

# **ANNUAL BUDGET PROSPECTUS**

Fiscal Year 2020 – 2021

Allegheny County

Department of Human Services

## **AREA AGENCY ON AGING (DHS/AAA)**



Rich Fitzgerald, County Executive

William D. McKain, County Manager

Marc Cherna, Director, Department of Human Services

Kurt Emmerling, Assistant Deputy Administrator, Area Agency on Aging

Mary Ann Sander, Chair, Area Agency on Aging Advisory Council

June 19, 2020

## **2019–2020 Program Developments**

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 40,500 unduplicated individuals annually through internally administered programs, and through contracts and agreements with about 78 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 (2020-2021) individual funding are shown on page 7.

**Assessment** – During the FY 2019-2020, the Assessment Unit completed a total of 8,206 Functional Eligibility Determinations (FED's) for Community HealthChoices (CHC), Nursing Home Preadmission, Personal Care Home Supplement, and LTCCAP (LIFE) program eligibility. Beginning in November 2019, the Unit also began to complete Desk Reviews in order to confirm continued eligibility for active CHC participants. To date, 1,740 of those have been completed for UPMC and AmeriHealth Caritas only. PA Health and Wellness's data is not yet available. Of significance, the Assessment Unit was tasked with working through a backlog list of Desk Reviews containing over 3,500 participants. This work was able to be done quickly and efficiently with the help of support staff and our Aging Care Managers. Assessments throughout the Commonwealth are conducted by Area Agencies on Aging under contract with Aging Well PA, LLC. Aging Well is a subsidiary of the Pennsylvania Association of Area Agencies on Aging.

**Care Transitions Program** – The contract for the DHS/AAA's Community-Based Care Transitions Program (CCTP) was one of just 10 programs out of 102 nationally that was provided an extension of service into 2017 due to high performance. While the initial Centers for Medicare and Medicaid Services contract has ended, the program continues with other funding. In October 2014, the DHS/AAA initiated a separate contract to pilot CCTP services with Gateway Health Plan which continues to thrive. In December 2016, CCTP and Gateway Health Plan expanded services to include Forbes Hospital and in December of 2017 it expanded again to West Penn Hospital. In April of 2019, the program expanded

services to Jefferson Hospital. In June 2019, the program expanded again to include West Penn Hospital. CCTP averages 100 interventions per month.

**Caregiver Support Program** – There are currently 375 caregivers enrolled in this program, and the program has served more than 545 caregivers over the past fiscal year. The focus of the program is on growth through collaboration and partnering with community organizations and extensive outreach; particularly in those areas where enrollment in the program is the lowest. As a result, the program grew 25% from the start of the Fiscal Year.

Reorganizing the program has been the focus this past Fiscal Year. The Area Agency on Aging partnered with subcontracted provider Care Management agencies to create a comprehensive guideline manual that will assist both Care Managers and Caregivers in utilizing the program more efficiently. A Virtual Caregiver Recognition and Training event has been planned for the end of the Fiscal Year. Allegheny County Caregivers will still be “celebrated” virtually for all their efforts and will receive training and helpful materials to assist them in their caregiving needs.

**Home Delivered Meals** – A total of 423,773 meals were delivered to 3,565 individuals in Allegheny County from July 2019 – April 2020, enabling older adults with mobility or other health-related issues to remain living in their homes. The arrival of COVID-19 to the area forced senior centers to close and older adults to stay home. This resulted in an increase in need for food delivery and an influx of consumers to the HDM program. To reduce the burden on HDM providers and allow them to focus on consumer need and delivery, meal packaging was transferred to the food providers. This also reduced their need for older adult volunteers who normally work in close proximity to package meals. In addition, the hot and cold meals were replaced by frozen meals to allow for flexibility in delivery. The change to frozen meals enabled providers to decrease their delivery days thereby lowering exposure for staff and volunteers. These changes were implemented in less two weeks. As a supplementary measure, shelf stable meals were procured and delivered to HDM consumers and others in need in the community.

**Older Adult Protective Services** – This Unit received 6,286 Reports of Need (RONs) during FY 2018-2019, representing an increase of 10% from the FY 2017-2018. Of that total, 3,763 RONS were for older adults aged 60+ and in Allegheny County, 1,729 were for adults between the ages of 18-59, and 790 were for older adults age 60+ but outside of Allegheny County.

RONs have more than doubled over the past 5 years. Additionally, the volume of Adult Protective Services RONS and calls from outside the county affect the work process for Older Adult Protective Services (OAPS) in Allegheny County. Contracts were awarded through a competitive RFP process to LifeSpan Inc. to conduct OAPS investigations and The Center for Community Resources to serve as the after-hours and backup provider for the OAPS intake function. These organizations began working in this capacity at the beginning of the Fiscal Year.

**Information & Assistance** – In any given month, the DHS/AAA SeniorLine, our “front door” to the agency, receives over 4,300 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 Fiscal year, AIRS-certified SeniorLine Care Managers handled about 40,000 incoming calls to the SeniorLine. For callers with more complex or multiple needs who are facing possibly life changing decisions, the SeniorLine continues to offer Person-Centered Counseling. The state has trained all but the very newest SeniorLine staff to qualify to deliver this service. Efforts to expand accessibility to County Aging information over the past year have included posting a Frequently Asked Questions document on the DHS/AAA website and posting announcements on Twitter and Facebook regarding Caregiver Support, Senior Companions, Older Americans Month and Farmers Market Vouchers.

**Ombudsman** – In FY 2019-20, the Ombudsman unit opened 969 cases of complaint and closed 674 cases. By the end of the FY, these numbers are projected to match or succeed the numbers of FY 2018-19. Ombudsmen are certified advocates for residents who reside in long-term care facilities throughout Allegheny County. There is also a certified Ombudsman specifically dedicated to providing assistance and advocacy to participants receiving long-term care services in their homes and in the community. The Allegheny County Ombudsman Program staff conduct quarterly visits to 61 licensed nursing homes, 126 licensed personal care homes, and 8 licensed assisted living facilities. Ombudsman Program staff also conduct yearly visits to 22 domiciliary homes and 31 adult day centers. During FY 19-20, Ombudsman staff completed 1,294 facility coverage visits. Volunteers play an integral role in

the Ombudsman unit, visiting long-term care facilities and assisting residents with their concerns. There are currently 22 volunteers in the program. In September of 2019, 14 volunteers completed a three day intensive training to complete their certification in the program. This was a requirement set forth by the state office. The Allegheny County Ombudsman Program also manages the PEER Program, which stands for Pennsylvania Empowered Expert Residents. There are currently 17 residents in the program who reside in 5 facilities across the county.

**OPTIONS Care Management** – This past Fiscal Year, the OPTIONS program serviced approximately 7,650 Care Management consumers, including those who were Nursing Facility Clinically Eligible and Nursing Facility Ineligible. About three quarters of those 7,650 consumers received traditional in-home services, such as Personal Care, Home Support, Supplies, PERS, and Stairs Rides. Approximately one third of the consumers received Home Delivered Meals (HDM) as their only service.

The focus this year was responding to the COVID-19 pandemic. Primarily requests during COVID 19 were requests for food. Care Managers worked closely with OPTIONS consumers to get their nutrition needs met. Care Managers assisted consumers with locating unique ways to obtain groceries by providing information on both public and private entities for assistance with food. Care Managers also quickly signed new and existing consumers up for Home Delivered Meal (HDM) services. Because of the coronavirus pandemic there was a tremendous increase in new HDM-only referrals in OPTIONS especially in the months of March, April, and May.

**Quality Unit** - The Quality Unit supports the operational decision making and quality improvement efforts of the agency. This includes identifying, tracking, and benchmarking key performance metrics and providing programmatic data and analysis to agency leadership and staff. Through these efforts, the Quality Unit developed and maintained dashboards for internally administered programs including Ombudsman, Senior Companion, Assessment, Information & Assistance and Older Adult Protective Services. Currently, these dashboards are being upgraded to an industry-leading visualization platform, Tableau. Review and discussion of service trends are facilitated regularly through Quality Circles and the Quality Councils and involve staff, supervisors and management to operationalize a continuous quality improvement loop of Plan-Do-Study-Act.

**Senior Centers** – Senior Centers are entering their seventh year of performance-based contracting (PBC), which prescribes performance measures for funding allocations and elements for quality programming. Quality program categories include fitness, health and wellness, arts and humanities, life skills and education, evidence-based programs and national accreditation. The senior center network has embraced the emphasis on diverse programming by exceeding the programming requirements set by the AAA and thus improving the overall experiences of older adults in our communities. The AAA supported 4 centers in achieving national accreditation over the past five years. Those centers are the Jewish Community Center, Vintage Inc., LifeSpan MonValley Center and Eastern Area Adult Services Turtle Creek Center. Three other centers, Northern Area Multi-Service Center- Tarentum and Sharpsburg Centers as well as LifeSpan’s Chartiers Center are partnering with the AAA to seek national accreditation in fiscal year 20-21. National accreditation prescribes eight standards of excellence that centers must meet before becoming accredited. It results in official recognition that a senior center is meeting its mission in a nationally accepted, professional fashion. Over 10,700 people attended programs and activities at Allegheny County senior centers in the past year.

**Senior Companion Program** – This past year, 110 Senior Companions volunteered close to 98,791 hours with 408 program participants. A major focus of the program this Fiscal Year has been the implementation and growth of the Choose Home program. This grant funded initiative looks to match military veteran Senior Companions with military veteran older adults. This year 43 Choose Home older adults have been served by 13 Choose Home companions.

<b>FISCAL YEAR 2020-21 BUDGET Prospectus</b>		
<b>Budget Category</b>	<b>FY 19-20 Amended Budget</b>	<b>FY 20-21 Projections</b>
Home Delivered Meals	1,997,703	1,997,703
Congregate Meals	5,196,004	5,196,004
Senior Community Center Service	4,043,754	4,043,754
Volunteer Services	674,741	674,741
Passenger Transportation	805,032	805,032
Outreach	660,427	660,427
Legal Assistance	99,682	99,682
Ombudsman	754,606	754,606
Information and Referral	2,767,158	2,767,158
Home Health	42,358	42,358
Personal Care	4,085,204	4,085,204
Overnight Shelter/Supervisor	50,259	50,259
Environmental Modifications	641,744	641,744
Med. Equip/ Supp. Adaptive Devices	1,783,894	1,783,894
Home Support	2,923,534	2,923,534
Adult Day Care	139,957	139,957
Assessments	1,731,718	1,731,718
Care Management	9,840,054	9,840,054
Protective Services Intake/Investigation	2,401,637	2,401,637
Domiciliary Care	222,900	222,900
Guardianship	559,672	559,672
Consumer Reimbursement	1,976,717	1,976,717
Administration	3,649,113	3,649,113
Value of In-Kind Service Volunteers	1,424,855	1,424,855
<b>Totals</b>	<b>48,472,723</b>	<b>48,472,723</b>
<i>*20-21 projections are contingent on approval of PA State Budget</i>		

## Contact Information

### Allegheny County Department of Human Services AREA AGENCY ON AGING

1.) To review or download the 2019-2020 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:

Matt Beall  
DHS/Area Agency on Aging  
2100 Wharton Street  
Pittsburgh, PA 15203  
Phone: 412-865-7179  
E-mail: [matthew.beall@alleghenycounty.us](mailto:matthew.beall@alleghenycounty.us)

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

- Mail: Matt Beall  
DHS/Area Agency on Aging  
2100 Wharton Street  
2<sup>nd</sup> floor  
Pittsburgh, PA 15203
- E-mail: [matthew.beall@alleghenycounty.us](mailto:matthew.beall@alleghenycounty.us)
- Fax: 412-350-3193  
Attention: Matt Beall

**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., Wednesday, June 24, 2020. All written testimony will become part of the proceedings of the public hearing.