

**Four Year Plan
October 1, 2016- September 30, 2020**

**Centre County Office of Aging
PSA #13**

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Thank you to the following groups who made facilities available for town meetings: Bellefonte Senior Center, Mount Nittany Residences, Snow Shoe Senior Center, Penns and Brush Valley Senior Center, Philipsburg Senior Center, Centre Region Senior Center. Thanks to Centre County Council For Human Services, RSVP, Geriatric Interest Network for sharing information with their members. Thanks to municipal officials who took the time to complete questionnaires and who shared it with their constituents. Also special thanks to RBA who posted the survey on the County web-site. The Office of Aging Advisory Council members and staff provided support, input and assistance during the planning process. Any comments, corrections or suggestions are welcome.

Centre County Office of Aging Area Plan 2016-2020
Executive Summary PSA#13

The Centre County Office of Aging is the designated area agency on aging for Centre County, Pennsylvania. Centre County is located in the geographic center of Pennsylvania. The population center is the small city of State College, home to Pennsylvania State University, surrounded by farmland and wooded areas. Centre County has an area of 1,115 square miles (fifth largest county in Pennsylvania) and a population of 156,240. Centre County is considered to be a desirable retirement community, particularly for those who enjoy the amenities that come with living near a major university. Easy access to state parks and recreational areas is an added attraction for active retirees.

Centre County has some unique barriers in its topography. The county is made up mostly of rural areas with a few smaller urban areas in the middle of the county. The urban areas are separated from the rural areas by mountains. This can make it challenging for the delivery of services.

The U.S. Bureau Census, 2010-2014 American Community Survey 5-Year estimates that Centre County has 25,818 residents aged sixty (60) and older. There are 2,506 residents aged eighty-five and older. Centre County's population has continued to grow at a faster rate than much of Pennsylvania. Between 2009 and 2014, the population aged 60 and older grew by 20 percent (U.S. Census Bureau's Five-year estimates 2005-2009 and 2010-2014), outpacing both state and national growth; this trend is expected to continue. The 60+ population is expected to grow another 25 percent between 2015 and 2020. The growth rate of the 85+ population is expected to grow another 20 percent between 2015 and 2020. These growth rates are greater than those for the Commonwealth in general.

When developing this plan, the mission of the agency was taken into consideration. The mission of the Centre County Office of Aging is to coordinate and administer a program of comprehensive services for residents of Centre County who are 60 years of age or older.

The goals of the agency are:

- To serve as a community planning agency to improve services to older people
- To act as an advocate for older people
- To provide services that help older people stay in the community and at home, as an alternative to institutional living and
- To help older people remain active citizens in their communities

The following factors were also examined in the process of developing the plan:

- Elderly population growth
- Local political factors
- Resources available to the agency

In preparing the Four Year Plan for 2016-2020, consumers, providers, and the public were asked what Centre County Office of Aging should be doing to prepare to meet the needs of older adults in the coming four-year period. Due to financial constraints and increased demand, services must be rationed. The plan focuses on reconfiguring services or working more collaboratively with other organizations to make the best use of the existing resources. Six hundred fifteen people responded to the survey for consumers, and there was additional input from providers. There were also eight town meetings held throughout the county. This is an expansion of meetings from the previous four-year plan; one of the meetings was held in the evening to accommodate different schedules.

As a result of the meetings, surveys and staff input about current needs, the following goals and objectives will be addressed in the 2016-2020 plan period, which are corresponding with the goals that are being utilized by Pennsylvania Department of Aging:

Goals

- Promote existing services
- Improve access to services
- Enhance quality of services
- Empower the workforce

Objectives

- Create social media page promoting services provided by the agency
- Promote the vital role of Senior Centers in the community
- Increase safety awareness for older adults by promoting protective service program
- Provide information on services and resources in order to minimize and decrease the number crisis situations
- Increase the number of consumers served by the APPRISE program
- Increase referrals to the APPRISE program from community partners
- Increase the number of consumer served by the APPRISE program at open enrollment events
- Establish a private-pay case-management system
- Improve the online customer-service experience by enhancing the agency website
- Provide comprehensive and timely Level of Care assessments
- Develop a comprehensive plan of Quality Assurance of services provided by Centre County Office of Aging
- Provide resources for older adults seeking employment
- Promote Caregiver Support Program

Some of the topics are needs that were identified in the 2012-2016 plan, which have not been fully addressed. The remaining objectives have been identified as needs that are planned to be addressed in the Centre County service area.

Several other topics and issues were raised as part of the needs-assessment process. Issues continue to exist with affordable housing, transportation, and medical concerns with bills and hospital discharges. It is imperative to note that the issues of affordable housing, transportation, and medical care are social problems that effect multiple government departments and organizations in the region. The Centre County Office of Aging's best strategy in these areas is passing the information on to the appropriate entities, building new partnerships, and continuing to advocate on behalf of these issues.

This plan represents the needed efforts to maximize resources while funding continues to remain stagnant. It also takes into consideration the continued elderly population growth in the county. It focuses on utilizing other technological resources that are available to the agency and that are being utilized more frequently by the elderly but more significantly by family members, caregivers, and professionals. It is targeting distribution of materials to provide information, linkage to resources and promotion of agency programs. The plan also attempts to reach demographics that the agency has not been able to serve in the past while assisting in developing other revenue streams to expand the agency's resources.

Part A
Centre County Office of Aging Area Plan 2016-2020
Agency Overview PSA#13

The Centre County Office of Aging was established as a unit of Centre County Government in 1974-75 to coordinate services for older adults in the planning and service area. The agency provides information about public benefits and services that assist older adults to remain in the community for as long as possible. The staff totals 23 people, including the Retired and Senior Volunteer Program. The agency provides assessment, care management, information and referral, volunteer opportunities, protective services, long term care ombudsman services and senior center services. Services provided through contracts or agreements include home delivered meals, personal care services, home health services, adult day care services, legal assistance, and transportation. The Centre County Office of Aging is part of the Aging and Disability Resource Center known as Link. This program is now a regionalized program and Centre County is part of an 9 county region. The Link provides information about in-home services for older adults and people with disabilities.

Older Adults in Centre County
Who are the older adults living in Centre County?

The U.S. Bureau Census, 2010-2014 American Community Survey 5-Year Estimates reports that Centre County has 25,818 residents aged sixty (60) and older. Among residents age 60 and older 46.1% are male and 53.9% are female; the median age for this group is 69.9 years. The percentage of population over age 60 within age brackets is shown Table 1.

TABLE 1. U.S. Census Bureau’s American Community Survey 5-year Estimates (table S0102).

Population in age brackets 60 and over	Percentage of County Population	Population Estimate
All adults age 60 and older	16.5%	25,818
60 to 64	4.7%	7,352
65 to 69	3.6%	5,631
70 to 74	2.7%	4,224
75 to 79	2.4%	3,756
80 to 84	1.5%	2,349
85 and over	1.6%	2,506

TABLE 2: Population projections for the population age 60 and older years 2020 through 2040. U.S. Census Bureau's Population Projections to 2040. Provided by the State Data Center, 2011.

YEAR	Projected Percentage of County Population age 60 and over	Projected Population for persons age 60 and over	Projected Total County Population
2020	19.2%	32,242	168,182
2030	21.1%	38,140	180,148
2040	21.6%	40,818	188,564

As the Baby Boomer Generation continues to age, the percentage of the County's total population for persons age 60 and over is projected to increase. Table 3 examines County population projections by age ranges in the short- and long-term.

TABLE 3. Population projections by age brackets for the persons age 60 and older years 2020 through 2040. U.S. Census Bureau's Population Projections to 2040. Provided by the State Data Center, 2011.

Age Ranges	2010-2014 Estimate	2020 Projection	2030 Projection	2040 Projection
60 to 64	7,352 (4.7%)	8,342 (4.9%)	7,657 (4.2%)	8,455 (4.4%)
65 to 69	5,631 (3.6%)	7,605 (4.5%)	8,296 (4.6%)	7,177 (3.8%)
70 to 74	4,224 (2.7%)	6,253 (3.7%)	7,598 (4.2%)	6,936 (3.7%)
75 to 79	3,756 (2.4%)	4,187 (2.5%)	6,341 (3.5%)	6,959 (3.7%)
80 to 84	2,349 (1.5%)	2,859 (1.7%)	4,415 (2.4%)	5,481 (2.9%)
85 and over	2,506 (1.6%)	2,996 (1.8%)	3,833 (2.1%)	5,810 (3.1%)

Between the 2009 and 2014, the population age 60 and older grew by 20% (U.S. Census Bureau's Five-year estimates 2005-2009 and 2010-2014) outpacing both state and national growth; this trend is expected to continue. The 60+ population is expected to grow another 25% between 2015 and 2020. Table 4 shows the estimated population and population growth in the 60+ population across geographies.

TABLE 4. Percent change (growth) of the population age 60 and older in the County, State and Nation. U.S. Census Bureau's Five-year estimates (table S0102).

Geography	2005-2009 Estimate	2010-2014 Estimate	Percent change
Centre County	21,521	25,818	20.0%
Pennsylvania	2.5 million	2.8 million	12.0%
United States	52.5 million	61.5 million	17.1%

While the overall minority population in the County is a little more than 10 percent, the older population is much less diverse. Minority population is about three percent of the older adult population. Some of this contrast in diversity by age can be attributed to the Penn State University student population and to the State Correctional Institution (SCI) Rockview and SCI

Benner population, both of which tend to be younger and more racially diverse. For adults aged 60+, the breakdown by the percentage of minorities is shown in Table 5.

TABLE 5. Minority status for the age 60 and older population. U.S. Census Bureau’s American Community Survey Five-year estimate 2010-2014 (table S0102).

Minority Status Ages 60+ Centre County	Percentage of Total Population age 60 and older
Black or African American Alone	.70%
American Indian /Alaskan Native Alone	.20%
Asian Alone	1.30%
Native Hawaiian /Other Pacific Islander Alone	.10%
Some Other Race Alone	.00%
Two or More Races Alone	.10%
Hispanic or Latino origin (of any race)	.60%
White alone, not Hispanic or Latino	97.0%

According to the Census Bureau, 4.10 % of the population of age 60 and older indicated that they speak a language other than or in addition to English. Of this group, 1.5% indicated that they do not speak English well or at all. Centre County has recently been designated as a resettlement community by Church World Service. It is likely that there may be additional older residents with language barriers in the next four years. While the Hispanic population of older adults is 155 people, only 10 of those indicated they did not speak English well or at all. Most of the non- English speakers spoke Asian languages (110) or Indo-European languages (121). There is a thriving Russian-speaking community in Centre County. The Office of Aging currently makes use of a telephone interpretation service to address consumer needs which cannot be met with family/friend translators.

There is much anecdotal evidence to indicate that people are moving to Centre County from elsewhere. The American Community Survey data illustrate movement of people for one prior year. In 2014, 749 people aged 60 or older moved into Centre County. Table 6 compares the geographic mobility of the population age 60 and older between 2009 and 2010 by geography of residence.

TABLE 6. Residence one year ago for the population age 60 and over by percentage of population in age group. U.S. Census Bureau’s Five-year estimates, 2005-2009 and 2010-2014 (table S0102).

	Estimate 2005-2009	Estimate 2010-2014	Percent change
Lived in same house	94.5%	93.3%	-1.2%
Lived in different house	5.4%	6.3%	0.7%
In same county	3.0%	3.3%	0.3%
In different county	2.4%	2.9%	0.5%
In same state	1.6%	1.4%	-0.2%
In different state	0.8%	1.5%	0.7%
Lived abroad	0.1%	0.4%	0.3%

According to information supplied by the Pennsylvania Department of Aging, 6.49% of Centre County residents aged 60 or older has annual incomes below the poverty level (\$11,770 for a single person). Centre County has 14.7% of older adults living below 150% of poverty, a 2% increase over five years (\$17,655 for a single person). In 2014, 981 people aged 60+ were receiving Supplemental Security Income Benefits which provided an annual average income of \$10,672. There were about 2,304 people enrolled in PACE or PACENet, with the majority enrolled in PACENet.

Since the last plan, one low income housing facility for seniors in the State College area has opened. Additionally, two current apartment complexes have submitted applications to expand the number of apartments within Centre County, one in State College and the other in the Philipsburg area.

TABLE 7. Selected monthly housing costs or rent as a percentage of household income for the population age 60 and older. U.S. Census Bureau’s American Community Survey Five-year estimate 2010-2014 (table S0102).

Percentage of income to housing costs or rent	Owners	Renters
Less than 30%	78.8%	48.7%
30% or more	21.2%	51.3%

The above figures closely mirror the percentages of household income paid towards housing and/ or rent for the total county population.

Local, Political, Economic Conditions

The U.S. Bureau Census, 2010-2014 American Community Survey 5-Year estimates that Centre County has 25,818 residents aged sixty (60) and older. There are 2,506 residents aged eighty-five and older. Centre County's population has continued to grow at a faster rate than much of Pennsylvania. Between 2009 and 2014, the population aged 60 and older grew by 20 percent (U.S. Census Bureau's Five-year estimates 2005-2009 and 2010-2014), outpacing both state and national growth; this trend is expected to continue. The 60+ population is expected to grow another 25 percent between 2015 and 2020. The growth rate of the 85+ population is expected to grow another 20 percent between 2015 and 2020. These growth rates are greater than those for the Commonwealth in general.

The demand for services at the Centre County Office of Aging is growing; however, due to economic conditions, there is not additional funding at the local level to meet these growing needs. Centre County Office of Aging will contact various providers and organizations to collect information about recourses available to meet the needs of the people in the community. Centre County Office of Aging will provide a comprehensive resource list available to organizations, providers, and people in the community to help them meet their care needs.

Centre County Office of Aging collaborates with other departments in the county by providing training and resource allocation in order to help consumer meet their goals met with limited resources available. Centre county is able to work together with joint consumers and share resources when possible using a comprehensive human service model approach.

Needs Assessment Process

In order to assess the needs of Centre County seniors, Centre County Office of Aging employed a survey. In order to create this survey, the Advisory Council for the Office of Aging met with staff to review sample surveys, including our last survey for the Four-Year Plan 2012-2016. The committee decided to get a sense of what participants and citizens thought older people needed and what could be done to help the agency be more responsive to service needs. Two hundred sixty three surveys (See Appendix B) were mailed to in-home service clients, 300 surveys were distributed at six senior centers, 400 surveys were distributed to Retired Senior Volunteer Program participants, another 150 surveys were distributed at Public Hearings and at a health fair in Centre County. In partnership with RSVP, Geriatric Interest Network, Centre Region Parks and Recreation and Centre County Council for Human Services, links to the questionnaire were emailed to members who participate in the listserv and were placed on the County's website and Centre Region Parks, and Recreation's website. It is estimated that notice of the questionnaire was emailed to approximately 800 individual addresses. There were 615 surveys completed.

The survey included some open-ended questions about senior center programs, safety concerns, and accessing local transportation. Additionally, there were eight local meetings across the County and one scheduled for evening hours. The meetings were advertised in the local newspaper, announced at Centre County Board of Commissioners Meeting, emailed to the

listserv and posted to the County and Parks and Recreation Website to try to obtain more public input. The meetings were attended by 139 people where the following questions were addressed:

- What could be done to make it easier for you to stay in your home or your local area?
- What could be changed about how the Office of Aging or other Aging services are provided to make them more responsive to you or to older people you know?
- Are there safety concerns that we should be addressing with older people?
- What types of activities should we be providing at senior centers?
- What type of information should we provide to assist people before they are in crisis situations?
- What else should we be thinking about?

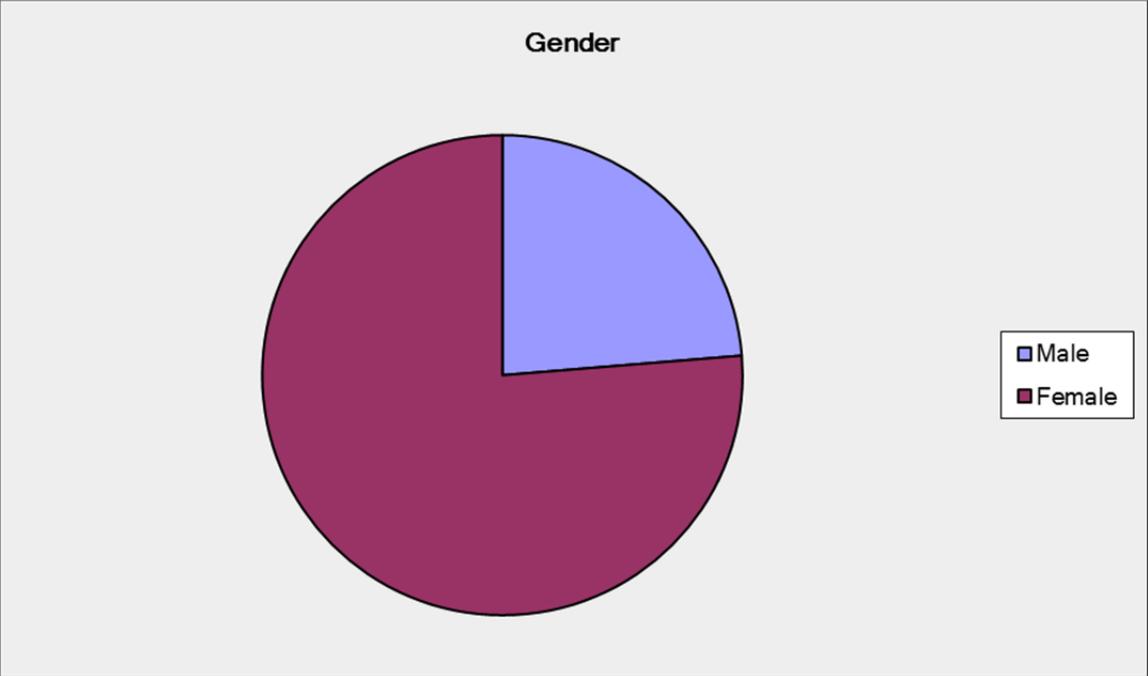
Staff members and Advisory Council Members held meetings and discussed service gaps and other needs that could be identified for the elderly in Centre County. Providers were surveyed about services and asked where there can be improvements in Centre County. Six themes were identified in the needs-assessment process. Most themes were common to the questionnaires and to the town meeting discussions. While there were many specific comments, the six overall issues identified are:

- Safety in the community
- Senior center programs
- How to prevent crisis situations
- How to promote existing services
- How to communicate effectively important information to the community
- Protecting those at risk of victimization

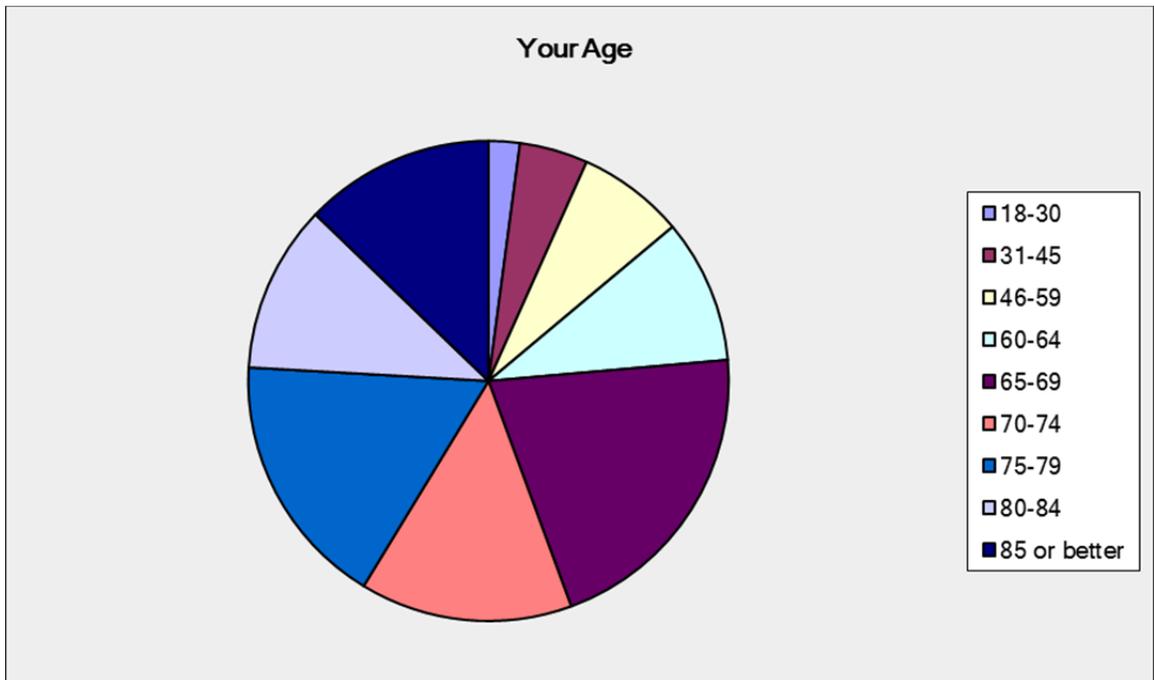
Survey Responses-Participants and Public

Question	Yes	No	No Response
Lives Alone	229	377	9
Do you have trouble sometimes paying your rent/mortgage?	27	558	30
Does someone help you at home with health care or personal care needs (meds, chores, and appts.)?	128	475	12
Do you help someone with their health care or personal care needs (meds, chores, and appts.)?	140	454	21
Do you search for information on the Internet?	405	185	25
Do you have internet?	463	143	9
Do you have and use an email account?	439	158	18
Do you participate in social activities outside your home?	523	83	9
Do you have trouble paying for your medications?	34	546	35
Do you have trouble paying for your health care?	38	548	29
Do you have trouble understanding your health care insurance options?	113	465	37
Do you have enough food in your home?	570	19	26
Do you use a food pantry?	49	541	25
Are you concerned about your safety?	27	507	25
Do you have trouble caring for your pet?	5	491	119
Do you have trouble paying for your pet, pet food?	5	471	139
Do you have a plan for your pet when you are in the hospital or have to go into placement?	179	224	212
Do you have access to local transportation?	457	112	46
N = 615			

Gender		
Answer Options	Response Percent	Response Count
Male	23.7%	143
Female	76.3%	460
<i>answered question</i>		603
<i>skipped question</i>		12

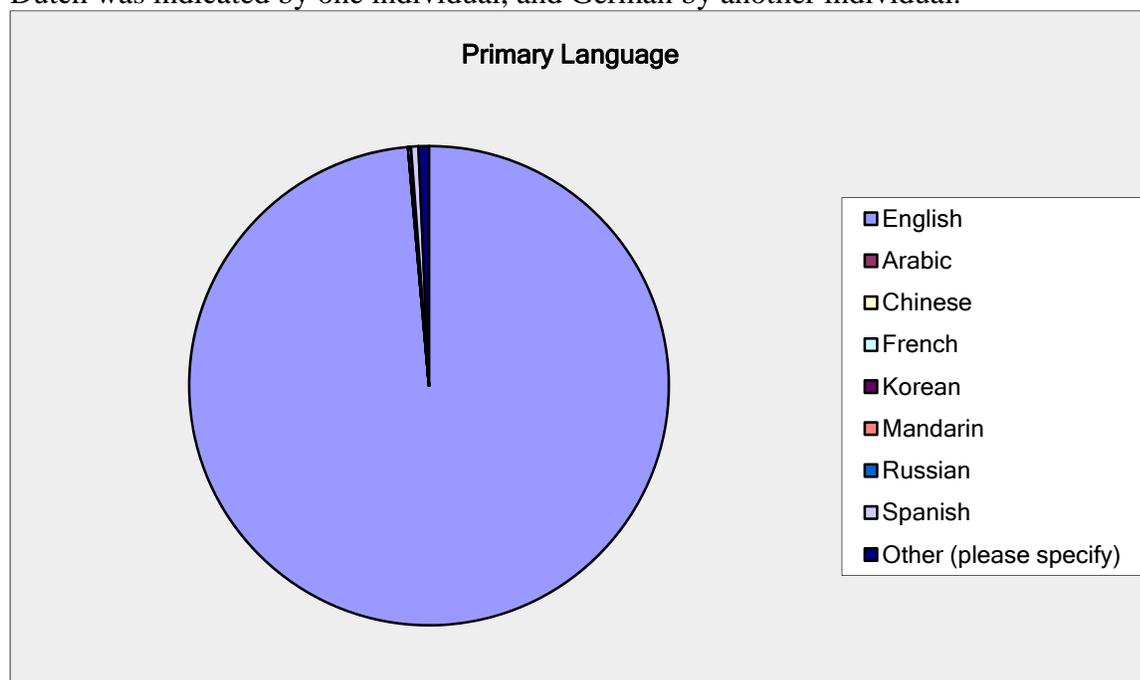


Your Age		
Answer Options	Response Percent	Response Count
18-30	2.1%	13
31-45	4.6%	28
46-59	7.2%	44
60-64	9.7%	59
65-69	20.8%	127
70-74	14.3%	87
75-79	17.2%	105
80-84	11.3%	69
85 or better	12.8%	78
<i>answered question</i>		610
<i>skipped question</i>		5



Primary Language		
Answer Options	Response Percent	Response Count
English	98.7%	602
Arabic	0.0%	0
Chinese	0.2%	1
French	0.0%	0
Korean	0.0%	0
Mandarin	0.0%	0
Russian	0.0%	0
Spanish	0.5%	3
Other (please specify)	0.7%	4
<i>answered question</i>		610
<i>skipped question</i>		5

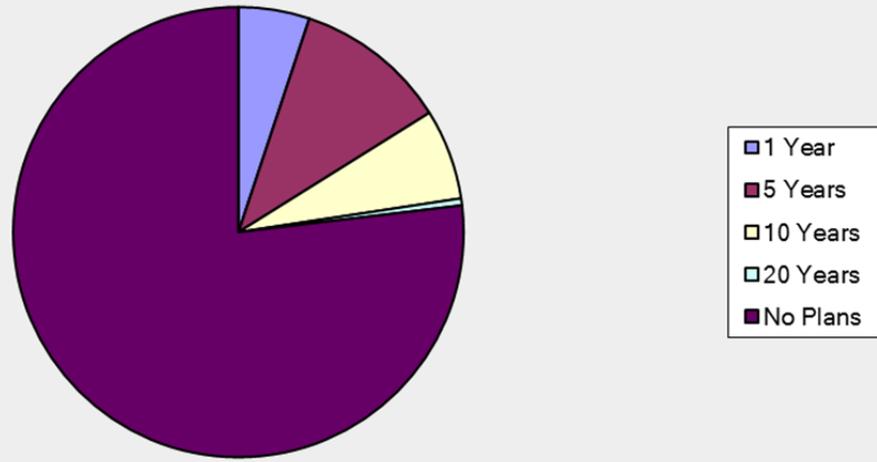
Four individuals indicated using other languages, Italian was indicated by two of the individuals, Dutch was indicated by one individual, and German by another individual.



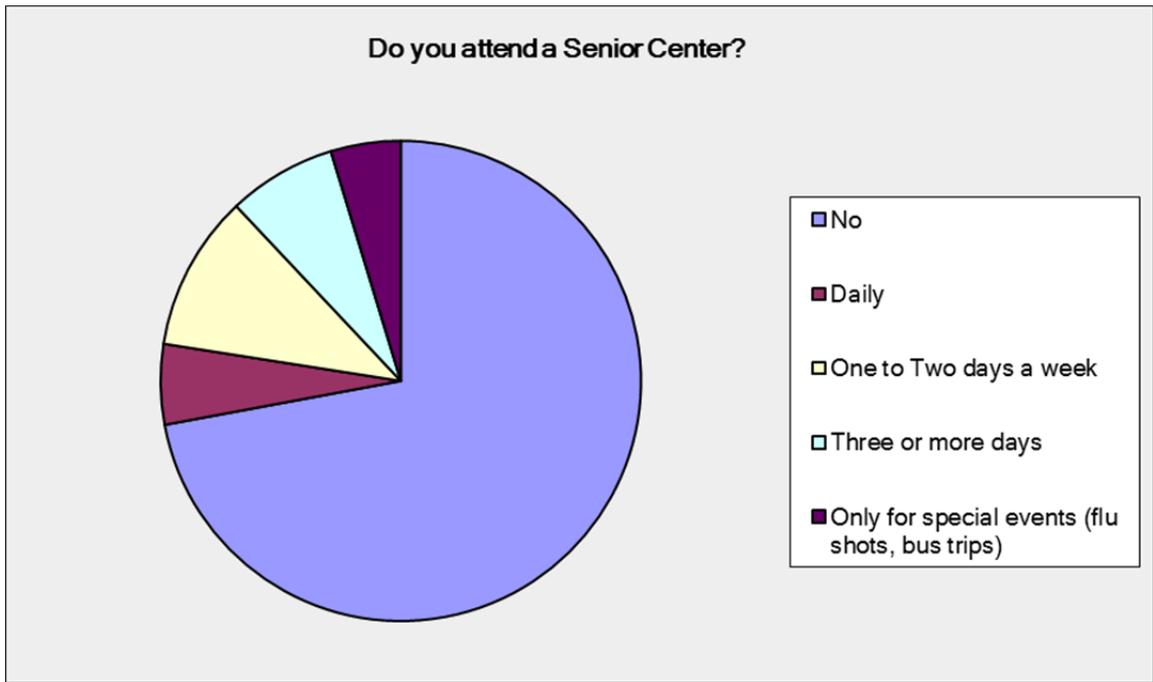
Are you considering moving from your current home? I plan to move in:

Answer Options	Response Percent	Response Count
1 Year	5.1%	30
5 Years	11.0%	65
10 Years	6.5%	38
20 Years	0.5%	3
No Plans	76.9%	453
Reason		120
<i>answered question</i>		589
<i>skipped question</i>		26

Are you considering moving from your current home? I plan to move in:



Do you attend a Senior Center?		
Answer Options	Response Percent	Response Count
No	72.0%	425
Daily	5.4%	32
One to Two days a week	10.5%	62
Three or more days	7.3%	43
Only for special events (flu shots, bus trips)	4.7%	28
If yes, where		135
<i>answered question</i>		590
<i>skipped question</i>		25



Resource Development

Centre County Office of Aging has made use of student interns from Penn State University and Lock Haven University. There are opportunities to engage with students on shorter term internships to help promote the career path of gerontology. There are also possible opportunities to be involved in Master of Social Work internships that need to be explored. In the town meeting discussions, it was suggested that the Office of Aging provide listings of community services and assistance to connect the elderly with faith based communities. It was also brought to the agency's attention that support groups are a place where community education should be provided about services.

The Office of Aging has worked cooperatively with the Centre County Community Foundation and the LeKander-Hall Fund at the Center for Performing Arts at Penn State. The Retired and Senior Volunteer Program, which is part of the Office of Aging has gotten support from the IRS, and many other community businesses and organizations to support their efforts with Volunteer Income Tax Assistance and for the Pen Pal Program in the Bald Eagle School District.

National Planning Requirement

Centre County Office of Aging prioritizes consumers with no supports and risk of institutionalization through our enhanced intake process. The enhanced intake process links consumers with resources outside of the agency to help promote independence and maintain the consumer in the community. These public resources are geared to assist consumers with the lowest economic status. All of this resource information will be available through Centre County Office of Aging Website providing easy access to information 24-hours a day. Through our assessment process we can link consumers with programs through the agency. If a consumer is at great risk, protective services can assist to reduce the risk using the least restrictive intervention.

Centre Office of Aging provides language interpretation tools to assist consumers with paperwork or interpretation for consumers with limited English proficiency (LEP). Centre County Office of Aging has reached out to communities with LEP consumers to find volunteers who are willing to assist consumers with filling out paperwork and completing assessments. In order to better assist the minority population in Centre County, cultural diversity training has been offered through educational organizations. Centre County Office of Aging will require all available staff to attend these trainings when offered in the future.

Providers who contract with Centre County Office of Aging have been instructed to contact the agency with major economic and functional changes so that consumers can be reassessed and moved to a program that can provide more assistance or if no waiting list,

services could be increased. Wording will be put in place during new contract period to ensure that providers are identifying consumers at risk and reporting their findings to the agency.

The following goals, objectives, strategies, and outcomes have been developed in response to feedback from the public surveys, meetings, and the requests for assistance that are received at the Office of Aging. The goals are based upon an understanding that additional public funding is not available to meet the potential needs of a growing older population. The agency's role has come full cycle since 1974 from coordinating service delivery and using existing limited resources, through a robust service-delivery period, and back to providing information to consumers to help them remain in the community. As the agency moves into the next four-year plan cycle, there are several things to be considered. The elderly population continues to expand, and the need for information continues to increase – both for the elderly individuals and for those seeking information on their behalf. Those seeking information need to have easy access through a variety of venues to the knowledge that our agency disseminates. The services that our agency provides are dependent on stagnate funding. However, our mission to educate and inform individuals involved in the lives of our community's elderly population (loved ones, caregivers, neighbors and family members) remains the same. Providing these persons with this information needs to include exploration and a plan to make use of additional sources including previously untapped options such as an expanded website, social media, community education, and posting of written material in places that the elderly commonly frequent such as grocery stores, doctors' offices, senior centers, beauty salons, barber shops and others.

Goal:	Promote Existing Services												
	Objective	Strategy	Outcome	Strategy	Outcome	Strategy	Outcome						
1	Create social media page promoting services provided by the agency	Develop a procedure to post Aging Updates and program information to RSVP Facebook page	Postings from Aging will be successfully posted on RSVP Facebook by 12/31/2016.	Create Aging Facebook Page	Centre County Office of Aging Facebook page will be active by 9/30/18	Centre County Office of Aging will create a promotion campaign concerning implementation of new Facebook page	To be followed by 300 people on Facebook by 9/30/2020						
	Objective	Strategy	Outcome	Strategy	Outcome	Strategy	Outcome	Strategy	Outcome	Strategy	Outcome	Strategy	Outcome
2	Promote the vital role of Senior Centers in the community	Re-focus and rebrand centers through more diverse programming	Increase attendance by 10 percent to "stand alone" programs by 9/30/2020	Use Four Year Plan Survey and Senior Center Survey to help determine programming	Implement program changes based on surveys at the senior centers by 9/30/2020	Aging Staff will visit centers with program information	One Centre County Office on Aging employee will provide program information at each senior center on a quarterly basis 9/30/2017	Develop descriptions of activities to be used to promote senior center events.	Facebook posts describing activities at the senior centers will be posted monthly by 9/30/18	Develop a grief training.	Grief education will be held annually starting in 2/28/2017	Develop intergenerational program at the senior centers using partners in the community	Form partnership with one partner in the community to assist with the implementation of the intergenerational programming by 9/30/2020
	Objective	Strategy	Outcome	Strategy	Outcome	Strategy	Outcome	Strategy	Outcome	Strategy	Outcome		
3	Increase safety awareness for older adults by promoting protective service program	Contact stakeholders concerning development of Protective Service Task Force	Complete first Elder Abuse Task Force Meeting by 9/30/2017	Educate Law enforcement about protective service regulations	Centre County Office of Aging completes two trainings yearly with law enforcement by 9/30/2017	Educate Banks concerning financial exploitation	AAA will host a training for concerned providers and financial institutions concerning financial exploitation by 08/31/2020	Provide information to Centre County residents on safeguarding your identity and risky behavior that could subject you to identity theft	AAA will conduct meetings twice a year in the community to provide information to Centre County residents on safeguarding your identity and risky behavior that could subject you to identity theft by 9/30/2020	Educate and promote people how to be safe with medications including promoting medications drops	AAA will provide flyers for medication drop off which will be distributed to all the senior centers, and flyers will be posted on the Centre County Office of Aging Website by 9/30/2018		
	Objective	Strategy	Outcome	Strategy	Outcome	Strategy	Outcome	Strategy	Outcome	Strategy	Outcome		
4	Provide information on services and resources in order to reduce the number crisis situations	Provide information to consumers and families through presentations	Average six program presentations per year by 9/30/2017	Provide education to local support groups on programs and resources	Average four program presentations per year by 9/30/2019	Develop informational e-mails that are done on a bi-yearly basis to organizations educating them about services and programs	Centre County Office of Aging with e-mail organizations about services and programs twice a year by 9/30/2018	AAA will provide awareness through Facebook and Centre County Office of Aging web-site about the types of Elder Abuse, how to identify Elder Abuse, and how to report Elder Abuse by 9/30/18	To be followed by 300 people on Facebook by 9/30/2020	Develop informational brochures and posters that will be posted at the following (Doctor Offices, Pharmacies, Grocery Stores, Beauty Saloons and etc.)	Have informational brochures or posters available at two locations 9/30/2019		

Goal	Improve Access To Services								
	Objective	Strategy	Outcome	Strategy	Outcome	Strategy	Outcome	Strategy	Outcome
1	Increase the number of consumers served by the APPRISE program - receiving Medicare and other insurance benefit information, including public benefit programs for various types of assistance with costs	conduct program informational seminars, Medicare Bingo, Medicare 101 classes at senior centers and with other groups in the community outside of open enrollment	Using tracking forms, attendance for each program will be higher than previous year.	Add comprehensive public program benefit information to website.	Have the public program benefit information available on website by 12/31/2018.	Participate in recruitment activities through Geriatric Interest Network and Retired Senior Volunteer Program.	Six new volunteers will be partially trained per year.	Increase the number of APPRISE counselors able to meet one-on-one and do enrollments with consumers by encouraging volunteers to complete the full training	1 to 2 new fully trained volunteers yearly
2	Increase referrals to the APPRISE program from community partners	provide updated printed information on a quarterly basis to existing partners including Social Security Administration, Centre Volunteers in Medicine and Centre County Dept. of Human Services	Expected 10% increase in referrals	Recruit additional community partners including care facilities, pharmacies, legislative offices and other human services agencies	Centre County Office of Aging will recruit three additional community partners per year.				
3	increase the number of consumers served by the APPRISE program at enrollment events during open enrollment (October 15 - December 7)	conduct more enrollment events at care facilities and senior housing facilities	APPRISE coordinator will offer enrollment events at each care facility and senior housing facility in Centre County by 9/30/2020.	Utilize local media - including PSAs through the Centre County Commissioners' Office.	Once per year a press release will be sent out by the commissioner's office and the Apprise coordinator will present on the program at a Commissioner's meeting once a year.				
4	Establish a private pay case management system	Create Centre County Management and Coordination that serves a larger range of clientele	Model of service is approved by the county commission by 2/28/19	Develop provider contracts for each private pay service.	Private pay contracts for two personal care providers by 9/30/2019.				

Goal Enhance Quality of Services

	Objective	Strategy	Outcome	Strategy	Outcome	Strategy	Outcome	Strategy	Outcome		
1	Improve the online customer service experience by enhancing website	Improve agency program descriptions	Program descriptions will be completed with eligibility requirements including income guidelines. Complete by posting to website by 9/30/2017	Resources are available in book form electronically. Resources need separated in categories and put in PDF form.	The resources in PDF form with different sections will be available on the website 9/30/2017.	Develop frequently ask questions link for agency website.	Frequently asked questions will be posted by posting by 9/30/2018	Develop faith-based resource guide.	Faith-based resource guide will be available on the website by 9/30/2020		
2	Provide comprehensive and timely Level of Care assessments	Establish the use of SAMS dashboard to track assessments	Centre County will complete an average of 95% of the LCD within 15 days of referral for every year throughout the plan	Complete a backup plan for completing assessments on Supervisor and Assessor levels	Centre County will complete an average of 95% of the LCD within 15 days of referral for every year throughout the plan	Provide monitoring tools to track the completion of Level of Care Determinations (LCD)	Centre County will complete an average of 95% of the LCD within 15 days of referral for every year throughout the plan				
3	To develop a comprehensive plan of Quality Assurance of services provided by Centre County Office of Aging	Developed and implement consumer satisfaction surveys for AAA services	Send out consumer satisfaction surveys annually beginning 10/1/2018	Provide staff Quality Assurance training feedback report.	Quality assurance report feedback will reported to staff by 10/1/2018	Cross departmental quality assurance review procedures will be developed.	A cross department review of every program will be completed by 10/1/2018.	Develop a provider monitoring tool to be used to monitor providers annually.	Personal Care Providers will be monitored beginning 10/1/2016	Develop satisfaction surveys and mail them to participants.	Centre County Office of Aging will receive 50% response rate on surveys mailed to participants.

Goal	Empower the workforce								
	Objective	Strategy	Outcome	Strategy	Outcome	Strategy	Outcome	Strategy	Outcome
1	Provide resources for older adults seeking employment	Compile and keep current a list of employers offering opportunities to Older Adults in Centre County (for example, Civil Service positions)	Employment resources will be posed to county website.	Provide contact information for agencies offering worker training and placement programs (example, CareerLink)	By 8/31/2019 post a listing of worker training and placement programs and links to their websites on the Centre County Office of Aging website.	Develop a list of volunteer opportunities that enhance the skills of older adults with the goal of employment.	List of volunteer opportunities is available on the Centre County Office of Aging Website.		
	Objective	Strategy	Outcome	Strategy	Outcome	Strategy	Outcome	Strategy	Outcome
2	Promote Caregiver Support Program	Provide information to consumers and families through presentations	Average six program presentations per year	Provide informational sessions at senior centers	Complete an information session yearly 12/31/2017	Update the Caregiver Support Program brochure.	Distribute new brochures to consumers and organizations by 09/30/2018	Write an informational paragraph that is posted to facebook promoting the Caregiver Support Program.	Post informational paragraph on Facebook by 09/30/2019