



Service Coordination

The Allegheny County Department of Human Services Area Agency on Aging (AAA) offers service coordination for older adults who want to live independently at home and in their community.

Through service coordination, participants and their loved ones work with a trained professional who will listen to their needs and assist in making a plan that will keep the participant living safely at home for as long as possible. This plan could include existing services, or other resources that a knowledgeable AAA staff member can assist with.

DHS is

responsible for providing and administering publicly funded human services to Allegheny County residents.

DHS Principles

All services will be:

- High quality, comprehensive and accessible.
- Individualized and designed to be respectful of the unique cultural characteristics of each individual and/or community.
- Integrated and offered through a team approach that recognizes the capacity of individuals and families to identify their own strengths, needs and goals; create relationships and natural supports; and take steps necessary to accomplish these goals.

Area Agency on Aging

Rich Fitzgerald, *Allegheny County Executive*

Marc Cherna, *DHS Director*

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Service Coordination
Area Agency on Aging

www.alleghenycounty.us/dhs/aaa



DHS funding acknowledgements found at:

www.alleghenycounty.us/dhs/funding.aspx

The Allegheny County DHS Area Agency on Aging Service Coordination Program was accredited in October 2017 for maintaining best practices in the delivery of high quality, person-centered services to our participants by the National Committee for Quality Assurance.

The Allegheny County Department of Human Services provides services to eligible individuals without regard to race, color, sex, gender identity or expression, sexual orientation, age, religion, national origin, political affiliation, disability, familial status, military service, or religious, community or social affiliations.

Produced by the Office of Community Relations 7/18

Allegheny County
Department of Human Services
Area Agency on Aging (AAA)



AAA Service Coordination





Our continued goal is to help older adults and their families find the services needed to help them stay in their homes.



Eligibility

AAA service coordination is available to Allegheny County residents who:

- Are 60 years of age or older
- Require personal care services
- Meet financial guidelines
- Prefer to stay at home with help

Services

Participation in service coordination starts with a home visit. Arranged at a convenient time for the older adult, it is a chance for the trained service coordinator to meet with the participant as well as family and friends who may be providing assistance. The meeting will include a discussion about what help is

already being provided and by whom. The service coordinator will go over available services to fill in the gaps, such as:

- Personal care services, such as bathing or dressing
- Home modification
- Meal delivery or preparation
- Adult day services
- Home support

It may also include recommendations and referrals for other benefits for which the participant may be eligible.

Once the needed services are identified, the service coordinator helps ensure that they are provided effectively and efficiently.

Freedom of Choice

Participants in service coordination may select a Managed Care Organization with a network of providers and services according to their preferences. After the services begin, the service coordinator will regularly contact the participant to determine if the services continue to meet their needs.

Why You Should Choose AAA

With more than 16 years of experience and deep expertise, the Area Agency on Aging is the trusted provider of service coordination in Allegheny County.

We were the first agency in Allegheny County to provide service coordination in the Aging Waiver, the predecessor to Community Health Choices, and have served nearly 7,000 people in the program. Our continued goal is to help older adults and their families find the services needed to help them stay safely in their homes. AAA staff members are experts in the field of aging. In addition to service coordination, the AAA has a broad array of programs that may compliment services received through service coordination.

Contact Information

Check eligibility for the service coordination and receive information for this or other services.

AAA Senior Line: **(412)350-5460**

SeniorLine@alleghenycounty.us.