

County of Northumberland

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"Dedicated to serving Seniors by promoting Empowerment, Dignity & Independence"

Northumberland County Area Agency on Aging

Four-Year Area Plan

October 1, 2016 – September 30, 2020

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Area Agency on Aging

Dedicated to serving Seniors

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Executive Summary



By act of the Assembly on March 21, 1772, Northumberland County was created from portions of Berks, Lancaster, and Cumberland counties and became Pennsylvania's tenth (10th) county. The Purchase of 1768 brought a large and rapid influx of people into the areas near the Susquehanna River's confluence, and this influx needed access to government services in a convenient location. Sunbury, located on the Susquehanna River, was named the county seat.



Countless generations have traveled through the Susquehanna River Valley and the area that is now Northumberland County. Some were passing through while others came to make this place their home. From the days of being part of the Pennsylvania frontier to modern day, Northumberland County's history is diverse and interesting. The county grew and developed over the years. First having an agricultural-based economy, the building of the canals and railroads and the discovery of anthracite coal brought industry and immigrant laborers from many ethnic backgrounds to the area shifting the county's economy to a more industrial focus. Each ethnic group brought its language, family traditions, food ways, and religious beliefs and passed them on to the next generation. Northumberland County became the Susquehanna River Valley's melting pot and its diverse population contributed to its colorful history.



The Older Americans Act of 1965 requires the Pennsylvania Department of Aging to develop a State Plan on Aging. The State Plan combines the priorities of the Department of Aging and the Administration on Community Living (ACL) to serve as a guiding document for the provision of services to older adults and persons with disabilities who need access to long-term care and support. The Northumberland County Area Agency on Aging (AAA) is required by the Pennsylvania Department of Aging to also develop a guiding document outlining the goals, objectives, and strategies of the AAA for the next four (4) years.



The functions of the Area Plan for the Northumberland County Area Agency on Aging include the following:

- To educate and inform stakeholders about the services and supports offered through the AAA (i.e. consumers, general public, service providers, community leaders, local officials, donors)
- To comply with Act 70 and Older Americans Act requirements
- To ensure the local needs and circumstances are successfully integrated with State and Federal goals, initiatives, and regulations
- To provide a management tool to assist AAA Administration with budget, staffing, and program decisions that reflect AAA priorities
- To provide information to the Pennsylvania Department of Aging about the unique needs and circumstances of the AAA.



The four (4) goal areas adopted by this AAA as we implement our 2016-2020 Area Plan are as follows:

- Promote existing services
- Improve access to services
- Enhance quality of services
- Empower the workforce.



Twelve (12) objectives with various related strategies will provide guidance to this AAA as we strive to evaluate our successes through specific performance measures. The twelve (12) objectives developed in order to accomplish the four (4) goals listed above are:

- Increase the knowledge and awareness of programs and services offered to Northumberland County older adults among potential consumers and the general public
- Increase awareness of the APPRISE program and the services available to all Medicare beneficiaries throughout Northumberland County
- Improve the awareness of protective services among local agencies and organizations by enhancing collaborations with these agencies and organizations
- Improve consumer satisfaction when contacting the agency for assistance
- Prepare the agency for implementation of Community Health Choices
- Enhance agency partnerships through Northumberland County's Systems of Care Network
- Expand and improve the collection and reporting methods of agency activities, performance, and quality of service
- Identify and promote the dissemination of consumer best practices to enhance and improve services and supports for Northumberland County consumers
- Enhance the availability of preventive health promotion programs
- Revamp programming and activities at Northumberland County Senior Action Centers
- Foster education and support of caregivers that serve the aging population
- Increase the knowledge, skill, and quality-monitoring of agency staff



The AAA and stakeholders involved in aging services submit the following plan for consideration on behalf of the Northumberland County Area Agency on Aging.

Agency Overview

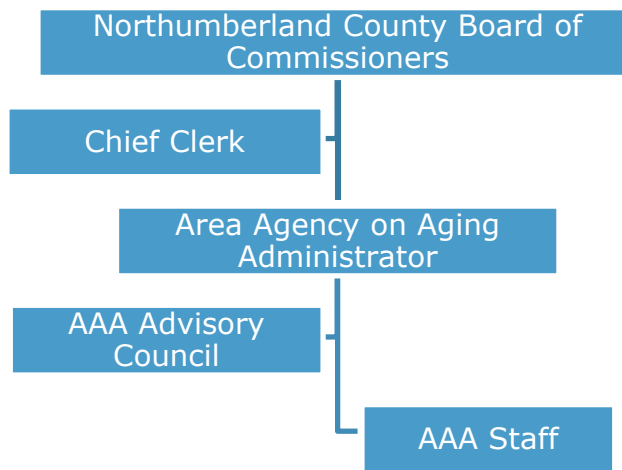
A. Organizational Structure

The Northumberland County Area Agency on Aging (AAA) was established in 1972 after the Agnes Flood caused much destruction within the County. The availability of \$20,000 in Federal funds to provide assistance to the County's older adults was the beginning of the present "Northumberland County Area Agency on Aging."

The Mission Statement of the Northumberland County Area Agency on Aging is:

"Dedicated to Serving Seniors by Promoting Empowerment, Dignity, and Independence."

The AAA is directly overseen by the Northumberland County Board of Commissioners. The Administrator and Deputy Administrator provide the ongoing direction and oversight of the AAA. Forty (40) employees provide the daily supports and services of the AAA.



(See Attachment A for Agency Organizational Chart)

The AAA directs, administers, and provides an array of services designed to meet the needs of older adults while maximizing funding. The AAA is dedicated to provide a high quality of service to enhance the lives of older adults and to empower them to maintain independence in order to "age in place."

The following programs and services are offered through the AAA:

- Alzheimer's Support Group
- APPRISE Program
- Caregiver Support Program
- Congregate Meals
- Information and Referral/Assistance

- Legal Assistance
- Level of Care Assessments
- LIFE Program
- Nursing Home Transition
- Older Adult Protective Services
- OPTIONS Services:
 - Adult Day Services
 - Assistive/Adaptive Devices
 - Care Management
 - Consumer Reimbursement
 - Emergent Services
 - Home Modifications
 - In-Home Meals
 - Medication Set-Up
 - Personal Emergency Response Systems
 - Personal Care Services
- Prime Time Health/Health Promotion
- Senior Community Center Services
- Transportation
- Volunteer Services

The Ombudsman program is currently contracted to North Penn Legal Services. This AAA is not currently enrolled as an Aging Waiver Service Coordination Entity.

B. Demographics

TOTAL POPULATION: As per the US Bureau of the Census, the five-year estimate of total residents in Northumberland County is 94,294. Approximately 24,625 (or 26%) of the total residents are over the age of sixty (60) years. This is a slightly higher percentage than the entire State of Pennsylvania, which is estimated to have 22% of its residents over the age of sixty (60) years. Many older residents of Northumberland County have chosen to remain in the County to age in place. Affordable housing and a strong sense of community are two reasons older adults chose to remain here.

ETHNICITY: Northumberland County is predominately white with approximately 6% of the residents of a different ethnicity. During the past four years, the AAA has received a slight increase in referrals for the Hispanic population from an average of ten (10) referrals to sixteen (16) referrals per year. Approximately 97% of the over sixty (60) residents speak English only.

MARITAL STATUS: When comparing the over sixty (60) population of Pennsylvania and the same population in Northumberland County, both groups are approximately 57% married and 23% widowed.

EDUCATION: Northumberland County's educational attainment in the over sixty (60) population is different than Pennsylvania. Most notable are the under sixty (60)

residents who are not high school graduates and have not obtained a GED. In Pennsylvania, approximately 16.5% of the over sixty (60) population have not graduated from high school and have not obtained a GED; Northumberland County is approximately 22%. Also notable are the over sixty (60) residents obtaining a bachelor's degree or higher. Pennsylvania's average for over sixty (60) residents is approximately 22%; Northumberland County is approximately 10%.

EMPLOYMENT: The State average of Pennsylvania residents over the age of sixty (60) still employed is approximately 26%. In Northumberland County, the average is 22%.

HOUSEHOLD INCOME: Another notable difference between the over sixty (60) residents of Pennsylvania and Northumberland County is the average household income. Approximately 83% of Northumberland County's older adults receive Social Security. These residents' average yearly income is \$18,000 - \$1000 less than the State average. Approximately 49% of the older adults residing in the County receive an annual average retirement income of \$15,000 - \$4500 less than the State average. Overall, the older adults residing in Northumberland County receive \$5500 less income annually than the State average. As a result, many of the over sixty (60) residents in Northumberland County fall into the 100-149 percent poverty bracket. These residents are often financially over income for many available services and supports, but they usually don't have enough income and assets to pay for the services that may be needed in order for them to remain in their own home.

HOUSING: Housing in Northumberland County and Pennsylvania is similar with 75% of over sixty (60) residents living in their own homes and 25% living in rented properties. However, housing costs in Northumberland County are different than Pennsylvania overall. Within Pennsylvania, approximately 1.3% of over sixty (60) residents have no telephone service available. However, in Northumberland County, approximately 3.3% of over sixty (60) residents have no telephone service available. The median value of a home owned by an older adult in Northumberland County is \$94,800; the median value of a home for older homeowners in Pennsylvania is \$155,400. Approximately 78% of older County homeowners spend less than 30% of their household income on standard monthly owner costs of a home. The remaining 22% of older homeowners often need assistance with paying monthly utility bills, purchasing medications, obtaining telephone services, buying groceries, and saving for annual heating and cooling expenses.

The median monthly rent for over sixty (60) County residents is \$470. The median monthly rent for over sixty (60) Pennsylvania residents is \$710. Approximately 65% of older tenants in the County spend less than 30% of their household income on their monthly gross rent. The remaining 35% of the over sixty (60) tenants in the County again often need assistance with paying the utility bills not included in their rent, purchasing medications, obtaining telephone services, and buying groceries.

At this time, there are twenty-five (25) elderly/disabled/low-income housing buildings, nine (9) nursing homes, and fifteen (15) personal care homes in Northumberland County.

AAA STATISTICS: Approximately 28% of the consumers served by the AAA are over 85 years of age. 70% of the consumers served by the AAA are female, 30% are male.

60% of the consumers served through the AAA lived in an urban residential setting, and 40% lived in a rural residential setting.

Intake demographics have changed at our AAA. During the past four years, the number of referrals received for the age eighty (80) years plus has remained approximately the same. However, there has been a 19% increase in referrals with the 70-79 population. The 60-69 population shows a dramatic increase in referrals the past four years with an increase of 50%. The overall poverty level for all referrals has increased from 24% to 29%. Again, the age eighty (80) years plus population remains at approximately 21% poverty while the 70-79 population remains at approximately 28%. The 60-69 population has shown the greatest increase in overall poverty with an increase from 39% to 50% poverty during the past four years.

Service utilization in Northumberland County has also changed. Notable increases have occurred in the provision of Adult Day Care, Assessments, Information & Assistance, Nursing Home Transition, and Protective Services. Notable decreases have occurred in the provision of Congregate Meals, Caregiver Support Program, In-Home Meals, Medication Set-Up, Personal Care, and Senior Center Visits.

	2012	2015	% Change		2012	2015	% Change
Adult Day Care				Medication Set Up			
Consumers	13	15	↑ 13%	Consumers	68	22	↓ 68%
Units Provided	896	1124	↑ 20%	Units Provided	1019	422	↓ 59%
Cost for Units Provided	38443	49274	↑ 22%	Cost for Units Provided	39371	16654	↓ 58%
Assessments				Nursing Home Transition			
Consumers	1065	1235	↑ 14%	Transitions Completed	16	26	↑ 38%
Units Provided	1250	1387	↑ 10%	Income Generated	35870	58890	↑ 39%
Congregate Meals				Personal Care			
Consumers	471	360	↓ 24%	Consumers	310	277	↓ 11%
Units Provided	19828	11465	↓ 42%	Units Provided	38694	24304	↓ 37%
Cost for Units Provided	59878	51373	↓ 14%	Cost for Units Provided	720026	461527	↓ 36%
Caregiver Support Program				Protective Services			
Consumers	109	61	↓ 44%	Reports Received	171	283	↑ 40%
Cost for Units Provided	239396	142574	↓ 40%				
Information & Assistance				Senior Center Visits			
Consumers	1074	1322	↑ 19%	Consumers	2002	1630	↓ 19%
Units Provided	1328	1702	↑ 22%	Units Provided	42388	40426	↓ 5%
In-Home Meals							
Consumers	406	282	↓ 31%	Increase (↑)	Green		
Units Provided	65788	54656	↓ 17%	Decrease (↓)	Red		
Cost for Units Provided	283454	303870	↑ 7%				

C. Local, Political, and Economic Conditions

The political culture within Northumberland County continues to be supportive of the Area Agency on Aging (AAA). The County does not currently provide funding to our AAA; however, the County has had to absorb indirect expenses charged to the AAA once our 2% Indirect Cost Cap was reached.

Older residents of Northumberland County are very concerned about possible increases in their school and property taxes during the next four years. Teachers at several local school districts have been on strike while negotiating new contracts. As these school districts have finalized new contracts, an increase in school taxes has been implemented. In addition, the County's prison was destroyed by a fire approximately eighteen (18) months ago. As the County prepares for the building of a new prison, many residents are anticipating an increase in their property taxes. This is concerning because approximately 23% of older residents in Northumberland County are at 149% poverty or lower.

D. Needs Assessment Data

A Needs Assessment Survey was developed and distributed to various interest groups and elected officials throughout Northumberland County (*See Attachment B for Needs Assessment Survey*). Five hundred (500) surveys were distributed.

A Legislative Breakfast was held May 24, 2016. The purpose of the breakfast was to discuss issues the elected officials are hearing from their constituents regarding needs of older adults now and in the future. Nine (9) elected officials were present for the meeting. The Needs Assessment Survey was reviewed and discussed, and the officials presented their needs and concerns shared by local community members and their respective constituencies.

The Area Agency on Aging Advisory Board met May 26, 2016. Sixteen (16) members of the Advisory Board were present. The Needs Assessment Survey was again reviewed and discussed, and the Advisory Board members presented their needs and concerns regarding the Aging population in Northumberland County.

Town Hall meetings were held at each of the nine (9) senior centers throughout the County. And similar to the Legislative Breakfast and Advisory Board meeting, the Needs Assessment Survey was reviewed and discussed. The local community members attending the Town Hall meetings had the opportunity to discuss their needs and concerns regarding the Aging population in the County.

One hundred eighty-one (181) Needs Assessment Surveys were completed and returned to the AAA. The following information was noted as a result of these completed surveys:

- The two largest age groups completing the survey were 65-69 years old and 85 years and older (40%).

- 72% were female.
- 74% were married or widowed.
- 98% were Caucasian.
- 89% lived alone or with their spouse.
- 81% were aware the AAA provided home delivered meals. Only 34% were aware the AAA could arrange and/or provide respite services.
- 37% were currently receiving in-home services – mostly home delivered meals, personal care, housing assistance, and caregiver support.
- 38% of responders felt the AAA services were very critical in assisting older adults; 45% felt the services were very important.
- 71% of responders felt newspapers were the best media avenue to become aware of community events and activities. 67% stated word-of-mouth.
- When asked how many senior centers are currently located in Pennsylvania, 79% responded. Of the 79%, 62% chose the correct answer.
- 30% of responders felt mobility difficulties were a barrier to senior center participation. 31% of responders felt older adults were already maintaining an active lifestyle and not interested in senior center participation.
- When asked what activities would be of interest at the senior centers, the following responses were noted in the order listed below:
 - 1) Day trips to restaurants, museums, etc.
 - 2) Luncheons
 - 3) Exercise programs
 - 4) Educational programs
 - 5) Art classes
 - 6) Nutrition education
 - 7) Computer classes
 - 8) Movies
 - 9) Woodworking
- 86% of the responders answered the question regarding their level of understanding of the APPRISE program. 38% stated they were not aware of the program, and 33% stated they were aware of the program but not clear of how the program could assist them.

Some additional information and suggestions obtained while completing the Legislative Breakfast, Advisory Board meeting, and the Town Hall meetings:

- Advertising about AAA services, programs, and activities is very important
- More educational programs are requested at the senior centers
- Hospitals and doctors need more education about services and programs offered through the AAA
- Schedule community meetings at high rises to provide education regarding AAA services and benefits
- Coordinate with local townships, boroughs, cities, etc. to develop and maintain a database of frail older adults who may need assistance during emergency situations

- Home maintenance is a needed service
- Tax and rent rebate information should also be made available through local area tax collectors.

E. Resource Development

The Northumberland County Area Agency on Aging maintains memberships in various local coalitions, human services networks, long-term living councils, and Chambers of Commerce. The AAA will maintain its memberships in these organizations in order to share resources and information.

The AAA also continues to partner with local day care organizations, school districts, and the Career & Technology Center for intergenerational programs, including computer classes, horticulture, Earth Day activities, holiday events, and culinary arts.

The AAA is also a member of Northumberland County Systems of Care. Several AAA staff are involved with four (4) different workgroups within the County Systems of Care. Agency resources are shared to provide streamlined supports and services to consumers involved with several agency systems.

The Northumberland AAA is currently establishing a formal partnership with Union/Snyder Agency on Aging, Inc. and Columbia/Montour Aging Office, Inc. This partnership will allow the three (3) AAA's to share resources and staffing when contracting with managed care organizations, outsourcing the Ombudsman program, care transitions implementation, nursing home transition, and assessment completion.



Goal #1: Promote Existing Services

Objective 1.1

Increase the knowledge and awareness of programs and services offered to Northumberland County older adults among potential consumers and the general public.

Strategies

1. Develop an informational campaign by updating agency brochures, flyers, and publications.
2. Develop a social media campaign by updating the agency website and by utilizing the agency's Facebook page.
3. Develop an informational packet to distribute to township supervisors, city officials, tax collectors, and church organizations.
4. Develop an informational packet to distribute to medical clinics and pharmacies.
5. Attend legislative events, health fairs, and other speaking engagements.
6. Develop monthly press releases for newspapers.
7. Maintain presence in local coalitions and networks.
8. Join local Chambers of Commerce.

Performance Measures

1. Increase Information & Assistance contacts with the agency by 20% over the next four years (with an average of 5% each Federal Fiscal Year).
2. Increase the "hits" to the agency website and Facebook page by 20% over the next four years (with an average of 5% each Federal Fiscal Year).



Goal #1: Promote Existing Services

Objective 1.2

Increase awareness of the APPRISE program and the services available to all Medicare beneficiaries throughout Northumberland County.

Strategies

1. Increase the number of trained APPRISE volunteers through targeted recruitment and training to serve additional participants and targeted populations.
2. Focus outreach to consumers who live in the rural areas and consumers eligible for the Low Income Subsidy benefit but have not yet enrolled.
3. Include monthly updates regarding the APPRISE program and Medicare on the agency website and Facebook pages.
4. Attend legislative events, health fairs, and other speaking engagements.
5. Visit senior centers, high rises, and housing units quarterly to distribute APPRISE and Medicare information.
6. Distribute brochures and flyers regarding the APPRISE program to local medical clinics and pharmacies.

Performance Measures

1. Increase the number of APPRISE volunteers by 50% during the next four years.
2. Increase the number of contacts made to the local APPRISE program, including those consumers residing in rural areas, by 20% over the next four years (with an average of 5% each Federal Fiscal Year).
3. Increase applications for the Low Income Subsidy benefit by 20% over the next four years (with an average of 5% each Federal Fiscal Year).



Goal #1: Promote Existing Services

Objective 1.3

Improve the awareness of protective services among local agencies and organizations



Strategies

1. Develop and present educational programs to the staff at local nursing homes, personal care homes, in-home service providers, medical clinics, pharmacies, banking institutions, and law enforcement.
2. Reorganize the local Elder Abuse Task Force in Northumberland County.
3. Attend legislative events, health fairs, and other speaking engagements.

Performance Measures

1. Increase the number of educational programs regarding abuse, neglect, exploitation, and abandonment provided by the agency to local agencies and organizations by 20% over the next four years (average of 5% each Federal Fiscal Year).
2. Schedule quarterly meetings of the Elder Abuse Task Force beginning January 1, 2017.

Goal #2: Improve Access to Services

Objective 2.1

Improve consumer satisfaction when contacting the agency for assistance.

Strategies

1. Redesign the agency's Intake Unit to include Aging Care Managers with the skills and knowledge to answer consumers' immediate questions and concerns when they contact the agency.
2. Sufficiently staff the I&R/Intake Unit so incoming telephone calls are answered within four (4) rings.
3. Ensure responses to telephone inquiries are completed in a timely manner and consumers are made aware of the next steps in the process.

Performance Measures

1. Completion of fifty (50) consumer satisfaction surveys with a 95% consumer satisfaction rating each quarter.
2. On a quarterly basis, 95% of all incoming telephone calls will be answered within four (4) rings.



Goal #2: Improve Access to Services

Objective 2.2

Prepare the agency for implementation of Community Health Choices.

Strategies

1. Research potential Managed Care Organizations to become informed about their policies and procedures regarding service coordination/care management.
2. Align agency staff and programs to prepare for the implementation of Community Health Choices effective January 2019.
3. Educate and train agency staff regarding their involvement with Community Health Choices.
4. Research the rollout of Community Health Choices in the other Pennsylvania regions to discover what works/does not work for AAA's.
5. Collaborate with Union/Snyder Agency on Aging, Inc. and Columbia/Montour Aging Office, Inc. to offer one contract to Managed Care Organizations that covers all three agencies' service areas.



Performance Measures

1. Demonstrate agency staff's increased knowledge regarding Community Health Choices by utilizing pre/post tests noting an 80% improvement.
2. Formalize the collaboration with Union/Snyder and Columbia/Montour AAA's by January 2019.
3. Complete the realignment of agency staff prior to the implementation of Community Health Choices January 2019.

Goal #2: Improve Access to Services

Objective 2.3

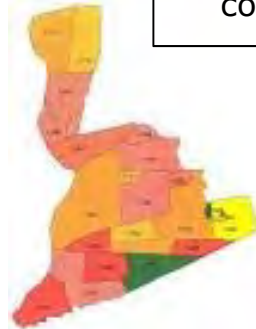
Enhance agency partnerships through Northumberland County's Systems of Care Network.

Strategies

1. Designate agency staff to become involved with various subgroups of the County's Systems of Care Network.
2. Educate agency staff regarding the programs and services offered by other agencies involved with the County's Systems of Care.
3. Encourage agency staff to provide positive feedback when working with staff from other Systems of Care agencies.
4. Encourage agency staff to provide constructive criticism and feedback regarding other Systems of Care agencies when appropriate.

Performance Measures

1. Agency staff will be designated for the following Systems of Care workgroups:
 - Orientation of New Staff
 - AAA/Behavioral Health Collaboration
 - County Leadership Team
 - Human Services Administration Team
2. Semi-annual trainings regarding programs and services available through other Systems of Care agencies will be scheduled.
3. Agency staff will provide positive feedback and constructive criticism regarding other Systems of Care agencies with less than five (5) complaints each Federal Fiscal Year.



Goal #3: Enhance Quality of Services

Objective 3.1

Expand and improve the collection and reporting methods of agency activities, performance, and quality of service.

Strategies

1. Develop a Quality Assurance Supervisory position within the agency.
2. Complete randomized consumer satisfaction surveys on various agency services on a monthly basis.
3. Staff completion of Daily Time Log Sheets.
4. Review monthly maintenance reports regarding SAMS.
5. Review monthly in-house reports regarding SAMS.



Performance Measures

1. Hire a Quality Assurance Supervisor.
2. Review five (5) randomized consumer files per agency unit each month.
3. Maintain a record of health fairs attended and speaking engagements provided to include the number of attendees, type of activity, staff hours, mileage, and give-away items to establish an average cost of providing these services.
4. Completion of ten (10) randomized consumer satisfaction surveys will be completed on a monthly basis.
5. Staff completion of Daily Time Log Sheets each month to establish an average cost of providing specific AAA services.
6. SAMS monthly maintenance reports reviewed and information updated as appropriate.
7. SAMS monthly in-house reports reviewed and shared with agency supervisory staff.

Goal #3: Enhance Quality of Services

Objective 3.2

Identify and promote the dissemination of consumer best practices to enhance and improve services and supports for Northumberland County consumers.



Strategies

1. During each monthly agency unit meeting, staff will share their best practices relating to their job position in order to educate and improve the delivery of services and supports for consumers.
2. During monthly all-staff meetings, one agency service or program will be discussed for ongoing knowledge and information.

Performance Measures

1. A minimum of one (1) best practice will be shared during each monthly agency unit meeting.
2. One (1) agency service or program will be discussed at each monthly all-staff meeting.

Goal #3: Enhance Quality of Services

Objective 3.3

Enhance the availability of preventive health promotion programs.

Strategies

1. Promote evidence-based health promotion programs in the senior centers.
2. Continue to promote Healthy Steps at the senior centers.
3. Provide ongoing nutrition education at the senior centers.
4. Offer evidence-based programs in the evening.

Performance Measures

1. Host two (2) different evidence-based health promotion programs within Northumberland County each Federal Fiscal Year.
2. Host one (1) of the two (2) evidence-based health promotion programs in the evening each Federal Fiscal Year.
3. Healthy Steps will continue to be offered at five (5) of the nine (9) senior centers during the next four (4) years.
4. Nutrition education will be offered quarterly at each senior center.



Goal #3: Enhance Quality of Services

Objective 3.4

Revamp programming and activities at Northumberland County Senior Action Centers.

Strategies

1. Offer new and diverse programming and activities at the senior centers.
2. Offer evening hours at the senior centers.
3. Senior Center Managers to complete marketing in the community through visits to high rises, churches, and other community events.

Performance Measures

1. Offer one (1) new educational program and one (1) new activity each month at each senior center during the next four (4) years.
2. Offer evening hours one (1) day each week at three (3) of the senior centers during the next four (4) years.
3. Increase the unduplicated count of consumers attending the senior centers by 5% overall during the next four (4) years.



Goal #4: Empower the Workforce

Objective 4.1

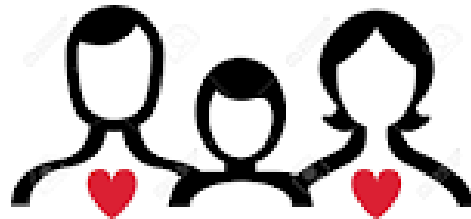
Foster education and support of caregivers that serve the aging population.

Strategies

1. Provide awareness through public speaking events of support for caregiving opportunities.
2. Support existing family caregivers in their roles as caregivers.
3. Develop an informational campaign to raise awareness of caregiver support and respite care programs available to address caregiver stress and burnout.

Performance Measures

1. Increase referrals to the Family Caregiver Program by 20% over the next four (4) years (average of 5% each Federal Fiscal Year).
2. Increase enrollment in the Family Caregiver Program by 20% over the next four (4) years (average of 5% each Federal Fiscal Year).
3. Increase delivery of respite services for caregivers not enrolled in the Family Caregiver Program by 20% over the next four (4) years (average 5% each Federal Fiscal Year).



Goal #4: Empower the Workforce

Objective 4.2

Increase the knowledge, skill, and quality-monitoring of agency staff.

Strategies

1. Develop performance standards for each agency staff position and share with respective staff.
2. Encourage agency staff to attend educational workshops related to their job duties.
3. Encourage staff to job-shadow other agency staff to obtain awareness of other relevant job tasks.

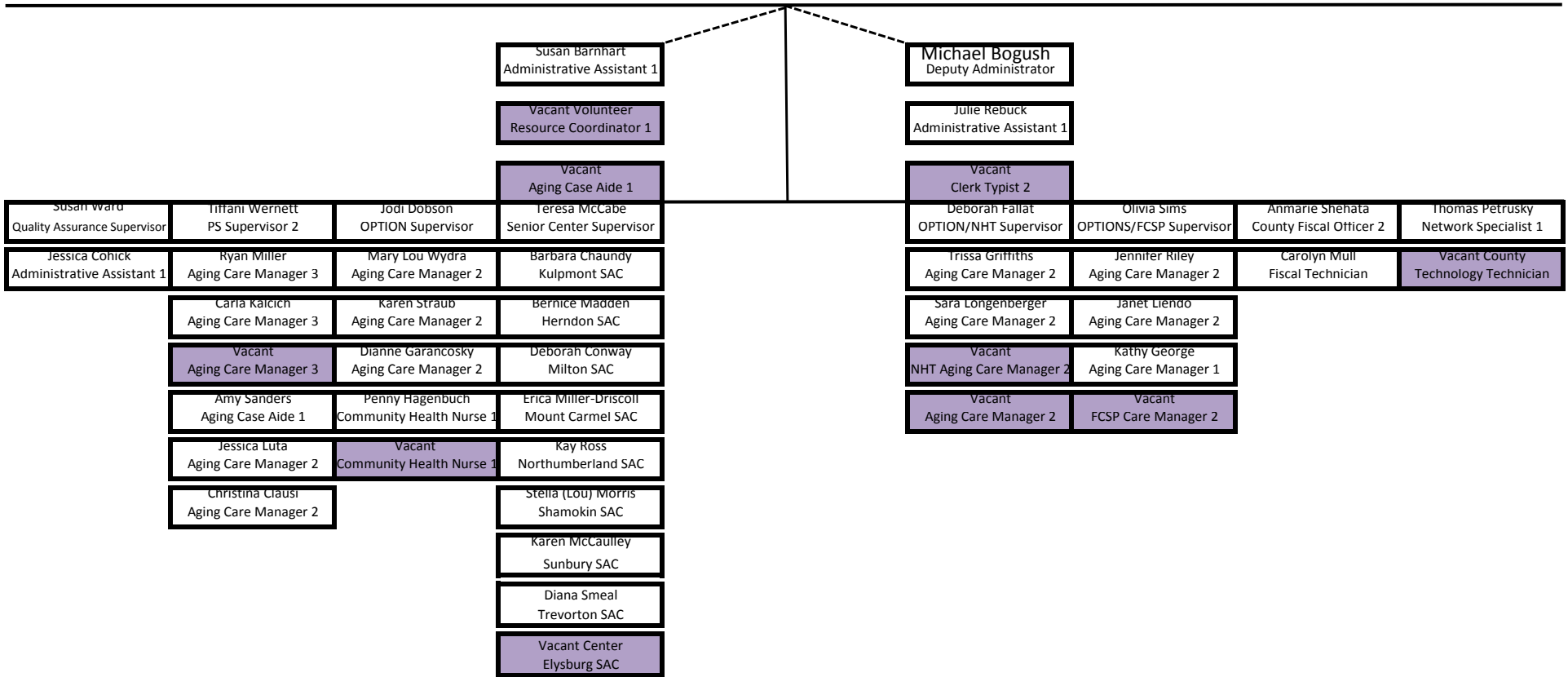
Performance Measures

1. Develop performance standards for each unit/staff position of the agency.
2. Measure and provide results of the reviewed performance standards with all agency staff during their annual employee evaluation.
3. Agency staff will attend a minimum of two (2) educational workshops held outside of the agency each Federal Fiscal Year.
4. Agency staff will job-shadow a minimum of one (1) agency staff from another unit each Federal Fiscal Year.

JOB SHADOW

Northumberland County Area Agency on Aging Organizational Chart

Karen M. Leonovich
Administrator



**Northumberland County Area Agency on Aging
Four-Year Plan Survey (2016-2020)**

1) Demographics

Age: _____ Under 60
_____ 60-64
_____ 65-69
_____ 70-74
_____ 75-79
_____ 80-84
_____ 85 and over

Gender: _____ Male
_____ Female

Marital Status:
_____ Single/Never Married
_____ Married
_____ Widowed
_____ Divorced/Separated

Race:
_____ African American/Black
_____ Asian/Pacific Islander
_____ Hispanic/Latino
_____ Native American
_____ Caucasian/White
_____ Other _____

Home/Living Arrangement:
_____ Live alone
_____ Live with spouse
_____ Live with children
_____ Live with grandchildren
_____ Other: _____

2) By the year 2020, the Pennsylvania aged population will increase by:

_____ 5%
_____ 10%
_____ 15%
_____ 25%

3) Please indicate all the services you are aware that are provided by the Area Agency on Aging (check all that apply):

_____ Adult Day Care
_____ Home Delivered Meals
_____ Personal Care
_____ Housing Assistance
_____ Home Modifications
_____ Respite
_____ Care Management
_____ Home Health Care
_____ Caregiver Support Program

**Northumberland County Area Agency on Aging
Four-Year Plan Survey (2016-2020)**

- 4) How important do you think these services are to older adults:
- Very critical
 - Critical
 - Very important
 - Important
 - Not at all important
- 5) How effective do you believe these programs have been in allowing older adults to age in place with dignity?
- Completely effective
 - Very effective
 - Effective
 - Somewhat effective
 - Not at all effective
 - Need more education about what services are available
- 6) Please indicate all the services you are currently receiving from the Area Agency on Aging (check all that apply):
- Adult Day Care
 - Home Delivered Meals
 - Personal Care
 - Housing Assistance
 - Home Modifications
 - Respite
 - Care Management
 - Home Health Care
 - Caregiver Support Program
- 7) How do you become aware of community events and activities?
- Newspaper
 - Radio
 - Internet
 - Flyers
 - Word-of-Mouth
- 8) How many Senior Centers are located in Pennsylvania?
- 68
 - 175
 - 290
 - 530

**Northumberland County Area Agency on Aging
Four-Year Plan Survey (2016-2020)**

9) What are some barriers to Senior Center participation (check all that apply)?

- I don't see myself as a senior citizen.
- Lack of transportation
- Mobility difficulties
- Location and/or hours are not convenient
- Lack of awareness
- Already maintaining active lifestyle
- No interest in activities offered

10) Do you currently attend any Senior Centers in Northumberland County?

- Yes
- No

11) What activities would you like the Senior Centers to offer (check all that apply)?

- Educational programs
- Art classes, including knitting, crocheting, etc.
- Exercise programs
- Luncheons
- Day trips to restaurants, museums, etc.
- Movies
- Computer classes
- Woodworking
- Nutrition education
- Other: _____

12) What is your level of understanding regarding the APPRISE program?

- Not aware
- Aware but not clear of what the program is
- Very aware
- Aware of the program and have utilized the service

13) If you have utilized the services of the APPRISE program, would you recommend the program to someone else?

- Definitely would
- Probably would
- Probably not
- Definitely not
- Undecided

**Northumberland County Area Agency on Aging
Four-Year Plan Survey (2016-2020)**

14) Of the more than two (2) million Medicare beneficiaries eligible for assistance through the APPRISE program, how many beneficiaries have utilized the program?

- 350,000
- 750,000
- 1,500,000
- 2,000,000

15) By the year 2020, how many Pennsylvania residents will be 85 years of age and older?

- 335,000
- 340,000
- 345,000
- 350,000

16) How can the Pennsylvania Department of Aging and the Area Agency on Aging increase awareness of available services and supports to assist older adults to live healthier and happier lives?

17) What other action and/or suggestions do you have to add to the State Plan on Aging to assist the Area Agency on Aging and older adults?

Please mail your completed survey to:

Northumberland County Area Agency on Aging
322 N. Second St.
Sunbury, PA 17801

OR

Take your completed survey to your nearest Senior Center

Return all completed surveys by May 31, 2016.

Thank you for your assistance!

AREA PLAN PART B

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

FY 2016-20 Area Agency on Aging

Four-Year Area Plan on Aging

Signature Page

Area Agency on Aging Name and Address:

Northumberland County Area Agency on Aging
322 North Second Street
Sunbury, PA 17801

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.

Part B. Section 2

DOCUMENTATION OF PARTICIPATION BY THE AREA
AGENCY ON AGING ADVISORY COUNCIL

PSA NO. 16

NAME OF AAA: Northumberland County Area Agency on Aging

PLAN PERIOD FROM 2016 TO 2020

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 (does / does not) not recommend approval of this Plan.

Roger E. Lebo

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

Roger Lebo, Vice-Chairman

Typed Name and Title

7/25/16

Date

Part B. Section 3

Listing of Plan Assurances and Required Activities

Older Americans Act, As Amended in 2006

ASSURANCES

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

Area Plans

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

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

- Assurances that the AAA will disclose to the Assistant Secretary and the State agency the identity of each nongovernmental entity with which such agency has a contract or commercial relationship relating to providing any service to older individuals; and the nature of such contract or such relationship.
- Assurances that the AAA will demonstrate that a loss or diminution in the quantity or quality of the services provided, or to be provided, under this title by such agency has not resulted and will not result from such non-governmental contracts or such commercial relationships.
- Assurances that the AAA will demonstrate that the quantity or quality of the services to be provided under this title by such agency will be enhanced as a result of such non-governmental contracts or commercial relationships.
- Assurances that the area agency will, on the request of the Assistant Secretary or the State, for the purpose of monitoring compliance with this Act (including conducting an audit), disclose all sources and expenditures of funds such agency receives or expends to provide services to older individuals.
- Assurances that funds received under this title will not be used to pay any part of a cost (including an administrative cost) incurred by the AAA to carry out a contract or commercial relationship that is not carried out to implement this title.
- Assurances that funds received under this title will be used to provide benefits and services to older individuals, giving priority to older individuals identified in paragraph (4)(A)(i); and in compliance with the assurances specified in paragraph (13) and the limitations specified in section 212.
- Information detailing how the AAA will coordinate activities and develop long-range emergency preparedness plans with local and State emergency.

Part B. Section 4

Narrative Summary of the Proceedings of the AAA Area Plan Public Hearing

Attach a written narrative (no more than five pages) summarizing the proceedings of the AAA Area Plan Public Hearing.

4 Year Plan Public Hearing Monday, June 20, 2016 2:00 PM

Public Hearing Meeting was opened by Administrator Karen Leonovich. She welcomed everyone who attended this meeting.

Ms. Leonovich announced that the Department of Aging requires that every Agency on Aging submit a 4 year plan. In this plan it is required by each Agency to list their Objectives and Goals for the next 4 years.

There are 4 main goals that needed to be completed.

Goal #1 – Promoting Existing Services

Objective 1.1 - Awareness

The Area Agency on Aging received 181 completed surveys to help establish the information for our 4 year plan. The following areas were suggested:

- Increase knowledge on AAA services
- Update Agency Brochures
- Social Media – Agency Website and Facebook Account
- Information packets sent to all townships and local officials

This information will be advertised by using the following methods:

- Newspapers by doing press releases
- Radio
- Television advertisements
- More involvement with area Chambers of Commerce and Rotary Clubs

Objective 1.2 – APPRISE Insurance Program

- Increase the knowledge of the APPRISE Program
- Increase Health Insurance Counseling
- Obtain Volunteers to assist with the APPRISE Program
- Have APPRISE Volunteers doing outreach at the senior centers 1 time a week to educate seniors

Objective 1.3 – Protective Services Program

- Increase the knowledge of Elder Abuse to the public
- Educate banks, doctors, hospitals, and nursing homes to recognize the signs and symptoms of Elder Abuse and educate where to report elder abuse suspicion.

- Increase the awareness of the Elder Abuse Task Force that was implemented by meeting with the current District Attorney and local police forces

Goal #2 – Improve Access to Services

Objectives 2.1-2.3

- Educate Agency staff on proper Customer Services
- Educate staff members with Managed Care policies both in-house and locally
- With Managed Care Northumberland County along with Union/Snyder and Columbia/Montour County are submitting as one entity with Managed Care Companies who will be handling Community Health Choices
- Do Consumer Satisfaction Survey's
- Control the promptness on answering telephone calls coming into the Agency
- Conduct cost analyzes on Agency Job Duties
- Continue the education process with the System of Care within Northumberland County

Goal #3 – Enhance Quality of Services

Objectives 3.1-3.4

- The Agency is utilizing a Quality Assurance Supervisor
- Supervisor is overseeing all Agency files
- Completing cost analysis of services offered
- Overseeing consumer satisfaction surveys
- Maintaining best practices on communicating with peers
- Implementing once a month education on Agency services

Goal #4 – Empower the Workforce

Objectives 4.1-4.2

- Increase Volunteers
- Increase the knowledge of the APPRISE Program
- Increase the knowledge of the Family Caregiver Program
- Assist caregivers informally
- Train Agency staff members on Performance Standards

The public members present at the hearing stated the plan's goals and objectives were appropriate and will help the older adults of the County.