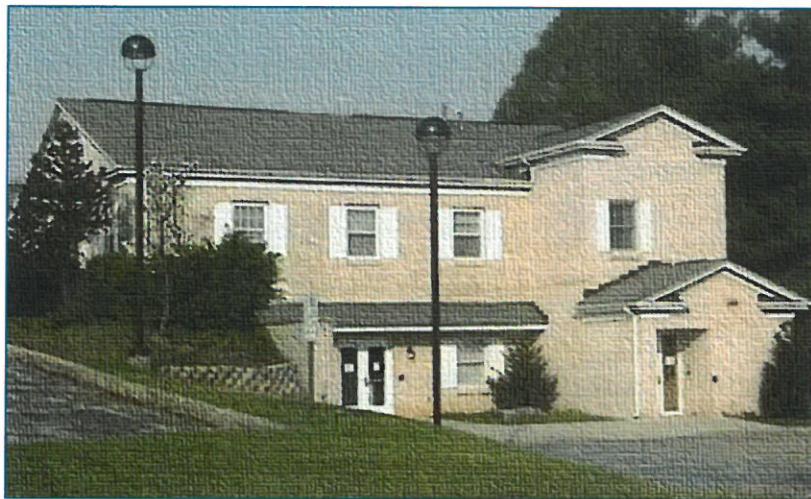


*Cumberland County, Pennsylvania*

# Strategic Action Plan 2020-2024



**AGING & COMMUNITY SERVICES**  
1100 CLAREMONT ROAD, CARLISLE, PA 17015



*Prepared by the Aging & Community Services Staff*

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## EXECUTIVE SUMMARY

Cumberland County Aging and Community Services is one of 52 Area Agencies on Aging in the State of Pennsylvania with oversight provided by the Pennsylvania Department of Aging.

Cumberland County Aging and Community Services is directly under the supervision of the Cumberland County Board of Commissioners.

Every four years each Area Agency on Aging (AAA) is required to develop and submit a Plan that serves as a guiding document for the provision of services to address the needs of older adults, adults with disabilities and caregivers in their designated Planning and Service Area (PSA).

This 2020 – 2024 Four Year Area Plan of Cumberland County Aging and Community Services has been developed using guidance from the Pennsylvania Department of Aging and is designed to correlate with the Performance Measures of the Cumberland County Commissioners' Balanced Scorecard. The plan focuses on the key role that Cumberland County Aging and Community Services plays in enabling older adults to safely remain in their own homes and communities for as long as possible through the delivery of high quality services and care.

Cumberland County grew 7.6% between April 2010 and July 2019, compared to the overall state growth of .08%, and long-term projections have Cumberland County continuing as one of the fastest-growing counties through 2040. The Penn State Date Center has also projected that by 2030 that one of every 4 residents will be 60 years of age or older. These demographic trends predict an ever increasing number of persons age 60+ will be in need of long-term care services in Cumberland County.

The growth of Cumberland County residents in need of services, and stagnant level funding has had an impact on our ability to serve consumers in our OPTIONS programs, and a waiting list was implemented July 1, 2019 that continues through the implementation of this plan. Those waiting for meals have been served through the addition of Cares Act money due to COVID19.

Our Needs Assessment Activities included a local survey and a state survey which provided local data. Both surveys revealed Personal Care as the most important service people are concerned about as they age.

Overall our needs assessment surveys did not identify many new or unknown needs, though it did offer ideas to expand our available services which have been included in our goals and strategies. Aging and Community Services staff, through their work in the field and in information and referral, is keenly aware of the needs that were confirmed through the surveys and data analysis process.

Cumberland County Aging and Community Services adopted the goals established for the State Plan on Aging and were developed to reflect the issues that were brought forward.

The five goals are as follows:

**GOAL 1:** Strengthen aging network's capacity, promote innovation and best practices, and build efficiencies to respond to the growing and diversifying aging population.

**GOAL 2:** Improve services for older adults and the ability to advocate for them by using evidence-informed planning and committing to data integrity.

**GOAL 3:** Establish and enhance efforts to support healthy living, active engagement and a sense of community for all older Pennsylvanians.

**GOAL 4:** Emphasize a citizen-first culture that provides outreach, embraces diversity, and honors individual choice.

**GOAL 5:** Advocate for the rights of older adults and ensure their safety and dignity by raising awareness of and responding effectively to incidences of abuse, injury, exploitation, violence and neglect.

The strategies outlined in the 2020-2024 Area Plan for the above mentioned goals are designed to engage and educate the public, and to provide high quality, efficient services through both staff education and partnerships with other organizations to serve the most vulnerable individuals with the resources available. This can only occur with an empowered work force and through data integrity and that is addressed in the plan.

Although the potential for Enrollment Services is not specifically addressed in the plan, this agency will be actively monitoring the process and participating through the proposal to determine how Aging can provide services in that arena. Should changes in strategy be necessary to meet the goals as written they can and will be adapted. This Agency will remain dedicated to being the best advocates for consumers of aging services by building new partnerships, nurturing and maintaining current partnerships and focusing on the agency mission to enhance quality of life for our citizens.

## AGENCY OVERVIEW

### *Agency Mission*

To enhance the quality of life for Cumberland County citizens by providing a variety of Human Service programs, most of which are designed to assist low income seniors, adults, families, and adults with disabilities to remain in their homes; and to assist community groups and other public and private Human Service organizations to identify and develop solutions to unmet Human Service needs.

Cumberland County Aging and Community Services is one of 52 Area Agencies on Aging in the State of Pennsylvania with oversight provided by the Pennsylvania Department of Aging.

Cumberland County Aging and Community Services is directly under the supervision of the Cumberland County Board of Commissioners.

In addition to the Older Americans Act programs operated by the agency, Aging & Community Services currently administers the Homeless Assistance Program, Human Services Development Fund (HSDF), and Food Assistance Programs. In 2019, Aging & Community Services stopped providing the Commonwealth's Act 150 Attendant Care Program and Service Coordination for the Aging and Under 60 Waiver for Cumberland, Dauphin and Perry Counties due to the implementation of Community Health Choices.

In the management of our programs and our strategic planning process, Aging & Community Services is guided by a set of core values in developing and carrying out its mission. These values include:

- Listening to our consumers, their families & caregivers, and our partners who serve them;
- Responding to the changing needs and preferences of our increasingly diverse and rapidly growing consumer population;
- Producing measurable outcomes that significantly impact the well-being of our consumers and their family caregivers; and
- Valuing and developing our staff.

## ORGANIZATIONAL STRUCTURE

The County of Cumberland is the unit of general purpose local government designated as Planning and Service Area (PSA) 21 by the Commonwealth of Pennsylvania under Section 305(a) (l) (E) of the Older Americans Act of 1965, as amended.

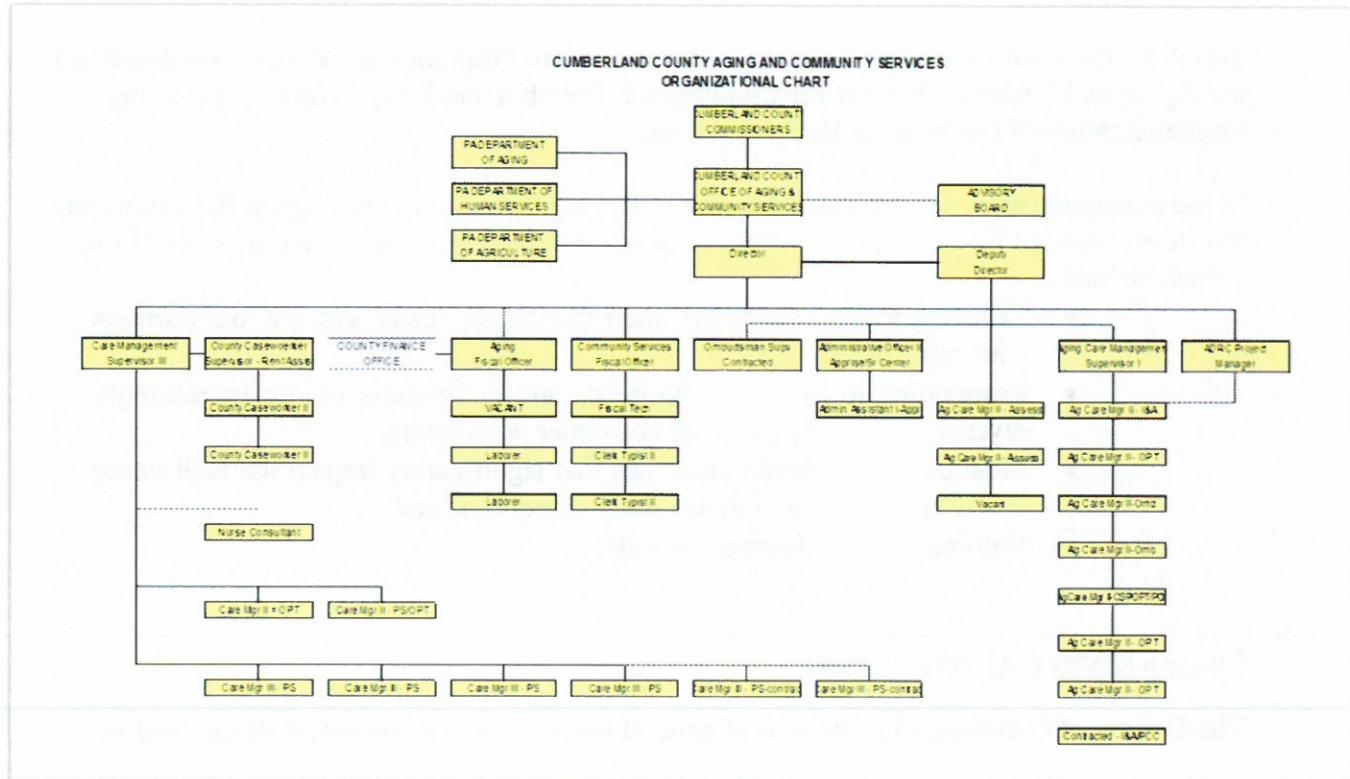
The Board of Commissioners is the governing body with the legal authority and responsibility for providing human services to older persons in the planning and service area. To carry out these responsibilities the Commissioners have established the office of Aging & Community Services to manage these programs, as well as an Aging Advisory Board to advise them on all matters relating to the planning, administration, and operation of programs and services for older adults.

Cumberland County has also developed various cross-system management teams to analyze issues, develop plans, and implement service strategies across the spectrum of County operations. These include a Senior Management Team, Human Services Policy Team, Claremont (Nursing and Rehab Center) Team, Emergency Management Team, Criminal Justice Policy Team, and Protective Services Task Force.

These teams work to ensure the development of appropriate strategies, policies and programs that comprise a framework for delivering efficient and effective services for Cumberland County residents.

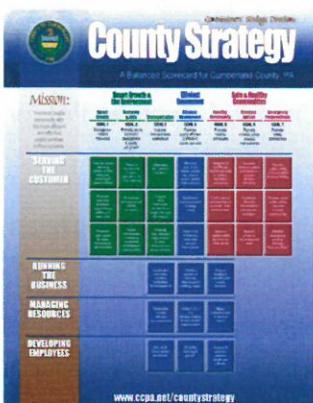
Aging & Community Services is an active participant in the Human Services Policy Team and

the Claremont Nursing & Rehabilitation Center Team. Working relationships have been established with IDD and Mental Health.



## STRATEGIC PLAN DEVELOPMENT

Every four years, all Area Agencies on Aging (AAA) are required to develop and submit a Plan that reflects future activities of the AAA to address the needs of older adults, adults with disabilities, and caregivers in their designated Planning and Service Area (PSA).



In Cumberland County the strategic planning process is guided by an overall County Strategy set forth by the Board of Commissioners which identifies service priorities in tandem with an outcome oriented financial management system. The Commissioners have developed a balanced scorecard which provides a framework used to align system-level and departmental strategies, goals, and target outcomes.

This 2020-2024 Area Plan has been developed using guidance issued by the Administration on Aging and the Pennsylvania Department of Aging, and the Strategic Directions of the Commissioners' Balanced Scorecard for Cumberland County.

The strategy with which A&CS approached the development of this Strategic Plan includes the following:

1. The Plan is shaped by the aspiration of creating a “livable community for all ages” so that all ages can benefit from strategies that support seniors.
2. The Plan recognizes that Area Agencies on Aging alone cannot create the community that older adults desire.
3. The Plan strives to align with the Strategic Plan of the County Commissioners and other local strategic plans. In this way, organizational energies and resources can be maximized.

## DEMOGRAPHICS

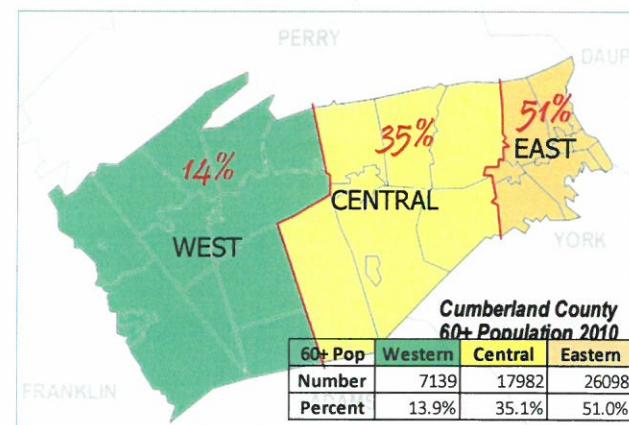
The data which follows focuses on growth factors that we believe will have a major influence on our service delivery system in the next four years, as it has for the previous four years.

Cumberland County grew 7.6% between April 2010 and July 2019, compared to the overall state growth of .08%, and long-term projections have Cumberland County continuing as one of the fastest-growing counties through 2040. The Penn State Data Center has also projected that by 2030 that one of every 4 residents will be 60 years of age or older. These demographic trends predict an ever increasing number of persons age 60+ will be in need of long-term care services in Cumberland County. In the last three decades the number of people in Cumberland County age 60 and older grew at 2½ times the overall county rate. The Census Bureau reports that persons 65 years and over make up 18.8% of the population in Cumberland County.

In 2010, 51% of the county’s older adults lived on the 61.4 square miles of land in the Eastern region, 35% lived on the 210.1 square miles of land in the Central region, and the remaining 14% live on the 278.6 square miles of land in the Western region. Of the top 5 Municipalities projected to grow through 2040, four of them are in the already most populated East region. Affordable senior housing is already at a premium and this growth will limit it further.

Cumberland County has 17 Nursing homes, including a county home and 6 continuing care retirement communities with a capacity of 2060 licensed nursing home beds. There are 22 licensed personal care homes and 1 licensed assisted living, with a capacity of 1662 PCH/AL beds.

There are 15 apartment properties identified for low income seniors and individuals who are disabled containing 959 units.



The numbers of long term living options appear adequate but many are only available for those individuals able to pay privately. There is often a waiting list for subsidized senior apartments.

#### LOCAL, POLITICAL, ECONOMIC CONDITIONS

Cumberland County's economic diversity includes major employers in the insurance, healthcare, manufacturing, and transportation and warehousing distribution industries.

The County economy also benefits from the regional presence of federal, state and local government operations. Cumberland County's January 2020 (pre-COVID19) unemployment rate was 3.8%, one of the lower rates in Pennsylvania. The statewide rate was 4.7%.

Cumberland County's older adult population has grown by nearly 44.5% since 1990, and funding sources have been relatively stagnant. Additional state funding has allowed for some increased services in certain programs.

COVID-19 presents unique challenges to the economic conditions of the county. It has led to an increase in need for meals, which Aging has been able to meet with the assistance of CARES Act funds.

#### NEEDS ASSESSMENT DATA

Needs assessment activities conducted by Aging & Community Services included:

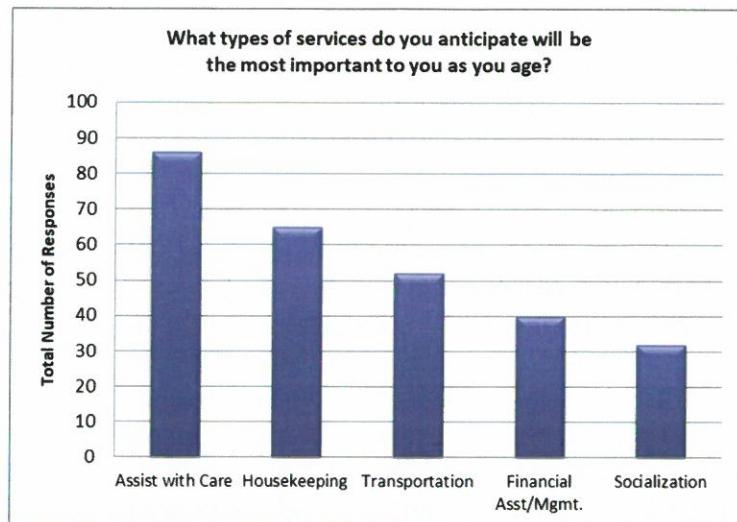
- Analysis of the latest available Census data
- Analysis of the agency's service delivery data
- Surveys of consumers through local (155 responses) and state surveys (206 responses)
- A public hearing
- Discussions with, and input from the Aging Advisory Board
- Agency staff submitted goals and objectives

## NEEDS ASSESSMENT FINDINGS

Consumer surveys identified the following services the most important as they age, out of 155 local responses:

- Assistance with care
- Housekeeping
- Transportation
- Financial Assistance/ Management
- Socialization

Assistance with care was the service those surveyed said was the most



important as they age. The state survey also identified Access to in-home care and services as the most important need identified, with 111 voting it as absolutely critical and another 61 as very important. Aging and Community Services continues to offer Personal Care through our OPTIONS program. A performance measure has been created to hold in-person meetings with our home care providers to identify and work through quality of care concerns. We are also focusing goals on promotion of the Dementia-Friendly and SAGECare programs so the care our consumers receive is through those well-trained in serving those with dementia and diverse populations. 91 of the state survey responses listed Dementia capable/friendly communities as absolutely critical, and 70 listed it as very important.

Housekeeping as a stand- alone service is an on-going topic of concern for consumers and often requested in I&R consultations. Minimal housekeeping services are provided as part of an active care plan with other personal care needs. Creative solutions will have to be considered as funding will not be able to meet the demands of the consumers for that service.

Transportation was listed as the third most important need through the local survey, and was also listed as a barrier to attending Senior Centers. Aging and Community Services contracts with Rabbit Transit to provide transportation. All essential trips for riders 65 and over are free, and essential rides for 60-64 are offered at a deeply discounted rate. One of our strategies is to look for partners to work towards developing Senior Centers without walls or mobile Senior Centers, which was listed as something consumers would like to see in the survey and addresses transportation concerns related to Senior Center attendance and socialization. The state survey identified Opportunities to make meaningful connections with others as a top concern, with 60 listing it as absolutely critical and another 89 as very important.

Aging and Community Services does not have direct control of financial assistance or management as a service. Our partnership with Maranatha Financial Counseling is beneficial for those consumers willing to accept services to help them maintain financial stability. We also provide legal services to assist with Power of Attorney.

Socialization is an area of service that we currently provide and will continue to do so. Knowing that it a concern for consumers reaffirms our goals to support programs that reduce social isolation, including Senior Center programs and potential expansion to include mobile centers.

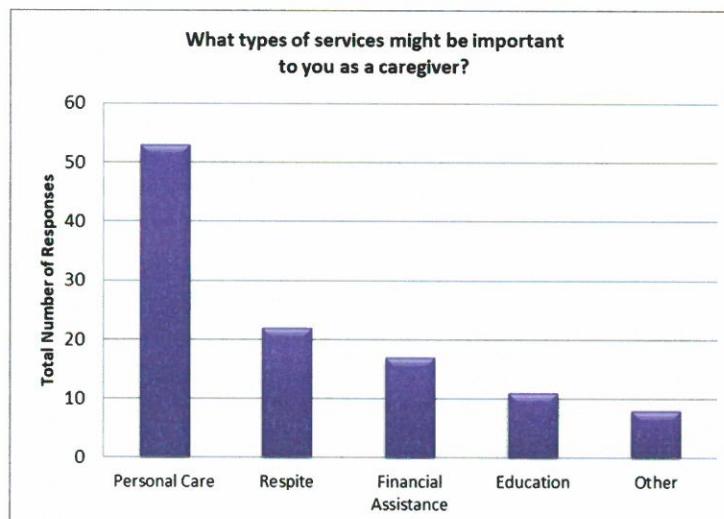
One area identified within the local results of the state survey is individual knowledge of available services and who to contact to access services for older adults in Pennsylvania. Survey results showed 42 individuals reported having no to little knowledge of available services for older adults, and 138 reported having mid-level to excellent knowledge of available services. Additionally, 52 reported having no or little idea who to call in order to access available services, and 148 reported having mid-level to excellent knowledge of who to call. Cumberland County Aging and Community Services has a goal identified to ensure frequent and ongoing outreach to increase public education of our services. This goal also addresses ensuring consistency of information provided and availability of that information in accessible and inclusive formats.

Local consumer surveys also identified services that might be important to them as caregivers:

- Assistance with personal care
- Respite
- Financial Assistance
- Education
- Other

The need for assistance with Personal Care was the most important service identified and is reflected in our goals, and respite was identified as the second. Both services are reimbursable through the Caregiver Support Program.

Aging and Community Services does not have direct control of financial assistance or management as a service. Our partnership with Maranatha Financial Counseling is beneficial for those consumers willing to accept services to help them maintain financial stability. We also provide legal services to assist with Power of Attorney documents.



The fourth identified service is education. Education is included in our goals, including partnering with qualified organizations and speakers to present at our Caregiver Support Group, and increased training of our Caregiver Support staff.

Overall our local needs assessment or the state survey did not identify any new or unknown need. Aging and Community Services staff, through their work in the field and in information and referral, is keenly aware of the needs that were confirmed through the survey and data analysis process. The goals and objectives that were developed reflect the issues that were brought forward.

## RESOURCE DEVELOPMENT

Cumberland County is fortunate to have a wealth of educational institutions that could be used as possible resources for volunteers and interns. Dickinson College in Carlisle, Messiah College in Grantham, Central Penn College in Summerdale, and Shippensburg University in Shippensburg, all include community service as part of their graduation requirements or as a part of student life.

The agency has had Social Work Student Interns working with Options, Ombudsman, Protective Services and previously Service Coordination. Outreach to freshman could develop into volunteers providing service and assistance for a minimum of four years.

## NATIONAL PLANNING REQUIREMENTS

The Administration on Aging requires the Area Agency on Aging to have specific objectives for providing services to older individuals:

- With the greatest economic or social need
- Who are at risk for institutional placement
- Who are low income minority
- Who are living in rural areas
- Who are limited in their English proficiency

The agency strives to meet these provisions and will continue to do so in the next four years.

## Goals, Objectives & Strategies

<p><b>Goal One:</b> Strengthen aging network's capacity, promote innovation and best practices, and build efficiencies to respond to the growing and diversifying aging population.</p>		
<p><b>Objective 1.1:</b> Partner with other organizations to provide outreach, increase our capacity to serve older adults and support more diverse populations.</p>		
<p><b>Strategies</b></p>		<b>Performance Measures/Target Dates</b>
<p>Ensure all Aging staff are SAGECare trained, and promote other county organizations receive the training, to help our staff and community provide culturally competent care and meet the needs of the growing LGBT senior population</p>	75% staff trained	July 2021
	100% staff trained	April 2022
	Promotion to other organizations	Starting Fall 2021, ongoing.
<p>Partner with the Health Information Exchange network to increase our ability to serve the older adults in our community</p>	Complete contract with KeyHIE	August 2021

<p><b>Goal One:</b> Strengthen aging network's capacity, promote innovation and best practices, and build efficiencies to respond to the growing and diversifying aging population.</p>		
<p><b>Objective 1.2:</b> Support families and friends who are caregivers to enable them to thrive in their caregiving roles.</p>		
<p><b>Strategies</b></p>		<b>Performance Measures/Target Dates</b>
<p>Engage staff to attend meetings, expos and events to promote the Caregiver Support Program and support group</p>	Assign staff to attend available expos or events, or present at least monthly	Start date: 7/1/2020, ongoing
	Promotion of support group at expos and events, track growth	7/1/2020 and ongoing
<p>Partner with providers to develop and deliver caregiver training</p>	Have provider or appropriate speakers at Caregiver support	Quarterly

	group  Grow available resources and providers available for presentations for caregivers	Ongoing, tracked biannually
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**Goal Two:** Improve services for older adults and the ability to advocate for them by using evidence-informed planning and committing to data integrity.

**Objective 2.1:** Ensure excellence in service delivery through use of data to assess the outcomes, quality and value of the services provided to the older adults in Cumberland County.

Strategies	Performance Measures/Target Dates	
Identify current levels of proficiency in I & A and case management via data collection from available systems and through feedback	Annual surveys conducted for quality of case management and consistency in information provided  Data collection via applicable SAMS reports	Annual – Fall  Biannual – Spring & Fall
Develop corrective measures by creating telephone scripts for most frequently asked consumer questions and referral outlines	Scripts for referrals  Scripts for FAQs	November 2020  July 2021 and ongoing
Include staff in brainstorming sessions with management. Encourage unsolicited input and reward cost saving measures	Management meetings with staff invited	1 – 2x per year, Spring and Fall; starting Fall 2020

<b>Goal Three:</b> Establish and enhance efforts to support healthy living, active engagement and a sense of community for all older Pennsylvanians.		
<b>Objective 3.1:</b> Ensure Aging, county agencies, and other community organizations are Dementia-Friendly.		
<b>Strategies</b>		<b>Performance Measures/Target Dates</b>
Ensure agency is dementia-friendly by having all staff complete course		75% of staff trained 100% of staff trained
		July 2021 April 2022
Support efforts to have additional Cumberland County agencies dementia-friendly trained		Active promotion and assistance to other agencies
Promote dementia-friendly program to community organizations through Cumberland County Dementia-Friends Committee		Active participation in Cumberland County Dementia-Friends Committee
		Start November 2020, ongoing Start September 2020, ongoing

<b>Goal Three:</b> Establish and enhance efforts to support healthy living, active engagement and a sense of community for all older Pennsylvanians.		
<b>Objective 3.2:</b> Promote engagement in healthy aging, nutrition, education and prevention programs.		
<b>Strategies</b>		<b>Performance Measures/Target Dates</b>
Identified staff trained and conducting sessions for the Chronic Disease Health Management programs		Staff trained First Session started Senior High Rise
		August 2021 (dependent on availability of training) January 2022 Spring 2022
Identified staff trained for the Aging Healthy IDEAS program		Staff trained Tracked for
		August 2021 (dependent on availability of training)

	appropriate use	Ongoing
Promote and support engagement in programs that reduce social isolation and support healthy aging	<p>Increase promotion of Senior Centers by utilizing social media, email, and adding information to presentations</p> <p>Assess interest in developing partnerships for Sr Centers Without Walls</p>	<p>July 2021</p> <p>July 2021</p>

<p><b>Goal Four:</b> Emphasize a citizen-first culture that provides outreach, embraces diversity, and honors individual choice.</p> <p><b>Objective 4.1:</b> Ensure information and resources are accessible, inclusive and available through outreach and a variety of sources.</p>		
Strategies		Performance Measures/Target Dates
Schedule staff to ensure that there is an aging staff member at every cross training meeting throughout the year	Schedule staff for attendance at cross-training	Quarterly schedule
Prepare a quarterly plan to ensure a minimum of one event, seminar or presentation is attended to promote aging services, or offered to increase public education every month throughout the year	Schedule staff to attend or present monthly	Plan developed quarterly
Increase Person-Centered Counseling through our Care Managers and I&A unit	<p>Ensure all appropriate care managers and I&amp;A are PCC certified</p> <p>Track PCCs to monitor for increase and effectiveness</p>	<p>December 2020</p> <p>Starting January 2021, quarterly</p>

Increase availability of resources in accessible and inclusive formats	Expand resources to be available in inclusive formats and through multiple sources	Start January 2021, track growth of available resources in multiple formats and locations biannually
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<p><b>Goal Five:</b> Advocate for the rights of older adults and ensure their safety and dignity by raising awareness of and responding effectively to incidences of abuse, injury, exploitation, violence and neglect.</p> <p><b>Objective 5.1:</b> Identify frequency and nature of calls/situations with consumers requiring an alternative to routine case management.</p>		
<p><b>Strategies</b></p>		<b>Performance Measures/Target Dates</b>
Develop an Intensive Case Management position for high risk consumers	Develop position and job description	March 2021
Ensure appropriateness of referrals for intensive case management	Track to ensure appropriate referrals to intensive case management	Every referral to Intensive Case Management reviewed by PS Supervisor
Develop a protocol to provide the needed oversight and services to high risk consumers in the community and evaluate effectiveness	Develop protocol  Track for base numbers and eventual reduction in the need for intensive case management and safe transfer to case management	July 2021, revised as needed  Start July 2021, ongoing
Pursue collaboration and partnership with other county human service agencies and programs to create safety nets	Include in position job description outreach and collaboration with other agencies	March 2021, review quarterly or as needed to identify needed or insufficient collaborations

<p><b>Goal Five:</b> Advocate for the rights of older adults and ensure their safety and dignity by raising awareness of and responding effectively to incidences of abuse, injury, exploitation, violence and neglect.</p> <p><b>Objective 5.2:</b> Expand outreach to increase community knowledge of elder abuse and increase strategic collaboration with community partners to increase effectiveness in responding to elder abuse.</p>		
<p><b>Strategies</b></p>		<b>Performance Measures/Target Dates</b>
Continued development and growth of the Protective Services Task Force with the District Attorney and key stakeholders	Task force growth through outreach to identified organizations	Ongoing
Update Protective Services information to be distributed at expos and health fairs and during presentations	Update presentations and available brochures or information	July 2021
Conduct joint meetings with home health care management and CCA&CS care managers for the purpose of discussing and remedying frequently occurring care issues	Joint meetings with Home Health Care agencies	Yearly starting 2021

Program Goals and Objectives will need to be monitored and reviewed for efficiency, effectiveness and quality outcomes.

**PART B****Section 1. Signature Page/Standard Assurances Commonwealth of Pennsylvania  
Department of Aging****FY 2020-2024 Area Agency on Aging****Four-Year Area Plan on Aging****Signature Page  
Area Agency on Aging Name and Address:****CUMBERLAND COUNTY AGING & COMMUNITY SERVICES  
1100 CLAREMONT ROAD, CARLISLE, PA 17015**

I/we certify that I/we are authorized to submit this Plan on behalf of the designated Area Agency on Aging and agree to abide by regulations issued by the Pennsylvania Department of Aging, the U.S. Department of Health and Human Services, and the U.S. Department of Labor. I/we further certify that the general public has had the opportunity to review and comment on this Plan through the public hearing process and that written policies, procedures or agreements, as appropriate, have been developed in accordance with Part A, Section 307 of the Older Americans Act, and are on file for review and approval, as appropriate, by Department of Aging officials.

I/we assure that services and programs of the Area Agency on Aging will be managed and delivered in accordance with the Plan submitted herewith. Any substantial changes to the Plan will be submitted to the Department of Aging for prior approval.

I/we hereby expressly, as a condition precedent to the receipt of State and Federal funds, assure:

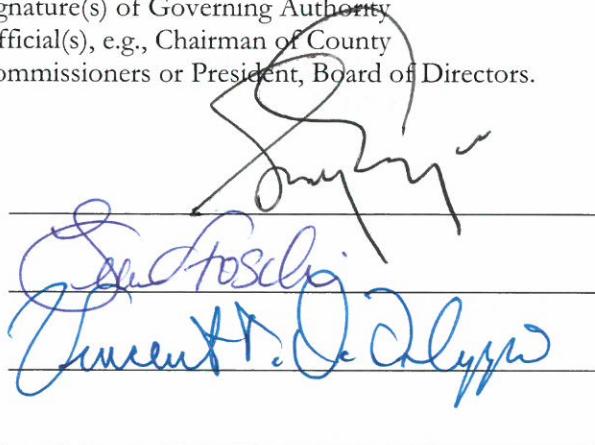
That in compliance with Title VI of the Civil Rights Act of 1964; Section 504 of the Federal Rehabilitation Act of 1973; the Age Discrimination Act of 1975; The Americans With Disabilities Act of 1990; The Pennsylvania Human Relations Act of 1955, as amended; and 16 PA Code, Chapter 49 (Contract Compliance regulations):

- 1) I/we do not and will not discriminate against any person because of race, color, religious creed, ancestry, national origin, age, sex, or handicap;
  - a) In providing services or employment, or in its relationship with other providers;
  - b) In providing access to services and employment for handicapped individuals.
- 2) I/we will comply with all regulations promulgated to enforce the statutory provisions against discrimination.

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

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

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



Title	Date
Chairman	7/27/2020
Vice Chairman	7/27/2020
Secretary	7/27/2020
Director (Title)	7/29/2020 (Date)

(Signature of the Area Agency on Aging Acting Director)

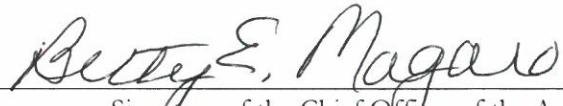
Name of Person to Contact Regarding the Contents of This Plan:

\_\_\_\_\_  
Annie Huff  
(Name) \_\_\_\_\_ (717) 240-6110  
(Area Code and Telephone)

**Part B. Section 2****DOCUMENTATION OF PARTICIPATION BY THE AREA  
AGENCY ON AGING ADVISORY COUNCIL**PSA NO. **21**NAME OF AAA: **Cumberland County Aging & Community Services**PLAN PERIOD FROM **10-1-2020** TO **9-30-2024**

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

The Area Agency on Aging Advisory Council **XX** does \_\_\_\_\_ does not recommend approval of this Plan.



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

**Ms. Betty Magaro**

Typed Name and Title



Date

**Part B. Section 3****Listing of Plan Assurances and Required Activities****Older Americans Act, As Amended in 2016****ASSURANCES**

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

**Area Plans**

- Assurances that an adequate proportion, as required under section 307(a)(2), of the amount allotted for part B to the planning and service area will be expended for the delivery of each of the following categories of services:
  - Services associated with access to services (transportation, health services (including mental and behavioral health services), outreach, information and assistance (which may include information and assistance to consumers on availability of services under part B and how to receive benefits under and participate in publicly supported programs for which the consumer may be eligible) and case management services.
  - In-home services, including supportive services for families of older individuals who are victims of Alzheimer's disease and related disorders with neurological and organic brain dysfunction
  - Legal assistance.
- Assurances that the AAA will report annually to the State agency in detail the amount of funds expended for each such category during the fiscal year most recently concluded.
- Assurances that the AAA will:
  - Set specific objectives, consistent with State policy, for providing services to older individuals with greatest economic need, older individuals with greatest social need, and older individuals at risk for institutional placement.
  - Include specific objectives for providing services to low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas.
  - Include proposed methods to achieve the objectives.
- Assurances that the AAA will include in each agreement made with a provider of any service under this title, a requirement that such provider will:
  - Specify how the provider intends to satisfy the service needs of low-income minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas in the area served by the provider.
  - To the maximum extent feasible, provide services to low-income minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas in accordance with their need for such services.
  - Meet specific objectives established by the AAA, for providing services to low-income minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas within the planning and service area.

- Each AAA shall identify the number of low-income minority older individuals and older individuals residing in rural areas in the planning and service area, describe the methods used to satisfy the service needs of such minority older individuals, and provide information on the extent to which the AAA met the objectives described in clause (a)(4)(A)(i).
- Assurances that the AAA will use outreach efforts that will identify individuals eligible for assistance under this Act, with special emphasis on:
  - Older individuals with greatest economic need (with particular attention to low-income minority individuals and older individuals residing in rural areas).
  - Older individuals with greatest social need (with particular attention to low-income minority individuals and older individuals residing in rural areas).
  - Older individuals with severe disabilities.
  - Older individuals with limited English proficiency.
  - Older individuals with Alzheimer's disease and related disorders with neurological and organic brain dysfunction (and the caretakers of such individuals).
  - Older individuals at risk for institutional placement.
- Assurance that the AAA will ensure that each activity undertaken by the agency, including planning, advocacy, and systems development, will include a focus on the needs of low-income minority older individuals and older individuals residing in rural areas.
- Assurances that the AAA will coordinate planning, identification, assessment of needs, and provision of services for older individuals with disabilities, with particular attention to individuals with severe disabilities, and individuals at risk for institutional placement, with agencies that develop or provide services for individuals with disabilities
- Assurances that the AAA, in carrying out the State Long-Term Care Ombudsman program under section 307(a)(9), will expend not less than the total amount of funds appropriated under this Act and expended by the agency in fiscal year 2000 in carrying out such a program under this title.
- Information and assurances concerning services to older individuals who are Native Americans (referred to in this paragraph as "older Native Americans"), including:
  - Information concerning whether there is a significant population of older Native Americans in the planning and service area and if so, an assurance that the AAA will pursue activities.
  - Outreach, to increase access of those older Native Americans to programs and benefits provided under this title.
  - Assurance that the AAA will, to the maximum extent practicable, coordinate the services the agency provides under this title with services provided under title VI.
  - Assurance that the AAA will make services under the area plan available, to the same extent as such services are available to older individuals within the planning and service area, to older Native Americans.
- Assurances that the AAA will maintain the integrity and public purpose of services provided, and service providers, under this title in all contractual and commercial relationships.
- Assurances that the AAA will disclose to the Assistant Secretary and the State agency the identity of each nongovernmental entity with which such agency has a contract or commercial relationship relating to providing any service to older individuals; and the nature of such contract or such relationship.

- Assurances that the AAA will demonstrate that a loss or diminution in the quantity or quality of the services provided, or to be provided, under this title by such agency has not resulted and will not result from such contract or such relationship.
- Assurances that the AAA will demonstrate that the quantity or quality of the services to be provided under this title by such agency will be enhanced as a result of such contract or such relationship.
- Assurances that the area agency will, on the request of the Assistant Secretary or the State, for the purpose of monitoring compliance with this Act (including conducting an audit), disclose all sources and expenditures of funds such agency receives or expends to provide services to older individuals.
- Assurances that preference in receiving services under this title will not be given by the AAA to particular older individuals as a result of a contract or commercial relationship that is not carried out to implement this title.
- Assurances that funds received under this title will be used to provide benefits and services to older individuals, giving priority to older individuals identified in paragraph (4)(A)(i); and in compliance with the assurances specified in paragraph (13) and the limitations specified in section 212.

**Part B. Section 4****Narrative Summary of the Proceedings of the AAA Area Plan Public Hearing**

The public hearing for the Cumberland County 2020-2024 Four Year Plan was held July 17<sup>th</sup> at 1:00pm via Zoom. The public was invited through the Cumberland County website, through a county wide alert that is sent through email and text for those registered, and through an ad in the newspaper. Advisory Board members and members of the public attended. The following information was reviewed:

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**FOUR YEAR PLAN REVIEW:**

Every four years, each of the 52 Area Agencies on Aging in Pennsylvania is required to develop and submit a Plan that serves as a guiding document for the delivery of services to address the needs of our consumers in our county.

We developed this plan based on guidance from the Department of Aging, through the results of our local and state needs assessment surveys, and it's designed to correlate with the performance measures of Cumberland County.

Cumberland County grew 7.6% between April 2010 and July 2019, the overall state growth was .08%. The Penn State data center predicts that by 2030 one of every 4 residents will be 60 or older. Due to stagnant level funding we implemented a wait list for our OPTIONS program in July 2019. We were able to pull those waiting for meals off of the list for now, using CARES Act funds due to COVID 19, but we continue to look for creative ways to serve our consumers, including partnering with other agencies.

Our Needs Assessment findings identified the five top services consumers listed as most important as they age:

1. The top answer was Assistance with care. This was also the top result from the local data pulled from the state survey, and the biggest concern reported by caregivers. We continue to offer Personal Care services through OPTIONS as able, though we do have the waitlist where consumers are pulled off according to their needs score when funding is available. We also offer a level of reimbursement through the caregiver support program. We also have a goal to improve the quality of the home care agencies we contract with and we continue to seek out additional providers.
2. Housekeeping was listed as the second, and as a stand-alone service this isn't a need we are able to meet due to funding, though limited housekeeping is provided as part of an active care plan. This is one of the areas where we continue to try and find other community resources or solutions to meet the demand.
3. Transportation was listed as third most important. We continue to contract with Rabbit Transit to provide transportation. All essential trips for age 65+ are free, and essential trips for 60-64 are offered at a deeply discounted rate. Transportation was also listed as a barrier to attending Senior Centers. Senior Center trips are included as an essential trip. We also have a plan as part of our

goals to look for partners to explore Mobile Senior Centers so we can try and bring the center to the consumers. This was something a resident of Cumberland County suggested as part of the survey.

4. Financial assistance/management is fourth. Although we don't have direct control of this as a service, we do partner with Maranatha Financial Counseling for those willing to accept services to help with finances, and we provide legal services to assist with power of attorney.

5. Socialization. We currently provide socialization through our Senior Centers and continue to support those programs and we have as part of a goal to increase promotion of centers, as well as exploring mobile centers.

Another area identified in the state survey was the lack of knowledge of some of the services available for older adults in Cumberland County, and where to go to access them. We plan to address this in our goals as well through outreach, community education and inclusive resources.

The needs assessment results for caregivers yielded similar results.

Assistance with personal care and respite were the first two. Personal care and respite hours can be reimbursable through the caregiver support program.

The third was financial assistance, which we already addressed in the general needs assessment results through our community partnerships.

The fourth is Education. We have included this in our goals to support caregivers, including partnering with qualified persons to present at the support group, and increased training for our staff.

#### Goals and strategies:

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

We plan to accomplish this goal through partnerships with other organizations to expand the availability and quality of services, and increased training for staff including SAGECare training, which is for serving the LGBT senior population. We also plan to increase staff attendance at meetings and expos to promote the Caregiver Support Program and the caregiver support group, and develop partnerships to provide caregiver training for our caregivers and caregiver staff.

**Goal Two:** Improve services for older adults and the ability to advocate for them by using evidence-informed planning and committing to data integrity.

We plan to meet this goal by using data and feedback to ensure we are providing quality and consistent information through our information and referral unit, and through the care managers; we'll develop protocols and procedures for frequently asked questions and concerns; as well as including staff in management level meetings to hear current needs and issues and assist in developing strategies to address them.

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

This goal will include having all of our staff Dementia-Friendly trained, as well as promoting the program to other county agencies and community organizations. We also plan to have existing staff trained in programs such as Chronic Disease Health Management which teaches consumers how to manage their health conditions through ongoing trainings which we will typically do at places like Senior Centers and Senior High Rises, and the Aging Healthy IDEAS program that trains care managers to recognize and screen for depression and social isolation signs and risk factors. This goal also supports Senior Center efforts including increasing promotion of available programming and assessing interest in partnerships for mobile centers.

Goal Four: Emphasize a citizen-first culture that provides outreach, embraces diversity, and honors individual choice.

This goal includes increasing our outreach at cross training meetings and events, increasing our person centered counseling through our care managers and I&A unit, which is a more intense I&A function for those that need it, and ensuring our resources are accessible and inclusive.

Our final goal, Goal Five: Advocate for the rights of older adults and ensure their safety and dignity by raising awareness of and responding effectively to incidences of abuse, injury, exploitation, violence and neglect.

This goal involves the development of an intensive care management position using a current Care Manager for more high risk consumers, and creating the needed protocols and community partnerships that will need to come with it as safety nets. This goal also includes expanding our outreach to increase community knowledge of elder abuse, growth of the protective services task force, and joint meetings with home care providers to identify and remedy frequent care issues.

That completes our goals and strategies. These will be monitored, we have to report our progress on the goals back to the state, and we will continue to review for effectiveness, or if there is a need to shift focus based on community need at the time.

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Request for feedback included Advisory Board members support of the plan and goals, as well as request for summary of this hearing so members could continue to monitor goals throughout coming months and years. No other questions or comments from advisory board members or public in attendance.