

LANCASTER COUNTY OFFICE OF AGING
Advisory Council Meeting Minutes
August 5, 2019

Members Present: William Brock, Rev. Joseph Burchill, Georgianna Dorm, Jeffrey Klunk, Meredith Moore, Bob Rudy, Gloria Schleicher, Mary Stehman, and Dr. Jon Walker.

Staff Present: Monique Breedon-Goyco, Deb Brown, Lynn Smith, Sheri Snyder, and Lon Wible.

Guests: Brian Long (Coordinator- Berks/Lancaster/Lebanon Link to Aging and Disability Resource Center)

Excused: Mary Auker-Endres, Jack Enco, *Thomas Kloss, Glenn Knight, Commissioner Craig Lehman, Dr. Alan Manheim, and Joseph Sullivan.

----- *(Associate Member)

The August 5, 2019 Lancaster County Office of Aging Advisory Council Meeting was called to order by Chair, Dr. Jon Walker who welcomed attendees and led the group in the Pledge of Allegiance. A motion was called for the approval of the June 3, 2019 meeting minutes by member Rev. Joseph Burchill and second by member Meredith Moore. There was no Chairman's report.

Executive Director's Report

Executive Director Lon Wible introduced Sheri Snyder, care management unit supervisor and Deb Brown, OPTIONS program supervisor, to provide an overview of the agency's OPTIONS program. OPTIONS allows individuals to receive services/supports in their home and community. It is funded primarily by the Aging Block Grant and serves individuals who are either financially or clinically ineligible for Medical Assistance Long Term services and supports. OPTIONS services are provided to consumers aged 60 + to assist them in maintaining independence at the highest functioning level in the community and delay the need for more costly care/services. An OPTIONS program overview hand-out was distributed and is also available on the agency website. Ms. Snyder explained the general process in applying for the program from referral to assessment, and then care plan development/implementation. Currently, there are seven OPTIONS care managers with caseloads of between 130-210 consumers, serving approximately 1,200 individuals. Services include home delivered meals, personal care, home health, adult day services (ADS), bi-weekly shopping, laundry services, medical equipment and supplies, and personal emergency response systems (PERS). The above services are provided by sub-contract providers. The care managers monitor service regularly and conduct annual care plan reviews. Most care plans costs are capped at \$765 per month, however, in a few instances where the consumers' Needs Assessment Score (NAS) is above 56 or who need ADS they may go up to \$1,900. All OPTIONS services are subject to mandatory cost sharing after verifying the consumers proof of income (excludes home delivered meals). Fees under the program's cost share are determined by income ranges of 133-300% of the current federal poverty levels. Various income percentage examples were provided by Ms. Snyder to illustrate possible amounts in fees for different types of OPTIONS services. Due to funding limitations, there is currently a waiting list of approximately 250 consumers.

Member Gloria Schleicher applauded the agency for their services and mentioned a recent situation her friend faced in Washington, D.C. where there are no resources/services available like there are in PA. Supervisor Deb Brown responded, despite challenges with state regulations, local agency management and dedicated staff are what make the program successful. Director Wible stated that in the next year the goal will be to balance caseload size so that each worker is carrying an average of 125 consumers. This will largely be achieved by refining caseload tracking strategies as well as adding at least one more fulltime care manager. Guest Brian Long asked how many home care providers the agency contracts with? Ms. Snyder answered that there are 8 which are listed on the agency website by facility name.

Mr. Wible provided an update on the transition from Aging Waiver. He reported the agency has transitioned half of the 147 current Waiver consumers to other service coordination entities. The agency will continue to transition the remaining consumers during the months of August and September. Additionally, he was pleased to report that all of the five effected staff have accepted other positions within the agency.

Preparation for the January 1, 2020 Community Health Choices "roll out" for Phase 3 is underway. Four Information sessions will be held at the following times: September 11, 2019 at United Disability Services (UDS), session #1 from 10:00 AM to 12:00 PM and session #2 from 1:00 - 3:00 PM; October 9, 2019 at Landis

Homes, session #1 from 10:00 AM to 12:00 PM and session #2 from 1:00 - 3:00 PM. For more information or to sign up to attend an Information session, see the website www.healthchoices.pa.gov or call telephone number 1-833-735-4416. Deputy Director Lynn Smith stated that she highly recommends consumers who are dually eligible for Medicare and Medicaid attend one of the sessions to avoid any disruption in their current services. Ms. Smith is expecting and preparing workers for incoming calls since the agency will no longer be directly involved in service coordination. Guest Brian Long announced that there will also be an Information session held by the Department of Human Services (DHS) on August 22, 2019 at the Rockford Chase Apartments.

Executive Director Wible reported the 2018-19 agency budget close-out has been completed. A total of \$45,000 in unused Caregiver Support Program (CSP) funds was returned to the state, similar to past years.

Secretary of Aging, Robert Torres visited Lancaster on July 24th. While in Lancaster, Secretary Torres participated in a talk show at the Spanish American Civic Association (SACA) radio station, then visited the SACA Senior Center and Lancaster Neighborhood Senior Center. Afterwards he stopped by the agency to meet with the leadership team to learn about the agency and discuss aging related programs and future needs.

On Tuesday, July 30, 2019, an "Awesomeness Day" was held to thank all staff for the awesome work they do each day. The day consisted of a special noon time meal, banners, games and activities. The next upcoming agency event is the fall retreat where there will be numerous trainings and a cornhole tournament.

To conclude the Executive Director's report, Mr. Wible informed the council of Governor Wolf's recent executive order to create an Office of Advocacy and Reform to include a Council on Reform tasked to overhaul the state's systems that help Pennsylvania residents most in need of protection and care. More to come on this issue as it unfolds.

Regional Council - There was no regional council report at this meeting.

Old Business

Deputy Director, Lynn Smith reported the agency received its first Functional Eligibility Determination (FED) appeal this afternoon. So far 290 FEDS have been completed. The staff are doing an exceptional job of using this new tool and ensuring that all assessments are completed within expected timeframes. Director Wible added there are no staff changes planned at this time.

Through the Senior Centers' Program \$58,000 worth of Farmers Market Nutrition Program vouchers have been received and are in process of distribution at Lancaster Sr. Centers and also at New Holland and Ephrata locations. Currently there are about 150 vouchers left to be given out.

Mr. Wible mentioned the agency's website committee has met three times so far and the new site layout is in draft form. On September 5th the committee will view the new website in a working environment so that any final changes can be made before it goes live on October 3rd. The agency experienced 70,000 hits this year, up from 60,000 the previous year. The new layout and additional features included will hopefully support future growth.

One of the agency's goals this year was to establish a training committee, solicit input on training, and implement a training plan. So far, a committee representing staff from each program area have met twice, sent out two surveys, and compiled a list of the trainings most requested. Trainings in the areas of field safety, Cultural Competency, IT trainings in Excel and One drive, Medicare/Medicaid, Veterans Services, and self-care were most popular and are in various stages of planning. Additionally, several training ideas will be included in the agency's October 16th Staff Retreat.

Deputy Smith provided the following staff changes; the newly created Protective Services Supervisor; 2 new PS care managers; 1 vacant PS care manager; and an OPTIONS care management positions, have all been filled internally. The agency is fully staffed except for one senior center manager position still open in Millersville. To conclude old business Ms. Smith reviewed the attached Calendar of Events handout.

New Business

Mr. Wible announced the contract manager position which has been vacant for a number of years, was approved for posting by the County Salary Board. It has since been posted, interviews conducted, and filled, effective today. The contract monitor will be involved in contract monitoring, procurement, and satisfaction of all agency provider agreements.

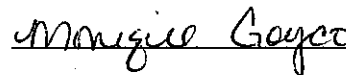
According to Mr. Wible, the 2019-20 budget is now in place. Funding levels for this new fiscal year are much the same as last year, with the exception of a second protective services grant, which has not been confirmed yet. Mr. Wible expects to have an update at the council's October meeting which is also the public hearing for the annual Area Plan.

In conclusion, Mr. Wible informed the council of the need to add 2-3 new members to the Advisory Council for 2020. The Department of Aging recommends a minimum of 15 members on the council, currently we have 14 members. An announcement has been placed in the Lancaster Newspaper. Interviews will be held in late October. Mr. Wible sought current members' interests in assisting with the interview process of potential candidates. Members Dr. Jon Walker (chair), Mary Stehman, and Rev. Joseph Burchill volunteered.

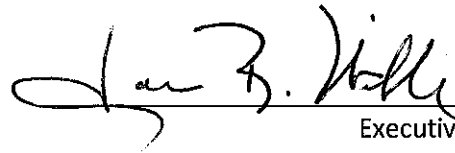
Guest Brian Long shared the Berks/Lancaster/Lebanon Link to Aging and Disability Resource Center calendar of events and distributed handouts on upcoming events involving death café's, opioids, and medical marijuana.

Adjournment - By Dr. Walker motioned for adjournment, approved by Gloria Schleicher at 1:20 PM.

Respectfully Submitted,



Recorder



Executive Director