

2024-2028 Local Area Plan
Mature Resources Area Agency on Aging
PSA 41
Clearfield County, Pennsylvania
October 1, 2024 through September 30, 2028



AREA AGENCY ON AGING
A Division of Mature Resources

Kathleen Gillespie, CEO

Table of Contents

Executive Summary..... 4

 Introduction..... 4

 Community Outreach & Needs Assessment..... 4

 5 Goals..... 4

Agency Overview 5

 Mission Statement, Vision, and Values..... 5

 Description of the AAA..... 6

 PSA Demographics 6

 Community Outreach & Needs Assessment..... 7

 Quality Management 8

Goals, Objectives, Strategies, and Outcome Measures..... 9

 Goals..... 9

 Objectives & Strategies 10

 Outcome Measures..... 10

Appendix 1: Assurances 14

Appendix [N]:[Additional Appendices] 13

Executive Summary

Introduction

The main purpose of this four – year plan is to help the area agency on agency identify future tasks related to fulfilling the intent of the Older Americans Act. The ultimate goal is to be widely regarded and to be consistently ranked as the premier resource, advocate and coordinator of services and information to help older people live as independently as possible and to assist the agency in using its resources most efficiently.

The plan is long – range and is formed around specific needs identified at the outset of the planning process. It will be used throughout the next four years in the following ways:

As a guide

As a tool to measure accomplishments and progress towards meeting needs and solving problems

As an informative plan to educate the public, other service providers and local officials of our intent

As a document to keep the PA Department of Aging informed

As a tool to coordinate local services

This plan will be reviewed by the Pennsylvania Department of Agency (PDA), incorporated into the state four-year plan and used by the United States Administration of Aging to gain an understanding of the problems, directions, and achievements of area agencies on aging.

Community Outreach & Needs Assessment

To formulate this plan, numerous aspects of service to elders were examined.

The 2020 census

2021 Penn State Data Center Population Estimates

An examination of the agency's service utilization data

Analysis of service demands

Satisfaction surveys

Information and Referral Reports

Staff and Board input

2021 County wide housing survey

2023 AAA Listening Session Data

The results from these surveys provided guidance for the direction we would take as we developed goals and a plan of action for the next four years.

5 Goals

Our plan of action is built on the goals set forth by the Department, all to be carried out within the constraints of a static budget. You will see these themes throughout our goals and objectives.

1. Ensuring incorporation of the new purpose of nutrition programming to include addressing malnutrition
2. Enhance efforts to support healthy living and active engagement and a sense of community for older adults living in Clearfield County
3. Embrace diversity and honor individual choice
4. Protect older adults and ensure their safety and dignity by raising awareness and responding effectively.
5. Improve services to older adults and the ability to advocate for them by using evidence informed planning

Agency Overview

Mission Statement, Vision, and Values

Mission: The Mature Resources Area Agency on Aging is a charitable nonprofit corporation dedicated to providing a comprehensive array of the highest quality health and human services to residents of Clearfield County We will accomplish this mission by committing to our Guiding Principles.

Vision: The 4-year state plan, in Coordination with Aging Our Way, PA, will guide the Mature Resources Area Agency on Aging as we work in collaboration to provide older adults across the County of Clearfield with the resources they need to age with dignity and respect and continue to be vital, active members of their communities. With these plans, and the agency team of staff and volunteers will continue to be widely regarded and consistently ranked as the premier resource, advocate and coordinator of services and information for residents of Clearfield County.

Values/Guiding Principles:

Integrity:

- The morality of doing the right thing
- Compassion
- Honor our commitment

- Sense of moral responsibility
- Dependability
- Commitment to high moral standards

Best Service

- Quality service to those in greatest need
- Customer/consumer satisfaction

Progressive Attitudes

- Achievement
- Leadership
- Growth
- Responsiveness

Professionalism and Teamwork

- Quality and striving for excellence
- Organization
- Well managed

Employees

- Commitment
- High standards

Commitment to community

- Our role and the impact on the community
- Social responsibility beyond our mission

Description of the AAA

Incorporated in 1977 the Clearfield County Area Agency on Aging Inc., dba Mature Resources Area Agency on Aging, has been at the forefront of innovation and advocacy for older adults in Clearfield County. By 1987 the Agency had already served one million home-delivered meals. Recently the Agency has been at the forefront in addressing senior housing through the development of ECHO cottages, shared housing and the Village of Hope.

The Clearfield County Area Agency on Aging Inc. is a private, non-profit 501© (3) corporation dedicated to providing a comprehensive array of the highest quality health and human services to residents of Clearfield County. The agency operates with a Board of Directors, composed of local residents, and a Chief Executive Officer. The board meets monthly. A list of the 2024 Board of Directors is attached as Appendix A. The corporation is under direct contract to the Pennsylvania Department of Aging to coordinate and deliver a comprehensive array of services for older adults living within the county of Clearfield.

The Chief Executive Officer is responsible for the combined performance of 40 full-time and 25 part-time staff stationed at various sites across the county. An organizational chart illustrating the division of labor is attached in Appendix B.

A 12–15-member Advisory Council provides input to the staff and governing board through their monthly meetings. In accordance with the requirements of the Federal Older Americans Act, the Council is comprised of at least 51% older persons from all geographic areas of the county. Consumers of service, retirees from various professions are some of the types of backgrounds represented on this council. A list of the 2024 Advisory Council members is attached as Appendix B

PSA Demographics

According to the Pennsylvania State Data Center in 2021, Clearfield County has an estimated population of 80,082. Individuals 60 years old and over represent 23,039 or 28.8%. Those 60 to 84 years constitute 21,042 or 26.3%; and those 85 years or older are at 2.5%, or 1,997 individuals in the program service area. According to the US Census 11.12% of individuals over the age of 60 in Clearfield County are below poverty level.

Community Outreach & Needs Assessment

Listening sessions conducted throughout Clearfield County in August -September 2023

US Census Bureau American Community Survey

Pennsylvania State Data Center

US Census Bureau Population Estimate Program

Local Service Reports

Local Satisfaction Surveys of Consumers

Pennsylvania Comprehensive Housing Study May 2020 (PHFA)

FHL Bank Pittsburgh Housing Needs Assessment November 2020

Clearfield County Housing Needs and Market Assessment

Direct observation of housing needs via care management services

PA Department of Health Survey Results Long Term Care Facilities in Clearfield County

DHS Survey Results Personal Care Homes Clearfield County

Local data from Reports of Need Clearfield County

[Description of how the data was used]

Data was analyzed from all sources, reviewed and organized to identify gaps in services, most needed/requested services in the local area as well as current available services. Aging Our Way PA priorities were reviewed and the previous 4-year plan outcomes were assessed. Most frequent types of reports of need and cross referencing to analyze those already care managed and root cause analysis. Previously conducted evidence-based assessments to identify those at risk for: falls, abuse, hospitalization/institutionalization, depression and loneliness. Those assessments were utilized to implement evidence-based interventions to mitigate and prevent risk.

[Description of the listening session methodology]

Listening sessions were conducted at 5 locations across the county, including senior community centers, Lock Haven Clearfield Campus, numerous civic groups and organizations. In addition, all home delivered meals consumers were provided with paper surveys to complete. The information for electronic participation was advertised in print, and on all online media sources including facebook, Instagram, and all websites. Information received from the sessions and all hard copy survey materials were electronically submitted to the Department of Aging specifically identified mailbox.

Quality Management

[Description of data collection of ongoing services]

Data is collected on going via satisfaction surveys throughout the year. Expressed complaints or concerns are responded to immediately based on agency policies and procedures. Speaking engagements conducted throughout the program service area provide opportunity to request any specific recommendations. Senior centers are polled regularly for recommendations and the Advisory Council actively engages across all aspects of our community to gather and report pertinent information. The website and social media outlets are monitored daily for questions, concerns, and expressed needs of the community.

[Description of gaps in services]

Data suggests gaps in service related to affordable housing for older adults with dementia and their families, grandparents and great grandparents raising children, and older adults who have been sole support for adult children with disabilities. Transportation is consistently identified as a barrier to medical care, socialization, religious services, and food. The third gap is in access to medical care and services. Staffing barriers in long term care as well as acute care facilities has adversely impacted older adults and their families. Those in need of urgent facility-based care have no options for direct admission due to staffing issues. Direct care worker crisis has many in need of in-home service and supports waiting.

[Description of how gap areas are being addressed]

Housing options are slowly evolving under subsidiary company of the area agency on aging. Since the inception of the housing initiative and the first options for shared housing, ECHO cottages and the Village of Hope, several other developers are in process of developing senior housing in the county. Partnership with the Susquehanna Wellness Clinic provides resources for individuals to access Primary Care Services as well as vaccines and wellness visits. The medical providers also provide in home visits for those homebound individuals. The Clinic also provides medication management/med box fills for older adults in the Options program. Agency staff are active participants in the regional transportation meetings.

[Description of any quality management activities]

Data extracted from computer programs, surveys, 211 reports, along with service reports compared to plan are used monthly to measure outcomes and performance levels. Typical calculations include determining percentage increase/decrease, measuring the number of individuals served and those who are admitted to facilities. Assessment of documentation notes are performed regularly to identify any gaps. Compliance with goals related to response and face to face visit data reviewed regularly.

Goals, Objectives, Strategies, and Outcome Measures

Goals

[Description of the 5 Key Topic Areas]

Older Americans Act Core Programs

COVID-19

Equity

Expanding Access to HCBS

Caregiving

Objectives & Strategies &

Outcome Measures

Definition and description of outcome measures and target dates identified under each goal, objective, and strategy.

Goal 1: [Goal related to OAA Core Programs]		
Advocate for the rights of older adults and ensure their safety and dignity by raising awareness of and responding effectively to incidences of abuse, injury, exploitation, violence and neglect.		
Objective 1.1: Effectively communicate to the public the services that we provide and the impact of those services in our community		
Strategies	Performance Measure	Target Date
Regularly engage elected officials and legislators by providing data and information on number of individuals served, and demographics including kinship families, and incidences of types of abuse, neglect, exploitation reported.	Provide monthly service reports to all elected officials representing the PSA Schedule bimonthly meetings with elected officials to meet 6 times per year	
Enhance Elder Abuse Awareness month by providing annual statistics and education on identifying abuse by using social media, agency newsletter, speaking engagements for civic groups, partnership with first responders to promote awareness.	Media blitz each June Speaking engagements weekly each June with community based organizations	
Objective 1.2: Equip older adults and families, stakeholders with information necessary to identify and or prevent abuse, neglect, and exploitation and support them to exercise their rights.		
Strategies	Performance Measure	Target Date
Provide education throughout the community using educational programs provided from the Alzheimer's Association, N4A, CARIE, National Center on Elder Abuse	Tracking of number of printed materials provided and number of educational sessions provided.	
Provide information to all home delivered meals consumers and senior center participants on how to identify abuse, neglect, exploitation	Quarterly information provided with menus distributed.	
Objective 1.3: Educate LTC Residents and Families		
Strategies	Performance Measure	Target Date
Collaborate with the Ombudsman Program to provide information and resources to licensed facilities on the intent of the Ombudsman Program and services available and support educating facility staff and residents on Resident's Rights.	4 presentations on resident rights annually	

Utilize NEXUS to provide education and training to direct care workers related to reporting and identifying abuse, neglect, exploitation in community-based settings.	Create training module and embed in DCW app	1/1/25
Strategies	Performance Measure	Target Date
Expand on existing educational programs such as the Attorney General's Office, Dept of Banking, AARP etc	Track information and sources utilized in educational programs offered.	

Goal 2: [Goal related to COVID-19]		
We will remediate barriers that prevent older adults from staying connected to their communities and promote opportunities to engage with their communities how the so choose.		
Objective 2.1 We will remediate barrier that prevent older adults from staying connected to their communities and promote opportunities to engage with their communities how they choose.		
Strategies	Performance Measure	Target Date
Institute the UCLA Scale of Lonliness for all older adults receiving services to self assess for lonliness and social isolation and provide interventions to mitigate risk for those identified as relevant.	Tracking number of completed assessments	
Research and secure funding for the continuation of the animatronic pet program for those at highest risk for social isolation.	Track number of applications for funding completed and outcome.	
Objective 2.3: Incorporate behavioral and mental health services more effectively		
Strategies	Performance measure	Target Date
Use the PHQ9 to assess and identify those with symptoms of depression	Maintain adequately trained work force	
Provide opportunities for those in need to actively participate tin the Healthy IDEAS program	Track participation in the program	
Objective 2.3: Continue development of Village of Hope		
Strategies	Performance Measure	Target Date
Collaborate with the Housing Assistance Council, Community First Fund to secure funding necessary to build additional houses	6 Additional Units annually	
Secure grant funding to build kinship family home to supplement the NAP funding received	PHARE award	
Objective 2.4: Develop Community Center for Village of Hope Neighborhood		
Strategies	Performance Measure	Target Date

Development of 2 units specifically for adults with disabilities and their families	Completion of 2 rental units	8/1/25
Collaboration with Social Enterprise Group, Morrison Living	Completed and Approved Plans for Village Hall	6/1/25

Goal 3: [Goal related to equity]
We will design and offer equitable, affordable, and available options and opportunities that older adults may choose from for healthy and engaged lives, regardless of ability, socioeconomic status, race, ethnicity, linguistic or cultural backgrounds; or geographical location.

Objective 3.1: Ensure programs are reaching diverse individuals including LGBT older adults and those living with disabilities

Strategies	Performance Measure	Target Date
Secure training for an employee to be SAGE Ambassador	SAGE Ambassador onsite	6/1/25
Achieve 85% staff to be SAGE trained	Bronze Certification	6/1/25

Objective 3.2: Improve access and availability of LTSS among vulnerable populations

Strategies	Performance Measure	Target Date
Provide support group for LGBT individuals	SAGE certified support group	1/1/26

Objective 3.3: Develop Services and Supports for grandparents raising grand children

Strategies	Performance Measure	Target Date
Provide Support Group Information to community to participate in monthly	Attendance at support groups	1/1/25
Collaborate with Keystone family organization to coordinate efforts	Access Meet the Need platform to secure needed items	10/1/24

Objective 3.4: Enhance Dementia Friends Initiative

Strategies	Performance Measure	Target Date
Provide training for all participants at senior centers	Number of participants trained	6/1/25
Provide training for civic groups, organizations, banks, schools	Number of certificates provided	

Goal 4: [Goal related to expanding access to HCBS]
Older adults will have access to those HCBS that directly impact their ability to remain in community

Objective 4.1: Re-evaluate the utilization of the Personal Emergency Response Systems in the Options Program

Strategies	Performance Measure	Target Date
Create a tool to identify those most in need of the devices	Tool created and utilized	
Train staff to better identify wants vs needs and person centered planning	Annual Journal entries SAMS include 4 M's	
Objective 4.2: Collaborate and Coordinate with other agencies to create effective resources for adults with disabilities to remain in community		
Strategies	Performance Measure	Target Date
Partner with Skills USA to develop programs and services and coordinate efforts	MOU in place	6/1/26
Participate in CDBG group to coordinate with D&A, CYS, Community Connections, Community Action	Track resolved issues attained by collaboration	
Objective 4.3: Address Accessibility Needs in Housing		
Strategies	Performance Measure	Target Date
Pilot technology to support individuals to remain in community	At least 6 newly placed tech devices in homes	10/1/26
Continue VOH development	Increase accessible housing units in PSA	
Objective 4.4: [Objective Description]		
Strategies	Performance Measure	Target Date
[Strategy Description]	[Measure]	[Date]
[Strategy Description]	[Measure]	[Date]

Goal 5: [Goal related to caregiving and caregiver supports] Strengthen the direct care workforce and provide further support for family caregivers and other care partners.		
Objective 5.1: Supporting caregivers and caregiver partners		
Strategies	Performance Measure	Target Date
Provide education through Dementia Friends USA, Dementia Friends PA, and the Alzheimer's Association	30 new Dementia Friends per year	
Enhance Adult Day Center to be Dementia Friendly	Increased number of engaged older adults with dementia attend	
Strategies	Performance Measure	Target Date
Provide support group for family caregivers	attendance	

Provide training modules for family caregivers	useful tools for difficult behaviors	[Date]
Objective 5.2: Improve access to and training of DCW		
Strategies	Performance Measure	Target Date
Publicize DCW app for families, consumers, and caregivers	Number of people using the app	10/1/24
Enhance training for DCW embedded into app	Number of complete trainings	
Objective 5.3: [Objective Description]		
Strategies	Performance Measure	Target Date
[Strategy Description]	[Measure]	[Date]
[Strategy Description]	[Measure]	[Date]

Appendix 1: Assurances

Attached

Appendix A

MRAAA, MRI, MRF Governing Board of Directors 2024

Mr. Wilson Fisher, President

Mr. Jim Moyer, Vice-President

Ms. Katie Penoyer, Secretary

Mr. Terry Struble, Treasurer

Mr. Bill Mendat

Ms. Jessica Clontz

Mr. Gregory Bauer

Mr. Mark Hoffer

Ms. Mary Jo Bruinooge

Mr. Brockton Shaffer

Appendix B

Advisory Council 2024

Dr. Susan Spaid, President

Ms. Marge Conway, Vice-President

Mr. Jeffery Miller

Ms. Kristen Natalie

Ms. Nancy Lanich

Mr. Pat Errigo

Ms. Paulette Way

Ms. Phyllis Bauman

Ms. Sherry Hoover

Ms. Shirley Wallace

Ms. Shirley Hatten

Ms. Sylvia Marshall

Ms. Susan Warrick