

LANCASTER COUNTY OFFICE OF AGING

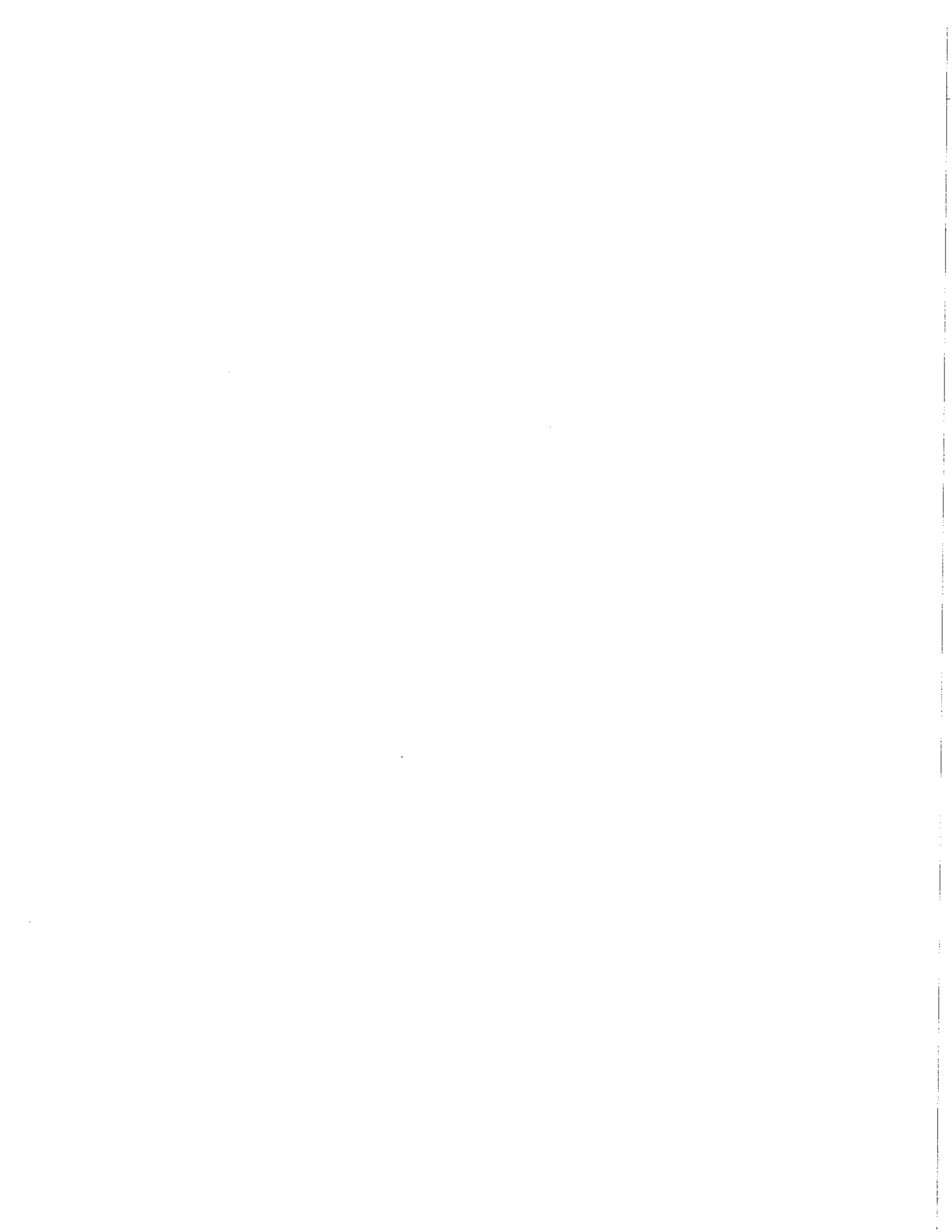
**2018-2019 Aging Services Area Plan Budget
Public Hearing**

**County Government Center
150 North Queen Street
Planning Commission Conference Room #102
Lancaster, PA**

October 1, 2018 - 12 Noon

AGENDA

1. **Call to Order and Pledge of Allegiance.**
Jon Walker, Advisory Council Vice-Chair
2. **Introductions / Purpose / Function of Advisory Council.**
Jon Walker
3. **Presentation and Overview**
2018-2019 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 2018-2019

This Area Plan Summary has been prepared to present in general terms the program and fiscal 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 four 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 select services from the Department of Human Services and 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.

The Commonwealth's FY 2018-19 budget was passed on time this year. Consequently, the Department of Aging's Planning Allocation and Aging Services Block Grant funding document has also been received. 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, the number of Protective Services (PS) reports of need for those age 18 to 59 and over age 60 continue to climb with over 2,400 received in FY 17-18. Special funding has been awarded to Area Agencies on Aging (AAA's) in this year's

allocation to assist with this statewide PS demand. Lancaster County will be using these special funds to explore the possible expansion of the Protective Service team.

To support the growing need for Ombudsman assistance the Ombudsman Program recently added 1 full time and part time position. This action brings the staff compliment to four workers and 10 volunteers. The staff additions will not only improve response times and compliance with State regulations, but will also help the agency grow the volunteer component. Additionally, major changes are occurring in the Assessment Program. Effective, July 1, the Department of Human Services awarded the statewide assessment contract to Aging Well. In turn Aging Well is contracting with Area Agencies on Aging. At the same time, the funding for this program has changed from program funded to a per assessment payment model. However, the introduction of a new assessment tool has been postponed until April 2019. Health & Wellness Programming continues to grow as evidenced by the Agency's most successful year to date. A wide range of evidenced based exercise classes, health education workshops and screenings offered this year have benefitted hundreds of new consumers. Because of this success, the Department of Aging has approved our request for additional Health & Wellness funding.

Community HealthChoices or "CHC" — Pennsylvania's Managed Long-Term Services and Supports (MLTSS) initiative for those older or disabled, and dually eligible for Medicare and Medicaid is rolling out across the state in three phases. The first phase of implementation occurred in the southwest region of the state in January 2018. The five county Philadelphia region is gearing up for Phase 2 in January 2019 and Phase 3, which includes Lancaster County is set to transition in January 2020. Although the agency's exact role and relationship with managed care organizations in this new system are yet to be

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determined, changes are ultimately expected to affect the way services are delivered, staff are deployed, and funding streams will be managed in the coming year and beyond.

Persons interested in a more extensive explanation of the FY 2018-2019 Aging Services Block Grant Budget / Area Plan may contact the Lancaster County Office of Aging at 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 2016-2020 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 2018-19 ANTICIPATED BUDGETED RESOURCES**

A. AGING SERVICES BLOCK GRANT AGREEMENT

1. Regular Block Grant	\$5,609,386
2. State Caregiver Support Program	\$66,144
3. Federal Caregiver Support Program	\$297,257
4. Nutrition Services Incentive Program (NSIP)	\$110,470
5. APPRISE (Insurance Counseling Program)	\$33,008
6. Health & Wellness	\$48,119
7. Options Services Funds	\$1,371,817
8. Block Grant Supplement	\$116,160
9. Volunteer Ombudsman	\$9,725
10. Others (APPRISE)	\$11,264
Total Block Grant	<u>\$7,673,350</u>

B. TITLE XIX AGREEMENT

1. Aging & Disability Resource Center (ADRC)	\$123,481
2. Information & Referral	\$115,340
Total Title XIX	<u>\$238,821</u>

C. REIMBURSEMENTS

1. Options Counseling Reimbursement	\$10,000
2. Aging Waiver Reimbursement (Transportation)	\$25,272
3. Protective Services RONS (< 60 Reports)	\$32,785
4. Nursing Home Transition Reimbursement	\$204,881
5. Aging Waiver Reimbursement (Service Coordination)	\$607,249
6. Aging Waiver Reimbursement (Meals)	\$45,752
7. Medicaid Assessment Reimbursement	\$1,257,741
Total Reimbursements	<u>\$2,183,680</u>

**LANCASTER COUNTY OFFICE OF AGING
STATE 2018-19 ANTICIPATED BUDGETED RESOURCES**

D. OTHERS

1. Local Program Income	\$131,477
2. Federal Program Income	\$7,027
3. County Cash (2018)	\$165,000
4. County Cash (2017)	\$165,000
5. County Cash (2016)	\$71,465
6. Senior Community Services Employment (Title V)	\$141,585
7. Options State Cost Sharing	\$31,427
8. Protective Services	\$54,194
Total Others	<u>\$767,175</u>

E. IN-KIND

1. County Cost Allocation / Indirect Costs	\$597,854
2. Volunteer Services	\$23,500
Total In-Kind	<u>\$621,354</u>

SUMMARY OF TOTAL RESOURCES (A+B+C+D+E)

A. Aging Services Block Grant Agreement	\$7,673,350
B. Title XIX Agreement	\$238,821
C. Reimbursements	\$2,183,680
D. Others	\$767,175
E. In-Kind	\$621,354
Grand Total Resources (A+B+C+D+E)	<u><u>\$11,484,380</u></u>

**LANCASTER COUNTY OFFICE OF AGING
STATE 2018-19 ANTICIPATED BUDGETED EXPENDITURES**

I. ADMINISTRATION

1. Administrative Expenses	\$934,320
2. County Cost Allocation / Indirect Costs	\$597,854
Subtotal	<u>\$1,532,174</u>

II. ACCESS SERVICES

1. Information and Referral (includes APPRISE)	\$400,000
2. Outreach	\$100,000
3. Transportation	\$295,000
4. Nursing Home Transition	\$55,000
Subtotal	<u>\$850,000</u>

III. IN-HOME SERVICES

1. Personal Care	\$1,600,000
2. Home Support	\$200,000
3. Home Health	\$1,500
4. Care Management	\$600,000
5. Assessment	\$950,000
6. Home Delivered Meals	\$750,000
7. Adult Daily Living	\$950,000
8. Med Equip/Supplies/Devices	\$250,000
9. Personal Assistance Services	\$160,000
10. Consumer Reimbursement	\$200,000
11. Protective Service	\$1,002,134
Subtotal	<u>\$6,663,634</u>

**LANCASTER COUNTY OFFICE OF AGING
STATE 2018-19 ANTICIPATED BUDGETED EXPENDITURES**

<u>IV. LEGAL SERVICES</u>	\$125,000
<u>V. COMMUNITY SUPPORT</u>	
1. Employment / Job Bank	\$51,000
2. Senior Community Services Employment (Title V)	\$170,000
3. Volunteer	\$37,469
Subtotal	<u>\$258,469</u>
<u>VI. CONGREGATE MEALS</u>	\$380,000
<u>VII. SENIOR COMMUNITY CENTER SERVICES</u>	\$688,000
<u>VIII. OMBUDSMAN</u>	\$183,103
<u>IX. GUARDIANSHIP</u>	\$400,000
<u>X. DOMICILIARY CARE</u>	\$4,000
<u>XI. PA DEPT OF AGING WAIVER PROGRAM</u>	\$400,000
Subtotal	<u>\$2,055,103</u>
Grand Total Expenditures (I-XI)	<u><u>\$11,484,380</u></u>

LANCASTER COUNTY OFFICE OF AGING (LCOA)
AREA PLAN SUMMARY SERVICE DESCRIPTIONS
2018-2019

I. ADMINISTRATION

Budgeted at \$1,532,174

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 \$850,000

A.) INFORMATION AND REFERRAL (I & R) + APPRISE

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.

APPRISE 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 center at a nominal co-pay, via an arrangement with the South Central Transportation Authority.

D.) NURSING HOME TRANSITION

Special Medicaid funded program providing information, assistance, and limited services to those in nursing homes wishing to safely return to the community.

III. IN-HOME SERVICES

Budgeted at \$6,663,634

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.) HOME SUPPORT

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.) PERSONAL ASSISTANCE SERVICES

Assistance with performing various activities of daily living (bathing, dressing, etc.) via an agency or consumer employer model.

J.) CONSUMER REIMBURSEMENT

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

K.) 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 \$258,469

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: APPRISE, 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 \$380,000

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 Partnership (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.

VI. SENIOR COMMUNITY CENTER SERVICES **Budgeted at \$688,000**

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.

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 screenings, flu and pneumonia shots.

VIII. OMBUDSMAN PROGRAM **Budgeted at \$183,103**

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 \$400,000**

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 \$4,000**

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. AGING WAIVER PROGRAM

Budgeted at \$400,000

Home and community based care is offered to those age 60+ as an alternative to nursing home care. These services are funded through a special waiver of certain Medicaid funds.
