

Columbia-Montour Aging Office, Inc.

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**Four Year Plan of the**

**Columbia-Montour Aging Office, Inc.**

**October 1st, 2020 through September 30<sup>th</sup>, 2024**

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## Section I:

### Introduction

The Pennsylvania Department of Aging, the Federal Older Americans Act and Pennsylvania Act 70 require all fifty-two Area Agencies on Aging in the State to formulate and submit a four-year plan. The purpose of the planning process is, in effect, an evaluation of each Agency and a review of its services by consumers, staff, and the community at large. This process should reveal whether the Columbia-Montour Aging Office, Inc. (CMAOI) is presently responsive to the needs of its consumers. The plan should then identify any existing unmet needs and untapped resources that may be available to meet those needs in the future. The goal is to develop greater capacity to provide a more comprehensive and coordinated service system in conjunction with more effective resource utilization.

### Executive Summary

The development of this plan, which covers the time period of October 1<sup>st</sup>, 2020 through September 30<sup>th</sup>, 2024, has provided management, staff, consumers, caregivers, local service providers, government officials, our Advisory Board and Board of Directors with the opportunity to explore and discuss a comprehensive picture of the needs facing older adults in our area. From our inception forty –five years ago, the Columbia-Montour Aging Office, Inc. (CMAOI) was looked upon as a one stop shop for individuals interested in Aging services. We take pride in being advocates for our consumers and in helping them with all their long term care needs. The maturation of the Baby Boom generation will continue to increase the need for our services across the state. These opportunities also hold the possibility of new funding streams. However, regardless of all the work done locally through surveys, planning, and consumer/public input, the bottom line for this Agency is that without the necessary administrative, financial and policy support from the state and federal government for the Aging Network, services for older adults may become inadequate and fragmented.

## Section II:

### Agency Overview

The Agency's *Vision Statement* remains, "We believe that every older adult should have the opportunity for independence and self-determination within our community. Through education, information and services, we strive to enhance their quality of life. Therefore, we envision the Columbia-Montour Aging Office, Inc. as taking a prominent role as the entry point to all long-term care services."

The Agency's two primary *goals* also remain:

- ❖ To provide services that will enable older adults to maintain a relatively independent lifestyle in their home and community, rather than becoming dependent upon institutional care.
- ❖ To advocate for older adults and persons with disabilities and their needs.

In 2012, U.S. Department of Human Services created the Administration for Community Living (ACL), it brings together the efforts and achievements of the Administration on Aging (AoA), the Administration on Intellectual and Developmental Disabilities (AIDD), and the HHS Office on Disability to serve as the Federal agency responsible for increasing access to community supports, while focusing attention and resources on the unique needs of older Americans and people with disabilities across the lifespan. In order to help the Aging Network operationalize the Older Americans Act, the Federal Government, via the Administration for Community Living and the Pa. Department of Aging developed the following programmatic priorities to guide and focus our future investment of effort and resources. Just coincidentally, they reflect the same philosophy and ideas noted in our Agency's Vision Statement, primary goals and needs assessment survey results.

Our *vision statement* and *goals* have provided the foundation for this Agency's existence since its inception forty-five years ago; they also complement the Administration for Community Living's and Pa. Dept. of Aging's current programmatic priorities. Now more than ever, they provide the basis for this current four-year plan.

The Columbia-Montour Area Agency on Aging was established in 1975 by the County Commissioners to operate as a two-county joinder to serve as the entry point to "Aging" services. Prior to the joinder, each county acted as a separate agency. The Agency is responsible for the coordination, implementation, monitoring and delivery of services to all citizens age sixty and over in this predominately rural area with priority given to the poorest, oldest and most frail individuals.

### **Services Provided**

This Agency currently provides services to approximately forty-seven hundred consumers. Many of the Agency's services are provided by subcontractors and in-home service agencies.

### **APPRISE: State Health Insurance Education Program**

This program is delivered through a contract with Diakon Community Services. They provide an Apprise Coordinator for the counties we serve. They also recruit and train volunteers to assist the Coordinator is assisting consumers to understand Medicare options including Medicare Advantage, Prescription Drug Coverage as well as Medical Assistance and Medicare Savings Programs.

### **Protective Services**

Under the Protective Services Law, CMAOI receives reports to adults age 60 and older and those age 18-59 who are at risk for abuse neglect, abandonment or exploitation. Our Agency investigates reports for adults age 60 and older with four full-time trained Protective Services Workers under the supervision of a Protective Services Supervisor. Reports for adults age 18-59 are transferred to Liberty Health for investigation. CMAOI also remains available for all reports of abuse, neglect, abandonment or exploitation 24 hours a day, seven days a week. In



addition to the four protective service workers, nine additional staff are trained to provide these services after hours. Referrals are also made through our Protective Services Department for Legal Services such as Power of Attorney.

### **Guardianship**

Guardianship services are a vital service provided by our Agency. CMAOI is medical and/or financial guardian and Representative Payee for several consumers both in the community and in facilities. Our Protective Services Supervisor and Protective Service Case Aide mainly administer the guardianship services. Case Aide also assists as needed with transportation, accompaniment to medical appoints and other needs that may arise. However, each guardianship consumer is assigned a Care Manager to make contact at least monthly and address any needs that arise.

### **Level of Care Assessment**

This service is delivered by CMAOI through a contract with Aging Well, Inc. and Office of Long-term Living and provides a care assessment to consumers. Those referred to the agency are evaluated to determine what level of care is required in order to meet individual needs. The assessment unit consists of two assessors, and an assessment supervisor. Assessments are conducted in various settings, in home, hospitals and nursing facilities.

### **Ombudsman Program**

This program is provided through a contract with Union-Snyder Area Agency on Aging, Inc. to deliver the service. The ombudsman is knowledgeable in providing information about resident rights and assisting consumers in exercising those rights. Ombudsmen advocate for high standards of quality care and promote strict enforcement of those standards. The Ombudsman assists long-term care consumers in pursuing remedies to their problems. Residents of nursing and personal care facilities, and DOM care homes receive services from an Ombudsman. Examples of issues handled by the ombudsman are billing issues, concerns about quality of care and appeals regarding transfers, discharges, discontinuance or changes in services. Union-Snyder AAA has one designated Ombudsman for the counties we serve as well as a backup in the absence of the primary Ombudsman.

### **OPTIONS Program**

The OPTIONS program begins with an assessment to determine needs of the consumer and then they are assigned a Care Manager to assist them with meeting their needs either short or long-term. Services in the OPTIONS program include: Care Management, Home Delivered Meals, Personal Care Services, Personal Emergency Response Service, Home Health, Medication Management, Assisted Devices and Home Modifications. As each consumer's needs change they are reassessed to ensure the services they are receiving continue to meet their needs. The OPTIONS program is administered by seven Care

Managers and one Care Management Supervisor to assess needs and the in-home services are delivered through a contracted agency of the consumer's choice. Due to the rural nature of our area not all consumers can receive the care they need through a contracted agency, therefore, we offer Consumer Reimbursement as a payment model to allow flexibility to the consumer to meet their needs.

### **Caregiver Support Program**

The Caregiver Support Program assists caregivers with particular needs to continue caring for loved ones at home. The program is designed to reduce caregiver stress and reinforce the care provided to dependent, older adults within the home. A care manager works with family caregivers to plan supportive services to meet the needs of the older adult receiving care. The care manager counsels families on the benefits, services, supplies, home modifications and equipment available to assist in reinforcing personal care within the home. Depending on annual income, families may be eligible to receive reimbursement for needed services and supplies. This may allow caregivers to purchase respite care, personal care or other services essential to caring for a family member. Caregiving supplies such as disposable briefs, bed pads or other medical equipment and supplies may be purchased by the caregiver and reimbursed through the program.

### **Senior Center Services**

Senior Centers are the first step toward maintaining a quality independent life in the community. Senior Centers facilitate the social, emotional and physical wellbeing of older adults. Columbia-Montour Aging Office, Inc. operates five senior centers, are community focal points that encourage independence, socialization and community engagement while providing access to a range of services. Types of services available include recreation, education and wellness programs, fitness, health promotion and screenings, outreach, socialization, and congregate meals. Senior Centers are in Bloomsburg, Benton, Berwick, Danville and Catawissa. One Administrative Officer oversees five senior center managers.

### **Health and Wellness Programs**

The purpose is to provide education and support to older adults in order to reduce hospital admissions. Activities include preventative screenings such as flu shot clinics and blood pressure monitoring, as well as health and fitness promotion through Healthy Steps for Older Adults and Healthy Steps in Motion. Chronic Disease Self-Management Program (CDSMP) and Diabetes Self-Management Program (DSMP) are administered by two staff that are Lay-leaders and also partnership with Geisinger Health Plan.

### **Home Delivered Meals**

Home Delivered Meals are provided by Frey's Commissary and CMAOI delivers five frozen meals per week to individuals in need that are homebound, unable to attend a senior center or for any reason that this meal will ensure proper nutrition. Our Agency consists of four part-

time drivers that deliver the meals each week in most areas of the two counties and the Salvation Army in Berwick recruits volunteers to deliver meals in that area. CMAOI had volunteers delivering hot meals Monday thru Friday in the towns of Bloomsburg and Berwick until COVID-19. However, since the beginning of the pandemic they have all been switched to frozen meals at this time.

### **Person Centered Counseling**

Person Centered Counseling provide consumers and their families over the age of 18 with appropriate information, resources and referrals to meet individual needs. CMAOI maintains a listing of various local, state, and federal resources. Help is available by phone, mail, email, website, and social media or in person contacts.

### **Transportation**

To promote independence among older adults, partially subsidized transportation is available to seniors 65 and older through a shared-ride program to destinations such as senior centers, adult day living centers, medical appointments, shopping and for other essential needs. CMAOI also subsidizes those rides for consumers age 60-64. Rabbit Transit is contracted to provide Transportation.

### **Organizational Structure**

In July of 2005 the Agency became a non-profit organization (Columbia-Montour Aging Office, Inc.) governed by a eleven member Board of Directors that meets at least ten times a year. The Boards primary function is to ensure that Agency activities remain exclusively charitable and that services provided are done so in a manner that is consistent with the Agency's purpose/mission with sound business practice.

The Agency's Advisory Council, which consists of thirty members, twenty from Columbia County and ten from Montour County, meets six times per year to review the monthly program and financial reports, to receive updates from agency staff, fellow Advisory Council members and other human services professionals. They also offer suggestions and recommendations to the Agency's Director.

The Program Organization Chart which follows shows the structure of the Agency. There are thirty two full-time and five part-time employees, which include two casework supervisor II's and one quality assurance casework supervisor who are responsible for thirteen caseworkers, two case aides, one statistical processor, one computer info tech and one community health nurses. An administrative officer I is responsible for five senior center managers, two part-time Senior Center Managers, three clerk/typists, four part-time drivers who deliver in-home meals, and one office custodian. A fiscal officer II is responsible for developing the budget and supervises a fiscal assistant.

Over the years the Agency has developed a number of interagency agreements with local banks, the Women's Center, Bloomsburg University's Social Welfare and Nursing Departments, CMSU MI/ID, Columbia and Montour Human Services Coalitions and AGAPE a faith based human service agency. These agreements established more formalized referral mechanisms and provided better coordination and utilization of local resources for our consumers.

The Agency is an active member of both the Columbia County and Montour County Human Services Coalitions, whose main goal is the provision of comprehensive and effective human services through interagency partnerships and continuing education for its members. The Agency also belongs to the Columbia-Montour Chamber of Commerce and Columbia-Montour Visitors Bureau.

In April 2018 the Agency became the first aging office in the state to become a member of an HIE (Health Information Exchange). The Agency became a member of KeyHIE. As we continue to learn the importance of social determinants of health becoming a member of KeyHIE remains vital. This allows our care managers to become aware of health concerns for consumers in a quick, efficient manner. Medication lists are accessible, as well as upcoming medical appointments. This interaction between their medical treatments and social services is key in providing the best care overall to keep them healthy and safe in their own homes.

Our Agency Director oversees Deputy Director and 5 supervisors. Protective Supervisor oversees 4 Care Managers and 1 Case Aide. Care Management Supervisor oversees 7 Care Managers and 1 Case Aide. Assessment Supervisor oversees 2 assessors and one intake/referral processor. Fiscal Officer oversees 1 Fiscal Technician. Administrative Officer oversees 3 Clerk Typists, 5 Senior Center Managers and 4 Part-time In-Home Meals delivery drivers.

### **Demographics /A Look at the Community**

An analysis of the most recent data available from the Columbia and Montour County Planning Commissions, Pa. Dept. of Aging and the 2020 census projection shows that no significant population changes have occurred in Columbia or Montour Counties where the combined population is estimated to be 83696 as of July 1<sup>st</sup> 2018. Even population projections from the Pennsylvania Data Center show no significant changes for the years 2020 to 2030 when the population is expected to increase from 87283 to 88959 respectively. The combined over-60 population for the two counties is 22605, or about 26% of the total population, which is higher than the percentage of over 60 for the entire state at 21%. Even more of a concern is the over-85 population which is 2405 or 11% of the population. Another important planning consideration is the fact that in Columbia and Montour Counties 29.9% of the 60+population receiving services lives in a rural area and 47% of those live alone.



Census data also shows that pockets of older adult poverty exist in both counties: Cleveland, Franklin, Fishing Creek, Greenwood, Jackson and Pine Townships in Columbia County and Cooper, Mahoning and West Hemlock Townships in Montour County. All of these municipalities are rural with the exception of Mahoning Township in Montour County, which is primarily urban. The poverty rate for the 60+ population receiving services in Columbia and Montour County is 32.4%

The area remains particularly attractive to retirees due to its proximity to the New York/New Jersey and Philadelphia areas. Rural homes with large acreages are available at a fraction of the cost for housing in the metropolitan areas and are less expensive than comparable property in the Pocono area. Thus far, neither county has been an attractive location for minorities however; Bloomsburg University and Geisinger Medical Center are slowly drawing more minority students, patients, faculty and staff to the area. The latest data indicates that minorities make up 2.25% of the Agency's consumer population. This is in comparison to the Pa. average of approximately 19.4%. Locally the minority population consists of five groups. Hispanics comprise .83% of Agency consumers, Blacks comprise .42%, American Indian or Alaska Native comprise .12%, Asian comprise .85% and Native Hawaiian or other Pacific Islander comprise .004%.

In general, service utilization has increased from approximately 4192 unduplicated persons served in 2016 to currently 4670. Protective Services staff are spending additional time on under age 60 reports of need, taking the referrals and then forwarding them to the appropriate investigative and regulatory entities. This is putting an additional strain on the Protective Services Unit by reducing the time they have to deal with reports of need for older adults, in 2019 we added an additional protective service investigator and a case aide to assist with the increased volume. Our Assessment Unit has seen a change in the type of assessment completed from a Level of Care Determination to a Functional Eligibility Determination and this is now funded through Pa Department of Human Services Office of Longterm Living. The contract is paid per assessment completed and this has changed the need for the number of assessors. Our agency went from four assessors in 2018 to two full-time and one part-time in 2019. Beginning January 2020 and the transition to Community Health Choices for Long-term Services and Supports CMAOI no longer provides Service Coordination for participants in the Waiver program. We have since focused our care managers in the program areas of Protective Services, OPTIONS and Caregiver Support Program as the needs of older adults in our counties continue to rise.

The Columbia County Housing and Redevelopment Authority and Montour County Housing Authority have done an excellent job acquiring and managing accessible low income elderly housing units for our planning and service area. CCHRA has 165 low income apartments for older adults and MCHA has 41. The Bloom Mills Apartments complex houses the new, state of the art, Bloomsburg Senior Center and was completed in 2017 adding 40 units. Silk Mill Apartment complex was completed in 2020 across the street from Bloom Mills adding another

64 units. We do not have any licensed assisted living facilities or adult daycare centers in our area.

At the time this plan was developed, this Agency had a small waiting list OPTIONS Services for Home Modifications. However, in 2019 this Agency terminated the Home Support Program as increased need for Personal Care Services arose and the budget did not allow for both to continue. The Caregiver Support Program did not have a waiting list at the time this plan was written. As with many other Area Agency on Aging offices across Pennsylvania the parameters of the program rule out many caregivers that are in need of the service but do not qualify due to the parameters set forth.

The underserved population in our area continues to be the rural individuals who live alone and those whose income is below the poverty guidelines.

### **Local, Political and Economic Conditions**

Our planning and service area is primarily rural in nature with almost 1/3 of our consumers living in designated rural areas. 2405 individuals or 11% of the over 60 population is age 85 or greater and approximately 25% of our consumers live on incomes that put them below the poverty guidelines. Community Health Choices was implemented in our area on January 1<sup>st</sup>, 2020. We hope to learn from the Southwestern and Southeastern portions of the state that will be starting CHC before we do so that we can better advocate for our consumers who will be affected by this new state initiative.

### **Our Needs Assessment Data/Process**

For the previous four-year plan we conducted an extensive public survey, met with the various units of the Agency and identified issues that were then presented to community focus groups for review and input. The same basic process was utilized for this plan. A revised survey form, a copy of which is included, was sent to the following locations/individuals; senior housing units, local home health agencies, home delivered meals consumers, personal care and personal assistance consumers, the Agency's Board of Directors and Advisory Board members, all senior centers, Agency staff. The COVID-19 pandemic shut down many businesses and required telework where feasible just as we began distributing our survey. We then utilized Survey Monkey to make our survey available to all electronically. It was advertised in the local newspaper as well as posted to our Facebook page and Website. In addition to our paper copies returned we had several people complete the survey via Survey Monkey. Using the entities listed above we were able to meet the Pa. Dept. of Aging's requirement to target the needs of rural low-income older adults living alone without adequate informal supports.

Surveys were distributed and the results were entered into Survey Monkey for analysis. 240 of the distributed surveys were returned to the agency for analysis via paper and 22 via Survey Monkey for a total for 266 surveys completed. 77% of the respondents were over the age of 60.



10% were from 60 to 64 years of age, 23% were from 65 to 75 years of age, 28% were from 76 to 84 years of age and 16% were 85 years of age or older.

The respondents were asked to rate the following, the level of importance regarding 26 issues of concern facing local older adults, the most effective way for the Agency to provide them with feedback and additional educational information regarding these issues and the adequacy of all services currently being provided by this Agency.

Health insurance/prescription cost, staying out of a nursing facility/receiving assistance in the home and being able to afford living expenses in the community and social isolation were the areas of highest concern.

The results were discussed and evaluated by agency staff. In addition a public hearing was held on 7-30-2020 via Zoom to ensure the safety of all participants due to the COVID-19 pandemic. Five members of the community were in attendance. The responses and suggestions made were then incorporated into our plan. A few suggestions were additional community organizations to include in our quarterly meetings. As well as, specific communities to incorporate pop-up centers such as Mifflinville, Washingtonville and Aristes. In addition, as we promote our programs through different media outlets that we focus on a different program each month.

### **Resource Development**

Informing and educating the public is an ongoing priority that the Agency is attempting to meet by working with Bloomsburg University's Communications and Business Depts. to establish an ongoing marketing internship to help us disseminate information on Aging services to the public by upgrading our website, more effectively using traditional print media and by establishing a presence in social media such as Facebook, Twitter and Instagram.

### **National Planning Requirements**

For older individuals with greatest economic or social need and older adults at risk for institutional placement;

- Agency Care Management supervisors triage and prioritize referrals.
- Care management staff work quickly to determine older adult's financial status and determine unmet needs.
- Care management staff work with the older adult, their families/caregivers and attending physician to determine and then mitigate any risk.
- If need be, discretionary/emergency assets such as fundraising income will be utilized to pay for needed services until an "official" care plan is developed and implemented.

For low-income minority individuals, those with limited English proficiency and those residing in rural areas;

- Agency Care Management staff prioritize need based on income and minority status.

- To communicate with individuals with limited English proficiency we utilize Language Line Interpretation Service, contacts with several Bloomsburg University professors who help us obtain the appropriate interpreter. The University's Solve office and Disabilities Center are also utilized to obtain individuals with the needed language or signing skills.
- This Agency's service area is almost entirely rural in nature. In our RFP process, all providers are asked what portions of the service area they will cover and they score higher if they cover the entire two county area.

To ensure that all providers of any service comply with these objectives;

- The Agency utilizes the appropriate APD (Aging Program Directive) language in all provider service contracts.
- Agency administrative and supervisory staff conduct ongoing monitoring of providers to ensure that services continually meet contractual/APD requirements.

## **Section III**

### **Goals, Objectives and Strategies**

**Goal #1: Build efficiencies and collaborations to address the growing and diversifying aging population by emphasizing citizen-first culture and strengthen our local network by promoting innovation and best practices.**

#### **Objectives:**

- Enhance collaborations with community organizations and emphasize within community collaborations the importance of citizens first and allowing choice

#### **Strategies:**

- The Agency will enhance collaboration with local agencies to utilize funding sources. This will include implementation of quarterly meetings with agencies including: Agape, Ask and You Shall Receive (AYSR), Salvation Army of Bloomsburg and Berwick, Good Samaritan; Lions, Moose and Rotary Clubs, Central Susquehanna Opportunities (CSO) and the local Ministerium.
- Build on our current collaborations with local agencies to utilize funding sources
- Outreach to the community will include all media outlets such as: newspaper, radio, television, and increased use of social media. Focus on promoting a different program each meeting.
- Retain membership in KeyHIE
- Supervisory staff will promote Aging services by participating in local health fairs, senior expos and other events frequented by seniors.

- Utilize our Apprise counselors to increase awareness of Apprise insurance assistance among Medicare beneficiaries by outreach to senior centers, health fairs, senior expos and other events frequented by seniors.
- Intake and care management staff will promote Agency services via phone and walk in referrals.
- Intake and care management staff will provide assistance to consumers needing help with the completion of applications/forms such as PACE, Property Tax/Rent Rebate, LIHEAP and other insurance forms.
- Caregiver Support Program staff will educate caregivers about available services and caregiving strategies at our monthly CSP Support Group meeting.
- Administrative and Protective Services staff will work with the local courts to promote the Agency's financial management services such as representative payee and guardianship.
- Agency staff become Dementia Friends

### **Performance Measures:**

- The Agency will organize quarterly meetings with local agencies. Will have quarterly meetings planned and implemented by Spring 2021
- Every staff member will participate in at least two Pa. Link/ADRC cross trainings. As Link/ADC trainings are provided we will trainings available to the public via social media
- Annual review of Agency brochures, website and social media accounts.
- Number of in-service trainings on Aging services/programs to our subcontractors and partners.
- Number of Supervisory staff outreach activities at senior centers, local health fairs, senior expos and other events frequented by seniors.
- All Agency staff trained at dementia friends by Spring 2021

## **Goal #2: Enhance healthy living by encouraging older adults to be more active through community programs**

### **Objectives:**

- Promote senior center activities that encourage health living.
- Enhance awareness for available shared-ride transportation to the programs

### **Strategies:**

- Increase outreach and awareness of shared-ride, the types of eligible rides, funding and cost to the rider.
- Senior Center calendars will be posted on social media, advertised in newspaper each week and distributed to local elderly housing.
- Focus on promoting a different service each month such as: CDSMP, DSMP, HSOA

**Performance measures:**

- Utilize newspaper, radio, social media outlets to advertise.
- Measure Senior Center attendance using SAMS reports
- As Shareable information is disseminated to us from other organizations it will be shared via social media.
- Maintain spreadsheet to capture outreach types and dates
- Complete SAMS service delivery for number of Rabbit Transit Applications sent

**Goal #3: Raise awareness on elder abuse and protecting older adults by increasing outreach on how to identify and report abuse:****Objectives:**

- Increase awareness of elder abuse to older adults, family members and the community
- Enhance outreach for the Ombudsman program
- Continued training of residents of nursing facilities and personal care homes to be PEERs trained in resident's rights in order to advocate for themselves and other residents through the Ombudsman program

**Strategies:**

- Continue to provide trainings to facilities on proper procedures to identify and report abuse
- Continue outreach for protective services. Current outreach to continue in billboards, magazines, letter to the editor and increase outreach on social media sites
- Collaborate with contracted Ombudsman for outreach
- Form an elder abuse task force

**Performance measures:**

- Supervisory staff will offer in-service training on Aging services/programs to our subcontractors and partners.
- Annual Review of training reports of individual staff. Staff will continue education learning by attending Pa Department of Aging trainings as well as other trainings offered by locally and virtually. This Aging office will maintain a record of all attended trainings
- Attendance by Facilities to required and in-service training. A spreadsheet will be maintained by the Protective Services Supervisor on trainings conducted in facilities.
- Consumer satisfaction surveys conducted for all Agency trainings.

**Goal #4: Improve services for older adults by advocating locally to enhance evidence-based programs available and committing to data integrity and being accountable for results:**

**Objectives:**

- Collaborate with entities that provide evidence based programs
- Ensure anyone wanting to attend a program has transportation
- Review of training and quality assurance of in-home service providers during annual monitoring of contracts.
- Annual review of center programing and participation in evidence based health, fitness and nutrition services

**Strategies:**

- Schedule programs at each of our 5 senior centers, libraries, and incorporate pop-up centers in providing these programs to allow members in smaller communities that do not house a senior center to attend programs within their community.
- Strengthen our relationship with Geisinger Health Plan in providing Evidence Based Programs
- Reach out to anyone with interest in attending to ensure they have transportation
- Assist consumers with completing transit application as needed and ensure they understand how to utilize the service

**Performance Measures:**

- Utilize SAMS to run reports to measure attendance
- Increase by 2 the number of programs Geisinger Health Plan provides
- Assist with transportation application for older adults needing transportation to a program, run reports in SAMS



## Additional Links

Columbia County Volunteers in Medicine

[www.ccvim.org](http://www.ccvim.org)

Columbia-Montour Chamber of Commerce

[www.columbiamontourchamber.org](http://www.columbiamontourchamber.org)

Columbia-Montour Visitors Bureau

[www.itourcolumbiamontour.com](http://www.itourcolumbiamontour.com)

Red Cross - Local & National Disaster Relief and Emergency Services [www.redcross.org](http://www.redcross.org)

United Way of Columbia County - Volunteer / Non-Profit Support [www.unitedwaycolumbiacounty.com/site/](http://www.unitedwaycolumbiacounty.com/site/)

United Way of Columbia County - Volunteer / Non-Profit Support [www.berwickareunitedway.org](http://www.berwickareunitedway.org)

Central Pennsylvania Food Bank - Local & Statewide Food Banks

[www.centralpafoodbank.org](http://www.centralpafoodbank.org)

Central Susquehanna Opportunities, Inc. - Community Action Agency (CSO, Inc.) - Assistance Resources and Information Referrals and Information [www.censop.com](http://www.censop.com)

PA Dept. of Human Services – SNAP/Employment Assistance/LIHEAP/Medicaid

[www.dhs.pa.gov](http://www.dhs.pa.gov)

The Student Parent Organization - Links to Local Family Resources

[http://organizations.bloomu.edu/spa/studentparents\\_c.html](http://organizations.bloomu.edu/spa/studentparents_c.html)

Mental Health association - Susquehanna Valley

[www.mhacsv.org](http://www.mhacsv.org)

### Human Services:

Agape – Love From Above - Non-denominational faith-based organization to help members of the community

[www.agapelovefromabove.com](http://www.agapelovefromabove.com)

Beyond Violence - Domestic Abuse Shelter & Services

[www.bpcenter.com/support\\_groups.html](http://www.bpcenter.com/support_groups.html)

Smile Single Moms

[www.smilesinglemoms.org](http://www.smilesinglemoms.org)

Bloomsburg Psychological Center, LLC - Psychological & Counseling Services

[www.bpcenter.com](http://www.bpcenter.com)

The Women's Center - Shelter for the Abused

[www.thewomenscenterinc.org](http://www.thewomenscenterinc.org)

Your Loving Choices - Pregnancy Counseling and Assistance

[www.yourlovingchoices.org](http://www.yourlovingchoices.org)

Salvation Army - Diverse Nationwide Assistance Services

[www.salvationarmyusa.org](http://www.salvationarmyusa.org)



Public Library - Bloomsburg - Computer Access, Research & Books  
[www.bloomsburgpl.org](http://www.bloomsburgpl.org)

Public Library - Orangeville - Computer Access, Research & Books  
<http://orangevillelibrary.org>

YMCA - Bloomsburg - Recreational and Day Care Facilities  
<http://bloomsburgymca.org>

YMCA - Berwick - Recreational, Pool and Day Care Facilities  
<http://berwickymca.org>

Visiting Nurse Associations of America  
<http://vnaa.org>

Pennsylvania Association for the Blind - Vision Disability Information & Services [www.pablind.org](http://www.pablind.org)

Disabled American Veterans - Offers Veterans Transportation & Assistance  
[www.dav.org](http://www.dav.org)

### Addiction Services:

United in Recovery – Prevention + Intervention + Community (Columbia/Montour)  
<https://cmcuw.org/unitedinrecovery>

Alcoholics Anonymous - Official site of the Alcoholics Anonymous World Services  
[www.aa.org](http://www.aa.org)

AL-ANON - (Alateen), offers help for friends & families of problem drinkers.  
[www.al-anon.alateen.org](http://www.al-anon.alateen.org)

Narcotics Anonymous - Official site of NA  
[www.na.org](http://www.na.org)

Reform U - Reformers Unanimous Addiction Program website  
[www.reformu.com](http://www.reformu.com)

The Recovery Zone - A unique guide to the 12 step program on the web  
[www.recoveryzone.org](http://www.recoveryzone.org)

Narconon - Drug Addiction Rehabilitation, Education and Drug Abuse Prevention  
[www.narconon.org](http://www.narconon.org)

Nar-Anon - Drug addiction support and information for addicts and families  
[www.nar-anon.org](http://www.nar-anon.org)

Gambler's Anonymous - Information / Support for Compulsive Gamblers  
[www.gamblersanonymous.org](http://www.gamblersanonymous.org)

OLGA Non - On-line assistance and information game / gamer addictions  
[www.olganon.org](http://www.olganon.org)

Sober Recovery - Alcohol and addiction recovery information  
[www.soberrecovery.com](http://www.soberrecovery.com)

## Churches:

Bloomsburg Christian church

[www.bloomsburgchristianchurch.org](http://www.bloomsburgchristianchurch.org)

Shiloh Bible Church

[www.shilohbiblechurchbloomsburg.org](http://www.shilohbiblechurchbloomsburg.org)

St Columba Catholic Church

[www.stcolumbachurch.org](http://www.stcolumbachurch.org)

First Baptist Church – Danville

[www.danvillefirstbaptist.org](http://www.danvillefirstbaptist.org)

Redeemer Church – Danville

[www.redeemerdanville.org](http://www.redeemerdanville.org)

## Mortgage, Legal & Business Development Assistance:

FHA - Government Refinancing

[www.fha.com](http://www.fha.com)

PHFA - Pennsylvania Mortgage Financing / Housing Assistance

[www.phfa.org](http://www.phfa.org)

PA Law Help - Guide to Legal and Information Services in PA

[www.palawhelp.org/PA/index.cfm](http://www.palawhelp.org/PA/index.cfm)

REDC / LEAP - Business Development assistance

[www.redc-leap.org](http://www.redc-leap.org)

MORTGAGE LOAN.COM

[www.mortgageloan.com/affordable](http://www.mortgageloan.com/affordable)

## Pets & Animals:

Adopt a Pet - Animal Rescue, Resource & Care Information

[www.adoptapet.com/adoption\\_rescue/71216.html](http://www.adoptapet.com/adoption_rescue/71216.html)

PSPCA – Danville

[www.pspca.org](http://www.pspca.org)

## Columbia-Montour Aging Office Inc. 2020-2024 Area Plan Public Hearing

The public hearing was held via Zoom due to the COVID-19 pandemic on 07/30/2020 at 1pm. 5 participants joined the meeting. Deputy Director Brenda Appel facilitated the meeting. The agencies goals and strategies were reviewed and time was allotted for questions. The following questions were posed during the meeting and will be incorporated into the plan strategies.

- Collaborations
  - Additional collaborations to consider are Rotary Club, Lions, Moose, Central Susquehanna Opportunities and Recreational Centers?
- Senior Center Activities
  - Where will there be pop up senior centers in small communities?
- Enhancing awareness on community program
  - How often will partners meet?
  - What services will be discussed?
  - Can there be a rotating list of services to promote?
- Awareness of Protective Services
  - How will outreach be delivered?
  - Will there be specific locations of in-person training rather than just pamphlets?

**COLUMBIA/MONTOUR AGING OFFICE, Inc.  
4 YEAR PLAN HEARING  
THURSDAY, JULY 30, 2020  
1PM**

**VIA ZOOM OR CALL-IN**

**<https://zoom.us/j/91467392434>**

**OR 1-646-558-8656**

**Meeting ID: 91467392434**

**ASSIST US IN PLANNING  
BOTH YOUR AND OUR FUTURE**

**For further information call 570-784-9272**



# Columbia-Montour Aging Office, Inc.

702 Sawmill Road, Suite 201, Bloomsburg, PA 17815-7736  
570/784-9272 Fax: 570/784-3678

## COMMUNITY NEEDS ASSESSMENT SURVEY

Please complete form and return to Aging Office. Please return by April 30, 2020

GENDER: Female 191 Male 81

AGE: 0-21      22-40 6 41-55 8 56-59 3 60-64 20 65-75 117 76-84 71  
85+ 37

Do you live alone: Yes 155 No 97

Ethnicity: Caucasian/White 236 Hispanic/Latino 1 African American/Black 3 Asian      Other     

### 1. What major concerns would you/do you have as a senior?

Check by order of importance:

	Very Important	Somewhat Important	Less Important
A. Health/Health Care Issues	<u>192</u>	<u>24</u>	<u>20</u>
B. Health Insurance Coverage/Costs	<u>185</u>	<u>28</u>	<u>25</u>
C. Prescription Drug Benefits/Cost	<u>174</u>	<u>41</u>	<u>22</u>
D. Institutional Long-term Care Placement/Costs	<u>73</u>	<u>62</u>	<u>94</u>
E. Services in My Own Home	<u>129</u>	<u>50</u>	<u>55</u>
F. Effective Hospital/Nursing Home Care Transitions	<u>52</u>	<u>45</u>	<u>129</u>
G. Caring For Spouse/Family Member	<u>53</u>	<u>36</u>	<u>135</u>
H. Quality of Life As I Age	<u>167</u>	<u>41</u>	<u>34</u>
I. Housing	<u>113</u>	<u>59</u>	<u>56</u>
J. Transportation	<u>99</u>	<u>69</u>	<u>65</u>
K. Nursing Home/Assisted Living/ Per.Care Boarding Home Issues	<u>53</u>	<u>72</u>	<u>111</u>
L. Opportunities to Volunteer	<u>30</u>	<u>51</u>	<u>151</u>
M. Loneliness/Isolation	<u>68</u>	<u>82</u>	<u>78</u>
N. Estate Planning	<u>42</u>	<u>60</u>	<u>129</u>
O. Opportunities to Learn	<u>40</u>	<u>55</u>	<u>136</u>
P. Senior Centers/Socialization	<u>75</u>	<u>57</u>	<u>97</u>
Q. Elder Abuse Awareness	<u>48</u>	<u>73</u>	<u>107</u>
R. Support Groups	<u>31</u>	<u>78</u>	<u>117</u>
S. Alzheimer/Dementia Education	<u>42</u>	<u>65</u>	<u>119</u>
T. Education On Senior Topics	<u>45</u>	<u>98</u>	<u>85</u>
U. Home Repair & Modifications	<u>49</u>	<u>64</u>	<u>96</u>
V. Taxes	<u>58</u>	<u>72</u>	<u>99</u>
W. Costs of Heating and Cooling	<u>104</u>	<u>63</u>	<u>61</u>
X. Legal Issues; POA, Wills, Advanced Directives	<u>60</u>	<u>86</u>	<u>87</u>
Y. Mental Health/Counseling Services	<u>32</u>	<u>74</u>	<u>128</u>
Z. Assistance with finances; Rep Payee, POA, Guardianship	<u>33</u>	<u>67</u>	<u>128</u>

### 2. Choose three (3) of the most effective ways to provide information to you and or local older adults:

Computer/Social Media	<u>91</u>
Local TV	<u>209</u>
Meetings	<u>27</u>
Radio	<u>75</u>
Newspapers	<u>185</u>
Videos	<u>9</u>
Information Forums	<u>25</u>
Speaking Engagements	<u>26</u>
Pamphlet/Brochure	<u>43</u>
Church Bulletins	<u>35</u>
Other	<u>52</u>

### 3. Please describe yourself:

(Check all that apply)

Senior Center Participant	<u>87</u>
Homebound meal or in-home Services consumer	<u>103</u>
Transportation Consumer	<u>33</u>
Shopping Consumer	<u>43</u>
Caregiver for older adult, disabled or Grandchild	<u>13</u>
Interested/concerned citizen	<u>123</u>
Member of business community	<u>5</u>
Health Care Provider	<u>5</u>
Social Services Provider	<u>18</u>
Retired	<u>182</u>
Employed	<u>58</u>
Student	<u>2</u>
Member of Government/Govern- ment Agency	<u>1</u>

YES NO

4. Is your annual income over \$12,760 (single) \$17,240 (couple) \_187\_ \_68\_

5. Would you like to learn how to use social media? \_32\_ \_218\_

6. What is your greatest concern about aging for yourself or a loved one?

Health, caring for self, being independent, going to the nursing home, being able to afford living expenses /insurance, Memory concerns, being alone, staying in home, not able to do what they use to do.

-----AGING SERVICES-----

Aware Not Aware

**Awareness of the following services:**

<u>116</u>	<u>127</u>	<u>Adult Day Care:</u> (no facilities currently in operation in our two county area)
<u>209</u>	<u>35</u>	<u>Care Management:</u> Healthcare and Social Services Coordination and Advocacy.
<u>230</u>	<u>14</u>	<u>In-home Services:</u> Personal Care, Respite, Medication set-up, Home Delivered Meals.
<u>105</u>	<u>139</u>	<u>Ombudsman:</u> longterm care/services complaint intervention, resolution and advocacy.
<u>178</u>	<u>64</u>	<u>Protective Services:</u> investigation and resolution of reports of abuse, neglect, exploitation and abandonment.
<u>107</u>	<u>138</u>	<u>Caregivers Support Program:</u> financial reimbursement to caregiver for supplies and respite.
<u>217</u>	<u>27</u>	<u>Transportation:</u> For medical purposes, to senior centers and shopping.
<u>227</u>	<u>17</u>	<u>Senior Center Services:</u> Congregate meals, PrimeTime Health Programs, Volunteer Programs, Health Screenings, Nutrition Education, and Diet Counseling.
<u>116</u>	<u>128</u>	<u>Assessment Unit:</u> Level of Care Determinations for Nursing Homes, Personal Care Homes, LIFE, Domiciliary Care Homes, Home and Community Based Services.
<u>141</u>	<u>103</u>	<u>Social Services:</u> Information and Referral, Counseling, and Legal Services.
<u>133</u>	<u>103</u>	<u>Apprise:</u> Health Insurance Counseling.
<u>179</u>	<u>61</u>	<u>Assistance Completing/Filing Forms:</u> Rent/Property Tax Rebates, PACE/PACE Net applications and other insurance forms.
<u>87</u>	<u>157</u>	<u>Care Transition Services</u> from Hospitals & Nursing Facilities to home.
<u>122</u>	<u>122</u>	<u>Financial Management Services:</u> Guardianship, Representative Payee.

**General Comments/Suggestions:**

To Aging Office – doing a good job, nice people, thanks for helping people stay in their homes, checking on them and assisting with needs.

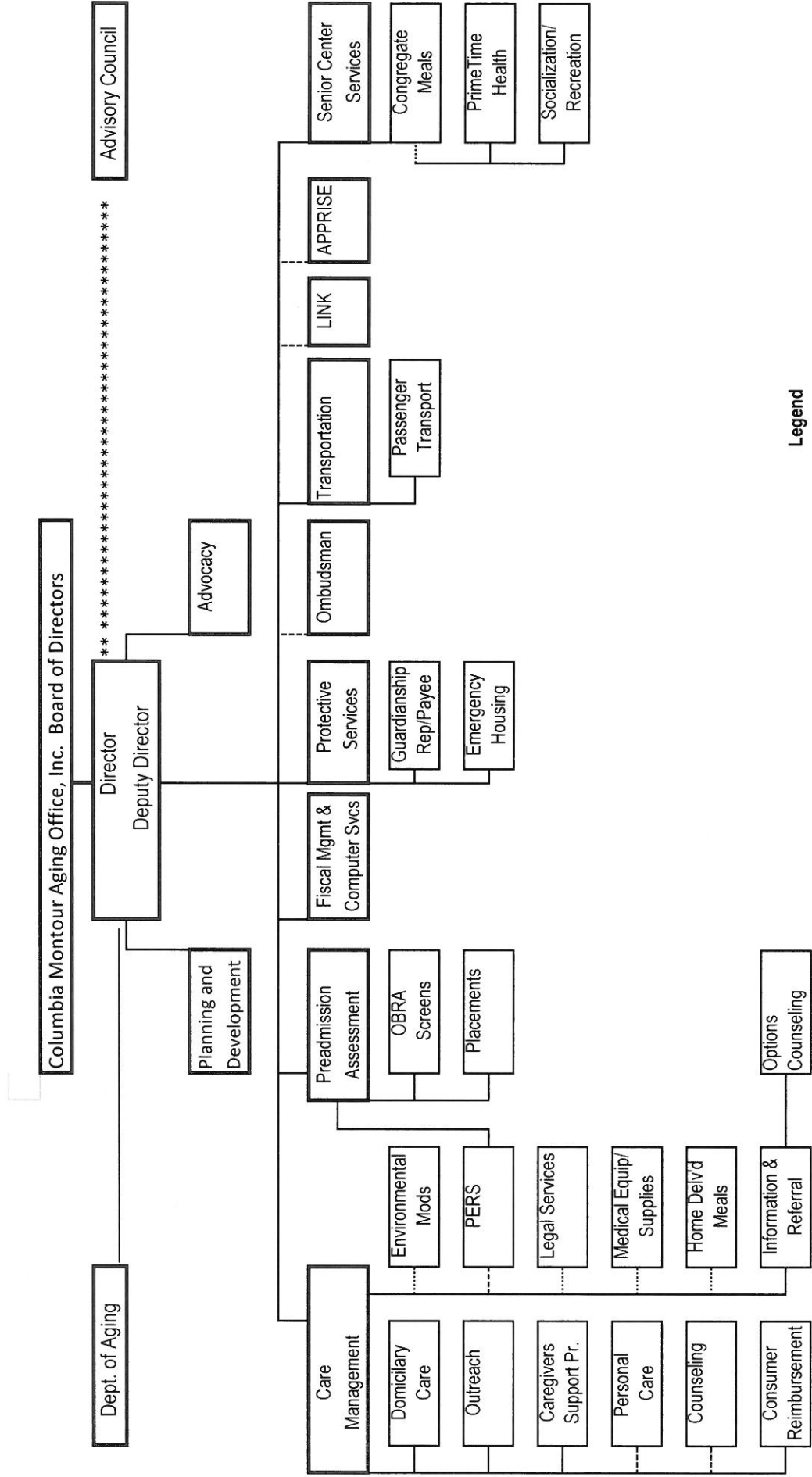
They want transportation after 3:30 pm and why doesn't our county get free transportation.

Conduct workshops at high rise apartments and centers.

Hope people follow rules so we can all be safe from the Covid 19 virus.

# Columbia-Montour Aging Office, Inc.

## PROGRAM ORGANIZATION CHART

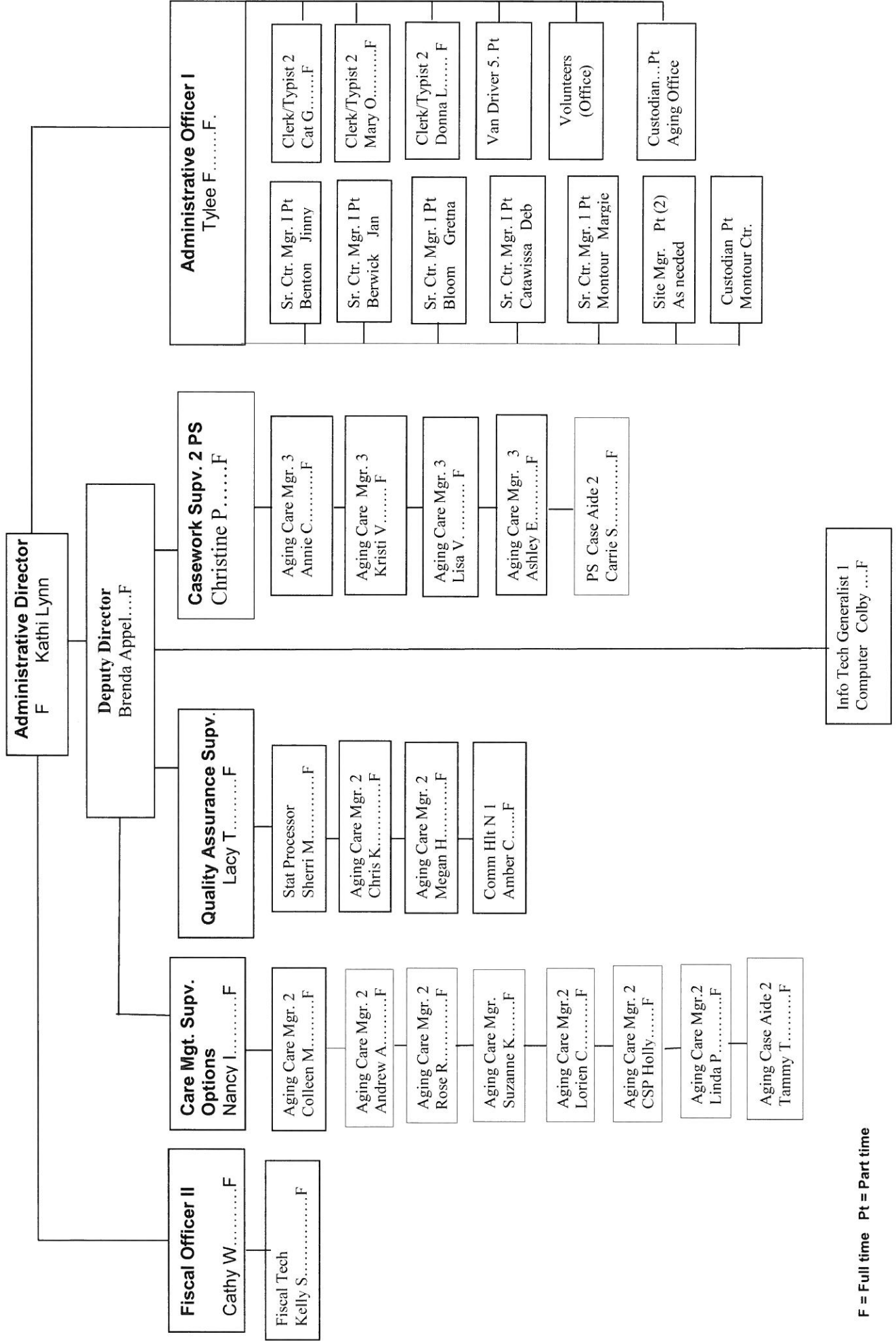


### Legend

- Direct Supervision
- ..... Contract
- \*\*\*\*\* Advisory



**COLUMBIA-MONTOUR AGING OFFICE, INC.  
ORGANIZATIONAL FLOW CHART**



F = Full time Pt = Part time

**AREA PLAN PART B**

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

**FY 2020-24 Area Agency on Aging**

**Four-Year Area Plan on Aging**

**Signature Page**

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

Columbia-Montour Aging Office, Inc.  
702 Sawmill Rd, Suite 201  
Bloomsburg, PA 17815

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

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

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

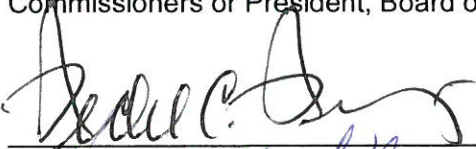
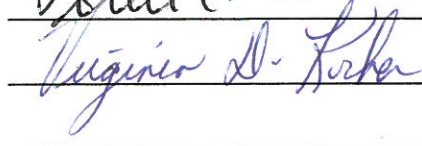
That in compliance with Title VI of the Civil Rights Act of 1964; Section 504 of the Federal Rehabilitation Act of 1973; the Age Discrimination Act of 1975; The Americans With Disabilities Act of 1990; The Pennsylvania Human Relations Act of 1955, as amended; and 16 PA Code, Chapter 49 (Contract Compliance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

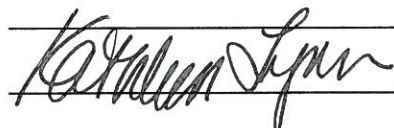
- 1) I/we do not and will not discriminate against any person because of race, color, religious creed, ancestry, national origin, age, sex, or handicap:
  - a) In providing services or employment, or in its relationship with other providers.
  - b) In providing access to services and employment for handicapped individuals.
- 2) I/we will comply with all regulations promulgated to enforce the statutory provisions against discrimination.

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

I/we certify that the advisory council of the Area Agency on Aging has participated in the development of this Plan and has reviewed the Plan as herewith submitted.

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

	Title <u>PRESIDENT</u>	Date <u>8-26-20</u>
	<u>SECRETARY</u>	<u>8-26-20</u>

	<u>DIRECTOR</u>	<u>8-26-2020</u>
(Signature of the Area Agency on Aging Director)	(Title)	(Date)

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

<u>Brenda Appel</u>	<u>570-898-8630</u>
(Name)	(Area Code and Telephone)

**Part B. Section 2**

**DOCUMENTATION OF PARTICIPATION BY THE AREA  
AGENCY ON AGING ADVISORY COUNCIL**

PSA NO. 15

NAME OF AAA: Columbia-Montour Aging Office, Inc.

PLAN PERIOD FROM 2020 TO 2024

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

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

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

Virginia Kocher, President  
\_\_\_\_\_  
Typed Name and Title

July 20, 2020  
\_\_\_\_\_  
Date

## **Part B. Section 3**

### **Listing of Plan Assurances and Required Activities**

#### **Older Americans Act, As Amended in 2016**

#### **ASSURANCES**

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

#### **Area Plans**

- Assurances that an adequate proportion, as required under section 307(a)(2), of the amount allotted for part B to the planning and service area will be expended for the delivery of each of the following categories of services:
  - Services associated with access to services (transportation, health services (including mental and behavioral health services), outreach, information and assistance (which may include information and assistance to consumers on availability of services under part B and how to receive benefits under and participate in publicly supported programs for which the consumer may be eligible) and case management services.
  - In-home services, including supportive services for families of older individuals who are victims of Alzheimer's disease and related disorders with neurological and organic brain dysfunction
  - Legal assistance.
- Assurances that the AAA will report annually to the State agency in detail the amount of funds expended for each such category during the fiscal year most recently concluded.
- Assurances that the AAA will:
  - Set specific objectives, consistent with State policy, for providing services to older individuals with greatest economic need, older individuals with greatest social need, and older individuals at risk for institutional placement.
  - Include specific objectives for providing services to low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas.
  - Include proposed methods to achieve the objectives.
- Assurances that the AAA will include in each agreement made with a provider of any service under this title, a requirement that such provider will:
  - Specify how the provider intends to satisfy the service needs of low-income minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas in the area served by the provider.
  - To the maximum extent feasible, provide services to low-income minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas in accordance with their need for such services.

- Meet specific objectives established by the AAA, for providing services to low-income minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas within the planning and service area.
- Each AAA shall identify the number of low-income minority older individuals and older individuals residing in rural areas in the planning and service area, describe the methods used to satisfy the service needs of such minority older individuals, and provide information on the extent to which the AAA met the objectives described in clause (a)(4)(A)(i).
- Assurances that the AAA will use outreach efforts that will identify individuals eligible for assistance under this Act, with special emphasis on:
  - Older individuals residing in rural areas.
  - Older individuals with greatest economic need (with particular attention to low-income minority individuals and older individuals residing in rural areas).
  - Older individuals with greatest social need (with particular attention to low-income minority individuals and older individuals residing in rural areas).
  - Older individuals with severe disabilities.
  - Older individuals with limited English proficiency.
  - Older individuals with Alzheimer's disease and related disorders with neurological and organic brain dysfunction (and the caretakers of such individuals).
  - Older individuals at risk for institutional placement.
- Assurance that the AAA will ensure that each activity undertaken by the agency, including planning, advocacy, and systems development, will include a focus on the needs of low-income minority older individuals and older individuals residing in rural areas.
- Assurances that the AAA will coordinate planning, identification, assessment of needs, and provision of services for older individuals with disabilities, with particular attention to individuals with severe disabilities, and individuals at risk for institutional placement, with agencies that develop or provide services for individuals with disabilities
- Assurances that the AAA, in carrying out the State Long-Term Care Ombudsman program under section 307(a)(9), will expend not less than the total amount of funds appropriated under this Act and expended by the agency in fiscal year 2000 in carrying out such a program under this title.
- Information and assurances concerning services to older individuals who are Native Americans (referred to in this paragraph as "older Native Americans"), including:
  - Information concerning whether there is a significant population of older Native Americans in the planning and service area and if so, an assurance that the AAA will pursue activities.
  - Outreach, to increase access of those older Native Americans to programs and benefits provided under this title.
  - Assurance that the AAA will, to the maximum extent practicable, coordinate the services the agency provides under this title with services provided under title VI.
  - Assurance that the AAA will make services under the area plan available, to the same extent as such services are available to older individuals within the planning and service area, to older Native Americans.
- Assurances that the AAA will maintain the integrity and public purpose of services provided, and service providers, under this title in all contractual and commercial relationships.



- Assurances that the AAA will disclose to the Assistant Secretary and the State agency the identity of each nongovernmental entity with which such agency has a contract or commercial relationship relating to providing any service to older individuals; and the nature of such contract or such relationship.
- Assurances that the AAA will demonstrate that a loss or diminution in the quantity or quality of the services provided, or to be provided, under this title by such agency has not resulted and will not result from such contract or such relationship.
- Assurances that the AAA will demonstrate that the quantity or quality of the services to be provided under this title by such agency will be enhanced as a result of such contract or such relationship.
- Assurances that the 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.
- Assurances that preference in receiving services under this title will not be given by the AAA to particular older individuals as a result of a contract or commercial relationship that is not carried out to implement this title.
- Assurances that funds received under this title will be used to provide benefits and services to older individuals, giving priority to older individuals identified in paragraph (4)(A)(i); and in compliance with the assurances specified in paragraph (13) and the limitations specified in section 212.