



**PENNSYLVANIA**  
**State Plan on Aging**  
**FFY2020-2024**

# What is the State Plan on Aging?

Why must we develop a plan?

- Required by Older Americans Act

Serves several purposes:

- Document tangible outcomes planned & achieved
- Translate activities into best practices that can help us leverage additional funding
- Provides a blueprint for the next four years
- Build capacity for long-term care efforts in PA

# What goes into the plan?

The State Plan on Aging “cover-to-cover”:

- Introductory information
  - Contact info for PDA & AAAs
  - PDA’s mission, vision, core values & plan goals
- Narrative content
  - Executive Summary
  - Review of our structure, AAAs, councils & programs
  - Review of PA demographics, trends, emerging issues in aging
  - Review of state plan on aging development
  - Details of PDA goals, objectives, strategies & timelines/measures
- Appendices
  - Intrastate funding formula, required assurances and sign-offs

# At the heart of the plan...

The Goals, Objectives, Strategies & Measures; guided by the needs of Pennsylvania's older adults and ACL's Focus Areas:

- ACL Older Americans Act Core Programs  
(caregiver, nutrition, employment, strengthening network)
- ACL Discretionary Grants & Other Funding Sources  
(Alzheimer's, health & wellness, age-friendly communities, NWD)
- ACL Participant-Directed/Person-Centered Planning  
(person-centered planning, connecting people to resources)
- ACL Elder Justice  
(protective services, advocacy, ombudsman, legal assistance)

# How is the plan developed?

- PDA internal strategic planning meeting
- Evaluate 2016-20 plan goals and objectives
- Review “good things” happening in other states
- Receive stakeholder and public input
  - Stakeholder groups submit recommendations
  - Community conversation (virtual this year, July 7th)
  - Online survey
  - Conversation with & priorities of PCoA
- Use Penn State Data Center & other resources
- Synthesize a plan that puts PA older adults first

# Community & Stakeholder Survey Results Overview

Statewide survey held in June, 2020, available online and by phone.

## What kinds of questions did we ask?

- Knowledge of PDA services and how to access them
- Attitudes on the importance of specific areas of focus for age-friendly communities in the next five years
- Thoughts on innovations needed to ready us to care for our older population in the next 10 years and beyond

## Who did we ask?

- All adults over 18 years older were invited to participate

# Community & Stakeholder Survey Results Overview

- 5,599 total responses
- 65 – 74 yrs. old – highest responding age group
- 4,736 responses by persons 55+
- Responses received in all 67 counties
  - Southeast counties nearly 30% of total response  
(Bucks, Chester, Delaware, Montgomery, Philadelphia)
  - Allegheny and surrounding, nearly 15% of total response  
(Allegheny, Armstrong, Beaver, Butler, Westmoreland, Washington)
  - Southcentral counties, nearly 17%  
(Adams, Cumberland, Dauphin, Lancaster, Lebanon, Perry, York)
- Race/ethnicity response rate:
  - <.1% Native Hawaiian/Other Pacific Islander, .6% American Indian or Alaska Native, .9% Asian, 2.7% Latino, 6.6% Black or African American, 89% White, 1.8% Other

# Community & Stakeholder Survey Results Overview

- Other respondents included:
  - Nearly 550 family caregivers
  - Nearly 550 veterans
  - Nearly 550 people living with a disability
  - 450 volunteers who work with older adults
  - 150 members of the LGBTQ community
  - 150 direct-care workers
  - 115 grandparents raising grandchildren

# Community & Stakeholder Survey Results Overview

- Knowledge of services available to older adults in PA:  
3.02/5.00 rating
- Knowledge of who to call for services for older adults:  
3.20/5.00 rating
- Knowledge of services available/who to call if you suspect abuse/neglect/exploitation of an older adult:  
3.27/5.00 rating

# Community & Stakeholder Survey Results Overview

- Top six factors rated “absolutely critical” for ensuring age-friendly communities over the next 5 years:
  - Affordable prescription medications (67.9%)
  - Access to in-home care and services (51%)
  - Available/affordable housing (45.6%)
  - Available/affordable transportation (43%)
  - Dementia-capable/dementia-friendly communities (40.5%)
  - Access to mental health services (40.2%)
- Innovations to meet our needs in next 10 years and beyond: universal access to technology/broadband, education on technology & innovative housing themes

# State Plan 2020-24 Goals, Objectives, Strategies

## ACL Older Americans Act Core Programs Focus Area

**Goal One:** Strengthen aging network's capacity, promote innovation and best practices, and build efficiencies to respond to the growing and diversifying aging population.

**Objective #1:** Leverage technology to improve quality and efficiency of aging services network.

### Strategies:

1. Enhance user and consumer experience by creating efficiencies through technology.

#### Actions:

1. Use E-grants technology to allow grant applications to be accepted electronically
  2. Enroll PDA & have AAAs enroll with one of PA health information exchanges
  3. Develop & launch public-facing report of need self-reporting tool on PDA website
2. Explore and develop avenues to use virtual programming to serve more people, including those who are isolated.

#### Actions:

1. Implement any possible technology recommendations of the PA Council on Aging as part of their research on social isolation.

**Objective #2:** Increase the Department's capacity to serve older adults through strategic and meaningful partnerships and collaborations.

### Strategies:

1. Expand partnerships and enhance existing collaborations to grow the aging network's capacity to deliver services.
2. Build and strengthen partnerships with organizations representing diverse or isolated older adults (culture/race/ethnicity/LGBTQ/disability/rural) to conduct more effective outreach in these communities.

## ACL Older Americans Act Core Programs Focus Area

**Goal One:** Strengthen aging network's capacity, promote innovation and best practices, and build efficiencies to respond to the growing and diversifying aging population.

**Objective #3:** Ensure OAA programs are reaching diverse, LEP and socially isolated older adults, including LGBT older adults & those living with a disability.

**Strategies:**

1. Improve marketing and outreach materials directed at underserved communities.
2. Drive program engagement efforts to include diverse, LEP, socially isolated and LGBT older adults, veterans & older adults living with a disability.

**Objective #4:** Help older adults achieve better quality of life by ensuring those who seek assistance are connected to supportive programs and services.

**Strategies:**

1. Raise public awareness about all programs and services available through area agencies on aging and advocacy organizations.
2. Support employment opportunities for older adults through advocacy, training and on the job experience.
3. Leverage experience of older adults to connect them to meaningful volunteer opportunities that maximize their talent.

**Objective #5:** Support families and friends who are caregivers to enable them to thrive in their caregiving roles.

**Strategies:**

1. Enhance existing statewide marketing and outreach efforts to inform caregivers about benefits and services available through the caregiver support program, including respite assistance.
2. Advocate for the needs of caregivers, including grandfamilies, caregivers of those with dementia, and older caregivers of people living with disabilities.

## ACL Older Americans Act Core Programs Focus Area

**Goal Two:** Improve services for older adults and the ability to advocate for them by using evidence-informed planning, committing to data integrity and being accountable for results.

**Objective #1:** Ensure excellence in service delivery through use of data and analytics to assess the outcomes, quality and value of services provided to older adults.

**Strategies:**

1. Use data to tell the story of our success in reaching target communities.
2. Identify and analyze data on at-risk older adults and develop interventions to mitigate risk.

**Actions:**

1. Develop reporting method to identify consumers at-risk for social isolation so that interventions can be offered and customized as part of care planning.

**Objective #2:** Ensure that data capture is efficient, compliant, and provides meaningful information and knowledge.

**Strategies:**

1. Collect data necessary to ensure our effectiveness in reaching target communities.
2. Ensure consumer engagement instruments are efficient, thorough, culturally competent and gather necessary information.

## ACL Discretionary Grants & Other Funding Sources Focus Area

**Goal Three:** Establish and enhance efforts to support healthy living, active engagement and a sense of community for all older Pennsylvanians.

**Objective #1:** Ensure a network of age and dementia-friendly providers and communities throughout Pennsylvania.

**Strategies:**

1. Advance efforts to make Pennsylvania's communities age-friendly for all older adults and respectful of their unique needs.

**Actions:**

1. Expand Dementia Friends training to all communities by having a dementia champion in every PA county.
2. Advocate for and expand existing models of innovative housing that allow older adults and individuals with disabilities to age in place.

**Actions:**

1. Expand innovative housing models to additional counties throughout the commonwealth.

**Objective #2:** Advance efforts to reduce stigma associated with mental health disorders and connect older adults with mental healthcare resources.

**Strategies:**

1. Raise awareness about mental health issues affecting older adults and ensure our network is properly leveraged to make referrals to mental healthcare providers.

**Objective #3:** Expand the availability and use of programs that reduce social isolation.

**Strategies:**

1. Expand participation in programs that help reduce social isolation.

## ACL Discretionary Grants & Other Funding Sources Focus Area

**Goal Three:** Establish and enhance efforts to support healthy living, active engagement and a sense of community for all older Pennsylvanians.

**Objective #4:** Promote engagement in healthy aging, nutrition, education and prevention programs.

**Strategies:**

1. Increase the number of workshops and participants in evidence-based health & wellness programs in communities of greatest economic need and/or greatest social need.
2. Promote engagement in nutrition, education and prevention programs for those impacted by social determinants of health.
3. Improve health & well-being by educating and enrolling older adults in the best Medicare, prescription drug, and other benefits appropriate for their needs that can help improve their health outcomes.

## ACL Participant-Directed/Person-Centered Planning Focus Area

**Goal Four:** Emphasize a citizen-first culture that provides outreach, embraces diversity, and honors individual choice.

**Objective #1:** Ensure aging services information and resources are accessible, inclusive, consistent and available through a variety of sources.

**Strategies:**

1. Improve quality and availability of information about aging services.

**Objective #2:** Build a workforce that prioritizes and is responsive to the needs of older Pennsylvanians by listening, being inclusive, having empathy and respecting individual choice.

**Strategies:**

1. Provide services to older Pennsylvanians in the manner they prefer by exercising individualized and person-centered planning.
2. Educate Department of Aging, AAA staff and partners on the unique needs of diverse older adults, and provide training on cultural competence, implicit bias and other relevant subjects to help strengthen responsiveness to older adults.

## ACL Elder Justice Focus Area ACL Elder Justice Focus Area

**Goal Five:** 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:** Increase effectiveness in responding to elder abuse and protecting older adults through expanded outreach, enhanced training, innovative practices and strategic collaborations.

**Strategies:**

1. Enhance virtual training curriculum for protective services workers.
2. Ensure required entities and public are accessing and completing mandatory reporter training.

**Objective #2:** Increase capacity and expertise in the ability to investigate and resolve allegations of financial exploitation.

**Strategies:**

1. Implement recommendations of the 2020 Financial Exploitation Study.
2. Increase AAA network access to Certified Financial Examiner through statewide pilot program.

**Objective #3:** Equip older adults, their loved ones, advocates and stakeholders with information needed to identify and/or prevent abuse, neglect and exploitation, and support them in their ability to exercise their full rights.

**Strategies:**

1. Implement new approaches to increase public awareness of elder abuse and how to report it.
2. Increase public awareness of elder rights programs including legal assistance and long-term care ombudsman.

# Next Steps:

PA State Plan on Aging Draft Posted for Comments  
(week of 7/13)

PA State Plan on Aging Draft Submitted to ACL  
(week of 7/27)

PA State Plan on Aging 2020 – 2024  
Go-Live date 10/01/20



Questions?

Thoughts or insights:

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