

Area Agency on Aging Annual Report

Fiscal Year 2022-2023



**Area
Agency
on Aging**

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List of Abbreviations

Abbreviation	Definition
AAA	Area Agency on Aging
ACDHS	Allegheny County Department of Human Services
ACS	American Community Survey
ATP	Analytics, Technology, and Planning
CBS	Community Based Services
CCTP	Community Care Transitions Program
HDM	Home Delivered Meals
OAPS	Older Adults Protective Services
OPT	Older Persons Transportation
PCH	Personal Care Home
PDA	Pennsylvania Department of Aging
PS	Protective Services
SFMNP	Senior Farmers Market Nutrition Program



Introduction

Allegheny County Department of Human Services

Allegheny County Department of Human Services (ACDHS) provides a broad range of services to vulnerable individuals and families. It delivers these services through five Program Offices:

1. Children, Youth, and Families (CYF)
2. Area Agency on Aging (AAA)
3. Office of Behavioral Health (OBH)
4. Office of Community Services (OCS)
5. Office of Developmental Supports (ODS)

Three additional ACDHS offices provide crucial support to the Program Offices, to the network of providers who deliver services, and to the community more broadly:

1. Administration
2. Equity and Engagement
3. Analytics, Technology, and Planning

The Analytics, Technology, and Planning (ATP) team is comprised of the Organizational team and the Programmatic teams, who ensure continuity between the analysts and the program/service leadership and staff. Together these teams support ACDHS' internal operations through research, data analysis & visualization, planning, and process/quality improvement. ATP is integral to the work of the Area Agency on Aging and the development of this report.

Vision Statement



To create an accessible, culturally competent, integrated, and comprehensive human services system that ensures individually tailored, seamless, and holistic services to Allegheny County residents, particularly the county's vulnerable populations.

Area Agency on Aging

Who We Are

We are the ACDHS Area Agency on Aging (AAA). Our mission is to assist Allegheny County residents who are 60 years of age and older to live safe, healthy, and, when possible, independent lives. To achieve our mission, the AAA offers an array of programs and services that support healthy and happy living for older adults and their caregivers.

The AAA office is located on the 2nd floor of ACDHS's Southside location. At the writing of this report, AAA employed 113 staff members. The Southside office is conveniently close to the ACDHS's downtown location and is near several Pittsburgh Regional Transit bus lines.

Purpose of the Annual Report

This Annual Report details the AAA's programs and services, including notable utilization data, challenges, and innovations in each program/service. We aim to simplify information sharing and increase transparency with stakeholders including the local and greater community, elected officials, human service agencies, aging-oriented organizations, and others who may be invested in the work and outcomes of the AAA.

This report provides a partial update to the AAA [2020-2024 Four-Year Plan](#) by discussing how recent efforts have addressed identified needs and strategies in the plan. The overarching goals are as follows:

1. Advocate for the rights of older adults and ensure their safety and dignity by raising awareness of, and responding effectively to, incidences of abuse, injury, exploitation, violence, and neglect.
2. Improve services for older adults and the ability to advocate for them by using evidence-informed planning, committing to data integrity, and being accountable for results.
3. Establish and enhance efforts to support healthy living, active engagement, and a sense of community for all older adult residents of Allegheny County.
4. Strengthen the aging network's capacity, promote innovation and best practices, and build efficiencies to respond to the growing and diversifying aging population.

Additional Aging Resources

We acknowledge findings from the [Aging Services Landscape Scan, 2022](#), from the University of Pittsburgh School of Public Health. This Scan identified more than 30 comparable aging services agencies across the nation and examined their county demographics and services in comparison to the AAA. It reviews the national aging landscape as operated by county governments and provides recommendations for the Allegheny County AAA to remain competitive.

The University Center for Social & Urban Research (UCSUR), also at the University of Pittsburgh, published the [State of Aging, Disability, & Family Caregiving in Allegheny County](#) in December 2022. This report details findings from the study aimed toward understanding the characteristics of the County's aging and disabled residents to plan for the future of the region properly. Allegheny County Department of Human Services and the AAA were both collaborators on this project, as well as eight other organizations/agencies that support these populations. UCSUR also published a supplemental report, called the [Allegheny County Age-Friendly Community Index](#), which utilizes five domains to measure age-friendliness and reports rankings by Census Tract. The AAA and this Annual Report acknowledge these documents and use their findings to plan and evaluate our programs/services.

Snapshot: Allegheny County

Location: Southwestern Pennsylvania
Size: 730 square miles of land, 745 total including water
of municipalities: 130
County Seat: Pittsburgh
Population: 1.2 million
of Major Hospitals: 46
of Major Universities and Colleges: 9 (Carlow, CMU, Chatham, CCAC, Duquesne, La Roche, Point Park, Robert Morris, Pitt)
of Senior Living/Dementia Facilities: 219 (Nursing: 55, Personal care/assisted living: 118, Daily living centers: 29, Domiciliary care: 17)
of Parks: 172 (163 Pittsburgh parks and 9 County)



Socio-demographics

The 2021 American Community Survey (ACS) five-year estimates inform the main demographic characteristics of Allegheny County unless otherwise noted.

Aging Population Projections and Trends

Approximately 27% of people of the population in Allegheny County are over the age of 60; this compares to roughly 23% nationally. According to the Southwestern Pennsylvania Partnership for Aging, there will be a 40% increase in the number of people aged 65+ between the years 2015-2030 and a 75% increase in people aged 85+ between 2030-2045.¹

Gender

The older adult population (aged 60 and over) is 44% Male and 56% Female.

Race

The older adult population is approximately 87% White, 9% Black or African American, 2% Asian, and less than one percent American Indian, Alaskan Native, Native Hawaiian, and Other Pacific Islander. The older adult population is about 1% Hispanic or Latino origin, regardless of race.

Disability Status

Approximately 28% of older adult residents have a disability.

Educational Attainment

Of the older adult population, approximately 37% of residents have completed high school or earned their GED, and 31% have earned a Bachelor's degree or higher.

Income and Poverty

Approximately 11% of older adults were below the federal poverty level within the past year.

Housing

It is estimated that there are 545,763 total households in Allegheny County, 212,455 of which are older adult households (39%). Of these older adult households, it is estimated that there are 159,586 owner-occupied units, 79% of which are considered affordable, and 52,869 renter-occupied units, 51% of which are considered affordable.

Living Alone

Of the older adult households, about 49% are considered family households and 51% are nonfamily households. Within the nonfamily households, approximately 48% contain householders living alone. Within the nonfamily households, approximately 48% contain householders living alone.

¹ Southwestern Pennsylvania Partnership for Aging. (n.d.) *Age-Friendly Greater Pittsburgh*. Retrieved March 10, 2023, from <https://www.swppa.org/agefriendly/>.

AAA Demographics Table

Table 1. AAA Program Area client demographics

	Adult Protective Services	Assessments	Information & Assistance	Community Care Transitions	Senior Companion	Caregiver Support Program	Domiciliary Care	OPTIONS	Personal Care Homes	Protective Services	Senior Centers
Age Group											
<59	2086	934	404	1362	11	217	43	67	198	101	97
60-64	162	1154	776	225	11	117	12	427	151	713	673
65-69	75	1949	1236	144	45	90	8	979	159	999	1562
70-74	14	2340	1381	84	48	73	7	1361	122	1140	2136
75-79	7	2019	1188	70	55	38	6	1182	92	979	1965
80-84	6	1897	979	60	59	35	3	1299	57	867	1598
85+	7	2873	1170	65	120	21	2	2274	87	1304	1789
Missing	39	141	4857	82	0	1	0	1	0	129	46
What is the consumer's level of cognitive impairment?											
Mild	298	1613	834	0	56	6	33	1276	454	1024	354
Moderate	178	675	206	0	11	2	11	313	128	605	113
None	233	5358	2782	0	101	510	14	4475	199	1447	2899
Severe	94	286	39	0	2	1	3	52	30	314	32
Unknown	1587	5370	8125	2092	36	72	20	1472	54	2841	6465
(blank)	6	5	5	0	143	1	0	2	1	1	3
Consumer's employment status											
Full Time	8	186	67	0	0	170	1	13	0	15	78
Missing	2300	8824	9694	2092	95	133	69	3573	804	4920	8183
Part Time	22	127	86	0	0	56	5	48	8	32	103
Retired	15	3919	1969	0	101	180	2	3749	40	1161	1400
Unemployed	51	244	164	0	10	53	3	202	13	96	53
(blank)	0	7	11	0	143	0	1	5	1	8	49
Ethnicity											
Hispanic	66	90	38	0	0	5	0	51	3	47	86
Missing	137	376	6043	1907	145	1	6	3	1	349	469
Non-Hispanic	2193	12841	5910	185	204	586	75	7536	862	5836	9311
Gender											
Female	1036	7162	4451	1265	155	345	35	4955	410	3157	6003
Male	901	3339	1561	827	45	144	41	2121	451	1852	2166
Missing	459	2806	5979	0	149	103	5	514	5	1223	1697
Gender Identity											
Female	1227	8778	5315	126	161	427	37	5229	411	3782	6913
Male	1118	4395	2037	59	44	162	41	2347	453	2359	2607
Missing	29	43	4630	1907	144	1	3	1	1	30	333
Non-Binary	2	4	1	0	0	0	0	2	0	1	1
Non-Disclose	7	55	4	0	0	2	0	9	1	31	10
Other	4	22	1	0	0	0	0	0	0	25	1

	Adult Protective Services	Assessments	Information & Assistance	Community Care Transitions	Senior Companion	Caregiver Support Program	Domiciliary Care	OPTIONS	Personal Care Homes	Protective Services	Senior Centers
Transgender-Female	7	6	3	0	0	0	0	1	0	3	1
Transgender-Male	2	4	0	0	0	0	0	1	0	1	0
Household Income Group											
\$0.00	7	104	49	1	0	5	3	95	20	54	39
\$0.01 - \$1000.00	0	0	0	0	0	0	0	1	0	0	0
\$1000.01 - \$2500.00	24	2523	911	10	75	262	3	2635	52	512	412
\$2500.01 - \$5000.00	3	582	226	2	9	207	0	443	1	119	93
\$5000.01 +	32	1846	756	49	68	66	5	1961	41	487	347
Missing	2330	8252	10049	2030	197	52	70	2455	752	5060	8975
Household Size											
0	1	157	129	3	2	0	1	60	9	73	658
1	131	5212	2441	70	158	277	32	5166	493	1532	1133
2	45	1219	648	15	16	256	2	968	7	413	430
3	13	98	52	1	2	33	0	60	3	55	28
4	6	31	25	2	0	15	1	16	2	17	5
5	3	12	5	0	0	1	0	7	0	7	6
6	1	5	2	0	0	3	0	2	0	2	0
7	1	6	2	0	0	4	1	0	0	1	1
8	0	1	1	0	0	0	0	0	0	1	1
13	0	1	0	0	0	0	0	0	0	1	0
Missing	2195	6565	8686	2001	171	3	44	1311	352	4130	7604
Individual Income Group											
\$0.01 - \$1000.00	17	7	4	0	0	0	0	2	0	6	4
\$1000.01 - \$2500.00	301	3047	1107	19	82	298	33	2754	545	1154	491
\$2500.01 - \$5000.00	49	541	206	2	8	119	0	408	7	236	85
\$5000.01 +	924	2803	1045	72	78	93	24	2122	147	1382	474
0	337	833	175	15	1	19	0	170	25	862	74
Missing	768	6076	9454	1984	180	63	24	2134	142	2592	8738
Is the consumer disabled?											
Missing	0	0	0	0	143	0	0	0	0	0	0
No	1924	11032	10786	2037	144	479	53	5874	422	4949	9213
Yes	472	2275	1205	55	62	113	28	1716	444	1283	653
Is the consumer a female head of household?											
Missing	0	0	0	0	143	0	0	0	0	0	0
No	2303	10942	10823	2057	129	537	77	5296	813	5499	8180
Yes	93	2365	1168	35	77	55	4	2294	53	733	1686
Is the consumer frail?											
Missing	0	0	0	0	143	0	0	0	0	0	0
No	2174	11129	10905	2061	140	584	77	5596	721	5111	9436
Yes	222	2178	1086	31	66	8	4	1994	145	1121	430

	Adult Protective Services	Assessments	Information & Assistance	Community Care Transitions	Senior Companion	Caregiver Support Program	Domiciliary Care	OPTIONS	Personal Care Homes	Protective Services	Senior Centers
Is the consumer homebound?											
Missing	0	0	0	0	143	0	0	0	0	0	0
No	2230	12457	11519	2076	186	589	78	6866	777	5589	9676
Yes	166	850	472	16	20	3	3	724	89	643	190
Is the consumer in poverty?											
Don't Know	1585	2805	6762	64	7	7	10	26	19	2725	743
Missing	0	0	0	1880	143	0	0	0	0	0	0
No	207	7382	3520	55	139	481	12	5312	53	1888	8052
Yes	604	3120	1709	93	60	104	59	2252	794	1619	1071
Does the consumer live alone?											
Don't Know	84	264	5995	35	1	33	6	3	8	239	465
Missing	0	0	0	1854	0	0	0	0	0	0	0
No	1418	5286	2212	90	148	467	26	2136	524	2688	4897
Yes	894	7757	3784	113	200	92	49	5451	334	3305	4504
Is the consumer Medicare eligible?											
Missing	0	0	0	0	143	0	0	0	0	0	0
No	2208	6848	8525	1996	49	445	61	2062	382	3683	5553
Yes	188	6459	3466	96	157	147	20	5528	484	2549	4313
Is the consumer at nutritional high risk?											
Don't Know	1108	2279	6699	58	8	62	12	9	12	1725	1352
Missing	0	0	0	1880	143	0	0	0	0	0	0
No	1034	6572	2986	79	96	495	62	2982	749	3159	7360
Yes	254	4456	2306	75	102	35	7	4599	105	1348	1154
Does the consumer live in a rural area?											
Don't Know	476	3977	7150	0	16	206	9	1130	8	1717	2336
Missing	0	0	0	9	143	0	0	0	0	0	0
No	1788	9193	4773	2051	188	369	69	6227	794	4277	7444
Yes	132	137	68	32	2	17	3	233	64	238	86
Does the consumer have Supplemental Security Income (SSI)?											
Missing	0	0	0	0	143	0	0	0	0	0	0
No	2065	6889	8319	1986	42	425	51	2020	201	3736	5915
Yes	331	6418	3672	106	164	167	30	5570	665	2496	3951
Is the consumer a U.S citizen?											
Missing	0	0	0	0	143	0	0	0	0	0	0
No	48	114	20	0	0	0	1	15	2	83	60
Yes	2348	13193	11971	2092	206	592	80	7575	864	6149	9806
Is the consumer a veteran?											
Missing	0	0	0	1880	28	0	0	0	0	0	0
No	2360	12207	11499	209	288	552	80	6802	831	5739	9127
Yes	36	1100	492	3	33	40	1	788	35	493	739

	Adult Protective Services	Assessments	Information & Assistance	Community Care Transitions	Senior Companion	Caregiver Support Program	Domiciliary Care	OPTIONS	Personal Care Homes	Protective Services	Senior Centers
Consumer's primary language											
American Sign Language	16	10	0	0	0	0	1	3	0	3	1
Arabic	0	4	3	0	0	1	0	2	0	3	1
Armenian	0	0	1	0	0	0	0	0	0	0	0
Assistive Technology	0	1	0	0	0	0	0	1	0	0	0
Cantonese	0	3	2	0	0	1	0	3	0	0	6
Chinese/Other	0	11	1	0	0	0	0	2	0	0	41
English	2363	13156	11924	2092	205	576	80	7514	866	6178	9631
Farsi (Persian)	0	1	0	0	0	0	0	0	0	2	1
Filipino (Tagalog)	0	3	1	0	0	0	0	2	0	0	3
French	0	1	2	0	0	0	0	1	0	1	2
German	0	1	0	0	0	0	0	1	0	0	0
Greek	0	4	1	0	0	0	0	0	0	3	1
Italian	0	21	3	0	1	0	0	16	0	9	3
Japanese	1	3	0	0	0	0	0	2	0	1	0
Korean	0	3	0	0	0	1	0	1	0	1	1
Mandarin	1	1	1	0	0	0	0	1	0	1	16
Mein	0	1	0	0	0	0	0	0	0	1	0
Nepalese	3	4	0	0	0	0	0	2	0	3	0
Other-Document in Notes	1	9	5	0	0	0	0	10	0	2	7
Polish	0	3	1	0	0	1	0	1	0	1	0
Portuguese	0	1	1	0	0	0	0	0	0	1	0
Romanian	0	1	0	0	0	0	0	1	0	0	0
Russian	0	42	12	0	0	11	0	18	0	5	15
Serbian-Cyrillic	0	1	1	0	0	0	0	0	0	1	0
Spanish	9	14	4	0	0	1	0	8	0	13	9
Turkish	0	0	0	0	0	0	0	0	0	1	0
Vietnamese	0	0	1	0	0	0	0	0	0	0	0
(blank)	2	8	27	0	143	0	0	1	0	2	128
Marital Status											
Divorced	193	2018	1144	45	40	41	3	1481	131	927	1098
Domestic Partner	19	163	57	0	1	5	0	150	0	52	15
Legally Separated	11	131	106	4	2	6	1	96	9	58	96
Married	141	2679	1266	28	15	341	3	1016	14	1058	3609
Missing	10	72	9	1	0	0	0	2	1	72	52
Other	6	27	6	1	0	0	0	7	0	15	15
Single	1843	3855	2008	131	53	117	66	1832	632	1930	1971
Widowed	61	3984	1710	40	95	17	3	3003	79	1807	2346
(blank)	112	378	5685	1842	143	65	5	3	0	313	664

	Adult Protective Services	Assessments	Information & Assistance	Community Care Transitions	Senior Companion	Caregiver Support Program	Domiciliary Care	OPTIONS	Personal Care Homes	Protective Services	Senior Centers
Is the consumer eligible for the Nutritional Services Incentive Program (NSIP)?											
Missing	0	0	0	0	143	0	0	0	0	0	0
No	2189	1032	5296	1487	0	219	35	10	150	199	87
Yes	207	12275	6695	605	206	373	46	7580	716	6033	9779
Primary Ethnic Group											
American Indian/Native Alaskan	3	12	9	0	0	0	0	9	1	6	17
Asian	17	98	28	0	1	5	0	32	4	24	175
Black/African American	586	2784	1670	63	71	77	31	1793	200	1070	1930
Missing	10	94	16	1	0	0	0	76	0	31	14
Native Hawaiian/Other Pacific Islander	2	5	4	0	0	0	0	3	0	0	8
Non-Minority (White, non-Hispanic)	1539	9799	3998	118	265	491	44	5563	641	4692	7250
Other	26	69	21	0	0	2	0	18	1	37	15
White-Hispanic	76	144	55	0	0	10	3	70	4	78	81
(blank)	137	302	6190	1910	12	7	3	26	15	294	376
Does the consumer understand English?											
Missing	0	0	0	0	143	0	0	0	0	0	0
No	51	124	21	0	0	0	1	21	3	85	61
Yes	2345	13183	11970	2092	206	592	80	7569	863	6147	9805

Programs and Services

The AAA coordinates a multitude of programs and services to support older adults in Allegheny County. The following presents the major programs/services offered, including a description of each, notable utilization information, and notes on any challenges and innovations present.

The AAA's organizational structure features the following bureaus:

Older Adult Safety

- Protective Services
- Information & Assistance (SeniorLine)
- Aging and Disability Resource Center (ADRC)

Older Adult Support

- OPTIONS Care Management
- Caregiver Support Program
- In-Home Providers
- Human Services Development Fund (18-59-year olds)
- Community Aging in Place, Advancing Better Living for Elders Program (CAPABLE) (collaboration with University of Pittsburgh)
- Domiciliary Care

Older Adult Service

- Senior Companion Program
- Housing
- Outreach
- Accelerated Support for Older Persons (ASOP)

Community Based Efforts

- Home Delivered Meals/Nutrition Services
- Senior Farmers' Market Nutrition Program
- Senior Community Centers/Congregate Meals
- Assessment
- Older Persons Transportation (OPT)

Special Services and Strategic Initiatives

- Community Care Transitions Program
- Ombudsman Program

The Administration Bureau assists with agency and regulatory oversight, fiscal and budgeting areas, and Human Resources areas of work. Administration directs the program operations of Older Adult Safety, Older Adult, Support and Community Based Efforts bureaus.

Assessment

Description

Assessment is a fee for service Program. This service is provided through an agreement with Aging Well PA which is a subsidiary of the Pennsylvania Association of Area Agencies on Aging.

The Assessment Unit completes Functional Eligibility Determination (FED) assessments to determine an individual's eligibility for programs/services to be provided in the community or an institutional setting. An assessment is conducted using the FED Tool. Functional information is gathered to determine two possible outcomes – Nursing Facility Clinical Eligible (NFCE) or Nursing Facility Ineligible (NFI). Assessments are completed wherever an individual is currently located whether it is in their home or during a hospital or nursing facility admission.

In January 1989, federal laws governing nursing facilities were revised to require Pre-Admission Screenings for individuals diagnosed with a Mental Illness (MI), Intellectual Disability (ID), or Other Related Condition (ORC). Individuals meeting specific criteria are required to undergo a more comprehensive assessment to ensure nursing facility placement is suitable to meet their needs. The Assessment Service Agreement between PDA and Aging Well PA, LLC states Aging Well PA will provide assessments and supportive fair hearings and appeal services for populations served by the Department's managed long-term services and support program. There is a subcontract agreement between Aging Well PA and the ACDHS that designates the county's AAA Assessment Unit as the evaluation agency responsible for the pre-admission nursing facility placement screening.

Care Transitions Program

Description

The Community Care Transitions Program (CCTP) aims to lower hospital readmission rates. CCTP uses an evidence-based model to coach patients to higher levels of activation and self-management over 30 days from the hospital discharge to home or short-term skilled facility. The intervention includes five (5) encounters: one (1) hospital visit, one (1) home visit, and three (3) follow-up calls. In addition, the program also provides health risk assessments for new consumers to the plan. CCTP has two contracted payers and serves five Allegheny Health Network (AHN) hospitals.

Innovations

- CCTP has not only met expenses but has brought in additional revenue for the AAA which will be used to develop the program, increase salaries, and provide safety technology to field staff.
- Added a new partnership this year with Jefferson Hospital and is actively seeking additional clients to expand their reach.

FY 22-23 Care Transitions Program Highlights

- The additional revenue generated for FY 22-23 was \$614,156.00.

Caregiver Support Program

Description

The Allegheny County Department of Human Service's Area Agency on Aging offers a Caregiver Support Program that is designed to provide support to caregivers and families. Care recipients must reside in Allegheny County.

We offer support for Pennsylvania residents, including:

- Adults 18 years of age and older, who voluntarily take on a caregiving role for a qualifying loved one.
- Adults 55 years of age and older, who voluntarily take on a live-in caregiving role for a qualifying relative.

Caregiver support programs for caregivers 18+

For those caring for an older adult (60+) or an adult (up to 59 years of age) with dementia

- who exhibits an inability to perform at least one activity of daily living (ADL)
- who is over 60 years of age OR
- who has dementia and is between 18 and 59 years of age.

For those caring for an older adult (60+) or a child (under 18 years of age) with dementia

- who exhibits an inability to perform at least one activity of daily living (ADL)
- who is over 60 years of age OR
- who is under 18 years of age and has dementia.

Caregiver support programs for caregivers 55+

For those caring for a child under 18 years of age

- who resides in your home
- who is under 18 years of age
- whose parent is related to you by blood, marriage or adoption AND
- whose parent is unable to care for the child and does not live with you.

For those caring for a relative with a disability from ages 18 through 59

- who resides in your home
- who is 18 through 59 years of age
- who is related to you by blood, marriage or adoption AND
- who has a disability

The CSP serves over 600 caregivers in Allegheny County each year. This program provides numerous benefits to caregivers to assist them in their duties. Benefits include assessment of the individual's needs by a Care Manager, respite care, monthly reimbursements for caregiving expenses, Care Management and Resource Counseling, access to support groups, training and caregiving skills, and finally access to legal and financial services to manage affairs.

Challenges

- Implementing new regulations and requirements established by the Pennsylvania Department of Aging
- May have to impose waitlist due to the positive program changes of increased monthly reimbursements and lifetime funds

Innovations

- AAA developed virtual Caregiver training and recognition events in response to the COVID-19 pandemic and continued to offer virtual events.
- Caregivers received gourmet boxed lunches and resource packages during the initial pandemic stages.
- Collaboration with A Second Chance to offer stipends to grandfamilies.
- Shorter website link, acdhs.org/caregivers.

Additional Innovations Include

- The AAA in partnership with A Second Chance, Inc. launched a Grandfamilies stipend program from April to June 2023. The purpose of the program was to assist eligible informal caregivers outside of the child welfare system with financial resources to care for their kin. 901 families received a one-time stipend of \$1,000 to aid in addressing the immediate needs of their families.

FY22-23 Caregiver Support Program Highlights

- 592 caregivers served
- 513 care recipients served
- \$1,239,213.95 reimbursed to caregivers



Table 2. Table of caregivers per service out of total caregivers enrolled in CSP program

SERVICE	Distinct Caregiver Count	% of Caregivers Receiving Service
Care Management	541	91.39%
CAT-Caregiver Assessment Tool	357	60.30%
Personal Care	188	31.76%
Med Eq/Sup/Adapt Dev-Consumables	175	29.56%
Med Eq/Sup/Adapt Dev-Nutritional Supplement	157	26.52%
Disposable Undergarments	130	21.96%
Wipes, Disposable	88	14.86%
Respite-In-Home-Day	75	12.67%
Respite-Other	68	11.49%
Discrete Liner	59	9.97%

SERVICE	Distinct Caregiver Count	% of Caregivers Receiving Service
Underpads	51	8.61%
PERS	43	7.26%
Therapeutic Cream	43	7.26%
Gloves, Disposable	41	6.93%
Seasonal Clothing	36	6.08%
Extra-Curricular/Rec Activities	24	4.05%
Home Mod-Stair Glide	19	3.21%
School Supplies	18	3.04%
Other Services and Supplies	15	2.53%
Pest Control/Fumigation	8	1.35%
Med Eq/Sup/Adapt Dev-Adapt Device	7	1.18%
Home Mod-Interior Remodel	5	0.84%
Home Modification-Ramp	5	0.84%
Supplemental-Technology	4	0.68%
Med Eq/Sup/Adapt Dev-Durable Equip	4	0.68%
Respite-Day Camp	3	0.51%
ADC-Full Day	3	0.51%
Home Mod-Other Interior	3	0.51%
COVID-19-Med Eq/Sup/Adapt Dev-Consumables	3	0.51%
Med Eq/Sup/Monthly Fee/Durable Equip	3	0.51%
ADC-Full Day w/NSIP Meal	3	0.51%
Individual Licensed Counseling	2	0.34%
Pants Liner	2	0.34%
Respite-Future Use	2	0.34%
Legal/Financial Counseling	2	0.34%
Med Eq/Sup/Adapt Dev-Adapt Device/Monthly Fee	2	0.34%
Respite-Out-of-Home-Day	2	0.34%
Specialized Medical Transportation	2	0.34%
Home Mod-Other Exterior	2	0.34%
COVID-19-Care Management	1	0.17%
Disposable Undergarments, Bariatric Size	1	0.17%

Table 3: Cost of CSP program service and % of total \$ spent

SERVICE	Sum COST	% of Total \$ Spent
Personal Care	\$673,813.18	54.37%
Respite-In-Home-Day	\$223,697.10	18.05%
Respite-Other	\$178,237.80	14.38%
Home Mod-Stair Glide	\$69,613.07	5.62%
Seasonal Clothing	\$46,511.41	3.75%
Med Eq/Sup/Adapt Dev-Nutritional Supplement	\$39,371.46	3.18%
Disposable Undergarments	\$37,898.97	3.06%
Med Eq/Sup/Adapt Dev-Consumables	\$34,303.51	2.77%
Home Mod-Interior Remodel	\$24,735.00	2.00%
Extra-Curricular/Rec Activities	\$20,595.26	1.66%
Home Mod-Other Interior	\$15,873.58	1.28%

SERVICE	Sum COST	% of Total \$ Spent
Underpads	\$15,219.54	1.23%
PERS	\$13,052.65	1.05%
Home Modification-Ramp	\$12,514.77	1.01%
Discrete Liner	\$11,327.02	0.91%
Other Services and Supplies	\$8,518.84	0.69%
ADC-Full Day	\$6,160.00	0.50%
Wipes, Disposable	\$5,716.61	0.46%
Home Mod-Other Exterior	\$5,625.00	0.45%
Respite-Out-of-Home-Day	\$4,652.55	0.38%
ADC-Full Day w/NSIP Meal	\$4,317.00	0.35%
Med Eq/Sup/Adapt Dev-Durable Equip	\$3,348.49	0.27%
Med Eq/Sup/Adapt Dev-Adapt Device	\$2,921.70	0.24%
School Supplies	\$2,732.16	0.22%
Pest Control/Fumigation	\$2,705.60	0.22%
Therapeutic Cream	\$2,705.32	0.22%
Gloves, Disposable	\$2,380.52	0.19%
Supplemental-Technology	\$1,747.36	0.14%
Individual Licensed Counseling	\$1,440.00	0.12%
Specialized Medical Transportation	\$1,360.70	0.11%
Respite-Day Camp	\$1,161.00	0.09%
Legal/Financial Counseling	\$750.00	0.06%
Respite-Future Use	\$368.00	0.03%
Med Eq/Sup/Monthly Fee/Durable Equip	\$204.12	0.02%
Med Eq/Sup/Adapt Dev-Adapt Device/Monthly Fee	\$156.30	0.01%
COVID-19-Med Eq/Sup/Adapt Dev-Consumables	\$140.54	0.01%
Disposable Undergarments, Bariatric Size	\$95.94	0.01%
Pants Liner	\$92.74	0.01%

Domiciliary (Dom) Care Program

Description

Dom Care is a community-based housing and care program of the PA Department of Aging. The program serves adults aged 18+ and provides the opportunity for individuals (Providers) who have a history of caregiving, and who have the space in their homes to share, to be matched with persons in the community (Residents) who need housing and minimal help with care, similar to Personal Care Homes (PCH). Funding from Social Security helps compensate the Providers and allows the Resident more personal spending than they would receive in a PCH. The program represents income potential for Older Adults whose home can serve as an asset, a family-like shared housing atmosphere offering support for Residents and Providers alike, and a housing alternative for all ages.

How the Dom Care Program Works:

- Providers are referred through Seniorline, assigned to Care Manager. Provider Background Check, Home Inspection, Additional Program Certification.
- Residents are referred through Seniorline, Assigned to Care Manager.
- Comprehensive matching process aligns Provider and Resident preferences, facilitated by Care Manager. Placement following typical introduction and trial stay.
- Ongoing CM and support of both Provider and Resident. Most residents also have Care Management through Community BH or ODS.
- Financial eligibility for SSI allows Resident to pay for care, as well as have \$228+ monthly personal spending.

Challenges

- Recruiting new Providers/Marketing
- Public Awareness of Shared Housing models
- Updating Regulations (last done in 1993, not reflective of changes in other areas of HCBS). PDA responsibility
- AAA Staff hiring

Innovations

- Identifying eligible individuals and properties across Allegheny County for Facility-Based, offsetting DHS housing costs
- Developing Housing Options presentation for Community Outreach

FY22-23 Domiciliary Care Program Highlights

- Two new placements of older adults in domiciliary care program homes

Nutrition

Description

Our nutrition services include Congregate, Home Delivered Meals (HDM) and the Senior Farmers Market Nutrition Program (SFMNP). Congregate meals are provided in the Senior Centers. Home Delivered Meals are delivered to seniors at home throughout Allegheny County by nine (9) contracted agencies. One of our contracted Care Management agencies assesses a resident's eligibility and need for HDM. Once eligibility is determined, the HDM provider inside the Planning and Service Area delivers at least one nutritionally balanced meal per day, covering meals for at least five days per week. Emergency Weather Boxes are provided to frail home delivered meal participants to be used in case services are suspended due to an emergency situation.

SFMNP provides \$50 vouchers to eligible Allegheny County residents aged 60 and over. Previously, only \$24 vouchers were distributed, but the voucher amounts were increased in 2023. This program increases older adults' access to fresh and healthy foods while supporting Pennsylvania agriculture. It also aligns with nutrition recommendations that came from the 2022 Aging Services Landscape Scan.

Utilization

QUARTERLY Congregate & Home Delivered Meals

	TOTAL 1Q FY 22-23	TOTAL 2Q FY 22-23	TOTAL 3Q FY 22-23	TOTAL 4Q FY 22-23
Congregate Meals Served	47,812	44,669	48,416	48,946
Cong - Unduplicated Persons	3,060	3,018	3,013	3,239
Home Delivered Meals	131,054	130,766	129,421	132,677
HDM - Unduplicated Persons	2,549	2,495	2,486	2,564

Challenges

- Undelivered Meals can potentially cause food waste and unnecessary spending for consumers, in a situation where a consumer goes into the hospital or long-term care and kitchen is not notified in a timely manner. PDA data entry requirements do not currently capture true meal numbers related to meals served. In most circumstances meals that are not delivered due to consumer absence are often given to another consumer and not actually wasted. Current standards only allow for data entry of one meal per consumer per day.

Innovations

- In the Fall of 2022, a Request for Proposals (RFP) was released to providers of food preparation and delivery, and the following three (3) organizations were awarded the contract, effective July 1, 2023: Salem's Market and Grill. Nutrition Inc., and Metz Culinary Management.
- The Nutrition RFP provided an opportunity to redesign the HDM program and offer a wider variety of options and to create efficiencies between the food provider and the home delivered meal sites. The home delivered meal agencies are storing more frozen meals on site, which allows for optimal flexibility, more control over the delivery process translating into expedited start times for consumers.

FY 22-23 Nutrition Program Highlights

- 523,918 home delivered meals
- 189,843 congregate meals
- 16,542 sets of Farmer's Market Program vouchers were distributed for a value of \$397,008

Passenger Transportation

Description

Older Persons Transportation (OPT) is provided through a contractual agreement with a transportation broker called ACCESS. To help older adults maintain their independence and access essential health services, funding is provided for door-to-door services that facilitate accessibility to community facilities.

The OPT program provides more than just basic paratransit service. It offers personalized transportation solutions for an older adult's individual needs. These offerings include:

- Driver assistance up/down up to four (4) steps
- Driver assistance with up to four (4) packages
- Hand-to-hand assistance for those who require constant supervision
- Assistance with car/booster seats
- Service modifications
- Online cashless payments through ePurse
- ePurse low balance alerts
- In Touch Callout text messages for 10-minute arrival/pick-up notifications
- Weather service updates
- "No Strand" policy, which guarantees a ride home every time

Innovations

- The AAA partnered with ACCESS to launch an individual grocery shopping pilot program in FY 2021-2022; the pilot proved successful, and ACCESS now offers weekly grocery shopping trips to eligible older adults.
- The AAA worked with ACCESS to pilot free group trips from Senior Community Centers to cultural events one time per quarter.

FY 22-23 Passenger Transportation Program Highlights

- \$664,655 yearly allocation
- 35,520 individual grocery shopping trips taken by 1,687 unique rides.

Table 4. Number of trips by transportation type

Trip Code	Trip Type	Acct Name	Taken
11	Individual/Group	OPT Emergency	14
21e	Medical	OPT General Medical	36,145
2230e	Individual	Eastern Area Adult Services	1,083
2234e	Individual	Plum Center	67
2245e	Individual	Catholic Youth Association	773
2246e	Individual	Allentown Center	1,268
2248e	Individual	Lutheran Service Society	748
2251e	Individual	Riverview Community Action Corp.	14
2252e	Individual	Northern Area Multi-Service Ctr	3,574
2253e	Individual	Life Span	4,088
2264e	Individual	City Parks & Recreation	6,853
2272e	Individual	Penn Hills Senior Center	2,855
2282e	Individual	Seton Center	852
2284e	Individual	Jewish Community Center	809
2285e	Individual	Vintage Inc.	4,675
34e	Group	OPT SHOPPING Group	4,566
35e	Individual	OPT Shopping Individual	35,520
3630e	Group	Eastern Area Adult Service Group Trips	77

Trip Code	Trip Type	Acct Name	Taken
3634e	Group	Plum Center Group Trips	500
3646e	Group	Allentown Center Group Trips	579
3648e	Group	Lutheran Service Society Group Trips	427
3651e	Group	Riverview Community Action Corp. Group Trips	427
3652e	Group	Northern Area Multi-Service Ctr Group Trips	1,803
3653e	Group	Life Span Group Trips	1,721
3664e	Group	City Parks & Recreation Group Trips	2,826
3672e	Group	Penn Hills Group Trips	1,460
3682e	Group	Seton Center Group Trips	0
3684e	Group	Jewish Community Center Group Trips	25
3685e	Group	Vintage Inc. Group Trips	1,253
63e	Medical	OPT Unlimited Medical - life support	2,671
64e	Medical	OPT Dialysis	50,974
65e	Medical	OPT Options	997
66e	Medical	OPT Approved other	1,400
67	OPT	OPT ADCA Special Request	69
70	OPT	OPT Senior Companions	2,430
		Totals:	173,543



Older Adult Protective Services

Description

The Older Adults Protective Services Act (OAPSA §10225.310) mandates that older adults who cannot protect themselves and are at imminent risk of being abused, neglected, exploited, or abandoned will receive access to services necessary to protect their health, safety, and welfare. The Pennsylvania Department of Aging oversees Protective Services across the state, while the AAA conducts local oversight of Protective Services.

How Older Protective Services Works:

- Older Adult Protective Services intervenes when an individual 60 years of age or older becomes the subject of abuse or neglect at the hands of another person or when an older adult demonstrates an inability to meet their own basic needs.
- Together with our contracted partner agencies, we have professionals trained and experienced in working with reports of abuse and neglect. We take Reports of Need outside regular business hours, on weekends, and during County observed holidays.
- Through our collaborative efforts, we investigate reports of abuse and neglect. These agencies are assigned to specific geographic areas and cover Allegheny County.
- We take reports of abuse 24 hours a day, seven days a week.
- Reports are often made by a person acting on behalf of the older adult victim. This person may live in the same residential community or a care facility such as a nursing home, personal care home, domiciliary care home, assisted living facility, or hospital. A person reporting on behalf of the victim can remain anonymous, and they have legal protection against retaliation, discrimination, and civil or criminal prosecution.
- Victims of elder abuse can also self-report.

Innovations

- Victims of Crime Act (VOCA) program is a collaborative project between the AAA and Center For Victims to provide an enhanced level of service for older adults who required PS to decrease the number of individuals who suffer from recurring victimization.
- As of March 2023, SeniorLine and the Protective Services (PS) helpline have joined forces to better serve the public; the PS helpline now acts as the first line of backup support for PS Intake, which has reduced the number of inquiries SeniorLine and Options Care Managers receive.
- The AAA team has welcomed new PS specialists, including a full-time trainer, guardianship specialists, financial exploitation specialists, and services liaisons.

FY 22-23 Older Adult Protective Services Program Highlights

- 7,389 total reports of need documented
- 3,999 Older Adult Protective Services investigations opened
- 1,850 substantiated cases*

*A case is substantiated if the evidence collected over the course of the investigation either supports confirmation of the reported allegations or indicates that the older adult is at risk and in need of protective services.

Information & Assistance (SeniorLine)

Description

SeniorLine is our call center that provides information and assistance of benefit to Allegheny County's older adults. SeniorLine acts as the "front door" to the AAA, connecting older adults, their families, caregivers, and interested professionals to needed resources. A professionally trained staff of care managers responds to calls, emails, faxes, and walk-ins from community members. Allegheny County residents can sign-up for our monthly SeniorLine newsletter which is distributed via email. Additionally, SeniorLine oversees focused outreach performed by COTRAIC, Wesley Family Services, and Ursuline as part of the American Indian Outreach, Faith Based Outreach, Supportive Living Enhancement Program (SLEP), and Pennsylvania Medicare Education and Decision Insight (PA MEDI).

Contact the SeniorLine	
By phone	By walk-ins
 412-350-5460 1-800-344-4319 (Toll-free) TTY 412-350-2727	 Weekdays, during business hours Birmingham Towers 2100 Wharton Street, Second Floor Pittsburgh, PA 15203 Get directions to 2100 Wharton Street
By email SeniorLine Seniorline@alleghenycounty.us	

Innovations

- As of Spring 2023, text messaging capability has gone live for information regarding the Senior Farmers Market Nutrition Program eligibility and voucher pick-up locations (text FARMER to 987987) to relieve SeniorLine inquiries.
- In the future, the text messaging system will ideally be used to provide additional information on other programs and services.
- QR code added to brochures that link directly to the AAA website.

FY 22-23 Information and Assistance Program Highlights

- # of Calls:
 - Received: 44,776
 - Handled: 22,474
- # of Referrals/Intakes:
 - Referrals: 8,408
 - Intakes: 4,714
- # of Reports of Need on behalf of Protective Services:
 - Received: 1,024
 - Handled: 997

Ombudsman Program

Description

Ombudsmen champion the rights of older adults receiving long-term care to achieve the highest quality of life and care, whether delivered in the community or a facility-based setting. Pennsylvania Ombudsmen are federally mandated, legally based, and state certified via standardized training to actively advocate and give voice to older consumers of long-term care services. Pennsylvania's Empowered Expert Residents (PEER) are long-term care residents who are trained to self-advocate and empower their fellow residents to improve their quality of life and quality of care in long-term care facilities. PEER is a partnership between residents, facility staff, and the local ombudsman.

The AAA oversees an active volunteer state certified Ombudsman Program. Volunteer Ombudsmen work to resolve complaints and issues on behalf of individuals residing in long term care settings, such as nursing homes, assisted living facilities, and personal care homes. They help to educate residents on their rights and advocate on their behalf.

The AAA is also a part of the Personal Care Risk Reduction (PCRR) team, which reviews facilities within the county on Provisional Licenses and those considered High Risk of closing to ensure that the group is prepared for any possible closures that could occur. PCRR consists of, but is not necessarily restricted to, representatives from PA/DHS Licensing, Office of Behavioral Health, Office of Intellectual Disabilities, Disability Rights, Allegheny County Health Department, Protective Services, and Ombudsmen.

Challenges

- The COVID-19 pandemic severely impacted the Ombudsman Volunteer Program, resulting in a loss of over half of our volunteer base in 2020-2021.
- Interest from the public in becoming a volunteer has been low due to safety concerns making recruitment of new volunteers more difficult.

Innovations

- The Ombudsman Program purchased a Telepresence Robot (ALYX 2.0) which allows for the Ombudsman to safely have a visible presence in any facility that is not allowing visitation due to an active COVID-19 infection incident.
- Additionally, the Ombudsman Program created an interactive map, in conjunction with ATP, to assist in determining efficient facility assignment.

FY 22-23 Ombudsman Program Highlights

Table 5. Ombudsman program number of contacts per month by contact type

Contacts	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Total
Families	7	18	11	9	6	13	20	43	52	64	46	47	336
Residents	236	455	472	282	395	308	465	537	657	526	772	624	5729
Staff Members	95	286	172	149	162	146	182	274	262	274	358	479	2839
Total	338	759	655	440	563	467	667	854	971	864	1176	1150	8904

Table 6. Ombudsman program number and type of complaint code by facility type

		Board and Care*	Nursing Facility	Other**	Total
A. Abuse, Gross Neglect, Exploitation	A01. Abuse: physical	3	9	0	12
	A02. Abuse: sexual	3	0	0	3
	A03. Abuse: psychological	2	7	0	9
	A04. Financial exploitation	3	0	0	3
	A05. Gross neglect	5	11	0	16
	Total	16	27	0	43
B. Access to Information	B01. Access to information and records	10	16	0	26
	B02. Language and communication barriers	2	7	0	9
	B03. Willful interference	2	1	0	3
	Total	14	24	0	38
C. Admission, Transfer, Discharge, Eviction	C01. Admission	2	3	0	5
	C02. Appeal process	0	8	0	8
	C03. Discharge or eviction	14	45	0	59
	C04. Room issues	1	8	0	9
	Total	17	64	0	81
D. Autonomy, Choice, Rights	D01. Choice in health care	4	16	0	20
	D02. Live in less restrictive setting	12	22	0	34
	D03. Dignity and respect	11	35	0	46
	D06. Retaliation	1	5	0	6
	D07. Visitors	5	9	0	14
D. Autonomy, Choice, Rights	D09. Other rights and preferences	9	10	0	19
	D100134. COVID-19 Vaccine	0	1	0	1
E. Financial, Property	E01. Billing and charges	14	11	0	25
	E02. Personal property	23	27	0	50
	Total	37	38	0	75
F. Care	F01. Accidents and falls	8	10	0	18
	F02. Response to requests for assistance	19	67	0	86
	F03. Care planning	3	9	0	12
	F04. Medications	31	35	0	66
	F05. Personal hygiene	20	32	0	52
	F07. Symptoms unattended	9	32	0	41
	F09. Assistive devices or equipment	14	26	0	40
	F10. Rehabilitation services	6	30	0	36
	F11. Physical restraint	0	2	0	2
	F12. Chemical restraint	0	2	0	2
	F13. Infection control	3	7	0	10
G. Activities, Community Integration and Social Services	G01. Activities	11	6	0	17
	G02. Transportation	1	3	0	4
G. Activities, Community Integration and Social Services	G03. Conflict resolution	3	4	0	7

		Board and Care*	Nursing Facility	Other**	Total
	G04. Social services	2	15	0	17
	Total	17	28	0	45
H. Dietary	H01. Food services	14	17	0	31
	H02. Dining and hydration	6	18	0	24
	H03. Therapeutic or special diet	3	6	0	9
	Total	23	41	0	64
I. Environment	I01. Environment	9	8	0	17
	I02. Building structure	6	4	0	10
	I03. Supplies, storage and furnishings	2	7	0	9
	I04. Accessibility	1	1	0	2
	I05. Housekeeping, laundry and pest abatement	24	29	0	53
	Total	42	49	0	91
J. Facility Policies, Procedures and Practices	J01. Administrative oversight	33	39	0	72
	J02. Fiscal management	2	1	0	3
	J03. Staffing	44	55	0	99
	Total	79	95	0	174
K. Complaints about an Outside Agency					
(non-facility)	K01. Regulatory system	1	0	0	1
	K02. Medicaid	1	1	0	2
	K04. Medicare	1	0	0	1
	K05. Veterans Affairs	1	0	0	1
L. System: Others (non-facility)	L01. Resident representative or family conflict	1	1	0	2
	L02. Services from outside provider	4	3	0	7
	L03. Request to transition to community setting	2	19	0	21
	Total	7	23	0	30
M. Not Used	M01. Not Used	0	2	0	2
	Total	0	2	0	2
	D04. Privacy	3	5	1	9
	D05. Response to complaints	3	11	1	15
	Total	48	114	2	164
	F06. Access to health related services	6	15	1	22
	F08. Incontinence care	6	14	1	21
	Total	125	281	2	408
	K03. Managed care	1	0	15	16
K. Complaints about an Outside Agency (non-facility)	Total	5	1	15	21
	Total	430	787	19	1236

* Personal care home and assisted living facilities

**Domiciliary care homes and older adults daily living centers

Table 7. Complaint code by case outcomes

			Result of Verified and Not Verified Complaints				
* For all cases with at least one complaint with a verified code other than Not a Complaint.	Cases opened/ complaints	Opened cases closed/%	Cases closed/ complaints/ average days to close (Cases)/ average days to close (Complaints)	Verified Complaints (#/%)	Partially/ Fully Resolved	Not Resolved	Withdrawn /No Action
A. Abuse, Gross Neglect, Exploitation							
A01. Abuse: physical	9 / 9	7 / 77%	12 / 12 / 143 / 109	4 / 33.33%	4 / 33.33%	1 / 8.33%	7 / 58.33%
A02. Abuse: sexual	4 / 4	3 / 75%	3 / 3 / 55 / 23	2 / 66.67%	1 / 33.33%	0 / 0.00%	2 / 66.67%
A03. Abuse: psychological	9 / 9	7 / 77%	9 / 9 / 69 / 56	4 / 44.44%	7 / 77.78%	0 / 0.00%	2 / 22.22%
A04. Financial exploitation	6 / 6	2 / 33%	3 / 3 / 247 / 116	1 / 33.33%	1 / 33.33%	1 / 33.33%	1 / 33.33%
A05. Gross neglect	20 / 20	14 / 70%	16 / 16 / 77 / 32	13 / 81.25%	6 / 37.50%	3 / 18.75%	7 / 43.75%
Total For A. Abuse, Gross Neglect, Exploitation	46 / 48	33 / 70%	42 / 43 / 104 / 64	24 / 55.81%	19 / 44.19%	5 / 11.63%	19 / 44.19%
B. Access to Information							
B01. Access to information and records	20 / 20	16 / 80%	26 / 26 / 200 / 103	17 / 65.38%	15 / 57.69%	3 / 11.54%	8 / 30.77%
B02. Language and communication barriers	7 / 7	6 / 85%	9 / 9 / 101 / 79	7 / 77.78%	6 / 66.67%	0 / 0.00%	3 / 33.33%
B03. Willful interference	2 / 2	2 / 100%	3 / 3 / 120 / 67	3 / 100.00%	2 / 66.67%	1 / 33.33%	0 / 0.00%
Total For B. Access to Information	29 / 29	24 / 100%	37 / 38 / 170 / 95	27 / 71.05%	23 / 60.53%	4 / 10.53%	11 / 28.95%
C. Admission, Transfer, Discharge, Eviction							
C01. Admission	6 / 6	5 / 83%	5 / 5 / 107 / 46	3 / 60.00%	3 / 60.00%	0 / 0.00%	2 / 40.00%
C02. Appeal process	4 / 4	3 / 75%	8 / 8 / 127 / 91	6 / 75.00%	6 / 75.00%	0 / 0.00%	2 / 25.00%
C03. Discharge or eviction	51 / 51	37 / 72%	59 / 59 / 120 / 56	45 / 76.27%	34 / 57.63%	7 / 11.86%	18 / 30.51%
C04. Room issues	7 / 7	6 / 85%	9 / 9 / 121 / 45	9 / 100.00%	7 / 77.78%	1 / 11.11%	1 / 11.11%
Total For C. Admission, Transfer, Discharge, Eviction	67 / 68	51 / 85%	79 / 81 / 120 / 58	63 / 77.78%	50 / 61.73%	8 / 9.88%	23 / 28.40%
D. Autonomy, Choice, Rights							
D01. Choice in health care	21 / 21	13 / 61%	20 / 20 / 116 / 76	16 / 80.00%	9 / 45.00%	0 / 0.00%	11 / 55.00%
D02. Live in less restrictive setting	43 / 43	23 / 53%	34 / 34 / 170 / 65	29 / 85.29%	20 / 58.82%	6 / 17.65%	8 / 23.53%
D03. Dignity and respect	37 / 37	23 / 62%	46 / 46 / 152 / 102	29 / 63.04%	27 / 58.70%	5 / 10.87%	14 / 30.43%

			Result of Verified and Not Verified Complaints				
D04. Privacy	5 / 5	4 / 80%	9 / 9 / 312 / 192	8 / 88.89%	8 / 88.89%	0 / 0.00%	1 / 11.11%
D05. Response to complaints	10 / 10	6 / 60%	15 / 15 / 186 / 134	7 / 46.67%	8 / 53.33%	2 / 13.33%	5 / 33.33%
D06. Retaliation	2 / 2	2 / 100%	6 / 6 / 358 / 183	4 / 66.67%	4 / 66.67%	1 / 16.67%	1 / 16.67%
D07. Visitors	11 / 11	9 / 81%	14 / 14 / 205 / 102	11 / 78.57%	12 / 85.71%	0 / 0.00%	2 / 14.29%
D09. Other rights and preferences	22 / 22	10 / 45%	19 / 19 / 187 / 118	17 / 89.47%	8 / 42.11%	4 / 21.05%	7 / 36.84%
D100134. COVID-19 Vaccine	1 / 1	1 / 100%	1 / 1 / 121 / 98	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
Total For D. Autonomy, Choice, Rights	144 / 152	91 / 100%	150 / 164 / 179 / 101	122 / 74.39%	97 / 59.15%	18 / 10.98%	49 / 29.88%
E. Financial, Property							
E01. Billing and charges	27 / 27	19 / 70%	25 / 25 / 99 / 53	17 / 68.00%	12 / 48.00%	4 / 16.00%	9 / 36.00%
E02. Personal property	52 / 52	33 / 63%	50 / 50 / 154 / 82	40 / 80.00%	32 / 64.00%	9 / 18.00%	9 / 18.00%
Total For E. Financial, Property	78 / 79	52 / 63%	74 / 75 / 136 / 72	57 / 76.00%	44 / 58.67%	13 / 17.33%	18 / 24.00%
F. Care							
F01. Accidents and falls	19 / 19	11 / 57%	18 / 18 / 218 / 107	17 / 94.44%	13 / 72.22%	1 / 5.56%	4 / 22.22%
F02. Response to requests for assistance	76 / 76	58 / 76%	86 / 86 / 147 / 84	72 / 83.72%	65 / 75.58%	3 / 3.49%	18 / 20.93%
F03. Care planning	10 / 10	5 / 50%	12 / 12 / 175 / 109	10 / 83.33%	9 / 75.00%	2 / 16.67%	1 / 8.33%
F04. Medications	58 / 58	44 / 75%	66 / 66 / 157 / 61	51 / 77.27%	46 / 69.70%	4 / 6.06%	16 / 24.24%
F05. Personal hygiene	43 / 43	29 / 67%	52 / 52 / 231 / 132	44 / 84.62%	34 / 65.38%	6 / 11.54%	12 / 23.08%
F06. Access to health related services	23 / 23	16 / 69%	22 / 22 / 151 / 76	15 / 68.18%	14 / 63.64%	1 / 4.55%	7 / 31.82%
F07. Symptoms unattended	35 / 35	23 / 65%	41 / 41 / 154 / 80	29 / 70.73%	28 / 68.29%	1 / 2.44%	12 / 29.27%
F08. Incontinence care	27 / 27	17 / 62%	21 / 21 / 84 / 46	19 / 90.48%	13 / 61.90%	4 / 19.05%	4 / 19.05%
F09. Assistive devices or equipment	27 / 27	18 / 66%	40 / 40 / 232 / 104	34 / 85.00%	33 / 82.50%	3 / 7.50%	4 / 10.00%
F10. Rehabilitation services	33 / 33	26 / 78%	36 / 36 / 130 / 84	25 / 69.44%	21 / 58.33%	6 / 16.67%	9 / 25.00%
F11. Physical restraint	2 / 2	2 / 100%	2 / 2 / 57 / 41	2 / 100.00%	0 / 0.00%	0 / 0.00%	2 / 100.00%
F12. Chemical restraint	0 / 0		2 / 2 / 428 / 244	1 / 50.00%	2 / 100.00%	0 / 0.00%	0 / 0.00%
F13. Infection control	7 / 7	7 / 100%	10 / 10 / 123 / 88	6 / 60.00%	8 / 80.00%	0 / 0.00%	2 / 20.00%
Total For F. Care	268 / 360	256 / 100%	301 / 408 / 168 / 88	325 / 79.66%	286 / 70.10%	31 / 7.60%	91 / 22.30%
G. Activities, Community Integration and Social Services							

			Result of Verified and Not Verified Complaints				
G01. Activities	18 / 18	13 / 72%	17 / 17 / 135 / 75	16 / 94.12%	12 / 70.59%	1 / 5.88%	4 / 23.53%
G02. Transportation	7 / 7	3 / 42%	4 / 4 / 48 / 39	2 / 50.00%	1 / 25.00%	1 / 25.00%	2 / 50.00%
G03. Conflict resolution	5 / 5	3 / 60%	7 / 7 / 244 / 177	6 / 85.71%	5 / 71.43%	0 / 0.00%	2 / 28.57%
G04. Social services	14 / 14	12 / 85%	17 / 17 / 139 / 36	15 / 88.24%	13 / 76.47%	1 / 5.88%	3 / 17.65%
Total For G. Activities, Community Integration and Social Services	43 / 44	31 / 85%	45 / 45 / 146 / 73	39 / 86.67%	31 / 68.89%	3 / 6.67%	11 / 24.44%
H. Dietary							
H01. Food services	29 / 29	18 / 62%	31 / 31 / 169 / 85	21 / 67.74%	20 / 64.52%	5 / 16.13%	6 / 19.35%
H02. Dining and hydration	22 / 22	13 / 59%	24 / 24 / 174 / 78	21 / 87.50%	14 / 58.33%	1 / 4.17%	9 / 37.50%
H03. Therapeutic or special diet	8 / 8	4 / 50%	9 / 9 / 153 / 77	7 / 77.78%	8 / 88.89%	0 / 0.00%	1 / 11.11%
Total For H. Dietary	58 / 59	35 / 50%	61 / 64 / 169 / 81	49 / 76.56%	42 / 65.63%	6 / 9.38%	16 / 25.00%
I. Environment							
I01. Environment	12 / 12	11 / 91%	17 / 17 / 144 / 112	12 / 70.59%	12 / 70.59%	0 / 0.00%	5 / 29.41%
structure	11 / 11	9 / 81%	10 / 10 / 57 / 56	9 / 90.00%	7 / 70.00%	1 / 10.00%	2 / 20.00%
I03. Supplies, storage and furnishings	9 / 9	7 / 77%	9 / 9 / 79 / 62	7 / 77.78%	5 / 55.56%	0 / 0.00%	4 / 44.44%
I04. Accessibility	1 / 1		2 / 2 / 42 / 34	2 / 100.00%	2 / 100.00%	0 / 0.00%	0 / 0.00%
I05. Housekeeping, laundry and pest abatement	38 / 38	31 / 81%	53 / 53 / 171 / 91	38 / 71.70%	33 / 62.26%	5 / 9.43%	15 / 28.30%
Total For I. Environment	68 / 71	58 / 81%	85 / 91 / 141 / 86	68 / 74.73%	59 / 64.84%	6 / 6.59%	26 / 28.57%
J. Facility Policies, Procedures and Practices							
J01. Administrative oversight	62 / 62	40 / 64%	72 / 72 / 185 / 13	41 / 56.94%	69 / 95.83%	0 / 0.00%	3 / 4.17%
J02. Fiscal management	1 / 1	1 / 100%	3 / 3 / 433 / 98	2 / 66.67%	0 / 0.00%	2 / 66.67%	1 / 33.33%
J03. Staffing	74 / 74	49 / 66%	99 / 99 / 207 / 53	68 / 68.69%	81 / 81.82%	5 / 5.05%	13 / 13.13%
Total For J. Facility Policies, Procedures and Practices	83 / 137	90 / 66%	103 / 174 / 202 / 37	111 / 63.79%	150 / 86.21%	7 / 4.02%	17 / 9.77%
K. Complaints about an Outside Agency (non-facility)							
K01. Regulatory system	1 / 1	1 / 100%	1 / 1 / 94 / 94	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
K02. Medicaid	2 / 2	2 / 100%	2 / 2 / 150 / 141	1 / 50.00%	0 / 0.00%	0 / 0.00%	2 / 100.00%
K03. Managed care	10 / 10	10 / 100%	16 / 16 / 126 / 102	14 / 87.50%	9 / 56.25%	2 / 12.50%	5 / 31.25%
K04. Medicare	1 / 1	1 / 100%	1 / 1 / 35 / 0	1 / 100.00%	0 / 0.00%	0 / 0.00%	1 / 100.00%

			Result of Verified and Not Verified Complaints				
K05. Veterans Affairs	0 / 0		1 / 1 / 160 / 120	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
Total For K. Complaints about an Outside Agency(non-facility)	14 / 14	14 / 0%	21 / 21 / 124 / 101	18 / 85.71%	11 / 52.38%	2 / 9.52%	8 / 38.10%
L. System: Others (non-facility)							
L01. Resident representative or family conflict	1 / 1	1 / 100%	2 / 2 / 137 / 117	1 / 50.00%	1 / 50.00%	0 / 0.00%	1 / 50.00%
L02. Services from outside provider	6 / 6	4 / 66%	7 / 7 / 120 / 81	5 / 71.43%	5 / 71.43%	0 / 0.00%	2 / 28.57%
L03. Request to transition to community setting	18 / 18	14 / 77%	21 / 21 / 146 / 112	18 / 85.71%	9 / 42.86%	1 / 4.76%	11 / 52.38%
Total For L. System: Others (non-facility)	25 / 25	19 / 77%	30 / 30 / 139 / 105	24 / 80.00%	15 / 50.00%	1 / 3.33%	14 / 46.67%
M. Not Used							
M01. Not Used	5 / 5	2 / 40%	2 / 2 / 14 / 65	0 / 0.00%	0 / 0.00%	0 / 0.00%	2 / 100.00%
Total For M. Not Used	5 / 5	2 / 40%	2 / 2 / 14 / 65	0 / 0.00%	0 / 0.00%	0 / 0.00%	2 / 100.00%

OPTIONS Care Management

Description

The OPTIONS Program assists older adults who need support to remain independent in their homes. The goal of the program is to provide choices to older adults in need of community-based services so that they can function to their highest level. After an assessment is administered by one of the Care Management agencies, an individualized service plan is developed collaboratively with the consumer. OPTIONS In-Home Services are provided by a network of over 35 contracted agencies that deliver one or more of the following services:

- Care Management
- Personal Care
- Home Support
- Home Health
- Home Delivered Meals
- Home Modification – Repairs
- Home Modification – Stair Rides
- Personal Emergency Response Systems
- Adult Day Care
- Supplies (Incontinence and Nutritional Supplements)

To be eligible for the OPTIONS program, a person must be a resident of Allegheny County who is at least 60 years of age and experiences some degree of frailty regarding physical and/or mental status that impacts daily functioning. There is no financial eligibility requirement for the program; however, there is a cost share component where a consumer must share in the cost of applicable services received at their calculated cost share rate. The OPTIONS program serves approximately 7,500 consumers each year, with some consumers receiving home-delivered meals only and the remaining receiving in-home services including Care Management.

Challenges

- In-Home Providers have experienced extreme difficulties in recruiting and retaining In-Home workers, and this was exacerbated by the COVID-19 pandemic.
- The In-Home worker shortage hinders our Personal Care and Home Support Services.

Innovations

- The AAA is working with the Care Management agencies and Providers of Personal Care and Home Support to find creative ways to service more older adults, especially those who are deemed to be high-risk.
- The AAA is partnering with the University of Pittsburgh to offer the Community Aging in Place-Advancing Better Living for Elders (CAPABLE) Program; CAPABLE is a time-limited service delivered by an interprofessional team of an occupational therapist (OT), registered nurse (RN), and a handy worker (HW) that aims to improve health and participation in meaningful daily activities of older adults with disabilities and functional limitations.

FY 22-23 OPTIONS Care Management Program Highlights

- 7,590 consumers served
- 27 instances of emergency care
- 52 consumers served through CAPABLE partnership

Table 8. Total number of consumers served by service type

SERVICE	Distinct Consumer Count	% of Consumers Receiving Service
Care Management	6,610	89.46%
Lunch-In-Home Meal	3,589	48.57%
NAT-Needs Assessment Tool	2,714	36.73%
Frozen-In-Home Meal	1,261	17.07%

SERVICE	Distinct Consumer Count	% of Consumers Receiving Service
Home Support	1,110	15.02%
NAT-E Express Needs Assessments Tool	1,097	14.85%
PERS-Basic Monthly Fee	937	12.68%
PERS-Enhanced Monthly Fee	715	9.68%
Personal Care	419	5.67%
Disposable Undergarments	363	4.91%
Home Mod-Monthly Fee	244	3.30%
Personal Care/Evenings	184	2.49%
Discrete Liner	176	2.38%
Med Eq/Sup/Adapt Dev-Nutritional Supplement	173	2.34%
Home Mod-Other Exterior	137	1.85%
Home Support-Evenings	109	1.48%
Home Modification-Ramp	97	1.31%
Fiscal Agent - Monthly Fee	71	0.96%
Underpads	68	0.92%
Home Support-Weekends	58	0.78%
Med Eq/Sup/Adapt Dev-Consumables	42	0.57%
Home Mod-Stair Glide	30	0.41%
Pants Liner	25	0.34%
Disposable Undergarments, Bariatric Size	15	0.20%
Gloves, Disposable	8	0.11%
ADC-Full Day w/NSIP Meal	4	0.05%
COVID-19-NAT-E Express Needs Assessments Tool	3	0.04%
ADC-Full Day	2	0.03%
COVID-19-Care Management	2	0.03%
COVID-19-Frozen-In-Home Meal	2	0.03%
Med Eq/Sup/Monthly Fee/Durable Equip	2	0.03%
Therapeutic Cream	2	0.03%
COVID-19-Lunch-In-Home Meal	1	0.01%

Table 9. Cost per service type in the OPTIONS Care Management program

SERVICE	Sum Cost (\$)	% of Total Spent
Home Support	\$1,985,862.81	34.07%
Personal Care	\$1,361,328.56	23.36%
Personal Care/Evenings	\$586,397.11	10.06%
Home Modification-Ramp	\$455,518.00	7.82%
Home Mod-Monthly Fee	\$390,394.72	6.70%
PERS-Basic Monthly Fee	\$224,854.18	3.86%
Home Support-Evenings	\$201,104.19	3.45%
Disposable Undergarments	\$197,847.02	3.39%
PERS-Enhanced Monthly Fee	\$179,114.30	3.07%
Discrete Liner	\$64,165.14	1.10%
Med Eq/Sup/Adapt Dev-Nutritional Supplement	\$52,341.51	0.90%
Med Eq/Sup/Adapt Dev-Consumables	\$20,650.00	0.35%
ADC-Full Day w/NSIP Meal	\$19,746.20	0.34%
Home Mod-Other Exterior	\$17,225.00	0.30%

SERVICE	Sum Cost (\$)	% of Total Spent
Underpads	\$15,676.60	0.27%
Home Mod-Stair Glide	\$15,656.00	0.27%
Home Support-Weekends	\$12,022.88	0.21%
Disposable Undergarments, Bariatric Size	\$11,578.07	0.20%
Pants Liner	\$8,852.85	0.15%
Fiscal Agent - Monthly Fee	\$5,212.82	0.09%
Med Eq/Sup/Monthly Fee/Durable Equip	\$1,128.88	0.02%
ADC-Full Day	\$911.96	0.02%
Gloves, Disposable	\$611.82	0.01%
Therapeutic Cream	\$340.56	0.01%
Care Management	\$0.00	0.00%
COVID-19-Care Management	\$0.00	0.00%
COVID-19-Frozen-In-Home Meal	\$0.00	0.00%
COVID-19-Lunch-In-Home Meal	\$0.00	0.00%
COVID-19-NAT-E Express Needs Assessments Tool	\$0.00	0.00%
Frozen-In-Home Meal	\$0.00	0.00%
Lunch-In-Home Meal	\$0.00	0.00%
NAT-E Express Needs Assessments Tool	\$0.00	0.00%
NAT-Needs Assessment Tool	\$0.00	0.00%
Total:	\$5,828,541.18	100.00%

Monitoring Unit

Description

The Pennsylvania Department of Aging (PDA) requires all contracted providers (in-home, care management, specialty, and nutrition) to undergo an evaluation annually by the Monitoring Unit. The Unit collaborates with Program Offices and Scopes of Service to establish the evaluation criteria. These stakeholders create Acceptable Evidence documents according to specific standards, using an Excel tool for in-home, care management, and specialty programs for administrative, consumer, and employee information reviews. The State PDF tool is used for all nutrition monitoring. The Monitoring Unit uses an Integrated Monitoring Tool (IMT) to store the documents digitally.

The Monitoring Unit also monitors Protective Services (PS) cases daily. The Monitoring Unit uses the State tool to review standards and to monitor our Allegheny County cases. Every month, the Unit submits reports to the Program Office.

Table 10. List of services and the number of providers

# of Services	Services	# of Providers per Service
1	Adult Day Care	5
2	Adult Day Care AND Nutrition	2
3	Commissary / Nutrition	4
4	Home Delivered Meals / Nutrition	14
5	Senior Community Center / Nutrition	39
6	Care Management	3
7	Environmental Modifications	3
8	Home Health	3
9	Home Support-Home Maintenance	9
10	Personal Care	14
11	Personal Emergency Response System	4
12	Supplies	2
13	Special Program-Fiscal Agency Model	1
14	Special Program-Human Services Development Fund	2
15	Special Program-Money Management	1
16	Special Program-Transportation	1
17	Special Program-Outreach	1
18	Special Program-Training	1

Challenges

- Staffing issues have negatively impacted the number of cases the Monitoring Unit completes. The unit was able to complete all monitoring despite being understaffed. The unit lowered the number of the Care Management files it reviewed this year, but the number reviewed was in line with what the state monitors.
- Monitors are required to complete and pass PS training, but it can take up to a year to become proficient after completing the training.

FY 22-23 Monitoring Unit Highlights

Table 11. Monitoring outcomes by service area

Service Area Monitored	# of cases Monitored	# of Corrective Action Plans required
Care Management	3	0
Commissary/Nutrition	4	1
Home Health	32	4
Nutrition	52	1
Special Program-Human Services Development Fund	2	0
Total	93	6

Senior Community Centers

Description

Senior Community Centers (SCC) are places where older adults can fulfill their social, physical, emotional, and intellectual needs. Specifically, Centers provide programs and services that aim to help older persons enhance their dignity, support their independence, and encourage their involvement in and with the community. SCC's play an important role for reducing social isolation in older adults, which is a widespread issue that is detrimental to the mental and physical well-being of individuals. AAA contract for two levels of Senior Community Centers: Focal Point Senior Community Centers and Senior Community Centers in Allegheny County.

Challenges

- Attendance and participation rates at Senior Community Centers continue to be a challenge and lower than ideal.
- Staffing challenges at the center level. Many SCC providers expressed difficulty finding and retaining staff. Volunteerism is also on the decline, which only proves to further complicate running the center.

Innovations

The AAA has developed a year-long program supported through the Aging Block Grant (ABG) and philanthropic funds for training and technology to successfully adapt Senior Centers to accelerated change in the Aging space. This project is called Senior Center Re-Imagined: Innovation Management Project (SCRIMP).

Primary Goals for Administrators in Implementing SCRIMP:

- To identify their organizational strengths and growth edges
- To analyze innovations underway in other Senior Centers nationally
- To adapt to the changing needs of modern and future older adults
- To bring new technologies into our work while making tech accessible in Allegheny County's centers

Additional Innovations Include:

- The Nutrition RFP concentrates efforts on rebranding and redesigning the congregate meal program by offering better quality food and more options which will enhance the dining experience and attract more consumers to the Centers.
- Senior Community Center dashboards were developed with ATP to easily review all performance measures at a glance.

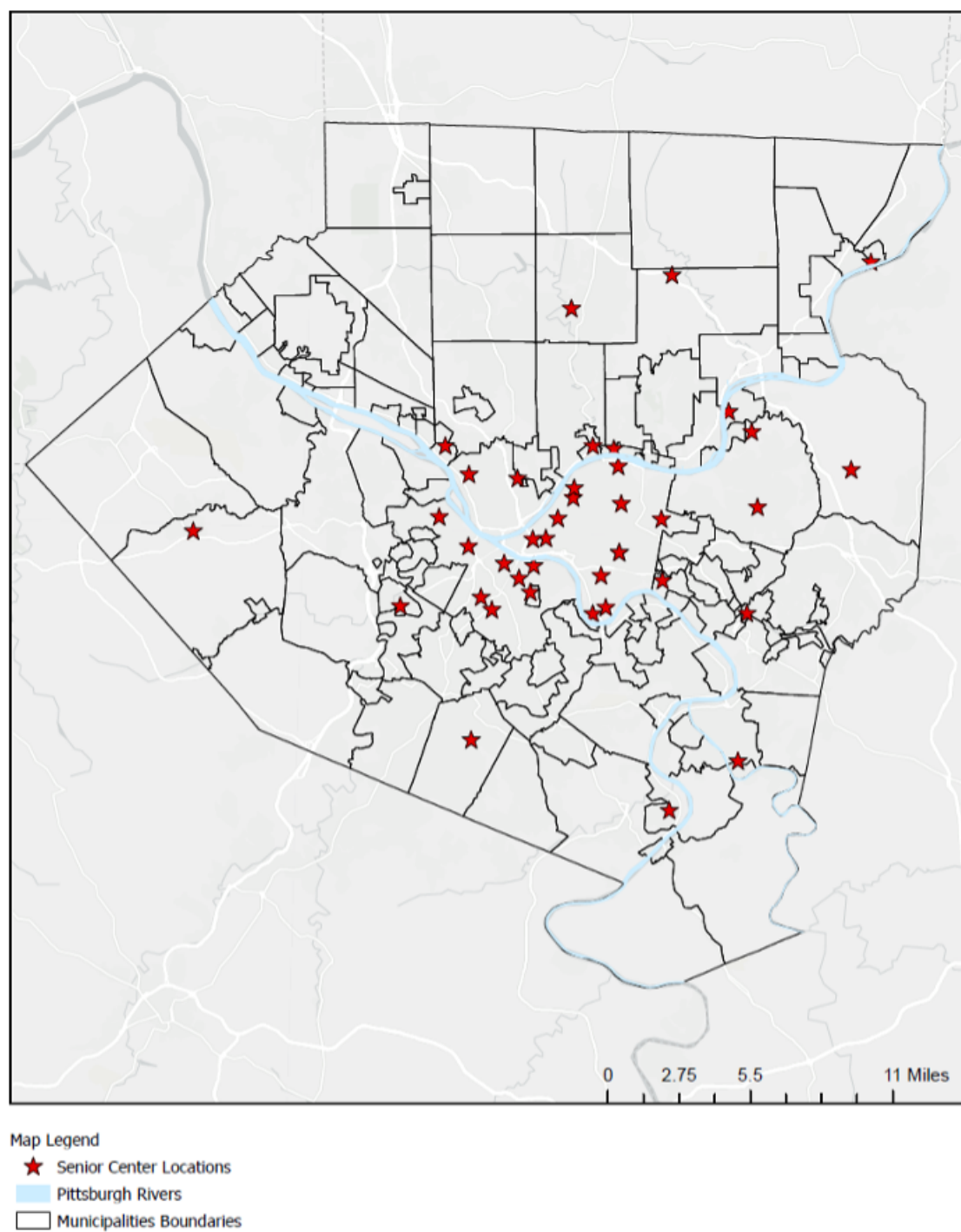
FY 22-23 Senior Community Center Highlights

- 9,792 distinct participants visited the Senior Community Centers

Table 12. Participation by Senior Community Center activity area/type

Area	# of Participants
Congregate Meals	5,118
Onsite Group Services	8,112
Offsite Group Services	2,788
Onsite Health & Wellness	297
Offsite Health & Wellness	55
Volunteer Services	344

Figure 1. Map of Allegheny County Senior Centers



Senior Companion Program

Description

The Senior Companion Program is a volunteer program supported by the AmeriCorps Senior Organization. The program relies on community volunteers, ages 55+, who give their time and effort to provide “friendly visitor” services to older adults, ages 60+, who are at risk for, or experiencing social isolation. The program increases our ability to identify vulnerable individuals and intercept potential neglect and abuse situations. It effectively reduces social isolation and increases social engagement between volunteers and their consumers. Senior Companions also provide referrals to other supportive services from the AAA, including the SeniorLine and Protective Services programs.

How Volunteering Works:

- Individuals who volunteer are paired with consumers and visit them two to three times weekly
- Volunteers receive a bi-weekly stipend upon completion of their visits
- Income limits for volunteers allow individuals with fixed limited incomes to earn extra income without penalty to their Social Security benefits. Individuals whose income exceeds the eligibility limit for the stipend can still volunteer as unstipended Companions.

Challenges

- The continuous search and recruitment of new Senior Companion volunteers
- Establishing more Volunteer Stations
- Matching older adults who reside in outlying areas in the county with volunteers
- Improving Transportation Resources for Volunteers. While valued, ACCESS/OPT does not provide a consistent reliable timely trip for volunteers.

Innovations

- Volunteers can receive complimentary transportation to their assignments courtesy of our Passenger Transportation service (see Challenges).
- Thanks to a contract with the Community College of Allegheny County, Senior Companion Volunteers receive monthly training on topics of interest which allow them to be more observant of consumer (and their own) well-being.
- During COVID-19 restrictions, volunteers were provided with technology, including laptops and Wi-Fi hot spots, and training on using these devices.

FY 22-23 Senior Companion Program Highlights

- 313 distinct participants
- 111 senior companion program volunteers
- 68,275 hours visited with participants



Discussion on Challenges

Though there are challenges specific to each program area, key overarching challenges must also be addressed. These include the following:

- Human services workforce shortage
- Exponentially growing older adult population
- Shifting needs/wants of the older adult population

The present workforce shortage has severely impacted the ability of In-Home Providers to meet the demand of need. As a result, there is a current waitlist for Personal Care and Home Support Services of almost 500 people, even though there is funding available to provide support. We are working with Providers to develop interventions that address the shortage of In-Home Care workers to hopefully reduce this waitlist. However, the complexity of the issue means there is no fast or easy solution.

The workforce shortage reaches beyond just In-Home Services, and teams across the human services field have been struggling to fill roles. The AAA is currently missing staff roles in several of our Bureaus. This has slowed down our efforts in some areas and will likely continue to be an issue. We are regularly looking for ways to reach new audiences who can fill these roles and considering barriers that may be preventing potential applicants.

As noted in the Socio-demographics section, not only is the older adult population in Allegheny County larger than average but it is also projected to increase further over the next several years. This indicates a growing need for Aging Services and older adult supports, and a larger pool of potential consumers for the AAA.

In addition to the growing older adult population, the needs and wants of the population are changing. The Silent Generation is moving on, and Baby Boomers now make up the majority of the older adult population, with Gen X soon to follow. The “young-old” have different interests and issues than previous generations, and the Aging landscape has been slow to adapt to these changes. Here at the AAA, we are actively finding ways to innovate our programs and services in response to this shifting environment.

Area Agency on Aging Program Reach Maps

Data Sources

The universe of mapping data comes from four data sources:

1. **Wellsky Aging and Disability Care Management System (SAMS)** – A state-provided data system that stores AAA data. All SAMS data from consumers over the age of 55 was pulled from January 2018 to December 2022 for the 10 programs and services with standardized data.
2. **The Department of Human Services Data Warehouse** – The Allegheny County Department of Human Services (DHS) Data Warehouse integrates person and service data from a wide variety of internal and external sources. It was created by consolidating publicly funded human services data and was expanded to include data from other sources over time. It now includes 21 categories of data. From the DHS Data Warehouse, additional geographic and demographic information was extracted for the maps.
3. **American Community Survey (ACS)** – A demographics survey program conducted by the U.S. Census Bureau.
4. **Community Need Index (CNI)** - The Allegheny County Department of Human Services (DHS) Community Need Index (CNI) identifies specific geographic areas in greater need, and face larger (i.e., areas facing socioeconomic barriers) relative to others. The CNI ranks neighborhood need by considering five service- and demographic-based indicators, each of which is mapped in this report. Data from the 2018 CNI project was sourced for the maps.

Mapping

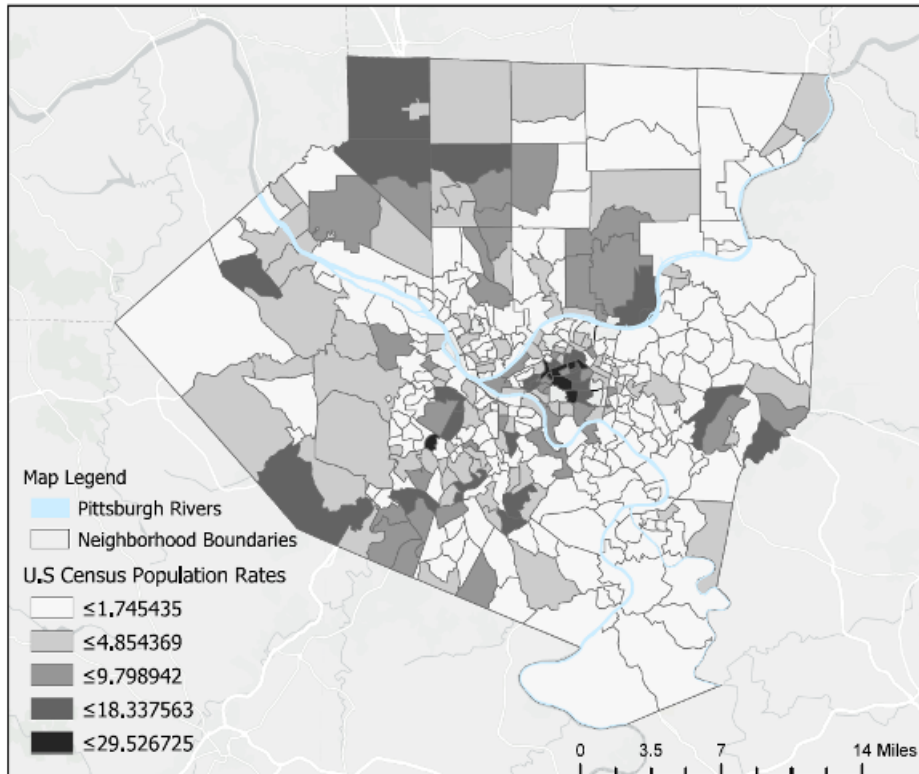
All maps were created using ArcGIS, a geographical information system by Esri. For this analysis, the definition of a neighborhood is based on U.S. census tracts (i.e., statistical divisions of a county that average about 4,000 inhabitants) to match the aggregate level in the other data sources. They were an ideal fit for the report as they closely follow the City of Pittsburgh's neighborhood boundaries and break down larger municipalities into smaller areas. For reference, there are 389 populated census tracts in Allegheny County.

Geographical information from both Wellsky and the DHS Data Warehouse was used for this report. To ensure all geographic data utilized were accurate and relevant, the following approach was adopted:

- Only complete addresses (address line, postal city, zip code, and state) were mapped as full addresses are required to determine exact coordinates.
- Consumers with current addresses outside Allegheny County were excluded from mapping.
- Allegheny County addresses were favored if the two data sources had different location data in any two counties.
- Any consumer addresses that did not have an XY coordinate in the DHS Data Warehouse but had a full Allegheny County address were manually geocoded.
- All geocoded addresses were mapped to their respective census tract using ArcGIS spatial joins.

Allegheny County Demographic Maps

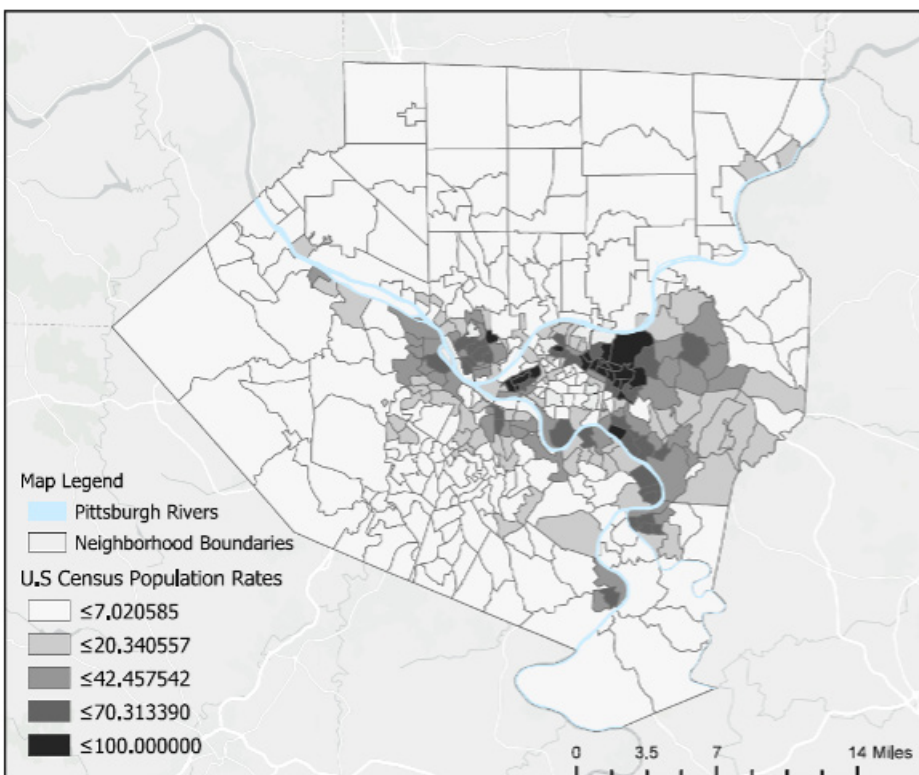
Figure 2. Allegheny County Asian Population Rate



Map Description

This map displays the estimated Asian Population Rate for every neighborhood (census tract) in Allegheny County. Darker areas indicate higher concentrations of populations. The data is based on Estimates from the American Community Survey 2018 5-year estimates.

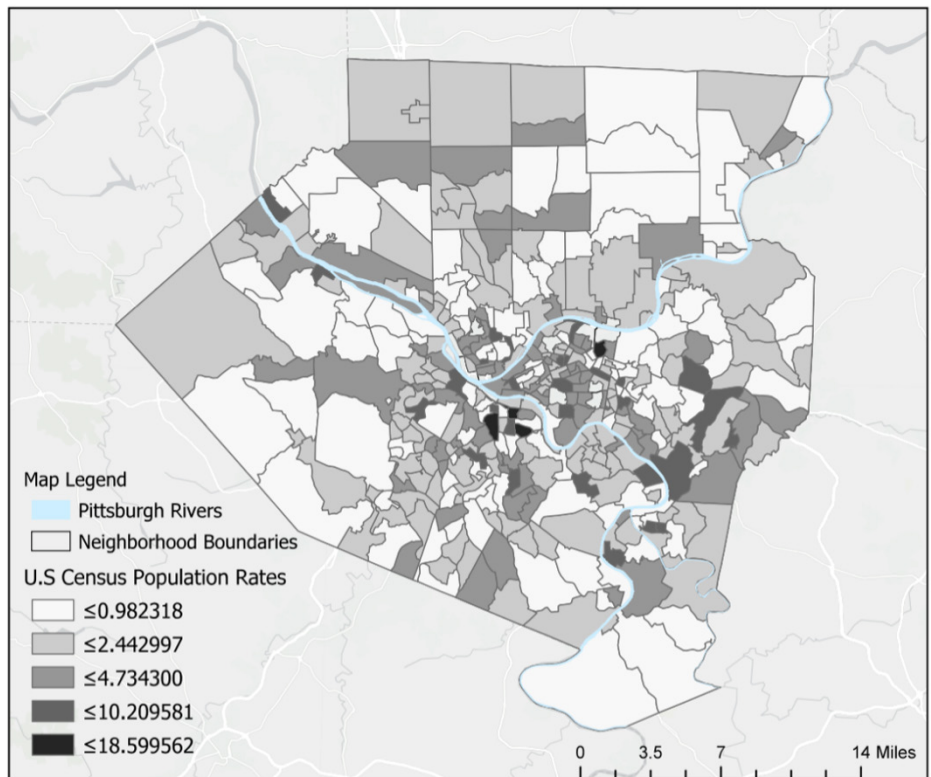
Figure 3. Allegheny County Black Population Rate



Map Description

This map displays the estimated Black Population Rate for every neighborhood (census tract) in Allegheny County. Darker areas indicate higher concentrations of populations. The data is based on Estimates from the American Community Survey 2018 5-year estimates.

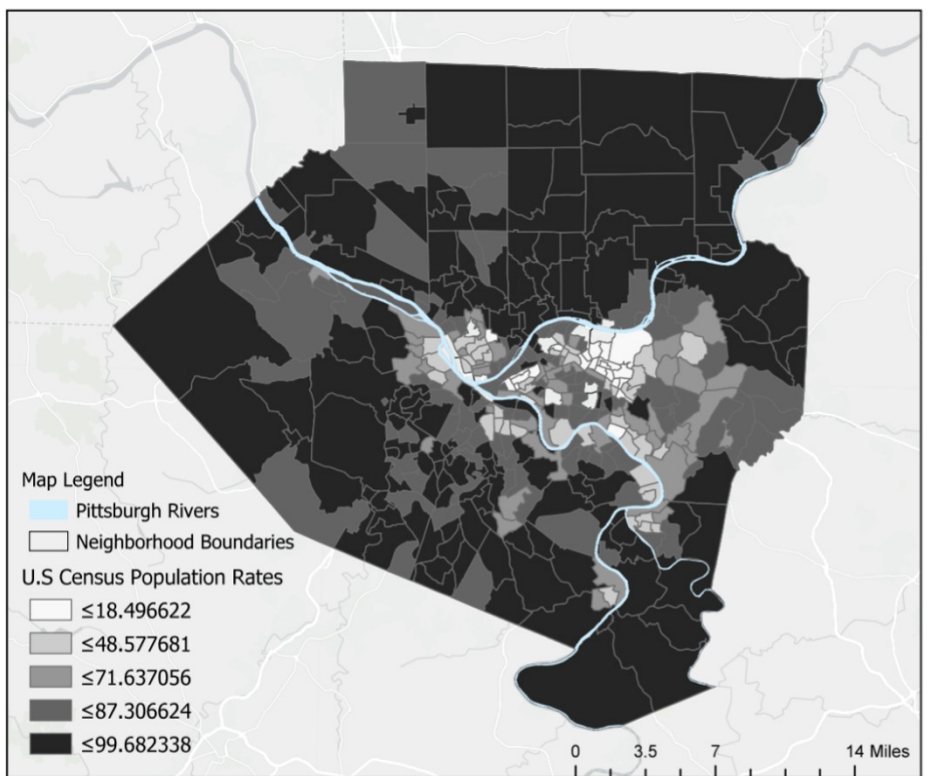
Figure 4. Allegheny County Hispanic Population Rate



Map Description

This map displays the estimated Hispanic Population Rate for every neighborhood (census tract) in Allegheny County. Darker areas indicate higher concentrations of populations. The data is based on Estimates from the American Community Survey 2018 5-year estimates.

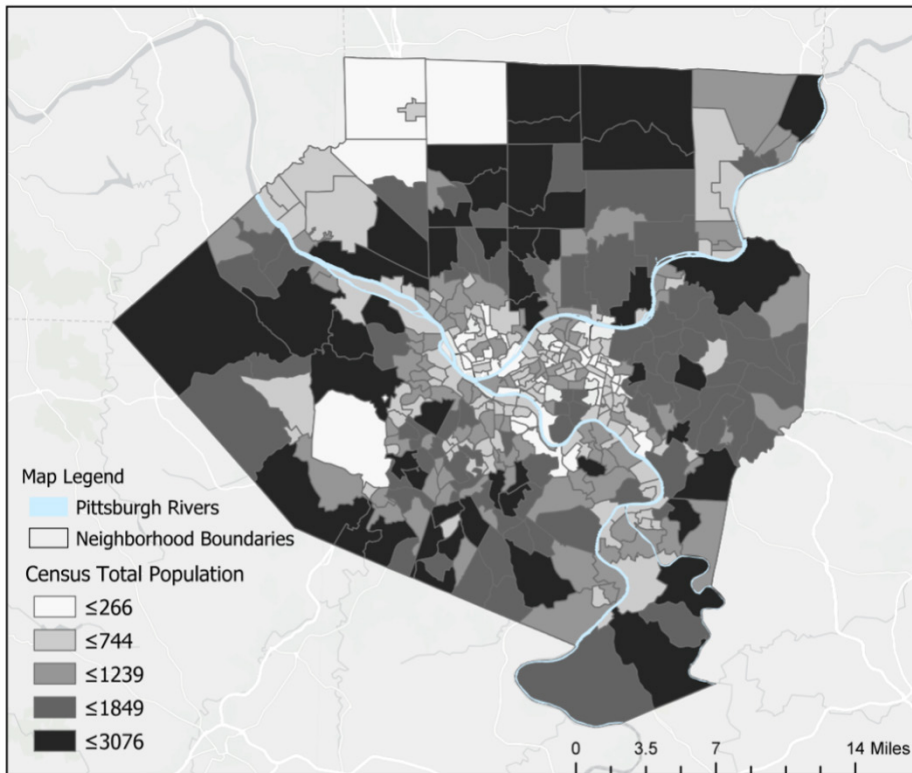
Figure 5. Allegheny County White Population Rate



Map Description

This map displays the estimated White Population Rate for every neighborhood (census tract) in Allegheny County. Darker areas indicate higher concentrations of populations. The data is based on Estimates from the American Community Survey 2018 5-year estimates.

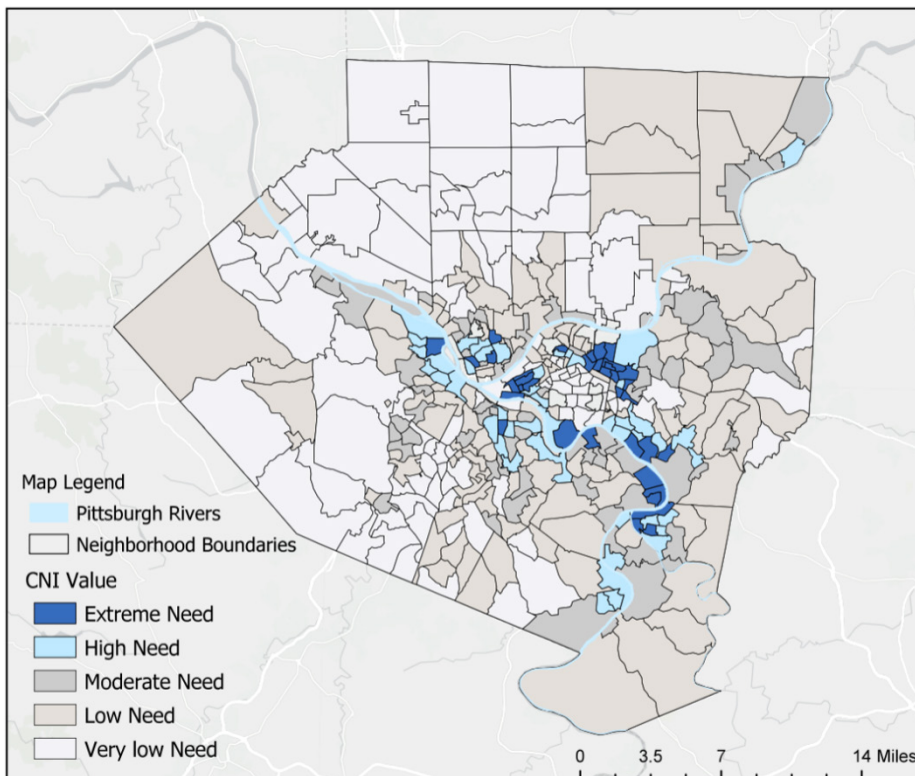
Figure 6. Total Older Adult Population in Allegheny County



Map Description

This map displays the estimated total older adult (55+) population for every neighborhood (census tract) in Allegheny County. Darker areas indicate higher concentrations of populations. The data is based on Estimates from the American Community Survey 2018 5-year estimates.

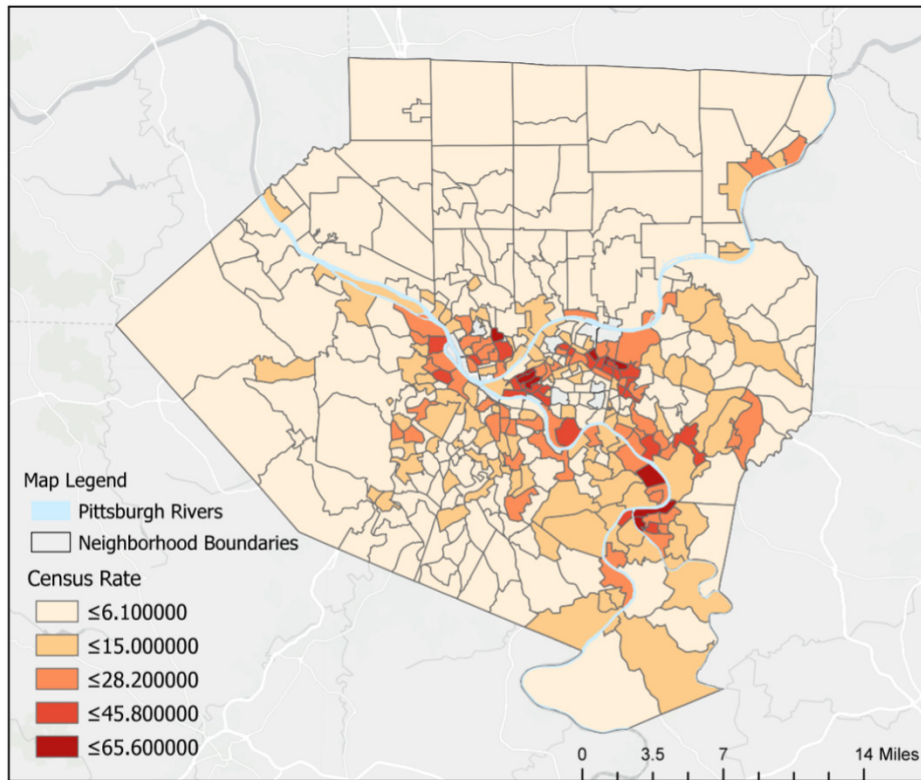
Figure 7. Community Need Index



Map Description

This map displays the Community Need Index (CNI) categories for all census tracts in Allegheny County for 2014 through 2018. For more information on the CNI, please visit the Allegheny County Analytics website [here](#).

Figure 8. Family Poverty Rate

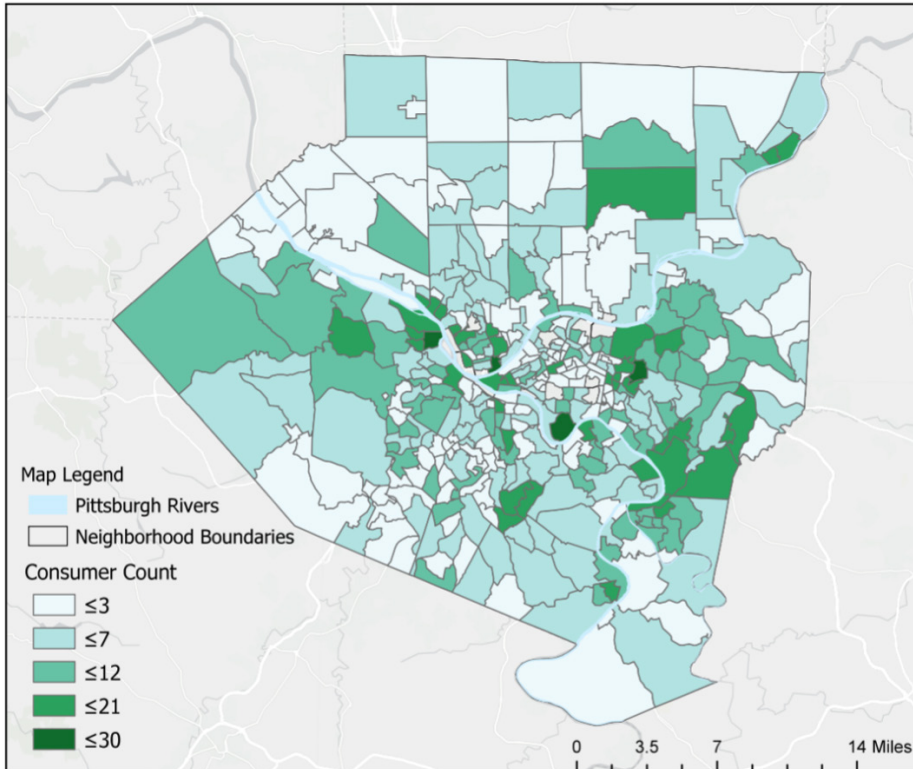


Map Description

This map displays the percentage of families living below the federal poverty line for every neighborhood (census tract) in Allegheny County. Darker areas indicate higher concentrations of populations. The data is based on Estimates from the American Community Survey 2018 5-year estimates.

Area Agency on Aging Consumer Demographics Maps

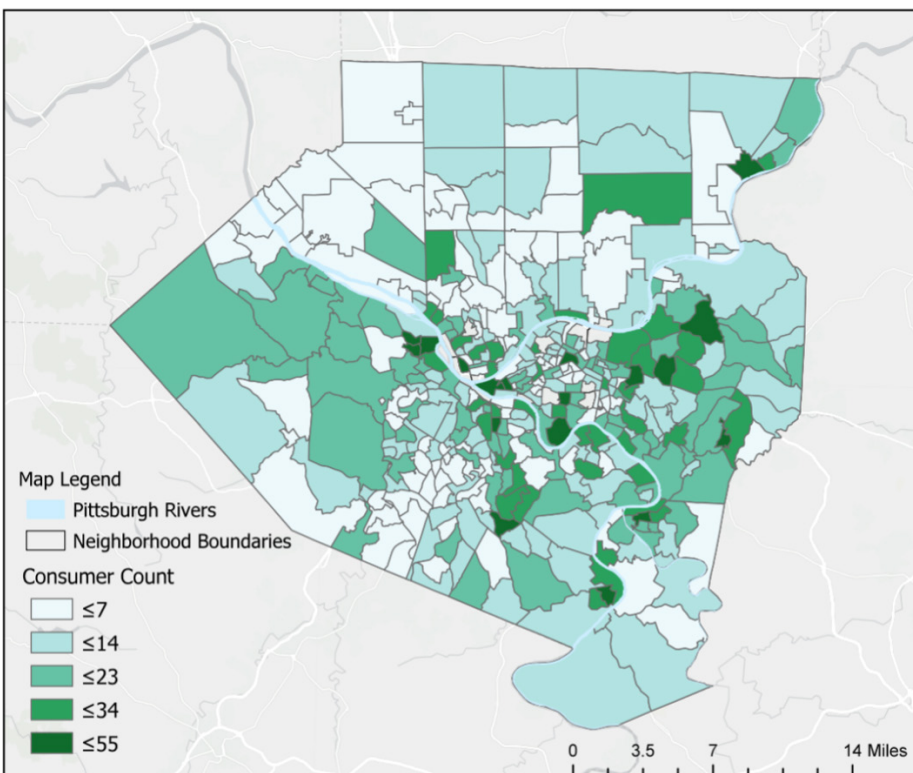
Figure 9. Consumers Age 59 or Younger



Map Description

This map displays the number of unique consumers age 59 or younger served by the Allegheny County Area Agency on Aging per neighborhood (census tract) between January 2018 and December 2022. Darker areas indicate higher concentrations of populations.

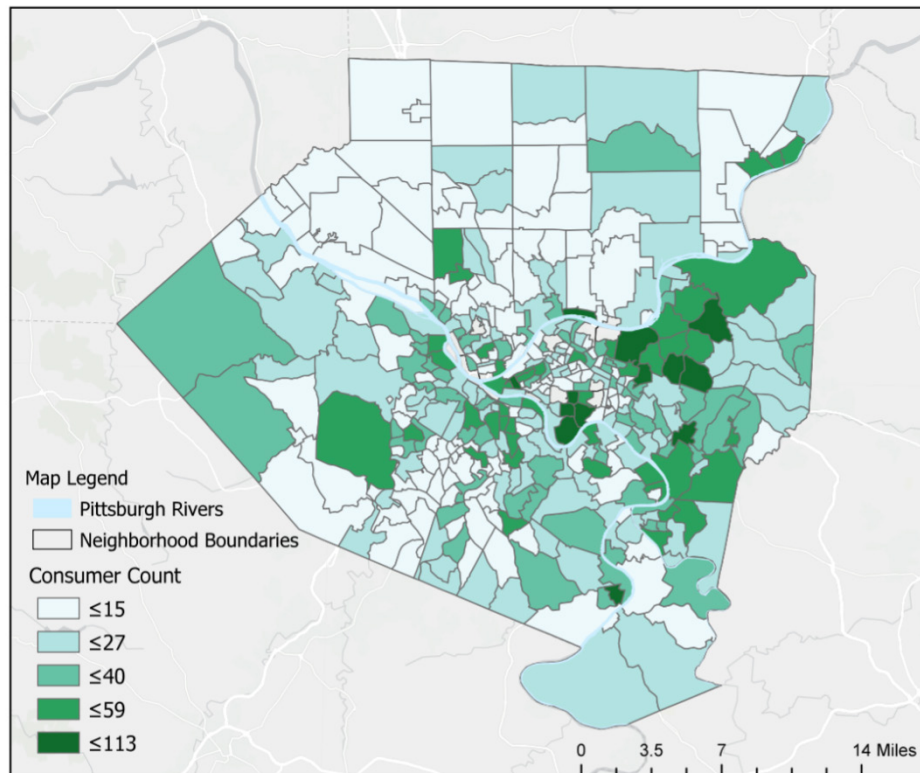
Figure 10. Consumers Age 60-64



Map Description

This map displays the number of unique consumers between the ages of 60 and 64 served by the Allegheny County Area Agency on Aging per neighborhood (census tract) between January 2018 and December 2022. Darker areas indicate higher concentrations of populations.

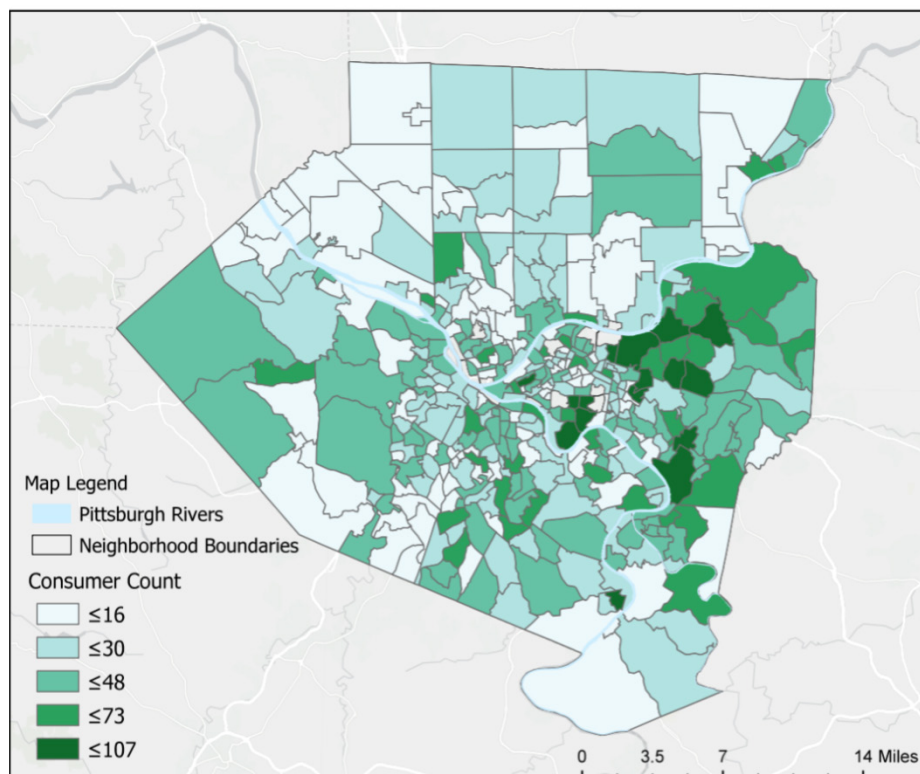
Figure 11. Consumers Age 65-69



Map Description

This map displays the number of unique consumers between the ages of 65 and 69 served by the Allegheny County Area Agency on Aging per neighborhood (census tract) between January 2018 and December 2022. Darker areas indicate higher concentrations of populations.

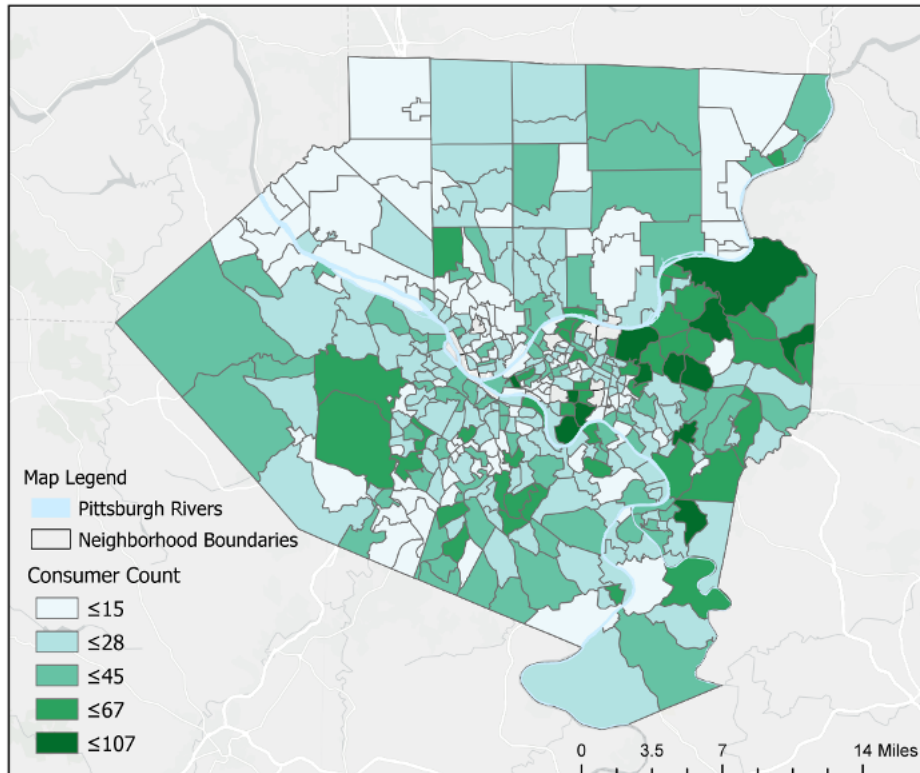
Figure 12. Consumers Age 70-74



Map Description

This map displays the number of unique consumers between the ages of 70 and 74 served by the Allegheny County Area Agency on Aging per neighborhood (census tract) between January 2018 and December 2022. Darker areas indicate higher concentrations of populations.

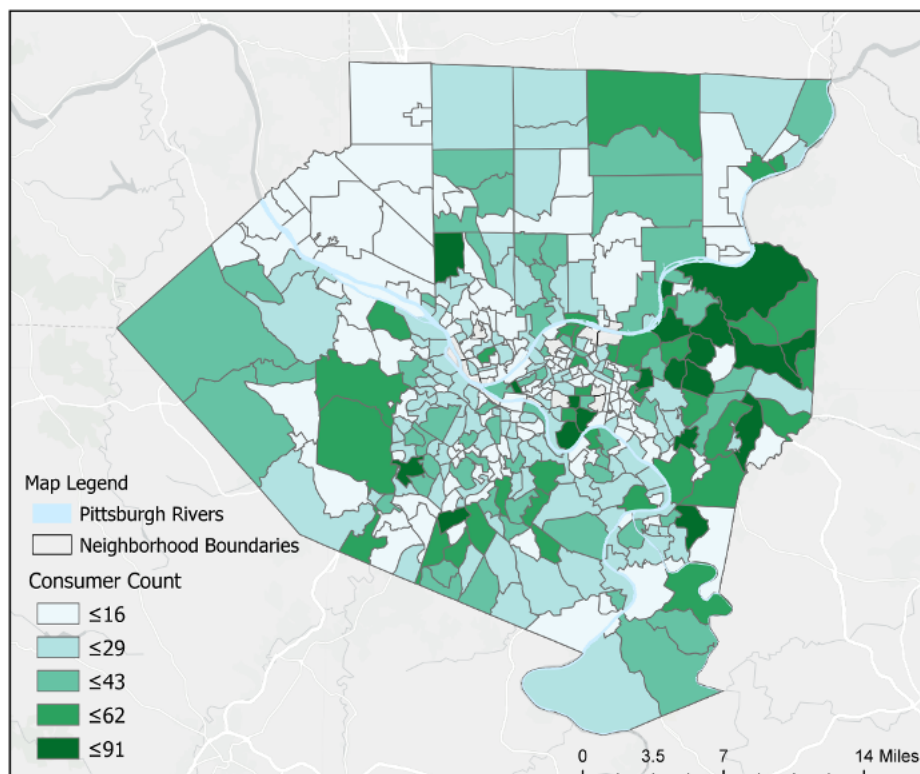
Figure 13. Consumers Age 75-79



Map Description

This map displays the number of unique consumers between the ages of 75 and 79 served by the Allegheny County Area Agency on Aging per neighborhood (census tract) between January 2018 and December 2022. Darker areas indicate higher concentrations of populations.

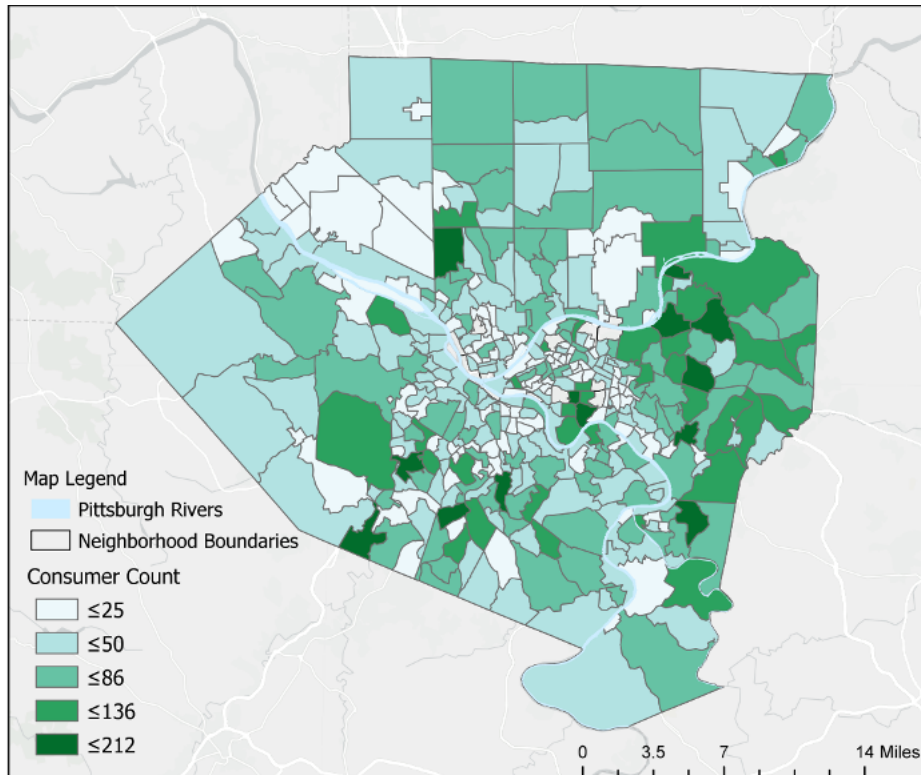
Figure 14. Consumers Age 80-84



Map Description

This map displays the number of unique consumers between the ages of 80 and 84 served by the Allegheny County Area Agency on Aging per neighborhood (census tract) between January 2018 and December 2022. Darker areas indicate higher concentrations of populations.

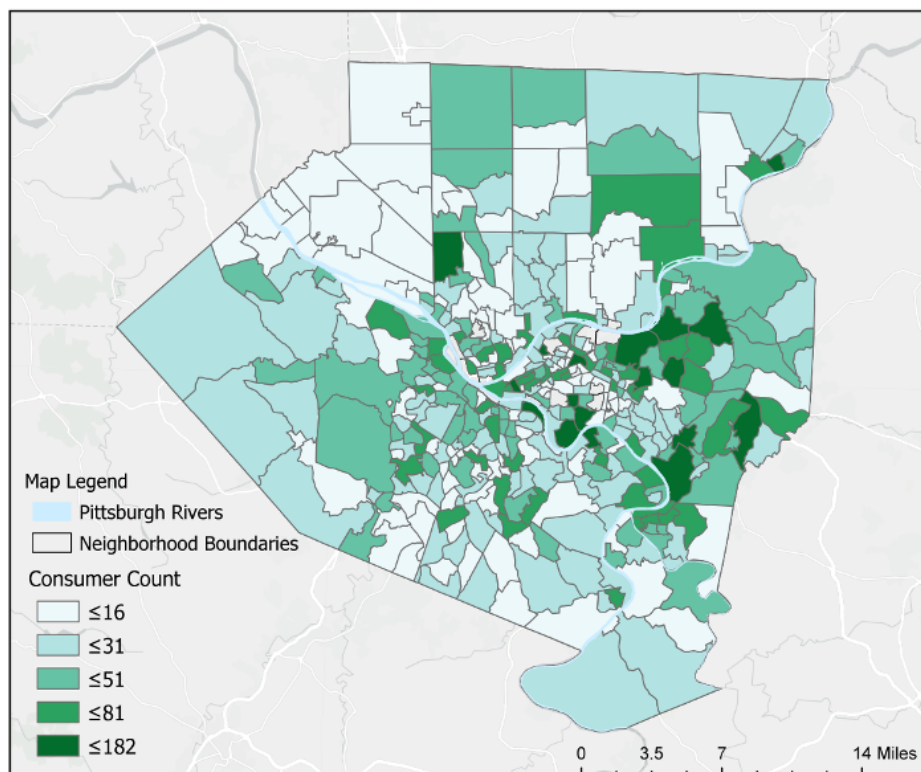
Figure 15. Consumer Age 85 or Older



Map Description

This map displays the number of unique consumers age 85 or older served by the Allegheny County Area Agency on Aging per neighborhood (census tract) between January 2018 and December 2022. Darker areas indicate higher concentrations of populations.

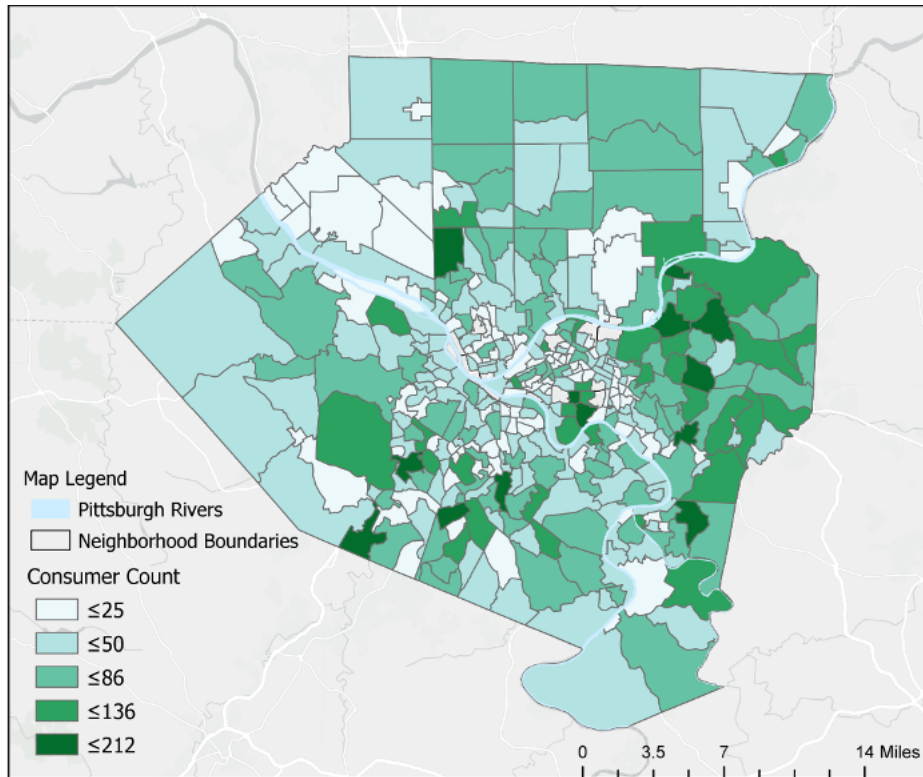
Figure 16. Consumers with Disabilities



Map Description

This map displays the number of unique older adult consumers (55+) served by the Allegheny County Area Agency on Aging per neighborhood (census tract) between January 2018 and December 2022 who reported having a disability. Darker areas indicate higher concentrations of populations.

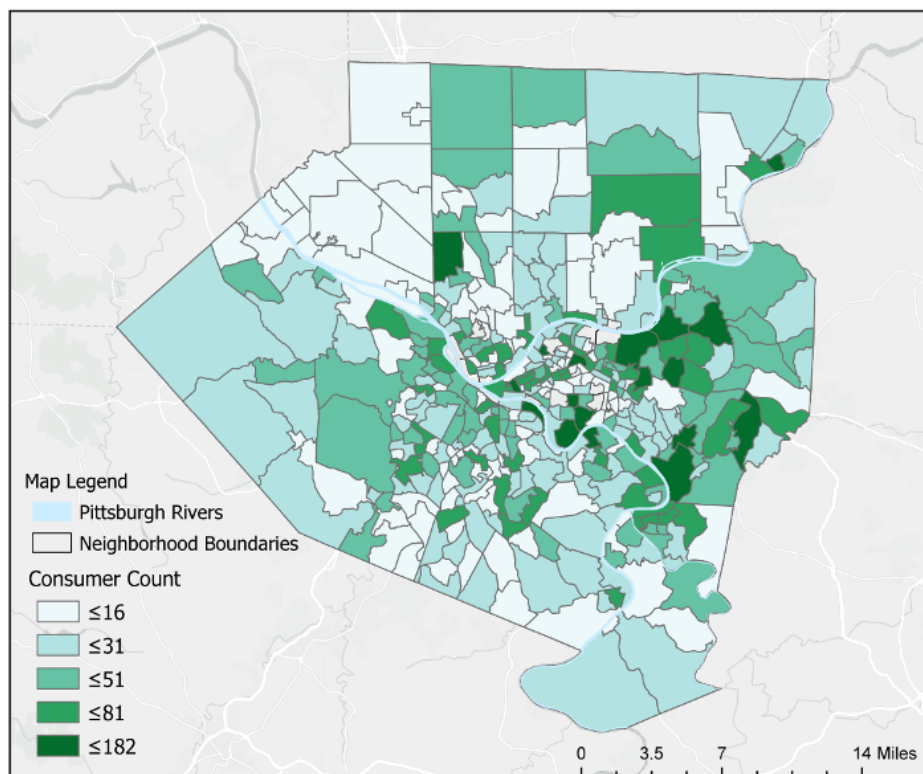
Figure 17. Consumer Employment - Employed



Map Description

This map displays the number of unique older adult consumers (55+) served by the Allegheny County Area Agency on Aging per neighborhood (census tract) between January 2018 and December 2022 who reported being employed. Darker areas indicate higher concentrations of populations.

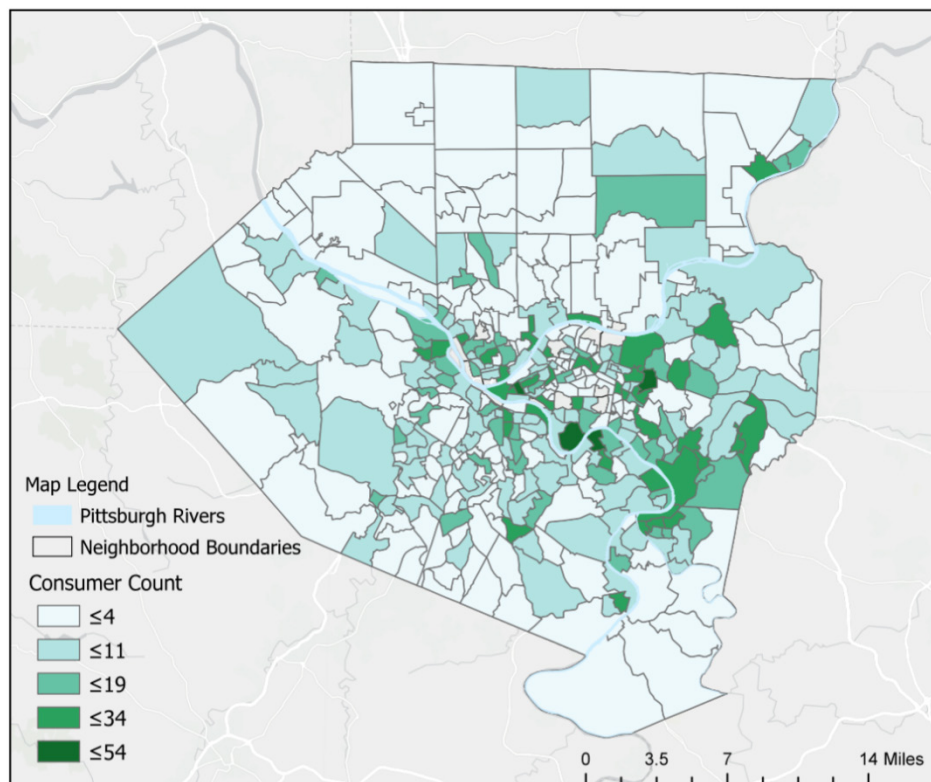
Figure 18. Consumer employment - Retired



Map Description

This map displays the number of unique older adult consumers (55+) served by the Allegheny County Area Agency on Aging per neighborhood (census tract) between January 2018 and December 2022 who reported being retired. Darker areas indicate higher concentrations of populations.

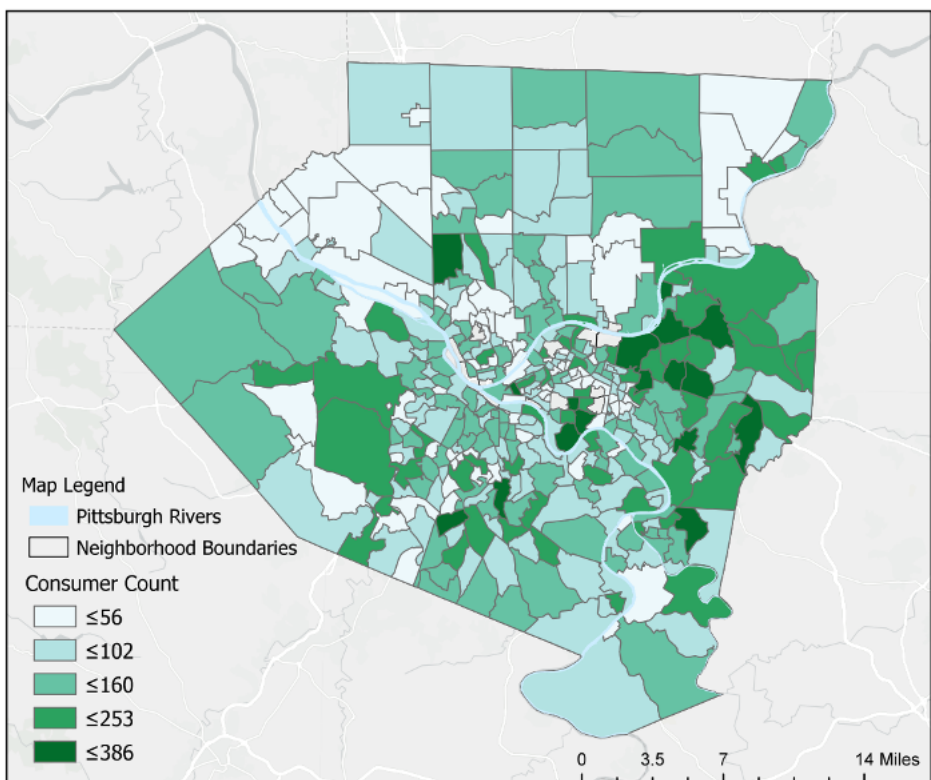
Figure 19. Consumer employment - Unemployed



Map Description

This map displays the number of unique older adult consumers (55+) served by the Allegheny County Area Agency on Aging per neighborhood (census tract) between January 2018 and December 2022 who reported being unemployed. Darker areas indicate higher concentrations of populations.

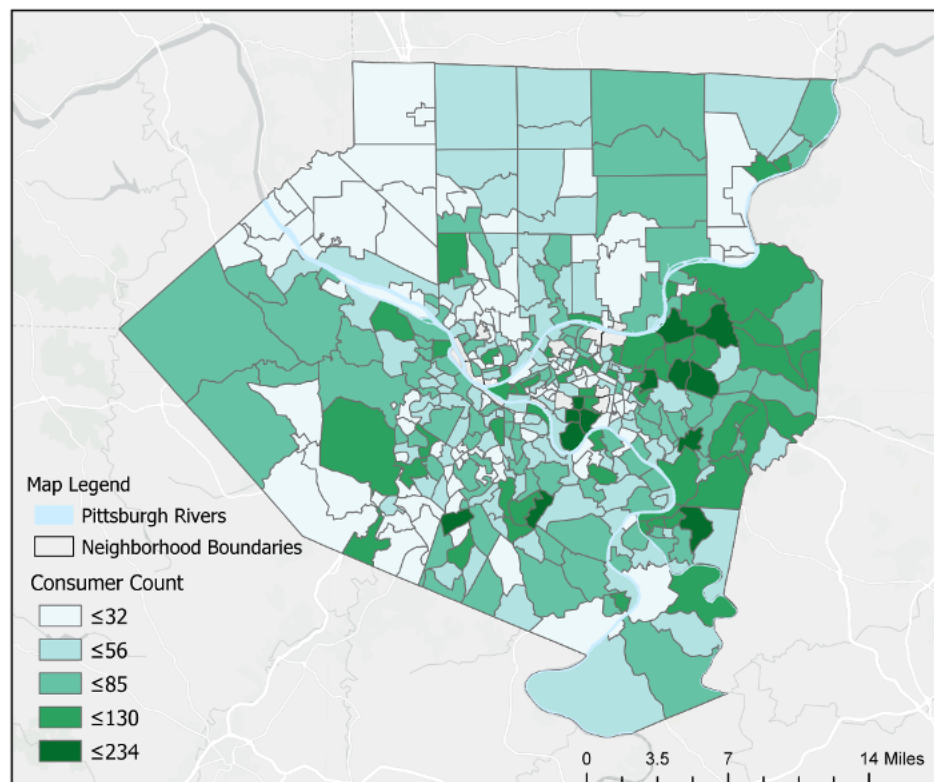
Figure 20. Female Consumers



Map Description

This map displays the number of unique female older adult consumers (55+) served by the Allegheny County Area Agency on Aging per neighborhood (census tract) between January 2018 and December 2022. Darker areas indicate higher concentrations of populations.

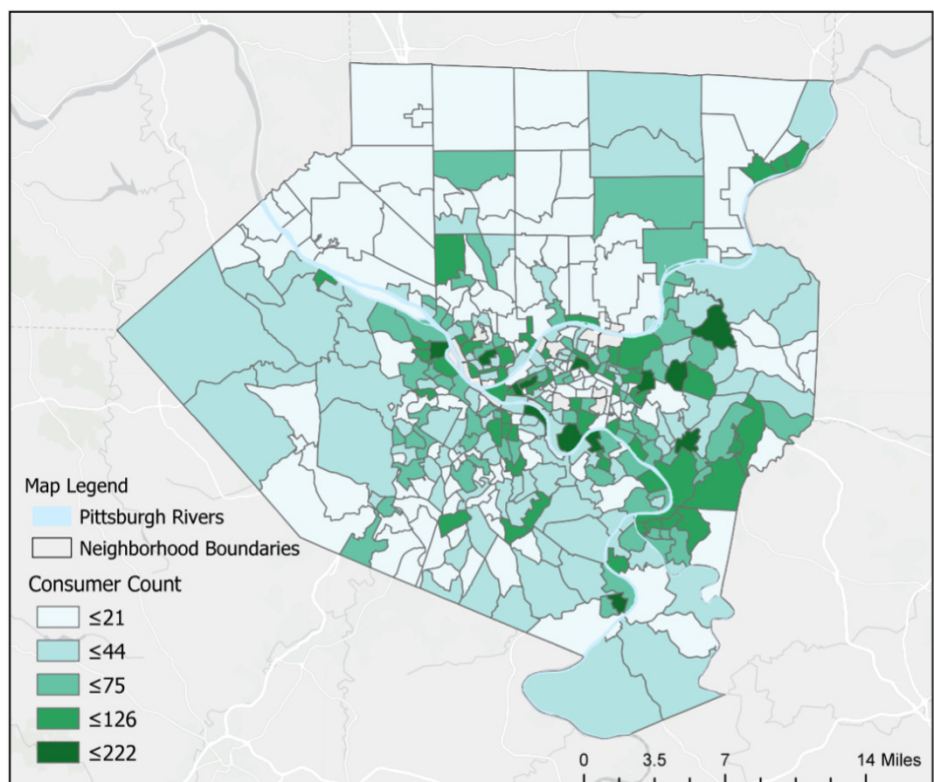
Figure 21. Male Consumers



Map Description

This map displays the number of unique male older adult consumers (55+) served by the Allegheny County Area Agency on Aging per neighborhood (census tract) between January 2018 and December 2022. Darker areas indicate higher concentrations of populations.

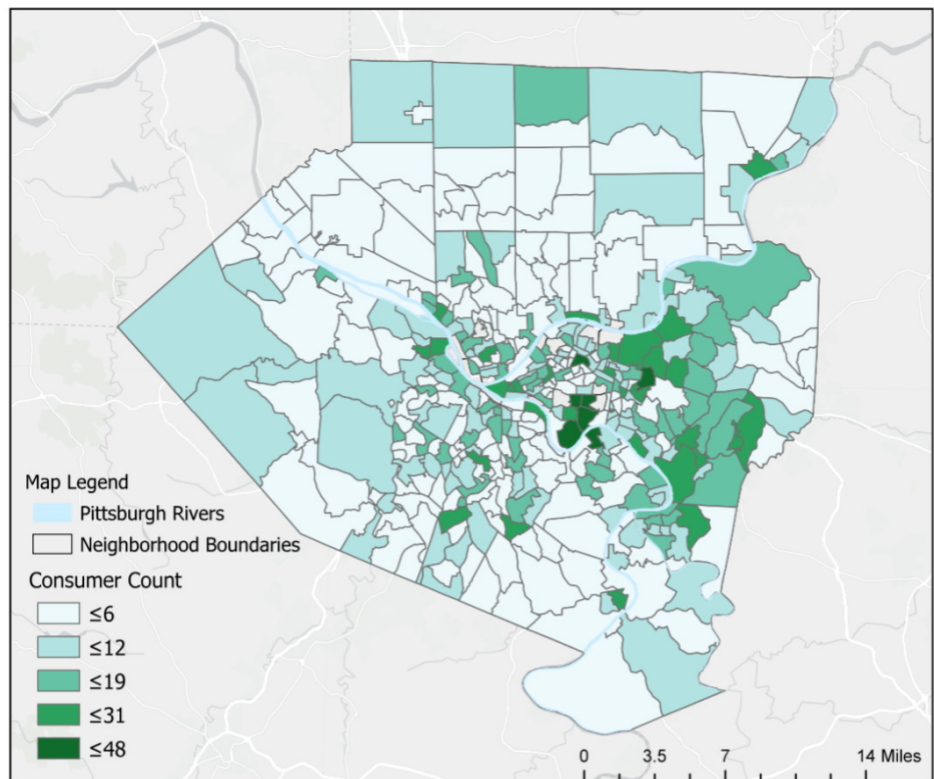
Figure 22. Consumer Education - High School (GED) or Lower



Map Description

This map displays the number of unique older adult consumers (55+) served by the Allegheny County Area Agency on Aging per neighborhood (census tract) between January 2018 and December 2022 who reported having an educational background equivalent to or less than a high school education (including GED). Darker areas indicate higher concentrations of populations.

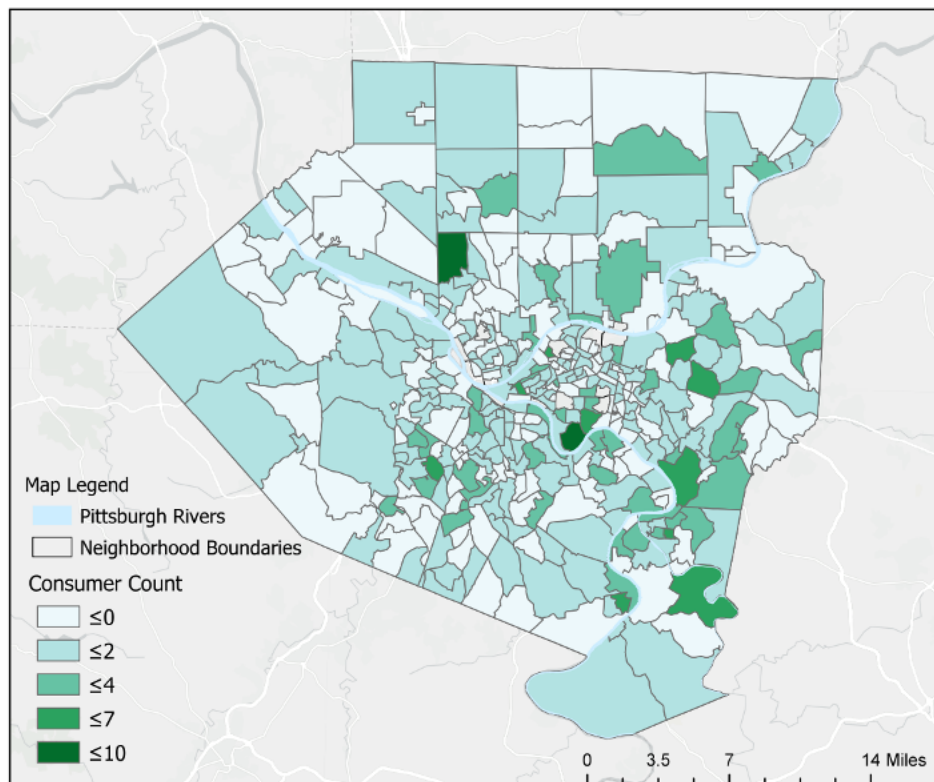
Figure 23. Consumer Education - Higher Education



Map Description

This map displays the number of unique older adult consumers (55+) served by the Allegheny County Area Agency on Aging per neighborhood (census tract) between January 2018 and December 2022 who reported having an educational background greater than a high school education or a GED. Darker areas indicate higher concentrations of populations.

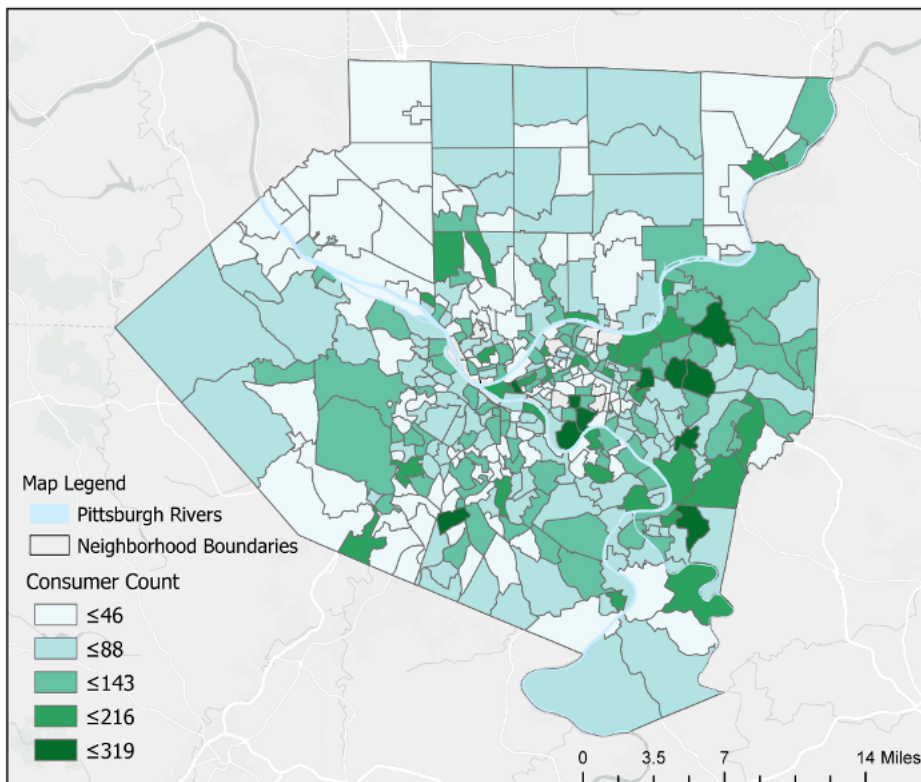
Figure 24. Hispanic Consumers



Map Description

This map displays the number of unique older adult consumers (55+) served by the Allegheny County Area Agency on Aging per neighborhood (census tract) between January 2018 and December 2022 who reported being Hispanic. Darker areas indicate higher concentrations of populations.

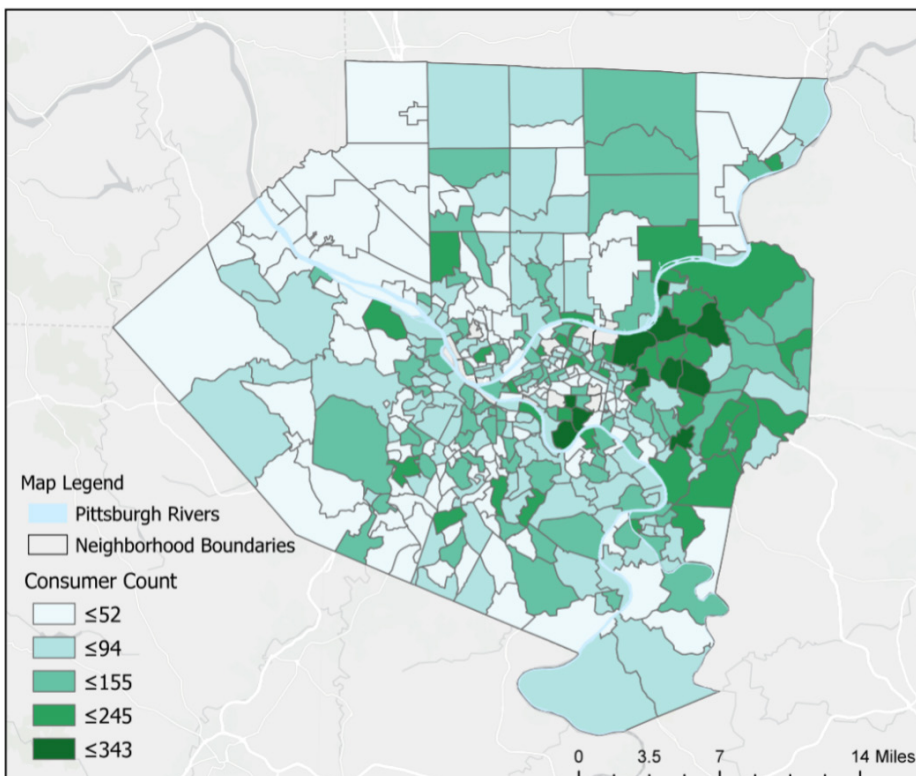
Figure 25. Isolated Consumers



Map Description

This map displays the number of unique older adult consumers (55+) served by the Allegheny County Area Agency on Aging per neighborhood (census tract) between January 2018 and December 2022 who reported that they lived by themselves. Darker areas indicate higher concentrations of populations.

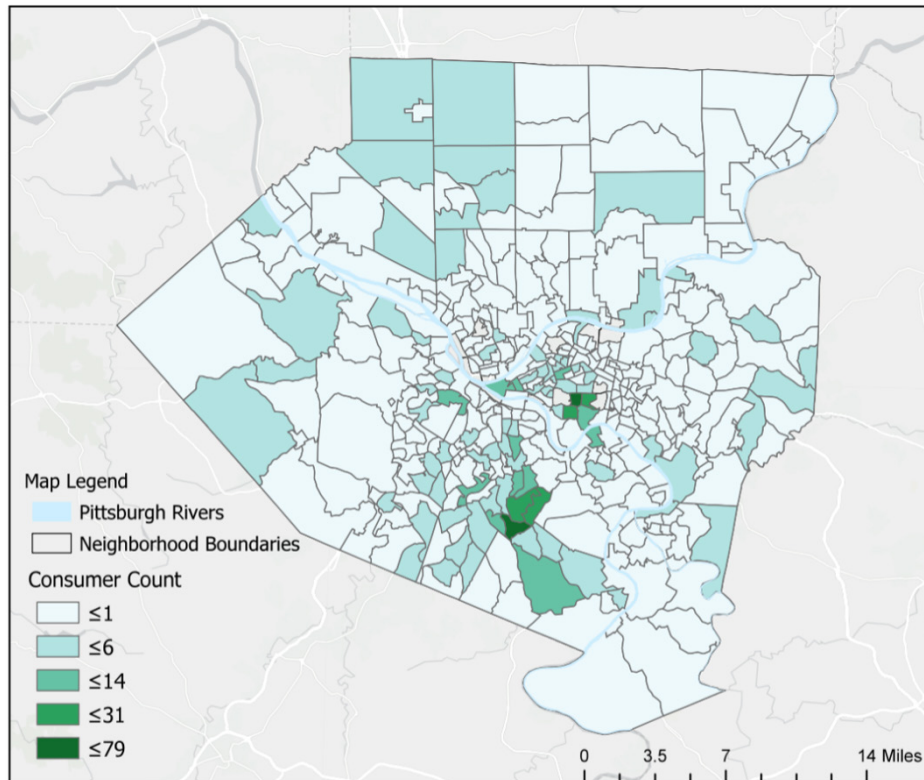
Figure 26. Consumer Medicare Eligibility



Map Description

This map displays the number of unique older adult consumers (55+) served by the Allegheny County Area Agency on Aging per neighborhood (census tract) between January 2018 and December 2022 who reported being Medicare eligible. Darker areas indicate higher concentrations of populations.

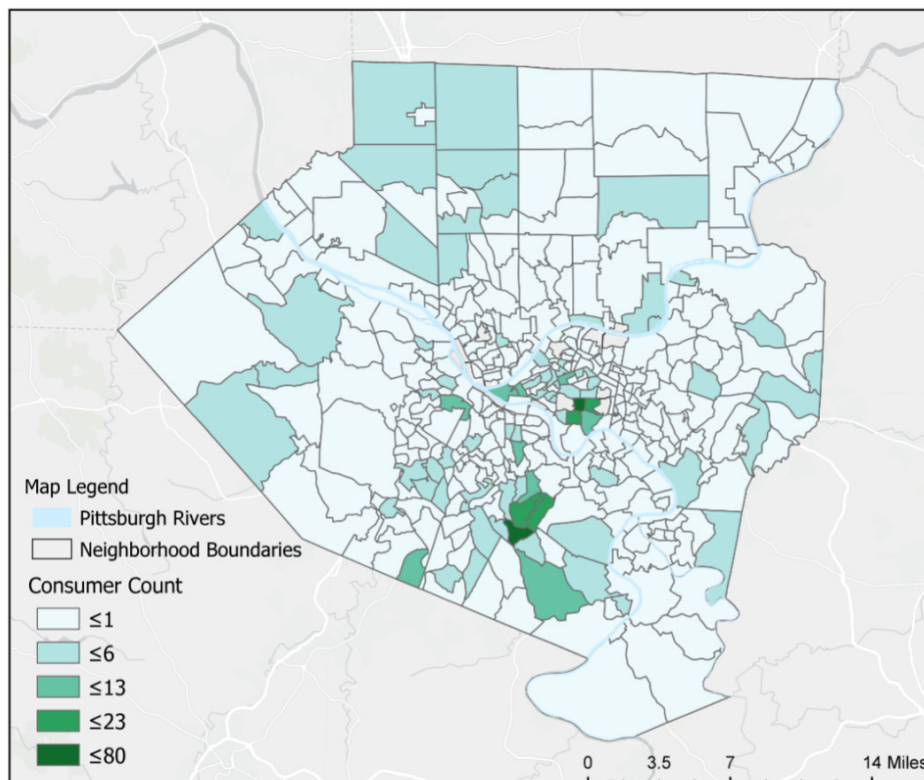
Figure 27. Consumers with English Language Barriers



Map Description

This map displays the number of unique older adult consumers (55+) served by the Allegheny County Area Agency on Aging per neighborhood (census tract) between January 2018 and December 2022 who reported that they do not understand English. Darker areas indicate higher concentrations of populations.

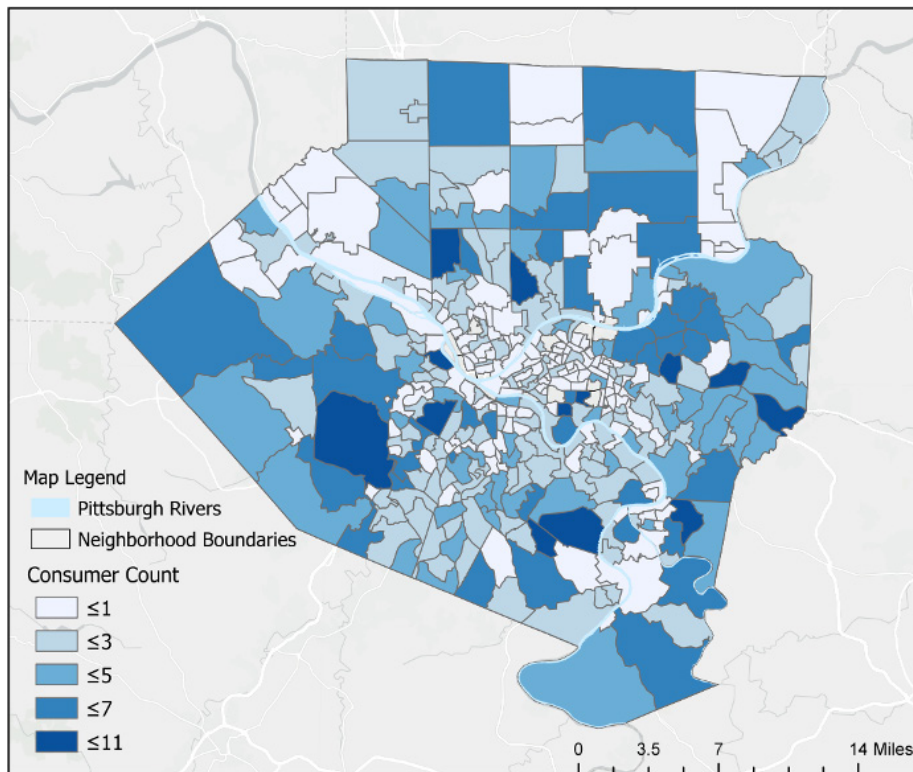
Figure 28. Consumer Citizenship



Map Description

This map displays the number of unique older adult consumers (55+) served by the Allegheny County Area Agency on Aging per neighborhood (census tract) between January 2018 and December 2022 who reported that they were not a U.S. citizen. Darker areas indicate higher concentrations of populations.

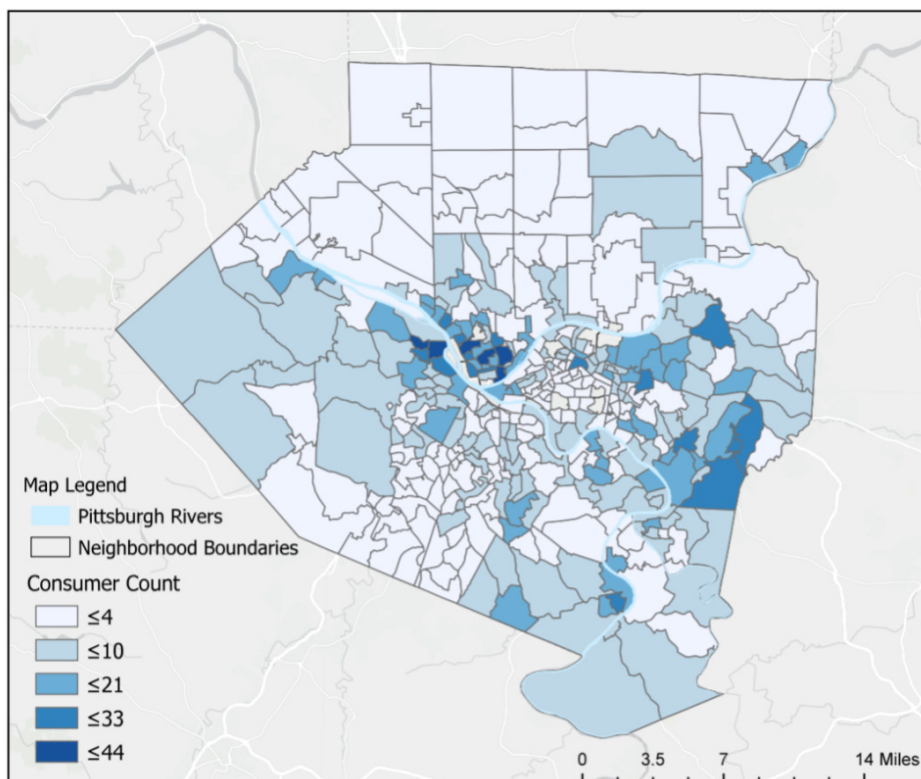
Figure 29. Caregiver Support Program



Map Description

This map displays the total number of unique older adults (55+) consumers served by the Allegheny County Area Agency on Aging (AAA) for the Caregiver Support program. Consumer counts are reported per neighborhood (census tract) between January 2018 and December 2022. Darker areas indicate higher concentrations of consumers served. Please note that while the Caregiver Support program served 1,332 consumers between 2018 and 2022, only 995 consumers had sufficient location information to be included in the map.

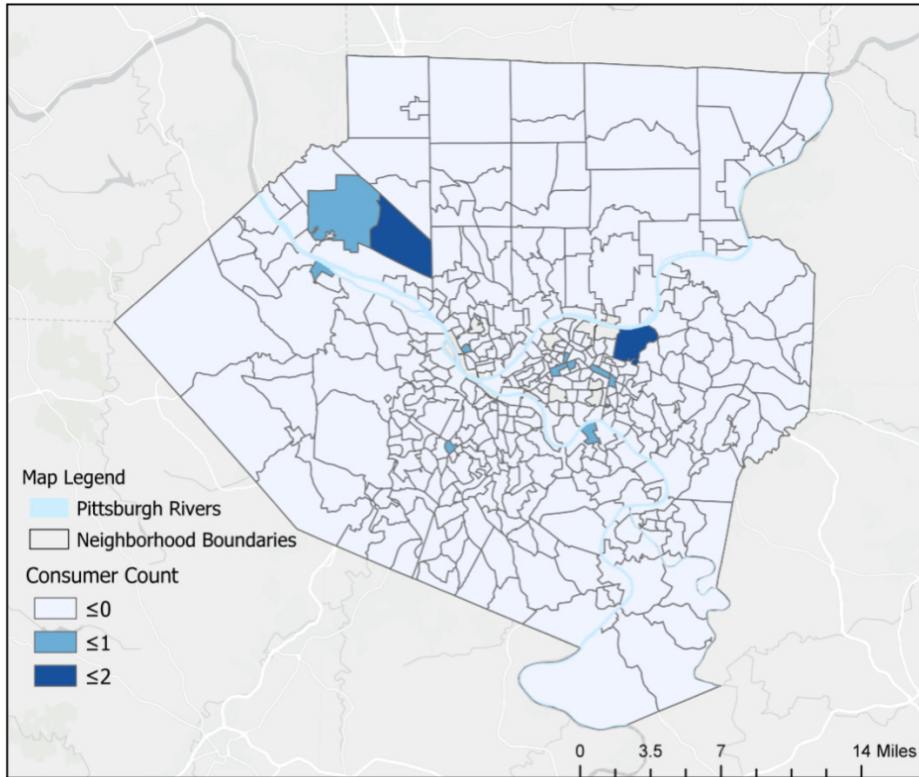
Figure 30. Community Care Transitions Program



Map Description

This map displays the total number of unique older adults (55+) consumers served by the Allegheny County Area Agency on Aging (AAA) for the Community Care Transitions program. Consumer counts are reported per neighborhood (census tract) between January 2018 and December 2022. Darker areas indicate higher concentrations of consumers served. Please note that while the Community Care Transition program served 6,645 consumers between 2018 and 2022, only 2,603 consumers had sufficient location information to be included in the map.

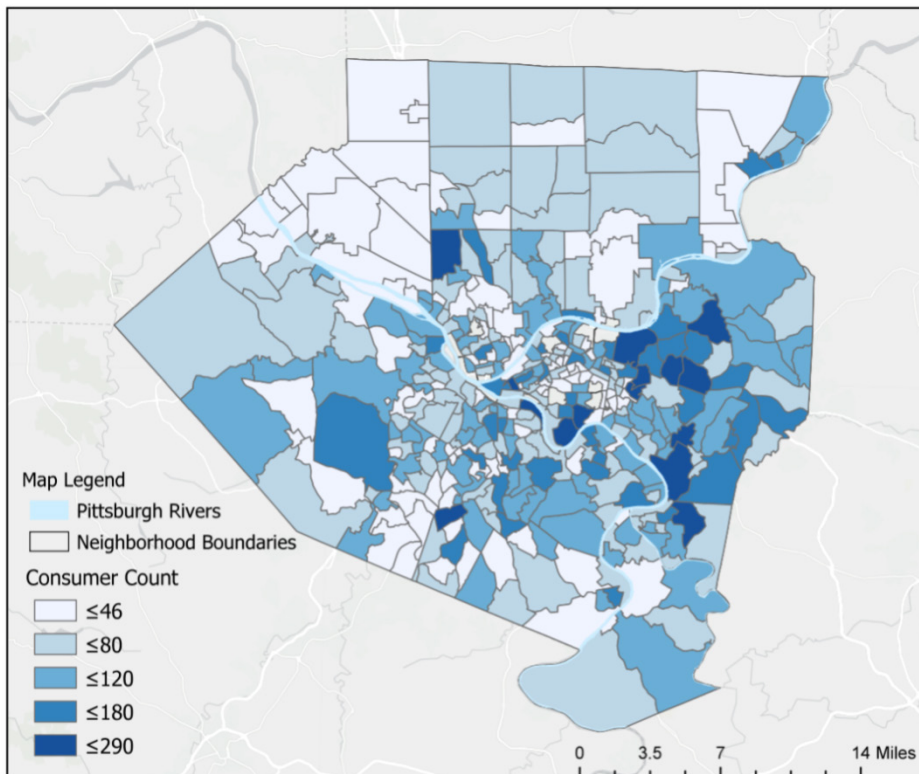
Figure 31. Domiciliary Care Program



Map Description

This map displays the total number of unique older adults (55+) consumers served by the Allegheny County Area Agency on Aging (AAA) for the Domiciliary Care program. Consumer counts are reported per neighborhood (census tract) between January 2018 and December 2022. Darker areas indicate higher concentrations of consumers served. Please note that while the Domiciliary Care program served 50 consumers between 2018 and 2022, only 14 consumers had sufficient location information to be included in the map.

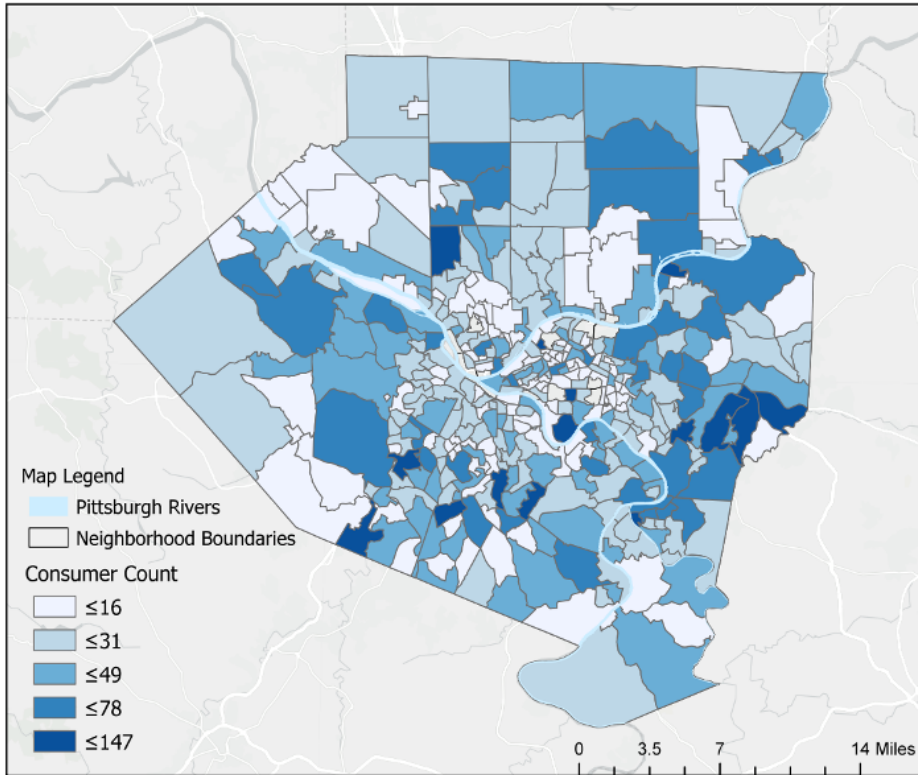
Figure 32. Information & Assistance Program



Map Description

This map displays the total number of unique older adults (55+) consumers served by the Allegheny County Area Agency on Aging (AAA) for the Information & Assistance (I&A) program. Consumer counts are reported per neighborhood (census tract) between January 2018 and December 2022. Darker areas indicate higher concentrations of consumers served. Please note that while the I&A program served 48,972 consumers between 2018 and 2022, only 30,097 consumers had sufficient location information to be included in the map.

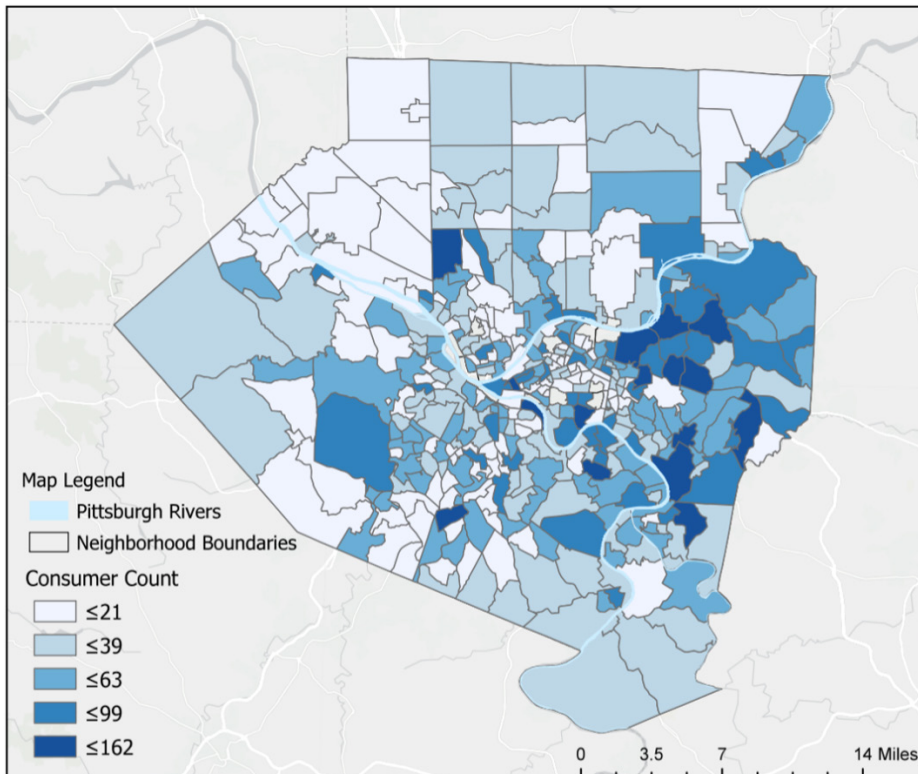
Figure 33. Older Adult Protective Services Program



Map Description

This map displays the total number of unique older adults (55+) consumers served by the Allegheny County Area Agency on Aging (AAA) for the Older Adults Protective Services (OPAS) program. Consumer counts are reported per neighborhood (census tract) between January 2018 and December 2022. Darker areas indicate higher concentrations of consumers served. Please note that while the OAPS program served 14,309 consumers between 2018 and 2022, only 11,540 consumers had sufficient location information to be included in the map.

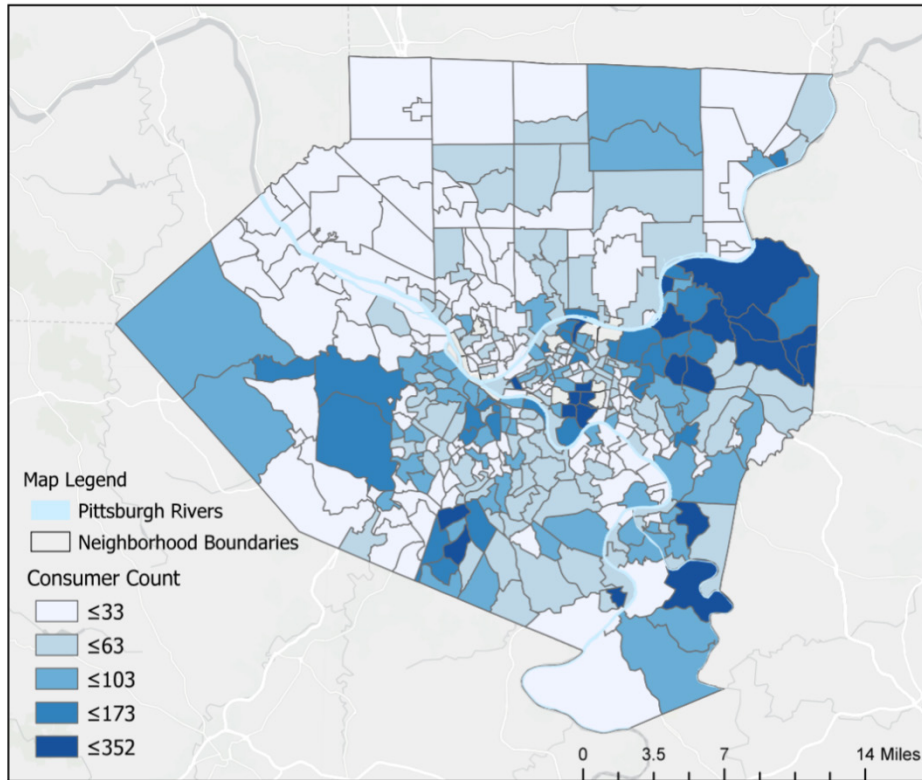
Figure 34. OPTIONS Program



Map Description

This map displays the total number of unique older adults (55+) consumers served by the Allegheny County Area Agency on Aging (AAA) for the OPTIONS program. Consumer counts are reported per neighborhood (census tract) between January 2018 and December 2022. Darker areas indicate higher concentrations of consumers served. Please note that while the OPTIONS program served 16,754 consumers between 2018 and 2022, only 15,217 consumers had sufficient location information to be included in the map.

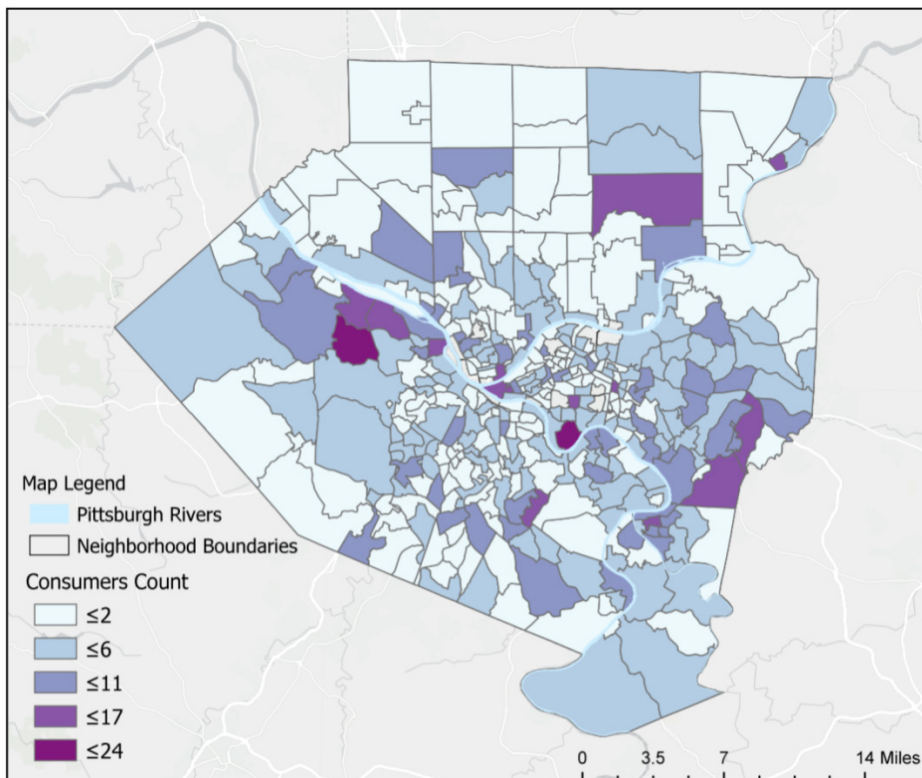
Figure 35. Senior Center Program



Map Description

This map displays the total number of unique older adults (55+) consumers served by the Allegheny County Area Agency on Aging (AAA) for the Senior Center program. Consumer counts are reported per neighborhood (census tract) between January 2018 and December 2022. Darker areas indicate higher concentrations of consumers served. Please note that while the Senior Center Program served 23,031 between 2018 and 2022, only 22,339 consumers had sufficient location information to be included in the map.

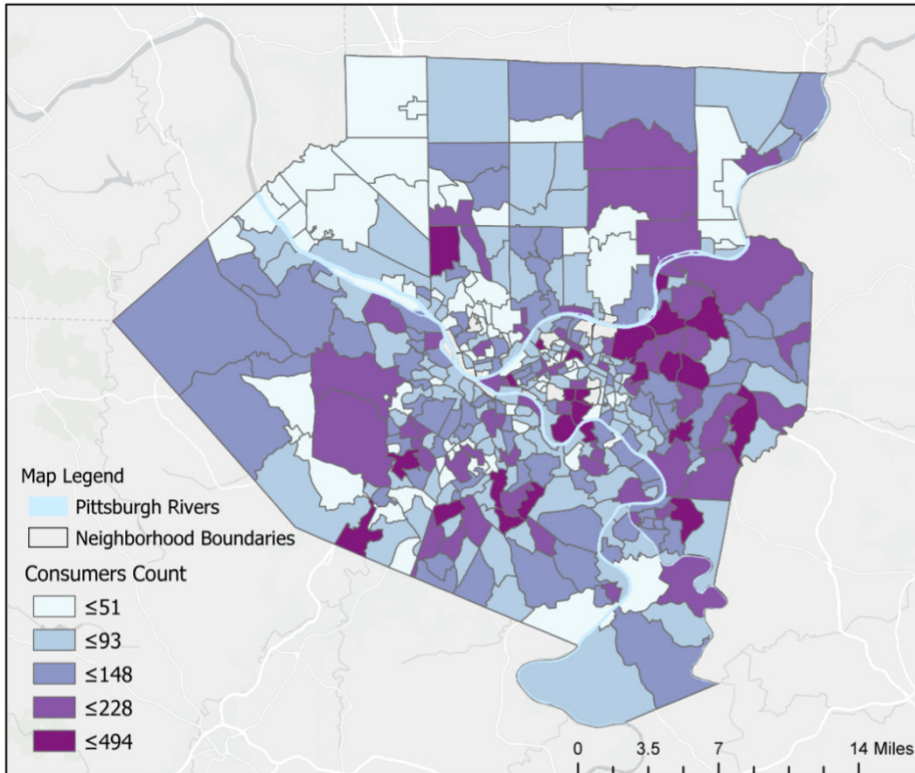
Figure 36. Adult Protective Services



Map Description

This map displays the number of unique consumers age 55 to 60 that had Reports of Need (RON) taken by the Allegheny County Area Agency on Aging (AAA). Consumer counts are reported per neighborhood (census tract) between January 2018 and December 2022. Darker areas indicate higher concentrations of consumers served. Please note that while the agency has served 6,361 consumers with RONs between 2018 and 2022, only 1,441 consumers had sufficient location information to be included in the map.

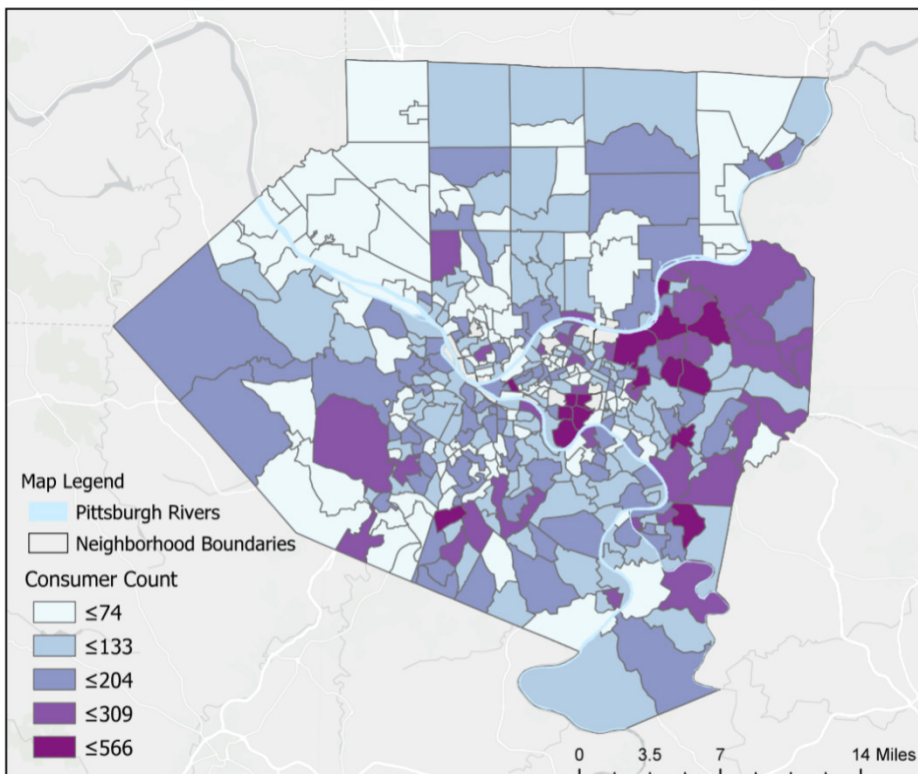
Figure 37. Assessments



Map Description

This map displays the total number of unique older adults (55+) consumers served by the Allegheny County Area Agency on Aging (AAA) that completed an assessment. Consumer counts are reported per neighborhood (census tract) between January 2018 and December 2022. Darker areas indicate higher concentrations of consumers served. Please note that while 49,248 consumers completed an assessment between 2018 and 2022, only 40,499 consumers had sufficient location information to be included in the map.

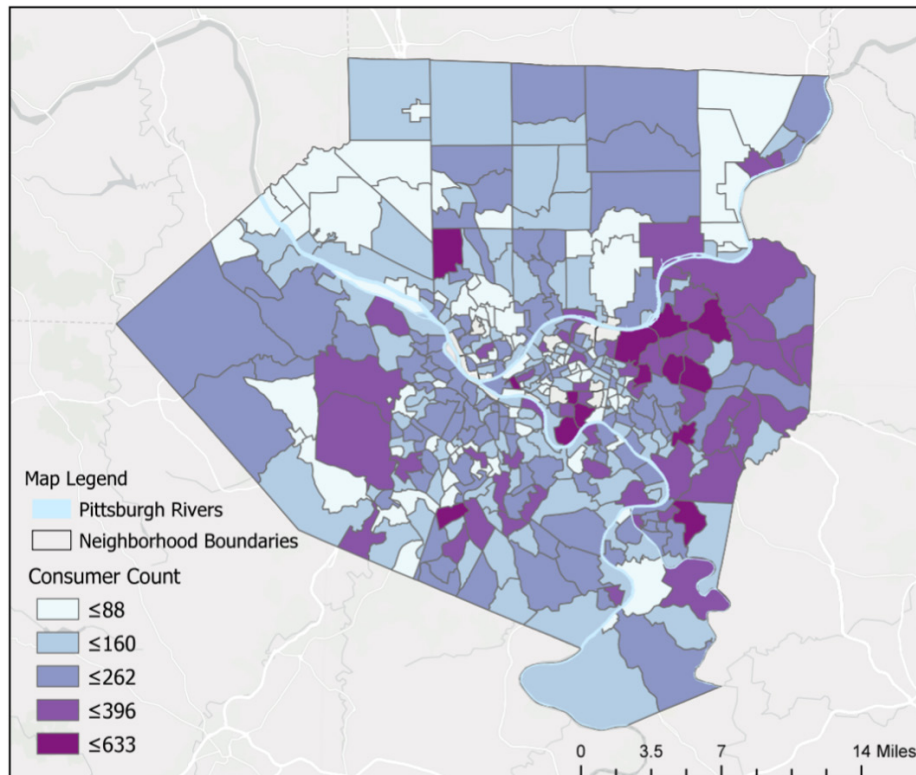
Figure 38. All Services



Map Description

This map displays the total number of unique older adults (55+) consumers served by the Allegheny County Area Agency on Aging (AAA) that received any service. Consumer counts are reported per neighborhood (census tract) between January 2018 and December 2022. Darker areas indicate higher concentrations of consumers served. Please note that while 56,937 consumers received a service between 2018 and 2022, only 48,367 consumers had sufficient location information to be included in the map.

Figure 39. All Older Adults Served



Map Description

This map displays the total number of unique older adults (55+) consumers served by the Allegheny County Area Agency on Aging (AAA). Consumer counts are reported per neighborhood (census tract) between January 2018 and December 2022. Darker areas indicate higher concentrations of consumers served. Please note that while 79,367 older adult consumers received a service between 2018 and 2022, only 67,783 consumers had sufficient location information to be included in the map.

Data sources

Data sources for this annual report include the following systems:

1. **Aging and Disability – CCTP (Community Care Transitions Program):** A web-based application modeled after SAMS/Aging & Disability with an additional CCTP Module. This is an Allegheny County DHS AAA exclusive system that stores Allegheny's Community Care Transition Program data.
2. **CISCO:** An enterprise call control and session management platform. AAA's SeniorLine and ElderAbuse phone line data is stored and retrieved from CISCO.
3. **ClientPath:** A Salesforce web-based application controlled by Allegheny County DHS. This application is intended to capture gaps in data documentation across DHS and their provider network.
4. **Integrated Monitoring Tool (IMT):** A web-based application that is the Department of Human Services' central repository for Monitoring documentation such as monitoring tools, visit announcement and summary letters, and frequently reviewed documents such as policies and procedures.
5. **JD Edwards (JDE):** The accounting system used by DHS to organize, maintain, record and analyze financial information.
6. **OmbudsManager:** A state-provided data system that stores AAA data specifically for the Ombudsman Program. This system captures various program activities and the time spent completing these activities by the ombudsmen. The database also captures cases, the complaints associated with those cases, and the time spent addressing those complaints by the ombudsmen.
7. **OnBase:** The DHS enterprise document management system. This application stores important documents virtually.
8. **Social Assistance Management software (SAMS)/Wellsky Aging and Disability Care Management System:** A state-provided data system that stores AAA data such as that related to care management and care coordination.



