

# FOUR YEAR PLAN of the LEHIGH COUNTY OFFICE OF AGING AND ADULT SERVICES

2020-2024



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## Table of Contents

### PART A

Executive Summary	Pages 3-4
Agency Overview	Pages 5-10
Goals, Objective, and Strategies	Pages 11-17
Outcomes and Performance Measures	Pages 11-17

### PART B

Section 1 – Signature Page	Page 18-19
Section 2 – Advisory Council Participation	Page 20
Section 3 – Assurances	Pages 21-23
Section 4 – Summary of Public Hearing	Pages 24-25

### ATTACHMENTS:

A Survey of Your Needs in Lehigh County  
A Survey of Your Needs in Lehigh County (Spanish)  
Provider and Community Representative Questionnaire  
Aging and Adult Services Advisory Council Questionnaire  
Agency Staff Questionnaire  
Advertisement for Public Hearing  
Agency Organizational Chart

## **PART A:**

### **Executive Summary**

Individuals born between 1946 and 1964 are considered to be the “Baby Boomers” generation. In 2011, the first of the baby boomers began to turn 65. By the end of 2029, all baby boomers will be 65 and older. Nationally by 2040, there will be about 82.3 million older persons 65 and older (104% increase from the year 2010). People 65 and older represented 13% of the population in the year 2010. This is expected to grow to be about 22% of the population by the year 2040. (US Census) The number of people in the Lehigh Valley 65 or older is expected to increase approximately 93% from 98,210 in 2010 to an expected 189,444 in 2040 while the number of people in the Lehigh Valley 75 or older is expected to increase approximately 108% from 50,439 in 2010 to 104,704 in 2040 (Lehigh Valley Planning Commission) The challenge remains, with the increase in older adults living longer and healthier lives, there needs to be programs and services that help them to remain as independent as possible for as long as possible.

Dealing with COVID19 over the past several months has pushed the agency to think “outside the box” while serving the older adults in Lehigh County. It allowed agency staff to work closely to problem solve, reach out to the community, and create innovative ways to maintain the programs and services that help keep older adults at home and in their community. The agency worked closely with other organizations and professionals in the community to share information and resources to maintain a continuum of care.

There is a continued increase of Reports of Need for Protective Services. This is inevitable with the increasing number of older adults in Lehigh County. The US Census predicts individuals over age 65 will comprise 21% of the total Pennsylvania population by 2030. Creating partnerships to increase awareness of elder abuse, training agency staff to be more informed about protective services, and providing education on how to report abuse will help older Pennsylvanians stay safe. The agency works closely with the Lehigh County Public Defender's Office on an Elder Abuse Task Force. The task force is comprised of staff from Lehigh County Office of Aging and Adult Services, the Lehigh County District Attorney's Office, Lehigh County Coroner, Temple University Institute on Protective Services, police departments, financial institutions, social service agencies, health care professionals and area hospitals. The task force provides community presentations to crime watch groups, senior organizations and many others to inform the community on elder abuse and how to report it. It also partners with the Gatekeeper Program. This unique program works with non-traditional referral sources older adults come in contact with in their daily life who are trained to recognize the warning signs that an older adult may need some help. These collaborations help implement a plan to reduce the risk to the older adult or their property and provide supports to continue keeping them safe.

Preventative services are key to healthy aging. Collaboration with aging service providers, health organizations and community members are necessary to meet the needs of the growing aging population. Reaching out to low income adults and

understanding the cultural differences in the community is important when planning activities to keep older adults healthy and safe. Lehigh County is home to 7,081 Hispanic adults 60 years and older. (US Census) Knowing this, it is important to create health and wellness programs for this population to give them access to healthier lifestyles. Encouraging these older adults to participate in healthy activities will increase their physical and mental health, while also improving socialization. Understanding the language and culture will prove to be successful in having the older Hispanic population participate in these programs.

It is also important to maintain health and wellness as we age. As we know the fastest growing segment of the aging population is those 85 and over. According to AARP, the Harvard University researchers noted that as little as 15 minutes of physical activity a day can boost your lifespan by three years. Working to coordinate health and educational activities for older adults helps to improve balance, strength, and overall health. It is imperative to remember that cognitive health is important as well. Many activities such as volunteering, reading, playing games or learning a new hobby can keep your mind active. "Formal cognitive training also seems to have benefits. In the Advanced Cognitive Training for Independent and Vital Elderly (ACTIVE) trial, healthy adults 65 and older participated in 10 sessions of memory training, reasoning training, or processing-speed training. The training improved participants' mental skills in the area in which they were trained. Most of these improvements persisted ten years after the training was complete." ([www.nih.gov](http://www.nih.gov)) The agency will work to engage older adults in physical and cognitive activities to not only improve their health and well-being, but reduce social isolation.

Planning for the future of the agency and our community continues to be important each year. The agency will continue to evaluate the needs of our growing community and increasing aging population. With baby boomers beginning to age, it will also be important to examine the growing needs of this aging population. Our agency will continue to collaborate and partner with community organizations to create new ways to reach out to the community and work together to meet the needs so that older adults can remain at home and age in place.

**Our goals for this four-year planning period are:**

1. Improve coordination between programs and strengthen existing services.
2. Promote active and healthy community living.
3. Improve access to programs and services while supporting consumer choice.
4. Increase awareness of rights and protection for older adults.

### Agency Overview

The Lehigh County Office of Aging and Adult Services is committed to supporting and empowering the well being of all adults residing in Lehigh County. The office advocates for Lehigh County residents and provides a wide range of services and information to help adults be well informed. Information and assistance are provided to enable individuals to remain active, healthy, productive and independent in the community.

The Lehigh County Area Agency on Aging began as the County Office of Aging in January 1973 with a budget of \$35,000 and a staff of three persons. The Office today is known as the Lehigh County Office of Aging and Adult Services. It is the designated Area Agency on Aging for Lehigh County and merged in December 1996 with the Office of Adult and Residential Services serving younger adults 18 to 59 years of age who are primarily in need of services for the physically disabled, individuals who are homeless or near homeless, and other targeted at-risk younger adults.

### Organizational Structure

The office consists of an Executive Director, a Deputy Director and staff totaling 41 full-time and 10 part-time (senior center managers and one assessor) persons. We have an advisory council that meets six times per year and is active in advocating for the continuing needs of Lehigh County's aging and adult population. The advisory council helps inform the community of our programs and services while advocating to local legislators about the needs of the aging and disabled in our community. The advisory council is also committed to recruitment of volunteers and increasing awareness of agency programs and services. The Agency recruits providers of service through a Request for Proposal (RFP) process. The agency currently has 35 contracted providers in the 2019/20 fiscal year and all providers are monitored annually.

The agency maximizes funding to provide services to as many older adults and persons with disabilities as possible. The agency has dealt with reductions in funding over the past few years by restructuring staff responsibilities, not filling vacant positions, and current staff working with increased caseloads. The agency's budget has remained stagnant over the past four years from \$7,769,591 in fiscal year 2015/16 to \$7,094,592 in fiscal year 2019/20. The decrease is from no longer providing the Aging Waiver Program as of December 2018.

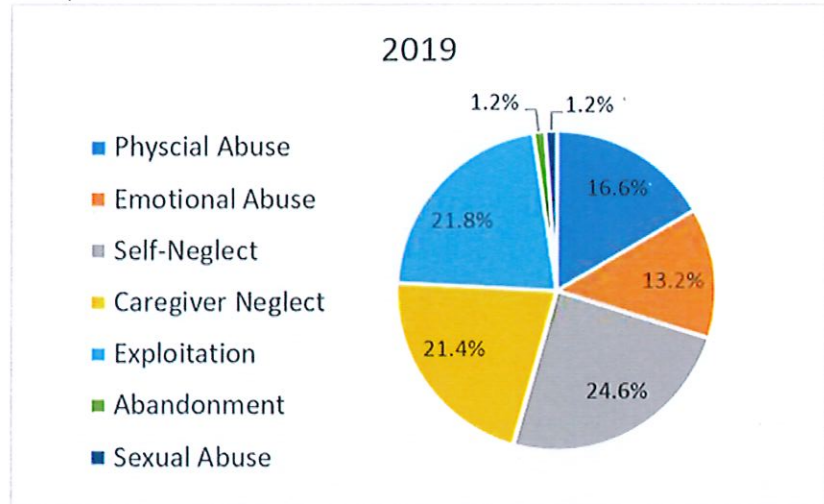
### Demographics

Although funding has remained stagnant and the agency has fewer staff, there is still an increase in need among the aging and disabled populations in Lehigh County. According to the US Census Bureau, Lehigh County has 56,935 adults age 65 and older. Lehigh County has 120 individuals on its waiting list at any given time. 6,315 referrals were made to the agency in 2019 and this number continues to rise each



year. A total of 3,710 assessments were completed in 2018 with an increase to 4,479 in 2019. It is projected to complete 4,920 assessments in 2020.

Also rising is the number of Reports of Need due to a rapidly growing aging population and an increase in awareness of elder abuse. In 2019 there were a total of 852 Reports of Need. This is an 85.62% increase from 2015. Due to the increase in sophisticated scammers, these numbers continue to rise. In Lehigh County, 24.6% of substantiated cases of protective services were for self-neglect, 21.8% for exploitation, 21.4% for caregiver neglect, 16.6% for physical abuse, and the remaining for emotional abuse (13.2%), abandonment (1.2%) and sexual abuse (1.2%).



The regional population of people with disabilities is also growing. US Census Bureau, American Community Survey, 5-year estimates show that in 2016, 86,947 (20%) of Lehigh Valley's population is living with a disability. This same American Community Survey shows that 84,684 of those living with a disability are seniors, and increase of 16% in those age 65 and older. Some of this growth is due to the increase in our aging population. The most significant concern among those aging with a disability is losing independence and having to rely on others, the ability to pay for care or help, not having any long-term housing plans, and becoming a burden for family members. Some challenges include the diversity of the population with disabilities, and many of these individuals are living in poverty. Despite some challenges, many Lehigh Valley residents are overwhelmingly positive about living in the Lehigh Valley region and that our community is learning a lot about this population and how to better meet their needs. (Good Shepherd Rehabilitation Network Disability Needs Assessment Research 1998-2018).

### Local, Political and Economic Conditions

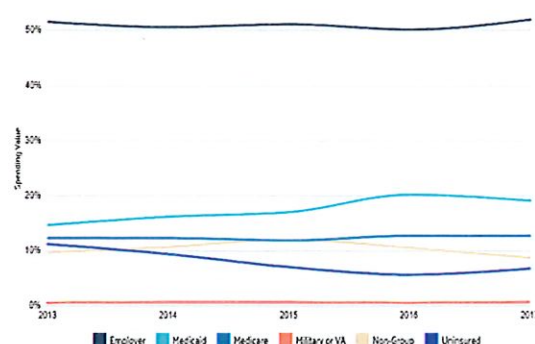
Local, political and economic conditions affecting Lehigh County are affordable healthcare, increased demand for transportation, the growing Hispanic community, and increase in the number of residents with Alzheimer's disease and other related cognitive disorders.

Healthcare coverage in Lehigh County can impact an older person's ability to remain independent in their community. Between 2016 and 2017, the percent of uninsured citizens in Lehigh County grew from 5.69% to 6.77%. The following chart shows how the percent of uninsured individuals in Lehigh County changed over time compared



with the percent of individuals enrolled in various types of health insurance. (Data provided by the Census Bureau ACS 1-year Estimate)

Uninsured	6.8%
Employer Coverage	51.9%
Medicaid	19.1%
Medicare	12.8%
Non-Group	8.7%
Military or VA	0.7%



Transportation is also a barrier to healthcare. Transportation is a means to engage in preventative care. Not being located near public transportation limits health care access. Collaboration between health care facilities and city planners will improve public transportation to provide better access to healthcare. Public transportation users report the greatest problem with public transportation (59% surveyed) and specialized transportation for people with disabilities (67% surveyed) for a variety of reasons. (Good Shepherd Rehabilitation Network Disabilities Needs Assessment Research 1998-2018) Lehigh County is home to one transportation system, Lehigh and Northampton Transportation Authority (LANta). LANta continues to struggle to meet the demands of the aging and disabled population, typically utilizing the door to door, shared ride program, to provide transportation in a timely manner.

The growing Hispanic community in Lehigh County creates challenges in reaching out to provide programs and services. In Lehigh County, individuals identified as Hispanic accounted for 5% of Lehigh County's total 65+ population. A total of 65,615 Hispanic persons resided in Lehigh County in 2010, or 18.8% of the total county population. Of the total Hispanic population, 2,562 Hispanic persons were 65 or older, or 3.9% of the county's Hispanic population. (US Census Bureau) The ethnic term Latino or Hispanic refers to a diverse population of Latin American decent that includes many races and nationalities. This population is increasingly being integrated throughout our community. The Hispanic family is typically a close-knit group and the most important social unit; therefore, it is important to have a better understanding of the Hispanic culture to improve outreach to this community about available programs and services and help them feel comfortable asking for assistance. To begin to meet these challenges, Lehigh County has three bilingual assessors, two bilingual protective services care managers and one bilingual OPTIONS care manager and one bilingual protective services supervisor.

Additional factors that will impact the aging community over the next four years is the number of older adults with Alzheimer's disease or dementia. Alzheimer's disease is an incurable, progressive disease that destroys memory and other mental functions. Over 5 million Americans are living with Alzheimer's and as many as 16 million will have it by 2050. The cost for caring for those with Alzheimer's and other dementias is estimated to total \$277 billion in 2018, increasing to \$1.1 trillion by mid-century. Nearly one in every three seniors who dies each year has Alzheimer's or another dementia. (Alzheimer's Association) In Pennsylvania, the total number of adults age 65 and older with Alzheimer's disease in 2018 was 280,000 and is expected to reach

320,000 in 2025, almost a 14% increase. (Alzheimer's Association) Alzheimer's prevalence is high at 25.4% in Lehigh County compared to 20% in the Commonwealth of Pennsylvania. According to the Alzheimer's Association, the Hispanic population is at a higher risk for Alzheimer's disease. There is substantial evidence that this population with dementia are low users of formal services and the failure of the health care system may increase the risk of dementia for the aging Hispanic population.

With local economic conditions, 30% of those being served by the Area Agencies on Aging have incomes below the federal poverty level. According to the 2009-2013 American Community Survey, there were an estimated 50,268 individuals age 65 and older in Lehigh County. The poverty status of these individuals is broken down as follows: 6% were below the poverty level, 24% were at or below poverty level, and 70% were above twice the poverty rate. The median household income in Lehigh County was \$54,923, while the median household income for householders 65 and older in Lehigh County was \$35,288.

### Needs Assessment Data

Several surveys/questionnaires were developed and distributed to the Lehigh County Aging and Adult Services advisory council, providers of service, PA Link partners, agency staff, consumers of service, and the general public. Having a variety of target groups complete specific questionnaires allowed the agency to gather important data to be used in the planning process and provide insight as to the growing needs in the community. This important data keeps us focused on developing goals and objectives that meet the needs of older adults and persons with disabilities in Lehigh County.

The Lehigh County Aging and Adult Services advisory council questionnaire received an 80% return rate stating that most local legislators are not aware of the programs and services the agency has to offer. Those that were aware of the agency had very limited knowledge. Despite efforts to meet with local legislators, usually that time is spent focusing on specific immediate issues rather than basic education of what is available for older adults in Lehigh County. Council members suggested using more media and social media to bring awareness to those in the community as well. About three percent of advisory council members know of an older adult who has accessed services in the past. They identified transportation and the desire to age in place as the two most important factors as folks age. They also identified social isolation as an issue for older adults in Lehigh County although they did not have suggestions to help reach out to those individuals.

The staff questionnaire shows 58 percent of consumers receiving agency services are between 71 and 80 years of age with the next highest group being served as over 81 years of age at 36 percent. More than half did not own their own home (60%) with most having an informal support system in place (72%). This is important as aging population who require in-home services to remain independent continues to increase while funding remains stagnant. Staff state that about half (52%) of Lehigh County residents were knowledgeable about agency programs and services. Suggestions to improve awareness of agency programs should be done through



advertising, outreach and community and health fairs and presentations, and providing literature in primary care physician offices. Some challenges noted were transportation, an increase in the Spanish-speaking community, lack of funding to provide needed services to the increased number of older adults needing assistance, socialization, lack of home health aides that are properly trained and reliable, and an increase in poverty among older adults that translates into not being able to pay their taxes or purchase medication. Staff would like to see behavioral health therapists who would make home visits to the elderly and an increase in available hours for home health care to keep people in their homes longer.

Providers of aging and disability services, PA Link partners and legislative offices returned the questionnaires stating that more than half (56%) do not have adequate staff and resources to meet the increasing demand for services. A little more than half of the providers are already utilizing volunteers (56%) to help meet the growing needs of their organization. The need for bilingual staff is becoming a necessity as the number of minorities needing services (81%) is on the rise. This number continues to grow each year. The majority of consumers (39%) were between 66 and 79 years of age although feedback from the providers showed that there is a growing number of older adults over 80 requiring programs and services (28%). Many older adults receiving services live alone (67%) and require considerable community or family support (61%). With people living longer, and the increase in need for services, it is difficult to meet the growing needs of the aging and disabled population who wish to remain at home. Many providers and community representatives feel there needs to be increased communication among agencies. Community members also felt that working together and sharing resources is important in helping the older adults remain independent in Lehigh County.

Questionnaires were received from 360 older adults and persons with disabilities from the community and consumers of services. These surveys, available in English (279 responses) and Spanish (81 responses), were completed at senior housing buildings, the neighborhood senior centers, consumers of service and distributed throughout Lehigh County. 45% of the surveys were completed by older adults 66-79 years of age, 19% between 80-85 years, and 16% were over 85 years of age. The critical issues noted on the responses were fear of falling; mobility and balance; cost of food and medications, being alone, and losing independence and not having the ability to do things you once did on your own such as self-care and grocery shopping. Many older adults no longer have family members in the area to help with these needs. It is interesting to note that some who completed the Spanish surveys were also concerned about racism and violence. The responses listed the most utilized programs as the senior centers and meal programs. Many of the adults 66 and younger are comfortable using the Internet and have access to a computer while the older population does not. Those that completed the Spanish surveys also had minimal knowledge of the Internet and access to a computer. Although some older adults received help from a formal agency most utilized informal supports, such as family and friends for assistance.

### Resource Development

Resource Development is already taking place with the collaborations between the various Department of Human Services program offices in Lehigh County Government. We have learned to utilize best practices throughout the Department of Human Services and adapt our thinking to provide a cross-system approach to best serve the residents of Lehigh County. Recognizing that many older adults have several needs, it is important to work closely with each other to allow the older adult to receive the programs and services needed to remain living independently for as long as possible. Utilizing other networks already existing in the community, not only allows for great partnerships, but helps coordinate services to better serve the community. Continued partnerships with those that work closely with underserved populations, such as Spanish-speaking individuals, will allow for better continuity of care for Lehigh County's growing aging population.

The agency will continue to partner with organizations to help recognize and reduce social isolation among the elderly. Partnering with agencies like the United Way of the Greater Lehigh Valley and Lehigh Valley Active Life will help reach out to those seniors who are isolated. We must first learn that lack of transportation, poor mental or physical health, poverty, and language can contribute to social isolation. By becoming aware of the risk factors, we can help older adults avoid social isolation. Collaborating with these organizations will allow us to maximize our strengths helping to reduce social isolation in our community.

<b><u>GOAL 1:</u></b>	<b>Improve coordination between programs and strengthen existing programs.</b>
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**Objective 1: Improve continuity of Ombudsman in long-term care facilities.**

There are 4,300 beds in Lehigh County's long-term care facilities. To support and empower consumers by resolving individual complaints and working to improve and enhance services for those residents and their families is important. With the large number of long-term care beds, it is imperative that there are staff and volunteers that are able to reach out to these individuals and support their rights. Lehigh County will work with and support Catholic Charities to improve this service.

*Strategies:*

- Increase the number of Volunteer Ombudsman.
- Provide PEER (PA Empowered Expert Resident) education.

*Outcomes and Performance Measures:*

An increase in ten Volunteer Ombudsman and five PEER trainings will provide more awareness and an increased presence in long-term care facilities of the Ombudsman program and help fellow residents improve day-to-day life.

**Objective 2: Ensure all program staff are educated in the functions of protective services.** Because Lehigh County is home to two major hospital networks, protective service referrals come from surrounding counties. The agency received approximately 80 referrals in 2019 from surrounding counties, therefore it is important for all agency staff to understand the functions of protective services to work to ensure consumers receive the best care possible.

*Strategies:*

- Train all assessors and care managers in the functions of protective services.
- Foster better communication between the agency staff to be certain those referrals from protective services to care management have good communication and provide wraparound services.

*Outcomes and Performance Measures:*

An increase in the number of agency staff trained in protective services will help meet the growing demand for this service and provide more timely assistance to the consumers in Lehigh County.

**Objective 3: Increase the knowledge of internal Information & Referral staff on crucial issues and program changes.** There are 64,094 adults in Lehigh County over 65 years in 2020. The number is estimated to grow to 71,731 by 2025. In 2019, the agency received 6,315 referrals for programs and services. With this population increasing, the number of older adults seeking services is expected to increase. It will be important for staff to be aware of crucial issues and program changes to continue to help this growing population.

**Strategies:**

- All current and new agency staff will take the State mandated "Intake Training" on Report of Need.
- Increase the knowledge of scams in the community.
- Train all agency staff in cultural diversity.

**Outcomes and Performance Measures:**

An increase in trainings and in-service presentations related to Aging programs and crucial issues will ensure all intake staff are knowledgeable to assist the consumers in Lehigh County. By increasing internal knowledge, consumers will be better directed to the program areas and resources that can best meet their needs.



<b>GOAL 2:</b> <b>Promote active and healthy community living.</b>
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**Objective 1: Partner with community organizations to bring awareness to social isolation and work to reduce it.** Social isolation is rarely caused by a single factor. Studies vary anywhere between 17% to 20% of adults 65 and older are socially isolated. Older adults who are socially isolated and lonely experience increased risk for dementia, depression, sleeping disorders, stress and anxiety, a lower immune system, and high blood pressure.

*Strategies:*

- Partner with Lehigh Valley Active Life's outreach program to engage isolated seniors and have them attend the Center.
- Provide staff training on social isolation and how care managers can support those consumers who would benefit from Senior Centers.
- Partner with United Way to connect seniors with others on bus trips to support community engagement.

*Outcomes and Performance Measures:*

An increase of 25 engaged isolated seniors in their local Senior Center will improve their overall health and well-being.

**Objective 2: Promote programming to help those living with dementia to continue to be as active and independent for as long as possible.** Dementia affects 5 million people in the US alone. Less than 50 percent of those with dementia ever receive a diagnosis and fewer than 50 percent of those who are diagnosed receive treatment. It has been shown that physical activity helps maintain brain health and "brain training" such as word or number-based puzzles can improve short term memory capacity.

In 2014, PA developed a State Plan for Alzheimer's disease and related disorders with goals to increase awareness and reduce the stigma, enhance community resources and improve dementia healthcare.

*Strategies:*

- Be a part of the Dementia-Friendly community creating a "one stop shop" for dementia related resource information.
- Provide agency staff to participate in the Dementia-Friendly Lehigh Valley coalition.
- Educate Department of Human Services staff about dementia and Dementia-Friendly communities.

*Outcomes and Performance Measures:*

Three agency staff will participate in the Dementia Friendly Lehigh Valley initiative to create a community of support for people with dementia so they can remain in the community for as long as possible.

**Objective 3: Increase health promotion activities throughout the community.**

Exercise can improve your strength, improve balance and prevent falls, prevent some diseases, perk up your mood and reduce feelings of depression, reduce stress and anxiety, and help to reach or maintain a healthy weight. According to the National Institute on Aging, exercising as a senior may delay or even prevent diseases like diabetes, cancer, stroke, heart disease and osteoporosis. It is important to focus on types of exercise that improve endurance, strength, balance and flexibility.

*Strategies:*

- Train senior center managers in health and wellness evidence-based programming to lead their center participants.
- Train a bi-lingual center manager in health and wellness evidence-based programming.

*Outcomes and Performance Measures:*

Three Lehigh County Senior Centers will reduce the risk of falling, and promote increased socialization and physical activities, by offering monthly Healthy Steps in Motion classes. One of these Centers will offer classes in both English and Spanish.

### **GOAL 3:**

**Improve access to programs and services while supporting consumer choice.**

**Objective 1: Develop tools to inform the public of our programs and services.** Although the agency works hard to bring awareness of available programs and services at community and health fairs, as well as speaking engagements, we find that many folks are not aware of the programs and services available for older adults.

*Strategies:*

- Work with the advisory council to develop informational videos on programs and services to be posted on the agency website and shared in the community.
- Attend health and community fairs to share programs and services with the community.
- Presentations at community organizational meetings, coalition meetings, and committees to better inform professionals about the agency's programs and services.

*Outcomes and Performance Measures:*

Increased awareness of agency programs and services to consumers, the community, and professionals will allow older adults to obtain needed programs prior to a crisis situation.

**Objective 2: Improve communication with our diverse population.** 25.4% of Lehigh County's population is Hispanic or Latino. It is important to identify the culturally diverse needs of Hispanic seniors and provide assistance with needed programs and services. Understanding their culture will be imperative so as not to isolate these older adults who are in need of long-term services and supports.

*Strategies:*

- Increase awareness of current language interpretation and deaf and hard of hearing resources available in the Department of Human Services for staff use.
- Create a department-wide policy to be certain that information sent out to the community will have directions on how to access the information in their preferred language.
- Improve the agency website so an individual will have the capability to read the information in the language of their choice.
- Review agency brochures and information and have pertinent information translated and printed in Spanish.
- Have a local entity provide training to staff to increase the knowledge of the Hispanic culture.

*Outcomes and Performance Measures:*

The agency will be able to reach out to the growing population to provide information about programs and services while improving communication with non-English speaking consumers. Understanding their culture will allow the agency to overcome obstacles that keep the Hispanic community from receiving needed services.



<b><u>GOAL 4:</u></b>	<b>Increase awareness of rights and protection for older adults.</b>
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**Objective 1: Improve education and outreach of protective services to better inform the community about abuse and neglect.** Pennsylvania has the third highest percentage of elderly residents in the United States with nearly 2 million over the age of 65. The fastest growing segment of Pennsylvania's population are those 85 years old and older. Frail and dependent elderly are susceptible to abuse.

*Strategies:*

- Partner with the Lehigh County Elder Abuse Task Force to provide training.
- Educate nursing homes, hospital networks, and the Hispanic community about protective services and how to identify abuse and make a report.

*Outcomes and Performance Measures:*

The increase in awareness of types of elder abuse and how to report will improve safety for our older adults along with a successful task force to increase collaboration between care managers, law enforcement, and the District Attorney's office.

**Objective 2: Increase awareness of scams directed at older adults.** According to the PA Attorney General, seniors across the country lose \$3 billion each year to scams and fraud. Older adults are more likely to be victims of fraud, identity theft, scams, and financial exploitation. Sixty-three complaints from Lehigh County residents over 60 years of age were submitted to the Attorney General's Office in 2019. It is important to help protect and educate older adults on what is happening in their own community.

*Strategies:*

- Provide scams training at all Neighborhood Senior Centers.
- Create scams information sheets to be distributed to consumers and at health and community fairs.
- Have the Department of Banking do educational presentations to seniors.
- Provide awareness to the dementia-friendly community about seniors and scams.

*Outcomes and Performance Measures:*

Older adults will be educated about the threat of fraud, how not to be a victim, and who to contact in the event of being a victim of fraud.

## **AREA PLAN PART B**

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

**FY 2020-24 Area Agency on Aging**

**Four-Year Area Plan on Aging**

**Signature Page**

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

Lehigh County Office of Aging and Adult Services  
Lehigh County Government Center  
17 South 7<sup>th</sup> Street  
Allentown, PA 18101

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;

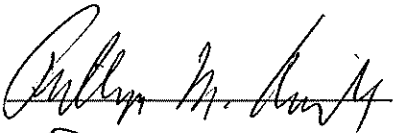
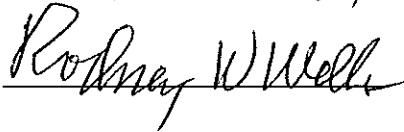
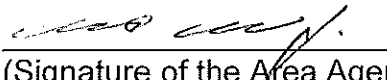
- a) In providing services or employment, or in its relationship with other providers;
- b) In providing access to services and employment for handicapped individuals.

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>County Executive</u>	<u>7/7/20</u>
	<u>Chairperson, Advisory Council</u>	<u>6/30/20</u>
 (Signature of the Area Agency on Aging Director)	<u>Executive Director</u> (Title)	<u>6/30/2020</u> (Date)

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

Clayton Reed, Jr, Executive Director	(610) 782-3251
Kimberly Melusky, Program Analyst	(610) 782-3096

**Part B. Section 2**

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

PSA NO. 33

NAME OF AAA: Lehigh County Office of Aging and Adult Services

PLAN PERIOD FROM 2020 TO 2024

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 recommend approval of this Plan.

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

Rev. Rodney W Wells  
Rev. Rodney W. Wells, Chairperson

6/30/20  
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 service:
  - Services associated with access to services: transportation, health services (including mental health 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.
  - 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 of 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 the 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 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 carry out such a program under the 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 quantity or the 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 purposes 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 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.

## **Part B. Section 4**

### **Narrative Summary of the Proceedings of the AAA Area Plan Public Hearing**

The Lehigh County Office of Aging and Adult Services held two public hearings for the agency 4-year plan on Monday, April 27, 2020 at 10:30 a.m. and 6 p.m. via Zoom due to the COVID-19 pandemic. These public hearings were combined with the Lehigh County Human Services Block Grant hearings. There were 24 people in attendance at the morning session and 15 people in attendance at the evening session, including agency staff, DHS office heads, advisory council members, consumers of service, and community providers.

Kay Achenbach, Director of Human Services provided information about the Lehigh County Department of Human Services, the Department of Human Services' budget, expenditures, and revenue. She explained how the Department of Human Services is "one body of service" and we support each other to serve Lehigh County residents the best we can.

JR Reed, Executive Director of Aging and Adult Services provided information on services for the aging (60+) and adult (18-59) population. He focused on the Housing Assistance Program for adults 18 to 59 and gave an overview of the aging referrals, number of assessments, OPTIONS programs provided, and protective services. Protective Service investigations have been rising and this trend will continue with the increase in number of older adults in our community. JR also spoke about the agency plan and shared the goals, objectives, and strategies that will be a focus over the next four years.

Paula Griffin, Director of Children and Youth, discussed the various partnerships to work to prevent truancy, reduce the number of children entering placement, reducing trauma to child abuse victims and Child Abuse Prevention Month remembering children lost to abuse as well as honoring resilient families. Matt Bauder, Administrator for Health Choices gave an overview of the Health Choices initiatives and spoke about Community Health Choices (CHC) being new to Lehigh County as of January 2020. Lisa Cozzi, Director of Crisis Intervention and Information and Referral shared the number of referrals received by the Department of Human Services. The greatest number of referrals has been to the Aging office in the last year. She also discussed the role of the Crisis office and that most calls are for suicidal ideation and attempt, anger and aggression and psychosis. 3,412 calls were for suicidal ideation and attempt. J. Layne Turner, Administrator for Drug and Alcohol listed the specialty services provided by his agency. He shared number of referrals as well as local partnerships with the hospital networks, local police departments and schools. The primary drug of choice is still alcohol with heroin coming in second.

Mike Paulik, Deputy Administrator of Intellectual Disabilities spoke about the Independent Monitoring for Quality from the Office of Developmental Programs. Intellectual Disabilities continues to move towards community-based services and information was shared on expenses listed by services, number of Waiver types, and how the wait list is categorized. Dick Orlemann, Mental Health Deputy Director, talked about the innovative programs in mental health such as identifying and



securing services for the mentally ill that are homeless, partnering with community organizations to provide social connectiveness to reduce the stigma of mental health, and Roommate Roundup helping to locate compatible roommates to share the cost of safe and affordable housing. Information was also provided on partnerships with the County prison and the Special Program for Offenders in Rehabilitation & Education (S.P.O.R.E). Lori Skibo, Director of Early Intervention explained Lehigh County's programming for children birth through age three with developmental delays. An overview of the screening process and number of referrals was shared. The final presenter was Sue Lettera, Director of Integrated Services. Various collaborations were discussed along with Resilient Lehigh Valley, a cross-sector coalition dedicated to creating a trauma informed and resilient Lehigh Valley. This has been identified as one of the seven pilot projects of the PA Deputy Attorney General's Statewide Trauma Informed Network.

Because of the COVID-19 pandemic both public hearings were held via Zoom. Participants were grateful for the opportunity to hear about the initiatives and projects within the Department of Human Services and how the various agencies work together to meet all the needs of its residents.

Combining the Human Services Block Grant public hearing along with the Lehigh County Office of Aging and Adult Services Four-Year Plan public hearing was beneficial. Each session lasted 1 1/2 hours and gave those in attendance an overview of the offices and programs within the Lehigh County Department of Human Services as well as an opportunity for input and suggestions. Those in attendance were able to appreciate how the offices work closely together to meet the complex needs of Lehigh County residents. This collaboration and partnership allowed for new initiatives to be implemented to meet these growing needs and the public hearings were an opportunity, not only for individuals to learn and share their thoughts, but to see how well each organization works closely to be sure each need is met. As Lehigh County Aging and Adult Services moves forward, having the support and knowledge of staff throughout the Department of Human Services will be vital to meeting the growing needs of the aging and disabled population of Lehigh County.

# LEHIGH COUNTY OFFICE OF AGING AND ADULT SERVICES

## 2020-2024 PLAN

A Survey of Your Needs in Lehigh County

Please circle your answer.

### Home and Community Issues

- |   |     |    |
|---|-----|----|
| 1. I know how to find help for a serious problem.                               | YES | NO |
| 2. I am physically able to prepare meals.                                       | YES | NO |
| 3. I have family near by.   | YES | NO |
| 4. My family is available to help me.   | YES | NO |
| 5. I live in a rural area.  | YES | NO |
| 6. I live alone.  | YES | NO |
| 7. I am primary caregiver for an older adult who resides in the same household. | YES | NO |

### Financial Concerns

- |   |     |    |
|---|-----|----|
| 1. I have enough money for food, shelter, and clothing. | YES | NO |
| 2. I can budget money to meet all my needs.             | YES | NO |
| 3. I can afford to make housing repairs.                | YES | NO |
| 4. I can afford to pay my rent, mortgage, and/or taxes. | YES | NO |
| 5. I have a low income.                                 | YES | NO |

### Health Concerns

- |   |     |    |
|---|-----|----|
| 1. I am in good health.   | YES | NO |
| 2. I have been admitted back to the hospital within one month after discharge in the last year. | YES | NO |
| 3. I am able to afford health insurance.  | YES | NO |
| 4. I am unable to go to the doctor because of the cost.   | YES | NO |
| 5. I am able to afford my medications.  | YES | NO |

### Transportation

- |  |     |    |
|--|-----|----|
| 1. I can get to the store, doctor or other important places. | YES | NO |
| 2. I am unable to get to places because of my disability.    | YES | NO |
| 3. I rely upon public transportation.                        | YES | NO |
| 4. I have family and/or friends to drive me to appointments. | YES | NO |

**Please answer the following questions to the best of your ability.**

1. What are the top three critical issues that **you** as an older person see?

1.

2.

3.

2. List any programs or services you use in the community.

3. What program or service do you find most helpful?

4. Are you comfortable using a computer and the Internet?

5. Do you get the most assistance from family, friends and neighbors, or from a formal agency?

6. I am      \_\_\_\_\_ under 60 years of age      \_\_\_\_\_ 60-65 years      \_\_\_\_\_ 66-79 years  
                 \_\_\_\_\_ 80-85 years      \_\_\_\_\_ over 85 years

7. I am      \_\_\_\_\_ Caucasian/White      \_\_\_\_\_ Hispanic/Latino      \_\_\_\_\_ African American/Black  
                 \_\_\_\_\_ Asian      \_\_\_\_\_ Other: \_\_\_\_\_

***Thank you for taking the time to complete this questionnaire. This information will be used to help us improve our services to adults 60 and over residing in Lehigh County.***

# LEHIGH COUNTY OFFICE OF AGING AND ADULT SERVICES

## 2020-2024 PLAN

Un cuestionario acerca de sus necesidades en el Condado de Lehigh  
**Por favor marque su respuesta con un círculo.**

### **Asuntos de vivienda y comunidad**

- |   |    |    |
|---|----|----|
| 1. Sé como encontrar ayuda para un problema serio.                              | SI | NO |
| 2. Soy físicamente capaz de preparar comidas.                                   | SI | NO |
| 3. Tengo familiares cercanos.   | SI | NO |
| 4. Mi familia esta dispobible para ayudarme.                                    | SI | NO |
| 5. Vivo en un area rural.   | SI | NO |
| 6. Vivo solo(a).  | SI | NO |
| 7. Soy el (la) principal cuidador de un adulto mayor que vive en la misma casa. | SI | NO |

### **Problemas Financieros**

- |  |    |    |
|--|----|----|
| 1. Tengo suficiente dinero para comida, casa y vestimenta.           | SI | NO |
| 2. Tengo dinero en mi presupuesto para cubrir todas mis necesidades. | SI | NO |
| 3. Puedo costear los gastos de reparaciones a mi vivienda.           | SI | NO |
| 4. Puedo costear mi renta, pagos de casa y/o impuestos.              | SI | NO |
| 5. Tengo ingresos bajos.   | SI | NO |

### **Problemas de Salud**

- |   |    |    |
|---|----|----|
| 1. Tengo buena salud.   | SI | NO |
| 2. He sido admitido(a) de regreso al hospital en menos de un mes después de haber sido dado(a) de alta. | SI | NO |
| 3. Puedo costear seguro de salud.   | SI | NO |
| 4. Soy incapaz de ir al doctor debido al costo.   | SI | NO |
| 5. Soy capaz de costear mis medicamentos.   | SI | NO |

### **Transportación**

- |  |    |    |
|--|----|----|
| 1. Puedo llegar a la tienda, doctor u otros lugares importantes. | SI | NO |
| 2. Soy incapaz de ir a lugares debido a mi incapacidad.          | SI | NO |
| 3. Dependo de transporte público.                                | SI | NO |
| 4. Tengo familia y/o amigos que me llevan a mis citas.           | SI | NO |

**Por favor conteste las siguientes preguntas lo mejor possible.**

1. Cuáles son los tres problemas más importantes que **usted** como una persona mayor ve?

1.

2.

3.

2. Liste cualquier programa o servicio que usted usa en la comunidad.

3. De acuerdo a usted qué programa o servicio encuentra más útil?

4. Te sientes comodo usando una computadora e Internet?

5. De quién usted recibe más asistencia: de su familia, amigos y vecinos o de una agencia formal?

6. Tengo      \_\_\_\_\_ menos de 60 años      \_\_\_\_\_ 60-65 años      \_\_\_\_\_ 66-79 años  
                 \_\_\_\_\_ 80-85 años      \_\_\_\_\_ más de 85 años

7. Soy      \_\_\_\_\_Americano(a)/blanco(a)      \_\_\_\_\_Hispano(a)/Latino(a)  
                 \_\_\_\_\_Africo-Americano(a)/Negro      \_\_\_\_\_Asiático      \_\_\_\_\_Otro: \_\_\_\_\_

***Gracias por haberse tomado el tiempo de completar este cuestionario. Esta información será usada para ayudarnos a mejorar los servicios para los adultos de 60 años y mayores que residen en el Condado de Lehigh.***

Provider and Community Representative Questionnaire  
2020-2024 Agency Plan

**Please answer the survey questionnaire based upon the needs of the individuals you serve.**

1. Indicate the percent of the client population you serve:

Under 60  
years \_\_\_\_\_ %

60 - 65  
years \_\_\_\_\_ %

66 - 79  
years \_\_\_\_\_ %

80 – 85  
years \_\_\_\_\_ %

Over  
85 years \_\_\_\_\_ %

2. Have adequate resources and staff to meet the demand of providing care to the 60+ population been a problem for your organization?

\_\_\_\_\_ Yes

\_\_\_\_\_ No

3. What services does your organization provide?

4. Does your organization utilize volunteers?

\_\_\_\_\_ Yes

\_\_\_\_\_ No

Explain:

5. Please profile the majority of individuals you serve (please circle):

active

lives alone

knowledgeable of  
services available

frail

lives independently

requires considerable  
community or family  
support

6. Have you noticed an increase in the number of minority persons needing your service?

\_\_\_\_\_ Yes

\_\_\_\_\_ No

7. How can agencies collaborate to better meet the needs of the people we serve?

8. Please list the counties you serve? \_\_\_\_\_

Please provide any additional suggestions or comments that specifically concern your program.

Thank you for taking the time to complete this questionnaire. This information will be used to assist us in developing our agency's 4-Year Plan.

Agency/Organization: \_\_\_\_\_

*LEHIGH COUNTY AGING AND ADULT SERVICES SURVEY*  
*Advisory Council*  
*2020-2024 Plan*

We would appreciate you taking a few minutes to answer the survey questions below. The information gathered from you will assist us in developing the Agency's four-year plan. The plan will serve as the guiding document for the provision of services to older Pennsylvanians and persons with disabilities who need access to long-term services and supports.

*Thank you for your cooperation and assistance.*

1. Do you feel legislators and other public officials are aware of what the agency has to offer? Please explain.
  
  
  
  
  
  
  
  
  
  
2. Do you have suggestions on how to better educate public officials about services offered through this office?
  
  
  
  
  
  
  
  
  
  
3. What are some ways to increase awareness of programs and services?
  
  
  
  
  
  
  
  
  
  
4. Do you know people who have accessed services through this office? Please provide any comment.

(OVER)



5. What types of services do you anticipate will be most important as you age?

6. In what way can we better reach our diverse population?

7. How can we partner to reduce social isolation?

Please list any additional suggestions you may have that will help us increase awareness of our programs and services and assist us in comprehensively serving our community.

Thank you for your assistance.

# LEHIGH COUNTY OFFICE OF AGING AND ADULT SERVICES

## 2020-2024 PLAN

### Staff Questionnaire

1. Are most of your consumers \_\_\_\_\_ under 60 yrs. \_\_\_\_\_ 61-70 yrs.  
\_\_\_\_\_ 71-80 yrs. \_\_\_\_\_ 81+ yrs.
2. Do most of your consumers own their own home? YES NO
3. Do most of your consumers have some type of informal support system in place?  
YES NO
4. Do you feel Lehigh County residents are aware of available programs and services?  
YES NO

If NO, how can this be improved?

5. What challenges do you see as the aging population increases?
6. What other suggestions do you have to meet the needs of seniors?

Your name: \_\_\_\_\_

## **NOTICE OF PUBLIC HEARING**

THE COUNTY OF LEHIGH  
DEPARTMENT OF HUMAN SERVICES  
WILL HOLD TWO PUBLIC HEARINGS FOR  
HUMAN SERVICES PROGRAMS TO INCLUDE THE  
PA DEPARTMENT OF AGING  
4-YEAR (2020-2024) AREA PLAN  
Monday, April 27, 2020,  
10:30 a.m. and 6:00 p.m.

Due to the current need to quarantine,  
Hearings will take place using Zoom.  
Anyone interested in participating should  
Email [melaniehahn@lehighcounty.org](mailto:melaniehahn@lehighcounty.org).  
If you are unable to participate using Zoom,  
please email questions or comments to the above listed email.

THE LEHIGH COUNTY  
DEPARTMENT OF HUMAN SERVICES  
WELCOMES PUBLIC COMMENT.

## **AVISO DE AUDIENCIA PÚBLICA**

EL DEPARTAMENTO DE SERVICIOS  
HUMANOS DEL CONDADO DE LEHIGH  
REALIZARÁ DOS AUDIENCIAS PÚBLICAS SOBRE  
PROGRAMAS DE SERVICIOS HUMANOS INCLUYENDO EL  
PLAN DE ÁREA DE 4 AÑOS (2020-2024) DEL DEPARTAMENTO  
DE ANCIANOS DE PENNSILVANIA  
Lunes, 27 de abril del 2020,  
10:30 a.m. y 6:00 p.m.

Debido a la necesidad actual de estar en cuarentena, las audiencias se llevarán a cabo  
utilizando el programa de videoconferencias Zoom.

Cualquier persona interesada en participar debe enviar un correo electrónico a  
[melaniehahn@lehighcounty.org](mailto:melaniehahn@lehighcounty.org).

Si no puede participar usando el programa de videoconferencias Zoom, por favor envíe por  
correo electrónico sus preguntas o comentarios al correo electrónico mencionado  
anteriormente.

EL DEPARTAMENTO  
DE SERVICIOS HUMANOS DEL CONDADO DE LEHIGH  
DA LA BIENVENIDA A LOS COMENTARIOS DEL PÚBLICO.

