



# June 2018 EMPLOYEE OF THE MONTH

The Franklin County Commissioners on behalf of the Special Thanks And Recognition (STAR) Committee proudly present the Employee of the Month award to Ms. Melissa Case. Ms. Melissa Case has been employed with the Franklin County Area Agency on Aging as an Aging Care Manager II since March of 2015. The selection for the June 2018 Employee of the Month was determined by the STAR Committee from a total of 11 nominations. The STAR nomination form asks what recent event prompted selection of Melissa and the answers include:

“The state has recently changed the process as to how individuals become accepted into the Aging Waiver Program. Before, consumers were unable to receive any services until they were approved through the state. However, this new process allows consumers to be care-managed through the Options Program, while they wait to be potentially approved for the Waiver Program. Melissa has been absolutely fantastic in providing consumer information about this transition, as well as preparing the families that will have assistance in applying for the Waiver Program through Person Centered Counseling.”

“Melissa goes above and beyond to help her consumers. She has spent many hours working with consumers, their families, and other agencies to advocate for services. Melissa is willing to do whatever she can to help. Over the last 6 months, she’s been helping a couple with housing and to avoid eviction. Unfortunately, the couple has been taken advantage of by many people, including a landlord. Melissa has devoted many hours to helping the couple get housing and to ensure they have a proper financial representative payee, medical attention, food, personal care, and transportation. The consumers obviously love her and she honestly cares for her consumers. She has the gift of knowing how to diffuse situations and sincerely listens to what people are saying. She’s been exceptionally helpful with the most difficult cases and is an excellent asset to the Aging office.”

Ms. Case’s outstanding characteristics are attributes that have not gone unnoticed by her peers. The nomination form described her as hardworking, trustworthy, resilient, and understanding. As an Aging Care Manager II, she is a compassionate advocate for, and is well-educated on, the services available to Franklin County’s senior consumers. We are grateful to Ms. Melissa Case as she exudes a high standard of customer service, excellence, and respect to the employees and residents of Franklin County.



**FRANKLIN  
COUNTY**  
PENNSYLVANIA