

**WAYNE COUNTY**  
**AREA AGENCY ON AGING**

**WAYNE COUNTY AREA AGENCY ON AGING**

**FOUR YEAR PLAN**

**July 1, 2012 - June 30, 2016**

**A RURAL RESOURCE**

**Wayne County Area Agency on Aging**  
**323 Tenth Street**  
**Honesdale, PA 18431**  
**570-253-4262**

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## **PART A: SECTION 1- Executive Summary**

As an Area Agency on Aging we are charged with the responsibility of not only providing for the needs of our most vulnerable aging citizens, but also in planning for how to best provide for those needs. Wayne County is a rural area where farming had been a major source of income for its residents. In recognizing the governmental responsibility in helping Older Americans reach and maintain basic needs, especially those of lower income and in rural areas, adjustments must continuously be made. The Wayne County Area Agency on Aging can accomplish this by preparing a four-year plan for 2012-2016 that examines the needs of our consumers and how to best plan both with them and for them. The Pennsylvania Department of Aging will refer to the plans created across the state as they prepare their four-year plan.

The primary mission of the Wayne County Area Agency on Aging is to enhance the lives of aging adults by promoting their independence, choice and empowerment. With this goal in mind, the agency supports partnerships and programs that speak to the mission of the agency and enable each senior to realize his/her maximum potential.

We, as an Agency and staff, envision working with the entire community to advocate for older adults so that they may achieve a better quality of life, while maintaining independence and dignity in their homes and communities. We are committed to directing resources to their highest and best use to serve the frail, rural elderly, while also recognizing the needs of the community as a whole. To better serve older adults, we strive to provide sufficient quality programs, a trained and effective staff, promote consumer satisfaction and develop innovative ideas that will enhance the ability of those aging in our community to be educated on the variety of pertinent information, self help strategies, and services that are available in the community and to make choices that best suit their individual needs and are consistent with the values of the community. This includes protection of adults in danger of neglect, abuse or exploitation and abandonment.

Human service agencies historically struggle with fiscal challenges in meeting the needs of the consumers they serve. Our nation is currently struggling economically which makes our challenges greater for the present as well as the years that follow. Innovative thinking will be essential to best utilize the limited resources that will be available. In order to have a community where our consumers will be able to age and live well, we need to look at how we can revitalize and rearchitect services. The promotion of our consumers' health and well being with an effective and responsive management of services will help us meet our consumers' needs.

Our needs assessment and public meetings revealed:

1. The need for further community education and partnerships.

While many of our consumers are pleased with our services, there are also many who are unaware of the services that are available from our agency. There are also other community resources that can benefit our consumers that will be included in our endeavor to inform the population we serve. Partnering as well as education and outreach will be key components of the work we need to do in the next four years. In addition to community outreach events that will be scheduled, we will do needs-assessments/or surveys on a more frequent basis in order to measure our success and get input directly from our consumers and community members on a more frequent basis.

2. The need to meet consumers where they currently gather to share information.

Due to limited funding, senior centers are not available in all of the outlying areas. Transportation to the

existing centers can be burdensome to those in isolated areas, due to the long distances and winding roads. Engaging community groups that are already in place and even at places where seniors informally gather, will help us inform these communities as well as lead to partnerships that may help fill gaps in services that have been identified. We will continue to monitor funding sources, grant opportunities and partnerships to bring services to our rural constituents.

### 3. The need for accessible adult daycare.

Access to adult daycare was one need we were able to clearly identify through the needs assessment. There is only one existing adult daycare in Wayne County and it is on the very southern end of our 75 mile long county bordering a neighbor county. This makes it inaccessible for many elderly consumers and their families. Innovative approaches and community partnerships need to be examined so adult daycare can be located mid-county so as to be an accessible reality for Wayne County's citizens.

### 4. The need for chore services and other potential volunteer services.

Access to chore services i.e. yard work, minor household repairs etc. as well as other volunteer opportunities (prescription delivery, AARP55 alive) would expand access for those in rural areas. We plan to explore and develop relationships with volunteers and businesses to meet this identified need. We hope to facilitate work with volunteer programs to enhance the services that are available and improve the access and availability of these basic needs to our senior population.

Outside of identified concerns found through the needs assessment, other innovative ideas for improvement are also being explored. With an eye to the future, we need to be looking at other potential income-generating venues and strategies to help us serve our consumers. Care Transitions is a new initiative that will allow us to better serve our consumers and has the potential to be a new form of income. We have begun the work of partnering with the local hospital and neighboring counties to nurture the development of this program.

## **SECTION 2: AGENCY OVERVIEW**

### **Governance**

Since 1962 and until 1976, Wayne County provided what were known as "adult services". In 1976, the agency became a part of an Area Agency on Aging (AAA) which served multiple counties. In 1989, Wayne County became a single county AAA and has remained so since. The Wayne County Area Agency on Aging is a public agency which is part of the County's Human Services Department. Legal governance of the Agency is a function of the elected body of the Wayne County Board of Commissioners. The Board of Commissioners hold specifically identified and advertised meetings (separate and distinct from the county's general business meetings) at which these elected officials sit as the governing body of the AAA.

The Governing Body solicits counsel of the AAA advisory body through the Wayne County Elder Advisory Council at regularly held meetings and also face-to-face encounters. The Governing Body is the appointing authority for the executive director of the Agency whose responsibility is to direct and manage the day-to-day operations of the Agency under the guidance of the Board through the County's Human Services Director and in conjunction with the contractual mandates and guidance of the Commonwealth's Department of Aging. They are also the appointing authority for all the positions in the Agency's roster. They hold a contract with the Commonwealth Civil Service Commission. Please see Attachment A for a detailed chart of the organizational structure.

## **Wayne County Advisory Council**

The Wayne County Advisory Council is a fifteen member voluntary organization comprised of older residents operating under bylaws created by the membership and in compliance with state and federal requirements and approved by the Governing Body. This council lends its experience and energy to guide the agency about the needs and desires of the county's older residents. Members include active advocates, representation of elected officials, volunteers in the community all of whom assist the Agency in planning for the future.

## **Geographical/Statistical Data**

Wayne County is located in the Northeast corner of the Commonwealth. It covers an area of 725.60 square miles with a population density of 72.8 persons per square mile. The county is 75 miles long and 35 miles wide at its widest part. The population of Wayne County in 2010 was 52,822 and the percentage of the population age 60 or older has increased three percent since our previous four-year plan, now putting us at a senior population of just over 26%, making the AAA a busy place. Phones ring with requests for assistance and information almost constantly. Three receptionists answer phones, greet those who come looking for assistance, take reservations for various programs, etc. Front line staff direct calls to appropriate staff, and/or provide initial information and referral and assist with some program registrations such as PACE. Last year (2011) front line staff responded to 37,078 phone contacts. An intake worker, who is a registered nurse receives referral by phone or in person for AAA services, answers questions about services and eligibility and provides information and assistance for the AAA and the County's Human Services' I&R and WINFO line.

## **Senior Centers**

The Wayne County AAA sponsors 3 Senior Centers within the county. The AAA also has an organized outreach program where staff goes to the outlying, northern tier of the county twice a month and engage a group of seniors who meet in the local fire hall. These gathering places serve as a home away from home for all of the seniors who use and volunteer in them. The staff at the Senior Centers are special people who care enough to consistently give their best for the interests of the seniors who come for a meal, companionship, stimulation, fun as well as health education, exercise and illness prevention. The APPRISE Program helps seniors and their families make sense of Medicare and Medicaid Programs and other insurance issues. This is one of the agency's most utilized services and the APPRISE counselors' appointments are filled all day.

In-home and community-based care management services are provided by five experienced care managers with the guidance of their supervisor. Care-managed programs include the Pennsylvania Department of Aging MA Waiver, Family Caregiver Support Program, OPTIONS (in-home services), Ombudsman, Home-delivered meals and Adult Protective Services. Each care manager specializes in one or more of the programs administered by the AAA. Descriptions of these and others care management initiatives are available through agency brochures. Three RN assessors provide Pre-Admission Assessment and Nursing Home Transition for those who need information and level of care determination. The nurses also assist and inform the process of helping families and/or consumers return home from a nursing facility. Last year almost 900 assessments or re-assessments were provided to almost 800 Wayne County consumers.

## **Current Trends and Political Climate**

The Wayne County Area Agency on Aging has sought input from seniors and their families, staff and Advisory Council, the community and provider agencies to address the future – from 2012 through 2016 and beyond. As we create this plan gas prices are \$3.95; food prices have continued to rise; and program costs and demand for services across all human service agencies outpace the funding received. Tom Corbett is the Governor of Pennsylvania, and the exploration and extraction of natural gas in the Commonwealth has created jobs in

some areas of the Commonwealth, as well as controversy.

President Barack Obama has initiated The Affordable Care Act, also referred to as Health Care Reform, which has the potential to change how our nation accesses health related services. The Act, addresses the Medicare prescription donut hole and pre-existing conditions which are issues of importance to many seniors. The Act also brings hospital readmission rates under close scrutiny, and will possibly carry financial penalties for hospitals whose patients are readmitted within thirty days of discharge. This creates an opportunity for AAA's to work more closely with hospitals, consumers and their families and primary care physicians in order to reduce the risks aging consumer's face of re-hospitalization. Having the Area Agency on Aging more involved with discharge planning, aware of medication changes and necessary follow-up medical appointments will help lower this risk of seniors being readmitted to the hospital by transitioning the medical services the elderly patient received in the hospital, and following up with the consumer at home to assist in coaching them to their necessary follow up care. Whether the Act remains in its current form or not, it is clearly best practice to assist the older recently hospitalized to avoid unnecessary readmissions to the hospital.

The seasonally adjusted unemployment rate for March 2012 in Wayne County is 6.8%. Our aging population is growing as its need for services and our public source funds (as well as those from private individuals and community foundations or charities) are becoming more limited. Finding funding options to provide for seniors to be able to remain in their home, as they prefer, for as long as they can, is essential. And, it is the best and highest use of public and other dollars because staying home with services is about two thirds LESS costly than institutional care and vastly preferred by those who are older and physically challenged.

## **Groundwork**

As stated earlier, the primary mission of the Wayne County Area Agency on Aging is to enhance the lives of aging adults by promoting their independence, choice and empowerment. With this goal in mind, the agency supports partnerships and programs that speak to the mission of the agency and enable each senior to realize their maximum potential. Implicit in that philosophy is the provision to seniors in our community's education to promote healthy lifestyles, companionship, stimulation, counseling, empowerment and choice. It means providing access and supportive services. It means providing alternatives to traditional long term care placement. It means working with community partners to share problems, lessen duplication, create cooperative solutions and respect flexibility of choice and consumer direction. It means increasing community awareness of growing cultural diversity within Wayne County indicated by 94.2% Caucasian population, 3.1% African American and a small percentage of other races. It is also of note that the majority of non-white population in the county is domiciled at two prisons: South Canaan, a Federal Prison, and Waymart a state prison. This incarcerated population does not ordinarily seek community services from the Aging office.

Input for the four year plan was sought and received from the community at large, caregivers, consumers of aging services, staff, community agencies, provider personnel and from residents of neighboring counties. Community need surveys were distributed widely. Town Meetings were held across the county at the senior centers and in the northern section of the county. A summary of the public meetings, comments and the public hearing is included in Part B, Section 4. The focus was to define key issues with regard to the needs of older residents in order to preserve their quality of life, their choices and their independence.

The Wayne County AAA Advisory Council played a key role in the discussion of identified needs and assisting in the planning process for the future. The Wayne County Area Agency Governing Board, AAA staff, and the residents of Wayne County whom the Council represents would like to take this opportunity to thank the Council for its commitment to the future of all older residents in Wayne County. The Council is an essential and

appreciated resource.

## Goals

The goals developed in this four-year plan compliment the initiatives that the Department of Aging has set forth. The Wayne County Area Agency on Aging joins the Commonwealth in meeting the challenges presented in planning for the population of seniors in Wayne County, in Pennsylvania and across the nation. The population we serve are much more than numbers on a page, they are our family members, loved ones, neighbors and friends. They have raised us, taught us, nurtured our hopes and dreams and have been our role models. They set examples by which we still try to live, built our communities, provided strength and security in our nation and secured for us the ability to be what we are today and so much more. They deserve only the best we can offer in preserving quality of life and dignity in aging.

## Statistics

Some of the statistical information that we reviewed and considered as we prepared our four year plan is from the 2010 Census data and reports the following information:

- 26.6% were age 60 or more – 14,048. This shows an increase in the percentage of people over 60 residing in the county.
- 2.1% of Wayne County residents were age 85 years or older. 7.7 % of Wayne County residents age 65 or more are at or below the poverty level.
- 1,025 grandparents reside with their grandchildren and 318 (or over 30%) of them are the responsible caregivers for their grandchildren.
- 11.6% of our seniors who are age 65 or older live alone.

## Needs Assessment Survey

In order to best accommodate our changing senior community, Wayne County AAA conducted a needs assessment survey that was completed by consumers, community members, partner agencies and agency staff. We invited not only our consumers but members of the community who may eventually be consumers. The survey was also made available online and 57 responses were received via the internet. We received a total of 351 responses. 112 responders were male and 239 were female. One-hundred nine of the total responses were submitted by persons under the age of 60.

The needs assessment highlighted for us the topics on which further community education is needed. These areas include:

- The APPRISE Program
- Our caregiver support group
- WINFO (Wayne County's on-line information and referral program, and at which someone can get a live person to answer the phone)
- Pre-Admission Assessments
- The Waiver Program
- Primetime Health
- Care management
- Personal care

The highest areas of concern for people within the community are:

- Maintaining quality of life
- Financial concerns such as paying taxes and household expenses
- Managing their health care
- Caring for themselves
- Their ability to pay for medical and prescription drug costs
- Maintaining affordable housing
- Access to reliable transportation
- Ability to care for a spouse or parent
- Nursing home costs/ placement

See Attachment B for graphs of the data collected.

Comments that were obtained from the needs assessment and town meetings were very informative. While we received many compliments and thanks, improvement is our focus for this plan. All of the services provided by Wayne County AAA were listed on our survey. While many people knew of some of the services, many commented that they did not realize that we had so many services of which they were unaware. Educating the community and professionals will be one of our goals.

Fifty-seven respondents highlighted a need for access to adult daycare services. This is a growing need in our area. There are families in our area that are in desperate need of respite and who want to do the best for their family members while the caregiver continues to work. A group of concerned citizens has come to the assistance of the AAA to work toward making a centrally located Adult Day Care Center. There were multiple requests for greater access to chore services. Making access to pharmacies easier for consumers was another key area mentioned. We plan to address both of these areas by increasing the services offered by volunteers and local businesses.

There are several resources that can be accessed to help fulfill the areas of need highlighted in the needs assessment. Education and outreach programs can be performed at our Senior Centers and at community events in order to ensure that members of our community are aware of the resource they have in the Area Agency on Aging. Wayne County recently developed an Aging and Disability Resource Center (also known as LINK) which we can also utilize to share the information on the services we provide to professionals and consumers in the community.

Wayne County has a wealth of volunteers who may be accessed to directly provide certain services to consumers in their home. With the use of criminal history background checks, child abuse clearances, and addressing insurance, safety, training and oversight concerns we hope to have a pool of exceptional volunteers who can help meet other's needs. Partnerships with local businesses will also be pursued to try to help offset costs and/or provide such things as home delivery to the consumer.

There are partner agencies in the community who are actively interested in fulfilling the need for adult daycare. In the past, start-up costs for this venture have crippled agencies as they attempted to develop this service. Use of existing space in currently functioning facilities may help offset these start-up costs and ensure the realization of this unmet need. The Area Agency on Aging will do its best to facilitate these partnerships, under the direction of the State, and navigate the regulations which must be followed, and with the help of local resources.

### **SECTION 3: GOALS/ OBJECTIVES/STRATEGIES**

With invaluable input from community members, Advisory Council members, staff and our partner agencies, and being mindful to incorporate the goals of the Department of Aging, Wayne County Area Agency on Aging has established the following broad-ranged goals for the next four years:

How can we best strategize to reach our goals? What do we currently have in place that can help us attain our goals? What can we do differently that can improve upon our system?

For the past fifty years, our Agency has worked to make our community a place for its older population to age and live well. It is with great respect for the work that has been done that we look at how to enhance our opportunities, so that our work can be as impactful and helpful as our consumers deserve. With the added challenge of the economic decline, creativity is necessary to reach our growing number of consumers so that we can continue to “be the leader relative to all aging issues on behalf of all older persons in the planning and service area.” The Older Americans Act invests in us the responsibility to “proactively carry out, under the direction of the State agency, a wide range of functions related to advocacy, planning, coordination, inter-agency linkages, information sharing, brokering, monitoring and evaluation, designed to lead to the development or enhancement of comprehensive and coordinated community based systems in, or serving, each community in the planning and service area.”

Our Agency has acted on this direction by nurturing the in-home supports that were available and growing the home and community-based services delivery system so that our older population can have the best opportunity to age well and live in their community. Being a rural county, transportation is a major issue for the consumers that we serve. Our agency fostered the development of a transportation department to make viable transportation to needed appointments a reality. Our agency has always worked with the goal of educating the community, but we need to work harder. Even though the aging process itself is not an option, how we age is. More education on what services are available and education for those who are not yet receiving our services, so they can make good, healthy choices that will impact how they age and require services later, will decrease or at least offset costs in the future as they enter the age of being eligible for services. The choices that are made throughout one’s life impacts how comfortably they will age. Medical care enables us to live longer – at a cost. Older old are active, wish to and expect to remain in control and at home. We strive to create a plan effective in recognizing the characteristics of our developing senior population utilizing the strengths of our historic mission and experiences of past senior populations.

What are we doing now? Services provided by the Wayne County AAA or as part of its Human Services umbrella include care management; shared-ride transportation; Information, Referral and Assistance; In-home personal care services, Respite, Home support (when personal care is provided); Ombudsman; Family Caregiver Support Programs; PDA Waiver; Nursing Home Transition; Adult Protective Services; Pre-Admission Assessment; OBRA assessment; Legal services; Caregiver support groups; APPRISE counseling; Tax assistance; Tax and rent rebate assistance; Flu shot program; Monthly newsletter; Senior Center services and opportunities for socialization and recreation; Primetime Health; Nutritional counseling; Volunteering opportunities; Food Pantry; Art Exhibit; Transportation; Home delivered and congregate meals; Café a la carte menu; Blood Pressure Screenings; Intergenerational activities and Aging and Disability Resource Center “Link” services. The list is long, but the services are needed, not by everyone all at once, but when it is needed we are here with a staff that cares for and respects the community members they serve.

It is also of note that being a part of the Wayne County Human Services umbrella, affords us (and our consumers) easy access to our sister categorical agencies such as the Drug and Alcohol Commission, which also addresses gambling addiction, the Mental Health/Intellectual Disabilities Office, and even the Children and

Youth Office which have been called upon in cases involving seniors caring for their grandchildren. The Mental Health and Aging offices work in concert in many cases, including those of placement, PCBH issues, and development of a shared case management plan to address dual or multi service consumers.

We work with members of our community to keep the lines of communication open for necessary feedback. The Advisory Council members, sitting as a body make recommendations to the Governing Body for appointment. Appointments are made in keeping with requirements of the Older Americans Act and other regulatory requirements. Members are selected through application to Council for review by its membership. Membership generally represents the interests of older residents from various geographic areas of the County.

The Council is responsible for a number of mandated duties, including participating in developing, executing and monitoring agency plans to deliver comprehensive services, and evaluating and assessing the unmet needs of older residents. The Council also has as its mission to advocate for senior issues and for individual seniors. Members make their thoughts known to appropriate bodies - local, state or federal - in behalf of individual seniors and/or for senior issues, such as access to health care locally, controlling medication costs, improved transportation, and financial issues facing the AAA, and maintaining quality of life for their constituents.

Wayne County, as stated, is a small rural county with limited economic/industrial development, and a growing population moving to this area from more urban areas. Many of those migrating into the area are older persons who are attracted to the County for what is described as its low taxes and quieter way of life. As the population has increased, funding for human services in our communities has not kept pace with the demand for services. Therefore, all existing public and private providers struggle to maintain their service provision with limited local, state and federal resources. Because the county is still a relatively small community of people, and demand for service outstrips supply, service providing agencies have become more cooperative - not in sharing funds - but in sharing their diverse expertise and collateral support.

Lack of knowledge about the many aging services that are offered by our Agency in the general public and the elderly population is not a result of lack of outreach. Aging in general is not a topic that people wish to face, until they have to. Oftentimes information that is shared is not retained if it is not needed within a short time frame. New programs and initiatives are also always under development, thus requiring continued educational efforts. While aging is inevitable, it is generally not on people's priority lists, until the process makes it necessary to be there. With our growing population, there are also new people arriving who are just not familiar with what we do. Continuing to educate and reach out to community members and professionals is necessary to keep the public informed so that when they do need our help, they know where it can be found. Many community and law enforcement agencies have roles that affect older Wayne County residents or serve older people directly. These agencies include state and local law officials, the Courts, the local community hospital, the Wayne County Drug and Alcohol Commission, the Wayne County Mental Health Mental Retardation Agency, the local home health and/or in-home service providing agencies, including an adult daily living center, agencies which handle domestic violence, etc. While these agencies provide services for seniors, it is the AAA which is seen in the community as the primary coordinator for services and information for seniors. Over the past fifty years, the county Aging office has formed both formal and informal partnerships and relationships with these helping agencies, to foster enhanced understanding of shared priorities and benefit our seniors specifically and our community in general. The AAA maintains contractual relationships for in-home care, Home Health Services, Adult Day Care and legal services providers. It holds memoranda of understanding with MHMR, law enforcement, Victim's Intervention Program, Domestic Violence and others while continuing to seek new partnerships that will enhance the quality and quantity of services, as well as support the agency in its efforts to serve seniors well.

Partnerships have developed as agencies share expertise; avoid duplication of effort and work more closely

together to try to meet the individual needs identified by shared objectives. The Aging and Disability Resource Center (ADRC) has formed the "Link" program to integrate information on options for long term care and referral services for older adults and younger adults with disabilities. Link promotes the coordination of community wide service systems to reduce consumer confusion and help break down barriers to community based living by giving consumers information about the complete spectrum of long term living options. In Wayne County Link has partnered with WINFO, the Wayne Information Network developed as an information sharing affiliation among volunteer, county and human service organizations or providers. It is also a forum for communication among professionals. Wayne County was recently awarded a grant from the Joint Committee on Aging and Intellectual Disability. This grant will allow for further community integration and education.

Primary subcontractors meet with Agency staff on a regular basis to review consumer status and discuss difficult plans of care. With targeted case management developing within human services agencies, these arrangements benefit our consumers and establish good practice. Regular meetings with Human Service agency personnel, Drug and Alcohol, Mental Health and Retardation and Children and Youth occur on an ongoing basis. Improving understanding of other agency requirements and limitations, sharing expertise and working to provide the best possible resources for our seniors and families are goals we share. The local hospital provides a valuable partnership for improving accessible medical care to all areas and populations of the county. As the local hospital plans development of new locations for accessible health care, sharing information and outreach provides the potential for improved community health education and greater well-being. Multi-disciplinary meetings on reducing readmissions to the hospital have been being attended on a regular basis. The transition of care from the hospital to the home is a newly targeted focus area that will help our consumers remain safely in their home and reduce the cost of their care.

Close working relationships are a natural part of professional life in a rural area with limited resident community agencies. AAA staff serve on the advisory and governing boards of other community agencies, interact with one another in community projects such as health fairs, domestic violence issues and job promotion. All share in providing services at times to a common clientele. The economic climate has encouraged, indeed made necessary, this cooperation and communication between agencies to the benefit of all.

Wayne County and its residents are challenged by the rural nature of our geography and distance from population centers. Many of the very reasons residents love living here become challenges when independence and physical health is threatened. Residents in the outlying areas have made us aware of the need for a focus on coordination of access to prescriptions, as they are remotely located with no adequate pharmacy nearby. We will be reaching out to area pharmacies and doctors offices to help coordinate a realistic solution to this problem.

Mental health issues for seniors and aging MR consumers continue to be areas where sharing of staff expertise can make a valuable impact on quality of life for residents. Greater access and greater cooperation has followed the folding of mental health and mental retardation services into Wayne County Human Services. Continued communication between agencies, including team meetings and care plan development across systems will impact seniors positively. Cross training an education among Aging and Mental Health/Intellectual Disabilities staff as well as multi-disciplinary team staffing of common cases lead to comprehensive plans for consumers with both diagnoses. Community education will continue to break down the myths about and barriers to treatment for mental health conditions. It is of note that due to Wayne County integrated human services model,

Home and community-based services are available in all areas of Wayne County. However, they are not always available to ideally meet the needs of our consumers. We continuously look at ways to bring services to our consumers that will meet their needs so that they can remain in their home. In-home service provision costs on average less than half as much as the cost of a nursing home. As we look to the future the AAA will

need to continue to creatively involve all possible sources of resources for seniors in the community. A combination of state/federal funded services, commonwealth designated lottery funding increased from lottery reserves to restore revenues to AAAs and cost share and donations from seniors able to contribute are needed.

Protective Services education and training efforts by the AAA must relate the legal responsibilities of the AAA to nursing facilities, hospital, home health agencies and the general public to aide in recognizing and confronting this growing problem. Helping others understand the law, its definitions and use its precepts appropriately is an on-going community wide process.

Ongoing education is done at local facilities. As the economy has declined financial exploitation of seniors has shown an increase. Increased outreach to community financial institutions may help decrease this growing concern.

#### **SECTION 4: STRATEGIES AND MEASURABLE OUTCOMES**

How may we meet the challenges?

Wayne County has increased the provider pool slowly but surely over the past few years. With no funding increase in sight to pass on to service providers, there is a concern that they will face hard decisions of whether remaining in business is a viable option. The reality is that without more funding to pay home care providers so that they can attract and retain workers, provide benefits and pay mileage, the ground we have gained may be easily lost. The AAA will engage providers in neighboring counties and towns to potentially serve the underserved areas of Wayne County. The need to contain the reimbursement rate because of budget responsibility is an impediment to this goal. The AAA will look to address this issue with neighboring AAAs and the Pennsylvania Department of Aging by researching regional rates and by continuing workforce discussions locally. Adequate staff for Wayne County Human Services including the AAA is needed to help seniors and families insure the most knowledgeable assistance and counseling. Consumer choice is dependent on provider availability. We did employ the consumer directed model into our OPTIONS choices, which helps bring needed services to consumers where providers cannot access them. New, innovative consumer directed and flexible consumer control programs will increase choice and provide flexibility. Costing less than nursing facility expenses and less than traditional provider-based services, these programs will help to stretch limited Medical Assistance and block grant resources.

Access to methods and programs which allow seniors to learn and practice healthy living, see health practitioners, exercise, prevent falls and other injury, learn about health insurance and long term care insurance, legal and other benefits need to be more easily obtained. Utilizing existing locations where families and seniors gather and transporting seniors to locations which offer information will help increase ways to expose seniors to valuable and informative activities. Expanding utilization of community centers, libraries, senior club locations, and doctors' offices can be effective conduits for current information or activities.

Meeting the needs of older Wayne County residents living in extremely rural areas of the county, and the ensuing social isolation that occurs for some will continue to be a priority in this plan. While the southern and central areas within the county have seen marked growth in the past decade there are still areas of the county with long distances between habited residences. The population of Wayne County continues to rise, despite predictions. While our population is not as culturally diverse as some of our neighboring counties, we realize that as our population continues to grow our cultural diversity will also expand. Educating both staff and our community about the needs of seniors and families of diverse ethnic backgrounds will be an ongoing process in all avenues of information, referral and service.

In studying the past plan, we realize that much has been accomplished, yet there is still much work to be done. We hope that financial constraints do not hinder our growth and look to the Department of Aging to continue to

make fiscally responsible decisions that will help our consumers remain in their home where we can help them grow old with dignity and respect. We look forward to initiating changes that will help us expand the assistance we offer, even if it may be differently than we have in the past.

Goal #1			
Increase awareness of the array of services offered by Wayne County AAA			
Objective 1	Have Agency personnel speak at local Senior Centers and Aging and Disability Resource Center cross-trainings to educate consumers and professionals.		
Objective 2	Have Agency personnel speak to community groups in the outlying areas on the services that are available.		
Objective 3	Network with the local hospital to ensure that area physicians and professionals are aware of our services.		
Objective 4	Advocate on behalf of the community for appropriate needed funding.		
Strategy	Timeframe	Outcome/Measure	Performance Measure
Schedule and provide opportunities for seniors and members of the community to learn about the services and about healthy lifestyle choices.	Ongoing /at least Quarterly	Consumer will be more knowledgeable about services available. (Survey)	Survey sent to consumers on at least a semi-annual basis.
In conjunction with the Pennsylvania Department of Aging and Office of Long-Term Living current information and educational resources will be available.	Ongoing	Consumer will be more knowledgeable about services available. (Survey)	Pamphlets updated quarterly, review survey results.
Involve media, unbiased experts, staff and knowledgeable community members to provide information to all seniors and those interested	Ongoing	Consumer will be more knowledgeable about services available. (Survey)	Create a log for information sessions, review survey results and respond appropriately within budgetary guidelines with strategies that address legitimate concerns
Promote Wayne County AAA's newly designed and informative website as another means of educating the community.	Ongoing	Consumer will be more knowledgeable about services available. (Survey)	Create counter for Website to count number of visits to site
Provide pamphlets and service information to doctor's offices, churches, service organizations and places older residents frequent, as well as those approaching age 60.	Ongoing/Follow-up Quarterly	Consumer will be more knowledgeable about services available. (Survey)	Create log for disbursement sites and frequency of use.

Goal #2			
<i>Increase service availability to allow consumers to remain in their homes for as long as possible.</i>			
<b>Objective 1</b>	Network with local agencies		
<b>Objective 2</b>	Educate partners on consumer needs to facilitate those needs being met.		
Strategy	Timeframe	Outcome Measure	Performance Measure
Nurture the in-home supports that are available and grow home and community-based services delivery system	Ongoing	Increased community services such as Adult Daycare, Senior Housing supply, more flexible directed-care services.	Reach out to delivery systems on a monthly basis to discuss gaps and solutions.
Foster communication with the transportation department, to make viable, convenient transportation to needed appointments a reality.	Ongoing/Quarterly	Increased community services such as Adult Daycare, Senior Housing supply, more flexible directed-care services.	Attend Transportation meetings quarterly to increase communication and highlight any areas of concern or achievement.
More education for consumers on which services are available, as well as education for those who are not yet receiving our services, so that they can make good, healthy choices.	Ongoing/Quarterly	Increased community services such as Adult Daycare, Senior Housing supply, more flexible directed-care services.	Have educational events in different areas of the community (at least per quarter).
Create a plan effective in recognizing the characteristics of our developing senior population.	Survey/At least semi-annually	Increased community services such as Adult Daycare, Senior Housing supply, more flexible directed-care services.	Contact providers on a quarterly basis to improve communication and foster implementation of needed services.
Goal #3			
<i>Meet Critical Needs by delivering vital and necessary services.</i>			
<b>Objective 1</b>	Increase access to chore services, i.e. minor home repair and yard work.		
<b>Objective 2</b>	Help facilitate a delivery system for consumers' prescriptions in the outlying areas.		
Strategy	Timeframe	Outcome Measure	Performance Measure
Create a volunteer database for meeting consumers' needs in the community. Due to our rural setting, these are services that have not been able to be maintained.	Jan 2013 – June 2014	Increased use of chore services and requests for service/info, increased availability of medication delivery increased access to volunteers for projects.	We will create a volunteer database of volunteers with CHB/clearances who will be available to assist consumers in underserved rural areas and monitor successful assistance

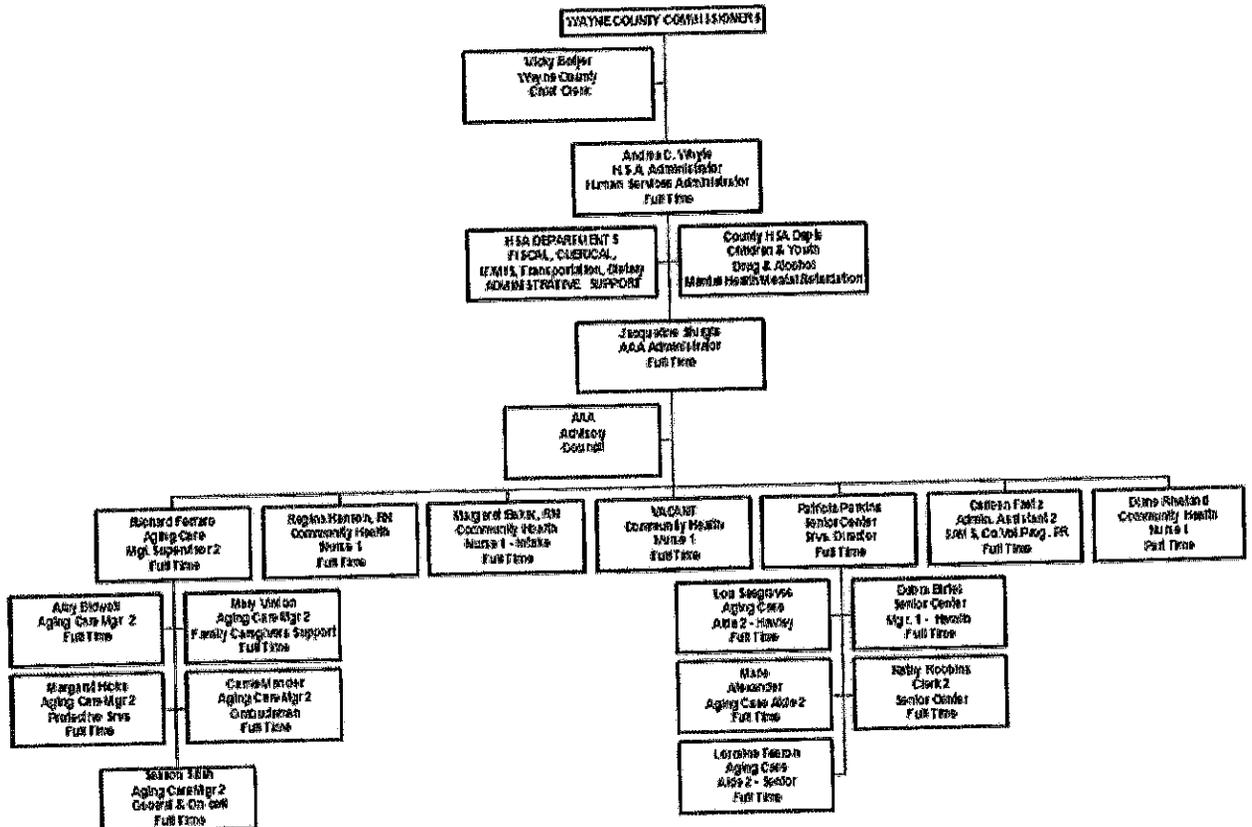
<b>Goal #4</b>			
<b>Provide opportunities to maintain health and activity levels to all Wayne County older adults.</b>			
<b>Objective 1</b>	Promote educational opportunities to learn about healthy nutrition, exercise, good mental health and where to find resources.		
<b>Objective 2</b>	Encourage senior center program participation by recognizing emerging interests.		
<b>Objective 3</b>	Explore creation of opportunities for activities in stimulating locations.		
<b>Objective 4</b>	Expand on the importance of seniors taking an active and involved role in monitoring the effects of medications and medical treatment. Increase awareness of prevention for seniors and all in our communities.		
<b>Strategy</b>	<b>Timeframe</b>	<b>Outcome Measure</b>	<b>Performance Measure</b>
Utilization of Agency Newsletter and press releases	Quarterly	Increased number of educational events/attendance.	At least quarterly use of newsletter/media to promote educational opportunities and attendance at events.
Consumer-focused activities	Quarterly	Development of intergenerational community programs to promote health and wellness for all, including seniors.	At least quarterly use of newsletter/media to promote educational opportunities.
Staff training on chronic disease management	Jan 2013	Development of community education program to promote healthy aging and illness prevention.	Utilize trainer to train locally for evidence-based chronic disease management.

Goal #5			
Be innovative and future-focused in planning and initiatives			
Objective	Timeframe	Outcome Measure	Performance Measure
<b>Objective 1</b>			Network with community professionals, as well as community members to gather ideas and develop partnerships that will allow for growth.
<b>Objective 2</b>			Obtain additional funding through new initiatives and grant opportunities.
<b>Objective 3</b>			Advocating on behalf of the community we serve for appropriate funding for programs our consumers need and deserve.
<b>Objective 4</b>			Strategically plan to increase revenue from any and all sources.
<b>Strategy</b>			
Enhance provider network to facilitate the transition process to home from hospital or nursing home.	July 2013	Network with hospitals and physician offices on client-centered care and transition process	Increase attendance at transition team meetings .Increase the number and percent of aging consumers assisted.
Research and review grant opportunities and funding sources for new initiatives as they become available.	Ongoing/Quarterly	Increase access to grant/initiative funding	On an annual basis, increase grants applied for by 1, increase application to private, corporate and community resources for specific needs, as appropriate.
Communicate with elected officials on at least a quarterly basis to keep them apprised of issue, concerns and accomplishments in the field.	Ongoing/Quarterly	Maintain and/or increase available funding	Document log/record of communications
Train staff on evidence-based care transitions to increase potential for utilization in our service area.	July 2013	Improve education in our area on care transition technique	Increase in number of trained staff trained

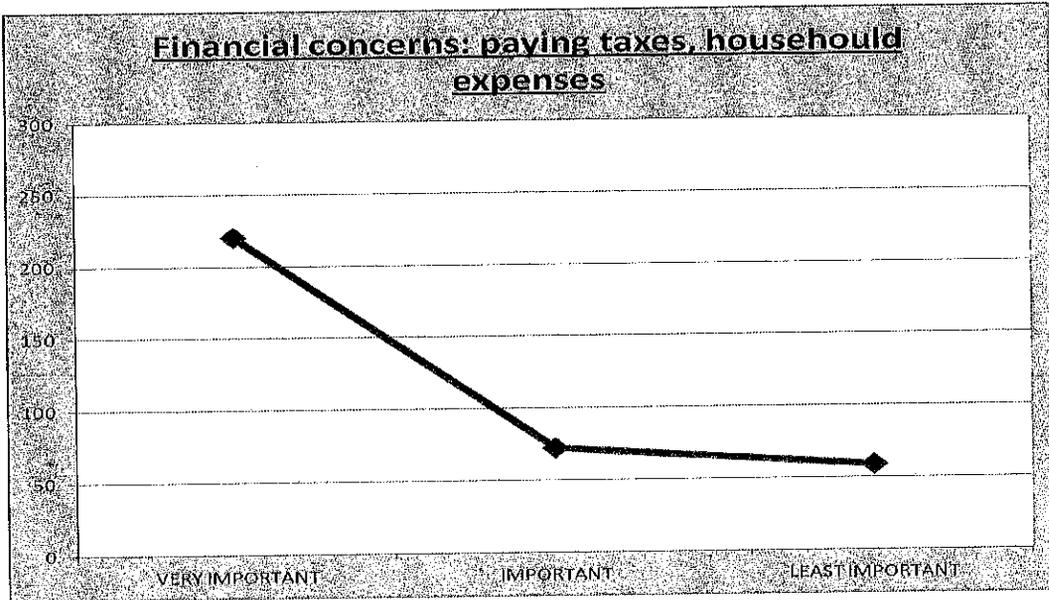
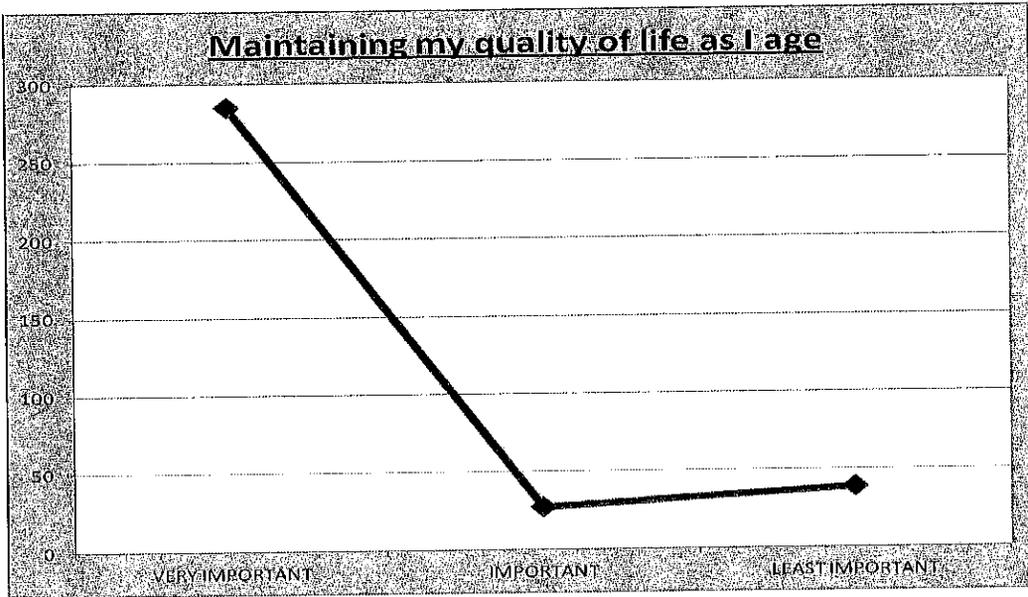
ATTACHMENT A

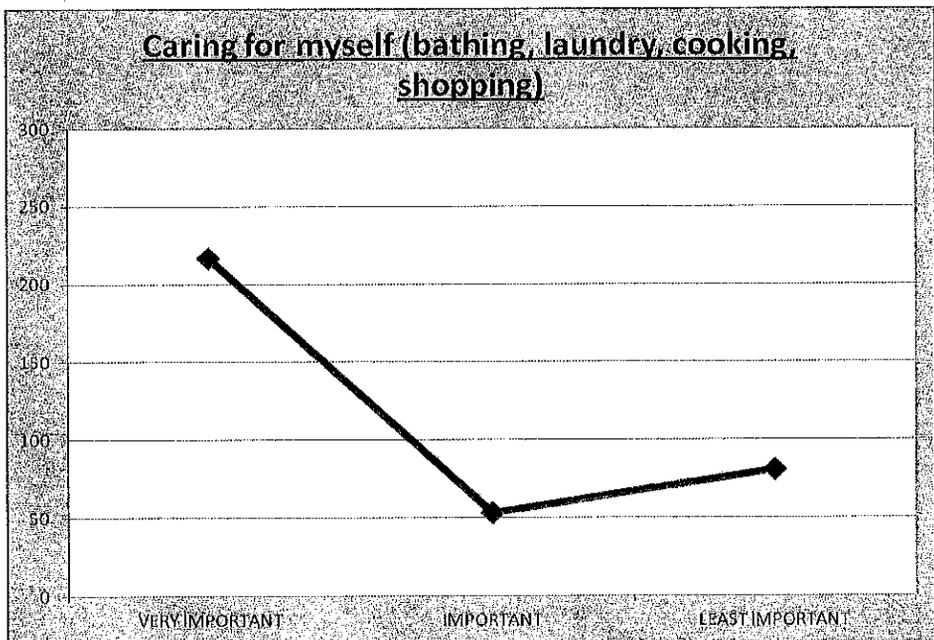
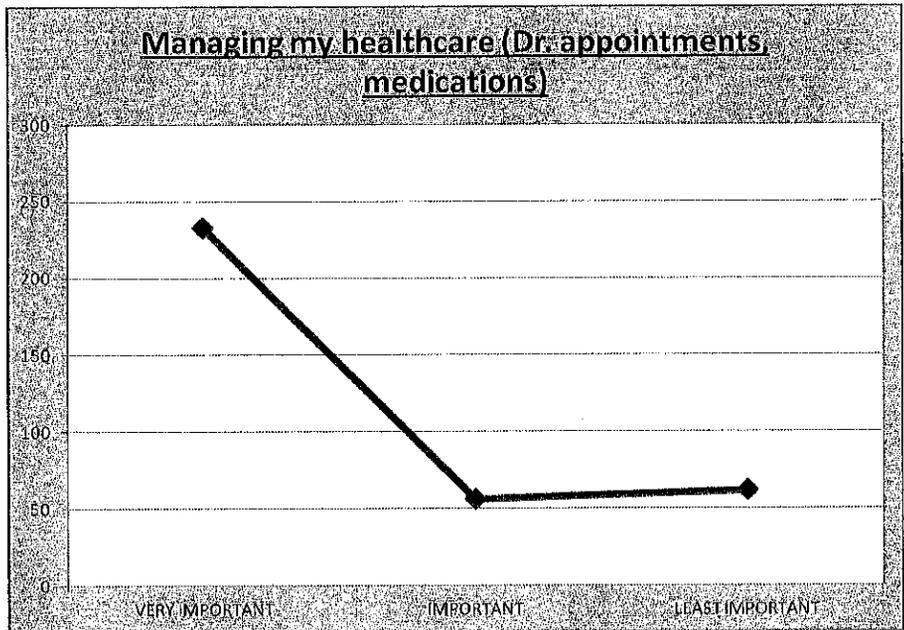
Organizational Chart

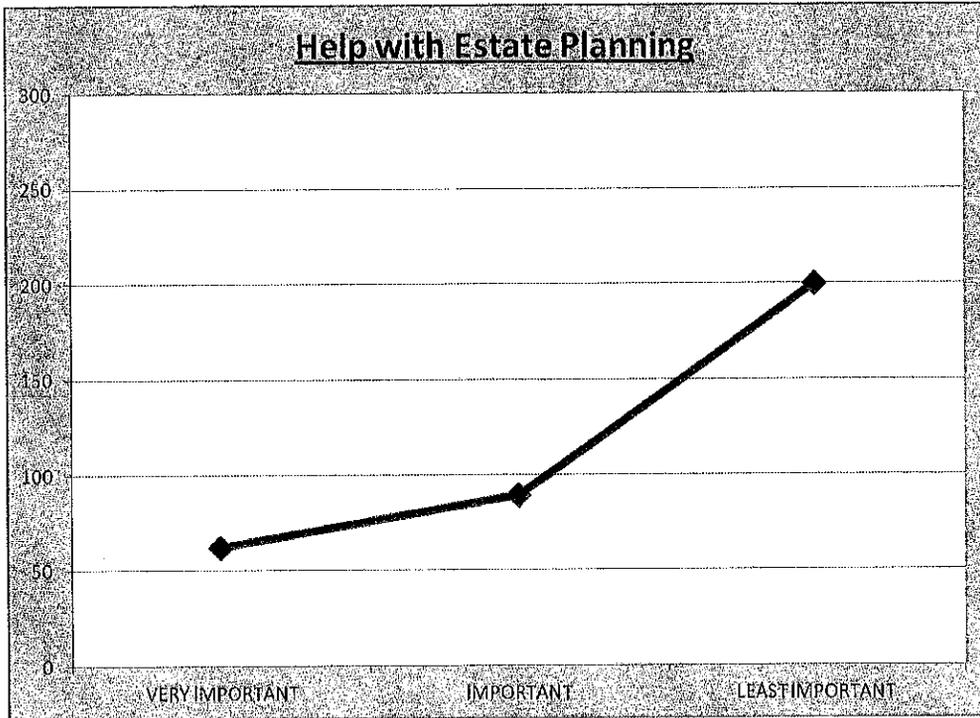
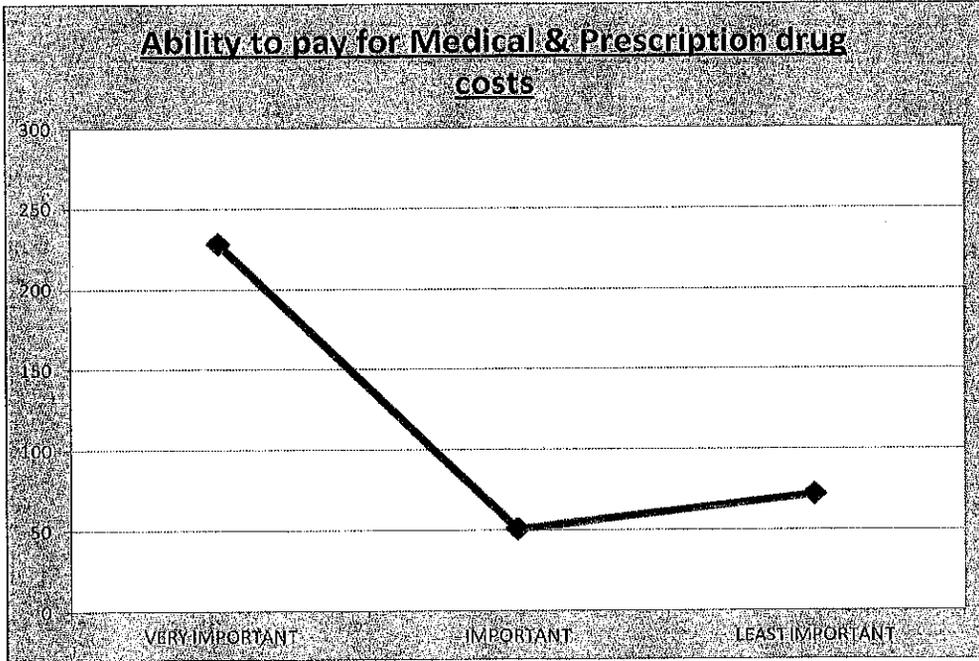
WAYNE COUNTY OFFICE OF HUMAN SERVICES  
Wayne County Area Agency on Aging  
3/13/2012

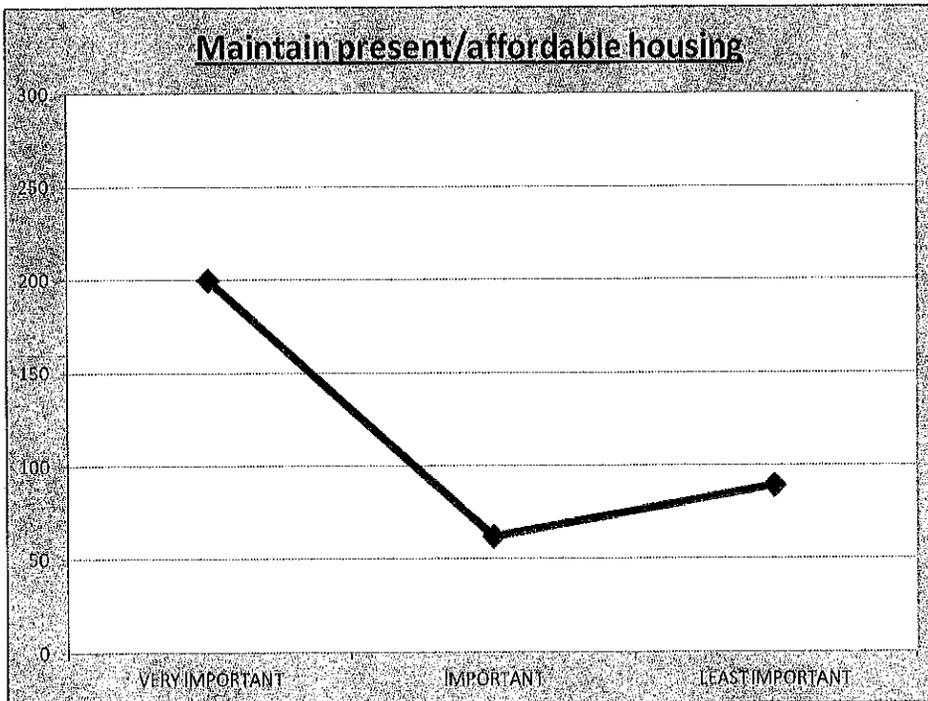
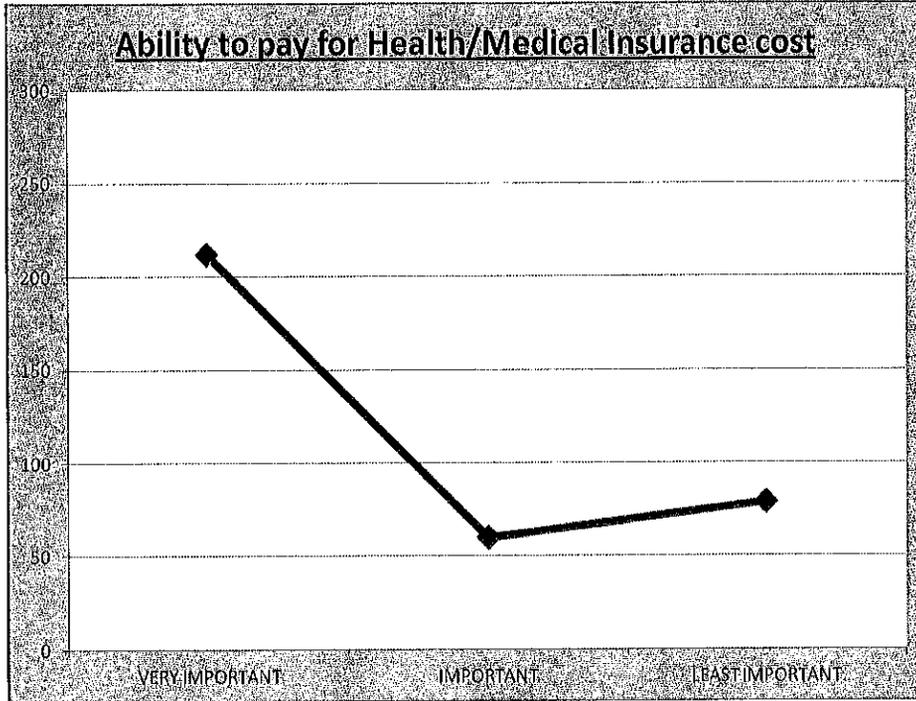


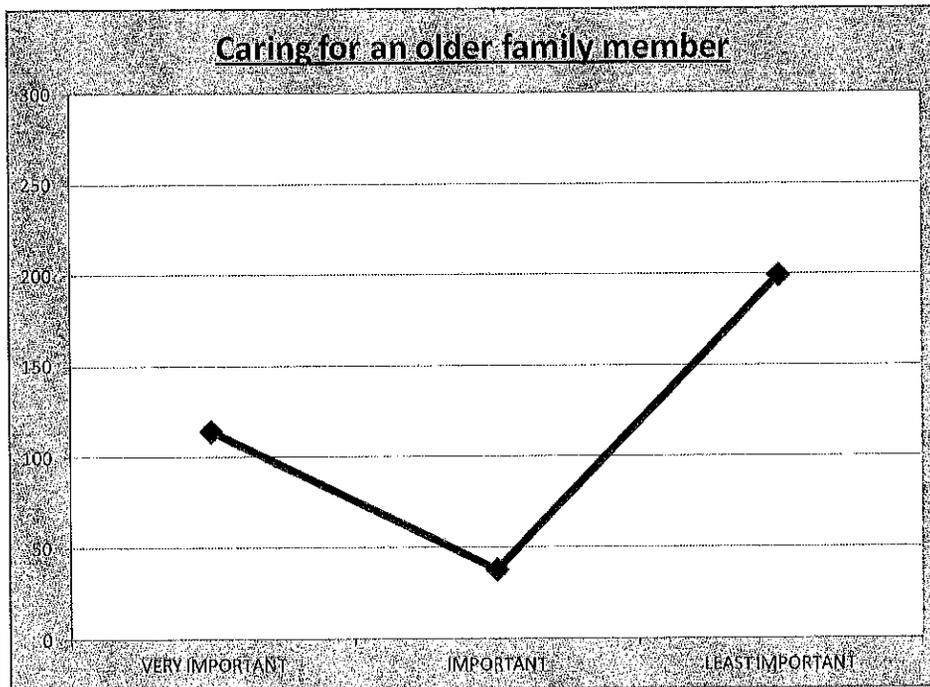
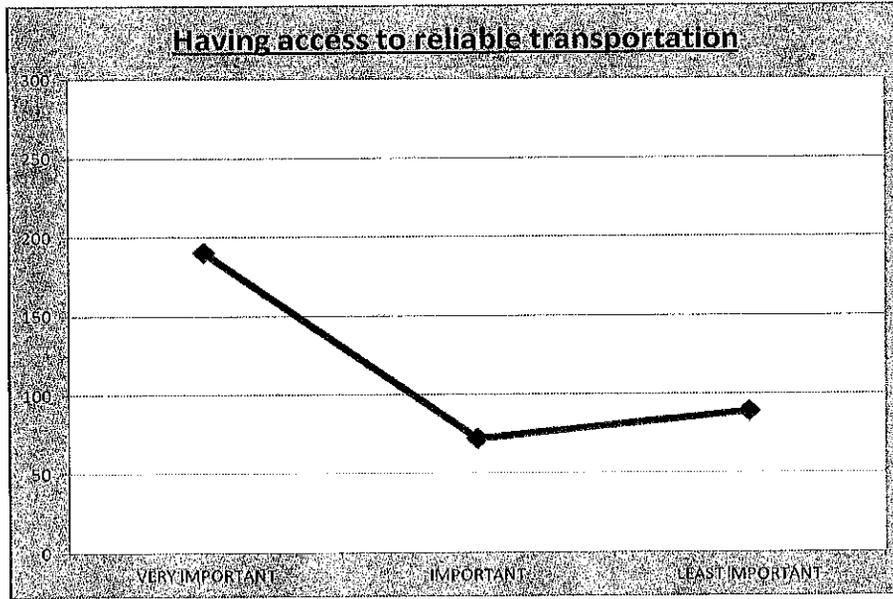
Attachment B

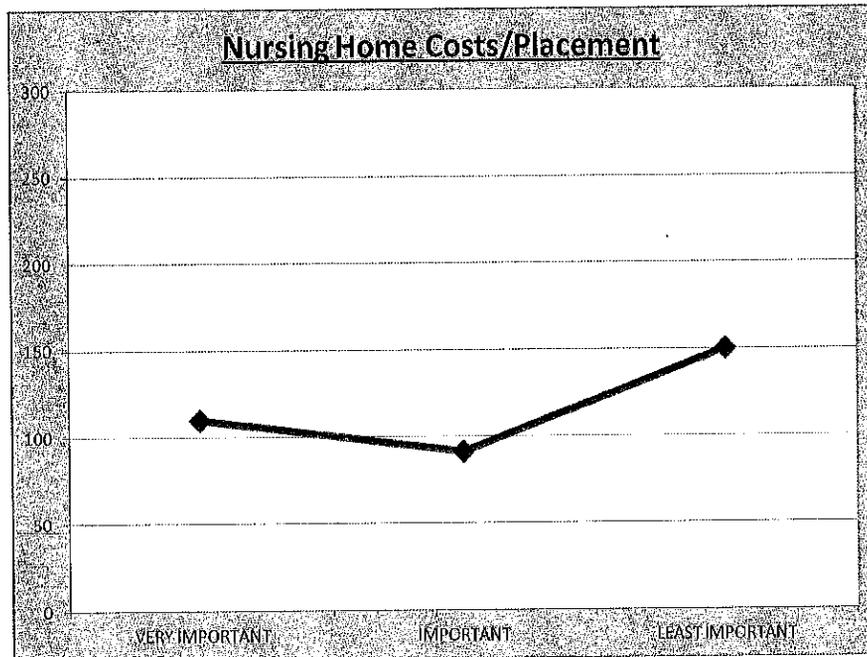
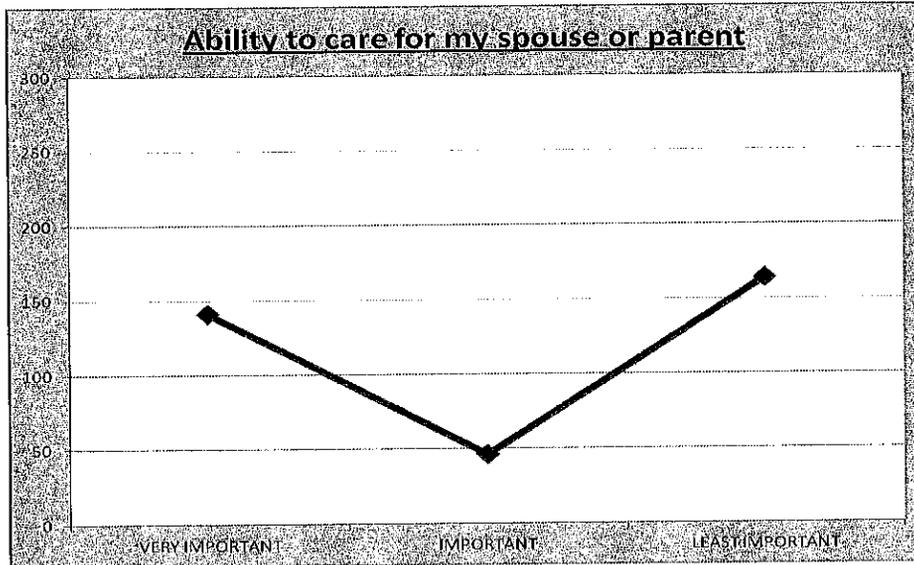


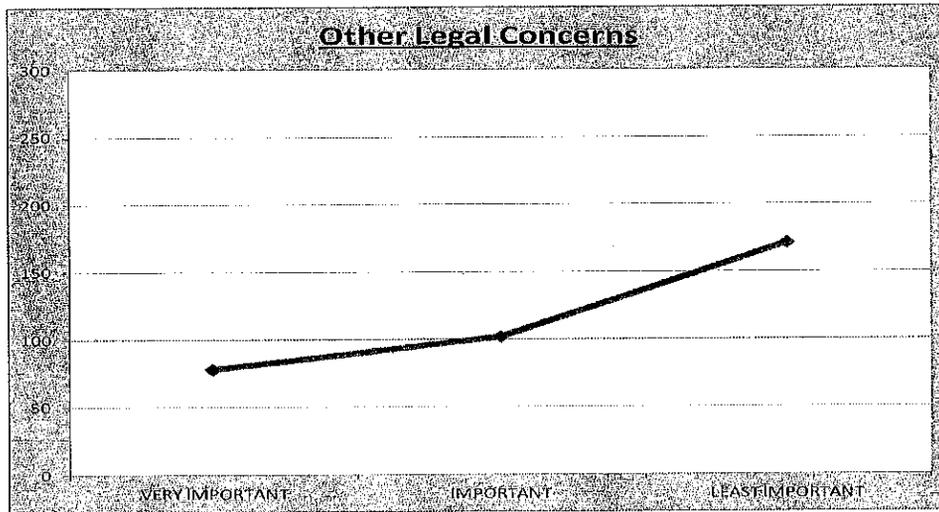
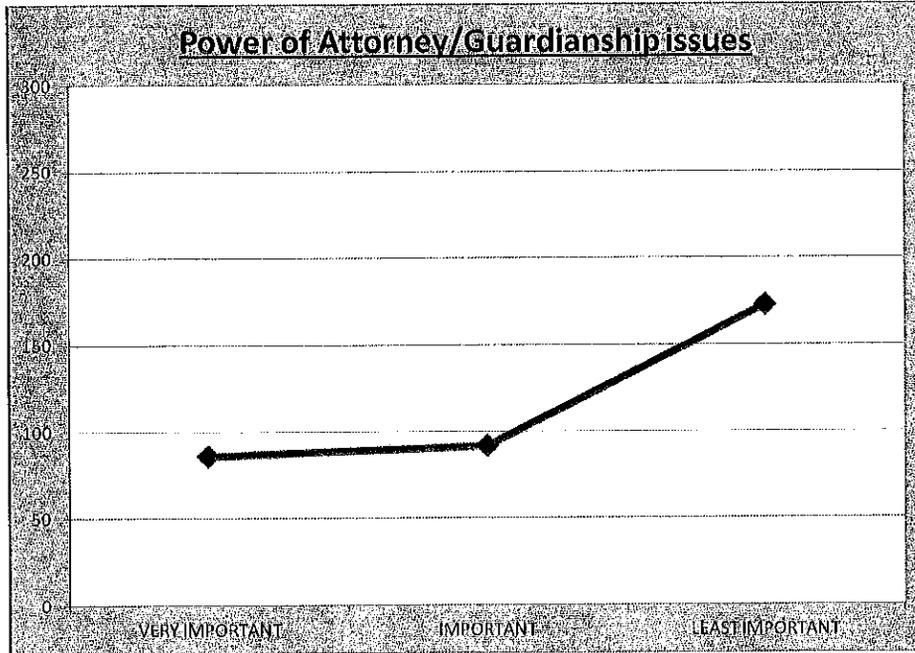


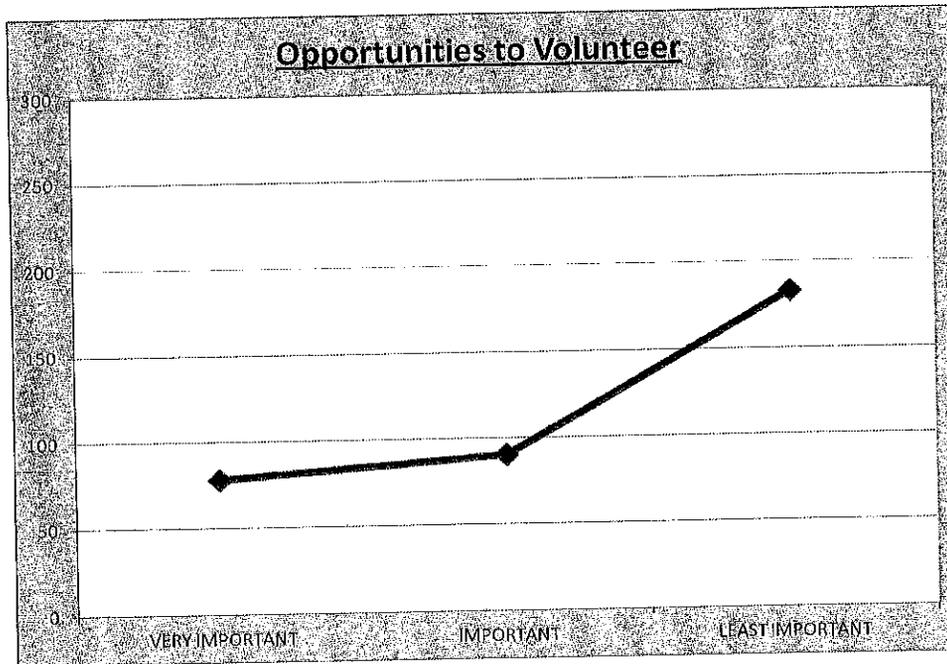
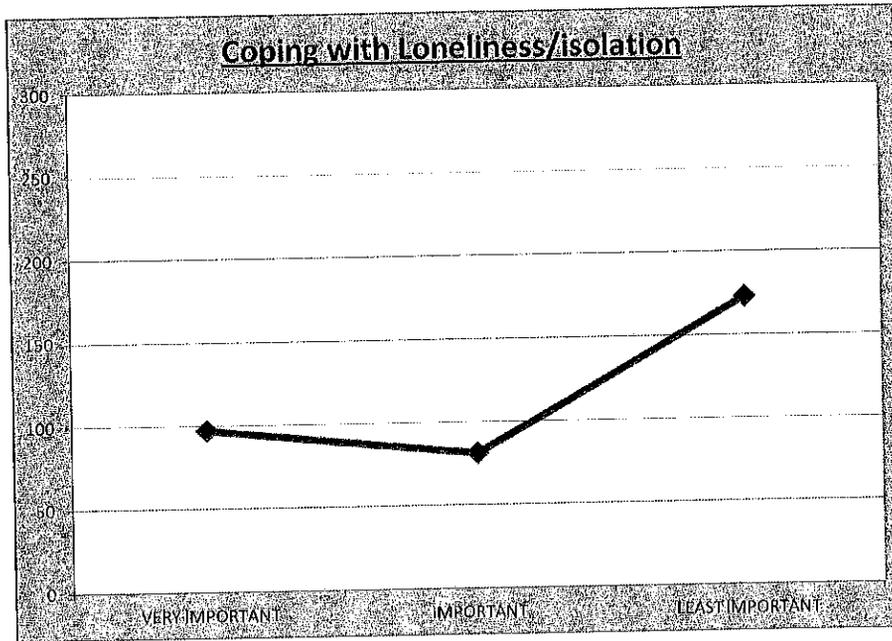


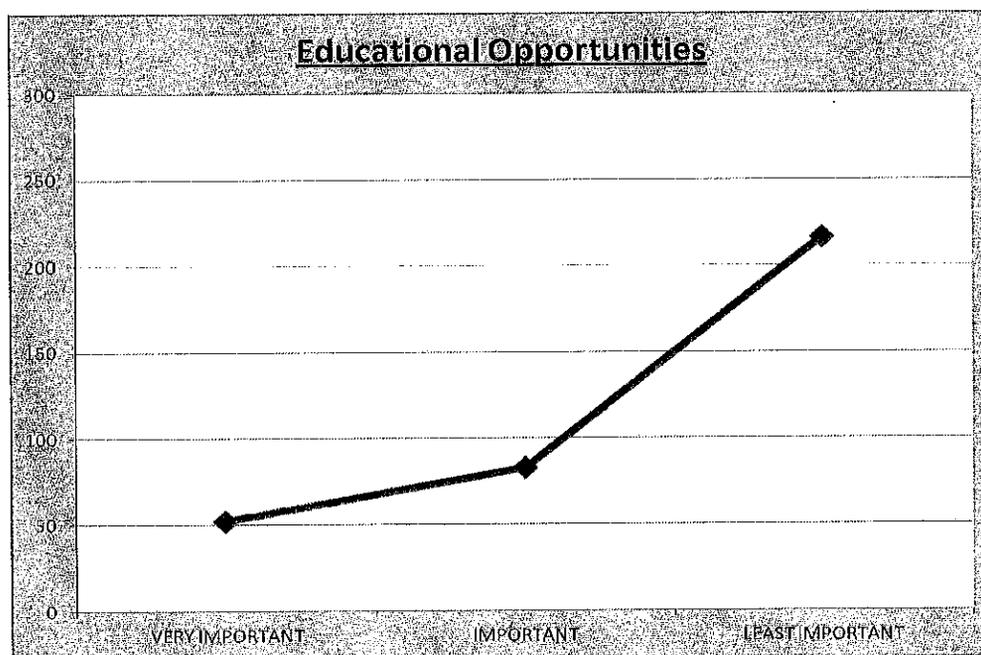
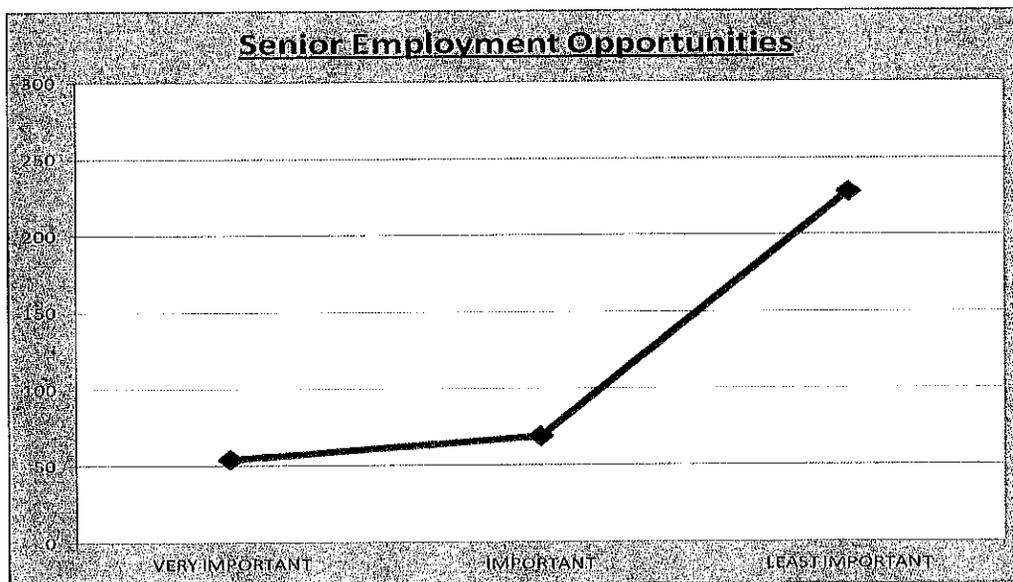




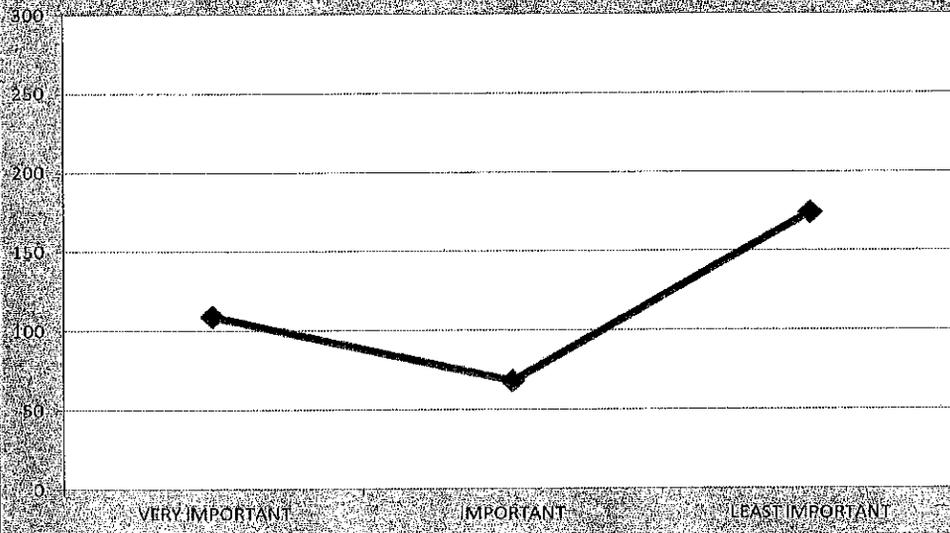




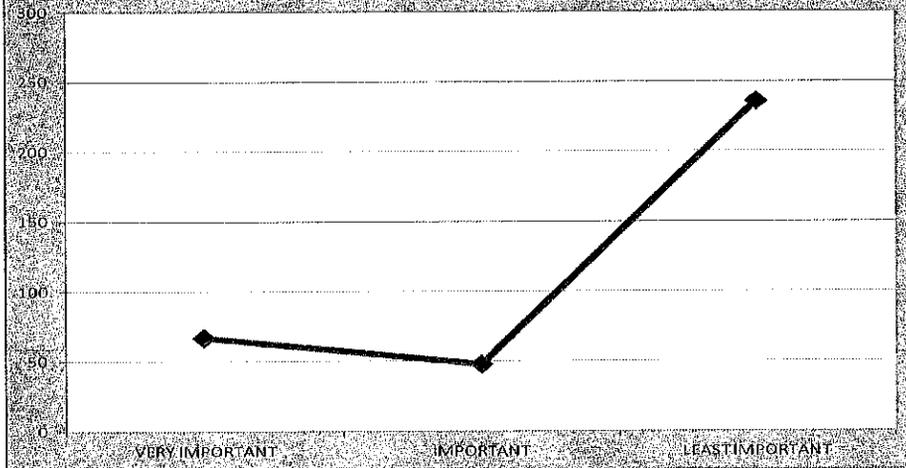




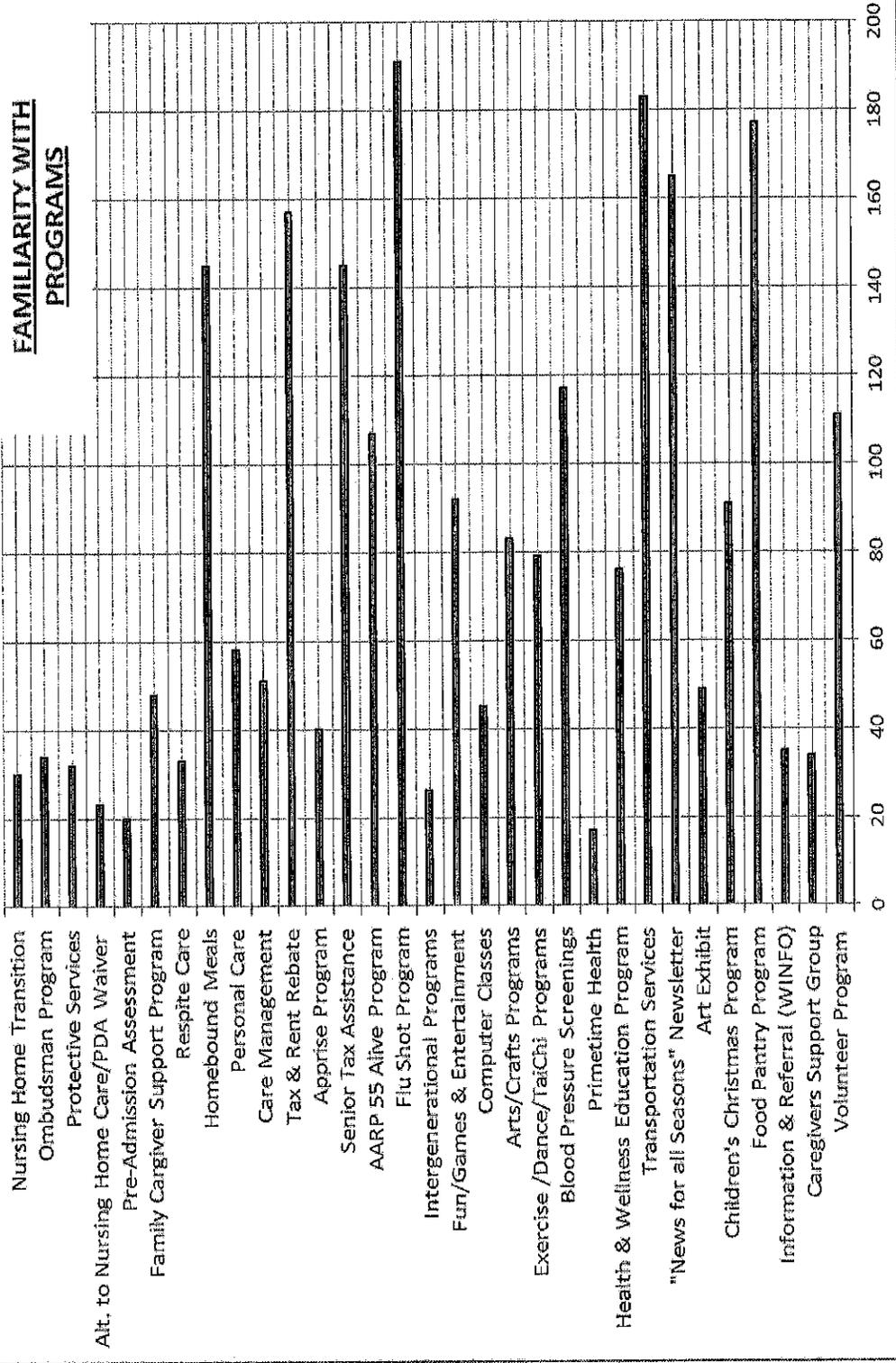
**Finding someone reliable to come into my home to help**



**Adult Day Care for an aging member of my family**



**FAMILIARITY WITH PROGRAMS**



**PART B.**

**AREA PLAN PART B**

Section 1. Signature Page/Standard Assurances Commonwealth of Pennsylvania  
Department of Aging

FY2012-16 Area Agency on Aging

Four-Year Area Plan on Aging

Signature Page

Area Agency on Aging Name and Address:

Wayne County Area Agency on Aging  
323 10<sup>th</sup> Street  
Honesdale, PA 18431

I/we certify that I/we are authorized to submit this Plan on behalf of the designated Area Agency on Aging and agree to abide by regulations issued by the Pennsylvania Department of Aging, the U.S. Department of Health and Human Services, and the U.S. Department of Labor. I/we further certify that the general public has had the opportunity to review and comment on this Plan through the public hearing process and that written policies, procedures or agreements, as appropriate, have been developed in accordance with Part B, Section 3, and are on file for review and approval, as appropriate, by Department of Aging officials.

I/we assure that services and programs of the Area Agency on Aging will be managed and delivered in accordance with the Plan submitted herewith. Any substantial changes to the Plan will be submitted to the Department of Aging for prior approval.

I/we hereby expressly, as a condition precedent to the receipt of State and Federal funds, assure:

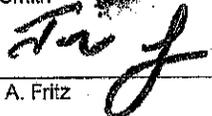
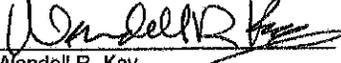
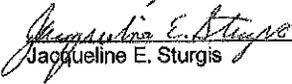
That in compliance with Title VI of the Civil Rights Act of 1964; Section 504 of the Federal Rehabilitation Act of 1973; the Age Discrimination Act of 1975; The Americans with Disabilities Act of 1990; The Pennsylvania Human Relations Act of 1955; as amended; and 16 PA Code, Chapter 49 (Contract Compliance regulations):

- 1) I/we do not and will not discriminate against any person because of race, color, religious creed, ancestry, national origin, age, sex, or handicap:
  - a) In providing services or employment, or in its relationship with other providers;
  - b) In providing access to services and employment for handicapped individuals.
- 2) I/we will comply with all regulations promulgated to enforce the statutory provisions against discrimination.

I/we further hereby agree that all contracts for the provision of services addressed herein will require contractors to comply with these same provisions.

I/we certify that the advisory council of the Area Agency on Aging has participated in the development of this Plan and has reviewed the Plan as herewith submitted.

Signature(s) of County Commissioners

	Title	Date
 Brian W. Smith	Chairman	6/28/12
 Jonathan A. Fritz	Member	6/28/12
 Wendell R. Kay	Member	6/28/12
 Jacqueline E. Sturgis	Administrator, Wayne County Area Agency on Aging	6/28/12

Part B, Section 2

DOCUMENTATION OF PARTICIPATION BY THE AREA  
AGENCY ON AGING ADVISORY COUNCIL

PSA NO. 52

NAME OF AAA: Wayne County Area Agency on Aging

PLAN PERIOD FROM July 1, 2012 TO June 30, 2016

In accordance with § PA Code, Section 35.23, a (1) and (2) and the Older Americans Act of 1965, amended, I certify that the Area Agency on Aging Advisory Council has had the opportunity to assist in the development of this Plan. I further certify that the Area Agency on Aging Advisory Council has participated in at least one Public Hearing held on this Plan.

The Area Agency on Aging Advisory Council  does  does not recommend approval of this Plan.

*Donna M. Virtos, President*  
Signature of the Chief Officer of the Area  
Agency on Aging Advisory Council

Donna M. Virtos, President  
Typed Name and Title

4/25/12  
Date

## Part B. Section 3

### Listing of Plan Assurances and Required Activities

#### Older Americans Act, As Amended in 2006

##### ASSURANCES

The Older Americans Act of 1965, as amended, requires each Area Agency on Aging (AAA) to provide assurances that it will develop a Plan and carry out a program in accordance with the Plan. Each AAA must comply with the following provisions of the Act and written policies, procedures or agreements, as appropriate, must be on file in the AAA office and available for review and approval by Department of Aging officials.

##### Area Plans

- Assurances that an adequate portion, as required under section 307(a)2) of the amount allotted for part B to the planning and service area will be expended for the delivery of the following categories of service: access to service – transportation, health service, outreach, information assistance, and case management; in-home services – supportive services for families of older individuals who are victims of Alzheimer's disease and related disorders with neurological and organic brain dysfunctions; and legal assistance.
- Assurances that the AAAs will report annually to the State agency in detail the amount of funds expended for each such category during the fiscal year most recently concluded.
- Assurances that the AAAs will a) set specific objectives, consistent with state policy, for providing services to older individuals with greatest economic need, older individuals with greatest social need, and older individuals at risk for institutional placement; b) include specific objectives for providing services to low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas and include proposed methods to achieve these specific objectives.
- Assurance that AAAs will include in each agreement made with a provider of any service under this title, a requirement that such provider will: a) specify how they intend to satisfy the service needs of low-income minority individuals, older individuals with Limited English Proficiency, and older individuals residing in rural areas in accordance with their need for such services; and, to maximum extent feasible, provide services to low-income minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas in accordance with their need of such services; and meet specific objectives established by the AAA for providing services to low-income minority individuals, older individuals with Limited English Proficiency, and older individuals residing in rural areas within the planning and service area.
- Each AAA shall: identify the number of low-income minority older individuals and older individuals residing in rural areas in the planning and service area; describe the methods used to satisfy the service needs of such minority older individuals, and provide information on the extent to which the AAA met the objectives described in clause (a)(4)A)(i).
- Assurances that the AAAs will use outreach efforts that will identify individuals eligible for assistance under this Act with special emphasis on: older individuals residing in rural areas; older individuals with the greatest economic need (focus on minority and rural populations); older individuals with the greatest social need (focus on minority and rural populations); older individuals with severe disabilities; Limited

English Proficiency; Older individuals with Alzheimer's disease and related disorders with neurological and organic brain disorders (and their caretakers); older individuals at risk for institutional placement; and assurances that each activity including planning, advocacy, and systems development will focus on the needs of low-income minority older individuals and older individuals living in rural areas.

- Assurances that AAAs will coordinate planning, identification, assessment of needs, and provision of services for older individuals with disabilities, with particular attention to individuals with severe disabilities and individuals at risk for institutional placement, and with agencies that develop or provide services for individuals with disabilities.
- Assurances that, in coordination with the State agency and the State agency responsible for mental health services (Department of Public Welfare), increase public awareness of mental health disorders, remove barriers to diagnosis and treatment, and coordinate mental health services provided with funds expended by the AAA with mental health services provided by community health centers and by other public agencies and non-profit private organizations.
- Assurances that the AAAs, in carrying out the State Long-Term Care Ombudsman program under section 307(a)(9), will expend not less than the total amount of funds appropriated under this Act and expended by the agency in fiscal year 2000 in carrying out such a program under the title.
- Information and assurances concerning older individuals who are Native American including a) information concerning whether there is a significant population of older native Americans in the planning and service area and, if so, an assurance that the AAA will pursue activities, including outreach, to increase access of those Native Americans to programs and benefits under this title; coordinate the services the AAA provides under this title with services provided under Title VI; and make services under the area plan available to the same extent such services are available to older individuals within the planning and service area, to older Native Americans.
- Assurances that the AAA will maintain the integrity and public purpose of services provided, and require service providers under this title in all contractual and commercial relationships to do the same.
- Assurances that the AAAs will disclose to the PDA each nongovernmental entity with which such agency has a contract or commercial relationship to providing any service to older individuals and the nature of such relationship.
- Assurances that the AAAs will demonstrate how the quality and quantity of the services to be provided under this Title by such agency will be enhanced as a result of such non-governmental contracts or commercial relationships.
- Assurances that the AAAs will, on the request of the Assistant Secretary or the PDA, for the purposes of monitoring compliance with this Act – including an audit – disclose all sources and expenditures of funds the AAA receives or expends to provide services to older individuals.
- Assurances that funds received under this Title will not be used to pay any part of a cost (including administrative cost) incurred by the AAA to carry out a contract or commercial relationship that is not related to this Title.
- Assurances that funds received under this title will be used to provide benefits and services to older individuals, giving priority to older individuals who have low income, Limited English Proficiency, Minority status or reside in rural areas identified in paragraph 4(A)(i) and in compliance with the assurances specified in paragraph 13 and the limitations specified in paragraph 1 and the limitations in section 212.

Part B. Section 4

**WAYNE COUNTY AREA AGENCY ON AGING  
SUMMARY OF PROCEEDINGS OF THE WAYNE COUNTY AAA FOUR YEAR PLAN PUBLIC  
HEARING  
April 26, 2012**

Public input was obtained through several different avenues, one of which was an advertised Public Hearing. In addition to the Public Hearing, a survey was distributed to consumers, providers and members of the community. Public meetings were held across the County where input was also sought.

The results of the Needs Assessment Survey input received from public meetings, and the Four Year plan were discussed at the Public Hearing. Those present were in agreement with plans to increase public outreach and education.

Networking with other human service agencies and the ADRC Link were discussed as avenues to increase awareness. It was brought up that the AAA newsletter, *News for All Seasons*, had always been a good tool to use for communication and education regarding what programs and services are available through our agency. Enhancing awareness of the newsletter's availability and making it more accessible could also play a part in increasing awareness of services.

The need for an accessible Adult Daycare was recognized by those present, and there was agreement that this was a need in the community.

There was discussion on the other areas highlighted, including the need in the outlying areas for prescription delivery and for chore services. Further research into availability of volunteers, clearances and access to services were noted as important.

Ms. Sturgis discussed that while changes in our systems are inevitable, we would continue to be as proactive as we could to manage those changes in partnership with the Department of Aging and look to continue to serve our consumers as effectively as possible.

Those present felt that the Four Year Plan was both comprehensive and realistic, and no changes were suggested.

The meeting was adjourned at 2:40 p.m.

**WHAT'S THE LATEST** By Peter Becker Managing Editor

## Wayne County Area Agency on Aging welcomes input on planning

### What's the latest?

Across the State, each Area Agency on Aging is undertaking the process of developing a plan for the next four years. They will be looking to the people who use their services, and their families as well as those within the Agency, providers and all residents to help us in this process.

At their January meeting, the Wayne County Area Agency on Aging Advisory discussed the contents of the survey and how it affects seniors and their families pertaining to how their quality of life can be enhanced.

### Why it is important

The council meets quarterly to discuss issues facing our senior population. They direct the agency with vision, strategic planning, and advocacy particularly with local and state elected officials, and state bodies. Issues the Council has successfully tackled include: creation of the Commonwealth's Department of Aging; affordable

senior housing in Wayne County, services delivered to seniors in their homes so as support their desire to remain in their own homes and communities, creation of and the building of senior centers, transportation, the availability of PAACE to cover RX drugs, etc.

### Public input needed

The public's input will be an essential part of this process. "We strive to provide the best services we can within the limitations of the funding that we have available. Key components to this will be hearing from you on what is working well, where there is room for improvement, and what needs are not being met," said Laurie Adams, Recording Secretary, in her report.

### Who's involved

Council members include Danna Vinton, President; Ruth Wenk, Vice President; Lorna Fries; Luella Coe; Alberta Correll;



Wayne County Area Agency on Aging Advisory Council, from left, front row: Bettie Hopler, Marge Gregor, Juanita Pisano. Back row: Alberta Correll, Joe Papp, Danna Vinton, Andy Whyte, Human Services Administrator and Kathleen Terry, acting Recording Secretary. CONTRIBUTED

Margery Gregor, Carol Janet Williams, Bettie Hopler, Fran Lloyd, Joe Papp, Elizabeth Sullivan, Bruce Mackle, Cornelius "Mickey" Mahoney and Juanita Pisano.

Senior Center, 10th Street in Honesdale, and may be contacted at (570)253-4262.

### A birthday...

The January meeting ended with a birthday celebration. Members Juanita and Marge shared a birthday on January 12th. Both are active volunteers and have been for many years.

### Information please

Offices of the Wayne County Area Agency on Aging are located at the Earl J. Simons

W.F.  
Weekend Feb 11-13, 2012

# News

QUESTIONS? EDITOR@WAYNEINDEPENDENT.COM

WAYNE COUNTY

## Agency on Aging asks elders for help

The Wayne County Area Agency on Aging (Aging office) serves those 60 and over in our Wayne County community. For many years our staff has gone directly to our community of elders, those who have an older member in their family and those who are about to become elders to find out:

1. What is helpful.
2. What is not helpful.
3. What we need or would like to see in our community to support older persons.

We do so by speaking personally to whomever we can at whatever groups they may meet, and asking them to tell us what they think, what they hope for and also asking folks to fill out a short survey. Just so you know, this information will help us complete our Four Year Plan. The plan will cover the period July 1, 2012 to June 30, 2016. Our Four Year Plan along with the Four Year Plans from the other Area Agencies on Aging across the state will be used in helping the Pennsylvania Department of Aging develop a Four Year Plan for our whole state. In order for our plan to be as successful as possible, we need input from members of our community. We need to hear not only from those who are receiving our services now, but also those who may need our services in the future.

The responses provide us with an idea and direction, so that we may use whatever funding is available to be as responsive and effective as we can be to whatever our older community deems as important. Our goal: To make our community a nice healthy and stimulating place to grow older. If you can, please let those that you serve know about the survey and ask them to take the time to

ONLY IN FRONT

complete the survey so that we can do our best to address current needs, as well as future needs. We greatly appreciate your assistance.

If you have meetings that already occur that you feel our agency may be able to contribute information, or have a group with particular ideas or concerns please call me, or my assistant, Laurie, at 253-4242 to let us know who to contact.

Surveys need to be completed and returned by February 29th 2012.

1. The web address to complete the survey online is <http://aging.co.wayne.pa.us/survey>

2. A paper copy (salmon colored survey sheet) can be completed and returned to:

Wayne County Area Agency on Aging  
323 Tenth St.  
Honesdale Pa 18431

3. Surveys can also be dropped off at any Senior Center. In Hamlin at the Salem Township Bldg. in Hawley at 300 Park Place, in Honesdale at 323 Tenth St.

Once we are able to review the information collected from the surveys, data, analysis, discussion and conclusions will occur at several meetings to be announced. Also, the final plan to be submitted to the Commonwealth will be presented at a Public Hearing on April 28, at 1 p.m. at the Wayne County Area Agency on Aging in Honesdale. Look for legal announcements closer to that date.

Thank you for your time and help in participating on completing the survey.

**Part B. Section 5**  
**Memorandum of Understanding between WCMH/MR & WCAA**

*filed  
public relations*

WAYNE COUNTY COMMISSIONERS  
ANTHONY V. HERZOG, CHAIRMAN  
DONALD E. OLSOMMER SR  
ROBERT V. CARMODY

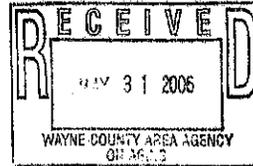


HUMAN SERVICES DIRECTOR  
ANDREA G. WHYTE  
MH/MR ADMINISTRATOR  
MARGARET ENNIS

**Wayne County Office of Mental Health & Mental Retardation**  
Park Street Complex  
648 Park Street, Honesdale, PA 18431  
Telephone (570) 253-9200 Fax (570) 647-0268

May 9, 2006

Mrs. Andrea Whyte  
Wayne County Area Agency on Aging  
323 Tenth Street  
Honesdale, PA 18431



Dear Mrs. Whyte:

We are forwarding this correspondence to you as part of the Wayne County Mental Health/Mental Retardation Administration's ongoing campaign of public information and education concerning the need for, and availability of, mental health/mental retardation related services for Wayne County.

The purpose of this letter is to serve as confirmation of certain agreements and practices that are in place to meet the identified needs of Mental Health/Mental Retardation consumers in Wayne County to ensure a clear understanding of the respective roles that the Wayne County Mental Health/Mental Retardation office and Wayne County Area Agency on Aging must play within the scope of mental health and mental retardation programs and administration.

Our agreement includes the following aspects:

1. Brief description of Mental Health/Mental Retardation Services

To provide diagnosis, care, treatment, rehabilitation and detention of the mentally disabled through nine services, including a centralized intake and case management system for the oversight of services and supports. The program also provides assessment, therapy, supports and facility based services. Services and supports are provided in the least restrictive setting possible, preferably in the consumer's own home and community. Community-based services and supports are reflective of the needs and desires of consumers and their families

2. Point of Respective Contact:

- a. The Administrator or his/her designee of Wayne County's Mental Health/Mental Retardation shall contact Wayne County Area Agency on Aging at 570-647-0210 to make referrals and/or to secure assistance during the agency's normal business hours.

- b. Wayne County Area Agency on Aging shall make referrals to Wayne County Mental Health/Mental Retardation during normal business hours, Monday through Friday, 8:00 a.m. to 4:30 p.m. by calling 570-253-9200.

3. Mandates and Responsibilities:

Role of Wayne County Mental Health/Mental Retardation

- a. Wayne County Mental Health/Mental Retardation will assist in providing mental health/mental retardation treatment along the full continuum of care for all residents of Wayne County.
- b. Wayne County Mental Health/Mental Retardation will work jointly with Wayne County Area Agency on Aging to arrange for necessary services which are best designed to meet the needs of the consumer.
- c. Wayne County Mental Health/Mental Retardation will respond to high risk situations by identifying consumers who are considered in need of Mental Health/Mental Retardation services.
- d. Wayne County Mental Health/Mental Retardation Administrator or Mental Health Specialist or Mental Retardation Specialist shall be available to participate in case conferences with Wayne County Area Agency on Aging in order to monitor case progress and activity involving our mutual consumers, when consent is given by the consumer or when ordered by the Court.

Role of Wayne County Area Agency on Aging

- a. Wayne County Area Agency on Aging shall respond to requests regarding Wayne County Mental Health/Mental Retardation consumers by contacting Wayne County Mental Health/Mental Retardation offices in an appropriate and timely manner.
- b. Wayne County Area Agency on Aging will receive referrals from Wayne County Mental Health/Mental Retardation and shall assess consumer need and eligibility for services as provided by Wayne County Area Agency on Aging.
- c. Wayne County Area Agency on Aging shall respect consumer confidentiality regarding mental health/mental retardation treatment as mandated by PA State and Federal Laws.

We recognize that Wayne County Area Agency on Aging may have substantial contact with mental health/mental retardation consumers. For this reason, a cooperative approach between both of our agencies is necessary to assure that a full range of services are available to these consumers without duplication of effort.

Wayne County Mental Health/Mental Retardation wants to confirm its intention to continue to work together with you in the best interest of our mutual consumers by:

- a. Respecting the respective functions of each agency and the critical role that each agency plays in responding to the urgent needs of persons who are in need of mental health/mental retardation services.
- b. Recognizing the importance of maintaining confidentiality regarding the names of consumers; and
- c. Responding to the needs of consumers as expeditiously and effectively as possible.

Wayne County Mental Health/Mental Retardation would like to thank you for your cooperation in meeting the needs of this very special population. We look forward to working with you in the future.

We request at this time that you complete the attached form to acknowledge receipt of this Memorandum and to express any concerns, comments, additions or corrections you might have. Thank you.

Sincerely,



MARGARET ENNIS  
MH/MR Administrator

NAME OF AGENCY: \_\_\_\_\_

I agree with the Memorandum of Understanding as written.

I would like to make the following additions or corrections to the Memorandum of Understanding:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

SIGNED: Andrew C. Long DATE: 05/31/06

(Please complete and return to the Wayne County Office of Mental Health/Mental Retardation, Park Street Complex, 648 Park Street, Honesdale, PA 18431, in the envelope which has been provided, or call 570-253-9200, if you have additional questions.)