



Pennsylvania
Department of Aging

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MEDIA CONTACT: Karen Gray, agingcomms@pa.gov

**‘A Tenacious Commitment to Strengthening Protective Services’:
Shapiro Administration Launches Statewide Tour Highlighting
Modernized Tool Keeping Older Adults Safe and Boosting Oversight,
Accountability of Local Aging Agencies**

The Comprehensive Aging Performance Evaluation (CAPE) allows the Department to do away with a simple pass/fail scoring system, and comprehensively ask *“what does this local agency specifically need to improve?”*

“CAPE challenged us to think differently.” – **Carin Tinney, Director, Delaware County Office of Services for the Aging (COSA)**

“I applaud both COSA and the Pennsylvania Department of Aging for their tenacious commitment to strengthening Protective Services and addressing the issues identified through CAPE.” – **PA State Senator Tim Kearney**

Eddystone, PA – One day after **Governor Josh Shapiro** signed the 2026-27 budget into law, the **Pennsylvania Department of Aging (PDA)** today kicked off a statewide tour highlighting how the Department’s new approach to evaluating the performance of older adult protective services is delivering better results in keeping older adults safe, leaving behind a prior ineffective pass/fail system that did not provide adequate oversight of local aging agencies.

That tool, the **Comprehensive Aging Performance Evaluation (CAPE)**, is also providing historic levels of transparency and accountability of the Area Agency on Aging (AAA) network that provides an array of services to support older adults, including protective services. In the 26-27 budget, Governor Shapiro secured a **\$1 million increase for CAPE** so the Department can continue to improve AAA oversight and accountability.

“Older adults in Pennsylvania deserve a modernized system that helps them stay safe and supported, healthy and thriving, but our infrastructure had not kept pace with the growing and changing needs of older adults,” said **Secretary of Aging Jason Kavulich**. “Our administration took this challenge head on and is making overdue system improvements. CAPE allows the Department to do away with a simple pass/fail scoring system, and instead comprehensively ask, *‘what does this local agency specifically need to improve?’*”

[Launched in 2025](#), CAPE streamlines monitoring of a AAA’s performance through a more comprehensive approach, where each of Pennsylvania’s 52 AAAs is evaluated for different programs during a **singular** monitoring review. This approach gives the Department a better snapshot of the local organization’s overall functioning, helping to quickly identify trends and focus training resources where they are most needed. [A deeper dive into the development of CAPE is available here.](#)

The Department’s overhauled approach to monitoring the AAAs more aggressively, to hold them accountable and boost transparency of the process, is already making a difference in other key areas of performance:

- As of March 2026, 48 out of 52 Area Agencies on Aging are responding to reports of suspected elder abuse in a timely manner 85 or more percent of the time, **often within 24 hours**.
- Delaware County Office of Services for the Aging, which in 2024 stood at 40 percent compliance for this measure, has since been able to **double its score** and is currently at 81 percent compliance.
- The Department also monitors and measures each AAA monthly on the percentage of protective services cases where determination was achieved within a 20-day timeframe; as of March 2026, **more than half (28) Area Agencies on Aging are scoring 85% percent or better** on meeting the 20-day timeframe.

Two more AAAs – Pike and Somerset – join the growing list of agencies that have recently been evaluated, [bringing the total number of results for AAAs on PDA’s website to 28, covering 39 counties](#). [CAPE monitoring order and completion status for each AAA is here.](#)

During a visit with Delaware County aging services and county leaders, Secretary Kavulich noted that the work of serving and protecting older adults has never been more transparent in Pennsylvania. Through CAPE, monitoring results are now routinely posted to the Department’s website for the first time ever, [with clearly defined, simple key categories for each AAA](#). For the first time in the Department’s history, the public can see exactly how well their local AAA is doing in programs including Protective Services, OPTIONS (help at home) services and Caregiver Support Program services.

Carin Tinney, Director of Delaware County Office of Services for the Aging (COSA) said that the CAPE evaluation of her agency in 2025 has helped COSA focus

on system improvements and training to support how her teams manage caseloads, conduct investigations and document their work.

“CAPE challenged us to think differently,” said Tinney. “What impressed me most about the process was the transparency: **clear expectations, defined timelines, measurable standards, and technical assistance**. CAPE wasn’t designed simply to tell us where we fell short — it was designed to help us improve.”

“In a diverse and aging community like Delaware County, it’s critical we have an organization as diligent as COSA to ensure the safety and well-being of our seniors,” said **PA State Senator Tim Kearney, 26th Senate District**. “Caring for older adults is a serious responsibility, and I applaud both COSA and the Pennsylvania Department of Aging for their tenacious commitment to strengthening Protective Services and addressing the issues identified through CAPE. Their collaboration is essential to delivering the safe, reliable, and respectful care that our seniors deserve.”

The Department will continue to provide that safe, reliable care thanks to a \$1 million increase in the 26-27 budget for [Aging Our Way, PA](#) — the Shapiro Administration’s comprehensive 10-year strategy to transform services and strengthen support for older adults, people with disabilities, and their caregivers.

Since taking office in 2023, **Governor Josh Shapiro** has invested more than \$20 million to make life better for older Pennsylvanians by helping them stay safe, healthy and engaged in their communities and to continue building community supports as they age.

Learn more about how Pennsylvania is serving the needs of older adults by visiting the [Department of Aging's website](#).

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