

LANCASTER COUNTY OFFICE OF AGING
ADVISORY COUNCIL MEETING
AUGUST 1, 2022

Members Present: Ellen Berfond, Deborah Bortle, Georgieanna Dorm, Jack Enco, Megan Hedman, Meredith Moore, Dr. Michael Moran, Tiffany Phy, Bob Rudy, Mary Stehman.

Staff Present: Monique Breedon-Goyco, Tom Martin, Tiffany Rice, Lon Wible.

Excused: Shelly Gunzenhauser, *Tom Kloss, Jennifer Santiago, Chadwick Schnee, Tom Strickler, Joseph Sullivan.

Absent: Barbara Spruill, Mukaram Syed.

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Chairman Tiffany Phy called the August 1, 2022, Advisory Council meeting to order. The Pledge of Allegiance followed. Ms. Phy requested a motion to approve the June 6, 2022, Advisory Council meeting minutes. A motion was called by Dr. Michael Moran and seconded by Jack Enco. With no corrections, the minutes were unanimously approved.

Chair's Report – No Report

Executive Director's Report

Director Wible introduced Contract Manager Tiffany Rice to provide an overview of the agency's contract management /monitoring efforts. She explained the process for preparing large versus small contracts. Contracts up to \$21,299 are approved by the County Administrator while contracts at \$21,300 and above require a formal bid process and approval by the County Commissioner's. The agency currently has 107 open contracts for service. Ms. Rice also is responsible to monitor all contracts on an annual basis as well as to address complaints and non-compliance with contract standards. The Department of Aging requires on-site monitoring of all providers at least once each year to ensure all standards are being followed and that there are no findings/corrective actions. If non-compliant, providers are given a deadline for corrective action. Occasionally, complaints are received by the agency. Providers are given 10 days to resolve complaints. Ms. Rice explained contracts can be in place for various time periods. In most instances smaller contracts are 1-2 years. The larger contracts are 3 years with (2) 1-year extension options allowed by the Department of Aging, for a maximum of 5 years. Currently, the agency is in its 3rd year with most formally bid contracts. The agency is looking to change the current contract procurement schedule so that it can be more manageable. To that end, future contract procurement activities will be staggered so they do not all come up for rebidding the same year. Activities will begin this fall to initiate the Request for Proposal (RFP) process for approximately a third of the current contracts. Those contracts will be in place to begin the 2023-2024 fiscal year. The remaining two thirds will be staggered over the next two years. With no further questions or comments Director Wible and council members thanked Ms. Rice for her presentation and the excellent work she does on behalf of the agency.

Tom Martin, Deputy Director, provided a brief review of the August/September calendar of events handout. Although some events are ongoing, he highlighted those recently added and seasonal events like: Drumming Jam, Farmer's Market Vouchers, Bingocize, Chronic Disease Self-Management, and Indoor/Outdoor Tai Chi.

Following up on his retirement letter sent to council members, Director Wible thanked members for their kind words. By submitting his letter of retirement 5 months in advance he hoped to

provide sufficient time to wrap up existing projects and outline next steps with staff and leadership team members on current and future projects/tasks. He will also be working with Deputy Director Martin on “director” functions that will need to be addressed, in an interim capacity, until a new director is hired by the County Administrator. The County Administrator has indicated he will begin to advertise the vacancy at the end of September in hopes of having a new director in place by late November or early December. Mr. Wible’s last day will be November 18th.

Regional Council – No Report.

Old Business

Deputy Director Martin provided an update on agency staff vacancies. Hiring new workers continues to be a challenge, but vacancies are slowly being filled. There are currently ten open positions (4 Protectives Service Senior Caseworkers, 1 Protective Services Caseworker, 2 Assessment Caseworkers, 1 Information & Referral Caseworker, 1 Caregiver Support Caseworker, and 1 Employment Coordinator). Mr. Martin also announced the addition of an intern to the care management program. Council member Meredith Moore recognized the intern as a former student and encouraged utilizing interns. Deputy Martin supported her suggestion.

Director Wible reviewed the agency’s FY 2021-2022 accomplishments handout. He provided the units of service delivered for all program areas: Protective Services, Assessment, Care Management (via personal care, home delivered meals, adult day care, and medical supplies), Senior Centers (meals served), Health & Wellness, Meals on Wheels, Ombudsman, PA Medi (formerly APPRISE), Clerical, Intake, and COVID vaccinations (a collaboration with LEMSA). When compared to the year prior, Director Wible observed that services are rebounding to pre-COVID levels. Next, Mr. Wible reviewed the FY 2021-2022 Agency Contact Report completed by Clerical Supervisor Monique Goyco (handout). It offered detail in terms of monthly contact numbers to include the number of walk-ins, speaking engagements, and website contacts. The Contact Report also included the number of telephone calls received by the agency each month. For FY 2021-22 the agency received a total of 29,482 calls. Telephone calls are subdivided into 28 subcategories. The top categories were Information & Referral (7,800 calls), Protective Services (6,100 calls), OPTIONS (2,768 calls), PA Medi (2,767 calls) and Assessment (1,250 calls). All incoming calls are handled by a clerical team of 4 workers which amounts to approximately 130 calls daily.

Mr. Wible provided a brief update on the American Rescue Plan funds the agency received (\$1,482,368). These special funds are to be used over the next two fiscal years. The projected allocation for each fiscal year is \$741,184. The agency plans to distribute the \$741,184 in the following four areas: \$287,160 for Support Services (OPTIONS and Protective Services), \$374,554 for Nutrition, \$18,311 for Health & Wellness, and \$61,159 for Caregiver Support.

New Business

Director Wible reviewed the agency’s “Heat Emergency Plan” with council members. While the plan has only been implemented once this summer, August generally brings about the most dangerous heat related days of the season. The heat plan is comprised of heat safety education provided through local news articles and programming at senior centers, identification and opening of Cooling Centers for vulnerable seniors, and contact by agency caseworkers with “at risk” older adults. This year, in addition to the eight Lancaster County Senior Centers, two additional inner-city locations have been added as Cooling Centers, they are, St. Joseph’s Catholic Church and Ebenezer Baptist Church. The heat plan is activated when we experience a heat wave (3 or more days of 90°+) or when the heat index reaches 105°.

Mr. Wible informed the council of the County Human Resource's efforts to evaluate and propose a new Grade/Compensation Plan to bring County pay rates closer to fair market rates. Low start rates have been the main reason many positions have remained open for prolonged periods of time. The plan will look to increase starting rates for most positions, consolidate many like job titles, and expand maximum salary rates (for workers who have been in their positions for many years and "maxed out"). The proposal will be brought before the County Salary Board sometime this fall, in hopes of a January 2023 implementation.

The PA Association of Area Agencies on Aging (P4A) in conjunction with the Department of Aging has announced a new initiative to improve access to resources and supports to meet the mental health needs of the older adult population in PA. To kick off this effort, a Behavioral Health/Drug and Alcohol Services Strategic Planning Summit will be held on September 15 and 16. Those in attendance will include Area Agencies on Aging, County BH/DS, County Drug & Alcohol, PA Office of Mental Health and Substance Abuse Services, managed health care organizations, and other community providers. Following this statewide event, on September 27th Lancaster will be conducting a discussion with local providers related to barriers to behavioral health/drug and alcohol services. This will be an excellent starting point for a local discussion.

In conclusion, Mr. Wible reminded council members the October meeting will be a two-part meeting. The annual Area Plan Public meeting will be held first. Then council will have a brief meeting to approve the Area Plan budget and review several other regular agenda items.

Clerical Supervisor Monique Goyco distributed the newest version of the business travel expense report form should any members seek mileage reimbursement. She can be contacted if any further assistance is needed with the form.

Adjournment

With no further business, Council Chair Tiffany Phy requested a motion to adjourn. A motion was made by Mary Stehman and seconded by Ellen Berfond. The meeting adjourned at 1:20 pm.

Next Meeting

Monday, October 3, 2022 @ Noon
Planning Commission Conference Room #102

Respectfully Submitted,

Monique Goyco
Recorder

Lon R. Wible
Executive Director