



**BUCKS COUNTY AREA
AGENCY ON AGING
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*~ Four Year Area Plan ~
July 1, 2012 – June 30, 2016*

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Bucks County Area Agency on Aging

Four Year Area Plan 2012-2016

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Bucks County Area Agency on Aging
Four Year Plan
July 1, 2012 – June 30, 2016
PART A

EXECUTIVE SUMMARY

The 21st century presents challenges and benefits to states, counties, and local municipalities as they plan for long term services and supports for older adults. The need for services will continue to grow with the increase in the older adult population. We embrace an abundant variety of long term services and supports that will promote independence, enhance the quality of life of older residents, and allow for freedom of choice.

Reauthorization of the Older American's Act is critical to ensure legislative support in order to create new programs and preserve exiting services that benefit older adults. Increases in funding are necessary to meet current demands, and funding from the Pennsylvania Lottery dedicated to supporting programs that benefit older adults is essential.

Older adults often experience fragile health and/or dementia that often prevent their ability to manage their own needs. Bucks County Area Agency on Aging Care Managers meet with individuals and their families to complete comprehensive face to face visits to tailor care plans to meet consumers' holistic and specific needs. We often provide assistance with: determining needs and planning for care, enrollment into the most appropriate service program, health insurance counseling, applying for replacement identification, assisting with housing and often forestalling eviction, linkage to behavioral health treatment, reviewing financial and other documentation in order to complete benefits applications (i.e. PACE, SNAP, LIHEAP, tax/rent rebate), guardianship, and linkage to transportation services. Assistance with these functions is critical to prevent premature institutionalization for consumers without adequate support systems.

Assistance provided to consumers and caregivers includes, but is not limited to: recommending necessary home and community based services or institutional care; enhancing community awareness of available resources and benefits; advocacy and protection of older adults, including the right to live free from abuse, neglect, financial exploitation, and abandonment; assisting with nutritional needs to reduce the risk of food insecurity; promoting independence and community involvement; employment assistance; recruitment and placement of volunteers; monitoring the availability of accessible and affordable housing; and legal counseling and representation.

Collaboration and partnerships with public and private agencies, grassroots community organizations, and other stakeholders is necessary to achieve common goals and promote home and community based services as an alternative to institutionalization. Bucks County Area Agency on Aging will maintain partnerships with: Core and Collaborative Partners to further the efforts of the Bucks County Aging and Disability Resource Center; Bucks County Public Information to improve the dissemination of resources through media sources and the county website; county Senior Centers as places of community focal points; the Bucks County Free Library in order to educate consumers on social networking and provide educational materials that address issues related to older adults; local county departments to educate the public regarding the prevention of crimes against older adults and further the efforts of the "Bucks County Crimes Against Older Adults Task Force" and "William Neff Symposium"; regional Area Agencies on Aging in order to develop a program that provides long term services and supports to older adult veterans,

and a pilot program that can serve consumers that traditionally do not qualify for Area Agency on Aging services; non-profit organizations that serve as prospective volunteer recruitment sites; Bucks County Career Link to address employment opportunities; and county behavioral health agencies to address consumer mental health and drug and alcohol needs.

We will continue serving as a catalyst to promoting Aging in Place models. These models provide additional resources for consumers and promote a necessary balance between public and privately funded programs with the utilization of volunteers.

The development and implementation of health and wellness programs is vital to promoting healthy lifestyles among Bucks County's older adults. Bucks County Area Agency on Aging Health Promotions programs address issues such as: medication and alcohol use and misuse, fall prevention, healthy eating and cooking habits, health screenings, and proper disposal of expired and unused medications.

The 2012-2016 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 three main focus areas:

- To help ensure that Pennsylvanians will age and live well and that communities will be designed to help them age and live well
- To move the discussion away from Institution vs. Home and Community-Based Services and to refocus on access to the appropriate services and care for the right time, with the right intensity, in the right setting, for the right duration.
- To bring the best of Pennsylvania to Pennsylvanians

AGENCY OVERVIEW

The Bucks County Area Agency on Aging (formally 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. Our focus is to provide assistance to those consumers with the greatest economic or social need, to those at risk for institutionalization, to low-income minority consumers, to those residing in rural areas, and to those with limited English proficiency. The agency primarily works with consumers age 60 and over that wish to maintain their independence and remain in their homes and communities. We currently offer more than twenty programs to help older adults and their families and serve as an advocate for older residents of Bucks County. Specific information regarding agency programs can be found in the section entitled "*Long Term Services and Supports.*"

The Bucks County Area Agency on Aging is governed by the Bucks County Commissioners. The county organizational chart also includes a Chief Operating Officer, then Division Leaders, followed by county agency Directors. Our office organizational chart includes: a Director, two Deputy Directors, an Administrative Officer, 10 supervisors, 29 Care Managers, a Case Aide, a Health Promotions Coordinator, nine clerical staff, a Fiscal Tech, an Information Technology position, and several contract positions (two RNs', a Dietitian, three skilled medical professionals, three Care Managers, two

Ombudsman, two attorneys, and four senior employment positions). Currently we have a 14 percent agency vacancy rate and a county hiring freeze.

Demographics

Between 2000 and 2010 the growth in the U.S. population age 65 and over (15.1 percent) increased at a faster rate than the growth in the total population (9.7 percent). In 2010, the number of people age 65 to 74 was 21.7 million and represented 53.9 percent of the U.S. population 65 and over, compared to 13.1 million people age 75 to 84 (32.4 percent of the U.S. population 65+), 5.1 million people age 85 to 94 (12.6 percent of the U.S. population 65+), and 425,000 people age 95 and older (1.1 percent of the population 65+).¹

Pennsylvania is expected to experience a 4 percent population growth between 2000 and 2030 (from 12,281,051 to 12,768,184 residents), while Bucks County is expected to experience a 16.8 percent growth in the same period (from 597,635 to 697,961 residents).

The first of the nearly 78 million Baby Boomers (American's born between 1946 and 1964) turned age 65 as of January 2011. The 2010 Census indicates Pennsylvania is home to more than 3.3 million Baby Boomers, accounting for 26.6 percent of the total Pennsylvania population. Pennsylvania ranks 5th nationally in the total number of residents age 62 and over, and 8th among states in the proportion of Baby Boomers to the total population.²

Pennsylvania has the sixth-largest state economy in the nation.³ The percentage of people in Bucks County below the poverty level has slightly increased, but is still a smaller percentage than the Pennsylvania and U.S. populations as a whole. The 2010 median household income in Bucks County (\$70,999) exceeded the Pennsylvania median income (\$49,288). According to the Census Bureau's 2010 American Community Survey, Boomers in Pennsylvania had a median household income of \$61,185, compared to Boomers national median household income of \$60,683. The 2010 Pennsylvania Boomers poverty rate (9.0 percent) was lower than the national poverty rate for Boomers (10.2 percent) and the overall poverty rate in Pennsylvania (13.4 percent).⁴

Bucks County, Pennsylvania is composed of 54 municipalities, including 23 boroughs and 31 townships, and its population of 625,249 in 2010 (91,219 age 65 or older) makes it the 4th most populated county in Pennsylvania. Bucks County ranks 4th in the commonwealth in the total number of residents age 62 and over. From 2000 to 2010, the 45-64, 65-84, and 85+ Bucks County age cohorts continued to see increases in the total percentage of residents (30.8 percent, 12.5 percent, and 2.1 percent respectively) while most other cohorts saw a decline in total percentage. Baby Boomers (persons born between 1946 and 1964) made up almost one third of the County's population in 2010.

Ten percent of Bucks County residents lived with a disability in 2010, with 46 percent of that population age 65 or older. Growth in the number of active-adult/55+ communities paired with sales and financing problems suggests market saturation, and the number of large land tracts suitable for retirement or assisted living communities are becoming scarcer. The median monthly rent in Bucks County, \$1,036 in 2010, was one of the highest of six adjoining Pennsylvania and New Jersey counties, and exceeded state and

¹ Werner, Carrie A. (2010). The Older Population 2010. *2010 Census Briefs*, 1-4.

² Pennsylvania's Older Baby Boomer Turns 65 (2012). Data Brief. *Pennsylvania State Data Center*, 1

³ Pennsylvania Facts (2012). *Pennsylvania State Data Center*.

⁴ American Community Survey (2006-2010). U.S. Census Bureau.

national medians.⁵ According to 2010 Census figures, Bucks County had a 4.5 percent vacancy rate in housing units for sale or rent.

According to the 2010 Census, 89.2 percent of Bucks County residents are 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 2010 Census data also indicated 1.5 percent of Bucks County head of households reported having an individual 65 or older residing with them, while 0.8 percent of the total population was institutionalized.

Long Term Services and Supports

Information and Referral

The Information and Referral department has staff available to answer questions about programs at Bucks County Area Agency on Aging, as well as provide referrals to additional agencies that could provide supports. The agency maintains a variety of community resources, and resources are also made available at the “Aging Collection” at the Doylestown Public Library. The Information and Referral Department typically receives greater than 30,000 calls annually from consumers, families, professionals, and other stakeholders seeking services and supports for older adults.

Nutritional Services

When incomes were below 130 percent of the poverty level the proportion of older adult households classified as food insecure rose from 17.6 percent in 2006 to 24.0 percent in 2010.⁶ Bucks County Area Agency on Aging works with the county Senior Centers and private meal vendors to ensure consumers at risk for food insecurity have an opportunity to receive a balanced meal that will meet the participants 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 centers across the county, Monday through Friday. Consumers that are unable to attend the Senior Center or prepare meals may obtain a nutritious meal through the Home Delivered Meals Program. From fiscal year 2007-08 through fiscal year 2010-11, a total of 929,953 Congregate and Home Delivered Meals were provided to an average of 2,979 consumers per year throughout Bucks County. In fiscal year 2011-12, a total of 113,822 home delivered meals, and 75,938 congregare meals are expected to be provided.

Transportation

To promote community involvement and independence among older adults, individuals at least 65 years old may receive partially subsidized transportation through the Shared Ride Program to destinations such as senior centers, medical facilities, human service agencies, libraries, adult day services, pharmacies, banks, Retired and Senior Volunteer Program assignments, and food shopping. In fiscal year 2011-12, 1,600 eligible consumers received 70,935 trips to approved destinations.

⁵ Bucks County Comprehensive Plan 2011 (2012). *Bucks County Planning Commission*, 10-283.

⁶ General Accountability Office (2011). *Income Security: Older Adults and the 2007-2009 Recession*, 12-74, 34.

APPRISE

The APPRISE Program has trained individuals that offer health insurance counseling to older persons and their families. They are available to answer questions regarding Medicare, Medicaid, HMOs', Medigap, Long Term Care Insurance, and assist older adults make informed choices regarding their medical and prescription insurance coverage by explaining benefit options. The counselors complete group training sessions, meet with individuals in our office, and are available to meet older adults in their homes. In fiscal year 2011-12, 56 community presentation were completed and 2000 consumers received benefits counseling from APPRISE counselors.

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), Flu Clinics, healthy cooking, line dancing, exercise classes, health screenings, and weight resistance training. In fiscal year 2011-12: over 3,800 pieces of educational literature regarding Project Meds was distributed to 1,100 people at 15 health fairs and expo's across the county; 117 consumers participated in Healthy Steps, with 50 percent that participated longer than six months reported increased mobility and decreased pain.

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.

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 Retired and Senior Volunteer Program (RSVP) provides adults age 55+ with a full range of local volunteer opportunities. In 2011, 646 Bucks County RSVP volunteers provided over 116,600 hours of service to 138 partner agencies, accounting for \$2.5 million dollars of volunteer service.

Senior Community Centers

Senior Community Centers facilitate the social, emotional, and physical well being 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. From fiscal year 2007-08 through fiscal year 2010-11, there were 10,211

total visits to Senior Community Centers across Bucks County. In fiscal year 2011-12, we expect a total of 286,548 visits to Senior Centers across the 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 for services such as, but not limited to: Medical Assistance funding for nursing facility care, In-Home Services to provide personal care and other necessary tasks to remain safe at home, Adult Day Care Services, Personal Emergency Response Systems, Home Delivered Meals, Home Modifications, short-term counseling, and Medical Equipment and Supplies. 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.

In 2008, 5 percent of Bucks County residents age 60+ (6,095 of 122,249 residents) and 10.8 percent of residents age 80+ (2,566 of 23,674) received services from Bucks County Area Agency on Aging. From 2008 to 2010 a total of 8,176 consumers age 80+ received services from Bucks County Area Agency on Aging. From fiscal year 2007-08 through fiscal year 2010-11, there were a total of 24,851 active consumers enrolled in Bucks County Area Agency on Aging programs.

Nursing Home Transition

The Nursing Home Transition Program, initially known 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 fits the criteria for someone in need of protective services. The investigation is completed in order to gather sufficient evidence to conclude if there is substantial risk supporting protection of the vulnerable older adult. This service, mandated by law in 1988, also establishes programs for training, information and public education concerning elder abuse. From fiscal year 2007-08 through fiscal year 2010-11, a total of 1141 Reports of Need were completed with a total of 170 substantiated cases at Bucks County Area Agency on Aging.

Ombudsman

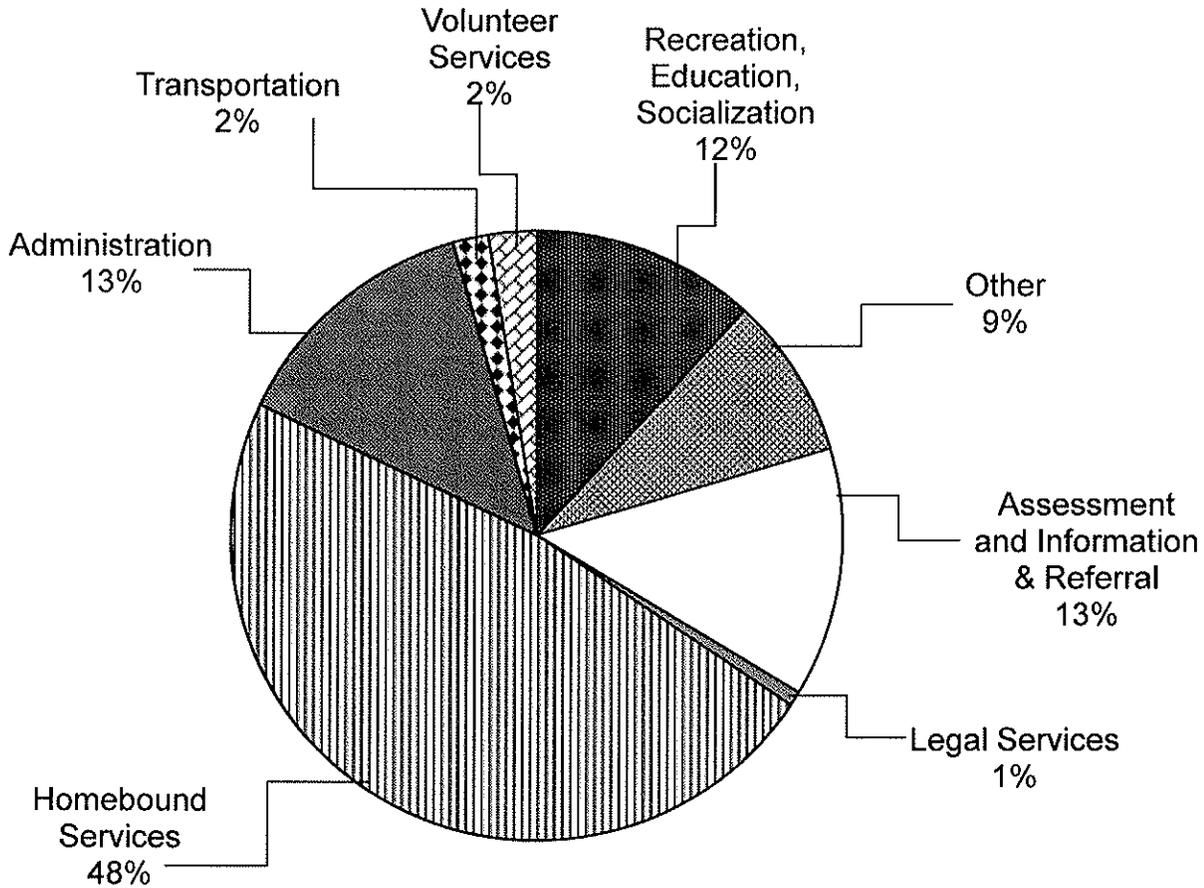
The Ombudsman investigates and helps resolve complaints relating to action, inaction, or decisions of providers or their representatives which may adversely affect the health, safety, and rights of older persons receiving long term care services such as nursing home, boarding home, and community care. In fiscal year 2011-12, 324 residents received face to face visits from an Ombudsman to address complaints or complete quality assurance assessments.

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.

Agency Percentage of Expenditure by Program

BUCKS COUNTY AREA AGENCY ON AGING
PERCENTAGE OF EXPENDITURES BY PROGRAM
FY 12/13



Recreation, Education, Socialization	\$1,281,271
Other	965,664
Assessment and Information & Referral	1,445,629
Legal Services	53,300
Homebound Services	5,180,733
Administration	1,468,081
Transportation	199,703
<u>Volunteer Services</u>	<u>281,681</u>
Total	\$10,876,062

EMERGING ISSUES

According to the National Association of States United for Aging and Disabilities (NASUAD), three pressures that contributed to older adults and persons with disabilities overall increased demand for long term services and supports include: 1) overall health status; 2) increases in the number of older adults and persons with disabilities; and 3) the impact of the recession on consumers and their caregivers. The number of adults age 65 and older was approximately 42.5 million in 2010; “by 2050 that figure will more than double to 88.5 million”.⁷

Older adults are expressing concerns and may have to reconsider retirement plans due to less time to recover from the sharp declines in financial markets and home equity related to the recession. Many are also relying more on public assistance due to increased medical costs coupled with lost private health insurance. About one-third of workers 65 and older are in low-wage jobs (those that paid less than \$10.20 per hour in 2007 or \$11.00 per hour in 2010). The average number of households with a member age 60 or older participating in the Supplemental Nutrition Assistance Program (SNAP, formerly the Food Stamp program) rose 25 percent from 2.0 million in fiscal year 2006 to 2.5 million in fiscal year 2009.⁸ Finally, there will be fewer people of traditional working age over the next few decades to support the remaining Baby Boomers as they reach elderly status and are in need of service and supports.

Due to significant reductions in state funding, coupled with several prior years of flat funded federal and state budget allocations, the Bucks County Area Agency on Aging operations and consumer waiting list have been adversely affected.

The Retired and Senior Volunteer Program received budget reductions of 20 percent for fiscal years 2010-11 and 2011-12 due to decreases in federal allocations. Bucks County Area Agency on Aging leadership is considering long-term actions to ameliorate the effects of the funding shortfalls.

Human Service Development Fund dollars provides counties with a flexible source of funding to be used to expand existing human services programs, to coordinate services among those programs, and for specialized or generic services. The Bucks County Area Agency on Aging fiscal year 2011-12 allocation of \$97,100 was used to fund approximately 40 home care and adult day care consumers who would typically be on the waiting list. This amount represents a 40 percent reduction of the allocation received in fiscal year 2006-07. Proposed state funding cuts to this allocation will require more consumers to be placed on the agency waiting list.

Area Agencies on Aging have traditionally administered the Aging Waiver program, which provides services to consumers age 60 or older who require nursing home care but can safely be served in the community. Care Managers complete comprehensive face to face visits to tailor care plans to meet consumers’ specific needs. They not only focus on services approved through the consumer’s care program, but also address the holistic needs of the consumer. Department of Public Welfare (DPW) Secretary Gary Alexander reported DPW is focused on looking at program waste, fraud, and abuse. Additionally, recent program policy changes were implemented in the Pennsylvania Department of Aging (PDA) Waiver and other state Waiver programs due to DPW reported efforts of cost savings. Recent DPW policy changes include: the elimination of Care management as a service in the Aging Waiver Program, replacing it with “Service Coordination”; caps in the amount of Service Coordination consumers may receive to average three hours per month (36 hours annually) without authorization for additional hours; establishment of regional rates for the PDA Waiver Program, reducing the Bucks County Area Agency on Aging allocation for Service Coordination services 30 to 51 percent, and reducing personal care services for approved home care agencies 17 percent; RN oversight of PDA

⁷ NASUAD (2011). *State of the States 2011 – State Aging and Disabilities Agencies in Time of Change*, 2.

⁸ General Accountability Office (2011). *Income Security: Older Adults and the 2007-2009 Recession*, 12-74, 14-35.

Waiver consumers will be eliminated or drastically reduced; and Area Agencies on Aging will maintain the enrollment function of PDA Waiver consumers, but the reimbursement amount will be six percent of the amount the state provides to another vendor to complete enrollment of the under 60 Waiver consumers. The regional rates have caused many In-Home Service providers across the commonwealth to make business decisions to discontinue providing Aging Waiver services, and significantly impacts the Area Agencies on Aging ability to meet the needs of vulnerable older adults that rely on us.

BUCKS COUNTY AREA AGENCY ON AGING 2012-2016 FOUR YEAR PLAN SURVEY QUESTIONS

As a public agency designated by the Commissioners of Bucks County, the AAA is responsible for the planning and implementation of a variety of services and programs to assist older persons.

The purpose of this survey is to identify needs of Bucks County Older Adults.

1) What are the top three needs for Older Adults in Bucks County:

Respite Care	<input type="checkbox"/>	Nursing Facility	<input type="checkbox"/>	Low Income Subsidies (i.e. LIHEAP/Rent & Tax Rebates, etc.)	<input type="checkbox"/>
Health Insurance Counseling	<input type="checkbox"/>	Assisted Living/Personal Care Facility	<input type="checkbox"/>	Mental Health and Drug & Alcohol Services	<input type="checkbox"/>
Affordable Housing	<input type="checkbox"/>	Home-Sharing Programs	<input type="checkbox"/>	Financial Management	<input type="checkbox"/>
Home Maintenance	<input type="checkbox"/>	Social/Recreational Activities	<input type="checkbox"/>	Emergency Planning and Preparation	<input type="checkbox"/>
Home Modifications	<input type="checkbox"/>	Wellness Programs	<input type="checkbox"/>	Transportation	<input type="checkbox"/>
Care Management	<input type="checkbox"/>	Adult Day Services	<input type="checkbox"/>	Support for Caregivers	<input type="checkbox"/>
Personal/Home Health Care	<input type="checkbox"/>	Senior Community Centers	<input type="checkbox"/>	Meals/nutrition	<input type="checkbox"/>
Volunteer Opportunities	<input type="checkbox"/>	Environmental Friendly Programs (clean energy, composting, recycling, etc.)	<input type="checkbox"/>	Other	<input type="checkbox"/>

If other, please explain:

2) How available do you think the current programs are in Bucks County:

	Always available	Usually available	Sometimes available	Rarely available	Not available	N/A
Financial Management	<input type="checkbox"/>					
Low Income Subsidies	<input type="checkbox"/>					
Social/Recreational Activities	<input type="checkbox"/>					
Health Insurance Counseling	<input type="checkbox"/>					
Wellness Programs	<input type="checkbox"/>					
Senior Subsidized Housing	<input type="checkbox"/>					
Home-Sharing Programs	<input type="checkbox"/>					
Home Maintenance	<input type="checkbox"/>					
Home Modifications	<input type="checkbox"/>					
Transportation	<input type="checkbox"/>					
Information and Referral	<input type="checkbox"/>					
Community Outreach	<input type="checkbox"/>					
Personal/Home Health Care	<input type="checkbox"/>					
Adult Day Services	<input type="checkbox"/>					
Assisted Living/Personal Care Facility	<input type="checkbox"/>					
Nursing Facility	<input type="checkbox"/>					
Support for Caregivers	<input type="checkbox"/>					

	Always available	Usually available	Sometimes available	Rarely available	Not available	N/A
Mental Health and Drug & Alcohol Services	<input type="checkbox"/>					
Meals/nutrition	<input type="checkbox"/>					
Senior Community Centers	<input type="checkbox"/>					
Volunteer Opportunities	<input type="checkbox"/>					
Respite Care	<input type="checkbox"/>					
Environmental Friendly Programs	<input type="checkbox"/>					
Care Management	<input type="checkbox"/>					
Emergency Planning and Preparation	<input type="checkbox"/>					

3) Do you know someone over the age of 60 who needs help to stay in their home or community?

Y N

If yes, please check all assistance needed:

- Personal/Home Health care
- Meals/nutrition
- Adult Day Services
- Personal Emergency Response Systems
- Transportation
- Financial management
- Low income subsidies
- Social/recreational activities
- Health insurance counseling
- Home Sharing program
- Senior Subsidized Housing
- Home modifications
- Home maintenance
- Mental Health and Drug & Alcohol services
- Wellness program
- Care Management

4) Are you familiar with services that are available at the Bucks County Area Agency on Aging (or County Office on Aging)?

Y N

5) If you know someone at least 60 years old that required help to stay in the home or community, whom did they rely on the most?

Check only one:

- Friends
- Family
- Church
- Neighbor
- Private pay help
- Bucks County Area Agency on Aging (or County Office on Aging)
- Other

If other, please explain.

6) Are you aware of any barriers that prevented someone at least 60 years old from receiving any of the services mentioned above?

Y N

If yes, please explain.

7) What would be the three best ways to inform people about services available to those at least 60 years old?

- Friends
- Family
- Church
- Neighbors
- Newspaper
- Television
- Radio
- E-mail
- Other

If other, please explain.

8) What type of housing do you currently reside in?

- Own home**
- Family member's home**
- Senior Subsidized Housing**
- Apartment/rental (non-subsidized)**
- Retirement community**
- Other**

If other, please explain.

9) How do you best identify yourself?

- American Indian/Native Alaskan**
- Asian**
- Black/African American**
- Native Hawaiian/Other Pacific Islander**
- Non-Minority (White, Non-Hispanic)**
- Hispanic**
- Other**

10) Gender:

- Male**
- Female**

11) Your current age:

- Under 55**
- 55-59**
- 60-64**
- 65-74**
- 75-84**
- 85 or older**

12) Your monthly income:

- \$650 or less/mo**
- \$650 -- \$2000/mo**
- \$2000 or above/mo**

Needs Assessment Questionnaire Outcomes

Bucks County Area Agency on Aging (AAA) distributed “Needs Assessment Questionnaires” during our three public hearings held to solicit input for the agency Four Year Plan. The hearings were held:

- April 16, 2012 from 11:30 AM – 1:00 PM at the Bristol Township Senior Center, 2501 Bath Road, Bristol, PA 19007.
- April 30, 2012 from 12:00 – 1:30 PM at the Pennridge Senior Center, 146 East Main Street, Perkasié, PA 18944.
- May 14, 2012 from 9:00 – 10:15 AM at the Bucks County Public Library, Pearl Buck meeting room, 150 South Pine Street, Doylestown, PA 18901

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

Question one – respondents to question one indicated “low income subsidies” was the number one need for Bucks County’s older adults, followed by “affordable housing” as number two, and “personal care/home health care” as number three. Additional needs not addressed in this survey question included “social interaction” and “Information and Referral.”

Question two – more respondents indicated their belief of program availability in Bucks County:

- Always available – senior community centers, and volunteer opportunities.
- Usually available – social/recreational activities, health insurance counseling, transportation, information and referral, adult day services, and meals/nutrition.
- Sometimes available – financial management, low income subsidies, wellness programs, senior subsidized housing, home maintenance, home modifications, community outreach, personal care/home health care, nursing facility, support for caregivers, mental health and drug & alcohol services, respite care, environmental friendly programs, care management, and emergency planning & preparation.
- Assisted living/personal care facilities had a tie between participants believing they were “usually” and “sometimes” available.

Question three – more respondents indicated they know someone over the age of 60 that required assistance to stay in their home or community. The top three types of assistance ranked: (1) transportation, (2 & 3) tie between meals/nutrition and personal care/home health care.

Question four – more respondents than not indicated they were familiar with services available at Bucks County Area Agency on Aging.

Question five – respondents indicated someone they know at least 60 years old most relied on (1) family, (2) Bucks County Area Agency on Aging, and (3) friends for assistance to stay in the home or community.

Question six – most respondents indicated they were not aware of barriers that prevented someone at least 60 years old from receiving any of the services mentioned in the survey. A few barriers that were mentioned by respondents included: income/assets in excess of program limits, lack of transportation (and not eligible for transportation subsidy), fear of trying something new, lack of knowledge of available services, medically ineligible, caregiver lives at a distance and is unable to assist, burden to caregiver, “difficulty navigating the system,” and lack of service availability.

Question seven – respondents indicated the three best ways to inform people about services available to them include: (1) newspaper, (2) radio, and (3) a tie between friends and church. Additional means to notify people regarding services (not included in the survey) were: social networking, senior centers, mail, hospitals, and health care professional.

Questions eight through twelve – most respondents were non-minority/white, female, between the ages of 75-84, owned their own home, with incomes between \$650 and \$2,000 per month.

GOALS, OBJECTIVES, STRATEGIES, OUTCOMES AND PERFORMANCE MEASURES

- 1) *To move the discussion away from Institution vs. Home and Community-Based Services and to refocus on access to the appropriate services and care for the right time, with the right intensity, in the right setting, for the right duration.*

This will empower older Pennsylvanians and their families, including those from diverse communities, to make informed decisions on their health care and long-term living options

Goal	Objectives	Strategies	Outcomes	Performance Measures
To move the discussion away from Institution vs. Home and Community-Based Services and to refocus on access to the appropriate services and care for the right time, with the right intensity, in the right setting, for the right duration.	Ensure Information and Referral services for the Bucks County Area Agency on Aging and the Aging and Disabilities Resource Center promote a full array of services and supports dedicated to assisting Aging and Disabilities consumers.	Maintain relationships with Aging and Disabilities Resource Center partners and other stakeholders for cross trainings and sharing of resources.	Increase awareness of resources available to Bucks County consumers.	Increase the number of agency cross trainings.
	Enhance consumer information accessible via the Bucks County website.	Work with the County Public Information Department to review the agency website; update information and links to help older persons and their caregivers obtain information regarding available resources.		Development of a tracking system that shows an increase in the number of electronic inquiries regarding agency services.
	Continue collaborations with senior centers, community organizations, faith based organizations, and other stakeholders to conduct outreach events in local	Partner with organizations to arrange presentations at scheduled community events.		Maintain or increase the number of outreach events.

	communities.			
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- 2) *To help ensure that Pennsylvanians will age and live well and that communities will be designed to help them age and live well.*

This will enable older Pennsylvanians, including those from diverse communities, to remain in the setting of choice, improve their quality of life, and to take individual economic responsibility via the development of needed infrastructure and provision of home and community based services, including supports for family caregivers. Additionally, this ensures older Pennsylvanians are free from abuse, neglect, exploitation, abuse and abandonment.

Goal	Objective	Strategies	Outcomes	Performance Measures
To help ensure that Pennsylvanians will age and live well and that communities will be designed to help them age and live well.	Advocate for increased lottery funding to provide long term services and supports to a rising number of older adults in need.	Communicate funding needs to the Pennsylvania Department of Aging, state legislators, and other stakeholders.	Greater access to long term services and supports available to consumers.	Maintain the number of advocacy letters, calls, and meetings with stakeholders.
	Develop an alternative long term service and support system that can address the needs of older adults that traditionally do not qualify for Area Agency on Aging funded services.	Continue collaboration with the Pennsylvania Department of Aging and SE PA Suburban County partners (Delaware County, Chester County, and Montgomery County) to develop and implement a long term service and support model that can be replicated.		Establishment of the Southeastern Suburban Area Agency on Aging Collaborative.
	Assist older adults remain independent in the community by maintaining a low cost transportation system for eligible consumers.	Utilize agency funding streams to maintain Bucks County Shared Ride Program.		Maintain the total number of trips to approved locations annually.
	Serve as a catalyst to promote Aging in Place models in	Continue collaboration with Aging in Place		Maintain at least quarterly contact via conference

	Bucks County.	Lower Bucks County to assist with planning and monitoring of their community supports.		call or scheduled meetings with Aging in Place Lower Bucks County.
	Maintain programs that provide advocacy and protection of vulnerable older adults.	Continue providing Ombudsman and Adult Protective Services.	A greater number of citizens of Bucks County are aware of advocacy efforts and services available to protect older adults from abuse neglect, financial exploitation and abandonment.	Maintain the number of outreach and educational events and continue completing investigations and interventions in order to reduce risk.

3) *To bring the best of Pennsylvania to Pennsylvanians.*

This will empower older Pennsylvanians, including those from diverse communities, to stay active and healthy.

Goal	Objectives	Strategies	Outcomes	Performance Measures
To bring the best of Pennsylvania to Pennsylvanians	Coordinate and implement health and wellness programs that promote healthy behaviors for older adults.	Continue to provide Project Healthy Steps. Develop new community partnerships to expand outreach with health and wellness programs. Continue to host Bucks County Senior Games in coordination with the Bucks County Department of Parks and Recreation	Enhanced health and wellness of older Bucks County residents.	Increase the number of Healthy Steps enrollees. Increase the number of community partnerships to extend outreach for health and wellness. Senior Games held annually.
	Provide technical	Provide		Increase the number

	<p>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.</p>	<p>consultation and assistance regarding: administration and management, and development of innovative programming responsive to changing demographics and preferences of older persons.</p>		<p>of trainings offered to Senior Center staff and/or advisory board members.</p> <p>Senior centers will submit annual plans to show diversified programming and resources.</p>
	<p>Maintain partnership with Career Link and the Work Force Investment Board to develop employment opportunities for older persons.</p>	<p>Review statistics regarding older persons in the workforce.</p> <p>Identify actions to promote employment among older persons.</p>		<p>Creation of an action plan to enhance employment of older persons.</p>
	<p>Collaborate with the county Mental Health/Developmental Programs (formerly MR office) and other agencies to improve the behavioral health status and well being of older persons in Bucks County.</p>	<p>Continue SELF Program (which is a co-funded program by Mental Health /Developmental Programs and the Area Agency on Aging to provide outreach to isolated older adults in need of Mental Health services.</p> <p>Conduct cross system trainings between behavioral health agencies and the Area Agency on Aging.</p>		<p>Maintain the number of SELF clients served and those able to be connected to the Behavioral Health System.</p> <p>Maintain the number of cross system events held and number of participants.</p>

AREA PLAN PART B

(all signatures mailed)

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

FY 2012-16 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 E. Oakland Ave

Doylestown, PA 18901

I/we certify that I/we are authorized to submit this Plan on behalf of the designated Area Agency on Ageing 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 B, Section 3, 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:

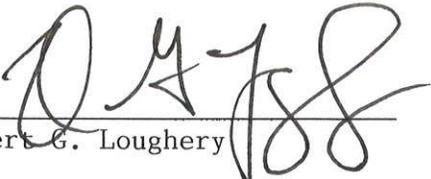
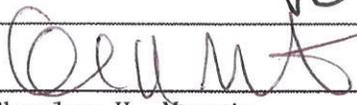
- a) In providing services or employment, or in its relationship with other providers;
- b) In providing access to services and employment for handicapped individuals

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.

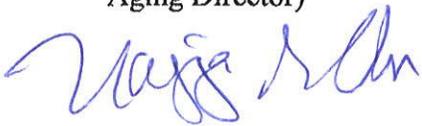
Signature(s) of Governing Authority
Official(s), e.g., Chairman of County
Commissioners or President, Board of Directors.

 _____	Title	Date
Robert G. Loughery	Chairman, Commissioner	_____
 _____	Vice Chairman, Commissioner	_____
Charles H. Martin	_____	_____
 _____	Commissioner	_____
Diane M. Ellis-Marseglia, LCSW	_____	_____

(Signature of the Area Agency on
Aging Director)

(Title)

(Date)



BCAAA Director

7/11/12

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

Najja R. Orr

267-880-5711

(Name)

(Area Code and Telephone)

Part B. Section 2

DOCUMENTATION OF PARTICIPATION BY THE AREA
AGENCY ON AGING ADVISORY COUNCIL

PSA NO. 29

NAME OF AAA: Bucks County Area Agency on Aging

PLAN PERIOD FROM July 1, 2012 TO June 30, 2016

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 X does does not recommend approval of this Plan.



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

Barbara Minter, Vice-Chair

Typed Name and Title



Date

Part B. Section 3

Listing of Plan Assurances and Required Activities

Older Americans Act, As Amended in 2006

ASSURANCES

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

Area Plans

Assurances that an adequate portion, as required under section 307(a)(2) of the amount allotted for part B to the planning and service area will be expended for the delivery of the following categories of service: access to service --transportation, health service, outreach, information assistance, and case management; in-home services -- supportive services for families of older individuals who are victims of Alzheimer's disease and related disorders with neurological and organic brain dysfunctions; and legal assistance.

Assurances that the AAAs 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 AAAs will a) 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; b) 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 these specific objectives.

Assurance that AAAs will include in each agreement made with a provider of any service under this title, a requirement that such provider will: a) specify how they intend to satisfy the service needs of 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; and, to 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 of such services; and 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 AAAs 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 the greatest economic need (focus on minority and rural populations); older

individuals with the greatest social need (focus on minority and rural populations); older individuals with severe disabilities; Limited English Proficiency; Older individuals with Alzheimer's disease and related disorders with neurological and organic brain disorders (and their caretakers); older individuals at risk for institutional placement; and assurances that each activity including planning, advocacy, and systems development will focus on the needs of low-income minority older individuals and older individuals living in rural areas.

Assurances that AAAs 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, and with agencies that develop or provide services for individuals with disabilities.

Assurances that, in coordination with the State agency and the State agency responsible for mental health services (Department of Public Welfare), increase public awareness of mental health disorders, remove barriers to diagnosis and treatment, and coordinate mental health services provided with funds expended by the AAA with mental health services provided by community health centers and by other public agencies and non-profit private organizations.

Assurances that the AAAs, 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 carryout out such a program under the title.

Information and assurances concerning older individuals who are Native American including a) 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, including outreach, to increase access of those Native Americans to programs and benefits under this title; coordinate the services the AAA provides under this title with services provided under Title VI; and make services under the area plan available to the same extent 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 require service providers under this title in all contractual and commercial relationships to do the same.

Assurances that the AAAs will disclose to the PDA each nongovernmental entity with which such agency has a contract or commercial relationship to providing any service to older individuals and the nature of such relationship.

Assurances that the AAAs will demonstrate that a loss or diminution in the quality or quantity 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 AAAs will demonstrate how the quality and quantity 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 AAAs will, on the request of the Assistant Secretary or the PDA, for the purposes of monitoring compliance with this Act -- including an audit -- disclose all sources and expenditures of funds the AAA 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 administrative cost) incurred by the AAA to carry out a contract or commercial relationship that is not related to 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 who have low income, Limited English Proficiency, Minority status or reside in rural areas identified in paragraph 4(A)(i) and in compliance with the assurances specified in paragraph 13 and the limitations specified in paragraph 1 and the limitations in section 212.

Summary of Public Hearings

Bucks County Area Agency on Aging (AAA) held three public hearings to solicit input for the agency Four Year Plan:

- April 16, 2012 from 11:30 AM – 1:00 PM at the Bristol Township Senior Center, 2501 Bath Road, Bristol, PA 19007.
- April 30, 2012 from 12:00 – 1:30 PM at the Pennridge Senior Center, 146 East Main Street, Perkasio, PA 18944.
- May 14, 2012 from 9:00 – 10:15 AM at the Bucks County Public Library, Pearl Buck meeting room, 150 South Pine Street, Doylestown, PA 18901

Participants received a “Needs Assessment Questionnaire” to complete prior to commencement of the hearings in order to assist with the solicitation of information and facilitate discussion regarding the needs of Bucks County’s older adults (see page 10).

The hearings began with a historical overview of the agency and a description of the supports and services provided. Most people indicated they were familiar with services available at Bucks County Area Agency on Aging. Participants then reviewed and discussed several “Needs Assessment Questionnaire” responses, indicating “low income subsidies, affordable housing, and personal care/home health care” were the top three needs for Bucks County’s older adults. Most participants indicated they knew someone over the age of 60 that required assistance in order to stay safely in their home or community, the top three services utilized by those consumers was transportation, meals/nutrition, and in-home services, and those consumers most often relied on family, the Bucks County Area Agency on Aging, and friends for assistance. Participants also indicated social interaction is needed to prevent isolation, and “Information and Referral” departments are important to disseminate information regarding services available to consumers and their caregivers.

Participants indicated senior community centers and volunteer opportunities were “always available” as resources for residents, but there was a greater need for services such as “in-home services, financial management, senior subsidized housing, home maintenance and modification, behavioral health services, supports for caregivers (including respite care), low income subsidies, and health and wellness programs” in order for consumers to be able to remain in the community.

A few participants indicated being concerned about consumers having income and assets in excess of program limits, lack of transportation (or eligibility for transportation subsidies), lack of knowledge of available services, lack of program or caregiver availability, medical ineligibility, and fear as barriers that prevent consumers from receiving necessary assistance in the community.

Several participants expressed concerns about funding cuts and meeting the needs of a growing older adult population.

MOU between Bucks County Area Agency on Aging and Bucks County Mental Health/Developmental Programs

See attachment

County of Bucks
Aging / Mental Health/Mental Retardation / Drug and Alcohol Commission
Memorandum of Understanding

Background

In accordance with the original Interdepartmental Cooperative Agreement between the Office of Mental Health, Department of Public Welfare, and the Pennsylvania Department of Aging signed on May 21, 1984 and the Mental Health and Substance Abuse Services (OMHSAS) Bulletin Number OMHSAS-06-01 dated February 1, 2006, this Letter of Agreement is to serve as a statement of understanding among the Bucks County Department of Mental Health/Mental Retardation (MH/MR) and the Bucks County Area Agency on Aging (AAA) and Bucks County Drug and Alcohol Commission, Inc. (BCDAC) relative to Values/Philosophy associated with care, Access to Services, Referral Processes, Continuity of Care, Exchange/Release of Information, Conflict Resolution and Grievance and Appeals.

I. General Provisions

A. Legal Base

The legal base for this agreement includes this Memorandum of Understanding between the Bucks County Area Agency on Aging and the Bucks County Department of Mental Health/Mental Retardation, and Bucks County Drug and Alcohol Commission, Inc.; the Pennsylvania Public Welfare Code of 1967 and its revisions; the Pennsylvania Mental Health/Mental Retardation Act of 1966 as amended; the Mental Health Procedures Act of 1976 as amended; the federal Public Law 102-321 of 1992 and federal Mental Health and Substance Abuse Block Grant Legislation; the federal Older Americans Act (42 USC); the Commonwealth legislation creating the Department of Aging (71 PS); and the Pennsylvania Drug and Alcohol Abuse Control Act of 1972.

B. Non-Discrimination

Services will be delivered in accordance with Title VI, 504, Human Relations Act, Department of Public Welfare Executive Order as it relates to the provision of services. All agencies and their subcontractors are expected to make every effort to deliver services in a culturally competent manner which reflects the diversity of Bucks County.

II Purpose

A. Agency Descriptions and Mission Statements and

B. Description of the service area and population to be served:

Bucks County Mental Health: In Bucks County, every adult, transition age adult and older adult with serious mental illness and every child and adolescent with serious emotional disturbance and those with addictive disease will have an opportunity for Recovery, Wellness and Resiliency.

Values:

- Services are based on Community Support Program and Children and Adolescent Service System Program principles.
- People will treat each other with dignity and respect.
- Everyone will have the opportunity for:
 - Personal development
 - Inclusion in the community

--Easy access to services and supports of his/her choice so as to realize an improved quality of life

Goal

Bucks County will strive to be a community of hope, acceptance and understanding and will become a State leader in accessing and delivering quality services that are consumer and family driven and are evidence based &/or based upon best practice.

Vision Statement: To transform the behavioral health system into one which is responsive, capable and supportive of individual recovery.

Contact person for MH:

Name: Mary Richter
Title: Deputy Director, Mental Health
Email: mmrichter@co.bucks.pa.us
Address: 600 Louis Drive, Suite 101, Warminster, PA 18974
Phone: 215-442-0760 ext. 216 Fax: 215-672-3417

Bucks County Mental Retardation: The Mental Retardation program is responsible for the administration of services to Bucks County residents with mental retardation, and their families. The purpose of the services is to support individuals to live and work in the community and to assist them in actively participating in community life. The Department is an administrative unit which contracts with community agencies to provide supports and services to individuals.

The Mental Retardation Department through a planning process, identifies needs, coordinates, locates and monitors service delivery and oversees the development of new and innovative supports and services for individuals with mental retardation and children eligible for the Early Intervention.

Bucks County Department of Mental Retardation provides Information and Referral. Information is maintained on community resources that may be of use or interest. Service/Supports Coordinators act as liaisons between the individual, family, service providers and the community. The primary functions of Service/Supports Coordinators are assessment, coordination, monitoring and assistance in locating supports in the community.

Contact person for MR:

Name: Mary Beth Mahoney, M.S.
Title: Deputy Administrator, MR Program
Email: mbmahoney@co.bucks.pa.us
Address: 600 Louis Drive, Suite 101, Warminster, PA 18974
Phone: 215-442-0760 x 262 Fax: 215-442-0780

Bucks County Area Agency on Aging: The Bucks County Area Agency on Aging is a public agency designated by the Bucks County Commissioners in 1973, and is responsible for the planning and implementation of a variety of services and programs to assist older persons in Bucks County. An appointed Senior Citizens' Advisory Council approves the annual plan. Aging services are financed by federal, state and county funds, and contributions.

The broad goal of the agency is to develop comprehensive services to assist persons age 60+ to remain independent and prevent premature institutionalization. Our priority consumers are those with the greatest needs and fewest resources. The Area Agency on Aging offers more than twenty programs to

help older adults and their families and is an advocate for all older persons in Bucks County. We also directly provide information and referral, outreach, care management and assessment, as well as a county-wide volunteer program. Additional services and projects are by agreement or contract with other community agencies.

Contact Person for AAA:

Name: Lois Tobin
Title: Deputy Administrator II
Email: ljtobin@co.bucks.pa.us
Address: 30 East Oakland Avenue, Doylestown, PA 18901
Phone: 215-348-0510 x 1217 Fax: 215-348-3146

Bucks County Drug and Alcohol Commission, Inc. The mission of the Bucks County Drug and Alcohol Commission, Inc. is to reduce the use of tobacco and eliminate the use of illegal drugs and the abuse, misuse of and addiction to alcohol and other drugs. As the state and locally designated Single County Authority for alcohol, tobacco and other drugs, BCDAC will work continuously to ensure the provision of a comprehensive and balanced continuum of quality prevention, intervention and treatment services for the county.

Goals:

- BCDAC will ensure evidence-based and promising practice standards in education, prevention and early intervention services.
- BCDAC will ensure, where possible, evidence-based practices in the delivery of intervention, treatment and support services to those with alcohol, tobacco and other drug issues and co-occurring disorders.
- BCDAC will formalize and improve a practice of advocacy and political action that will advance access to services for individuals with alcohol, tobacco and other drug problems and people with co-occurring mental illness.
- BCDAC will ensure a quality information base to support effective collection, analysis and utilization of data for integrated behavioral health service planning, program implementation and evaluation.
- BCDAC will strive to ensure the availability of sufficient funds to meet prevention, intervention and treatment needs of Bucks County.
- BCDAC will strive to ensure a viable workforce required to meet the changing needs of the Bucks County alcohol, tobacco and other drug service delivery system.

Contact Person for BCDAC:

Name: Margaret Hanna
Title: Executive Director
Email: mehanna@co.bucks.pa.us
Address: 600 Louise Drive, Suite 102-A, Warminster, PA 18974
Phone: 215-773-9313 Fax: 215-956-9939

C. Purpose for this MOU:

It is clear that neither the AAA, MH/MR, nor BCDAC is independently capable of meeting the full array of service needs presented by older adults with mental retardation or at risk of developing, mental illness, or an addictive disease. Collaboration among the agencies will potentially better meet these needs, while maximizing available resources. This MOU describes the protocol for these activities.

III. Scope

A. Description of population to be jointly served:

All older adults with behavioral health needs residing in the County may request services by contacting the above numbers, the Base Service Units, or in case of emergency via the toll free numbers: 1-800-499-7455 (MH/Countywide Crisis), the BCDAC assessment sites, or 1-800-243-3767 (AAA).

B. Listing of all services that are provided by each agency is included as Attachments 1, 2, and 3.

1. Process for cross-systems referral: Both direct and subcontracted staff of MH/MR and BCDAC make referrals to AAA by calling AAA Information and Referral. AAA and BCDAC staff refer for MH/MR services by calling either the MH/MR office for mental retardation services, the Base Service Unit in the consumer's geographic area for mental health services. AAA and MH staff refer to BCDAC by calling one of the assessment sites in the county.

2. Process for cross-systems collaboration/case review/planning/service delivery: When a complex case arises, or one that would benefit from cross-systems collaboration in care planning, the Supervisor from the agency dealing with that case contacts a Supervisor from the other agency (agencies) to identify collaborators and schedule a meeting. Subcontractors and other agencies are involved as appropriate.

3. Process for resolving funding issues: Since the services of MH/MR, Aging, and BCDAC are generally mutually exclusive, funding issues are not anticipated. If they would occur, the Deputies for MH/MR and Aging and the Director for BCDAC will be in contact with each other or their designees to work toward resolution.

4. Privacy and confidentiality: AAA, and MH/MR, and BCDAC agree to exchange information regarding the individual on an as-needed basis, in accordance with all applicable Federal and Commonwealth of Pennsylvania regulations. MH/MR and the AAA co-developed a generic release of information form that can be used with and between the AAA, MH/MR, the Base Service Units, and Family Service Association of Bucks County to facilitate the sharing of information.

5. Incorporation of community and natural supports in service delivery: AAA, MH/MR, and BCDAC agree to work together with consumers and families toward the least restrictive alternative of the informed consumer's choice. AAA, MH/MR, and BCDAC agree to be supportive toward involved families and other informal supports and operate in accordance with Recovery Principles, and the values of the Community Support Program (CSP) and within the framework of substance abuse recovery support systems. Consumers and families are encouraged to make optimum use of community and natural supports.

6. Collaborative outreach efforts for persons needing services: Recognizing an unmet need in this area, the AAA, MH/MR and the Bucks County Behavioral Health System are collaborating to fund a demonstration program called SeniorReach, which connects older adults having unmet behavioral health needs to services to meet those needs. SeniorReach includes outreach to homebound seniors with unmet behavioral health needs, access to treatment and payment for services.

AAA and BCDAC jointly developed and continue to support Project MEDS, Medication Education Designed for Seniors, a peer-led prevention education program.

AAA, MH/MR, and BCDAC also invite each other to participate in their annual planning processes.

C. Cross-systems training: Orientation for new staff at MH/MR, Aging, and BCDAC includes information about the other agencies as well as other community resources. All three agencies include updates on the other's system in their ongoing inservices. Information is always available on an as-needed basis through B 1 and 2 above.

Bucks County MH/MR, BCDAC and Aging have been in discussion regarding the need for ongoing cross-systems training, to include both subcontracted and agency staff members. The agencies have held the first cross-systems training for MH & AAA staff, and have begun holding follow-up cross-systems training events.

BCDAC / AAA training activities are also planned regarding seniors and substance use/abuse/dependence. Do we need mention of MH/MR in cross-trng w/ BCDAC? NO see above

IV. Assignment of Staff

A. How staff will be designated: The Deputy Directors at each agency and the Director of BCDAC bear lead responsibility for designating staff assignments for specific activities.

B. Staff responsibilities/authority: The Deputy at the AAA bears responsibility for Long Term Care client services from both in-house and contracted providers. The Deputy at MH is the liaison between emergency/court services and County contracted services, and will include the Deputy from the Bucks County Behavioral Health System. The Deputy for Mental Retardation oversees Intake, County contracted services, community resource development, planning, policy development, quality enhancement, and Supports/Service Coordination. Each Deputy Director reports to their respective agency director, who provides oversight and supervision of their activities. The Executive Director of BCDAC bears responsibility for all BCDAC activities and reports to the Board of Directors and the Bucks County Division of Health and Human Services.

V. Conflict Resolution

When a conflict arises, the involved parties should make every effort to come to terms that are acceptable to the parties. When an agreement cannot be reached, the named contact person from each entity should be notified and arrangements will be made for a resolution meeting. If an agreement still cannot be reached, the matter will be referred to the signatories of this agreement. If an agreement still cannot be reached, the matter will be referred to the Bucks County Health and Human Services Director for final resolution.

Grievance and Appeals: Any individual receiving publicly funded services or a person acting on behalf of an individual has the right to file a complaint or grievance against the provider of service and/or the AAA, MH/MR, and BCDAC. The Long Term Care Ombudsman as well as individual case managers may be accessed to provide assistance in the process.

Similarly, a provider of service may choose to appeal a decision or action taken by the signatory agencies to this agreement, to the Director of Health and Human Services.

VI. Continuity of Care

AAA, MH/MR, and BCDAC agree to provide services in a manner that ensures continuity of care and minimizes any disruptions in service to individuals.

VII. Amendments and VIII. Effective date and term of agreement

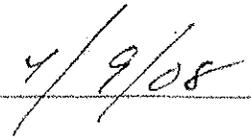
This Agreement will be ongoing without an end date, commencing on the date of signing, and may be amended at any time by mutual consent of the parties. Amendments will become formal attachments to this Agreement

Signed and Agreed By:

AAA Director:

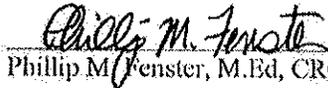


Brian M. Duke, MHA, MBE



Date

MH/MR Administrator:

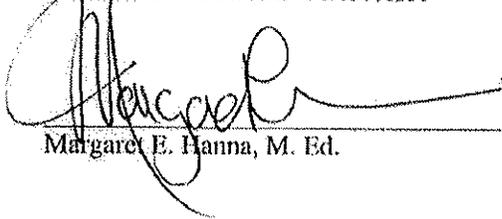


Phillip M. Fenster, M.Ed, CRC, LPC

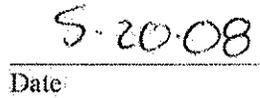


Date

BGDAC Inc. Executive Director:



Margaret E. Hanna, M. Ed.



Date

SERVICES PROVIDED BY THE AAA

Organizationally, the Agency is divided into Long Term Care, Public Affairs and Administrative and Financial Affairs.

LONG TERM CARE

- **Protective Services**
- **Ombudsman Services**
- **Assessment**
 - Nursing Home Care
 - Personal Care Home
 - Medical Assistance
 - OBRA
 - Care Management**
 - Assessment
 - Care Plan
 - Follow-up
- **In-Home Services**
 - Personal Care
 - Personal Assistance Service
 - Home Health Aide
 - Home Support
 - Home Delivered Meals
 - Adult Day Services
 - Personal Emergency Response System
 - Attendant Care
 - Counseling
- **Placement**
 - Domiciliary Care
 - Shared Housing
- **Other Services**
 - Food Vouchers
 - Telephone Reassurance
 - Student Internships
 - Charity Funds Utilization
 - Money Mgt.-Selected Clients
- **Programs for Caregivers**
 - Caregiver Registry
 - Financial Assistance
 - CAPS Support Groups
 - Family Counseling

PUBLIC AFFAIRS

- **Information and Referral**
- **Senior Centers**
- **Nutrition**
 - Congregate Meals
 - Home Delivered Meals
- **Health Promotion**
- **Transportation**
- **Employment**
- **Library Agreement**
- **Parks and Recreation - Senior Games**
- **AAA Volunteers**
 - Apprise
 - Project MEDS

ADMINISTRATIVE AND FINANCIAL AFFAIRS

- **Contracting and Reporting**
- **Legal Services**
- **Retired & Senior Volunteer Prog**

SERVICES PROVIDED BY MH/MR

CASE MANAGEMENT

- Administrative Case Management
- PATH Case Management (Homeless)
- Forensic Case Management
- Intensive Case Management
- Resource Coordination
- Supportive Case Management Outreach Team (SCOT)
- Community Treatment Team (CTT)
- Program for Assertive Community Treatment (PACT)
- Mental Health Technicians
- County MR Supports Coordination
- Base Service Unit MR Supports Coordination

CONSUMER SERVICES

- Caring Neighbor
- Compeer
- Consumer Satisfaction Services
- Family Support Services
- Peer Support

FAMILY SUPPORT SERVICES

- Respite Care
- Family Aid
- Homemaker Services
- In-Home Therapy
- Family Education Trainings
- Recreation/Leisure Activities
- Special Innovative Services

DAY SERVICES

- Acute Partial Hospitalization
- Outpatient Treatment Services
- Intensive Psychiatric Rehabilitation (IPR)
- Program for Integrated Recovery (PIR) (co-occurring MH/D&A Services)
- Psychosocial Rehabilitation Services
- Consumer Drop-in Centers
- Vocational/Employment Services
- Pre-Vocational Services (Vocational Facilities)
- Community Habilitation (Adult Training Facilities)
- Transitional Work Services

HOUSING SERVICES

- Long Term Structured Residential (LTSR)
- Residential Treatment Facility for Adults (RTFA)(Medical Assistance only)
- Community Residential Rehabilitation (CRR)
 - Intensive
 - Maximum
 - Moderate
 - Transition age (18 to 25)
- Housing Supports
- Respite Care (short term)
- Home-Based
- Family Living/Life Sharing
- Supported Living
- Community Living Arrangements (CLA)
- Community ICR/MR

EARLY INTERVENTION SERVICES

SPECIALTY SERVICES

- Psychiatric Inpatient
- Crisis and Emergency Services
- Older Adult Outreach Services
- Deaf and Hard of Hearing Services
- Philadelphia Coordinated Health Care
- Independent Monitoring for Quality (IM4Q)

SERVICES PROVIDED BY BCDAC, Inc.

ADMINISTRATIVE SERVICES

CLIENT SERVICES

- Screening, Assessment, and Case Management Services
- Approval of Care Services
- Intervention Services
- Treatment Services
- Intensive Case Management Services
- Community Education and Outreach Services
- Prevention and Training Services
- Prevention and Cessation Tobacco Efforts