

**2024-2028 Local Area Plan**

**Lebanon County Area Agency on Aging**

**PSA #24**

**Lebanon County**

**October 1, 2024, through September 30, 2028**



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# Table of Contents

Executive Summary .....	3
Introduction .....	3
Community Outreach & Needs Assessment .....	3
Agency Overview .....	4
Mission Statement, Vision, and Values .....	4
Organizational Structure .....	4
Organizational Chart.....	6
Demographics .....	7
Community Outreach & Needs Assessment .....	10
Quality Management.....	12
Goals, Objectives, Strategies, and Outcome Measures .....	14
Goals .....	14
Objectives & Strategies .....	14
Outcome Measures .....	17
Appendix 1: Assurances .....	22

# Executive Summary

## Introduction

The Lebanon County Area Agency on Aging (LCAAA) was established January 10<sup>th</sup>, 1974, and is an entity of Lebanon County government. It is responsible for developing and providing a comprehensive, coordinated system of services and support for older adults and their families. This four-year plan is a combination of internal and external review of the issues facing the agency and the population that is being served. It incorporates major trends identified in the planning process of Aging Our Way, PA, and objectives and strategies outlined by the Administration for Community Living (ACL).

Over the next four years, LCAAA plans to increase the ability of our 60 and older population to age in place through a combination of increased outreach in providing information on home and community-based services and Medicaid based programs. We hope to expand partnerships with other community resources in coordinating these services to our seniors in the community. We are also hoping to be more fiscally sound to review our budget and expand the services we deliver to include more hours and more types of service.

## Community Outreach & Needs Assessment

In developing the 2024-2028 plan, Lebanon County Area Agency on Aging gathered information from consumers, stakeholders, other partners, and the public during the Master Plan sessions that were held in local towns of Lebanon County. The data acquired by LCAAA through 4 separate public outreaches provided community feedback which identified the needs of the community for seniors of all ages. Input from the Advisory Council and Aging Inspired Committee also yielded excellent feedback and suggestions to make Lebanon County a stronger Aging community with resources.

The LCAAA facilitated these 4 public meetings to discuss an array of topics facing our seniors, including, and not limited to, housing, transportation, in-home support, community support, communication barriers, and civic issues in the community.

With these 4 public meetings we were provided 5 topics of focus:

1. Provide more diverse transportation options.
2. Create Dementia friendly resources, services, and support.
3. Expand on AAA services that are not just core services to include other county agencies/coalitions to provide a stronger network of services.
4. Focus on inclusivity of the Spanish speaking population.
5. Continue to grow the LCAAA Protective Service unit.

These goals will provide us with direction in the next four years and strategies to implement these goals will depend on the trend of economics, funding, and support from PDA to be successful.

## Agency Overview

### Mission Statement, Vision, and Values

#### **Mission Statement:**

The mission of the Lebanon County Area Agency on Aging (LCAAA) is to develop, coordinate and promote a continuum of services that value and supports adults as they age; empower them to maintain independence, dignity, and respect; and enhance their overall well-being and quality of life.

#### **Vision:**

The 4-year state plan will collaborate with other stake holders in the Commonwealth to provide our older adults across Lebanon County the resources, supports, and services to age with dignity, respect, and continue as an active member in their community. This plan will be a commitment to create a county for our residents to age in place with the available support they need.

#### **Values:**

- Continued independence of our older adults.
- Providing a safe community.
- Inclusivity to all populations of gender & ethnicity.
- Collaboration with community resources and services.
- Respect and Privacy of our older adults.

### Organizational Structure:

#### Description of the AAA

The Lebanon County Area Agency on Aging (LCAAA) was formed as the Office for the Aging in 1967, and formally designated as an Area Agency on Aging in 1974 after the passage of the Federal Older Americans Act. It was created via an agreement between the Lebanon County Commissioners and the Pennsylvania Department of Aging (PDA). It is one of 52 similar agencies established across the state of Pennsylvania.

The LCAAA is a Department of Lebanon County Government, under the direction of the Board of County Commissioners, along with the support of the LCAAA Advisory Council. The LCAAA Administrator reports directly to the County's Chief Clerk /Administrator. The agency currently employs 41 full- and part-time employees and contracts with over 36 service providers to deliver a wide range of services to approximately 17,908 older adults annually. LCAAA provides services that benefit older adults at varying stages of interest, need and ability. The services the agency provides include Home Delivered Meals, Level of Care Assessments, Senior Community Centers with

Congregate Meals, Health and Wellness Programming, Ombudsman Advocacy, Protective Services, and PA Medi Benefits Counseling.

**Advisory Board:**

An eighteen (18) member Advisory Board for the agency provides additional oversight and direction in which they are appointed by the Board of Commissioners. The Board provides feedback from the community and agencies in the County and advises on development and the implementation of what the four- year plan and the Annual Aging Block Grant should encompass. The four-year plan and the Annual spending of the Aging Block Grant are presented at an annual Public Hearing for public comment.

*See Organizational Chart page 6.*



## Demographics

The planning and service area for which this agency is responsible consists of 362 square miles within the boundaries of Lebanon County. Located in central Pennsylvania, it is surrounded by larger counties and cities. Dauphin, Berks, Schuylkill, and Lancaster Counties all bound Lebanon County.

According to the U.S. Census Data from 2022 the population estimates 143,257 residents in Lebanon County with 20.5% being 65 and older. The Pennsylvania average overall average is only 19.6% of 65 and older. The growing aging population is assisted by 10 skilled nursing facilities, 15 personal care and assisted living facilities, and five continuing care retirement communities. We have grown a percentage each year from 2019 in which we were 16% of 65 and older. This older population continues to grow across the country as Baby Boomers, who were born between 1946 and 1964, are now entering their mid-seventies which is affecting Lebanon County and the years to follow.

Census data also reveals that the largest minority group in Lebanon County is the Hispanic population, which includes 15.3% of the total County population, compared to only 8.6% state-wide. However, the 5 % of adults aged 60 and older are Hispanic. A closer look reveals that nearly 25% of the people aged 0-4 year in the County are Hispanic, and that percentage gradually decreases in each age cohort, with only 2% of the population of the 85 and older is Hispanic. This highlights the need to consider the aging of this demographic in the years ahead.

### **Lebanon County 60+ Population From the Pennsylvania State Data Center, 2021**

Total Population	143,493	100%
60+	38,154	26.6%
60-85	34,5781	24.1%
85 +	3,573	2.5%

The Pennsylvania State Data Center reports the older population continues to grow from 2020 to 2022. The population age 75 to 79 and age 70 to 74 were the fastest growing. (11.2% and 5.5%, respectively). The population over 65 years of age added over 113,000 persons and increased by 4.7%. In 2022, just under 20 percent of the population in Pennsylvania was 65 years of age or older. For every 10 individuals under 25 years of age lost in Pennsylvania since 2010, the state gained 33 persons aged 65 or older.

Per the 2022 U.S. Census Bureau the percentages of race in Lebanon County consists of White alone, not Hispanic or Latino at 79.3%, Black/African American 4.1%, Asian 2.0%, Hispanic or Latino at 15.3%. The state average for Hispanic or Latino population is 8.6%. With Lebanon County having a higher percentage of Hispanic/Latino population, more responsibility will fall on the county to provide community outreach of services and to prevent language barriers. The amount of people living in

poverty in Lebanon County at 12.9% is also a factor when the state average is only of 11.8% of people living in poverty.

**Lebanon County 60+ Race and Ethnicity  
From the U.S. Census Bureau, 2020**

Age 60+	White	African American	Asian	Hispanic	2+ Races	Other
	93.0%	1.2%	1.1%	4.7%	2.1%	2.7%
38,510	35,814	462	385	1,810	809	1,040

The data collection is indications of the needs of Lebanon County and provides a guide to the four-year plan to provide a continuum of services as our 60 + population age in place to remain in the community and their needs will fall on the responsibility of Lebanon County Aging.

**Service Utilization:**

The agency’s mission is to develop a plan to assist adults as they age in place, to enhance their lives and promote independence and keep them engaged in their communities by providing them choice of services and supports with community agency collaborations. The following services were provided by LCAAA for the fiscal year 2022-2023.

Information and Referrals: 3,572

Our information and referral unit are the first point of contact to provide the caller with information about our services, and other community resources and services.

OPTIONS Care Management encompasses the services that are the core services of the Meals on Wheels program, in home Personal care services, and the PERS Lifeline units, which are the first steps to services in the community.

- Care managed 518 consumers.
- Provided 81,769 home delivered meals.
- Provided 3,664 units of personal care.
- Provided 1,081 days of adult day service.
- Provided 1648 units of PERS units.

The Caregiver Support Program provides financial reimbursement to caregivers that are helping to keep their loved ones in the home/community by assisting in coordinating services and supplies needed to keep the older adult in the home. The program also assists grandparents in caring for grandchildren who have sole responsibility of providing housing, clothing, and school supplies.



- Care managed 45 caregivers and care receivers including the grandparents program.

Assessment Unit is comprised of care managers that are certified to work in PIA and complete level of care assessments for any individual 18 years and older needing public funding to pay for government programs that fall under Waiver programs.

- Assessors completed 1,278 level of care assessments and redeterminations.

The Ombudsman investigates and assists in resolving concerns related to resident's rights and care provided in licensing long-term care facilities. They train volunteers to also assist with investigations.

- Ombudsman staff and volunteers assisted 75 residents living in long-term care.

Protective Services are specially trained and certified as investigators to receive reports of need and investigate for Abuse, Neglect, Exploitation and Abandonment for older adults that are unable to facilitate their own assistance due to physical or cognitive decline. This service is provided 24/7 service, and calls are filtered to a hotline that is used statewide.

- Received and conducted investigations on 732 reports of needs.

Senior Centers (5) located in different areas of the county focused on engaging seniors and providing activities and programs including recreation, education, and congregate meals.

- Served 530 senior center participants who visited a senior center.
- Provided 2,556 congregate meals.

Health and Wellness programming promotes health and independence through evidence-based programs such as Chronic Disease Self-Management and Healthy Steps for Older Adults.

- Served a total of 716 consumers who participated in 90 classes/screenings.

PA Medi provides a certified counselor to help with new and existing Medicare beneficiaries by providing information and screenings and options to for reduced costs to Medicare with comparing health plans based on diagnosis, medications, and PCP providers during the annual open enrollment period. The coordinator for this program is also responsible for training volunteers to assist with these counseling sessions.

- PA Medi served 842 Medicare beneficiaries.

Other numbers of interest:

- Farmer's Market Nutrition Program provided 1,221 vouchers in 2023.
- A total of 300 volunteers provided over 300 hours in one way or another.

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

The LCAAA is governed by County Government with oversight from the County Commissioners. The percentage of the population of those 60 and older in Lebanon County has increased by 1% each year in the last four years.

LCAAA looked at the general political and economic outlook for the County, where many local trends are reflective of state and national issues. Pennsylvania is experiencing a shortage of Direct Care Workers that impacts the ability of many older adults to receive care in their homes. Technology continues to play an increasingly important role in our society, although many older adults do not have the interest or the capacity to adapt it into their daily lives. A crucial problem for the AAA continues to be funding, as revenues have not been able to keep pace with the growing older population of the County.

The AAA studied many different assessments of the needs of older adults in the County. Even though the AAA has been providing necessary services for decades, it must continue to promote its services so that the next generation of older adults and their families know where to go for assistance when the need arises. Older adults generally want to remain in their own homes. To do so, they need adequate, affordable housing; ongoing assistance with home-maintenance chores; and reliable transportation options.

Based on the analysis outlined above and described more fully in the body of the plan, the AAA then established its goals for the Four-Year Plan period, using specific focus areas provided by the PDA. For each goal, more specific objectives and strategies were defined. Performance factors were also defined so that progress against the plan could be measured.

The increase in population, combined with current flat funding, creates a difficult situation for the aging system. These factors require a shift in what available services should be delivered and the funding that goes with those services.

## **Community Outreach and Needs Assessment**

The AAA examined data from a variety of sources to prepare this plan, including information gathered by the AAA and other community partners.

Focused discussion with the AAA Advisory Council yielded excellent suggestions on how to increase awareness of AAA's services within the community, and how to better target underserved populations. Suggestions included targeting outreach more to the general community, using easy to understand language, so that family members as well as the older adults could learn what the AAA has to offer. It was also suggested that outreach be targeted to "every day" places where people congregate, including banks, churches supermarkets and medical practices.

Similarly, a focused discussion with members of Lebanon County's Aging Inspired Initiative highlighted changes in several local media outlets that impact the ability to create awareness of AAA services. It was noted that while the older population doesn't often use social media, their younger family members do. Housing and transportation needs were highlighted, and suggestions for networking with other local social service organizations, particularly those that target underserved populations, were offered.

Additionally, the LCAAA conducted 4 Needs Assessment/Master Plan Sessions.

1. Annville Senior Center, Annville, PA on September 6<sup>th</sup>, 2023
2. Maple Street Senior Center, Lebanon, PA on September 13<sup>th</sup>, 2023
3. Myerstown Senior Center, Myerstown, PA on September 20<sup>th</sup>, 2023
4. Palmyra Senior Center, Palmyra, PA on September 27<sup>th</sup>, 2023

These listening sessions were advertised on local radio stations, newspapers, and publications throughout the community. Individuals that were not able to attend were provided with the website address to access the Aging Our Way survey via print or by filling it out electronically and submitting their feedback directly to PDA or to the LCAAA.

These sessions were facilitated directly by the Administrator and the Deputy Administrator for data collection.

The sessions allowed an open discussion during the power point presentation in which participants were asked their thoughts and/or experiences on the full range of topics, including and not limited to services in the community, housing, transportation, socialization, and information and referral of assistance. There were 50 participants that attended the 4 sessions in the community.

From the data collected there were repetitive topics that outline LCAAA goals:

1. Transportation Options
  - Limitations of transportation for Seniors to get around for activities other than non-medical activities.
    - Concerns were voiced about seniors needing public transportation for day trips at a low cost and the availability to use the trips for shopping, groceries, and errand running.
2. Dementia Friendly Community
  - 4 Out of 50 participants from the focus group voiced concerns of the Dementia issues in Lebanon County.
  - The Master Plan feedback and feedback from Aging Inspired and other community stakeholders have voiced concerns about Lebanon county not having the supports it needs for residents with Dementia including a Geriatrician, Psychologist for evaluations, community supports for dementia related behaviors, and enough Dementia friendly facilities.

3. Expansion of LCAAA services so Seniors can Age in Place
  - 10 out of 50 participants in the listening sessions provided feedback of wanting to age in place, but it makes it difficult for them to remain in the community with the expense of real estate taxes.
    - To offer low-cost services from LCAAA that are not just the core services, but also support services to assist in private pay services that a senior would have to pay to maintain their home.
    - 6 out of 50 participants in the focus group did not know other community resources available in the Lebanon County.
    - Resources to other services and programs needs to be available to all residents of Lebanon county including caregivers, family members, concerned citizens, and the senior.
  
4. Social Inclusion and Outreach to include focusing on the Spanish population.
  - 6 out of 50 participants from the listening session voiced concerns about not enough information being out in public whether it's through public announcements, advertisements, or in their senior housing developments/ apartments.
  - The Spanish population is also living in these areas with language barriers and information needs to be delivered in Spanish with Spanish outreach informants.
  
5. Develop an Elder Abuse Task Force.
  - More awareness to the community on how to report abuse, neglect, exploitation, and abandonment.
  - To be able to collaborate with local entities involved with protective cases to be able to work in cooperation in the best interest of the senior in need.

## Quality Management

There were several areas of additional needs in the community that were heard from the focus group. These needs included:

- Housing
  - Discussed in 4 of the 4 focus groups.
  - Major housing issues for seniors in Lebanon County. Not enough low-income subsidized housing is available for seniors on a fixed income. Safety is a concern in the housing that is available for the seniors who share common areas with people that are 18 and over, some with mental health issues.
  - Bowen National Research completed a 2023 Housing Needs Assessment for Lebanon County which indicated that between 2010 and 2022, the number of households within the PSA (Lebanon County) increased by 4,164 (8.0%). This increase in households for the PSA is significantly greater than the increase (4.3%) within the state of Pennsylvania during this time. In 2022, there is an estimated total of 56,422 households in the PSA. Between 2022 and 2027, the number of households in the PSA is projected to increase by

an additional 580 households, or 1.0%, at which time the estimated total households in the PSA will be 57,002.

- From the 2023 Bowen National Research Assessment the PSA (Lebanon) has a large base of senior households that is expected to experience significant growth over the next several years, while smaller growth is also projected for older millennial households (ages 35 to 44). In 2022 household heads between the ages of 55 and 64 comprise the largest share (19.7%) of all household in the PSA (Lebanon County). Household heads between the ages of 65 and 74 (18.1%) and those between the ages of 45 and 54 (16.3%) comprise the next largest shares of the total households in the PSA. As such, senior households (age 55 and older) constitute over half (53.2%) of all households within the PSA.
- Civic Issues:
  - Discussed in 4 out of 4 focus groups.
  - Unsafe sidewalks to be able to walk around the community for exercise or go to the grocery store. The sidewalks are broken up, uneven, and not maintained which could cause a tripping hazard for seniors that use a cane, walker, or the seniors that don't use any assistive devices.
- Economic Security:
  - Discussed in 4 out of 4 focus groups.
  - Every session had concern for the seniors' paying taxes on fixed incomes and not being able to remain in their homes due to taxes going up and their incomes staying the same. Inflation increases have caused Seniors to have to live on a very tight budget in the retired years.
- Affordable Assisted Living/Personal Care facilities
  - Discussed in 4 out of 4 focus groups.
  - There are no affordable facilities for low-income seniors that need a higher level of care for Assisted Living or Personal Care, who don't need skilled care. This population gets lost in the community without enough assistance to maintain them independently.

The LCAAA has a no-wrong door policy with multiple community agencies such as 211, LINK, and WellSpan "find help" platform, which can connect and partner with agencies to fill gaps identified by seniors in the discussion and survey groups. Participants at the sessions recognized the limitations of the LCAAA and what is currently available to provide to the county. LCAAA will continue to advocate and facilitate the needed services within Lebanon County.

## Goals, Objectives, Strategies, and Outcome Measures

### Goals

The Lebanon County Area Agency on Aging identified five goals for 2024-2028, each with accompanying objectives and strategies.

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Goal 1: Provide more diverse Transportation options for the seniors.

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Goal 2: Create Dementia accessible resources, support, and services.

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Goal 3: Expand AAA services to include more than just core services to prevent some seniors from reaching a protective service level of need.

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Goal 4: Focus on inclusivity of the growing Spanish Speaking population with outreach.

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Goal 5: Continue to grow the Protective Services unit in LCAAA.

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### Objectives & Strategies

Goal 1: Direct efforts to advocate and coordinate with local public transportation to provide a more diverse means of transportation that specializes on the seniors that is not medical based.

- Objective 1.1: Participate and Advocate on the Lebanon Transit Advisory Committee.
  - Provide education and information on the needs of the seniors to advocate for their needs as stated from the listening sessions.
  - Increase community awareness of the needs of seniors and what their limitations are in using the regular public transportation.
- Objective 1.2: Increase socialization for seniors by providing transportation that is safe and affordable.
  - Advocate for a transportation option to pick seniors up at their door that does not entail it having to be for medical appointments.
  - Advocate for fixed routes that would specialize in taking seniors to their specific areas of interest.
- Objective 1.3: Coordinate with Lebanon Transit to set up personal orientations with new transit riders to allow them to feel comfortable riding the public transportation.
  - Assist and refer new Lebanon Transit users to coordinate with Lebanon Transit intake/set up/pick up.
  - Lebanon Transit will provide an in-person step by step guide on how to use the Lebanon public transportation system.
- Objective 1.4: Expand and promote public transportation to seniors in Lebanon County and to surrounding areas.
  - Continue to promote easier use of public transportation for the seniors to keep them engaged in their community.
  - Enable seniors to remain independent in their community by using public transportation.

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Goal 2: Create a Dementia supportive community with resources and support.

- Objective 2.1: Establish a Dementia Task Force
    - Develop a Dementia Friendly pocket guide.
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- Make pocket guides available to community agencies, doctor's offices, and to provide through LCAAA I&R.
  - Objective 2.2: Enhance tools used to assess Dementia.
    - Investigators will be trained in IDA to assist in determining the next level for a referral for a psychological evaluation.
    - Assemble community & health professionals for creation of multi-disciplinary team.
  - Objective 2.3: Promote Advanced Care Planning to decrease the risk of seniors not having these needed end of life decisions in place.
    - Establish a monthly series of counseling sessions available to interested parties for Advanced care planning and end of life decisions.
    - Outreach to Spanish community to provide reasons for Advanced Care Planning.
  - Objective 2.4: Work with health system, health care providers and home health agencies to identify Seniors in need of Dementia support or services to remain independent in the community.
    - Collaborate with Medicaid programs to provide more services to maintain the seniors safely in the community.
    - Advocate for a Geriatrician in Lebanon county who specializes in seniors.
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Goal 3: Empower and assist older adults to safely remain in their homes by increasing available services to include non-core-based services.

- Objective 3.1: Enhance availability of evidence-based programs as established by the ACL.
    - Work with community partners to provide a variety of evidence-based programs to seniors including non-core services.
    - Continue to promote ongoing outreach to local hospitals, PCPs, social work agencies, and community service groups.
  - Objective 3.2: Implement I&R screenings in LCAAA for mandatory enrollment to Medicaid programs for eligible seniors.
    - Help guide the eligible senior through the Medicaid process of referral to Maximus, and the Medicaid application.
    - Promote the Waiver programs to eligible seniors to assist them to remain independent in the community.
  - Objective 3.3: Expand services through LCAAA with increased care plans.
    - Increase available services offered by LCAAA to include non-core-based services.
    - Maintain and grow partnerships with organizations that specifically serve these populations to coordinate benefits and services.
  - Objective 3.4: Promote services and supports to focus groups of individuals with language barriers and the LGBTQ+ communities.
    - Continue promoting inclusivity and outreach through the LGBTQ+ community by support groups and senior center.
    - Continue outreach to the local Spanish churches who have Spanish speaking facilitators/advocates.
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Goal 4: Create a supportive environment where diversity, equity and inclusion are prioritized for older adults of Spanish population in Lebanon County and coordinate with community partners.

- Objective 4.1: Promote services and opportunities for all older populations with a focus on inclusivity and accessibility to the Spanish speaking population.
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- Maintain and grow partnerships with organizations that specifically serve these populations.
  - Increase equitable access to information, communication, and events.
  - Objective 4.2: Work with nutrition provider and Nutrition Director of LCAAA in developing more culturally appropriate meals for ethnic seniors.
    - Utilize nutrition committee to create, distribute and analyze a survey asking seniors menu preference.
    - Expand the nutrition committee to include representatives from senior participants or all ethnicities.
  - Objective 4.3 Provide a variety of events throughout the county for older residents to attend that are inclusive to the Spanish population.
    - Create outreach activities to engage older adults.
    - Utilize Senior Center managers to create, distribute and analyze surveys asking senior's types of events they would be interested in.
  - Objective 4.4: Promote racial equity within programs and policies, while encouraging partner organizations to do the same.
    - Prioritize and support community partnerships to cultivate a diverse aging network to support more equitable services delivery to older adults in the community.
    - Provide and encourage racial equity training for all staff.
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Goal 5: Provide coordinated efforts with other agencies in raising awareness and responding effectively to incidences of abuse, injury, exploitation, violence, and neglect.

- Objective 5.1: Develop an Elder Abuse Task Force in Lebanon County.
    - Coordinate a quarterly meeting with local law enforcement, county courts, crisis intervention, mental health, local hospital, and guardianship agencies.
    - Establish a multidisciplinary team with partners involved in the task force.
  - Objective 5.2: Lead training and education of community partners to respond to elder abuse, neglect, exploitation, and disasters.
    - Continue to provide Elder Abuse awareness events to the public.
    - Increase community education on Protective Services through in person presentations to local agencies, hospitals, and community partners.
  - Objective 5.3: Work with local law enforcement, District Attorney, and Department of Banking and Securities to educate and inform the elderly population on crime prevention techniques and how to protect themselves from victimization.
    - Collaborate to create educational presentations at special events and distribute information to home bound seniors.
    - Share information as it becomes available on scams.
  - Objective 5.4: To have a more cohesive relationship with the Lebanon County Court system.
    - Court petitions will be processed more effectively and efficiently with the newly appointed county solicitor.
    - To have a more streamlined process of submissions for guardianship petitions.
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## Outcome Measures

<b>Goal 1: Direct efforts to advocate and coordinate with local public transportation to provide a more diverse means of transportation that specializes on the seniors that is not medical based.</b>		
<b>Objective 1.1: Participate and Advocate on the Lebanon Transit Advisory Committee.</b>		
<b>Strategies</b>	<b>Performance Measure</b>	<b>Target Date</b>
Provide education and information on the needs of the seniors to advocate for their needs as stated from the listening sessions.	LCAAA will provide community feedback to the Transit Advisory board.	April 2 <sup>nd</sup> , 2024, first attendance at committee meeting
Increase community awareness of the needs of seniors and what their limitations are in using regular public transportation.	Complete the meetings	Quarterly
<b>Objective 1.2: Increase socialization for seniors by providing transportation that is safe and affordable.</b>		
<b>Strategies</b>	<b>Performance Measure</b>	<b>Target Date</b>
Advocate for a transportation option to pick seniors up at their door that does not entail it having to be for medical appointments	Complete quarterly meetings	Quarterly
Advocate for fixed routes that would specialize in taking seniors to their specific areas of interest.	Complete quarterly meetings	Quarterly
<b>Objective 1.3: Coordinate with Lebanon Transit to set up personal orientations with new transit riders to allow them to feel comfortable riding the public transportation.</b>		
<b>Strategies</b>	<b>Performance Measure</b>	<b>Target Date</b>
Assist and refer new Lebanon Transit users to coordinate with Lebanon Transit intake/set up/pick up.	I&R and Care managers will keep track on monthly referrals	December 2025
Lebanon Transit will provide an in-person step by step guide on how to use the Lebanon public transportation system.	Feedback from Lebanon Transit with completed orientations.	December 2025
<b>Objective 1.4: Expand and promote public transportation to seniors in Lebanon County and to surrounding areas.</b>		
<b>Strategies</b>	<b>Performance Measure</b>	<b>Target Date</b>
Continue to promote easier use of public transportation for the seniors to keep them engaged in their community.	I&R and Care managers will keep track on monthly referrals	December 2025
Enable seniors to remain independent in their community by using public transportation.	Lebanon Transit statistics provided at LT Advisory meetings.	December 2025

<b>Goal 2: Create a Dementia supportive community with resources and supports.</b>		
<b>Objective 2.1: Establish a Dementia Task Force</b>		
<b>Strategies</b>	<b>Performance Measure</b>	<b>Target Date</b>
Develop a Dementia Friendly pocket guide.	Monthly Dementia Task Force meetings	June 2024
Make pocket guides available to community agencies, doctor's offices, and to provide through LCAAA I&R.	Number of agencies reached with information.	January 2025
<b>Objective 2.3: Enhance tools used to assess Dementia.</b>		
<b>Strategies</b>	<b>Performance Measure</b>	<b>Target Date</b>
Investigators will be trained in IDA to assist in determining the next level for a referral for a psychological evaluation.	Training roll-out will take place January 2025.	January 2025
Assemble community & health professionals for creation of multi-disciplinary team.	Number of Dementia Task Force meetings	Monthly
<b>Objective 2.3: Promote Advanced Care Planning to decrease the risk of seniors not having these needed end of life decisions in place.</b>		
<b>Strategies</b>	<b>Performance Measure</b>	<b>Target Date</b>
Establish a monthly series of counseling sessions available to interested parties for Advanced care planning and end of life decisions.	Will host and keep statistics of sessions completed at LCAAA	December 2025
Outreach to Spanish community to provide reasons for Advanced Care Planning.	Number of outreach sessions	Monthly
<b>Objective 2.4: Work with health system, health care providers and home health agencies to identify Seniors in need of Dementia support or services to remain independent in the community.</b>		
<b>Strategies</b>	<b>Performance Measure</b>	<b>Target Date</b>
Collaborate with Medicaid programs to provide more services to maintain the seniors safely in the community.	Number of referrals to PDA Waiver program	December 2025
Advocate for a Geriatrician in Lebanon county who specializes in seniors	Number of available Geriatricians.	December 2025

**Goal 3: Empower and assist older adults to safely remain in their homes by increasing available services to include non-core-based services.**

**Objective 3.1: Enhance availability of evidence-based programs as established by the ACL.**

Strategies	Performance Measure	Target Date
Work with community partners to provide a variety of evidence-based programs to seniors including non-core services.	Number of enrollees in evidence-based programs (data measured in SAMS)	100 unduplicated new enrollees annually
Continue to promote ongoing outreach to local hospitals, PCPs, social work agencies, and community service groups.	Number of new partners	Semi- Annually

**Objective 3.2: Implement I&R screenings in LCAAA for mandatory enrollment to Medicaid programs for eligible seniors**

Strategies	Performance Measure	Target Date
Help guide the eligible senior through the Medicaid process of referral to Maximus, and the Medicaid application.	Increased referrals to Maximus from LCAAA	Semi- Annually
Promote the Waiver programs to eligible seniors to assist them to remain independent in the community.	Increased referrals to Maximus from LCAAA	Semi- Annually

**Objective 3.3: Expand services through LCAAA with increased care plans.**

Strategies	Performance Measure	Target Date
Increase available services offered by LCAAA to include non-core-based services.	Number of new referrals into evidence-based programs	Quarterly
Maintain and grow partnerships with organizations that specifically serve these populations to coordinate benefits and services.	Number of new partners	Semi- Annually

**Objective 3.4: Promote services and supports to focus groups of individuals with language barriers and the LGBTQ+ communities.**

Strategies	Performance Measure	Target Date
Continue promoting inclusivity and outreach through the LGBTQ+ community by support groups and senior center.	Number of new older adults identified for this population	Quarterly
Continue outreach to the local Spanish churches who have Spanish speaking facilitators/advocates.	Number of new older adults identified for this population	Quarterly

<b>Goal 4: Create a supportive environment where diversity, equity and inclusion are prioritized for older adults of Spanish population in Lebanon County to coordinate with community partners.</b>		
<b>Objective 4.1: Promote services and opportunities for all older populations with a focus on inclusivity and accessibility to the Spanish speaking population.</b>		
<b>Strategies</b>	<b>Performance Measure</b>	<b>Target Date</b>
Maintain and grow partnerships with organizations that specifically serve these populations.	Number of new partners	Semi- Annually
Increase equitable access to information, communication, and events.	Translate information to Spanish language formats.	December 2024
<b>Objective 4.2: Work with nutrition provider and Nutrition Director of LCAAA in developing more culturally appropriate meals for ethnic seniors.</b>		
<b>Strategies</b>	<b>Performance Measure</b>	<b>Target Date</b>
Utilize nutrition committee to create, distribute and analyze a survey asking seniors menu preference.	Consumer survey to access satisfaction	Semi- annually
Expand the nutrition committee to include representatives from senior participants of all ethnicities.	Number of new senior participants joining committee	Quarterly
<b>Objective 4.3: Provide a variety of events throughout the county for older residents to attend that are inclusive to the Spanish population.</b>		
<b>Strategies</b>	<b>Performance Measure</b>	<b>Target Date</b>
Create outreach activities to engage older adults.	Recruit 100 unduplicated older adults to attend the event	Semi- Annually
Utilize Senior Center managers to create, distribute and analyze surveys asking senior’s types of events they would be interested in.	Consumer survey to access satisfaction	Semi- Annually
<b>Objective 4.4: Promote racial equity within programs and policies, while encouraging partner organizations to do the same.</b>		
<b>Strategies</b>	<b>Performance Measure</b>	<b>Target Date</b>
Prioritize and support community partnerships to cultivate a diverse aging network to support more equitable services delivery to older adults in the community.	Number of new diverse partners	Quarterly
Provide and encourage racial equity training for all staff.	Number of staff complete training	Annually

**Goal 5: Provide coordinated efforts with other agencies in raising awareness and responding effectively to incidences of abuse, injury, exploitation, violence, and neglect.**

**Objective 5.1: Develop an Elder Abuse Task Force in Lebanon County.**

Strategies	Performance Measure	Target Date
Coordinate a quarterly meeting with local law enforcement, county courts, crisis intervention, mental health, local hospital, and guardianship agencies.	Number of committee members to start task force	January 2025
Establish a multidisciplinary team with partners involved in the task force	Number of Task Force meetings held quarterly	Quarterly

**Objective 5.2: Lead training and education of community partners to respond to elder abuse, neglect, exploitation, and disasters.**

Strategies	Performance Measure	Target Date
Continue to provide Elder Abuse awareness events to the public.	Number of attendees at presentations	Quarterly
Increase community education on Protective Services through in person presentations to local agencies, hospitals, and community partners.	Number of attendees at presentations	Quarterly

**Objective 5.3: Work with local law enforcement, District Attorney, and Department of Banking and Securities to educate and inform the elderly population on crime prevention techniques and how to protect themselves from victimization.**

Strategies	Performance Measure	Target Date
Collaborate to create educational presentations at special events and distribute information to home bound seniors.	Number of contacts	Quarterly
Share information as it becomes available on scams.		

**Objective 5.4: To have a more cohesive relationship with the Lebanon County Court system.**

Strategies	Performance Measure	Target Date
Court petitions will be processed more effectively and efficiently with the newly appointed county solicitor.	The number of petitions submitted	Quarterly
To have a more streamlined process of submissions for guardianship petitions.	Time period from submission of petition to finalized court hearing	Quarterly



## Appendix 1: Assurances

### AREA PLAN PART B

#### Section 1. Signature Page/Standard Assurances Commonwealth of Pennsylvania

Department of Aging

FY 2024-2028 Area Agency on Aging

Four-Year Area Plan on Aging

Signature Page:

**Name and Address:**

**Lebanon County Area Agency on Aging**

**710 Maple Street, 2<sup>nd</sup> Fl.**

**Lebanon, PA 17046**

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 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
<u>Ralph Phillips</u>	<u>Chairman</u>	<u>3-21-24</u>
<u>Myka</u>	<u>Vice Chairman</u>	<u>3-21-24</u>
<u>Jellen Letz</u>	<u>Secretary</u>	<u>3-21-24</u>
<u>Adrian Layser</u>	<u>Administrator</u>	<u>3-22-24</u>

(Signature of the Area Agency on  
Aging Director)

(Title)

(Date)

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

Adrian Layser

(Name)

717-273-9262

(Area Code and Telephone)

Part B. Section 2

DOCUMENTATION OF PARTICIPATION BY THE AREA  
AGENCY ON AGING ADVISORY COUNCIL

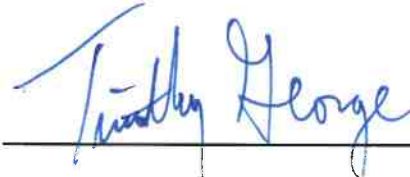
PSA NO. 24

NAME OF AAA: Lebanon County Area Agency on Aging

PLAN PERIOD FROM October 1<sup>st</sup>, 2024 TO September 30<sup>th</sup>, 2028

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.

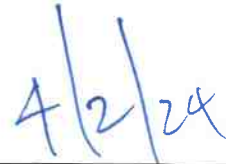


\_\_\_\_\_  
Signature of the Chief Officer of the Area  
Agency on Aging Advisory Council

\_\_\_\_\_  
Tim George

\_\_\_\_\_  
Chairman

\_\_\_\_\_  
Typed Name and Title



\_\_\_\_\_  
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; and
  - 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 4**

**Narrative Summary of the Proceedings of the AAA Area Plan Focus Groups**

The Lebanon County Area Agency on Aging conducted 4 Needs Assessment/Master Plan Sessions.

These listening sessions were advertised on local radio stations, newspapers, and publications throughout the community. Individuals that were not able to attend were provided with the website address to access the Aging Our Way survey via print or by filling it out electronically and submitting their feedback directly to PDA or to the LCAAA.

The sessions allowed an open discussion during the power point presentation in which participants were asked their thoughts and/or experiences on the full range of topics, including and not limited to services in the community, housing, transportation, socialization, and information and referral of assistance. There were 50 participants that attended the 4 sessions in the community.

Many attendees were grateful for the services that are being provided but were also able to provide their concerns of what is not available in the community to maintain the seniors.

These sessions were facilitated directly by the Administrator and the Deputy Administrator for data collection.

- 1) Annville Senior Center, Annville, PA on September 6<sup>th</sup>, 2023
- 2) Maple Street Senior Center, Lebanon, PA on September 13<sup>th</sup>, 2023
- 3) Myerstown Senior Center, Myerstown, PA on September 20<sup>th</sup>, 2023
- 4) Palmyra Senior Center, Palmyra, PA on September 27<sup>th</sup>, 2023

Lebanon County Area Agency on Aging appreciated the feedback and interest to all of those who participated in the sessions to understand the planning of the four- year process for the county plan, and to also provide information for Aging Our Way to plan for the next 10 years.