



# PA House of Representatives Republican Policy Committee

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**Rep. Joshua D. Kail**  
Chairman

## PA House Republican Policy Committee Hearing

**“Aging with Confidence”**

**October 25, 2023, at 10 a.m.**

**Redstone Highlands Community Center, Murrysville Campus**  
**4951 Cline Hollow Rd.**  
**Murrysville, PA 15668**

10:00 a.m.	Welcome and Pledge of Allegiance
	<b>Senior Safety: Combatting Fraud Panel</b>
10:10 a.m.	Hon. Harry F. Smail, Jr. <i>Judge, Court of Common Pleas, Westmoreland County</i>
10:15 a.m.	Nicole Zicarelli <i>District Attorney, Westmoreland County</i>
10:20 a.m.	John R. Dickson, IV <i>President and CEO, Redstone Highlands Communities</i>
10:25 a.m.	Questions for the Senior Safety: Combatting Fraud Panel
	<b>Empowering Seniors at Home Panel</b>
10:55 a.m.	Dr. Pamela Toto, Ph.D. <i>Professor and Director, Doctor of Clinical Science in Occupational Therapy Program, University of Pittsburgh</i>
11:00 a.m.	Questions for the Empowering Seniors at Home Panel
11:30 a.m.	Closing Comments

*Additional Information Submitted By:*

*Administrative Office of Pennsylvania Courts: Elder Justice Innovation Grant Summary*  
*Administrative Office of Pennsylvania Courts: Guardian Tracking System Project Summary*



# Testifier Biographies

## PA House of Representatives Policy Committee Hearing *"Aging with Confidence"*



### **Hon. Harry F. Smail, Jr.** **Judge, Court of Common Pleas, Westmoreland County**

Appointed by Governor Tom Corbett to serve on the bench in 2014, and unanimously confirmed by the State Senate, Judge Harry F. Smail, Jr has been a Judge of the Court of Common Pleas in Westmoreland County for over eight years. After initially serving in Family Court, Judge Smail has more recently administered a complex civil litigation docket of a variety of nuanced legal issues related to government and municipal issues, elections, energy and land use and constitutional challenges.

Judge Smail has also served as the Elections Judge in Westmoreland County, overseeing recounts and petition challenges, among other issues.

A graduate of Grove City College with a dual degree in business administration and political science, Judge Smail completed Duquesne University School of Law's evening program while working as a Westmoreland County Adult Probation & Parole Officer supervising

over 220 individuals. As a litigator operating his own law firm, Smail argued cases from magistrate to federal appeals courts.

Judge Smail is a longtime member of the Federalist Society and serves on the Duquesne Law Alumni Board of Directors. He is a longtime member and past president-elect of the Westmoreland County Bar Association. Prior to his service as Judge, Judge Smail served on numerous nonprofit boards.

Judge Smail and his wife Renè live in Hempfield Township in Westmoreland County. They have two daughters.

### **Nicole Zicarelli** **District Attorney, Westmoreland County**

As the first female district attorney in Westmoreland County's history, Nicole W. Zicarelli took office as Westmoreland County District Attorney on January 3, 2022. A graduate of Penn State University and Penn State Dickinson School of Law, Nicole also serves as a member of the board of directors for the Pennsylvania District Attorneys Institute, the educational and training arm of the Pennsylvania District Attorneys Association.

She holds a certificate in International, Comparative & Foreign Law from her time studying at the University of London. Nicole served as a legal research fellow at the U.S.-China Economic & Security Review Commission in Washington, D.C. and as a law clerk for the late Pennsylvania Supreme Court Chief Justice Ralph J. Cappy, the Allegheny County District Attorney's Office, and for the Honorable Christian F. Scherer of the Court of Common Pleas of Westmoreland County. In private practice, Nicole was an associate at the Pittsburgh office of Dickie, McCamey & Chilcote, P.C. and started her own private practice before running for public office.





**John R. Dickson, IV**  
**President and CEO, Redstone Highlands Communities**

Since being named president and CEO in 2001, John R. Dickson IV has been an essential part of Redstone's growth and success. Under his guidance, Redstone has tackled an expansion of services, decrease in waste, savings on insurance premiums and a culture overhaul.

With Dickson's proactive leadership, Redstone was the first in the United States among 5,600 not-for-profit, long-term care organizations to endorse the Quality First covenant with the American Association of Homes and Services for the Aging (AASHA). This endorsement is a testament to Redstone's embracement of the highest standards for aging services. Dickson also helped Redstone receive its first CARF/CCAC accreditation in October 2009 — a five-year term of accreditation from the Commission on Accreditation of Rehabilitation Facilities Continuing Care Accreditation Commission.

**Dr. Pamela Toto, Ph.D.**  
**Professor and Director, Doctor of Clinical Science in Occupational Therapy Program, University of Pittsburgh**

Pamela Toto, Ph.D., OTR/L, BCG, FAOTA, FSGA is an Associate Professor and Director for the Doctor of Clinical Science in Occupational Therapy Program at the University of Pittsburgh. She is an occupational therapist, a researcher, and an educator who is nationally recognized within her field for her expertise in gerontology. She is Board Certified in Gerontology and a Fellow of the American Occupational Therapy Association and a Fellow of the Gerontological Society of America.

Dr. Toto has over 30 years of clinical experience as an occupational therapist providing services for older adults in the community and in long-term care settings. Dr. Toto's clinical and research interests focus on the implementation of client-centered interventions in "real world" settings to promote independence, participation, and healthy aging in older adults. She has advanced knowledge on goal setting as a behavioral intervention and has served as principal investigator on several studies using Goal Attainment Scaling as an intervention/outcome to reduce disability in community-dwelling older adults. Specific topics of expertise and interest including frailty, physical activity, falls prevention, and environmental modification to promote aging in place.





## TESTIMONY: AGING WITH CONFIDENCE

*District Attorney Nicole W. Ziccarelli, Westmoreland County*

Good morning. My name is Nicole Ziccarelli – I am the District Attorney for Westmoreland County.

On behalf of the District Attorney's Office, I am present here today to provide testimony and insight into criminal activity specifically targeting our aging population.

Not only has our office charged and prosecuted crimes against seniors, but we are seeing these scams become more sophisticated and more challenging to apprehend offenders.

We often see these offenders target a population that is trusting, generous and easy to exploit for financial gain.

Today, criminal activity targeting our senior population is ever-changing in creativity and technology resulting in difficulty to find the perpetrators and hold them accountable.

I want to take some time to detail some of the most prevalent, reported scams in an effort to educate and empower those listening today:

Often times, it starts with a phone call. The person on the other end states a grandchild or a child was hurt in an accident or may be in trouble, and you need to pay a monetary value to help alleviate the situation. The perpetrators on the other end could ask for banking information over the phone, or gift cards as forms of payment. We have even seen these scams go as far as manipulating the relative's voice and spoofing numbers to create a sense of urgency and credibility.

It could be a phone call, emails, letters, or social media claiming you won a prize in order to disclose sensitive information or obtain money.

A sweepstakes scam mimics the look of a legitimate company, like Publisher's Clearing House, and will often times ask the potential victim to send money in advance to claim the prize.

In recent years, check washing scams have hit area residents and businesses. Offenders will steal a victim's outgoing mail to obtain a check that may be used for bill payments or birthdays. Offenders will then "wash" those checks of the writing, create a fraudulent check in order to make the check payable to themselves and steal from the individual's banking account.

Other notable, trending scams include: the social security administration and IRS imposter scam and tech support scams.

Victims may be told their accounts will be seized or frozen if they fail to act quickly.

Perpetrators often use robocalls to reach victims. Victims may be told to "press 1" to speak to a "support representative" for help. This just adds to the believability of the scam, but the IRS will not call you and ask for your personal information.

Romance scams can even infiltrate the senior population. Online dating sites and social networking could lead unsuspecting victims to false profiles in order to create and build relationships. These perpetrators could then convince the victim to send them money -- all in the name of love.

We want citizens to be mindful of not only the narratives presented by people preying on our aging population, but we also want to share tips to prevent people from falling victim.

If you are not familiar with the person you are communicating with -- hang up. If the caller is persistent, hang up and report it to your local police. Never reveal or share personal or sensitive information over the phone. Requesting a form of payment through gift cards, wire transfers, cryptocurrency or asking for Green Dot prepaid cards are usually a tell-tale sign of a scam.

There are two local cases I want to highlight, just from the last year:

Recently, a Westmoreland County woman was scammed out of more than \$150,000 of her life savings. A message popped up on her iPad, a flashing notice with a number to call Apple support. The person on the other end told her that her information and money was compromised and she needed to send them money in order to correct the issue. The scammers asked for forms of payment in gift cards totaling \$5,000 -- \$20,000 in cryptocurrency and various Bitcoin machines across three counties -- and \$145,000 in wire transfers to a credit union out of the state of New York. The incident was reported to state police and a specific division of the FBI is assisting in the investigation.

Another instance from last year: A New Jersey man was apprehended by state troopers after a potential victim helped investigators set up a sting operation to arrest him. Carlos Polanco-Rodriguez pled guilty in May. He showed up to a Unity Township's man home to collect nearly \$10,000 as part of an ongoing scam targeting a grandparent. What he didn't know -- state police were there, waiting for him. That grandparent caught onto the scam after he was told his grandson was in an accident in another state, he was supposedly in police custody and he needed bailed out. His grandson was home -- safe and healthy. Polanco-Rodriguez spent nearly a year in jail before being sentenced to two years of probation.

While our office handles the prosecution of these crimes, we want to make every effort to prevent these crimes from occurring.

Despite the advances in technology, tracing phone calls and IP addresses on computer software is extremely difficult and complex when it comes to scammers and hackers.

Once you send forms of payments through gift cards and wire transfers deriving from deceptive and fictitious banking information, there is no way to trace it.

Locally, our municipal police departments are aware of ongoing trends and suspicious criminal behavior. A phone call to your local police department



could thwart an attempted scammer from financial gain at your expense. Police departments have employed their own officers to visit high rise buildings and senior care facilities to warn residents of local scams targeting the area. Locally, right here in Murrysville – the police department has attended Redstone Highlands and Murrysville Senior Citizen Center to discuss scams and general safety measures. Murrysville Police also utilizes its social media platform to alert residents of scam and safety information circulating the area, and may even reach out by phone to discuss scam incidents residents may have experienced or are experiencing.

While the county will use as many resources as available to us to investigate such crimes, we are collaborating on the federal level. The Federal Bureau of Investigation has a division dedicated to investigating such crimes – called the IC<sub>3</sub> or Internet Crime Complaint Center. This division receives and tracks thousands of complaints daily, reported by victims of fraud.

The Department of Justice is also a partner of law enforcement with the Elder Justice Initiative. The DOJ provides resources and assistance to report crimes of financial exploitation to the appropriate investigating agencies and shares informative research and reports to help combat senior crimes. The DOJ also utilizes a Transnational Elder Fraud Strike Force to educate and expose elder fraud trends.

In closing, as District Attorney it is my duty and my mission to protect and prevent any type of criminal offenses from happening – but we especially want to protect our most vulnerable populations.

Thank you.

Pennsylvania Republican Policy Committee  
Presentation Points  
Aging with Confidence  
John Dickson IV, President & CEO  
Redstone Presbyterian SeniorCare  
October 25, 2023

Presentation Outline:

- Overview resident theft actions of a contracted Certified Nursing Assistant
- Employment background checks / charges v. convictions / character judgements should matter for employment.
- Abuse & Resident Dignity Charges/ Long Term Care Providers
- Staffing Agencies / Licensing -additional liability responsibilities
- Resident – Patient Fall's – Abuse Charges / Acute Care v. Long Term Care Providers
- PA Medicaid Rates Awareness v. Ohio & West Virginia
- Labor Cost – Staffing Ratios / Unustainable – Unfunded Mandate



## **Aging in Place: Local, State and National Facts and Trends**

Pamela Toto, PhD, OTR/L, BCG, FAOTA, FGSA

Professor, University of Pittsburgh Department of Occupational Therapy  
Director of Clinical Services, University of Pittsburgh Healthy Home Laboratory

- ***Exploding population of older adults***
  - 85+ largest growing demographic (highest risk for disability and nursing home placement)
  - Pennsylvania one of the oldest populations in the U.S.
- ***Gaps exist in resources to help older adults remain safely and independently in their homes***
  - Insufficient home health care workers to meet existing and expanding needs
  - Inadequate transportation solutions (rural > urban)
  - Less volunteers to provide existing resources (ex. meals on wheels)
  - Limited resources for caregivers of older adults who have dementia
  - Injurious falls remain the #1 cause of permanent disability in older adults
  - Limited number of PREVENTATIVE programs
    - Help older adults extend their ability to “do” for themselves
- ***Homes of older adults are NOT “age in place” ready***
  - Limited services to help them get their homes “ready”
  - Limited knowledge of existing services and how to access
  - Limited trained persons to make changes to homes to make the “age in place” ready
- ***Digital literacy of older adults lags behind societal gains in technology***
  - Limited use of technology despite increased likelihood of Wi-Fi in the home
  - Training for use of technology not designed for the older adult learner

***New proactive strategies and approaches are needed to address these challenges. Additional time and consideration will be needed to change mindsets and behaviors of all interested parties/groups (e.g., health providers, community referral sources, consumers, family members)***

### **Select Additional Resources:**

[2022 State of Aging, Disability, & Family Caregiving in Allegheny County – Executive Summary](#)

[2021 Age-Friendly Pittsburgh Survey - Infographic](#)

[2022 - 2025 Age-Friendly Pittsburgh Action Plan](#)

[2021 Profile of Older Americans – Administration for Community Living](#)

**References available upon request – pet3@pitt.edu**



# Administrative Office of Pennsylvania Courts

## Guardianship Tracking System Project Summary



### **Pennsylvania's Guardianship Tracking System (GTS)**

Under the guidance of the Supreme Court of Pennsylvania's multi-disciplinary Elder Law Task Force, the Administrative Office of Pennsylvania Courts (AOPC) has designed and implemented the Guardianship Tracking System.

The purpose of the GTS is to provide court offices with a tool that will facilitate greater control over the management of guardianship cases for incapacitated persons. GTS functionality centers on the automation of court functions; the electronic notification to guardians of upcoming and overdue reports, compliance tracking for mandatory reporting, the insertion of flags for potential concerns of loss and neglect, statewide propagation of alerts placed on guardians, and the delivery of detailed statistics. A short, promotional video explaining the GTS vision is available at:

<http://www.pacourts.us/judicial-administration/court-programs/office-of-elder-justice-in-the-courts/guardianship-in-pennsylvania>

**Project Overview:** AOPC/IT began the requirement gathering phase of the GTS project in January 2017. We established a Joint Application Design (JAD) committee to steer the design. Our JAD committee consisted of representatives from many groups; Orphans' Court Judges, Court Administrators, Clerks of the Orphans' Court, Orphans' Court Procedural Rules Committee, Advisory Council on Elder Justice and AOPC/IT. We vetted the design through this committee and piloted our fully functional application in Allegheny County in July 2018.

The GTS includes a shared database for two distinct user interfaces; one for court users and one for guardians/interested parties to the case and their attorneys. Data representing the active caseload, roughly 17,300 cases, was migrated from 13 distinct systems in 67 counties. Integration with the county Orphans' Court systems provides for ongoing two-way exchange of data between the GTS and the county's system of record as cases are created in the county system, and as guardian reports and filing fees are received into the GTS.

The pilot period ended in August 2018 at which time we began training and implementing 1 to 4 counties a week until the last county went live in December 2018. The project also included 46 regional workshops for up to 100 guardians per session to be trained on the system. The guardian workshops were held between July 2017 and April 2019. The estimated total cost of the GTS project was \$4.9 million.

**Technical Overview:** GTS was built as a new web application and is accessed from the Unified Judicial System (UJS) Web Portal. The UJS Portal is an enterprise website that contains many applications and features (public and secure) that were created to complement the statewide case management systems.

The UJS Web Portal applications use an n-tier architecture, so that data and documents cannot be retrieved directly from the web front end servers. The design includes a dedicated middle tier and database servers that are protected by multiple firewall layers. All communication between servers and the internet browser is encrypted using 256-bit SSL certificates. Special application based coding practices are used to safeguard against typical application attack vectors, including SQL injection, cross-site scripting and session hijacking.

The UJS Web Portal and GTS are coded in C#. Microsoft SQL Server and Sybase Adaptive Server Enterprise are used as the RDBMS, Hyland OnBase is used for all document storage and IBM WebSphere is used for messaging



with the statewide case management systems. The GTS includes two distinct user interfaces, one for court users and one for guardians/interested parties to the case and their attorneys. Both interfaces use a single Microsoft SQL Server database. GTS uses the UJS Web Portal's PAePay functionality to handle the payment of any county filing fees. Data representing the active caseload, roughly 19,900 cases, was migrated from 13 distinct systems that are used in 67 counties. Integration with county Orphans' Court systems provides for ongoing two-way exchange of data between GTS and the county's system of record as cases are created in the county system, and as guardian reports and filing fees are received into GTS. There is currently no statewide Orphans' Court system.

**Functional Overview:** Pennsylvania's Guardianship Tracking System is a statewide web-based application providing a secure platform for authenticated guardians, both professional and private, to electronically file mandatory guardian inventories and annual reports directly into the Orphans' Court Division of the Commonwealth's Court of Common Pleas. The GTS also provides a distinct front end application for Orphans' Court personnel including judges, chambers staff, clerk's staff and court administration. A comprehensive overview of the GTS functionality can be accessed through <https://help.pacourts.us/gts/>, including instructional tutorials and quick reference guides. The innovation to court processing made possible through the GTS is highlighted by the design of four areas; e-filing, automated flags, compliance monitoring, and alerts.

#### E-filing

The GTS is the exclusive method for e-filing guardian inventories and annual reports, creating a uniform and efficient filing experience for Pennsylvania guardians. Security in guardianship matters is of utmost importance. In order to access the case through the internet, a person or organization must be named on the case as the appointed guardian and obtain an access code from the court office to establish a secure log-on. Interested parties named in the adjudication order are also able to achieve read-only access to the case as well as images of the guardian filed reports in the same manner. Access is determined by the entity's role on the case.

Once the account is established, a guardian is able to electronically submit inventories and annual reports through the GTS directly into the Orphans' Court where the guardianship case resides. A persistent concern heard throughout the requirements gathering phase of the project was that "guardians won't e-file." Today, with just under 10,000 guardian reports submitted into the GTS, *we are pleased to report an 80% e-filing rate*. The GTS accommodates the manual entry of guardian annual reports by court users in counties that continue to accept paper filings. We see the need for manual entry predominantly in counties that have not distributed GTS access codes to guardians in their jurisdiction.

The benefits to GTS e-filing, beyond the obvious cost-savings of time, paper, postage, and court user manual entry, are many. The guardian user interface is easy to use. For professional guardians with many cases, reports that have been returned from the court for correction are listed first, followed by new reports to be submitted in due date order. One click opens a report wizard that guides the guardian through the submission process, dynamically displaying child questions based on the guardian's input and providing help text for clarification. Data is pre-populated, as appropriate, from the prior year's report. Arithmetic errors are eliminated, and the GTS will not allow the electronic submission of a report that is missing required data entry.

Counties maintain a distinct filing fee schedule so the GTS e-filing solution must accommodate not only the county specific fee, but additional business rules that may apply to some counties such as discounting filing fees if the estate and person reports are filed together, and charging a distinct fee for the initial annual report, the final annual report or an amended report. The GTS also accommodates the waiver of a fee due to an In Forma Pauperis filing or administrative order.



### Automated Flags

When the court user accepts the report through the GTS, the data is interrogated using a robust set of business rules to identify potential concerns of loss or neglect. The GTS is not designed to determine a hierarchy of potential loss between cases as the intention is to have every report reviewed, every year. The GTS inserts flags based on criteria entered on annual reports for both the Estate and the Person. The capacity to automatically flag potential problems is an important trend to assist courts in monitoring at a time when funds for staff resources to thoroughly review each report are scarce. The primary intent of the flags is to alert the person responsible for reviewing the report that a potential concern exists in a given area, but the flags also provide a wealth of statistical information that can be compiled for the Advisory Council on Elder Justice, facilitating an evidence-based approach to guardianship reform.

Examples of flags set by the GTS include the invasion of principal asset where an order does not exist on the case to allow the invasion, unapproved attorney fees, or the relocation of the incapacitated person's primary residence. Functionality for the reviewer to insert manual flags, not set by the system, is also part of the GTS design. A PDF of the report can be printed with or without the flags. Ad hoc reports provide lists of flags set on one case or multiple cases including the flag description, status, and create date. The GTS requires that every flag must be processed by the reviewer before a report can be marked as reviewed.

### Compliance Monitoring

Another significant benefit to the GTS is that it has aligned county practices regarding mandatory annual reporting by guardians. Prior to the GTS, reports were not expected on every guardianship case and when expected, due dates were often not set in compliance with the statutory language. Every guardianship case where the death of the incapacitated person could not be substantiated, and the case was not otherwise closed due to transfer or restoration of capacity, was loaded into the GTS. If an inventory had been filed on the case, the system used the next future anniversary of the adjudication date to set a standardized due date. Cases where an inventory had never been received became immediately overdue as of 90 days from the adjudication.

Prior to the GTS, few of the county systems provided functionality to track overdue reports and send notification to guardians. Even courts that were diligent in reviewing submitted annual reports were often still not properly managing their guardianship cases because they had no reliable means to know what submissions remained outstanding. The GTS sends electronic notifications to remind guardians of upcoming reports and to alert both guardians and court users of delinquent reports. Additionally, paper overdue notices can be generated from the GTS, singularly or in batch, at any interval after a report becomes overdue. A corresponding case action is written on the GTS case each time an electronic notification is sent or a paper notice is generated.

The Office of Elder Justice in the Courts (OEJC) consumes court activity reports from the GTS to keep track of the guardianship caseloads and activities of the Commonwealth's courts. The OEJC offers training for counties that need to establish or improve their process for reviewing reports.

### Guardian Alerts

The GTS provides functionality for an Orphans' Court judge to place an alert on a guardian for abuse, neglect or financial exploitation. This action causes an alert icon to display next to the guardian any time he/she is returned in a participant search. Additionally, an electronic notification is immediately sent to court users in counties where an active appointment for that guardian exists. The judge issuing the alert can control if the guardian is also notified of the alert at the time of issuance or not.



An alert consists of an alert type (e.g. abuse, neglect, financial exploitation) and requires the name of the judicial authority issuing the alert before it can be set. The judge can include narrative to explain the need for the alert as well attach documentation in PDF format related to the alert. An active alert can be deactivated only by the judicial authority who issued it. The GTS retains a history of guardian alerts on the guardian's participant record.

The existing GTS design provides for the future enhancement to run a nightly process which polls AOPC's criminal databases, excluding summary traffic, to find matches to guardians. This, and other system enhancements related to tracking the most recent background check date for guardians and tracking certification through the National Guardianship Association (NGA) for professional guardians, are being actively developed in GTS. Additional changes are being implemented in GTS to improve the collection of data related to how often an incapacitated person is represented at the adjudicatory hearing and by whom. These improvements are made possible through an Elder Justice Innovation Grant awarded by the Administration for Community Living (ACL).

## **Elder Justice Innovation Grant - Improving Guardianship and Promoting Alternatives to Guardianship in Pennsylvania**

The Administrative Office of Pennsylvania Courts (AOPC) is the recipient of a three-year (approximately \$3 million) Elder Justice Innovation Grant. Pennsylvania is one of three states to receive a portion of the funds awarded by the federal Administration on Community Living through a competitive process. The funding is being used by the AOPC to further its work to protect older adults through assessing and implementing improvements in the handling of adult guardianship cases in the Pennsylvania courts. The work is being overseen by the Office of Elder Justice in the Courts (OEJC). The grant, which runs from September 1, 2022, through August 31, 2025, has three overarching goals: (1) assure due process for the alleged incapacitated person; (2) improve guardianship monitoring capabilities to prevent abuse and exploitation; and (3) promote alternatives to guardianship.

Among the projects being implemented by the OEJC and Advisory Council on Elder Justice are:

Pennsylvania's first statewide, interdisciplinary guardianship summit to provide education about improving the fairness, effectiveness, and assurance of due process in guardianship proceedings; advance improvements in monitoring guardians; promote alternatives to guardianship; and increase the development of collaboration between state and local organizations. *(The Summit was held on September 20-22, 2023.)* A second guardianship summit will be held in the spring of 2025.

Two pilot projects. One is focusing on providing public interest legal services counsel to represent older adults (age 60 and over) who are alleged incapacitated in guardianship proceedings. The other is focusing on activities related to the monitoring of guardianships.

The development and presentation of live educational programs and online video education modules to guardians, attorneys, judges, and court personnel on a wide range of guardianship topics, including alternatives to guardianship.

Outreach to and the creation of educational programs for hospitals, nursing homes and other residential settings, protective services agencies and families/caregivers to encourage consideration of alternatives to guardianship.

Analysis of data collected through Pennsylvania's Guardianship Tracking System (GTS) and modifications and enhancements to GTS to expand its efficacy and increase its functionality.

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October 2023