older adults in order to reduce the need for medical treatment.
- Activities are available throughout the year at various sites including senior centers, senior housing and community events.
- A few of these programs include: Healthy Steps (a fall prevention program for older adults), Project MEDS (addresses medication and alcohol use and misuse by older adults), Drug Take Back Program (proper disposal of unused and expired medications), healthy cooking, exercise classes, health screenings, and weight resistance training.
- During Federal Fiscal year 2015 (October 1, 2014 through September 30, 2015), 2200 individuals participated in Prime Time Health activities throughout the County.

### *Employment Assistance*

- The Employment Assistance Program helps unemployed persons age 55 and older, with income that does not exceed 125 percent of the federal poverty level, receive work based training opportunities in order to obtain part-time employment (with the ultimate goal of transitioning into unsubsidized employment and self-sufficiency). Through our partnership with PA Career Link individuals receive a one-stop resource for recruitment and assistance searching for employment.
- During Federal Fiscal year 2015 (October 1, 2014 through September 30, 2015), 130 individuals age 60 plus contacted or were supported that were seeking employment.

### *Volunteer Opportunities*

- In order to ensure older adults have an opportunity to give back to the community through volunteerism, Bucks County Area Agency on Aging is responsible for maintaining a volunteer service program that recruits and places prospective volunteers at a variety of non-profit organizations across the county. The bucks County Area Agency on Aging “Positively Aging” volunteer program

provides adults age 18 and older with a broad range of local volunteer opportunities.

- During 2015, 470 volunteers donated 63,985 hours to 58 non-profit agencies throughout Bucks County. The latest figure from the Bureau of Labor Statistics, as indexed by "Independent Sector," calculates the value of volunteer time at \$23.56 per hour, which accounted for \$1.51 million dollars of volunteer service in Bucks County.

### *Senior Community Centers*

- Senior Community Centers facilitate the social, emotional, and physical wellbeing of older adults. Bucks County Area Agency on Aging supports senior community centers as community focal points that encourage independence, socialization, and community involvement while ensuring older adults have access to a range of services.
- During July 1, 2015 through June 30, 2016, an estimated over 234,000 visits were made by seniors to one of the 13 Bucks County Area Agency on Aging sponsored centers in Bucks County.

### *Long Term Care*

- The Bucks County Area Agency on Aging Long Term Care Department uses Care Managers to complete comprehensive face to face visits to tailor care plans to meet consumers' specific and holistic needs.
- Care Managers assess consumers' need for services such as, but not limited to: state funding for care in facilities or at home, including personal care, Adult Day Care Services, Personal Emergency Response Systems, Home Delivered Meals, Home Modifications, short-term counseling, and Medical Equipment and Supplies.
- Care Managers also plan with consumers for their care, and provide ongoing care management. Some consumers may receive services subsidized by the agency, while some programs will require those consumers receiving income greater than 125 percent of the poverty level to pay a portion of the cost of the services rendered.
- Support and financial assistance are available to eligible caregivers of disabled consumers.
- Contributions towards some program costs are encouraged.
- The Long Term Care unit collaborates with Bucks County Mental Health & Developmental Programs and community mental health facilities to provide the Senior Empowerment for Life Fulfillment (SELF) Program, which works with consumers 60+ with behavioral health needs that have not been met through traditional means.
- During Federal Fiscal year 2015 (October 1, 2014 through September 30, 2015) over 680 consumers benefited from Care Management services which resulted in the provision of:

- 58, 400 hours of Personal Care services
- 8,800 hours of Home Support services
- 5,000 days of Adult Day services
- 1,990 units of Emergency Response Unit rental and Consumable Medical Supplies

### *Nursing Home Transition*

- The Nursing Home Transition Program, initially know as PATH (Pennsylvania Transition to Home), started as a demonstration project funded by Centers for Medicare and Medicaid Services (CMS). A grant in 2000 was approved to understand barriers that nursing home residents face when moving back into the community, and assisted people transition from nursing homes into the community. Today the program offers alternatives to residing in institutional settings by offering long term services and supports to residents able to safely transition to the community. Nursing Home Transition Care Managers spend a significant amount of time coordinating the start date of the needed service to ensure that consumers are safely discharged into the community with appropriate supports to minimize the chance of readmission.

### *Older Adult Protective Services*

- Care Managers receive reports alleging abuse, neglect, financial exploitation, and abandonment of older adults, and are responsible for completing investigations to determine if the older adult needs protective services. They work with these older adults to connect them to the care they need via Older Adult Protective Services (or another appropriate program). This service, mandated by law in 1988, also establishes programs for training, information and public education concerning elder abuse.
- During the period of July 1, 2015 through June 30, 2016, there were an estimated 749 Reports of Need and 455 Older Adult Protective Services investigations in Bucks County.

### *Ombudsman*

- The Ombudsman investigates and helps resolve complaints relating to action, inaction, or decisions of providers or their representatives which may adversely affect the health, safety, and rights of older persons receiving long term care services. The Ombudsman serves as an advocate for older adults, educating & empowering them to resolve situations on their own whenever possible, and providing more involved assistance as needed/requested.

## *Legal Services*

- Bucks County Area Agency on Aging provides benefits & rights counseling and legal representation by an attorney to assist older adults with the greatest economic or social need, including those that are institutionalized, isolated, or homebound. Goals of the legal service program include: assure expansion and availability of legal services to older adults; provide training, counseling, and legal representation; assist with advocacy on behalf of older adults; and the dissemination of information.
- During Federal Fiscal year 2015 (October 1, 2014 through September 30, 2015) over 1,350 hours of legal services and outreach and education were provided to seniors in need in Bucks County.

### **Resource Trends - “Funding to Keep the Supports and Services Going”**

During the course of the 2012 through 2016 Four Year Plan there have been a number of significant changes to how, when and how much funding is made available for services for seniors throughout the Commonwealth of Pennsylvania. Some of the significant changes included the PA Department of Human Service (PA DHS) restructuring of the Aging Waiver program funding from a per person per month care management payment structure, to a fee for service payment structure based on authorized units for more limited approved consumer support activities. Additional changes included a similar restructuring of Nursing Home Transition funding. Billable activities and funding decreased as a result of the PA DHS restructuring.

Additional trends during this time included an increase in funding for the provision of services for non-Aging Waiver eligible consumers through Lottery funding, above the current grant amounts between Bucks County Area Agency on Aging and the Pennsylvania Department of Aging. This additional funding, for the past 3 years, has enabled the ongoing service provision for over 250 additional consumers who had been on a wait list for services.

While the additional funding received over the past 3 years has provided additional services for 250 new consumers, additional funding is needed to support consumers who were added to the waiting list as of July 1, 2015.

The Bucks County Area Agency on Aging is pursuing other revenue sources, including expanding voluntary donation opportunities for all consumers who receive any service through the Agency. This revenue will be used to provide support services for consumers. Additionally, the agency is exploring private fee-for-service agreements with other companies and agencies who are interested in purchasing a service that the Agency provides.

## **Needs Assessment - "Opportunities for Growth and Improvement"**

Bucks County Area Agency on Aging (AAA) distributed "Needs Assessment Questionnaires" during our public hearing held to solicit input for the agency Four Year Plan. The hearing was held on May 16, 2016 from 10:30 AM – 12:00 PM at the Bucks County Public Library, 150 South Pine Street, Doylestown, PA 18901.

Additional comments or questions were to be submitted in writing, via e-mail, or by phone to the agency Director.

### Goal 1: Promoting Existing Services

The majority of the attendees and individuals who commented via other methods indicated they were aware of the services of the agency, but this response did not indicate they were aware of all services. Review of the responses indicated that those that were providers or other service agencies in the county were more informed of the various services provided by the Area Agency on Aging than the residents of the County. Awareness of services for residents was limited to consumer service needs, not all of the services provided through the Area Agency on Aging.

#### *Community Feedback*

- There is limited consistent publicity or publications about the Area Agency on Aging within the community.
- Knowledge of the types of services and supports provided through the Area Agency on Aging is limited
- Existing collaborative partners are not utilized enough to publicly promote the Area Agency on Aging

### Goal 2: Improve Access to Services

Public feedback on this goal provided various input on opportunities for growth and improving current strengths. Feedback indicated need to improve the agency's ability to have written communications in diverse languages and more informative types of communication to the public to better educate the public about how to access services.

#### Community Feedback

- Current information provided to the public is not clear about what to expect or what the process is.
- Expand how the Information and Referral Unit provides information including consideration of "Open House" meet with agency staff in a less formal manner.
- Monitor and decrease need for return calls for new callers. Community desires quicker access to talk with someone when they call.

### Goal 3: Enhance Quality of Services

Public feedback on this goal indicated a general feeling regarding the Area Agency on Aging's need to "ask" the recipients regularly about the services and ways to improve. Other feedback included increasing supervisory or care management presence in the community.

#### *Community Feedback*

- Increase community presence with consumers
- Conduct regular surveys with consumers and providers about how services are going including how the Area Agency on Aging is doing

### Goal 4: Empower the Workforce

Public feedback on this goal was challenging, and identified additional questions regarding how the term "workforce" was defined. Rather than providing our initial interpretation regarding the definition, we allowed a more open discussion, and the feedback was inclusive of all considerations related to the defined workforce.

#### *Community Feedback*

- Increase cultural competency and sensitivity
- Communication could improve for more clear and concise expectations of the staff and providers
- Increase utilization of volunteer participation
- Need to provide positive feedback to staff and providers
- There is a need for continuing education and training for staff

### 3. GOALS, OBJECTIVES, STRATEGIES –

#### “What Do We Want to Achieve and How Will We Know If We Are Getting There”

##### A. Promote Existing Services

Goal	Objectives	Strategies	Outcomes	Performance Measures
<b>A1</b>	Ensure Information and Referral services promote a full array of services and supports dedicated to assisting Aging and Disabilities consumers.	<ol style="list-style-type: none"> <li>1. Maintain relationships with Tri-County LINK partners and other stakeholders for cross trainings and sharing of resources.</li> <li>2. Improve access to web-based and electronic referrals</li> </ol>	Increase access and awareness of resources available to Bucks County consumers.	<ol style="list-style-type: none"> <li>1. Increase the number of agency cross trainings by 10 percent.</li> <li>2. Increase the number of web-based and electronic referrals received by 20 each year over the next four years.</li> </ol>
<b>A2</b>	Strengthen collaborations with senior centers, community organizations, faith based organizations, and other stakeholders to conduct outreach events in local communities.	<ol style="list-style-type: none"> <li>1. Partner with organizations to arrange presentations at scheduled community events.</li> </ol>	Increased awareness by other collaborative community partner agencies and providers of BCAA services	Increase the number of participants that attend outreach events two percent each year over the next four years.
		<ol style="list-style-type: none"> <li>2. Partner with local senior housing complexes to provide information targeting isolated seniors</li> </ol>		Increase presence in housing units by 1 new complex a year.
<b>A3</b>	Collaborate with the county's behavioral health system and other agencies to improve the behavioral health status and well-being of older persons in Bucks County.	<ol style="list-style-type: none"> <li>1. Conduct cross system trainings between behavioral health agencies and the Area Agency on Aging.</li> </ol>	Increased cross program awareness	Complete at a minimum of two cross trainings with behavioral health agencies per year over the next four years.
<b>A4</b>	Maintain programs that provide advocacy and protection of vulnerable older adults.	<ol style="list-style-type: none"> <li>1. Continue providing Ombudsman and Adult Protective Services.</li> </ol>	A greater number of citizens of Bucks County are aware of advocacy efforts and	Maintain the number of outreach and educational events and sponsor Neff Symposium annually

			services available to protect older adults from abuse neglect, financial exploitation and abandonment.	
<b>A5</b>	Improve written materials and social media content to educate the community regarding available resources.	<ol style="list-style-type: none"> <li>1. Update all public communication material to a clear concise format</li> <li>2. Develop material format for brochures, flyers and poster format</li> <li>3. Provide hard copies to other agencies and collaborative partners and update current County website with information</li> <li>4. Collaborate with Bucks County Public Information regarding the launch of a social media platform</li> </ol>	Increase material about agency in the county	<ol style="list-style-type: none"> <li>1. All program material will be reviewed and updated</li> <li>2. 3 types of primary written information documents will be developed</li> <li>3. 85 percent of collaborative partners and vendors will have updated material on hand or posted.</li> <li>4. A new social media platform will be launched and utilized by the agency by 2020.</li> </ol>

## B Improve Access to Services

Goal	Objectives	Strategies	Outcomes	Performance Measures
<b>B1</b>	Advocate for increased lottery funding to provide long term services and supports to a rising number of older adults in need.	<ol style="list-style-type: none"> <li>1. Communicate funding needs to the Pennsylvania Department of Aging, state legislators, and other stakeholders.</li> <li>2. Utilize the agency Advisory Council to assist with advocating for the rights and benefits</li> </ol>	Greater access to long term services and supports available to consumers.	Complete at least 12 outreach efforts (i.e. advocacy letters, calls, and meetings with stakeholders) per year over the next four years.

		of the county's older adults.		
<b>B2</b>	Assist older adults remain independent in the community by maintaining a low cost transportation system for eligible consumers.	1. Utilize agency funding streams to maintain Bucks County Shared Ride Program.	Promote socialization and remaining connected to the community	Maintain the Share Ride Program with no waiting list for subsidized rides over the next four years
<b>B3</b>	Increase number of providers in geographic areas of the county that are currently underserved	1. Solicit vendors specifically for identified geographic areas of the county	Service will be available with choice in all areas of the County	Obtain 3 new providers who will provide services in targeted areas of County
<b>B4</b>	Diversify staff type at community events	1. provide opportunity for staff from specialized units to present at community events	Increased specialized in house experts in the community	Specialized staff will present at 3 events yearly.
<b>B5</b>	Content of brochures and web-based information provided to the public will be provided in more diverse languages as is noted from annual data reports	1. Annual review of languages for which interpretation services are used  2. Brochures and web-based information will be reviewed annually to ensure that they are in needed languages.	Materials will be available in the languages of the consumers	Minimum of primary agency brochure will be in all dialects that are needed as indicated from interpretation service reports annually.

### C. Enhance Quality of Services

Goal	Objectives	Strategies	Outcomes	Performance Measures
<b>C1</b>	Provide technical assistance to the Senior Centers throughout Bucks County in order to expand programming and facilitate the social, emotional, and physical well-being of older adults.	Provide consultation and assistance regarding: administration and management, improved reporting through the centers Co-Pilot systems, and development of innovative programming responsive to changing demographics and preferences of older persons.	Increased program variety in senior centers	Increase the number of trainings offered to Senior Center staff and/or advisory board members.  Senior centers will submit annual plans to show diversified programming and resources.
<b>C2</b>	Serve as a catalyst to promote Aging in Place models in Bucks County.	Continue collaboration with all Aging in Place models to assist with planning and monitoring of their community supports.	Growth of the Aging in Place program service area	Maintain at least quarterly contact via conference call or scheduled meetings with Aging in Place models within Bucks County.
<b>C3</b>	Coordinate and implement health	1. Continue to provide Project Healthy Steps.	Enhanced health and	1. Increase the number of Healthy Steps enrollees

	and wellness programs that promote healthy behaviors for older adults.	2. Develop new community partnerships to expand outreach with health and wellness programs.	wellness of older Bucks County residents by a total of four percent over the next four years.	by 10 consumers per year over the next four years.  2. Increase the number of community partnerships one per year over the next four years to extend outreach for health and wellness.
<b>C4</b>	Maintain partnership with Career Link and the Work Force Investment Board to develop employment opportunities for older persons.	1. Utilize data to drive improvements regarding older persons in the workforce.  2. Identify actions to promote employment among older persons.	Resource for older adults seeking employment	Creation of an action plan to enhance employment of older persons by 2017.
<b>C5</b>	Collaborate with the county behavioral health system and other agencies to improve the behavioral health status and well-being of older persons in Bucks County.	Increase SELF Program outreach to isolated older adults in need of Mental Health services based on the availability of additional funding.	Mental health supports for consumers not integrated into the system yet.	Increase the number of SELF clients served and those able to be connected to the Behavioral Health System by a total of 10 consumers over the next four years.
<b>C6</b>	Ongoing annual surveys with statistically significant sample of consumers and providers.	1. Conduct on site visits with Senior Center participants for feedback on programming  2. Conduct structured surveys on sampling of home delivered services  3. Post ongoing provider and consumer survey on line for completion with results to be reviewed annually	Annual Needs Assessment updates for progress , strength and areas for improvement	1. Each Center will be visiting outside of regular monitoring activity yearly  2. Structured surveys will be sent annually in the spring to sampling of consumers for each service type  3. Target is 20 additional surveys to be completed annually on line
<b>C7</b>	Utilize monitoring activity and results to improve service quality and consumer satisfaction	1. Re-initiate monitoring activity for all provider types.  2. Aggregate and analyze monitoring data outcomes for trends and improvements to contract language to support service delivery  3. Continue collaboration with	Provider compliance with contract and service plans for consumers	1. Re-Initiate monitoring of all providers.

		Bucks County Human Services/Departments regarding the implementation of the county BRIDGES (Building Relationships and Integration, Developing Goals and Evaluating our System) model		
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#### 4. Empower the Workforce

Goal	Objectives	Strategies	Outcomes	Performance Measures
<b>4A</b>	Increase communication with local legislators regarding challenges for direct care workers	1. Continue to advocate for policies ensuring appropriate wages for direct care workers	Livable wages for front line workers who provide hands on care to consumers	1. Minimum of 1 follow up yearly with local legislatures regarding status of minimum wage bill.
<b>4B</b>	Ensure sufficient training for task required by employees	1. Develop standard new employee orientation about the agency and services  2. Monitor providers for compliance with staff training requirements per contract	1. Staff will have general overview for all services within first 6 months  2. Provider staff will have training required yearly under contract to provide services to consumers.	1. Post training evaluations for new employees will indicate 85 percent rating for having met goals.  2. 90 percent of providers monitored yearly will meet requirements for staff training.
<b>4C</b>	Establish self-directed volunteer program to expand volunteer opportunities in service of the community	1. Initiate start up of self directed sub-group of volunteers through Volunteer Program  2. Assign Volunteer Coordinator to facilitate until group is independent  3. Bring in external trainers as needed to facilitate group development and stability	Self-directed volunteer group will provide stronger support to volunteer based programs operated out of the agency (APPRISE and Ombudsman)	APPRISE and Ombudsman volunteer totals will increase each by 2 per year based on volunteer group supports.
<b>4D</b>	Increase support and involvement by	1. Initiate onboarding process for new Council members	Improved connectivity with the	All new Council members will have an onboarding process

	Advisory Council volunteers	2. Conduct feedback surveys for member satisfaction and areas of expertise.	<p>Agency's mission and goals by the Council members.</p> <p>Increased support by Council members for Agency goals and activities.</p>	<p>during the first year with the Council.</p> <p>Feedback surveys will be conducted with all Council members annually.</p>
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**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:**

Bucks County Area Agency on Aging  
30 East Oakland Avenue  
Doylestown, Pennsylvania 18901

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:

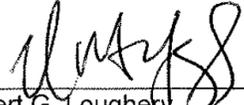
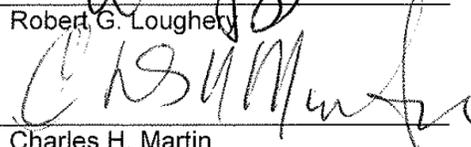
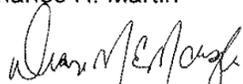
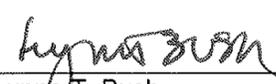
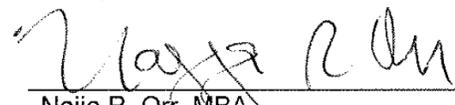
- a) In providing services or employment, or in its relationship with other providers;
- b) In providing access to services and employment for handicapped individuals.

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
 Robert G. Loughery	Chairman Bucks County Commissioners	
 Charles H. Martin	Vice-Chairman Bucks County Commissioners	
 Diane M. Ellis-Marseglia, LCSW	Commissioner Bucks County Commissioner	07/26/16
 Lynne T. Bush	Chief Clerk	7-26-16
 Najja R. Orr, MBA	Director Bucks County Area Agency on Aging	7/20/16

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

\_\_\_\_\_ Najja R. Orr, MBA \_\_\_\_\_

\_\_\_\_\_ 267-880-5711 \_\_\_\_\_



## 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.

