

# MONROE COUNTY AREA AGENCY ON AGING

## FOUR YEAR PLAN 2020-2024



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A Plan developed to:

- Educate and inform stakeholders, consumers, general public, service providers, community leaders, local officials and donors.
- Ensure that local needs and circumstances are successfully integrated with state and federal goals, initiatives and regulations.
- Provide a management tool that helps decision-makers with budget, staffing and program decisions that reflect Area Agency on Aging priorities.
- Comply with Act 70 and the Older Americans Act requirements.
- Provide critical information to the Pennsylvania Department of Aging about the unique needs and circumstances of the Monroe County Area Agency on Aging.

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# Area Plan – Part A

## I. Executive Summary

Every four years the Monroe County Area Agency on Aging is required to develop an Area Plan in conjunction with the Pennsylvania Department of Aging’s State Plan, in an effort to target the increasing and changing needs of the older adults of Monroe County. This plan is for the period October 1, 2020 through September 30, 2024.

The mission of the MCAAA is:

- 1) To Strengthen Family Life.
- 2) To Assist Individuals in Attaining or Maintaining Independence and Self Care in the Setting of their Choice.
- 3) To Protect Adults in Danger of Neglect, Abuse, or Exploitation.

Monroe County Area Agency on Aging currently provides the following programs and/or services:

- |   |                                       |
|---|---------------------------------------|
| *Adult Day Care                                 | *Outreach and Education               |
| *APPRISE Program                                | *Older Adult Protective Services      |
| *Care Management                                | *Ombudsman Program                    |
| *Consumer Reimbursement                         | *PA Caregiver Support Program         |
| *Cost Sharing                                   | *Personal Care                        |
| *Emergent Services                              | *Personal Emergency Response System   |
| *Federal Grandparent Caregiver Support Program  |                                       |
| *Functional Eligibility Determinations          |                                       |
| *In-Home Meals                                  | *Publications                         |
| *Home Modifications                             | *Retired and Senior Volunteer Program |
| *Information and Referral                       | *Senior Centers / Congregate Meals    |
| *Legal Assistance                               | *Transportation                       |
| *Medical Equipment, Supplies, Assistive Devices |                                       |

Recent trends show us that the needs of older adults in Monroe County are changing. In recent years, through advances in science, healthcare, medicine and technology, life expectancy continues to increase, and the number of older adults continues to rise. In addition, because of our proximity to major metropolitan areas such as New York and New Jersey, Monroe County also experiences many retirees who relocate to the Pocono/Monroe County area.

By the end of this plan period, nearly all “Baby Boomers” will be 60 and older! Monroe County’s population is higher than the statewide and national average for people between 60 and 75 years of age according to a demographic profile from American Community Survey. Funding increases have been provided to Monroe County Area Agency on Aging due to the growing number of older adults in the County. However, it has not kept pace with the growing older adult population. Since the previous Area Plan in 2016, MCAAA’s budget has increased from \$3,299,674 to the current Fiscal Year 2019-2020 of \$3,536,604, or 7.18%. Meanwhile, according to the U.S. Bureau of the Census 2010-2014 American Survey, five year estimates for Monroe County’s over 60 population is 33,740, or 20% of the total Monroe County population. This number increased by 2,206 since 2010, and is expected to increase by 25% by the year 2020. While we celebrate this growing population, we also acknowledge the increasing demand on services that this growth brings. Demands such as: reliable and affordable home care, access to medication and health care, transportation, housing and other necessary services that allow older adults to age safely, and with dignity, in the setting of their choice.

This increasing population of Monroe County’s older adults makes us even more cognizant of the importance of good strategic planning to ensure that the future needs of older adults are met while being good stewards of taxpayer dollars; and that programs and services can be operated and delivered in an efficient, effective and sustainable manner. With increased demands, and budgetary uncertainties, it is imperative to develop a sustainable plan to meet the continuing needs of our community and our older adults. As such, Monroe County Area Agency on Aging is also charged with engaging in the strategic planning process, in an ongoing effort to meet the needs of older adults and their caregivers in our community.

The COVID19 pandemic has given us the opportunity to evaluate how we serve the older adults in our region and creatively respond to the challenges laid before us. The agency was able to mobilize quickly to a remote workforce where possible and with the coordinative efforts of the staff, partner agencies and community resources, continued to provide services to our residents, including new referrals and protective service investigations.

The process of developing the Four Year Plan was impacted by the pandemic. Data sources were limited given the constraints on gatherings of people, and technological impasses given the rural nature of Monroe County. Much of the input is based on information from meetings prior to the pandemic, research from published information from local partners and piggy-backing off virtual forums hosted in collaboration with other entities versus solely for the Monroe County Area Agency on Aging’s purpose.

The Plan also consists of goals and objectives, which have been developed based on feedback and both qualitative and quantitative data obtained. Monroe County Area Agency on Aging will commit the necessary resources to accomplishing these goals and objectives over the next four years, and will regularly track the progress and evaluate the success of accomplishing these goals through implementing and monitoring our performance measures.

## II. Agency Overview

Monroe County Area Agency on Aging is charged by the Monroe County Commissioners with providing services and programs to older adults (ages 60 and over), and aims to support individuals, families and caregivers within the County. Staffed by professionals in the field of aging, and with the guidance of the Pennsylvania Department of Aging, the Area Agency on Aging strives to improve the quality of life of Monroe County's older adults through coordination of existing services and development of essential programs.

The Monroe County Area Agency on Aging (MCAAA) is the Department of Aging's designated Planning and Service Area (PSA) provider for older adults in Monroe County, Pennsylvania. As a result of the Older Americans Act of 1965 the Tri-County Planning and Service Area that joined Wayne, Pike and Monroe Counties began in 1974. Due to the increase in population, on July 1, 1978 the Monroe County Area Agency on Aging separated from the Tri-County Planning and Service Area and was designated by the Pennsylvania Department of Aging as the 48<sup>th</sup> planning and service area.

The Monroe County Area Agency on Aging has the responsibility of fulfilling the requirements of PA Act 70 and the Older American's Act of 1965, as amended.

Monroe County Area Agency on Aging's mission has always been:

- To strengthen family life
- To assist individuals in attaining or maintaining independence and self-care safely in the setting of their choice
- To protect adults in danger of neglect, abuse and/or exploitation

Monroe County Area Agency on Aging remains committed to this mission by adhering to our core values. These values include:

- Treating all individuals with dignity and respect.
- Respecting the choices and preferences that older adults have regarding their decisions.
- Respecting and understanding the unique circumstances that each individual has.
- Valuing our relationships with community partners.
- Operating as responsible stewards of all resources entrusted to us.
- Valuing the efforts made by those who work, advocate, and volunteer for the needs of older adults.
- Maintaining a high level of professional integrity, responsibility and accountability.

The three-member Monroe County Board of Commissioners have the final authority within the Monroe County Area Agency on Aging organization. Bound by contractual agreement, the County Commissioners have final responsibility for the Agency's budget. This is due to the federal and state funding which goes directly to the county.

The Administrator of the Monroe County Area Agency on Aging is responsible for the effective and efficient operation of the agency. It is the Administrator's responsibility to ensure that the entire staff observes and complies with all state and federal mandates as well as organizational and county policies and procedures. The Administrator is obligated to represent the interests of the consumers, programs and the agency.

Members of the Monroe County Area Agency on Aging sit on various boards and committees within the local community and statewide such as: LINK/ADRC, Domestic Violence/Sexual Assault Task Force, the Pennsylvania Council on Aging, Criminal Justice Advisory Board, the Monroe County Human Services Planning Team, Community Services Administrative Board, Department of Aging Outcomes Committee, Crisis Intervention Team and the Inter-Agency Council of Monroe County.

The Monroe County Area Agency on Aging was integral to creating and continues to host an Elder Abuse Task Force. Established in 2015 with the cooperation of the Monroe County District Attorney's office this Task Force brings together a variety of professionals in the community committed to increasing awareness of elder abuse and how to report it, and educating the community to be more informed to keep themselves and the older adults they come in contact with safe.

The Monroe County Area Agency on Aging works in conjunction with a 17 member Advisory Council. These members are volunteers, appointed by the County Commissioners, and represent the various geographical areas of the county as well as the diversity of the population. The purpose of the Advisory Council is to assist the Monroe County Area Agency on Aging and the County Commissioners to establish priorities, monitor services, act as advocates and make recommendations. The Advisory Council conducts formal monthly meetings and chairs public meetings as required by mandates and/or as needed. In addition, the Advisory Council members are participants in various committees in an effort to identify, develop, initiate and/or evaluate plans, programs or actions sponsored by the council or agency.

Presently, the Monroe County Area Agency on Aging has a staff of 33 which includes an Administrator, five supervisors, an Administrative Officer and 27 staff as listed in Appendix A. It is part of the Human Service infrastructure of Monroe County. Monroe County Area Agency on Aging coordinates required services for consumers by contracting with service providers and other agencies.

In 2018 due to changes in how determinations of an adult’s (18 and older) level of care are made, the Monroe County Area Agency on Aging contracted with Aging Well PA, LLC to continue to do assessments for home and community based services as well as facility placement.

The end of 2019 saw the end of Monroe County Area Agency on Aging’s provision of service coordination to those older adults who met the clinical and financial eligibility of the Aging Waiver program. Those consumers were transitioned to Managed Care Organizations and are served by independent service coordination entities.

**A. Demographic Data:**

- Monroe County consists of sixteen (16) townships and four (4) boroughs.
- Monroe County was one of the fastest growing counties in Pennsylvania until recent years. This was due to the proximity of Interstate 80, leading to New Jersey and New York. The Census Bureau and the Monroe County Planning Commission estimates that the population of Monroe County is slowly declining. This is consistent with declines in school enrollment, drastically reduced housing construction and a large number of foreclosures. The population of Monroe County was 169,842 in the 2010 US Census and in 2018 the estimate was 169,507.
- Despite the general population declining the population of those over 60 is increasing. This can be seen in the chart below:

<b>Total Population and Growth Rates, 2000 -- 2018</b>					
<b>Universe: Total Population</b>					
<b>Age</b>	<b>Total Population Census 2000</b>	<b>Total Population Census 2010</b>	<b>Total Population Estimates for 2018</b>	<b>Growth Rate, 2000-2010</b>	<b>Growth Rate, 2010-2018</b>
<b>Total</b>	<b>138,687</b>	<b>169,842</b>	<b>169,507</b>	<b>22.5%</b>	<b>-.2%</b>
Age 55 to 59 years	7,057	11,975	12,733	69.7%	6.3%
Age 60 to 64 years	5,711	9,833	15,166	72.2%	54.2%
Age 60 year or older	22,747	31,534	43,294	38.6%	37.3%
Age 65 yrs. or older	17,036	21,701	28,128	27.4%	29.6%
Age 85 yrs. or older	1,571	2,348	2,571	49.5%	9.5%

Source: American Community Survey estimates US Census

- There is a significant increase in the percentage of the county's elderly population age 85 and over which increased 22.7% from 2010 to 2014. This demographic change will place additional demands on the agency as this age group tends to be frail with greater physical and mental deterioration, resulting in an increase in the type and number of services needed to prevent placement in a facility. This age group is also expected to increase during the duration of this plan.
- The number of grandparents caring for grandchildren is increasing. 1.7% or 536 grandparents are caring for grandchildren. For the past two fiscal years, the Federal Family Caregiver Grandparenting program in Monroe County has asked for and received waivers to serve the demand of the number of grandparents caring for their grandchildren.
- Of the over 60 population, 21.7% are veterans.
- Availability of low income housing continues to be a problem for Monroe County seniors. There are 500 individuals who are over 60 or disabled who are on the waiting list for efficiency apartments at the Monroe County Housing Authority. The waiting list for Section 8 vouchers has been closed since 2008.
- The bed capacity for the four nursing facilities in Monroe County is 510 and they are normally at full or close to full bed capacity, currently down due to suspension of admissions because of COVID19. The seven (7) Personal Care Boarding home beds amount to 535, plus 36 which are specialized for behavioral health. Affordable Personal Care Boarding Home beds are difficult to locate since the monthly rents exceed what many residents can afford to pay.

**B. Local, Political and Economic Conditions:**

- 1. We do not yet know the far reaching effects of COVID-19's impact on the county or state.** For example Monroe County Area Agency on Aging has been underspent in FY1920 as a result of not being able to provide face to face activities through our Health & Wellness programs. We are adapting to a remote workforce environment while still meeting the need of seeing and supporting our older adults. Senior Centers still have not reopened although meals are being provided to older adults.



2. **Increased funding has not kept pace with the need for services.** Since 2015-16 Monroe County Area Agency on Aging has gradually received over 7% increase in funding, including additional designated Protective Services monies. However a waiting list has been in place since July 2018 for OPTIONS services, the longest duration waiting list for the agency in recent times.
3. **There is no Adult Day Care Center located in Monroe County.** Consumers wanting to attend an Adult Day Care Center must travel outside the county which limits the number who attend. As a result of COVID19 that singular day care is closed and its future is uncertain.
4. **According to the United States Census Bureau, the minority population in Monroe County has reached 30% of the total population of which 13.9% are Hispanic. Of the 60 and over age group, 17% are a minority and 6% are Hispanic.** It is projected that this trend will continue throughout the planning time frame. Monroe County Area Agency on Aging is fortunate to have several Spanish speaking staff members and maintains a contract for translation services where needed.
5. **50% of Monroe County residents live in rural areas.** While being in a rural area brings its own set of issues, what became apparent during the pandemic is the lack of broadband/Internet capability in some of these areas. The Monroe County Commissioners have taken the first steps to target those areas through a survey of Internet speed requested of all residents.
6. **Property taxes contribute to the high cost of owning a home in Monroe County.** Monroe County conducted a reassessment of property in 2019. As a result, many homeowner's property taxes increased since the previous assessment thirty years ago. Three of the four school districts in Monroe County averaged an increase of 36% increase.
7. **Wayne/ Pike/ Monroe ADRC received grant approval to extend the Shared Housing Pilot Grant through CMS.** This program has been very successful, especially in Monroe County matching home owners with housemates for subsidized or in-kind rent. It is beginning to expand to other PSA's and may be a viable alternative housing initiative around Pennsylvania.

8. **Partnering with other Area Agencies on Aging across Pennsylvania Monroe County will be submitting an RFP to provide enrollment services for older adults potentially eligible for Managed Care Long Term Services and Supports (Aging Waiver).** The recipient of this contract will assess and enroll eligible consumers. If the Area Agencies on Aging receive the contract, there will be restructuring within the office to meet the requirements with additional fee for service dollars resulting from the activity.
9. **Monroe County Area Agency on Aging sponsors the Retired and Senior Volunteer Program.** RSVP supports Monroe County Area Agency on Aging by providing volunteers (600+ volunteers) for many roles such as Friendly Visitors, Phone Pals, APPRISE counselors, Senior Center helpers to name a few.
10. **Monroe County Area Agency on Aging has seen a lot of staffing changes and restructuring since the previous Area Plan.** The office has had three Directors since 2016 and has reallocated personnel resources to better focus on particular programs under Community Services, Outreach, Intake & Assessment, and Protective Services. The Protective Service unit was increased by one investigator and a support staff person.
11. **Monroe County Area Agency on Aging is fortunate to have a non-profit entity, Support Services for Seniors, as a resource to assist older residents of Monroe County.** This independent organization responds to the need for home modifications and fuel assistance for consumers in Monroe County. Funding is limited though and assistance must be parceled carefully.

C. **Resource Development**

The Monroe County Area Agency on Aging has been cultivating relationships with other County human services offices through participation with the Human Services Planning Team, and Community Services Administrative Board. We need to partner with more local resources like the United Way, East Stroudsburg University, Northampton County Community College and area service clubs like the scouts, Rotary, and Kiwanis as well as large employers such as Sanofi-Pasteur for volunteers to expand service coordination, especially with regard to transportation and to meet the needs of the underserved populations such as Spanish-speaking individuals, the LGBTQ community and our more rural residents. We might draw upon some of these resources to provide senior center activities on a limited basis as well as outreach to those older adults facing social isolation.

Historically the Monroe County Area Agency on Aging has sought grants specific for senior center activities from the Department of Aging. Working closely with the County grant writer, we would like to secure project money for activities from other resources such as the Moses Taylor Foundation or other foundations in the area.

### **III. Needs Assessment Data:**

#### **General Overview of Data Acquisition and Research Methodology:**

**Community Needs Assessment Methodology:** The primary method of soliciting input and feedback from the local community was through a community needs assessment survey (See APPENDIX B). The survey was developed and approximately 2600 distributed through Monroe County Area Agency on Aging monthly newsletter recipients, meal recipients, community members, and community partners and on the Monroe County Area Agency on Aging website. The best effort was made, given the extraordinary time period, to ensure the equitable opportunity for the participation of the general community as well as their unbiased feedback. The feedback obtained provided the qualitative and quantitative data utilized for the research and analysis of trends as related to specific classifications and sub-classifications within the responding participants.

Under normal circumstances feedback and data from the community would include the utilization of focus groups. However, Monroe County essentially closed due to COVID19 in mid-March 2020. The normal venues of Council meetings, senior centers and staff meetings were not available. Participation in a virtual meetings has been extremely limited given the target population and technological capacities throughout the area Monroe County Area Agency on Aging serves.

#### **A) Community Needs Assessment Findings Report Summary:**

A total of 169 community needs assessment survey responses were received. A majority of responders report living in Monroe County for over twenty years, and are currently living alone (62%), white (77.5%), and female (78%), ranging in age between 70-79 years of age (43%). Listed below are the results (recorded in percentages) of the demographic questions asked on the needs assessment survey tool:

- 1) Age Range:
  - a. 60-69 years old: 23%
  - b. 70-79 years old: 43%**
  - c. 80+ years old: 33%

2) Gender:

- |                  |            |
|------------------|------------|
| a. Male:         | 22%        |
| <b>b. Female</b> | <b>78%</b> |

3) Living Arrangements:

- |                   |            |
|-------------------|------------|
| <b>a. Alone</b>   | <b>62%</b> |
| b. With Spouse    | 16%        |
| c. With Relatives | 15%        |
| d. Other          | 8%         |

4) Race:

- |                                     |              |
|-------------------------------------|--------------|
| a. American Indian                  | 3.6%         |
| b. Asian                            | 0 %          |
| c. Black or African American        | 3.6%         |
| d. Hispanic or Latino               | 13%          |
| e. Native Hawaiian/Pacific Islander | 1.2%         |
| <b>f. White</b>                     | <b>77.5%</b> |
| g. Other                            | 1.2%         |

5) Annual Income Ranges:

- |  |            |
|--|------------|
| a. Single Person Below \$12,760        | 27%        |
| <b>b. Single Person Below \$19,140</b> | <b>48%</b> |
| c. Two People Below \$17,240           | 7%         |
| d. Two People Below \$25,860           | 18%        |

6) Type of Housing:

- |                          |            |
|--------------------------|------------|
| <b>a. Own Home</b>       | <b>70%</b> |
| b. Rent Home / Apartment | 30%        |

An additional series of questions, less quantifiable and more text were asked regarding

- The needs facing older adults in the community: transportation, paying taxes and getting food either at stores or being delivered.
- Personal needs: financial, socialization, transportation and minor chores/repairs.
- How to improve aging services: more housing for seniors, more senior centers

Interestingly several respondents asked that there be a human to help them with concerns, not a computer or on the phone.

IV: 2020-2024 Four Year Plan Goals,  
Objectives, and Strategies

**GOAL 1: Promote Innovation and best practices, build efficiencies to respond to the growing and diversifying aging population.**

**Objective 1) Provide education to older adults, service providers, community partners and the general public about services available through the Area Agency on Aging and community partners.**

Strategies:

MCAAA will enhance efforts to market and communicate information on services and programs to the public, as well as community professionals, through existing communication mechanisms such as:

- a) Enhanced newsletter articles featuring services, programs available for older adults and caregivers in the PSA; topics that are identified through the needs assessment.
- b) Attending local senior expositions, health fairs, and/or other speaking engagements.
- c) Enhanced web and Facebook maintenance to ensure all information on programs and services is included and accessible to users.

Outcomes and Performance Measures:

The Monroe County Area Agency on Aging will seek input from staff and Advisory Council members for input to the newsletter and will specifically utilize the needs assessment survey as a resource for topics. Meetings are being held with county IT Department regarding the website and Facebook and the Aging office has designated liaisons to IT for posting to both.

**Objective 2) Increase bilingual Outreach efforts and strengthen staff efficiency through cultural diversity training.**

Strategies:

1. Encourage the Pennsylvania Department of Aging/ Learning Management System to make cultural diversity training available
2. Engage local religious and cultural communities to inform and educate staff on the traditions and resources within each community.
3. Create an information insert in Spanish in newsletter.

Outcomes and Performance Measures:

1. Have cultural diversity training available. All staff will be mandated to take the training; supervisors will insure compliance; all staff will produce certificates of completion.

2. Staff will become more aware of religious and cultural resources in the community. Five representatives either formal or informal will give presentations to staff.
3. Spanish speaking residents will be aware of the agency and its services. Newsletters will be sent with an insert with general information and an article in Spanish.

**GOAL 2: Establish and enhance efforts to support healthy living, active engagement and a sense of community for all older Pennsylvanians.**

**Objective 1) Expand community partnerships in order to develop innovative programs designed to engage older adults.**

Strategies:

1. Partner with The Older Adult Learning Community (TOLC) to market available programs and classes and to encourage specific pertinent topics.
2. Add innovative programs to all senior centers such as trips/entertainment, alternative exercise programs.
3. Partner with the Monroe County Historical Association to engage older adults to make their historical knowledge a resource for others.
4. Support Geisinger's establishment of its LIFE program to service Monroe County.

Outcomes and Performance Measures:

1. The Older Adult Learning Community (TOLC) would offer topics suggested by the needs assessment. The curriculum will indicate topics suggested.
2. Trips to area casinos were initiated prior to COVID19; a minimum of three annual trips will be scheduled. Through a grant from the Department of Aging renovations to a senior center have begun to enable outdoor seating and entertainment is planned for next year; at least two outdoor musical events will be held annually. Alternative exercise programs will be scheduled; contact with local resources (colleges, YMCA and hospitals) will be made to engage their staff, students or resources to facilitate these programs; three new programs will be added per year.
3. Contact will be made with the Monroe County Historical Association.
4. A LIFE program will be available in Monroe County. While still in planning stage and on hold due to COVID19 the Monroe County area Agency on Aging will offer whatever assistance is requested including a letter of support and information in our newsletter.

## **Objective 2) Reduce social isolation and educate consumers about healthy living**

### Strategies:

1. Insure that Monroe County Area Agency on Aging newsletter, Senior Express Times, is distributed to all OPTIONS/home delivered meal services recipients.
2. Expand friendly visitor and telephone reassurance for isolated older adults

### Outcomes and Performance Measures:

1. All in-home meal recipients will receive the Senior Express Times; increase distribution of the newsletter by the number of in-home meal recipients.
2. Increased education about friendly visitor and telephone reassurance (through RSVP) resulting in a 10% overall increase in visits and/or calls.

## **GOAL 3: Emphasize a citizen-first culture that provides outreach, embraces diversity, and honors individual choice.**

### **Objective 1) Provide education to focused targeted diverse populations**

#### Strategies:

1. Identify organizations that are minority based and provide outreach
2. Engage Monroe County Area Agency on Aging Advisory Council and staff to act as liaisons to diverse community organizations

#### Outcomes and Performance Measures:

1. Diverse populations will be made aware of the agency and services available; at least three organizations will be contacted.
2. Advisory Council members affiliated with community organizations will introduce an agency representative to the group; at least two organizations will be contacted.

### **Objective 2) Increase outreach efforts throughout Monroe County.**

#### Strategies:

1. By making more diverse programming available and targeting a younger senior population, make a more open and welcoming atmosphere at all senior centers.
2. Supervisors and/or staff will participate in local groups focusing on the needs of older adults in Monroe County.

#### Outcomes and Performance Measures:

1. Programming will expand by at least two new activities per year and attendance will increase by 10% annually.
2. Three new organizations in the community will see staff participation.



**GOAL 4: Protect older adults and ensure their safety and dignity by raising awareness of and responding effectively to incidences of abuse, injury, exploitation, violence and neglect.**

**Objective 1) Expand regular Protective service outreach and educations efforts.**

Strategies:

1. Develop and implement a protective services training for first responders and hospital staff. Expand the existing training to include the investigation process.
2. Procedures for when and how to report suspected abuse will be available in newspapers, newsletters and in links on the agency webpage and Facebook page.
3. Make banking institutions aware of when and how to report possible financial exploitation and what is needed to assist in the completion of the investigation.

Outcomes and Performance Measures:

1. First responders and hospital staff will make appropriate, timely referrals of their concerns; training will be done annually.
2. More community members will be aware of how to make a report; increased Reports of Need from the community will indicate information being received.
3. More banks will be aware of how to report and enable investigators to have access to necessary records; number of complete referrals from banks should increase.

**Objective 2) Increase awareness of protective services and referral procedures by enhancing collaborations with federal, state, and local agencies.**

Strategies:

1. Obtain a contracted psychiatrist to evaluate competency.
2. Re-establish a partnership with Monroe County District Attorney's Office to enhance Elder Abuse Task Force.

Outcomes and Performance Measures:

1. Monroe County Area Agency on Aging will obtain a Professional Services Agreement with a psychiatrist to determine competency.
2. Attendance at the Elder Abuse Task Force meeting by a representative from the District Attorney's office

**GOAL 5:** Improve services for older adults and the ability to advocate for them by using evidence-informed planning, committing to data integrity and being accountable for results.

**Objective 1) Provide quality services to older adults of Monroe County. Commit to data integrity to create a profile of Monroe County's older adults' strengths and needs.**

Strategies:

1. Utilizing data in client management systems to report out on trends throughout the county
2. Provide reports to management for quality assurance analysis
3. Provide tools to community leaders and officials to aid program and budgetary decision making

Outcomes and Performance Measures:

1. Expanding the weekly reports provided to supervisors to include service utilization by consumer and by agency; reduction in consumer complaints regarding service.
2. Ensuring services are provided as ordered and necessary through a regular review of weekly SAMS reports and quarterly benchmarks.
3. Community leaders will be aware of the needs of older adults in Monroe County to advocate for increased funding for all programs.

## **Area Plan – Part B**

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

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

**Monroe County Area Agency on Aging  
724 Phillips Street, Suite 102  
Stroudsburg PA 18360  
570-420-3735**

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	Date
 _____ Sharon S. Laverdure	_____ Chairman	_____ 12-16-2020
 _____ John R. Moyer	_____ Vice Chairman	_____ 12/20/20
 _____ John D. Christy	_____ Commissioner	_____ 12/14/20
 _____ Mary Claire Megargle	_____ Administrator	_____ 12/2/2020

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

\_\_\_\_\_  
 (Name)

\_\_\_\_\_  
 (Area Code and Telephone)

NOV 30 2020

**Part B. Section 2**

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

PSA NO. 48

NAME OF AAA: Monroe County Area Agency on Aging

PLAN PERIOD FROM October 1, 2020 TO September 30, 2024

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

The Area Agency on Aging Advisory Council recommends approval of this Plan.



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

Todd Martin, President  
Typed Name and Title

November 21, 2020 Date

## Part B. Section III

### 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.

#### **Part B. Section IV**

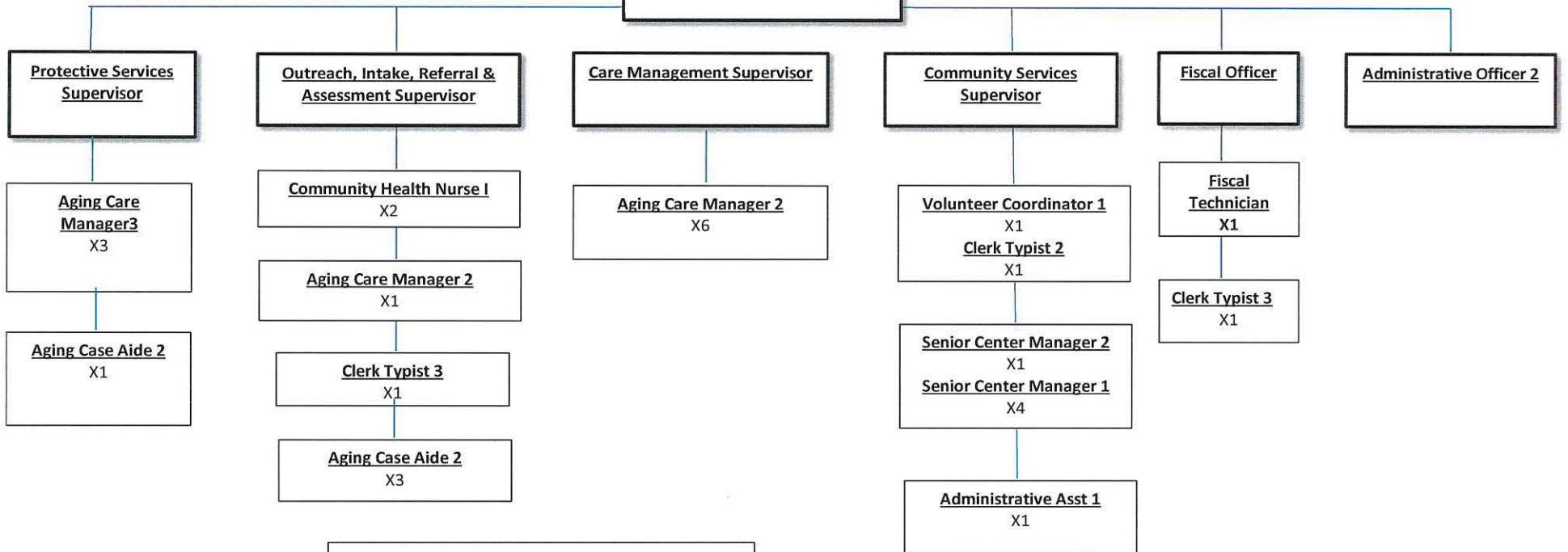
#### **Summary of Public Hearing**

The Monroe County Area Agency on Aging participated with the County Human Services Planning Team in a virtual public hearing In June 2020. This Team consists of Human Service agency representatives from Carbon, Monroe and Pike counties and its' goal is to address the common major concerns from each through cross-collaboration. Presentations were made of services provided and agency status in response to the pandemic and an overview of individual plan goals.

Community members participated in a virtual review of the Monroe County Area Agency on Aging Four Year Plan in October 2020. Agency services and service trends were reviewed. Attendees offered very positive feedback regarding the Agency newsletter however communication to the general public about resources was a defined need. Most participants expressed concern about the forced isolation of seniors due to the current pandemic and the need for Monroe County to resolve Internet accessibility issues. Feedback was generally positive regarding the Agency and supportive of the four year plan goals and strategies.

**Monroe County  
Commissioners**

**Administrator**



\*The number of staff in each position is indicated below each classification title.

**Community Questionnaire Survey Four-Year Plan**

**PLEASE COMPLETE FORM AND MAIL or DROP OFF TO ADDRESS INDICATED**

**Monroe County Area Agency on Aging, 724 Phillips Street, Suite 102,  
Stroudsburg, PA 18360**

1. How long have you been a resident of Monroe County? \_\_\_\_\_ years
2. What is your age and gender? Age \_\_\_\_\_ Gender: Male / Female
3. In what Township or Borough is your residence? \_\_\_\_\_ Zip Code \_\_\_\_\_
4. Do you live: \_\_\_ alone? \_\_\_ with spouse? \_\_\_ with relatives? \_\_\_ other?
5. Do you: \_\_\_ rent \_\_\_ own your home?
6. Are you a caregiver for someone else? \_\_\_ yes \_\_\_ no
7. What is your race? \_\_\_ Non-Minority (white, non-Hispanic) \_\_\_ Amer. Indian/Native Alaskan \_\_\_ Asian \_\_\_ African American \_\_\_ White/Hispanic \_\_\_ Native Hawaiian/Other Pacific Islander \_\_\_ Other
8. Is your income under: (household of 1) \_\_\_ \$12,760 \_\_\_ \$19,140  
(household of 2) \_\_\_ \$17,240 \_\_\_ \$25,860
9. Please check the most effective ways for you to be aware of Aging services and programs:  
\_\_\_ Meetings \_\_\_ TV/Radio \_\_\_ Seniors' Express Times \_\_\_ Newspaper \_\_\_ Internet  
\_\_\_ Friends/Family \_\_\_ Email \_\_\_ Other Explain \_\_\_\_\_
10. Do you participate in any Senior Center Activities (lunch, socialization, education, health programs) \_\_\_ Yes \_\_\_ No If no, please explain why: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
11. What is the greatest need facing older adults in your community? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
12. What is your greatest need? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
13. How can we improve Aging Services in your community? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
14. What type of new agency services are needed in your community? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

NEED STATEMENT	OFTEN A PROBLEM	SOMETIMES A PROBLEM	NO PROBLEM
<b>FINANCIAL</b>			
Ability to pay for medical/prescription insurance			
Ability to pay medical, dental, vision and prescription bills			
<b>SELF-CARE</b>			
Ability to grocery shop			
Ability to do your own housework/laundry			
Ability to provide personal care (bathing, dressing, grooming)			
Medication management (measuring dosage, taking properly)			
Ability to regularly prepare nutritious meals			
How many meals do you eat per day	(1)	(2)	(3)
<b>CAREGIVER</b>			
Ability to care for an older family member			
Assistance available from family or others			
<b>SOCIAL/RECREATION</b>			
Do you have access to physical exercise activities	(Yes)	(No)	
Do you have access to entertainment, movies etc.	(Yes)	(No)	
Coping with loneliness/fears/anxiety or depression			
<b>COMMUNITY EDUCATION</b>			
Awareness of available services			
Availability of information on Caregiving			
Information on Legal Matters (Living Will/ Power of Attorney)			
Crime Prevention			
Awareness of Protection from Abuse Services			
Information on medical, long term care, prescription insurance			
<b>HOUSING/HOME MODIFICATIONS</b>			
Ability to do your own home maintenance/ minor or major repair			
Do you have safe, adequate housing	(Yes)	(No)	
Ability to meet household expenses (rent, utilities, taxes)			
<b>TRANSPORTATION</b>			
Do you have access to reliable transportation	(Yes)	(No)	

If you are in need of assistance, information, or services please call our office at 570-420-3735 or toll free 1-800-498-0330