



Lancaster County Office of Aging

Four Year Area Plan

October 1, 2020-September 30, 2024

Lon R. Wible, Executive Director
Lancaster County Office of Aging
150 N. Queen Street, Suite 415
Lancaster, Pa 17603

(717) 299-7979 or 1-800-801-3070

Email: aging@co.lancaster.pa.us

Website: www.lancoaging.org

Table of Contents

PART A

I. EXECUTIVE SUMMARY	1
II. AGENCY OVERVIEW.....	2
Organizational Structure	2
Demographic Trends	3
Lancaster County Age/Race/Ethnicity	4
Poverty in Lancaster County by Age Group.....	5
Lancaster County Older Population Living Alone.....	5
Lancaster County Older Population with Disabilities	6
Service Utilization.....	6
Local, Political, Economic Factors	8
Needs Assessment.....	9
National Planning Requirements.....	10
III. GOALS, OBJECTIVES, STRATEGIES & PERFORMANCE MEASURES	10

PART B

Part B. Section 1 – Signature Page/Standard Assurances Commonwealth of Pennsylvania Department of Aging.....	17
Part B. Section 2 – Documentation of Participation by the Area Agency on Aging Advisory Council	19
Part B. Section 3 – Listing of Plan Assurances and Required Activities.....	20
Part B. Section 4 – Narrative Summary of the Proceedings of the AAA Area Plan Public Hearing	23
Attachment #1 – Survey Form	27

I. EXECUTIVE SUMMARY

The Lancaster County Office (LCOA) was established in 1974 as the Area Agency on Aging (AAA) to serve Lancaster's over 60 population, their caregivers, families, and the general public. As mandated by the Older Americans Act of 1965 the LCOA is the focal point in the community where older persons can receive a wide range of informational resources and home and community-based services/supports that enable them to maintain their dignity and independence in the most appropriate and least restrictive setting of their choice.

The Lancaster County Office of Aging is required by the Pennsylvania Department of Aging (PDA) to establish a four-year Area Plan to foster goals set forth in Pennsylvania Act 70 and the Older Americans Act. This local plan will support the overarching goal areas and objectives established in the Pennsylvania Department of Aging's Area Plan, but will target strategies, specific to the identified needs of older adults and persons with disabilities who live within this county's boundaries.

The Lancaster County Office of Aging 4 Year Plan will strive to meet the future needs of the senior community, explore new funding sources while maximizing limited existing resources, encourage innovation in business practices, and pursue new partnerships and collaborations with organizations that can enhance the AAA's capacity to serve. The plan will educate and inform stakeholders- consumers, the general public, service providers, community leaders, local officials, and donors. The LCOA 2020-2024 Area Plan will be in effect October 1, 2020 through September 30, 2024.

To provide proper context for the local needs identified through the town hall meeting and survey efforts, several major issues and current trends should also be noted:

- Requests for home and community-based services consistently exceed available funding resulting in a long-standing waiting list.
- Year-after-year growth of protective service reports of need and related investigations of allegations of abuse, neglect, financial exploitation, and abandonment of older adults.
- Increase in a more ethnically and culturally diverse community.
- Lack of available personal care and skilled care beds for those needing the state supplement or on Medical Assistance.

Input for this plan was received from both a town hall meeting and also a "Needs Assessment" survey available in both English and Spanish. Due to the timing and impact of COVID-19 on this process no senior center or community focus groups were held. Suggestions/concerns most frequently noted were:

- Expand agency's visibility in the community
- Prioritize outreach to underserved populations
- Increase informational resources and services for caregivers
- Establish best practices to combat loneliness and social isolation in the senior population
- Expand Health and Wellness programming, especially in rural areas
- Identify strategies to address food insecurity among older persons

- Financial concerns related to housing and medications

Note: While the enclosed goals, objectives and local strategies will be based on survey results and presumed to be realistic and attainable under normal conditions, two factors could have an impact. As has been the case for a number of years, funding will continue to be flat for the foreseeable future and potential new funding earmarked for the waiting list has been pulled back due to a probable state budget shortfall. Combined with the uncertainties of COVID-19, its prevalence and impact in our community, some goal strategy completion dates may need to be adjusted.

II. AGENCY OVERVIEW

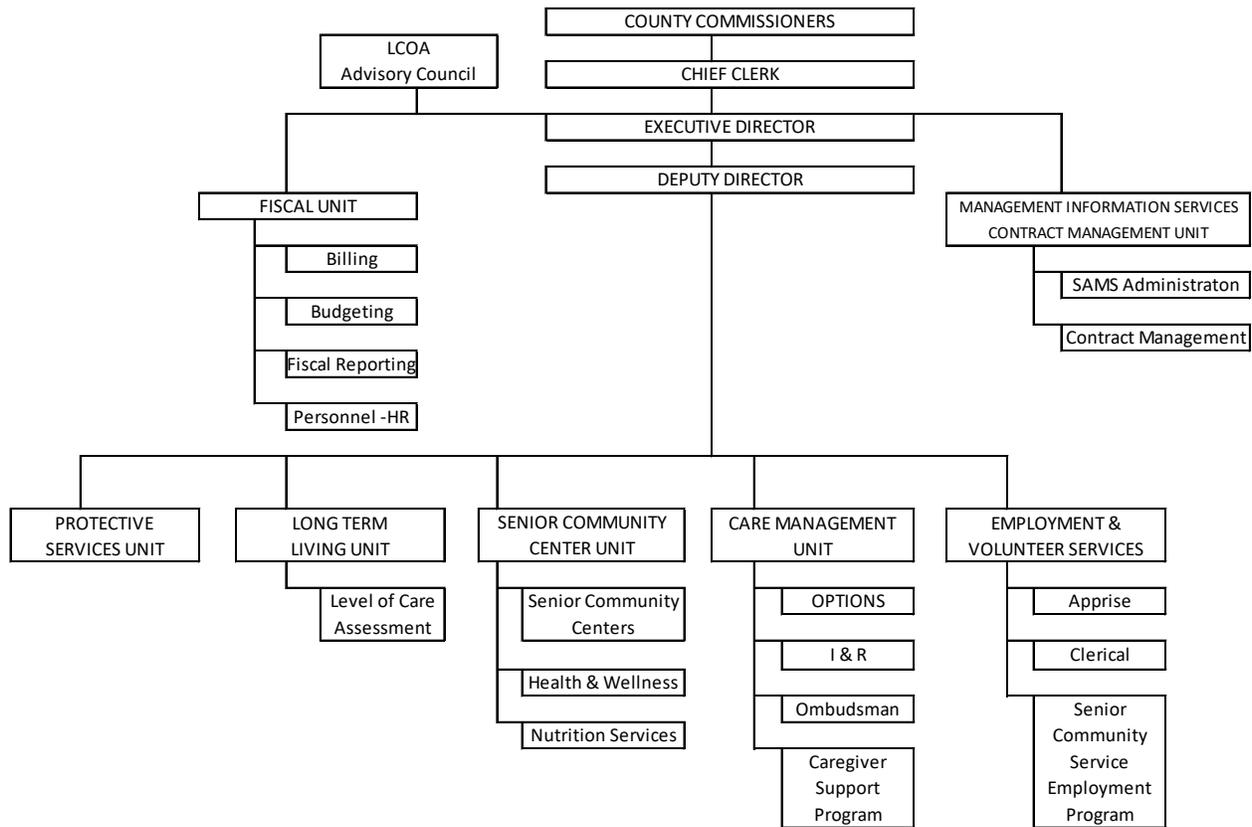
Organizational Structure

One of 52 Area Agencies on Aging in Pennsylvania, the Lancaster County Office of Aging was established 45 years ago as a result of the Older Americans Act, passed in 1965. The intent of the Older Americans Act was to support critical services that keep older adults healthy and independent. In Pennsylvania, the funds for most “aging” services are funneled through the Department of Aging to the local AAA. The Lancaster County Office of Aging is a county government agency dedicated to providing Lancaster County residents 60 years of age and older with a wide range of informational resources and services, as well as advocacy efforts and elder abuse protections.

The agency’s mission is to provide home and community-based services and supports to older adults, enabling them to maintain their dignity and independence in the most appropriate and least restrictive setting of their choice. The agency is guided by the principles and values of Empowerment, Compassion, Dignity, Advocacy and Protection. The LCOA is committed to ensuring dignity of all older adults and respects their religious, sexual, and cultural differences.

As a department of County government, the agency is governed by the Lancaster County Board of Commissioners with support from the LCOA Advisory Council. LCOA employs approximately 70 staff members and contracts with over 40 service providers to deliver a wide range of services to approximately 11,200 older adults annually. The services the agency provides include: In-home services, Caregiver Support, Information and Referral, Level of Care Assessments, Home Delivered Meals, Employment Training and Assistance, Senior Community Centers, Congregate Meals, Health and Wellness Programming, Ombudsman Advocacy, Protectives Services, APPRISE Benefits Counseling, Legal Assistance and Shared Ride Transportation services. See Organizational Chart on the following page.

LANCASTER COUNTY OFFICE OF AGING (LCOA)



Demographic Trends

The planning and service area for which this agency is responsible consists of 943 square miles within the borders of Lancaster County. Located in southeastern Pennsylvania, it is bound by Berks and Chester Counties on the east, Cecil County (Maryland) to the south, York to the west, and Dauphin and Lebanon Counties to the northwest. Lancaster County continues to be a popular tourist destination. Also known as the Garden Spot of America, with some of the most fertile no-irrigated soil in the U.S. Lancaster County has a strong farming community with over half of its land still zoned as agriculture. According to the Pennsylvania State Data Centers population projection through 2040, the state will see an 11.3 % increase in overall population, with Lancaster County realizing the second highest increase in the state (23.6%). Lancaster County also has a growing senior population with 16 continuing care retirement communities (CCRC's), 31 skilled care facilities, and 56 personal care and assisted living facilities.

There are 60 municipalities (Lancaster City, 18 boroughs, and 41 townships) in the County. With approximately 543,000 residents, it is the 6th most populous County in Pennsylvania. The most prominent metropolitan area of the County is Lancaster city, the 8th largest city in Pennsylvania with a population of over 59,000 individuals. It was founded in 1729 and is one of the oldest cities in the Country.

Of the County’s total population of 543,557, those individuals 60 years of age and older represent approximately one out of every four residents. The proportion of individuals who are 60 years and older has been on a gradual rise over the last 15 or more years and will continue through 2060. The aging baby boomer population combined with a decrease in the younger population is a primary factor in driving the growth of the 60+ cohort. When looking at the six age breakouts which comprises the 60 and over category, those in the 60-64 age group make up 26%, 65-69 age group at 22%, age group 70-74 at 18%, age group 75-79 at 13%, age group 80-84 at 9% and the 85+ age group at 12%. When comparing the 60 and older subcategories of Lancaster County with those from Pennsylvania there is little variation in that the County closely mirror those of the state.

Over 60 Age Groups-Comparison between Pennsylvania and Lancaster County

Age	PA	% of Total	Lancaster	% of Total
Age 60-64	888,010	28%	34,712	26%
Age 65-69	737,898	23%	29,138	22%
Age 70-74	572,852	17%	23,654	18%
Age 75-79	407,338	13%	17,158	13%
Age 80-84	283,299	9%	12,258	9%
Age 85+	334,243	10%	15,352	12%
TOTAL	3,223,640	100%	132,272	100%

While much smaller in total size, the number of persons ages 85 and older is projected to continue to outpace all other segments of the population. The 65 and older population is expected to double by 2060 and the 85+ age cohort will triple. Even though the 85 and older age group is smaller in number than all other age categories they will utilize a disproportionate share of the healthcare and long-term care service dollars.

Lancaster County Age/Race/Ethnicity

Age	White	Hispanic	African Americans	Asian	All Other	Total
All Ages	443,304	58,761	19,463	12,463	9,106	543,557
	81%	11%	4%	2.5%	1.50%	100%

As referenced in the 2018 Penn State Data Center Age/Race/Ethnicity report, Lancaster County’s population make up is approximately 81% White, 11 % Hispanic, 4% African American, 2% Asian and 2% all other. A greater level of diversity is noted when comparing the county figures to Lancaster city, which has a higher proportion of Hispanic (38%) and African American (18%) residents. In comparing poverty by race, as reported from the 2016 American Community Survey it is more profound among minority populations in Lancaster County than across the United States. The highest rate of poverty is found among Hispanic people (32.6%) followed by African Americans (31.3%), and individuals of two or more races (30.7%). Among the Asian population 15.7% are living in poverty and the White population has the lowest poverty rate at 9.1%.

Race	Lancaster County % in Poverty	United States % in Poverty
Hispanic	32.6%	21%
African American	31.3%	24%
Asian	15.7%	12%
White	9.1%	12%
Two or more races	30.7%	18%

Poverty in Lancaster County by Age Group

Poverty is very much a concern for all age groups in Lancaster County, the highest rate of poverty is in children (under age 18) at 17.8%, while the lowest poverty rate is among seniors (individual’s over 65 years of age) at 6.3%. When compared to Pennsylvania, the poverty rates for each group is lower in Lancaster than Pennsylvania.

	Poverty in Lancaster	Poverty in Pennsylvania
Children	17.8 %	19%
Age 18-64	9.6 %	12.3 %
Seniors	6.3%	7.8 %

Despite only 6.3% of all Lancaster County seniors falling in this category, many older adults struggle daily with rising housing and health care costs, inadequate nutrition, access to transportation and reduced savings. For many older adults, especially those over 80 years of age, they tend to be more vulnerable to financial risk, in that they are more likely to have lower or no earnings, exhaust retirement resources, and incur higher medical expenses. For many it will only take one significant adverse event, medical or otherwise to exceed their ability to cover their financial responsibilities as indicated in the 2017 American Community Survey. Fortunately, Lancaster County has a strong and effective safety net of supports such as the United Way, with over 500 community partners and a multitude of faith-based organizations to offer support when needed. The Lancaster County Office of Aging has successfully identified and served this poorest segment of our senior population as evidenced by only 4.2 % of our consumers exceeding the program’s financial eligibility requirements and therefore, needing to participate in cost sharing. Eligibility requirements for the agency’s in-home services is based on the Federal poverty guidelines, with cost sharing beginning when the consumer exceeds 133% poverty level. While we are reaching the most “in need” segment of our population, the bigger challenge remains the level of demand for services is consistently greater than the funds we receive.

Lancaster County Older Population Living Alone

For older adults who live independently in the community, living alone can bring about additional challenges not faced by older adults living with a spouse, a roommate or family member. Based on the U.S. Census, 2018 ACS 5-Year estimates, approximately 29.5% of Pennsylvania’s population lives alone. Individuals 65 years of age and older make up 12.6% of the population. In comparison, Lancaster County older adults, 65 years of age who live alone represent 10.8%, a slightly smaller percentage than the state.

About half of those community dwelling seniors 85+ years of age live alone. For many older adults, living alone brings about increased feelings of loneliness and social isolation. While it is hard to measure social isolation and loneliness, there is convincing evidence that these factors are correlated with health risks such as, increased risk of dementia, heart disease, stroke, higher rates of depression and even suicide. According to the Centers for Disease Control and Prevention, social isolation and loneliness is even more prevalent in vulnerable older populations such as immigrants, LGBTQ populations, minorities, and victims of abuse. These populations tend to experience higher rates of social isolation due to factors such as language barriers, lower levels of social integration, family dynamics, gender specific discrimination, stigmas, and barriers to care. Compounded by the recent period of social isolation caused by the COVID 19 Pandemic, the impact of social isolation on older adults has been further exacerbated and brought into focus.

Lancaster County Older Population with Disabilities

According to the PA State Data Center- Disability Characteristics in Pennsylvania County 2013-2017 series, there were approximately 1.7 million or 13.7% of Pennsylvanians with one or more disabilities during this period. In comparison to the state, Lancaster County had a disability rate of 11.7%. Broken down by age groups, under 5 years of age was .4%, 5-17 years of age was 6.3%, 18-34 years of age was 11.4% , 35-64 years of age was 19.9% and the 75 and over age group represented 44.8% of those reporting one or more disabilities. Ambulatory disabilities were the most prevalent (25.7%), followed by cognitive disabilities (20.9%), Independence (18.2%), hearing (17.1%), vision (9.2%) and self-care (9%). Given that approximately 45% of those individuals with disabilities in Lancaster County are in the 75 and over age cohort, many would be priority consumers for the LCOA.

Service Utilization

As defined by the agency's mission, our ultimate purpose is "to provide home and community-based services and supports to older adults, enabling them to maintain their dignity and independence in the most appropriate and least restrictive setting of their choice." Below is a compilation of the services provided by the Lancaster County Office of Aging during fiscal year 2018-2019.

Information and Referral

The gateway to agency services, staff answer questions and provide information on resources, conduct intake for agency programs and referrals to other community organizations.

- **Provided 13,279 consumer contacts.**

OPTIONS Care Management

Assess consumers in home care needs, establish and manage care plans to support consumers choice to remain safely and independently in the community.

- **Care managed 1,061 consumers.**

- **Provided 86,088 home delivered meals.**
- **Provided 95,943 units of personal care.**
- **Provided 11,409 days of adult day service.**

Caregiver Support Program

Provides benefits counseling and financial reimbursement for caregiver expenses. Assistance for grandparents raising grandchildren is also available.

- **Care managed 82 caregivers and consumers.**
- **Provided \$84,541 in financial support to caregivers.**

Long Term Living Services

Certified caseworkers conduct level of care assessments for any individual 18 years of age and older requesting public funds to pay for government sponsored long term care services.

- **Assessors completed 3,323 level of care assessments.**

Ombudsman Services

Staff and trained volunteers investigate and assist to resolve concerns related to residents' rights and care provided in licensed long-term care facilities and other community settings.

- **Ombudsmen staff/volunteers assisted 484 residents of long-term care facilities**

Protective Services

Specially trained caseworkers investigate reports of older persons at risk of abuse, neglect, financial exploitation, or abandonment and who are unable to adequately protect themselves due to declining cognitive or physical capabilities. This service is available 24 hours a day.

- **Report of Need received- 2,961.**
- **Investigations of elder abuse conducted-1,824.**

Senior Community Centers

Eight centers located throughout the County, providing a focal point in the community for older adults to join in a wide range of programs and activities, to including opportunities for recreation, education, socialization, and nutritious meals.

- **Served 1,313 senior center participants and 99,943 visits to the centers.**
- **Provided 79,748 senior center noon and breakfast meals.**

Health & Wellness Programming

Promotes health and independence through programs such as Chronic Disease education, Caregiver education, fall risk assessments and a variety of exercise classes.

- **Served a total of 476 consumers who participated in 49 classes/screenings.**

APPRISE

Guided by the agency's APPRISE Coordinator, eleven certified counselors helped new and existing Medicare beneficiaries by providing information and screening for programs to reduce the costs of Medicare and help in comparing health care plans and coverage during the annual open enrollment period.

- **Served 1,814 Medicare beneficiaries helped.**
- **Conducted 54 enrollment events.**

Employment Services

Provides on the job employment training through the Senior Community Services Employment Program (SCSEP), additionally offers 55+ Job Bank and employment workshop services.

- **SCSEP "on the job training" for 15 eligible older persons**
- **Provide 1,556 job referral.**
- **Placed 30 consumers in full and part time employment.**

Other Numbers of Interest

- **Office of Aging telephone calls for assistance- 47,408 calls**
- **Office of Aging recorded 70,128 website contacts during FY 2018-19**
- **30th Annual Lancaster Senior Games- 1,008 seniors participated in May 2019**
- **Distributed Farmers Market Nutrition Vouchers to 2,687 consumers during the summer of 2019**

Local, Political, Economic Factors

Prior to COVID 19 the County Unemployment average for the previous 12-month period was 3.5% as compared to the State-wide average for the same period was 4.6 %. The strong economy in the County is due mainly to a diverse, consistently high level of public and private sector job opportunities, bolstered by a vibrant tourist sector.

Regarding the senior population, according to the U.S. Census 2018 American Community 5 Year (2014-2018) survey, 32.2 % of Lancastrians age 65-74 are still in the workforce while at 75 years of age and older 8.3 % of this age cohort is employed. Most people 65 years of age and older receive about half of their income from Social Security. Approximately 5% or 7,500 older adults, 60 years of age and older living in Lancaster County are living at or below the poverty level.

While not all services offered by the LCOA require financial eligibility, in home services such as personal care, home support, medical supplies and home delivered meals are based on income. For the last 5 years the agency has seen a growing demand for these services, which has frequently resulted in an “on again-off again” waiting list. Despite receipt of additional funding from the PA Department of Aging demand continues to exceed our level of funding. The current waiting list has been in place since October 2018. At its high point in November 2019 over 281 consumers were waiting for service. During the spring of 2020 additional funding from PDA helped to reduce those waiting for service to 242.

Needs Assessment

In preparation for the development of this plan, LCOA solicited input from consumers, staff, community providers and the public. Due to COVID 19 precautions, feedback for the plan came primarily from a Needs Assessment Survey disseminated through multiple channels and a virtual, public 4 Year Plan town hall meeting held on June 22, 2020. The Needs Assessment survey was sent out to over 1,100 agency consumers, it was included on the agency website, and a copy also inserted in a local senior publication, *50 Plus Life*. Through the above combined sources, 628 surveys were received and compiled. In addition, comments from the PA Department of Aging’s Needs Assessment survey, collected on Lancaster County residences was also integrated. A copy of the Lancaster County Needs Assessment Survey is included in Part B, Attachment 1.

Summary of the LCOA Needs Assessment survey and most frequently reported suggestions:

- 469 respondents (75 %) had previously accessed LCOA services.
- Respondents most frequently aware of Senior Centers, Home Delivered Meals, Shared Ride Transportation, Health & Wellness Programs and Adult Day Services.
- 517 respondents (82%) reported programs/services are “very effective or effective”, 66 respondents (11 %) reported programs/services “somewhat effective”, while 22 (4%) respondents reported services/programs are “not enough”. There were 23 blanks.
- Most common response to “how to improve LCOA services/programs” was to do more outreach/marketing, advertising.
- Most common response given for other services needed for older adults, were Week-end transportation, housing for fixed income, isolation.
- Greatest concern about “aging” for you or your loved one? By far the most common response was remaining independent, living at home; placed in a nursing home; and financially able to pay own bills.
- How to reach the underserved? Provide information in Spanish, public advertising (radio/TV/newspaper/website/Facebook), brochures in doctors’ offices/churches/grocery stores.

- 87% of respondents agree/strongly agree food insecurity is a serious problem for older adults
- 81% of respondents agree/strongly agree getting needed information on services was easy.
- 74% of respondents agree/strongly agree they know where to report elder abuse.
- 91% of respondents agree/strongly agree social isolation is a serious problem for older adults.
- Barriers to accessing services. Language-Spanish, better bus service.
- Other Comments- caring and compassionate staff, more water aerobics and yoga classes, LCOA very helpful in understanding Medicare and health insurances.

National Planning Requirements

The following requirements for Area Agencies on Aging (AAA) are taken from Administration on Aging Program Instructions for the development and submission of State Plans, State Unit on Aging Directors Letter #02-2019, pages 6-9:

- AAAs shall have specific objectives for providing services to older individuals with greatest economic or social need and older individuals at risk for institutional placement.
- AAA's shall have specific objectives for providing services to low-income minority individuals, older individuals with limited English Proficiency, and older individuals residing in rural areas.
- AAA's shall include proposed methods to achieve the objectives, including requiring every provider of any service under this title to specify in each agreement how they will satisfy these objectives.

Administration on Aging program instruction also included the following resources for the development of effective plans:

- [ACL National Resource Centers](#)
- [Advancing States Tools on Planning](#)

III. [GOALS, OBJECTIVES, STRATEGIES & PERFORMANCE MEASURES](#)

Within the context of this matrix below is the Lancaster County Office of Aging 4-Year Plan- Goals, Objectives, and Strategies. The Plan includes 5 overarching, visionary goal areas; 11 Objectives related to the goals and 38 specific strategies to address the intent of the Objectives. Corresponding to each strategy is one or more Performance Measure, which defines the measure and the target to be achieved.

Lancaster AAA 4-Year Plan Goals, Objectives and Strategies

GOAL I: STRENGTHEN THE LANCASTER COUNTY OFFICE OF AGING's (LCOA) CAPACITY, PROMOTE INNOVATION AND BUILD EFFICIENCIES TO RESPOND TO THE GROWING AND DIVERSE AGING POPULATION IN LANCASTER COUNTY.

Objective 1: Ensure LCOA information related to resources/programs is reaching diverse low-income populations and socially isolated older adults, including LGBTQ older adults and those who are non-English-speaking.

Strategies	Associated Measures & Targets	
Description	Measure	Target
Collaborate with the City of Lancaster, Lancaster Downtowners and neighborhood block groups to increase awareness/availability of LCOA services to inner city seniors.	<ul style="list-style-type: none"> # of Informational Meetings # of Consumer Contacts 	<ul style="list-style-type: none"> Convene at least 3 informational meetings with city residents 60+ annually. Educate at least 300 city residents 60+ on LCOA services annually.
Participate in LGBTQ Pride Information Expos and other related group meetings/events.	<ul style="list-style-type: none"> # of Informational Expos/Events 	<ul style="list-style-type: none"> Attend at least 2 LGBTQ Expos/Events annually.
Identify and partner with local community organizations and churches who support limited English-speaking populations, to increase awareness and participation in aging related services.	<ul style="list-style-type: none"> # of Community/Church partnerships developed # of Limited English speaking contacts 	<ul style="list-style-type: none"> Develop at least 2 new partnerships annually. Educate at least 200 non-English speaking 60+ residents on LCOA services annually.

Objective 2: Leverage technology to improve quality and efficiency of aging services.

Strategies	Associated Measures & Targets	
Description	Measure	Target
Reduce the growing volume and dependence on hard copy files through the implementation of alternative electronic data management systems.	<ul style="list-style-type: none"> Assess options and select an appropriate electronic data management system. % of hard copy files transferred to an electronic data system. 	<ul style="list-style-type: none"> Implement an electronic data management system by June 2022. Transfer at least 40% of hard copy files to an electronic data management system by June 2023.
Conduct an annual technology review to ensure staff have current equipment, software and ongoing training offerings.	<ul style="list-style-type: none"> Annual Technology Review Meeting . New equipment and software applications identified for purchase. 	<ul style="list-style-type: none"> Technology Review Meeting held in January 2021 and annually thereafter. Purchase new equipment/software by June of the same year.
Continually, assess and update the agency's Continuity of Operations Preparedness Plan (COOP) to ensure all core functions of the agency can be provided remotely and without interruption.	<ul style="list-style-type: none"> Up to date agency COOP Plan 	<ul style="list-style-type: none"> Review and update Agency COOP in January and June annually.

Objective 3: Support families and friends who are caregivers to enable them to thrive in their caregiving roles.

Strategies	Associated Measures & Targets	
Description	Measure	Target
Significantly expand informational resources and educational trainings/webinar offerings for caregivers and grandparents on the LCOA Caregiver webpage and Facebook.	<ul style="list-style-type: none"> Update Caregiver Resource List. Caregiver Newsletter Add links/resources for Grandparents as Caregivers 	<ul style="list-style-type: none"> By December 2020, and every six months, thereafter. Include Caregiver Newsletters on web page by December 2020. Added by December 2020, updated regularly.
Research and implement advanced skill development for Caregiver Support Program (CSP) care managers.	<ul style="list-style-type: none"> Identify/Offer advanced skills training for CSP care managers. 	<ul style="list-style-type: none"> Implement training plan comprised of at least two caregiver related trainings for workers by December 2021 and annually thereafter.

Objective 4: Increase agency capacity to deliver services through volunteer and intern support.		
Strategies	Associated Measures & Targets	
Description	Measure	Target
Ensure adequate training and recognition of all agency volunteers.	<ul style="list-style-type: none"> Develop new Volunteer Training Plan. Develop a Volunteer Recognition Plan 	<ul style="list-style-type: none"> Develop a Volunteer Training Check List to be completed within 6 months of the training assignment, initiate by June 2021. Initiate a plan of individual and group volunteer recognition activities annually.
Initiate volunteer recruitment activities for Ombudsman, APPRISE, and Property Tax/Rent Rebate (PT/RR).	<ul style="list-style-type: none"> # of new Ombudsman volunteers recruited. # of new APPRISE volunteers recruited. # of new PT/RR volunteers recruited. 	<ul style="list-style-type: none"> Add three new volunteer Ombudsmen annually. Add three new APPRISE volunteers annually. Add two new PP/RR volunteers annually.
Explore and initiate volunteer support for the Caregiver Support Program.	<ul style="list-style-type: none"> Determine need, establish duties and begin recruitment efforts. Recruit and train CSP volunteer. 	<ul style="list-style-type: none"> Advertise for CSP volunteer by January 2021. Add a CSP volunteer by June 2021.
Expand Pennsylvania's Empowered Expert Residents (PEER) program.	<ul style="list-style-type: none"> Identify location and begin recruitment for 2nd PEER volunteer. # of new PEER Volunteers. 	<ul style="list-style-type: none"> Identify a 2nd PEER Program location by April 2021. Add at least one PEER volunteer to the 2nd PEER location by December 2021.
Establish a paid intern position for the care management unit.	<ul style="list-style-type: none"> Seek County approval for a paid care management internship Establish job description and advertise internship. 	<ul style="list-style-type: none"> Seek approval by February 2021. Select candidate for August 2021 start.

GOAL II: EMPHASIZE A CITIZEN-FIRST CULTURE THAT ENCOURAGES OUTREACH, PROMOTES AWARENESS, EMBRACES DIVERSITY, AND HONORS INDIVIDUAL CHOICE.

Objective 1: Ensure LCOA staff practices reflect the Agency's mission and values, focus on a consumer-centered model of care, recognize the importance of inclusivity and support the needs of Lancaster's diverse older adult population.

Strategies		Associated Measures & Targets	
Description	Measure	Target	
Implement an annual staff training plan to include the topics of: cultural competency, people-centered care management, trauma informed care, mental health/intellectual disabilities, caregiver stress and support, medical conditions and medications.	<ul style="list-style-type: none"> Convene agency training committee to begin training Establish comprehensive staff training plan. 	<ul style="list-style-type: none"> Fall of 2020, annually thereafter. Implement in January 2021, annually thereafter. 	
Ensure staff completion of the SAGE LGBTQ Awareness training and other related program topics annually.	<ul style="list-style-type: none"> SAGE LGBTQ Awareness training Identification/participation in other LGBTQ Competency trainings. 	<ul style="list-style-type: none"> 100% staff participation by December 2020, annually thereafter. Scheduling of at least one additional LGBTQ training for staff by December 2021 and annually thereafter. 	
Update/review the LCOA Mission and Values annually with all staff, volunteers, and advisory council.	<ul style="list-style-type: none"> Conduct update/review of LCOA Mission and Values. Review with staff/volunteers /advisory council. 	<ul style="list-style-type: none"> Update LCOA Mission/Values by May 2021 and annually thereafter. Annually 	
Recognize the importance of self-care for all workers by offering a variety of self-care activities and trainings throughout the year.	<ul style="list-style-type: none"> Staff participation in individual and group self-care activities and trainings. 	<ul style="list-style-type: none"> Offer 3 self-care training topics during each annual training cycle. Offer 3 self-care physical or mental health activities during each annual training cycle. 	

Objective 2: Expand outlets to reinforce LCOA as the focal point for aging services information and resources, ensuring accessibility and inclusivity.

Strategies		Associated Measures & Targets	
Description	Measure	Target	
Utilize local Aging and Disability Resource Center, Meals on Wheels providers, Senior Centers and other community organizations to increase awareness of LCOA resources.	<ul style="list-style-type: none"> # of Agency Speaking Engagements # of Informational materials distributed. 	<ul style="list-style-type: none"> Conduct at least 20 Agency Speaking Engagements annually. At least 5 distributions of materials on aging related topic areas annually. 	
Strengthen our partnership with United Way of Lancaster/2-1-1 through participation in community provider meetings and regular contact with the 2-1-1 program staff.	<ul style="list-style-type: none"> Accuracy/Timeliness of Service Information. 	<ul style="list-style-type: none"> Conduct cross training session between LCOA I & R and United Way 2-1-1 teams in 2021 with update sessions to follow every 6 months. 	
Increase the agency's social media effectiveness by significantly expanding website content and creating a Facebook page for the purpose of disseminating real time information on program and service happenings.	<ul style="list-style-type: none"> # of website visits Creation of Facebook page 	<ul style="list-style-type: none"> 30% increase in website visits by 2024. Facebook "Go live" by June 2021. 	

GOAL III: IMPROVE SERVICES FOR OLDER ADULTS AND THE ABILITY TO ADVOCATE FOR THEM BY IMPLEMENTING EVIDENCE-INFORMED PLANNING, COMMITTING TO DATA INTEGRITY AND BEING ACCOUNTABLE FOR RESULTS.

Objective 1: Ensure excellence in service delivery through the use of data and analytics to access the outcomes, consumer satisfaction and value of services provided to older adults.

Strategies	Associated Measures & Targets	
Description	Measure	Target
Establish a comprehensive Quality Assurance Plan (QAP) to measure regulatory compliance, accuracy/completeness of consumer data and satisfaction with services.	<ul style="list-style-type: none"> Develop Quality Assurance Plan PDA Monitoring Results Consumer Satisfaction Results 	<ul style="list-style-type: none"> QAP implemented- December 2021. Reduction of corrective actions. Establish baseline and demonstrate increase in consumer satisfaction year over year.
Measures of service timeframes and output will be identified/applied to monitor performance and guide the agency in making informed program decisions.	<ul style="list-style-type: none"> Creation of Service Reports for OPTIONS, CSP, Assessment, Protective Services, I & R, Clerical, Sr. Centers/Health & Wellness and APPRISE. 	<ul style="list-style-type: none"> Established by December 2021 and reviewed monthly thereafter.

Objective 2: Achieve a consistently high level of compliance and accuracy with data captured in all program areas.

Strategies	Associated Measures & Targets	
Description	Measure	Target
Offer "new staff" data management instruction, followed by regular supervisor reviews to ensure data accuracy, completeness and timeliness.	<ul style="list-style-type: none"> Creation of program specific data instruction guidelines for each service area. 	<ul style="list-style-type: none"> Implemented by December 2021 and reviewed monthly by agency administration thereafter.
Run monthly data management reports for each program area to identify and correct errors of accuracy and completeness.	<ul style="list-style-type: none"> Creation of program specific data management reports. # of accuracy and completeness 	<ul style="list-style-type: none"> Implemented by December 2021, reviewed monthly by supervisors. Reduce errors by 25%, January 2022.

GOAL IV: ADVOCATE FOR THE RIGHTS OF OLDER ADULTS AND ENSURE THEIR SAFETY AND DIGNITY BY RAISING AWARENESS OF AND RESPONDING EFFECTIVELY TO INCIDENCE OF ABUSE, INJURY, EXPLOITATION, VIOLENCE AND NEGLECT.

Objective 1: Increase effectiveness in responding to elder abuse and protecting older adults through expanded outreach, enhanced training, innovative practices and strategic collaborations.

Strategies		Associated Measures & Targets	
Description	Measure	Target	
Pilot a consumer check-in service to help older adults who lack the informal supports and/or ability to maintain themselves independently in the community.	<ul style="list-style-type: none"> Set implementation date Compliance w/ in-home service and care plan. # of missed medical appointments. A measure of well-being and loneliness. 	<ul style="list-style-type: none"> Offer by January 2021. Increase in compliance with service care plan. Increase in attendance at scheduled medical appointments. Improvement of overall well-being and reduced feeling of loneliness. 	
Pursue new partnerships and specialty services that will aid in the effective and cost efficient delivery of service, contribute to consumer support and reduction of risk.	<ul style="list-style-type: none"> Research and implement a contract agreement with a Health Information Exchange (HIE) 	<ul style="list-style-type: none"> HIE contract is implemented and services activated by June 2021. 	

Objective 2: Increase capacity and expertise regarding the agency's ability to thoroughly investigate and resolve allegations of financial exploitation.

Strategies		Associated Measures & Targets	
Description	Measure	Target	
Realign protective service worker duties in an effort to create a dedicated financial exploitation investigator position.	<ul style="list-style-type: none"> Create a dedicated Protective Service Investigator position. 	<ul style="list-style-type: none"> Identify and train a Protective Services Investigator specializing in financial exploitation by June 2022. 	
Collaborate with District Attorney's office to establish working relationships with area bank risk managers.	<ul style="list-style-type: none"> # of Bank Risk Manager partners secured. Regional Bank Risk Managers network meeting 	<ul style="list-style-type: none"> Develop at least 1 new Bank Risk Manager Partner each year for the next 4 years. Attend at least 1 Bank Risk Manager network meeting annually. 	

Objective 3: Equip older adults, their loved ones, advocates and stakeholders with information needed to identify and/or prevent abuse, neglect and exploitation, and support them in their ability to exercise their full rights.

Strategies		Associated Measures & Targets	
Description	Measure	Target	
Present Lunch & Learn educational sessions on rights of older adults	<ul style="list-style-type: none"> Lunch & Learns presented at Sr. Centers. 	<ul style="list-style-type: none"> Present at all eight Lancaster County Sr. Centers by June 2021, and annually thereafter. 	
Enhance LCOA Ombudsman webpage to include expanded resources, advocacy group contacts, and video links to state and federal webinars.	<ul style="list-style-type: none"> # of website contacts. 	<ul style="list-style-type: none"> Webpage updated by December 2020 and every 6 months Increase webpage visits 25% by December 2021. 	

GOAL V: ESTABLISH AND ENHANCE EFFORTS TO SUPPORT HEALTHY LIVING, ACTIVE ENGAGEMENT AND A SENSE OF COMMUNITY FOR ALL OLDER LANCASTER COUNTY RESIDENTS.

Objective 1: Promote engagement in healthy aging, nutrition, education and prevention programs.		
Strategies	Associated Measures & Targets	
Description	Measure	Target
Introduce light fare and other alternative meal options into the senior centers' noon meal program.	<ul style="list-style-type: none"> # of Meals served Satisfaction of meals served 	<ul style="list-style-type: none"> 20% increase in meals served by December 2022. Achieve 80% satisfaction rate by December 2022.
Expand Health and Wellness programs to new, unserved populations and locations throughout the county.	<ul style="list-style-type: none"> Identify underserved senior populations. 	<ul style="list-style-type: none"> Implement 2 Health & Wellness programs with underserved populations by December 2021 and annually thereafter.
Review "Best Practices" to identify/implement activities that will support older adults who are socially isolated.	<ul style="list-style-type: none"> # of social isolation activities implemented. # of socially isolated consumers served. Pre/Post survey results 	<ul style="list-style-type: none"> Introduce 2 new activities/programs to address socially isolated consumers by December 2021 and annually thereafter. Participation by 30 socially isolated consumers by December 2021 and annually thereafter. Self reported improvement in consumer wellness.
Partner with the Lancaster Food Hub to expand and support efforts to provide older adults with needed healthy food options.	<ul style="list-style-type: none"> Identify/Implement a food support pilot project. # of older adults served 	<ul style="list-style-type: none"> By June 2021 Serve at least 20 senior consumers by June 2022.

Objective 2: Increase community dementia awareness by building awareness and promoting action.		
Strategies	Associated Measures & Targets	
Description	Measure	Target
Partner with Dementia Friends PA to train all LCOA staff on dementia friendly practices.	<ul style="list-style-type: none"> Conduct Dementia Friends training for all LCOA staff. Conduct Dementia Friends training for agency volunteers. 	<ul style="list-style-type: none"> 100% of LCOA staff trained by December 2021. At least 70% of agency volunteers trained by December 2021.
Offer the 1-hour Dementia Friendly Initiative information session at various LCOA sponsored community events to grow the number of dementia "friends" in Lancaster.	<ul style="list-style-type: none"> # of Dementia Friendly 1-hour trainings offered. # of new Dementia Friends 	<ul style="list-style-type: none"> Provide 3 Dementia Friendly information trainings by June 2022. Add at least 300 new Dementia Friends through this effort by December 2022.

Part B. Section 1 – Signature Page/Standard Assurances Commonwealth of
Pennsylvania Department of Aging

**FY 2020-24 Area Agency on Aging
Four-Year Area Plan on Aging
Signature Page
Area Agency on Aging Name and Address:**

LANCASTER COUNTY OFFICE OF AGING

150 NORTH QUEEN STREET, SUITE 415

LANCASTER, PA 17603-3562

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

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

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

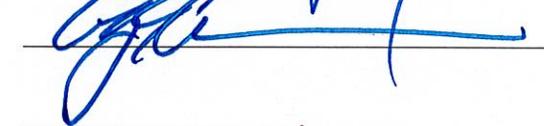
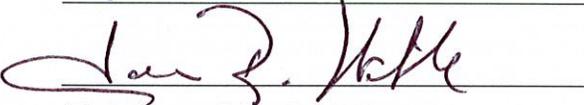
That in compliance with Title VI of the Civil Rights Act of 1964; Section 504 of the Federal Rehabilitation Act of 1973; the Age Discrimination Act of 1975; The Americans With Disabilities Act of 1990; The Pennsylvania Human Relations Act of 1955, as amended; and 16 PA Code, Chapter 49 (Contract Compliance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

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

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

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

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

	Title	Date
 _____	County Commissioner	9/16/20
 _____	County Commissioner	9/16/20
 _____	County Commissioner	9/16/20
 _____	Director	9/8/20
(Signature of the Area Agency on Aging Director)	(Title)	(Date)

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

Lon Wible

(Name)

717-299-7979

(Area Code and Telephone)

**Part B. Section 2 – Documentation of Participation by the Area Agency on Aging
Advisory Council**

PSA NO. 26

NAME OF AAA: Lancaster County Office of Aging

PLAN PERIOD FROM 10/1/2020 TO 9/30/2024

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

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

Jon Walker MD

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

Dr. Jon Walker, Advisory Council Chairman

Typed Name and Title

8/14/2020

Date

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

ASSURANCES

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

Area Plans

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

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

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

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

LANCASTER COUNTY OFFICE OF AGING
Area Plan 2020-2024 Public - Virtual Town Hall Meeting
June 22, 2020

Members Present: Rev. Joseph Burchill, Georgieanna Dorm, Jack Enco *Carl Kanaskie, *Thomas Kloss, Glenn Knight, Dr. Alan Manheim, Meredith Moore, Tiffany Phy, Bob Rudy, Mary Stehman, and Dr. Jon Walker.

Staff Present: Monique Breedon-Goyco, Lynn Smith, Lon Wible and Bridgette Winters.

Excused: William Brock, Jeffrey Klunk, Commissioner Craig Lehman, Gloria Schleicher, and Joseph Sullivan.

Guests: Misty Witmer (Lanc. Co. IT Chief Deputy Director/Mtg. Moderator)

Absent: Mary Auker-Endres and Sandy Longenecker,

----- *(Associate Member)

The 2020-2024 Four Year Plan public meeting was held via the LifeSize web-based application live streaming service. Moderated by Ms. Misty Witmer.

Executive Director, Lon Wible welcomed the Advisory Council members and members of the public. He provided an overview of the 4 Year Plan, noting it is a requirement of the Federal Older Americans' Act and the Administration on Aging. It is viewed as a planning tool to guide the services of states and local Area Agencies on Aging. The 4 Year Plan that is currently in development is for the period of October 1, 2020 - September 30, 2024. The purpose is to develop a blueprint for guiding the future of home and community-based service needs expressed by consumers and the public. The function of the plan is to educate and inform stakeholders to ensure local needs and circumstances are successfully integrated with state and federal goals, initiatives, and regulations; to provide a management tool to help with budgeting, staffing, and programming decisions reflecting AAA priorities and unique needs. Director Wible explained, the PA Department Aging is developing a state plan that will guide the local plans developed by each of the 52 Area Agencies on Aging. Each Area Agency on Aging will solicit feedback from their respective communities. In addition to this town hall, public session, a "Needs Assessment" survey was mailed to over 1,100 agency consumers, it was included as an insert in a local senior publication, *50Plus Senior News*, and was included on the agency website, through survey monkey.

To date, 350 completed surveys have been returned (80 via website). Input is welcomed until June 26 at which time results will be compiled. Lancaster AAA's Goals, Objectives, Strategies, and Performance Measures will be sent to the Department of Aging for review, then later in July, presented to the Advisory

Council for approval. Finally, before submitting the final plan to the Department of Aging, the plan will be reviewed and approved by the Board of County Commissioners.

Director Wible reviewed the 2020-2024 Four Year Plan Goals and Objective developed by the Pennsylvania Department of Aging to aid in guiding each county in the developing of local strategies and performance measure. The Goals and Objectives are as follows:

Goal #1 - Strengthen the Agency's capacity, promote innovation and build efficiencies to respond to the growing and diverse aging population in Lancaster County.

Objective 1: Ensure LCOA information related to resources/programs is reaching diverse low-income populations and socially isolated older adults, including LGBTQ older adults and those who are non-English speaking.

Objective 2: Leverage technology to improve quality and efficiency of aging services.

Objective 3: Support families and friends who are caregivers to enable them to thrive in their caregiving roles.

Objective 4: Increase agency capacity to deliver services through volunteer and intern support.

Goal #2 - Emphasize a citizen-first culture that encourages outreach, promotes awareness, embraces diversity, and honors individual choice.

Objective 1: Ensure LCOA staff practices reflect the Agency's mission and values, focus on a consumer-centered model of care, recognize the importance of inclusivity, and support the needs of Lancaster's diverse older adult population.

Objective 2: Expand outlets to reinforce LCOA as the focal point for aging services, information, and resources, ensuring accessibility and inclusivity.

Goal #3 - Improve services for older adults and the ability to advocate for them by implementing evidence-informed planning, committing to data integrity and being accountable for results.

Objective 1: Ensure excellence in service delivery through the use of data and analytics to access the outcomes, consumer satisfaction and value of services provided to older adults.

Objective 2: Achieve a consistently high level of compliance and accuracy with data captured in all program areas.

Goal #4 - Advocate for the rights of older adults and ensure their safety and dignity by raising awareness of and responding effectively to incidences of abuse, injury, exploitation, violence, and neglect.

Objective 1: Increase effectiveness in responding to elder abuse and protecting older adults through expanded outreach, enhanced training, innovative practices, and strategic collaborations

Objective 2: Increase capacity and expertise regarding the agency's ability to thoroughly investigate and resolve allegations of financial exploitation.

Objective 3: Equip older adults, their loved ones, advocates, and stakeholders with information needed to identify and/or prevent abuse, neglect, exploitation, and support them in their ability to exercise their full rights.

Goal #5 - Establish and enhance efforts to support healthy living, active engagement, and a sense of community for all older Lancaster County residents.

Objective 1: Promote engagement in healthy aging, nutrition, education, and prevention programs.

Objective 2: Increase community dementia awareness by building awareness and promoting action.

Mr. Wible emphasized it will be input from today's session and input from the "Needs Assessment" surveys that will help to guide our local strategies. He asked everyone in the session to consider the following:

1. How well do we engage our community?
2. What is working / and what is not?
3. How effective are our programs and services?
4. How can we increase awareness of our services to underserved populations?
5. Are there barriers to accessing services which we may not be aware of?

The session was open for discussion with the following comments:

**Question #1-* "As we continue to embrace technology in reaching out to our community seniors, may I suggest we initiate training sessions in the community to help seniors use the technology (computers, smart phones, etc.) to access immediate information".

Mr. Wible accepted this suggestion and added now more than ever, given the current state of the pandemic, we are seeing an even greater need for technology to keep us all connected and reduce social isolation.

**Question #2 -* "The question that I hear most is concerning family members who have a loved one with dementia or Alzheimer's. They are wondering if there is a way to find more facilities that would care for these individuals. Is this something we need to address"?

Mr. Wible acknowledged the limited number of facilities available to care for individuals with dementia, especially for consumers who are low income. We can help in three ways, we can ensure we have a complete list of those facilities in the area that do offer care for dementia patients, we can also ensure they are aware of other options such as adult day services and in-home personal care, as well as respite for the caregivers. Finally, we can provide advocacy for additional dementia beds.

**Question #3 “Can you please elaborate on Objective #2: Leverage technology to improve quality and efficiency of aging services. What platforms is OOA using or exploring for virtual use?”*

Mr. Wible clarified this objective is focused on two specific areas. The first is making sure our staff have the most current technology to do the work they do, both hardware and software. The second area of focus for this objective will be to upgrade office data management systems/practices to ensure maximum efficiency.

With no additional comments or questions Executive Director Lon Wible closed the 4 Year Plan 2020-2024 virtual public meeting by thanking everyone for their participation and also requesting them to complete the Needs Assessment Survey on the agency’s website.

Attachment #1

LANCASTER COUNTY OFFICE OF AGING
2020-2024 AREA PLAN SURVEY

Thank you for your time and valuable input to better plan / deliver needed services in the coming years!

1. Have you ever accessed any services through the Office of Aging? Yes No

2. Which of the following are you aware of? Check all that apply.

- | | |
|---|--|
| <input type="checkbox"/> Adult Day Care | <input type="checkbox"/> APPRISE (Health Insurance Counseling) |
| <input type="checkbox"/> Care Management | <input type="checkbox"/> Caregiver Support |
| <input type="checkbox"/> Employment | <input type="checkbox"/> Home Delivered Meals |
| <input type="checkbox"/> Information and
Community Resources | <input type="checkbox"/> Housing Assistance |
| <input type="checkbox"/> Legal | <input type="checkbox"/> Ombudsman |
| <input type="checkbox"/> PACE | <input type="checkbox"/> Property Tax / Rent Rebate |
| <input type="checkbox"/> Personal Care | <input type="checkbox"/> Health / Wellness Activities |
| <input type="checkbox"/> Protective Services | <input type="checkbox"/> Respite |
| <input type="checkbox"/> Transportation | <input type="checkbox"/> Senior Community Centers |
| <input type="checkbox"/> Other _____ | |

3. How effective are these programs or services in allowing older adults and those with disabilities to age in place?

Very effective Effective Somewhat Not enough

4. If not very effective, suggest one way we can improve what we're doing.

_____.

5. What other needs or service areas should be addressed?

_____.

6. What's the greatest concern about aging for you or a loved one?

_____.

7. How can we increase awareness of our services especially in rural areas, among individuals with diverse ethnic backgrounds, those with limited English proficiency, and LGBTQ older adults?

_____.

8. Are there other barriers to accessing services for which we may not be aware?

_____.

Please rate the following:

SD=Strongly Disagree; D=Disagree; A=Agree; SA=Strongly Agree; N/A=Not Sure / Not Applicable

	SD	D	A	SA	NA
I know little about what the Office Of Aging provides.					
Getting needed information and services has been easy.					
Food insecurity is a serious problem for older adults					
I wish I could get more assistance with things.					
Since I speak very little English, it's hard to get help.					
I know how and where to report abuse, neglect or exploitation of an older adult.					
I am concerned about safety in my home.					
Opportunities for socialization/recreation are important.					
I have trouble paying for medicine and health care.					
I need to better understand matters involving long term living.					

9. Are there any other comments you'd like to share with us?

Kindly complete survey as soon as possible, but no later than June 26, 2020.

For questions or more information please contact us at (717) 299-7979 or 1-800-801-3070 or aging@co.lancaster.pa.us

Your prompt response is appreciated!