

Aging and Adult Services

Mission

The Office of Aging and Adult Services is committed to supporting and empowering the well being of adults of all ages residing in Lehigh County. The Office advocates for low-income adults, those who are physically challenged and other vulnerable populations. The Office provides information to help adults be well informed about a wide range of entitlements and services. The Office provides resources to enable adults to remain active, healthy, safe, productive and independent in their own homes in the community.

Location and Contact Information

Lehigh County Government Center
17 S. 7th Street
Allentown, PA 18101

Hours: 8:00 am to 4:30 pm, Monday through Friday

Main Number: 610-782-3034

Information and Referral: 610-782-3200

After Hours Number: 610-782-3034 will go to Dispatch Answering Service and in an emergency, an on-call care manager will be contacted. 610-782-3200 will go to a selection to go to any one of the Human Services Offices voice mails, or in an emergency will go to Dispatch Answering Service and an emergency on-call care manager will be contacted.

Website

www.lehighcounty.org

Go to Human Services, Aging and Adult

Referrals

Referrals are received by mail, email, Fax, police reports, phone calls and/or walk-ins and generate from hospitals, doctor's offices, police, clergy, relatives, friends, neighbors, and concerned citizens. To make a referral, contact Information & Referral at 610-782-3200.

Information & Referral & Intake

- Staff is available to answer questions and provide information on private, publicly-funded, and volunteer community resources.
- We provide resource information about alternative living arrangements (subsidized housing, Personal Care Facilities, Nursing Facilities, Retirement and Life Care Communities), Home Health Service Agencies, Support Groups, and other community resources for older adults.
- We determine eligibility and assist with the completion of benefit applications which include but are not limited to PACE/PACENET Prescription Coverage, Property Tax/Rent Rebate, Shared Rides Transportation, LIHEAP (Low Income Home Energy Assistance), PA Farmers' Produce Vouchers, other municipality rebates and exonerations, and Medical Assistance, Food Stamp and other applications.
- Individuals age 55 and older can learn about federal, state, local and private benefits for which they may be entitled by going to www.benefitscheckup.org/lehigh and in the Find Benefits Programs box, select GO! This is a free, confidential service with 30 easy to understand and answer questions. Participants receive a printout of all the benefits for which they are entitled and locations where to get applications and/or assistance completing applications.
- We are required by law to ask older adults we serve, if they would like to register to vote, and then we assist with the completion of Voter Registration Applications if requested.

Process

Intake

- Many referrals go to case aides who briefly assess individuals, their environments, relationship dynamics and reported problems. They determine income and assets. This information is necessary, in order to determine the most appropriate care management unit for ongoing assistance, advocacy and formal service arrangement.

OPTIONS

- Overall program operated by the Pennsylvania Department of Aging and the Office of Long Term Living, for persons who need home and community-based services because of functional disabilities.

LOCA/Level of Care Assessment

- Comprehensive assessment of need (questions about the individual's medical, ability to perform ADLs and IADLs, mobility, nutrition, social and financial information) to determine the individuals' level of care (nursing facility clinically eligible or ineligible) and location of care (community, Personal Care Facility or Nursing Facility)

CMI/Care Management Instrument

- Completed assessments go to care managers who conduct a second assessment to determine the individuals strengths and needs, what the individual can do independently, what services are provided by informal supports (family, friends, neighbors), and identifies areas of need which can be filled by formal service arrangement.

Care Management and ISP/Individualized Service Plans

- Care Managers develop plans which may include a wide range of formal services to enhance the care provided by informal supports.

Formal Service Arrangement

Follow-up to determine consumer satisfaction of arranged services

Monitor by phone calls and home visits

Conduct **reassessments** annually or as significant changes arise

Goal is to keep individuals in their own homes in the community with home and community based services rather than placement in Personal Care or Nursing Facilities.

Care Management Units/Programs

General Care Management

We assist individuals with non-specific and/or numerous concerns such as:

- Pending eviction
- Sherriff's sale
- Lack of food, water, utilities
- Coordination of medical and/or mental health appointments
- Need for assistance with personal care and home support
- Hoarding
- Representative Payee
- Need for supervised socialization
- Placement

Family Caregiver Support Program

Designed to reduce caregiver stress and reinforce the care being given to frail older adults in their homes. Caregivers choose services that best meet their needs, to supplement the care they are already providing.

- Personal care through a vendor or non-family member
- Respite care in the home, Adult Day Care or institution
- Reimbursement of consumable supplies such as adult diapers, bed pads, disposable gloves, surgical stockings, ENSURE
- One-time grant of up to \$2000 for home modifications (State Program only)

Eligibility

State Funding

- Sliding fee scale based on household income
- Maximum benefit of \$200 a month
- Care Receiver must require assistance with one or more Activities of Daily Living (bathing, dressing, grooming, toileting, feeding, transferring)
- Care Receiver must be 60 or older, or under age 60 with chronic dementia
- Care Receiver must reside in the same household as the Care Giver and must be a family member

Federal Funding

- Sliding fee scale based on household income
- Maximum benefit of \$300 a month
- Care Receiver must require assistance with two or more ADLs
- Care Receiver must be 60 or older
- Care Receiver does NOT have to reside in the same household as the Care Giver and does NOT have to be related to the Care Giver.

Grandparent Program

Designed to reduce Care Giver stress and reinforce the care being given to a developmentally disabled child age 18 or younger. Care Givers choose services that best meet their needs to supplement the care they are already providing.

- Personal Care
- Child Day Care
- Respite
- Reimbursement of consumable supplies

Eligibility

- Sliding fee scale based on household income
- Maximum benefit of \$300 a month
- Care Giver must be 60 or older and must be a grandparent or other relative of the developmentally disabled child 18 or younger
- Care Giver and Care Receiver must be blood relatives or related through marriage, and also must reside together in the same household
- Child must require assistance with two or more ADLs

Aging Waiver

Services are designed for individuals 60 or older who require a nursing facility level of care and also meet the financial guidelines for the Department of Public Welfare Medical Assistance Program. Home and/or community-based services are provided as an alternative to nursing facility placement. Services are ordered and provided under the direction of a physician, and supplement care provided by informal supports.

- Services include: personal care, home support, Home Delivered Meals. Environmental Modifications, transportation, consumable supplies, medical equipment, Personal Emergency Response Systems, respite. Individuals also receive an ACCESS card and can purchase medications for up to \$3.00.

Eligibility

- 60 years of age or older
 - \$2022 or less gross monthly income
 - \$8,000 or less in assets
 - Nursing Facility Clinically Eligible
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- Recipients are subject to MA Estate Recovery. When the recipient dies, DPW will recover costs of Aging Waiver from the recipient's property, assets, estate.

Pre-Admission Assessment

- **Required before Medical Assistance will reimburse the nursing facility or community-based care**
- **A medical form (MA51) is completed by the individual's primary care physician, which triggers the assessment made by the Office of Aging to determine the most appropriate level of care and location of care.**
- **Applies to anyone age 18 or older and determines medical eligibility for individuals who are:**
 - **Applying for admission to a nursing facility. Nursing Home applicants are evaluated prior to admission to insure appropriate placement.**
 - **Applying to a Personal Care Home and who are eligible for Medical Assistance, or Supplementary Security Income (Personal Care Home Supplement).**
 - **Applying for Community Services Waiver Programs**

OBRA/Omnibus Budget Reconciliation Act of 1987

- **Applies to anyone age 18 or older applying to a nursing facility regardless of payment source, who is a target group for mental health, mental retardation or other developmental disability. Psychological and psychiatric records and evaluations must be obtained to determine the need for active treatment in addition to nursing facility placement.**

Ombudsman

- **Investigates and resolves complaints made by or on behalf of persons in long-term care facilities. Advocates for, and protects the rights of persons in order to improve their quality of care and of life.**

Nursing Home Transition

- **Extends community counseling to nursing facilities**
- **All options are explained to nursing facility residents within 90 days of admission, which enables each resident to make informed decisions about long term living services and programs.**
- **Care Manager assists nursing facility residents, age 60 and older, who wish to leave the facility and can safely return to home in the community.**
- **Care Manager coordinates home and community-based services and informal supports to meet the needs of individuals.**

Protective Services

- Meets the needs of severely or functionally incapacitated individuals who can no longer manage their own personal and/or financial affairs and have no family or friends to assist them.
- Provides an intense level of care management, investigations and interventions to protect the health, safety and welfare of individuals age 60 and older who are unable to protect themselves and are at imminent risk of being physically or mentally abused, neglected by self or others, financially exploited or abandoned.
- Anonymous reporting
- Receive reports 24 hours a day
- ACT 13 requires employees and administrators of long term care facilities, Adult Day Care Centers, Mental Health Facilities licensed by DPW, Transitional Skilled Units of hospitals, and Visiting Nurse Associations to report abuse.

Services for Independent Living

- Personal care, home support, Home Delivered Meals, Personal Emergency Response Systems, and/or respite care for individuals who are unable to perform life-essential tasks and have no one available to assist them.
- Office of Aging and Adult Services contracts with licensed vendors who provide these services on a cost-share basis.
- Waiting lists for services sometimes exist, which are based on Functional Needs Measurement scores, and not first come, first served.
- **Home Modifications/Chore Services**
 - Provision of minor household repairs to maintain the health and safety of individuals age 18 or older, in their homes.
 - Services are available to persons who are physically unable to perform household tasks, and who are unable to secure help from family or friends, or who do not have the means to pay privately.
 - Work includes but is not limited to the installation of handrails and other safety devices, building wooden wheelchair ramps, non-cosmetic repairs such as repair leaky faucets, repair broken windows, install door locks, block ceilings, minor concrete work and replace rotting wood on porches and steps. No plumbing or electrical work. Homes must be insect and vermin free.
 - Consumers are charged for materials only; labor is for free.

Community-Based Services

- **Neighborhood Senior Centers** for individuals age 60 and older and their spouses. Centers serve as community resources for education, health screenings, exercise programs, social/recreational activities and nutritious weekday hot lunches served in a group setting at noon for a non-mandatory fee of \$5.00. Meals can be modified to meet dietary restrictions. Volunteer opportunity. Operate between 9:30 and 1:30.
- **Adult Day Care Centers** offer a specialized and therapeutic day program of activities within a supervised, non-residential environment.
 - Lower cost alternative to institutionalization for individuals who cannot be left home alone.
 - Participants attend on a scheduled basis (Monday through Friday, 6:30 a.m. to 7:00 p.m. and Saturday mornings at some Centers).
 - Receive breakfast, lunch, snacks; medication monitoring and administration by a LPN; personal care; podiatrist; hairdresser; individual and group activities.
 - Transportation
 - Program offers caregiver relief to families who are caring for older adults.
 - Appropriate for individuals with memory and/or physical deficits, or are isolated and alone.

APPRISE

- Free health insurance counseling for adults.
- Trained volunteers answer questions and help individuals understand Medicare, Medicare Supplement Plans, HMOs, Long Term Care Insurance, and Medical Assistance eligibility benefits and entitlements.
- Counselors assist individuals in making informed choices, help with medical insurance paperwork, and also assist with filing appeals and grievances for denied services.
- Coordinators arrange sites for Part D open enrollment annually.

Cedar View Apartments

- Owned and operated by Lehigh County and overseen by Aging and Adult Services.
- Consists of 200 one-bedroom apartments for low to moderate income residents 62 years of age or older, as well as a limited number of qualified persons who are physically challenged (10% of total units).
- Applicants must be self sufficient.
- Rent is based on a percentage of income and assets.
- A Senior Center site is located on the premises.

ADULT SERVICES

Adult Services serves low-income Lehigh County residents, age 18 to 59, who are physically challenged, and other vulnerable populations. Services include General Care Management, Protective Services, Attendant Care, Homemaker, Home Modifications, Adult Day Care and Housing Case Management and Assistance.

Attendant Care Act 150/Personal Assistance

Attendant Care provides in-home care for physically disabled individuals who are mentally alert and able to manage their own services, but who require ongoing assistance to maintain their most independent living arrangement and employment. Attendants provide hands-on personal care and home support which enables individuals to live at home rather than in an institution, and carryout functions of daily living, self care and mobility. Services are based on a sliding fee scale.

Attendant Care Waiver

This program is the same as Attendant Care Act 150, however eligible individuals must also be medically eligible for a nursing facility and financially eligible for Medical Assistance.

Office of Long Term Living selected MAXIMUS as a single, independent contracted statewide enrollment agency. MAXIMUS conducts clinical eligibility assessments and enrollment processes for applicants with physical disabilities who are 18 to 59 years of age for several PA HCBS waivers/programs. Service Coordination providers focus on developing Individual Service Plans (ISPs), and on coordinating services.

- COMMCARE Waiver
- OBRA Waiver
- Independence Waiver
- Attendant Care Waiver
- AIDS Waivers
- ACT 150 Attendant Care

Housing Case Management and Assistance

This program is designed to assist homeless or near homeless individuals and families. It is monitored by the Office of Aging and Adult Services. Caseworkers from the Hispanic American Organization, Catholic Social Agency or Pathways Agency, work closely with individuals regarding service planning, establishing links with appropriate services and advocacy with landlords.

- Assists with rental or security payment up to a maximum of \$1000 (\$1,500 for families with children) over a two-year period.
- Consumer must have an agreement with the landlord that the landlord will rent to the consumer.
- Consumer must have an anticipated income sufficient to pay rent in the future.
- Consumer must have an income at or below 200% of the poverty level.