



AREA AGENCY ON AGING
A Division of Mature Resources

Mature Resources
Area Agency on Aging

Final Service Report

Fiscal Year 2023-24

Mature Resources Area Agency on Aging Service Analysis

Fiscal year 2023-24 ended with decreases in consumers served in several categories:

- Intakes (370 Fewer Intakes)
- Consumer Calls (1,089 Fewer Calls to I&R)
- Assessments (251 Fewer NAT's, 323 Fewer NAT-E's, 104 Fewer CAT's)
- PS Reports of Need (34 Fewer RON's)
- In Home Services (21,252.79 Fewer Personal Care Hours)
- Home Delivered Meals (60,681 Fewer Hot and Frozen Meals)
- Care Transitions (52 Fewer Transitions)
- PA MEDI Cases (371 Fewer Cases)

Due to continued reduction in services due to funding restrictions, changes to reduce costs have been implemented across the organization, including the OPTIONS program. At year end the options wait list included 125 consumers awaiting meals, 94 consumers awaiting personal care and home support and 27 consumers awaiting medication management. On June 1st, 2024, 50 consumers were released from the wait list and began to receive meals. In the months following June additional participants will be added to services equal to those who receive them discontinue.

As of the end of June 2024 the wait list for CSP had been eliminated and all participants waiting for services had been added in the months prior.

Adult Day care while serving nearly the same number of participants increased the number of overall visits. Totals for the year were 11 consumers served, providing 206 half-day visits and 606 full-day visits.

2023-24 Program Highlights

The Meals on Wheels and More program delivered 96,764 hot meals and 11,541 frozen meals through the OPTIONS program. Additionally, 8,360 hot and 1,212 frozen meals were delivered to Community Health Choices participants.

The Protective Services Unit received 477 Reports of Need and conducted 280 investigations of suspected abuse. We also processed 64 APS (Adult Protective Services) under 60 Reports of Need. The protective services unit provided 86 hours of assistance to other Area Agencies on Aging who needed assistance.

PA MEDI worked with 379 Clearfield County residents providing in-depth help with their health insurance issues, and an additional 3 consumers from other Counties. A new PA MEDI Counselor was hired during the year who will provide additional support to this program.

The Agency provided partial reimbursement for transportation of 4,606 trips provided through the local ATA service.

Additional Points of Interest

- The Agency registered 1,746 new consumers this fiscal year
- 406 consumers receiving services passed away during the 12 month time frame
- 28,959 meals were provided at Centers for Active Living
- 253 Health and Wellness Programs delivered
- 237 Consumers were assisted with completing Rent Tax Rebates
- 13,063.75 hours (equates to about 1 and a half years) of volunteer service were provided to local agencies, non-profits or health care organizations through the Volunteer Center of Clearfield County
- 4,135.25 hours (equates to about 5 and a half months) of volunteer service were provided directly to the AAA by volunteers.

Demographic Fast Facts

Total Consumers with Service Deliveries 2023 – 2024: 3,637

Age Breakdown

Under 60 - 100

60-74 – 1636

75-84 – 1201

85 and Older – 700

Home Delivered Meals Demographics:

Total Consumer Served During Fiscal Year: **611**

Age

60-74 – 170

75-84 – 210

85 and Older – 231

Males – 265

Females – 346

Live Alone – 322

Low Income - 198

High Nutritional Risk – 565

Personal Care and Home Support Demographics

Total Consumers Served During Fiscal Year: **216**

Age

60-74 – 61

75-84 – 82

85 and Older – 70

Males – 49

Females – 163

Low Income – 64

Live Alone – 133

**Mature Resources AAA Service Statistics
July 2023 through June 2024**

	FY 2023 - 2024	FY 2022 - 2023
Assessments		
NAT - Needs Assessment Tool	374	625
NAT-E Express	618	948
CAT- Caregiver Assessment Tool	138	242
FED- Functional Eligibility Determination & Redetermination	957	1,031
PASRR-EV	30	23
Protective Services		
Reports of Need	477	511
Substantiated	122	117
Unsubstantiated	157	143
Referred to Another Agency	69	127
Under 60 RONs	64	107
Intake/Investigations	280	260
Assisting Berks County (Hours)	0	54.5
Assisting Beaver County (Hours)	86	139
In-Home Services		
Personal Care (hours) includes Home Support	10,191.63	20,564.49
PC/HS through Consumer Reimbursement	28,690.29	39,570.22
HDM		
Regular Meals	96,764	151,654
Frozen Meals	11,541	17,332
Blizzard Boxes	3,708	7,134
HDM Waiver		
Regular Meals	8,360	10,315
Frozen Meals	1,212	1,374
Blizzard Boxes	312	375
Care Transitions		
Successful Completions	12	64
Consumer Flow		
New Intakes	744	1,114
New Consumers Registered	1,746	2,193
Consumers Deceased	406	490

Waiting for Service- No Provider (PC)	12	35
Waiting for Service - Options	212	144
Waiting for Service- CSP	0	3
Transportation Reimbursement		
Number of trips	4,606	3,764
Caregiver Support Program		
# of Families	81	83
Guardianships		
# of Consumers	8	6
Options- Care Management		
Number of Consumers	545	691
Average Care Plan Cost	\$210.60	\$249.04
Authorized Cost	\$1,480,476.63	\$2,440,839.97
Adult Day Care		
1/2 Day (visits)	206	143
Full Day (visits)	606	445
Consumers Served	11	10
Access Services		
Information and Assistance at Centers & Office	903	858
Consumer calls to and from intake staff	2,040	3,129
Senior Center Services		
Congregate Meals Combined	28,959	26,968
Center Visits (Soc/Rec/Ed) In & Out of CAL	6,016	5,047
Activities In & Out of the Centers	2,685	3,546
Health & Wellness Events (units)		
H & W in Centers for Active Living	253	213j
H & W NOT in Centers for Active Living	182	24
Other Community Services		
Person Centered Counseling	84	119
Navigation Services	0	1
Chronic Care Management	0	0
Rent-Tax Rebates	237	254
Farmer's Market Vouchers - Sets	3,563	750
PA MEDI Health Insurance Counseling		
County Cases (# consumers)	379	750
Out of County Cases (# consumers)	3	12
Attendance at Town Meetings	2	0
Volunteers/Hours Assisting AAA		
# Hours	4,135.25	4,676.50

Volunteer Center of Clearfield County		
# Hours	13,063.75	9,250.00