

LANCASTER COUNTY OFFICE OF AGING  
Advisory Council Meeting  
(Virtual Meeting)  
February 7, 2022

**MEMBERS PRESENT:** Ellen Berfond, Deborah Bortle, Georgianna Dorm, Jack Enco, Shelly Gunzenhauser, Megan Hedman, \*Thomas Kloss, Meredith Moore, Dr. Michael Moran, Tiffany Phy, Bob Rudy, Jennifer Santiago, Chadwick Schnee, Barbara Spruill, Tom Strickler, and Mukaram Syed

**STAFF PRESENT:** Monique Breedon-Goyco, Tom Martin, and Lon Wible

**EXCUSED:** Mary Stehman and Joseph Sullivan

**ABSENT:** Sandy Longenecker

----- \*(Associate Member)

Advisory Council Chair Tiffany Phy called the February 7, 2022, Lancaster County Office of Aging Advisory Council meeting to order. She welcomed everyone to the first meeting of the new year and asked all members to introduce themselves.

**CHAIR'S REPORT**

Ms. Phy requested a motion to approve the December 6, 2021, Advisory Council meeting minutes. With no corrections a motion was called by Mr. Bob Rudy and second by Ms. Georgianna Dorm. Ms. Phy asked everyone to review their member contact information on the council roster. Changes should be communicated to Ms. Monique Breedon-Goyco. After revisions are made a final copy will be distributed to everyone. A copy of the 2022 Advisory Council meeting schedule was also distributed. Meetings are held every other month on the first Monday at noon. Once in-person meetings begin again, they will be held at the County Government Center at 150 North Queen Street in the Planning Commission conference room #102. A light lunch is provided. Additionally, parking passes are available for the meetings as is reimbursement for mileage to and from the meetings. Anyone who would like to receive mileage reimbursement can contact Ms. Breedon-Goyco.

**DIRECTOR'S REPORT**

Director Wible provided a staffing update related to position vacancies. Out of 79 total positions the agency currently has 15 vacancies. Last year there were 10 resignations-mostly retirements. Despite aggressive advertising and the use of Indeed, a job recruitment platform, most positions are taking 6-9 months to fill. Efforts are underway by County Human Resources to develop a social media campaign to support each department's hiring efforts. Barbara Spruill offered to post vacancies in her church and Bob Rudy suggested utilizing news media like WGAL for postings. Regarding the status of agency services post-pandemic, Director Wible reported that care management, assessment, and protective services contacts were mostly conducted telephonically in 2021, but visits are now conducted face-to-face if the consumer is comfortable (some are not). Consumer "walk-in" contact at the agency is at approximately 75% of pre-COVID levels. Ombudsmen are now allowed back into facilities with proper safety precautions. Seniors Centers and Adult Day Centers are operating on a regular schedule again but only experiencing about 60-70% participation. And upon identification of a COVID positive consumer or staff member contract tracing and quarantining have become common. Finally, Mr. Wible updated the council on the Pennsylvania Area Agencies on Aging Association's (P4A's) efforts to appeal the Dept of Human Services plan to award the Level of Care Assessment and Enrollment contracts to another vendor. At this time all appeals have been exhausted, the case is before the PA Court of Appeals.

**REGIONAL COUNCIL**

Regional Councilman for the PA Council on Aging, Thomas Kloss reported they have had considerable discussion about the possible combined award of the Assessment/Enrollment contract to another vendor. Advocacy continues to occur across the state, members are voicing concern about the selected company's poor track record. The PA Council on Aging believes the local AAAs should continue to have a role in the

Assessment process. Mr. Kloss also reported there have been some problems across the state with nursing facilities not allowing Ombudsmen into their buildings, due to COVID restrictions. Ms. Phy believes facilities are not allowed to restrict visitor access, especially not County Ombudsmen. According to Mr. Kloss access seems to be a problem in Franklin County and surrounding areas, not Lancaster County.

## **OLD BUSINESS**

Mr. Wible reviewed the agency's 2021 outcomes. Two documents were distributed by Ms. Breedon-Goyco prior to the meeting, the Goals/Outcomes Narrative, and a Unit Measurement report. The first report identifies 2021 strategic goals and outcomes achieved in the areas of staff training, outreach, reorganization of programs and positions, advances in social media and the expansion of the agency advisory council. The second report highlighted measurable achievements (units of service provided) in all agency program areas. Next, Mr. Wible reported on the expansion of nutrition services. Currently the agency provides meals at senior centers, adult day centers as well as home delivered meals, Monday -Friday throughout the county. Frozen meals have also been an option for those consumers not comfortable returning to a center. Through the American Rescue Plan Act (ARPA) an additional \$312,000 has been allotted to the agency for the expansion or addition of nutrition programs, each year for the next three years. Ideas in process or planning include distribution of evening and weekend meals at sr. centers and meals on wheels, collaborations with the Lancaster Food Hub and Central PA Food Bank, and a fresh fruit/veggie distribution program.

Mr. Wible also gave an update on the Lancaster Senior Games. The event has been held historically for over 30 years to emphasize the importance of staying active and exercising at any age. The Games were cancelled in 2020 & 2021 due to COVID. After a year of planning, the 2022 Lancaster Senior Games are scheduled for the week of May 2-May 6. COVID positivity rates will continue to be monitored. If they remain low, the Games will be held with added attention given to sanitizing equipment between use and an overall focus on safety and hygiene. Mr. Syed suggested outdoor activities like hiking or virtual events be planned as a backup. Mr. Schnee mentioned outreach to past attendees to determine comfort levels. Ms. Moore mentioned the possibility of having more individualized events versus teams and exploring virtual options. Mr. Rudy suggested printing face masks with the Games logo for advertising purposes. More detail will be provided at the April Advisory Council Meeting.

## **NEW BUSINESS**

Mr. Wible reminded council members that the agency follows two different budget calendars (State and County). Our funding is contingent on the State budget and follows a fiscal year July-June. While the County budget year is January -December. Governor Wolf will soon begin working on the details of his proposed 2022-2023 State budget. This is simply a starting point as the legislature will have to approve it before it is official. The good news is that it will likely pass on time this year due to a surplus of CARES Act and American Rescue Plan funds. For this same reason, Lancaster AAA will continue to be in a good financial position in the coming fiscal year.

With so many new council members inquiring about volunteer opportunities within the agency Mr. Wible reviewed the top program areas volunteers can be used, they include: 1. Volunteer Ombudsman (to visit area long term care facilities), 2. PA Medi Volunteer Counselors (to assist individuals with Medicare questions and conduct plan comparisons), 3. Property Tax/Rent Rebate (PTRR) Volunteers (complete the PTRR form) for eligible seniors and individuals with disabilities, 4. Helping with outreach, i.e., attendance at expos and speaking engagements, 5. Helping with Senior Centers programming and activities, 6. Assisting with quality assurance once the agency develops a quality assurance plan, i.e., collating survey results or obtaining feedback from consumers related to their experience with our services, and 7. Special projects (one of a kind projects that may have a time defined need for assistance, such as Senior Games. Ms. Bortle suggested a survey be created and sent to all council members for completion. Mr. Wible and Ms. Breedon-Goyco will develop and forward a survey for all to complete prior to the next meeting.

Mr. Wible presented the Agency's 2022 Goals. He reiterated this is a starting point and includes some goal areas from the 2020-2024 Agency Four Year Strategic Plan. Through the course of the year new goal areas may be introduced. Goals identified for 2022 include Outreach to underserved populations, establishment of an agency staff training plan, collaborating with Dementia Friendly Lancaster County, development of a quality assurance plan, development of a Facebook page, transition from hard copy files to electronic, update Lawyer Referral Program, and upgrading all agency tablets/laptops (see attachment for details).

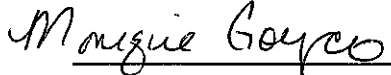
**ADJOURNEMENT**

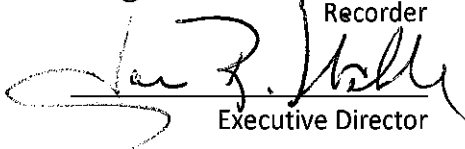
With no further business a motion to adjourn the meeting was requested by Ms. Phy. The motion was made by Jack Enco and second by Shelly Gunzenhauser. The meeting adjourned at 1:27 pm.

**Next Meeting**

Monday, April 4, 2022 @ Noon.  
(Location to be determined)

Respectfully Submitted,

  
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Recorder

  
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Executive Director