FOUR YEAR PLAN of the LEHIGH COUNTY OFFICE OF AGING AND ADULT SERVICES

2016-2020

Lehigh County Aging & Adult Services
Lehigh County Government Center
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A Survey of Your Needs in Lehigh County
A Survey of Your Needs in Lehigh County (Spanish)
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Agency Organizational Chart

PART A:

Executive Summary

It is well known that 2.9 million Pennsylvanians are over 60 years of age and that number will increase by 25% by the year 2020. (US Census) There were 67,347 persons aged 100 or more in 2013 (US Census) While Americans are living longer, healthier lives, and with this increase in the aging population, programs and services need to be in place to allow these individuals to age in place and with dignity.

Lehigh County has been proactive in collaborating and partnering with community organizations to meet the growing needs of the aging population and helping to increase their independence. With many organizations providing long-term services and supports Lehigh County has greatly benefited from the PA Link to Aging and Disability Resources. This network of partner agencies collaborate to serve individuals providing seamless navigation through the array of long-term care services and supports. This "no wrong door" approach minimizes duplication by both providers and consumers ensuring appropriate linkages to community programs and services. Inclusion into the reauthorization of the Older Americans Act ensures that PA Link partners will continue to work closely together to "provide a coordinated and integrated system for older individuals and individuals with disabilities."

The demand for home and community-based programs continues to rise. This is inevitable with the increasing number of older adults in Lehigh County. "Pennsylvania continues to grow older; the number of Pennsylvanians aged 65 years and over has reached 2,042,861. The commonwealth's elderly population grew 4.3 percent since 2010 and accounted for 16.0 percent of Pennsylvania's total population in 2012. Nationally, Pennsylvania ranks fourth in the percentage of persons 65 and over, behind only Florida, Maine and West Virginia." (PA State Data Center 2013) Preventative services are key to healthy aging. Collaboration with aging service providers, health organizations and community members is necessary to meet the needs of the growing aging population. Low income persons, minorities, and those residing in rural areas are less likely to access preventative services. Knowing this, it is important to encourage aging providers and health organizations to network in order to improve access to these services and increase public awareness of preventative programming and services. Providing programs such as fall prevention and chronic disease self-management, educating caregivers on self-care, and public awareness of volunteer opportunities are important steps in preventing or postponing the need for aging services and taking some of the burden off the growing demand for aging services.

With Pennsylvania looking to increase opportunities for older adults and persons with disabilities to remain at home comes confusion as to what is available to remain living independently. Nursing Home Transition (NHT) helps consumers who want to move back into the community by helping to connect with formal and informal supports. For consumers seeking home and community-based services, they have the freedom to select their Service Coordination Entity. To improve care coordination, Pennsylvania is moving towards Managed Long-Term Services and Supports (MLTSS) that will be called Community Health Choices (CHC). While all

these opportunities allow consumers many variations for choice in their long-term care, it also brings confusion. It is becoming increasingly overwhelming to navigate the long-term care system, even more so for the older adults and persons with disabilities in need of services.

Planning for the future of the agency and our community becomes more and more important each year. As funding remains stagnant, the needs of the aging and disabled population continue to grow. We will continue to see an increased need for programs and services even more over the next several years as baby boomers continue to enter the aging system. Our agency will continue to work closely with the community to examine the needs and enhance partnerships to work together to meet those needs.

Our goals for this four year planning period are:

1. Promote existing services.
2. Improve access to services.
3. Enhance quality of services.
4. Empower the workforce.

Agency Overview

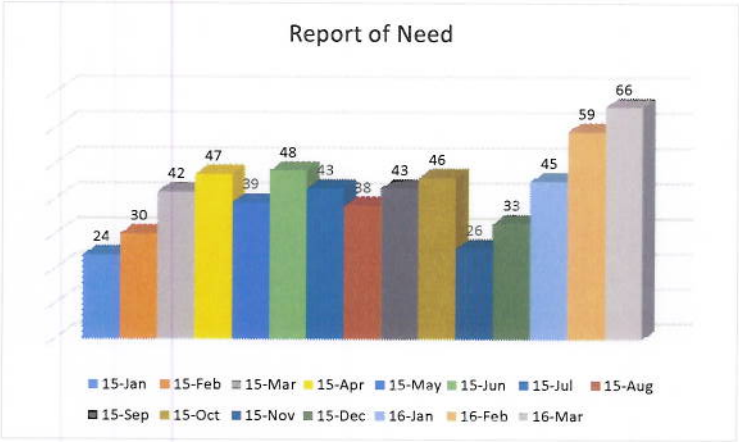
The Lehigh County Office of Aging and Adult Services is committed to supporting and empowering the well being of all adults residing in Lehigh County. The office advocates for Lehigh County residents and provides a wide range of services and information to help adults be well informed. Information and assistance is provided to enable individuals to remain active, healthy, productive and independent in the community.

The Lehigh County Area Agency on Aging began as the County Office of Aging in January 1973 with a budget of $35,000 and a staff of three persons. The Office today is known as the Lehigh County Office of Aging and Adult Services. It is the designated Area Agency on Aging for Lehigh County and merged in December 1996 with the Office of Adult and Residential Services serving younger adults 18 to 59 years of age who are primarily in need of services for the physically disabled, individuals who are homeless or near homeless, and other targeted at risk younger adults.

The office consists of an Executive Director, two Deputy Directors and staff totaling 51 full-time and 9 part-time (senior center manager) persons. We have an advisory council that meets six times per year and is active in advocating for the continuing needs of Lehigh County's aging and adult population. The advisory council helps inform the community of our programs and services while advocating to local legislators about the needs of the aging and disabled in our community. The advisory council is also committed to recruitment of volunteers and increasing awareness of agency programs and services. The Agency recruits providers of service through a Request for Proposal (RFP) process and all contracted providers are monitored annually.

The agency maximizes funding to provide services to as many older adults and persons with disabilities as possible. The agency has dealt with reductions in funding over the past few years by restructuring staff responsibilities, not filling vacant positions, and current staff working with increased caseloads. The agency's budget decreased over the past four years from $13,251,258 in 2008 to $7,714,077 in 2012. The 2016 budget remains flat at $7,711,161.

Although funding has remained stagnant and the agency has fewer staff, there is still an increase in need among the aging and disabled populations in Lehigh County. Lehigh County has 132 individuals on its waiting list. 5121 referrals were made to the agency in 2015. This number continues to rise each year. Also rising is the number of Reports of Need. In 2015 there were a total



of 459 Reports of Need. Currently there have already been 170 Report of Need in the first quarter of 2016 alone. These numbers increased due to the Adult Protective Service regulations implemented in 2015 along with mandated reporting and increased awareness through the Lehigh County Elder Abuse Task Force. The agency currently has 257 active waiver consumers. A local study by the United Way Alliance on Aging in 2013 found 4 to 5 percent of non-institutionalized older adults have some type of difficulty with at least one activity of daily living. The report also found that 5 to 10 percent struggle with at least one instrumental activity of daily living such as meal preparation, transportation, or taking medication. These determine the extent of an older adult's ability to remain living independently in their own home. A challenge is the shortage of people trained to provide long-term care services. About 70 to 80 percent of paid long-term care is provided by home health care aides and personal care aides. Competitive wages and appropriate training is necessary to ensure there will be enough long-term care staff to meet the growing need.

Local, political and economic conditions affecting Lehigh County are affordable housing, the underserved LGBT community, the growing Hispanic community, increased demand for transportation and need for caregivers.

Housing options in Lehigh County also impact an older person's ability to remain independent in their community. About 28% (12.5 million) of noninstitutionalized older persons live alone (8.8 million women and 3.8 million men). (US Census Bureau) According to the Lehigh Valley Planning Commission Affordable Housing Study in 2014, the increasing cost of transportation, health care, along with housing and utility expenses makes owning or renting a home out of reach for many. Lehigh County Veterans also are part of our growing aging population with many being homeless. The Lehigh Valley Homeless Veterans Task Force is a community effort to eliminate Veterans homelessness. The task force was created by the City of Allentown Mayor's Office and Hope for Veterans. The task force monitors all homeless Veterans living on the streets and in shelters. Once identified the Veteran is linked to eligible VA services. The team has also developed a call in resource hotline. The goal is once the homeless Veteran is identified, he/she will transition to permanent housing or a grant per diem program within 30 to 90 days.

Other underserved populations are the Lesbian, Gay, Bisexual, and Transgender (LGBT) community and the Hispanic community. Long overlooked and invisible in society at large, older LGBT people are beginning to emerge as a distinct community. Current estimates state that 9 million Americans identify as lesbian, gay, bisexual, or transgender. Allentown has the third-highest LGBT population among Pennsylvania cities, according to the 2010 census, only behind Philadelphia and Pittsburgh. Allentown has 405 same-sex households, up 55 percent since 2000. (2010 US Census) While LGBT seniors share many of the same aging related issues as their heterosexual counterparts, they also confront special challenges as well. Many LGBT baby boomers encounter violations of their rights when seeking long-term care services and supports. (MetLife Mature Market Institute) Gaining insight, increasing knowledge and clarifying attitudes and beliefs is necessary to providing quality services to LGBT older adults. In April 2016, the Lehigh Valley LGBT Center opened in Allentown (Bradbury-Sullivan LGBT Community Center) as a progressive step

forward to inclusion of LGBT in the Lehigh County community. This center offers programming, training, web-based LGBT friendly resources and other events.

The Hispanic population is also underserved in Lehigh County. A large part is "Lehigh County saw its Hispanic population rise from 65,615 in 2010 to 73,556 in 2013, an increase of 12 percent. The county has the third most Hispanics of any county in Pennsylvania." (US Census) Almost all growth has come from this demographic group with two-thirds of Hispanic households earning under $49,000. Many Hispanics are concentrated in the poorest neighborhoods where there is more affordable housing and they are aging here. Another concern is not just identifying the needs of this elderly population, but many times providers misunderstand the culturally diverse needs of Hispanic seniors and may end up confusing the needs or offending the elderly. This may further isolate Hispanic older adults who are in need of long-term care services and supports.

Additional factors that will impact the aging community over the next four years are transportation and caregiver support. Transportation is an ongoing concern. Lehigh County is home to one transportation system, Lehigh and Northampton Transportation Authority (LANta). The struggle is to meet the demands of the aging and disabled population in Lehigh County requiring timely transportation. With limited resources, many ride the LANtaVan for several hours before reaching their destination. Locally the Lehigh Valley Center for Independent Living (LVCIL) has partnered with LANta creating a feedback line for riders to file a complaint. Additionally LANta recently hired a Customer Relations Specialist to track each LANtaVan complaint received and conduct research regarding complaints, as well as analyze for trends.

Challenges in caregiving increases as the baby boomers (individuals born between 1946 and 1964) continue to age. Caregiver support was provided to over 4300 caregivers in 2015 according to the Pennsylvania Department of Aging. "In urban and rural communities nationwide, 87 percent of those who need long-term care receive it from unpaid caregivers." (National Conference of State Legislatures) The St. Luke's Community Health Study found that close to 40 percent of adults over the age of 65 report providing care for another individual. Caregivers are not only looking for respite, but educational resources and structure to learn how to provide care safely and appropriately. Lehigh County has approximately 75 individuals in the Caregiver Support Program.

With local economic conditions, poverty among the aging is still evident. "Although more than 95 percent of all older adults aged 65 and older in the Lehigh Valley receive Social Security, poverty remains a concern. Between 2006 and 2010, according to the American Community Survey, there were more than 6300 or approximately 7 percent of older adults in Lehigh and Northampton counties living below the federal poverty level and a full quarter of all older adults in these counties living below the 200 percent of the federal poverty level." (US Census, American Community Survey) This largely impacts the ability of older adults to remain living independently in their own home. It is still a challenge to educate local legislators on the increased needs of the growing aging and disabled population. It is important for legislators to understand that paying for home and community based services can reduce the

higher cost of more intensive care, keeping individuals at home and in their community longer.

Needs Assessment Data

Several surveys/questionnaires were developed and distributed to the Lehigh County Aging and Adult Services advisory council, providers of service, PA Link partners, agency staff, consumers of service, and the general public. Having a variety of target groups complete specific questionnaires allowed the agency to gather important data to be used in the planning process and provide insight as to the growing needs in the community. This important data keeps us focused on developing goals and objectives that meet the needs of older adults and persons with disabilities in Lehigh County.

The Lehigh County Aging and Adult Services advisory council questionnaire received a 44% return stating that most local legislators do not have general knowledge of our programs and services, but need to know more. It was suggested that continuous education be provided to inform local legislators of the challenges the agency faces with increased needs and limited resources. Many legislative offices have been invited to participate in the PA Link network locally. They receive information and training opportunities to learn more about long-term services and supports and are willing to share that information with their constituents. Although the advisory council felt local legislators were not as informed, they felt the public had less knowledge of available programs and services and how to access them. The group felt that although the agency participates in many community activities to educate the public about its resources, there should be a larger marketing campaign at the State level to provide a clear and consistent message about aging programs and services. Advisory council members that know of an individual who received services from the agency had positive feedback regarding the staff and agency. A challenge for the future is to assist caregivers in self-care and encourage agencies to hire and train caregivers that are responsible and provide incentives to retain their workers. It was also suggested that encouraging volunteerism would be a great asset to the agency.

The staff questionnaire shows 88 percent of consumers receiving agency services are between 71 and 80 years of age with the next highest group being served as over 81 years of age. More than half did not own their own home (71%) with most having an informal support system in place (82%). This is important with the increase in aging population who require services to remain independent in their home while funding remains stagnant. It was split down the middle as to whether or not Lehigh County residents were knowledgeable about agency programs and services. Staff feel that older adults who reside in senior housing buildings are more aware of available resources whereas older adults who reside in their own home are not as informed. Staff felt that the agency participates in many health and community fairs and provides numerous community presentations to inform its residents of programs and services available. The suggestion is for a more coordinated effort from the State for consistent messaging through the media. An increase in staffing and funding is a continuous concern as the population ages. A rise in the number of older adults that will require assistance and allocating resources to meet those needs will be a challenge.

Providers of aging and disability services, PA Link partners and legislative offices returned the questionnaires stating that more than half (64%) do not have adequate staff and resources to meet the increasing demand for services. Many agencies are already utilizing volunteers (71%) to help meet the growing needs of their organization. The need for bilingual staff is becoming a necessity as the number of minorities needing services (71%) is on the rise. It was interesting to see that the majority of consumers (46%) were 80 years or older with the second highest population receiving services (21%) was under the age of 60. Many of the consumers live independently (54%) and alone (50%) with 61% of them being frail. These individuals require considerable community or family support (71%) to remain in their own home. With people living longer, and the increase in need for services, it is difficult to meet the growing needs of the aging and disabled population who wish to remain at home. Many providers and community representatives see collaboration as a way to share information and resources among agencies and encouraged the PA Link to Aging and Disability Resources to continue to provide needed trainings and workshops. Community members felt that streamlining information and instructions for the various programs and services available and the continued networking among agencies was vital to helping meet the growing needs.

Questionnaires were received from 350 older adults and persons with disabilities from the community and consumers of services. These surveys, available in English and Spanish, were completed at senior housing buildings, the neighborhood senior centers, consumers of service and distributed throughout Lehigh County. 45% of the surveys were completed by older adults 66-79 years of age, 21% between 80-85 years, and 23% were over 85 years of age. The critical issues noted on the responses were transportation; fear of falling; mobility and balance; cost of food and medications, being alone, and losing independence and not having the ability to do things you once did on your own such as self-care and grocery shopping. The responses listed the most utilized programs were exercise classes, visiting the food banks and meal programs; including both the senior centers for meal and Meals on Wheels delivery. Many found transportation and subsidized housing to be most helpful. Folks in subsidized housing seemed to have more of a connection with others, less stress with housing costs and repairs, and the availability of a housing manager to assist with questions or concerns. Overwhelmingly folks felt that reliable transportation would be most helpful. Although some older adults received help from a formal agency (12%), most utilized informal supports receiving the most assistance from family (44%) and friends (17%).

Resource Development has begun to take place with the implementation of the Human Services Block Grant in Lehigh County. This has allowed for collaboration and partnership among the County Human Services agencies to create new initiatives based on the local needs of the community. It also gives the various agencies the ability to work together across systems to meet the growing and varied needs. Lehigh County will continue to partner with new initiatives with local hospitals, senior centers and agencies in the community to collaborate and use existing resources in the most cost effective way to meet the needs of the aging and disabled population. Collaborating with the community affords an opportunity to meet the varied needs of each individual allowing them to remain independent and at home.

Educating providers of service such as community organizations, hospitals, physician offices, Veterans organizations, volunteer groups, and others ensures that we are reaching out to those living alone in our community. The agency will build on the underutilized resources of the advisory council and the PA Link network to build relationships, seek volunteers and increase the ability to reach out to the community to provide information and education. We need to continue to partner with these groups, and others, to be sure older adults and adults with disabilities are receiving the programs and services they need.

The agency will continue to partner with the Gatekeeper Program to reach out to those in the community who go unnoticed and do not contact our agency who may need assistance with daily activities. These non-traditional referral sources, such as utility workers, bank tellers, grocery store clerks and mail carriers, who come in contact with seniors through their work are trained to recognize warning signs and red flags that indicate a senior may need some help or support, to understand the protocol for obtaining information for reporting, and to report their concerns to the Gatekeeper Program. Utilizing this untapped resource is a collective community approach to connecting at-risk older adults to appropriate services to keep them living safely and independently.

GOAL 1: Promote existing services

Objective 1: **Improve awareness to hospitals and health care facilities of available programs and services.** Many older adults and adults with disabilities visit a health care provider. Providing information and education to these professionals will assist them in sharing information about available programs and services. This knowledge will help older adults gain access to services early on avoiding a crisis situation. It will also bring awareness to preventative programming, such as Healthy Steps in Motion, Healthy Steps for Older Adults, 10 Keys to Healthy Aging, and Chronic Disease Self-Management to keep them living safer, healthier and independent in their own home.

Strategies:

- Attend Geriatric Workforce Enhancement Program (GWEP) meetings to promote programs to health care providers within Lehigh Valley Health Network.
- Utilize the Medical Society newsletter distributed to physicians to provide information about available services, especially preventative programming, such as fall prevention.
- Provide training to discharge planners at each of the area's local hospitals.
- Provide health promotion programs in community-based settings.

Objective 2: **Collaborate with the Pennsylvania Department of Aging to develop a clear and consistent message about key existing services.** With the lack of funding, especially for marketing materials, it is important for the State to take the lead in a clear and consistent message on available programs and services. This consistency will ensure that all Area Agencies on Aging are sharing the same message. Working together with the State will not only ensure a consistent message, but will provide clear information to be used at the local level. This consistency across the AAAs will provide clarity about what is available. Creating a standard for marketing will help local agencies and residents receive a clear and consistent message.

Strategies:

- Partner with the Pennsylvania Department of Aging to develop key brochures and flyers to deliver a clear and consistent message. These brochures and flyers can be uniform while still allowing each AAA the ability to add their local contact information.

- Collaborate with a community organization to assist in providing information in multiple languages.

Performance Measures

Obj. 1-a	Attend 100% of GWEP planning meetings.
Obj. 1-b	Provide two key articles to the Medical Society newsletter each year.
Obj. 1-c	Provide orientation to new discharge planners and annual trainings to all planners to keep them informed of any changes in programs.
Obj. 1-d	Provide 10 Keys to Healthy Aging four times each year, Chronic Disease Self-Management one time each year, Healthy Steps in Motion four times each year, and Healthy Steps for Older Adults four times each year.
Obj. 2-a	Advocate through P4A to continue to work with the Department on finalizing the Aging Policy Procedure Manual and Aging Program Directives.
Obj. 2-b	Ability to have information in multiple languages.

Outcome: Increase awareness of programs and services, especially preventative programming. Partnering with existing community resources will allow us to reach more older adults and persons with disabilities in the community. Increased awareness and participation in services early on will help promote healthier lifestyles and delay the need for many long-term services and supports.

GOAL 2: Improve access to services

Objective 1: **Improve communication between agencies to ensure older adults and persons with disabilities are directed to appropriate programs.** Many times consumers contact agencies needing services and supports but lack the knowledge of what is available. Educating staff throughout various agencies is important to ensure older adults are directed to programs and services in a timely manner. Increasing communication between agencies will help provide a seamless transition between programs making sure folks receive access to the services they need.

Strategies:

- Utilize the PA Link network.
- Person Centered Counseling to meet short term needs of individuals that require some guidance and support navigating the human services system.
- Work in collaboration with GWEP guided care team to coordinate access to home and community-based services and health promotion programs.

Objective 2: **Streamline process to make it easier to navigate the system in order to receive services.** With the broadening of Nursing Home Transition (NHT), Care Enrollment being completed by an Independent Enrollment Broker, and the new Community Health Choices (CHC) initiative, older adults and persons with disabilities are becoming overwhelmed. It is vital as we move forward with these initiatives that we provide information in a clear and simple format for agencies, caregivers, and older adults to be able to navigate the long-term care system and receive the services they need in a timely manner.

Strategies:

- Develop brochures and information sheets that outline the application process and requirements for the various programs.
- Share brochures with care managers, the PA Link network, and at health and community fairs.
- Make the streamlined information available on the agency's website.

Performance Measures

Obj. 1-a	Provide four trainings each year based on needs determined by community feedback.
Obj. 1-b	Serve a minimum of 60 consumers through Person Centered Counseling each year.
Obj. 1-c	Track referrals and outcomes from GWEP guided care team and partner to provide health promotion programs at Lehigh Valley Health Network sites.
Obj. 2-a	Streamline information and instructions.
Obj. 2-b	Brochures and information sheets will be available at all health and community fairs.

Outcome: Providing continuous education and information will ensure that services are being accessed correctly and consumers are being referred to the correct programs and services needed.

GOAL 3: Enhance quality of services

Objective 1: **Increase awareness of needs of older adults to be certain ALL needs are met to increase independence.** "According to the US Census Bureau's American Community Survey, some type of disability (i.e. difficulty in hearing, vision, cognition, ambulation, self-care, or independent living) was reported by 36% of people age 65 and over in 2013. The percentages for individual disabilities ranged from almost one quarter (23 percent) having an ambulatory disability to 7 percent having a vision disability. Some of these disabilities may be minor but others cause people to require assistance to meet important needs." (Administration on Aging)

Strategies:

- Educate agency staff to talk to consumers about all aspects of their lives. Many times a consumers only requires assistance with a minor need that will impact their daily living and keep them independent.

Objective 2: **Develop a care transitions program to reduce readmission into the hospital for high risk Medicare recipients.** Partnering with local hospitals and working with discharge planners to provide a transition from hospital to home with formal and informal supports will lower the number of readmissions back into the hospital. This will improve the quality of care for the individual returning home while reducing cost.

Strategies:

- Partner with all hospitals (Lehigh Valley Health Network, St. Luke's University Health Network, and Sacred Heart Hospital) to develop the Care Transitions model to allow consumers to return into the community with services in place to keep them safe.
- Partner with NICHE (Nurses Improving Care for Healthsystem Elders) at St. Luke's University Health Network to achieve patient centered care for older adults.

Objective 3: **Improve networking among agencies.** With agencies struggling to provide funding for staff training and information it is important to partner with other agencies in the community to keep staff informed on various programs and new initiatives. Keeping staff current on programs and services, as well as growing trends and demographics, will improve the information shared with consumers and ensure appropriate referrals.

Strategies:

- PA Link to hold a networking event for community organizations to learn more about available services and make community contacts to improve coordination of services for consumers.

- Collaborate with the Hispanic organizations in the community to better meet the needs of this growing population.
- Collaborate with the Sullivan-Bradbury LGBT Community Center in Allentown to provide educational resources to the center.
- Collaborate with Lehigh County's Office of Veterans Affairs to share information on programs and services.

Performance Measures

Obj. 1-a	Provide five inservice presentations per year to agency staff on local programs that help meet basic needs.
Obj. 2-a	Meet with local hospitals to create the model for Care Transitions.
Obj. 2-b	Participate on NICHE committee to recognize and identify things that would impact a senior and their caregiver at the hospital.
Obj. 3-a	PA Link to coordinate a networking event for community organizations.
Obj. 3-b	Utilize our bilingual staff to help develop a plan to network with the Hispanic community to determine where there are unmet needs.
Obj. 3-c	Provide educational materials to the Center. Invite the staff to participate in PA Link trainings and workshops.
Obj. 3-d	Continue to collaborate with the Office of Veterans Affairs in Lehigh County to maintain case collaborations and cross trainings.

Outcome: An increase in the number of older adults and disabled in Lehigh County that are being referred to appropriate programs and services in a timely manner. The result will be an increase in the number of individuals able to remain in their own homes, with the care they need, for a longer period of time.

GOAL 4: Empower the workforce

Objective 1: **Provide education and resources for caregivers.** In addition to providing services to an aging family member, many caregivers also work full-time. This can be a challenge, especially when the family member has complex needs. Lehigh County provided assistance to 75 caregivers in the Caregiver Support Program. Caregivers play an important role, not only helping to keep older adults home longer, but also being the eyes and ears of the care receiver noting when there is a decline in health. Sharing this information with their health care provider can assist in obtaining needed services and possibly preventing placement in a long-term care setting.

Strategies:

- Partner with the Geriatric Workforce Enhancement Program through Lehigh Valley Health Network to help promote educational resources for caregivers.
- Provide information on agency program requirements to St. Luke's Center for Positive Aging geriatric assessment program.
- Collaborate with The Fleming Memory Center to provide training for caregivers.

Objective 2: **Encourage volunteerism in the community.** Many people are willing to volunteer – they just are not aware of the opportunities available in their community. There are many benefits to volunteering…keeping your community safe, helping older adults remain in the community longer, providing positive relationships to many older adults who live alone, and empowering folks to make a difference. It is important to not only define the volunteer role, but identify barriers that may prohibit folks from volunteering.

Strategies:

- Partner with SeniorCorp RSVP to provide information on available volunteer opportunities.
- Utilize the agency's advisory council to encourage volunteerism in their communities.
- Develop a handout with available opportunities to be distributed in the community, at churches, and health fairs.
- Ensure that staff include volunteer opportunities when doing community presentations.

Performance Measures

Obj. 1-a	Attend six GWEP planning meetings each year.
Obj. 1-b	Meet annually to update Center on new programs, initiatives, or changes.
Obj. 1-c	Provide two caregiver trainings while utilizing caregiver dollars for respite to allow caregivers to attend the trainings.
Obj. 2-a	Volunteer opportunities will be share with over 500 volunteers of RSVP.
Obj. 2-b	Each advisory council member will share volunteer opportunities with a minimum of two organizations or community groups they are aware of within their community.
Obj. 2-c	Volunteer handout will be developed in year one and distributed at all possible events.
Obj. 2-d	Create handouts on volunteer opportunities for staff to provide during community presentations discussing programs offered.

Outcome: An increase in the number of volunteers to help provide information and services to older adults and persons with disabilities in our community.

AREA PLAN PART B

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

FY 2016-20 Area Agency on Aging

Four-Year Area Plan on Aging

Signature Page
Area Agency on Aging Name and Address:

Lehigh County Office of Aging and Adult Services
Lehigh County Government Center
17 South 7th Street
Allentown, PA 18101

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 the Plan through the public hearing process and that written policies, procedures or agreements, as appropriate, have been developed in accordance with Part B, Section 3, and are on file for review and approval, as appropriate, by Department of Aging officials.

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

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

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

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

a) In providing services or employment, or in its relationship with other providers;

b) In providing access to services and employment for handicapped individuals.

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

I/we further hereby agree that all contracts for the provision of services address 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 Executive	7/25/16
Amy C Beck	Chairperson, Advisory Council	7-25-16
(Signature of the Area Agency on Aging Director)	Acting Director (Title)	7-25-2016 (Date)

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

Kay Achenbach, Acting Director (610) 782-3951
Kimberly Melusky, Program Analyst (610) 782-3096

Part B. Section 2

DOCUMENTATION OF PARTICIPATION BY THE AREA AGENCY ON AGING ADVISORY COUNCIL

PSA NO. 33

NAME OF AAA: Lehigh County Office of Aging and Adult Services

PLAN PERIOD FROM 2016 TO 2020

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

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

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

Amy C. Beck, Chairperson

07/25/16
Date

Part B. Section 3

Listing of Plan Assurances and Required Activities

Older Americans Act, As Amended in 2006

ASSURANCES

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

Area Plans

- Assurances that an adequate proportion, as required under section 307(a)(2) of the amount allotted for part B to the planning and service area will be expended for the delivery of each of the following categories of service:
  - Services associated with access to services: transportation, health services (including mental health services), outreach, information and assistance (which may include information and assistance to consumers on availability of services under part B and how to receive benefits under and participate in publicly supported programs for which the consumer may be eligible), and case managements
  - 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 dysfunctions
  - Legal assistance

- Assurances that the AAA will report annually to the Department of Aging in detail the amount of funds expended for each such category during the fiscal year most recently concluded.

- Assurances that the AAA will:
  - Set specific objectives, consistent with State policy, for providing services to older individuals with greatest economic need, older individuals with greatest social need, and older individuals at risk for institutional placement
  - Include specific objectives for providing services to low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas; and
  - Include proposed methods to achieve the objectives

- Assurance 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 of such services
- Meet specific objectives established by the area agency on aging, for providing services to low-income minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas within the planning and service area

- Each AAA shall identify the number of low-income minority older individuals and older individuals residing in rural areas in the planning and service area, describe the methods used to satisfy the service needs of such minority older individuals, and provide information on the extent to which the area agency on aging met the objectives described in clause (a)(4)(A)(i).

- Assurances that the AAA will use outreach efforts that will identify individuals eligible for assistance under this Act, with special emphasis on:
  - Older individuals residing in rural areas
  - Older individuals with the greatest economic need (with particular attention to low-income minority individuals and older individuals residing in rural areas)
  - Older individuals with greatest social need (with particular attention to low-income minority individuals and older individuals residing in rural areas)
  - Older individuals with severe disabilities
  - Older individuals with limited English proficiency
  - Older individuals with Alzheimer's disease and related disorders with neurological and organic brain dysfunction (and the caretakers of such individuals)
  - Older individuals at risk for institutional placement

- Assurances that the AAA will ensure that each activity undertaken by the agency, including planning, advocacy, and systems development, will include a focus on the needs of low-income minority older individuals and older individuals residing in rural areas.

- Assurances that 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 coordination with the State agency and the State agency responsible for mental health services, increase public awareness of mental health disorders, remove barriers to diagnosis and treatment, and coordinate mental health services (including mental health screening) provided with funds expended by the area agency on aging with mental health services provided by community health centers and by other public agencies and nonprofit private organizations.

- Assurances that the AAA, in carrying out the State Long-Term Care Ombudsman program under section 307(a)(9), will expend not less than the total amount of funds appropriated under this Act and expended by the agency in fiscal year 2000 in carry out such a program under the title.

- Information and assurances concerning services to older individuals who are Native Americans (referred to in this paragraph as "older Native Americans"), including:
  - Information concerning whether there is a significant population of older Native Americans in the planning and service area and if so, an assurance that the area agency on aging will pursue activities
  - Outreach, to increase access of those older Native Americans to programs and benefits provided under this title
  - Assurance that the AAA will, to the maximum extent practicable, coordinate the services the agency provides under this title with services provided under title VI
  - Assurance that the area agency on aging will make services under the area plan available, to the same extent as such services are available to older individuals within the planning and service area, to older Native Americans.

- Assurances that the AAA will maintain the integrity and public purpose of services provided, and service providers under this title in all contractual and commercial relationships.

- Assurances that the AAA will disclose to the Assistant Secretary and the State agency the identity of each nongovernmental entity with which such agency has a contract or commercial relationship relating to providing any service to older individuals; and the nature of such contract or such relationship.

- Assurances that the AAA will demonstrate that a loss or diminution in the quantity or quality of the services provided, or to be provided, under this title by such agency has not resulted and will not result from such non-governmental contracts or such commercial relationships.

- Assurances that the AAA will demonstrate that quantity or the quality of the services to be provided under this title by such agency will be enhanced as a result of such non-governmental contracts or commercial relationships.

- Assurances that the area agency will, on the request of the Assistant Secretary or the State, for the purposes of monitoring compliance with this Act (including conducting an audit), disclose all sources and expenditures of funds such agency receives or expends to provide services to older individuals.

- Assurances that funds received under this title will not be used to pay any part of a cost (including an administrative cost) incurred by the AAA to carry out a contract or commercial relationship that is not carried out to implement this title.

- Assurances that funds received under this title will be used to provide benefits and services to older individuals, giving priority to older individuals identified in paragraph (4)(A)(i); and in compliance with the assurances specified in paragraph (13) and the limitations specified in section 212.

- Information detailing how the AAA will coordinate activities and develop long-range emergency preparedness plans with local and State emergency.

Part B. Section 4

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

The Lehigh County Office of Aging and Adult Services held two public hearings for the agency 4-year plan on Wednesday, June 1, 2016 at 10:00 a.m. and 6 p.m. at the Lehigh County Government Center. These public hearings were shared with the Lehigh County Human Services Block Grant hearings. There were 21 people in attendance at the morning session and 12 people in attendance at the evening session, including agency staff, DHS office heads, advisory council members, consumers of service, and community providers.

Kay Achenbach, Director of Human Services and Interim Director of Aging and Adult Services provided information on Lehigh County Human Services, the Department of Human Services' budget, expenditures, and revenue. Tim Boyer, Administrator for Mental Health, Intellectual Disabilities, Early Intervention Services, and Drug and Alcohol provided information on mental health programs and services. Pam Buehrle, Director of Children and Youth Services shared information on the number of referrals to the agency, out of home placements, family group decision making conferences, and family finding cases. She shared success in new initiatives such as Truancy and Absenteeism Prevention; School Out of Home Placement Practices for school aged children; the opening of Comfort Cottage in April 2016 working with reunification of families; and Early Head Start-Safestart Program providing supportive services for children identified as drug impacted at birth. Following was J. Layne Turner from Drug and Alcohol Services highlighting addiction concerns in Lehigh County showing heroin as the number one drug of choice. He also shared information on the success of the Student Assistance Program (SAP). Matt Bauder, Health Choices Administrator shared information on the medically necessary behavioral health services available along with innovative programming such as the Dual Diagnosis Treatment Team (DDTT) working with dual Mental Health/Intellectual Disabilities diagnosis and the Transition to Independence (TIP) Case Management program engaging transitional age youth in future planning. Mike Paulik from Intellectual Disabilities explained that ID continues towards community based services with community supports and maintaining competitive employment. Lynne Matejicka identified new initiatives in Early Intervention to improve child development and educational growth while Josh Bridges, Director of Integrated Services spoke briefly on the number of referrals to the human services departments along with information on CASSP System Coordination and Placement meetings and Youth Cross System Team and Integrated Case Management Support. He shared the newly formed partnership with United Way to provide training to school districts for Trauma Sensitive Schools teaching participants to recognize signs of trauma and implement school and classroom practices to support children and reduce the impact of trauma on learning. Youth Mental Health First Aid, an evidence based community education program also available free to the community was also discussed. Josh also detailed information charting the number of primary problems Crisis Intervention encountered during the last year with the highest number of calls pertaining to suicide.

Kay Achenbach, Director of the Department of Human Services and Interim Director of Lehigh County Aging and Adult Services, offered an overview of the agency's four year planning process and presented a slide presentation. The slide presentation provided statistics on referrals and services while also diagramming the changes in the Medicaid Long-Term Care System prior to April 1, 2016, how it currently flows now, to the changes that will take place when Community Health Choices begins in January 2019. The presentation also highlighted the agency's goals, objectives and strategies for this planning period. Time was allotted to discuss each goal and the strategies that will be put in place. Lehigh County often serves the very elderly and as this number continues to rise we will need to plan as an agency how to continue meeting the needs of this growing segment of our population. Those in attendance felt the plan was comprehensive.

Folks in the audience provided valuable input on emerging needs in the community. William Vogler, President of Pinebrook Family Answers suggested collaboration and coordination with hospital discharge planners to provide fall prevention programming in the community. Ed Curran, formerly of Sacred Heart Hospital and currently serving on the advisory council for Intellectual Disabilities appreciates the good work and new initiatives happening in the County, while encouraging staff to continue to lobby with Pennsylvania Association of Area Agencies on Aging (P4A) and work with other Counties to advocate for funding for programs and services for the elderly.

Recognizing there are many good programs available, a challenge is getting information out into the community. Those in attendance felt there are great partnerships between the agencies within the Lehigh County Department of Human Services to provide programming and share resources to meet the many growing needs of the Lehigh County population.

Information was shared on the benefits of networking, training and sharing information through the PA Link to Aging & Disability Resources helping to meet the growing needs in our community and encouraging agencies and organizations to work together. Participating in PA Link helps those in the community better assist the older adults and persons with disabilities they are in contact with, streamlining referrals to programs and services.

Janet Bandics from the National Alliance on Mental Illness (NAMI) in the Lehigh Valley mentioned that NAMI provides many services in the evening where transportation in an issue. Lehigh and Northampton Transportation Authority (LANta) does not provide transportation to those with mental health issues. Their van transportation eligibility is based on physical disability not mental disability therefore making it difficult for folks to attend programs provided through NAMI.

Concerns were shared about the new Community Health Choices that will begin in Pennsylvania in January 2017. Lehigh County will implement the new program in January 2019 and those in attendance are concerned whether Community Health Choices will meet the needs of the aging population. Lehigh County hopes to learn from the other Counties within Pennsylvania as they begin transitioning to this new program.

Combining the Human Services Block Grant public hearing along with the Lehigh County Office of Aging and Adult Services Four Year Plan public hearing was beneficial. Each session lasted two hours and gave those in attendance an overview of the offices and programs within the Lehigh County Department of Human Services as well as an opportunity for input and suggestions. Those in attendance were able to appreciate how the offices work closely together to meet the complex needs of Lehigh County residents. This collaboration and partnership has allowed for new initiatives to be implemented to meet these growing needs and the public hearings were an opportunity, not only for individuals to learn and share their thoughts, but to see how well each organization works closely to be sure each need is met. As Lehigh County Aging and Adult Services moves forward, having the support and knowledge of staff throughout Department of Human Services will be vital to meeting the growing needs of the aging and disabled population of Lehigh County.

Memorandum of Understanding
Between
Lehigh County Office of Aging and Adult Services
And
Lehigh County Office of Mental Health

This Memorandum of Understanding between the Lehigh County Office of Mental Health and the Lehigh County Office of Aging and Adult Services is written to address the needs of older adults with mental illness and to reduce or eliminate barriers that impact joint planning and delivery of services at the local level.

Please reference/refer to the Memorandum of Understanding between the Pennsylvania Department of Aging and the Department of Public Welfare, Office of Mental Health and Substance Abuse Services; the Pennsylvania Public Welfare Code of 1967 and its revisions; the Pennsylvania Mental Health/Mental Retardation Act of 1966 as amended; the Mental Health Procedures Act of 1976 as amended; the federal Public Law 102-321 of 1992 and federal Mental Health and Substance Abuse Block Grant Legislation; the federal Older Americans Act (42 U.S.C.); and the Commonwealth legislation creating the Department of Aging (71 P.S.).

This memorandum of understanding between the Lehigh County Office of Mental Health and the Lehigh County Office of Aging and Adult Services will be implemented without discrimination on the basis of age, ethnic or religious background, race or gender according to Title VI, 504, Human Relations Act, Department of Public Welfare Executive Order, as it relates to the provision of services.

The Vision and Mission Statements of the Lehigh County Office of Mental Health have recently been revised by the Mental Health Planning Committee consisting of consumers, families, providers and county staff. The Vision Statement consists of the following: The recovery journey for transition-age youth, adults, and older adults with mental illness and co-occurring disorders will embrace each individual's hopes and dreams for the future and encourage individual empowerment and independence. Each person will have burden free access to a network of high quality community supports and services that include safe and affordable housing, flexible transportation options, and a broad variety of education, employment, and self-advocacy opportunities. The Mission Statement consists of the following: To create the greatest potential for successful, enriching and complete lives for transition-age youth, adults and older adults with mental illness and co-occurring disorders, we will provide easily accessible and recovery-oriented community services and supports that rely upon a collaborative partnership of persons in recovery, families, and community stakeholders to develop and insure that these supports are culturally sensitive and emphasize a whole life approach to each person's recovery journey.

The Mission of the Lehigh County Office of Aging and Adult Services includes helping older adults, age 60 and older, in Lehigh County remain in the community for as long as possible by allowing them to make choices regarding their own care and providing them with available resources. Information and assistance is provided to enable individuals to remain active, productive and independent in their community.

The purpose of this Memorandum of Understanding is to coordinate and facilitate services between the designated agencies to better identify and provide service delivery to eligible individuals whose needs could be jointly addressed by dual agency involvement.

The population who will be jointly served by this agreement will be individuals who have reached the age of 60 years or older and identified as having needs that can be jointly met by both agencies.

The Lehigh County Office of Mental Health offers a wide range of services, which include Psychosocial Assessments, Psychiatric Evaluations, Psychological Evaluations, Individual, Group and Family Therapy, Partial Hospitalization, Crisis Intervention, Blended Case Management Services, Community Treatment Team Services, Psychiatric Rehabilitation Services, Clubhouse and Vocational Services, Community Residential Services, Certified Peer Specialists and a Peer Mentoring Program provided by Recovery Partnership, previously the Lehigh Valley Consumer/Family Satisfaction Team.

The Lehigh County Office of Aging and Adult Services provides older individuals with a wide range of services which include, but are not limited to the following: Information and Referral, Assessment for Home and Community Based Services, Level of Care Determinations, Protective Services, Guardianship, Ombudsman, Care Management , Waiver, Family Caregiver Support Program , Senior Community Centers, Transportation Services, Home Support, Personal Care, Home modification and chore services, and Congregate Meals.

When an individual is identified by either agency as a potential cross-systems consumer having needs that can be jointly addressed by both agencies a cross-systems referral will be initiated. This referral will be made by the referring agency's case manager by a written referral with accompanying written Department of Human Services *Consent to Release Information* form in accordance with HIPAA guidelines. The receiving agency will then complete an assessment. The agency's respective case managers assigned to the case will be responsible for ongoing case management services. Communication will occur between agencies with appropriate written consents.

The Office of Aging and Adult Services will be responsible for funding home and community based services determined necessary at the time of assessment

according to an individual's eligibility. The Office of Mental Health and their contracted behavioral health managed care organization will determine funding options based on medical necessity criteria for requested levels of care.

Each Office assigning a case manager will be responsible to link the consumer to cross systems service provision through available community and natural supports (i.e. family involvement, church attendance, and volunteer opportunities). The staff of both Offices will be informed of this Memorandum of Understanding, and charged with identifying consumers in need of dual service delivery. Cross-systems training and in-service efforts to enhance collaboration will be reviewed by the respective agencies and provided, on an as needed basis.

The Lehigh County Office of Aging and Adult Services will assign cross-system clients on a rotating basis among care management staff, based in part upon specific needs or risks. The Lehigh County Office of Mental Health will identify case managers serving cross-system clients. Crisis Intervention services will also be available to cross system recipients.

Once a consumer is referred and identified as a cross system recipient, both agencies will jointly monitor these consumers. Any concerns will be addressed in a joint monthly meeting between both Offices. Each Office will identify a liaison to serve as the primary contact and participant in monthly meetings. If a conflict regarding service program delivery issues surface, a meeting will be arranged between the respective case managers, supervisors and liaisons in an attempt to resolve the problem. If the conflict remains unresolved, final authority for decision-making will rest with the Agency Administrators.

This Memorandum of Understanding will be reviewed and subject to execution on a two (2) year basis.

Either agency involved may initiate an Amendment to be reviewed by both agencies with the Agency Administrators signing if indicated.

The Memorandum of Understanding/Letter of Agreement term will begin as of July 1, 2016 and end June 30, 2018.

LEHIGH COUNTY OFFICE OF AGING AND ADULT SERVICES

Kay Achenbach
Aging and Adult Services
Interim Director

LEHIGH COUNTY MENTAL HEALTH PROGRAM

Tim Boyer
Mental Health/HealthChoices/D&A
Administrator

LEHIGH COUNTY OFFICE OF AGING AND ADULT SERVICES
2016-2020 PLAN

A Survey of Your Needs in Lehigh County

Please circle your answer.

Home and Community Issues		
1. I know how to find help for a serious problem.	YES	NO
2. I am physically able to prepare meals.	YES	NO
3. I have family near by.	YES	NO
4. My family is available to help me.	YES	NO
5. I live in a rural area.	YES	NO
6. I live alone.	YES	NO
7. I am primary caregiver for an older adult who resides in the same household.	YES	NO

Financial Concerns		
1. I have enough money for food, shelter, and clothing.	YES	NO
2. I can budget money to meet all my needs.	YES	NO
3. I can afford to make housing repairs.	YES	NO
4. I can afford to pay my rent, mortgage, and/or taxes.	YES	NO
5. I have a low income.	YES	NO

Health Concerns		
1. I am in good health.	YES	NO
2. I have been admitted back to the hospital within one month after discharge in the last year.	YES	NO
3. I am able to afford health insurance.	YES	NO
4. I am unable to go to the doctor because of the cost.	YES	NO
5. I am able to afford my medications.	YES	NO

Transportation		
1. I can get to the store, doctor or other important places.	YES	NO
2. I am unable to get to places because of my disability.	YES	NO
3. I rely upon public transportation.	YES	NO
4. I have family and/or friends to drive me to appointments.	YES	NO

Please answer the following questions to the best of your ability.

1. What are the top three critical issues that **you** as an older person see?

   1.

   2.

   3.

2. List any programs or services you use in the community.

3. What program or service do you find most helpful?

4. Please list any programs or services that you would find helpful.

5. Do you get the most assistance from family, friends and neighbors, or from a formal agency?

6. I am _____under 60 years of age _____ 60-65 years _____ 66-79 years

   _____ 80-85 years _____ over 85 years

7. I am _____Caucasian/White _____Hispanic/Latino _____African American/Black

   _____Asian _____Other:_____

Thank you for taking the time to complete this questionnaire. This information will be used to help us improve our services to adults 60 and over residing in Lehigh County.

LEHIGH COUNTY OFFICE OF AGING AND ADULT SERVICES
2016-2020 PLAN

Un cuestionario acerca de sus necesidades en el Condado de Lehigh
Por favor marque su respuesta con un círculo.

Asuntos de vivienda y comunidad		
1. Sé como encontrar ayuda para un problema serio.	SI	NO
2. Soy fisicamente capaz de preparar comidas.	SI	NO
3. Tengo familiares cercanos.	SI	NO
4. Mi familia esta dispobible para ayudarme.	SI	NO
5. Vivo en un area rural.	SI	NO
6. Vivo solo(a).	SI	NO
7. Soy el (la) principal cuidador de un adulto mayor que vive en la misma casa.	SI	NO

Problemas Financieros		
1. Tengo suficiente dinero para comida, casa y vestimenta.	SI	NO
2. Tengo dinero en mi presupuesto para cubrir todas mis necesidades.	SI	NO
3. Puedo costear los gastos de reparaciones a mi vivienda.	SI	NO
4. Puedo costear mi renta, pagos de casa y/o impuestos.	SI	NO
5. Tengo ingresos bajos.	SI	NO

Problemas de Salud		
1. Tengo buena salud.	SI	NO
2. He sido admitido(a) de regreso al hospital en menos de un mes después de haber sido dado(a) de alta.	SI	NO
3. Puedo costear seguro de salud.	SI	NO
4. Soy incapaz de ir al doctor debido al costo.	SI	NO
5. Soy capaz de costear mis medicamentos.	SI	NO

Transportación		
1. Puedo llegar a la tienda, doctor u otros lugares importantes.	SI	NO
2. Soy incapaz de ir a lugares debido a mi incapacidad.	SI	NO
3. Dependo de transporte público.	SI	NO
4. Tengo familia y/o amigos que me llevan a mis citas.	SI	NO

Por favor conteste las siguiestes preguntas lo mejor possible.

1. Cuáles son los tres problemas más importantes que **usted** como una persona mayor ve?

   1.

   2.

   3.

2. Liste cualquier programa o servicio que usted usa en la comunidad.

3. De acuerdo a usted qué programa o servicio encuentra más útil?

4. Por favor liste cualquier programa or servicio que usted encontraría útil.

5. De quién usted recibe más asistencia: de su familia, amigos y vecinos o de una agencia formal?

6. Tengo _____ menos de 60 años _____ 60-65 años _____ 66-79 años

   _____ 80-85 años _____ más de 85 años

7. Soy _____Americano(a)/blanco(a) _____Hispano(a)/Latino(a)

   _____Africo-Americano(a)/Negro_____Asiático _____Otro:_____

Gracias por haberse tomado el tiempo de completar este cuestionario. Esta información será usada para ayudarnos a mejorar los servicios para los adultos de 60 años y mayores que residen en el Condado de Lehigh.

Provider and Community Representative Questionnaire
2016-2020 Agency Plan

Please answer the survey questionnaire based upon the needs of the individuals you serve.

1. Indicate the percent of the client population you serve:

Under 60 years	%	60 - 65 years	%	66 - 79 years	%
80 – 85 years	%	Over 85 years	%		

2. Have adequate resources and staff to meet the demand of providing care to the 60+ population been a problem for your organization?

   ☐ Yes ☐ No

3. What services does your organization provide?

4. Does your organization utilize volunteers?

   ☐ Yes ☐ No

   Explain:

5. Please profile the <u>majority</u> of individuals you serve:

   ☐ active ☐ lives alone ☐ knowledgeable of services available

   ☐ frail ☐ lives independently ☐ requires considerable community or family support

6. Have you noticed an increase in the number of minority persons needing your service?

☐ Yes ☐ No

7. How can agencies collaborate to better meet the needs of the people we serve?

Please provide any additional suggestions or comments that specifically concern your program.

Thank you for taking the time to complete this questionnaire. This information will be used to assist us in developing our agency's 4-Year Plan.

Agency/Organization: _____

Submit

LEHIGH COUNTY AGING AND ADULT SERVICES SURVEY
2016-2020 Plan

We would appreciate you taking a few minutes to answer the survey questions below. The information gathered from you will assist us in developing the Agency's four-year plan. The plan will serve as the guiding document for the provision of services to older Pennsylvanians and persons with disabilities who need access to long-term services and supports.

Thank you for your cooperation and assistance.

1. Do you feel legislators and other public officials are aware of what the agency has to offer? Please explain.

2. Do you have suggestions on how to better educate public officials about services offered through this office?

3. What are some ways to increase awareness of programs and services?

4. Do you know people who have accessed services through this office? Please provide any comment.

5. What types of services do you anticipate will be most important as you age?

6. What types of services would be important to you as a caregiver?

7. How can we encourage volunteers?

Please list any additional suggestions you may have that will help us increase awareness of our programs and services and assist us in comprehensively serving our community.

Thank you for your assistance.

Submit

LEHIGH COUNTY OFFICE OF AGING AND ADULT SERVICES
2016-2020 PLAN

Staff Questionnaire

1. Are most of your consumers ☐ under 60 yrs. ☐ 61-70 yrs. ☐ 71-80 yrs. ☐ 81+ yrs.

2. Do most of your consumers own their own home? ☐ YES ☐ NO

3. Do most of your consumers have some type of informal support system in place?

   ☐ YES ☐ NO

4. Do you feel Lehigh County residents are aware of available programs and services?

   ☐ YES ☐ NO

   If NO, how can this be improved?

5. What challenges do you see as the aging population increases?

6. What other suggestions do you have to meet the needs of seniors?

Submit Form

NOTICE OF PUBLIC HEARING

THE COUNTY OF LEHIGH
DEPARTMENT OF HUMAN SERVICES
WILL HOLD TWO PUBLIC HEARINGS FOR
HUMAN SERVICES PROGRAMS TO INCLUDE THE
PA DEPARTMENT OF AGING
4-YEAR (2016-2020) AREA PLAN
Wednesday, June 1, 2016,
10:30 a.m. and 6:00 p.m. at
Lehigh County Government Center
Public Hearing Room
17 South 7th Street
Allentown, PA 18101

THE LEHIGH COUNTY
DEPARTMENT OF HUMAN SERVICES
WELCOMES PUBLIC COMMENT.

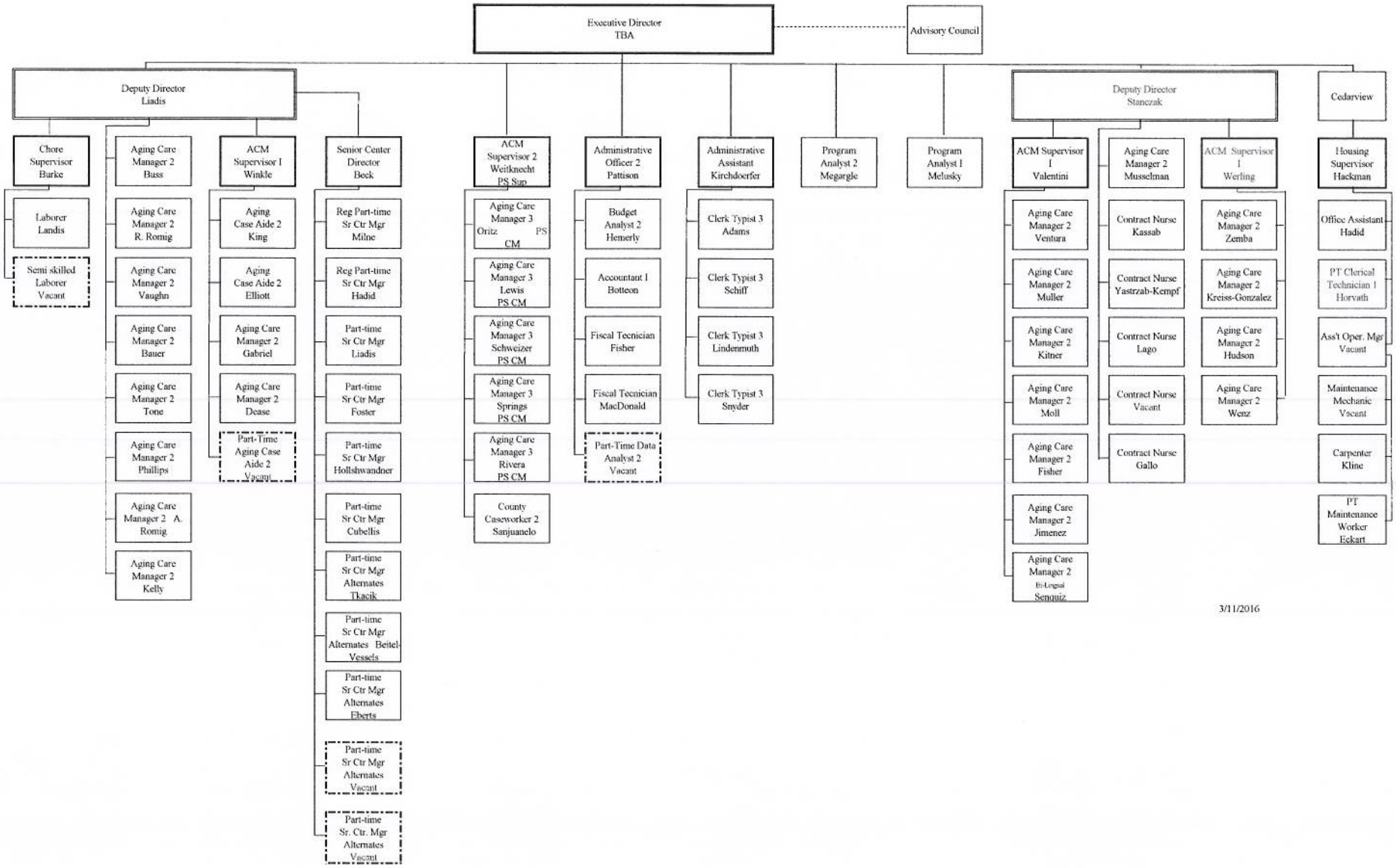
AVISO DE AUDIENCIA PÚBLICA

EL CONDADO DE LEHIGH
DEPARTAMENTO DE SERVICIOS HUMANOS
CELEBRARA DOS AUDIENCIAS PUBLICAS SOBRE EL
PROGRAMA ESTATAL DE SUBVENCION

Martes, 1 de junio del 2016
10:30 a.m. y 6:00 p.m.
En El Centro de Gobierno del Condado de Lehigh
Sala de Audiencia Pública
17 South 7th Street
Allentown, PA 18101

EL DEPARTAMENTO
DE SERVICIOS HUMANOS DEL CONDADO DE LEHIGH
DA LA BIENVENIDA A LOS COMENTARIOS DEL PÚBLICO.

County of Lehigh
Office of Aging and Adult Services
Organizational Chart



3/11/2016