

# TABLE OF CONTENTS

## Four-Year Plan of Venango County Area Agency on Aging 2004 - 2008

### Part A

#### Section 1

#### **Introduction 1**

#### **Section 2**

A Look at Venango County Area Agency on Aging.....2

#### **Section 3**

A Look at the Community.....7

#### **Section 4**

Plan of Action.....24

#### **Section 5**

Budget Implications.....35

#### **Section 6**

Four Year Plan Summary of the Venango County Agency on Aging  
2004-2008.....37

### Part B

#### Section 1

Signature Page.....41

#### **Section 2**

Standard Assurances of Compliance.....42

#### **Section 3**

Documentation of Participation by the Area Agency on Aging  
Advisory Council.....43

#### **Appendix A**

Listing of Assurances.....44

#### **Section 4**

Responses to Four-Year Plan.....48

**FOUR-YEAR PLAN OF THE VENANGO COUNTY  
AREA AGENCY ON AGING**

(For the Four-Year Period from July 1, 2004, through  
June 30, 2008)

Gary E. Dittman, Administrator  
1283 Liberty Street, P.O. Box 1130  
Franklin, PA 16323  
814/432-9711

**PART A**

**SECTION 1**

**INTRODUCTION**

The Venango County Area Agency on Aging is developing this 2004-2008 Four-Year Plan to help more fully attain the goals set forth in the Older Americans Act. Specifically, we want to develop greater capacities to provide comprehensive and coordinated service systems for older people and use available resources efficiently. Our intention is to provide the type and amount of services that are most needed in our county. This is a process that must regularly take place as the needs and demands change. Many factors continue to impact our community that is changing faster than most of us care to witness, but that seems a major part of today's society.

With community support and input, a reasonable plan for current and future services can be maintained for all of Venango County. Over the last six months this has guided our thoughts and discussions with our staff, other service providers, the general public, community leaders, and advisory council.

## SECTION 2

### A LOOK AT THE VENANGO COUNTY AREA AGENCY ON AGING

On January 1, 1976, the agency began as the Venango/Clarion Area Agency on Aging, a non-profit agency. In 1979, the agency became a single county agency and is now under direct control of the Board of County Commissioners. They have organized the Venango County Area Agency on Aging as part of the Venango County Department of Human Services, which consists of the following agencies: Mental Health/Mental Retardation, Substance Abuse, Area Agency on Aging, Retired Senior Volunteer Program, Office of Economic Opportunity, Weatherization, Transportation, Children and Youth and the Human Services Department. This organization ensures coordination of services and minimizes service duplication. The Human Services Director is a liaison between the Commissioners and the Department Administrators. The AAA Administrator and Deputy Administrator oversee the daily functions of the agency and supervise the several unit managers. Area Agency on Aging units consist of the following: Care Management (which includes assessment for in-home services and PDA 60+ waiver, Family Caregivers Support Program, and Ombudsman), Protective Services, Senior Centers, Fiscal, Pre-Admission Assessment, Home Delivered Meal delivery, Clerical and Administration.

For a detailed breakdown of the positions that comprise each

unit, please refer to the attached organizational chart.

Assessment and Care Management are the key components to dealing with the needs of the elderly. Consumers seeking assistance or who are having difficulty in some area are referred to the Care Management unit and assigned a caremanager. The caremanager will visit them in their homes, complete a standardized assessment, identify the Consumer's needs, explore the various options, and coordinate the delivery of needed services. If for some reason the needed services cannot be provided, for example, due to waiting lists, the caremanager will work with the consumer to explore alternatives.

The Venango County AAA also has three full time regular and four satellite Senior Centers. Individuals who wish to attend the Senior Center may do so by calling their area center directly and making the arrangements. They will be eligible for a congregate meal and transportation if necessary. Each senior center has a site council comprised of center participants who help direct the activities of the center. Each of the full time centers has a center manager, who is an AAA employee, who assists with arranging for programs, speakers, special activities, and handles the routine paperwork involved. The satellite centers utilize volunteer participant coordinators who are assisted by the Senior Center Director.

The Area Agency on Aging is advised by an Advisory Council which normally consists of members (At least 51% of whom are older

adults) who have varied backgrounds as representatives of area Social Service Agencies, interested public, and recipients of AAA services. A listing of the Advisory Council members for FY 2003-2004 is attached. Currently the agency is experiencing difficulty recruiting members.

The Advisory Council meets on a bi-monthly schedule and discusses relevant issues such as legislation, coordination of available services, needs of the elderly, and budgets. The AAA Administrator works very closely with the Advisory Council and provides updates at each meeting. The Council's main function is to ensure that the needs of the Venango County elderly are being addressed.

The Venango County AAA works closely with several area community agencies such as Venango County Visiting Nurses, Community Services, Weatherization, Transportation, Office of Economic Opportunity, Mental Health/Mental Retardation, UPMC Northwest, and Department of Public Welfare. The care management staff consistently works with these agencies in order to meet the needs of aging Consumers.

The Venango County AAA subcontracts with area providers for the delivery of AAA services. Some of the providers include Nutrition, Inc. for home delivered and congregate meals, Venango County Visiting Nurses Association for Home Health and an occupational therapist as a resource to the Family Caregivers Program, VNA Private Duty for aides to provide Personal Care, Home

Support and Personal Assistance, CRI provides Attendant Care, and Tracy Jo's Older Adult Living Center. The AAA also contracts with a physician, and Master of Social Work for consulting on an as needed basis.

The Venango County AAA operates with funding through the PA Department of Aging Block Grant for aging services that include Pre-Admission Assessment, PDA 60+ Waiver, Family Caregivers Support, and Title V Senior Employment and Training Programs. It also operates with funds received from USDA reimbursements, local funding from the County of Venango, and the Human Services Development Funds.

Our Lifeline program was implemented through a coordinated effort with Northwest Medical Center and help with purchasing major portions of the equipment has been provided by the Dr. Arthur Phillips Trust Funds. At the request of Northwest Medical Center Administration, they are no longer involved with the program. The program is now coordinated with the Venango County Emergency Management Agency's 911 Center.

Additional monies are provided by contributions received from consumers receiving various services and their families. The consumer cost sharing program was implemented in December 2001 and is a source of funding.

The Venango County AAA is very fortunate to have 29 employees and 9 Advisory Council members who are dedicated to addressing the needs of the elderly. During FY 2002-2003, the AAA in some way

dealt with approximately 1416 elderly in Venango County. The AAA continues to be committed to providing quality services and will continue to work with community agencies to develop resources for elderly people. The Deputy Administrator continues to participate in the Venango Coordinated Services organization. It is comprised of area social service agencies with a goal to keep informed of currently available and newly initiated programs.

### SECTION 3

#### A LOOK AT THE COMMUNITY

Venango County is a 6<sup>th</sup> class county nestled among the hills of Northwestern Pennsylvania. Many of the main industries have left our county (oil, and manufacturing) but many people are aging in place. Families seem to be more widely distributed as the younger working age folk have migrated to other areas in search of gainful employment. The following table shows the population changes in the County.

	<b>Venango County</b>
<b>POPULATION</b>	
Population, 1900	49,648
Population, 1950	65,328
Population, 1990	59,381
Population, 2000	57,565
Change in Population, 1990-2000	-3.1%
Estimated Population, July 2002	56,810
Projected Population, 2010 (1)	53,140
Projected Population, 2020 (1)	50,852

Source: Pennsylvania State Data Center.

The land area is 675 square miles, and the population density is calculated at about 85 persons per square mile based on the 2000 estimate. Population out migration is projected by the Pennsylvania State Data Center over the next 20 years. This trend could be reversed if the efforts of the local economic agencies are successful in coordinating a plan to reverse the economy's nosedive. The following chart shows a breakout of the municipalities.

<b>MUNICIPALITIES BY POPULATION SIZE</b>	
Municipalities, 2000	31
With Population 10,000 and Above	3.2%
With Population of 5,000-9,999	9.7%
With Population of 2,500-4,999	3.2%
With Population of 1,000-2,499	35.5%
With Population of 500-999	29.0%
With Population Less Than 500	19.4%
<b>RURAL / URBAN POPULATION</b>	
Urban Population, 2000	46.0%
Rural Population	54.0%
<b>AGE COHORTS</b>	

Population Under 18 Years Old, 2000	24.2 %
Population 18-64 Years Old	59.0 %
Population 65 Years Old & Older	16.8 %
Median Age	40.2

By the year 2020 it is estimated that the population 65 years old or older will increase to 22% of the total population. This is a significant increase that will have a major impact on our community and the types of services in demand. The median age continues to increase in our county-- Never before has our society been this old! Another interesting characteristic found in the 2000 census of our county is that of the 9,130 non-institutionalized persons aged 65 years or older, 42% (or 3,815) have a limiting condition or disability. This is about 3% higher than the state average.

The next table shows the racial make up of the county in 2000.

<u>RACE AND HISPANIC/LATINO ORIGIN</u>	
White, 2000	97.6%
Black/African American	1.1%
Other Race	1.3%
Of Hispanic/Latino Origin	0.5%

The annual average wage in Venango County in 2000 was \$26,177 a change in real average annual wage of -2.2% since 1990. 18.3% of the population was eligible for Medical Assistance in June of 2003. 1296 people are enrolled in PACE/PACENET or about 13.4% of the population over 65 years of age. There were no Medicare HMO's active in our county during this time. Health care is available from 1 hospital within the county borders and 4 Nursing homes plus one hospital transitional care unit licensed as a nursing facility.

<b>NURSING HOMES</b>	
Nursing Homes, 2000	5
Total Licensed/Approved Nursing Home Beds Per 1,000 Residents	9.03
Certified-Medicare Licensed Beds Per 1,000 Residents	2.94
Certified-Medicaid Licensed Beds Per 1,000 Residents	8.76

Source: State Center for Health Statistics and Research, PA Dept. of Health.

Finally, the following table indicates the crime rate.

<b>CRIME RATE</b>	
Total Crimes Reported to Police (Part 1 & 2), 2001	5,383
Serious Crimes Reported (Part 1)	1,338
Total Crimes Per 100,000 Residents	9,429
Serious Crimes Per 100,000 Residents	2,344
Change in Total Crimes, 1996-2001	-9.6%
Change in Serious Crimes	-13.5%

Source: Uniform Crime Report, PA State Police.

THE NEEDS ASSESSMENT PROCESS - PART ONE

The Venango County AAA conducted a needs assessment survey in order to identify the needs of the elderly in Venango County. Two resources were surveyed. A consumer survey was targeted to the elderly population directly. Another survey was directed to the human service professionals throughout Venango County. Also, discussions were held with Area Agency on Aging staff on an ongoing basis during the course of normal business.

OLDER AMERICANS NEEDS SURVEY

The AAA attempted to reach all elderly by distributing 1425 surveys in the following areas:

Current Area Agency on Aging consumers

United Community Independence Program

Oil Region Team PA CareerLink

Venango County Association for the Blind

Venango County Substance Abuse Program

Venango County Veterans Affairs

Venango Training and Development Center  
V N A Private Duty  
Venango County Mental Health/Mental Retardation BSU  
United Way of Venango County  
Venango County Assistance Office  
Venango County Office of Economic Opportunity  
Regional Counseling Center  
Visiting Nurses Association of Venango County  
Victim Resource Center  
March of Dimes  
Morning Haus  
Northwest Legal Services  
UPMC Northwest - Social Services Dept and Transitional Care  
Unit  
Oil City Housing Authority  
Oil City YWCA  
Salvation Army - Oil City & Franklin  
State Health Center  
Meals on Wheels - Oil City & Franklin  
Oil City Chamber of Commerce  
Oil City YMCA  
Rural Mental Health  
Social Security Administration  
Laurel Manor Personal Care Home  
Sugar Valley Lodge Personal Care Home

Towne Towers  
Franklin Towers  
Bridgeview Apartments  
Barrett's Manor Two Personal Care Home  
Cramer-Hummel Personal Care Home  
Siverly Hi-Rise  
Clintonville Apartments  
Franklin YMCA  
Creekside Senior Center  
Scrubgrass Senior Center  
Dempseytown Senior Center  
Pleasantville Senior Center  
Utica Senior Center  
American Cancer Society  
American Red Cross  
Center of Hope  
Community Services of Venango County - Oil City and Rocky  
Grove Offices  
Emlenton Chamber of Commerce  
Family Services & Children's Aid Society  
Franklin Housing Authority  
Housing Authority - Venango County  
American Heart Association  
Behavioral Health of Northwest Medical Center  
Catholic Charities Counseling Services

Easter Seals Society of Western PA  
Franklin Chamber of Commerce  
Literacy Council of Venango County  
Penn State Cooperative Extension Office  
UCIP's Faith in Action  
Representative Scott Hutchinson  
Senator Mary Jo White

Out of the 1425 surveys distributed, the AAA received 163 responses, with a 12% response rate. The Needs Survey results are included in this plan. Not all respondents completed the entire survey. Percentages are rounded to the nearest percent and based on the number of responses received for each individual question.

Demographics of the respondents (not all respondents answered this section):

21% Male  
80% Female  
5% Under 60  
7% 61 - 64  
27% 65 - 74  
32% 75 - 84  
25% 85 and Over  
59% Living Alone  
26% With Spouse  
7% With Relative

10%	Other Living Arrangements
59%	1 Person in Household
29%	2 Persons in Household
4%	3 Persons in Household
3%	4 Persons in Household
2%	5 Persons in Household
17%	100% of Poverty Level and Under
17%	101% - 150% of Poverty Level
22%	151% - 200% of Poverty Level
20%	201% - 250% of Poverty Level
11%	251% - 300% of Poverty Level
16%	300% Poverty Level and Above

The survey results showed that the respondents have difficulties in the following areas:

29%	Bathing
17%	Dressing
23%	Grooming
8%	Eating
14%	Transferring In or Out of a Bed or Chair
44%	Walking Indoors or Outdoors
36%	Preparing Meals
41%	Light Housework
31%	Laundry

43% Shopping

22% Managing Money

In most areas of difficulty where the respondents received some sort of assistance, they identified family or a community agency as a large percentage of that support. The respondents identified Community Agencies as providing twice as much support as family when it comes to providing assistance with bathing.

A large number of the respondents (61) left their home for one reason or another, more than 4 times a week. While 38 respondents left 2-3 times, and 47 respondents left their homes 0-1 time on a weekly basis.

While 54% of the respondents do not drive, 42% of them have family or friends who are willing to transport them and 25% use County Transportation.

Of 145 respondents to the Caregiving question, 15 are currently caring for an elderly spouse or person with special health needs. Of those, 14 felt they needed additional services in order to continue caring for the person.

Of the 158 respondents to the question regarding AAA services, 82 are currently receiving some service from the Area Agency on Aging. A copy of the survey results is included with this plan.

The minority population in Venango County is approximately 2.4%. The Venango County Area Agency on Aging remains committed to providing quality services to address the needs of all older adults within the County. Also, as a civil service agency, the AAA continues to encourage applications for employment from the minority population. Individuals are interviewed for positions after being certified by Civil Service to be suitable for the position and possess the necessary education and experience.

#### HUMAN SERVICES PROFESSIONALS SURVEY

The AAA distributed 143 surveys to community agencies to identify the needs of the elderly as seen by the human services professionals who deal with them. Of the 143 surveys sent, 23 responses were received with a response rate of 17%.

The following is a list of the Agencies asked to participate in the survey:

Family Service and Children's Aid Society  
Literacy Council of Venango County  
Oil City Salvation Army  
Franklin Salvation Army  
Easter Seal of Venango County  
YWCA  
Social Security Administration

Colonial Manor  
United Way of Venango County, Inc.  
Office of Economic Opportunity  
Venango County Mental Health/Mental Retardation  
Venango County Substance Abuse Program  
Children and Youth Services  
Sugarcreek Station  
Presbyterian Home  
Beverly Health Care  
Regional Counseling Center  
UPMC Northwest - Social Services Department  
UPMC Northwest - Transitional Care Unit  
Visiting Nurses Association  
Community Services of Venango County, Inc.  
Venango County Association for the Blind  
Franklin Towers  
Moran Towers  
Towne Towers  
Siverly Towers  
Clintonville LTD Apartments  
Emlenton Laurel Manor  
Behavioral Health of the UPMC Northwest  
YMCA- Oil City & Franklin  
Venango County Assistance Office  
Bridgeview Apartments

Rape Crisis/Domestic Violence  
The Caring Place  
VNA Private Duty  
Sugar Valley Lodge  
Tracy Jo's Personal Care Home  
Barrett's Manor Two Personal Care Home  
Cramer-Hummel Personal Care Home  
Northwestern Legal Services  
Venango County Human Services  
United Community Independence Program  
Venango County Veterans Affairs  
American Red Cross  
Oil Region CareerLink  
Venango Training & Development Center  
Victim Resource Center  
Rural Mental Health  
Center of Hope  
American Heart Association  
71 Area Churches  
American Cancer Society  
UCIP's Faith in Action  
Venango County Penn State Cooperative Extension Office  
Judge Oliver Lobaugh  
Judge William White  
Senator Joseph Scarnati

Senator Mary Jo White

Representative Scott Hutchinson

Community Ambulance Service

The activities and services identified by the Human Services Professional survey respondents as having the greatest need for assistance were transportation, medication management, caring for a dependent older adult, personal care, socialization/recreation, preparing meals, shopping, Emergency response system, assistance with entitlement forms, and intensive in-home services as alternatives to Nursing Facility placements. The areas of difficulty identified by the most respondents as having a "minimal need" were eating (11 responses) grooming (8 responses), Dressing and ambulating (7 responses each), Legal Services (5 responses). There were several areas identified as "no need". The area identified as "no need" were eating, transferring and ambulating (1 response each). A copy of the survey results is included in this plan.

## THE NEEDS ASSESSMENT PROCESS - PART TWO

Several meetings were held to discuss aging services and the needs of the local community as this plan was being developed. AAA staff and local provider representatives attended the Regional Town hall meeting in Clarion March 17, 2004 and a local follow-up meeting was held at Creekside Center in Oil City on March 29, 2004. The Advisory council has been involved with each of the plan steps along the way and updates have been provided at the regular public advisory council meetings held since fall of last year. A public work session with the Venango County Commissioners was held May 5, 2004 to cover the draft plan. Goals were reviewed in a public meeting with the Venango County Area Agency on Aging Advisory Council and were also discussed with the department heads of County Social Services at their regular meetings. Finally, discussions with those responsible for the Mental Health, and Transportation County plans provided a good opportunity to co-ordinate our future efforts.

Ideas from all sources have been incorporated into the final draft of these goals, and will be used in the on-going process of converting our plan into a practical Four-Year Action Agenda.

## THE NEEDS ASSESSMENT RESULTS

The results of the needs assessment surveys considered along with discussions between AAA staff, other human services professionals, and consumers has enabled the AAA to identify goals and a plan of action for the development of future AAA services. As in past years, in-home services ranked very high, such as bathing and intensive in-home services as an alternative to nursing home placement. Transportation Service is another area that ranked high in this years needs assessment process. It was also mentioned several times during the process that there is also a concern regarding continued funding levels.

The Venango County AAA currently does not have a waiting list for in-home services. The implementation of cost sharing by the Department of Aging and the expansion of the PDA Waiver services has appeared to decrease waiting lists. Some reasons may include: Consumers who are able to private pay are obtaining services independently. Some consumers do not want to release financial information. Other consumers are simply refusing to pay for any percentage of the services. The PDA waiver program is providing intensive services to nursing facility eligible consumers and is therefore decreasing the demand on Aging Block Grant Funds. It has been the experience of the AAA in recent months that services are initiated as soon as they are requested. The exception is Lifeline Personal Emergency Response Service. Receiving Lifeline

is based on unit availability. For many of the services provided by AAAs, there are private-pay alternatives with the exception of Home Delivered Meals. There are two Meals-On-Wheels Programs that will only deliver in limited areas. Those who live in many rural areas cannot access this service even if they can afford to pay. AAA care managers had identified this as a gap in service delivery. During the past planning cycle, the AAA developed an Emergency Meal policy that provides for meals up to 30 days on an emergency basis. This policy adjustment has proven to be a success and enables consumers to receive the services immediately when it is needed.

In both surveys, transportation ranked high as an area of concern. The AAA Administrator is currently part of a committee to examine possible improvements to the transportation system. It is clear from the needs assessment process that the AAA must look carefully at the services that are provided and prioritize them to ensure that resources are being directed to the areas of most need. Policies and programs must continue to be designed to ensure that services are being provided at the time of the consumer's need.

Results of this process and the identification of more specific goals will be further explored in the next section.

## SECTION 4

### PLAN OF ACTION

#### The Venango County AAA Will Focus on Assisting with the improvement and expansion of Transportation Services

It has indicated in both the Consumer and professional surveys results that transportation is an issue that is in need of attention. Venango County is a rural area and transportation services are limited. Transportation is provided through a system administered through the Office of Economic Opportunity. The system includes a fixed route bus service, shared ride services, Escort, and wheel chair accessible service. Unlike larger cities, there is not an extensive system for public transit.

An area of growing concern is the Escort service. Vehicles and drivers are limited and the demand appears to be greater than the availability. An increasing number of individuals are utilizing the service to have access to dialysis. This is a necessary service but also limits time available for others to access medical appointments.

Another issue is the expansion of hours of operation. Currently the service operates from 8AM to 5PM on weekdays. Some consumers have indicated the wish to attend community functions in the evenings and on weekends but the lack of transportation available at that time prohibits them from doing so. The AAA staff regularly receives complaints regarding the time that

consumers are awaiting the pick-up for the return trip home after appointments.

The AAA Administrator is a member of a committee formed to review the transportation needs of consumers and develop ways to address the needs. During this planning cycle, the AAA will commit to working with others to develop successful strategies to improve transportation for consumers in Venango County.

The Venango County AAA Will Explore The Possibility of Developing a Medication Management Program

For many years, the issue of medication management seems to have been an issue. This is not a service that is provided routinely through home health care agencies unless the consumer meets the criteria for skilled services to be provided in the home. Then the service may be covered through Medicare or other insurances. Nor is it provided currently through our AAA. Informal caregivers may be providing the service but in many cases there is no one to monitor medication for consumers.

The lack of medication management can lead to complex medical problems and the possibility of placement in a personal care home or nursing facility. The AAA receives many reports of consumers being in dangerous situations due to difficulties with managing medications properly. These situations are investigated through the Protective Service Unit and may result in placement if other resources are not located. The service is available if the consumer has the financial ability to pay for the service.

In continuing with the mission of the AAA to provide services in the least restrictive environment, the AAA will explore the possibility of developing a medication management program. During the first year of the planning cycle, the AAA will explore costs of the services with providers and any liability issues. The AAA will develop procedures to assure that consumers with limited financial means and no informal caregivers will have access to the service. This service could greatly enhance the physical health of consumers and assist them to remain independent in their own home.

#### The Venango County AAA Will Focus on Increasing Public Awareness of AAA Services

In the Human Services Professional Survey, the respondents indicated a need for increased public awareness of AAA services. One of the concerns is that the AAA and its programs are continually being mistaken for other agencies, such as VNA and Meals on Wheels. Although the Agency works closely with both of these programs, it is important to increase the awareness of other services provided through the agency also. Another suggestion focused on increasing awareness of the continuum of services available so that consumers and their families could make informed choices regarding the least restrictive services needed. The AAA is in the process of developing a packet of materials to give to each new AAA consumer and distribute at public functions, such as health fairs. The packet will contain information that describes

AAA services and provides information on other topics pertinent to the needs of older adults, (example - medication management, selecting a nursing home, health screenings, exercise, etc.)

With the expected increase in the number of elderly, it will be very important that the public is familiar with the services provided by the AAA. Many changes have occurred in the Aging Network over the past few years, and outreach improvement deserves more focused attention. We believe that being aware of consumers' needs early and linking them with appropriate home & community-based services can frequently avert a crisis from occurring later.

The AAA will continue to make staff available to speak at community organizations and other social service agencies as well as increase media coverage, such as newspaper articles and advertisements on local television. A newsletter is currently being developed with the assistance of our advisory council. This will be the primary means to send information to individuals, agencies and organizations on a regular basis. Hopefully, as the public becomes more aware of these services, our efforts can be focused more to those in need. As a side benefit, it is hoped that the increased awareness of services may cause the number of donations received to also increase.

#### The Venango County AAA Will Focus On Developing A System For Respite Service

During discussions with AAA staff and consumers, it is apparent that there is a need to develop a Respite Service. The

AAA does not currently provide Respite services unless the consumer is eligible for the Family Caregivers Support Program or the PDA Waiver Program. Although this is an allowable service through the Department of Aging, it was not initiated in the past due to funding limitations. The AAA did attempt to utilize volunteers in the past to provide respite but it was unsuccessful. It was difficult to locate volunteers willing to make the time commitment and there was an issue of training and liability.

It is well known that informal caregivers provide for the greatest amount of service to individual consumers in their own home. The service they provide may very well be the reason that the consumer is able to remain in their own home and not seek placement in a facility. It is important that the needs of the caregiver are considered in this situation. One way to address this need would be to provide respite service to the caregivers to enable them to take a break from their care giving duties. Personal Assistance Services has at times been utilized to provide respite service to a caregiver.

Since the AAA does not currently have a waiting list for services, the option of developing a respite service will be explored. The AAA will develop policies and procedures and discuss them with contracted providers. The availability of provider staff may be an issue to work through.

The AAA feels strongly that supporting informal caregivers will be key to assisting consumers with remaining in their own

home as long as possible. For this reason, the AAA will commit to developing this program within the first year of the planning cycle.

The Venango County AAA Will Provide Quality Care Management To Elderly Residents of Venango County To Ensure That They Receive the Least Restrictive, Most Appropriate Level of Service.

Responses to the Human Services Professionals survey and discussions with agency Care Managers indicate that Care Management is an important issue. With the implementation of a computerized consumer management system (SAMS), the time available for care management activities has been significantly lowered. The learning curve for this is beyond our initial expectations.

The AAA will continue to address this issue by reviewing caseload sizes to determine the way to decrease them by restructuring staff and monitoring on a continual basis to ensure an even and efficient distribution between Care Managers. The AAA will also review policies and procedures to determine if it is possible to streamline paperwork or more frequently utilize support staff.

Care Management is a key component of the AAA. With funding limitations and an increasing number of elderly requesting intensive services, it is important that enough time be spent with each consumer to ensure that they are able to access needed services when they need them and be made aware of available options. By maximizing the amount of time in direct consumer

contact, the quality of Care Management should improve. Not only will this positively affect consumers, but it should also decrease frustration of the Care Managers when it seems that there isn't sufficient time to thoroughly deal with a situation. Hopefully, this will increase productivity and give morale a lift.

During the first year of the planning cycle, the AAA will analyze the current Care Management system and its effectiveness in dealing with consumer situations. The various program supervisors will review the caseload sizes and program policies & procedures to determine ways to increase effectiveness. During the next three years, the unit will be monitored for continued effectiveness. The increasing numbers of individuals in need of intensive assistance will continue to put more demands on the Care Management unit. Assessment and care management is the key to assisting consumers to remain in their own homes.

The Venango County AAA Will Review Senior Center Services to Establish An Adequate, Cost Efficient, Quality Network of Senior Centers and Programs.

The senior centers provide a place for recreation, socialization and education and may help to promote a healthy, active life for senior citizens. The AAA has identified several goals to continue to work on for this planning cycle.

1. To encourage senior center participants to assist in program planning and activities to suit their interest.
2. To increase public awareness and community

involvement by continuing to organize public events such as Senior Games, Health Screenings, Senior Picnics, Trips, and Community days.

3. To continue outreach efforts to target the changing 60+ population and encourage participation in senior center activities.
4. To maintain quality services and market to the new brand of seniors while increasing cost effectiveness.

Senior Center services continue to be an important part in the continuation of services provided by AAA. It is a goal of the AAA to provide quality center programs and increase their cost effectiveness so those funds may be available to address other areas of concern. During this planning cycle, the AAA will continue to evaluate programs and expenses to ensure quality services.

The Venango County AAA Will Focus on Developing Programs to Provide For Services as an Alternative to Placement in a Facility.

The results of the Human Services Professional Survey indicated a need for programs that would provide services as an alternative to placement in a long term care facility. The AAA is committed to providing the least restrictive services to meet an individual's needs. Services that can be provided to enable an individual to remain in their home instead of being placed in a facility are more desirable and usually more cost efficient.

With the implementation of the PDA Waiver Program, the services are now available for consumers who are clinically and

financially eligible for Medical Assistance Nursing Facility services. The AAA will screen all potential consumers of AAA services for Waiver eligibility. The AAA will concentrate on educating the community agencies and the general public regarding the Waiver Program.

There will also be a group of consumers who are clinically eligible to receive nursing facility services but are not financially eligible for Medical Assistance. Since these consumers will not be eligible for the Wavier Program, the AAA will work to develop alternatives. In addition to AAA services, the AAA will work with other community agencies to develop resources for older adults at risk of institutionalization.

The Venango County Area Agency on Aging Will Continue to Recruit and Retain Qualified Staff.

The Venango County AAA is a County Civil Service Agency. Therefore, staff is hired from an approved Civil Service list of eligible applicants for the given position. The AAA encourages interested individuals to apply to Civil Service for certification of eligibility.

The minority population in Venango County is very small. Any minority individual interested in employment with the AAA would be made aware of the necessary education and experience requirements, and instructed in the Civil Service process.

The AAA continues to experience difficulty with filling staff vacancies. One reason seems to be the Civil Service process. If

there are no qualified individuals on the Civil Service list, then ads are placed, applications are taken, and sent to Civil Service for review. In some cases, the applicant must take a test before eligibility is determined. This process can take considerable time.

Another reason for difficulty with recruitment and possible retention is wages. As a county agency, wages are set by the County Commissioners and any adjustment must be done with all county employees. Some departmental budgets may not allow for increase in wages. The County Commissioners are aware of this issue and are continually exploring options.

The Venango County AAA will continue to inform individuals of the Civil Service process and possible employment opportunities and will work within the county system to address the issue of wages.

The Venango County AAA will Focus on Developing a Program to Assist With Guardianship.

This goal was attempted during the last planning cycle, but was unsuccessful. Time constraints for both the AAA staff and Bar Association members was a major factor. The AAA continues to believe that providing standardized, consistent information regarding guardianship will help individuals through an experience that can be very traumatic. The AAA will renew efforts to achieve this goal during the current 4-year plan cycle.

Currently, the AAA becomes actively involved in the

Guardianship process by petitioning the Court and arranging for evaluations of consumer mental capacity only when Protective Services is involved. The AAA continues to be contacted by other individuals regarding assistance with Guardianship for consumers who are not in need of Protective Services. The basics of the process are discussed and the individual is advised to contact an attorney for further assistance. Many attorneys who are contacted are referring the individual back to the AAA for assistance. The number of inquiries has been steadily increasing.

The AAA will continue to work with the Bar Association and Venango County Judge and develop informational material. The first goal is to attempt to reinvigorate a small committee of AAA staff and area attorneys to review the process of Guardianship and continue to develop an easily understandable booklet that can be given to interested individuals. The intent is to ensure that consistent information is being given to individuals. The next goal is to work with the Bar Association to develop a group of area attorneys who are willing to handle Guardianship cases. The individual would be given the list of attorneys and would be able to select one. The AAA will also work to educate members of the legal community regarding the AAA's role in the Guardianship process.

## **SECTION 5**

### **BUDGET IMPLICATIONS**

This section of the plan is intended to describe the impact that the identified actions from the previous section will have on Block Grant Cost Centers for FY 2004-2005 and beyond. The Venango County AAA has developed several goals based on the needs assessment and various community meetings. As a result of these goals, the AAA had identified some budget implications. The AAA is looking for ways to expand services and develop new services with minimal cost. This may be accomplished by developing networks with other community agencies and utilization of volunteer organizations as we have successfully done with Lifeline personal emergency response system and attempted to do with the FCSP Grandparent program.

The AAA does not currently have a waiting list for services and there is some funding available to develop in-home service programs. As identified in the goals for this planning cycle, the AAA plans to develop a respite service and medication management program. The AAA is unable to determine the cost of these programs at this time. The cost-sharing program should offset the cost, as consumers will pay a portion of the service according to their income. Services will be targeted to those consumers who are in greater need. Providers have been hesitant to project costs very far ahead since they are worried about increasing cost of transportation, materials & supplies, and employee wage and

fringe benefits.

The need to increase public awareness was apparent from the needs assessment. The AAA currently allocates minimum resources to publicity. In order to increase public awareness, the AAA may need to allocate more funding. The funding will be used for items like an agency newsletter, and other types of marketing information, development of educational materials and promotional materials. The cost will be reviewed regularly to determine how the plan can fit the available budgeted resources.

The AAA plans to continue to address the issue of staff wages to assist with recruitment and retention of staff. Over the last four years some progress has been made with this. The big unknown at this time is the amount that health insurance benefits will increase. Recent increases between 20 and 30% have been experienced each year! Since this is also a county issue, the AAA is unable to identify the impact on the budget at this time. A County committee routinely monitors these expenses and attempts to identify appropriate steps to control the cost more effectively.

For the first time in known history, the agency has a cash fund available equal to about three months operating funds. It has taken years to develop this fund that still is only a fraction of what businesses routinely retain to ease cash flow issues. We will work to maintain that cushion as best we can in the face of potentially increasing demand for more and new services for the growing aged population.

## SECTION 6

### Four-Year Plan Summary of the Venango County Area Agency on Aging

#### 2004 - 2008

The Venango County Area Agency on Aging conducted a Needs Assessment for use in preparing the FY 2004-2008 Four-Year Plan. Two needs surveys were conducted, An Older Americans Needs Survey and a Human Service Professionals survey. AAA staff and other professionals were consulted and several issues were discussed. Discussions regarding the results of survey were conducted at public meeting and with county planners for Mental Health and Transportation Services.

The results of the survey were similar to past years' results. The emphasis has remained on in-home services and transportation. Among the activities that respondents to the Older Adults Needs Survey indicated as needing assistance with were light housework, shopping, grooming, preparing meals and bathing. The Human Service Professionals identified transportation, bathing, and intensive in-home services as an alternative to nursing home placement as "great need".

As a result of the needs assessment process, the AAA was able to identify several goals to be worked on for the next four years.

Although all of the goals are important, the AAA has identified 3 priority goals. The first priority goal is focus on assisting with the improvement and expansion of transportation service.

The second priority goal is to continue developing alternatives for consumers to nursing facility placements. The PDA Waiver Program will address this need for consumers who are eligible for medical assistance. The AAA will continue to search for available funding for consumers who are clinically eligible for nursing facility services but ineligible for medical assistance due to increased income or assets. These consumers may be at risk for placement because traditional AAA services may not be able to be provided at a care plan cost comparable to the cost of PDA Waiver Care Plans. As part of this initiative, the AAA will focus on developing respite and medication management programs. With the initiation of these programs, it is hoped that consumers will be able to remain in their own home.

The third priority goal is to increase public awareness. The results of the needs assessments indicate that people are interested in knowing more about the services provided by the AAA.

A significant task for us is to determine how best to "market" this information and package it in such a way that people will listen and be able to digest and use the information when the time comes. Additional attention will be placed on developing health screenings (including mental health screenings) that are appropriate, and effective in identifying individual needs, and linking people with the right service. It is this agency's intension to pursue unique linkages with other social service agencies to accomplish many of the goals identified herein.

The budgetary impact of all of the identified goals in the plan of action could be substantial. Increasing services always comes at a price. The AAA will work to keep services cost effective and look for alternate ways of efficiently and effectively providing the broad range of services wanted and needed in our County. Since substantial increases in funding are not expected through the Block Grant, the AAA will remain open to alternative funding sources. Any operating surpluses must be managed and safeguarded to be available when the time of most need arrives. The AAA continues to be committed to providing cost-effective quality services to elderly consumers in need of assistance to maintain their independence with a minimum of risk.

***AREA PLAN PART B***

***Signature Page/Standard Assurances***

**Commonwealth of Pennsylvania  
Department of Aging**

**FY 2004-08 Area Agency on Aging**

**Four-Year Area Plan on Aging**

**Part B. Section I. Signature Page**

**Area Agency on Aging Name and Address:**

Venango County Area Agency on Aging  
1283 Liberty Street Suite 204  
P.O. Box 1130  
Franklin, PA 16323

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 B, Appendix A and are on file for review and approval, as appropriate, by Department of Aging officials.

Signature(s) of Governing Authority  
Official(s), e.g., Chairman of County  
Commissioners or President, Board  
of Directors.)

(Title)

(Date)

\_\_\_\_\_  
Chair, Co. Commissioners

\_\_\_\_\_  
County Commissioner

\_\_\_\_\_  
County Commissioner

\_\_\_\_\_  
Administrator

(Signature of the Area Agency on Aging Director)

(Title)

(Date)

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

Gary E. Dittman, Administrator (814) 432-9711

(Name)

(Area Code and Telephone)

**Part B. Section 2**  
**STANDARD ASSURANCES OF COMPLIANCE**

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):  
(Name)

(Title)

(Date)

	<u>Chair, Co. Commissioners</u>	
	<u>County Commissioner</u>	
	<u>County Commissioner</u>	

**Part B. Section 3  
DOCUMENTATION OF PARTICIPATION BY THE AREA  
AGENCY ON AGING ADVISORY COUNCIL**

PSA NO. 44

NAME OF AAA: Venango County Area Agency on Aging

PLAN PERIOD  
FROM 2004 TO 2008

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

The Area Agency on Aging Advisory Council \_\_\_\_\_ does \_\_\_\_\_ does not recommend approval of this Plan.

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

Marilyn Brandon, Chairman  
Typed Name and Title

4/22/2004  
Date

**Part B. Appendix A**  
**LISTING OF ASSURANCES**  
**OLDER AMERICANS ACT, AS AMENDED IN 2000**

**ASSURANCES**

The Older Americans Act of 1965, as amended (P.L. 106-105 -- hereafter referred to as "the Act"), requires each Area Agency on Aging to provide assurances that it will develop a plan and carry out a program in accordance with the plan. Each Area Agency on Aging must comply with the following provisions of the Act and written policies, procedures or agreements, as appropriate, must be on file in the Area Agency on Aging office and available for review and approval by Department of Aging officials. Note: New sections of the Act, as reauthorized in 2000, are identified with underscoring.

**SECTION 306, AREA PLANS**

- 1) Each Area Agency on Aging shall provide 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 --
  - a) Services associated with access to services (transportation, outreach, information and assistance, and case management services);
  - b) 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; and
  - c) Legal assistance; and assurances that the Area Agency on Aging 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. ((a)(2))
  
- 2) Each Area Agency on Aging shall provide assurances that the Area Agency on Aging will set specific objectives for providing services to older individuals with greatest economic need and older individuals with greatest social need, include specific objectives for providing services to low-income minority individuals and older individuals residing in rural areas, and include proposed methods of carrying out the preference in the area plan. ((a)(4)(A)(i))
  
- 3) Each Area Agency on Aging shall provide assurances that the Area Agency on Aging will include in each agreement made with a provider of any service under this title, a requirement that such provider will --

- a) Specify how the provider intends to satisfy the service needs of low-income minority individuals and older individuals residing in rural areas in the area served by the provider;
  - b) To the maximum extent feasible, provide services to low-income minority individuals and older individuals residing in rural areas in accordance with their need for such services; and
  - c) Meet specific objectives established by the Area Agency on Aging, for providing services to low-income minority individuals and older individuals residing in rural areas within the planning and service area. ((a) (4) (ii))
- 4) With respect to the fiscal year preceding the fiscal year for which such plan is prepared, each Area Agency on Aging shall -
- a) Identify the number of low-income minority older individuals and older individuals residing in rural areas in the planning and service area;
  - b) Describe the methods used to satisfy the service needs of such minority older individuals and older individuals residing in rural areas; and
  - c) Provide information on the extent to which the Area Agency on Aging met the objectives described in clause (a) (4) (A) (i). ((a) (4) (A) (iii))
- 5) Each Area Agency on Aging shall provide assurances that the Area Agency on Aging will use outreach efforts that will identify individuals eligible for assistance under this Act, with special emphasis on --
- a) Older individuals residing in rural areas;
  - b) Older individuals with greatest economic need (with particular attention to low-income minority individuals and older individuals residing in rural areas);
  - c) Older individuals with greatest social need (with particular attention to low-income minority individuals and older individuals residing in rural areas);
  - d) Older individuals with severe disabilities;
  - e) Older individuals with limited English-speaking ability; and
  - f) Older individuals with Alzheimer's disease or related disorders with neurological and organic brain dysfunction (and the caretakers of such individuals); and inform the older individuals referred to in (A) through (F), and the caretakers of such individuals, of the availability of such assistance. ((a) (4) (B))
- 6) Each area agency on agency shall provide assurance that the Area Agency on Aging 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. ((a)(4)(C))

7) Each Area Agency on Aging shall provide assurances that the Area Agency on Aging will coordinate planning, identification, assessment of needs, and provision of services for older individuals with disabilities, with particular attention to individuals with severe disabilities, with agencies that develop or provide services for individuals with disabilities. ((a)(5))

8) Each Area Agency on Aging shall provide assurances that the Area Agency on Aging, 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. ((a)(9))

9) Each Area Agency on Aging shall provide information and assurances concerning services to older individuals who are Native Americans (referred to in this paragraph as "older Native Americans"), including --

a) Information concerning whether there is a significant population of older Native Americans in the planning and service area and if so, an assurance that the Area Agency on Aging will pursue activities, including outreach, to increase access of those older Native Americans to programs and benefits provided under this title;

b) An assurance that the Area Agency on Aging will, to the maximum extent practicable, coordinate the services the agency provides under this title with services provided under Title VI; and

c) An assurance that the Area Agency on Aging will make services under the area plan available, to the same extent as such services are available to older individuals within the planning and service area, to older Native Americans. ((a)(11))

10) Each Area Agency on Aging shall provide assurances that the Area Agency on Aging will maintain the integrity and public purpose of services provided, and service providers, under this title in all contractual and commercial relationships. ((a)(13)(A))

11) Each Area Agency on Aging shall provide assurances that the Area Agency on Aging will disclose to the Assistant Secretary and the State agency --

- a) 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
  - b) The nature of such contract or such relationship.  
((a) (13) (B))
- 12) Each Area Agency on Aging shall provide assurances that the area agency will demonstrate that a loss or diminution in the quantity or quality of the services provided, or to be provided, under this title by such agency has not resulted and will not result from such non-governmental contracts or such commercial relationships. ((a) (13) (C))
- 13) Each Area Agency on Aging shall provide assurances that the area agency 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 non-governmental contracts or commercial relationships. ((a) (13) (D))
- 14) Each Area Agency on Aging shall provide assurances that the area agency 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. ((a) (13) (E))
- 15) Each Area Agency on Aging shall provide assurances that funds received under this title will not be used to pay any part of a cost (including an administrative cost) incurred by the Area Agency on Aging to carry out a contract or commercial relationship that is not carried out to implement this title.  
((a) (14))
- 16) Each Area Agency on Aging shall provide assurances that preference in receiving services under this title not be given by the Area Agency on Aging to particular older individuals as a result of a contract or commercial relationship that is not carried out to implement this title. ((a) (15))

## Part B. Section 4

### **RESPONSES TO FOUR-YEAR PLAN** CREEKSIDE SENIOR CENTER - OIL CITY March 29, 2004

We recently mailed out a 4-year plan survey to older Venango County Residents, and to Human Services Professionals.

#### **Summary Venango County consumer survey:**

We mailed approximately 1,000 surveys and received 162 responses. About half of the responses received were from consumers who are not currently receiving services from the Area Agency on Aging. These were the individuals we were targeting in the survey. Most of the responses were received from women between the ages of 65 and 84, living alone, and relying on help from other family members for various activities. The three highest needs reported were:

1. Personal Care - care in the home - personal needs i.e.:  
bath, basic grooming
2. Housekeeping -
3. Transportation -

The highest concern or service they felt we should focus on was transportation, extended service.

#### **Marketing AAA services:**

- Pam Moon stated she feels marketing has changed in that the older generation grew up with radio and most still are; but the newer generation relies on the television.
- A show of hands indicated that the majority still listens to the radio on a regular basis. Radio might be a good marketing tool to reach this older group.

## **How can we improve on services offered through the AAA? Add, delete services?**

### **Transportation -**

- Why can't we travel to other counties?
- Length of time for shared ride
- Have the bus run later in the day.
- Specific trips around the holidays
- We do have a group of people meeting once a month to address needs of Venango County

### **Marketing -**

- A placard was placed at the bowling alley advertising AAA services.
- Radio Ads
- Speaking engagements

### **Question regarding old cell phones:**

Old cell phones to distribute for emergency (911) use only. Not much activity in the program and it has been cancelled. May look at the need for the program again.

### **Improve relationship with other agencies.**

### **Mental Health Services:**

- People have a fear of government control and don't want interference in their private lives.
- Alcohol addiction
- Drug addiction
- People can't be forced to accept assistance even though they may have a need.

- Need cheaper health insurance in Venango County -people won't get help when needed because of high cost of services that may not be covered by insurance.

**May be able to identify people with mental health needs through:**

- Church
- Physicians Office
- Community Centers

**What can the AAA's do to support collaboration with other agencies?**

M.H. & AAA are developing the 4-year plans in the same year that may enable them to work on projects together.

Are there issues that AAA should address that would support older individuals with MR issues when their caregivers are no longer available to provide care?

- Need to have group settings, like a senior centers with trained staff to hold activities to suit their needs. They cannot always be helped through a regular senior center.
- Many people should not be driving and need escort services and are not receiving the service.
- Mental retardation caregivers need services to support themselves when taking care of someone with special needs.

**Expanding Community Based Care And Making it Available & Accessible.**

What actions should the AAA take to increase the amount of consumer direction in service that it funds?

- The consumer would be able to hire own help with money provided by someone else as long as certain standards are met.
- Some individuals may want to hire & supervise individuals themselves rather than purchasing the service from a

company.

**Comment:** Background checks may be a problem.

What alternatives are there to enable a wider choice of workers for consumers who may be waiting for services due to lack of provider?

This is not the case in our area. Some parts of the state have longer waiting lists.

**Are there unmet needs for individuals living at home that the AAA should address to improve the quality of life?**

Some services may be available in the future to help individuals manage their medications. The other basic services available seem to be covering most areas. The only gap that we see is medication management.

**Cultural inclusion in the Aging network – What are the challenges facing elders of color and ethnicity that may prevent them access to information on services?**

- Some areas have information brochures printed in English as well as the other language spoken. Some hire interpreters.

**Civic Engagement – Volunteerism**

**Does the AAA need to pursue a large-scale civic engagement campaign and program? How can we increase volunteerism in the county?**

**What makes volunteering meaningful and rewarding?**

**Comment:**

- **Volunteering is therapeutic it helps take your mind off your problems while assisting others.**
- **Changes attitudes**
- **Thank You Notes**

- **More astute and involved**
- **Can be done in your home**
- **Making toys - Toymakers**
- **Making blankets for Welcome Every Child**
- **Develop a Welcome Every Senior Program**

How Can We Expand & Improve the Role of Senior Centers? Technology?

Comments:

- **Computer training – learn by doing**
- **Internet available with up-to-date information on many subjects**
- **Salvation Army has a computer room and is looking for retired teachers & other seniors to teach others to use the computer**
- **Pam Moon, Senior Center Manager offered to teach anyone interested computer basics.**

What services can we offer to attract new people to the senior centers?

- **Need to welcome new members into the centers.**
- **Learn from other senior centers the programs that worked for them in the past.**
- **Visit other centers in other states.**

How can we increase the visibility of the Senior Centers in the community?

- **Hold activities at the center to increase awareness of its existence.**

How can we assist older drivers and their families make informed choices about the need for self-education and regulation?

- **Safe Driving Courses- helps gauge reaction times**
- **Rate reduction on insurance premiums**

- **Driving course is a good way to keep your mind active**

Health & Wellness

What do we need to do to promote health & wellness in the community?

- **Tai Chi Class**
- **Yoga**

What health promotion and nutrition strategy are recommended?

**No comment.**

How do we help older adults make life-style changes that will prevent high-risk diseases?  
I.e. heart attack, stroke

**Doctor's are doing their part but we need to take responsibility for our own health & well-being.**

Developing Service Targets to AAA's.

How would the network benefit from outcome data and justify program expenditure to our funding agencies?

- **Privacy issues – preserve personal information**
- **A lot of information comes out on television and radio but some people don't have access to these mediums. We need to increase pamphlets regarding AAA services.**
- **Traveling library**
- **Access to news and up-to-date information available through the centers**

- **SAMS System will transfer information from paper to a database. This makes information easier to find. You are reportedly able to run reports summarizing this information in an easier manner.**



10 Other

1 No One

**Do you have difficulty with eating?**

12 Yes  
If yes, who helps you?

140 No

11 No Response

6 Family  
         Friend  
2 Other

7 Community Agency  
1 Private Pay Caregiver

**Do you have difficulty transferring in and out of a bed or chair?**

21 Yes  
If yes, who helps you?

136 No

6 No Response

6 Family  
         Friend  
10 Other

1 Community Agency  
4 Private Pay Caregiver

**Do you have difficulty walking indoors or outdoors?**

69 Yes  
If yes, who helps you?

91 No

3 No Response

20 Family  
8 Friend  
X Other:

3 Community Agency  
3 Private Pay Caregiver  
50 Equipment (Cane, Walker, etc.)

1 PCH Staff

2 No One

**Do you have difficulty preparing meals?**

56 Yes  
If yes, who helps you?

103 No

4 No Response

27 Family  
2 Friend  
9 Other

23 Community Agency  
7 Private Pay Caregiver  
1 No One

**Do you have difficulty doing light housework?**

66 Yes  
If yes, who helps you?

95 No

1 No Response

23 Family  
6 Friend  
8 Other

18 Community Agency  
14 Private Pay Caregiver  
3 No One

**Do you have difficulty doing laundry?**

49 Yes  
If yes, who helps you?

114 No

     No Response

27 Family  
2 Friend  
10 Other

6 Community Agency  
5 Private Pay Caregiver

**Do you have difficulty doing shopping?**

68 Yes  
If yes, who helps you?

93 No

4 No Response

56 Family  
8 Friend  
5 Other

4 Community Agency  
4 Private Pay Caregiver

**Do you have difficulty managing money?**

35 Yes  
If yes, who helps you?

126 No

2 No Response

30 Family  
3 Friend  
1 Other

1 Community Agency  
2 Private Pay Caregiver

**Do you current receive any services from the Area Agency on Aging?**

82 Yes  
If yes, what are they?

76 No

5 No Response

45 HDM's  
7 Housekeeping  
2 Medical Supplies  
7 Senior Center  
1 Family Caregiver

18 Personal Care  
4 Lifeline  
21 Transportation  
2 Waiver

**Transporation**

**Do you drive?**

76 Yes

86 No

1 No Response

If no, who provides transportation?

48 Family  
24 Friend  
1 No one

28 County Transportation  
11 Go Bus  
4 Other

**If you use County Transportation through the Area Agency on Aging that is based on a donation, would you be willing to pay a fee for services to offset the cost to the Agency?**

58 Yes

28 No

77 No Response

**What would you be willing to pay per one-way trip?**

7 Donation  
1 \$0.50  
3 \$0.75  
1 \$0.90  
6 \$1.00

2 \$1.25  
2 \$1.50  
1 \$2.00  
1 \$5.00  
1 \$10.00

136 No Response

**Where do you need to go?**

51 Medical Appointments  
25 Grocery Shopping  
64 No Response

13 Sr. Center  
10 Other

**Are you having problems with your current method of transportation?**

15 Yes

123 No

25 No Response

Comments:

4 Family is not always available  
1 Not reliable  
1 Waiting too long for pick-up from Co. Trans.  
3 Unsatisfactory times

- 2   Phone System at Baker's
- 3   Bad weather
- 2   Hard getting in/out of car - needs escort

**Social Activity**

**Number of times per week you leave your home for any reason:**

 47  0 or 1       38  2 or 3       61  4 or more       17  No Response

**What type of social activity do you enjoy the most?**

- |                                     |                             |
|-------------------------------------|-----------------------------|
| <u> 22 </u> Visiting Family/Friends | <u>  1 </u> Hair Dresser    |
| <u> 28 </u> Church                  | <u>  9 </u> Shopping        |
| <u> 14 </u> Playing Cards           | <u> 14 </u> Eating out      |
| <u>  1 </u> Blind Association       | <u> 25 </u> Senior Center   |
| <u>  5 </u> Crafts                  | <u> 16 </u> Bingo           |
| <u> 10 </u> Volunteering            | <u>  2 </u> Outdoors        |
| <u>  7 </u> Exercise                | <u>  4 </u> Staying at home |
| <u>  4 </u> Homemakers Club         | <u>  1 </u> Quilting        |
| <u>  1 </u> Scrapbooking            | <u>  8 </u> Traveling       |
| <u>  1 </u> Over 55 Club            | <u>  3 </u> Movies          |
| <u>  2 </u> Puzzles                 | <u>  2 </u> Read            |
| <u>  3 </u> Sewing                  | <u>  3 </u> Bowling         |
| <u>  1 </u> Shuffleboard            | <u>  2 </u> Hunting/Fishing |
| <u>  2 </u> Dancing                 | <u>  1 </u> Pool            |
| <u>  2 </u> Television              | <u>  1 </u> Working         |

**Do you attend a Senior Center?**

65 Yes

94 No

4 No Response

If yes, how often do you attend?

16 1 Day per week

18 2 Days per week

7 3 Days per week

2 2 Days per month

Are you satisfied with the programs available?

66 Yes

7 No

90 No Response

What activities would you like to see at the Senior Centers?

2 Speakers

5 Exercise/Health classes

5 Bingo

1 Style Show

2 Dancing

1 Singing

2 Cards

1 Dominos

7 Trips

2 Crafts

1 Quilting

**Are you currently a member of a club or organization that does volunteer projects?**

46 Yes

105 No

12 No Response

If no, would you be interested in becoming a volunteer?

13 Yes

96 No

54 No Response

## Professional Survey Results 2004

23 Surveys Received

	<b>GREAT NEED</b>	<b>NEED</b>	<b>MINIMAL NEED</b>	<b>NO NEED</b>	<b>NO RESPONSE</b>
<b>Bathing</b>	11	9	3		
<b>Dressing</b>	3	13	7		
<b>Grooming</b>	4	11	8		
<b>Eating</b>	3	7	11	1	1
<b>Transferring</b>	6	9	5	1	2
<b>Ambulating</b>	3	10	7	1	2
<b>Preparing Meals</b>	10	10	3		
<b>Light Housework</b>	8	12	3		
<b>Laundry</b>	6	12	5		
<b>Shopping</b>	10	11	2		
<b>Managing Money</b>	5	14	4		
<b>Transportation</b>	17	6			
<b>Socialization/Recreation</b>	11	10	2		
<b>Caring for a Dependent Older Adult</b>	12	8	3		
<b>Medication Management</b>	14	7	2		

	<b>GREAT NEED</b>	<b>NEED</b>	<b>MINIMAL NEED</b>	<b>NO NEED</b>	<b>NO RESPONSE</b>
<b>Adult Day Care</b>	9	14			
<b>Protective Services</b>	5	16	2		
<b>Housing Placement Services</b>	6	14	3		
<b>Lifeline (Emergency Response System)</b>	13	9	1		
<b>Legal Services</b>	4	14	5		
<b>Center Services</b>	4	18	1		
<b>Assistance with Enrollment Forms: Property Tax Rebate, Pace, Etc.</b>	13	8	2		
<b>Intensive In-Home Services as alternative to Nursing Home Placement (PDA Waiver)</b>	17	6			

**What do you think are the 3 most important issues that the AAA could focus on in the next 4 years to most improve direct consumer services?**

- 4 Help with finances
- 11 Extended Transportation services
- 2 Medication Management
- 3 Personal Care
- 1 Reduce wait for LOC assessments
- 1 Flexible Guidelines
- 1 Protective Services for adults 50-59
- 3 Protective Services for 60+
- 2 PDA Waiver/Bridge programs
- 1 Adult Day Care
- 1 Additional Service Providers
  - Assistance with enrollment forms (taxes, PACE, etc.)
- 1 etc.)
- 4 In-home services/assistance
- 2 HDM's
- 1 Low income housing for elderly
  - Guide for personal caregivers: Agencies & individuals
- 1 Guide for nursing homes & personal care homes
- 4 Public awareness of AAA services
- 2 Additional community activities for elderly
- 1 Chore Services
- 1 Respite Care

**What One need of Venango County Older adults do you see going mostly unmet at this time?**

- Extended Transportation Services (Out of County, etc.)
- 7 Extended hours , etc.)

- 1 Prescription drug costs
- 1 Senior Centers
- 1 Medication Management
- Chore Services (home repairs, plumbing, electric,  
2 etc.)
- 1 Post hospital/medical care
- 1 Elderly Substance Abuse
- 1 HDM's due to waiting list
- 1 Public awareness of AAA services
- 1 Affordable Personal Care

**Please express any concerns you may have pertaining to the Venango County Area Agency on Aging Services. What One change can we initiate that would make services more responsive for our consumers. HOW?**

- 2 More involvement in financial matters
- Public awareness of AAA services available to  
4 seniors
- 2 Helping Seniors remain at home
- 1 Public awareness of Protective Services
- 1 Qualification guidelines
- 1 All referrals should result in an in-home assessment
- 1 More one on one contact with consumers

**Do you have any suggestions for funding alternatives?**

- 1 Golf Outing Profit: 1/2 to company, 1/2 to AAA.
- Prize give-a-ways: Weekend getaway, shopping  
1 cart full of groceries, etc.
- 2 Grants or Trusts geared toward the elderly
- Booth at Franklin/Oil City activities to sell 50/50  
1 tickets (ex. Applefest or Oil Heritage)

**Survey results given from the following professionals:**

Grace United Methodist Church - Oil City, PA  
VNA of Venango County - Oil City, PA x 2  
DPW - Franklin, PA  
Oil City Presbyterian Home - Oil City, PA  
Saint Joseph Church - Oil City, PA  
Heckathorn UM Church - Seneca, PA  
Literacy Councy of Venango County - Oil City, PA  
Grace United Methodist Church - Franklin, PA  
The Crisis Center - Oil City, PA  
Family Services - Oil City, PA  
Community Services of VC - Oil City, PA  
Seventh-Day Adventist Church - Pleasantville, PA

# Venango County Area Agency on Aging

