



**~ Public Hearing ~**

**Fiscal Year 2022-2023**

**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 2021-22**

The past year for the Bucks County Area Agency on Aging (BCAAA) was again busy with the added challenges of continuing to provide services during the COVID pandemic and the adjustment of staff to working remotely and in the office. Despite these challenges, numerous accomplishments were achieved due to the staff's hard work and commitment to helping seniors in our community.

### **Overall Department Accomplishments:**

- The department successfully met various pandemic challenges by
  - Assisting with connecting homebound seniors to vaccine services that went into seniors' homes.
  - Distributing 1,030 CARE packages of face masks, sanitizer, gloves, etc. to seniors.
  - Distributing over 7,000 test kits to seniors either through direct mail to consumers or by partnering with senior centers to dispense the kits.
- The department continued and expanded the Senior Connect program to provide technology assistance to over 100 low-income seniors who otherwise would not have internet capability. The assistance included payment of internet services, purchasing of tablets, and technical support and training on using the equipment and internet. In addition, the department contracted with Delaware Valley University's Center for Learning in Retirement program to provide on-line classes to seniors.
- Leadership of the department advocated with legislators for AAAs to continue to provide Assessment services that are being considered by the PA Department of Human Services to contract with a for-profit out-of-state entity to provide the services.
- The Agency continues to implement their objectives of their 4-year plan (2020-2024), and to date has met 60% of their tasks and are keeping pace with delivery the goals as initially defined.
- The department's Spirit Committee developed the "Art of Aging" partnership with senior centers - a program in which a senior center lends for display in the Agency's office a collection of paintings produced by participants in its art instruction program.
- The department participated in the PA Department of Aging's program called "Intergenerational University Connections" linking students from local universities with seniors who would benefit from regular social interaction via calls from the students. Our agency worked with West Chester University students to assist 15 seniors.
- 70% of staff completed the SAGE (Services and Advocacy for LGBT Elders) national training offered through the PA Department of Aging to increase understanding of LGBTQ concerns for seniors.

### Long-Term Care Department (LTC)

- After months of negotiations, the AAA secured a contract with HealthShare Exchange (HSX) the southeast area's premiere Health Information Exchange. This allows staff care managers to access electronic health records from hundreds of participating providers for better service coordination and timely service provision. It also provides for real time information about hospitalizations, ER visits and admissions to subacute care.
- The SELF program saw an increased number of referrals in the year 2021 at 59, up from 42 as a result of community need, but also due to targeted outreach. SELF is a mental health program operationalized by Lenape Valley Foundation and with partial funding by the BC Behavioral Health/Developmental Disabilities Department, that uses a multidisciplinary approach to provide mental health services, case management and support to people who are averse to utilizing the traditional mental health system.
- The unit expanded the scope of the Caregiver Services Program to offer 4 educational webinars to both our clients and the public.
- The Agency's care management program, OPTIONS, adopted an innovative service delivery model that allows clients to hire their own staff, to which the AAA reimburses them up to an approved amount of funding. This was done in response to a severe direct care worker shortage in our county, but a trend felt nationally. The program has steadily increased the number of clients provided services since 2020.

### Public Affairs Unit

- The Volunteer Program developed seven new partnerships to expand prospects for senior volunteers and facilitate development of intergenerational volunteer opportunities. New partnerships include Bucks County Children and Youth, Network of Victims Assistance, Churchville Nature Center, Habitat for Humanity, Neighborhood First, Bucks County Intermediate Unit, and Montgomery County Area Agency on Aging.
- The PA MEDI program provided Medicare counseling services to 1,547 individuals by both staff and with a 15-member volunteer staff that contributed nearly 2,300 hours of service. The program developed 40 new relationships, resulting in a total of 100 partnerships. The unit also developed and linked to the Agency's website a video presentation that provides a comprehensive overview of Medicare Parts A, B, C and D.
- The Ombudsman program (advocacy for individuals in long term care facilities) implemented requirements of the Pennsylvania Empowered Expert Resident (PEER) program to enable for the first time ever in Bucks County official certification of a group of long-term care facility residents. The PEER program enables facility residents to self-advocate and empower their fellow residents to improve their quality of life and quality of care. The team also responded to and resolved 960 information and assistance requests.
- The Nutrition program helped relieve food insecurity for the County's seniors and supported Bucks County's farm community by funding a produce distribution program that provided 21 tons of organic produce through the distribution of 3,600 individual shares to eight senior centers over a 4-month period.

- The Health & Wellness program hosted approximately 270 participants in the 2021 Senior Games, which offered 20+ outdoor events and introduced chess, pickleball clinic, and virtual events as new offerings. The unit also directed production of the first-known survey of Bucks County seniors (n = 1,085) to learn about their perceptions of substance abuse and to quantify their use of various classes of prescription medications and other substances. As a founding member of the County's Drug Take-Back Task Force the unit advocated and coordinated a process for the collection of sharps and vape devices as eligible items for collection from the residences of homebound consumers and implemented a public awareness campaign that resulted in a 200% increase in homebound collections during the year.

### Contract Process and Monitoring

#### Contract Process

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.

The unprecedented challenges with COVID-19, resulted in many of our contracted providers modifying their office operations, including limiting entrance to their office by outside visitors. As the result of this, this year's provider monitoring was conducted both onsite, offsite and hybrid. The monitoring was modified but included review of fiscal/billing, consumer records and personnel records. The senior centers and adult day care centers partially reopened in the Spring of 2021 following their closure due to COVID-19, but the annual monitoring activity was postponed.

This year's monitoring results 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 areas for general improvement or changes needed for contracts to meet changing State and Federal requirements and mandates. The monitoring instruments are also reviewed following the annual monitoring for any improvements and/or updates.

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. This year BCAAA tested our consumer satisfaction surveys with a small sampling of the consumers who received in home services, durable medical and supplies, and adult day care services. A total of 22% of consumers responded to the adult day care service, 40% of consumers responded to the in-home service survey and 46% responded to the durable medical equipment and supplies survey. The respondents indicated that they were satisfied with the service providers and would recommend their provider to others. The consumer satisfaction surveys will be reviewed, and the process enhanced to expand it to a larger sampling of consumers.

### Contract Management

In Home Service providers continue to experience significant staffing challenges and are competing for workers with other industries including but not limited to retail stores. Access to In-Home Services for BCAAA consumers is difficult for several reasons including:

- Staffing challenges
- BCAAA consumers live throughout Bucks County, some in remote or otherwise difficult to reach service areas or locations.
- 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.
- Direct Care Workers prefer longer shifts of care in one location.

## **2022-23 Considerations**

### Pandemic Response

In 2021-2022, the COVID-19 virus continued to have an impact on service delivery and organizational procedures. With the availability of the vaccine, the BCAAA assisted seniors in finding locations for getting the vaccine as well as working to identify options for the administration of the vaccine to homebound seniors. As mentioned previously, COVID Care Packages, including masks, gloves, and hand-sanitizer, were sent to consumers in our service area. With the advent of the County obtaining COVID test kits, the Agency mailed out and delivered over 7,000 test kits to seniors.

As the number of COVID cases began to decrease, and with the advent of the vaccine, staff were able to return once again to making in-home visits for assessments and care coordination. All in-home visits were, and continue to be, based upon the comfort level of the senior and if they request it, a phone call is made instead of a face-to-face visit. Ombudsman visits to long-term care facilities are also once again permissible. This past fall, during the Medicare Open Enrollment, PA MEDI staff and volunteers provided

virtual and telephone counseling sessions to consumers, but in the past few months have again started in-person appointments.

Senior centers also began reopening in the past six months, some with limited days, and depending upon their Boards' decisions, with required mask wearing. Congregate meals are being offered in most of the centers. Home meals are again being delivered although finding volunteers to assist with this task is more challenging.

Our staff continued to work remotely until August when the county required staff to return to working in our offices full-time (other than staff who make home visits to clients). Then in the fall the county implemented a Telework policy that allows staff to work remotely 3 days a week, and 2 days in the office. All of our staff are eligible to participate in the Telework program and as such we had to once again develop schedules for office coverage. This hybrid work policy is successful in our department although like many workplaces, we are learning new ways to stay connected to one another.

Two of our pandemic related services that were developed have seen a large decrease in utilization since the advent of the vaccines and people engaging more with one another, specifically the telephone reassurance program and the grocery shopping assistance program. Both are still available to consumers but there are reductions in the requests for these services. The Senior Connect program which provides technology assistance to seniors continues and is expanding to other senior centers and agencies for utilization.

### CARES and American Recovery Plan Act Funds

The BCAA received CARES funding in 2020 from two sources – the County designated Human Services Division CARES funds, and CARES funds that were distributed to AAAs by the PA Department on Aging. The County CARES funds, totally more than \$450,000 were used to assist senior centers in the procurement of COVID related equipment and renovations to their centers such as installing plexiglass barriers and shields in their kitchens and social areas. The Aging CARES funds, totally more than \$115,000 were used to offset costs by the Agency for different meal options for homebound seniors (i.e., frozen instead of home delivered meals) and at senior centers (i.e., pick-up meals instead of congregate meals), as well as the purchase and delivery of shelf-stable meals to provide back-up meals for emergencies. Additionally, the funds were utilized to provide produce boxes to seniors over the summer and early fall through Snipes Farms. The funds were also used to purchase PPE for staff use in the field, particularly for Protective Services staff who needed to continue making in-home investigation visits.

American Recovery Plan Act (ARPA) funds are also now available to the Agency via County designated Human Services Division funds, and through the PA Department on Aging designated funds for senior related services. With the County funds, the Agency is working with two nonprofit organizations in the county who are developing special projects to serve needs of seniors:

1. Ivins Outreach Center is developing a Shared Senior Housing program and was awarded funding for the project for three years.
2. Interim Home Care is developing a program to use technology to better monitor the needs of homebound seniors and to provide in-home services to help offset the need for possible nursing home placement, and this is also a three-year project.

The Department of Aging funds are being used to expand the Senior Connect program, to pay for enhanced meals for seniors, and to provide other services that are allowable through the Older Americans Act. These funds must be expended by 2024.

### **Federal and State Funding**

With regards to federal funding, the President's budgetary requests for funding of older American services is substantially higher than last year's budget. According to USAging, the national advocacy group for AAAs, the Older Americans Act (OAA) and other aging programs within the Administration on Aging (AoA) and the Administration for Community Living (ACL) would see significant increases in the President's plan that reflect the growing needs of America's aging population. Signaling the President's commitment to supporting older adults and those with disabilities to age independently and with dignity at home, ACL received a request of \$3 billion, an increase of \$565 million (or 32 percent) above FY 2022, with the vast majority of the proposed additional funding directed toward OAA programs and services. However, these are only preliminary budget requests and it is uncertain what the final budget figures will be for aging services.

The proposed state budget for the coming fiscal year proposed flat funding again for aging services, however the PA Department on Aging is expected to receive an increase in funding for their administration and monitoring of Protective Services funding. But the AAA network has not seen an increase in funding for the past nine 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 and assessment function of the Aging Waiver through the Community Health Choices program. In the current contract, P4A, through a contract with the AAA network, provides the assessment function, while the for-profit company Maximus provides the enrollment function. This new contract with the PA Department of Human Services (DHS) would provide both services to just one entity. Initially DHS chose Maximus, the current Independent Enrollment Broker or IEB to begin negotiations for the possible award of both services, but protests by P4A on the application process put a hold on those negotiation processes. At this time, it is uncertain as to who will receive the contract and as such the Bucks County AAA could possibly retain their assessment services, increase to provide more than the assessment services, or lose the assessment service altogether which would mean an approximate loss of \$700,000 of revenue for the Agency.



## **CHALLENGES IN THE COMING YEAR**

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

- The Agency continues to work within County operations to assist with the distribution of the American Recovery Act Plan funds to providers, as well as ensure that the Aging CARES funds are dispersed by June 30, 2022. The guidelines for the contracting and reporting of these funds have changed numerous times at both the federal, state, and local levels, which is challenging when contracting with providers, while at the same time ensuring we are meeting guidelines. This process will continue into next year.
- A large unknown in the coming year is if the Agency 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, there could be a loss of staffing positions unless the revenues from the service are found elsewhere.
- Similar to this past year, the Agency is anticipating that the reporting and data requirements from the PA Department on Aging will continue to increase, particularly for protective service and care management services. These added requirements take staff time, and we must again try and work more efficiently with the same amount of funding.
- With regards to staffing, the Agency is anticipating the retirement of at least 3-4 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.
- The needs of seniors in the past year have been consistently more complex. Care managers are dealing with more cases of seniors who are homeless, while at the same time there is a lack of affordable housing in the county. The Agency has also experienced an increase in Protective Services cases, a trend that has occurred for the past 5 years. The cases are more complex involving financial exploitation, mental health needs, and guardianship issues, which in turn requires more time in the legal and court system.
- Another issue impacting the delivery of services to seniors is a lack of direct care workers, specifically for in-home services. There is a waiting list for OPTIONS clients to receive in-home services, mainly because many providers have difficulty attracting and retaining staff.
- A longer-term concern, but one the Agency must start to plan for, is that with the CARES and ARPA funds, the dependency on County dollars for our budget is lower than usual. This is good news for the County, however, once the ARPA funds are gone, we anticipate a need for a 30% increase in County funding for 2024 to retain the Agency budget.

## **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 2022**

**Michael Bannon**  
Doylestown, PA

**Tammi Mancuso**  
Doylestown, PA

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

**Barbara Minter**  
Telford, PA

**Yagnesh Choksi**  
Bensalem, PA

**Richard Newman (Vice Chair)**  
Doylestown, PA

**Karen Hirschman**  
Newtown, PA

**Charles Pressler**  
Perkasie, PA

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

**Robert Silberg**  
Furlong, PA

**Beth Hudson Keller**  
Newtown, PA

**Nancy Spears**  
Doylestown, PA

**James Kelly**  
Perkasie, PA

**Jane Fox-Laquer**  
Doylestown, PA

**Patsy Long**  
Warrington, PA



## **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**

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

#### **Senior Centers**

#### **Nutrition**

- Congregate Meals
- Home Delivered Meals
- Education

#### **Health & Wellness**

- Medication Safety
- Injury Prevention
- Disease Self-Management

#### **Ombudsman Services**

#### **Outreach**

#### **Transportation**

#### **Medicare Services (PA MEDI)**

#### **Employment**

#### **Senior Games**

#### **Volunteer Program**

### **ADMINISTRATIVE AND FINANCIAL AFFAIRS**

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

#### **Legal Services**

#### **Information Technology**

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

**BUCKS COUNTY AREA AGENCY ON AGING  
UNDUPLICATED CLIENTS SERVED**

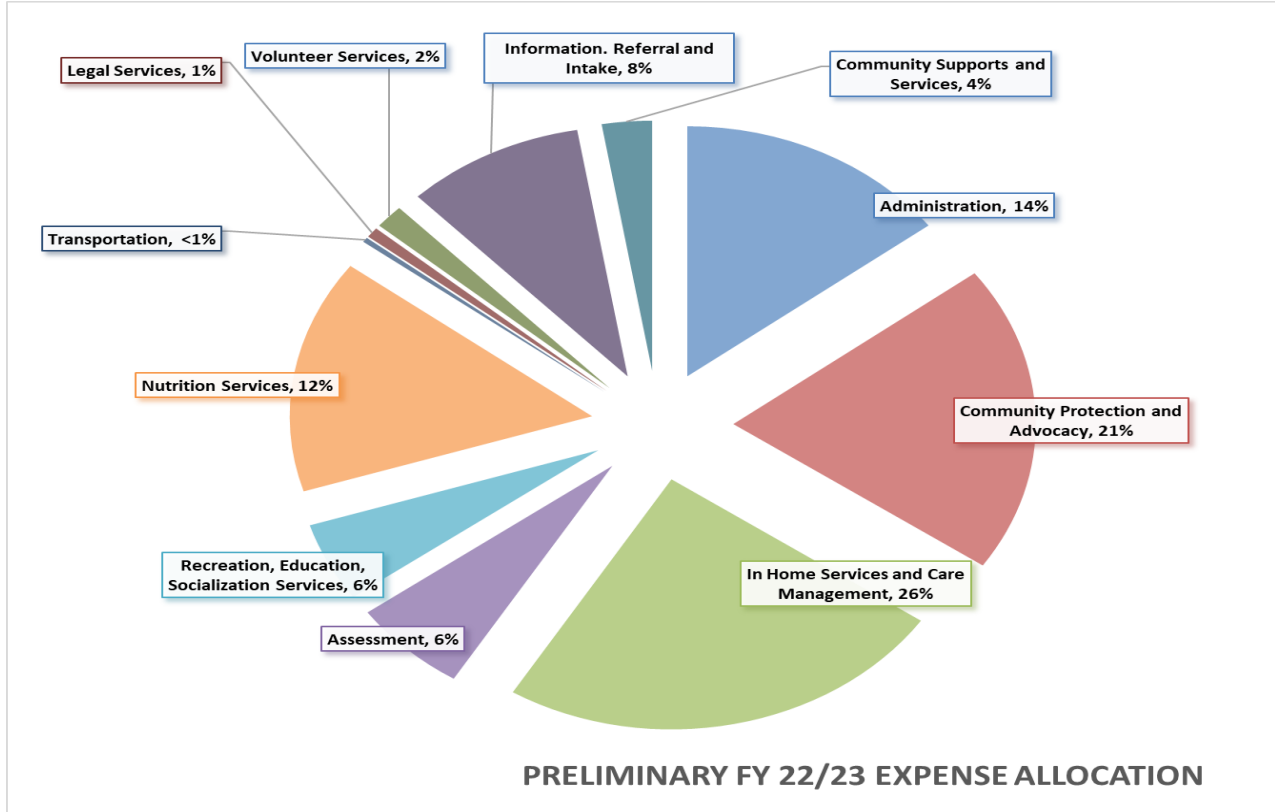
<b>COST CENTER</b>	<b>2021</b>	<b>Ancitipated 2022</b>
Home Delivered Meals	814	850
Congregate Meals	956	1,000
Senior Community Centers	4,966	5,500
Personal Care	133	150
Medical Equipment and Supplies	225	250
Home Support	66	80
Adult Day Care	20	40
Information and Referral	9,415	9,500
PA MEDI (formerly known as APPRISE) - Federal Health Insurance Counseling Program	1,125	1,150
Assessment	4,632	4,700
Care Management	1,125	1,200
Protective Services	1,531	1,600
Consumer Reimbursement	64	80
	25,072	26,100

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

	<b>Unit of Service Identified</b>	<b>2021</b>	<b>Anticipated 2022</b>
HOME DELIVERED MEALS	Meal	127,013	130,000
CONGREGATE MEALS	Meal	27,689	30,000
SENIOR CENTER VISITS	Registrants	69,330	120,000
PASSENGER TRANSPORTATION	One Way Trip	6,847	12,000
LEGAL ASSISTANCE	Service Hour	1,436	1,350
INFORMATION & REFERRAL	Contacts	9,415	9,500
PA MEDI (formerly known as APPRISE) - Federal Health Insurance Counseling Program	Counseling sessions	1,248	1,275
OMBUDSMAN PROGRAM	Facility Visits	98	100
	Complaint Investigations	430	440
PERSONAL CARE	Service Hour	19,507	26,000
HOME SUPPORT	Service Hour	5,195	5,800
OLDER ADULT DAY SERVICES	Service Day	1,829	3,000
ASSESSMENTS	Assessments Completed	4,632	4,700
PROTECTIVE SERVICES	Investigations Completed	1,531	1,600



**BUCKS COUNTY AREA AGENCY on AGING  
PERCENTAGE of EXPENDITURES BY PROGRAM AREA  
FY 2022/2023**

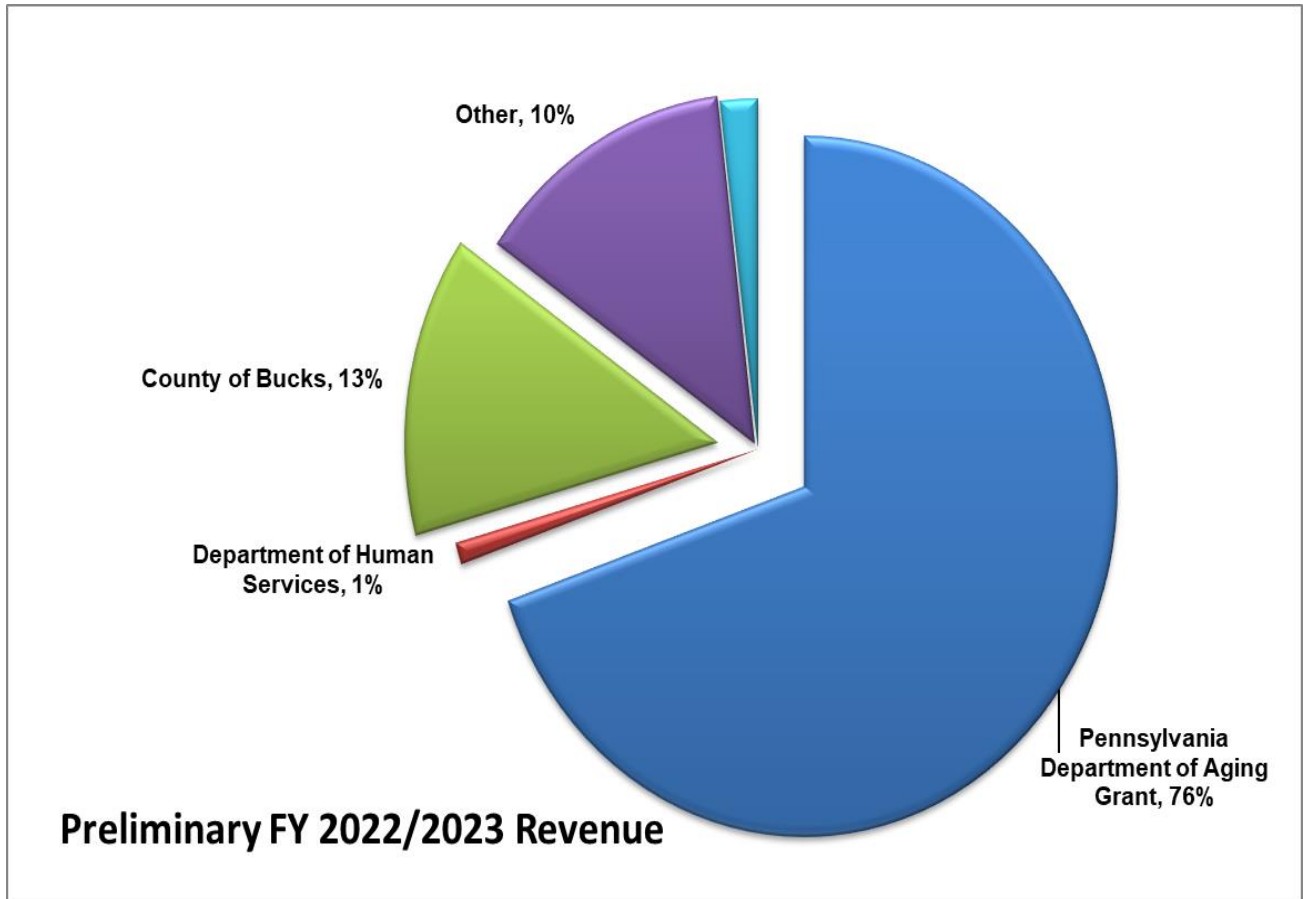


<b>Administration</b>	<b>\$ 1,582,694.00</b>	<b>15%</b>
<b>Community Protection and Advocacy</b>	<b>\$ 2,139,820.00</b>	<b>20%</b>
<b>In Home Services and Care Management</b>	<b>\$ 2,609,054.00</b>	<b>24%</b>
<b>Assessment</b>	<b>\$ 671,530.00</b>	<b>6%</b>
<b>Recreation, Education, Socialization Services</b>	<b>\$ 550,926.00</b>	<b>5%</b>
<b>Nutrition Services</b>	<b>\$ 1,628,270.00</b>	<b>15%</b>
<b>Transportation</b>	<b>\$ 33,420.00</b>	<b>0%</b>
<b>Legal Services</b>	<b>\$ 72,000.00</b>	<b>1%</b>
<b>Volunteer Services</b>	<b>\$ 165,710.00</b>	<b>2%</b>
<b>Information. Referral and Intake</b>	<b>\$ 1,028,030.00</b>	<b>10%</b>
<b>Community Supports and Services</b>	<b>\$ 288,000.00</b>	<b>3%</b>
<b>TOTAL</b>	<b>\$ 10,769,454.00</b>	<b>100%</b>

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

<u>COST CENTER</u>	FY21/22	FY 22/23	FY21/22 vs FY 22/23	
	Anticipated fiscal year end	PROJECTED	VARIANCE	
ADMINISTRATION	\$ 1,418,280.00	\$ 1,582,694.00	164,414	12%
HOME DELIVERED MEALS	\$ 1,097,780.00	\$ 1,190,110.00	92,330	8%
CONGREGATE MEALS	\$ 237,306.00	\$ 438,160.00	200,854	85%
SOC/REC/EDUCATION	\$ 813,857.00	\$ 489,150.00	-324,707	-40%
EMPLOYMENT SERVICES	\$ 8,000.00	\$ 8,000.00	0	0%
VOLUNTEER SERVICES	\$ 164,505.00	\$ 165,710.00	1,205	1%
TRANSPORTATION	\$ 32,280.00	\$ 33,420.00	1,140	4%
LEGAL SERVICES	\$ 72,000.00	\$ 72,000.00	0	0%
OMBUDSMAN	\$ 198,470.00	\$ 205,270.00	6,800	3%
INFORMATION & REFERRAL	\$ 889,226.00	\$ 1,028,030.00	138,804	16%
PERSONAL CARE	\$ 500,000.00	\$ 650,000.00	150,000	30%
MEDICAL EQUIPMENT & SUPPLIES				
PERSONAL EMERGENCY RESPONSE	\$ 58,000.00	\$ 65,000.00	7,000	12%
HOME SUPPORT	\$ 120,000.00	\$ 140,000.00	20,000	17%
ADULT DAY SERVICES	\$ 140,000.00	\$ 175,000.00	35,000	25%
COUNSELING	\$ 10,000.00	\$ -	-10,000	-100%
PA MEDI ( formerly known as APPRI	\$ 220,000.00	\$ 280,000.00	60,000	27%
ASSESSMENT	\$ 665,000.00	\$ 671,530.00	6,530	1%
CARE MANAGEMENT	\$ 1,572,993.00	\$ 1,455,750.00	-117,243	-7%
PROTECTIVE SERVICES	\$ 1,972,226.00	\$ 1,934,550.00	-37,676	-2%
CONSUMER REIMBURSEMENT	\$ 120,000.00	\$ 123,304.00	3,304	3%
PA Dept of Aging Senior Center Grant	\$ 61,776.00	\$ 61,776.00	0	0%
<b>TOTAL</b>	<b>\$ 10,371,699.00</b>	<b>\$ 10,769,454.00</b>	<b>397,755</b>	<b>4%</b>

**BUCKS COUNTY AREA AGENCY on AGING  
 PERCENTAGE of REVENUE BY SOURCE  
 FY 2022/2023**



<b>Pennsylvania Department of Aging Grant</b>	<b><u>\$ 7,507,586.00</u></b>	<b>70%</b>
<b>Department of Human Services</b>	<b><u>\$ 109,632.00</u></b>	<b>1%</b>
<b>County of Bucks</b>	<b><u>\$ 1,500,100.00</u></b>	<b>14%</b>
<b>Other</b>	<b><u>\$ 1,446,705.00</u></b>	<b>13%</b>
<b>Deficit</b>	<b><u>\$ 205,431.00</u></b>	<b>2%</b>
	<b><u>\$ 10,769,454.00</u></b>	<b>100%</b>

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

<b>SOURCE</b>	<b>FY21/22</b>	<b>FY 22/23</b>	<b>VARIANCE</b>	
	<b>Projected</b>	<b>Projected</b>		
<b>Department of Aging Block Grant</b>	<b>\$ 8,165,147.00</b>	<b>\$ 7,507,586.00</b>	<b>-657,561</b>	<b>-8%</b>
Regular Block Grant	\$ 5,370,518.00	\$ 5,370,522.00	4	0%
Federal and State Caregiver	\$ 180,000.00	\$ 206,636.00	26,636	15%
APPRISE	\$ 31,405.00	\$ 31,405.00	0	0%
Health and Wellness	\$ -	\$ 45,550.00	45,550	
Nutrition Services Incentive Program	\$ 115,716.00	\$ 115,716.00	0	0%
Options Services	\$ 982,342.00	\$ 982,342.00	0	0%
Other	\$ 164,712.00	\$ 173,762.00	9,050	5%
CARES /ARPA	\$ 1,258,678.00	\$ 519,877.00	-738,801	-59%
PA Dept of Aging Senior Center Grant	\$ 61,776.00	\$ 61,776.00	NA	
<b>County of Bucks</b>	<b>\$ 993,120.00</b>	<b>\$ 1,500,100.00</b>	<b>506,980</b>	<b>51%</b>
<b>Department of Human Services</b>	<b>\$ 107,182.00</b>	<b>\$ 109,632.00</b>	<b>2,450</b>	<b>2%</b>
Title XIX	\$ 106,632.00	\$ 106,632.00	0	0%
ADRC	\$ 550.00	\$ 3,000.00	2,450	445%
<b>Deficit</b>	<b>\$ -</b>	<b>\$ 205,431.00</b>		
<b>Other</b>	<b>\$ 1,106,250.00</b>	<b>\$ 1,446,705.00</b>	<b>340,455</b>	<b>31%</b>
Human Service Development Fund	\$ 95,000.00	\$ 95,000.00	0	0%
Bucks County Opportunity Council	\$ 6,400.00	\$ 8,000.00	1,600	25%
Bucks County Drug and Alcohol Comm.	\$ 35,000.00	\$ 35,000.00	0	0%
MH/DP S.E.L.F.	\$ 135,000.00	\$ 135,000.00	0	0%
Interest	\$ 3,000.00	\$ 3,000.00	0	0%
Program Income/ Cost Share	\$ 51,000.00	\$ 61,000.00	10,000	20%
Department of Agriculture	\$ 2,000.00	\$ 2,500.00	500	25%
Miscellaneous Other Revenue	\$ 3,850.00	\$ 135,675.00	131,825	3424%
AgingWell LLC.	\$ 775,000.00	\$ 971,530.00	196,530	
<b>TOTAL</b>	<b>\$10,371,699.00</b>	<b>\$10,769,454.00</b>	<b>397,755</b>	<b>4%</b>

**BUCKS COUNTY AREA AGENCY on AGING**  
**Current Subcontractor List**  
**FY 21/22**

**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	Prestige Home Care Agency
CareSphere LLC	Transitional Care Solutions Inc., dba
Comfort Home Care, Inc.	Interim Healthcare of Lower Bucks County
Community Home Health	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 21/22**

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

Bucks County Association for the Blind and Visually Impaired  
BTC Foods Inc.  
Delcrest Medical Services  
Metz Culinary Management Inc.  
Nutrition Inc.  
Warminster Heights Home Ownership Association

Pur Foods, LLC dba Mom's Meals  
The Wood Co./ Sodexo Management Inc  
Woodside Meals on Wheels

**Adult Day Services**

Circle of Friends  
Dacha Adult Day Care  
Montgomery Adult Daily Living Center  
New Hope Adult Day Care

Northeast Adult Day Care, Inc.  
Senior Care Center of PA, Inc. d/b/a Active Day Inc.  
Shanti Gardens Adult Day Care

**Personal Emergency Response Providers**

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

MedScope America Corporation  
Valued Relationships, Inc.

**BUCKS COUNTY AREA AGENCY on AGING**  
**Current Subcontractor List**  
**FY 21/22**

**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 Martynec 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  
 Deirdre Blackburn  
 Comcast Cable Communications Management, LLC  
 Delaware Valley University  
 Fairmount Ventures

**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- pilot Senior  
 Technology Outreach Program  
 Internet Essentials – discounted monthly internet subscription provider  
 Center for Learning in Retirement (CLR) Program  
 Consultant Services-Organizational Design

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

**Bucks County Commissioners**

Robert J. Harvie Jr., Chair  
Diane M. Ellis-Marseglia, LCSW, 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**

AAA Office  
267-880-5700

Elder Abuse Protective Services  
1-800-243-3767

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

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

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