



December 2024 **EMPLOYEE OF THE MONTH**

The Franklin County Commissioners proudly presented the December 2024 Employee of the Month award to Erica Kershner. Erica has been employed by Franklin County since December 2019 and serves as an Aging Care Supervisor I with the Franklin County Area Agency on Aging.

December's Employee of the Month recipient was determined by the Special Thanks and Recognition (STAR) Committee, which received 18 nominations for the December award, seven of which were for Erica. Multiple nominations heralded Erica's ability to seamlessly handle the annual Medicare open enrollment period and the county's PA MEDI program while the program's primary counselor was on maternity leave.

"Erica has been managing the PA MEDI department without her primary PA MEDI counselor, who is currently out on maternity leave, while still managing her own position as a supervisor," said one nomination. "Despite having extra work to do, Erica still takes time to answer questions and help others. She always has a smile on her face and remains positive even when she is under pressure. Erica takes time out of her day to ask others how they are, notices when someone is having a bad day and has genuine care for her coworkers and the older adults she serves."

"Erica handled this past year's Medicare open enrollment season flawlessly, especially being short on volunteer/coordinator help," said another nomination. "Erica's goal is always to see as many individuals as possible during Medicare open enrollment. This year she got creative in how to see as many older adults as possible. She rearranged schedules and took on extra appointments above and beyond what she already had scheduled. Although her role usually allows for remote work, she did not work remotely at all during the seven-week open enrollment span simply so she could see as many people as possible and be available to her volunteers in the office."

Erica's outstanding characteristics are attributes that have not gone unnoticed by her peers. She is described as compassionate, optimistic, supportive, hardworking, generous, considerate, caring, responsive, patient and goal oriented.

The Franklin County Commissioners congratulated Erica on her recognition and thanked her for her excellent work and for exuding such a high standard of knowledge, leadership and excellence to the employees and residents of Franklin County.

