



# County of Bucks

## AREA AGENCY ON AGING

30 E. Oakland Ave., Doylestown, PA 18901-4681

(215) 348-0510

Protective Services 1-800-243-3767

FAX (215) 348-9253

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

[Aging@co.bucks.pa.us](mailto:Aging@co.bucks.pa.us)

### County Commissioners

JAMES F. CAWLEY, Esq., *Chairman*

CHARLES H. MARTIN

SANDRA A. MILLER

CHARLES A. KANE, NHA, MBA

*Executive Director*

To: Consumers requesting services from the Area Agency on Aging

From: Robert Behney, Supervisor  
*Information and Referral Department*

Due to the mandatory "cost-sharing" system implemented by the PA Department of Aging, it is necessary for us to ask detailed information, including financial, at the time a request for services is made to our *Information and Referral Department*. The Area Agency on Aging (AAA) offers several programs, some based on income, which makes it necessary to obtain this information. In addition, clients are now required to document their income and assets when a Care Manager visits to complete the assessment.

Please note that a request for assistance will not be considered "complete" until we obtain the following:

- Name, complete address and phone number of client and spouse
- Date of birth, SS # (client and spouse)
- Living arrangements, marital status, names and phone numbers of contact person(s), physician, etc.
- Medical diagnosis, including cognitive status
- History of hospitalization(s) within past year
- Ability to perform tasks such as bathing, dressing, preparation of meals, housekeeping, etc.
- Monthly income (exact amounts and sources) for client and spouse
- Other assets (including savings, investments, etc.)
- Type of service(s) being requested

When calling to request services, you may speak with Donna Damiani (ext. 1207), Sherry Bird (ext. 1249), or Carol Keyser (ext. 1206) in our *Information and Referral Department*. Please know that while this department has experienced a significant increase in the number of requests for services during the past year, our goal is to be as responsive and helpful as possible.

Please feel free to call with any questions. We appreciate your cooperation and look forward to working with you.

Sincerely,

Robert Behney, Supervisor  
Information and Referral Dept.