

**LANCASTER COUNTY OFFICE OF AGING**  
**Advisory Council Meeting Minutes**  
**June 4, 2018**

**Members Present:** Emily Booker, William Brock, Joseph Burchill, Georgianna Dorm, Jack Enco, \* Thomas Kloss, Jeffrey Klunk, Glenn Knight, Meredith Moore, Bob Rudy, Mary Stehman, Joseph Sullivan, and Jon Walker.

**Staff Present:** Monique Breedon-Goyco, Kristin Jones, Sheri Snyder, and Lon Wible.

**Excused:** Alan Manheim and Gloria Schleicher.

(\*Associate Members)

Council Chair, Emily Booker called the meeting to order followed by the pledge to the flag. The meeting minutes from April 2, 2018 were approved.

**Chair's Report** No Chair updates to report at this time.

**Executive Director's Report**

Mr. Wible thanked Care Management Unit Supervisor Sheri Snyder and Information & Referral Supervisor, Kristin Jones for joining with Council members to provide a brief overview of the agency's Information & Referral (I & R) unit.

Information & Referral is the gateway to services. Approximately 50 phone calls are received daily by the I & R team. Inquiries also come by way of walk-ins, fax, and Aging Webmail (agency website). Since the creation of the website four years ago Aging Webmail has experienced significant growth. For the last twelve-month period site visits have grown from 2,811 in July 2017 to 5,009 in June 2018. To ensure we are educating the public on the different ways they can contact us, if a caller is placed on hold due to high volumes of calls, they will hear a message that suggests visiting the agency website as another option for assistance. The most common types of contacts received by I & R include Protective Services (PS) Reports of Need, Ombudsman, and Care Management service inquiries/referrals. At the most basic level, the functions performed by the I & R staff involve taking-in and giving-out information. Many times, this action results in referrals to other units within the agency to assist consumers with their needs. Ms. Jones considers the department very unique because of the diverse needs expressed by consumers. The I & R staffing component is comprised of one lawyer/transportation referral worker and four care managers who screen for consumers' needs. In the case of Protective Service Reports of Need, the worker will screen for abuse, neglect, financial exploitation, and abandonment for anyone aged 18 and older. These calls are then reviewed by a supervisor and assigned to the PS Unit for further investigation. Reports on individuals 18-59 years of age are forward to another agency for investigation. Different scenarios were given on the types of information and/or requests received by I & R. Ms. Jones also reviewed two forms used regularly; a referral form for services (which includes specific questions like, why is a referral being made and what assistance does the consumer need), and a request form for information/resources (which includes the resource information provided to the requestor).

Ms. Snyder added that back in January 2018 the referral system changed. Previously, if a referral for service was received, an assessor would go out to determine the level of care. Under the new state requirement an assessor will only go out if the consumer is believed to need nursing facility level of care or, if they request Waiver services. All other requests for in-home services will go to an OPTIONS care manager for a needs assessment. They concluded their overview by stating that I & R possesses a very wide range of information and resources. Adding that we take a "no wrong door" approach, regardless of the age of the consumer or the request for information. The I & R team will research questions and get back to consumers with the information. Ms. Snyder mentioned that all Council members should join the mailing list of the Primetime Newsletter sent out by the department.

Mr. Wible confirmed that on April 9, 2018 he was appointment by the Lancaster County Commissioners as the new Executive Director for the agency. He is only the 5<sup>th</sup> person to occupy this position in the past 40+ years. Council members expressed congratulations and support for him. Mr. Wible also announced the promotion of Lynn Smith, currently the agency's Long-Term Living Supervisor, to the position of Deputy Director, effective June 11<sup>th</sup>. She will attend the next Council meeting.

An update on Older American's Month was provided by Mr. Wible. This year's theme was "Engage at Every Age" and included several activities including the Senior Games. The Games were held May 7<sup>th</sup> – 11<sup>th</sup> at Spooky Nook with over 930 participants who took part in over 50 different events, sponsored by 30 businesses, and generated \$26,000 in revenue (enough to cover entire cost of the event). Another event held was Older American's Day on May 24<sup>th</sup> at the Lancaster Barnstormers Stadium. This was a collaboration between the Office of Aging and the Barnstormers for seniors from the community to watch a baseball game between the Barnstormers and York Revolutions. Between innings participants could visit information tables and partake in many other offerings specific to the interests of older adults. In celebration of Older Americans Month, the agency purchased 500 tickets for this event that were distributed at the Senior Centers.

### **Regional Council**

Mr. Thomas Kloss provided a brief overview of the Regional Council. It is comprised of 23 individuals who are elected by the PA Department of Aging to advocate and be liaisons for the 5 different regions throughout the state. Lancaster County is part of the Central Region. The Regional Council meets every other month to share and discuss items concerning older Americans. There are about 16-18 members from each County who take information to the State. Recently the Council has been discussing the State's plan on Alzheimer's in which the Governor supports.

### **Old Business**

Aging Well has been approved by the Department of Human Services (DHS) to oversee the level of care assessment process, effective July 1, 2018. In turn Area Agencies on Aging (AAA) will contract with Aging Well to conduct assessments within their respective service areas. However, rather than receiving an annual program funded allocation, there will be a reimbursement of \$237 per each assessment completed by the agency. This is a very different payment model for which the implications to the agency and staff are still being analyzed. In addition, a new level of care tool (Functional Eligibility Determination-FED) has also been introduced by DHS and will tentatively begin use on July 1<sup>st</sup>. Very different than the previous assessment tool the FED focuses on functional needs and does not have a medical component. Collectively the AAA's have some concern over the elimination of the medical component, but are assured by DHS the medical information needed to make an accurate assessment will be provided through other sources. The medical portion of the assessment was previously reviewed and approved by our two registered nurses. Because of this change, the agency had to make a tough decision and lay off the two agency nurses, effective on July 1. Training for all other assessment related workers will occur throughout the period leading up to the implementation.

The transition from Aging Waiver to the Community Health Choices (CHS) managed long term care model was implemented in the South West region of the state beginning in January 2018. This fourteen County region has been working with the three approved Managed Care Organizations (MCO)'s, providing service coordination during this 6-month continuity period. After which the MCO's will determine which service coordination providers they wish to continue to contract. During the months ahead, we will be eager to receive feedback on how the process is going and if the AAA's are finding this to be a financially tenable arrangement. The second phase of the transition will occur in January 2019 for the five county Philadelphia region. The remaining counties in Phase 3 (Northwest, Northeast, and Lehigh/Capital regions) will transition in January 2020. Lancaster County is in Phase 3.

In fall of 2017 the County Commissioners contracted with a consulting firm to evaluate and make recommendations on the County's existing compensation and classification system. The focus of the study was to examine salaries of like positions in surrounding counties to see how the County of Lancaster compared. The preliminary findings of the study focus on several recommendations: the need to phase out broad banding and come up with a new grade schedule, to increase salaries for some entry level positions and thirdly, increase salaries in positions where retention issues were evident. Not all County employees will receive a rate increase however this is an initiative of Lancaster County that will affect our agency. The result of the study became available this month. Mr. Wible is scheduled to meet with Human Resources later this week to learn who and which positions will be affected.

A calendar of events hand-out was briefly covered by Mr. Wible citing the activities available for the next 2 months. See attachment for details.

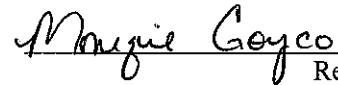
## New Business

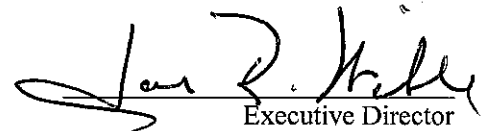
The Farmers Market Nutrition Voucher Program (FMNP), sponsored by the Department of Agriculture, has existed for more than 20 years now. It provides seniors a way to obtain free fruits & vegetables. On June 13<sup>th</sup> eligible seniors can pick up (4) \$5.00 vouchers at various senior centers redeemable at participating Farmers Market. This year \$58,000 in funds were received for the program covering 2,800 older adults. To be eligible, individuals must be at least 60 years of age, reside in Lancaster County, and be within the income requirements. The program provides an opportunity to draw in more participants to the senior centers while benefiting local farmers. Council members recommended that the agency look to increase the promotion of events such as this and health and wellness programs to the larger senior community.

Council member Joseph Sullivan shared an idea that he got while visiting France this past April/May regarding Repair Café's which were in numerous store fronts and packed with seniors. They were visiting these Café's to get repairs to things like watches, electronics, etc. He wondered if there was anything that existed like this in Lancaster County and mentioned that there is planning information built around this idea on the web. In Lancaster, he suggested the possibility of skilled volunteers providing repair services for seniors. Mr. Wible could only think of one service possibly similar which was previously provided by AARP.

The meeting adjourned at 1:20 PM.

Respectfully Submitted,

  
Recorder

  
Executive Director