

LANCASTER COUNTY OFFICE OF AGING

**2021-2022 Aging Services Area Plan Budget
Virtual Public Hearing**

October 4, 2021 - 12 Noon

AGENDA

1. **Call to Order and Pledge of Allegiance.**
Tiffany Phy, Advisory Council Chairman
2. **Introductions / Purpose / Function of Advisory Council .**
Tiffany Phy, Advisory Council Chairman
3. **Presentation and Overview**
2021-2022 Aging Services Area Plan Budget
Lon Wible, Executive Director
4. **Public Comment / Questions.**
5. **Adjournment**

LANCASTER COUNTY OFFICE OF AGING

AREA PLAN

PREFACE AND SERVICE HIGHLIGHT SUMMARY

FISCAL YEAR 2021-2022

This Area Plan Summary has been prepared to present in general terms the fiscal and program trends of the Lancaster County Office of Aging. It includes a proposed cost center budget reflecting anticipated resources and expenditures, and a brief description of agency services. It should be noted that funding allocated to the programs mentioned herein is derived primarily from three major state and federal funding agreements the Aging Services Block Grant (via the Pennsylvania Department of Aging), the Title XIX Medicaid Grant (via the Pennsylvania Departments of Aging and Human Services) and reimbursement for Level of Care Assessment Services from Aging Well. These respective allocations represent a planning or “placeholder” budget for each fiscal year, subject to subsequent amendments based on actual reported expenses, availability of funds, and other regulatory or budgetary considerations. However, in addition to the usual “place holder” allocations noted above, there are three additional sources of revenue in the budget this coming year. The first additional funding source is \$492,985 in unspent Coronavirus Aid, Relief, and Economic Security (CARES) funds from our FY 2020-21 allocation. Additionally, we are receiving \$1,723,340 of American Rescue Plan Act (ARPA) funds, that can be spread over a three-year period. These funds are targeted toward support services, congregate/home delivered meals, caregiver support, and health & wellness programming. Finally, the third source of new funding will not be a temporary source, but rather a permanent addition of \$752,534 to our annual Block Grant allocation. These

federal dollars are tied to the Interstate Funding Formula (IFF) which reallocates federal funds based on the shift in senior population from county to county. Lancaster County is one of 34 counties in the state to see growth in the senior population this year. These funds will be received incrementally, with \$146,263 added in FY 2021-2022.

The 2021-2022 fiscal year will be another unusual year. The impact of COVID 19 and emergence of new variants will continue to be felt both in terms of the services we deliver, and the funds expended. Despite the challenges brought on by facility lock downs, congregate program closures, remote work and telephone consumer contact, services continued uninterrupted for most areas. The only exceptions were the temporary closures and limited reopening of congregate programs (senior centers and adult day centers) and related services (congregate meals and transportation). While we are hopeful the vaccination rates continue upward and booster shots are on the horizon, the congregate programs will likely deliver fewer services this year. To address the nutritional and programmatic needs of congregate program participants in the coming year, frozen meals, shelf stable meal boxes and virtual senior center programming will continue to be offered.

Budgetarily, the Lancaster County Office of Aging fund allocation for FY 2021-2022 is in a solid position. Governor Wolf signed Pennsylvania's new budget into law on June 30th, with funding for Area Agencies on Aging remaining flat. However, additional funds from the sources noted above will provide the added revenue needed to support, and in some instances expand needed service. Therefore, the numbers reflected in both the Revenue and Expenditure formats to follow, are the agency's best estimate of budget revenue and expenses at this point in the new fiscal year.

Programmatically, FY 2021-2022 will focus on increasing awareness/access to Lancaster County Office of Aging programs, expanding in-home services, increasing meal

distribution options, and further addressing social isolation through virtual program offerings.

A primary objective of our 2020-2024 Four Year Plan is to increase awareness of our agency resources/services. During FY 2021-2022 countywide outreach will be the goal, with a focus on reaching diverse, low-income, and socially isolated older adults, including inner city, limited-English speaking, and LGBTQ older adult populations. Outreach methods will include participation in expos, expanding community speaking engagements, initiating new collaborative partnerships, targeted media advertising, and establishing a Facebook page.

Over the last several years, flat funding has resulted in a waiting list for many of the agency's in-home services. With the addition of the CARES, ARPA, and IFF funding the current waiting list of over 150 consumers will be eliminated by December. Post waiting list, new referrals for service will be assessed and care plans established within 10 days of receipt. To accommodate the expansion and anticipated growth of care managed service in the coming year, two additional care managers and a supervisor have been approved for hire.

Food insecurity continues to be a basic need for many lower income seniors. With COVID related special funding the agency will look to expand meals offered at existing congregate and home delivered meal venues while also exploring new distribution partners and new populations of food-insecure older adults.

Finally, more than any other population, during the height of the COVID pandemic lock downs, seniors were those most negatively affected by isolation and lack of engagement with friends and family. To combat this loneliness in September 2020 the Office of Aging (Senior Centers' team) launched the LCOA Virtual Connection. This

virtual senior center began by offering several exercise classes, which were very successful. Building on this model, the programs and activities were expanded month over month and the activity calendar was advertised countywide. By June 2021 the calendar of events had grown to 2-4 classes each day Monday- Friday, with over 500 unduplicated seniors participating. During FY 2021-2022, the LCOA Virtual Senior Center will become a permanent source of programming and engagement. Additional funds will be dedicated to growing the program offerings and hiring a fulltime center manager. Building on the successes of this past year, a wide range of programs and instructor led classes will be introduced. Health and wellness activities will continue to be empathized.

Persons interested in a more extensive explanation of the FY 2021-2022 Aging Services Block Grant Budget / Area Plan may contact Executive Director Lon Wible at the Lancaster County Office of Aging, 150 North Queen Street, Suite #415, Lancaster PA 17603 or call (717) 299-7979 or 1-800-801-3070; Fax: (717) 295-2070 or email: aging@co.lancaster.pa.us. The agency's 2020-2024 Four Year Area Plan is also available upon request at said location during normal business hours, or via the agency website at www.lancoaging.org.

**LANCASTER COUNTY OFFICE OF AGING
STATE 2021-22 ANTICIPATED BUDGETED RESOURCES**

<u>A. AGING SERVICES BLOCK GRANT AGREEMENT</u>	<u>2021-22</u>	<u>2020-21</u>
1. Regular Block Grant	\$5,755,649	\$5,609,386
2. State Caregiver Support Program	\$49,608	\$49,608
3. Federal Caregiver Support Program	\$310,092	\$310,092
4. Nutrition Services Incentive Program (NSIP)	\$120,287	\$120,287
5. APPRISE (Insurance Counseling Program)	\$33,008	\$33,008
6. Health & Wellness	\$55,559	\$48,119
7. Options Services Funds	\$1,371,817	\$1,371,817
8. Block Grant Supplement	\$116,160	\$116,160
9. Volunteer Ombudsman	\$5,900	\$5,900
10. Others (APPRISE/MIPPA/ADRC Award)	\$147,315	\$4,000
11. Options Services 2	\$504,800	\$504,800
12. Block Grant Supplement 2	\$154,384	\$154,384
Total Block Grant	<u>\$8,624,579</u>	<u>\$8,327,561</u>
 <u>B. TITLE XIX AGREEMENT</u>		
1. Aging & Disability Resource Center (ADRC)	\$123,481	\$123,481
2. Information & Referral	\$115,340	\$115,340
Total Title XIX	<u>\$238,821</u>	<u>\$238,821</u>
 <u>C. REIMBURSEMENTS</u>		
1. Services Reimbursement	\$700,214	\$700,214
2. Options Counseling Reimbursement	\$6,640	\$8,840
3. Protective Services RONS (< 60 Reports)	\$75,487	\$61,007
4. Farmers Market	\$18,750	\$16,255
5. Medicaid Assessment Reimbursement	\$1,033,874	\$808,108
Total Reimbursements	<u>\$1,834,965</u>	<u>\$1,594,424</u>

**LANCASTER COUNTY OFFICE OF AGING
STATE 2021-22 ANTICIPATED BUDGETED RESOURCES**

<u>D. OTHERS</u>	<u>2021-22</u>	<u>2020-21</u>
1. Local Program Income	\$134,071	\$132,811
2. Federal Program Income	\$2,793	\$3,714
3. Options State Cost Sharing	\$24,578	\$39,410
4. County Cash (2022)	\$165,000	\$0
5. County Cash (2021)	\$165,000	\$165,000
6. County Cash (2020)	\$165,000	\$165,000
7. County Cash (2019)	\$165,000	\$165,000
8. Senior Community Services Employment (Title V)	\$141,359	\$141,296
9. Protective Services	\$154,194	\$154,194
11. Charitable Contribution	\$411,375	\$411,375
13. CARES & ARPA Federal Funding	\$884,584	\$1,466,653
Total Others	\$2,412,954	\$2,951,283
<u>E. IN-KIND</u>		
1. County Cost Allocation / Indirect Costs	\$554,873	\$529,159
2. Volunteer Services	\$7,428	\$18,060
Total In-Kind	\$562,301	\$547,219
<u>SUMMARY OF TOTAL RESOURCES (A+B+C+D+E)</u>		
A. Aging Services Block Grant Agreement	\$8,624,579	\$8,327,561
B. Title XIX Agreement	\$238,821	\$238,821
C. Reimbursements	\$1,834,965	\$1,594,424
D. Others	\$2,412,954	\$2,951,283
E. In-Kind	\$562,301	\$547,219
Grand Total Resources (A+B+C+D+E)	\$13,673,620	\$13,659,308

**LANCASTER COUNTY OFFICE OF AGING
STATE 2021-22 ANTICIPATED BUDGETED EXPENDITURES**

	<u>2021-22</u>	<u>2020-21</u>
<u>I. ADMINISTRATION</u>		
1. Administrative Expenses	\$1,229,834	\$1,068,372
2. County Cost Allocation / Indirect Costs	\$554,873	\$529,159
Subtotal	\$1,784,707	\$1,597,531
 <u>II. ACCESS SERVICES</u>		
1. Information and Referral (includes APPRISE)	\$875,000	\$675,000
2. Outreach	\$175,000	\$105,000
3. Transportation	\$275,272	\$275,272
Subtotal	\$1,325,272	\$1,055,272
 <u>III. IN-HOME SERVICES</u>		
1. Personal Care	\$1,814,321	\$1,814,321
2. Home Support	\$144,458	\$144,458
3. Home Health	\$24,000	\$24,000
4. Care Management	\$985,592	\$853,878
5. Assessment	\$808,108	\$808,108
6. Home Delivered Meals	\$678,522	\$678,522
7. Adult Daily Living	\$1,039,800	\$1,039,800
8. Med Equip/Supplies/Devices	\$188,000	\$188,000
9. Consumer Reimbursement	\$359,700	\$359,700
10. Protective Service	\$1,613,271	\$1,613,271
Subtotal	\$7,655,772	\$7,524,058

**LANCASTER COUNTY OFFICE OF AGING
STATE 2021-22 ANTICIPATED BUDGETED EXPENDITURES**

	<u>2021-22</u>	<u>2020-21</u>
<u>IV. LEGAL SERVICES</u>	\$125,000	\$125,000
<u>V. COMMUNITY SUPPORT</u>		
1. Employment / Job Bank	\$82,520	\$82,520
2. Senior Community Services Employment (Title V)	\$141,359	\$141,296
3. Volunteer In-Kind	\$7,428	\$18,060
Subtotal	<u>\$231,307</u>	<u>\$241,876</u>
<u>VI. CONGREGATE MEALS</u>	\$416,255	\$416,255
<u>VII. SENIOR COMMUNITY CENTER SERVICES</u>	\$679,273	\$679,273
<u>VIII. OMBUDSMAN</u>	\$276,450	\$276,450
<u>IX. GUARDIANSHIP</u>	\$280,000	\$280,000
<u>X. DOMICILIARY CARE</u>	\$15,000	\$15,000
<u>XI. CARES / ARPA</u>		
1. CARES - Meals (HDM & Cong. Meals)	\$207,915	\$682,783
2. CARES - Support Services	\$285,070	\$285,070
3. ARPA - Meals (HDM & Cong. Meals)	\$312,129	\$0
4. ARPA - Preventive Health	\$18,311	\$0
5. ARPA - Family Caregiver	\$61,159	\$0
Subtotal	<u>\$884,584</u>	<u>\$967,853</u>
Grand Total Expenditures (I-XI)	<u>\$13,673,620</u>	<u>\$13,659,308</u>

**LANCASTER COUNTY OFFICE OF AGING (LCOA)
AREA PLAN SUMMARY SERVICE DESCRIPTIONS
2021-2022**

I. ADMINISTRATION

Budgeted at \$1,784,707

A.) ADMINISTRATIVE EXPENSES

Financial, program management, and operational costs are reflected here and include information management, planning, and coordinating functions essential to carrying out the Area Plan. No more than 10 % of total funds allocated in the Block Grant may be used for administration.

B.) COUNTY COST ALLOCATION / INDIRECT COSTS

This refers to the actual amount of the County's 'indirect' service charges for our agency's operation.

II. ACCESS SERVICES

Budgeted at \$1,325,272

A.) INFORMATION AND REFERRAL (I & R) + PA Medi

These services connect individuals to a wide range of information, programs and community resources including assistance with completing applications for transportation, Property Tax/Rent Rebate, PACE (Pharmaceutical Assistance Contract for the Elderly), PACENET, and Lawyer Referral Service. As the entry point to the agency, the unit also performs the intake function for referrals to the Assessment, Care Management and Protective Service units.

PA Medi utilizes trained volunteers to counsel consumers on various issues related to Medicare and other health insurances.

B.) OUTREACH

Provides by seeking out persons in need of nutritional and social support services. Emphasis is placed on reaching those who are low income, isolated, age 75+, living alone, minority, and/or functionally disabled.

C.) TRANSPORTATION

Coordinated service for trips to medical appointments, senior centers and adult day care centers at a nominal co-pay, via an arrangement with the Red Rose Transit Authority (i.e., South Central Transportation Authority).

III. IN-HOME SERVICES

Budgeted at \$7,655,772

A.) PERSONAL CARE

Intended to assist frail or disabled older persons to maintain independence and help avoid unnecessary placement in residential care facilities. Assistance with bathing is a major component of personal care services.

B.) These services include primarily respite care (or caregiver relief) and/or assistance with laundry and grocery shopping.

C.) HOME HEALTH

Assistance of a home health aide, nurse, occupational, physical, or speech therapist as ordered by a physician and provided by a certified or licensed agency.

D.) CARE MANAGEMENT

This core service represents all activities involved with developing, implementing and monitoring a consumer's plan of care following the completion of a comprehensive assessment to determine needs. Such functions might include communicating with/referrals to service providers; calculating projected service costs I related cost sharing policies; and ensuring satisfactory delivery of services.

E.) ASSESSMENT

A comprehensive evaluation of a person's social, medical and functional needs. Focus is on determining the most appropriate, least restrictive type, level, and location of care/services preferred by the consumer, whether provided in the community or a long-term care setting.

F.) HOME-DELIVERED MEALS

The LCOA ensures that any homebound Lancaster County resident age 60+ needing a meal receives one at no charge. All meals must meet Department of Aging nutrition standards and are either purchased from an approved Meals on Wheels provider or arranged via an alternative vendor.

G.) ADULT DAILY LIVING

Offers a medical model of care and activities and care within a protective, nonresidential setting for those not capable of full-time independent living. A hot noon meal, assistance with personal care, and monitoring of medications as well as physical, occupational and speech therapy can be accessed through adult day care centers. Services are also designed to meet the specialized needs of those diagnosed dementia or other related conditions.

H.) MEDICAL EQUIPMENT, SUPPLIES AND ADAPTIVE DEVICES

Adaptive devices, various types of medical equipment, and disposable or consumable supplies not otherwise covered by any other available health care funding may be provided as part of a needed care plan.

I.) CONSUMER REIMBURSEMENT

Granted to caregivers to cover a portion of costs for consumer services and supplies through the State and Federal Caregiver Support program.

J.) PROTECTIVE SERVICES

Through the Older Adults' Protective Services Act, investigations, intensive casework and ongoing support are provided in order to detect, reduce or eliminate abuse, neglect, financial exploitation and abandonment. Capability for a 24-hour on-call response is maintained to receive these alleged reports of need.

IV. LEGAL SERVICES

Budgeted at \$125,000

Designed to assist persons age 60+ in accessing legal aid and advice through counseling, representation and litigation for a variety of needs.

A.) RELATIONSHIP WITH MID-PENN LEGAL SERVICES

Lower income older persons may be eligible for legal assistance at no cost for such things as dealing with housing-related problems, Medicare review board appeals, bankruptcy filing, and appealing denials of SSI disability.

Twenty-four hour legal service is also available to meet the requirements of the Protective Services' legislation.

B.) LAWYER REFERRAL FOR THE ELDERLY

This cooperative effort with the Lancaster Bar Association refers higher income persons to an attorney for an initial consultation at a nominal charge. If further legal action is indicated, the attorney will discuss options and probable fees involved.

V. COMMUNITY SUPPORT SERVICES

Budgeted at \$231,307

A.) EMPLOYMENT OPPORTUNITIES / JOB BANK

Using public and private resources, employment opportunities and assistance are provided to job seekers age 55+ via a specially designed workshop, eligibility screenings for various job training programs, and a Job Bank offering free referral and placement services.

B.) SENIOR COMMUNITY SERVICES EMPLOYMENT (TITLE V)

Funded by the U.S. Department of Labor through Title V of the Older Americans' Act, part-time employment and on-the-job training is provided to financially eligible persons age 55+. Work takes place in the form of community service assignments at nonprofit organizations and governmental agencies throughout the county.

C.) VOLUNTEER PROGRAMS

Individuals support the work of the agency by volunteering in the following program areas: PA Medi, Ombudsman, PEER, Senior Centers, Advisory Council, Project Council, Health & Wellness Committee, and assisting with many special projects throughout the year, such as Senior Games.

VI. CONGREGATE MEALS

Budgeted at \$416,255

Such meals are provided in a group setting -- most often a senior center-- and must meet Department of Aging nutrition standards.

In Lancaster County congregate meals are served at eight LCOA- sponsored senior centers in the following communities: Columbia, Elizabethtown, Lititz,

Millersville, and Quarryville. Three others are located in the city of Lancaster: Community Action Program's (CAP) Lancaster Neighborhood Senior Center, the Spanish-American Civic Association (SACA) Luis Munoz Marin Senior Center, and the Lancaster Recreation Commission Senior Center.

All centers rely heavily on volunteer support for their general operation and have structured morning programming complete with a hot, nutritious meal served at lunchtime.

VII. SENIOR COMMUNITY CENTER SERVICES

Budgeted at \$679,273

These include a wide range of organized social, educational, recreational and entertainment activities commonly offered in senior centers and throughout the community via the Health & Wellness program.

Senior center sites are community focal points where older persons come together for services, activities, and nutrition which enhance their dignity, support their independence, and encourage involvement in and with the community. In addition to the eight “bricks and mortar” senior center locations, all costs related to the newly established virtual senior center (LCOA Virtual Connections), are also included in this budget area.

The goal of the Health & Wellness program is to improve or maintain the level of physical and/or mental health of older participants. Activities include exercise and water aerobic classes, a wide range of preventative health classes.

VIII. OMBUDSMAN PROGRAM

Budgeted at \$276,450

Mandated to investigate complaints made by or on behalf of older persons who are consumers of long-term services, the Ombudsman assists in resolving concerns related to residents' rights in residential and community settings. Trained volunteers assist staff to make visits and monitor facility care.

IX. GUARDIANSHIP

Budgeted at \$280,000

As part of the Older Adults Protective Services Act, it may be necessary to pursue guardianship for those unable to manage their own affairs as deemed appropriate by the courts.

X. DOMICILIARY CARE

Budgeted at \$15,000

Through this program an older person may live with a family or individual in a private residence in the community. Home providers receive a monthly fee from the resident and/or a state supplement to help pay for care. Residents receive ongoing care management services. Homes are inspected and monitored annually.

XI. CARES/ARPA

Budgeted at \$884,584

The federal government has allocated funding in response to anticipated statewide expenditures related to COVID 19. These funds are in the form of Coronavirus Aid, Relief, and Economic Security (CARES) act supplemental funds and American Rescue Plan funds. These funds can be used for support services, congregate meals/home delivered meals, care giver support, and health and wellness services.

XII. VALUE OF IN-KIND (VOLUNTEER SERVICES)

Budgeted at \$7,428

This component represents the monetary value of volunteer hours given to various LCOA programs (equated in terms of the minimum wage).
