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# DELAWARE COUNTY OFFICE OF SERVICES FOR THE AGING

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Four Year Plan 2024 - 2028



1510 Chester Pike  
Suite 250  
Eddystone, PA 19022  
610-490-1300  
[www.delcosa.org](http://www.delcosa.org)

## Mission, Vision and Values

All work that the Delaware County Office of Services (COSA) does daily, is guided by Mission, Vision, Diversity Equity and Inclusion statements and Core Values that were developed with the assistance of the staff and Advisory Council.

### **COSA's Mission:**

*Connecting and empowering the County's older residents through services that support their health and well-being.*

**Our Vision is that,** *All older residents in Delaware County live with quality of life and dignity at the highest levels of independence.*

### **COSA DEI Statement:**

*COSA strives to include Diversity, Equity and Inclusion practices as we serve older adults in the community. We value visible and invisible qualities that make people who they are. COSA is committed to providing an inclusive and welcoming environment for all members of our staff, consumers, volunteers, providers and vendors.*

### **COSA Core Values**



**Customer First**



**Excellence**



**Passion &  
Caring**



**Teamwork**

### **COSA Advisory Council**

Dana Breslin  
Janice Cameron  
Maureen Carey  
Margaret Fullmer  
John Gillespie  
Josephine Lomax  
Marc Manfre  
Sara McCullough  
Patti Rodgers Morrisette  
Margaret Stevens  
Bruce Wyman

## Executive Summary

The Delaware County Office of Services for the Aging (COSA) is the designated Area Agency on Aging for Delaware County, Pennsylvania. Founded in 1975, as part of the County government, COSA has dual accountability to both the County and the Pennsylvania Department of Aging (PDA). COSA plans, coordinates and advocates on behalf of seniors, especially for those who are in the greatest economic and social need. This plan outlines how COSA will fulfill our mission to the seniors of Delaware County from 2024 - 2028.

Delaware County grew by 3.19% from 2010 to 2020. The 60+ population continues to grow with nearly 1 in 4 residents over the age of 60 (24%). Over one-third of the County residents over the age of 65 live with at least one disability. Additionally, it is estimated that 8% of the County's 65+ population lives in poverty.

The average consumer in our OPTIONS Program is a white female aged 77, with an average of 1.5 Activity of Daily Living (ADL) problems; the average senior center participant is a white female between the ages of 65 – 79 and single by never being married, divorced or widowed and living alone.

As part of the Pennsylvania Master Plan on Aging planning process, Delaware County hosted 3 in-person listening sessions. Collaborative partnerships and work across all sectors of the County have also served to shape the information contained in this plan.

General themes have emerged that will guide our work for the next 4 years.

- Housing Needs
- Behavioral Health Needs
- Social Isolation and Loneliness
- Home and Community Based Service needs
- Recruitment and Retention of staff

Based on the general themes, COSA developed five overarching goals to focus our efforts for the next four years:

- Strengthen and promote a network of programming to serve as a foundation of the aging network in Delaware County.
- Enhance efforts to support healthy living, active engagement and a sense of community for all older residents.
- Improve and ensure equity in all services and programs assuring access to all seniors.
- Provide a continuum of care through home and community-based services permitting older County residents to age in the place of their choosing.
- Broaden support for both formal and informal caregivers.

## Agency Overview

### Organizational Structure

Founded in 1789, Delaware County is situated in the southeastern section of the Commonwealth, bordered by Philadelphia to the east, Montgomery County to the North, Chester County to the west and the state of Delaware to the south. There are 49 municipalities within the county ranging from urban settings bordering Philadelphia to more suburban growing settings in the western part of the county. The county is very densely populated with 3,129 people per square mile.

In the early 1970's, the Commonwealth of Pennsylvania was mandated by the federal Older Americans Act to create and designate Area Agencies on Aging (AAAs). At the same time the Home Rule Charter of Delaware County was developed and included a Department of Senior Citizens. As a result, the County Office of Services for the Aging (COSA) was created in January 1975 as both a department of county government and as the state designated Area Agency on Aging. COSA continues dual accountability to both the County of Delaware and the Commonwealth of Pennsylvania through the Pennsylvania Department of Aging (PDA).

On the local level, the director of COSA reports to the Director of Social Services and Community Supports. The County of Delaware contracts with the Pennsylvania Department of Aging (PDA). The PDA serves as the conduit and the administrative department for most federal and all state funds contracted to COSA. The County also contracts federally with AmeriCorps Seniors for the Foster Grandparent Program.

County Council appoints members to the COSA Advisory Council. Currently there are eleven members on the Advisory Council representing the interests and needs of seniors throughout the county. The majority of the Advisory Council members are over age 60. Through bi-monthly meetings, the Advisory Council reviews COSA's programs and policies, advocates for the needs of the seniors in the County and conveys unmet needs. With guidance from the Advisory Council and COSA staff, the following mission and vision statements were developed.

***COSA's Mission: Connecting and empowering the County's older residents through services that support their health and well-being.***

***Our Vision is that, All older residents in Delaware County live with quality of life and dignity at the highest levels of independence.***

The mission and vision of the organization are carried out daily through contracts with various profit and non-profit agencies to provide home and community-based care, adult day care, senior centers, OPTIONS care management, volunteer recruitment, PA MEDI – Health Insurance Counseling, Legal Assistance, Caregiver Support Program, personal care, congregate and home delivered meals and volunteer opportunities. An agency staff member is designated

as the contract liaison for each contract to advocate for the providers and mediate between provider and consumer needs. We also monitor each contractor at least once a year for contract compliance with the standards of operation.

For a detailed description of the organizational structure, identifying lines of authority please refer to the Organizational Chart at the end of this document, [Attachment A](#).

COSA’s funds are provided through contracts between the County of Delaware and the Commonwealth. Using an allocation formula, the Pennsylvania Department of Aging determines the amount of funds Delaware County receives through the Aging Services Block Grant (ASBG). ASBG funds are generated by Pennsylvania Lottery proceeds and federal Older Americans Act funds. COSA receives additional funds from Aging Well PA LLC, AmeriCorps Seniors, the County of Delaware, and fees and contributions.

Projections indicate that by 2030 there will be more than 70 million Americans over the age of 65, twice as many as there were in 2000. This is due in large part to the Baby Boomer population turning 60. Delaware County grew by 3.19% from 2010 to 2020. The 60+ population grew at a far greater rate of nearly 8% with 24% of Delaware County residents over the age of 60.

	1990	2000	2010	2021 Estimate
Total County Population	547,561	550,864	558,979	573,849
60+ Population	113,532	106,288	109,394	137,799
60+ pop % of total	20.70%	19.30%	19.60%	24%

Our county remains largely white (69%) followed by African American (21%) and Asian (5.5%). However, as African American men and women age, they are more likely to live below poverty than their white counterparts. Over 10% of the County population is foreign-born. The current largest foreign-born populations in Delaware County come from India, Korea, Italy, United Kingdom, Vietnam, China and Ireland. There are also emerging African communities primarily in the eastern portion of the County. As an agency, we need to better understand the unique cultures and values associated with these groups and how seniors are viewed within the culture.

The poverty rate for the 65+ population in Delaware County is 8%. This rate continues to increase for this age group although it is decreasing for younger age groups. This is due to Social Security not keeping up in increases along with a decline in retirement savings and company pensions. Alejandra O’Connell-Domenech reported in the Hill.com (8/13/2023) that 83% of households with a retiree need some level of care. Many members of the “boomer” generation do not have enough money saved to live in good health.

Women are living longer, have significantly less money saved and face ever increasing costs, especially for healthcare. They face greater economic insecurity and are 80% more likely to be impoverished past age 65 than men. Women of color face even deeper disparities as they age. The United States Department of Labor indicates that African American women and Latinas earn less from social security, have less assets and pensions and therefore need to rely more on their social security to live. In Delaware County older women outnumber older men 3:2. Additionally older women are more likely to live alone, 35% compared to 19% of men.

As identified through the Master Plan Listening Sessions, housing remains a high priority of seniors wanting to remain living independently in the community. Seventy percent of the houses in Delaware County were built before 1950. In some of the lower income neighborhoods, these older homes have had significant deterioration. At the same time, there is an increased demand for age and dementia friendly communities to help keep seniors at home, where they want to be, longer. This is a collaborative effort with municipalities, healthcare providers, business and banking partners, legal and financial institutes, faith communities to assure communities are friendly and supportive places for seniors and especially those with memory loss and their caregivers.

Homelessness is on the rise for seniors, not only driven by inflation but also due to the housing crunch due to rental cost increases. Nationally, rents rose by 11% in 2021. More and more seniors are having to make choices between paying for food or rent. (KFF Health News, Aaron Bolton, 11/10/2022)

As more seniors are turning to shelters, it is clear most shelters are not equipped to take seniors or disabled persons. They are not designed for wheelchairs or walkers. Nor are they able to assist with incontinence issues or daily activities of living.

The Journal of the American Geriatric Society has found that 6% of seniors living at home are malnourished, often these seniors simply forget to eat or do not eat because they are alone. Fourteen percent of the adult population report a lack of adequate access to food. Additional strains on food security include reduced mobility, declining health and increased financial strain. Senior centers can help provide food as well as social interactions and are part of the continuum of care for aging programs and services for seniors in Delaware County.

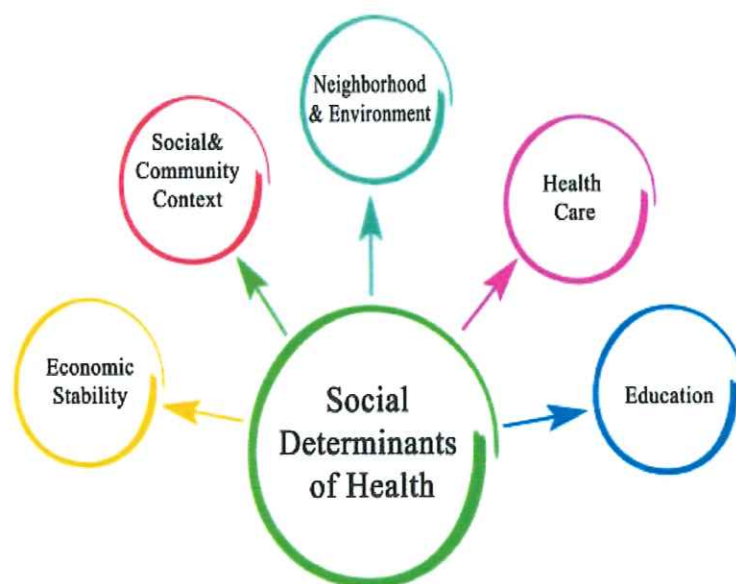
Loneliness, a more subjective feeling beyond social isolation, also needs to be addressed. Fierce Healthcare (Rhee, Insel, Russell, Bravata, Gaon – 8/4/2023) suggests loneliness may impact as many as 40% of older adults which then can have negative impacts on mental health, physical health, adherence to treatments and increasing hospitalizations. Other impacts include trouble falling and staying asleep, waking up too early and feeling fatigued after sleep.

More and more people are identifying as LGBT (Lesbian, Gay, Bi-Sexual, Transgender). Our aging services could spend more time and effort in understanding the specific needs of this population group especially as they age. Recognizing the importance of understanding the

needs of the LGBT community, the COSA staff have all participated in SAGE (Services and Advocacy for GLBT Elders) training and COSA has become a SAGE certified agency. Staff will continue to be trained annually to better meet the needs of seniors who identify as LGBT.

The National Institute on Aging estimates that one in every 10 adults over age 60 are abused, neglected or financially exploited. Older adults experience many types of abuse to include physical, emotional, sexual, financial, neglect and abandonment. 1 in 20 older adults have experienced some form of financial exploitation. Financial abuse is widespread and underreported. It is estimated that only 1 in 44 situations is reported with up to 90% of the perpetrators are family members. The National Council on Aging estimates that the cost is over \$36 billion annually.

There is a need to invest earlier in social determinant strategies that help people with housing, exercise, mental health, and the ability to afford medications. Access to healthcare is vitally important for everyone but especially true for seniors. Programs that address social determinants of health include transportation, nutrition, caregiver support, disease prevention, health promotion, person-centered care management and senior centers. A PwC Research Institute Report from September 24, 2019, reported that 57% of those surveyed indicated that their doctor never discussed the important social factors affecting their health. Over 90% of physicians see the need to discuss social determinants of health, but 80% report not knowing how to connect seniors to community resources.



As the senior population continues to grow, so will the demand for financial, health and social supports. COSA will work to identify and bridge gaps in home and community-based care, behavioral health services and housing.

## Quality Management

In August and September 2023, Delaware County Office of Services for the Aging (COSA) hosted 3 listening sessions to gather information for the Pennsylvania Master Plan on Aging. Over 150 participants attended the sessions offering ideas on how to better meet the needs of seniors locally. The sessions were held at the Wilson Center, Chester, Surrey Center for Healthy Living, Broomall and the Friendship Circle Senior Center, Darby. These sessions were advertised through the weekly Delaware County newsletter, at senior centers, through social media promotions and with an advertisement in the newspaper.

We have spoken with our community partners and provider agencies regarding the needs from their perspective. A major identified need is the recruitment and retention of staff. This includes staff in particular for home care agencies and nursing homes. Care managers, assessors and protective services investigators also continue to be needed regularly. Staff shortages at the home care agencies continue to cause a waiting list for services for home and community-based care.

This comes at a time when there is a continued increase in the need for home and community-based services in the OPTIONS program. The average COSA consumer in our OPTIONS Program is a white female aged 77, with an average of 1.5 Activity of Daily Living (ADL) problems. The average age has decreased from 79 to 77 in the past four years.

The average senior center participant is a white female between the ages of 65 – 79 and single by never being married, divorced or widowed and living alone. However, African American women also make up a large portion of our senior center participants. The numbers of men attending senior centers are also growing.

In addition to the comments expressed during the sessions, many seniors responded using comment cards. Looking at the comments from the listening sessions and the comment cards, the most talked about need for seniors had to do with housing.

The general overall themes that emerged during the listening sessions and conversations with our partners include:

- Housing Needs
- Behavioral Health Needs
- Social Isolation and Loneliness
- Home and Community Based Service needs
- Recruitment and Retention of staff

For the past 21 years we have celebrated Older Americans Month with several activities. In recent years we have combined our Older Americans Month and Senior Games sponsor opportunities to attract more sponsors for these events. Revenue generated from these events in turn is used to support seniors with utility assistance, hoarding clean-outs and additional

supports to the senior centers. We look forward to continued growth and partnerships with community agencies while supporting the seniors in Delaware County.

COSA has a long history of collaborating with community agencies to pool ideas, services and resources. Heading into this next four-year cycle, COSA will continue to take the lead in collaborating with community organizations who work with now or will work with seniors in any capacity. This will include working with other county departments to assure that seniors and their needs are being addressed. Additionally, the Delaware County LINK partners with 31 various community agencies to share information, resources and training.

COSA's ability to respond to community needs has grown increasingly important especially during times of crisis. As experts with seniors and senior services, COSA will play an integral part in the Delaware County Long Term Recovery Team. This is a collaborative effort led by the Delaware County Emergency Management Team incorporating social service providers as well as disaster recovery providers. Having gained experience from the COVID 19 pandemic in 2020, we are acutely aware of the need for specific needs and approached when assuring seniors are safe.

Through the leadership of Delaware County Council, the county is working to improve housing at several levels for residents. There are workgroups making strides for those that are unhoused, in need of home repairs and also working to stabilize rents assuring affordable rents for all. COSA continues to be involved with this planning and programming.

Coordinating care among a continuum of social services agencies is a must to assure that our most vulnerable residents are receiving all the care that is available. COSA will be working with the Delaware County Department of Human Services, Library Services, Office of Housing and Community Development, Juvenile Justice, Veterans and Workforce Development to implement a no wrong door approach to services. There are 3 – 4 planned in-person sites that will help residents access needed services.

# Goals, Objectives Strategies and Performance Measures

<b>Goal 1: Strengthen and promote a network of programming to serve as a foundation of the aging network in Delaware County.</b>		
<b>Objective 1.1: Promote access to food programs throughout the County.</b>		
<b>Strategies</b>	<b>Performance Measure</b>	<b>Target Date</b>
Work with local food pantries and food programs to assure seniors have knowledge of and access to these resources to include expansion of the senior nutrition food box program.	More seniors will receive food and information about food sources	Fall 2024 and ongoing
Continue Grab and Go meals as an option at senior centers along with traditional congregate meals.	There will be an increase in seniors either eating at the senior centers or getting a meal to go from the senior centers	Ongoing
Recruit and retain volunteers for the home delivered meal program throughout the County.	Retain 90% of volunteers while also recruiting 20% additional volunteers to meet the home delivered program needs.	Ongoing
<b>Objective 1.2: Expand outreach and collaborations to increase community awareness of elder abuse and prevention.</b>		
<b>Strategies</b>	<b>Performance Measure</b>	<b>Target Date</b>
Working collaboratively, the Information & Referral, Ombudsman and Protective Services departments will create and present trainings on reporting abuse, neglect and exploitation to long term care facilities, senior centers and community partners.	Increased knowledge in how to identify and report appropriately in cases of suspected abuse.	Winter 2025 and annually thereafter
Maintain participation on Delaware County’s Elder Abuse Task Force	PS Unit Director will attend all meetings	Current and ongoing
<b>Objective 1.3: Housing</b>		
<b>Strategies</b>	<b>Performance Measure</b>	<b>Target Date</b>
Maintain participation with Delaware County Housing Coalition developing outcomes for affordable rental units	Increased availability of affordable rental units specifically for seniors.	Fall 2024 and ongoing
Maintain participation with Delaware County Housing Coalition developing outcomes for home repairs and modifications.	Increased home repairs specifically for seniors	Fall 2024 and ongoing

**Goal 2: Enhance efforts to support healthy living, active engagement and a sense of community for all older residents.**

**Objective 2.1: Increase social connectedness**

Strategies	Performance Measure	Target Date
Promote both in-person as well as virtual program offerings through the COSA funded senior centers.	Increase in seniors participating virtually and in-person for senior center activities.	Ongoing
Each senior center will offer technology classes	Seniors will know how to utilize technology.	Spring 2025
Advocate for affordable and accessible broadband to all areas of the County to assure seniors can be connected.	All areas of the County will have broadband technology available and affordable.	Winter 2026
Continue to offer Health and Wellness programs both in-person and virtually.	Attract new participants to the programs.	Ongoing
Expand Health and Wellness programs by working with Main Line Health system	Attract new participants to the programs.	Ongoing
Promote healthy lifestyles through the Delaware County Senior Games and 8 COSA funded senior centers.	Increased participation at the annual senior games.	Spring 2025

**Objective 2.2: Plan and prepare for public emergencies**

Strategies	Performance Measure	Target Date
COSA will be represented on the Delaware County Disaster Recovery Team Planning group	The COSA representative will participate in all meetings. The plan will include specific language and preparations for seniors throughout the County.	Planning begins Summer 2024 and then ongoing
COSA will be represented on the Delaware County Health Department vaccination coalition.	Seniors will have information on and access to needed vaccines.	Planning begins summer 2024 and then ongoing

**Goal 3: Improve and ensure equity in all services and programs assuring access to all seniors.**

**Objective 3.1: Improve housing access to marginalized seniors.**

Strategies	Performance Measure	Target Date
Maintain participation with Delaware County Housing Coalition developing outcomes for affordable rental units	Increased availability of affordable rental units specifically for seniors.	Fall 2024 and ongoing
Maintain participation with Delaware County Housing Coalition developing outcomes for home repairs and modifications.	Increased home repairs specifically for seniors	Fall 2024 and ongoing
Maintain participation with Delaware County Housing Coalition developing outcomes for unhoused seniors.	Increased housing access and availability for unhoused seniors.	Spring 2027
Work with a local non-profit organization to develop a shared housing program specifically for seniors.	Shared housing program developed and available to seniors	Summer 2027

**Objective 3.2: Increase access to Information and Resources for seniors and their families.**

Strategies	Performance Measure	Target Date
Monthly participation at food pantries to provide information on senior programs and resources.	Increased knowledge of AAA resources and how to access them.	Fall 2024 and ongoing
Monthly participation at Upper Darby One Center to provide information on senior programs and resources.	Increased knowledge of AAA resources and how to access them.	Spring 2025
Use of Language Line to translate languages so that seniors receive information while navigating through the system of programs and resources.	Increased access to available AAA information and resources.	Ongoing

**Objective 3.3: Regularly offer and promote activities specific to the LGBTQ+ population.**

Strategies	Performance Measure	Target Date
Work with the local ADRC to offer quarterly programming through the senior centers for the LGBTQ+ population.	Increased safe programming for LGBTQ+ seniors	Fall 2025

**Objective 3.4: Strengthen collaborations between aging and mental health services.**

Strategies	Performance Measure	Target Date
Establish regular meetings of the Mental Health and Aging Task Force	Meetings with representatives from varied social service programs will meet quarterly assuring cases are resolved and needs are being met.	Summer 2024 and ongoing

**Goal 4: Provide a continuum of care through home and community-based services permitting older County residents to age in the place of their choosing.**

**Objective 4.1: Work with partners to assure seniors leaving prison secure needed services.**

Strategies	Performance Measure	Target Date
Working with Delaware County Human Services, identify community placements willing and able to accept older incarcerated persons ready to re-enter society.	Seniors leaving prison will have access to community-based living arrangements.	Winter 2025 and ongoing
Assess and connect persons leaving prison with the appropriate community-based services such as the Community Health Choices Waiver.	Seniors leaving prison in need of community-based services will be connected to the appropriate service provider upon release.	Spring 2025

**Objective 4.2: Provide collaborative programming for seniors with mental health issues.**

Strategies	Performance Measure	Target Date
Collaborate with the Office of Mental Health to establish a Supportive Housing for Older Adults community living program.	Place 10 older adults with mental health needs in the facility.	Fall 2025
Establish regular meetings of the Mental Health and Aging Task Force	Meetings with representatives from varied social service programs will meet quarterly assuring cases are resolved and needs are being met.	Summer 2024 and ongoing

**Objective 4.3: Strengthen the role of senior centers as community focal points.**

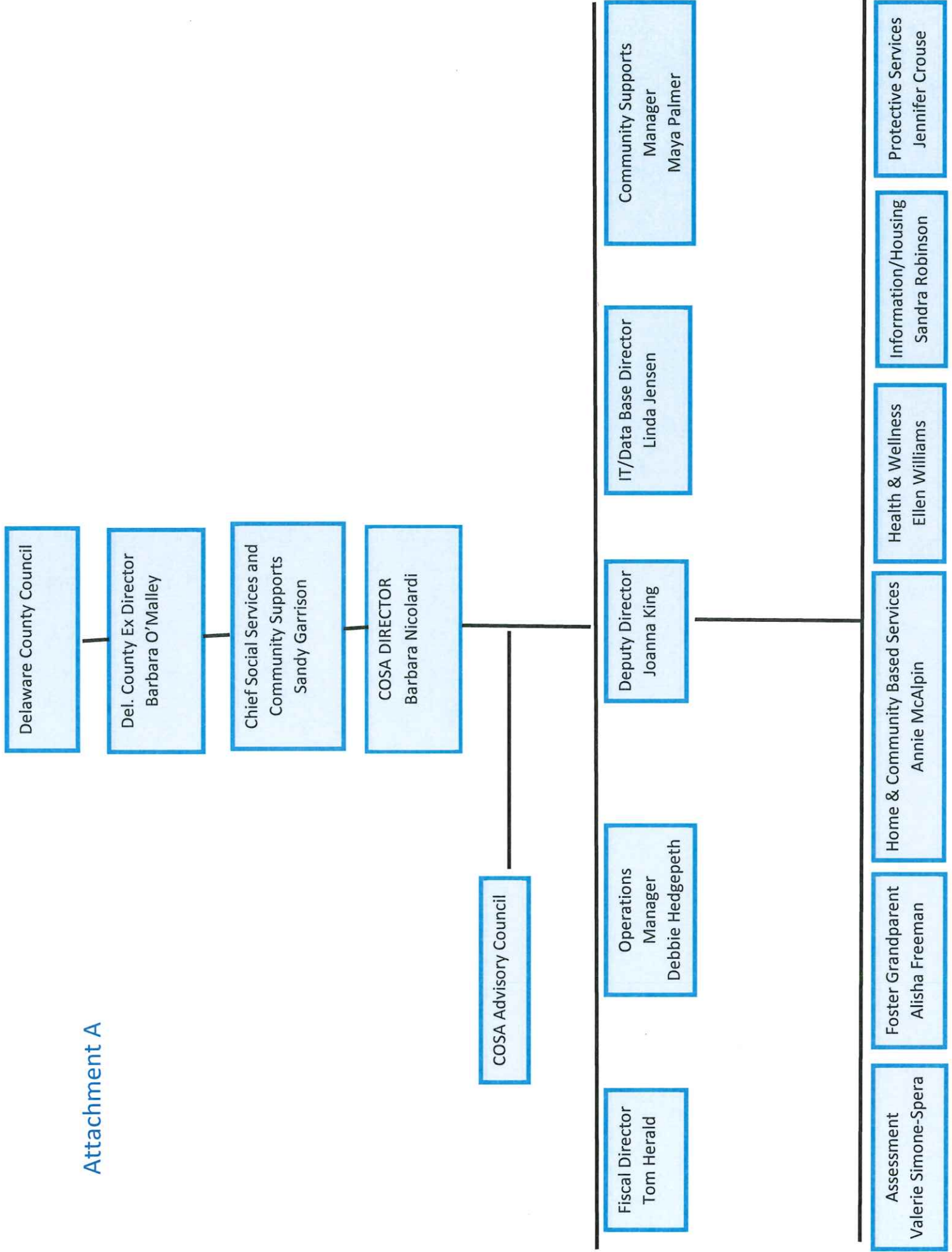
Strategies	Performance Measure	Target Date
Assure senior centers have access to up-to-date information in resources available to seniors by creating tool kits inclusive of relevant information.	Senior center participants will understand available resources for home and community-based living and how to access that.	Winter 2027.

**Objective 4.4: Develop a centralized approach to providing services.**

Strategies	Performance Measure	Target Date
Train staff to be local navigators of cross-sectional social services programs to create a “no wrong door” approach to providing services and offering a warm transfer among programs such as aging, mental health, housing, veterans.	Seniors will receive services across program sectors seamlessly	Winter 2026

<b>Goal 5: Broaden support for both formal and informal caregivers.</b>		
<b>Objective 5.1: Identify available funding developing programs aimed at recruitment and retention of direct care workers.</b>		
<b>Strategies</b>	<b>Performance Measure</b>	<b>Target Date</b>
Collaborate with home care agencies, nursing homes and the local workforce development program to develop programs targeted at recruitment and retention of direct care workers.	Increase in the direct care workforce.	Spring 2025
Advocate for livable working wages for direct care workers through increases in salaries	Increase in the direct care workforce	Fall 2025
<b>Objective 5.2: Develop career ladders and retention initiatives for AAA staff.</b>		
<b>Strategies</b>	<b>Performance Measure</b>	<b>Target Date</b>
Work with Delaware County Community College to develop social service credit hours for high school students along with entry level job positions within county social service programs.	Students enrolled in curriculum join staff out of college and stay for 3+ years	Spring 2025
Work with the County HR department to development equitable and fair compensation across all social service programs.	Vacancies are filled and retained for 3+ years	Summer 2025
Exit Civil Services system	Vacancies are advertised and filled within a few weeks	Spring 2025
<b>Objective 5.3: Provide outreach, education and resources to caregivers.</b>		
<b>Strategies</b>	<b>Performance Measure</b>	<b>Target Date</b>
Advertise and market the Caregiver Support Program assuring those most in need have the information.	More caregivers enrolled in the caregiver program.	Fall 2024
Expand the Caregiver Academy to include education and information to grandparents raising grandchildren.	More grandparents enrolled in the caregiver program	Spring 2025

Attachment A





**AREA PLAN PART B**

**Section 1. Signature Page/Standard Assurances Commonwealth of Pennsylvania  
Department of Aging**

**FY 2024-2028 Area Agency on Aging**

**Four-Year Area Plan on Aging**

**Signature Page**

**Area Agency on Aging Name and Address:**

Delaware County Office of Services for the Aging  
1510 Chester Pike, Suite 250  
Eddystone, PA 19022

I/we certify that I/we are authorized to submit this Plan on behalf of the designated Area Agency on Aging and agree to abide by regulations issued by the Pennsylvania Department of Aging, the U.S. Department of Health and Human Services, and the U.S. Department of Labor. I/we further certify that the general public has had the opportunity to review and comment on this Plan through the public hearing process and that written policies, procedures or agreements, as appropriate, have been developed in accordance with Part A, Section 307 of the Older Americans Act, and are on file for review and approval, as appropriate, by Department of Aging officials.

I/we assure that services and programs of the Area Agency on Aging will be managed and delivered in accordance with the Plan submitted herewith. Any substantial changes to the Plan will be submitted to the Department of Aging for prior approval.

I/we hereby expressly, as a condition precedent to the receipt of State and Federal funds, assure:

That in compliance with Title VI of the Civil Rights Act of 1964; Section 504 of the Federal Rehabilitation Act of 1973; the Age Discrimination Act of 1975; The Americans With Disabilities Act of 1990; The Pennsylvania Human Relations Act of 1955, as amended; and 16 PA Code, Chapter 49 (Contract Compliance regulations):


- 1) I/we do not and will not discriminate against any person because of race, color, religious creed, ancestry, national origin, age, sex, or handicap:
  - a) In providing services or employment, or in its relationship with other providers;
  - b) In providing access to services and employment for handicapped individuals.

2) I/we will comply with all regulations promulgated to enforce the statutory provisions against discrimination.

I/we further hereby agree that all contracts for the provision of services addressed herein will require contractors to comply with these same provisions.

I/we certify that the advisory council of the Area Agency on Aging has participated in the development of this Plan and has reviewed the Plan as herewith submitted.

Signature(s) of Governing Authority  
Official(s), e.g., Chairman of County  
Commissioners or President, Board of Directors.

	Title	Date
	<u>Chair Delaware Co. Council</u>	<u>4/15/24</u>
_____	_____	_____
_____	_____	_____
_____	_____	_____

(Signature of the Area Agency on Aging Director)	(Title)	(Date)
<u>Barbara S. Nicolardi</u>	<u>Director</u>	<u>4.5.24</u>

Name of Person to Contact Regarding the Contents of This Plan:

<u>Barbara S. Nicolardi, MSW</u>	<u>610-490-1524</u>
(Name)	(Area Code and Telephone)

**Part B. Section 2**

**DOCUMENTATION OF PARTICIPATION BY THE AREA  
AGENCY ON AGING ADVISORY COUNCIL**

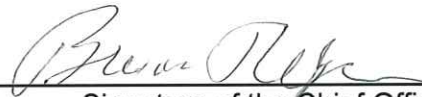
PSA NO. 30

NAME OF AAA: Delaware County Office of Services for the Aging

PLAN PERIOD FROM 2024 TO 2028

In accordance with 6 PA Code, Section 35.23, a.(1) and (2) and the Older Americans Act of 1965, as amended, I certify that the Area Agency on Aging Advisory Council has had the opportunity to assist in the development of this Plan. I further certify that the Area Agency on Aging Advisory Council has participated in at least one Public Hearing held on this Plan.

The Area Agency on Aging Advisory Council (does) / does not ~~not~~ recommend approval of this Plan.



\_\_\_\_\_  
Signature of the Chief Officer of the Area  
Agency on Aging Advisory Council

\_\_\_\_\_  
Bruce Wyman, Chair  
Typed Name and Title

3/21/2024  
\_\_\_\_\_  
Date

**Part B. Section 3**

**Listing of Plan Assurances and Required Activities**

## Older Americans Act, As Amended in 2016

### ASSURANCES

The Older Americans Act of 1965, as amended, requires each Area Agency on Aging (AAA) to provide assurances that it will develop a Plan and carry out a program in accordance with the Plan. Each AAA must comply with the following provisions of the Act. Written policies, procedures, or agreements, as appropriate, must be on file in the AAA office and available for review and approval by Department of Aging officials.

#### Area Plans

- Assurances that an adequate proportion, as required under section 307(a)(2), of the amount allotted for part B to the planning and service area will be expended for the delivery of each of the following categories of services:
  - Services associated with access to services (transportation, health services (including mental and behavioral health services), outreach, information and assistance (which may include information and assistance to consumers on availability of services under part B and how to receive benefits under and participate in publicly supported programs for which the consumer may be eligible) and case management services
  - In-home services, including supportive services for families of older individuals who are victims of Alzheimer's disease and related disorders with neurological and organic brain dysfunction
  - Legal assistance
- Assurances that the AAA will report annually to the State agency in detail the amount of funds expended for each such category during the fiscal year most recently concluded
- Assurances that the AAA will:
  - Set specific objectives, consistent with State policy, for providing services to older individuals with greatest economic need, older individuals with greatest social need, and older individuals at risk for institutional placement
  - Include specific objectives for providing services to low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas; and
  - Include proposed methods to achieve the objectives
- Assurances that the AAA will include in each agreement made with a provider of any service under this title, a requirement that such provider will:
  - Specify how the provider intends to satisfy the service needs of low-income minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas in the area served by the provider
  - To the maximum extent feasible, provide services to low-income minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas in accordance with their need for such services
  - Meet specific objectives established by the AAA, for providing services to low-income minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas within the planning and service area
- Each AAA shall identify the number of low-income minority older individuals and older individuals residing in rural areas in the planning and service area, describe the methods used to satisfy the service needs of such minority older individuals, and provide information on the extent to which the AAA met the objectives described in clause (a)(4)(A)(i).

- Assurances that the AAA will use outreach efforts that will identify individuals eligible for assistance under this Act, with special emphasis on:
  - Older individuals residing in rural areas
  - Older individuals with greatest economic need (with particular attention to low-income minority individuals and older individuals residing in rural areas)
  - Older individuals with greatest social need (with particular attention to low-income minority individuals and older individuals residing in rural areas)
  - Older individuals with severe disabilities
  - Older individuals with limited English proficiency;
  - Older individuals with Alzheimer's disease and related disorders with neurological and organic brain dysfunction (and the caretakers of such individuals)
  - Older individuals at risk for institutional placement
- Assurance that the AAA will ensure that each activity undertaken by the agency, including planning, advocacy, and systems development, will include a focus on the needs of low-income minority older individuals and older individuals residing in rural areas.
- Assurances that the AAA will coordinate planning, identification, assessment of needs, and provision of services for older individuals with disabilities, with particular attention to individuals with severe disabilities, and individuals at risk for institutional placement, with agencies that develop or provide services for individuals with disabilities
- Assurances that the AAA, in carrying out the State Long-Term Care Ombudsman program under section 307(a)(9), will expend not less than the total amount of funds appropriated under this Act and expended by the agency in fiscal year 2000 in carrying out such a program under this title.
- Information and assurances concerning services to older individuals who are Native Americans (referred to in this paragraph as "older Native Americans"), including:
  - Information concerning whether there is a significant population of older Native Americans in the planning and service area and if so, an assurance that the AAA will pursue activities
  - Outreach, to increase access of those older Native Americans to programs and benefits provided under this title
  - Assurance that the AAA will, to the maximum extent practicable, coordinate the services the agency provides under this title with services provided under title VI
  - Assurance that the AAA will make services under the area plan available, to the same extent as such services are available to older individuals within the planning and service area, to older Native Americans.
- Assurances that the AAA will maintain the integrity and public purpose of services provided, and service providers, under this title in all contractual and commercial relationships.
- Assurances that the AAA will disclose to the Assistant Secretary and the State agency the identity of each nongovernmental entity with which such agency has a contract or commercial relationship relating to providing any service to older individuals; and the nature of such contract or such relationship.
- Assurances that the AAA will demonstrate that a loss or diminution in the quantity or quality of the services provided, or to be provided, under this title by such agency has not resulted and will not result from such contract or such relationship.
- Assurances that the AAA will demonstrate that the quantity or quality of the services to be provided under this title by such agency will be enhanced as a result of such contract or such relationship.

- Assurances that the area agency will, on the request of the Assistant Secretary or the State, for the purpose of monitoring compliance with this Act (including conducting an audit), disclose all sources and expenditures of funds such agency receives or expends to provide services to older individuals.
- Assurances that preference in receiving services under this title will not be given by the AAA to particular older individuals as a result of a contract or commercial relationship that is not carried out to implement this title.
- Assurances that funds received under this title will be used to provide benefits and services to older individuals, giving priority to older individuals identified in paragraph (4)(A)(i); and in compliance with the assurances specified in paragraph (13) and the limitations specified in section 212.