

ANNUAL BUDGET PROSPECTUS

Fiscal Year 2021 – 2022

Allegheny County

Department of Human Services

AREA AGENCY ON AGING (DHS/AAA)



Rich Fitzgerald, County Executive

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June 25, 2021

2020–2021 Program Developments **& 2021-2022 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 40,544 unduplicated individuals annually through internally administered programs, and through contracts and agreements with about 82 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 (2021-2022) individual funding are shown on page 7.

Assessment – During the FY 2020-21, the Assessment unit completed a total of 8,407 Functional Eligibility Determinations for Nursing Home Preadmission, Personal Care Home Supplement, LTCCAP (LIFE Program) and to determine clinical eligibility for Long-Term Services and Supports (LTSS) while maintaining a 99% compliance rate with completion timeframes. 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. In March 2020 due to the pandemic the program went to a fully telephonic model and remained in this model for the duration of the fiscal year. The program is hoping soon to resume face to face assessments.

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. CCTP averages 100 interventions per month. In March 2020 due to the pandemic the program went to a fully telephonic model to service clients and remained in this model

for the duration on the fiscal year. In 2020 the program expanded to servicing ER clients considered at high risk for admission at all four hospitals. The program will resume community visits in June 2021.

Caregiver Support Program – There are currently 431 caregivers enrolled in this program, and the program has served more than 592 caregivers over the past fiscal year 2020/21. The focus of the program has been on growth through collaboration and partnering with community organizations and outreach; particularly in those areas where enrollment in the program is the lowest. As a result, over the past two Fiscal Years, the program has seen a 36% increase. Additionally, there has been an emphasis on training to help and assist Caregivers alleviate stress and build skills. Because of the pandemic, the AAA has been conducting “virtual” trainings. In utilizing this format there has been significant increase in caregivers attending these trainings and benefitting from the resources shared.

Home Delivered Meals – Home delivered meals enable older adults with mobility or other health-related issues to remain living in their homes by providing nutritious meals and wellness checks. In March of 2020, every aspect of the nutrition services program had to adapt quickly because of the pandemic, forcing the closure of senior centers and change in delivery methods and operations at the HDM sites. Prior to the pandemic, Home Delivered Meals were packaged and delivered from fourteen (14) sites, utilizing paid staff and/or volunteers who themselves may be older adults. To continue to provide the meals that older adults rely upon, the food providers switched The Home Delivered Meals program to frozen meals to reduce the number of weekly home deliveries needed.

The number of consumers requesting home delivered meals began increasing in mid-March and continued to increase through the 4th quarter of FY19-20. The average number of HDM consumers increased by more than 14% over last quarter and the number of meals served increased by almost 18%. Despite these sharp increases, to date, all consumers have been able to be served with no need for a wait list. The flexibility given to HDM providers to alter their delivery schedules, the shift to frozen meals packaged by food providers, the procurement of shelf stables meals and the remarkable commitment of the HDM and food provider agencies effectively prevented service interruption.

Older Adult Protective Services – The unit received over 6,163 Reports of Need (RONs) during FY 2019-20, representing an increase of over 7% from the FY 2018-19. Of that total, 4,658 RONs were for older adults aged 60+, and 1,505 were for adults between the ages of 18-59. Adult Protective Services

RONs affect the work process for Older Adult Protective Services (OAPS). Over the past 5 years, RONs have more than doubled. Guidance received from the state during the pandemic significantly reduced the amount of face to face visits completed by Protective Services Investigators. Face to face visitation was limited to allegations of serious physical injury, risk of serious injury and sexual abuse. The OAPS Intake unit moved to working fully remote during the pandemic. The unit has been successful in continuing all intake-based operations at full capacity while remote. Due to ongoing volume increases in the network, 6 new investigator positions were approved and funded beginning in March 2021. These positions are based at the three subcontracted provider agencies, with two new positions at each of Lifespan, Eastern Area Adult Services and Ursuline Support Services.

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. In March 2020, the SeniorLine transitioned working from working in-office to remote due to the pandemic. This transition was seamless and did not impact the call center operations. During the pandemic, the SeniorLine researched and quickly found new resources to provide callers struggling with shopping, meals, masks, and vaccine information.

Ombudsman – In FY 2017-18 the Ombudsman unit closed 1070 complaint cases, 20% more than the previous year. In 2018-19 the unit is projected to close 1226 complaint cases, about a 20% increase over FY 2017-18. The State Long-Term Care Ombudsman Office conducts quarterly data reviews, as well as on-site monitoring. During the 2018-19 3rd Quarter review, the unit was commended by the Ombudsman Specialist from the Pennsylvania Department of Aging (PDA) for the high number of community contacts it performed throughout the course of the year. Volunteers play an

integral role in the Ombudsman unit, visiting long-term care facilities and communicating with residents. Recognizing the importance of volunteers, in 2018-19 a full-time Ombudsman Volunteer Coordinator was installed. This Volunteer Coordinator is an Ombudsman who oversees the training and work of the volunteers and performs the duties of the Ombudsman position. In June 2019, the long-time Ombudsman Supervisor retired, and a new Supervisor was transitioned into the position and is actively serving. In March 2020, the Ombudsman Program transitioned from community visits to telephonic due to the pandemic. This unit was able to successfully resolve consumer complaints and facility closures while remaining remote. In February 2021, the unit acquired a robot that could enter facilities safely and interact with the residents. In May 2021, the Ombudsman started to return to community visits.

OPTIONS Care Management – This past Fiscal Year, the OPTIONS program served approximately 7,677 Care Management consumers, including those who were Nursing Facility Clinically Eligible and Nursing Facility Ineligible. About three quarters of the program’s consumers received traditional in-home services, such as Personal Care, Home Support, Adult Day Service, PERS, and Stair Rides. Throughout the pandemic, the most requested service has been Home Delivered Meals, which has resulted in approximately one third of the consumers receiving Home Delivered Meals as their only service. The OPTIONS Care Management agencies as well as the Kitchen Providers have worked collaboratively to successfully meet the high demand for In-Home Meal delivery.

During the pandemic, all OPTIONS consumers received a “Supply Box” to assist with the increased need for disinfecting their residence. Additionally, Options Care Management partnered with the United Way to get holiday meals for Thanksgiving and Christmas to some OPTIONS consumers who demonstrated the most need. The OPTIONS Care Management Program continues to have no waiting list for services, despite the growing number of referrals and consumers served through the program.

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 Nursing Home Transition, Ombudsman, Senior Companion, Assessment, Service Coordination, 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 – In March of 2020 Senior Community Centers were ordered to close due to the pandemic. To continue to provide the meals that older adults rely upon, the food providers switched to providing frozen Grab and Go meals in place of the hot congregate meals typically delivered to the senior centers. Since the congregate meal program was replaced with Grab and Go, the total number of meals initially declined but has been increasing due to additional pick-up locations. 23 Senior Centers offer grab and go meals, serving approximately 20,000 meals per month.

A virtual programming workgroup was formed to address the issues of social isolation and the “digital divide” being experienced by older adults during the pandemic. The goals of the workgroup are to develop and share best practices, identify opportunities for collaboration and networking with programming being offered throughout the County, create virtual programming that is available to everyone, and to collectively measure the need for technology access and problem solve how to address the issues of the digital divide. The workgroup offers a variety of different programming ranging from virtual bingo, menu planning, and technology classes. The workgroup has also collaborated with PCTV, exploring options for senior center programming to be made available on TV.

Senior Companion Program – This past year, 97 Senior Companions volunteered over 98,000 hours with 338 program participants. Throughout the pandemic, Senior Companion visits have been completed virtually or telephonically. Senior Companion volunteers have continued to receive their full stipend amount during the pandemic, despite the shift to virtual and telephonic visitation. Despite the pandemic, the program continues to prioritize growth through extensive marketing and outreach; particularly in those geographic areas that are hard to serve.

FISCAL YEAR 2019-20 BUDGET OUTLOOK		
Budget Category	FY 20-21 Amended Budget	FY 21-22 Projections
Home Delivered Meals	4,939,930	4,939,930
Congregate Meals	2,209,971	2,209,971
Senior Community Center Service	3,987,819	3,987,819
Volunteer Services	650,720	650,720
Passenger Transportation	479,644	479,644
Outreach	533,984	533,984
Legal Assistance	112,954	112,954
Ombudsman	781,590	781,590
Information and Referral	2,313,439	2,313,439
Home Health	244,781	244,781
Personal Care	3,786,990	3,786,990
Overnight Shelter/Supervisor	0	0
Environmental Modifications	777,642	777,642
Med. Equip/ Supp. Adaptive Devices	1,014,882	1,014,882
Home Support	2,705,712	2,705,712
Adult Day Care	137,793	137,793
Assessments	1,476,283	1,476,283
Care Management	11,332,711	11,332,711
Protective Services Intake/Investigation	3,023,513	3,023,513
Domiciliary Care	197,052	197,052
Guardianship	535,319	535,319
Consumer Reimbursement	2,344,889	2,344,889
Administration	3,628,099	3,628,099
Value of In-Kind Service Volunteers	635,020	635,020
Totals	47,850,737	47,850,737
<i>*21-22 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 2021-2022 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: 412-350-7694
E-mail: 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
2nd floor
Pittsburgh, PA 15203
- E-mail: 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., Monday, June 28, 2021. All written testimony will become part of the proceedings of the public hearing.