

# **Four Year Plan of the Centre County Office of Aging**

**PSA #13**

**For the four-year period from July 1, 2008 through June 30, 2012**

## **Centre County Board of Commissioners**

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A special note of thanks goes out to the following groups who made facilities available for town meetings: Mt. Nittany Residences, Bellefonte Senior Center, Philipsburg Senior Center, Mountaintop Senior Center and Wynwood House. Also instrumental in the success of these meetings was the support of the Office of Aging Advisory Council members and staff members who helped to maintain an accurate record of proceedings. We invite any comments or suggestions.



***Centre County Office of Aging Area Plan 2008-2012***  
***Executive Summary            PSA #13***

Centre County is located in the geographic center of Pennsylvania. The population center is State College, home to Penn State University and a small city surrounded by farmland and wooded areas. Centre County continues to be a desirable retirement destination, particularly for people who have had an earlier affiliation with Penn State University. Centre County is a geographically large area with a population of 141,000. There are 20,560 people age 60 or older. Service needs of older adults were determined by community surveys and by comments received at five community meetings. This information, coupled with waiting list data, provider surveys, consumer input, and staff recommendations, has helped to form the goals for the coming four years.

Centre County Office of Aging provides services for older residents in a manner typical of many area agencies on aging in Pennsylvania. The agency collaborates with community agencies to provide a wide range of services and information to older adults and caregivers. The agency receives a large amount of local support from the County Commissioners to help address the needs of a growing population of older adults. Even with strong local support, the relatively flat funding from the Commonwealth and increases in the costs to deliver services have driven some of the initiatives in this four year plan. One theme that carries throughout the plan is to increase the use of volunteers, technology, and consumer participation to meet the demands for information and services that will continue to grow as the population increases and information about public benefits becomes more complex.

Input about services and service delivery was sought from consumers, the public, staff and providers. Response from consumers was strong and the goals have been developed with their comments in mind. In addition to individual surveys, five town meetings were held throughout the county to discuss the survey results and to gain additional thoughts about the issues presented.

As a result of the meetings and surveys, the following goals will be addressed in the 2008-2012 plan cycle:

- Information about agency services will be accessible to consumers and families
- Provide consumers and caregivers with information about health insurance and long term care
- Help consumers and providers to develop emergency plans
- Provide access to home care services to consumers who need assistance in order to remain in the community
- Work collaboratively to increase assistance for housing for older adults in Centre County
- Strengthen available transportation services to meet consumer needs

These areas were all identified as needing more emphasis, either because people were not familiar with available resources or the resources were not meeting the needs of consumers. Addressing these goals will make the system more responsive to consumers and caregivers. The limiting factors will be funding and willingness of private partners to cooperate with some of the initiatives.

Information about agency services will be more accessible to consumers and families by increasing internet presence, increasing public awareness of programs through targeted use of media, making use of municipal news letters, and increasing flexibility in office hours to assist caregivers. Change will be measured by an increase in requests for information and assistance.

Providing consumers and caregivers with information about health insurance and long term care will be done in two ways. More training will be provided to staff regarding the new long term care initiatives. The agency will work more closely with volunteer recruitment agencies, including Penn State to identify health insurance counseling volunteers. At least one intern will work with the health insurance counseling program each term. Additionally, two sessions for new APPRISE counselors will be held each year.

Helping consumers and providers to develop emergency plans was determined to be a need from surveys, town meetings and a discussion with the American Red Cross. The agency will collaborate with the Red Cross and the local emergency management agency to prepare materials to help people make plans about who to call during an emergency or where to go if evacuation is necessary. Each senior center will have information about emergency planning posted at the senior center.

Providing access to home care services is becoming more challenging each day. The agency will be seeking to support students who are enrolled in certified nurse aide programs. Additionally, the agency will explore expansion of the consumer reimbursement option for consumers who are in need of personal care. This should help with service consistency and may help to contain costs. The agency will have consumer reimbursement for personal care services.

Increasing assistance for housing for older adults includes supporting the development of new housing, seeking additional providers of home modifications, helping consumers apply for rebates and fuel assistance programs, and identifying more personal care home beds for moderate to low income consumers. The success of these efforts is very dependent on the collaboration and support of providers and other charitable organizations. The agency will identify providers to meet needs for home modifications and for personal care home beds.

Strengthening transportation services to meet consumer needs will require more analysis of current demands that are met outside the traditional system. It will also require volunteer recruitment and consumer participation in a co-pay for transportation. For the plan cycle, the agency is proposing a \$1 per day co-pay for transportation within Centre County. The agency will have a comprehensive listing of resources for medical transportation and will have a more reliable income stream to help support transportation.

All of the goals require resources in terms of staff time and volunteer commitment. To maximize services, additional funding will also be required. The plan represents a renewed effort to recruit volunteers as well as to increase the use of technology where it is helpful. We do not anticipate adding new services, but rather retooling existing procedures to make sure that our current programs are meeting the needs of the growing population of older adults.

***Older Adults in Centre County***

***Who are the older adults living in Centre County?***

Centre County continues to be a desirable retirement destination, particularly for people who have had an earlier affiliation with Penn State University. Centre County has seen significant growth in the older population from 1990 to 2000. In 2000, the 65+ population had increased by 27% to 14,077 and it is estimated to have increased by an additional 1550 people in 2006. The population aged 60+ is estimated to be 20,556 in 2006. Looking ahead to the next decennial census, estimates for a slower growth rates are predicted by the Census Bureau. However, there continues to be new construction designed for “senior living” in the county. There is some indication that the homes serve as second homes for baby boomers who are Penn State alumni or sports fans. If these homeowners decide to retire to Centre County, their numbers may have a significant impact on service demands in the 2012-2016 area plan cycle.

Sixty percent of people over age 65 are married but the percent varies greatly when adjusted for gender. Almost 80% of men are married, while just less than 50% of women in the age group are married. Women are much more likely than men to be widowed (42% women vs. 12% for men). Almost all older residents of Centre County are Caucasian (98%). There are 106 people reported to be Asian, 39 people are reported to be African American, 8 people are Native American, 53 report mixed ethnicity and 51 people are Hispanic. There is a small population of older adults using CCOA services whose primary language is Russian.

Sixty-five percent of older adults have no disabilities while the remaining 35% have one or more disabilities. According to the Alzheimer’s Disease Association, it is estimated that almost 2500 people living in Centre County suffer from dementia. This represents a large group of people who may need help through the Office of Aging or other community services.

Only six percent of the 65+ population in the Centre County is below the poverty level. However, almost 4220 people over 65 make less than 200% of the poverty level, or about \$20,400 per year. Certain areas of the County have poverty rates for older adults as high as 18%. There are 15,645 people receiving Social Security benefits in Centre County. Of that number, 2315 or 15% are receiving disability payments. There are 2370 Centre County residents enrolled in the Commonwealth’s popular prescription assistance program for the elderly, commonly known as PACE/PACENET. Of that number, 1285 qualify for PACE which has income guidelines below 150% of poverty. About 5% of people aged 60+ living in the community are receiving Medical Assistance. There are 349 people over age 60 and living in nursing facilities who are receiving Medical Assistance for long term care.

## Centre County - Decennial

### Total Population and Growth Rates, 1990 -- 2006

Age	Total Population 1990 Census	Total Population Census 2000	Total Population 2006 (July 1, 2006)	Growth Rate, 1990-2006
<b>Total</b>	<b>123,786</b>	<b>135,758</b>	<b>140,953</b>	<b>13.9%</b>
Age 0 to 4 years	6,896	6,273	6,277	-9.0%
Age 5 to 9 years	6,438	6,920	6,159	-4.3%
Age 10 to 14 years	5,677	7,126	6,747	18.8%
Age 15 to 19 years	11,999	13,615	14,394	20.0%
Age 20 to 24 years	26,501	26,924	27,860	5.1%
Age 25 to 29 years	10,959	9,479	10,474	-4.4%
Age 30 to 34 years	9,865	8,660	8,678	-12.0%
Age 35 to 39 years	8,229	9,027	8,110	-1.4%
Age 40 to 44 years	7,214	8,710	8,592	19.1%
Age 45 to 49 years	5,621	8,084	8,338	48.3%
Age 50 to 54 years	4,755	7,039	7,833	64.7%
Age 55 to 59 years	4,361	5,331	6,935	59.0%
Age 60 to 64 years	4,162	4,493	4,931	18.5%
Age 65 to 69 years	3,738	3,949	4,223	13.0%
Age 70 to 74 years	2,810	3,622	3,762	33.9%
Age 75 to 79 years	2,132	2,902	3,176	49.0%
Age 80 to 84 years	1,357	1,965	2,377	75.2%
<b>Age 85 years or older</b>	<b>1,072</b>	<b>1,639</b>	<b>2,087</b>	<b>94.7%</b>
<b>Age 65 years or older</b>	<b>11,109</b>	<b>14,077</b>	<b>15,625</b>	<b>40.7%</b>
<b>Age 60 to 64 years</b>	<b>4,162</b>	<b>4,493</b>	<b>4,931</b>	<b>18.5%</b>
<b>Age 55 to 64 years</b>	<b>8,523</b>	<b>9,824</b>	<b>11,866</b>	<b>39.2%</b>

*Source: 1990 Census; Census 2000; 2006 Population Estimates (July 1, 2006) (U.S. Census Bureau Population Division)*

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### Marital Status of Persons 65+, 2000

Marital Status	Male		Female	
	Number	Percent	Number	Percent
<b>Total:</b>	<b>5,932</b>	<b>100.0%</b>	<b>8,118</b>	<b>100.0%</b>
Never married:	191	3.2%	281	3.5%
Now married:	4,717	79.5%	3,948	48.6%
Married, spouse present:	4,400	74.2%	3,262	40.2%
Married, spouse absent:	317	5.3%	686	8.5%
Widowed:	701	11.8%	3,421	42.1%
Divorced:	323	5.4%	468	5.8%

*Source: Census 2000 SF3, Table PCT7*

<b>Percent of Individuals 65+ (for whom poverty status is determined), in Poverty 1999</b>		
	<b>Number</b>	<b>Percent</b>
<b>Total 65+:</b>	13,208	100.0%
<b>65+ In Poverty:</b>	783	5.9%

Source: Census 2000 SF3, Table P87

<b>Disability Status for the Population 65 Years and Over, 2000</b>			
	<b>Number</b>	<b>Percent of 65+</b>	<b>Percent of Total</b>
<b>Total Noninstitutionalized Population 5 Years and Over</b>	<b>126,297</b>	<b>N/A</b>	<b>100.0%</b>
<b>65 years and over:</b>	<b>13,208</b>	<b>100.0%</b>	<b>10.5%</b>
<b>With one type of disability:</b>	<b>2,437</b>	<b>18.5%</b>	<b>1.9%</b>
Sensory disability	514	3.9%	0.4%
Physical disability	1,098	8.3%	0.9%
Mental disability	132	1.0%	0.1%
Self-care disability	26	0.2%	0.0%
Go-outside-home disability	667	5.0%	0.5%
<b>With two or more types of disability:</b>	<b>2,269</b>	<b>17.2%</b>	<b>1.8%</b>
Includes self-care disability	854	6.5%	0.7%
Does not include self-care disability:	1,415	10.7%	1.1%
<b>No disability</b>	<b>8,502</b>	<b>64.4%</b>	<b>6.7%</b>

Source: Census 2000 SF3, Table PCT26

### ***What are the service needs for older adults living in Centre County?***

In the plan survey and the town meetings, and in reviewing service delivery, a variety of service needs were mentioned by consumers and providers.

- Transportation assistance and service expansion was mentioned in all of the five town meetings and in many consumer surveys.
- Transportation for out of county medical appointments was mentioned in most of the town meetings and in many consumer surveys
- Need for more responsiveness in scheduling home care services.
- There is a waiting list for personal care services.
- There is a need for more trained home health care workers
- Consumers indicated that there was a need for more formal support for emergency needs such as acute illness, daily checks on people and for 24 hour assistance in senior housing.
- Consumers want more information about emergency planning for disasters.
- Demand for health insurance counseling is growing and resources to provide the service are limited
- Information about public benefits is not easily identified
- Help with housing costs, especially the cost of heating fuel and property taxes were also noted as service needs
- Agency organization should reflect changing consumer needs

### ***Transportation***

Transportation is an essential service for many older adults. While there are several transportation options for seniors, CATA bus, County Transportation Shared Ride program and Centre Ride Shared Ride program, there are still transportation needs. In particular, availability of evening and weekend hours for areas outside the Centre Ride service area was mentioned at the town meetings and in the plan surveys. The more rural parts of the County, Penns Valley, Bald Eagle, Philipsburg and Snow Shoe areas are not served by a public bus system and this was mentioned as a need. The Shared Ride program is available Monday through Friday during the day, but not on weekends or evenings.

People who are using the transportation service are more frail and in need of an escort to accompany them on trips. Helping people to navigate larger facilities such as hospitals or larger medical practices was mentioned by consumers as a need. Also the costs of transportation are increasing. Donations are not given reliably, particularly by riders who are not affiliated with a senior center. A proposal to implement a flat fee charge for van services to help augment the cost of the service was discussed. There was a lot of concern about the amount of the fee and about riders who currently do not donate at all for the service.

### ***Home Care***

There were a number of comments from consumers regarding scheduling of home care workers and about the general availability of home care workers. People who are living at home and are dependent on home health aides to get them up in the morning and ready for bed would like to have a schedule that is in sync with their preferences. Consumers want consistency in scheduling and in workers. Adequate back-up is a concern, particularly for people who are

depending on assistance in order to go to dialysis or to day programming. Consumers also requested additional hours in some cases. Adequate training and supervision of home care workers was mentioned by several consumers as a way to improve the services.

CCOA provided 28,000 hours of personal care and home health services through its contracts with local agencies to 160 consumers in 2006-07. The funding for those consumers is from Pennsylvania Lottery and County General Fund. There were 95 additional people served through the Department of Aging Medical Assistance Waiver program (PDA Waiver). The average service plan cost for the people on the PDA Waiver is about \$57 per day but some consumers receive as much as \$90 per day for care and others as little as \$21 per day. The PDA Waiver continues to provide service options for frail consumers who would like to remain at home to receive their care.

For the past several years, the agency has had waiting lists for personal care, home health and adult day care services. This situation is expected to continue as funding at the state level is not increasing. The county funding has steadily increased but has reached a point where additional increases are not sufficient to cover the increased costs of services and staff.

#### *Emergency assistance*

Even with the advances in technology such as personal emergency response systems, the availability of a neighbor or agent who would act as a first responder has been raised as a need. Also short term need for care with acute illness was noted on the surveys as a gap in service provision. While family members do continue to provide much support in the case of an emergency need, there are a number of consumers who don't have that as a back-up.

Consumers were also interested in more specific information regarding where emergency shelters are located should they need it. Suggestions were made at the town meetings for the agency to take a more active role in providing programs on emergency preparation. Additional information from the American Red Cross indicated a need to facilitate a more coordinated response to personal care home and in-home consumer emergencies.

#### *Health Insurance Counseling*

The requests for individual meetings with a health insurance counselor continue to grow. Even after the initial enrollment for Medicare Part D, consumers continue to seek assistance from the Office of Aging regarding health insurance questions and choices. The increasing numbers of older adults in the area and the ever-changing health insurance programs are putting enormous demand on the APPRISE program staff and volunteers. There is a great need for more trained volunteers and also for additional staff to cover the local needs. With the new *Own Your Future* programs starting up, more requests for information about long term care planning are expected.

#### *Information about public benefits*

Along with the need for information about health insurance is the need for information about service systems and public benefits. The agency attempts to get information to the public, but sometimes targeting and timeliness are not as precise as they might be. Getting information

out to rural areas remains a challenge as low or no cost television advertising on community announcement boards is not available. The cost of direct mailing and the ability to target mailing is a barrier to reaching people. Comments as a result of our direct mailing of the survey indicated that direct mailing to existing consumers is something that people like.

The agency provides a weekly column about topics of interest to older adults in the *Centre Daily Times* along with senior center activities. The guide, *Resources as We Grow Older in Centre County*, is produced by the agency and updated annually. It is distributed to home health agencies, hospitals, long term care facilities, and to consumers.

### *Housing Costs*

According to the *Centre County Affordable Housing Needs Assessment* conducted in 2005, affordable housing is a major issue facing Centre County residents. Almost 18% of older adults are considered to be “housing burdened. Housing burdened means that the cost of housing in proportion to household income exceeds 40%. Additionally, 30% of the housing occupied by older adults was built prior to 1950. With the rising costs of energy, the older housing stock can add to the housing burden as it is often not as energy efficient as newer construction. For the 2006 tax year, 3,247 claims were filed for the property tax and rent rebate program. The expansion of the program guidelines to include older and disabled people with incomes up to \$35,000 increased claims by almost fifty percent.

### *Staffing to meet consumer needs*

Historically, the agency has operated with traditional office hours and an on-call component. Staff assignments have been a combination of some designated workers and some workers with program responsibilities in addition to a general caseload. As program details have become more complex, it is difficult to have everyone cross trained in all of them. As more caregivers are in the workforce, there are more requests for meetings outside regular office hours. The agency needs to look at ways to more effectively use technology to meet some of the need of caregivers and to be more flexible in meeting with caregivers.

### *Organizational Structure*

The Centre County Office of Aging (CCOA) was established as an agency of Centre County Government in 1974-75. The governing board consists of the Centre County Board of Commissioners. The agency director is appointed by the Board of Commissioners. The remaining staff is appointed by the County Salary Board subject to approval by the State Civil Service Commission. In 1986, the Retired and Senior Volunteer Program for Centre County (RSVP) was added to the services offered through the Office of Aging.

### ■ *Advisory Councils*

The Office of Aging Advisory Council is appointed by the Board of Commissioners. The Advisory Council provides guidance regarding agency programs and is responsible for reviewing the area plan and the annual block grant application. A separate advisory council is appointed by the Board of Commissioners for RSVP.

Both the Office of Aging Advisory Council and the RSVP Advisory Council operate within a committee structure. The committees perform tasks such as program monitoring, fund-



- |   |   |
|---|---|
| ➤ Passenger transportation              | Centre County Office of Transportation<br>Community Help Centre     |
| ➤ Personal care services                | Helpmates, Inc.<br>Centre County Homemakers                         |
| ➤ Home health services                  | Centre HomeCare, Inc.<br>Gentiva Health Services                    |
| ➤ Home support services                 | Helpmates, Inc.<br>Centre County Homemakers                         |
| ➤ Adult day care services<br>Ministries | Allegheny Lutheran Social<br>Sunny Days Adult Daily Living Services |
| ➤ Legal assistance                      | MidPenn Legal Services, Inc.  |
| ➤ Personal assistance service           | Allied In-Home Services, CRI  |

**The following services are made available through various providers:**

- |   |                                   |
|---|-----------------------------------|
| ➤ Purchase of medical equipment/supplies                      | Consumer selects provider         |
| ➤ Family caregiver support program<br>reimbursed for expenses | Caregiver selects provider and is |
| ➤ Emergency shelter<br>homes as available                     | Nursing homes or personal care    |

**The following services are provided directly by staff of the Office of Aging:**

- |                            |  |
|----------------------------|--|
| ➤ Information and referral | ➤ Nursing home transition<br>services            |
| ➤ Senior center services   | ➤ APPRISE Health insurance<br>counseling program |
| ➤ Volunteer services       | ➤ Health promotion activities                    |
| ➤ Care Management          |  |
| ➤ Protective Services      |  |
| ➤ Placement Services       |  |
| ➤ Long term care ombudsman |  |
| ➤ Assessment services      |  |

■ *Community Coalitions*

Centre County Office of Aging participates in three community coalitions on a regular basis in order to stay abreast of new initiatives and to coordinate programs. The agency participates in the Geriatric Interest Network, a regional group which provides information regarding new programs and which serves to educate providers and other professionals who serve older adults about the resources available in the area. The agency is active in the Centre County Council for Human Services and participates on the human services directory committee. The agency is also a member of the Centre County Affordable Housing Coalition. In 2007, the agency completed a Memorandum of Understanding with Mental Health. One of the programs initiated through this effort is outreach to seniors to educate them about services available for mental health issues. As an agency of Centre County Government, CCOA actively coordinates with the Office of Transportation, Office of Adult Services, Mental Health/Mental Retardation & Drug and Alcohol, the Sheriff's Office, and other agencies of the Court. These linkages allow the agency to have open communication and coordination of services.

Staff members also serve on the Victim Services Policy Board, Pennsylvania Association of National Senior Service Corps Program Directors and Centre County TRIAD. The agency holds memberships in Pennsylvania Association of Senior Centers and in the Pennsylvania Association of Area Agencies on Aging. Advisory Council members are involved with the Centre County Partnership for Healthy Community, Faith Centre, and the Northern Area of Personal Care Home Administrators, Assn. in addition to their professional roles.

***Service utilization***

Service 2006-07	Consumers Served	Number of units
Attendant Care	2	2914 hours
Adult Day Care	13	623 days
Assessments	755	907 assessments or screens
Care Management	628	628 cases
Congregate Meals	434	18,877 meals
Home Delivered Meals	455	59,897 meals
Home Health Services	23	2710 hours
Health Insurance Counseling	500	591 individual contacts
Home Support	4	151 hours
Information and Assistance		5607 contacts
Legal assistance	19	63 hours
Nursing Home Transition	42	428 hours
Personal Care Services	137	25,160 hours
Protective Services	35	35 investigations
Senior Center Program	1200	52,555 visits
Transportation		40,950 one way trips

**Goal A: Information about agency services will be accessible to consumers and families.**

**Objective A1** Increase the effectiveness of agency information dissemination so that consumers are aware of services.

Strategy	Monitor referral sources by asking callers how they learned about CCOA
Outcome	Agency will be able to better target informational efforts
Who	Any staff person receiving a request for information-I&A staff to compile info
Timeline	October 2008 and semiannually thereafter
Strategy	Develop direct contacts with television and cable providers to increase usage of public service announcements
Outcome	Use at least two public service announcements yearly to highlight agency program or new initiatives
Who	Administrative Officer will make initial contacts
Timeline	July-09
Strategy	Maintain weekly column in the Centre Daily Times
Outcome	Provide timely information about public benefit programs
Who	Administrative Officer will coordinate submissions
Timeline	Ongoing
Performance Criteria	Requests for information will increase by ten percent each year.

**Objective A2** Increase effectiveness of the agency's internet presence

Strategy	Meet with all staff to discuss what information should be available on the website
Outcome	Information on web will be relevant to questions that are frequently asked by caregivers or staff.
Who	Director in collaboration with County webmaster
Timeline	November-08
Strategy	Coordinate with County webmaster regarding formats, available space, and available technology.
Outcome	Information will be easy to use and compatible with county-wide IT.
Who	Director and I&A staff
Timeline	January-09
Strategy	Develop a web based intake form for use by consumers, providers and caregivers
Outcome	Referrals from hospitals and others will be submitted on-line.
Who	I&A staff and Care Management Supervisors
Timeline	January-10
Performance Criteria	Requests for information or referrals from web links or web based forms will comprise 25% of all requests for information or referrals.

**Objective A3** Office staff will be more flexible in hours available to serve caregivers working outside the home

Strategy	Provide at least one evening weekly with office availability for meeting with caregivers
Outcome	Service access will be more responsive to caregivers.
Who	Administrative and Care Management staff
Timeline	January-10
Performance Criteria	Evening hours will be scheduled once a week.

**Goal A: Information about agency services will be accessible to consumers and families.**

**Objective A4** Target underserved areas with information provided through municipal offices

Strategy	Complete an analysis of service delivery patterns for agency by municipality
Outcome	CCOA will be able to provide information as requested by funders and elected officials
Timeline	August-08
Strategy	Communicate with local elected officials to let them know about services and to publicize them
Outcome	Local officials will be more familiar with services and in some instances may provide support to pay for services
Who	Director
Timeline	March-09
Performance Criteria	Service delivery will more closely match percentage of older, low income, rural elders by municipality

**Goal B : Provide consumers and caregivers with information about health insurance and long term care.**

<b>Objective B1</b>		<b>Provide consumers with accurate information that is relevant to their needs</b>	
Strategy	Identify volunteers through RSVP, Penn State, and by advertising to improve coverage for APPRISE sites		
Outcome	Consumers will receive call backs and appointments within one week.		
Who	Director, APPRISE Coordinator		
Timeline			July-08
Strategy	Provide monthly updates to CCOA staff about relevant changes or new programs		
Outcome	Staff will be more comfortable answering basic questions that consumers have about insurance and long term care issues.		
Who	APPRISE Coordinator		
Timeline			September-08
Strategy	Continue working with Penn State for Internships in the APPRISE program		
Outcome	Augment staff and volunteers with interns who are available on a short term, daily basis to follow cases to resolution.		
Who	APPRISE Coordinator, Director		
Timeline			Ongoing
Strategy	Staff and counselors will be trained on the new Long Term Care Partnership program		
Outcome	Staff and counselors will be able to respond to questions that may come from the public about this new initiative		
Who	Director, APPRISE Coordinator		
Timeline			July-08
Strategy	New and existing staff will receive training or updates on Medical Assistance eligibility annually		
Outcome	Staff will be able to discuss program options more fully with consumers.		
Who	Care Management Supervisors		
Timeline			Annually
Performance Criteria	All staff will be able to complete a property tax rebate. All caseworkers will be able to discuss long term care options, including basic information about Medical Assistance eligibility with consumers and families.		

**Goal C : Help consumers and providers to develop emergency plans.**

**Objective C1** Consumers and personal care facilities will be prepared to evacuate to a safe place in an emergency.

Strategy Coordinate with Centre Co. Chapter of American Red Cross to provide information about developing frameworks for an emergency evacuation .

Outcome Aging and Red Cross will have a better idea of service responsibilities and consumer needs

Who Director

Timeline August-08

Strategy Convene a meeting for providers to help them develop frameworks for emergency situations

Outcome Providers will understand the responsibilities of local emergency agencies and the providers' responsibilities to provide for residents in emergency situations.

Who Ombudsman, Administrative Officer, Care Mangement Supervisor

Timeline September-09

Performance Criteria Personal care home providers will have an identified evacuation plan in the event of an emergency. Local shelter sites will be publicized to all consumers.

**Objective C2** Consumers will have a plan for seeking help in a personal emergency.

Strategy Programs will be offered at senior centers about planning for personal emergencies.

Outcome Consumers will receive a list of tips for planning and encouraged to develop emergency contact plans at a minimum.

Who Administrative Officer

Timeline September-08

Strategy Programs will be offered to senior housing in cooperation with the housing management about planning for emergencies

Outcome Residents will receive a list of tips for planning and information about the management's plan for emergency situations.Residents will be encouraged to develop an emergency contact plan at a minimum.

Who Director, Administrative Officer

Timeline October-09

Strategy A list of community shelters will be publicized in the newspaper and posted at senior centers.

Outcome Center participants will be able to identify shelter space in their community.

Who Director

Timeline August-08

Performance Criteria Consumers will be able to identify at least one and preferably two emergency contacts.

**Objective C3** CCOA will know which active consumers may be at risk in the event of flooding or extended power outages

Strategy Using GIS technology and consumer addresses, identify areas of frequent flooding where consumers may be at risk.

Outcomes Frail consumers can be identified and information shared as appropriate with emergency personnel in the event of flooding or power outage.

Who Director with support from care managers and in collaboration with GIS office

Timeline March-09

Performance Criteria Consumer information for emergency planning will be entered in to database.

**Goal C : Help consumers and providers to develop emergency plans.**

**Objective C4**

Develop a plan to offer recycled cell phones to seniors who need them for emergencies

Strategy Use existing program models to provide cell phones to seniors in need of them

Outcomes 100 seniors who need cell phones will have use of them to dial 9-1-1 in an emergency

Who Director and Administrative Officer

Timeline Jan-10

Performance Criteria 100 seniors who need cell phones will have use of them to dial 9-1-1 in an emergency

**Goal D: Provide access to home care services to consumers or caregivers who need assistance in order to remain in the community.**

**Objective D1** Consumers will receive needed home care, provided by trained workers, at a regularly scheduled time.

Strategy Encourage providers to participate in PDA Waiver program by sending an annual letter about the program.  
 Outcome More providers will be available to meet needs of consumers who require assistance at the time they desire.  
 Who Director  
 Timeline October-08

Strategy Expand opportunities for consumer directed care in OPTIONS.  
 Outcome More consumers will be able to select and direct their personal care worker.  
 Who Director, Care Mangement Supervisors  
 Timeline June-09

Strategy Provide funds for training through the Direct Care Worker Program to increase supply of certified nurse aides.  
 Outcome More CNAs will be available to assist consumers with complex needs who are medically stable.  
 Who Director  
 Timeline January-09

Strategy Continue to seek additional funding through budget advocacy for home care services.  
 Outcome Reduce waiting list for home care services.  
 Who Director, Advisory Council  
 Timeline Ongoing

Performance Criteria Surveys will reflect more than 80% satisfaction with consistency of caregiver.

**Objective D2** Agency will work collaboratively with Center for Independent Living to establish Money Follows the Person program in Centre County.

Strategy As program guidelines are developed by PDA, meet with representatives from the CIL to discuss joint planning efforts  
 Outcome Money Follows the Person program will be operating in Centre County  
 Who Director, Supervisor of Waiver Program  
 Timeline Jun-09  
 Performance Criteria Plan for working with CIL will be in place by June 2009.

**Goal E: Work collaboratively to increase assistance for housing for older adults**

**Objective E1 Support efforts to construct low income housing for disabled and older adults.**

Strategy	Provide information about local statistics to developers	
Outcome	More developers will explore construction or adaptive reuse of housing for disabled and older adults	
Timeline		Ongoing
Strategy	Support projects that meet the needs of low income consumers in a rural part of Centre County.	
Outcome	One additional elderly housing option will be available in either Bald Eagle or Penns Valley areas.	
Timeline		March-12
Performance Criteria	Letters and other support will be provided to developers who address low income housing needs of elders.	

**Objective E2 Increase availability of personal care homes for low income consumers**

Strategy	Meet with facilities individually and confidentially to determine their current level of "charitable" consumers.	
Outcome	CCOA will have a clearer idea of resources to serve low income consumers with personal care home needs.	
Who	Director and Ombudsman	
Timeline		December-08
Strategy	Assess needs for beds for personal care supplement or subsidized personal care home rate.	
Outcome	CCOA will be able to approach facilities with accurate information regarding consumer need.	
Who	Care managers, Director to compile information	
Timeline		December-08
Strategy	Meet with PCHs to discuss their willingness to assist with providing a percentage of beds for low income consumers.	
Outcome	Facilities which do not offer low income subsidy will participate by contributing a percentage of bed space for consumers.	
Who	Director and Ombudsman	
Timeline		June-09
Strategy	Advocate for an increase in personal care supplement for persons without waiver services.	
Outcome	Elected officials and advisory council members will be informed of the need for an increase in personal care supplement.	
Who	Director and Advisory Council	
Timeline		March-09
Performance Criteria	Personal care homes willing to accept PCH supplement on admission will increase by 15 beds County-wide.	

<b>Objective E3</b>	<b>Screen consumers for eligibility for property tax rebate, LIHEAP, and any other housing assistance programs.</b>	
Strategy	Review guidelines of programs with consumers when discussing other program requests	
Outcome	Maximum number of eligible consumers will receive assistance with housing costs	
Who	I&A, Care management staff, Senior Center Managers	
Timeframe	Ongoing	
Performance Criteria	Property tax rebate applications will increase by 10% from 2006 to 2008-09	
<b>Objective E4</b>	<b>Identify additional, reliable resources for home modifications and ramps</b>	
Strategy	Meet with Builders Association, Habitat for Humanity and other groups to determine expertise and guidelines for assistance.	
Outcome	Residents will be able to remain in their homes or return home from facilities with appropriate access.	
Who	Director, Care Management Supervisor	
Timeline	September-08	
Performance Criteria	List of contractors willing to work with Aging programs will be available to all caseworkers and I&A staff.	

**Goal F : Strengthen available transportation services to meet consumer needs.**

**Objective F1 Provide information about transportation options to staff and providers**

Strategy Compile a list of all providers including: eligibility for transportation, reservation protocols, etc.  
 Outcome List will be provided in writing and electronically to all County staff, facilities and home health agencies.  
 Who Director  
 Timeline September-08

Strategy Include updated information in County's Transportation Advisory meeting.  
 Outcome Participants in Transportation Advisory committee will be able to direct consumers to resources.  
 Who Director  
 Timeline October-08 and semi annually  
 Performance Criteria Transportation information will be one document, easily available to provide to consumers by mail or electronically

**Objective F2 Ensure that all riders are given the opportunity to contribute to the cost of transportation.**

Strategy Begin charging a \$1 flat fee daily for boarding the County Van to an in-county destination  
 Outcome All riders will be able to easily contribute for the County van service  
 Who Director in collaboration with County Transportation  
 Timeline September-08

Strategy Riders who are transported by volunteers who are reimbursed by CCOA will receive donation envelopes.  
 Outcome Contributions for trips will increase.  
 Who Staff arranging the trip  
 Timeline September-08  
 Performance Criteria All consumers will be able to contribute on the van or by mail for transportation services

**Objective F3 Increase the availability of County transportation services during the daytime and evening.**

Strategy Analyze requests for transportation in the hours from 3 p.m. until 7 p.m. on weekdays.  
 Outcome CCOA will be able to identify the unmet needs and offer suggestions for scheduling to County Transportation.  
 Who Director  
 Timeline March-09  
 Performance Criteria Needs analysis will be presented to Co. Transportation and will be included in comments on Shared-Ride application for 2009-2010

**Objective F4 Increase the availability of transportation for out of county medical needs.**

Strategy Work with Community Help Centre and RSVP to identify volunteer drivers willing to take people out of county.  
 Outcome Number of volunteer drivers will be increased by 4 drivers  
 Who Director, RSVP Director  
 Timeline December-09

Strategy Coordinate with County Transportation to identify unmet out of county medical trips  
 Outcome CCOA will be able to identify the unmet needs and offer suggestions for scheduling to County Transportation.  
 Who Director  
 Timeline March-10  
 Performance Criteria Four more drivers will be available to provide out of county medical trips