

# STEP OFFICE OF AGING ALL SERVICES | UNDER ONE ROOF

INDEPENDENT LIVING PATHWAY



# All Services Under One Roof

|   |                           |
|---|---------------------------|
| Pennsylvania Medicare Education & Decision Insight<br><i>(PA Medi, formerly known as APPRISE)</i> | Meals on Wheels           |
| Care Management   | Nursing Home Diversion    |
| Center Meals  | PERS                      |
| Employment Services (age 55+)   | Personal Care             |
| Caregiver Support Program   | Placement Services        |
| Home Health Services  | Health & Wellness         |
| Home Modifications & Repairs  | Protective Services       |
| Home Support Cleaning   | Recreation & Education    |
| Information & Referral  | Centers for Healthy Aging |
| Legal Assistance  | Transportation            |
| Long-Term Care Assessment   | Volunteer Opportunities   |
| Long-Term Care Ombudsman  | Older Adult Day Services  |

The STEP Office of Aging has two main service locations:



**Lycoming County**  
2138 Lincoln Street  
Williamsport, PA 17701  
570-323-3096



**Clinton County**  
124 East Walnut Street  
Lock Haven, PA 17745  
570-858-5800

# Table of Contents

|   |    |
|---|----|
| <b>Information, Referral, &amp; Assistance</b> .....      | 4  |
| Person-Centered Counseling.....                           | 4  |
| <b>Centers for Healthy Aging</b>                          |    |
| Social/Recreational Activities.....                       | 5  |
| Health and Wellness Programs.....                         | 5  |
| Center Meals.....   | 5  |
| Centers for Healthy Aging Listing.....                    | 6  |
| <b>Transportation</b> .....                               | 7  |
| <b>Volunteer Opportunities</b> .....                      | 8  |
| <b>Employment Services</b> .....                          | 8  |
| <b>Home &amp; Community Based Services</b>                |    |
| Care Management.....                                      | 9  |
| In-Home Meal Service.....                                 | 9  |
| Personal Care Services.....                               | 10 |
| Family Caregiver Support Program.....                     | 10 |
| Personal Emergency Response System.....                   | 11 |
| Older Adult Daily Living Centers.....                     | 11 |
| Home Support Cleaning Services.....                       | 12 |
| Home Modification and Repair.....                         | 12 |
| Home Health Services.....                                 | 12 |
| Long-Term Care Assessment.....                            | 13 |
| Long-Term Care Ombudsman.....                             | 13 |
| Pennsylvania Medicare Education and Decision Insight..... | 14 |
| Consumer Reimbursement.....                               | 15 |
| Nursing Home Transition.....                              | 15 |
| Placement Services.....                                   | 15 |
| Legal Assistance.....                                     | 15 |
| Protective Services.....                                  | 15 |

# Information, Referral, & Assistance

## **The Office of Aging provides information about services available to older adults.**

We offer:

A brief interview to determine the inquirer's needs, in order to make an appropriate referral.

Relevant information about community resources and referral to the needed services.

Help to match older persons with nursing homes, personal care boarding homes (assisted living), and independent housing.

Assistance with the completion of applications for any public benefit programs, such as PACE, and Property Tax/Rent Rebates.



## **Person-Centered Counseling**

Person-Centered Counseling is a person-centered decision support process whereby individuals are supported in their deliberations to determine appropriate support choices in the context of the person's needs, preferences, values and individual circumstances. It includes a personal interview, provision of information on public and private resources, connection to those resources, supported decision-making, co-developing an action plan and follow-up.

# Centers for Healthy Aging

The STEP Office of Aging, through its Centers for Healthy Aging, provide a variety of recreational, educational and health related group activities, as well as healthy lunches. Centers are open daily, Monday through Friday.



## Social/Recreational Activities

These activities include card parties, art classes, crafts, square and line dancing, exercise programs, wood carving, holiday festivities, computers and the internet, picnics, and much more.



## Health and Wellness Programs

These programs include a variety of fitness activities including Zumba Gold, Tai Chi, Healthy Steps in Motion, Yoga, use of treadmill, fall risk screenings, chronic disease self management, health screenings, informative brochures, and educational programs.



## Center Meals

Meals are hot, nutritionally balanced lunches prepared with fresh ingredients every day. Menus incorporate locally grown fruits and vegetables, when seasonally available and include a lighter fare option. We are also able to provide modified diets. Donations are accepted and reservations are required 24 hours in advance.

# Centers for Healthy Aging

## **Clinton County Community Center**

124 East Walnut Street  
Lock Haven, PA 17745  
570-858-5800

## **George C. Meck Center**

East Lycoming YMCA  
50 Fitness Lane, Suite 2  
Muncy, PA 17756  
570-546-2542

## **Jersey Shore Center**

Tiadaghton Gardens  
641 Cemetery Street  
Jersey Shore, PA 17740  
570-601-9591

## **Lincoln Street Center**

STEP Building  
2138 Lincoln Street  
Williamsport, PA 17701  
570-601-9573

## **Loyalsock Center**

Loyalsock Twp. Recreation Center  
1607 Four Mile Drive  
Williamsport, PA 17701  
570-601-9590

## **Mill Hall Center**

Mill Hall Fire Hall  
9 Peale Avenue  
Mill Hall, PA 17751  
570-726-6378

## **Renovo Center**

South Renovo Fire Hall  
415 Fourth Street  
South Renovo, PA 17764  
570-923-2525

## **RiverWalk Center**

423 East Central Avenue  
South Williamsport, PA 17702  
570-601-9592

# Transportation

Transportation is available to senior citizens through STEP Transportation operated by STEP, Inc. Customers desiring to schedule rides **must call no later than 1:00 p.m. at least one business day before the trip**. All Monday reservations (and Tuesday if Monday is a holiday) must be made by 1:00 p.m. the Friday before. Reservations must be made before 1:00 p.m. on the day before, or even two days before the trip, but cannot under any circumstances be accepted later than 1:00 p.m. the day before.

**Lycoming County** residents can schedule rides by calling **570-323-7575** or **1-800-222-2468**

**Clinton County** residents can schedule rides by calling **1-800-206-3006**

Individuals age 65 or older who are registered with the Office of Aging will have no charge for trips within Lycoming and Clinton counties that start or end at one of the following locations:

- ✓ Centers for Healthy Aging
- ✓ Medical appointments and medical needs
- ✓ Grocery shopping (weekly)
- ✓ Social Service Agencies (appointments only)

## Fare Chart

| Mileage Zone<br>Miles | General Public | PwD and ADA sponsored trips | Lottery Shared-Ride (65 and older) | Age 60-64 STEP Office of Aging sponsored trip |
|-----------------------|----------------|-----------------------------|------------------------------------|---|
| 0 to less than 5      | \$18.30        | \$4.00                      | \$2.75                             | \$1.00  |
| 5 to less than 10     | \$20.00        | \$4.00                      | \$3.00                             | \$2.00  |
| 10 to less than 15    | \$25.00        | \$4.00                      | \$3.75                             | \$3.00  |
| 15 to less than 25    | \$30.00        | \$4.50                      | \$4.50                             | \$4.00  |
| 25 to less than 35    | \$45.00        | \$6.75                      | \$6.75                             | \$5.00  |
| 35 +                  | \$50.00        | \$7.50                      | \$7.50                             | \$6.00  |

**Monthly unlimited bus passes for River Valley Transit are available to Office of Aging clients age 60-64.**

**Donations are accepted for Transportation Services.**

# Volunteer Opportunities

Volunteers stay active and find personal fulfillment by helping to provide needed services. Opportunities may include Meals on Wheels distribution, Centers for Healthy Aging services, Pennsylvania Medicare Education and Decision Insight (PA MEDI, formerly known as APPRISE), and the Long-Term Care Ombudsman program.

People of all ages, with varied qualifications, find their time well spent helping to provide services to our older Pennsylvanians.

Anyone interested in volunteering their time and talent may call the **Volunteer Coordinator**:

**Lycoming County 570-323-3096 | Clinton County 570-858-5800**

## Employment Services

The **Senior Community Service Employment Program (SCSEP)** is an employment and training program targeted specifically to unemployed, low-income seniors, age 55 and over. This program, available to eligible persons in Lycoming and Clinton counties, provides training in part-time community service assignments and offers assistance in skill development and experience to facilitate transition to unsubsidized employment.

**Lycoming and Clinton Counties | 570-323-3096**





# Home & Community Based Services

## Care Management

Care Management coordinates the home services an individual receives, to provide access to the entire range of available services, and assure that individual needs are met.

### Care Management includes the following:

- ✓ Comprehensive need assessment.
- ✓ Development of a care plan which considers all available resources, formal and informal.
- ✓ Implementation of the care plan.
- ✓ Coordination and follow-up of service delivery.
- ✓ Ongoing reassessment and care management.

Care Management facilitates client independence and non-reliance upon formally funded services.

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## In-Home Meal Service

Popularly known as “Meals on Wheels,” this program delivers a complete hot noon-time meal to persons age 60 and over who are homebound and cannot cook for themselves.

Meals are distributed from the various Centers for Healthy Aging by volunteers Monday through Friday. Regular and modified diets are available, and weekend meals can be requested.



# Home & Community Based Services

## Personal Care Services

Personal Care Services are provided when the primary need is for “hands-on” assistance with the activities of daily living. Some of the services available to meet personal needs are assistance with:

- ✓ Bathing, dressing/undressing, hair care, and personal hygiene.
- ✓ Transferring in and out of a bed or wheelchair.
- ✓ Getting around in one’s home with or without mechanical aids.
- ✓ Performing routine activities, such as eating or toileting.
- ✓ Meal preparation and grocery shopping.
- ✓ Laundry assistance and light housekeeping.

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## Family Caregiver Support Program

The Family Caregiver Support Program is designed to respond to the needs of families and friends caring for their loved ones at home. Its purpose is to reinforce (not replace) the care being provided to an older adult who requires continuous care at home.

Depending on the annual household income, up to \$600 a month is available for out-of-pocket expenses for purchased services and supplies directly related to the care of their relative or friend. A lifetime amount of up to \$5,000 may be available toward the purchase of assistive devices or home modifications. Reimbursement amounts are determined by actual expenses and household income. Income eligibility guidelines are established **above the poverty level** to enable more middle-income families to participate. In some situations, seniors raising grandchildren may be eligible for reimbursement of approved expenses.

# Home & Community Based Services

## Personal Emergency Response System (PERS)

PERS is an electronic device which enables older adults to secure help in the event of an emergency. The adult wears a portable “help” button to allow for mobility. The system is connected to a phone and programmed to signal a response center once a “help” button is activated. The response center is staffed by trained professionals.

PERS services may be appropriate for individuals who:

- ✓ Live alone or are alone for significant parts of the day and have no regular caretaker for extended periods of time.
- ✓ Require extensive routine supervision.
- ✓ Have a medical condition that may require an emergency summons for help.
- ✓ Have a history of falls or high fall risk.

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## Older Adult Daily Living Centers

Older Adult Daily Living Centers (or older adult day services) provide a planned program of congregate, social, recreational, nutritional and developmental activities for persons incapable of total independent living. These services are provided within a protected non-residential environment. Older Adult Day Services Centers offer a community-based alternative to institutionalization and provide a reliable source of support and respite for caregivers.

# Home & Community Based Services

## Home Support Cleaning Services

Home Support Cleaning Service is provided when the need is for light housekeeping tasks, laundry, shopping, or instruction in home management or basic cooking skills.

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## Home Modification and Repair

This service provides home maintenance repairs and modifications necessary to maintain the individual's safety in the home.

Tasks include minor repairs and home modifications such as installation of hand rails, installation of a stair glide, bathroom modifications, and construction of a wheelchair ramp. Painting and redecorating are not part of this service.



## Home Health Services

Home Health Services are usually covered by Medicare or other insurance under orders of a physician. In special circumstances, physician ordered visits may be provided by the Office of Aging to enable an individual to continue to reside in his or her own home.

# Home & Community Based Services

## Long-Term Care Assessment

The Pennsylvania Department of Human Services requires that whenever someone applies for Medical Assistance to pay for a nursing home stay, a thorough assessment is completed to determine what level of care (i.e. nursing home, personal care home, or community services) is appropriate for the individual.

A physician's medical report is needed to start the process. Long-Term Care Assessments are also completed on those applying for a personal care home Social Security supplement and other Department of Human Services programs. Facilities and individuals may also request a level of care determination. Special assessments are done with people who have mental illness, intellectual disabilities, or other related conditions to recommend appropriate care and treatment.

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## Long-Term Care Ombudsman

An Ombudsman is a person trained and certified by the Pennsylvania Department of Aging in the investigation and resolution of complaints made by, or on behalf of, residents of nursing facilities, personal care homes, and other long term care services. Ombudsmen help consumers voice concerns and exercise their rights in order to protect the dignity, well-being, and quality of life for individuals age 60 and older, in various care settings. Volunteers and facility residents (Pennsylvania's Empowered Expert Residents - PEER) are also trained to assist facility residents.



# Home & Community Based Services

## Pennsylvania Medicare Education and Decision Insight

Pennsylvania Medicare Education and Decision Insight (PA MEDI) helps all Medicare beneficiaries through trained volunteer counselors and staff who provide free, confidential, objective, easy-to-understand information about Medicare, Medicare Supplemental Insurance, Medicaid, PACE (Pharmaceutical Assistance Contract for the Elderly), and Long-Term Care Insurance.

Counselors explain benefits, assist in evaluating different insurance plans (including Medicare Advantage Plans, Part D plans, and more), assist in Medicare enrollment and application for financial assistance for Part B and D plans, assist with the lottery funded PACE applications and questions, and assist with the Medicare appeal process.

**For Information on scheduling and counseling locations, contact the STEP Office of Aging:**

**Lycoming County • 570-323-3096**

**Clinton County • 570-858-5800**



# Home & Community Based Services

## Nursing Home Transition

The Nursing Home Transition (NHT) program allows eligible nursing home residents to safely return to the community and to a more independent lifestyle, with the assistance of Aging Services.

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## Placement Services

Placement Services are designed to assist the individual in determining the type of residential placement that will best meet their needs. The Office of Aging will assist in securing such placement. Our Placement Services are coordinated with community facilities such as Nursing Homes, Assisted Living Facilities, and Personal Care Homes.

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## Legal Assistance

Legal Assistance is the giving of legal advice by an attorney or referral to an attorney. This advice includes benefits and rights counseling by a lawyer to older individuals with social or economic needs. Legal service programs are also provided at Centers for Healthy Aging.

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## Protective Services

Protective Services are provided to older persons as an intervention in a crisis situation or to avoid a crisis when one appears imminent. The Older Adults Protective Services Act empowers the Office of Aging to investigate reports of abuse, neglect, financial exploitation, abandonment, or other situations that put an individual, or their finances, at imminent risk. Plans to reduce, correct and/or eliminate the problem will be developed with the individual.

**If you believe a senior citizen (age 60 and over) needs Protective Services, call to make a report.**

**24-HOUR ELDER ABUSE HOTLINE 1-800-332-8555**



# OFFICE OF AGING

## Lycoming County

2138 Lincoln Street

Williamsport, PA 17701

570-323-3096 800-332-8555

## Clinton County

124 East Walnut Street

Lock Haven, PA 17745

570-858-5800 800-332-8555

## 24-Hour Elder Abuse Hotline: 1-800-332-8555

It is the policy of the Department of Aging to encourage client contributions for all services provided through the Office of Aging.

Memorial gifts are accepted and acknowledged.

In addition, Personal Care, Home Modifications, Home Support, Home Health Services, PERS, and Medical Supplies may have a Cost Share plan.



Formally known as Lycoming-Clinton Counties Commission for Community Action (STEP) Inc., STEP's mission is to engage diverse individuals, families, and communities in the pursuit of social and economic success.

The Office of Aging is part of STEP's Independent Living Pathway to Success.

Funded by:



and Client Contributions



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

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