

Area Agency on Aging  
of  
Somerset County

FY 2012 – 2016  
Four Year Plan

**FOUR-YEAR PLAN**  
**Area Agency on Aging of Somerset County**  
**“AAA of Somerset County”**  
**FOR THE FOUR YEAR PERIOD JULY 1, 2012 THROUGH JUNE 30, 2016**

**Table of Contents**

<b>AREA PLAN PART A .....</b>	<b>2</b>
EXECUTIVE SUMMARY.....	2
AGENCY OVERVIEW .....	5
<i>Purpose and Mission of the Agency</i> .....	5
<i>Organizational Structure</i> .....	5
<i>Demographics</i> .....	8
<i>Community Needs Assessment</i> .....	10
THE PLAN .....	13
<i>Goals, Objectives and Strategies</i> .....	13
OUTCOMES AND PERFORMANCE MEASURES .....	15
ATTACHMENT 1 .....	18
AREA PLAN PART B.....	22
SIGNATURE PAGE .....	23
ADVISORY COUNCIL PARTICIPATION .....	24
ASSURANCES .....	25
SUMMARY OF PUBLIC HEARINGS .....	28
MEMORANDUM OF UNDERSTANDING .....	29

# **Area Plan Part A**

## **EXECUTIVE SUMMARY**

### **Introduction**

**The Area Agency on Aging of Somerset County** referred to in this document as “the Agency” is one of the Human Services Agencies operating within the Somerset County Government structure. The Agency annually serves approximately 1,500 older adults 60 years of age and over. Services and supports are provided directly through the Agency (such as Senior Centers, Care Management and the Meal Program) and also through contracts and agreements with several community service providers (such as in-home services). Programs are structured to provide supports and services to older adults with a very wide range of needs.

### **Service Area and Population Trends**

The Agency’s service area is Somerset County. Although geographically a large county, the area is considered rural in nature. When reviewing available data, the following trends are noted to have had, or will continue to have, impact on the service area.

**Growth Rate:** Data reveals that the growth rate in Somerset County from 1990 to 2000 for 60 years old and older adults was 11% and from 2000 to 2010 was 7%. Even though a lower growth rate percentage was realized in the past decade it continues to demonstrate a significant increase and continues to trend upward.

**Percentage of Older Adults to General Population:** The last census data shows an 18.6% of the total population is 65 years of age and older. When 60 years of age and older are included in the calculation, the rate increases to 24% of the population. This demonstrates that a continued trend of the older adult population continues to grow in the service area.

**Population Loss:** Somerset County continues to demonstrate a population decrease (2.9% over the last decade) which in turn reflects a larger percentage of older adults compared to other age groups.

**Poverty:** Persons below poverty level in Somerset County continues to reflect a significantly higher percentage rate to the general population. The poverty level percentage has not profoundly changed and continues to remain steady.

## **Current Challenges and Opportunities for the Agency:**

When considering the population trends, the Agency must also consider the major changes that transpired over the past year within its own organizational structure. The Agency lost the long time Administrator and was without an Administrative presence for approximately two months. Although at first, this staffing change at first proposed some challenges, the hiring of new management has placed the Agency in a position to take advantage of the opportunities that come with change and transition. With a renewed focus on forming partnerships in the community and improving upon existing strengths, the Agency sees this four year plan as an opportunity to rebuild and to mend. Therefore, the focus of this four year plan is intentionally on re-establishing and strengthening the core, basic responsibilities of the Agency. The direction of the Agency will continue to be guided by local need and the revised vision and mission of the Agency; all within the context of the policy themes issued by the Pennsylvania Department of Aging (PDA).

### **Issues to be considered:**

1. The increased growth rate for older adults 60 years of age and older.
2. The poverty level in the service area is higher than the state level.
3. The percentage of disabled older adults is higher than the state levels.
4. The assumption that there will be an increase of older adults living alone with insufficient supports.
5. The expectation of an increase in report of need calls and contacts as the Agency provides more education on protective services and advocacy.
6. The need to more effectively partner with other stakeholders and resources to maximize local supports and strengths for the betterment of our older adult population.
7. Focus on creating an Agency which supports and enhances the communities where adults can age and live well.
8. The need to successfully steer the Agency through necessary change.

### **The Agency's Values and Vision**

- ❖ We believe that all persons that we interact with deserve to be treated with dignity and respect.
- ❖ We value innovation, perseverance, caring and competence in our delivery of services to older adults.
- ❖ We honor the rights and choices of older adults and embrace the opportunity to support them in reaching their full human potential.

- ❖ We value our interdependence with older adults, other agencies, neighborhoods, communities and with each other.
- ❖ We believe that in collaborating and caring for each other, we build trusting relationships.

### **The Agency's Values and Vision, cont'd...**

These values are upheld by the Agency's newly revised vision statement:

*It is the vision of the Area Agency on Aging of Somerset County that all older adults living in our communities will age and live well and have the opportunity for health, happiness, well-being, and economic self-sufficiency.*

**Goals and Objectives:** A summary of the goals and objectives further outlined in this four year plan are listed below.

- **Goal 1:** Keep our most vulnerable older adults safe from neglect, abuse and exploitation.
  - *Enhance the Agency's Protective Services Program and Ombudsman Advocacy efforts within the service area.*
- **Goal 2:** Empower individuals, family members and other stakeholders through community education and outreach.
  - *Increase Community Outreach and Education efforts. An informed consumer can more effectively make choices and decisions regarding their care.*
- **Goal 3:** Demonstrate that the Agency provides high quality, timely and relevant services, supports and coordination of care for older adults.
  - *Develop an Agency Quality Assurance Program and enhance the Quality Assurance efforts for monitoring Community Providers.*
- **Goal 4:** Strengthen the stakeholders' network within the service area in order to increase the effectiveness of services for older adults so that they can age in place.
  - *Enhance working relationships with other community resources and stakeholders.*

**How the Agency will know and measure change:** The Agency has developed strategies, outcomes and measurement processes which are further outlined in this plan. These tools will assist the Agency in documenting and measuring our success, within the selected timelines. The Agency's Goal Plan will be reviewed internally with Agency staff at least on an annual basis. In addition, the Agency's Advisory Council will also review the Goal Plan annually during regularly scheduled meetings. The progress reviews will be documented via a rating format further defined in this plan. In addition,

consumer and community feedback will be solicited at least annually through the Agency's Quality Assurance Program.

## AGENCY OVERVIEW

### Purpose and Mission of the Agency

The Agency recently updated the vision and mission statements to better demonstrate the change in focus of how services and supports are provided.

- **Vision Statement**

*It is the vision of the Area Agency on Aging of Somerset County that all older adults living in our communities will age and live well and have the opportunity for health, happiness, well-being, and economic self-sufficiency.*

- **Mission Statement**

*The mission of the Area Agency on Aging of Somerset County is to provide supports, services and advocacy to older adults living in our communities so that they may do so safely, comfortably and with dignity.*

### **Principles**

- **Helpful and Kind:** We strive to be part of the solution in everything we do in a kind and caring way.
- **Creative:** Services and Supports are constructed with creativity and a positive attitude.
- **Person-Centered:** Service and supports are based upon the needs of the person and are self-directed to every extent possible.
- **Culturally Competent:** Services and supports are sensitive and responsive to racial, ethnic, religious, and gender differences.
- **Community-Based:** Services and supports are provided in the home as long as it remains safe, comfortable and medically possible.
- **Flexible:** Services and supports are designed to be flexible based on the person's needs.
- **Coordinated:** Services and supports are coordinated to reduce fragmentation and to improve efficiency and effectiveness. Coordination includes linkages with older adults, families, advocates, providers and professionals.
- **Accountable:** The Agency remains accountable to the older adults who access and use services, as well as to family members, community providers and other professionals.
- **Strengths Based:** Services and supports build upon the assets and strengths of consumers and help people maintain a sense of identity, self-esteem and dignity.

### **Organizational Structure**

The "Area Agency on Aging" entities originated with the federal Administration on Aging (AoA) and is also under the direction of the Commonwealth of Pennsylvania's Department of Aging (PDA). Somerset County is one of 52 organizations that provide services for older adults 60 years of age and older in designated county or multi-county

## **Organizational Structure, cont'd...**

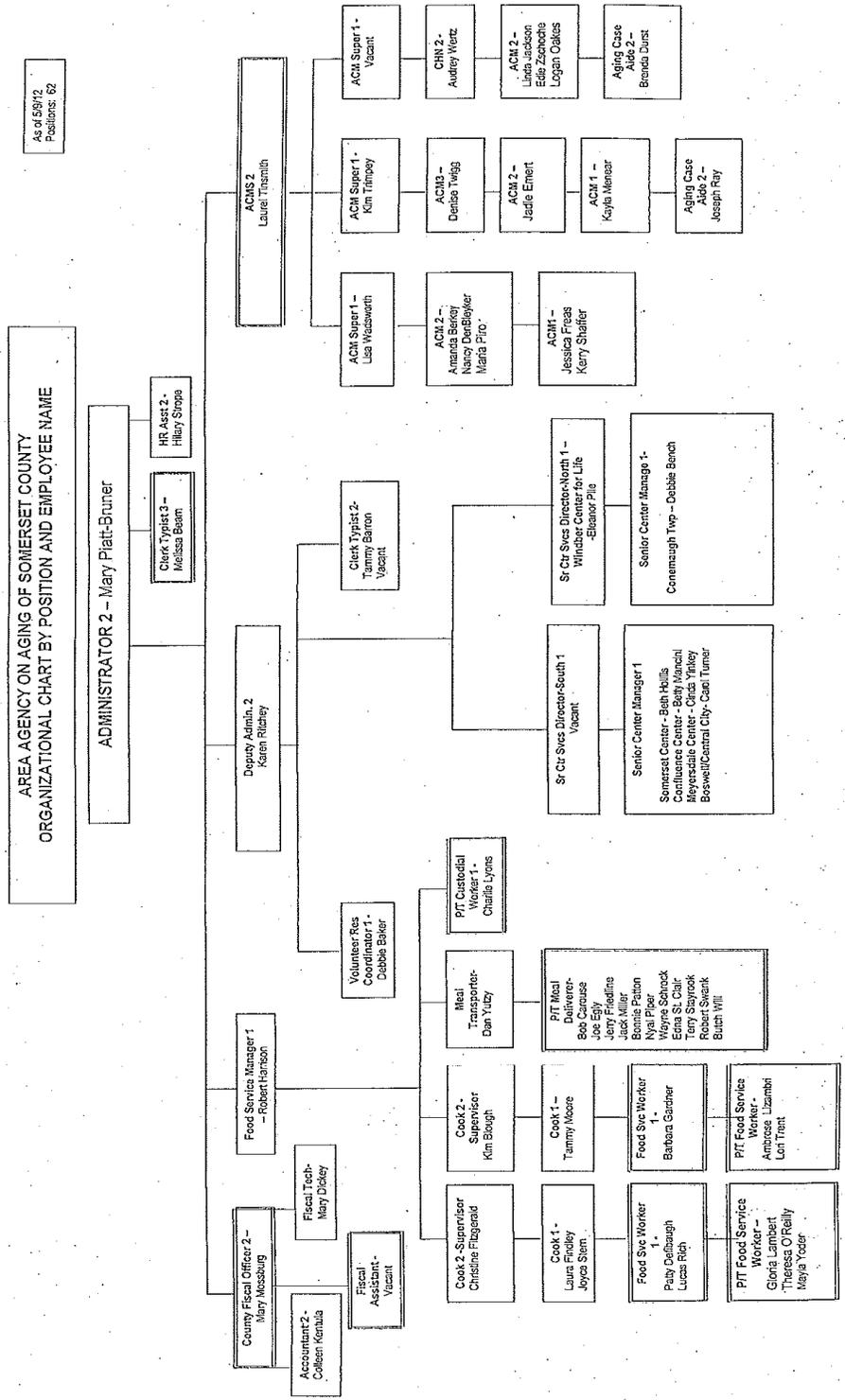
areas of the Commonwealth. The Agency is thus responsible for providing comprehensive, state-approved multi-year plans to meet the needs of their service populations. The Area Agency on Aging of Somerset County has fulfilled this role since its formal inception in the 1974.

**Governance:** The Agency is currently under the governance of the Board of County Commissioners and is one of the several Human Services Agencies operating within the Somerset County Government structure. The Agency's Advisory Council consists of seventeen volunteers appointed by the County Commissioners. This Council actively participates in the development of the plan and provides ongoing input into the implementation of the four-year plan and annual plans which are presented at annual public hearings. Plans are approved by the County Commissioners and PDA.

In addition, the Agency is directed by the Administrator in working with the Agency's executive team which includes the Chief Fiscal Officer and Deputy Administrator; while working cooperatively with the County Commissioner's, the Agency's Advisory Council and the PDA staff.

**Organizational Chart:** The Agency currently employs fifty-eight (58) staff under the attached organizational structure. The Agency provides a variety of services and supports further outlined in this plan. The Agency is also the County's meal service provider for home delivered and congregate meals. The number of staff assigned that service is twenty-four (24). The six senior centers and one satellite senior center operating in the service area are also provided directly by the Agency.

# Area Agency on Aging of Somerset County Organizational Chart



As of 5/31/12  
Positions: 62

**Programs:** The Agency provides service through contracts and agreements with several community-based provider agencies as well as other services provided directly by the Agency. The following programs outline the types of services and supports available in the service area.

- Information and Referral
- Outreach
- Apprise Benefits and Insurance Counseling
- Transportation
- Legal Assistance
- Protective Services
- Ombudsman Service
- Domiciliary Care
- Placement Assistance for Personal Care and Nursing Homes
- Pre-admission (Level of Care) Assessments
- OBRA Assessments
- Volunteer Services and Opportunities
- Employment Services
- Care Management Services
- Home Delivered and Congregate Meals
- Personal Care
- Home Support
- Respite Care
- Personal Assistance Services
- Adult Day Care
- Family Caregiver Support
- Services under the PDA Waiver
- Nursing Home Transition
- Senior Centers

### **Demographics**

Somerset County is considered a rural county and is situated in the southwestern part of the state, bordering the State of Maryland. The population of the entire County according to the 2010 census was 77,742 reflecting a 2.9% decrease from the 2000 census data. This compares to a 3.4% overall increase in the population in the Commonwealth of Pennsylvania. Only 4% of the county's population fell into a minority classification; leaving 96% classified as white persons.

The data reveals that the growth rate in Somerset County from 1990 to 2000 for 60 year and older adults was 11% and from 2000 to 2010 was 7%. Even though a lower growth rate percentage was realized in the past decade it continues to demonstrate a significant increase. In addition, the last census data shows an 18.6% of the total population is 65 years of age and older. When the 60 to 64 years of age group is included in the calculation, then the percentage increases to 24% of the population

## **Demographics, cont'd...**

when considering the population loss in Somerset County (the County continues to demonstrate a population decrease, i.e. 2.9% reduction over the last decade) compared to the increase in the older population; it reflects a more significant impact for the older adult ratio in the overall county population.

Older persons below the poverty level in Somerset County continue to reflect a percentage that is almost twice that of the general commonwealth population. Somerset County has a 15.3% of 65+ age group being considered living in poverty as compared to the state percentage of the same age group at 8.9%. (Source: ACS 2006).

Additional demographics studied during the planning process include the disability percentage of the population in the service area. These percentages also show percentage rates higher than the state rates, with Somerset County showing an 18.3% compared to the state rate of 16.8%. Although perhaps not significantly higher than the state average, it is important to note that it is higher thus posing additional challenges for the Agency.

### **Other Related Data**

**Significant changes in service utilization:** A slight decrease or stagnate number in service utilization has been noted in most service categories over the past several years. Decreases in the meal program, both congregate and home delivered, has also been noted within the last three years, with a slight increase in the first part of the current Fiscal Year.

**Waiting Lists:** There are no waiting lists currently in the service area.

These two areas are mentioned even though they do not reflect significance when superficially studied. When considered with the state of the Agency over the past several years that included staff hiring freezes, it could be concluded that this has adversely impacted the growth and perhaps limiting the ability to thoroughly identify needs of the older adult population. Also, the Agency is making the assumption that service utilization should have increased at a similar rate with the County's increases in the older adult population. The outcome reflects that the Agency was not reaching or identifying everyone in need of services and resulted in older adults being underserved or not served.

With the hiring freeze lifted and with the Agency under new management, it is anticipated that the Agency will be positioned to market their services and increase outreach efforts. Other considerations that remain the same for our rural

## Other Related Data, cont'd...

service area include: fewer available service providers and options; extremely limited or no available public transportation; geographically isolated housing and limited affordable housing options.

**Summary of Demographics:** The Agency's service area remains rural, with a higher poverty rate than the state average, and limited resources (such as transportation). The service area continues to reflect an increase in the older adult population, while still decreasing its overall population. This creates a higher percentage of older adults as compared to the other age populations.

## Community Needs Assessment/2011-2012 AAA Survey

The Agency's community needs assessment consisted of targeting specific groups for feedback. These groups included:

- Consumers (at home and Senior Center participants),
- Providers (including Nursing and Personal Care facilities, Health Services),
- Agency employees,
- "Other" (consisting of completed surveys not classified under any of the above mentioned target groups including Advisory Council Members, and other Human Service Agencies and the community at large).

Over 1,000 surveys were distributed within the service area with approximately a 68% return rate. This was achievable by "hand delivering" many of the surveys by Agency staff. Agency staff then waited for the survey to be completed; thus hand collecting and delivering back to the Agency.

All the target groups reflected very similar results within the following three key areas.

1. Greatest needs for older adults living independently
2. Biggest barriers to transitioning people from facilities to their own home
3. Rating the Agency in 5 service areas

### **Greatest Needs:**

- 1. In-home supports and services.** This was the number one identified need across all of the surveyed groups.
- 2. Transportation.** Within the Senior Center and "Other" surveyed group, transportation tied with the need for in home supports and services.

## **Community Needs Assessment, cont'd...**

Transportation was also identified at least in the top four needs in the other surveyed groups.

*The following needs were also identified in varying orders of the top five identified needs among the surveyed groups:*

- In-home nursing services
- Nutritional services
- Financial problems or needs

### **Greatest needs of combined surveyed groups in descending order:**

1. In-home Supports/services
2. Transportation
3. In-home nursing services
4. Financial problems or needs
5. Nutritional Services

### **Biggest Barriers to Transitioning back home:**

Out of all of the survey groups, except for the Senior Center Consumer survey group, the following top two barriers were consistently identified:

1. No one at home to care for the person
2. Not enough money to pay for services/supports

*Within the Senior Center Consumer group the top three barriers were as follows:*

1. No one at home to care for the person
2. Home structure would need adapted
3. Not enough money to pay for services/supports

### **Rating the Agency's effectiveness:**

The third area of the survey asked participants to rate the Agency in five areas utilizing the following scale: 1= poor, 2= fair, 3= average, 4= good and 5= excellent.

The areas rated were:

- Community Education and Outreach
- Number and location of Senior Centers
- Protective Services
- Advocacy efforts in the Community (Ombudsman)
- Working relationship with Nursing Home/Community Senior Providers

## **Rating the Agency's effectiveness, cont'd...**

Results indicated that the Agency was rated at 72% as “Good” or “Excellent” for the number and location of Senior Centers. Community Education and Outreach was rated at 59% “average” or “good”. The remaining three areas (Protective Services, Advocacy and working relationships) were rated mostly in the average to good ranges. Although average is not what the Agency is striving for, a more concerning issue as a result of these surveys was revealed. Many participants (with the majority being in the “other” category) noted on their surveys that they could not rate the Agency in the areas of protective services, advocacy or working relationships. The reason given in every case was that they did not know enough about the Agency to comment to those specific areas.

### **Resource Development:**

Given the economic climate, the demographic make-up of the Agency's service area, and the past condition of the Agency with restrictions on hiring and expanding, it will be important for the Agency's new management to develop local resources. This will assist the Agency in rebuilding and renewing its mission to the older adults in our communities. The Agency has already successfully increased representation on the Agency's Advisory Council tapping into community and provider leadership. There are also plans to develop a Protective Services Task Force (see goals and objectives outlined later in this plan) that will attract other stakeholders from the legal system, police force, physical health and mental health arenas adding their expertise and focus to the Agency's success.

As the Agency shifts its focus from a “survival mode” necessity to establishing itself once again as a core anchor in the community, it will be essential for the Agency to continue to look for potential partners for its continued success in supporting and servicing the older adults in our service area. This includes re-establishing partnerships with the nursing home facilities, personal care home providers and strengthening the existing senior centers (via community support opportunities). It also includes the need to continue to maintain already established strong professional relationships with the local leadership such as the county commissioners, the Agency's Advisory Council and our local state representatives.

# THE PLAN

## Goals, Objectives and Strategies

### Introduction

We have identified below the top level goals that will be the focus of our Agency's efforts over the next four years. The Agency will concentrate on rebuilding needed core areas in order to strengthen its foundation and re-establish itself as a supportive and effective entity within the service area. It is important to note here again, that without repairing the foundation of the Agency and attending to the basics, it will be difficult for success in future endeavors. Therefore, the focus of this four year plan is intentionally on re-establishing the core, basic responsibilities of the Agency. Keeping mindful of the county's demographics, the economic times, the Agency's history, and the five policy themes recently issued by the PDA, the Agency will assemble its efforts over the next four years within the goals outlined below.

❖ **Goal 1: Keep our most vulnerable, older adults safe from neglect, abuse and exploitation.**

- *Objective: Enhance the Agency's Protective Services (PS) Program and Ombudsman Advocacy efforts.*

**Strategies:**

- a. Develop a Protective Services Task Force.
- b. Increase Ombudsman services to individuals in Care Facilities and the community.
- c. Develop an effective Ombudsman Peer Program.
- d. Increase public awareness of elder abuse and neglect.
- e. Participate on the P4A Protective Service/Guardianship Committee.

❖ **Goal 2: Empower individuals, family members and other stakeholders through community education and outreach.**

- *Objective: Increase the Agency's Community Outreach and Education efforts and activities.*

**Strategies:**

- a. Increase the Agency's representation on relevant community councils and boards.
- b. Partner with local newspapers in order to feature relevant information.
- c. Support and participate in the ADRC-LINK efforts.
- d. Continue the Senior Newsletter with a focus on relevant and significant information.
- e. Educate the Community, consumers and family members on the new Agency Vision and Mission Statements.

## Goals, cont'd...

- ❖ **Goal 3: Demonstrate that the Agency provides high quality, timely and relevant services, supports and coordination of care for older adults.**

- *Objective: Develop an Agency Quality Assurance Program and enhance the Quality Assurance efforts for monitoring Community Providers.*

### **Strategies:**

- a. Increase knowledge and utilization of the SAMS reporting resources.
- b. Develop internal monitoring tools that will effectively assess the efforts of the Agency's functions.
- c. Develop a utilization review process that tracks trends and other significant data.
- d. Develop a quality assurance program that effectively and regularly monitors community based providers.

- ❖ **Goal 4: Strengthen the stakeholders' network within the service area in order to increase the effectiveness of services for older adults so that they can age in place.**

- *Objective: Enhance working relationships with other community resources and stakeholders.*

### **Strategies:**

- a. Solicit participation from stakeholders on the Agency's Advisory council, workgroups, and committees.
- b. Develop an approachable environment in which the Agency is a true part of the community.
- c. Educate care managers and Advisory Council members of existing resources and services in the service area to incur community providers and the LIFE program.
- d. Participate in the local LINK and support these efforts.

## OUTCOMES AND PERFORMANCE MEASURES

Goal 1: Keep our most vulnerable, older adults safe from neglect, abuse and exploitation.

Objective: Enhance the Agency's Protective Services Program and Advocacy efforts.

### **Outcomes:**

- An increase in meaningful, effective collaborative involvement with key community stakeholders who are vital to the welfare of the older adult population in the service area.
- The creation of a more recognizable and known resource/support for the community to access in reporting neglect, abuse or exploitation.
- An effective shift from a concentration on responding to abuse, to include community prevention activities.
- An increase of advocacy supports and resources for older adults aging in place in the service area.

### **Measurements:**

- The Agency will form a functional, working Protective Services Task Force (PSTF) within the first 18 months of this Plan cycle; and will sustain the PSTF through FY 15-16.
- Report of Need calls will be reviewed by the PSTF and an analysis process developed to track trends within the first year of the PSTF existence.
- The PSTF will develop prevention activities to include community education and family and caregiver support.
- Ombudsman visits at Care Facilities will increase by 30% over the next 24 months and will be sustained through FY 15-16.
- An Ombudsman Peer Program will be developed within the next 12 months and sustained annually.
- Community education on Protective Services and Ombudsman programs will be conducted at least annually at Long Term Care Facilities in the service area.
- The Agency will attend the P4A PS/Guardianship Committee.

Goal 2: Empower individuals, family members and other stakeholders through community education and outreach.

Objective: Increase the Agency's Community Outreach and Education efforts and activities.

### **Outcomes:**

- Agency representatives will be active members of community boards, councils and workgroups, including the LINK.

### **Outcomes, cont...:**

- Community Members and older adult stakeholders will be more knowledgeable about the resources and supports available through the Agency.
- Older adults and family members will easily access services and supports and seamlessly navigate the service network.
- Agency representatives will be more active in public speaking engagements in the community.

### **Measurements:**

- The Agency will increase their participation on community boards, councils and workgroups by 25% over the next 24 months and sustain that increase over the Plan cycle.
- The Agency will increase education publications by 25% over the Plan cycle.
- The Senior Newsletter distribution list will not decrease over the Plan cycle and will feature available services and supports information at least 25% of the time (once quarterly in a year).
- The Agency will update the services booklet so that it is more readable and usable within the next two years.
- The service area will have a strong local LINK evidenced by regular meetings, the agency's attendance at these meetings, and at least annual community sponsored education and outreach events as arranged and sponsored by the LINK.
- The Agency will continue to participate in and sponsor the County Senior Expo.

*Goal 3: Demonstrate that the Agency provides high quality, timely and relevant services, supports and coordination of care for older adults.*

*Objective: Develop an Agency Quality Assurance Program and enhance the Quality Assurance efforts for monitoring Community Providers.*

### **Outcomes:**

- The Agency will be in the position to have accurate and timely information on the details of service utilization, consumer trends, and meeting state timelines and requirements in order to best respond to consumer needs.
- Older adults in the service area will access services that are responsive, relevant, timely and of high quality.
- The Agency will provide accurate and sound programmatic decisions and advice to community stakeholders based on accurate data, service trends and documented consumer feedback.

## **Measurements:**

- The Agency will develop, and begin implementation of, written internal Quality Assurance policies and procedures within the first 18 months of the Plan cycle.
- The Agency will develop, and begin implementation of, written Quality Assurance policies and procedures for monitoring community providers within the first 18 months of the Plan cycle.
- Community provider site visits and reviews (conducted by designated Agency staff) will be conducted at least once annually during the first year of implementation and twice thereafter.
- A written annual QA report (completed by designated Agency staff) will be developed and presented to the Agency's Advisory Council and made available to the public at the annual public hearings. (After the QA program is established, anticipated by the third year of Plan).

*Goal 4: Strengthen the stakeholders' network within the service area in order to increase the effectiveness of services for older adults so that they can age in place.*  
*Objective: Enhance working relationships with other community resources and stakeholders.*

## **Outcomes:**

- The community will have a true collaborative and effective network of stakeholders with the main purpose of supporting older adults in living well and aging in place.
- The community will have a network of providers that group resources and are accountable to the community when managing and thus maximizing local resources to the benefit of older adults.
- The Agency, community providers, advocates, consumer and family members will recognize the importance of partnering together with a healthy interdependence on each other.

## **Measurements:**

- The number of collaborative activities in the service area will increase by 30% over the Plan cycle.
- Stakeholder surveys rating the Agency's effectiveness will demonstrate a 10% decrease annually, in the number of surveys reflecting that other stakeholders do not know about the Agency.
- The number of service/supports education opportunities for consumers, aging care managers, and other stakeholders will increase by 25% over the Plan Cycle.
- The service area will continue to have a functional local LINK as evidenced by regular meetings and movement toward the groups goals and objectives.

**Four-Year Progress of the  
Somerset County Department of Human Services  
Area Agency on Aging  
For the Four-Year Period July 1, 2012 through June 30, 2016**

**Goal 1:** Keep our most vulnerable, older adults safe from neglect, abuse and exploitation.

**Objectives:** Enhance the Agency's Protective Services Program and Advocacy efforts.

Date of Review: \_\_\_\_\_

Rating Scale: 1 = Met    2 = In Progress    3 = Not Met (provide explanation)    4 = N/A

<b>Strategies</b>	<b>Measurements</b>	<b>Outcomes</b>	<b>Responsible Party</b>	<b>Timeline</b>	<b>Rating</b>
Develop a Protective Services Task Force.  Increase Ombudsman to individuals in Care Facilities and the community.  Develop an effective Peer Monitoring Program.  Increase public awareness of elder abuse and neglect.  Participate on the P4A Protective Services/Guardianship Committee.	a. Agency will form a functional, working Protective Service Task Force (PSTF) within the first 18 months.	An increased in meaningful, effective collaborative involvement with key community stakeholders who are vital to the welfare of the older adult population in the service area.  The creation of a more recognizable and known resource/support for the community to access in reporting neglect, abuse or exploitation.  An effective shift from a concentration on responding to abuse, to include community prevention activities.  An increase of advocacy supports and resources for older adults aging in place in the service area.	AAA Administrative Staff PS Staff Ombudsman Staff PSTF committee	a. 12/31/13	
	b. Report of Needs (RON) will be reviewed by PSTF and a review process developed within first year of PSTF existence.			b. 6/30/13	
	c. PSTF will develop prevention activities to include community education and family/ caregiver support.			c. Ongoing	
	d. Ombudsman visits at Care Facilities will increase 30% over the next 24 months and sustained.			d. 6/30/14	
	e. A Peer Program will be developed within the next 12 months and sustained annually.			e. 7/1/12-ongoing	

*Four-Year Progress of the  
Somerset County Department of Human Services  
Area Agency on Aging  
For the Four-Year Period July 1, 2012 through June 30, 2016*

**Goal 2:** Empower individuals, family members and other stakeholders through community education and outreach.

**Objectives:** Increase the Agency's Community Outreach and Education efforts and activities.

Date of Review:  
\_\_\_\_\_

Rating Scale: 1 = Met    2 = In Progress    3 = Not Met (provide explanation)    4 = N/A

<b>Strategies</b>	<b>Measurements</b>	<b>Outcomes</b>	<b>Responsible Party</b>	<b>Timeline</b>	<b>Rating</b>
<p>Increase the Agency's representation on relevant community councils and boards.</p> <p>Partner with local newspapers in order to feature relevant information.</p> <p>Support and Participate in the ADRC-LINK efforts.</p> <p>Continue the Senior Newsletter with a focus on relevant and significant information.</p> <p>Educate the Community, consumers and family members on the new Agency Vision and Mission Statements.</p>	<p>a. The Agency will increase their participation on community boards, councils and workgroups by 25% over the next 24 months and sustained.</p> <p>b. The Agency will increase publications by 25% over the Plan cycle.</p> <p>c. The Senior Newsletter distribution list will not decrease over the Plan cycle and will feature Agency information at 25% of the time.</p> <p>d. The Agency will update the services booklet so that it is more readable and usable within the next two years.</p>	<p>Agency representatives will be active members of community boards, councils and workgroups.</p> <p>Community members and older adult stakeholders will be more knowledgeable about the resources and supports available through the Agency.</p> <p>Older adults and family members will easily access services and supports and seamlessly navigate the service network.</p>	<p>AAA Administrative Staff Agency Staff RSVP Coordinator Sr. Newsletter Editor</p>	<p>a. 6/30/14</p> <p>b. 6/30/16</p> <p>c. 6/30/16</p> <p>d. 6/30/14</p>	

**Four-Year Progress of the  
Somerset County Department of Human Services  
Area Agency on Aging  
For the Four-Year Period July 1, 2012 through June 30, 2016**

**Goal 3:** Demonstrate that the Agency provides high quality, timely and relevant services, supports and coordination of care for older adults.

Date of Review:  
\_\_\_\_\_

**Objectives:** Develop an Agency Quality Assurance Program and enhance the Quality Assurance efforts for monitoring Community Providers.

Rating Scale: 1 = Met    2 = In Progress    3 = Not Met (provide explanation)    4 = N/A

Strategies	Measurements	Outcomes	Responsible Party	Timeline	Rating
<p>Increase knowledge and utilization of the SAMIS reporting resources.</p> <p>Develop internal monitoring tools that will effectively assess the efforts of the Agency's functions.</p> <p>Develop a utilization review process that tracks trends and other significant data.</p> <p>Develop a quality assurance program that effectively and regularly monitors community based and waiver programs.</p>	<p>a. The Agency will develop and begin implementation of written internal Quality Assurance policies and procedures within the first 18 months of the Plan cycle.</p> <p>b. The agency will develop and begin implementation of written Quality Assurance policies and procedures for monitoring community providers within the first 18 months of the Plan cycle.</p> <p>c. Community provider site visits and reviews will be conducted at least once annually during the first year of implementation and twice thereafter.</p> <p>d. A written annual QA report will be developed and presented to the Agency's Advisory Council and made available to the public at the annual public hearings. (After QA program is established, anticipated by the third year of Plan.)</p>	<p>The Agency will be in the position to have accurate and timely information on the details of service utilization, consumer trends and meeting state timelines and requirements in order to best respond to consumer needs.</p> <p>Older adults in the service area will access services that are responsive, relevant, timely and of high quality.</p> <p>The Agency will provide accurate and sound programmatic decisions and advice to community stakeholders based on accurate data, service trends and documented consumer feedback.</p>	<p>AAA Administrative Staff Quality Assurance Staff Agency Staff</p>	<p>a. 12/31/13</p> <p>b. 12/31/13</p> <p>c. 6/30/13 (year 1)</p> <p>d. 6/30/15</p>	

**Four-Year Progress of the  
Somerset County Department of Human Services  
Area Agency on Aging  
For the Four-Year Period July 1, 2012 through June 30, 2016**

**Goal 4:** Strengthen the stakeholders' network within the service area in order to increase the effectiveness of services for older adults so that they can age in place.

Date of Review: \_\_\_\_\_

**Objectives:** Enhance working relationships with other community resources and stakeholders.

Rating Scale: 1 = Met    2 = In Progress    3 = Not Met (provide explanation)    4 = N/A

<b>Strategies</b>	<b>Measurements</b>	<b>Outcomes</b>	<b>Responsible Party</b>	<b>Timeline</b>	<b>Rating</b>
<p>Solicit participation from stakeholders on the Agency's Advisory Council, workgroups and communities.</p> <p>Develop an approachable environment in which the Agency is a true part of the community.</p> <p>Educate care managers and Advisory Council members of existing resources and services in the service area to incur community providers and the LIFE program.</p>	<p>a. The number of collaborative activities in the service area will increase by 30% over the Plan cycle.</p> <p>b. Stakeholder surveys rating the Agency's effectiveness will demonstrate a 10% decrease annually, in the number of surveys reflecting that other stakeholders do not know about the Agency.</p> <p>c. The number of service/supports education opportunities for consumers, aging care managers and other stakeholders will increase by 25% over the Plan cycle.</p>	<p>The community will have a true collaborative and effective network of stakeholders with the main purpose of supporting older adults in living well and aging in place.</p> <p>The community will have a network of providers that pull resources and are accountable to the community when managing and thus maximizing local resources to the benefit of older adults.</p> <p>The Agency, community provider, advocates, consumer and family members will recognize the importance of partnering together with a healthy interdependence on each other.</p>	<p>AAA Administrative Staff AAA Care Management Staff</p>	<p>a. 6/30/16</p> <p>b. 6/30/13 6/30/14 6/30/15 6/30/16</p> <p>c. 6/30/16</p>	

# AREA PLAN PART

## B

### AREA PLAN PART B

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

FY 2012-16 Area Agency on Aging

Four-Year Area Plan on Aging

Signature Page

Area Agency on Aging Name and Address:

Area Agency on Aging of Somerset County  
1338 South Edgewood Avenue  
Somerset, PA 15501  
814-443-2681

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 B, Section 3, and are on file for review and approval, as appropriate, by Department of Aging officials.

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

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

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

1) I/we do not and will not discriminate against any person because of race, color, religious creed, ancestry, national origin, age, sex, or handicap:

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

2) I/we will comply with all regulations promulgated to enforce the statutory provisions against discrimination.

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

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

# Signature Page

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

	Title	Date
	County Commissioner	5/10/12
	County Commissioner	10 MAY 2012
	County Commissioner	5-10-12
	Administrator	5/10/12
(Signature of the Area Agency on Aging Director)	(Title)	(Date)

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

Mary Piatt-Bruner, Administrator  
(Name)

814-443-2681, Ext. 1222  
(Area Code and Telephone)

# Advisory Council Participation

## Advisory Council Participation

### Part B, Section 2

#### DOCUMENTATION OF PARTICIPATION BY THE AREA AGENCY ON AGING ADVISORY COUNCIL

PSA NO. #09

NAME OF AAA: Area Agency on Aging of Somerset County

PLAN PERIOD FROM 2012 TO 2016

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

The Area Agency on Aging Advisory Council  does  does not recommend approval of this Plan.



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

Clair Saylor, Chairperson

Typed Name and Title

5-9-12

Date

# Assurances

## Part B. Section 3

### Listing of Plan Assurances and Required Activities

#### Older Americans Act, As Amended in 2006

#### ASSURANCES

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

#### Area Plans

- Assurances that an adequate portion, as required under section 307(a)(2) of the amount allotted for part B to the planning and service area will be expended for the delivery of the following categories of service: access to service -- transportation, health service, outreach, information assistance, and case management; in-home services -- supportive services for families of older individuals who are victims of Alzheimer's disease and related disorders with neurological and organic brain dysfunctions; and legal assistance.
- Assurances that the AAAs will report annually to the State agency in detail the amount of funds expended for each such category during the fiscal year most recently concluded.
- Assurances that the AAAs will a) set specific objectives, consistent with state policy, for providing services to older individuals with greatest economic need, older individuals with greatest social need, and older individuals at risk for institutional placement; b) include specific objectives for providing services to low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas and include proposed methods to achieve these specific objectives.
- Assurance that AAAs will include in each agreement made with a provider of any service under this title, a requirement that such provider will: a) specify how they intend to satisfy the service needs of low-income minority individuals, older individuals with Limited English Proficiency, and older individuals residing in rural areas in accordance with their need for such services; and, to maximum extent feasible, provide services to low-income minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas in accordance with their need of such services; and meet specific objectives established by the AAA for providing services to low income minority individuals, older individuals with Limited English Proficiency, and older individuals residing in rural areas within the planning and service area.
- Each AAA shall: identify the number of low-income minority older individuals and older individuals residing in rural areas in the planning and service area; describe the methods used to satisfy the service needs of such minority older individuals, and provide information on the extent to which the AAA met the objectives described in clause (a)(4)(A)(i).
- Assurances that the AAAs will use outreach efforts that will identify individuals eligible for assistance under this Act with special emphasis on: older individuals residing in rural areas; older individuals with the greatest economic need (focus on minority and rural populations); older

## Assurances, cont'd . . .

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

- Assurances that AAAs will coordinate planning, identification, assessment of needs, and provision of services for older individuals with disabilities, with particular attention to individuals with severe disabilities and individuals at risk for institutional placement, and with agencies that develop or provide services for individuals with disabilities.
- Assurances that, in coordination with the State agency and the State agency responsible for mental health services (Department of Public Welfare), increase public awareness of mental health disorders, remove barriers to diagnosis and treatment, and coordinate mental health services provided with funds expended by the AAA with mental health services provided by community health centers and by other public agencies and non-profit private organizations.
- Assurances that the AAAs, in carrying out the State Long-Term Care Ombudsman program under section 307(a)(9), will expend not less than the total amount of funds appropriated under this Act and expended by the agency in fiscal year 2000 in carryout out such a program under the title.
- Information and assurances concerning older individuals who are Native American including a) information concerning whether there is a significant population of older native Americans in the planning and service area and, if so, an assurance that the AAA will pursue activities, including outreach, to increase access of those Native Americans to programs and benefits under this title; coordinate the services the AAA provides under this title with services provided under Title VI; and make services under the area plan available to the same extent such services are available to older individuals within the planning and service area, to older Native Americans.
- Assurances that the AAA will maintain the integrity and public purpose of services provided, and require service providers under this title in all contractual and commercial relationships to do the same.
- Assurances that the AAAs will disclose to the PDA each nongovernmental entity with which such agency has a contract or commercial relationship to providing any service to older individuals and the nature of such relationship.
- Assurances that the AAAs will demonstrate that a loss or diminution in the quality or quantity of the services provided, or to be provided, under this title by such agency has not resulted and will not result from such non-governmental contracts or such commercial relationships.
- Assurances that the AAAs will demonstrate how the quality and quantity of the services to be provided under this Title by such agency will be enhanced as a result of such non-governmental contracts or commercial relationships.
- Assurances that the AAAs will, on the request of the Assistant Secretary or the PDA, for the purposes of monitoring compliance with this Act -- including an audit -- disclose all sources and expenditures of funds the AAA receives or expends to provide services to older individuals.
- Assurances that funds received under this Title will not be used to pay any part of a cost (including administrative cost) incurred by the AAA to carry out a contract or commercial relationship that is not related to this Title.

**Assurances, cont'd . . .**

- Assurances that funds received under this title will be used to provide benefits and services to older individuals, giving priority to older individuals who have low income, Limited English Proficiency, Minority status or reside in rural areas identified in paragraph 4(A)(i) and in compliance with the assurances specified in paragraph 13 and the limitations specified in paragraph 1 and the limitations in section 212.

## Summary of Public Hearings

AAA of Somerset County held its annual public hearing on Wednesday, May 9, 2012 beginning at 1:00 p.m. There were approximately 12 present. We began by introduction of staff that was in attendance as well as some new faces on our Advisory Council Board. The meeting was then turned over to Mary Mossburg, Chief Financial Officer, who gave an overview of the projected Block Grant and budget for the 2012-2013 fiscal year.

Mary Mossburg presented a PowerPoint presentation in which she walked us through a breakdown of the grant money for the 2012-2013 fiscal year, also showing how the total expenditures were broken down for the upcoming year. Upon completion of Mary Mossburg's presentation, she then turned it back over to Mary Piatt-Bruner who presented the four-year plan along with a PowerPoint presentation.

Mary Piatt-Bruner presented a PowerPoint presentation outlining the demographics of our rural area of Somerset County. She proceeded to explain to the group present that our focus is on rebuilding. We need to rebuild our rapport with the local nursing homes as well as educate the community in the services that we provide here at the Agency. She also informed the group that four goals has been set (as you see outlined here in the plan).

Upon concluding her presentation, she opened the meeting to any questions, comments or feedback.

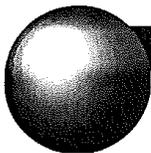
# **Memorandum of Understanding**

## **Area Plan Part B**

Memorandum of Understanding

between

AAA and the County Mental Health Agency



**BEDFORD OFFICE**  
1243 Shed Road  
Bedford, PA 15522  
Phone: (814) 623-5166  
Fax: (814) 623-1298

**SOMERSET OFFICE**  
The Bennett Building  
245 West Race Street  
Somerset, PA 15501  
Phone: (814) 443-4891  
Fax: (814) 443-4898

**MEMORANDUM OF UNDERSTANDING**  
Between  
**Area Agency on Aging of Somerset County**  
And  
**Bedford-Somerset Mental Health/Mental Retardation**

**Whereas:** The Federal Older Americans Act (42 U.S.C. ~3001 et seq.) states that "it is the responsibility of the...States...to assist older people...secure equal opportunity to...the best possible...mental health...without regard to economic status..." (~3001(s), and that "Each Area Agency on Aging...shall...prepare and develop an Area Plan for a Planning and Service Area...{which} will provide that the Area Agency on Aging will coordinate any mental health services provided by community mental health centers and by other public agencies and non-profit organizations." (~3026(a)(6)(F), AND the state legislation creating the PDA (71 P.S. ~581-1-581-12) states that "The PDA shall have the power and...duty...to...provide consultation to [other] State agencies with respect to services, programs and activities which they may furnish to older citizens" (~581-3(a)(2) and "...to stimulate services and opportunities for the aging which are not otherwise available" (~581-3(a)(3)) and "...to review the activities of [Commonwealth] agencies which affect the...utilization of State and community resources for programs and benefits for older persons and initiate programs which will help assure such utilization." (~581-3(a)(23)); the Area Agency on Aging of Somerset County and Bedford-Somerset Mental Health/Mental Retardation will be non-discriminatory in service provision as it relates to Title VI, 504, Human Relations Act, Department of Public Welfare Executive Order; and

**Whereas:** The Area Agency on Aging of Somerset County's (hereafter referred to as AAA) mission is to... "Help older and/or functionally challenged adults by working with individuals, families and communities. Through the efforts of caring staff and volunteers, the Agency provides a wide variety of services to promote independence and quality of life." An essential part of the AAA's vision as advanced by Bedford-Somerset Mental Health/Mental Retardation (hereafter referred to as MH/MR) involves looking to the future, planning how best to meet the needs of Pennsylvania's older citizens and their communities. The AAA offers a full continuum of care in meeting the needs of the elderly. These services include but are not limited to: care management, assessment, benefit counseling, a wide range of in-home services (that include personal care, home support and respite services) and placement services.

The MH/MR Program was established in 1968 as a result of the Mental Health and Mental Retardation Act of 1966 and directly manages a full continuum of Mental Health and Mental Retardation services in two counties including case management, crisis intervention, residential services, vocational services, social rehabilitation, outpatient clinical services, adult partial hospitalization programming, children's services, consultation and education.

The service area for the AAA and MH/MR will be residents that reside within Somerset County. The service population for Aging will be those residents that are 60 and older. MH/MR will service the mentally ill and the mentally disabled Older Adults.

# Memorandum of Understanding, cont'd . . .

## Memorandum of Understanding

Page Two

This agreement is in regards to establishing and maintaining a working relationship as it relates to the provision of aging services and mental health and mental retardation services to the older adult population of Somerset County and the continuity of care for this population; and

- Whereas:** The MH/MR Act of 1966; MH Procedures Act; Public Health Service Act 102-321: duties of Mental Health Advisory Committee exist to ensure the rights of persons with mental illness are met. These laws and procedures provide a legislative base for a comprehensive array of mandated community services. In general the scope of this agreement pertains to the mentally ill and mentally disabled Older Adults involved in or in need of services provided by MH/MR and AAA but more specifically to:
- improve and expand the provisions of aging, community mental health, and mental retardation services to older adults.
  - insure coordination of service delivery for individuals involved in services of both systems.

It is mutually agreed by both parties that appropriate individuals will be referred between the agencies named herein and that communication will be maintained between said agencies in order to guarantee the most appropriate continuum of care for the identified individuals; and

- Whereas:** The AAA's vision is to secure services for the older adult and to allow the least restrictive setting which will maximize the quality of their life to the fullest extent possible.

The MH/MR vision statement is dedicated to ensuring local access to a comprehensive array of quality mental health and mental retardation services necessary to help individuals and their families lead more fulfilled lives in their communities. As a behavioral health care delivery system, MH/MR will strive to effectively manage and remain responsive to a dynamic and changing health care environment; and

- Whereas:** As many as 1 in 5 older adults may have, or be at risk for developing mental illness; and

- Whereas:** Older adults with, or at risk for developing, mental illness require the services of both the Aging and Mental Health systems and MR systems.

**Now, therefore,** the AAA and MH/MR, as the parties to this MOU, set forth the following as the terms and conditions of their understanding:

### COLLABORATION

AAA and MH/MR will designate staff with specific responsibilities for the ongoing planning, development, implementation, monitoring and evaluation of initiatives and projects to provide service and supports to older adults with, or at risk of developing mental illness. Supervisory review will be maintained within the organizational structure for staff that have primary responsibilities for the work assignment.

AAA and MH/MR will develop and distribute materials relevant to public events, such as those in recognition of Mental Health Awareness Month and Older Americans Month, both of which are observed in May of each year, and of Mental Health Awareness Week, which occurs in October of each year as well as Suicide Prevention Awareness Week which occurs in September of every year.

# Memorandum of Understanding, cont'd . . .

## Memorandum of Understanding

Page Three

AAA and MH/MR will support staff who are assigned primary responsibility for joint efforts in outreach, identification, assessment and service planning for older adults with, or at risk of developing mental illness. Local collaboration may include planning, development, implementation, monitoring and evaluation of projects and new services and supports, joint case reviews and pooled funding in support of needed services.

The undersigned acknowledges that ongoing communication and coordination of services will be maintained, in accordance with privacy and security regulations as defined in the Health Insurance Privacy and Portability Act of 1996.

### CONFLICT RESOLUTION

AAA and MH/MR staff designated in accordance with the above paragraph will attempt to resolve disputes, which arise between AAA and MH/MR in carrying out this MOU. Said staff will forward disputes which have not been resolved at their level to a higher level in their respective organizations.

AAA and MH/MR will work together in good faith to resolve any disputes concerning this Cooperative Agreement. If a dispute should arise, the disputing party must submit in writing the nature of the dispute to the appropriate MH/MR Deputy Administrator and the AAA Deputy Administrator who will schedule a meeting with all involved parties within two weeks. If the parties are unable to resolve the dispute within 30 days, one party will send a written notice of the dispute to the other party and then the perspective Administrators for each agency will be notified to make a final decision.

### AMENDMENTS

Changes to this Agreement may be permitted when a written request is submitted by either party and approved by both parties. For any such changes and modifications to be effective and binding on the parties, a duly executed Amendment attached to the original Agreement is required.

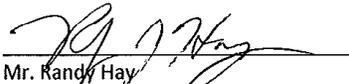
### EFFECTIVE DATE

This MOU between AAA located at 1338 South Edgewood Avenue, Somerset, PA 15501, and MH/MR located at 245 West Race Street, Somerset, PA 15501, is effective June 1, 2011 and shall be in effect until May 31, 2012. This MOU may be terminated by either party by giving a 30 day written notice to the other party of its intention to terminate.

The Area Agency on Aging of Somerset County and Bedford-Somerset MH/MR Program hereby acknowledge the foregoing as the terms and conditions of their understanding.

  
\_\_\_\_\_  
Area Agency on Aging of Somerset County  
Administrator

Date: 7/20/11

  
\_\_\_\_\_  
Mr. Randy Hay  
Bedford-Somerset MH/MR  
Administrator

Date: 6-1-2011