

2024-2028 Local Area Plan  
Wayne County Area Agency on Aging  
PSA # 52  
Wayne County  
October 1st, 2024 through September 30<sup>th</sup>, 2028



Mary Ursich, MSW  
Director

## Table of Contents

Section 1: Mission, Vision, and Values .....	3
Mission: .....	3
Vision: .....	3
Values: .....	3
Section 2: Executive Summary .....	3
Summary: .....	3
Thesis: .....	3
Section 3: Agency Overview .....	4
Organizational Structure: .....	4
Advisory Council: .....	5
Demographics: .....	5
Service Utilization: .....	6
Community Outreach & Needs Assessment: .....	7
Section 4: Quality Management: .....	7
Section 5: Goals, Objectives, Strategies, Outcome Measures .....	8
Goal 1: Ensure the protection, safety and dignity of older adults by raising awareness of and responding effectively to incidences of abuse, injury, exploitation, violence and neglect. ....	8
Goal 2: Establish and enhance efforts to support active engagement and a sense of community for older adults in Wayne County. ....	9
Goal 3: Enhance efforts to provide outreach, promote inclusivity, embrace diversity, and honor individual choice. ....	10
Goal 4: Improve capacity and strengthen coordination between existing programs and services to ensure that older adults are given the opportunity to age in place. ....	11
Goal 5: Expand and enhance efforts to support those in caregiving roles. ....	12
Appendix 1: Organizational Chart.....	14
Appendix 2: Signatures and Assurances.....	15
Appendix 3: Emergency Preparedness.....	21

**Wayne County Area Agency On Aging**  
**Four-Year Plan 2024-2028**

## Section 1: Mission, Vision, and Values

### Mission:

The mission of the Wayne County Area Agency on Aging is to enhance the safety and well-being of older adults by promoting independence, engagement and empowerment.

### Vision:

The agency supports partnerships and programs that speak to the mission of the agency and enable older adults to realize their maximum potential. Implicit in that philosophy is the provision of education to promote healthy lifestyles, companionship, stimulation, counseling and empowerment and choice among our aging population.

### Values:

- Providing access to supportive services to encourage aging in place.
- Working with community partners to create cooperative solutions.
- Respecting flexibility of choice and self-direction of services.

## Section 2: Executive Summary

### Summary:

The Wayne County Area Agency on Aging (WCAAA), established in 1989, is the local designated agency on aging. 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. 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 2024-2028 that examines the needs of our consumers and how to best plan both with them and for them.

Innovative thinking will be essential to best utilize the limited resources that will be available. And even more importantly, in order to make educated and efficient choices, we must have a reliable base of information about how our services are impacting the health and lives of our aging citizens.

### Thesis:

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. Our



older citizens have set the standard that formed our communities while providing strength and security to our nation. This remains an example by which we all try to live and develop as a country. They deserve only the best we can offer to preserve their quality of life and maintain dignity while aging.

We, as an Agency and staff, work 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. As we continue to serve older adults, during the next 4 years, we will:

Goal 1: Ensure the protection, safety and dignity of older adults by raising awareness of and responding effectively to incidences of abuse, injury, exploitation, violence and neglect.

Goal 2: Establish and enhance efforts to support active engagement and a sense of community for older adults in Wayne County.

Goal 3: Enhance efforts to provide outreach, promote inclusivity, embrace diversity, and honor individual choice.

Goal 4: Improve capacity and strengthen coordination between existing programs and services to ensure that older adults are given the opportunity to age in place.

Goal 5: Expand and enhance efforts to support those in caregiving roles.

### Section 3: Agency Overview

#### Organizational Structure:

From 1962 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 WCAAA 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 WCAAA.

The Governing Body is the appointing authority for the executive director of the Agency whose responsibility it 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 Administrator 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 agencies roster. They hold a contract with the Bureau of Talent Acquisition. See Appendix 1 for a detailed chart of the organizational structure.

Clerical staff answer phones, greet those who come looking for assistance, take reservations for various programs, etc. Intake workers receive referrals by phone or in person, answer questions about services and eligibility and provide information and assistance for referrals to other community agencies.

Care management services are provided by experienced care managers and case aides under the guidance of their supervisors. Care-managed programs include OPTIONS (in-home services), Caregiver Support Program, In-Home Meals, Older Adult Protective Services, and Functional Eligibility Determinations. Each care manager

specializes in one or more of the programs administered by the WCAAA. The care managers and case aides work closely with contracted providers for personal care, home support, personal emergency response systems (PERS), home modifications, in-home meals, and ombudsman services.

The WCAAA operates three (3) Senior Centers and one (1) Satellite Senior Center within the county. These gathering places serve as a home away from home for the older adults who participate 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 PA Medi Program helps seniors and their families make sense of Medicare and Medicaid Programs and other insurance issues.

The Hawley Senior Center has an Adult Daily Living Center attached which is able to provide activities and health related services for individuals with physical and cognitive challenges.

Located in the Honesdale Senior Center is the Dietary Department where all in-home meals and congregate meals are prepared. Paid and volunteer meal transporters deliver meals throughout the county and serve as a touchpoint for socially isolated individuals.

The offices for the care management, intake and clerical staff are located above the Honesdale Senior Center, along with the Wayne County Transportation Department, Human Resources, and the Fiscal Department.

The Hamlin Senior Center is connected to a township building and the Northern Wayne Satellite operates twice per month in a fire hall.

#### Advisory Council:

The Wayne County Advisory Council is a fifteen-member volunteer organization comprised of older residents operating under bylaws created 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.

#### Demographics:

Wayne County is located in the Northeast corner of the Commonwealth. It covers an area of 725.8 square miles with a population density of 70.5 persons per square mile. The county is 75 miles long and 35 miles wide at its widest point. The older adult population of Wayne County has continued to steadily rise. Current estimates place the population of Wayne County at 51,431, with 17,229 being age 60 and over, which is 33.5% of the population.

Per 2022 projections, the Wayne County population consists of 94.2% Caucasian population, 5.8% all other races, 3.2% of which are African American, the remaining 2.6% are a combination of a small percentage of other races.

Some of the statistical information that we reviewed, considered and utilized is from the US Census Bureau, Center for Rural Pennsylvania, Pennsylvania State Data Center and 2022 American Community Survey 5-Year Estimates.



### Service Utilization:

In accordance with the agency's mission of enhancing the lives of older adults by promoting independence, engagement and empowerment, the following is a summary of services provided by the WCAAA during the fiscal year 2022-2023.

Information and Referral services are provided by specially trained intake workers, in order to ensure that individuals get the most accurate information in a timely manner.

- Answered 1873 calls for information and referrals across 92 topics.

Care management provides services assess the needs of eligible older adults, develop plans of care, and arrange for services.

- Care management services provided to 665 consumers
- 253 Needs Assessment Tools
- 497 Needs Assessment Tools – Express
- 9 Caregiver Assessment Tools
- Personal Emergency Response Systems provided to 155 consumers
- 35,680 hours of personal care provided to 193 consumers
- Provided 343 full days and 32 half days of adult day service

In-Home Meals are prepared by the dietary staff and delivered weekly by paid staff and volunteers throughout the county to individuals who are unable to prepare meals for themselves. All menus are reviewed by a dietician and are low-sodium and diabetic friendly.

- 70,541 in-home meals
- 827 'emergency pack' meals for weather related delivery delays

The Caregiver Support Program focuses on the needs of the caregiver to help relieve burden and prevent burnout. Financial reimbursement may be available for monthly caregiving expenses. A care manager will help link the caregiver to other resources and available assistance in the community. Grandparents raising grandchildren are also supported.

- Care managed 19 caregivers
- Care managed 21 grandparents raising grandchildren

Certified assessors evaluate individuals 18 years of age and older who are applying for long term supports and services in the community as well as preparing for facility placement. Assessments utilized include the Functional Eligibility Determination, Preadmission Screening Resident Review, as well as Desk Reviews for continued program eligibility.

- 308 FEDs and PASRRs
- 98 Desk Reviews

Protective Services is comprised of trained workers who receive and investigate reports of older adults at risk of abuse, neglect, exploitation, or abandonment who are unable to adequately protect themselves due to declining cognitive or physical capability. Protective Services is available 24 hours a day, 7 days a week.

- 249 Reports of Need

- 225 investigations of abuse, neglect, abandonment, and exploitation

Three (3) Senior Centers and one (1) Satellite Senior Center located across the county serve congregate meals on a daily basis and hold a variety of social and wellness activities.

- 416 senior center participants
- 12,103 visits to the centers
- 7,451 congregate meals
- 3,559.88 volunteer hours

#### Community Outreach & Needs Assessment:

In developing the 2024-2028 plan, WCAAA facilitated one (1) listening session and also assisted with a neighboring county's listening session, to discuss topics facing older adults. Using the AARP's Age Friendly Domains, the topics of social participation, civic participation and employment, communication and information, outdoor spaces and buildings, housing, transportation, health services and community supports, respect and social inclusion were discussed at length.

These in-depth conversations yielded the following areas of concern:

1. Scams are increasing and older adults are at risk of being financially exploited. It's important to stay up-to-date about the types of scams to be aware of and how older adults can protect themselves.
2. Older adults are at risk of social isolation. More programs should be offered and these programs need to be publicized in a variety of ways to reach more of the older adult population. More outdoor activities and learning how to use technology were 2 of the areas that were specifically mentioned.
3. As the aging population continues to grow, the community resources should be responsive to the needs of all older adult populations with a focus on inclusivity, accessibility and individual choice.
4. Older adults want to remain at home and want to be safe while doing so. There are insufficient housing resources to meet the needs of the older adult population. Better coordination between agencies is needed.
5. Those in caregiving roles need more support. Caregiving can be emotionally, physically, and financially overwhelming. Again, more services and supports are needed to meet these needs.

This feedback will guide us through the next four years and drive the strategies we have created to meet our goals.

#### Section 4: Quality Management:

The Wayne County Area Agency on Aging has an ongoing quality management plan which includes consumer satisfaction surveys, complaint management, and appropriate evaluation, supervision and training of staff.

Surveys are collected on a quarterly basis, compiled and reviewed by supervisory staff and shared with all staff members. All complaints are reviewed by supervisory staff and efforts to resolve complaints are documented. Staff receive ongoing training, supervision, and performance evaluation. Supervisory staff are responsible for directly overseeing those under their supervision. This could include review of files, direct supervision in the field and monthly meetings.

## Section 5: Goals, Objectives, Strategies, Outcome Measures

<b>Goal 1: Ensure the protection, safety and dignity of older adults by raising awareness of and responding effectively to incidences of abuse, neglect, abandonment and exploitation.</b>		
<b>Objective 1.1</b> Equip older adults, their loved ones, advocates, and stakeholders with information needed to identify and/or prevent abuse, neglect and exploitation and abandonment.		
<b>Strategies:</b>	<b>Performance Measures:</b>	<b>Target Dates:</b>
Conduct training programs for older adults and community agencies with a focus on recognizing, reporting, reducing and preventing all forms of abuse	At least one (1) training will be held each year.	9/30/2028
Develop and distribute educational pamphlets and distribute throughout the community, resulting in an increase in identified Reports of Need.	At least one (1) pamphlet will be developed each year and distributed to at least ten (10) locations.	9/30/2028
Submit articles to the Area Agency on Aging newsletter to inform older adults of scams to be aware of.	At least three (3) articles will be submitted each year.	9/30/2028
<b>Objective 1.2</b> Increase effectiveness in responding to elder abuse and protecting older adults through enhanced training and innovative practices.		
<b>Strategies:</b>	<b>Performance Measures:</b>	<b>Target Dates:</b>
Develop and update procedural guides to ensure that reports are being investigated in an efficient and timely manner.	Annual monitoring scores will remain at 90% or higher.	9/30/2028
Staff, including back-up and on-call staff, will have ongoing training in taking Reports of Needs and completing Protective Services investigations during monthly staff meetings.	Annual monitoring scores will remain at 90% or higher.	9/30/2028



**Goal 2: Establish and enhance efforts to support active engagement and a sense of community for older adults in Wayne County.**

**Objective 2.1**

Expand usage of monthly support groups being offered at the Senior Center.

<b>Strategies:</b>	<b>Performance Measures:</b>	<b>Target Dates:</b>
Advertise current support groups using social media, email lists, flyers, and press release and ensure availability of virtual options.	At least one (1) additional support group attendee each month.	9/30/2028
Expand support group offerings to additional topics/locations.	At least one (1) new support group offering at a different location by the end of the plan period.	9/30/2028

**Objective 2.2**

Enhance availability of programs and services to address wellness, mental health, and social isolation issues.

<b>Strategies:</b>	<b>Performance Measures:</b>	<b>Target Dates:</b>
Organize events and/or speakers that will engage both community members and professionals with a focus on efforts to reduce stigma associated with mental health disorders and connect older adults with mental health resources.	At least one (1) event will be held each year.	9/30/2028
Expand the availability and use of programs that reduce social isolation, such as the Adult Daily Living and Senior Centers.	The Adult Daily Living Center will increase by two (2) participants per year. Each Senior Center will increase by ten (10) participants per year.	9/30/2028
Continue to offer Health and Wellness programs to encourage engagement in healthy aging, nutrition, education, and prevention programs.	At least two (2) Health and Wellness programs will be held each year.	9/30/2028
Expand the availability of outdoor activities that promote socialization, such as hikes, walking groups, and picnics.	At least three (3) outdoor events will be held each year.	9/30/2028
Offer activities that promote access and understanding of technology.	At least one (1) event related to technology will be held each year.	9/30/2028
Staff will be trained to recognize suicide risk and be aware of available resources.	90% of staff will receive training.	09/30/2025

A protocol will be developed in conjunction with the local hospital, crisis, and mental health partners to assist older adults experiencing mental health crises to obtain the assistance.	At least two (2) community partners will be involved in developing the protocol.	09/30/2026

**Goal 3: Enhance efforts to provide outreach, promote inclusivity, embrace diversity, and honor individual choice.**

**Objective 3.1**

Ensure aging resources are accessible, inclusive, consistent, and available through a variety of sources.

<b>Strategies:</b>	<b>Performance Measures:</b>	<b>Target Dates:</b>
Increase use of technology such as agency website and social media to ensure that services and information are accessible.	There will be at least one (1) social media post and 1 website update per month	9/30/2028
Use a variety of methods to inform the public of services and resources including: television, radio, newspaper, and health fairs.	Complete one (1) press release and participate in two (2) community speaking engagements per year.	9/30/2028
Ensure that outreach efforts are including diverse and socially isolated older adults, including those with limited English proficiency, LGBT older adults, and those with disabilities.	All brochures will be updated annually and newsletters will target diverse and socially isolated older adults, including those with limited English proficiency, LGBT older adults, and those with disabilities.	Annually

**Objective 3.2**

Promote community resources to be responsive to the needs of all older adult populations with a focus on inclusivity, accessibility and individual choice.

<b>Strategies:</b>	<b>Performance Measures:</b>	<b>Target Dates:</b>
Continue to grow a network of provider and community resources to ensure a higher level of responsiveness and individual choice.	At least three (3) additional providers/community resources will be identified by the end of the plan period.	9/30/2028
Ongoing quality assurance surveys will be sent to older adults that are receiving services.	90% of individuals responding to surveys will report satisfaction with inclusivity, accessibility, and individual choice.	Quarterly

**Objective 3.3**

Ensure that agency policies and staff are focused on diversity, inclusivity, and person-center approaches.

Strategies:	Performance Measures:	Target Dates:
Staff will complete training in diversity, working older adults that are part of the LGBTQ+ population, and person-focused language.	90% of staff will complete at least one training per year	9/30/2028
Regularly review policies and procedures to ensure that language and practices are inclusive and person-centered.	A policy committee will meet at least annually to review and update policies as needed.	9/30/2028

**Goal 4: Improve capacity and strengthen coordination between existing programs and services to ensure that older adults are given the opportunity to age in place.**

**Objective 4.1**

Ensure that capacity to meet the needs of the growing older adult population and avoid a waiting list for services.

Strategies:	Performance Measures:	Target Dates:
Continue to grow a network of provider and community resources to ensure a higher level of responsiveness and individual choice.	3 additional providers/community resources will be identified by the end of the plan period.	9/30/2028
Reduce/eliminate the need for a waiting list for services due to a lack of provider	Less than 5 individuals waiting for services due to provider availability.	9/30/2028

**Objective 4.2**

Efficient use of data and analytics to assess the outcomes, quality, and value of services provided to older adults.

Strategies:	Performance Measures:	Target Dates:
Ongoing quality assurance surveys will be sent to older adults that are receiving services.	90% of individuals responding to surveys will report satisfaction with services that they are receiving.	Quarterly
Performance improvement plans will be developed based on results of quality assurance surveys.	The Quality Assurance team will meet at least once per year to review survey results and develop performance	September of each year or as needed

**Objective 4.3**

Develop innovative strategies to address the lack of affordable and accessible housing and housing insecurity, specific to the needs of older adults.

Strategies:	Performance Measures:	Target Dates:
Continue to utilize the SHARE Housing program as a method of ensuring that older	At least two (2) new SHARE housing matches each year.	9/30/2028

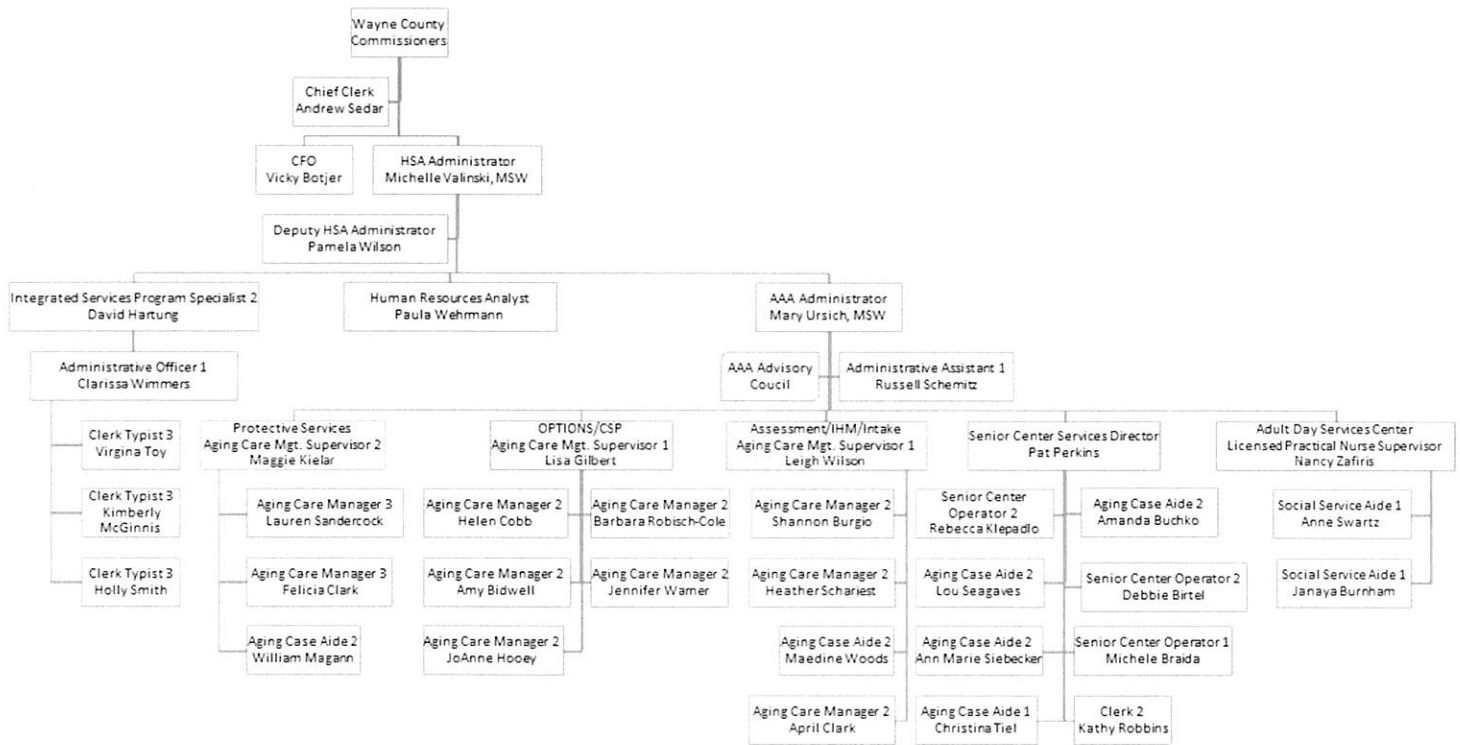


adults are able to remain safely in the community.		
Explore the possibility reintroducing a Domiciliary Care Program in Wayne County.	A housing committee will meet at least two (2) times to discuss the feasibility of reintroducing a Domiciliary Care Program in Wayne County.	9/30/2025
Explore strategies for increasing the availability of Senior Housing options in Wayne County.	A housing committee will meet at least two (2) times to discuss the feasibility of expanding Senior Housing options in Wayne County.	9/30/2025
Explore strategies to address the specific needs of older adults experiencing housing insecurity in Wayne County.	A housing committee will meet at least two (2) times to discuss strategies to address the specific needs of older adults experiencing housing insecurity in Wayne County.	9/30/2025
Continue use of Home Modifications to enhance the safety of older adults in their existing homes.	At least one (1) home modification will be completed each year	9/30/2028
<b>Objective 4.4</b>		
Ensure that older adults are involved in planning for their long-term needs.		
<b>Strategies:</b>	<b>Performance Measures:</b>	<b>Target Dates:</b>
Increase use of Person-Center Counseling to involve older adults in identifying resources for meeting their needs.	One (1) unit of PCC will be submitted each quarter	Quarterly
Individuals receiving services will be encouraged to participate in the care planning process.	90% of individuals responding to surveys will report being involved in the care planning process.	Quarterly

<b>Goal 5: Expand and enhance efforts to support those in caregiving roles.</b>		
<b>Objective 5.1</b>		
Provide necessary supports and services to ensure a high quality of care to older adults and avoid burnout in caregivers.		
<b>Strategies:</b>	<b>Performance Measures:</b>	<b>Target Dates:</b>
Offer educational opportunities to support those that are providing care to older adults.	At least one (1) educational opportunity will be offered each year	9/30/2028
Continue outreach efforts to ensure that those in caregiving roles will be aware of available resources and services.	At least one (1) outreach effort will be organized each year.	9/30/2028
<b>Objective 5.2</b>		
Expand the capacity of the direct care workforce to enable a timely response to referrals for services.		

Strategies:	Performance Measures:	Target Dates:
Providers will have the necessary workforce to be able to initiate consumer contact within 4 days of receiving a referral and commence services within 7 days of receiving a referral.	3 out of 4 consumers will commence services within 7 days of referral being made to the provider agency.	9/30/2028
Increase provider reimbursement rates when funding is available to do so.	All providers in good standing will receive a 2-4.5% increase each fiscal year, as allowed by funding.	July of each year

## Appendix 1: Organizational Chart





## Appendix 2: Signatures and Assurances

### AREA PLAN PART B

#### Section 1. Signature Page/Standard Assurances Commonwealth of Pennsylvania

##### Department of Aging

##### FY 2024-2028 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 A, Section 307 of the Older Americans Act, 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:

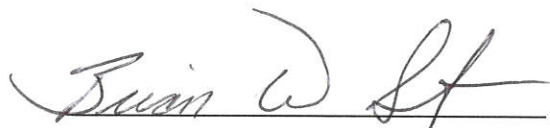
- a) In providing services or employment, or in its relationship with other providers;
- b) In providing access to services and employment for handicapped individuals.

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



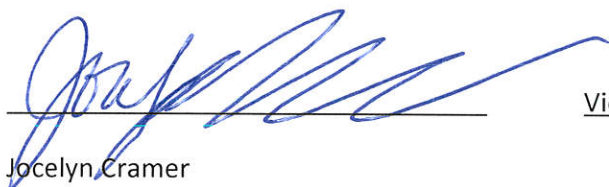
Title

Date

Chairman

4/19/24

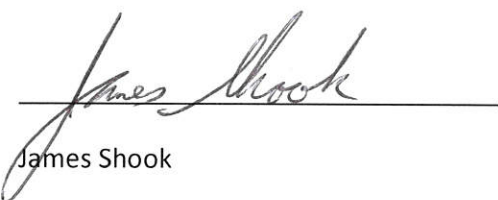
Brian W. Smith



Vice-Chairman

4/19/24

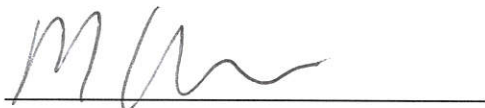
Jocelyn Cramer



Commissioner

4/19/24

James Shook



Administrator, Wayne County

Area Agency on Aging

4/22/24

Mary Ursich

Name of Person to Contact Regarding the Contents of This Plan:

Mary Ursich

570-253-4262

(Name)

(Area Code and Telephone)

## Part B. Section 2

## DOCUMENTATION OF PARTICIPATION BY THE AREA

## AGENCY ON AGING ADVISORY COUNCIL

PSA NO. 52NAME OF AAA: Wayne County Area Agency on AgingPLAN PERIOD FROM October 1, 2024 TO September 30, 2028

In accordance with 6 PA Code, Section 35.23, a (1) and (2) and the Older Americans Act of 1965, as 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.

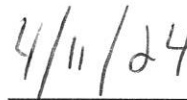
The Area Agency on Aging Advisory Council does recommend approval of this Plan.



Signature of the Chief Officer of the Area  
Agency on Aging Advisory Council

Barbara Sprovkin

Area Agency Advisory Council President



Date



## Part B. Section 3

### Listing of Plan Assurances and Required Activities

#### Older Americans Act, As Amended in 2016

#### 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. 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 proportion, 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 each of the following categories of services:
  - Services associated with access to services (transportation, health services (including mental and behavioral health services), outreach, information and assistance (which may include information and assistance to consumers on availability of services under part B and how to receive benefits under and participate in publicly supported programs for which the consumer may be eligible) and case management services
  - In-home services, including supportive services for families of older individuals who are victims of Alzheimer's disease and related disorders with neurological and organic brain dysfunction
  - Legal assistance
- Assurances that the AAA 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 AAA will:
  - 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
  - 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 the objectives
- Assurances that the AAA will include in each agreement made with a provider of any service under this title, a requirement that such provider will:
  - Specify how the provider intends to satisfy the service needs of low-income minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas in the area served by the provider
  - To the 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 for such services

- 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 AAA 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 greatest economic need (with particular attention to low-income minority individuals and older individuals residing in rural areas)
  - Older individuals with greatest social need (with particular attention to low-income minority individuals and older individuals residing in rural areas)
  - Older individuals with severe disabilities
  - Older individuals with limited English proficiency;
  - Older individuals with Alzheimer's disease and related disorders with neurological and organic brain dysfunction (and the caretakers of such individuals)
  - Older individuals at risk for institutional placement
- Assurance that the AAA will ensure that each activity undertaken by the agency, including planning, advocacy, and systems development, will include a focus on the needs of low-income minority older individuals and older individuals residing in rural areas.
- Assurances that the AAA 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, with agencies that develop or provide services for individuals with disabilities
- Assurances that the AAA, 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 this title.
- Information and assurances concerning services to older individuals who are Native Americans (referred to in this paragraph as "older Native Americans"), including:
  - 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
  - Outreach, to increase access of those older Native Americans to programs and benefits provided under this title
  - Assurance that the AAA will, to the maximum extent practicable, coordinate the services the agency provides under this title with services provided under title VI

- Assurance that the AAA will make services under the area plan available, to the same extent as 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 service providers, under this title in all contractual and commercial relationships.
  - Assurances that the AAA will disclose to the Assistant Secretary and the State agency the identity of each nongovernmental entity with which such agency has a contract or commercial relationship relating to providing any service to older individuals; and the nature of such contract or such relationship.
  - Assurances that the AAA will demonstrate that a loss or diminution in the quantity or quality of the services provided, or to be provided, under this title by such agency has not resulted and will not result from such contract or such relationship.
  - Assurances that the AAA will demonstrate that the quantity or quality of the services to be provided under this title by such agency will be enhanced as a result of such contract or such relationship.
  - Assurances that the area agency will, on the request of the Assistant Secretary or the State, for the purpose of monitoring compliance with this Act (including conducting an audit), disclose all sources and expenditures of funds such agency receives or expends to provide services to older individuals.
  - Assurances that preference in receiving services under this title will not be given by the AAA to particular older individuals as a result of a contract or commercial relationship that is not carried out to implement 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 identified in paragraph (4)(A)(i); and in compliance with the assurances specified in paragraph (13) and the limitations specified in section 212.



### Appendix 3: Emergency Preparedness

The Wayne County Area Agency on Aging (WCAAA) is developing a comprehensive framework to effectively coordinate emergency preparedness activities and create a long-term emergency preparedness plan. This will be achieved through collaboration with local and state emergency response agencies, relief organizations, local and state governments, and other disaster relief service delivery institutions. The plan's goal is to ensure that the older adult population needs are adequately identified and met during emergencies through timely, efficient, and coordinated efforts.

To achieve an effective long-range emergency preparedness plan, the WCAAA will conduct awareness campaigns to inform older adults and their caregivers about emergency preparedness measures. The WCAAA emergency plan outlines a structured approach to enhance the preparedness and response capabilities of the WCAAA in collaboration with key partners. By prioritizing the needs of the older adult population and ensuring their inclusion in the planning and response activities, the established plan will mitigate the impact of emergencies on this population.

The Wayne County Emergency Management Agency (EMA) maintains a county-wide Emergency Response Plan. The Emergency Response Plan will be activated to ensure continuity of operations. This plan is updated annually and reviewed on an ongoing basis.