

# **RESOURCES**

**AS WE GROW OLDER IN CENTRE COUNTY**

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**WHERE TO  
FIND HELP  
WHEN YOU,  
A FAMILY  
MEMBER,  
OR FRIEND,  
NEEDS  
ASSISTANCE  
WITH DAILY  
LIVING**

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# **IMPORTANT WEBSITES**

American Society on Aging  
[www.asaging.org](http://www.asaging.org)

Centre County Info Data Base  
[www.centrecountyinfo.org](http://www.centrecountyinfo.org)

Eldercare Locator  
[www.eldercare.gov](http://www.eldercare.gov)

Medicare, Medicare D, National Nursing Home Comparison  
[www.medicare.gov](http://www.medicare.gov)

Pennsylvania Department of Aging  
[www.aging.state.pa.us](http://www.aging.state.pa.us)

Pennsylvania Senior Centers  
[www.pasenorcenters.org](http://www.pasenorcenters.org)

Penn State Gerontology Center & Caregiver Website  
[www.caregiverpa.psu.edu](http://www.caregiverpa.psu.edu)

Social Security Benefits Check  
[www.benefitscheckup.org](http://www.benefitscheckup.org)

# FOREWARD

Generally, Americans want to be independent. Independence, however, can become much more of a challenge as we grow older. As we age, we often see a variety of changes in our lifestyles and in our needs. Most individuals remain healthy and are able to care for themselves while others need assistance in differing degrees to maintain their independence.

This resource guide describes a wide range of health, social, and support services available in Centre County. Different needs exist for those who are relatively healthy, those who might have slight impairments, those who are disabled, and those who are totally dependent on others for assistance. This guide is designed to help individuals, families, and friends to choose appropriate levels of support for older persons so that they can continue to live in the community, either in their own homes or in a more protective environment.

For most of us, it is difficult to admit that we or someone we love really needs some type of extra support or help. Sometimes, it is even harder to decide what we need and where to find it. This resource guide was created to provide you with enough information to find the support and resources you may need now—or in the future.

The Centre County Office of Aging is not responsible for omissions nor does listing in this guide imply endorsement.

## How to Use This Resource Guide

As a starting point, and a way to organize this guide, we have created a continuum of care from “Independent” To “Needs Total Assistance.” Then we grouped the services and resources typically needed. To save a few trees, we didn’t repeat services that may be helpful in each step in the continuum. For example, someone needing frequent “Frequent Assistance” may still need some legal advice listed under “Independent Care.”

### The easiest way to use this guide is to:

1. Look at the continuum and determine what level of care might be needed.
2. Turn to the Contents to find the resources associated with that level of care. Everything is in alphabetical order.
3. Read about those services; we have defined terms that may be difficult to understand.
4. Then read about the resources one level above and below the level of need.
5. Make some phone calls. Ask some questions. There are many people in the community who care about you and your family. Help is just a phone call away.
6. Try a resource for a month or two. Services can always be cancelled or changed.

### Continuum of Care

<b>Least Care</b>	<b>Independent in Self Care</b>
↓	Community Resources
	<b>Needs Occasional Assistance</b>
	Supportive Services
	<b>Needs Frequent Assistance</b>
	Services for Partial Care
<b>Most Care</b>	<b>Needs Total Assistance</b>
	Long-Term Institutional Care

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# **INDEPENDENT SELF-CARE COMMUNITY RESOURCES**

**Frequently Called Numbers** All numbers in this directory are area code 814 unless otherwise listed.

(800) 355-6024 863-6571 355-6716	Assistance Office (Welfare)
231-7034 231-7000	APPRISE (Health Insurance Counseling) at the Centre County Office of Aging APPRISE at Mount Nittany Medical Center Mount Nittany Medical Center
(800) 494-2500 355-7501 238-3668	Community Help Line Community Action (Fuel Assistance) Consumer Credit Counseling of Northeastern PA
(800) 633-4227 (800) 225-7223 (570) 726-3196 (888) 222-9190 (800) 772-1213 238-5035	Medicare PACE/PACENET PLUS Rural Development Tax and Rent Rebate Social Security

## **CENTRE COUNTY GOVERNMENT OFFICE NUMBERS**

355-6768	Adult Services (Under 60)
355-6786	Base Service Unit
355-6700	Commissioners
355-6830	Housing
355-6782	Mental Health/Mental Retardation
355-6716	Office of Aging
355-6801	Recorder of Deeds (Military Records)
355-6724	Register of Wills
355-6816	Retired & Senior Volunteer Program (RSVP)
355-6803	Sheriff (Triad)
355-6721	Tax Assessment
355-6805	Tax Claim/Collection

355-6807	Transportation
355-6810	Treasurer (Dog, Fishing, Hunting License)
355-6811	Veterans Affairs
355-6703	Voter Registration
355-6735	Victim Services/District Attorney

## **COMMUNITY HOSPITALS/EMERGENCY MEDICAL SERVICES**

911	Ambulance/Fire
765-5341	Clearfield Hospital
359-3421	Health South Nittany Valley
(570) 893-5000	Lock Haven Hospital
231-7000	Mount Nittany Medical Center
(800) 521-6110	Poison Information Center
865-5415	State College Veterans Outpatient Clinic
943-8164	Veterans Hospital – Altoona
(800) 490-8505	Statewide Elder Abuse Hotline

## **EMERGENCY SHELTER**

237-4863	Centre House/Housing Transitions
237-5508	24-hour Emergency Shelter

## **For Information Contact:**

355-6716	Centre County Office of Aging (60+)
(800) 479-0050	After Hours Number
234-7731	Interfaith Mission (emergency assistance)
237-3162	Red Cross (emergency assistance)
	State College, Bellefonte, Philipsburg ext. 25
234-5222	Women’s Resource Center (for abused women)
(877) 234-5050	Information & Referral 24 Hour Hot Line Toll Free

## **HEALTH INSURANCE COUNSELING**

355-6716                    APPRISE  
231-7034                    State Health Insurance Assistance Program  
                                  Counseling for people with Medicare in Pennsylvania -  
                                  A free service provided by trained volunteers to help  
                                  senior Citizens with questions and problems regarding  
                                  health insurance. Volunteers can provide information  
                                  and explain existing benefits and available options.  
                                  They can also assist with appeals and billing problems.  
(800) 783-7067            State Toll Free APPRISE Number

## **INFORMATION AND REFERRAL**

355-6716                    Centre County Office of Aging  
                                  [www.co.centre.pa.us/aging](http://www.co.centre.pa.us/aging)  
                                  email: [aging@co.centre.pa.us](mailto:aging@co.centre.pa.us)  
(800) 494-2500            Community Help Line  
865-1710                    PSU Gerontology Center  
                                  Gerontology Center: <http://geron.psu.edu>

## **LEGAL SERVICES**

Assistance in obtaining legal advice on managing the long term care clients' affairs. Issues could include representative payee, power of attorney, trusts, life estate, guardianship, wills, etc.

355-6716                    Centre County Office of Aging (for possible referral)  
  
*See telephone book yellow pages under "Attorneys" for listing of private attorneys.*

238-4958 Mid Penn Legal Services  
(877) 727-7529 Pennsylvania's SeniorLaw Help Line

## **MEDICAL INFORMATION**

231-4043 Centre Volunteers in Medicine (CVIM)  
A free primary health care clinic for residents of Centre County who cannot afford health care and have no access to health insurance through employer-sponsored programs or government programs such as Medicaid or Medicare.

237-5855 Community Help Centre  
Information about side-effects, dosages, and interactions for prescriptions and over-the-counter medications. And/or contact your pharmacist.

359-3421 Health South Nittany Valley  
(800) 842-6026 Free evaluations in the home, physician's office, or emergency room.

## **PSYCHOLOGICAL/ PSYCHIATRIC SERVICES**

946-2011 Altoona Hospital Geriatric Assessment Program  
949-3148  
(814) 768-2184 Bright Horizons - at Clearfield Hospital  
(800) 643-5432 Centre County Can Help Line  
355-6786 Centre County Mental Health/Mental Retardation: The Base Service Unit

238-4937 Mount Nittany Medical Center (Short-term, inpatient care) For access to mental health, mental retardation, and drug and alcohol programs.

(800) 378-5580 The Pathways  
949-4260 A Geriatric Psychiatric Unit.

*See telephone book yellow pages "Marriage, Family, Child & Individual Counselors" or "Psychologists"*

(800) 643-5432 Centre County Can Help Emergency after 5:00pm,  
weekends, holidays  
238-0105 Counseling Ministry  
237-2712 Grief Support and Information-Koch Funeral Home  
364-2161 The Meadows Psychiatric Center—inpatient care  
(800) 641-7529  
466-6666 Psychological and Mediation Resources  
943-8164 Veterans' Hospital - Altoona

## **RETIRED AND SENIOR VOLUNTEER PROGRAM (RSVP)**

RSVP taps the skills, talents, and experience of people age 55 and older to meet a wide range of community needs through volunteer service. Volunteers may choose from 142 non-profit agencies throughout Centre County and may choose to volunteer as much or as little time as they would like. RSVP provides a quarterly newsletter, recognition events, free liability and accident insurance, and continues support for its volunteers and volunteerism in Centre County. 355-6816. Email: [beverett@co.centre.pa.us](mailto:beverett@co.centre.pa.us) or visit our website at [www.co.centre.pa.us/rsvp](http://www.co.centre.pa.us/rsvp)

## **SENIOR CENTERS AND HEALTH INFORMATION**

Services for those 60 and over include: Hot nutritious congregate meals, socialization, recreation and education programs tailored to the participants' interests. Promotion of wellness programming is focused on through PrimeTime Health, a health initiative through the PA Department of Aging and the Centre County Office of Aging.

355-6716	Centre County Office of Aging—for more information on programs or to arrange transportation to a center.
355-6720	Bellefonte Center - <a href="mailto:bellecenter@iqnetsys.net">bellecenter@iqnetsys.net</a>
364-9511	Centre Hall Center - <a href="mailto:chcenter@iqnetsys.net">chcenter@iqnetsys.net</a>
231-3076	Centre Region Center - <a href="mailto:blindenbaum@crcog.net">blindenbaum@crcog.net</a>
349-8188	Penns Valley Center - <a href="mailto:pvcenter@iqnetsys.net">pvcenter@iqnetsys.net</a>
342-6549	Philipsburg Center - <a href="mailto:pburgcenter@comcast.net">pburgcenter@comcast.net</a>
387-4086	Snow Shoe Center - <a href="mailto:sscenter@iqnetsys.net">sscenter@iqnetsys.net</a>

## **TELEPHONE EQUIPMENT**

Pennsylvania Relay Center: The Pennsylvania Relay Center enables deaf, hard-of-hearing, or speech disabled people to communicate by telephone with hearing people any time of the day or night through the use of specially trained communications assistants. If you are hard-of-hearing or speech disabled and own a TDD:

(800) 654-5984                      PA Relay Center

If you are a hearing person calling a TDD user:

(800) 654-5988                      PA Relay Center

## **24-HOUR IN-HOME EMERGENCY RESPONSE SYSTEM**

This is a private pay system to help individuals maintain independence by providing constant communication with an Emergency Response Center.

(800) 693-5433	Alert One
234-6153	Communi-Call (Mount Nittany Medical Center Social Services)
(800) 226-8100	HealthWatch (Centre Home Care)
272-0116	HealthWatch (HomeWatch Caregivers)
(888) 478-6227	HealthWatch (Sun Home Health)
861-1600	Comfort Keepers

(800) 882-2280	Life Fone
765-5341 ext. 2690	Lifeline Program (Clearfield Hospital Social Services)
(800) 848-9399	Link to Life
(800) 860-4230	Valued Relationships Inc.

## **TRANSPORTATION**

Essential transportation to and from medical appointments, shopping, human service agencies, senior activities centers, pharmacies, and to meet other essential needs related to independent living.

238-2282	CATA
355-6716	Centre County Office of Aging
355-6720	Bellefonte Center
364-9511	Centre Hall Center
231-3076	Centre Region Center
349-8188	Penns Valley Center
342-6549	Philipsburg Center
387-4086	Snow Shoe Center
355-6807	Centre County Office of Transportation
353-7433	Centre Ride (disabled and elderly)
234-8222	Community Help Centre County Government
(800) 494-2500	Community Help Line
(888) 661-7587	Health Ride (MA—Medical Assistance)
355-6816	RSVP Office

## **TRIAD**

Centre County Triad is a partnership between the sheriff, senior citizens, and law enforcement agencies. Its purpose is to reduce the criminal victimization of the elderly and enhance the quality of life for older community members through education, advocacy, and action. Triad addresses issues such as home repair scams, telephone fraud, personal safety, and home security.

355-6803	Sheriff's Office
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## **UNDER 60 SERVICES** (for low income adults and families)

355-6768 Office of Adult Services: Adult Services Case Management (intake and referrals to in-home care services); Basic Needs Case Management (referrals to food banks, heating assistance, help with medications, etc.); and Housing Case Management (referrals to affordable housing.)

## **VETERANS SERVICES**

355-6812 Centre County Office of Veterans Affairs  
765-4611 Clearfield County Office of Veterans Affairs  
(800) 827-1000 Veterans Toll-Free Number in Pennsylvania

# **NEEDS OCCASSIONAL ASSISTANCE SUPPORTIVE SERVICES**

## **BLIND SERVICES**

946-7330 Blindness & Visual Services –Corrected Vision 20/200 (exception made for multiple problems or progressive eye disease.) Provides life skills, activities of daily living, techniques of movement, and travel instruction. Rehabilitation for employment training (vision 20/60.) Income guidelines for some programs.

(800) 622-2842 Harrisburg Office  
355-0500 North Central Sight Services: Vision guidelines apply, Title XX Income Guidelines. Provides chore, transportation, and life skills.

238-0132 Sight Loss Support Group of Central PA

## **CHORE SERVICE**

Provides for the labor involved in the performance of semi-skilled home repairs and maintenance tasks to enhance the health and safety of the individual in the home.

234-8222                      Community Help Centre – Skills Bank  
263-4177                      Young People Who Care  
   Serves the Philipsburg Area

## **CARE MANAGEMENT/SERVICE PLANNING**

A service for clients with complex problems requiring the assistance of a caseworker to coordinate and plan for community services.

355-6755                      Centre County Children & Youth  
   For children under 18 and their families  
355-6786                      Centre County Mental Health/Mental Retardation  
   For children or adults suffering MH, MR or drug/  
   alcohol problems.  
355-6768                      Centre County Office of Adult Services  
   For adults aged 18 to 59  
355-6716                      Centre County Office of Aging  
   For adults aged 60+  
861-1785                      Salvation Army – for the Centre Region

**In addition, there are private independent care managers.**

355-9434                      Soltis Senior Care Connections

## **FOOD BANKS**

355-2238                      Bellefonte – Faith Centre  
364-1131                      Centre Hall/Potter Township  
(570) 962-2254                      Howard

- 349-5850 Millheim (Community Action)  
 342-0404 Philipsburg (Community Action)  
 387-6855 Snow Shoe  
 234-2310 State College (Food Bank of, Inc.)  
 237-5855 Community Help Centre -for Emergency Food 24  
 hours/day, 365 days/year.  
 355-6768 Office of Adult Services -for additional information  
 (times, days, areas of service.)  
 (800) 494-2500 Community Help Line -for more information

### **HOME CARE MEDICAL SUPPLIES & EQUIPMENT**

- (800) 464-2273 Clear Care  
 (800) 777-6647 Medical Supply, Inc.  
 238-4950 Rose Cologne Center for Barrier-Free-Living-Education  
 and guidance regarding design plans.

*See telephone book yellow pages "Hospital Equipment  
 and Supplies"*

### **HOME DELIVERED MEALS**

Hot, nutritious meals are delivered to homebound persons unable to prepare meals themselves and have no one to assist them.

- 355-6716 Centre County Office of Aging -provides noon meals  
 Monday - Friday to areas of the county outside the  
 State College Area School District/Centre Region (60+.)  
 237-8135 Meals-On-Wheels -provides noon meals plus evening  
 supper Monday, Wednesday, & Friday to adults living in  
 the State College Area School District/Centre Region.

## **INDEPENDENT HOUSING FOR SENIOR CITIZENS & DISABLED PERSONS**

Self-contained apartments designed to enhance personal independence, while limiting the need for individual maintenance. Common space and activities often available, and some facilities are equipped to assist with activities of daily living.

238-0400	*Arnold Addison Court, State College
278-4701	*Bellaire Courts, State College
355-6906	*Beaver Farms, Bellefonte
355-6830	*Brockerhoff House, Bellefonte
355-6830	*Centre County Office of Housing and Community Development
466-7553	*Centre Estates, State College Area
359-2782	The Court at the Oaks Senior Community
355-6750	*Crestside Terrace, Bellefonte
342-2292	Decatur Village, Philipsburg
861-3337	Deer Creek at Toftrees
238-3322	Foxdale Village, State College
355-4090	*Fox Hill Apartments, Bellefonte
355-3682	*Governor's Gate Apartments, Bellefonte
355-8804	Haranin Enterprises
234-1323	*Mount Nittany Residences, State College
231-9677	*Park Crest Terrace, State College
364-1020	Penns Manor, Centre Hall
(800) 735-3068	*Philipsburg Court, Philipsburg
342-6802	*Philipsburg Towers, Philipsburg
867-8989	Stone Glenn Apartments, State College
355-9774	Terra Sylvan Associates
238-1949	The Village at Penn State, State College
359-2782	The Village at the Oaks Senior Community
357-0202	The Village of Nittany Glen, State College
235-2148	Village Heights Retirement Condominium Community
238-3139	Windsong at Brookline Village, State College

*\*Income guidelines apply. Contact individual facility for information.*

## **PROTECTIVE SERVICES**

Protective Services include the 24 hour, 365 day a year capacity to accept Reports of Need for Protective Services; to investigate reports; to assess the needs of clients; and to develop and coordinate the implementation of service plans designed to reduce or eliminate the risk of danger to the client's person or property.

An older adult in need of Protective Services must be 60 years of age or older, must be incapacitated—having one or more functional limitations, must have no responsible caretaker and be at imminent risk of danger to his/her person or property. Types of abuse include: physical, sexual or emotional abuse, neglect by caretaker, self-neglect, exploitation, and abandonment.

355-6716	Centre County Office of Aging (8:30am to 5:00pm Monday - Friday)
(800) 479-0050	Emergency Number (after hours, weekends, holidays)
(800) 490-8505	Pennsylvania Elder Abuse Hotline

## **TELEPHONE REASSURANCE**

234-8222	Community Help Centre
355-6816	RSVP

## **NEEDS FREQUENT ASSISTANCE SERVICES FOR PARTIAL CARE**

## IN-HOME SERVICE PROVIDERS

		Home Maker	Comp- anion care
207-0769	Ascera Care Hospice		
(717) 247-2944 (888) 294-2748	Capital Home Care, Lewistown	X	X
353-3432 (800) 322-9292	Care For People, Inc	X	X
237-7400	Centre Home Care		
(800) 464-2273	ClearCare Nursing Service	X	X
762-8395	Clearfield Community Nursing		
768-2000 (800) 281-8000 342-5352 378-7689 237-2600	Clearfield Hospital Home Health Hospice Philipsburg Houtzdale Nittany Home Health		
861-1600	Comfort Keepers	X	X
(570) 524-4314	Community Resources for Independence		
(570) 748-8511 (800) 827-4267	Community Nursing Service of Clinton County		
342-6670 684-1500	Conemaugh Home Health Philipsburg Tyrone		
353-1700	County Homemakers	X	X
235-9583 (877) 444-9004	Gentiva Health Services	X	X

Personal

Care  
aide

LPN

RN

In-Home  
Therapy

24 hour  
care

Hospice

Medicare  
Certified

X		X	X	X	X	X	X
X					X		
X					X		
X	X	X	X	X	X	X	X
X	X	X			X		
X	X	X	X				X
X		X	X	X	X	X	X
X					X		
X					X		
X		X	X	X	X	X	X
X		X	X			X	X
X					X		
X	X	X	X	X	X		X

## IN-HOME SERVICE PROVIDERS

		Home Maker	Comp- anion care
355-3158	Halo Group	X	X
772-6850 861-0465	Helpmates, Inc.	X	X
235-0920	Home Helpers	X	X
238-8820	Home Instead Senior Care	X	X
(800) 445-6262	Home Nursing Agency	X	X
272-0116	Homewatch Caregivers	X	X
(888) 946-5017	Horizons Hospice		
235-1011	In-Home Care Services	X	X
360-3598	JEVS		
235-1048 (866) 353-7650	Medi Home Health		
(877) 464-6664	OMNI Home Care	X	X
(888) 478-6227	Sun Home Health	X	X
(717) 737-3477	United Cerebral Palsy	X	X
(888) 345-5112	Visiting Angels	X	X
(800) 248-1740	VNA Health System Private Duty	X	X

Personal  
Care

	Personal Care aide	LPN	RN	In-Home Therapy	24 hour care	Medicare Hospice	Certified
	X				X		
	X	X	X		X		
	X						
	X				X		X
	X	X	X	X	X	X	X
	X				X		
			X	X		X	
	X	X	X	X	X		X
	X				X		
	X	X	X	X	X		X
	X	X	X	X	X	X	X
	X				X		
	X				X		
	X	X	X				

## **ALZHEIMER'S/DEMENTIA SERVICES**

Education and guidance services for care partners for those with Alzheimer's Disease and other Dementias.

- |                |   |
|----------------|---|
| 355-3082       | Alzheimer's Association   |
| (800) 272-3900 | Alzheimer's Association Greater Pennsylvania Chapter<br>or <a href="http://www.alz.org">www.alz.org</a> |
| 235-0691       | M.I.N.D in Memory Care  |
| 355-9434       | Soltis Senior Care Connections, LLC   |

## **DAY CARE/DAY TREATMENT**

Day Care services for adults provide a program of activities within a protective non-residential setting for individuals who are not capable of full-time independent living. Also provides respite to care partners.

- |          |   |
|----------|---|
| 355-6786 | Base Service Unit - Partial Hospitalization age 18+, can provide special services for persons with developmental, disabilities who live in nursing homes. |
| 355-6716 | Centre County Office of Aging   |
| 231-0820 | Skills of Central Pennsylvania - 16 to 65 years<br>Physically, mentally, or emotionally disabled/<br>vocationally oriented training.                      |
| 237-8101 | Senior Daily Living Center<br>Adult Day Care - 60+  |
| 357-0292 | Sunny Days Adult Daily Living Center  |

## **ATTENDANT CARE**

Personal care provided on a part-time basis to anyone over 18 with a disability which interferes with self care in day-to-day activities. Consumers who receive attendant care services can remain in the program after age 59.

- |                |   |
|----------------|---|
| (877) 646-4663 | Allied In Home Services - 18 to 59 years              |
| 355-6716       | Centre County Office of Aging - 60+ years             |
| (570) 524-4314 | Community Resources for Independence - 18 to 59 years |
| (570) 320-0590 | UCP - 18 to 59 years                                  |

## **FEDERAL FAMILY CAREGIVER PROGRAM**

A reimbursement program for persons providing care to a care receiver age 60 or older. Carereceiver must have two or more ADL deficiencies and must reside in their own home. Reimbursement based on income. Also provides reimbursement to certain older (60+) caregivers of dependent children under age 18.

355-6716 Centre County Office of Aging – for more information

## **STATE FAMILY CAREGIVER SUPPORT PROGRAM**

For families who are caring for older relatives in their home. To qualify, there must be at least two people residing in the same home: an adult caregiver and a care receiver, age 60 and older. Program reimburses caregiver for consumable supplies, adaptable equipment, respite care, adult day care, and homemaker service needed to continue caring for carereceiver. Reimbursement amount is determined by total household composition and income. Benefits counseling, educational materials, and information on caregiver support groups are provided.

355-6716 Centre County Office of Aging – for more information

## **HOME CARE SERVICE**

### ***Definitions:***

**Home Health Aide/Personal Care** Services through home health agencies include personal care, bathing, assistance in dressing, exercises, assistance in ambulation, meal preparation, and light housekeeping. Medicare will cover these services if the client is receiving skilled care from a nurse or physical therapist. Funding for services may also be available through the Office of Aging on a fee scale basis or private payment for services.

**Home Nursing Care** Services through home health agencies include observation and evaluation, teaching and training the client/family, therapeutic exercises, catheter care, administering medications, and skin/wound care. (Medicare covers these services IF certain conditions are met.) Funding for services may also be available through the Office of Aging on a fee scale basis or private payment for services.

**Home Therapy Services** Services covered by Medicare include physical therapy, occupational therapy, speech therapy, medical social services, and supplies and appliances. Other services such as audiologic screening and in-home lab testing can be provided by community agencies.

Not all home care agencies provide all services that a client may need in the home. Methods of payment also vary in different agencies (see middle two sections.)

### **HOSPICE CARE**

Management of terminal illness and provision of support and bereavement care for the family as well as the patient (see middle two sections for listings.)

### **How to Choose Home Care Services**

The following are questions to ask to determine if the agency provides all the service you need at the least cost to you. Information is also available on the Internet at [www.medicare.gov](http://www.medicare.gov) under search tools.

#### **Is the agency certified by Medicare and will it accept Medicare and Medicaid payment?**

Medicare certified agencies must bill clients. Certification also means the agency meets Medicare standards.

**Is the agency licensed?** Licensure means the agency meets Pennsylvania Department of Health standards.

**Does the agency provide the type of service needed?** An individual may need one or more services, i.e. nursing, physical therapy, homemaker/home health aide, chore service, occupational therapy, speech therapy, etc. Not all agencies provide all services.

**Is the agency's staff qualified and supervised?** Staff should have licensure or certification in their field. The supervisor should visit and evaluate service regularly.

**Will a professional worker visit, evaluate my needs, discuss service to be provided and method of payment?** The professional worker should visit, assess your needs, discuss who would provide what service, when and for how long, and discuss the cost and how it is to be paid. You should receive a written care plan.

**What happens if I have an emergency or my caregiver is not available?** You need to know what to do if you have an emergency outside the agency business hours. You also need to know how care will be provided if your scheduled caregiver is not available.

### **ASSESSMENT**

An assessment is the beginning of the process to help older people, disabled adults and their families determine the services and benefits that will best meet their needs for care. The assessor looks at physical functioning, medical conditions, cognitive functioning, family and other supports, and financial resources of the consumer to determine a level of care. The assessment process is available to any adult, aged 18 or older, who is requesting state funds to help pay for care in the community or in a long term care facility.

When the assessment process is completed, a care manager will begin to develop a care plan with the consumer. The care plan includes services that are provided by other care providers, family members and programs offered through the Departments of Aging and/or Welfare. This process allows the consumer the ability to receive community services as long as his or her health and welfare can be maintained in the community.

### **HOME AND COMMUNITY BASED SERVICES**

Home and Community Based Services are available to older adults who have been assessed and determined to have a need for help with personal care or who need other help to stay at home. A care manager will help the consumer identify an agency to provide care and will arrange for assistance with payment for the care if the consumer is financially qualified.

355-6716

Centre County Office of Aging

### **PA DEPARTMENT OF AGING WAIVER PROGRAM**

The PDA Waiver Program is for people aged 60 and older. Under the program, home and community-based long-term care services can

be provided as a alternative to nursing home placement. It is called a “Waiver” program because services are funded through a special waiver of certain Medical Assistance requirements, allowing payments typically used for nursing home care to be used for in-home services. After a thorough assessment to determine eligibility, a care manager will design a care plan with you and monitor appropriate services. If eligible, the following services will be available at no cost to help you live more comfortably:

Personal care, home delivered meals, medical supplies and equipment, caregiver respite services, adult day care, home environment modifications, registered nurse, home health aide, homemaker services, physical therapy, speech therapy, occupational therapy, emergency response system, companion service, transportation, mental health counseling.

**To be eligible all criteria must be fulfilled:**

Age 60 and older, reside in Centre County, meet Medicaid financial requirements OR have an income of no more than 300% of the SSI level (currently \$1869 per month) and have no more than \$8000 in assets, excluding your home and vehicle, require the level of care of a nursing home, and choose community-based services rather than nursing home placement.

355-6716            Centre County Office of Aging – for more information.  
Collect calls will be accepted for those outside the local calling area.

**NURSING HOME TRANSITION SERVICES AND LONG TERM LIVING COUNSELING**

The Nursing Home Transition Program promotes consumer choice in long term living services. When a consumer enters a nursing facility a Long Term Living Counselor will make a visit within 30 days of admission. The Counselor will discuss the full range of home and community based services available and to give guidance and support in

making an appropriate choice within those options. The hope is that consumers will avoid unnecessary long term nursing facility stays and have a higher degree of satisfaction and quality of long term living services.

355-6716 Centre County Office of Aging – for more information

## **PERSONAL CARE HOMES**

Adults live in a residence where food, shelter, assistance with personal care, management of medications, and 24-hour supervision is provided. In some instances, a State subsidy is available for low-income individuals who meet specific eligibility criteria. Not all Personal Care Homes accept the State subsidy.

### **How to Choose a Personal Care Home**

The following are general categories to consider when selecting a Personal Care Home. Remember, a Personal Care Home is NOT a nursing home.

Schedule a visit to the Personal Care Home. During your visit, ask to see or question the following:

**Certificate of Compliance issued by the Department of Public Welfare** This insures that you are considering a licensed facility.

**A Typical Room** Is there enough space for your belongings? Can the doors and windows be secured if you desire? Can you bring special furnishings (i.e. rocker, dresser, night stand, etc.)? Will you be by yourself or share the room with one or more resident? If you will be sharing a room, ask to meet your prospective roommate.

**Fire and Safety Equipment** Are there fire extinguishers readily available for use? Have they been serviced and in working order? Is there an evacuation plan for emergencies?

**Socialization/Recreation** Are there scheduled group socialization and recreation activities (i.e. church groups, religious services, parties, etc.)? Can you have private gatherings? Is there a specific place for such gatherings?

**A copy of the House Rules** Are there restrictions on having visitors or leaving the home for visits (short or long) with your family and friends? Is there a specific wake up and bed time? What about pets? Will you have access to a telephone, TV, etc.? Can you have your own telephone, TV? Will you be responsible for all costs incurred for private telephone and TV services? Is there a procedure for dealing with complaints? Can you live with these rules?

**The Current Week's Menu** Are the meals well balanced? Do you like the majority of the foods on the menu? When are meal times? Tell the admissions person of any special diet restrictions you may have.

**Personal Care Services** What assistance can you expect with your personal care? Is there a bathing schedule or can your request assistance with bathing as you require it? If you need one, is there a hairdresser or barber available? Can you continue to see your own physician? Will transportation be provided to appointments or is there a fee? Will your laundry be done as a part of your fee or a service or is there a separate fee? How is the cost of medication covered? How are medications managed?

**A Contract/Agreement for Services** (Room, Board, Services)

Can you afford the fee? Do you understand the terms of the agreement?

What arrangements for payment are available?

**Most important, talk to several residents** Ask how they like living at the Personal Care Home; what they like most and least.

**PERSONAL CARE HOMES**

- |          |   |
|----------|---|
| 355-3417 | <b>*Eagle Valley Personal Care Home</b><br>420 Railroad St., P.O. Box 8969<br>Milesburg, PA 16853 |
| 238-3322 | <b>Foxdale Village</b><br>500 Marylyn Ave.<br>State College, PA 16801                             |
| 234-9898 | <b>*Greenhills Village</b><br>301 Farmstead Lane<br>State College, PA 16803                       |
| 696-5356 | <b>Hollidaysburg Veterans Home</b><br>Rt. 220, Box 319<br>Hollidaysburg, PA 16648                 |
| 237-5517 | <b>*House of Care</b><br>515 W. Beaver Ave.<br>State College, PA 16801                            |
| 238-3193 | <b>The Inn at Brookline Village</b><br>1930 Cliffside Drive<br>State College, PA 16801            |
| 692-8390 | <b>*Maplewood Manor</b><br>7646 S. Eagle Valley Rd.<br>Port Matilda, PA 16870                     |
| 342-8466 | <b>*The Heights at Windy Hill Village</b><br>250 Dogwood Drive<br>Philipsburg, PA 16866           |

*\*Accepts State Supplement.*

- 235-7675      **Elmcroft of State College**  
150 Farmstead Lane, State College, PA 16803
- 238-9193      **Pine Castle at Brookline**  
1940 Cliffside Drive, State College, PA 16801
- 237-9266      **\*\*Renaissance Quality Residential Elder Care**  
1000 Plaza Drive, Building A, State College, PA 16801
- 422-8435      **\*Salem Hill Haven**  
424 Heckman Cemetery Rd., Spring Mills, PA 16875
- 359-2782      **\*Schreffler Manor at the Oaks Senior Community**  
200 Rachel Drive, Pleasant Gap, PA 16823
- 234-3141      **The Terrace at Brookline**  
610 W. Whitehall Rd., State College, PA 16801
- 238-1949      **The Village at Penn State**  
160 Lion's Hill Rd., State College, PA 16803
- 364-9770      **\*\*Wynwood House Assisted Living**  
122 Wynwood Dr., Centre Hall, PA 16828
- (570) 748-1829      **\*Fulmer's Personal Care Home**  
201 Woodward Ave., Lock Haven, PA 17745
- 684-1005      **\*Olivia Village**  
1452 Bald Eagle Rd., Tyrone, PA 16686
- 355-6716      Centre County Office of Aging - for listings outside  
Centre County or: [www.dpw.state.pa.us/](http://www.dpw.state.pa.us/)  
Keyword Personal Care Homes.

*\*Accepts State Supplement*

*\*\*Accepts Limited State Supplement*

## **RESPIRE CARE/CARETAKER RELIEF**

Temporary caregiving services provided for an individual when the primary caretaker needs time away from caregiving. This care is provided in-home or in an alternative location for a short stay.

See: Day Care/Day Treatment – page 21  
In-Home Service Providers – pages 17-20  
Nursing Homes – pages 32-33  
Personal Care Boarding Homes – pages 28-29

355-6716 Centre County Office of Aging

**What if you need more service than the Personal Care Home can provide?**

## **NEEDS TOTAL ASSISTANCE OR CARE LONG TERM INSTITUTIONAL CARE**

### **NURSING HOMES**

The Pennsylvania Department of Health licenses nursing homes to provide nursing facility services. Admission to a facility and subsequent care is based on a doctor's orders and can be performed only by or under the supervision of skilled medical personnel.

Nursing facility services may offer rehabilitation therapy, nursing rehabilitation, extensive and special care such as IV therapy, care for pressure ulcers, tube feedings, terminal illness, dialysis, need for frequent doctor visits, etc. Services are provided to residents with impaired cognition, behavior problems and reduced functional abilities in activities of daily living – ADL's such as bed mobility, toileting, transfers, and eating.

## **How to Choose a Nursing Home**

In choosing a facility, the most important thing to consider is quality of care and quality of life a resident will have. If possible, make several visits to the facility at different times of the day. Question the home's administrator and director of nursing about the admission process and the contract. Speak to the local Ombudsman for more information to help you make a decision.

Following are some important things to consider when selecting a facility. Information about facilities is also available at [www.medicare.gov](http://www.medicare.gov) under Search Tools.

**Appearance and General Atmosphere** Does it have a homelike atmosphere? Pleasant? Attractively furnished and decorated? Do residents have some personal items in their rooms? Is the lighting appropriate? Are the residents well groomed and neatly dressed? Are the rooms clean and comfortable? Are the grounds well cared for? Are there outdoor areas residents can use?

**The Nursing Staff** Are the nurses and staff friendly and courteous? Are they attentive and conscientious? Do they show a caring, positive attitude? Do they respond quickly to calls for assistance?

**Rehabilitative Services** Does the home have special services that meet your needs? Short-term and extended care? Postoperative and chronically ill therapy? Physical therapy? Speech and audiology? Respiratory therapy? Latest equipment? Professional, licensed therapists?

**Financial Considerations** Is the home certified for Medical Assistance - Medicaid- and Medicare? What services are included in the basic fee? Does the contract between the resident and the home clearly state costs, date of admission, services to be provided, discharge and transfer conditions?

**What is the facility's policy on holding a bed during hospital stays, etc.?**

**Recreational Therapy/Activities Program** Individual and group activities? Social events? Holiday celebrations? Arts and crafts? Monthly published activities calendar? Does the facility work with community groups such as pet therapy or Scouts?

**Dietary Services** Does the facility offer nutritious and appetizing meals? Snacks? Registered dietician? Special diets? Good kitchen facilities? Are meals served in the dining room? Hand feeding?

**Spiritual Programs** Regular religious services? Which denomination? Bible Study? Positive, uplifting atmosphere? Counseling sessions? Staff chaplain?

**Security** Is the facility safe? Fire resistant? Meets or exceeds fire safety requirements? Are there fire drills and around-the-clock safety procedures? Handrails in the hallways and grab bars in the bathrooms? Easy for residents in wheelchairs to maneuver? Toilets convenient to rooms?

**Other Considerations** Does the home have a good reputation and references? Does it use physical or medical restraints? Does the local ombudsman visit regularly? Are private areas available for residents to visit with visitors or doctors? Is the facility convenient for family or friends to visit? Is there an odor problem?

[www.medicare.gov](http://www.medicare.gov) For more information and to compare nursing homes

[www.dsf.health.state.pa.us](http://www.dsf.health.state.pa.us) For lists of all nursing care facilities

## NURSING HOMES

238-3322

**Anthony House at Foxdale Village**

500 E. Marylyn Ave., State College, PA 16801

355-6777

**Centre Crest Nursing Home**

502 E. Howard St., Bellefonte, PA 16823

238-3139

**Fairways at Brookline Village**

1950 Cliffside Drive, State College, PA 16801

237-0630

**The Hearthside**

450 Waupelani Dr., State College, PA 16801

- 238-1949      **The Village at Penn State**  
160 Lion's Hill Rd., State College, PA 16803
- 342-6090      **Windy Hill Village of Presbyterian Homes**  
100 Dogwood Dr., Philipsburg, PA 16866
- (717) 248-3941      **Beverly HealthCare – William Penn**  
163 Summit Dr., Lewistown, PA 17044
- 684-0320      **Epworth Manor**  
951 Washington Ave., Tyrone, PA 16686
- 696-5356      **Hollidaysburg Veterans Home**  
Route 220, Box 319, Hollidaysburg, PA 16648
- (717) 242-1416      **Ohesson Manor**  
276 Green Ave., Lewistown, PA 17044
- 765-7545      **Mountain Laurel Nursing and Rehab. Center**  
700 Leonard St., Clearfield, PA 16830
- 236-0600      **Ridgeview Elder Care Rehab. Center**  
McNaul St., Curwensville, PA 16833
- (570) 922-3351      **Rolling Hills Manor**  
RR 1, Box 646, Millmont, PA 17845
- (570) 748-9377      **Susque-View Home, Inc.**  
22 Cree Dr., Lock Haven, PA 17845
- (717) 935-2105      **Valley View Retirement Community**  
4702 Main St., Belleville, PA 17004
- 355-6716      Centre County Office of Aging – for listings outside  
Centre County or [www.health.state.pa.us/](http://www.health.state.pa.us/)  
Under Health Topics – Facility Licensure and  
Certification.

## **OMBUDSMAN**

The Ombudsman receives complaints made by or on behalf of people 60 years of age and older who are consumers of long term care services. The Ombudsman tries to work with all parties concerned toward resolution of the problem, while protecting privacy, confidentiality and the rights of the consumer. In addition, the Ombudsman provides information on resident rights and other long term care services.

355-6716

Centre County Office of Aging – Ombudsman

### **YOUR RIGHTS AS A RESIDENT**

- To be informed of your condition and planned treatment and to participate in or refuse that treatment.
- To be transferred or discharged only after reasonable notice is given and only for your welfare, medical, or financial reason.
- To be encouraged and assisted to exercise your rights as a patient and citizen; to complain and suggest without fear of coercion, interference, or retaliation.
- To manage your personal finances, or if this is delegated by you, to receive and accounting every three months.
- To be free of mental and physical abuse, and of restraints not documented as medically necessary.
- To have your personal and medical records treated as confidential.
- To be treated with consideration and respect for your personal privacy.
- To not be expected to perform work.
- To receive visitors and private mail.
- To take part in various activities of the nursing home.
- To keep and use personal clothing and possessions.
- To have privacy of visits with your spouse.
- To be informed of your rights, rules, and policies of the home.
- To be told of all services available and all costs including those charges covered and not covered under social security.

## INFORMATION YOU NEED TO KNOW

### MEDICARE

Medicare is a Federal health insurance program for people 65 or older, under age 65 with certain disabilities, and any age with End-Stage Renal Disease (permanent kidney failure requiring dialysis or a kidney transplant.) It is administered by the Centers for Medicare and Medicaid Services (CMS). Local Social Security Administration Offices take applications for enrollment.

- **Part A (Hospital):** helps cover inpatient care in hospitals and skilled nursing facilities but not custodial or long term care. It also helps cover hospice care and home health care if certain criteria are met. Most people get Part A coverage without having to pay a premium because they or a spouse paid Medicare taxes while employed.

- **Part B (Medical):** helps cover medical services like doctor's services, outpatient care, and other medical services that Part A doesn't cover. Part B is optional, but if a beneficiary wants to have other coverage – Medicare Advantage or Medigap– they must be enrolled in both Part A and Part B. It has a monthly premium that is deducted from the beneficiary's Social Security benefits check.

- **Medicare Advantage Plans:** (sometimes referred to as Medicare Part C) include HMO (Health Maintenance Organizations), PPO (Preferred Provider Organizations) and PFFS (Private Fee For Service.) This option combines Medicare Parts A and B and private insurance companies approved by Medicare provide this coverage. Generally one must see doctors in the plan, or, in the case of PFFS, doctors must be willing to accept the plan's payment.

**- Part D (Prescription Drug Coverage):** may help lower prescription drug costs and is available to everyone who has Medicare Part A and/or B. Part D is optional and there is usually a monthly premium. Those who decide not to enroll in a Medicare Part D plan when first eligible may pay a penalty if they choose to join later. These plans are run by companies approved by Medicare. The two ways to get this coverage are either to join a Medicare Prescription Drug Plan that adds drug coverage to the Original Medicare Plan or join a Medicare Advantage plan (such as an HMO or PPO) that includes prescription drug coverage as part of the plan. Some individuals do not need a Medicare Prescription Drug Plan because they already have drug coverage that is creditable – as good as or better than Part D. Out-of-pocket expenses for Part D plans include copayments/coinsurance, coverage gap expenses and copayments/coinsurance in catastrophic coverage. Plans may have a yearly deductible and also have formularies (lists of drugs covered.) If someone qualifies for extra help paying for drug costs, there won't be a coverage gap and other costs will be less.

355-6716  
231-7034

APPRISE at the Centre County Office of Aging  
APPRISE at Mount Nittany Medical Center– for  
more information

(800) 783-7067

Statewide APPRISE Hotline

**MEDIGAP:** refers to non-group policies that supplement Medicare. They are private insurance policies that are regulated by federal and state law and are designed specifically to complement Medicare's benefits. Benefits are standardized, and they pay most, if not all, coinsurance amounts and may also provide coverage for Medicare's deductibles.

**LONG TERM CARE INSURANCE:** This type of insurance policy is designed to cover long-term care expenses in a facility or at home and usually covers medical and non-medical care to help with personal care needs such as bathing, dressing, using the bathroom and eating. Neither Medicare nor Medigap will pay for these expenses which can range from \$25,000 to well over \$50,000 per year. Many people begin paying for care out of their own pockets, but soon become impoverished and turn to Medicaid. Long Term Care Insurance generally pays a fixed dollar amount per day for care. Premiums can be very expensive (from hundreds to thousands of dollars per year) depending upon the age of the policyholder and the benefits selected. This type of policy is one way to protect assets, but it is not for everyone and policies should be reviewed carefully before purchasing.

355-6716 APPRISE at the Centre County Office of Aging – for unbiased information about Medicare, Medigap HMO's, and Long Term Care Insurance.

231-7034 APPRISE State Health Insurance Assistance Program at Mount Nittany Medical Center-for more information.

**MEDICAID:** refers to the Medical Assistance Program, a state government health insurance program for persons with limited income and assets. Medicaid recipients must go to health services providers that participate in the program, and most health care costs, including premiums, deductibles and coinsurances, are covered for dual eligibles (persons who have both Medicare and Medicaid). Dual eligibles are assigned to a Medicare Part D plan for prescription drug coverage. Medicaid can also pay for nursing home expenses and community based services if certain conditions are met.

863-6571 Centre County Board of Assistance –for more information  
800-355-6024 on Medicaid.

## **SPOUSAL IMPOVERISHMENT LAW**

The Spousal Impoverishment Provisions of the Medicare Catastrophic Act of 1988 provides for special financial relief for married couples who lived together and are faced with high medical bills as a result of one of them being admitted to a nursing facility. This act significantly relieves the financial burdens for these couples by requiring, within specific guidelines and financial limits, the protection of income and resources for the spouse in the community. This is accomplished by permitting the institutionalized spouse who is eligible for Medical Assistance - MA - to give some of his/her income and resources to the community spouse up to specified limits, without affecting MA eligibility. Upon admission to a facility, a Resource Assessment Form outlining all financial resources must be completed to protect the maximum amount of a couples resources permitted under the law. Applications for MA can be made at the same time, at a later date or not at all as there is no obligation to apply.

For more information about Medicaid and the Spousal Impoverishment Law contact the Admissions Director or Social Service Director of the Nursing Facility OR:

863-6571                      Centre County Board of Assistance  
(800) 355-6024

## **MEDICAL ASSISTANCE ESTATE RECOVERY PROGRAM**

The Department of Public Welfare is required to recover the Medical Assistance - MA - costs paid to certain individuals who have died. These costs are recovered from the assets of the person's probate estate. This affects individuals 55 and older who died and had received MA benefits for: public or private nursing facility care; residential care at home or in a community setting; any hospital care and prescription drug services provided while receiving the aforementioned care.

(800) 528-3708              Estate Recovery Hotline - for more information  
(800) 692-7462              Welfare Helpline

# NOTES



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**This Guide is made possible  
through funding from the  
Centre County Commissioners.**

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**Jon W. Eich, Chair  
Rich Rogers  
Steven G. Dershem**

**Prepared by representatives from the  
Centre County Office of Aging**

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