

ANNUAL BUDGET PROSPECTUS

Fiscal Year 2015 – 2016

Allegheny County

Department of Human Services

AREA AGENCY ON AGING (DHS/AAA)



Rich Fitzgerald, County Executive

William D. McKain, CPA, County Manager

Marc Cherna, Director, Department of Human Services

Mildred E. Morrison, Administrator, Area Agency on Aging

Edmund M. Ricci, Chair, Area Agency on Aging Advisory Council

September 16, 2015

2014–2015 Program Developments **& 2015-2016 Budget Prospectus**

The Allegheny County Department of Human Services Area Agency on Aging (DHS/AAA), a grantee of the Pennsylvania Department of Aging (PDA), provides programs and services that assist older adults, 60+ years of age, to live independently in their homes and communities. It is one of 52 such agencies, based in single or multiple counties, serving the needs of older adults throughout Pennsylvania. The DHS/AAA serves approximately 46,000 unduplicated individuals annually through internally administered programs, and contracts and agreements with about 100 community-based service providers. The agency and its provider network place the highest priority on quality and consumer-centered service delivery across all programs. DHS/AAA programs and services, along with their current-year and projected (2015-2016) individual funding are shown on page 6.

Quality Unit - The Quality Unit has launched an agency wide quality framework in the past year for direct services provided by AAA. This framework is based on a best practice approach of a Balanced Scorecard management system to track and review Key Performance Indicators (KPIs) under four perspectives: Fiscal; Learning & Growth; Internal Business and Process; and the Participant's. Through this effort, seven direct services have developed Dashboards to track their performance, including Nursing Home Transition, Ombudsman, Senior Companion, Enrollment, Aging Waiver, Information & Referral/Intake and Older Adult Protective Services. These programs are currently in the process of reviewing data trends and finalizing their KPIs. The Assessment Unit will also be adopting KPIs in the near future. During FY 2016, a Quality Committee will be initiated to perform quarterly reviews of all program dashboards to continue building a culture of quality and continuous improvement using data.

Information & Assistance – In any given month, the DHS/AAA SeniorLine receives over 4,000 contacts, either over the phone, by email, postal mail or visits to the office with requests for information and connections to aging services across the county. Over the past year, AIRS-certified SeniorLine Care Managers handled about 42,000 incoming calls to the SeniorLine, an 8% increase from the previous year. A SeniorLine Caller Satisfaction survey was implemented in May 2015, with 1st quarter analyses showing very positive results. On August 3, 2015, a team of 4 trained SeniorLine Care Managers (CMs) implemented Options Counseling, with teams of 3 additional CMs to be added every 3 months and full implementation anticipated within 9-12 months. Efforts to expand accessibility to

County Aging information over the past year have included podcasts posted on the Aging website reviewing programs such as APPRISE Medicare Health Insurance Counseling, Caregiving, Older Adult Protective Services and Ombudsman. Completion of a Senior Center podcast is expected in September 2015.

Assessment – During the 2014-2015 FY, this Unit completed 7,537 Assessments for Aging Waiver applicants, in Nursing Facilities and Personal Care Homes or for the LIFE program. Currently all AAA staff who complete Level of Care Assessments have been fully certified, which includes completion of the pre-requisites of the Des Moines Medical Terminology Training, Boston University Social Work Training and Pennsylvania Department of Aging Training webinars.

Options Care Management - During the 2014 -2015 fiscal year, there were 5,568 Options Care Management participants, including those who were Nursing Facility Clinically Eligible (NFCE) and Nursing Facility Ineligible (NFI). About 3,686 participants received traditional In-Home services, such as Adult Day Service, PERS, Personal Care, Stairs Rides and Home Support. Approximately, 1,860 participants received Home Delivered Meals as their only service. Among the significant changes during the past year, the Options Care Management Waiting List was eliminated for the first time in six years. As the Waiting List has been eliminated and new referrals have increased, one of the biggest challenges will be how to provide and deliver needed In-Home Services to eligible participants, including those on the Hard-to-Serve list. The Hard-to-Serve list has increased for a number of reasons, including elimination of the Waiting List, geography, under-performing Providers and a declining caregiver workforce. Options Care Management continues to see an increase in participants with higher need levels such drug & alcohol abuse, Mental Health, Autism and more medically complex conditions.

Senior Centers – Senior Centers are entering their third year of Performance Based Contracting (PBC), which prescribes the performance basis for their funding allocations. Phase II of PBC will address quality programming and will begin in FY 2016-2017. Currently, several agencies are developing and implementing Senior Center consolidation plans to better serve the interest and geographic locations of older adults in the County. Delivery of Congregate Meals in Senior Centers experienced a decline of about 11% in the number of meals delivered to 5% fewer unduplicated consumers than the previous year. Over 14,000 people attended programs and activities at Allegheny

County senior centers this past year with an average of 1,167 older adults visiting the centers each month.

Home Delivered Meals – This program experienced an increase of about 12% in the number of meals delivered to 14% more consumers compared to the previous fiscal year, and the number of consumers requesting this service continues to grow. A total of 364,387 meals were delivered to 2,814 people in Allegheny County during FY 2014-2015, enabling older adults with mobility or other health-related issues to remain living in their homes. A Participant Satisfaction Survey of the Home Delivered Meal program was conducted between September and November 2014 by the Evaluation Center at Pitt's Graduate School of Public Health. The survey was taken by a random sampling of 167 participants, 41% of whom were male and 59% female. The "Usually Satisfied" and "Always Satisfied" responses were totaled and the overall results were very good with most responses representing 80% or better.

Nursing Home Transition – Over the past year, 628 referrals were made to this program, an increase of 26% over the previous year, and 214 Allegheny County nursing home residents were moved back to the community to live independently. We anticipate the continuation of growth in referrals during FY 2015-2016. Care Managers in the Unit also completed Long Term Living Counseling with 596 participants and their families.

Ombudsman – Over 3,000 county residents received advocacy assistance with their concerns or complaints about senior care facilities or community care during this past year. This unit received a very positive review by the State Long-Term Care Ombudsman Office in March 2015 with only a few minor items for correction. In FY 2015-2016, the Ombudsman Unit plans to increase its focus on education and marketing for the Home and Community-Based Ombudsman Program.

Older Adult Protective Services – This Unit received over 2,398 Reports of Need (RONs) during the 2014-2015 FY, representing an increase of 41% from the previous year. Of that total, 2016 RONs were for adults aged 60+ and 382 were for adults between the ages of 18-59. Adult Protective Services RONs and calls from outside the County are impacting the work process for Older Adult Protective Services. In this fiscal year, OAPS will be conducting a detailed review of staffing needs and processes throughout the AAA network from the point of intake to the actual Protective Service investigation to identify opportunities for improvement.

Family Caregiver Support Program – There are currently 396 caregivers enrolled in this program, while over 650 caregivers have been served by the program over the past fiscal year. At the beginning of the 2014-2015 FY, a debit card reimbursement system was adopted replacing the more cumbersome check payment process. The focus of the program this year is on marketing and extending outreach, particularly in those areas where enrollment in the program is the lowest.

Senior Companion Program – This past year, 111 Senior Companions volunteered over 100,000 hours with 410 program Participants. The results of an annual satisfaction survey showed high levels of satisfaction with the program, and in this fiscal year, improvements are underway in program data collection and quality assurance processes.

Care Transitions Program – The contract for this AAA's Community-Based Care Transitions Program with the Centers for Medicare and Medicaid Services (CMS) was renewed for another year, one of just 42 programs renewed out of 102 programs nationally. Allegheny County CCTP served 3,017 participants during this past fiscal year, a 75% increase over the prior year. In October 2014, the AAA initiated a separate contract to pilot CCTP services with Gateway Health at Allegheny General Hospital, under which 193 patients have been served to date. The goal now is to expand the program at additional hospitals.

Fiscal Year 2015– 2016 Budget Outlook*

Budget Category	FY 2014-2015 Totals	FY 2015-2016 Budget Projections
Home Delivered Meals	\$3,474,779	\$3,474,780
Congregate Meals	3,224,812	3,352,665
Social/Recreational/Education Health Programs	4,185,151	4,190,290
Employment Services	492,991	504,613
Volunteer Services	630,385	627,350
Transportation	1,767,179	1,167,582
Outreach	607,281	616,234
Legal Assistance	122,205	122,205
Ombudsman	517,541	572,217
Information and Referral	2,412,870	2,656,298
Home Health	39,745	39,745
Personal Care/Respite	4,194,528	4,196,575
Consumer Reimbursement	1,566,594	1,676,903
Personal Assistance Service	0	0
Overnight Shelter	39,742	45,885
Environmental Modifications	547,328	548,000
Medical Supplies	645,560	747,826
Home Support	2,303,258	2,334,167
Adult Day Care	253,894	282,981
Assessments	4,745,150	5,160,054
Care Management	11,174,285	11,580,998
Protective Services	1,539,397	1,608,447
Domiciliary Care	432,174	472,864
Guardianship	546,104	549,713
Administration	2,754,850	2,902,307
Value of Volunteer Services	1,279,100	1,578,189
Totals	\$49,496,903	\$51,008,888

*Contingent on approval of Pennsylvania State budget

Contact Information

Allegheny County Department of Human Services AREA AGENCY ON AGING

1.) To review or download the 2015-2016 Annual Budget Prospectus on the DHS web site, go to:

<http://www.alleghenycounty.us/dhs/plansbudgets.aspx>

2.) To receive a paper copy of the Annual Budget Prospectus, contact:

Erin Cosgrove
DHS/Area Agency on Aging
2100 Wharton Street
Pittsburgh, PA 15203
Phone: 412-350-1323
E-mail: erin.cosgrove@alleghenycounty.us

3.) To submit written testimony on the Annual Budget Prospectus, send via:

- Mail: Erin Cosgrove
DHS/Area Agency on Aging
2100 Wharton Street
Pittsburgh, PA 15203
- E-mail: erin.cosgrove@alleghenycounty.us
- Fax: 412-350-3193
Attention: Erin Cosgrove

NOTE: All written testimony on the Annual Budget Prospectus must be received at the Area Agency on Aging no later than 4:00 p.m., Tuesday, September 22, 2015. All written testimony will become part of the proceedings of the public hearing.

DHS/AAA 09/16/15 EEC