

2024-2028 Local Area Plan

Butler County Area Agency on Aging

PSA # 50

Butler County

October 1, 2024 through September 30, 2028



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Executive Summary

Introduction

The Butler County Area Agency on Aging (BCAAOA), established in 1984, is the local designated agency on aging. It is responsible for developing and providing a comprehensive, coordinated system of services and support for older adults and their families. This four-year plan is the culmination of internal and external review of the issues facing both the agency and the population served. It also incorporates major trends found in Aging Our Way, PA, and objectives and strategies outlined by the U.S. Administration on Aging/ACL.

Over the next four years, BCAAOA plans to increase the ability for our 60 and older population to age in place through a combination of outreach and preventive education, as well as home and community-based service. We hope to engage community organizations and expand partnerships to assist us in reaching these goals. Our agency strives to become more fiscally responsible, seeking ways to work more efficiently and effectively by examining services provided in homes to meet the needs of our population and promote their health and well-being.

Community Outreach & Needs Assessment

In developing the 2024-2028 plan, the BCAAOA utilized a strategic planning process to obtain input from consumers, stakeholders, other partners, and the public. Community assessment done through surveys and public meetings helped us identify needs particular to the aging population.

The BCAAOA facilitated 14 focus group sessions to discuss a range of topics facing older adults, including but not limited to, social participation, housing, health services and community supports, transportation, the built environment, communication, and civic engagement.

Through these focus groups, five broad themes emerged:

1. Protect older adults and ensure their safety and dignity
2. Address social needs of isolated individuals
3. Create an environment where diversity, equity and inclusion are prioritized
4. Empower older adults to safely remain in their homes and active in the community
5. Continue to grow and develop the caregiver support program

These goals will guide us through the next four years and the strategies we have created to meet our goals will provide us the direction necessary to be successful.

Agency Overview

Mission Statement, Vision, and Values

Mission Statement:

The Butler County Area Agency on Aging (BCAAOA) serves the community by ensuring the safety and well-being of aging adults in our community. We accomplish this with continual assessment, planning and implementation of services. By empowering our aging adults through education, and collaboration with families and community resources, solutions are developed to help aging adults enhance their lives by promoting their independence and increasing personal choice.

Vision Statement:

Butler County is a safe and thriving place to live and work, where individuals and families reach their highest possible potential and are educated, productive and self-sufficient, vested members of the community.

Values:

- Diversity and inclusion strengthen us.
- Innovation drives us.
- We are passionate about the customer experience. We lead strategically to meet future needs.
- We listen and effectively communicate with consumers and partners.
- We act with integrity.
- We value our workforce.
- Partnership and collaboration enhance our capacity.
- We hold ourselves and partners accountable for results.
- We manage resources entrusted to us responsibly.

Organizational Structure:

The Butler County Area Agency on Aging (BCAAOA) is a designation of the U.S. Administration on Community Living (ACL) and the Commonwealth of Pennsylvania's Department of Aging (PDA) and is one of the 52 agencies that provide services for older adults 60 and older. The agency operates as part of Butler County government under Human Services.

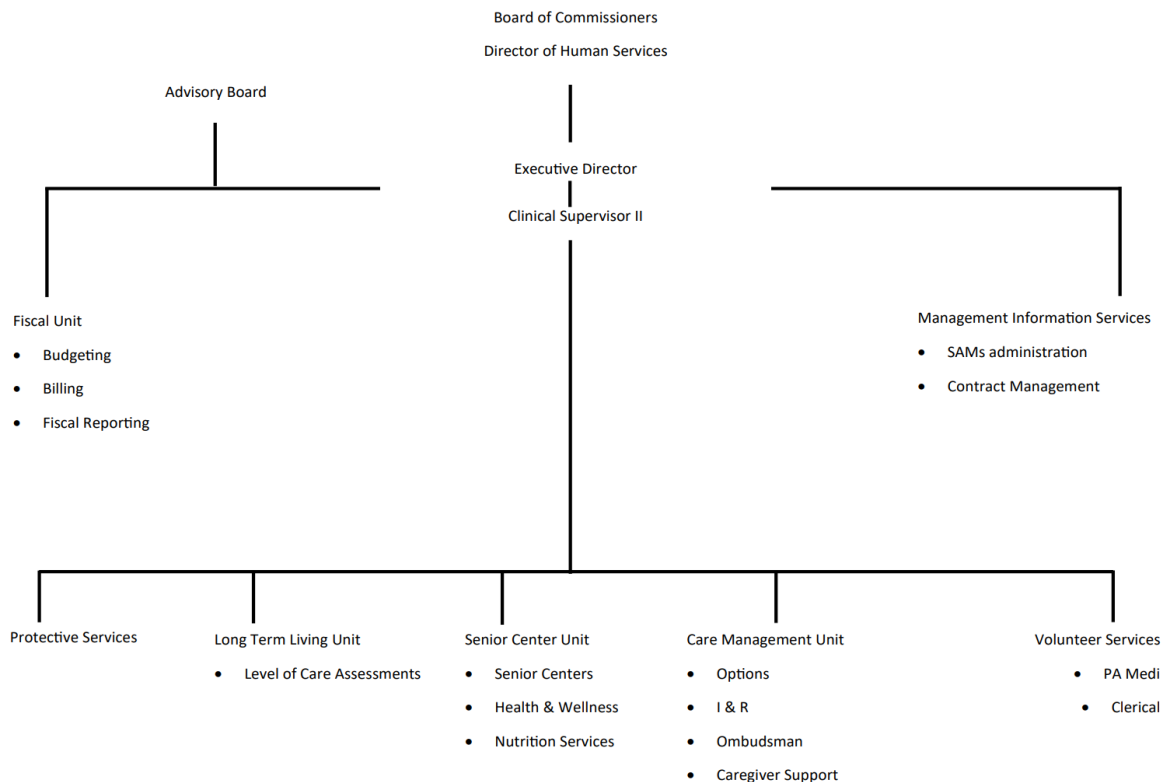
As a department of County government, the agency is governed by the Butler County Board of Commissioners with support from the BCAAOA Advisory Council. BCAAOA employs 31 staff members and contracts with over 20 service providers to deliver a wide range of services to approximately 18,000 older adults annually. The services the agency provides include: In-home services, Caregiver Support, Information and Referral, Level of Care Assessments, Home Delivered Meals, Senior Community Centers, Congregate Meals, Health and Wellness Programming, Ombudsman Advocacy, Protective Services, and PA Medi Benefits Counseling. *See Organizational Chart on the following page.*

Advisory Board:

The Advisory board for the agency, whose members are appointed by the Board of Commissioners, provides additional oversight and direction. The board advises on the development and implementation

of the four-year plan and the annual Aging Block Grant application which are presented for public comment at annual public hearings.

Butler County Area Agency on Aging Organizational Chart



Demographics

The planning and service area for which this agency is responsible consists of 789.5 square miles within the borders of Butler County. Located in southwestern Pennsylvania, it is bound by Allegheny County to the south, Beaver and Lawrence counties to the west, Mercer and Venango counties to the North and Clarion and Armstrong counties to the east.

According to the 2022 US Census Population Estimates, Butler County has a population of 197,300. 20.8% of Butler County residents are aged 65 and older. To assist with the county's growing aging population, Butler County houses 12 skilled nursing facilities, 24 personal care and assisted living facilities, and three continuing care retirement communities.

Of the county's total population of 197,300 those individuals 60 years of age and older represent approximately one out of 4 residents. The proportion of individuals who are 60 and older has been on a gradual rise over the last 20 years and will continue through 2050. The aging baby boomer population, combined with a decrease in the younger population is a primary factor in the growth of the 60+ cohort. When comparing the 60 and older subcategory of Butler County residents to those of Pennsylvania, the growth of Butler County's aging population closely mirrors that of the state.

Butler County 60+ Population
From the Pennsylvania State Data Center, 2021

Total Population Ages 60+	54,150
Population Ages 60-84	49,829
Population Ages 85+	4,321

While much smaller in size, the total number of persons ages 85 and older is projected to outpace all other segments of the population. According to [population projections](#) from the Pennsylvania State Data Center, the 85 and older age group is expected to double by 2040, an age group that will utilize a disproportionate share of healthcare and long-term care services funding.

Per the 2022 Penn State Data Center analysis of race and ethnicity of 60 and older Butler County residents, 97.49% are White, 0.68% are African American, 0.70% are Asian, 0.64% are Hispanic, 0.35% are non-Hispanic, 2 or more races; and 0.14% all other.

Butler County 60+ Race and Ethnicity
From the Pennsylvania Data Center, 2022

Age 60+	White	African American	Asian	Hispanic	2+ Races	Other
	97.49%	0.68%	0.70%	0.64%	0.35%	0.14%
56,173	54,761	384	394	357	197	80

Poverty is a concern for Butler County Seniors. Based on 2022 estimates from the Penn State Data Center, of the 56,173 residents aged 60 and older 3,665 (6.52%), are living below the poverty line. Many older adults are struggling with rising health care and housing costs, insufficient nutrition, access to transportation and declining savings, especially those 85 and older. Older seniors are more vulnerable to financial risk, in that they are more likely to have lower earnings, exhaust retirement assets, and incur greater medical costs. Fortunately, Butler County has a strong network of community support, including Human Services, faith-based organizations, and nonprofit agencies to offer support when needed.

For older adults living independently in the community, living alone can add stress and challenges that individuals residing with a spouse or other family member often do not face. Issues regarding social isolation have become especially apparent for this group during and following the COVID-19 pandemic. Based on the U.S. Census 2022, 5-year estimates, approximately 12.7% of Butler County residents live alone. Residents aged 65 and older make up 5.2% of that population.

Service Utilization:

As defined by the agency's mission to develop solutions to help aging adults enhance their lives by promoting their independence and increasing personal choice, below is a summary of the services provided by the BCAAOA for fiscal year 2022-2023.

Information and Referral: 11,734 contacts

Information and Referral is the gateway to agency services. Our staff provide information on resources and support, conduct intake for agency programs and make referrals to community organizations.

Care Management assesses consumers in-home care needs, establishes, and manages care plans to support consumer choice to remain independent and safe in the community.

- Care managed 769 consumers
- Provided 20,695 home delivered meals
- Provided 7,763 units of personal care
- Provided 363 days of adult day service

Caregiver Support Program provides benefits counseling and financial reimbursement for caregiver expenses. The program also helps with grandparents raising grandchildren.

- Care managed 31 caregivers and care receivers.

Certified caseworkers conduct level of care assessments for any individual 18 years of age and older requesting public funds to pay for government sponsored long term care services.

- Assessors completed 753 level of care assessments.

Ombudsman staff and trained volunteers investigate and assist to resolve concerns related to residents' rights and care provided in licensed long-term care facilities and community settings.

- Ombudsman staff and volunteers assisted 120 residents of long-term care facilities.

Protective Services houses specially trained caseworkers who investigate reports of older persons at risk of abuse, neglect, exploitation, or abandonment who are unable to adequately protect themselves due to declining cognitive or physical capability. This service is available 24/7.

- Received 906 Reports of Need.
- Conducted 632 investigations of elder abuse.

Seven senior centers located throughout the County are a focal point in the community for older adults to join in a wide variety of programs and activities, including opportunities for recreation, education, socialization, and nutritious meals.

- Served 747 senior center participants and 12,043 visits to the centers.
- Provided 16,638 congregate meals.

Health & Wellness programming promotes health and independence through evidenced based programs such as Chronic Disease Self-Management, Healthy Steps for Older Adults, Healthy Steps in Motion and Stay Active and Independent for Life (SAIL) exercise classes.

- Served a total of 429 consumers who participated in 1,116 classes/screenings.

PA Medi staff and certified volunteer counselors helped new and existing Medicare beneficiaries by providing information and screenings for programs to reduce the costs of Medicare and assist with comparing health care plans and coverage during the annual open enrollment period.

- PA Medi served 353 Medicare beneficiaries.
- Conducted 35 enrollment events.

Other numbers of interest:

- Distributed Farmers Market Vouchers to 2,799 consumers during the summer of 2023.
- Reported 940 hours of volunteer service.

Local, political, and economic conditions:

The BCAAOA is governed under County Government with oversight from the County Commissioners. The percentage of the population of those 60 and older has increased slightly over the last several years. This increase in population, combined with current flat funding, creates a difficult situation for the aging system. These factors will require a shift in how services for older adults are provided and funded.

Community Outreach & Needs Assessment

The Butler County Area Agency on Aging (BCAAOA) began assessing the needs of the community in August 2023. Both internal and external stakeholder options were sought after during the three-month assessment period. It was our intention to reach out to as many different stakeholders as possible to get a clear picture of what our community looked like and what was needed by the population we serve.

To gain additional insight regarding current and future needs within the community, the BCAAOA conducted 14 Needs Assessment/Master Plan discussions. These discussions were framed using the framework of AARP's domains of age-friendly communities.

1. Cranberry Twp. 55+ Club, Cranberry Twp., PA on August 8, 2023
2. Butler County Farm Show, Butler, PA on August 11, 2023
3. Alameda Park (evening program), Butler, PA on August 22, 2023
4. Butler Senior Center, Lyndora, PA on August 29, 2023
5. Cranberry Twp. Community Park, Cranberry Twp., PA on August 30, 2023
6. Evans City Senior Center, Evans City, PA on August 31, 2023
7. Slippery Rock Township (evening program), Slippery Rock, PA on September 7, 2023
8. Winfield Twp. Senior Center, Cabot, PA on September 7, 2023
9. Mt. Chestnut Senior Center, Butler, PA on September 11, 2023
10. Chicora Senior Center, Chicora, PA on September 13, 2023
11. Slippery Rock Senior Center, Slippery Rock, PA on September 14, 2023
12. BCAAOA Advisory Board Meeting, Lyndora, PA on September 19, 2023
13. Cranberry Twp. Senior Center, Cranberry Twp., PA on September 20, 2023
14. Cranberry Twp. Community Park (evening program), Cranberry Twp., PA on September 21, 2023

Discussions were advertised in local media outlets, including Butler Radio (WISR, WBUT and The Rock Station), The Butler and Cranberry Eagle News Publication, and direct mailings. Individuals unable to attend a listening session were able to receive the Aging Our Way survey via print or electronic, with an opportunity to provide feedback to PDA and directly to the BCAAOA.

The sessions were facilitated by staff including the executive director, clinical supervisor, and support staff for data collection.

During these sessions, participants were asked to share their experiences on a range of topics, including but not limited to social participation, housing, health services and community supports, transportation, the built environment, communication, and civic engagement. We had 341 attendees over the 14 sessions.

We also analyzed data from 330 consumer surveys regarding the same topics. 97.7% of respondents were Seniors aged 60 and older.

Five key themes emerged from data analyses:

1. Protect older adults and ensure their safety and dignity
 - Safety and security was discussed in 10 of 14 focus groups
 - Concerns voiced about safety and security related to uneven sidewalks, insufficient walking paths and pedestrian areas, scams, fraud, and maltreatment in nursing facilities. Another concern raised was how one can determine when it is no longer safe to live independently and for those concerned about friends/family/neighbors, the best ways to assist with this matter. One individual with low vision/blindness, expressed concern about insufficient lighting in buildings, and difficulty safely navigating the city of Butler and indoor spaces, such as grocery stores.
2. Address social needs of isolated individuals
 - 32.9% of survey respondents reported feelings of social isolation
 - Social isolation was discussed in 9 out of 14 focus groups
 - Social isolation concerns were largely related to the COVID-19 pandemic and loneliness due to self-isolating. Concern was also voiced for older adults who are homebound and lack connection to their communities and programming, resulting in a lack of knowledge regarding available resources. Participants discussed the need for more opportunities to engage with peers and programs and stay physically active, which corresponded with technology access.
3. Create an environment where diversity, equity and inclusion are prioritized
 - 80.4% of respondents feel respected as they age in the Butler County community
 - Equity and inclusion were discussed in 10 out of 14 focus groups
 - Discussion focused on access to community programs, and issues regarding inclusion of the senior and disabled communities and barriers to attend these events, such as cost, time of day, ability to navigate location, and safety
4. Empower older adults to safely remain in their homes and active in the community
 - 82.3% of survey respondents reported strong desires to age in place
 - Housing was discussed in 14 out of 14 focus groups
 - A top housing concern centered on unaffordability, including increasing costs related to homeownership, rent, property taxes, utilities, home repairs and home modifications. Relating to older-adult specific buildings, participants voiced concern about insufficient housing options, specifically long waitlists to

get into buildings. For homeowners, a common topic that arose pertained to finding trustworthy companies, contractors and individuals to complete home repairs and assist with other household tasks, such as snow removal and yardwork, which was paired with numerous suggestions for the establishment of a centralized resource where older adults can refer to find vetted assistance options.

- Maintaining independence was discussed in 13 out of 14 focus groups
 - On the topic of maintaining independence, participants expressed concerns about obtaining affordable in-home assistance with tasks that enable them to continue to age in place, such as cleaning, grocery delivery, outdoor maintenance, other household chores.

5. Continue to grow and develop the caregiver support program

- 54% of survey respondents reported not having a plan in place to address aging decline and future care needs
- Care needs of both care receivers and caregivers was discussed in 12 out of 14 focus groups
 - On the topic of caregiving, participants expressed concerns regarding navigating care needs of family members, specifically related to a lack of understanding of available options for both subsidized and unsubsidized care programs, and institutional and community-based care options. Participants also voiced concerns regarding the lack of available professional caregivers, and the growing needs of the unpaid care force.

Quality Management

Several unmet needs requiring additional services and support emerged from the data examined. Needs included:

- Transportation
 - Discussed in 14 of 14 focus groups
 - Major transportation concerns are related to the lack of available in and out-of-county transportation and on demand transportation to medical appointments. Many participants expressed frustration with long wait-times/delayed arrivals and pick-ups that are too soon before an appointment for the BART shared ride service. Another concern related to the operating time of BART, with the last ride being mid-afternoon, it can be challenging for individuals to arrange transportation for appointments that occur later in the day. Additionally, another challenge of the BART system was that it is only operational in specific areas of the county on specific days, which can be an issue when certain medical providers are only available on certain days, without any available transportation option.
- Health Care:
 - Discussed in 14 of 14 focus groups
 - The general theme related to health care centered on affordability. Common concerns related to obtaining costly equipment, supplies and treatments, such as dental

procedures and hearing aids, not covered by insurance. Another repeatedly voiced concern related to obtaining medication when transportation or leaving one's home was a barrier. Additionally, the rising costs of medication came up in discussion. Lastly, the need for better care coordination was mentioned, including better access to scheduling and results, especially for seniors who lack technology, such as online scheduling platforms and smart phones to access virtual appointments and online health records.

- Economic Security:
 - Discussed in 12 of the 14 focus groups
 - Discussions that centered on economic security related to increasing cost of living for Butler County seniors on a fixed income. Specifically, participants mentioned the unaffordability of nutritious food, increasing property tax rates, high rental costs and the high costs of technology and internet. Additionally, insufficient retirement income was voiced as a concern.
- Nutrition
 - Discussed in 8 of the 14 focus groups
 - Nutrition concerns voiced included food insecurity, unaffordability of health food items, such as fresh produce, lack of affordable or free grocery delivery, especially for older adults with mobility difficulties, and those unable to leave their homes due to illness. Another area of concern related to the quality of home delivered and congregate meals, and the desire to have more options available for individuals with dietary or cultural food restrictions.

The BCAAOA serves as a no-wrong door program, and has the ability to connect community members to partner organizations and agencies to fill gaps identified by seniors in the discussion and survey, as well as in an as needed capacity. Participants at our sessions recognized this ability of the BCAAOA to provide community connection. The BCAAOA will continue to facilitate and grow partnerships with other governmental, faith-based organizations and non-profit agencies to maintain high standing as a reliable entity to connect Butler County's aging residents to needed resources.

Goals, Objectives, Strategies, and Outcome Measures

Goals

The Butler County Area Agency on Aging identified five goals for 2024-2028, each with accompanying objectives and strategies.

Goal 1: Protect older adults and ensure their safety and dignity by raising awareness and responding effectively to incidences of abuse, injury, exploitation, violence, and neglect.

Goal 2: Direct efforts to address the social needs of isolated individuals suffering poor health outcomes and emotional distress exacerbated by the COVID-19 pandemic

Goal 3: Create a supportive environment where diversity, equity and inclusion are prioritized for staff, older adults, and community partners.

Goal 4: Empower and assist older adults to safely remain in their homes and active in the community.

Goal 5: Continue to grow and develop the Caregiver Support Program.

Objectives & Strategies

Goal 1: Protect older adults and ensure their safety and dignity by raising awareness and responding effectively to incidences of abuse, injury, exploitation, violence, and neglect.

- Objective 1.1: Protect the rights of older adults through increased knowledge and awareness of legal assistance programs and ombudsman services.
 - Provide education and information on the ombudsman program and legal assistance programs during level-of-care assessments.
 - Continue to provide monthly Ombudsman visits to all long-term care settings.
 - Objective 1.2: Increase involvement in Elder Abuse coalitions and multi-disciplinary teams.
 - Reinstate Elder Abuse Task Force.
 - Assemble law enforcement and local partners for creation of multi-disciplinary team.
 - Objective 1.3: Lead training and education of community partners to respond to elder abuse, neglect, exploitation, and disasters.
 - Continue to provide Elder Abuse awareness events to public.
 - Increase community education on Protective Services through media outlets, Senior Voice radio broadcast, local newsprint media and billboards.
 - Objective 1.4: Work with local law enforcement, District Attorney, and Department of Banking and Securities to educate and inform the elderly population on crime prevention techniques and how to protect themselves from victimization.
 - Collaborate to create educational videos, present at special events, and distribute information to home bound seniors.
 - Share information as it becomes available on scams.
-

Goal 2: Direct efforts to address the social needs of isolated individuals suffering poor health outcomes and emotional distress exacerbated by the COVID-19 pandemic.

- Objective 2.1: Expand in-person Senior Center programs to reduce social isolation.
 - Prioritize outdoor activities that promote socialization, such as walking groups, picnics.
 - Offer activities that promote access and understanding of technology that encourages socialization.
 - Objective 2.2: Enhance relationships with mental health provider agencies.
 - Establish screening tool to identify consumers in need of referral to mental health services.
 - Assemble mental health professionals for creation of multi-disciplinary team.
 - Objective 2.3: Enhance and improve virtual programming provided to Butler County Seniors.
 - Develop a process to identify best practices.
 - Network with other area agencies on aging and providers to identify processes and programs to offer.
 - Objective 2.4: Work with health system, health care providers and home health agencies to identify socially isolated and emotionally distressed consumers.
 - Collaborate with Independence Health System to educate staff and potential consumers about Senior Center programs.
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- Offer educational series for providers on how to support socially isolated and emotionally distressed consumers.
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Goal 3: Create a supportive environment where diversity, equity and inclusion are prioritized for staff, older adults, and community partners.

- Objective 3.1: Work with nutrition provider and interested seniors in developing more culturally appropriate meals for ethnic seniors.
 - Utilize nutrition committee to create, distribute and analyze a survey asking seniors menu preference.
 - Expand nutrition committee to include representation from senior participants of all ethnicities.
 - Objective 3.2: Promote services and opportunities for all older populations with a focus on inclusivity and accessibility to individuals with disabilities and LGBTQ+ communities.
 - Maintain and grow partnerships with organizations that specifically serve these populations.
 - Increase equitable access to information, communication, and events.
 - Objective 3.3: Provide a variety of events throughout the county for older residents to attend.
 - Create outreach activities to engage older adults.
 - Utilize event committee to create, distribute and analyze survey asking senior's types of events interested in.
 - Objective 3.4: Promote racial equity within programs and policies, while encouraging partner organizations to do the same.
 - Prioritize and support community partnerships to cultivate a diverse aging network to support more equitable service delivery to older adults in the community.
 - Provide and encourage racial equity training to all staff.
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Goal 4: Empower and assist older adults to safely remain in their homes and active in the community

- Objective 4.1: Enhance the availability of evidence-based programs as established by the ACL.
 - Work with community partners to provide a variety of evidence-based programs to older residents. Programs may include SAIL, HSOA, HISM and CDSMP.
 - Continue to provide ongoing education, preventative screenings and vaccine clinics at Senior Community Centers.
 - Objective 4.2: Present consumers with a choice regarding long-term care planning through Person Centered Counseling.
 - Enable elders, individuals living with disabilities, and family caregivers to develop a personal long-term care plan through Person Centered Counseling.
 - Target potential organizations to enlist a broader more diverse network of provider agencies into the ADRC.
 - Objective 4.3: Empower consumers to take a self-directed approach to their individual care needs.
 - Educate consumers on self-directed care approaches.
 - Support consumers in voicing opinions regarding care decisions.
 - Objective 4.4: Strengthen housing with supports.
 - Advocate for supportive housing sites within the community.
 - Partner with Housing Authority to educate property managers on BCAAOA programs, services, and resources.
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Goal 5: Continue to grow and develop the Caregiver Support Program.

- Objective 5.1: Advocate for, empower, and support family caregivers to enhance their ability to navigate the network, develop a care plan for loved ones, and reduce stress.
 - Offer services including one-on-one consultations and care planning advice, caregiver support groups, and information and referral.
 - Partner with the Alzheimer's Association to provide support for a growing number of individuals impacted by Alzheimer's disease.
 - Objective 5.2: Increase the capacity to deliver aging programs by strengthening the ability of the unpaid care force.
 - Continue collaboration with the Living Independence for Elderly (LIFE) program by sharing resources to older adults and their caregivers.
 - Offer educational series designed to provide information and support for families and caregivers of the aging population in Butler County.
 - Objective 5.3: Provide opportunities for consumers and caregivers to give feedback on services provided through BCAAOA and subcontracted services.
 - Survey consumers and their caregivers to ascertain satisfaction with services and suggestions for improvements.
 - Establish focus groups of consumers and caregivers to provide feedback on services provided and areas of improvement and gaps in services.
 - Objective 5.4: Work with health system, health care providers and community partners to see long reach access and participation in caregiver support program.
 - Collaborate with Independence Health System to educate staff and potential consumers about services available through BCAAOA to better support caregivers and grandparents raising grandchildren.
 - Offer educational series for providers on how to support family caregivers of the aging population.
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Outcome Measures

Goal 1: Protect older adults and ensure their safety and dignity by raising awareness and responding effectively to incidences of abuse, injury, exploitation, violence, and neglect		
Objective 1.1: Protect the rights of older adults through increased knowledge and awareness of legal assistance programs and ombudsman services		
Strategies	Performance Measure	Target Date
Provide education and information on the ombudsman program and legal assistance programs during level-of-care assessments	Referrals to Ombudsman and legal assistance program	Continues through the life of the area plan
Continue to provide monthly Ombudsman visits to all long-term care settings	Number of facility visits	Monthly
Objective 1.2: Increase involvement in Elder Abuse coalitions and multi-disciplinary teams		
Strategies	Performance Measure	Target Date
Reinstate Elder Abuse Task Force	Bi-annual meetings	July 2025
Assemble law enforcement and local partners for creation of multi-disciplinary team	Number of coalition meetings attended and number of protective services cases	Semi-annually
Objective 1.3: Lead training and education of community partners to respond to elder abuse, neglect, exploitation, and disasters		
Strategies	Performance Measure	Target Date
Continue to provide Elder Abuse awareness events to public	Number of attendees at elder abuse events	Annually
Increase community education on Protective Services through media outlets, Senior Voice radio broadcast, local newsprint media and billboards	Number of educational programs and media contacts	Semi-annually
Objective 1.4: Work with local law enforcement, District Attorney, and Department of Banking and Securities to educate and inform the elderly population on crime prevention techniques and how to protect themselves from victimization		
Strategies	Performance Measure	Target Date
Collaborate to create educational videos, present at special events, and distribute information to home bound seniors	Number of contacts	Quarterly
Share information as it becomes available on scams	Number of educational programs and media contacts	Quarterly

Goal 2: Direct efforts to address the social needs of isolated individuals suffering poor health outcomes and emotional distress exacerbated by the COVID-19 pandemic		
Objective 2.1: Expand in-person Senior Center programs to reduce social isolation		
Strategies	Performance Measure	Target Date
Prioritize outdoor activities that promote socialization, such as walking groups, picnics	Number of outdoor events	Quarterly
Offer activities that promote access and understanding of technology that encourages socialization	Number of programs	Quarterly
Objective 2.3: Enhance relationships with mental health provider agencies		
Strategies	Performance Measure	Target Date
Establish screening tool to identify consumers in need of referral to mental health services	Number of screenings	Quarterly
Assemble mental health professionals for creation of multi-disciplinary team	Number of coalition meetings attended	Semi-annually
Objective 2.3: Enhance and improve virtual programming provided to Butler County Seniors		
Strategies	Performance Measure	Target Date
Develop a process to identify best practices	Increase quality of programs demonstrated through satisfaction surveys	Completion of 50 consumer surveys with 95% satisfaction rating – quarterly
Network with other area agencies on aging and providers to identify processes and programs to offer	Identification of unmet needs	Quarterly meetings
Objective 2.4: Work with health system, health care providers and home health agencies to identify socially isolated and emotionally distressed consumers		
Strategies	Performance Measure	Target Date
Collaborate with Independence Health System to educate staff and potential consumers about Senior Center programs	Number of referrals to Senior Center Program	25% over the next 4 years
Offer educational series for providers on how to support socially isolated and emotionally distressed consumers	Number of educational programs and evaluations	Semi-annually

Goal 3: Create a supportive environment where diversity, equity and inclusion are prioritized for staff, older adults, and community partners		
Objective 3.1: Work with nutrition provider and interested seniors in developing more culturally appropriate meals for ethnic seniors		
Strategies	Performance Measure	Target Date
Utilize nutrition committee to create, distribute and analyze a survey asking seniors menu preference	Consumer survey to access satisfaction	Semi-annually
Expand nutrition committee to include representation from senior participants of all ethnicities	Number of new senior participants joining committee	Quarterly
Objective 3.2: Promote services and opportunities for all older populations with a focus on inclusivity and accessibility to individuals with disabilities and LGBTQ+ communities		
Strategies	Performance Measure	Target Date
Maintain and grow partnerships with organizations that specifically serve these populations	Number of new partners	Quarterly
Increase equitable access to information, communication, and events	Translate information to multiple language and formats accessible with hearing and vision loss	July 2025
Objective 3.3: Provide a variety of events throughout the county for older residents to attend		
Strategies	Performance Measure	Target Date
Create outreach activities to engage older adults	Recruit 500 unduplicated older adults to attend the event	Semi-annually
Utilize event committee to create, distribute and analyze survey asking senior's types of events interested in	Consumer survey to access satisfaction	Semi-annually
Objective 3.4: Promote racial equity within programs and policies, while encouraging partner organizations to do the same		
Strategies	Performance Measure	Target Date
Prioritize and support community partnerships to cultivate a diverse aging network to support more equitable service delivery to older adults in the community	Number of new, diverse partners	Quarterly
Provide and encourage racial equity training to all staff	Number of staff complete training	Semi-annually

Goal 4: Empower and assist older adults to safely remain in their homes and active in the community		
Objective 4.1: Enhance the availability of evidence-based programs as established by the ACL		
Strategies	Performance Measure	Target Date
Work with community partners to provide a variety of evidence-based programs to older residents. Programs may include SAIL, HSOA, HISM and CDSMP	Number of enrollees in evidence-based programs (data measured through SAMs)	100 unduplicated new enrollees annually
Continue to provide ongoing education, preventative screenings and vaccine clinics at Senior Community Centers	Consumer survey to assess satisfaction with programs and identify gaps/unmet needs	Completion of 75 consumer surveys with 95% satisfaction rating – quarterly
Objective 4.2: Present consumers with a choice regarding long-term care planning through Person Centered Counseling		
Strategies	Performance Measure	Target Date
Enable elders, individuals living with disabilities, and family caregivers to develop a personal long-term care plan through Person Centered Counseling	Number of Person-Centered Counseling units	Quarterly
Target potential organizations to enlist a broader more diverse network of provider agencies into the ADRC	Number of new partners	Quarterly
Objective 4.3: Empower consumers to take a self-directed approach to their individual care needs		
Strategies	Performance Measure	Target Date
Educate consumers on self-directed care approaches	Number of consumer trainings	Semi-annually
Support consumers in voicing opinions regarding care decisions	Evaluation of consumer and provider relations	Completion of 50 consumer surveys with 95% satisfaction rating – quarterly
Objective 4.4: Strengthen housing with supports		
Strategies	Performance Measure	Target Date
Advocate for supportive housing sites within the community	Number of new partnerships with housing providers	Quarterly
Partner with Housing Authority to educate property managers on BCAAOA programs, services, and resources	Increased referrals to BCAAOA	Semi-annually

Goal 5: Continue to grow and develop the Caregiver Support Program		
Objective 5.1: Advocate for, empower, and support family caregivers to enhance their ability to navigate the network, develop a care plan for loved ones, and reduce stress		
Strategies	Performance Measure	Target Date
Offer services including one-on-one consultations and care planning advice, caregiver support groups, and information and referral	The number of family caregivers who receive services tracked by service	Quarterly
Partner with the Alzheimer's Association to provide support for a growing number of individuals impacted by Alzheimer's disease	Number of individuals served	Quarterly
Objective 5.2: Increase the capacity to deliver aging programs by strengthening the ability of the unpaid care force		
Strategies	Performance Measure	Target Date
Continue collaboration with the Living Independence for Elderly (LIFE) program by sharing resources to older adults and their caregivers	Increase referrals to the Caregiver Support Program	25% over the next 4 years
Offer educational series designed to provide information and support for families and caregivers of the aging population in Butler County	Number of educational programs and program evaluations	Semi-annually
Objective 5.3: Provide opportunities for consumers and caregivers to give feedback on services provided through AAA and subcontracted services		
Strategies	Performance Measure	Target Date
Survey consumers and their caregivers to ascertain satisfaction with services and suggestions for improvements	Increase in consumer or caregiver satisfaction	Quarterly
Establish focus groups of consumers and caregivers to provide feed back on services provided and areas of improvement and gaps in services	Identification of unmet needs and number of focus groups conducted with providers	Semi-annually
Objective 5.4: Work with health system, health care providers and community partners to see long reach access and participation in caregiver support program		
Strategies	Performance Measure	Target Date
Collaborate with Independence Health System to educate staff and potential consumers about services available through BCAAOA to better support caregivers and grandparents raising grandchildren	Increase referrals to the Caregiver Support Program	25% over the next 4 years
Offer educational series for providers on how to support family caregivers of the aging population	Number of educational programs and evaluations	Semi-annually

Appendix 1: 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

Name and Address:
Butler County Area Agency on Aging
111 Sunnyview Circle, Suite 101, Building 3
Butler, PA 16001

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 public has had the opportunity to comment on this plan through the public comment process and that written policies, procedures or agreements as appropriate, have been developed in accordance with Part A, section 307 of the Older American's 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 in its relationship with providers
 - b. In providing access to services and employment for handicap 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 the 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 here within submitted.

Signatures of the governing Authority

Board of Commissioners of The County of Butler:


Leslie A. Osche, Chairwoman

02-28-2024
Date


Kimberly D. Geyer, Vice Chairwoman

02-28-2024
Date


Kevin E. Boozel, Secretary

2-28-2024
Date

Area Agency on Aging Director:


Beth A. Herold, RN, BSN, MBA

2-28-2024
Date

The Name of the person to contract regarding the context of this Plan:


Beth A. Herold, RN, BSN, MBA

724-282-3008 (office)
724-996-9274 (cell)

**Area Plan Part B
Section 2**

**DOCUMENTATION OF PARTICIPATION BY THE
AREA AGENCY ON AGING ADVISORY COUNCIL**

PSA NO. 50

NAME OF AAOA: Butler County Area Agency on Aging

PLAN PERIOD FROM: October 1, 2024 to September 30, 2024

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 Comment held on this Plan.

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


Kathleen Ligday, Chairwoman of
The Area Agency on Aging Advisory Council

2-20-2024
Date

Debra Monteleone, Vice Chairwoman

Date


Sharon Chernick, 2nd Chairwoman

Date

Dolly Bertuzzi

Date


Gretchen Cararie


Becky Clouse

Date

2-20-2024
Date

Michelle Edinger


Margaret King

Date

2/20/24
Date

Rick Kremer


Bob Lutz

Date

2-20-24
Date


Charlotte Lutz

2-20-2024
Date

Sue Murray
Sue Murray

2-20-24
Date

Betty Nanni
Betty Nanni

2-20-2024
Date

Judy Neigh
Leslie Osche, Commissioner

02-28-2024
Date

Area Plan 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. 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 allowed 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 service (including mental and behavioral health services), outreach, information and assistance (which may include information and assistance to consumers on the 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 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 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, 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.
 - 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 objective 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 specific 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 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.
- Assurances 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 adults 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 AAA 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 received 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.
- Assurances that the AAA 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 AAA will conduct awareness campaigns to inform older adults and their caregivers about emergency preparedness measures. The AAA emergency plan outlines a structured approach to enhance the preparedness and response capabilities of the AAA 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.

Part B
Section 4

Narrative Summary of the Proceedings of the AAA Area Plan Focus Groups

The 14 advertised public focus groups provided service providers, consumers, and community members the opportunity to provide their feedback and ideas concerning the programs and services of the Butler County Area Agency on Aging. The input provided was incorporated into the agency's four-year plan.

The focus groups were held throughout the county at various times of the day, to be accessible to all residents.

1. Cranberry Twp. 55+ Club, Cranberry Twp., PA on August 8, 2023
2. Butler County Farm Show, Butler, PA on August 11, 2023
3. Alameda Park (evening program), Butler, PA on August 22, 2023
4. Butler Senior Center, Lyndora, PA on August 29, 2023
5. Cranberry Twp. Community Park, Cranberry Twp., PA on August 30, 2023
6. Evans City Senior Center, Evans City, PA on August 31, 2023
7. Slippery Rock Township (evening program), Slippery Rock, PA on September 7, 2023
8. Winfield Twp. Senior Center, Cabot, PA on September 7, 2023
9. Mt. Chestnut Senior Center, Butler, PA on September 11, 2023
10. Chicora Senior Center, Chicora, PA on September 13, 2023
11. Slippery Rock Senior Center, Slippery Rock, PA on September 14, 2023
12. BCAAOA Advisory Board Meeting, Lyndora, PA on September 19, 2023
13. Cranberry Twp. Senior Center, Cranberry Twp., PA on September 20, 2023
14. Cranberry Twp. Community Park (evening program), Cranberry Twp., PA on September 21, 2023

Discussions were advertised in local media outlets, including Butler Radio (WISR, WBUT and The Rock Station), The Butler and Cranberry Eagle News Publication, and direct mailings. Individuals unable to attend a listening session were able to receive the Aging Our Way survey via print or electronic, with an opportunity to provide feedback to PDA and directly to the BCAAOA.

The sessions were facilitated by staff including the executive director, clinical supervisor, and support staff for data collection.

During these sessions, participants were asked to share their experiences on a range of topics, including but not limited to social participation, housing, health services and community supports, transportation, the built environment, communication, and civic engagement. We had 341 attendees over the 14 sessions. On average, sessions lasted two hours, with the availability of the executive director, clinical supervisor, and support staff to remain on site for individual discussion.

Many attendees of the discussion groups recognized that the agency does a great job regarding outreach, accessibility and availability of programs and services.

We also analyzed data from 330 consumer surveys regarding the same topics. 97.7% of respondents were Seniors aged 60 and older.

The Butler County Area Agency on Aging appreciated the feedback and interest to those present to understand the four-year planning process and the growing needs of the agency.