

Lackawanna County Area Agency on Aging

2020

2024

A Four Year Plan



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Section I:

Executive Summary

The Lackawanna County Department of Human Services administers services and engages with the older adult constituents of Lackawanna County through the Area Agency on Aging. This branch of the Human Services Department was established in 1966 to provide critical services, assessments, and protections to the residents of our community in response to the Older Americans Act of 1965. The Act continues, through its most recent reauthorization in 2020, to serve as the foundation of our mandate. As one of 52 designated agencies in the Commonwealth to serve the older population, LCAAA collaborates regionally and statewide to offer innovative and expanding services to those we serve. With data and information gathered from a community-based survey, local focus groups, and state resources the agency has formulated a Four-Year Agency Plan incorporating trends and priorities established by the Pennsylvania Department of Aging and United States Administration on Aging. This strategic initiative blends the priorities of all three entities into a focused and measurable blueprint for the next four years. Evidence informed programming, data collection and analysis through the Lackawanna County Center for Human Services Research and Action will provide the administration with a baseline to focus on critical outcomes in our community.

At its core, our plan focuses on four major themes: Housing and Independence, Resource Accessibility, Social Isolation, and Basic Individual Needs. These themes were identified in a thorough community-wide survey conducted by the agency and the Institute for Public Policy & Economic Development. As we progress through the next four years, it is the intent of the agency to re-engage with the human services community to leverage resources to effectively reach and serve the vulnerable and diverse populations of this community.

Aging in Place services, successfully piloted through a partnership with NeighborWorks Northeastern Pennsylvania, will form the cornerstone of our efforts to assist those who wish to remain in their homes and communities for as long as safely possible. The Agency will continue to expand the partnership opportunity with NeighborWorks of Northeastern Pennsylvania, seeking additional collaborative funding opportunities through Pennsylvania Assistive Technology Foundation (PATF) and other private foundations. The Housing Multi-Disciplinary Team will continue to foster community collaboration and communicate resource connections while expanding the reach of aging in place services.

The LCAAA has made the decision to change from a provider-based model to a partnership charter with United Neighborhood Centers. This change will enable a better utilization of resources, along with an increase in capacity that will engage more older adults and volunteers. We anticipate the creation of a

more inviting community resource that will provide improved accessibility to an increasingly diverse set of communities. Reinvesting our current resources to a reorganized and more mobile platform can break down stigma surrounding diversity, poverty, and individual choice. The platform will branch out to unique communities and engage volunteers and residents where they are most comfortable. Physical Health and Wellness opportunities will be provided at two YMCA(S) and our local Jewish Community Center. Alternative educational, informational, and recreational activities will be provided both in the community and at the four main centers. Congregate meals will be offered five days per week, with rotating evening hours.

Lackawanna County Area Agency on Aging in partnership with the United Way of Lackawanna and Wayne Counties, has developed the Lackawanna County Aging Cooperative. This group of key community non-profit stakeholders covers the entire human services spectrum, and brings to the table, health care partners in order to align programming in the aging space as a community to aggressively combat social isolation. The Moses Taylor Foundation has awarded the United Way with the Senior Isolation Planning Grant with the intention of building on our pre-existing partnership. Together, the organizations intend to develop programming and realign current resources to focus on needs the community has identified for the Cooperative. Using Data from the LCAAA Community-Based Survey and the other community sources, the Cooperative will focus efforts on more diverse populations, economically challenged individuals and communities, and the unmet needs of our rural population. A system of volunteers and navigators will enhance care management functions and form critical links in the community to the vulnerable individuals we intend to serve and connect to resources. Community Town halls are being scheduled in each of the 38 municipalities to gather additional information and share resources.

The five key social determinants of health provide us with the framework to best focus our programs to meet individual and unique needs. Each pillar serves as a foundation for the work the Agency is focusing on. Providing services to protect the dignity and well-being of those we serve remains at the forefront of the agency's efforts. The recognition and incorporation of voice and representation in the governance and planning aspects of the organization reinforces a person-centered approach and provides a diverse and inclusive environment to evolve in. The Pennsylvania Council on Aging, Advisory Board members, site councils, and representatives from the older adult community will have opportunity to participate in planning and governance groups to shape the agency's progress over the next four years.

As Lackawanna County Area Agency on Aging works with the Pennsylvania Department of Aging and its community stakeholders collaboratively to increase our capacity to serve the diverse and

vulnerable individuals of this and the greater community, our emphasis will continue to focus on a citizen-first culture protecting older adults and improving services for the individuals we serve. Our goals and objectives will guide the next four years of practice, expansion, and implementation.

Section II

Agency Overview:

Vision Statement

The Area Agency on Aging of Lackawanna County will seek to advocate for the older residents of Lackawanna County protecting their voice and guaranteeing that their rights to live with dignity and independence is supported in our community.

Mission Statement

The mission of the Lackawanna County Area Agency on Aging is: *To serve and protect older adults, act as a resource for families, and enhance opportunities for individuals to be empowered in the pursuit of health, wellness, dignity and independence.*

Values

Dignity: Treating all persons with respect, embracing diversity, and valuing the beliefs of all individuals.

Independence: Respect and acceptance of the life choices a person has the right to make.

Compassion: Accepting an individual's circumstances with empathy, understanding, and inherent desire to aid.

Partnership: We openly appreciate, respect, and foster collaboration through the shared vision of our nonprofit partners in the aging community.

Honesty: Act at all times with moral integrity and transparency.

Accountability: Acceptance of the mandate to grow as professionals and perform our due diligence to those we serve.

Agency Structure

Lackawanna County Area Agency on Aging is a public agency operating as part of the Lackawanna County Department of Human Services. The County Commissioners select and approve nominations to the Agency Advisory Board which serves as both an oversight and representative body.

The Advisory Board is a 15-member body consisting of equal representation of adults over the age of 65 from the community at large, members of key county offices and the courts, and stakeholders from healthcare, human services, behavior sciences, and academic institutions. Advisory Board members are provided with opportunities to actively participate in the governance of the agency through committees to select community activities, review contract proposals during the RFP process, focus and work groups, and community events in order to promote a diverse, inclusive and transparent organization.

Three main categories define the Agency structure: Administration, Management and Staff. Each team functions as part of a cohesive body to quickly balance and shift support to where it is most needed. Administration consists of the director, deputy, program administrator, quality assurance administrator, and a community services administrator. Supervisors for Protective, Services, Options and Assessment, Screening, Clerical and Senior Centers Directors make up the management group. All Staff members are essential team members regardless of the title or position they hold, promoting an environment of equity and single purpose. The Agency shares fiscal resources with the Department of Human Services to regulate cost. A fiscal administrator and contract management staff report to Human Services CFO and work seamlessly with the AAA teams.

A system of checks and balances exists to foster a culture of shared responsibility combined with fiscal responsibility and, above all, a person-centered approach to consumer engagement. Administration is responsible for system oversight, programming, expenditures, budgeting, policy development, and community engagement. Management is responsible for oversight, case coordination, and program implementation. Staff is responsible for their assignments and to support each other in the field. Accountability, critical thinking, and common purpose guide each branch. A supportive environment of professional growth, appreciation, and respect allows the agency to thrive and move forward.

Services and Programs Provided for Older Adults

APPRISE: State Health Insurance Assistance Program

Lackawanna County Area Agency provides this program to our community through a partnership with the United Way of Lackawanna and Wayne County. Through a group of expertly trained volunteers, Medicare beneficiaries 65 and older or disabled and under the age of 65 are provided with education and assistance. The volunteers have advanced knowledge and understanding of Medicare options, medical assistance, supplemental coverage, prescription coverage and Medicare savings programs.

Healthy Aging Campuses

Senior Center attendance has continuously declined steadily. At a low point only 1,000 individuals were benefitting from 9 locations annually. Over the next four years a new model of community-based programming is being launched with four main campuses and three satellite locations. United Neighborhood Centers will work concurrently with the AAA to jointly program and administer the Senior Center Model. The hybrid form of management allows for a more efficient approach to resource utilization, a welcoming and shared environment, and an emphasis on diversity. Collaboration with three additional community organizations will provide with health and wellness and exercise programs for older adults. With a greater emphasis on health and wellness, education and nutrition, the new Senior Center Model will provide points of connectivity to the communities in the county. Satellite sites will be engaged to help with nutritional and informational outreach. The collaborative model will provide telehealth hubs, access to nursing staff, and a more diverse environment for socialization.

Long-Term Care Ombudsman Program

Pennsylvania's Long-Term Care Ombudsman Program works to resolve complaints and issues on behalf of individuals residing in long-term care settings, such as nursing homes, assisted living facilities, and personal care homes. Ombudsmen empower residents by educating them on their rights under federal and state law, advocating for those who are unable to advocate for themselves, and ensuring they receive the highest quality of care. They also work to bring about change that improves care at the local, state, and national levels. Lackawanna County partners with Serving Seniors to provide this critical service to all older adults and their families.

Transportation

The free transit program allows senior citizens to ride free on a local fixed-route service whenever the local public transit system is operating. To be eligible, you must be 65 years of age or older and you will need a senior citizen transit identification card, which is available free of charge from participating local transit operators.

Shared Ride Program

The shared-ride program allows senior citizens (65 years of age and older) to use shared-ride, demand-responsive (normally curb-to-curb) services and pay only a small portion of the regular shared-ride fare. For most trips there is little or no charge for the consumer.

Older Adult Protective Services

In accordance with the Older Adult Protective Services Act, the Lackawanna County Area Agency on Aging investigates all reported allegations of abuse, neglect, and exploitation on individuals over the age of 60 residing in Lackawanna County. Protective Services is the responsibility of every employee at the Agency. From the time the Agency receives a report in screening until a Protective Services Supervisor approves a case for closure, the case belongs to the Agency. The investigations are conducted through two units in the agency. Calls are taken through and responded to by the Screening Department and Administration reviews every case. This team approach has improved Agency outcomes and established a more cohesive system. The care managers responsible for investigating these cases are well-trained and have access to mediation services, a forensic accountant, a fiscal assistant, court-appointed guardians and a geriatric specialist from The Wright Center. The Agency responds to calls 24 hours a day, seven days a week, and processes all allegations on persons over the age of 18 and under the age of 60 who are vulnerable to abuse, neglect and exploitation. As a part of the Agency's on-going efforts to work with the community to protect our older adults, the Agency and the Lackawanna County District Attorney's Office lead the Elder Justice Multi-Disciplinary Team each month. Community participation in this group has been enthusiastic and efficacious. Representation from the banking community, law enforcement, Women's Resources Center, Pennsylvania Council on Aging, Ombudsman, and the Department of Health meet and discuss high-profile cases, plan training and community events, and recommend practice changes to meet the evolving need of the community.

Caregiver Support Program

The Caregiver Support Program has steadily expanded over the past three years and continues to grow in Lackawanna County. Focusing on the needs of those who are caregivers for an older adult at home, the program uses a reimbursement model to help with the purchase of in-home services, supplies, home modifications, and other life-sustaining services such as Adult Day Care. This income-based program gives a caregiver a greater degree of independence and choice when planning the care of their loved one. It is the flexibility of the program which makes it so useful and attractive. Another

very important element of this program is the supportive services offered to the caregiver and care recipients. Two major support groups have evolved from the expansion of this program. *Arts for Life* is a program utilizing resident artist to help both the caregiver and receiver cope with stress creatively and express themselves through artistic avenues. These guided groups are supportive, and research based. Evidence-informed programming is the foundation of this group. The group will be offered at multiple healthy aging campuses and the adult campus. The second group is the PAST group. *Parents a Second Time* is a support group for grandparents or older adults raising their grandchildren or loved ones. The group meets twice a month and offers peer support, information sharing and educational opportunities. CaPPA, the Creative and Performing Arts Center of NEPA, provides activities and meals to the children once per month while the caregivers meet and participate in a presentation. The other meeting is facilitated by the AAA and Office of Youth and Family Services Staff with childcare being provided by OYFS. The group has grown to capacity and is seeking new ways to expand themselves without losing the cohesive bond they have forged.

Health and Wellness

Activities surrounding disease prevention and control, diabetes, and evidenced-based practices are all part of the Health and Wellness programming, the Lackawanna County Area Agency on Aging provides to the community through partnerships with United Neighborhood Centers, Geisinger, Greater Scranton and Carbondale YMCA(S) and the Greenhouse Project. The Agency has made changes to how these programs are offered to increase diversity and widen the participant population.

Home Delivered Meals and Nutrition

A longstanding partnership with Meals on Wheels helps Lackawanna County Area Agency on Aging provide a quality home delivered meals program. The partnership relies on local food products and local vendors. The volunteers are part of a wider network of volunteers impacting aging services throughout the community. Area Agency on Aging staff take time from their day to volunteer and deliver meals to support our colleagues. New models exploring safety checks and light housekeeping are being piloted and implemented to assist some of the older adults we serve in the greatest need.

The Agency also provides congregate meals to participants at all the Healthy Aging Campuses and our satellite campuses. The congregate meal program provides a meal to consumers each day of the week and often times is a critical life connection for an individual in the community. The Agency works closely with the Lackawanna County Food Policy Council to evaluate and administer the nutrition

program in our community. Fresh local produce and healthy fresh food options are an important part of the programming done at the Agency.

Legal Services

Lackawanna ProBono and a team of volunteer lawyers from the community help the Area Agency on Aging to provide the older residents of the community with the Elder Law Help Desk. Hosted by the Lackawanna County Library System and several key community center locations, the Elder Law Desk provides legal advice, simple will and other estate planning documents for no charge. Volunteer Attorneys from the best firms in the community give their time to make a meaningful impact on a person's life. While the volunteers feel a great sense of satisfaction on their end, the participants are receiving some of the finest services in the county. These services would typically average upwards of \$325 an hour but a dollar amount can not be placed on the value of the program.

Aging in Place

NeighborWorks Northeastern Pennsylvania leads our partnership in the community's efforts to help our friends and family members Age in Place through simple or major home modifications as well as supportive navigation programs. Coordinators, staff, and volunteers from the organization work hand-in-hand with AAA staff to help find solutions and resources.

Homeowners interested in "Aging in Place" should consider taking steps to prepare for life changes, but most often the team at NeighborWorks jumps into helping a person in the middle of a change. Ramps, bathroom modifications, and other major projects are reviewed with certified contractors and occupational therapists to ensure the projects are designed for an individual's unique needs. Contractors and other skilled professionals are vetted by the Agency to ensure not only there is quality workmanship, but fair pricing. NeighborWorks will also help qualifying individuals access portions or all of the funding they need for a project.

NeighborWorks can offer you *Home Matters Safety Kits* to help prevent falls, to help lower your energy cost and other safety measures to improve your home environment to better meet your needs. The University of Scranton's Occupational Therapy Department plays a key role in this and the other programs offered at the Agency.

Adult Day Services

Telespond Senior Services continues to provide quality adult day services to those qualifying at the Lackawanna County Area Agency on Aging. Under new leadership and under the stewardship of The

Wright Center, the program is revitalizing its model and offering new and innovative services to the attendees.

Volunteer Services

Lackawanna County Area Agency on Aging relies on a network of trained volunteers to help achieve its mission. In doing so, it relies on stakeholders and key community agencies to help successfully recruit place and train volunteers. The United Way of Lackawanna and Wayne Counties leads these efforts through the administration of the APPRISE and RSVP program. These combined with the efforts at NeighborWorks through their CARE program and in partnership with the Ignatian Volunteer Corp have provided us with a foundation to develop the volunteer navigator system and to address the problems caused by senior isolation. The agency also supports the new leadership at Telespond in revitalizing the Senior Companion Program. The program has actively made changes and is preparing to re-engage with the community in a new and more meaningful capacity.

Assessment

The Area Agency on Aging is responsible to assess residents in the community to determine their eligibility in for Medicaid Waiver services or Options Services. A care manager assigned to the role of assessor will complete an interview with an older adult and determine what services they will be eligible for using several assessment tools. The goal is always to help the older adult and their family determine what is the right choice for their unique needs.

OPTIONS

In-home services and case management services are administered through the Lackawanna County Area Agency on Aging Options Program. These services are provided to the qualified individuals at little or no cost. The care managers work directly with the older adult and their family to form a care plan best suited for their needs. These services are income-based and there may be a cost-share associated with the care plan.

Demographics: Lackawanna County

Covering 458.7 square miles, Lackawanna County, Pennsylvania is the 48th-largest county in Pennsylvania by area. Demographic data was analyzed from several different sources to get a

complete and accurate picture of what Lackawanna County looks like today. Below is a brief overview of Lackawanna County's population.

***Total Population of Lackawanna County: 209,674 (2019)**

*Source: United States Census Quick Facts

In Lackawanna County, the percent of the population 65 or older who are also veterans has been about 1.5 percent higher than the state in the past two non-overlapping 5-year ACS estimates: about one-quarter of seniors in 2007-2011, and just under 23 percent in 2012-2016.

Lackawanna County Urban/Rural

Urban:	82.34%
Rural Farm:	0.28%
Rural, Non-Farm:	17.29%

****Total Population over the age of 60: 47,072**

Population by Age Range: 60 years and older make up 22.0 % of the population.

Male Population:

60-66 years	6,649
67-79 years	8,855
80 years and over	3,790

Female Population:

60-66 years	9,107
67-79 years	11,192
80 years and over	7,479

Future Seniors

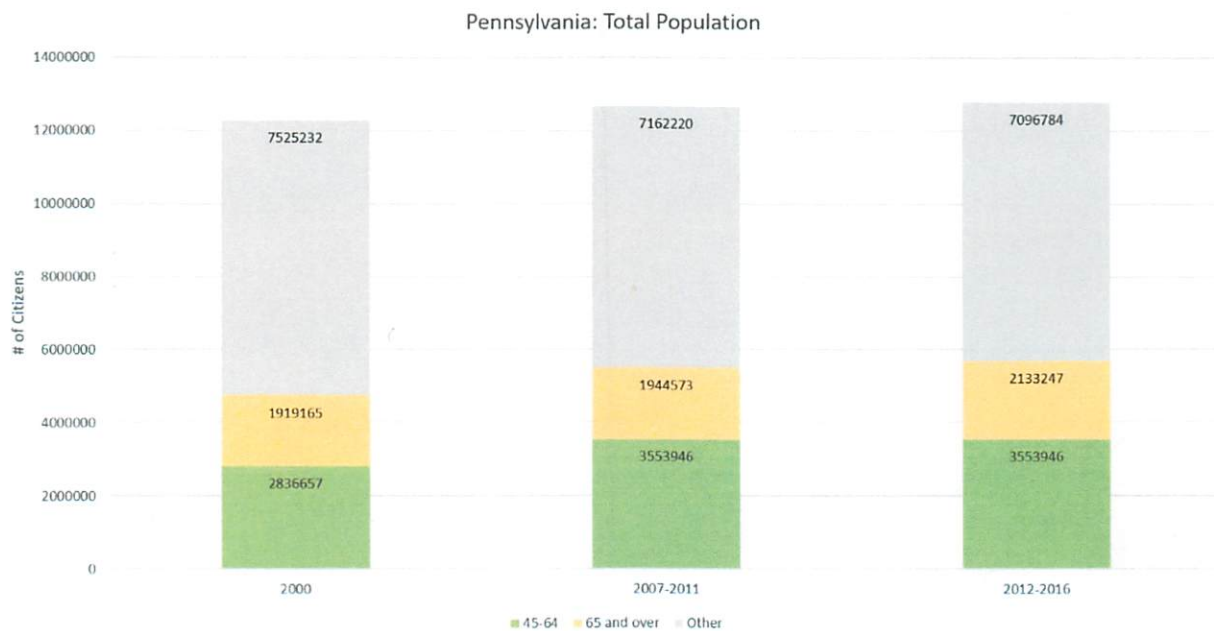
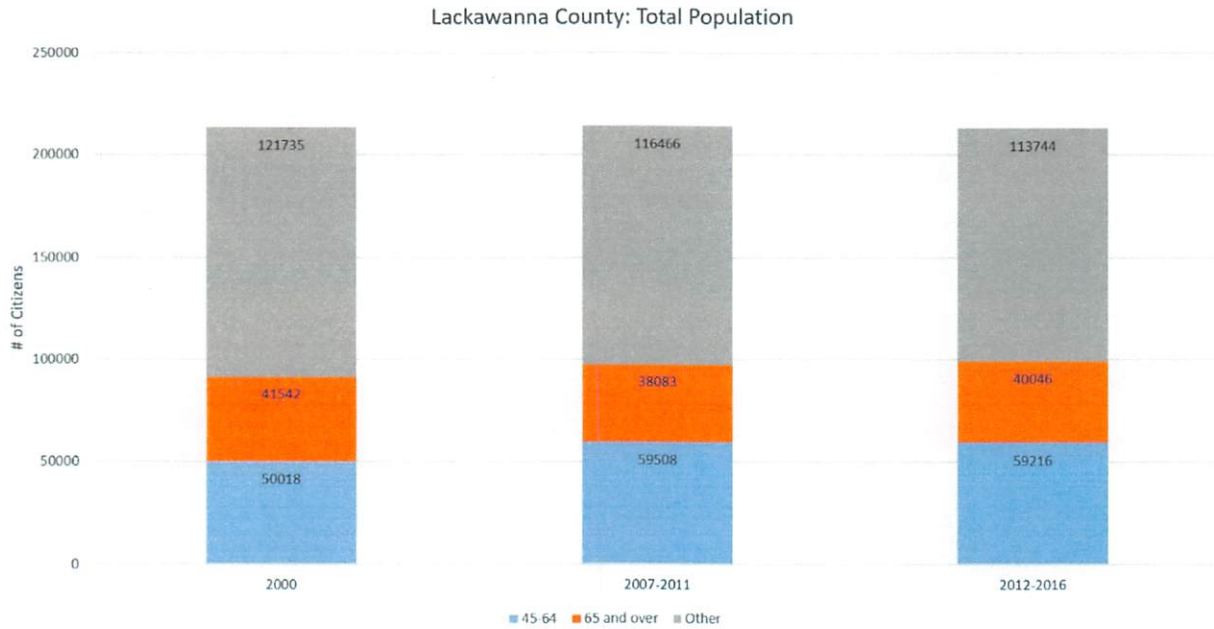
Future seniors (ages 45 to 64) make up over 30 percent of the population of Lackawanna County. Lackawanna County's population of future seniors has increased since the decennial census, from 20,594 in 2000, to 29,788 in the 2012-2016 American Community Survey (ACS) estimates.

*Lackawanna County Senior Needs Assessment 2018

Gender Total – Population over the age of 60

Males	19,294
Females	27,778

** Source: Suburban Statistics.org



Median Age

The American Community Survey showed that the median age for seniors in Lackawanna County was 74.3, a decrease of just over one year since the next most recent non-overlapping 5-year ACS estimate (2012-2016 and 2007-2011). In each year residents 65 and over (seniors), represented a larger percent of the Lackawanna County population than they did in Pennsylvania.

Senior Households

There are over 12,000 senior households in Lackawanna County that are living alone, just over 14%. Both Lackawanna County and the Commonwealth of Pennsylvania have experienced slight increases in the proportion of householders that live alone from the years 2000 to 2016. Pennsylvania has seen a rise in householders living alone who are also 65 or older, while Lackawanna County has seen decreases in the number of senior householders living alone from 2000. Despite this, the percent of householders ages 65 or older who live alone is 2.5 percent higher in Lackawanna County than in Pennsylvania in the most recent estimate.

*Lackawanna County Senior Needs Assessment 2018

Households

Half of seniors own their own home, a majority of which do not have a mortgage. Another 38 percent rent an apartment, either in a community for seniors, or not for seniors. Seniors are generally satisfied with their living situation, as nearly 90 percent selected some degree of satisfaction when asked. Over 80 percent of senior respondents feel that they do have enough help to maintain their home and property, while just over 15 percent feel they do not have enough help.

*Lackawanna County Senior Needs Assessment 2018

**Race over 60 years

White	20,550 (males) and 27,198 (females)
Black or African American	169 (males) and 144 (females)
American Indian and Alaskan Native	19 (males) and 15 (females)
Asian	211 (males) and 211 (females)
Hispanic and Latino	251 (males) and 313 (females)
Some Other Race	73 (males) and 102 (females)

Race/ethnicity needs to be considered so that different ethnic groups and special needs can be addressed when caring for these consumers. It is also important to train the LCAAA staff on cultural differences so they can provide the best education and services.

** Source: Suburban Statistics.org

Language Spoken at Home and the Ability to Speak English

English Only	93.7%
Spanish	5.0 %
Indo-European	4.3 %
Asian and Pacific Island	1.2 %
Other Languages	0.4%

Languages spoken/understood in the county need to be identified so that measures can be taken to meet those needs. A substantial number of non-English speaking individuals may indicate the need for an interpreter on staff. Our current methods of interacting with non-English speaking residents in the county are adequate considering the number of non-English speaking individuals.

*** Educational Status**

- 2.87% below high school education
- 36.78 % high school or GED
- 17.11% some college
- 17.48 % Bachelor's Degree
- 10.23 % Graduate Degree

***Source: United States Census Quick Facts**

*****Insurance**

- Medicare: 14.4% of seniors aged 60 years and older are covered by Medicare
- Medicaid: 16.9 % of seniors aged 60 years and older are covered by Medicaid

*****Poverty-Females**

- Between the ages of 55 -64 years, 1,977 females live below the poverty level
- Between the ages of 65–74 years of age, 965 females live below the poverty level
- Between the ages of 75 years and older, 1,445 females live below the poverty level

***** Poverty-Males**

- Between the ages of 55 -64 years, 1,604 males live below the poverty level
- Between the ages of 65-74 years, 589 males live below the poverty level
- Between the ages of 75 years and older, 387 males live below the poverty level

*****Livestories.com/statistics/Pennsylvania/Lackawanna -County-poverty**

***Veteran Status**

There are 8,500 veterans over the age of 60 living in Lackawanna County

The Gino J Merli Veterans Center, located in Scranton, PA, provides support for veterans of the US Armed Forces. Veteran Services connects veterans with several government agencies and nonprofit organizations at the federal, Pennsylvania state, and Scranton level. These services include veteran benefits assistance, services for veterans with disabilities, and information about medical care, insurance, and education benefits. The Department of Veteran's Affairs works closely with LCAAA in an effort to provide services to those who gave for our country.

*Source: United States Census Quick Facts

Disabilities

Seniors in Lackawanna County are slightly more likely to have a disability than seniors in Pennsylvania as a whole. However, over one-third of seniors in each area have a disability. The estimates for the total population differ from others, as estimates for this subgroup include the civilian non-institutionalized population.

*Lackawanna County Senior Needs Assessment 2018

Transportation

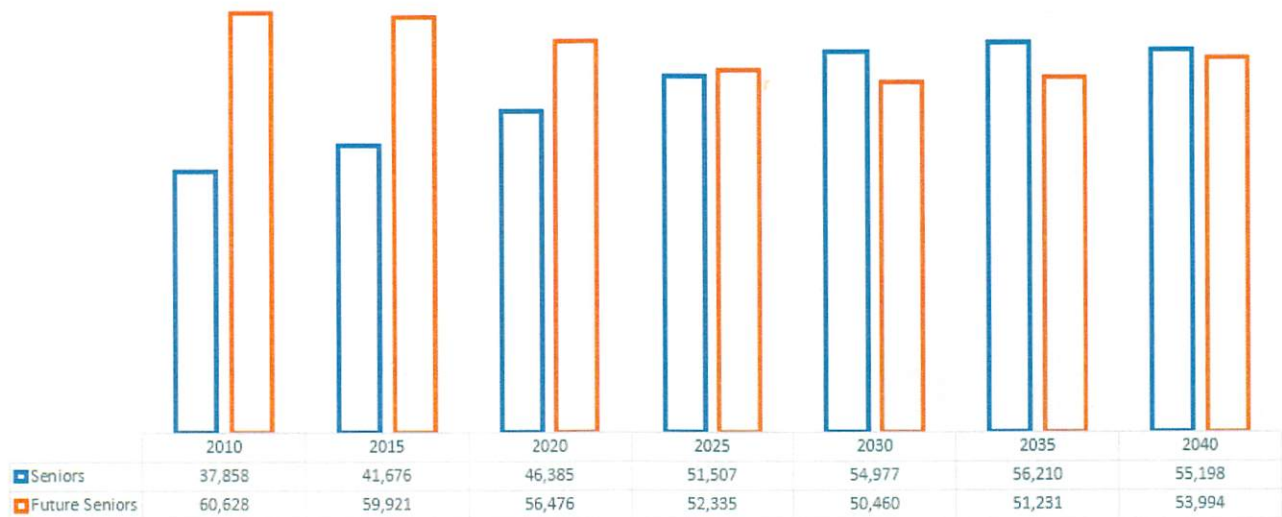
Seniors are more likely to drive themselves or drive with their spouse or significant other than any other mode of transportation. Just over a quarter of seniors rely on friends, family members or neighbors for transportation, and 20 percent of seniors use public buses.

*Lackawanna County Senior Needs Assessment 2018

Local, Political, and Economical Conditions

The Lackawanna County Board of Commissioners directly oversees the Department of Human Services and The Area Agency on Aging as part of this department. While Lackawanna County's overall population is slightly declining, the population of residents over the age of 65 will continuously increase until 2034. With a poverty rate of 15.4% and 30% of the older adult population at or below the poverty threshold, the Area Agency on Aging will face significant challenges to meet the growing needs of its constituents.

Lackawanna County: Projected Population



Lackawanna County Senior Needs Assessment

Lackawanna County Area Agency on Aging is a data-driven department relying on evidence informed programming and outcome data to guide its decision making and practice. With a grant from the Moses Taylor Foundation this office engaged and worked closely with The Institute for Public Policy & Economic Development to complete a community-wide needs assessment for seniors, future seniors and caregivers in the community. The survey was distributed throughout the community; 704 individuals responded. The information obtained was analyzed and has provided the foundation of the Agency and the greater aging services community's work for the next four years.

In conjunction with the survey, focus groups were conducted with the three groups and aging services providers to provide more direct feedback. The information was reported out by stakeholders and the Agency at a largely attended forum hosted by Penn State Scranton. The survey has focused the community's efforts. This survey has laid the groundwork for the Senior Isolation Grant from the Moses Taylor Foundation and several other key community projects.

Traditionally, a consumer satisfaction survey was compiled annually. Moving forward, the Agency will continue its investment in the Center for Human Services Research and Action. The Lackawanna County Department of Human Services leadership has reorganized the Behavioral Health and Research Institute, brought community leadership to the board in order to process, collect, store and share data. Community and specialized assessments, survey queries, and analytics will be managed through this subsidiary of the Human Services Department. The information will be used to make informed decisions on practice and program changes.

National Goals and Incentives

Over the next four years Lackawanna County Area Agency on Aging will renew its commitment to identify, assess, and serve those individuals and groups who face the greatest economic, social and health-related challenges in accordance with the Administration on Aging's instructions. Lackawanna County residents include refugee population from Nepal and Bhutan, a vibrant Indian population from Gujarat, a progressive Hispanic Community, an established and socially engaged Black Community, and many smaller diverse groups. Our programming will align to provide service specifically to these diverse groups. For those with English as a second language, volunteers who speak their dialect will be trained in order share critical information as well provide socially engaging programming to these neighbors.

Older constituents in Lackawanna County face greater economic challenges than neighboring communities. Estimates of nearly 30% of older adults in our community hover at the poverty line. The county also has a significant rural population in need of services and connection. As a means to efficiently combat isolation, stigma, and nutritional deficiency, four new Healthy Aging Campuses have been established; two in rural population centers and two in urban centers facing the greatest economic challenges. There will also be satellite sites in communities to support these efforts. The campuses will serve as connection hubs and information centers with a variety of providers and community partners offering services from the venues. Nutrition, Health, Education and Isolation services will be provided concurrently with social and recreational opportunities. A diverse and engaged volunteer platform of navigators working with RSVP, APPRISE, Senior Companion, and other community-based groups will be instrumental in the practice improvements and program development we will be making over the next four years.

Resource Development

Community engagement, partnerships and collaborative endeavors have provided the agency with the opportunity to leverage limited resources into larger more impactful projects. Through a variety of working partners, the agency has secured grants to further its mission as well as collaborated grants to support a partners mission to provide improved and innovative services to the community we serve. The agencies below represent the core group committed to enhance, expand and improve the practice of older adult services in our community.

- The Lackawanna County Department of Human Services
 - Lackawanna Susquehanna Behavioral Health Intellectual Disabilities Early Intervention
 - Lackawanna Susquehanna Drug and Alcohol

- Lackawanna County Arts and Culture
- Lackawanna County Office of Economic Development
- The Office of Youth and Family Services
- The Pennsylvania Council on Aging
- The Lackawanna County Ministerium
- United Way of Lackawanna and Wayne Counties
- NeighborWorks Northeastern Pennsylvania
- The Wright Center
- United Neighborhood Centers
- Penn State Scranton
- Marywood University
- Community Care and Behavioral Health
- The Greenhouse Project
- Lackawanna College

Acknowledgments

The work carried out by the Lackawanna County Area Agency Aging is supported by all local representatives in the county as well as the elected officials of the municipalities and cities within our community. While philanthropic support for older adult services is despairingly unreflective of the needs of older adults, the following foundations have generously supported this agency directly or through a community partner. Their support, investment, and voice in our community has helped change and improve the landscape of services for those we serve in this community.

- The Moses Taylor Foundation
- The Harry and Jeanette Weinberg Foundation
- The Scranton Area Foundation
- AllOne Charites
- AllOne Foundation

Section III

Goals, Objectives, Strategies and Performance Measures:

<p>Goal 1: Strengthen the agencies outreach and programing to isolated and diverse communities responding efficiently and effectively to the diverse and expanding needs of Lackawanna County.</p>	<p>Goal 2: Increase efforts to improve health and wellness opportunities fostering connectivity in the older adult community of Lackawanna County.</p>	<p>Goal 3: Enhance community engagement meeting our diverse communities' needs while respecting their voice and reinforcing the rights of individuals to independently make choices for themselves.</p>
<p>Objectives:</p> <ol style="list-style-type: none"> 1. Re-engage with all communities and non-profit providers of aging services in Lackawanna County. 2. Identify, assess, coordinate services, and provide system navigation for isolated, diverse, vulnerable, and economically challenged older adults living in rural and urban communities. 3. Strengthen capacities and improve systematic efficiencies. 	<p>Objectives:</p> <ol style="list-style-type: none"> 1. Transform Senior Centers to Healthy Aging Campuses. 2. Focus on equitable access, volunteer engagement, cultural diversity. 3. Provide on-going education on available services, socially relevant topics and community-related events. 4. Provide accessible telehealth hubs and services at each location. 	<p>Objectives:</p> <ol style="list-style-type: none"> 1. Expand efforts to identify resources and reduce barriers so individuals can Age in Place in their own homes. 2. Strengthen and actively promote volunteer driven programming to engage better with diverse communities, improve informal supports and establish life connections. 3. Expand on-going support efforts for caregivers. 4. Develop a working collaborative relationship with healthcare partners.

<p>Goal 4: Expand and enhance programming and services to older adults using outcome data and evidence-informed programming.</p>	<p>Goal 5: Protect older adults in our community, raise community awareness, efficiently investigate all allegations of abuse and exploitation, and safeguard the dignity and rights of the most vulnerable in Lackawanna County.</p>	
<p>Objectives:</p> <ol style="list-style-type: none"> 1. Use evidenced-informed data to expand services and enhance programming. 2. Create a measurable evaluation process for participant input. 3. Use data resources to target vulnerable and at-risk diverse and isolated populations. 4. Use outcome data to measure program and provider performance. 	<p>Objectives:</p> <ol style="list-style-type: none"> 1. Promote the empowerment and protection of older adults. 2. Provide community-wide engagement and education. 3. Enhance collaboration with the District Attorney’s Office and local law enforcement. 4. Recruit new members and enhance the role of the Elder Justice Multi-Disciplinary Team. 	

Goal 1: Strengthen the Agency’s outreach and programming to isolated and diverse communities responding efficiently and effectively to the diverse and expanding needs of Lackawanna County.

- **Objectives:** Re-engage with all communities and non-profit providers of aging services in Lackawanna County to identify, assess, coordinate services, and provide system navigation for isolated, diverse, vulnerable and economically-challenged older adults living in rural and urban communities strengthening our capacities and improving system access and efficiencies.

Strategies	Associated Measures & Targets	
Short description	Measure	Target
Lackawanna County and United Way of Lackawanna and Wayne Counties Aging Cooperative	Number of meetings and aging service providers participating	Monthly beginning September 2020
Align existing resources to develop programming for diverse communities and populations.	Number of ESL, LBGT and unique community-based programs held quarterly	4 new programs/activities/ educational events per quarter
Recruit and train a system of volunteer navigators to screen and provide connectivity to isolated and vulnerable individuals.	Number of trained navigators	750 unique individuals engaged per year for 4 years.
Community Town Halls to provide a public forum for feedback and information sharing related to older adult services.	Unique community meetings	38 meetings in 19 months
Expand representation to the Pennsylvania Council on Aging	Number of representatives	4 new representatives in 4 four years.

Goal 2: Increase efforts to improve health and wellness opportunities fostering connectivity in the older adult community of Lackawanna County.

Objectives: Transform our current senior center model through the creation of Healthy Aging Campuses focusing on equitable county wide access, volunteer engagement, programming for diverse cultures, education on community services and socially relevant topics, and improved Health and Wellness Programs and activities.

Strategies	Associated Measures & Targets	
Short description	Measure	Target
Transition from provider-based model to a county-based or hybrid model.	Number of reorganized locations	50% by the end of year one
Expand the satellite campus model and community engagement offerings.	Unique community events and new community campuses	1 event in each of the 38 municipalities per month in 13 months.
Focus on Cultural Diversity.	Quarterly diversity centered events	4 events at every full-time campus quarterly
Expand Telehealth access to residents in collaboration with FQHC partners.	Telehealth Hubs at every campus	4 fully operational, RN supported hubs in 36 months.
Expand Healthy Activity Opportunities in community-based health organizations.	Activities hosted at the YMCA(S) and the Jewish Community Center	10 multi-week opportunities at each of the three locations annually

Goal 3: Enhance community engagement meeting our diverse community’s needs while respecting their voice and reinforcing the rights of individuals to independently make choices for themselves.

Objectives: Effectively collaborate with community partners to expand volunteer services and opportunities, foster a stronger caregiver support network, and increase the community’s capacity to support individuals aging in place safely.

Strategies	Associated Measures & Targets	
Short description	Measure	Target
Expand person-centered counseling to eligible consumers seeking resources and services	Number of person-centered counseling units	Expand 50% over next 4 years
Support the development and training component of community-wide volunteer navigators.	Number of navigators trained and engaging with older adults.	750 identified, assessed and engaged individuals per year for 4 years.
Expand the CSP support groups program.	Number of CSP group and persons connected	1 program annually for the next 4 years. 20 identified caregivers
Develop a collaborative working relationship with Healthcare Partners.	Number of meetings and participants	Quarterly meeting with three hospitals and 2 FQHC providers
<p>Goal 4: Expand and enhance programming and services to older adults using outcome data and evidence-informed programming.</p> <p>Objectives: Enhance programming and services to older adults meeting their diverse and continuously changing needs through data collection and application, on-going assessments of community needs, active engagement and collaboration with older adults and their advocacy groups, and a community-wide Aging Cooperative formed to combat isolation, protect and respect individual choice, and promote equal access to programming to the vulnerable, diverse, and rural populations.</p>		
Strategies	Associated Measures & Targets	
Short description	Measure	Target
Use evidenced-informed data to expand services and enhance programming.	Consumer/Participant Survey and Focus Group	70% Participation 80% satisfaction

Through the Lackawanna County Center for Human Services Research and Action develop measurable tools and warehouse data to apply to decision making and planning.	Development and Implementation of: Isolation Screen Activities Survey Consumer Needs Assessment	Three new tools, data analysis process in 4 years.
Apply census and community data to strategically identify vulnerable, at risk, and diverse populations and engage them with outreach, services, and programs that best meet their needs.	Number of programs focusing on identified populations and number of engaged participants.	4 Quarterly Programs for each population by the end of year 1.

Goal 5: Protect older adults in our community, raise community awareness, efficiently investigate all allegations of abuse and exploitation, and safeguard the dignity and rights of the most vulnerable in Lackawanna County.		
Objectives: Promote the empowerment and protection of older adults through community-wide engagement and education through collaboration with local law enforcement, EJMDT, District and the Attorney's Office.		
Strategies	Associated Measures & Targets	
Short description	Measure	Target
Promote the empowerment and protection of older adults through community-wide engagement and education.	Community and provider-based outreach trainings	1 annual community wide training 4 provider and specialized training
Enhance collaboration with the District Attorney's Office and local law enforcement.	Number of local law enforcement agencies represented at MDT meetings and total number of participants.	Every jurisdiction attends one meeting annually

Recruit new members and enhance the role of the Elder Justice Multi-Disciplinary Team.	Number or stakeholders added from diverse backgrounds and professions	4 new member groups annually for 4 years
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AREA PLAN PART B

Section 1.

Signature Page/Standard Assurances Commonwealth of Pennsylvania

**Department of Aging
FY 2020-24 Area Agency on Aging
Four-Year Area Plan on Aging**

**Lackawanna County Area Agency on Aging
123 Wyoming Avenue, 4th Floor
Scranton, PA 18503**

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

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

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

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

1. I/We do not and will not discriminate against any person because of race, color, religious creed, ancestry, national origin, age, sex, or handicap:
 - a. In providing services or employment, or in its relationship with other providers.

- b. In providing access to services and employment for handicapped individuals.
2. I/We will comply with all regulations promulgated to enforce the statutory provisions against discrimination.

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

I/We certify that the Advisory Council of the Area Agency on Aging has participated in the development of this Plan and has reviewed the Plan as herewith submitted.

Signature(s) of Governing Authority

Board of Commissioners of the County of Lackawanna:



Jerry Notarianni, Chair

7/30/2020

Date



Debie Domenick, Esq.

7/30/2020

Date



Chris Chermack

7/30/2020

Date

Area Agency on Aging Director



Jason Kavulich

7/30/20

Date

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



Jason Kavulich

7/30/20
570-963-6740

Part B.
Section 2

**Documentation of Participation by the
Area Agency on Aging Advisory Council**

PSA NO.:

NAME OF AAA: Lackawanna County Area Agency on Aging

PLAN PERIOD FROM: July 1, 2020 TO June 30, 2024

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

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

MARWAN Wafa

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

Marwan Wafa

Marwan Wafa, Ph.D.

7/30/20

Date

Part B.

Part B.

Section 3

**Listing of Plan Assurances and Required Activities
Older Americans Act, As Amended in 2016**

ASSURANCES

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

Area Plans

- Assurances that an adequate proportion, as required under section 307(a)(2), of the amount allotted for Part B to the planning and service area will be expended for the delivery of each of the following categories of services:
 - Services associated with access to services (transportation, health services (including mental and behavioral health services), outreach, information and assistance (which may include information and assistance to consumers on availability of services under part B and how to receive benefits under and participate in publicly supported programs for which the consumer may be eligible) and case management services.
 - In-home services, including supportive services for families of older individuals who are victims of Alzheimer's disease and related disorders with neurological and organic brain dysfunction
 - Legal assistance.

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

- Assurances that the AA 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.

- o 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.
 - o Include proposed methods to achieve the objectives.
- Assurances that the AAA will include in each agreement made with a provider of any service under this title, a requirement that such provider will:
 - o 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.
 - o To the maximum extent feasible, provide services to low-income minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas in accordance with their need for such services.
 - o Meet specific objectives established by the AAA, for providing services to low-income minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas within the planning and service area.
 - Each AAA shall identify the number of low-income minority older individuals and older individuals residing in rural areas in the planning and service area, describe the methods used to satisfy the service needs of such minority older individuals, and provide information on the extent to which the AAA met the objectives described in clause (a)(4)(A)(i).
 - Assurances that the AAA will use outreach efforts that will identify individuals eligible for assistance under this Act, with special emphasis on:
 - o Older individuals residing in rural areas.
 - o Older individuals with greatest economic need (with particular attention to low-income minority individuals and older individuals residing in rural areas).
 - o Older individuals with greatest social need (with particular attention to low-income minority individuals and older individuals residing in rural areas).
 - o Older individuals with severe disabilities.

- o Older individuals with limited English proficiency.
- o Older individuals with Alzheimer's disease and related disorders with neurological and organic brain dysfunction (and the caretakers of such individuals).
- o Older individuals at risk for institutional placement
- Assurance that the AAA will ensure that each activity undertaken by the agency, including planning, advocacy, and systems development, will include a focus on the needs of low-income minority older individuals and older individuals residing in rural areas.
- Assurances that the AAA will coordinate planning, identification, assessment of needs, and provision of services for older individuals with disabilities, with particular attention to individuals with severe disabilities, and individuals at risk for institutional placement, with agencies that develop or provide services for individuals with disabilities
- Assurances that the AAA, in carrying out the State Long-Term Care Ombudsman program under section 307(a)(9), will expend not less than the total amount of funds appropriated under this Act and expended by the agency in fiscal year 2000 in carrying out such a program under this title.
- Information and assurances concerning services to older individuals who are Native Americans (referred to in this paragraph as "older Native Americans"), including:
 - o Information concerning whether there is a significant population of older Native Americans in the planning and service area and if so, an assurance that the AAA will pursue activities.
- Information and assurances concerning services to older individuals who are Native Americans (referred to in this paragraph as "older Native Americans"), including:
 - o Information concerning whether there is a significant population of older Native Americans in the planning and service area and if so, an assurance that the AAA will pursue activities.
 - o Outreach, to increase access of those older Native Americans to programs and benefits provided under this title.
 - o 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.

- o Assurance that the AAA will make services under the area plan available, to the same extent as such services are available to older individuals within the planning and service area, to older Native Americans.
- Assurances that the AAA will maintain the integrity and public purpose of services provided, and service providers, under this title in all contractual and commercial relationships.
- Assurances that the AAA will disclose to the Assistant Secretary and the State agency the identity of each non-governmental entity with which such agency has a contract or commercial relationship relating to providing any service to older individuals; and the nature of such contract or such relationship.
- Assurances that the AAA will demonstrate that a loss or diminution in the quantity or quality of the services provided, or to be provided, under this title by such agency has not resulted and will not result from such contract or such relationship.
- Assurances that the AAA will demonstrate that the quantity or quality of the services to be provided under this title by such agency will be enhanced as a result of such contract or such relationship.
- Assurances that the AAA will, on the request of the Assistant Secretary or the State, for the purpose of monitoring compliance with this Act (including conducting an audit), disclose all sources and expenditures of funds such Agency receives or expends to provide services to older individuals.
- Assurances that preference in receiving services under this title will not be given by the AAA to particular older individuals as a result of a contract or commercial relationship that is not carried out to implement this title.
- Assurances that funds received under this title will be used to provide benefits and services to older individuals, giving priority to older individuals identified in Paragraph (4)(A)(i); and in

compliance with the assurances specified in Paragraph (13) and the limitations specified in Section 212.

Part B

Section 4

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

Public Hearing

In keeping with the guidance issued during the COVID 19 Pandemic, the Lackawanna County Area Agency on Aging held its public hearings to review their agency plan virtually. The hearings were held with the Human Services Block grant public hearing on two separate dates and times. The Agency held two hearings to provide as much transparency and accessibility possible during these challenging times. The notice was advertised officially in the Scranton Times on June 30th and July 2nd, 2020. It was also posted on the county website, the agency website, and on the agency's social media platform.

The **July 7th** hearing began at 11:00 a.m. The Human Services Department leadership as well as members of the Advisory Board were in attendance. There was no public participation.

The second hearing was held on **July 9th** at 1:00 p.m. The Human Services Department leadership as well as members of the Advisory Board were in attendance. There was no public participation.

Section V

Attachment 1

**LACKAWANNA COUNTY AREA AGENCY ON AGING
ADVISORY BOARD 2020**

Community

Gary Duncan, Vice-Chairman Pennsylvania Council on Aging, PCHA, OTR/L

Gayle Scarramuzzo, Ph.D., Community Volunteer, **SECRETARY**

Gerald Skettino, Community Volunteer

Deidre Spelman, LSW, ACSW, Director of Field Education, SSW, Marywood University

Phil Yevics, Ph.D., Secretary, Scranton Area Ministerium

Lackawanna County Agencies

The Honorable Vito J. Geroulo, Lackawanna County Orphan's Court

William Browning, Executive Director, Human Services

Jason Kavulich, Director, Area Agency on Aging

Maureen McGuigan, Deputy Director, Lackawanna Council on the Arts

Jim Rodway, Deputy Director, Community Relations

Brenda Sacco, Acting Director, Planning and Economic Development

Partners

Marwan Wafa, Ph.D., Chancellor, Penn State Scranton Campus, **CHAIR**

Brian Ebersole, Senior Director, Springboard Health at Geisinger, **VICE CHAIR**

Howard Grossman, AICP, Grandparents Raising Grandchildren Coalition

Tina Wydeen, Ph. D., Regional Director, Community Care Behavioral Health Organization

Vacancy

Honorary Members

Michael Kelly, Principal Partner, Senior Healthcare Solutions

Michael Sokolowski, Senior Director, Government Affairs, Bayada Home Health Care

The Scranton Times (Under act P.L. 877 No 160. July 9, 1976)
Commonwealth of Pennsylvania, County of Lackawanna

LACKAWANNA CO HUMAN SERVICES/GAYLE SENSI
GAYLE SENSI
123 WYOMING AVENUE, 3RD FLOOR SCRANTON PA 18503

Account # 65045
Order # 82456515
Ad Price: 446.80
PO Number: 2020 -- 0000 2342
PUBLIC HRGS 7/7 & 7/9
Anthony Duchnowski

Being duly sworn according to law deposes and says that (s)he is Billing clerk for The Scranton Times, owner and publisher of The Scranton Times, a newspaper of general circulation, established in 1870, published in the city of Scranton, county and state aforesaid, and that the printed notice or publication hereto attached is exactly as printed in the regular editions of the said newspaper on the following dates:

06/30/2020 07/02/2020

Affiant further deposes and says that neither the affiant nor The Scranton Times is interested in the subject matter of the aforesaid notice or advertisement and that all allegations in the foregoing statement as time, place and character or publication are true Anthony Duchnowski

Sworn and subscribed to before me
this 2nd day of July A.D., 2020

Sharon Venturi
(Notary Public)

Commonwealth of Pennsylvania - Notary Seal
Sharon Venturi, Notary Public
Lackawanna County
My commission expires February 12, 2022
Commission number 1254228
Member, Pennsylvania Association of Notaries

**ANNOUNCEMENT OF
PUBLIC HEARINGS**

The Lackawanna County Department of Human Services on behalf of the Lackawanna County Board of Commissioners is holding Public Hearings to develop the following Plans, as follows:

The HUMAN SERVICES BLOCK GRANT PLAN and budgets for the **Fiscal Year 2020 - 2021**. In order to assist the County in completing this task, the Lackawanna County Department of Human Services in cooperation with the Lackawanna-Susquehanna Behavioral Health/Intellectual Disabilities/Early Intervention Program, Lackawanna-Susquehanna Office of Drug and Alcohol Programs, Human Services Development Fund and Homeless Assistance Program, are requesting input from all interested residents and/or agency representatives for this Plan. **The Lackawanna County Area Agency on Aging, 4 YEAR AREA PLAN for the Fiscal Years 2020 through 2024**, is requesting input from all interested residents and/or agency representatives for this Plan.

These Public hearings will be held virtually on the following dates:
Tuesday, July 7, 2020 at 11:00 A.M. and Thursday, July 9, 2020 at 1:00 P.M.

Anyone interested in participating in these virtual Public Hearings is asked to contact the Department of Human Services office at human_services@lackawannacounty.org to receive the instruction details.

**Susquehanna County
Commonwealth of
Pennsylvania**

Kelly M Russell, being duly sworn, says she is the designated agent of the of The Susquehanna County Independent, of general circulation, published in Susquehanna County, county aforesaid, and that the notice hereto attached is exactly as was printed in said paper once a day on the following dates:

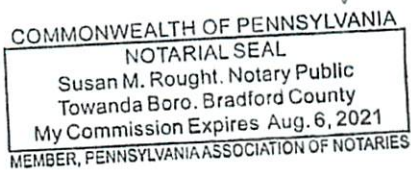
24th of June 2020
1st of July 2020

Kelly M Russell, Accounting

Kelly M Russell

Sworn and subscribed before me this day

2nd day of *July* 2020
Susan M. Rought, Notary Public



LEGAL NOTICE

The **Lackawanna County Department of Human Services** on behalf of the Lackawanna County Board of Commissioners is holding Public Hearings to develop the following Plans, as follows:

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RECEIVED
BY: _____