



525 S 29th Street  
Harrisburg, PA 17104

717.541.4214  
717.541.4217 (f)

[www.p4a.org](http://www.p4a.org)

## Area Agencies on Aging – Pennsylvania’s Lifeline for Older adults

### Testimony

To the

### **Aging and Older Adult Services Committee Of The Pennsylvania House of Representatives**

April 30, 2024

Presented by

#### **Beth Herold, RN BSN MBA**

Director Butler County Area Agency on Aging

Board of Directors PA Association of Area Agencies on Aging

And

#### **Karen Leonovich, BA Psychology**

Director of Policy & Programs

PA Association of Area Agencies on Aging

Chairlady Madden, Chairman Mentzer, Members and staff of the House Aging and Older Adult Services Committee.

Thank you for providing us with this opportunity to speak on behalf of Pennsylvania's 52 Area Agencies on Aging and the services they provide to your older adult constituents.

Let me introduce myself. I am Beth Herold. I currently serve as the Director of the Butler County Area Agency on Aging and have done so for the past 13 years. I have a BSN from Gannon University. I have worked as a registered nurse in a variety of health care settings over the last 34 years. I also hold an MBA in Health care management from Chatham University.

With me is Karen Leonovich, who is Director of Policy and Planning for the Pennsylvania Association of Area Agencies on Aging, also known as P4A. Karen is a Bloomsburg University graduate with a Bachelor of Arts in Psychology. During most of her career, Karen has been involved with Pennsylvania's network of Area Agencies on Aging. While employed at the Columbia/Montour Aging Office, she was the Protective Services Supervisor. She then transferred to the Northumberland County Area Agency on Aging. While at Northumberland, she served as the Agency Administrator. Karen joined the PA Association of Area Agencies on Aging in 2023 as the Director of Policy and Programs, supporting the 52 Area Agencies on Aging in Pennsylvania. We hope the Power Point overview we are about to present will increase your understanding of what the staff of Area Agencies on Aging do daily for your constituents.

Navigating the aging and health care systems is not easy and, as you will see, AAAs are engaged in a wide range of duties and responsibilities to assist your older adult constituents as well as their families, neighbors, and care takers.


- Power Point

In conclusion, as you might surmise, during the Covid pandemic, the number of older adults calling for help increased dramatically. It was an incredibly difficult time for older adults, their families and the workers who cared for them. For example, the number of older adults needing Home Delivered meals in Butler County increased from 300 individuals per month to close to 700. We supplemented those meals with milk, cereal, bread, lunchmeat, cheese delivered each week with 7 frozen meals. We were and continue to be their lifeline to the world, a friendly face, and a canary in the coal mine if you will, a constant in a time of such uncertainty.

Fortunately, the Federal Government and you in the General Assembly allocated American Rescue Plan Act (ARPA) funds to help AAAs meet the rapidly expanding calls for services. This enabled us to care for the most vulnerable among those that have given so much of themselves to our communities in a time of fear and uncertainty.

However, the ARPA funding expires this year, but the need does not! In fact, it continues to grow. My agency alone is looking at close to a \$400,000 decrease in funding: That is an 8% shortfall in our budget. This alone keeps me up at night asking how do I meet the needs of the increasing numbers of those I was hired to serve and protect?

Without the influx of additional Lottery funding proposed in the Department of Aging 2024-2025 budget request for PENNCARE and community senior centers, AAAs will need to reduce services and waiting lists will get longer as well as some services may need to be decreased or eliminated. This will necessitate taking drastic actions such as reducing home



delivered meals from five per week to three per week, reducing the number of senior centers or the number of days that they are open, reducing home care visits, and so on. These services save our Commonwealth millions by enabling seniors to stay healthy longer in their homes and communities, rather than defaulting to nursing home care.

Finally, as we ask you to support the Department of Aging budget request, we also ask you to contact your local AAA Director to learn more about the specific needs and services provided within your legislative district. I believe you will be surprised at the number and intensity of services your constituents need and are receiving. Your older constituents, their families and their communities deserve the support and services needed to age with dignity.

Thank you for your interest and attention to assisting older adults in Pennsylvania.

# Area Agencies on Aging

Pennsylvania's Keystone for Older Adults



525 S 29th Street  
Harrisburg, PA 17104

717.541.4214  
717.541.4217 (f)

[www.p4a.org](http://www.p4a.org)



## Area Agencies on Aging (AAAs)

- Successfully develop, coordinate, and deliver aging services in every community across the Commonwealth
- Were established under the Older Americans Act (OAA) in 1973 to respond to the needs of Americans 60 and over in every local community
- Provide a range of options that allow older adults to choose the home and community-based services and living arrangements that suit them best
- Make it possible for older adults to “age in place” in their homes and communities

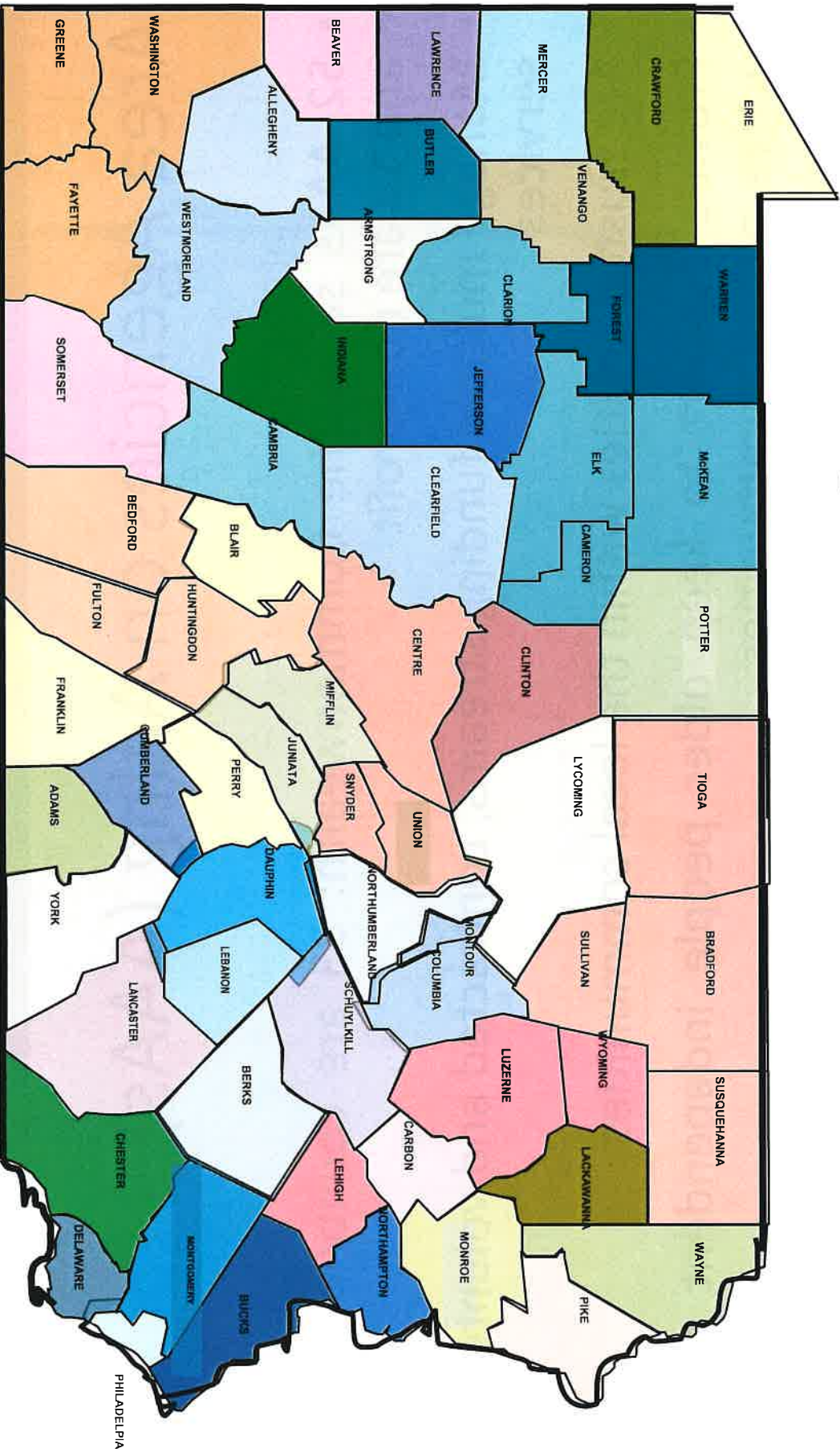


## Area Agencies on Aging (AAAs)

- 52 AAAs serve the Commonwealth: 33 are county-based and 19 are non-profit
- Manage multiple funding streams, contracted and volunteer services
- Are trusted entities within the local communities
- Provide support to keep older people independent and active in their communities



# AAA Planning and Service Areas



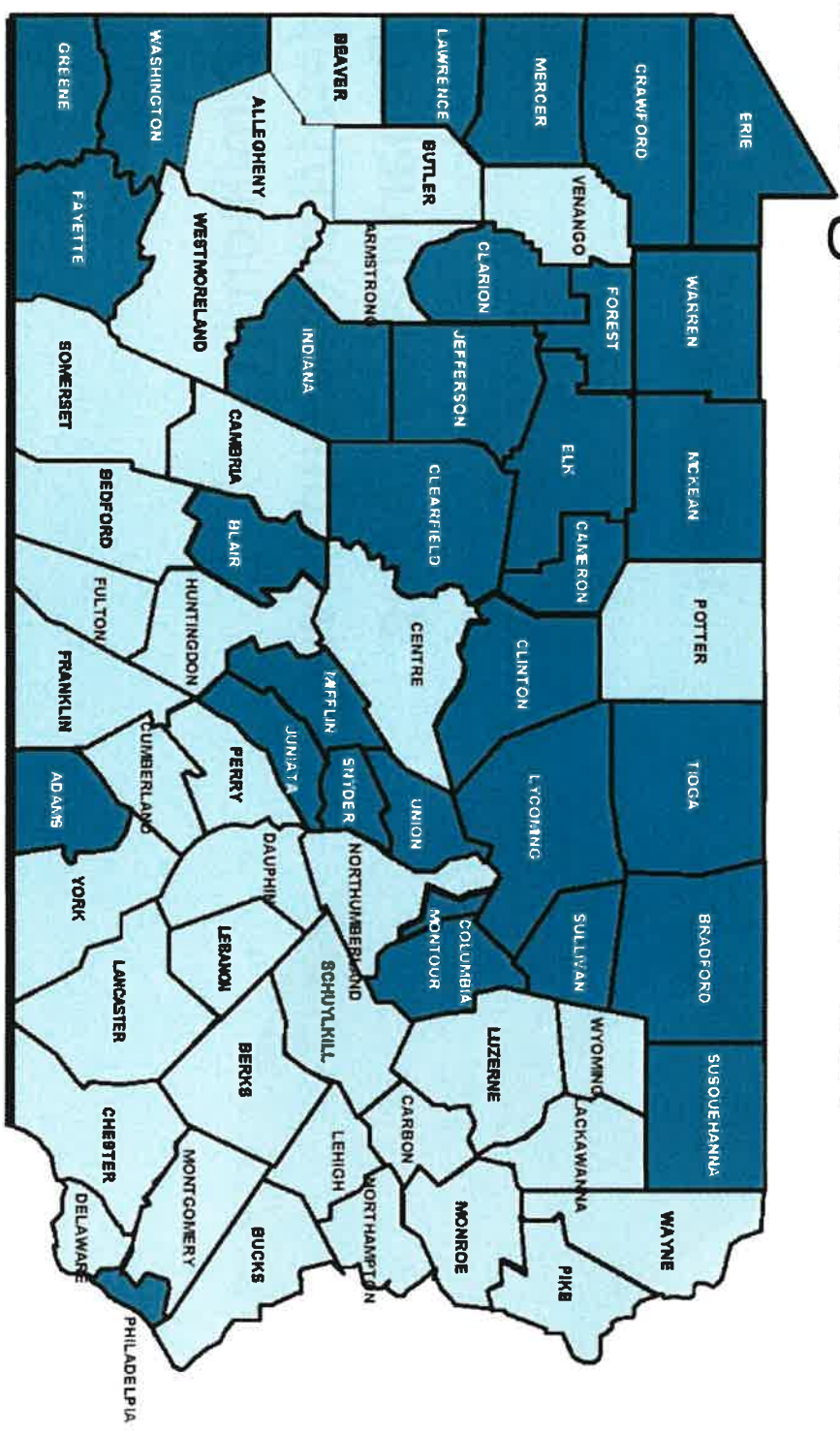
4/29/2024

P4A





# AAA Organizational Structure



County Area Agencies on Aging



Non-Profit Area Agencies on Aging

# AAAS

## Receive:

- \$520 million in Federal/Lottery Funds via PA Department of Aging

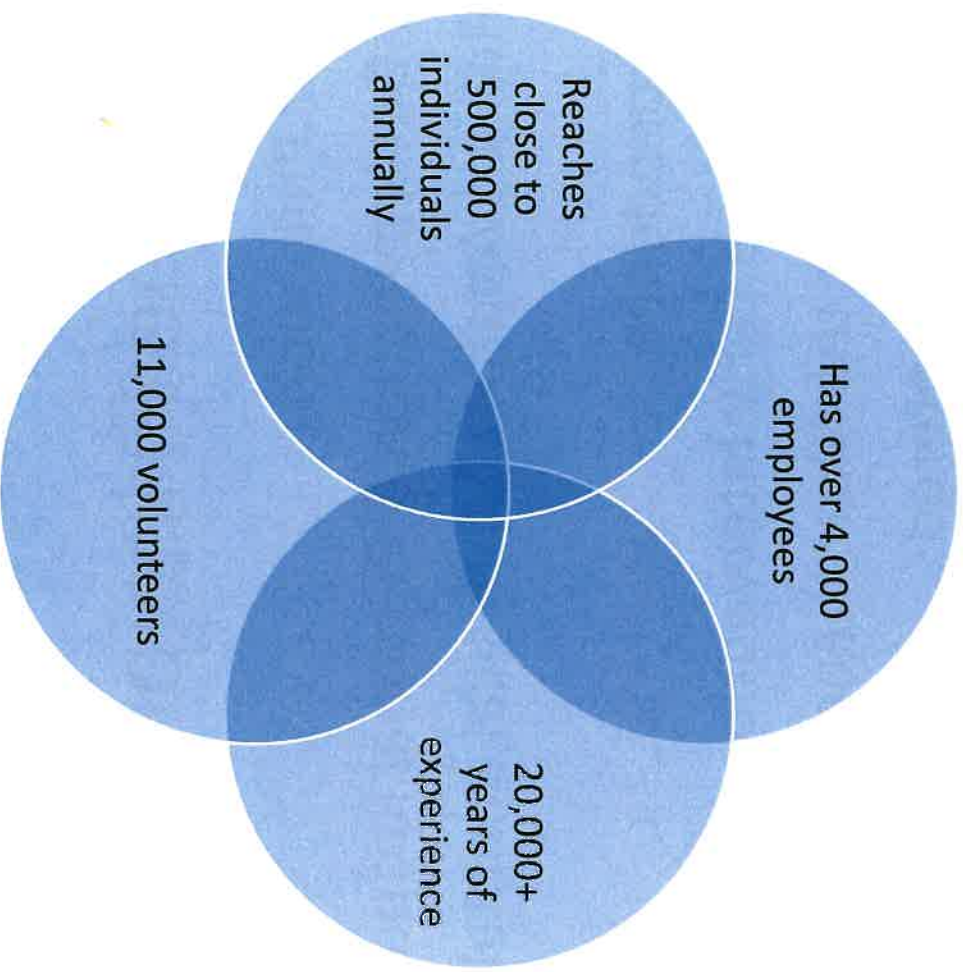
## Generate:

- More than \$50 million from cost sharing, county contributions and fundraising





# The AAA Network:




# Core Values and Principles

- No-Wrong Door Philosophy
- Focus on Self Determination & Personal Responsibility
- Encompass Holistic Approach: physical, mental and social needs
- Maximize Independence
- Value Prevention and Early Intervention
- Provide Protection for the Most Vulnerable
- Consumer and Family Centered
- Act with Fiduciary Responsibility
- Honor Diversity







# Services Provided Through AAAs

\*\$Adult Day  
Care

\*Older Adult  
Protective  
Services

\*Advocacy

\*PA MEDI  
Insurance  
Counseling

\*\$Personal Care

\*Care  
Management

\*Congregate  
Meals

Care Transitions

\$Domiciliary  
Care

\$Emergency  
Response  
Systems

Employment  
Services

\*\$Environmental  
Modifications

\* Offered at all AAAs  
\$ Fees, Cost Share



# Services Provided Through AAAs

\$Family Caregiver Support

\*Financial Review and Counseling

\*\$Flu Shots

Foster Grandparent

\$Friendly Visits and Phone Calls

Guardianship, Powers of Attorney and Representative Payee

\*Health and Wellness Promotion

\*In-Home Meals

\*Information and Referral

\*Legal Assistance

\*Long Term Care Assessment

Volunteer Opportunities

\* Offered at all AAAs  
\$ Fees, Cost Share





# Services Provided Through AAAs

*Long Term Care Ombudsman	\$Notary Service	*Outreach	Overnight Shelter
*PA Property Tax/Rent Rebate	*PACE/PACENET Applications	\$Home Support	*\$Respite Care
*Senior Community Center Services	*\$Transportation	*Voter Registration	Veterans Home and Community Based Services

\* Offered at all AAAs  
\$ Fees, Cost Share



# Assessment Services

## **Assessment of Level of Care:**

- Nursing Facility Clinically Eligible (NFCE)
- Nursing Facility Clinically Ineligible (NFI)
- Currently focuses on a combination of functional capacity
- Tool used for Medicaid Long Term Services and Supports Level of Care: Functional Eligibility Determination (FED)

## **Access to Services:**

- Nursing Homes
- PACE/LIFE Programs
- Supplement for Personal Care Homes
- Domiciliary Care
- Community HealthChoices (CHC) Services



# Care Managed Services

## Caregiver Supports Program:

- Care Management
- Benefits Education
- Reimbursement of Supplies/Services/Respite

## OPTIONS:

- Care Management
- Personal Care Assistance
- Adult Day Services
- Home Modifications
- In-Home Meals
- Home Support



# Non-Care Managed Services

- PA MEDI for Insurance and Benefits Counseling
  - <https://www.aging.pa.gov/aging-services/medicare-counseling/Pages/default.aspx>
- Volunteer Opportunities
- Transportation
- Senior Community Employment
- Emergency Home Delivered Meals
- Legal Assistance
- Senior Community Centers
- Ombudsman



# Older Adult Protective Services

## 6 PA Code §15.44

AAAs investigate reports of need

Report of Need – mandated reporters, confidentiality

Urgency – emergency, priority, non-priority, other AAA, “no need”

## Types of Abuse

- Abuse – physical, sexual, emotional
- Neglect – caregiver, self-neglect
- Financial Exploitation
- Abandonment



# Older Adult Protective Services

## Investigation Results In:

- Substantiated
- Unsubstantiated
- Care Planning
- “No Need” for protective services

After finding the need for protective services substantiated, AAAs:

- Develop a service plan of recommended actions that reflect the least restrictive alternatives for removing or reducing imminent risk to person or property
- Promote self-determination and continuity of care





# Older Adult Protective Services

# Statewide Elder Abuse Hotline

# 1-800-490-8505



# Ombudsman Program

Designed to support and empower consumers by resolving individual complaints involving long-term care services while working to improve and enhance the long-term living system for the residents and their families.

Ombudsmen primarily work in nursing facilities and personal care homes via certified staff, volunteers, or peer residents.

# Senior Community Centers

There are roughly 450 Senior Community Centers in Pennsylvania serving older adults who can navigate independently or with minimal assistance

Senior Community Centers offer:

- Socialization
- Health Promotion
- Wellness Programs
- Health Screening
- Life-Long Learning
- Nutrition Services
- Recreation





# Questions??



# Contact Information

**Karen Leonovich, Director of Policy & Programs**

**717-541-4214 (office)**

**570-204-0362 (mobile)**

**[kleonovich@p4a.org](mailto:kleonovich@p4a.org)**



# What are the Next Steps?

- Call your local Area Agency on Aging
- Demographic information may be requested
- Outcomes:

Information & Referral

Intake

Report of Need

- Building relationships in the community



## Beth Herold

For the past 27 years I have served the needs of the aging population and their families in Pennsylvania. As one ages the healthcare world becomes difficult to navigate and this journey becomes more complex. It is my passion to assist individuals and their support systems thru this journey.

### Education

---

August 1986 –May1990	Gannon University	B.S. Nursing
May 2009- December 2011	Chatham University	MBA Healthcare Administration

---

### Experience

---

May 1990 - 1998                                      Butler Memorial Hospital                                      Butler Pa

#### **Clinical Manager**

- Managed Daily routine of acute care unit
  - Managed outpatient clinic
  - Over saw the pilot project for privatization of community health clinic in Butler County
- 

July 1995- Oct 2011                                      Visiting Nurses Western Pa                                      Butler Pa

#### **Manager Complete care Services**

- Oversaw daily operations of the private duty division of the VNA
  - Managed personnel issues for 80-110 employees
  - Developed contracts and provided services to Private pay individuals, Insurance companies, Private industries, Waiver programs
  - Employee Orientation, Annual in-service trainings and Continuing education activities
- 

October 2011 - Present                                      Butler County Area Agency on Aging                                      Butler Pa

#### **Director**

- Oversee the daily operations of the Agency
- Clinical & financial management meeting both state and county standards
- Quality assurance activities
- Ensure that quality programs are available to meet the needs of individuals over 60 living in Butler County

724-996-7448•Bherold@co.butler.pa.us

**Beth Herold**

**Professional Organizations**

- South West PCOA Regional Chair
- Member of SWPPA
- P4A Vice President
- VNA Western PA Board Member

# *Karen M. Leonovich*

248 Fallen Pines Road

Elysburg, PA 17824

570-204-0362

[kleonovich@p4a.org](mailto:kleonovich@p4a.org) (work)

## **EXPERIENCE:**

2023 to present

### **PA Association of Area Agencies on Aging**

525 South 29<sup>th</sup> Street, Harrisburg, PA 17104

717-541-4214

#### ***Director of Policy & Programs***

Provides strategic insight and foresight to all aspects of the membership Association and network of fifty-two (52) Area Agencies on Aging (AAAs), including policy and program advocacy, quality assurance, and future areas of opportunity and growth for the Association and constituent AAAs.

2012-2023

### **Northumberland County Area Agency on Aging**

322 N. Second St., Sunbury, PA 17801

570-495-2395

#### ***Agency Administrator*** (2015-present):

Responsible for planning and coordinating the development of the agency. Oversee all aspects of managing this county-based, civil service, unionized agency.

#### ***Deputy Administrator*** (2012-2015):

Responsible for planning and coordinating the development of the agency. Assist the Agency Administrator with all aspects of management and oversight of the agency.

2011-2012

### **Columbia/Montour Aging Office, Inc.**

702 Sawmill Road, Suite 201, Bloomsburg, PA 17815

570-784-9272

#### ***Aging Program Assistant:***

Served as Fiscal Technician, assisting in the daily accounting duties of the agency. Completed Aging Waiver billing through the HCSIS and Promise systems. Also served as the Link to Aging and Disability Resources Coordinator for Columbia and Montour counties.

2007-2011

**K&S Music, Inc.**

PO Box 78, Paxinos, PA 17860  
570-648-8676

***Operations Manager:***

Managed the business operations for a two-location for-profit retail business, including all fiscal oversight and management (including budgeting and daily fiscal activities), coordinated and maintained all aspects of human resources for a staff of twelve, all marketing and advertising promotions for the business, supervised IT Director/Webmaster, responsible for completion of all online retail sales, assisted store managers with inventory management and building maintenance.

1998-2007

**Columbia/Montour Aging Office, Inc.**

702 Sawmill Road, Suite 201, Bloomsburg, PA 17815  
570-784-9272

***Quality Assurance Specialist (2006-2007):***

Responsible for oversight and quality assurance of the agency's care management units (CM, PAA, PS, Waiver). Monitored the SAMS database, grant development, fundraising efforts, basic and core training of agency staff, directly supervised the Family Caregiver Program, and assisted the IT Director with network maintenance. Acted as the agency liaison for Project HELP (regionalized coordination of Aging and Behavioral Health programs). Served as a board member of the PA Behavioral Health and Aging Coalition.

***Protective Services Supervisor (2002-2006):***

Responsible for the administration of the Older Adult Protective Services program, including guardianship, within the two-county area. Directly supervised the Family Caregiver Program. Served as the coordinator of the Northeast Regional PS Network. Acted as the agency liaison for Project HELP (regionalized coordination of Aging and Behavioral Health programs). Served as a board member of the PA Behavioral Health and Aging Coalition.

***Care Management Supervisor (2001-2002):***

Responsible for the administration of the care management system and programs for older adults within the two-county area. Monitored in-home services contracts with local providers.

***Protective Services Worker*** (1998-2001):

Investigated Reports of Need for Protective Services. Provided protective and supportive services for abused and/or neglected older adults. Represented the agency as Guardian of Person when designated by the Court. SEIU Union Steward for agency staff.

1996-1998

**CMSU Service System**

Terrace Building - First Floor, Danville State Hospital Grounds  
PO Box 219, Danville, PA 17821  
570-275-5422

***Family Living Care Manager:***

Matched single people and families interested in opening their homes to adults with developmental disabilities. Served as representative payee for designated consumers and provided ongoing care management assistance to families and consumers.

1992-1996

**Suncom Industries, Inc.**

164 W. Ninth St., Bloomsburg, PA 17815  
570-387-0830

***Vocational Rehabilitation Counselor:***

Assisted adults with developmental and physical disabilities with vocational training and skill development.

**MISCELLANEOUS:**

- Office of Victims Services Advisory Council member – current
- Governor's Advisory Council on Veterans Services, Aging Committee member - current
- Aging Well Board Member – past
- P4A Board Member – past
- P4A Civil Service Workgroup, Chair – past
- P4A Documentation Workgroup, Co-Chair – past
- Northumberland County Opioid Coalition, Crisis Committee Co-Chair – past
- Northumberland County Career & Technology Center, Culinary Arts Advisory Board – past
- Northeast Regional PS Coordinator – past
- PA Behavioral Health & Aging Coalition Board Member – past
- River Valley Senior Provider Group Board Member – past
- Columbia/Montour Women's Center, VOCA Board Member – past
- ServSafe Certification – past
- Leadership Development Institute Graduate

**EDUCATION:**

Bachelor of Arts, Psychology with Concentration in Family, Children, and Youth  
Bloomsburg University of Pennsylvania  
Bloomsburg, PA 17815