



**~ Public Hearing ~**

**Fiscal Year 2021-2022**

**Plan and Budget**

## **WHO WE ARE**

The Bucks County Area Agency on Aging (BCAAA), one of 52 in Pennsylvania, is a public agency designated by the Bucks County Commissioners in 1973 and is responsible for the planning and implementation of a variety of services and programs to assist older persons in Bucks County. An Advisory Council appointed by the County Commissioners participates in the development of the four-year and annual plans.

## **WHAT WE DO**

The broad goal of the agency is to develop comprehensive services to assist older people to remain independent and prevent premature institutionalization.

Our priorities are:

- the frail elderly over 75 years old
- minorities
- those persons with chronic disabilities
- persons living alone with a low income

The Area Agency on Aging offers more than twenty programs to help older adults and their families and is an advocate for all older persons in Bucks County.

We also directly provide Information and Referral, Assessment and Care Management, Protective and Ombudsman Services and a countywide Volunteer Program. Additional services and projects are by agreement or contract with other community agencies. Approximately 60% of our budget is by contract.

Service and supports provided by and through the Area Agency on Aging typically focus on three goals:

- Providing education and supports to healthy residents
- Providing assistance with home and community based services
- Advocating for the rights and benefits of older adults and protecting those at risk for abuse, neglect, financial exploitation, and abandonment.

## **HOW ARE WE FUNDED**

Services and supports provided through the AAA are funded by:

- Grants with the PA Department of Aging
- Grants with the PA Department of Human Services
- Federal funds
- Other local and state agency grants
- Consumer voluntary and cost shared revenues
- Fee for Service funding
- Generosity of the County Commissioners

## **Accomplishments for 2020-21**

### **Long-Term Care Department (LTC)**

The year saw great change in the Long Term Care Department due to the COVID 19 pandemic. New programs were developed, in collaboration with the Public Affairs Department, to support our clients during the pandemic, including the Telephone Reassurance Program and Grocery Shopping Assistance Program. Care Managers were required to learn entirely new ways of doing business using online media like Zoom, Skype, FaceTime, TEAMS, and other web-based ways to interact with colleagues and clients. The long term care clerical unit was busy supporting the care managers by assisting with mailing and photocopying documents so as to maintain a skeleton crew of staff during the pandemic. Nearly all processes involving the movement of paper within the department to carry out programmatic functions were moved to an electronic format. With new guidance coming from oversight agencies on a regular basis in response to infection rates, the Department became nimble in providing supports and services to hundreds of new clients this past year.

The LTC Department was committed to programmatically expanding the Caregiver Support Program (CSP). In addition to providing information about caregiving and caregiving resources via online presentations over the course of the year, the BCAA held its first web-based conference for caregivers during National Caregiver Month featuring two dynamic speakers. Further, the CSP unit has partnered with the Alzheimer's Association to offer trainings related to cognitive health and recognizing signs of dementia. The agency's CSP Care Manager completed a specialized training to become a Dementia Friend Champion and will be conducting presentations for local organizations and business about recognizing signs of dementia and working with people who have dementia. Finally, BCAA is gearing up to offer a Caregiver Support Group and an online training for caregivers related to safely providing assistance to care recipients.

The OPTIONS program coordinates services to seniors in their home and continues to carry a long wait list for services due to direct care worker shortages in the county. In response, we have adopted the Consumer Reimbursement model allowing OPTIONS consumers to purchase services directly and get reimbursement from the agency for that care. In response to the pandemic and to further support our homebound clients, we began providing short term, goal-oriented counseling to homebound clients who are either uninsured or under-insured through a contract with the Family Services Association of Bucks County. OPTIONS Care Managers were also tasked with identifying and contacting 'high risk' clients on a bi-weekly basis towards the beginning of the pandemic. OPTIONS supervisors and care managers await new directives on providing Care Management services; an early draft revealed a significant change in the amount of in-person visits care managers conduct in a year, which could significantly impact program costs.

The Protective Services (PS) Unit has again seen an increase in their investigative activity this past year from the previous year with an anticipated 17.7% spike in investigations. At the same time, the PA Department on Aging has made significant changes in our data input and verification of our PS cases. Despite these challenges, the PS unit had a successful monitoring by the state for services provided, mainly due to the strong efforts of staff. The PS team has also seen an uptick in the number of homeless seniors as well as individuals in need of guardians and involuntary interventions. Both investigation tools used for Protective Service work have seen major changes, requiring shifts on our data entry; moreover, we wait with anticipation for new upcoming program guidance from the State for PS services.

The Information and Referral unit proved to be an invaluable asset to the agency as the team spoke with over 4,500 Bucks residents and their loved one's fielding calls about home delivered meals, heating assistance, COVID-19, and much more. In addition to this, the team took 1,300 Reports of Need for Protective Services. As the pandemic waned on, their knowledge about where to get COVID testing was augmented adding housing resources for those who were at risk of being evicted, vaccination sites, grocery shopping programs, and more.

### **Public Affairs Unit**

With the cooperation of the Agency's dedicated senior centers, food vendors and volunteers Public Affairs transitioned the home delivered meals programs from daily delivery of hot meals to once weekly delivery of frozen meals, in a move to mitigate the risk of Covid-19 contagion for both consumers and delivery persons. Similarly, congregate meals were provided in the form a 5-pack of frozen meals made available at senior centers for pick-up on a contactless basis. Although the pandemic curtailed the congregate meals program, it increased the demand for home delivered meals. In all, the Agency funded the provision of more than 174,000 meals in the 12-month period ended March 31 of this year.

As an alternative to live activities the unit's Outreach section Affairs developed virtual presentations featuring various Agency programs, including APPRISE, Caregiver Support and Ombudsman. Furthermore, the unit collaborated with other County agencies in the recording of televised virtual "senior fairs" to bring public awareness to available services, and also continued to disseminate information through social media.

The Health and Wellness program (H&W) leveraged IT assets to virtually deliver evidenced-based programs direct to consumers' homes. The programs (My Health/My Life, Walk with Ease and Healthy Steps for Older Adults) promote wellness through instruction in fall prevention, exercise and self-management of chronic conditions. Also, H&W staff coordinated resources to deliver 60+ sessions of expert guided instruction in Tai Chi and Chair Yoga and continues to play a major role organizing and promoting the County's highly successful Drug Take-Back program.

Particularly during the pandemic's early stage, demand for APPRISE services was down, and health risks eliminated the opportunity for face-to-face Medicare counseling

services for the year's remainder. The Agency responded by allocating resources to provide counselors the needed protocols and equipment to conduct all counseling sessions virtually or by phone. The APPRISE program provided services to 1,024 Medicare beneficiaries (86% of the total beneficiaries in the previous year), enabling consumers to save money on both health and prescription drug insurance premiums and connecting them with available Medicare insurance subsidies.

Despite the nearly year-long visitation prohibition related to the COVID-19 pandemic, the Ombudsman program substantially improved the quality of life for many residents of long-term care facilities. Ombudsmen investigated 123 complaints (more than double the number in the previous year) about resident rights and quality of care issues. Also, Ombudsmen provided 886 consultations to individual residents, family members, and facility staff around these issues. Adding a personal touch to the program to reduce the stress of social isolation for facilities' residents, team members organized collections of cards made by children.

The Agency's volunteer program recruited and onboarded nearly 100 new volunteers in 2020. The new volunteers ensured that critical nutrition was provided to homebound seniors, filling widespread vacancies within the existing volunteer network caused by the pandemic. Also, the program's new volunteers enabled the Agency to provide two new services: grocery shopping assistance; and telephone assurance—a program providing comfort through routine telephone contact with consumers who were experiencing a sense of social isolation intensified by the pandemic.

## **CONTRACT MANAGEMENT AND MONITORING**

### **CONTRACTING PROCESS**

The BCAAA continues to purchase services and goods in compliance with State regulations and County policy. This includes formal Request for Proposals (RFP), Price Quote Solicitations and Professional Service Agreements. Our current agreements allow for multi-year extensions to facilitate continuity for consumer services.

Senior Centers receive operating grants in addition to the AAA administering and funding their meal programs, volunteer support and transportation.

### **MONITORING**

The monitoring activity continues to occur on an individual consumer basis, service authorization basis (monthly), and annually for program compliance to support ongoing service quality and to best meet or exceed the consumer's needs and to optimize service impact on the consumers. The agency is continuously monitored through quarterly reporting (reviewed by County Controller) to the Pennsylvania Department of Aging. State staff schedule visits to monitor individual programs.

During the unprecedented challenges with COVID-19, many organizations had to make changes to their operations, including limiting entrance to their office by outside visitors, and limiting the number of employees in the office. BCAAA felt that it was important to

diminish risk where possible and made the decision to conduct this year's provider monitoring offsite. The offsite monitoring was modified and included but was not limited to review of policy and procedures, fiscal/billing and current licensure /insurance. As the result of COVID -19, senior centers and adult day care centers were closed and the annual monitoring activity of the senior centers was postponed.

The results of this year's offsite monitoring indicated that providers met the overall compliance with no significant at-risk areas identified.

The data from the annual monitoring visits continues to be utilized to review for strengths in the services and also areas for general improvement or changes needed for contracts to meet changing State and Federal requirements and mandates.

Consumer input is an important priority and will provide valuable information on consumer opinion/satisfaction with provision of services they receive from our contracted providers. The findings from the consumer satisfaction surveys will allow us to build on our existing strengths and develop strategies / opportunities, for a continuous quality improvement process. BCAA anticipated implementing the consumer satisfaction surveys last year, however, due to the impact of COVID-19, this implementation was postponed but we anticipate implementing them later this year.

## **CONTRACT MANAGEMENT**

COVID-19 has had a significant impact on many healthcare providers. In July 2020, BCAA conducted a brief survey of BCAA OPTIONS In-Home Providers and Adult Day Care Providers to seek feedback on what impact they may have experienced as the result of Coronavirus (COVID-19).

A total of 47% of In-Home Providers responded to the survey indicating the following:

- 78% responded of experiencing staffing challenges.
- 56% responded that COVID -19 interrupted their billing or cash flow.
- 67% indicated that COVID-19 impacted their ability to provide care to consumers.

A total of 38% of Adult Day Care Providers responded to the survey.

- 67% responded of experiencing staffing challenges.
- 100% responded that COVID -19 impacted their ability to provide care to consumers.
- 67% responded that they are not able to serve/staff all of the BCAA authorized consumers.

BCAA consumers live throughout Bucks County, some in remote or otherwise difficult to reach service areas or locations. Access to In-Home Services for these consumers is difficult for several reasons including but not limited to:

- Workers may not reside in or near many of the service areas.
- Public transportation is costly and very limited or unavailable in many of the service areas.
- Some workers cannot afford private vehicles.
- Many competing industries aimed at the same workforce offer the same or better pay rates and benefits.

In November 2020, the Pennsylvania Department for the Aging, asked BCAAA to explore the nature of the direct care worker staffing shortage in our service areas, as it affects our ability to provide care to frail elders. BCAAA conducted a survey with our contracted in-home service providers, to better understand /learn about the barriers from the provider perspective and engage in problem solving. The survey results indicated that it is difficult to staff OPTIONS care plans because direct care workers prefer longer shifts. Additionally, the hourly rate is not competitive with other industries, including for example, Target or Walmart, which results in difficulty to retain staff.

BCAAA contracted with an In-Home Service provider to service consumers who reside in historically difficult to serve areas of the County, which existing in home service providers have had difficulties to staff/serve.

Furthermore, BCAAA engaged into a contract with an ambulance provider for non-medical ambulance transportation service for BCAAA authorized consumers. The Non-Medical Transportation service will provide needed transportation services to the authorized BCAAA consumers, when all other sources of transportation, which can provide this service without charge (such as family, neighbors, friends, community agencies) have been exhausted. This service will ensure consumers gain access to other services, including a licensed facility for treatment, or to a consumer's home after discharge when there is a medical condition, such that the use of an ambulance is the only appropriate means of transportation.

BCAAA anticipates in FY 21/22 to put out a formal BID/RFA for In Home Service Providers.

## **2021-22 CONSIDERATIONS**

### **COVID-19 Response**

The impact of the COVID-19 virus on the senior population has been devastating. As of January 2021, approximately 94% of deaths in PA are people over the age of 60, and the 50% of those were in some type of long-term care or communal living situation.<sup>1</sup> Although we are in contact with nursing facilities and personal care homes for a variety of reasons, the AAA system is not responsible for the monitoring or screening of these facilities, as this is the role of either the PA Department of Health (for nursing homes) or the PA Department of Human Services (for personal care homes). However, the usual provision of services by the AAA were also impacted in a variety of ways. Although begun in March 2020, changes due to COVID continue for the AAA, specifically:

- Staff continued for the most part not making in-person home visits for Assessment, OPTIONS, APPRISE, and Ombudsman programs. Some face-to-face visits were allowed in Protective Services cases but only with permission

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<sup>1</sup> LehighValleyLive: It took Pa. 8 months to record 10K COVID deaths. It may take only 2 months for the next 10K. Updated Jan 16, 2021; Posted Jan 16, 2021

from the PA Department on Aging. Instead, telephone contacts and when possible, video-chat meetings were held. With guidance from the PA Department on Aging and the CDC, the AAA will begin making home visits again for the majority of their services when the overall COVID rate for the county is below 5%, and still utilizing safety precautions.

- Home delivered daily meals were still not possible due to risk of contact between the senior and the delivery person, and Senior Centers stayed closed and unable to provide congregate meals. A delivery system of weekly refrigerator or frozen meals, and shelf-stable food boxes continued from 2020 into 2021. As of the writing of this report, 3 of the 13 senior centers in the county have opened their doors to seniors but with restricted numbers and programs, as well as use of comprehensive safety protocols. The other senior centers have plans to open, at least partially, this summer.
- AAA staff continued to work remotely. Given the foresight and guidance of our Administration and Finance/IT team, over the last 3-5 years the majority of AAA staff have been issued both laptops with VPN access, as well as cell phones, and therefore easily could make the move to working remotely. Based on a staff survey and reports from supervisory staff, approximately 95% of staff were able to work remotely at 100% efficiency.
- Like every business, the AAA was required to procure Personal Protection Equipment for staff, such as masks, hand sanitizers, and gloves, and these supply purchases continued in 2021.

As was reported last year and in other sections of this report, the AAA began various new services in response to senior needs such as telephone reassurance, grocery shopping, COVID care packages, and assistance in setting up home bound vaccinations. To address the ongoing concern of seniors feeling an increase in anxiety as well as loneliness due to pandemic social isolation, the Agency utilized CARES funds to develop the **Senior Connect program**. In partnership with two senior centers, the Bucks County Community College, and with Comcast's Internet Essentials program, the AAA was able to provide seniors in Bensalem and Bristol Townships with internet connection, a new tablet, and training on how to use the technology. The goal of the program was for seniors to engage more with others through technology and indeed, this is happening for about 40 seniors in the program. In the coming year we hope to expand the Senior Connect program by partnering with the other senior centers in the county.

### **Federal and State Funding**

With regards to federal funding, the Older Americans Act was passed on March 11, 2020 and part of that act authorized a 6% across-the-board annual increase for OAA programs in FY 2021-2024. As of the writing of this report, it is uncertain if the federal budget will honor that 6% increase.

During this past fiscal year, the AAA was the recipient of CARES funds from the PA Department on Aging. The funds are specifically designated for nutrition programs, in-home services, protective services, and some technology procurement (specifically Title III and Title VII services). Although we have used many of these funds, it has been

difficult to plan on their use because of the ongoing changing time frames as to when the funds needed to be used by. For example, initially the funds need to be spent by 12/30/20. Then they were extended for use by 6/30/21. And just recently we learned that the funds have been extended again until 12/30/22. In addition, the new Rescue Plan monies that were passed earlier in 2021, will provide the PA Department on Aging with an additional \$59M, of which the majority will be allocated to the PA AAAs again for use in nutrition plans, in-home services, and protective services but also can be used for vaccine education as well as increased technology capacity building. These funds have until 9/30/24 for utilization.

The overall state budget is still unknown for the coming fiscal year, but it is anticipated that funding to aging services will be the same as the prior year. The Lottery has also seen an increase of online sales during COVID-19, however it is uncertain how this will impact the state budget. With regards to lottery funding, the AAA network has not seen an increase in funding for the past eight years. Although expenses for staffing, benefits and services have increased, the overall funding to AAAs has remained stagnant.

One potential new state revenue source would be if the PA Association of Area Agencies on Aging, or P4A, were successful in their bid to take on the enrollment function of the Aging Waiver or Community Health Choices program. This Department of Human Services contract would combine both the current Assessment program of the AAAs with the enrollment process currently handled by Maximus. If P4A is successful in their bid, we would add on to our current services a whole new department of staff. If P4A is unsuccessful, we would lose our current funding for our Assessment services, or close to \$700,000.

## **CHALLENGES IN THE COMING YEAR**

In an effort to plan for the budget and services for the BCAA for the coming year, we are taking into consideration some challenges and unknown entities that are guiding our thinking. These include the following:

- Like everyone and everywhere, the pandemic is a consideration in planning, and poses some challenges. We will continue to work with the county health department and emergency services to assist with efforts to vaccinate seniors in our county. We will also be developing outreach and education to seniors who have not been vaccinated so as to increase the vaccination rates. Additionally, if the COVID vaccine requires annual vaccinations, we could continue our efforts in assisting seniors for more years to come.
- Staff continue to work remotely but are slowly coming back into the office with an appreciation that for the future, their work will probably be both remote and in-person. Again, new protocols and policies will need to be developed to respond to these changes, as well as acknowledging the emotional and mental health toll that the pandemic has had on their work life.
- As stated earlier, the current CARES funds and the soon-to-arrive Rescue Plan funds will enable the BCAA to increase some services and possibly new projects, however it is restricted to only certain services and must be used within certain time frames. We need staff to implement and monitor these services, but it is difficult to hire staff with time-limited funding.
- A large unknown in the coming year is if we will add on the new service of Enrollment to our existing Assessment program. If funded, we could be adding as many as 10-12 new staff, or an 18-20% increase in staffing. If not funded, would we lose positions or could we make up the Assessment revenues so as to retain staff?
- As we have seen in this past year, we are anticipating that the reporting and data requirements from the PA Department on Aging will continue to increase, particularly for protective service and case management services. These added requirements take staff time, and we must again try and work more efficiently with the same amount of funding.
- We are also anticipating the retirement of at least 5-7 staff in the next year or two. This requires not only the hiring and training of new staff but acknowledging and planning for the changes this will have on the agency culture.

## **Four Year Plan 2020-2024**

The Bucks County Plan **GOALS** and **OBJECTIVES** are as follows:

- 1. Strengthen BCAA's capacity, promote innovation and best practices, and build efficiencies to respond to the growing and diversifying aging population in the county.**
  - A. Utilize technology to improve quality and efficiency of aging services
  - B. Reduce inefficiencies in work flow through technology enhancements
  - C. Increase alternatives for in-home services that will meet consumer needs
  - D. Increase senior accessibility in Bucks County
  - E. Increase provision of services to diverse seniors and isolated older adults
  - F. Enhance staff skills and knowledge to respond to increasing needs of seniors
  - G. Increase and enhance services to caregivers of seniors to enable them to thrive in their caregiving roles
  
- 2. Establish and enhance efforts to support healthy living, active engagement and a sense of community for Bucks County seniors.**
  - A. Expand the availability and use of programs that reduce social isolation
  - B. Promote engagement in healthy aging, nutrition, education and prevention programs
  - C. Enhance Bucks County as an age and dementia-friendly community
  - D. Develop possible options for increasing appropriate living arrangements for seniors
  - E. Enhance connections for seniors to mental health resources and services
  
- 3. Emphasize a person-first culture that provides outreach, embraces Bucks County diversity, and honors individual choice.**
  - A. Increase outreach to various cultures including Indian, LGBT, and isolated seniors
  - B. Enhance sensitivity and understanding of staff on various cultures
  - C. Ensure ongoing advocacy for seniors at risk for minimization of their choices
  
- 4. Protect older adults in Bucks County and ensure their safety and dignity by raising awareness of and responding effectively to incidences of abuse, injury, exploitation, violence and neglect.**
  - A. Working with various partners and multidisciplinary task forces, increase effectiveness in the investigation of elder crime and enhancement of services to impacted seniors and families
  - B. Increase promotion of Elder Abuse hotline, services, and identification of abuse
  - C. Engage in supporting changes in legislation regarding OAPSA and elder abuse concerns

- 5. Improve services for older adults in Bucks County and the ability to advocate for them by using evidence-informed planning, committing to data integrity and being accountable for results.**
  - A. Through use of data and analytics, develop measurable outcomes of services to seniors
  - B. Improve integrity of data gathered through SAMS
  - C. Continued involvement in development of County H&HS data sharing

**BUCKS COUNTY AREA AGENCY ON AGING  
ADVISORY COUNCIL MEMBERS  
As of May, 2021**

**Michael Bannon**  
Doylestown, PA

**Tammi Mancuso**  
Doylestown, PA

**Maggi Boyer (Chair)**  
Doylestown, PA

**Barbara Minter**  
Telford, PA

**Yagnesh Choksi**  
Bensalem, PA

**Richard Newman**  
Doylestown, PA

**Karen Hirschman**  
Newtown, PA

**Laura Poust**  
Warminster, PA

**John "Bud" Johnson**  
Southampton, PA

**Charles Pressler**  
Perkasie, PA

**Beth Hudson Keller**  
Newtown, PA

**Robert Silberg**  
Furlong, PA

**James Kelly**  
Perkasie, PA

**Nancy Spears**  
Doylestown, PA

**Jane Fox-Laquer**  
Doylestown, PA

**Patsy Long (Vice Chair)**  
Warrington, PA

# BUCKS COUNTY AREA AGENCY ON AGING ORGANIZATIONAL CHART

BUCKS COUNTY AREA AGENCY ON AGING

As of May 17,  
2021

**KEY**  
 AA - Administrative Assistant  
 ACM - Aging Care Manager  
 CT - Clerk Typist  
 FO - Fiscal Officer  
 FSA - Family Services Association  
 IR - I & R / Information



## **SERVICES PROVIDED BY THE AAA**

Organizationally, the Agency is divided into Long Term Care, Public Affairs and Administrative and Financial Affairs.

### **LONG TERM CARE**

#### **Information and Referral**

#### **Older Adult Protective Services**

#### **Adult Protective Service Reports**

#### **Assessment**

- Home/Community Based Services
- Facility-based Services

#### **Care Management**

- Care Planning
- Care Plan Implementation & Follow-up
- Ongoing Case Management
- Reassessment

#### **Home/Community Based Services**

- Personal Care
- Home Health Aide
- Home Support
- Home Delivered Meals
- Adult Day Services
- Personal Emergency Response System
- Environmental Modification
- Therapeutic Counseling
- SELF

#### **Caregiver Supports**

- Caregiver Education / Support
- Financial Assistance
- Family Counseling

#### **Other Services**

- Student Internships

### **PUBLIC AFFAIRS**

#### **Ageing and Disability Resource Center(ADRC)**

#### **Senior Centers**

#### **Nutrition**

- Congregate Meals
- Home Delivered Meals
- Education

#### **Health Promotions**

- Project MEDS
- Project Games
- Chronic Disease Self-Management

#### **Ombudsman Services**

#### **Transportation**

#### **Insurance Counseling (APPRISE)**

#### **Employment**

#### **Senior Games**

#### **“Positively Aging Bucks County”**

#### **Volunteer Program**

### **ADMINISTRATIVE AND FINANCIAL AFFAIRS**

#### **Fiscal/Administrative Management**

#### **Legal Services**

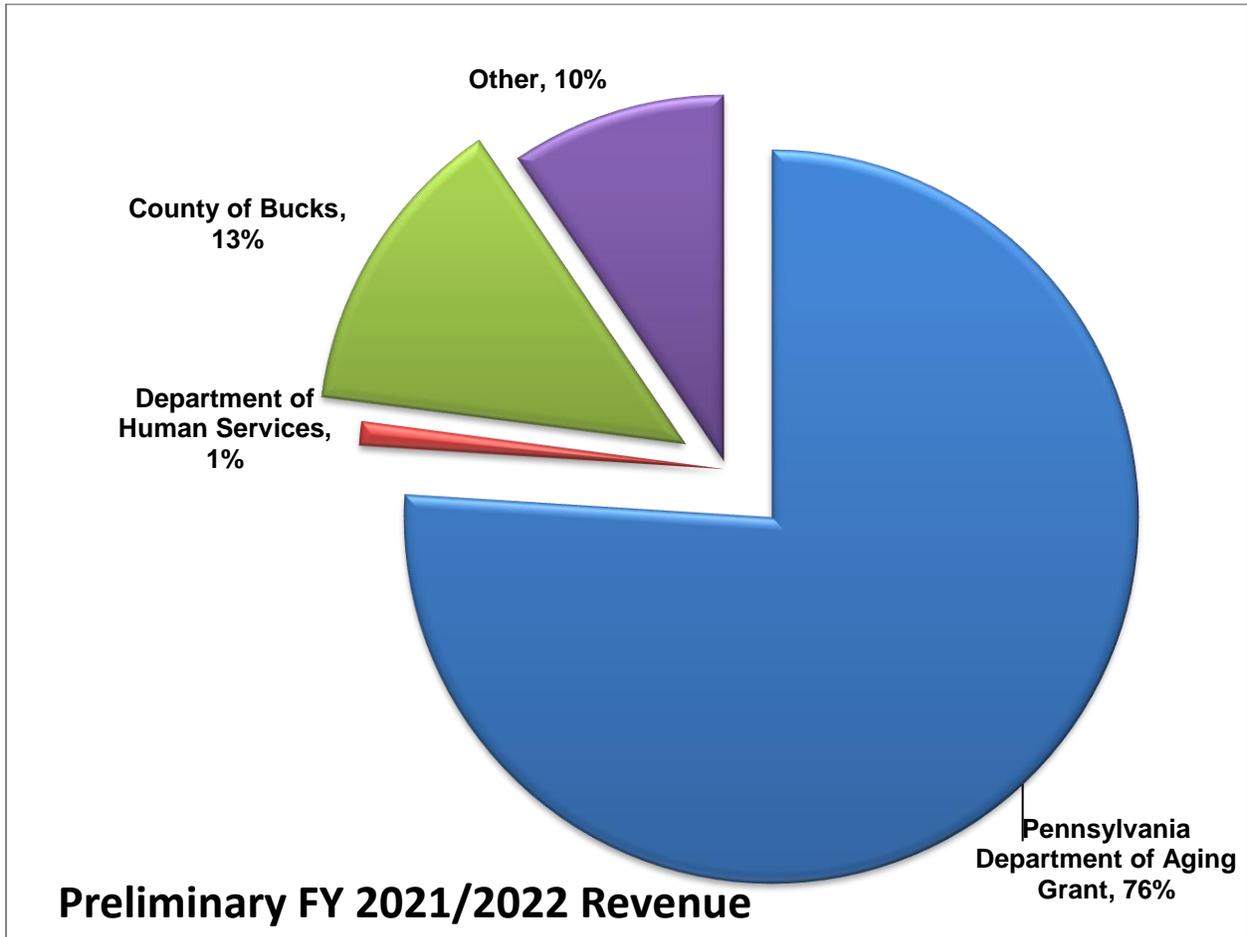
#### **Information Technology**

#### **Contract Management and Monitoring**

**BUCKS COUNTY AREA AGENCY ON AGING  
SERVICE UNITS**

	<b>Unit of Service Identified</b>	<b>FY 20/21 Projected</b>	<b>FY 2021/2022 est.</b>
HM DEL MEALS	Meal	110,000	120,000
CONG MEALS	Meal	20,000	30,000
SOC/REC/EDUCATION	Registrants	162,000	175,000
PASNGR TRANS	One Way Trip	5,000	12,000
LEGAL ASSIST	Service Hour	1,350	1,350
INFO & REFER	Contacts	12,000	30,000
PERSONL CARE	Service Hour	20,000	38,000
HOME SUPPORT	Service Hour	4,872	5,000
ADLT DAYCARE	Service Day	350	1,500
COUNSELING	Service Hour	-	300
ASSESSMENTS	Assessments Completed	4,400	4,600
PROTECT SVCS	Investigations Completed	1,100	1,200

**BUCKS COUNTY AREA AGENCY on AGING  
PERCENTAGE of INCOME BY SOURCE  
FY 2021/2022**

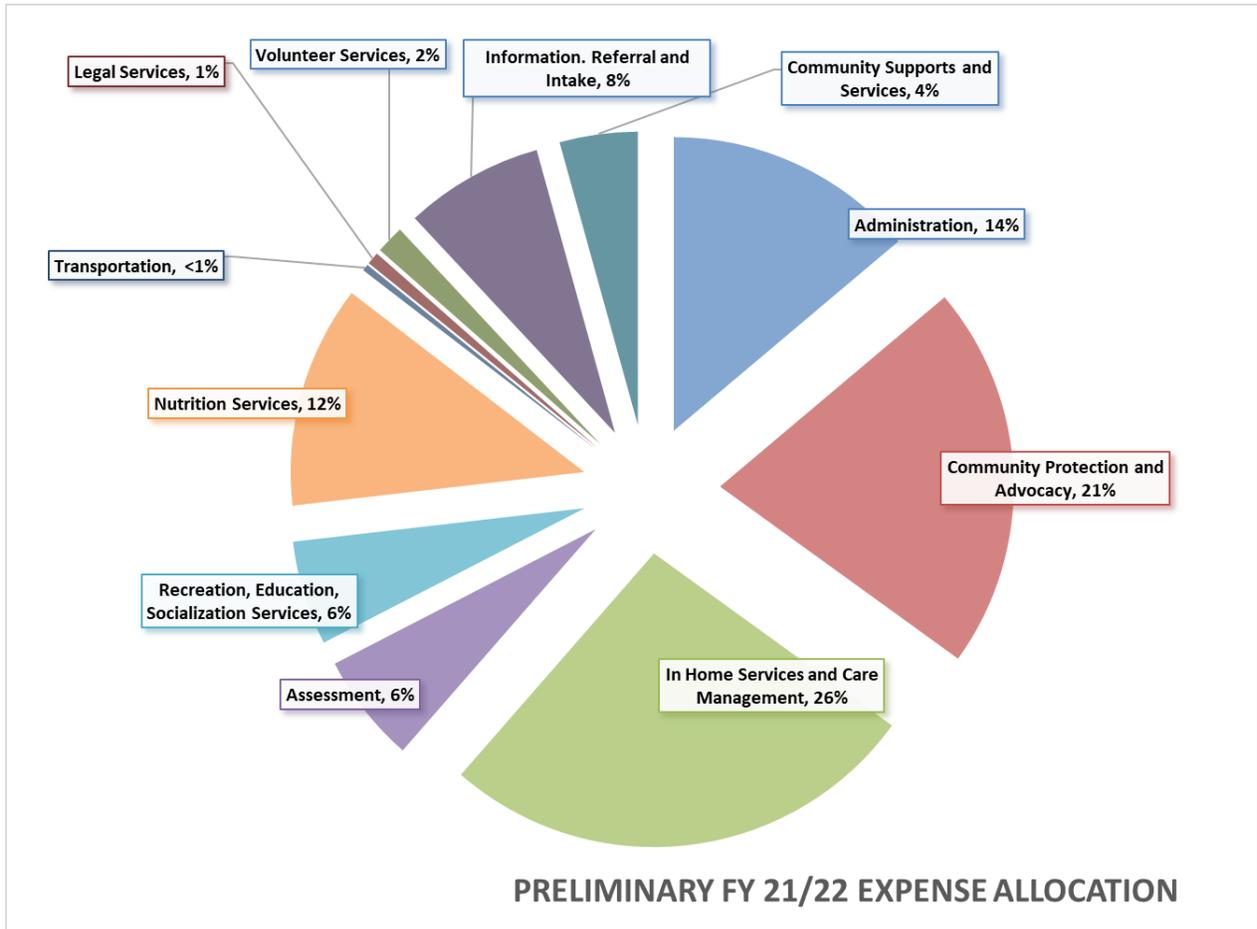


<b>Pennsylvania Department of Aging Grant</b>	<b><u>\$ 7,787,288.00</u></b>	<b>76%</b>
<b>Department of Human Services</b>	<b><u>\$ 107,182.00</u></b>	<b>1%</b>
<b>County of Bucks</b>	<b><u>\$ 1,378,199.00</u></b>	<b>13%</b>
<b>Other</b>	<b><u>\$ 974,322.00</u></b>	<b>10%</b>
<b>Deficit</b>	<b><u>\$ -</u></b>	<b>0%</b>
	<b><u>\$ 10,246,991.00</u></b>	<b>100%</b>

**BUCKS COUNTY AREA AGENCY on AGING  
Revenue Allocation Comparison**

<b>SOURCE</b>	<b>FY20/21</b>	<b>FY21/22</b>	<b>VARIANCE</b>	
	<b>REVISED</b>	<b>Projected</b>		
<b>Department of Aging Block Grant</b>	<b>\$ 7,316,250.00</b>	<b>\$ 7,782,288.00</b>	<b>466,038</b>	<b>6%</b>
Regular Block Grant	\$ 5,247,058.00	\$ 5,364,392.00	117,334	2%
Federal and State Caregiver	\$ 183,373.00	\$ 177,349.00	-6,024	-3%
APPRISE	\$ 33,291.00	\$ 33,291.00	0	0%
Health and Wellness	\$ 1,871.00	\$ 24,480.00	22,609	1208%
Nutrition Services Incentive Program	\$ 116,539.00	\$ 116,539.00	0	0%
Options Services	\$ 982,342.00	\$ 982,342.00	0	0%
Other	\$ 178,854.00	\$ 165,096.00	-13,758	-8%
ACL CARES and FFCRA	\$ 508,728.00	\$ 918,799.00	410,071	<b>NEW</b>
PA Dept of Aging Senior Center Grant	\$ 64,194.00		NA	
<b>County of Bucks</b>	<b>\$ 1,192,796.00</b>	<b>\$ 1,378,199.00</b>	<b>185,403</b>	<b>16%</b>
<b>Department of Human Services</b>	<b>\$ 107,182.00</b>	<b>\$ 107,182.00</b>	<b>0</b>	<b>0%</b>
Title XIX	\$ 106,632.00	\$ 106,632.00	0	0%
ADRC	\$ 550.00	\$ 550.00	0	0%
<b>Deficit</b>	<b>\$ -</b>	<b>\$ -</b>		
<b>Other</b>	<b>\$ 1,023,986.00</b>	<b>\$ 974,322.00</b>	<b>-49,664</b>	<b>-5%</b>
Human Service Development Fund	\$ 95,000.00	\$ 95,000.00	0	0%
Bucks County Opportunity Council	\$ 5,126.00	\$ 6,400.00	1,274	25%
Bucks County Drug and Alcohol Comm.	\$ 16,262.00	\$ 35,000.00	18,738	115%
MH/DP S.E.L.F.	\$ 135,000.00	\$ 135,000.00	0	0%
Interest	\$ 11,631.00	\$ 12,000.00	369	3%
Program Income/ Cost Share	\$ 8,750.00	\$ 20,000.00	11,250	129%
Department of Agriculture	\$ 1,976.00	\$ 2,000.00	24	1%
Miscellaneous Other Revenue	\$ 10,436.00	\$ 8,575.00	-1,861	-18%
AgingWell LLC.	\$ 739,805.00	\$ 660,347.00	-79,458	
<b>TOTAL</b>	<b>\$ 9,640,214.00</b>	<b>\$ 10,241,991.00</b>	<b>601,777</b>	<b>6%</b>

**BUCKS COUNTY AREA AGENCY on AGING  
PERCENTAGE of EXPENDITURES BY PROGRAM AREA  
FY 2021/2022**



<b>Administration</b>	<b>\$ 1,418,280.00</b>		14%
<b>Community Protection and Advocacy</b>	<b>\$ 2,163,067.00</b>		21%
<b>In Home Services and Care Management</b>	<b>\$ 2,708,790.00</b>		26%
<b>Assessment</b>	<b>\$ 615,347.00</b>		6%
<b>Recreation, Education, Socialization Services</b>	<b>\$ 588,858.00</b>		6%
<b>Nutrition Services</b>	<b>\$ 1,256,666.00</b>		12%
<b>Transportation</b>	<b>\$ 37,696.00</b>		0%
<b>Legal Services</b>	<b>\$ 70,200.00</b>		1%
<b>Volunteer Services</b>	<b>\$ 159,593.00</b>		2%
<b>Information. Referral and Intake</b>	<b>\$ 782,868.00</b>		8%
<b>Community Supports and Services</b>	<b>\$ 440,626.00</b>		4%
<b>TOTAL</b>	<b>\$ 10,241,991.00</b>		100%

**BUCKS COUNTY AREA AGENCY on AGING**  
**Expense Allocation Comparison**

<u>COST CENTER</u>	FY 20/21	FY21/22	FY21/22 vs FY 20/21 Revised	
	REVISED	PROJECTED	VARIANCE	
ADMINISTRATION	\$ 1,365,730.00	\$ 1,418,280.00	52,550	4%
HOME DELIVERED MEALS	\$ 901,231.00	\$ 1,021,375.00	120,144	13%
CONGREGATE MEALS	\$ 231,182.00	\$ 235,291.00	4,109	2%
SOC/REC/EDUCATION	\$ 770,795.00	\$ 580,858.00	-189,937	-25%
EMPLOYMENT SERVICES	\$ 7,405.00	\$ 8,000.00	595	8%
VOLUNTEER SERVICES	\$ 154,482.00	\$ 159,593.00	5,111	3%
TRANSPORTATION	\$ 23,381.00	\$ 37,696.00	14,315	61%
LEGAL SERVICES	\$ 70,200.00	\$ 70,200.00	0	0%
OMBUDSMAN	\$ 177,575.00	\$ 215,273.00	37,698	21%
INFORMATION & REFERRAL	\$ 902,325.00	\$ 932,868.00	30,543	3%
HOME HEALTH	\$ -	\$ -	0	
PERSONAL CARE	\$ 489,632.00	\$ 643,200.00	153,568	31%
PERSONAL ASSISTANCE	\$ -	\$ -	0	
ENVIRONMENTAL MODIFICATIONS	\$ -	\$ 5,000.00	5,000	
MEDICAL EQUIPMENT & SUPPLIES				
PERSONAL EMERGENCY RESPONSE	\$ 57,672.00	\$ 60,000.00	2,328	4%
HOME SUPPORT	\$ 149,458.00	\$ 175,000.00	25,542	17%
ADULT DAY SERVICES	\$ 25,543.00	\$ 80,000.00	54,457	213%
COUNSELING	\$ 3,000.00	\$ 5,000.00	2,000	67%
APPRISE/GAMBLING/MEDS	\$ 233,318.00	\$ 290,626.00	57,308	25%
ASSESSMENT	\$ 674,495.00	\$ 615,347.00	-59,148	-9%
CARE MANAGEMENT	\$ 1,518,830.00	\$ 1,642,990.00	124,160	8%
PROTECTIVE SERVICES	\$ 1,726,186.00	\$ 1,947,794.00	221,608	13%
CONSUMER REIMBURSEMENT	\$ 93,580.00	\$ 102,600.00	9,020	10%
PA Dept of Aging Senior Center Grant	\$ 64,194.00		-64,194	-100%
<b>TOTAL</b>	<b>\$ 9,640,214.00</b>	<b>\$ 10,246,991.00</b>	<b>606,777</b>	<b>6%</b>

**BUCKS COUNTY AREA AGENCY on AGING**  
**Current Subcontractor List**  
**FY 20/21**

**In-Home Service Providers**

Associates Home Care, Inc.	Maximum Care, Inc.
Better Home Care LLC	New Life Home Health Care Agency, Inc.
Carvell Health Services	Penn Asian Senior Services, Inc.
CareSphere LLC dba RX Home Health Services Inc.	Philadelphia Home Health Services d/b/a Angels on Call
Comfort Home Care, Inc.	Prestige Home Care Agency
Community Home Health	Southeastern Health Services of PA
EPIC Health Services d/b/a Aveanna Healthcare	Unique Aid
Expert Home Care	VNA Community Services, Inc.
Family Caregivers Network	VitaCare Home Health, Inc.
Gem Home Care Inc.	
Homemaker Service of the Metro. Area, Inc.	
Immediate Home Care	

**Senior Community Centers**

Benjamin H. Wilson Senior Center	Eastern Upper Bucks Seniors, Inc.
Bensalem Senior Citizens Association	Falls Township Senior Citizens, Inc.
Bristol Township Senior Citizens Ctr.	Middletown Senior Citizens Association
Bristol Borough Area Active Adult Ctr.	Morrisville Senior Service Center
Bucks County Association for Retired and Senior Citizens	Northampton Township James E. Kinney Senior Center / Council Rock*
--Central Bucks Senior Center	
--Neshaminy Activity Center	
--Pennridge Community Center	
--Upper Bucks Senior Center	

\* Center location does not provide congregate meals

**BUCKS COUNTY AREA AGENCY on AGING  
Current Subcontractor List  
FY 20/21**

**Home Delivered Meals / Food Vendors/Nutritional Supplements**

Delcrest Medical Services	Pur Foods, LLC dba Mom's Meals
JA Foodservice Corporation	The Wood Co./ Sodexo Management Inc
Metz Culinary Management Inc.	Woodside Meals on Wheels
Bucks County Association for the Blind and Visually Impaired	
Warminster Heights Home Ownership Association	
Nutrition Inc.	

**Adult Day Services**

Circle of Friends	Northeast Adult Day Care, Inc.
	Senior Care Center of PA, Inc. d/b/a Active
Dacha Adult Day Care	Day Inc.
Montgomery Adult Daily Living Center	Shanti Gardens Adult Day Care
New Hope Adult Day Care	

**Personal Emergency Response Providers**

Automated Security Alert, Inc. d/b/a	
Staar Alert	MedScope America Corporation
Best Buy Health Inc. d/b/a Critical	
Signal Technologies	Valued Relationships, Inc.
Lifeline Systems Co.	

**BUCKS COUNTY AREA AGENCY on AGING  
Current Subcontractor List  
FY 20/21**

**OTHER**

**Provider**

Bucks County Department of Health  
 Bucks County Free Library  
 BCOET/ Career Link  
 Bucks County Transport, Inc.  
 Catholic Social Services  
 Family Service Association of Bucks  
 County  
 Jane Fox-Laquer  
 Patsy Long  
 Daniel Haimowitz M.D.  
 Language Line  
 Language Services Associates  
 Legal Aid of Southeastern PA.  
 Lenape Valley Foundation  
 Linton's Managed Services  
 Bohdan Martynek M.D.  
 Constance Romer-Quirin, MS  
 Information Age Technologies  
 Regional Cooperative LLC  
 Baird Respiratory Therapy, Inc.  
 Delcrest Medical Services  
 PSI Personnel, LLC.  
 Dr. Kenneth R. Carroll, PhD  
 Law office of Karen M. Quinn  
 Advanced Nurse Transport Service, Inc.  
 The Peace Center  
 The Melior Group  
 Deirdre Blackburn  
 Comcast Cable Communications  
 Management, LLC  
 Scott Kuhn

**Services**

Nurse Consultants  
 Aging information and reference materials  
 Employment Services  
 Transportation  
 Counseling  
 Case Management and Counseling  
 Ombudsman Services  
 Ombudsman Services  
 Physician Consultant  
 Interpretation Services (phone)  
 Interpretation Services (in person)  
 Legal Services  
 SELF Program  
 Nutritionist/ Diet Counseling  
 Physician Consultant  
 Psychologist Consultant  
 State system support  
 Data and Federal/State exclusion support  
 Durable Medical Equipment and Supplies  
 Durable Medical Equipment and Supplies  
 Temporary Office Staffing  
 Psychologist Consultant  
 Long Term Care Solicitor  
 Non-Medical Ambulance Transportation  
 Consultant Services- mediation resolution  
 Consultant Services  
 Consultant Services- pilot Senior  
 Technology Outreach Program  
 Internet Essentials – discounted monthly  
 internet subscription provider  
 Consultant Services

The Bucks County Area Agency on Aging is Funded in Part By

**Bucks County Commissioners**

Diane M. Ellis-Marseglia, LCSW, Chair  
Robert J. Harvie Jr., Vice Chair  
Gene DiGirolamo

**The Pennsylvania Department of Aging**

Robert Torres, Secretary

**The Pennsylvania Department of Human Services**

Meg Snead, Acting Secretary



**Area Agency on Aging**

Toll Free Phone Numbers

Lower and Upper Bucks  
1-888-942-8257

Protective Services  
1-800-243-3767

Central Bucks  
267-880-5700

Fax

(215) 918-3012- Long Term Care  
(215) 348-7827 – Administration

Area Agency on Aging Web Page  
[www.buckscounty.org/AAA.htm](http://www.buckscounty.org/AAA.htm)

E-mail

[aging@buckscounty.org](mailto:aging@buckscounty.org)