PENNSYLVANIA DEPARTMENT OF THE

AUDITOR GENERAL

FACT SHEET

Pennsylvania Department of Aging Implementations During Audit

Background

We audited the Pennsylvania Department of Aging's (PDA) oversight of the Commonwealth's 52 Area Agencies on Aging (AAAs). The audit covered the period from January 1, 2024, through June 30, 2025.

As a result of our audit procedures and questions, PDA implemented the following **during the audit** in an attempt to address our concerns.

What did PDA implement during the audit period?

- PDA implemented a process to further review and maintain documentation of its review of cases identified during monitoring where an older adult may have been left at risk and in need of protective services. This very important change aligns with our recommendation. (Finding 2, Recommendation 2)
- PDA implemented changes such as posting the 25 distinct, protective services CAPE monitoring measures instead of the five general categories found during the audit to its website. However, while this is an improvement, it does **not** satisfy our recommendation to publish a written report instead. (Finding 6, Recommendation 2)
- PDA added disclaimer language on its website during the audit stating that its posted AAA monitoring results may change. PDA also modified its practice of immediately posting results graphs on its website without allowing AAAs time to review the monitoring results by now giving them time after the results call to review the detailed findings. However, this does **not** satisfy our recommendation to provide the AAAs with the opportunity to dispute any of the findings or errors prior to or during the results call. (Finding 7, Recommendation 4)
- PDA implemented our recommendation related to supervisory approval before posting CAPE monitoring results. (Finding 7, Recommendation 5).
- PDA implemented our recommendation to implement formal change management procedures. (Finding 8, Recommendation 5)
- PDA implemented a documentation practice for the selection of sample records. However, this does **not** satisfy with our recommendation to update the guidelines related to approval and justification of records. (Finding 9, Recommendations 1 and 2)
- PDA finalized the CAPE Procedures as we recommended. (Finding 9, Recommendation 4)
- PDA has been working to improve training as we recommended. (Finding 10, Recommendation 1)

- PDA has been working to better monitor training and experience standards as we recommended. (Finding 10, Recommendation 3)

Where can I see the full audit report?

Read the entire audit report.